



**Wiltshire**  
COUNTY COUNCIL

# Wiltshire Waste Contract

Annual service review 2005/6



# Introduction

## Purpose of the Review

This review is the fourth to be produced under the new Wiltshire Waste & Recycling Contract and relates to the contract year April 2005 to March 2006.

The report reviews and summarises the service provided by Hills Minerals & Waste Ltd under the contract and highlights particular challenges and successes during the year.

The Company is once again pleased to report a significant increase in recycling, and a consequent diversion of waste from landfill. The achievement of 34.07% or 88,576 tonnes for contracted non-landfill material (Recycling & Composted material) compared to last years (2004/5) achievement of 29.7%. Overall, non-landfill in 2005/6 was 11679 tonnes (15.2%) higher than in 2004/5'

This achievement enabled Wiltshire County Council to improve its Best Value (BV) recycling and composting performance, which increased from 26.7 % (60,515 tonnes) in 2004/05 to 31.6% (71,152 tonnes) in 2005/06. (Note: BV performance does not include diversion of rubble & soil from landfill, or recycling from County Hall. It is a measure of recycling achieved for household waste.)

## Achieving The Non-Landfill Targets

2005/6 Non-Landfill Achievements					
Recycling Initiative	N Wilts Tonnes	Kennet Tonnes	Salisbury Tonnes	W Wilts Tonnes	Wiltshire Tonnes
District Bring Sites Scheme	2,039	1,625	2,248	2,344	8,256
Kerbside Mixed Paper	0	0	2,981	0	2,981
Kerbside Paper	0	0	0	0	0
Multi-Material Kerbside	5,128	2,963	2,513	5,259	15,862
Kerbside Green waste	499	1,179	908	5,545	8,130
Metal & White Goods	66	97	145	15	323
Road Sweepings	837	1,059	648	393	2,937
DC Depot Tyres	11	2	8	6	27
Everleigh HRC	0	2,426	0	0	2,426
Devizes HRC	0	3,458	0	0	3,458
Stanton HRC	5,938	0	0	0	5,938
Purton HRC	5,160	0	0	0	5,160
Honeyball HRC	2,794	0	0	0	2,794
Melksham HRC	0	0	0	4,300	4,300
Warminster HRC	0	0	0	6,059	6,059
Trowbridge HRC	0	0	0	6,777	6,777
Salisbury HRC	0	0	9,505	0	9,505
Amesbury HRC	0	0	3,543	0	3,543
County Hall	0	0	0	0	101
<b>Non-Landfill Achieved</b>	<b>22,472</b>	<b>12,809</b>	<b>22,498</b>	<b>30,698</b>	<b>88,576</b>

## Recycling and composting 2005/6

The Company's non-landfill target for 2005/6 was 76,876 tonnes, an increase of 15,206 tonnes on the 2004/5 target. As reported above, this target was exceeded significantly, with a total of 88,576 tonnes being processed. Dry recyclate such as paper, glass and tins totalled about 46,000 tonnes, almost 80 per cent more than 5 years ago. Composted green waste has experienced an even faster growth rate; this totalled about 25,000 tonnes, about 3 times the tonnage of 5 years ago. The remaining tonnage consisted of recycled soil and rubble.

The emphasis in 2005/6 to increase non-landfill performance continued to be through the ten Household Recycling Centres (HRC's), and expanding the kerbside recycling to rural areas throughout North & West Wiltshire Districts providing over 85% of households in Wiltshire with black box kerbside recycling collections.

These services were funded by the contract with Wiltshire County Council. The District Councils provided contributions to the black box kerbside recycling collections through the Wiltshire Waste Partnership. In Kennet District the District Council provided the kerbside service in partnership with the company'.

The Company continues to work closely with the Wiltshire Waste Partnership to monitor the progress on both of these operations following implementation.

