

## Llanfoist Re-Use Shop (RUS) Proposal



### **Benefits**

A re-use shop will divert waste from disposal and generate income from the sale of goods. It will reduce Monmouthshire's disposal bill; realise the value of materials currently wasted and create employment and volunteer opportunities.

It will make better of a disused area of land at the rear of Llanfoist HWRC. The project has the potential to offer a more positive experience for users of the HWRC whilst raising the profile of the Council's commitment to practical sustainability to its residents.

A reuse shop would demonstrate the Council's commitment to the Waste Hierarchy, with the Council undertaking a project that supports the Welsh Government's "practice what we preach" outlook by conserving valuable resources and supporting income generation opportunities.

A well run re-use shop on the HWRC site would show that the Council has listened and responded to the needs of its residents. It also demonstrates the Council's commitment to sustainability at a practical level - taking a common sense approach in a very visible way.

MCC's primary focus is to provide a high quality service for HWRC site users and the shop will be closed on Saturday and Sunday to avoid causing additional traffic congestion on the main access lane. This is seen as a complementary service to the site that builds on the Council's sustainability credentials.

### **Proposed Operational Structure**

Shop to be owned and managed by Council and operated by Homemakers under SLA as part of the wider partnership contract for the delivery of bulky waste services.

The Council to fund 1 shop manager 14 hrs per week (approx. £8,000 per annum) including on-costs plus pass through costs of electric, water, rates etc. Income from sales during the first year would be used to offset MCC's costs with all remaining profit being held by Homemakers to reinvest in reuse activities to support MCC.

Following the trial and first year SLA trading model, the shop will be operated with open book accounts and a profit share dividend will be paid to MCC after full operating costs have been recovered. A similar model is operated in Newport and Rhondda Cynon Taf through Newport Wastesavers.

This appears to be the most advantageous model for the following reasons:

- The identity of branding could be established to a high Council standard and the asset remains in the ownership of MCC.
- Homemakers have a proven track record in reuse and recycling and have excellent customer relations with the local community. As an arms' length organisation Homemakers would have the freedom to develop the business and open more hours if advantageous.
- Homemakers already have many volunteers and opportunities to apply for grant funding that is unavailable to MCC.
- The customer profile at the RUS is likely to be different from the charity shop customers and low income households that access Homemakers furniture re-use project. The throughput of material lends it-self to a bootsale/salvage store pricing mechanism with a fast turnover of goods.

- Over 40 bicycles were collected in one weekend from the HWRCs for the bike painting project in Usk. Most needed nothing more than the tyres to be pumped up and if sold for spares and repairs at £5 each would have netted £200.

**Potential Annual Income and Savings: £24,000 (approx.)**

Diversion of 40 tonnes pa @ £80 per tonne disposal saving £3,200

Income (104 days @ £200 per day) £20,800

**Baseline Data at Llanfoist HWRC 2016/17**

Waste disposed: 2455.52t

Waste recycled: 4116.20t

Waste reused: 95.66t (gas bottles, books and textiles)

**Overall customer satisfaction: 91%**

**How it will work**

The shop will consist of one sales unit 10mx6m plus one shipping container for storage. Shop at the rear of the HWRC with storage unit/cover based on the site ramp. Shop will have toilet facility, sales desk, till and computer. Electricity and water will be installed into this main unit.

Manager to establish volunteer to support in shop. The shop will open 9.30am till 1.30pm, 2 days a week: Tuesdays and Wednesdays. The shop will be restocked between 1.30 and 3.30 with items that have been diverted from the skips by Viridor staff and placed in storage.

Viridor staff will work closely with Re-Use Shop staff to divert re-usable items into storage area to be sited near existing oil bank and into storage container.

Items will be first checked for suitability and safety by RUS staff before being prepared for sale, secondary checking and pricing up for selling.

**Sales:** Items for sale will mainly consist of wooden furniture e.g tables and chairs (generally not upholstered), bric a brac and bikes (sold for spares and repairs). No electrical items or safety items to be sold in RUS.

Items will be individually priced and labelled. Hand written receipts with description of item to be provided to customers for each item purchased. This would help to avoid disputes, returns, claims etc. Electronic till connected to a computer spreadsheet will allow all sales and weights data to be compiled.

All items diverted from HWRC must be sold through the shop and only a minimal amount of items of exceptional value may be sold through other outlets with prior

agreement from MCC. Items may be advertised on Facebook/Instagram etc with realistic prices to advertise shop.

**Health and Safety:** Health and Safety policies of neighbouring projects to be reviewed and best practice adopted where appropriate. Ideally, CCTV to be installed for safety and security of staff and customers. Welfare facilities contained within shop. Access to the shop is via a ramp allowing easy access and egress to all.

### **Insurance**

Previous advice is our existing public liability should cover us for this type of project but any third party would also need their own staff and public liability. MCC would also need a document such as a hire purchase agreement or service level agreement in place to define roles and responsibilities of each.

