

## Primary Aims

\* *The relief of poverty by the provision of renovated furniture and other household items to those in need.*

\* *The advancement of education on the need for recycling in the community.*

## We achieve this through ...

\* The **Reuse Centre, The Shed and Tip Shop** refurbishing used furniture, white goods and computers. This makes them available to people on low incomes and provides work experience and volunteering opportunities.

\* Our **Education Programme** with interactive classroom, teaching young people to reduce, reuse and recycle.

\* The **PEAK Project** working with young people excluded from school, equipping them for the world of work.

## Wastesavers Ltd.

## Primary Aims

\* *To establish, operate and develop a variety of community recycling services for the collection and sale of post consumer wastes.*

\* *To promote and cultivate within educational establishments and the wider community the environmental value of recycling, reduction and minimising waste.*

## We achieve this through ...

Providing a weekly Kerbside Recycling service for 72,000 households and 400 blocks of flats. Offering Commercial Recycling services to businesses, schools and charities across South East Wales.

We have been successful in maintaining our ISO standards during 2017-18 and engaging in continuous improvement processes, including monitoring our own performance which we do on a quarterly basis, supported by regular internal audits of all our departments.

Wastesavers are committed to improving its environmental impact, its occupational health and safety performance and to the improvement of its quality management system.



## Annual Review 2017/18

Building the future, shaping lives

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# Chair's Report

## Future proofing Newport's recycling

It is a great pleasure to present the Annual Review for 2017-18. If last year was all about our recycling department, this year has been all about reuse. The continued developments at our Tip Shop saw diversion from landfill and income increase to the highest levels yet. Encouraged by this experience we successfully tendered to run a new reuse shop at the Llantrisant Recycling Centre for Rhondda Cynon Taff Council. The Shed, as it is now known, opened in June 2017 and by the end of March 2018 we had already diverted 70 tonnes from landfill. Our staff have worked hard to launch and run this new shop. It has become a well-used part of the community for those who wish to give their possessions a new home and those who look for amazing bargains.



Volunteers form the backbone of our reuse services. The board expresses their thanks to all 65 volunteers who have donated their time and experience. They work tirelessly to help us divert household items from landfill and make them available to other people within our community. We could not have done this without them. Congratulations to Nicky Humphries and Gavin Broome who both won volunteering awards at the GAVO ceremony in September. Congratulations also to Paula, Hazel and all the volunteers at the Shed who helped Wastesavers, RCT Council and Amgen Cymru win the Best Environmental Partnership Initiative at the 'Love Where You Live' awards.

Not to be outdone, our kerbside recycling department also won an award this year for the quality of the paper it sends for recycling. **The "Resource Association" recognised the efforts that our residents and recycling collectors carry out to keep the recycling clean and sorted so it can be better recycled into new products.**

# Wastesavers People

## Trustees / Directors

David Mayer (Chairman)  
Bill Langsford (Treasurer)  
Tom Bond  
Rebecca Rothwell (From Feb 18)  
Roger Ayres  
Len Casley (From Aug 17)  
Caroline Wynn (From Nov 17)  
Frances Williams (Until Sept 17)

## Newport Council delegates

Cllr. Ray Truman  
Cllr. Deb Davies  
Cllr. Mark Spencer  
Cllr. Roger Jeavons

## Senior management team

Penny Goodwin	Chief Executive Officer
Ian Syms	Recycling and Health & Safety Manager
Nicola Rossiter/ Mike Howell	Reuse and Volunteer Manager
Janet Jones	Finance Manager & Company Secretary
Neil David	Training Manager
Ian Pearce	PEAK Project Coordinator
Phil Hurst	Marketing & Development Officer

# PEAK Project

## Key achievements

- \* We hosted 44 students totalling 3919 hours of teaching
- \* Our students gained 91 certificates of achievement



In total we received students from 7 schools with 85% of our students coming from Cwmbran High School.

The number of certificates being awarded on an annual basis has risen from 2 to 5 for bicycle's and from 2 to 4 for carpentry per student.



