

Torbay Council



Contract Title

TOR2 Integrated Services Contract



Contract Period

July 2010 - July 2020 + 15 year extension option



Value PA

£12m per annum plus materials sales



Materials Collected

Paper, cardboard, plastic bottles, mixed cans, foil, glass, textiles and kitchen waste. Books and Tetra Pak on bring sites.



TOR2 is an innovative Joint Venture Company, owned by May Gurney (80.1%) and Torbay Council (19.9%).

The company is contracted to Torbay Council to deliver essential frontline services, such as waste and recycling, street and beach cleansing, public convenience cleaning, highways maintenance, grounds maintenance, fleet management and call centre services.

We provide a weekly collection of dry recyclables and food waste from 61,500 households, including 100 estates locations. Garden waste, bulky items collections and clinical waste collections are delivered as on-demand services. We deliver a commercial refuse and recycling collection to over 550 customers, including collections from schools and from Council offices. May Gurney is also responsible for the delivery of a waste minimisation and education programme. We are also responsible of the management and operation of a Household Waste Recycling Centre (HWRC) in Paignton, 60 bring sites across the Torbay area as well as a waste transfer station. The HWRC and Transfer Station recently underwent a £500k redevelopment to accommodate the new collection service and to improve safety and customer experience. A new collection facility for unwanted re-saleable furniture has been opened at the HWRC. Furniture collected will be sold in Rowcroft Hospice charity shops.

Residual waste collection is delivered fortnightly to 52,000 households (those with space for a residual bin) and weekly to 8,000 households (properties with no space for residual bins). Recycling and residual waste collections are aligned to the same day making it easy for residents to remember collection days. In order to help Torbay residents increase recycling and reduce the amount of waste ending up in landfill, we have implemented the following improvements:

- A weekly collection of recycling from all households in Torbay
- An increased range of recyclable materials collected at kerbside
- A new weekly kitchen waste recycling collection

- New recycling containers
- Fortnightly residual waste collections for those with space for a residual bin
- Improvements to the Tor Park Road HWRC
- Increased range of materials collected and a new weekly kitchen waste collection for flats resulting in residents being able to recycle up to 85% of their waste.

In the first month of the new service the total material recycled within Torbay was 1,545 tonnes compared with 793 tonnes the month before. More than 1,200 extra residents receive help with handling their bins, taking the total to 8,200 homes. Councillor Dave Butt, cabinet member for recycling, said the total recycled has risen by roughly 90%. Residual waste sent to landfill has also dropped by about 25-30%. Councillor Butt said: "This is a great start and shows what will be achieved once the system is working properly. These collection figures are proof the system works."

The street cleansing service covers approximately 520km of adopted highway network, including the delivery of winter and emergency services and is worth 1.4million per annum. We also provide the following, covering, but not limited to:

- Highways mechanical sweeping (footpaths and roads)
- Continuous cleansing in zone 1 areas
- Specialist cleansing i.e. graffiti and chewing gum removal, street washing and deep cleansing of street furniture and removal of fly posting
- Dealing with enviro crime issues
- Ward based Community Steward teams linked to ward partnerships
- Litter and dog bin emptying and maintenance

TOR2 provides Torbay with a first-class, flexible and cost efficient recycling and waste collection service to ensure the Council can reach its recycling targets. With the introduction of the waste and recycling service change, other TOR2 services were rescheduled to compliment overall delivery including changes in current street cleansing schedules to ensure a total integrated package. Torbay's recycling rate was 35.7% but after the first year we have achieved the targeted recycling rate of 45%, an improvement of 25% from the previous year.