Resource and Recycling Strategy 2020-30 Progress

Theme	Action	Start Date	End Date	Measurable Outcome	Progress	Status RAG
Implement Policy	Support the Climate Emergency Plan Implementation	2021	2030	Support the implementation of recycling and waste related actions	Climate Emergency Plan will be recognised and implemented throughout the strategy.	Green
	Support the implementation of the council's plastic reduction strategy	2021	2030	Reduction in single-use items	Plastic Reduction Strategy will be recognised and implemented throughout the strategy.	Green
	Support the implementation of the council's Circular Economy Route Map for Glasgow	2021	2030	Support the implementation of waste and recycling related actions within the Roadmap	Collaboration with NRS Sustainability Team on implementation of the Glasgow City Food Plan Collaboration on consultation response to the Scottish Government consolations; Circular Economy Bill, Route Map to 2025 and beyond.	Green
	Develop and implement policies on contamination within recycling bins to cover kerbside, communal and commercial properties	2021	2022	Written policies and adoption of procedures	Contamination policy submitted and discussed at ESCR Committee in November 2022. Presented and approved at City Administration Committee in April 2023. Implementation of policy will support the introduction of the twin stream recycling service for kerbside properties. Training for operational staff will be provided prior to implementation of the contamination policy.	Green
	Develop and implement a bin policy to cover the provision of bin types to all domestic properties including the uplift of one general waste bin per household/collection cycle	2021	2022	Written policies and adoption of procedures	Bin policy submitted and discussed at November 2022 ESCR Committee. Presented and approved at City Administration Committee in April 2023. Implementation anticipated at the same time as the introduction of the twin stream recycling service for kerbside properties. The bin policy is a live document under regular review to account for national policy changes and other local policy decisions.	Green

Resource and Recycling Strategy 2020-30 Progress

Theme	Action	Start Date	End Date	Measurable Outcome	Progress	Status RAG
	Review and create procedures for waste acceptance policy for material delivered to transfer stations by commercial organisations, housing associations, and charities	2020	2022	Improve segregation of waste at source and at transfer stations to increase recycling tonnages and reduce tonnage to landfill/residual waste treatment	New weighbridge procedure (WI-3217) drafted and implemented. New online booking system implemented during 2021. Housing associations were the first organisations to utilise this system. System has now been adopted by commercial traders and charities depositing waste at the sites. Limits on traders and charities bringing in material.	Green
	Review of policies at HWRC to include reducing misuse by traders and non GCC residents, opening times, and application of stricter policies to ensure waste is kept separate at the HWRC	2021	2022	Development and adoption of policies. Reduction in tonnage sent to landfill and residual waste treatment	CCTV & Automated number plate recognition (ANPR) installed at four Council depots which assist in detection and enforcement action against bribery, corruption and abuse. Performance Improvement and Management Unit (PIMU) provide weekly dashboard data on usage and visitor frequency to the HWRC. Tonnage of overall waste sent to landfill continues to fall and the management of waste at the HWRC is contributing to this reduction.	Green
	Liaison with and implementation of SEPA Sector Plans and One Planet Prosperity where relevant to the Councils activities	2021	2030	Ensure compliance and beyond with all relevant waste related legislation	Cognisance taken of the SEPA Tyre Sector Plan when drafting tender for the collection and processing of fly-tipped tyres. Tyre contract awarded July 2023 for the removal of fly tipped tyres at HWRC. Contract includes removal of tyres on and off the rim. Tyres will be recycled, whereas before tyres sent for treatment via energy from waste.	Green

