

# Annual Review

2020 - 2021



WASTESAVERS  
EDUCATION

WASTESAVERS  
REUSE

WASTESAVERS  
COMMERCIAL

WASTESAVERS  
AT HOME

WASTESAVERS  
PEAK

# Chair's Report

This is the second AGM since the Covid pandemic and unfortunately we are still meeting virtually.

We are fortunate that Penny immediately initiated daily zoom calls for senior managers and a weekly social catch up on zoom.

I am not aware of any other company who did this so quickly and acknowledged the problems of social isolation even for those working from home.

The circumstances and operating restrictions have caused major headaches this year but Wastesavers Limited still delivered on our Newport City Council collection contract and the whole group maintained its ISO 9001, 14001 and 18001 standards.

An additional 2,719 tonnes of material was collected. As residents changed their behaviours during lock down, on-line purchasing and the need to stay at home saw increases in several recycling material streams, most notably cardboard and food.

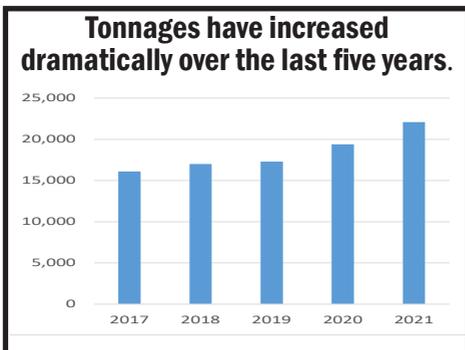
The Charity successfully opened a new reuse shop in Merthyr, only for it to shut after just 6 weeks of operations because of the pandemic.

The development of our new Reuse Centre in the old Co-op building on Chepstow Road, was severely delayed because of Covid-19 and a few unforeseen construction issues.

The Charity did not move to the new premises until July 2021 but is already a huge success.

Covid-19 has severely impacted the Charity and Wastesavers Limited but despite all the challenges we made considerable gains and look forward to another year of growth and success.

*David Mayer*



# Kerbside Recycling

During the year we collected 22,100 tonnes of recyclable materials through our kerbside operations; a dramatic 14% jump on 2019-20.

Cardboard saw a huge 31% increase as residents started to shop online due the lockdown.

Food waste was up 14% and glass tonnages also increased as residents stayed at home.

The increase in tonnages saw additional pressure on both collection and yard staff.

Covid protection measures were bought in, staggering team start times and restricting social contact to small "pods". The strategy worked as days lost due to Covid were kept to a minimum.

The increased tonnages meant we had to go to driver plus two to meet demand, and even then additional vehicles and temporary agency staff were hired at peak times.

Yard staff also saw their work increase with periods working ten hours per day rather than the normal eight.

The increase in tonnages, however, did not reflect in an increase in income from material sales. The value of cardboard



Approximately 1/2 of one day's plastic and cans.

dropped dramatically and across all materials we saw income drop from £994,000 in 2019-20 to £720,000 during this period.

With disruption to services caused by Covid, keeping residents up to date via social media became increasingly important.

By late February our recycling operations had 3,300 facebook and 2,800 twitter followers.

The average reach per post on facebook was 4,600 with 550 "clicks" or reactions – a dramatic increase over previous years.

We now regularly post updates in local facebook groups with a combined reach on more than 100,000.

# Reuse Charity

## Key Achievements ...

- \* 105 tonnes diverted
- \* Improved partnerships with other local charities.
- \* 24 staff employed

Our reuse operations were severely affected by the lock downs as almost all staff were placed on furlough for much of the year.

During the brief windows when we could open our shops we managed to divert 105 tonnes of reusable materials from landfill.

Although only a fraction of what we normally manage to divert, we still had direct economic, social and environmental benefits to the communities we work in.

Our focus was to make donations to household in need through partner organisations.

Alun Harries (Charity Manager) and Nicola Rossiter (Reuse Operations Manager) continued to work throughout, turning their hand to loading and driving the furniture van as well as their normal tasks.

The key message we put out to other organisations was; "If you are supporting someone who needs it; and we have it; we'd love to donate it to you."

Through this approach, in the first quarter of 2021 alone we supported 43 families directly (through referrals) providing free furniture, IT and electricals.



We also donated an additional £11,000 worth of stock to 18 different support agencies around Newport.

The first quarter of 2021 also saw the IT department donate 125 laptops, many donated by the Office for National Statistics, to families who were struggling with home schooling due to having no access to a suitable computer.

Several volunteers came in during lock down to help refurbish computers.