Hills also provides a collection service to many of the County's local bring sites. Overall tonnage collected at these sites is falling as residents make use of kerbside collections. The bring sites are under review by the Wiltshire Waste Partnership and Hills, with the intention of introducing new materials to increase their use.

2005/6 Non-Landfill by Material	
Material	Wiltshire (tonnes)
Paper	16,141
Cardboard	2,278
Mixed Paper	2,981
Glass	8,075
Cans	1,937
Plastic Bottles	619
Metals	2,572
Fridges/Freezers	704
White Goods	2,675
Green waste	22,049
Rubble	13,662
Soil	3,662
Car Batteries	260
Textiles	1,046
Oil	70
Bric-a-Brac	219
Road Sweepings	2,937
Gas Bottles	46
Timber	6,439
Tyres	204
WEEE	1
<b>Total</b>	<b>88,576</b>

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# Mini Recycling Sites

Tonnage data for 2005/06 shows an overall down-turn in mini recycling sites performance of 19% compared with the previous year 2004/05.

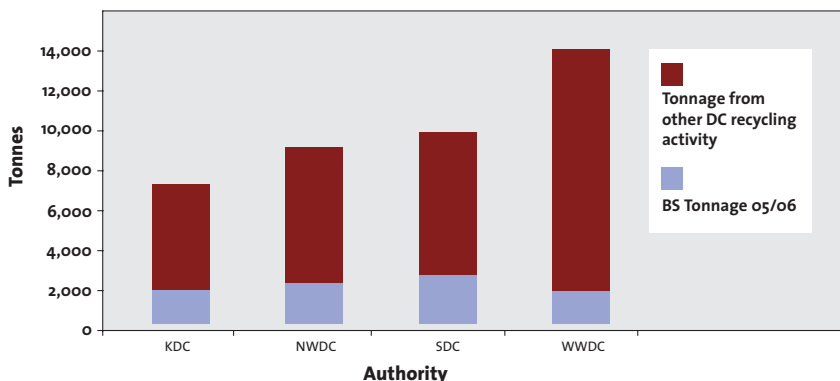
Further analysis of the 05/06 data shows that, despite their reduced performance, mini recycling sites still contributed around 9% (8,256 tonnes) to the total amount of waste recycled in Wiltshire (88,576 tonnes). To put this figure into context, the continuing roll-out of black boxes has seen the contribution of this service increase to 18% (15,862.03 tonnes) and the HRCs contribute in the order of 57% of the waste recycled in Wiltshire. Kerbside collection of green waste contributes a further 9%.

Of the materials currently recovered through the mini recycling sites network, paper (42%) and glass (49%) make up by far the largest components. The data also identifies a number of particularly high performing sites, typically located in supermarket car parks. Whilst their performance has also reduced as a result of the expansion of kerbside recycling services, they still collect a significant tonnage compared with many smaller, rural sites.

The mini recycling sites themselves continue to make valuable contributions to individual District Council recycling tonnages. The table and graph illustrates this point in more detail. As explained above the Wiltshire Waste Partnership is now reviewing the future use of mini recycling sites with Hills.

	MRC Tonnage 05/06	Tonnage from other DC recycling activity	Overall DC recycling tonnage 05/06	MRC contribution as %
KDC	1,625	5,300	6,925	23%
NWDC	2,039	6,540	8,579	24%
SDC	2,248	7,202	9,450	24%
WWDC	1,602	11,959	13,561	12%
<b>Total</b>	<b>7,514</b>	<b>31,001</b>	<b>38,515</b>	<b>20%</b>

**Bring site contribution to individual DC recycling figures**



## Sponsored Sites

In West Wiltshire, Hills has continued the Sponsored Sites Scheme. For those organisations whose sites collect more than five tonnes per annum, £10 per tonne is paid in exchange for accommodating the recycling bins and providing a tidying service. The fund paid out £7,483.80 (2005/6)

## Charity/Group Collections

There are 5 charitable groups in West Wiltshire who receive payments at £10 per tonne for paper and textiles collected. In 2005/6 the payments to these organisations were as follows:

- Salvation Army – £144.22
- British Heart Foundation – £552.80
- SCOPE – £196.60
- Southwick and North Bradley Scouts - £632
- Save the Children - £1,192.80

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## From compost to the table...

