

Activity 8.3: Commercial and Industrial Waste Minimisation

Accountable Manager: Mark Christison

What services are provided?

- Programmes, tools, events and services that assist businesses with their efficient use of resources, including Target Sustainability Services.

Why do we provide these services?

The Council provides services that assist businesses to reduce waste and to be energy and water efficient, to improve the resource efficiency, resilience and competitiveness of the Christchurch economy, and reduce waste to landfill. These services relate to the requirements in the Council Sustainability Policy and Council Waste Management Plan.

| What outcomes are we trying to achieve? | How do the services contribute to desired outcomes? |
|-------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| There is a reduction in waste | <i>Target Sustainability services advise and assist businesses to reduce their waste and support a reduction in waste materials going to landfill.</i> |
| Energy is used more efficiently | <i>Advice and assistance from Target Sustainability Services help businesses to be more energy and water efficient.</i> |
| Water is used efficiently and sustainably | |

Which group or section of the community will benefit from this activity?:

Christchurch commercial and industrial businesses using the Target Sustainability Services.

Key legislation:

- Waste Minimisation Act 2008

Customer

What business results must we deliver to our customers, to deliver on the outcomes?

Performance Standards for LTP

| Performance Standards for LTP | Current performance | Benchmarks | Recommended LOS | Rationale | LTP Committee Direction |
|------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| Programmes, tools, events and services that assist businesses with their efficient use of resources, including Target Sustainability Services | | | | | |
| 8.3.1 Businesses actively taking part in Target Sustainability | 2011 was 100 businesses. 2012 was affected by earthquakes and over 50 businesses achieved | Waitakere CC: target of 60 new businesses per year within their Cleaner Production Programme | <p>2013/14 At least 60 businesses actively taking part in Target Sustainability each year</p> <p>2014/15 At least 75 businesses actively taking part in Target Sustainability each year</p> <p>2015/16 At least 100 businesses actively taking part in Target Sustainability each year</p> | Measuring the uptake of services by businesses. Business contributes a proportion of waste to landfill - the Target Sustainability programme targets reducing this commercial waste going to landfill. The reduction from 100 businesses is due to many businesses still re-establishing themselves after earthquake impacts. | Accepted |
| 8.3.2 Proportion of businesses actively taking part in Target Sustainability satisfied with the advice and support received | 92% customer satisfaction in 2011 | Internal measure only as is dependent on the amount of time spent with each business and the number of businesses participating in programmes like Target Sustainability | At least 85% customer satisfaction each year | Measuring customer satisfaction with Target Sustainability services | Accepted |

Customer

What business results must we deliver to our customers, to deliver on the outcomes?

Non- LTP Performance Standards

| Non-LTP Performance Standards | Current performance | Benchmarks | Recommended LOS | Rationale | LTP Committee Direction |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|--------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|-------------------------|
| Programmes, tools, events and services that assist businesses with their efficient use of resources, including Target Sustainability Services (cont'd) | | | | | |
| 8.3.3 Number of waste reduction, energy and water efficiency case studies produced for businesses actively taking part in Target Sustainability resource efficiency initiatives | Not currently measured | Sustainability Victoria target: average of up to 10 innovation case studies regarding water, energy & waste produced each year | 8.3.3.1 10 waste reduction case studies per year, with each case study demonstrating at least 10% reduction in waste sent to landfill per identified project from when the business(es) concerned participated in the Target Sustainability waste reduction initiative 8.3.3.2 5 energy efficiency case studies per year | Measuring the impact of Target Sustainability services | Accepted |