Item 8

10th September 2024

Glasgow Community Planning Partnership
Pollokshields Area Partnership

Report by Executive Director of Neighbourhoods, Regeneration and Sustainability

Contact: David McCulloch **Telephone:**

Pollokshields Bin Hub Pilot update

Purpose of Report:

The purpose of this report is:

(1) to provide members with an update on the Bin Hub Pilot in the Pollokshields area.

(2) to provide members with the outcome of the resident's survey carried out in the Pollokshields area earlier this year.

(3) To provide members with future deployment plans

Recommendations:

The Area Partnership is asked to:

(1) note the update provided on the Bin Hub Pilot in the Pollokshields area.

1. Introduction

This purpose of this report is to update the Area Partnership on the bin hub pilot within Pollokshields including the outcome of the recent survey to residents and to provide information regarding next steps in response to this.

2. Background

The provision of twin stream recycling (separate bin for paper and card (fibres) and another bin for mixed containers) aligns the service with the code of Practice which supports the Charter for Household Recycling. The Council agreed to sign up to the Charter at the Environment, Sustainability and Carbon Reduction City Policy Committee in February 2019.

The use of bin hubs was recommended, following an options appraisal by Zero Waste Scotland, as the most optimal solution for predominantly, but not exclusively, tenements where access for collection crews to back courts and bin storage areas was difficult, health and safety issues were identified or where 1280 litre standalone bins were already in-situ to the front of properties.

3. Bin Hub Pilots – Progress to date

From July 2023 bin hubs were trialled for approximately 1500 flats (70 bin hubs) within Pollokshields, which was subsequently followed by some properties in Haghill and Finnieston. This introduced a twin stream recycling service, expanding the range of materials collected for recycling, in addition to a food waste collection service.

From initial analysis, the quality of recycled material collected via the container stream and the fibre stream has been encouraging. Whilst some contamination is still present, which could be attributed to residents getting used to the new service provision, overall the quality of material collected is a significant improvement on the previous dry mixed recycling service within the blue bins. Interestingly the quality has improved as the pilot has progressed, which is positive, and may have been linked to the reminder booklet informing residents about which materials go into which bins. Some more work is required and our team at the Centre of Civic Innovation are planning a session with residents soon regarding understanding what can be done in relation to behaviour change to encourage further improvements in recycling.

Replacement food waste caddies and liners have been made available for collection from locations (Library/housing associations) within the area and options to expand the number of locations is being explored to encourage further uptake of this service.

During the pilots some issues have been encountered and these have been noted within the table below, along with mitigating action that has been taken place within Pollokshields and will inform further rollouts

Issues	Mitigating Action
Parked cars blocking access to hubs/bins	Double yellow lines painted on road surrounding the hub
Bin lids breaking on residual waste bin	Liaison with bin supplier and modified more robust bin lids incorporated on new lid design
Some graffiti on hubs, overflowing bins and fly-tipping adjacent to hubs	Graffiti removal service clean hubs / on-going engagement with residents / monitoring of bin hubs/ Residents reporting via QR Codes

4. Recent Community Consultation (Survey)

As part of the resident engagement sessions that were held prior to the pilot, we committed to engaging with residents and, as part of this process, an online survey was conducted to gain valuable feedback from residents in relation to the new service. We issued 1502 surveys and received 188 responses from 173 households. This information will be used to make any necessary amendments as this insight will be crucial to inform the City wide rollout that was approved in the recent budget.

5. Summary of Findings

Overall Satisfaction with Bin-Hubs

Better, Worse, or the Same:

- 54% of respondents found the bin hubs better than the back court bins.
- 38% found them worse
- 9% saw no difference.

Benefits of the Bin-Hubs

- **Tidiness:** 21% reported tidier back courts.
- **Regular Emptying:** 18% appreciated regular bin emptying.
- **Recycling Options:** 16% noted more recycling options.
- **Ease of Use:** 15% found the hubs easier to use.
- **Less Street Litter:** 12% observed less litter in the street.

Drawbacks of the Bin-Hubs

- **Litter Around Hubs:** 17% mentioned litter gathering around the hub.
- **Parking Issues:** 17% had difficulties with parking spaces being taken.
- **Overflowing Bins:** 14% reported bins often overflowing.
- **Operational Difficulties:** 12% found it difficult to operate the bin hubs.
- **Aesthetics and Smell:** 11% disliked the appearance and 10% noted unpleasant smells.

