



A 360 degree approach to recycling with Arc Partnership

In brief

Arc Partnership is a joint venture between SCAPE and Nottinghamshire County Council that is focused on improving public buildings, including schools and libraries across Nottinghamshire and the East Midlands.

As a local construction specialist, Arc is responsible for managing several sites at any one time. The team was struggling with its previous waste partner and was looking for a supplier to improve its waste management function, save money and increase recycling rates.

Putting the customer first

A key point of frustration for Arc had been a lack of account management with its previous waste partner, which meant recurring day to day issues.

Skips were not being delivered when booked and there were frequent delays across multiple sites, impacting on the client's ability to deliver. There was no administrative or audit trail and very limited account management, which was a recurring disappointment and meant they were not able to provide a duty of care.

Arc approached Ward through the ESPO framework and on recommendation an existing customer and a site meeting was set up to understand the unique requirements for each site. A single point of contact was established within the Ward team, which meant that communication was instantly improved.

A monthly reporting system was put in place so that detailed waste reports, including the number of skips provided, recycling percentages and waste processing methods, could be provided directly to the client.

VITAL STATISTICS

Project:

Waste management public building construction projects

Client:

Arc Partnership

Sectors:

Building, construction, estate management

Services:

Skip hire, waste management and recycling services

Location:

East Midlands, UK

Contract Date:

September 2019 to ongoing

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Understanding unique waste management needs

Ward undertook regular site visits to gain a greater understanding of the needs of each project. As Arc is responsible for several schools, much of Ward's operational work needed to be undertaken during school holidays once there was no-one on site. There was also a need to ensure that waste facilities were kept neat during school time, taking up minimal space.

To accommodate this, Ward recommended 8-yard and 12-yard lockable skips that kept everything both tidy and safe. Mixed waste skips and metal skips were recommended and supplied in the volume needed for each site; while some sites required a small number of skips, others required as many as 20 to 30 units. Each skip has a unique PO number, which has helped to ensure a seamless service and a detailed level of accountability.

Coming full circle

The waste management contract was due to go out to tender earlier this year but, having seen a marked improvement across all of its sites, Scape Group agreed to switch all of its waste management services to Ward.

Thanks to Ward's excellent level of customer service, Arc has managed to meet waste management expectations, improve its recycling rates and save money.



Want to find out more?

For more information about how Ward can support you to increase recycling rates and reduce waste on site, contact...

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