### Vitacress Salads chooses Hills green waste compost for its organic baby leaves.

Anyone who has ever opened a packet of designer salad leaves, or bought a sandwich, has probably eaten something grown by Vitacress Salads.

The company, which operates 20 farms worldwide on three continents, is the UK's largest supplier of baby salad leaf crops of all kinds – watercress, rocket and young leaf spinach, and more exotic varieties such as mizuna and red chard. Major retailers, food manufacturers and restaurants are all customers for the Vitacress range of washed and ready to eat salad leaves and speciality vegetables.

In 2000, Vitacress Salads Ltd. began growing organic crops in response to increasing demand from retailers and restaurants. Now, Vitacress has expanded its organic operation to cover 12 sites around the world.

Yet producing organic baby leaf salads is a great challenge, as customers demand high and consistent quality of produce. To ensure this quality, the company developed world-leading standards of production. The introduction of compost, made from recycled green waste such as garden trimmings, pruning and leaves, to its sites has become a key part of this process.

At the company's Mullens Farm site in Wiltshire, Vitacress is using green waste compost as a soil conditioner between harvests. Vitacress called on Hills Minerals & Waste Ltd to supply the 3500m<sup>3</sup> of compost that they needed to condition their crop fields.

Because Vitacress must meet the very strict Soil Association standards, they had to be sure that the compost conformed to a strict set of criteria. Each batch of compost had to be traceable to its source and have tests to ensure the absence of salmonella and ecoli.

That is why Vitacress chose Hills Minerals & Waste for its compost supply. Hills is one of 65 compost producers now registered on The Composting Association BSI PAS 100 Certification Scheme. The scheme ensures the safety of all products, which meet the PAS 100 specification.

Vitacress spreads the compost over the fields at the Wiltshire site between seasons, so that the soil will be in good condition for the next round of planting.

"The compost has definitely improved the structure of the soil, and increased its moisture-holding capacity," says Chris Bester, at Vitacress.

At Hills, the company regards the order as an encouraging step in the direction of large-scale agricultural composting. This is great news for Hills and for recycled compost as a whole. During 2005/06 Hills composted over 22,000 tonnes of green waste, compared with about half this amount only three years previously. Green waste collections and growing use of Household Recycling Centres are providing the material from Wiltshire residents.



# Other de

## Schools Recycling Scheme

The Objectives are:

- **To work** with approximately 37,000 pupils...
- **To support** and encourage...
- **To develop** a robust...

The purpose of the scheme is to support and inspire young people to reduce waste at school, at home and in the community, and to demonstrate the links between actions in these three areas.

The objectives are to work with over approximately 37,000 pupils at 140 schools, including working intensively with 30 beacon schools, in implementing an innovative education programme to achieve a reduction in schools (household) waste going to landfill. The aim is to divert 1,310 tonnes of school waste that is currently going to landfill, of which 1,100 tonnes will be through recycling and 210 tonnes through waste minimisation e.g. on-site composting.

To support and encourage young people to take the waste message and actions home in order to achieve a reduction in residual household waste through increased participation in recycling and waste minimisation. An estimated 25,000 households have been identified as being directly associated with participating schools (parents). The target is to achieve a minimum of a 55% household participation rate in recycling or waste minimisation.