# Education

## Key achievements

- \* 13 school visits
- \* 19 visits in total with 514 children



Our education room is still proving popular. This year we extended the age range of pupils from year 4 to year 2, to educate a broader base of pupils about reducing, reusing, recycling and the benefits this has on the environment.

Our feedback rate was very encouraging. We managed 565 feedback points out of a maximum of 590, giving an overall rate of 95.8%.



2017 also marked the year when we made the difficult decision to close our training department. It had been running for 12 years but the demand for recycling and waste related qualifications had declined recently and we felt it was the right time to step out of this market and focus more on our charitable activities. Thanks to the training team for all their hard work and dedication. Their programmes have increased the depth and quality of workers and enhanced the standing of the environmental industry in general. We wish them success in their new roles.

Our charity continues to gain widespread respect. Our success is driven by the partnership between our excellent senior management team and our dedicated board of trustees. Thanks to all involved for their continued commitment. I am pleased to present this annual report for 2017-18 that just touches on the great work we do in the community to improve our environment and our society. Looking back, I am delighted with the progress we have made and look forward to even brighter prospects in 2018-19.

David Mayer  
Chairman  
Wastesavers Charitable Trust Ltd.

*Wastesavers Ltd is a wholly owned trading subsidiary of Wastesavers Charitable Trust.*

*Full annual accounts for both the charity and the company available on request.*

*With no share capital the company covenants all of its profits directly to Wastesavers Charitable Trust.*

*Our Environmental, Health and Safety and Quality ISO performance indicators are integrated with the company's full annual report.*



# Kerbside Recycling

## Key achievements

- \* Kerbside recycling tonnage increased by 5.5%
- \* Cardboard recycling collected by Wastesavers increased by 62% after launching the new collection service



Throughout the year we have been striving to improve the service of our kerbside operation and opportunities for the staff who work with us.

We introduced a driving academy for existing and new staff with driving licences, to upskill them to HGV drivers, thus giving us more flexibility with the crew on the ground.

We sent over 17,000 tonnes of recycling to re-processors including J & A Young (Plastics), UPM (Paper), Novelis (Aluminium), Celsar (Steel), Recresco (Glass), DS Smith (Card) and Biogen (Food Waste).

The recycling which was collected saw an increase of 5.5% on the previous year with the biggest increase in

cardboard +62.5%.

We added an extra Romaquip vehicle to the fleet this year in order to keep up with the continued growth of the city. Overall we collected 1000 tonnes more than the previous year.

This is good news, not just because the city continues to improve on the recycling it diverts from disposal but also because the company can provide more job opportunities.

We have had a good year in terms of accidents sustained, with only 9 recorded injuries resulting in a total of 10 lost working days and 0 riddors.

# Training



## Key achievements

- \* In total we had 11 completed frameworks
- \* Two new starters at Coleg y Cymoedd

This year we continued delivering apprenticeships in Sustainable Resource Management and also pushed our commercial COTC qualification out to the waste and recycling industry. We achieved 11 completed frameworks and had increasing interest in the COTC.

However our work within work based training has become ever more challenging and following a sustained downturn in the apprenticeship market, we made the decision to move

away from work based learning and to close the department.

We have delivered more than 200 qualifications over 12 years, upskilling and improving the quality of workers. We would like to thank all those who worked within the department for their support and commitment to the high quality learning that they helped us to deliver, and wish them success in their new roles.



# Commercial Recycling

## Key achievements

- \* 327 tonnes diverted by The Commercial Office Paper Scheme
- \* 740 tonnes diverted by The Commercial Wheeled Bin Scheme



Throughout the year we have introduced a total of 64 new clients to our service including Mega Food and Caldicot Castle, bringing our total to 366. This has increased our recycling tonnage to 1067.

This year we also processed 501 tonnes of recyclables for other companies and local authorities. This represents a significant increase on last year (154 tonnes) and demonstrates **the companies' ability and willingness** to provide this service to other public bodies and private companies when required.

