

## Case Study: Refuse Collection in Partnership with Wolverhampton City Council

### Background

The partnership between Enterprise and Wolverhampton City Council was instigated in April 2006. The 14 year contract incorporates a waste management and recycling service aimed at increasing efficiency and sustainability to over 2000 residents.

### Initial Situation

Wolverhampton sought a partner who would commit fully to the city; improving services, promoting its 'green' agenda and providing best value to the residents and local businesses.

### Key Customer Requirements

Wolverhampton City Council required a partner who would invest in an efficient collection service to achieve high levels of recycling and help towards reducing dramatically the amount of waste going to landfill.

The overall aims of the contract are to:

- Increase recycling
- Keep the incinerator burning waste to generate electricity for the National Grid
- Eliminate landfill use
- Stop waste increasing

### Our Response

Enterprise provides a waste management service that is customer orientated. We aim to accommodate customer requirements by offering a service tailored to their needs, whilst integrating the existing collection schedules. Our dedicated collection team works with a flexible and open approach to ensure the customer's expectations are always met.

As part of our large investment into Wolverhampton, the partnership purchased four new 'Dennis Eagle' trade waste collection vehicles. These vehicles are used exclusively for trade waste, so the service is not hampered by vehicles being forced to make unnecessary domestic collections.

In addition to buying new vehicles, the Waste partnership has also committed to providing new businesses with brand new bins. These containers are made to the highest quality, ensuring that the customer's waste is stored safely and appropriately.

The Wolverhampton trade waste service offers customers the opportunity to have their refuse collected on a regular basis. Furthermore, they can choose the size and number of refuse containers, from a small 240 litre bin to a large 1100 litre bin.

Due to changes in European law all vehicles that collect trade waste have to be monitored via a TACO system. In Wolverhampton we achieve this with efficiency and minimal disruption.

### Achievements

On average Enterprise collects some 12,000 tonnes of trade waste annually in Wolverhampton. Over the last two years there has been a consistent improvement in the local community's perception of the services, with satisfaction of the waste collection service overall rising from 90% to 93%.

Enterprise, in partnership with Wolverhampton City Council, helps to improve many of the waste services for the city, with an increase of:

- 30% in doorstep collection of items for recycling
- 29% of recycling facilities
- 26% collection of household waste

Enterprise is currently developing plans to introduce a trade waste recycling service. It is hoped that Enterprise will have the capacity to recycle cardboard, paper, glass and plastic bottles from trade waste customers. This will hopefully reduce costs significantly. It will reduce disposal costs and minimise the use of landfills, encouraging a more sustainable approach that meets Wolverhampton City Council's objectives.

The recycling services will be offered initially to trade customers in the City Centre from early 2009. It is hoped, should the scheme prove successful, that it can be rolled out to all Wolverhampton Council offices and businesses throughout the city.

### Summary

Enterprise provides a management team, experienced in waste services. This team is committed to delivering an efficient, professional waste service to Wolverhampton, and provides best value to both the Council and the community. Enterprise will continue to work actively in providing a tailored approach to trade waste management. The requirements of the Council are a focal point for this partnership, as Enterprise considers sustainability paramount to the investment in Wolverhampton.

This successful partnership has led to the scope of services expanding with Enterprise also providing grounds and streetscene services to Wolverhampton City Council.



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