To develop a robust monitoring system to show how waste education in schools can deliver measurable outputs at a household level The Wiltshire Wildlife Trust instead, working closely with Wiltshire County Council and the Hills Group, has carried out waste education in schools in Wiltshire for over seven years. It has promoted the 3R's message – reduce, re-use and recycle – especially practical action on paper recycling, making use of facilities provided at the schools. During this time, both Hills and WWT has worked with 140 schools, involving approximately 90,000 children. Pupils, to date, have collected over 2,000 tonnes of paper for recycling. The new Waste Action Team have built up an excellent reputation with the Local Education Authority (LEA), teachers, governors, pupils and parents, and extensive links with a wide range of schools. We continue to be approached by more schools than we are able to work with, and the demand for our support continues to grow.

The Hills Group, via the Landfill Tax Credits system, has supported the Trust's work on waste education with schools for many years. We organise the logistics for the scheme by providing participating schools with paper recycling bins and organising for their collection. The paper collected by Wiltshire schools is taken to the Resource Recovery Facility in the county for recycling into newspaper. Hills Group will continue to provide participating schools with bins for recycling paper and will continue their collection.

As well as providing containers and a collection service, Hills Minerals & Waste Ltd. also hosted a number of visits to the MRF at Compton Bassett as part of the Schools Recycling Scheme. This activity is also provided for the local community groups who find the visit very informative and beneficial in raising the awareness for managing their rubbish carefully.

# Developments

## West Wilts Show

During the end of July, the partnership came together at the West Wilts Show. Advice, giveaways and competitions all featured in the Recycling Zone. The day went well with many visitors to the stands manned by Council staff, Wiltshire Wildlife Trust staff and a Kerbside Recycling team from Hills. One of the main attractions at the stand was the musical extravaganza from Weapons of Sound playing music on discarded items of rubbish, all in all a very successful weekend for everyone who was there.



## NVQ Assessments at Level 2

A group of 15 Candidates, including HWRC Supervisors and Assistants, Hooklift and Kerbsider Drivers, and office-based staff are now well on their way to completing their NVQ Level 2 qualifications in Waste Collection. Mike Blundy – NVQ Assessor from TRACKSS one of WAMITAB'S assessment centres is pleased with the progress being made - "I aim to visit the Hills Candidates at least once a month and each time I am impressed with the dedication they put into their jobs.

The staff all realise the importance of working as a team and the need to put the public at the forefront of their aims. Dealing with the public can be both rewarding and exasperating. I have witnessed disputes that have flared up without justification, that have been handled in a professional manner resulting in a calm conclusion and a more informed member of the public. I look forward to completing the course with the Candidates and awarding them their Certificates." All the current batch of candidates are expected to complete the assessment programme by the end of September.

## Public Awareness Campaign

A major thrust of the promotional activities throughout 2005/6 centred on the expansion of Kerbside Recycling collections, and to raise participation through press releases and other media.

A project was agreed by the Wiltshire Waste Partnership to target an area with funding from Defra, to increase the yield on a low performing recycling round using a financial incentive. This objective was not realised (except in one out of the six targeted rounds) by the end of the project.

It was concluded from the project that in a poorly performing recycling area leafleted information and a monetary incentive (£100 prize draw offered monthly over 6 months) are insufficient to boost yield. It appeared that those who were already recyclers responded, but those who were not already recycling were not incentivised to start.

The role of the partners was to provide information to the targeted households about the incentive (cash prize for recycling households) and what they can recycle through their kerbside scheme. This involved providing leaflets (design and distribution) and publicity in the local press. The aim of the project was to see what impact could be made from a cash incentive with minimal additional input from partners/staff ie would the offer of a cash incentive alone be sufficient to change recycling behaviours.

This project required a low level of financial input – the project costs consisted of producing leaflets, distributing them, and the financial incentive (monthly cash prizes). The aim was that the incentive would influence householders to start recycling or to increase their usual recycling levels and that this habit would be repeated over the duration of the project (six months) and further that having established the recycling habit that this behaviour would continue beyond the lifetime of the project. The financial input was therefore not designed to be a long-term commitment.