Regular breakfast meetings with the Dragons Network continue, acting as a valuable local business networking forum.

We have continued to partner with other waste collection companies, joining forces with Mitie Waste, which further enhances our offer for local businesses. We aim to build on this next year, in order to grow the department further.

All of this has been made possible by the expansion of our processing line and additional space provided by the extension onto the land next door.



We also received recognition from "The Resource Association" for the quality of the paper that is sent for recycling and the efforts undertaken by residents and recycling collectors to keep recycling clean. The Quality Recognition Award was presented at the Association's Summer Reception assisted by Dr Dominic Hogg, Chairman of Economia Research and Consulting.





# Reuse

## Key Achievements

- \* 69 tonnes of donated items reused at The Shed (only open 8 months)
- \* 79 tonnes of donated items reused at the Reuse centre
- \* 176 tonnes of donated items reused at the Tip Shop



## The Shed

2017 has been a busy year with the launch of The Shed at Llantrisant Community Recycling Centre.

The opening day was supported by local Councillor Ann Crimmins, Radio 2 gardening guru Terry Walton, Uncle Bulgaria of the Wombles and RCT's very own Rhyscyle.

The Shed has been very successful during its first year, with over 42,869 items finding new homes and over 69 tonnes of waste being successfully diverted from disposal.

To add to this success The Shed was also awarded Best Environmental Partnership Initiative, at the Love Where You Live, Environmental Awards, a collaboration between ourselves, RCT and Amgen Cymru.

## The Tip Shop

A new store manager was appointed at the Tip Shop, who has been a key player in driving sales, which have seen a significant average monthly rise of +17% against the same period last year.

The new manager has also been pivotal to diverting waste from disposal, which has seen monthly tonnages rise from 10.4 tonnes at the start of the year, to more than 15.5 tonnes per month by the end.



## The Reuse Centre

The Reuse Centre has also seen some great achievements through the year. In September Gavin and Nicky both won GAVO volunteer awards celebrating their continued effort at the Reuse Centre and we hosted Shaw Trust **placement's including Shirzad Hussain**, who is profoundly deaf. During his time with us he also taught the staff some basic Sign Language skills, which they are still using.

Donations to the Reuse Centre has seen positive growth with more and more people wishing to donate unwanted items. On the back of this our collection period has increased to two weeks in order to keep up with demand.

We were also successful with our application for Valpack funding, which enabled us to employ a former volunteer to PAT and function test small electrical appliances, in order to increase the number put back into reuse in Newport.

Our reuse operations as a whole diverted a total of 350 tonnes of materials from going to disposal, an increase of 187 tonnes on the previous year.

Much of our work has only been possible thanks to the efforts of our regular **volunteers**. Here's what a few of them said:

*'I have really enjoyed working amongst friendly staff and improving my IT skills'*

*'They all helped me with my job searching and that has been invaluable'*

*'I have gained confidence and experience in different situations without being judged'*

## Thank you to our regular reuse volunteers

Connor Abbot  
Neil Anthony  
Michelle Angel  
Tracey Angel  
Owen Baker  
Richard Bindley  
Jonathan Blackburn  
Tom Bobbett  
Gavin Broome  
Ann Marie Brum  
Christopher Buckley  
Richard Cook  
Rachel Davey  
Elaine Drew

Terry Edwards  
Terry Gibbs  
Vaughan Gunthorpe  
James Harding  
Stephen Hrycia  
Nicky Humphries  
Mo Hussain  
Shirzad Hussain  
David John  
Mary Kehoe  
Gina Kent  
Cheryl Lawrence  
Ann Mapps  
Andrew Mayo

Anna McCrombie  
Saladin Mohammed  
Muslim Mustafa  
George Parker  
Sam Pearcey  
Kerry Peart  
Kay Piatek  
Joe Ryall  
Vicky Ryall  
Stacey Silcox  
Dawit Soloman  
Andrew Williams  
Shaun Young  
Eileen Yhnell