

Annual Review

2019 - 2020



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EDUCATION

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Chair's report

Firstly I want to give a big thanks to all our staff and volunteers for the amazing work they have carried out over this year. To say this has been a year of change would be an understatement.

The year covered by this report began in 2019 with the announcement by Newport City Council of a major reduction in the kerbside general waste bin capacity (code named T70) and it ended in March 2020 with the full scale Covid lockdown.

Both had a huge impact on all aspects of our work.

And if that was not enough, the Chief Executive Officer was on maternity leave (returning in September 2019). Ian Syms was promoted to Interim CEO, supported by an external business consultant, Nicola Peake, whose advice to both Ian and the Board was invaluable.

Kerbside operations rose to the T70 challenge as general household refuse bins were reduced from 180 litres down to 120 litres over the summer. The aim was to push Newport towards the Welsh Government's 70% recycling target. The impact was immediate and required a significant upscaling of both our fleet and kerbside staffing levels. The strategy worked! We collected 2,500 tonnes more recycling than the previous year.

This took a great deal of adaptation from all staff across the whole company. It represents a major leap forward and the trustees extend their heartfelt thanks to everyone involved.

In another innovative development we undertook our first ever whole organisation consultation for both the limited

company and charity. In order to find out what we wanted for the next five year plan we bought in an outside facilitator and put paid staff, Trustees and volunteers together in the same room for two days of intensive workshops. This proved extremely informative and enjoyable, broke down some barriers and set the basis for the current plan under development.

While Wastesavers Ltd. was adapting to new systems, the Charity continued its rapid expansion. Two new reuse shops at HWRCs were opened, one in Treherbert and one in Maesteg. Agreements were also reached to open similar shops in Cardiff and Merthyr. And in the background we reached agreement with the owners of the old Co-op building in Maindee to develop a major high street presence for our re-use operation.

The year was already extremely busy on all fronts. And then Covid happened! Kerbside of course kept working as an essential service but almost all charity staff were placed on furlough and home working initiated for most office staff.

Once again, I would like to give my sincere thanks on behalf of the board for the huge efforts and adaptations taken on by all our staff and volunteers in these rapidly changing times.



David Mayer



Kerbside

Key Achievements

19,400 tonnes of recycling collected.
Newport's recycling rate hits 69%!

Over the year our kerbside operations collected more than 19,400 tonnes of recyclable materials, an increase of 2,500 tonnes over the previous year. This represents a 15% increase in just one year!

This was as a direct result of the reduction in domestic refuse bin capacity from 180 litres to 120 litres (still collected fortnightly).

The largest increase came in food waste which saw a 39% increase. This is a fantastic achievement as the city moves towards the Welsh Government's 70% recycling target. However it also brought with it some steep operational issues, not least the pressure to recruit more HGV drivers.

During this period the company purchased an additional three recycling vehicles to support this increase in recycling and employed an additional ten people.

Nine staff qualified as HGV drivers with eight undergoing training. However the increased demand in recycling collection has meant an



increased demand for staff. We have been unable to recruit the staff we need and as such our reliance on agency staff has again increased, with those agency staff requiring different terms and conditions to those employed by the organisation, namely two workers on the vehicle for every driver.

Work will be needed this coming year to standardise working practices and ensure our current reliance on agency workers, and associated additional cost, is reduced.

Kerbside operations are run at cost price and therefore no profit is generated from our contract with Newport City Council.

The limited company, however, engaged in profit making activity through its commercial recycling department and from commercial reprocessing. These projects, along with rent paid by the kerbside project for the charity owned building generated profits of £60,000 for the charity.

Reuse



Key Achievements

671 tonnes of reusable items diverted (up from 521 tonnes last year)

103 volunteers helped us (up from 63 last year)

Two new shops opened

We now have four retail outlets at household waste recycling centres across south east Wales, as well as the Reuse Centre In Phoenix Park . It represents a major expansion with 24 staff employed who work with, on average, 15 - 20 volunteers per day.

All our outlets saw major growth in both donations and sales over the year. The Reuse Centre brought in £182,000 in sales (up from £119,000 in the last report) while the four HWRC shops bought in £328,000 between them.

These operations have rapidly become self sustaining and provide a

business model that is gaining interest not only in Wales but also with councils in England.

None of this would have been achievable without the 103 volunteers who between them donated 21,127 hours of their time (up from 4,380 hours donated last year).

At the living wage (£8.21) this equates to more than £173,000 in time donated - a five fold increase over last year.

In May we opened our new “Shed” in Treherbert , our second outlet in RCT as our partnership with the council expanded. The official opening took

place in July with Deputy Minister for Housing and Local Government, Hannah Blythyn AM, cutting the ribbon.

As well as that, The Tip Shop was short listed for the National Recycling Awards in London. We didn't win, but being shortlisted undoubtedly increased our profile and media coverage.

As none of our work is possible without volunteers, we have often wondered how we can say thank you. In July we decided to take a group of 14 of our most regular long term volunteers up to London to take in the sights; from Camden Lock to the Tate Modern. Several had never been to London before and it was great to see volunteers from different locations meet up for the first time. We hope to make a volunteer day trip an annual event.

