

Resource and Recycling Strategy 2020-30 Progress (2024 Calendar Update)						
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 response to the Scottish Government consultations; 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	<p>New contamination policy implemented for kerbside properties in a phased approach, in-line with the roll out of the new twin stream recycling service. The kerbside roll out is expected to be completed by March 2025.</p> <p>The University of Central Lancashire (UCLAN) delivered formal training to refuse collection crews on contamination within recycling bins. This was funded by the Recycling Improvement Fund award.</p> <p>Discussions are ongoing on the timescale to implement the contamination policy to commercial businesses</p> <p>The policy will be reviewed in 2025 and updated accordingly.</p>	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	<p>New bin policy implemented for kerbside properties with a phased approach, in-line with the roll out of the new twin stream recycling service. This includes the application of the collection of one general waste bin per kerbside property (exceptions apply).</p> <p>The kerbside roll out is expected to be completed by March 2025.</p> <p>The policy will be reviewed in 2025 and updated accordingly.</p>	Green

	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	<p>Updates to the waste delivery booking system for commercial organisations, housing associations, and charities were implemented in 2024.</p> <p>The updates assist in ensuring that external organisations deliver the correct waste materials to the allocated waste transfer stations.</p> <p>New Scottish Environment Protection Agency (SEPA) guidance on the collection and processing of waste upholstered domestic seating (WUDS) was introduced in October 2023 and changes were applied to waste acceptance procedures at the transfer stations in 2024. Communication was sent to housing associations advising this material would need to be segregated before acceptance at the council's sites.</p> <p>Leaflets were produced and distributed to users of the transfer stations on the acceptance of WUDS at GCC sites, including commercial organisations, housing associations, and charities.</p>	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	<p>The GCC Environment Officer inspects all HWRC on a fortnightly basis to identify collection requirements at HWRC, the correct segregation of waste received and any evidence of misuse of the HWRC by commercial organisations.</p> <p>The processing of waste materials received at the HWRC is monitored by GCC Waste Data Officers, to ensure regulatory compliance and identify trends within waste data.</p> <p>The Performance & Information Management Unit</p>	Green

					(PIMU) collate data from the Automatic Number Plate Recognition system at the HWRC on site visitors, including high users of the sites, indicating misuse by traders.	
	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	<p>GCC officers regularly liaise with SEPA / DEFRA in relation to relevant, current and new waste related legislation.</p> <p>GCC officers provide updates to key internal stakeholders on impacts to GCC services in relation to any policy or legislative change (WUDS, pEPR, DRS).</p>	Green
	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	<p>Wooden pallets received at the HWRC have been removed from the bulk waste stream. The wooden pallets are collected for reuse by the third sector organisation Glasgow Wood Recycling.</p> <p>Options explored with West Dunbartonshire Council to host a reuse event as part of the Collaboration Agreement that was signed with them in 2024. This will be taken forward in 2025.</p> <p>New HWRC at the redeveloped Queenslie depot will include a re-use shed. Appointment of a re-use contractor will be required, which will be progressed with the Corporate Procurement Unit.</p>	Green

	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	The Scottish Government Circular Economy Bill, passed at Holyrood in 2024, has committed to undertaking a consultation on options to collect textiles from households. The council will wait on the the outputs from this consultation prior to implementing any service change for this material stream.	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.	<p>GCC officers met with Zero Waste Scotland officers on a regular basis throughout 2024 on various issues, including, progress meetings on the introduction of twin stream recycling, MRF procurement, and policy implementation.</p> <p>Officers attend the Waste Manager Network meetings with other local authority officers and regularly collaborate with other councils in relation to sharing information and implementing waste policies.</p> <p>GCC has participated in various consultations in 2024 including;</p> <ul style="list-style-type: none"> - Waste Route Map Consultation - WEEE Consultation - Charging for single-use disposable beverage cups <p>GCC Officers attend monthly DEFRA meetings on the Extended Producer Responsibility for packaging waste (pEPR) legislation</p> <p>GCC continue to provide waste data information to ZWS to assist with policy review.</p>	Green

