

No.1

English core
city for
recycling

BRISTOL
waste

Bristol Waste Impact Report 2024



Over 64,698 tonnes of waste recycled from kerbside collections,
and 85,990 items diverted through our Reuse schemes.

Get in touch!

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Introduction from Richard Williams, Managing Director

Bristol Waste had much to celebrate in 2024 with Bristol retaining its position as the number one core city for recycling for the eighth year running.

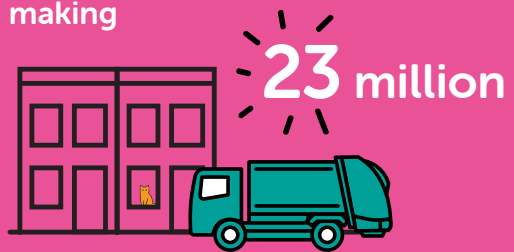
We continue to provide value for money for the city and its people, delivering real social value.

There are few organisations in the city that have the reach of Bristol Waste, as shown by the statistics in this report. Most of our people are Bristolians – from recycling loaders, street cleansers, drivers and mechanics, security and cleaners, to colleagues at our Household Reuse and Recycling Centres, and our support, sustainability and public engagement teams.

We visit every home, tidy every street, grit roads to keep people safe in winter, clear up after nights out and festivals, collect leaves in autumn, and clean offices, schools and museums.

The top ten of 2024

Improved the environment by making



refuse and recycling collections



Provided the best
value-for-money
waste recycling service
amongst English cities
and local authorities



Delivered almost
£20.5 million
in social value through
our Bristol colleagues



Our commercial work is also growing, with an increasing number of organisations including UWE Bristol, Triodos Bank, Nuffield Health, Bristol Water and We The Curious, that share our commitment to the environment, and choose us for their waste, cleaning and security services.

Every pound this commercial work generates helps us to reduce the cost of our municipal work, which means more can be spent on other services.

Highlights beyond our everyday work include the completion of an ambitious Flats Improvement Project, benefiting 70,000 people, a quarter of a million items saved from going to waste through our Reuse Shops, and a successful pilot to recycle 150,000 nappies.

The year wasn't without its challenges, which also impacted on our kerbside collections. These reflected the demands of an ever-expanding city, with more than 483,000 residents, increases in fly-tipping, as well as the pressures of an ageing fleet and transfer station, that is running at full capacity.

We are working to overcome these challenges in partnership with our owners Bristol City Council, as we look forward to delivering more and better services for Bristol and beyond.

Richard Williams

Bristol Waste Company

Key achievements in 2024

Reducing waste

64,698 tonnes recycled or composted saving the city **£8.3 million** in disposal costs



730 homes

total to date taking part in the Waste Nothing Challenge

More than **85,990 items**



diverted from going to waste via our 3 Reuse Shops, including **1,341** mobility aids and **4.5 tonnes** (3,687 litres) of paint

9 campaigns

to change behaviour in the city, including reducing dog fouling and increasing on-the-go recycling



Project completed to improve recycling facilities for **30,138 flats**

Nappy recycling trial (2024 – 2025)

In July 2024 Bristol Waste joined forces with Pura NappiCycle and Green Bottoms – plus the city's babies – to launch the largest nappy recycling trial of its kind in England.

Used nappies have been collected from homes and nurseries to be recycled into new materials for road surfacing and retail signage. Other absorbent hygiene and period care products can also be recycled using the same process.

This free trial captured people's imagination, attracting media coverage and was fully subscribed in record time. Within its first six months it has successfully diverted more than 150,000 nappies from going to waste.

Currently parents and carers in the UK throw away an estimated 3 billion disposable nappies every year.

The findings of this year-long trial will inform conversations with Defra and local authorities about the feasibility and benefits of nappy recycling. Costs and carbon impact will be among the outcomes monitored.

We have seen from our analysis of average household bins in Bristol that nappies and other absorbent hygiene waste make up more than 8% in weight of general waste. Additional benefits include making space in the black wheelie bins, reducing smell build up between collections and saving the city money on high disposal costs.

