



Reliable commercial waste management at the Institute for Government



The Institute for Government approached Commercial Waste Services in 2020 after experiencing service issues with their previous private commercial waste provider. As a public institution, they needed a competitive, cost-effective and reliable service that could provide transparency about how its waste is managed and guarantee environmentally friendly waste and recycling solutions are used.



As a non-profit organisation, the Institute for Government aims to use local authority not-for-profit services wherever possible. Accountability and clarity are important to an organisation of this nature, and with the previous service provider, there was no transparency over when waste would be collected and where collected waste ended up.

The institute recognised the need for a responsive local service that could offer clear and timely communication regarding service status, quick and efficient issue resolution, as well as ad-hoc arrangements where needed. With these aspects lacking, the time came to switch to a more suitable provider.

The institute benefits from high service levels, knowing that they can rely upon us to deliver on our promises while providing a cost-effective and efficient waste management service:

100%
service reliability

100%
service satisfaction

37.5%
recycling rate

THE CHALLENGE

THE RESULTS

THE SOLUTION

The first stage of our service proposal was to assess the Institute for Government's requirements by conducting a waste audit, identifying what kind of waste is disposed of at the institution's headquarters in Carlton Gardens through detailed discussion and observation. During this step, we also advised on how waste could be reduced, and money saved as a result, by considering whether certain items needed to come into the office in the first place.

We found that the organisation's waste management needs were relatively straightforward, with collections for general waste and recycling being enough to cover everyday waste production. In addition, it was agreed that collections could be arranged on an ad-hoc basis for electrical items and bulky waste that might occasionally require disposal.

Next steps

We are committed to supporting and advising our customers to ensure that they continue to fulfil their legal obligations regarding waste management. For instance, we will help the Institute for Government adapt its practices in response to commercial waste legislation changes around segregating food waste. A need may also arise in the future to add further recycling options. We listen to our customers' needs and we are well prepared to help them manage their waste legally and responsibly on an ongoing basis.

Providing a tailored solution

We installed the same number of waste and recycling bins to cater to their everyday needs. Providing the same or more capacity for recycling as for general waste emphasizes good recycling practices. This helps accommodate recycling wherever possible, helping them achieve their environmental goals - which is further supported by Westminster City Council's commitment to sending zero waste to landfill and processing all recycling through local facilities.

Both general waste and recycling are collected at the same frequency. Any adhoc collections needed in addition to this regular service are arranged through Commercial Waste Services, which is always on hand to assist. This keeps the provision of waste management simple, reliable and responsive.

"Westminster council have improved our waste services on site and given us a substantial cost saving compared with our previous private waste contractor. But most importantly they have great green credentials, use local waste facilities, and not landfill."

Fiona Ingram, Head of Facilities.

Looking to implement recycling and waste management services and best practices in your business? [Request a quote for a service contract today.](#)