	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	No further progress on this action during 2024, therefore, designated amber status.	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	Options Appraisals have been completed. These helped to inform successful applications to the Recycling Improvement Fund, which is funding the implementation of the twin stream recycling service to kerbside properties throughout 2024. Through discussions with ZWS, a high level review (undertaken by consultants, funded by ZWS) of waste and recycling options for the city centre started in 2024 and will report early 2025.	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	The twin stream recycling service was introduced in a phased approach in 2024 for kerbside properties, which will be completed in March 2025. A twin stream recycling service will be implemented for flatted properties starting in 2025. This will be carried out in phases, with various containment options being provided to meet the scope of each flatted property type. It is anticipated this will be a 2-3 project.	Green

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.	<p>The introduction of twin stream recycling services will assist in aligning waste and recycling services with the code of practice.</p> <p>The twin stream recycling service will also support the requirements of EPR by providing an efficient and effective service for the collection of in-scope material. This will enable the council to maximise the value of EPR payments received and improve the volume and quality of material collected for recycling.</p>	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	<p>DRS delayed until October 2027.</p> <p>GCC Waste Data Officers will review changes to waste composition and the tonnage of materials received upon the introduction of DRS.</p> <p>GCC Waste Data Officers will benchmark tonnages of in-scope DRS material, prior to October 2027.</p>	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	<p>Due to changes in the management of key waste streams, GCC did not send any waste direct to landfill in 2024.</p> <p>The material that went to landfill was a by-product of the following;</p> <p>Incineration / Gasification - This process produces incinerator bottom ash (IBA). The IBA produced equates to 20% of the residual waste processed via incineration / gasification. IBA is currently sent to landfill, however, waste reprocessors are exploring the possibility of using IBA as a substrate in the production of concrete blocks in 2025.</p> <p>GRREC contingency - On the rare occasion that the GRREC facility is offline, a contingency measure is introduced, this involves waste material being temporarily disposed of via landfill.</p> <p>Viridor are planning on using a residual waste MRF in future GRREC contingency plans to reduce the volume of material going to landfill if the GRREC facility is unavailable.</p>	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.	<p>Significant upgrade works was completed at the Shieldhall transfer station, which including the laying of a new floor and improvements to retaining walls.</p> <p>Work was undertaken at the Blochairn transfer station to manage the reception of materials collected within the new twin stream recycling service and waste upholstered domestic seating.</p>	Green

	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	The Blochairn MRF will be replaced by the new Queenslie MRF in 2027.	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.	A review of the processing costs (£/tonne) at Blochairn MRF was undertaken in December 2024.	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	<p>BRP completed.</p> <p>The introduction of a comprehensive twin stream recycling service for flatted properties, commencing in 2025, will assist in upgrading the provision of recycling containment at flats. This will also provide the opportunity to offer similar recycling services to both flatted and kerbside properties.</p> <p>Wheeled bins in backcourt bin storage areas not used within the twin stream recycling service, will be returned to stock and re-used.</p>	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.	<p>Changes implemented in 2024 included dedicated storage areas for mattresses and polystyrene packaging, providing opportunity for recycling these material streams, which was not previously undertaken.</p> <p>Waste Upholstered Domestic Seating (WUDS) containment areas have also been introduced at the HWRCs in 2024, to align with the SEPA guidance on this material stream.</p> <p>Easter Queenslie HWRC will be redeveloped in 2025. As part of the redevelopment, site plans have been drafted that would enable the further capture of materials that are suitable for re-use / recycling. The plans include a dedicated storage area for items that are suitable for re-use.</p>	Green
	Introduce automatic number plate recognition and install additional CCTV at HWRC and transfer stations	2021	2022	Installation of new infrastructure	<p>Complete - ANPR installed at HWRC and used to monitor vehicle frequency.</p> <p>Weekly reports of top 10 vehicles accessing site produced by the Performance & Information Management Unit (PIMU).</p>	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	Non-target material sent to the Glasgow Recycling and Renewable Energy Centre (GRREC) for processing.	Green