Resource and Recycling Strategy 2020-30 Progress

Theme	Action	Start Date	End Date	Measurable Outcome	Progress	Status RAG
	Undertake a review of re-use of household goods contract via the Household Waste Recycling Centres (HWRC) to increase diversion of material via this avenue and move the management of waste up the hierarchy. Link to Circular Economy Roadmap.	2021	2022	Increase tonnage and quality of material recovered for re-use from the HWRC	Work required to tender for new contractor to collect household goods for re-use from the HWRC, hence action graded as amber. As part of the wider Queenslie re-development the new HWRC includes provision for a re-use shed. In 2023, arrangements were implemented for the collection of additional material streams at the HWRC. This included branded disposable vapes bins. Vapes will be dismantled into plastic and batteries for recycling (Jun 2023) Mattresses and wood/laminate is now segregated on site for recycling and reuse. The collection of polystyrene is being trialled at the Polmadie HWRC with a view to introducing the collections at other HWRC in 2024.	Amber
	Develop a strategy for the implementation of textile collections in Glasgow to align with EU Waste Directive. Link with Circular Economy Roadmap	2023	2025	Introduction of textile collection service by 2025	A consultation on the collection of textiles has still to be undertaken by the Scottish Government. Officers will maintain a watching brief on this Circular Economy proposal. Support was provided from Council officers across different teams, including recycling and circular economy teams to a local textile re-use organisation applying to the Circular Economy Textile Fund.	Green
	Continue to harbour strong working relationships with Zero Waste Scotland, Scottish Environment Protection Agency, Scottish Government, and other local authorities on the development and delivery of impending policy and legislative changes.	2020	2030	Attendance at Waste Managers Network, regular meetings with ZWS, participation in working groups, submission of consultation responses.	Throughout 2023 officers met regularly with colleagues from Zero Wase Scotland. This included work and completion of the Options Appraisal for flats. In addition, scheduled meetings are held to discuss implementation of twin stream recycling, developments of the new MRF at Queenslie, and general discussions on policy implementation. Officers attend the Waste Managers Network and are in regular touch with counterparts from other authorities.	Green

Resource and Recycling Strategy 2020-30 Progress

Theme	Action	Start Date	End Date	Measurable Outcome	Progress	Status RAG
	Support the implementation of the Private Lane Strategy addressing fly-tipping issues and adoption of bulk waste collection procedures	2021	2030	Input into production of report on options for the management of waste and recycling at these locations	Officers across different teams continue to work with residents and community councils on implementation of the strategy. The resource and recycling team have not heavily featured in strategy implementation to date, hence an amber grading for this action to date.	Amber
	Support any corporate review of the impact of the Covid-19 pandemic restrictions on service delivery					
	In collaboration with Zero Waste Scotland, conduct an options appraisal of the Council's recycling and waste collection services to expand the range of materials collected including additional plastic waste streams	2021	2023	Completion of options appraisal	Liaison with Zero Waste Scotland and their consultants, Eunomia, to complete the OA for flats. As a result of the delay in the implementation of a Deposit Return Scheme for single-use drinks containers, further modelling is being undertaken by Eunomia, with final results expected Feb/March 2024. OA for kerbside properties informed the application to the Recycling Improvement Fund to change the kerbside recycling service which will start March 2024.	Green
	Ensure equity in recycling and waste collection services between flatted properties and main door properties.	2021	2024	Provision of infrastructure to collect the same material streams from all housing types	July 2021 - Brown bin garden waste collection service offered to residents within flatted properties that have a garden and wish to participate in the service, however, there was a low uptake in this service. Additional modelling is being undertaken by Zero Waste Scotland's consultants looking at the potential impacts on the provision of glass collections within the bin hub project.	Green