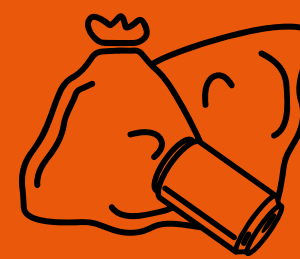
Looking after the city

1,622

tonnes of salt used to grit roads

10,315 fly-tips cleared

54,225m² graffiti removals carried out



2,000

homes powered by biogas produced from food waste recycling

Streets teams cleared up after rioting in Bristol

Over **10,000** hours of additional street cleansing delivered by the Big Tidy team

Keyholders for **492** buildings, and cleaned over 200 buildings



28 events including Bristol Harbour Festival received waste management services

We spoke with 790 students and gave out 1,700 leaflets as part of 'Students on the Move', helping to reduce waste

Enhancing our services



92%

of collections were made on time or completed shortly afterwards



70.9% satisfied with recycling

73.1% satisfied with the general household waste service (Bristol City Council, 2024)

80% said our crews did a good job (Ragdoll Research)



363,385 visited our Household Reuse and Recycling Centres, which have a 4.65* review on Google

In partnership with Pura NappiCycle, we've helped recycle

150,000 nappies



5,000

households included in a food waste recycling trial

Reuse Shops celebrate 250,000th item

In just four and a half years, Reuse Shops have sold or donated a quarter of million items. The initiative was set up to divert goods from the waste stream, helping Bristol to waste nothing.

The first Reuse Shop opened in Avonmouth Household Reuse and Recycling Centre (HRRC) in June 2020 and the second followed two years later at Hartcliffe Way HRRC.

They offer a wide range of pre-loved goods from furniture and homeware to DIY tools and electronics.



// The scheme has generated funds for Reuse initiatives.

Delivering social value

Delivered almost **£20.5m** in social value through our Bristol staff

90% of the workforce are residents of Bristol

4,660 volunteer hours via our Reuse Shops

9,995 communications with residents to support behaviour change and improve environmental outcomes

3,405 students, pupils and community groups attended talks

1,002 streets visited by community engagement team

24 campaign ideas generated by students through our Course Connect partnership with UWE Bristol

7,787 bags of litter and 19,604 litter picking volunteer hours

1.6 million impressions on our social channels and 10,000 people engaged with our website campaign pages

167 children registered on the Little Big Tidiers scheme

REUSE
365

IT Reuse items, from laptops to phones, refurbished and donated or sold to those who need them most to tackle digital poverty

BIG TIDY

In October 2024 Bristol Waste onboarded the Social Value Portal, which will enable the business to report more accurately on its impact for Bristol, and for the good of its people.

Our finances

Delivered over **£11m** in savings over the last 7 years

Managing a **9.4%** increase in disposal costs, but only a **7%** increase in funding

New procurement team achieved **£320,000** in savings, and expect to save another **£195,000** with the temporary labour project

50% increase in businesses we serve

Successful Facilities Management tenders included UWE Bristol

Flats Improvement Project

This year saw the completion of Bristol Waste's most far-reaching waste reduction and recycling enabling projects. Our team improved recycling infrastructure and services across the city for 967 blocks of flats, a total of 29,158 flats, and most importantly 70,000 residents.

Colleagues with a range of specialisms worked together on the project which started in 2021 to enable residents in flats to recycle more and waste less. They successfully unified collection volumes and frequencies to ensure residents could recycle the full range of materials in their Mini Recycling Centres (MRCs).

The team received sector recognition as finalists in the MRW National Recycling Awards 2024.

Looking after our people

12 mental health first aiders trained, and introduced a workplace chaplaincy service

New MD video blogs provide monthly colleague updates

New Dignity at Work and Supporting Absence policies

800 staff attended our first 'Big Get Together'

New Vision and Purpose statement as part of our drive to build a better culture

Launched a new Employee Referral Scheme to attract talent and partnered with ACH to provide jobs for refugees

5 renovated workplaces

16 Stand Out Award winners, and **234** nominations



Looking ahead

At Bristol Waste we continue our commitment to working in partnership with the Council, residents and businesses to make Bristol and beyond, safer, cleaner and more sustainable.

