



CASE STUDY

CEREDIGION COUNTY COUNCIL

With over 2.6 million visitors using their public washrooms every year, Ceredigion County Council faces a significant challenge in maintaining high cleaning standards. Facing a persistent waste issue, the Council's cleaning team engaged with Arrow's WorkSmarter Programme to enhance hygiene in their public washrooms.

"PEOPLE OFTEN DON'T REALISE WHAT IT TAKES TO KEEP A BUILDING CLEAN AND TIDY. WE HAVE TO DELIVER CERTAINTY AND RELIABILITY, WITH A QUALITY PROMISE NOT ONLY FOR OUR RESIDENTS AND RATEPAYERS, BUT ALSO FOR MILLIONS OF VISITORS WHO CONTRIBUTE TO THE REGION'S TOURIST ECONOMY EVERY YEAR."

Ceredigion County Council

AT A GLANCE



**2.6+ million
visitors per year**



**485 dispensers
installed**



**Free on loan
dispensers**



**100% 'Good to
Outstanding'
user feedback'**

ARROW COUNTY SUPPLIES

Arrow House, Longden Road, Shrewsbury, SY3 9AE
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PROBLEM

Despite being cleaned up to four times a day in the summer season, Ceredigion's unmanned public washrooms faced issues with untidiness. Their existing standard metal toilet tissue dispensers, intended to deter vandalism, was creating a build-up of ripped paper pieces, creating a perception of uncleanliness and additional work for the cleaning staff.

SOLUTION

As part of our WorkSmarter Programme, Arrow County Supplies visited Ceredigion's public washrooms to assess the situation. The assessment highlighted excessive toilet roll use and high waste, largely due to a non-optimal toilet roll system. Arrow recommended the **Andarta® System 600** toilet roll dispensers to address these issues.

“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 APPEARANCE, CREATING A LESS THAN POSITIVE PERCEPTION OF CLEANLINESS, AS WELL AS MAKING EXTRA WORK.”

The **Andarta® System 600**, robust enough to meet the demands of busy public washrooms and offering greater towel capacity than standard dispensers, proved to be the ideal solution. After a successful trial, **System 600** was installed across all public washrooms in the Council.

OUTCOME

By implementing **Andarta® System 600**, Ceredigion County Council significantly improved the appearance and perception of their public washrooms, reduced waste, and cut down on ongoing costs, all while maintaining high standards of cleanliness for millions of visitors. The installation led to the cleaning team receiving 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.”

Feedback, Ceredigion County Council

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