

Building-in routines to reduce food waste saved over £128k

CASE
STUDY

Background to business

Daniel Thwaites plc are a family brewery from Northwest England with a varying estate of 200 tenanted pubs alongside 24 managed properties ranging from 5-star inns to 4-star hotels with conference and leisure facilities.

? TIP

Keep food waste high on the agenda so it is talked about at every opportunity and every level, from the board through to the feet on the ground and the leaders of the future through academies and training.

Back to the start

Daniel Thwaites started its food waste journey, in partnership with WRAP, in 2019 with a **pilot of three sites**, one from each division, to identify practicalities and assess potential savings. Invaluable data was gathered which pointed to a **significant opportunity** for both the managed estate and for tenanted customers.

One pilot site – the Crown Inn at Pooley Bridge – reduced food waste by 22% in just four weeks (199g to 155g per cover) potentially **saving £5,000 a year**. Nearly 5 years on, The Crown now averages just 53g per cover, an impressive **73% reduction!**

What happened next

Since embarking on the project, Daniel Thwaites has built **robust recording platforms** in its 24 managed properties which each record their plate, preparation, spoilage and other food waste daily.

Getting buy-in from teams was challenging at first and, in May 2022, only 42% of the estate was recording their waste daily. The main issue was small kitchens **struggling for space** to fit waste receptacles in and communicating the importance of everyone in the team **separating their food waste** into the correct bins.

The current picture

Now procedures are established, annual reporting has become much easier. The routine of weighing food waste has been **built into the teams' habits**. All levels of the business are supported by keeping food waste **high on the agenda** in board and management meetings and as a topic in the chefs' academy workshops.



Promoting our food waste reduction project to our tenanted customers at our annual tradeshow

Target
Measure
Act

wrap

KEY LEARNINGS

- Make reporting quick and easy.
- Establish measurement and reporting as a habit.
- Share results regularly to get buy-in.
- Secure and communicate support from management.

SAVINGS

- Saving of **£128,333** in 2022/23.
- Food waste reduced by **39 tonnes** compared with 2021/22.
- Food waste has reduced by **49%** to 7.9% of food purchases, down from 15.5% in 2019.

IMPROVEMENTS MADE

Since establishing baselines in 2019 Daniel Thwaites has seen **total food waste reduce** across its managed estate by over 49%, and, in the year 2022/23, **saved more than £128,000** compared with initial waste projections.

Compliance in terms of reporting daily figures has risen from 42% of the estate in May 2022 to **95%** in January 2024, with an average of 89% for the year 2023/24.

NEXT STEPS

With more **robust data** now available, the business can start to analyse this, looking for trends and patterns to help make further savings and **sharing best practices** to keep the project engaging.

Daniel Thwaites also promotes the cost saving potential of its tenanted pub estate. Independent customers have been eager to take up the **one-to-one support** that the business continues to offer tenants starting their food waste reduction journey. This ensures the benefits achieved using the [Guardians of Grub toolkit](#) are realised by the wider estate.



The Lister Arms, Malham



Langdale Chase, Windermere



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