Resource and Recycling Strategy 2020-30 Progress

Theme	Action	Start Date	End Date	Measurable Outcome	Progress	Status RAG
Develop Infrastructure and Technology	Review of waste collection services to align with Charter for Household Recycling and Extended Producer Responsibility (EPR) for Packaging Waste	2021	2024	Alignment of council collection services with Code of Practice and requirements of EPR. Collection of additional material streams within recycling services.	Introduction of twin stream recycling service, as required by the Code of Practice will commence in phases from March 2024. Completion of Options Appraisal for flats in 2023. Review of options appraisal by Eunomia for kerbside and communal properties in light of delay to DRS. Implementation of EPR has also been delayed. Implementation of the twin stream recycling service will assist in providing an 'efficient and effective service', a key requirement of EPR and accessing payments for managing packaging waste.	Green
	Monitor impact of the introduction of a deposit return scheme (DRS) for single-use drinks containers on council collection services	2022	2025	Outputs of target DRS materials from MRF. Glass tonnage collected. Waste Compositional Analysis Results	After announcement by the Scottish Government in June 2023, the DRS was delayed until October 2025 at the earliest. The kerbside glass collection service was due to stop upon implementation of the DRS (2023/24 budget decision) but the existing service will continue until further clarity is provided on the introduction of DRS.	Green
	Review the layout and operation of transfer stations to ensure the efficient management and effective separation of different waste streams	2020	2023	Adoption of new on-site procedures, with a reduction in tonnage sent to landfill	There has been a significant reduction in landfill directly sent to landfill in 2023, compared to 2022, with only 17 tonnes sent directly from August - December 2023. New contract for bulk waste processing with maximum tonnage of 50,000 per annum awarded early 2023.	Green
	Review of existing depots used for waste collection, transport, and storage to improve service efficiencies	2021	2023	Production of a report on existing and future waste disposal operational facilities.	Significant refurbishment work underway at the Shieldhall transfer station. Blochairn has also undergone site improvements for waste storage and containment.	Green

Resource and Recycling Strategy 2020-30 Progress

Theme	Action	Start Date	End Date	Measurable Outcome	Progress	Status RAG
	Review of Blochairn Material Recycling Facility infrastructure and operational processes in light of policy changes, which will affect the composition of incoming waste streams due to introduction of Deposit Return Scheme and Extended Producer Responsibility for packaging waste.	2021	2022	Production of report and implementation of any required changes	Partnership project with Dani Robotics (links to Edinburgh University) has installed Artificial Intelligence sorting technology within Blochairn MRF to assist with the separation of recyclables on the picking line. This is a proof-of-concept research project which will help inform the council's future MRF operating model. A working group has been established to progress project. Facility will be replaced by the new Queenslie MRF which is currently at the procurement stage.	Green
	Review the operational model of the MRF to look at working hours, staffing levels, and waste acceptance procedures	2021	2022	Completion of review. Implementation of findings.	The future MRF operating model is tied to the property review project and actions detailed above.	Green
	Complete the roll-out of the Bin Replacement Programme for flatted properties	2020	2021	Replacement of all the metal dustbins, provision of wheeled bins, provision of additional recycling capacity	Complete	Green
	Review the layout/infrastructure of the household waste recycling centres to improve efficiency and increase recycling	2020	2022	Increase in tonnage captured for re-use and recycling. Reduction in residual waste disposal tonnage.	Re-development of the Queenslie depot will realise changes to the layout of the HWRC at this location which will seek to improve the segregation of material streams. A facility to improve the re-use of household goods will be incorporated as part of the re-development. Easter Queenslie HWRC due to close March/April 2024 and temporary site installed.	Amber
	Introduce automatic number plate recognition and install additional CCTV at HWRC and transfer stations	2021	2022	Installation of new infrastructure	Complete. CCTV & Automated number plate recognition (ANPR) installed at four Council depots which assist in the detection and enforcement action against bribery, corruption and abuse.	Green
	Explore alternative treatment options of non- target recyclable material output from the MRF. e.g. chemical recycling of plastics	2022	2025	Review of options to determine feasibility	There have been some initial high-level discussions with the Council's residual waste treatment partner, Viridor, on this subject.	Green