The project required little daily management. After distribution of the leaflets, entries into the prize draw were collected on the recycling rounds. Data on yields were reported monthly on the basis of information normally collected on these rounds (ie from weighbridge tickets). The aims and objectives of the project (to increase tonnage yield of recyclables on the targeted rounds) fitted with the county's waste management policy. However, the simplicity of the project and the low level of input of resources probably correlates to the lack of impact of the project. Despite the failure of this campaign to increase yield on the poorer performing rounds, the overall service collected 15,862 tonnes in 2005/6, almost 100kg for every eligible property.

The "Recycle for Wiltshire" brand continues to fly the flag for all parties involved with recycling and has clearly had an impact on raising the tonnages throughput.



Other press coverage generated during the year included:

- West Wiltshire Matters contained several articles promoting the new kerbside collection scheme
- WWT Compost Ambassadors were invited to a tour of the MRF
- Classic Gold has promoted recycling in Wiltshire on the 5 at 5 slots throughout the year.
- County Council Waste Communications Manager has a regular column in the Gazette and Herald
- Number of press articles throughout the year

## Compliments & Complaints

During the year, the following Compliments and Complaints were recorded:

Compliments & Complaints		
Site	Compliments	Complaints
Amesbury	13	2
Salisbury	2	0
Purton	3	2
Stanton	4	2
Honeyball	6	1
Warminster	3	2
Trowbridge	17	6*
Melksham	14	9*
Everleigh	2	1
MRF	9	1
General	5	1

\*Of which five refer to plastic recycling

## Accidents & Incidents

During the reported period two kerbside operatives required hospital treatment for (1) a broken ankle and (2) a broken wrist while carryout their duties. Both have recovered and returned to work without further complications.

## Markets & Products

No major shift in prices for the industry during the period of this report. There were the usual seasonal fluctuations in some commodities.

## New Projects

A number of developments have taken place within the recycling division.

- Compost sales progressed at the HRCs, with 9 of 10 sites having skips for loose material sales as well as pre-bagged material. In late August the sale of compost was expanded to include sales of 1m<sup>3</sup> bulk bags and a number of Garden centres have started to sell our product.
- A new narrow track kerbsider for West Wiltshire was received.
- The Recycling Transport Manager was recruited, to assist with the operation of the Kerbside service and the General Transport.
- Chipboard recycling was introduced at 4 of the HRCs and generated an additional 300 tonnes in just four months.

Expansion of the kerbside collections to a further 11,800 households and a further 30 rounds were needed to be planned.

## Kerbside Recycling

Throughout the year new rounds were planned, and collections in rural areas commenced in July 2005. Kennet District Council took over operation of the Marlborough and Devizes rounds, in partnership with Hills on the 18th April, since which time they have expanded their collections from one vehicle to three.

There are now 19 vehicles operating on the service, with 170 operational rounds. Three new vehicles have been received to service in North Wiltshire. A further 3 vehicles were required to complete the rollout in West Wiltshire.

By the end of May 2006, almost all households in North Wiltshire, West Wiltshire and Kennet Districts, and about half the households in Salisbury District, were receiving a black box kerbside collection.



Cliff Carter, with Alison Crawford & Bill Cooke

THE people of Atworth have been able to repair the roof of their village hall thanks to a grant.

The Hills Recycling Group secured £3,800 worth of funding from a landfill tax scheme to pay for the work. On 10th March, Bill Cooke, chairman of Atworth Parish Council thanked Cliff Carter, of Hills Recycling and Alison Crawford from Community First - the body that administers the tax scheme - for their fund raising efforts.

The village hall's 90-year-old roof needed a layer of felting and new tile pins as the old ones had rusted away.

The Landfill Tax Credit scheme for 2005/06 contributed £61k towards 12 projects throughout the county of Wiltshire.