	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.	<p>Weighbridge software upgraded May 2022 across four transfer stations.</p> <p>The opportunity to link weighsoft to Alloy has been explored. However, the ability to link the two systems together is not currently available.</p>	Green
	Explore options for implementation of digital waste tracking system upon completion of DEFRA research project.	2022	2025	Application of waste tracking technology	<p>A new weighbridge system (Weighsoft) was introduced in 2022. The new system provided the opportunity to streamline the recording of waste data at GCC sites.</p> <p>Weighsoft may require software upgrades in 2025 to align the system with the introduction of the UK wide mandatory digital waste tracking, which was due to be implemented in April 2025, but has now been delayed.</p>	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.	<p>The budget proposals for 2023-24 agreed to remove public collection points in areas where properties already had their own blue bin recycling service.</p> <p>Glass public collection points and textile collection points remain in situ.</p> <p>Twin stream recycling project for flats will provide housing units for any standalone 4-wheeled bins currently located to the front of any flatted development.</p>	Green

	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	Consultants, funded by Zero Waste Scotland, looking at waste and recycling collection options used in other UK and European cities to determine suitability for application within the centre. Report anticipated April 2025.	Green
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.	<p>As part of the introduction of the twin stream recycling service in 2024, residents at kerbside properties received communication containing information on the changes to recycling services, materials that can be recycled, contamination issues and the bin policy.</p> <p>Communication has also been provided to in-scope residents in relation to the co-mingled food & garden waste service. The communication included a letter and social media campaign on what can be recycled, changes to the service and the introduction of the garden waste permit.</p> <p>Residents impacted by the expansion of the bin hub pilot at flats also received communication collateral on their new service.</p>	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	<p>The University of Central Lancashire (UCLAN) delivered formal training to refuse collection crews on contamination within recycling bins and application of the contamination policy.</p> <p>A selection of refuse collection operatives completed a formal Scottish Qualifications Authority (SQA) qualification in the principles of sustainable resource management. Further refuse collection operatives will be provided with the opportunity to undertake the SQA qualification in 2025.</p> <p>Display monitors within the refuse collection depots have been utilised to convey key messages to frontline staff in relation to waste management, recycling and performance.</p>	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.	Implementation of the Deposit Return Scheme has been delayed until October 2027	Green
	Support national communication campaigns such as Recycle Week, Scottish Government Climate Change	2021	2030	Utilising national communication collateral on a local basis.	Following discussions with Zero Waste Scotland (ZWS), the council committed to being a key partner to support Recycling Week 2024, however, following ZWS budget restrictions, national promotional activity was curtailed, and Recycling Week was supported via the council's social media accounts.	Green

	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	<p>New processes introduced to separate mattresses and polystyrene packaging for recycling in 2024.</p> <p>A hazardous waste campaign is in development for implementation in 2025. This campaign can be utilised to further promote the use of HWRC and the importance of the correct disposal of waste.</p> <p>A Waste Electrical and Electronic Equipment (WEEE) re-use event will be organised with the council's WEEE contractor in 2025.</p>	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	<p>The University of Central Lancashire (UCLAN) have delivered formal training to refuse collection crews on contamination within waste streams.</p> <p>39 front line staff (grade 1-4) have completed a formal SQA qualification in the principles of sustainable resource management. Further opportunity will be provided undertake the SQA qualification in 2025.</p> <p>An awareness session for supervisors was undertaken in December 2024 providing an update on current and future projects and policies, which will impact how the council delivers a waste and recycling service.</p> <p>As the twin stream service has been introduced, briefing sessions have been undertaken within each depot to operational staff to inform on their role with service delivery and provide background to the new service.</p>	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.	<p>Council officers participate in the Food and Environment Group. Attendance at quarterly meetings of this group.</p> <p>As the twin stream recycling service was introduced, the information leaflet contained details on food waste recycling and food waste caddies and (free) liners are available for collection for any household who wishes them. Food waste collection service will be relaunched in 2025, in-line with the introduction of twin stream recycling at flatted properties.</p> <p>Communications to flatted property residents in relation to twin stream recycling will include information on the food waste recycling service.</p>	Green