Resource and Recycling Strategy 2020-30 Progress

Theme	Action	Start Date	End Date	Measurable Outcome	Progress	Status RAG
	Upgrade weighbridge software to align with the council's integrated management system (Mayrise/Alloy)	2022	2022	Newly installed software. Alignment with Mayrise/Alloy integrated management system.	Complete. New weighbridge software (Weighsoft) operational across all weighbridges/depots. May 2023 - Phase 2 of weighsoft programme added the skip module on weighsoft replacing the old system, Skipman, part of the previous weighbridge software, Gatehouse.	Green
	Explore options for implementation of digital waste tracking system upon completion of DEFRA research project.	2022	2025	Application of waste tracking technology	Digital Waste Tracking due to be introduced in April 2025. Liaison with weighbridge software provider to determine viability of this system to contributing to fulfilling Council requirements on this. Confirmation from DEFRA there will be no requirement to integrate with existing software as it will be a standalone web-based application.	Green
	Support the implementation of the council's Fleet Strategy.	2021	2030	Number of alternative fuel vehicles	NRS Transport team are working with all stakeholders to deliver on the strategy	Green
	Review the location of the public collection point network of recycling bins and review the appearance of the bins.	2021	2023	Assessment of bin types/locations. Review of options on maintenance, housing and cleaning of bins.	The budget proposals for 2023-24 agreed to remove public collection points in areas where properties already had their own blue bin recycling service. Glass public collection points and textile collection points remain in situ. Options to include glass collection within future bin hubs is being assessed by consultants as part of the updated options appraisal for flats. Report expected early 2024. Delay on the introduction of the Deposit Return Scheme, which included glass as a target material, will influence future public collection point glass provision and appearance of bins.	Green

Resource and Recycling Strategy 2020-30 Progress

Theme	Action	Start Date	End Date	Measurable Outcome	Progress	Status RAG
	In conjunction with the City Centre Living Strategy, undertake a review of recycling and waste infrastructure to manage expected increases in the city centre population	2021	2030	Development of guidelines for the storage and collection of recycling and waste from the city centre	High level conversations with planners on a city centre strategy, however more detailed discussion required, hence this action has been scored Amber.	Amber
Promote Behavioural Change	Implementation of regular communications to residents on the council's recycling services to increase participation in services and quality of materials captured. This may be in liaison with the Council's contractual partners.	2021	2030	Completion of annual communication campaign to residents. Increase in participation in recycling services. Reduction in contamination.	A campaign was undertaken to minimise the occurrence of household hazardous waste items placed within the domestic waste and recycling bins. Communication was sent to key stakeholders, including housing associations, the council website and social media channels were used, and adverts were aired on Radio Clyde. Residents impacted by the introduction of the bin hub pilots received teaser letters, followed by instructional leaflets. Follow up leaflets were provided to residents in Pollokshields and a survey undertaken. Additional communications will be provided in the other pilot areas also. Installation of graphics on the side to a number of refuse collection vehicles, supporting the hazardous waste campaign, existing blue bin recycling service was implemented in 2023.	Green
	Increase the use of internal communication mechanisms to promote recycling to council employees	2021	2030	Regular articles within council publications e.g. Loop, Insider, e-mail communication, manager briefings. Refresher training for all waste collection and disposal operational staff	Expansion of the installation of new screens within operational depots to relay information on recycling initiatives and policy development to frontline staff throughout 2023.	Green
	Support the promotion of Deposit Return Scheme upon its introduction via council communication outlets, both internal and external	2022	2025	Support communication campaign. Monitor glass and plastic bottles, drinks cans within residual waste via waste compositional analysis.	DRS delayed until October 2025 at the earliest.	Green
	Support national communication campaigns such as Recycle Week, Scottish Government Climate Change	2021	2030	Utilising national communication collateral on a local basis.	Council officers will continue to support any national campaigns primarily through the council's digital waste channels.	Green