## Hills wood chipping operation enhances services to recyclers

The wood chipping operation receives both clean wood (clean timber, wood packaging, pallets, real wood furniture) and waste wood (chipboard, treated/painted timber, mdf products) into its wood chipping facility at Chapel Farm near Swindon. The wood is segregated and shredded to produce a wood chip product. The product is then screened prior to being loaded into artics for processing into chipboard at a board-mill in North Wales

Wood is delivered to Chapel farm, where it is stockpiled and pre-sorted to ensure clean and waste woods are kept segregated. An excavator fitted with a grab is used to load the wood into a high-speed shredder. The shredder is fitted with a water spray bar to minimise dust and an overband magnet to remove any nails or fittings that may remain. The shredded chip then passes directly into a screen to remove fines (<5mm) and oversize (>50mm) material. The fines are mixed with green waste to produce compost, whilst the oversize material is returned to the shredder. The final product is stockpiled in separate storage bays prior to loading away.

WRAP research estimates that there is up to 10 million tonnes of wood waste generated per annum, not all of which is recyclable due to the sensitivity of end markets to contamination. Approximately 1.2 million tonnes is currently being recycled, with further quantities being utilised for energy recovery.

Other products that are manufactured from recycled wood include animal bedding, composts, mulches and surfaces, which require slightly different processing requirements.



# Household Recycling Centres (HRCs)

## More time to recycle as centres open longer

Recycling has become more accessible in the household recycling centres due to extended opening hours. The move followed a survey of the public's recycling habits that proved everyone wanted the ten centres to be open for longer hours during the summer.

Extended evening hours during the summer has proved positive with the residents; so all ten centres are now open from 9am until 7pm on Wednesdays and Thursday.

The recycling centres continue to be well used and are regarded as some of the best performing in the country, so we will make sure we continue to provide the sort of service the public wants.

As well as expanding the opening hours we have also expanded the range of materials we can recycle, some of the centres now take plasterboard as part of a nationwide pilot scheme, and all now take chipboard and MDF. While many parts of Wiltshire now have a green waste collection, the HRCs are still popular for garden waste, last April alone the HRCs took in 1400 tonnes of garden waste.

Newly announced national statistics show the amount of waste being sent to landfill has been cut by a million tonnes during 2004/05. UK figures show that there has been a reduction in both the tonnage and

the proportion of waste being sent to landfill sites, down from 21m tonnes in 2003/04 to 20m tonnes in 2004/05, a 5% decrease equivalent to every household in England sending around one wheeled bin (240litres) less of waste to landfill than they did in the previous year.



## Performance

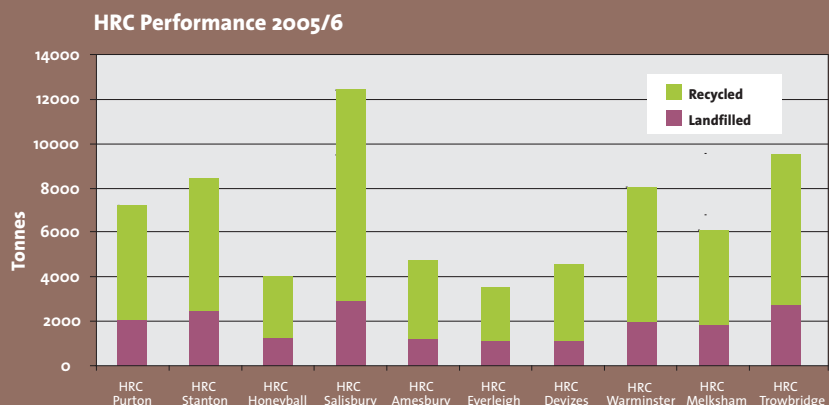
Overall, the sites recycled a total of 49,960 tonnes of material in 2005/6, compared to 47,348 tonnes last year 2004/5. The sites are averaging over 72% of non-landfill material across the year. The performance of the sites includes recycled soil and rubble that is collected under the contract but is not accountable against Local Authority Best value performance figures.

The recycling centres in Wiltshire are among the very best in the country according to a report released last year. The good news came as latest figures show the county was recycling approximately 32 per cent of its household waste. More than 40 local authorities took part in the Best Value survey and Wiltshire's performance at its household recycling centres (HRCs) came second overall.