### **Staff Training**

Staff training will be provided including manual handling and first aid training. Ongoing development of staff and volunteers and the creation of apprenticeship opportunities in retail to be explored.

**Trading Standards:** Guidance document to be drafted for RUS and MCC staff on which items can be safely diverted and sold. All items to be sold as spares and repairs and receipt for each item to clearly describe any areas for attention.

### **Education and Awareness: RUS**

Education Officers will raise awareness through social media, press releases, leaflets and posters. Promotion will be used alongside local artists/schoolchildren to produce creative signage on site from items and materials diverted from skips. This will capture the imagination of residents, produce more media interest *and* stay in the public consciousness for longer. Schools across the County could also compete to choose a name for the RUS which as yet is untitled.

### **Viridor**

Viridor staff will work closely with Re-Use Shop staff, talk to members of the public and assist in diverting re-usable items into top storage area, alongside RUS volunteers if practicable. They will also hand out RUS leaflets where appropriate. The close co-operation of Viridor's staff on site has many benefits, including consistency of message for the Council and improved public relations and corporate social responsibility for Viridor.

### **Traffic Management**

The immediate approach road to the RUS is separate to the HWRC and the shop will initially open mid-week with restricted operating hours so that public vehicles and fleet vehicles are kept separate. There is an existing hard core base which will be signed and lined and a tarmac surface for one disabled vehicle. The area directly in front of the shop to the left of the lockable double gates is suitable for at least 6 cars at any one time and a small disabled sign placed on the fence nearest the shop would ensure disabled residents easier access. A Traffic Management plan is being produced by MCC Highway Engineers.

### **Security on Site**

Night time security covers the whole of the Llanfoist site and this will continue to reduce incidences of theft. The RUS unit will have a secondary fence adjoining the existing fence to add security.

**Monitoring and Evaluation:** Open accounts including paper receipts, electronic till and detailed computer records will provide data of sales, weights and all activity at the RUS. CCTV cameras (optional) would also provide additional information and security for staff and customers. Support provided by Education Officers and Data Officer during the early months will ensure consistency of approach and compliance with MCC policies. Health and safety, good working practice and sensible pricing of items should all be monitored and reviewed at regular intervals.

### **Similar Successful Projects...**

#### **Brecon Re-use Shop**

The Brecon re-use shop operates as an integral part of the household waste recycling centre which is currently managed by a private company. Open 7 days a week, selling out of approximately 20x5m wooden shed, they sell everything from mugs and cds to sofas and golf clubs. There is no dedicated parking and the busy site is very small.

The success of the re-use shop is down to the owner/manager running a very tight, hands-on operation. There are 2-3 staff covering both HWRC and shop. They divert 8-10 tonnes of waste per month and their daily income is modest (sometimes less than £20).

Powys County Council pay the company the same rate per tonne re-used as they do for recycling materials through the skips. The Council considered their Brecon site to be one of their best, operating efficiently and productively with good customer relations.

## Swansea Re-use Shop



The Council run 'Corner Shop' sells the widest variety of things from ornaments to bicycles with items starting at £1 and profits are ploughed back into the Council's recycling projects. Based on the Council's Llansamlet HWRC, the project has had to be expanded several times and now has its own electrical department. The dedicated team of 4 council staff work alongside the HWRC staff to divert useful items from the nearby skips.

The Council takes a very supportive and flexible approach to the project allowing the manager the autonomy and freedom to get the maximum prices for the widest variety of stock while keeping the flow of stock moving. CCTV is fitted on site to protect staff and customers and these cameras have been welcomed and are working well.

The project cost £100k to set up and generates an income of £120k pa. The Corner Shop diverts an average of 20 tonnes per month from landfill.

## Newport City Council Second Chance Shop



Newport's City Council's 'Second Chance Shop' is based at the Council's only HWRC and has recently opened. The Council ran the shop whilst the stock and customer base was established. Taking a common sense approach pricing their confidence in diverting and selling the right items at the right price developed quickly. The shop initially opened one day a week and took on average £300 each day. The shop is now well established and operated by Newport Wastesavers. The profit of approximately £18,000, following full recovery of operational costs, is shared 50/50 with the Council.

### **Taunton Re-use Shop**



The Re use Shop at Taunton's Priorswood Recycling Centre is a trial created by Somerset Waste Partnership. The Reuse Shop sells doors, sinks, furniture, tools, books, bikes, toys and games, sports equipment, crockery, cutlery, CDs and DVDs but not electrical or gas appliances.

The HWRC is operated by Viridor but the separate re-use shop, on the lower level of the Priorswood site, is contracted out to a small local trader at a peppercorn rent. They currently run an open book and any profits over a certain amount are shared with Viridor. The project employs three staff, two in the shop and one on the upper level, working with Viridor staff and residents to divert waste items from skips as they are brought in.

The shop cost £30k to set up and is diverting around two tonnes a week from landfill.