Level of Satisfaction with Key Aspects

- **Better Back Courts:** 53% agreed their back court is in better condition.
- **Less Street Noise:** 52% agreed there is less street noise on collection days.
- **Less Disruption:** 47% reported less disruption on collection days.
- **Litter and Fly tipping:** Majority disagreed that areas around hubs are free of litter (59%) and fly tipping (56%).
- **Parking Issues:** 69% said finding a parking space is more difficult now.

Recycling Behaviour

- **Awareness:** 96% are aware of which materials go in which bin.
- **Increased Recycling:**
    - 40% now recycle more plastic, tins, cans, and cartons.
    - 20% recycle more paper and cardboard.
    - 42% recycle more food waste.

Use of QR Codes

- 39% have used the QR code to find out more about the bins.

Additional Comments

- **Overflowing Bins:** Residents are concerned about the quick response to overflowing bins and fly-tipping potentially declining as the pilot expands. The department has taken account of these concerns within future plans as the success of the wider rollout is dependent upon a strong monitoring and clean up service to support the bin hubs as overflowing bins has been picked up through our reporting systems.
- **Maintenance Issues:** Several residents raised issues of broken lids and commercial premises misusing the hubs, suggesting CCTV installation to curb these problems. We will assess what is reasonably practical in response to these issues but have removed locks from bin lids for subsequent pilots and this appears to have assisted with these issues. Commercial Enforcement will be deployed to tackle some of these issues.

6. Key Findings

The results of the survey and the analytical data that has been gathered has highlighted that the most significant reported issue across Pollokshields was in relation to overflowing bins. We have discovered that this this was largely attributed to double parking in the area that prevented access on some scheduled collection days and we responded to this by implementing double yellow lines which can then be enforced and this has hugely assisted this issue.

Parking Enforcement Data

- Detailed below are the number of street visits and the Penalty Charge Notices issued for the date period 13/12/2023 until 31/07/2024 since double yellow were installed. Please note that this covers all areas of these streets/roads and not just the Bin Hubs.

Street	Number of Visits	Number of Penalty Charge Notices	Average Number of Penalty Charges Issued per Visit
Maxwell Road	76	208	3
Kenmure Street	86	85	1
Darnley Street	35	74	2
Albert Drive	89	69	1
Keir Street	79	67	1
Leslie Street	73	64	1
Herriet Street	58	39	1
Nithsdale Road	53	36	1
Shields Road	56	34	1
Melville Street	48	30	1
Leven Street	30	18	1
Forth Street	22	11	1
McCulloch Street	18	9	1
Glenapp Street	22	6	0.27

Further analysis identified two locations in particular that might be under provisioned in terms of capacity and it is our intention to increase capacity at these locations in response to this.

Fly tipping remains an issue, and there were previously high instances of fly tipping within the area, but bin hub areas are responded to more quickly given the on-street prominence. Additionally, the unusually high number of reports relating to damaged general waste bin lids prompted a review and subsequent changes to the design were made, resulting in a significant reduction in damaged bins. We will continue with our monitoring and bin washing regime post pilot to ensure that these issues are not escalated.

7. Conclusion

This report has provided an update in relation to the introduction of the bin hub pilot within Pollokshields and the lessons learned following invaluable engagement and feedback from residents as well as many sources of insightful data available. The pilot is evidencing delivery of the benefits that it set out to achieve in relation to increasing recycling opportunities for high density properties and improving the quality of recycling materials being received, improving the health and safety conditions of the cleansing workforce and contributing to the overall efficiency of the service.

In relation to the view from residents survey results, it is positive that 54% are finding the new system better citing, increased recycling options, less street litter, less noise and disruption as well as better conditions of backcourts and we have and will continue to address the issues that have been raised via the survey such as overflowing bins and parking difficulties and would hope that will result in improved satisfaction over the coming months and for the wider City-wide rollout and will continue to engage with residents in this regard. The wider City-wide rollout will take approximately two and a half years and will be rolled out on a depot-by-depot basis, commencing in Shieldhall in the southwest of the City later this year informed by the learnings of this and the subsequent pilots.