The figures, based on 2004/5 performances, showed Wiltshire HRCs were recycling more than 60 per cent of everything that comes through the gates. But even those results are already out of

date as the centres are doing even better with some clocking up more than 80 per cent recycling every month. The HRCs complement the kerbside services and the network of smaller mini-recycling centres that can be found at supermarkets, pubs and car parks.

These play an essential role in the Hills & County Council's strategy to increase recycling in Wiltshire and reduce the amount of household rubbish that currently goes into the county's landfill sites.



# New Initiatives

## Plasterboard

Household recycling centres in Wiltshire are among a handful nationwide that have been chosen to take part in an innovative recycling project aimed at saving waste from landfill. The national trials that started in March 2006 will explore the feasibility of collecting and recycling plasterboard. Traditionally plasterboard has been treated as general waste and ended up in landfill sites.

The public are asked to put plasterboard in a separate container at the recycling centres. It is then processed to extract the gypsum, and this recycle will then be re-used in plasterboard manufacture and other applications. The six month scheme, which runs until October is being funded and organised by WRAP (the Waste & Resources Action Programme). If successful, it could mean as much as 30,000 tonnes of waste plasterboard per annum could be collected nationally. Five HRCs in Wiltshire are among 25 sites nationwide to be selected to take part in the pilot-recycling project.

Once complete, the trial results will provide a blueprint that other local authorities can quickly and easily adopt, including methodology, website pages and awareness-raising ideas. Household recycling centres at Purton, Stanton St Quintin, Devizes, Salisbury and Honeyball are taking part in the pilot.



## Born again mobiles mean money for charity

Recycling centres in Wiltshire are tapping into the latest growth industry in a bid to raise money for charities. With almost 50m people in the UK now owning a mobile phone, old and discarded handsets have become big business in the world of throwaways. And the mobile phone mountain is growing all the time thanks to the fast changing market that provides gadget-laden models, contract offers and the lure of the mobile as fashion accessory.

Now discarded mobile phones in Wiltshire can get a new lease of life with a cash saving scheme introduced at the household recycling centres. Mobiles, chargers and accessories can be dropped off at the special collection points; they are then reused and recycled, with the cash going to Help The Aged.

Mobile phones have presented the company with a recycling conundrum. Made from over 12 different metals and elements and with batteries containing toxic cadmium, they are non-biodegradable. The most environmentally friendly solution is to reuse them. Currently the HRCs collect around 100 mobiles each week and with the introduction of the scheme, they are hoping that could more than double. As well as bringing in your mobile phone for recycling, you need to include the batteries and charger wherever possible as these add to the value of the phone. You also need to make sure that the phone is free of any contractual or other financial agreement.

### Looking to the future

Help The Aged also benefit from old spectacles, which can be dropped off at the special HRC collection points. These are sorted, cleaned and graded using computerised equipment, they are then sent to ophthalmic clinics in countries from Brazil to Kenya.

Simply by recycling their mobile phones and glasses people in Wiltshire can now be part of raising thousands of pounds for disadvantaged older people in the UK, as well as helping visually impaired people in developing countries.

"It's great that people throughout Wiltshire can now both support Help the Aged, as well as help reduce the amount of rubbish that goes into landfill," said Anna Watton, project manager for Help the Aged Recycling Appeal.

### IT benefits Foundation

Making the most of what we throw away is about looking for opportunities to recycle and re-use. By recycling your mobile phone you are preventing heavy metals and pollutants ending up in landfill and the re-used mobiles benefit people who need it. The HRCs have also introduced a further recycling scheme for printer cartridges, which are saved and recycled to raise cash for the Roy Castle Lung Cancer Foundation.

Operatives at the centres already check discarded printers and fax machines for cartridges. Now they are hoping people will bring in their old cartridges too.



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