Plans for moving the Reuse Centre to the old Co-op site in Maindee took a twist when the owners decided to sell the property. This had major implications for us, but we decided to place an offer, our bid was accepted and the details are now being sorted.

By February 2020 we were ready to open "The Siding" at the Maesteg household waste recycling centre. Strong support from the Mayor and councillors saw Uncle Bulgaria of



Our own "IT" crowd. More than 7.6 tonnes of old computers were either reused or recycled. Over 2,000 IT items were sold.

Wimbledon common make the trip from London to cut the ribbon and get the shop off to a great start.



The success of our current outlets has not gone unnoticed and we have reached agreement with both Cardiff and Merthyr councils to open similar reuse shops in the near future.

Our in-house "Volunteer" magazine had three editions and continues to go from strength to strength with the print run increasing to 800. It gives our volunteers a voice and helps tell their stories to customers and across the wider community.

Education

Key Achievements

236 school children given lesson in our classroom

Six different schools send classes

Our well used education room at our Esperanto Way headquarters hosts primary school visits to teach the 'reduce, reuse and recycle' message to the next generation.

Lessons are planned to ensure all children are not only enthused by reuse and recycling but are also aware of its environmental benefits.

We held eight visits but the academic year was effectively halved due to the Covid-19 lock down,

A new development saw us working with a secondary school in Brynmwar,



helping their eco committee establish a recycling programme for the school as a whole.

We also started work on the refurbishment of our own classroom, expanding the space just before lock down.

Detailed plans are being drawn up for a fully interactive and more up to date educational experience.

Peak project

Key Achievements

91 students attend

8 different schools use the service

Our Alternative Curriculum facility works with schools, pupil referral units, youth offending teams and social services, to take young people who are struggling in mainstream education.

The students work towards gaining basic/essential skills and Agored Cymru Units through projects includ-

ing plumbing, carpentry, bike repair, cookery, photography and Art and Design.

We worked with 66 pupils from four Torfaen schools and 25 pupils from four different Newport schools.

A total of 1,131 contact days were made with the 91 pupils.

This year saw John Frost School use us after an absence of two years.

There was an influx of pupils after the Christmas break. Spring normally sees our highest attendance figures.

Commercial

Key Achievements

15 new clients join the service
1,158 tonnes of office recycling collected

Commercial operations continued to expand over the year. We now have 382 clients, 15 of which were new to our roster in the year till April.

Notable additions include the Office for National Statistics and the large Celsa steel works in Cardiff. The ONS relationship also includes a quarterly collection of high quality IT equipment. 50% we give direct to other local charities and the remainder is sold to support our own charity work.

Office paper collections also saw the provision of new containers, aimed at making an office recycling



bin more visually appealing.

The expansion of services also necessitated the purchase of an additional wheeled bin vehicle.

The volume of reprocessing we provided for other local authorities also expanded, rising to 192 tonnes, an increase of 72% over the previous year, while collections from the 45 schools serviced remained steady.

In May we collected more than half a tonne of cardboard, 400Kg of plastic bottles and 180Kg of food waste from the Newport Marathon

Our People

Trustees

David Mayer (Chair)
Bill Langford (Treasurer)
Roger Ayres
Len Casley
Mark Esposito (recruited 2019)
Rebecca Rothwell (resigned 2019)
Caroline Wynn

Newport Council Delegates

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

Senior Management

Penny Goodwin: CEO
Ian Syms: Interim CEO / Head of Operations
Janet Jones: Finance Mngr & Co. Secretary
Alun Harries: Charity Manager
Nicola Rossiter: Reuse Operations Manager
Stephan Orman: Interim Reuse Operations Mngr
Hannah Donovan: HR Manager
Kris Dowding: Recycling Operations Manager
Stacey Takle: Commercial Recycling Officer
Ian Pearce: Peak Project Coordinator
Phil Hurst: Marketing & Dev't Officer.

Wastesavers Charity

No. 1116150

Primary aims

*The relief of poverty by the provision of renovated furniture and other household accessories for residents in necessitous circumstances in the South East Wales area.

* The advancement of education in respect of the environmental aspects of, and need for, recycling.

* The advancement of education in respect of vocational skills, numeracy, literacy skills and practical skills of benefit to the community (to the extent that such objects are exclusively charitable).

We achieve this through

* Our retail outlets making used furniture and household items available to people on low incomes.

* The provision of work experience and volunteering opportunities at our retail outlets.

*The education programme hosting school visits and the schools outreach activities.

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

*Undertaking educational workshops within the community

Wastesavers Ltd.

No. 3842840

Primary aims

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

We achieve this through

*Providing a kerbside recycling service for 74,000 households and 400 blocks of flats in Newport.

*Providing commercial recycling services to business, schools and charities across South East Wales.

Wastesavers Ltd. is a wholly owned trading subsidiary of the Wastesavers Charitable Trust. With no share capital the company covenants all of its profits directly to the Trust. Full annual accounts for both the charitable trust and the limited company are available on request.

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