Environmental sustainability, financial growth and social value are at the heart of our strategy going forward, as we deliver value-for-money services, and develop our culture to become an employer of choice.

Highlights for 2025 include the opening of our new Materials Recycling Facility (MRF) in Avonmouth. This allows us to improve resilience for our municipal recycling service and reduce the pressure on our Albert Road depot, and to process more materials locally for our commercial customers.

August marks the 150th anniversary of the Public Health Act 1875 that introduced regulations for local authorities to remove waste and was the birth of the 'municipal bin'.

Today, we are proud of our status as the number one core city for recycling in England and we are planning exciting initiatives to improve kerbside and flats collections and reduce waste, including expansion of our nappy recycling project, and new collection points for used coffee pods at Household Reuse and Recycling Centres.

There's a continued focus on growth, both in terms of our Reuse work and our commercial remit providing waste, recycling and facilities management services to businesses. The more we develop commercial income streams, the more savings we can make for the city to be reinvested in other services for the good of the people of Bristol. We look forward to working together in 2025 to keep Bristol, and beyond, safer, cleaner and more sustainable.

Where we send our recycling

Our duty of care is to ensure that waste and recycling is disposed of responsibly and we aim to keep resources within the UK. Almost all of Bristol's general waste goes to Avonmouth for energy recovery. Only 1.9% of the city's waste was sent to landfill in 2023/24.

Some examples of what goes where:

● 20% stays in Bristol

- Food waste*
- Garden waste*
- WEEE*
- Textiles and shoes*
- Carpets*
- Wood*
- Metal*

● 18% stays in the South West (excl. Bristol)

- Food waste*
- Wood*
- Garden waste*
- Carpets*
- Plasterboard*

*sent to multiple locations

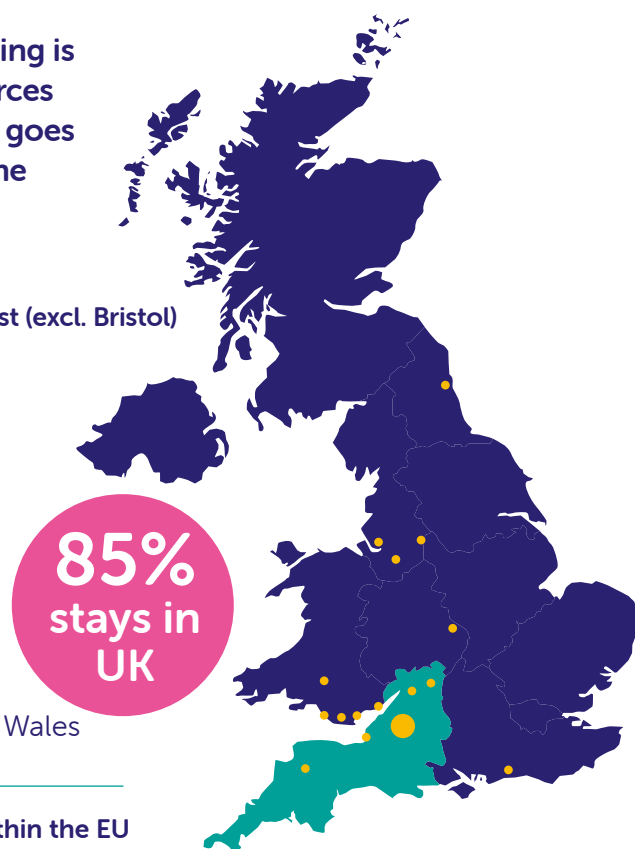
● Yellow dots on the map show where recycling goes

● 47% stays in the UK (excl. Bristol and the South West)

- Fluorescent tubes go to Greater Manchester, books to Wales and ink and toner to Sussex.

🌐 14% exported outside of the EU 🇪🇺 1% exported within the EU

Due to drop in UK and EU demand for raw material.



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Keep this leaflet for reference and remember to recycle when finished.
Printed on 100% recycled paper.

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