Resource and Recycling Strategy 2020-30 Progress

Theme	Action	Start Date	End Date	Measurable Outcome	Progress	Status RAG
	Increase communication with the council's commercial waste customer base to improve compliance with legislation, the quality of recycling material collected, and reduce contamination.	2021	2030	Reduction in contamination within commercial recycling collections processed at the Council's MRF	There has been regular engagement between the operational team at Blochairn MRF and the council's commercial team regarding the importance of providing high quality mixed recyclables. Operational staff training will raise the profile of contamination from both domestic and commercial premises in 2024.	Green
	Promote the use of the council's HWRC to increase collection of other waste streams for recycling, not captured within the domestic bins, e.g. Waste Electrical and Electronic Equipment (WEEE) and expand on opportunities for the re-use of household goods from the HWRC	2021	2030	Increase in quality and tonnage recycled via the HWRC	In 2023, additional material streams including mattresses and polystyrene (Polmadie HWRC) are now being segregated and sent for recycling via the HWRC. No WEEE reuse event during 2023 due to ongoing works at Shieldhall and Easter Queenslie. Events will be planned for 2024 once construction works are completed.	Green
	Provide regular briefing and training sessions for operational staff to highlight the importance of recycling, contamination, excess waste, fly-tipping, additional bins, and the impacts of not segregating recycling	2021	2030	Record details of training and briefing sessions	Scottish Vocational Qualification on the Principles of Sustainable Management delivered to 50 front line staff in Dec 2023. Three-day training over Dec 2023, January 2024 and February 2024. Course oversubscribed, and additional funding will provide opportunity for additional staff to attend this course. Engagement with the University of Central Lancashire to deliver training to frontline staff in preparation for the introduction of the twin stream recycling service – funded by the Recycling improvement Fund award.	Green
	Support the Glasgow City Food Plan and Scottish Government Food Waste Reduction Action Plan to reduce food waste arisings in the city	2020	2025	Provision and support of regular communication campaigns. Provision of effective and efficient food waste collection service.	Council officers participate in the Food and Environment Group. Attendance at quarterly meetings of this group.	Green

Resource and Recycling Strategy 2020-30 Progress

Theme	Action	Start Date	End Date	Measurable Outcome	Progress	Status RAG
	Review education and awareness of recycling within schools	2021	2030	Increase visits to schools. Increase liaison with school eco-committees. Ensure appropriate recycling infrastructure in-situ.	Ongoing liaison of NRS officers with staff from Education Services to review recycling within schools. Provision of re-usable recycling bags to all schools who request them to assist with transferring target recyclable materials from classrooms to the external recycling bins. Battery recycling boxes provided to some schools, as part of the household hazardous waste campaign. Boxes and free collection service available to all schools and is provided via the council's WEEE Contractor, Valpak.	Green
	Creation of a recycling portal on the council website	2021	2021	Updated website	New Council website currently under development.	Amber
	Support the enforcement of new Houses in Multiple Occupation (HMO) licensing conditions to promote recycling and improve bin provision	2021	2025	Develop processes and procedures with HMO officers	No specific work has started on this action, hence graded as Amber. Opportunity to engage with HMO officers as service changes are implemented at flats e.g. twin stream recycling introduction.	Amber
	Strengthen partnership working with housing associations, factors and private sector landlords to improve the bulk uplift service	2021	2025	Develop processes and procedures with all stakeholders	Booking system fully integrated for access to transfer stations by housing associations, charities and traders. Engagement with all housing associations (HA) to highlight the implication of Persistent Organic Pollutants within Waste Upholstered Domestic Seating, which will impact the collection of bulk waste for HA.	Green
	In conjunction with the Council's Circular Economy Route Map undertake an education and awareness campaigns to promote re-use of household goods.	2021	2030	Completion of promotional campaigns	In conjunction with the WEEE contractor, Valpak, re-use events for this material stream have been held over the past two years. Due to other work demands this was not possible within 2023. This will be resurrected in 2024.	Green
	Conduct regular waste summits to draw on experience of front-line operatives and	2021	2030	Review of outcomes from summits on a regular basis.	Summit held via MS Teams on 4 November 2022. Presentation from Zero Waste Scotland and Council officers.	Amber