WASTESAVERS  
**REUSE CENTRE**  
NEWPORT

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**Tip Shop**  
Newport

Y Sied  
**The Shed**  
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In November 2020 we opened our Pentrebach store (A New Lease of Life) just south of Merthyr employing one full time and three part time staff.



This is our largest store in floor space terms. We were unlucky in timing terms as it had to close shortly after opening to comply with Covid restrictions. It re-opened in early 2021 and has gone from strength to strength.

As our portfolio of shops increased we had to take on a Regional Manager. We have six outlets with three more (Roseheyworth, Cardiff and New Inn) due to open in late 2021.

We now employ 24 staff in or shops - all new jobs and self-sustaining from the income they bring in.

Volunteers are crucial to the running of our shop. Before Covid we had more than 100 regularly helping. This year we had just 33 regular helper, who gave 1,323 hours of their time, mainly in the periods between lock downs.

An additional benefit from these operations is the path from volunteer to paid employment. One third of our current shop staff were previously volunteers with us.

During lock down staff hosted weekly zoom meetings for volunteers in an effort to reduce social isolation, and a



special online edition of “volunteer news” was produced.

During the year we received funding to promote the reuse of waste electrical equipment, with posters in all shops, branded T shirts and an ongoing digital media campaign.

Another impact of lockdown was the ongoing delay to work starting on the old Co-op in Maidee.



Our primary marketing tool for reuse remains Facebook.

The shops combined had more than 27,000 followers by the end of

## Key Funders



Y Sied  
The Shed  
Treherbert

Bywyd Newydd  
A New Lease of Life

Y Den  
The Den  
Roseheyworth

# Education

Owing to COVID-19 restrictions the majority of regular attending schools did not make enquiries for the education room.

This, together with the teaching staff being furloughed for much of the year, meant the education room was not used this year.

Some progress on refurbishing the room, however, was made as the room itself was expanded.

The story boards for the new room and outline designs were drawn up .

We also worked with the Brynmawr Foundation School Eco committee looking at ways to improve the schools recycling performance.

We were only able to attend two face-to-face sessions but ran several online sessions and produced a short motivational video for them from the depot.



## PEAK

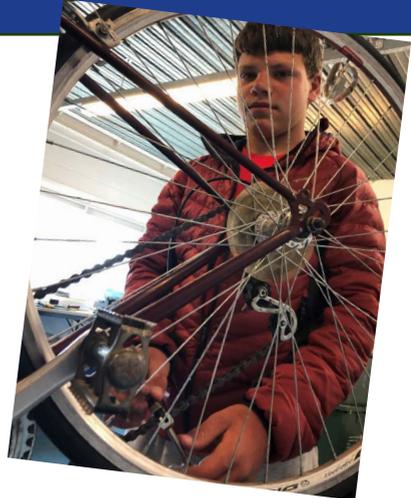
**Five schools sent pupils.  
A total of 14 different pupils  
attended.**

This was difficult year for PEAK as Covid severely affected student numbers.

Schools were keeping pupils in 'bubbles' and not releasing them for alternative curriculum for most of the school year.

Over the summer staff were placed on full furlough and over winter into spring 2021 flexi furlough was in place.

This year, because of COVID-19 restrictions we only offered carpentry and bicycle maintenance.



We worked with 3 Torfaen pupils from 2 different schools and 11 Newport pupils from 3 different schools.

A total of 392 contact days was made with the 14 pupils.

# Commercial Recycling

Commercial recycling operations were severely affected by the lock downs as much of our business relies on hospitality and office collections.

Collection staff were placed on flexi furlough and collections reduced down to two day a week.

A total of 649 tonnes of recycling were collected, down from almost 1,200 last year.

Some progress was made, however, with processing material collected from other local authorities.



A total 1,100 tonnes of material that we did not collect ourselves passed through our Esperanto way facility.

## Trustees & Key Management

### Trustees

David Mayer (Chair)  
Roger Ayres (Vice Chair)  
Bill Langford (Treasurer)  
Len Casley  
Mark Esposito  
Caroline Wynn

### Newport Council Delegates

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

### Senior Management

Penny Goodwin: CEO  
Ian Syms: Head of Operations  
Janet Jones: Finance Manager &  
Company Secretary  
Alun Harries: Charity Manager  
Nicola Rossiter: Reuse Operations Manager  
Tom Belcher: Regional Manager  
Leanne Rowe: HR Manager  
Kris Dowding: Recycling Operations Manager  
Stacey Takle: Commercial Recycling Officer  
Ian Pearce: Peak Project Coordinator  
Phil Hurst: Marketing & Development 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 more than 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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