	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.	<p>Plate (food) waste has been identified as a problem (economic and environmental) in schools and Catering & Facilities Management (C&FM) have led and embarked on a food waste reduction project titled 'Great Taste, Don't Waste' which is now a long-term endeavour.</p> <p>C&FM also working with pupil councils and will be sending 'Only buy what you need' communications to parents. Headteachers are getting the message out to students. GCC now also has a permanent council-wide food waste working group. A monthly school food report including numbers of pre-selected meals shows that 'over selection' of meals is reducing.</p>	Green
	Creation of a recycling portal on the council website	2021	2021	Updated website	<p>As part of the relaunch of the wider council website, the recycling pages were reviewed and additional content added, including information on:</p> <ul style="list-style-type: none"> - Garden waste and permits - Twin stream recycling - HWRC 	Green
	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	Opportunity to engage with HMO officers as the new twin stream recycling service is introduced to flatted properties from 2025.	Green

	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	<p>Engagement with Housing Associations (HA) occurred through the year in relation to the transfer station booking system and changes to waste acceptance procedures for some bulk material streams, especially waste upholstered domestic seating, at the council depots.</p> <p>Liaison also commenced in relation to the introduction of twin stream recycling to flats and the potential for bin hubs to be used at some HA properties.</p> <p>Meetings also held with the larger HA to explore more collaborative working to improve waste and recycling performance. This will be developed further in 2025.</p>	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	No re-use campaigns undertaken in 2024, therefore assigned an amber rag status, however, discussions with the council's waste electrical and electronic equipment contractor to undertake a campaign in 2025. This may be done in conjunction with West Dunbartonshire Council as part of the collaboration agreement signed with this authority in 2024.	Amber
	Conduct regular waste summits to draw on experience of front line operatives and stakeholders within local neighbourhoods to inform future revisions of the strategy.	2021	2030	Review of outcomes from summits on a regular basis.	<p>Previous summit undertaken in 2022.</p> <p>Frontline staff engagement via the training provided for the implementation of the contamination policy and feedback from these sessions was used to modify subsequent training.</p>	Green

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	<p>Waste Contract Manager appointed in 2024.</p> <p>GCC Officers attend monthly meetings with various waste contractors to discuss waste management and contract performance</p> <p>Waste data monitored on weekly, monthly and quarterly basis to identify trends within key waste streams.</p> <p>Monthly mini competitions for MRF outputs utilised to ensure best value is achieved for recyclable material.</p>	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	<p>Review of the Scottish Waste Environmental Footprint Tool (SWEFT). The SWEFT tool will replace the Zero Waste Scotland carbon metric measurement.</p> <p>GCC will aim to update waste data recording to include a carbon data monitoring process that reflects the objective of the SWEFT tool.</p>	Green
	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	<p>The introduction of the twin stream recycling service is targeting additional plastic material streams for recycling, including, pots, tubs, trays and film.</p> <p>Replacement food waste caddies and free liners are also available for collection to encourage participation in the food waste recycling service.</p> <p>The Scottish Government is due to consult on options to collect/re-use/recycle more textiles and council officers will maintain a watching brief on developments.</p> <p>Food waste collection service will be relaunched in</p>	Green

					2025, in-line with the introduction of twin stream recycling at flatted properties.	
	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	<p>The Scottish Government Recycling Improvement Fund (RIF) award is currently funding the introduction of the twin stream recycling service to kerbside properties.</p> <p>RIF award also funded the preparatory work undertaken at Queenslie in preparation for the wider site re-development. The RIF will also fund the construction and supply of equipment to the MRF.</p> <p>No new funding awards in 2024.</p> <p>The council received communication in November 2024 of the provisional notice of assessment on the payments they will receive via the Extended Producer Responsibility for packaging waste payment mechanism. This will be paid to the council in instalments during 2025.</p>	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	<p>Waste Compositional Analysis (WCA) has been carried out for the following waste streams;</p> <ul style="list-style-type: none"> -Mixed food & garden waste - 2023. This was used to inform the procurement exercise for this waste stream, which was undertaken and new contract awarded in 2024 -Containers (twin stream service) - 2024 -Fibres (twin stream service) - 2024 -Bulk waste stream - 2024 <p>The council complies with the Code of Practice for Material Recovery Facilities (MRF), which requires sampling of the inputs and outputs to the council's Blochairn MRF, which are reported to the Scottish Environment Protection Agency (SEPA).</p>	Green
	Utilise qualitative information from the integrated management system (Mayrise/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 and Alloy route numbers available in weighsoft, however, further integration on the use of Alloy required to improve interpretation of performance of waste and recycling collection routes.	Green