Resource and Recycling Strategy 2020-30 Progress

Theme	Action	Start Date	End Date	Measurable Outcome	Progress	Status RAG
	stakeholders within local neighbourhoods to inform future revisions of the strategy.				Internal summit held in 2023 with operational staff to provide updates on current and future changes to service provision and the roles and responsibilities of operational staff. Engagement with local stakeholders prior to the introduction of bin hub pilots in respective areas. Surveys also started late 2023 for residents impacted by the bin hub provision in Pollokshields. More work required on provision of regular summits, hence graded as amber.	
Enhance Performance	Ensure the council is achieving the best value from all waste and recycling contracts	2020	2030	Regular meetings and review of operational performance with all contractual partners	Volatility continues within the value of materials collected for recycling. Current economic situation continues to present challenges for contracted partners with price increases sought to account for increased operating costs, including energy and fuel. Monthly Contract Review meetings have been established with all large recycling suppliers - e.g. bulky waste processing, residual waste treatment, etc Monthly mini competitions now undertaken for all recyclable outputs from Blochairn MRF to ensure best value. Some competitions are undertaken more frequently in response to market volatility. Request for enhanced responses from potential suppliers when submitting response to ensure duty of care requirements are met.	Green
	Utilise Zero Waste Scotland carbon metric to measure the performance of councils recycling services	2021	2030	Adoption of other metrics to monitor recycling performance in addition to tonnage	Further work is required to implement carbon metric reporting internally. All waste data reported to SEPA annually, via the reporting tool Waste Data Flow. SEPA publish high level carbon impact based on tonnes of CO2 equivalent on the total household waste managed by the Council, which is published on their website.	Green

Resource and Recycling Strategy 2020-30 Progress

Theme	Action	Start Date	End Date	Measurable Outcome	Progress	Status RAG
	Minimise the production of and recycle more of the waste streams that have the highest carbon impacts e.g. food waste, textiles, plastics	2021	2030	Collection of additional waste streams for re-use and recycling	Food waste collection service re-introduced for c.2,400 flats participating in the bin hub pilots. The twin stream recycling service introduced for this pilot is collecting additional material streams for recycling, namely, plastic pots, tubs, trays, film and cartons. Twin stream recycling service will be introduced for all kerbside properties throughout 2024/25, expanding the range of material collected. Replacement food waste liners will be made available for collection at local outlets as the twin stream service is introduced to encourage participation in the food waste collection service.	Green
	Maximise opportunities to access funding via national finance mechanisms e.g. Programme for Government - Protecting Scotland, Renewing Scotland to contribute towards 2025 national recycling targets	2021	2030	Liaison with Zero Waste Scotland and submission of application to the funding program	Application to the RIF submitted August 2022. This sought financial support to introduce the twin stream recycling service, covering the cost of bins, distribution teams, contamination crews, and food waste liners/caddies. The bid also supports construction of the new MRF at Queenslie. Award of £21.2m provided for the introduction of a twin stream recycling service for kerbside properties and construction of new MRF. Report submitted to the City Administration Committee January 2023 with further information on the award.	Green
	Undertake waste compositional analysis across the collection services to determine the level of target recyclables placed in general waste bins and contamination levels within recycling bins	2021	2030	Completion of regular waste compositional analysis	WCA undertaken in February 2022. The results from this analysis helped to inform the national perspective and a report was published by Zero Waste Scotland in October 2023. Two compositional waste analysis carried out on commingled food and garden waste stream in September and November 2023 to compare high and low season contamination.	Green
	Utilise qualitative information from the integrated management system (Alloy) to gain information on route performance and allow more targeted stakeholder engagement on the recycling services.	2021	2030	Use of data to initiate targeted campaigns to improve participation in recycling services and reduce contamination	Alloy training for collection crews has now been provided. Alloy route numbers available in weighsoft. Use of specific routes to monitor bin hub trials (Pollokshields and Haghill). Alloy will be used to record and monitor bin contamination when twin stream recycling is introduced to kerbside properties in 2024.	Green