



CASE STUDY CEREDIGION COUNTY COUNCIL

RETHINKING WASHROOM MANAGEMENT TO REDUCE PAPER CONSUMPTION

With Arrow's help, Ceredigion County Council were able to rethink the way they managed their public washrooms, resulting in a 20% reduction to paper consumption.

CLIENT PROFILE CEREDIGION COUNCIL



AT A GLANCE

2.6 million visitors per year
20% reduction to paper consumption
330 dispensers installed

With over 2.6 million visitors every year, maintaining cleaning standards across public washrooms is an ongoing challenge for the Council.

All Ceredigion's public washrooms are unmanned, meaning to protect against random acts of vandalism, all toilets were equipped with metal toilet tissue dispensers - resulting in a high level of paper waste.

"USERS AND STAFF ALIKE COMMENTED ON HOW UNTIDY THE FACILITIES LOOKED. IT WASN'T THAT THEY WERE DIRTY, BUT THE ACCUMULATION OF LITTLE, RIPPED PIECES OF PAPER GAVE THAT IMPRESSION, CREATING A LESS THAN POSITIVE PERCEPTION OF CLEANLINESS AND CREATING EXTRA WORK."

ADVISE

As part of our Workplace Assessment programme, Arrow visited Ceredigion's public washrooms to assess the problem.

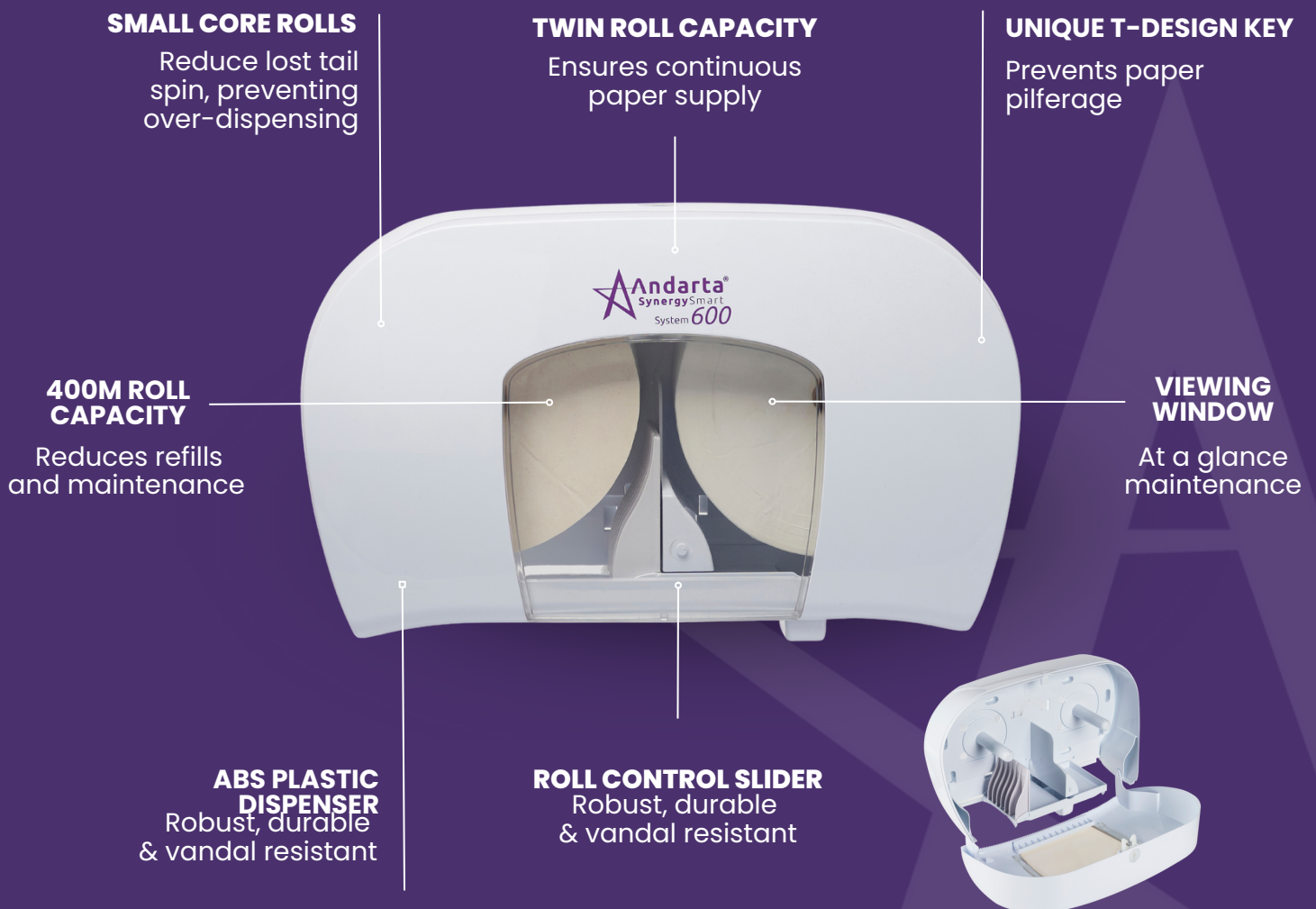
Following the assessment, Arrow recommended implementing their Andarta System 600 toilet roll dispensers.

"WITH ARROW'S HELP, WE WERE ABLE TO RETHINK THE WAY WE MANAGE PAPER IN OUR PUBLIC WASHROOMS. WE HAVE MOVED AWAY FROM FLAT LEAVED TO THEIR **SYNERGYSMART ROLL SYSTEM, WHICH HAS GREATLY IMPROVED THE APPEARANCE AND QUALITY PERCEPTIONS OF THE FACILITIES, WHILE REDUCING ONGOING RUNNING COSTS."**

SUPPLY & SUPPORT

Robust enough to withstand the demands of their busy public washrooms, and with a greater towel capacity than most standard dispensers, Arrow's System 600 proved to be the perfect solution. Following a successful trial, System 600 was installed in all public washrooms across the Council – a move which saw the team received their first 100% 'Good to Outstanding' feedback in their ongoing user survey.

"FROM DAY 1 WITH ARROW I FELT RESPECTED. AS A COMPANY – AS PEOPLE – THEY ARE CONSIDERATE AND HONEST. THEIR TEAM IS REALLY KNOWLEDGEABLE, AND I TRUST THEIR ADVICE WHEN IT COMES TO MAKING THE RIGHT CHOICES."



SCAN TO WATCH IN ACTION >

