



Glasgow City Council

Item 3

27th August 2024

Environment and Liveable Neighbourhoods City Policy Committee

Report by George Gillespie, Executive Director of Neighbourhoods, Regeneration and Sustainability

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Update on Waste Solutions for Flatted Properties

Purpose of Report:

To provide an update to committee on the development of services for the collection of waste and recycling from flatted properties.

Recommendations:

It is recommended that:

- Committee notes the contents of this report.

Ward No(s):

Citywide: ✓

Local member(s) advised: Yes ☐ No ☐ consulted: Yes ☐ No ☐

1 Introduction

- 1.1 The purpose of this report is to update Committee on the project to improve waste and recycling collections from flats, and specifically, expansion of the installation of bin hubs at high density properties that are difficult to access across the city.

2 Background

- 2.1 The provision of twin stream recycling (separate bin for paper & 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.
- 2.2 In October 2023 a [report](#) was provided to the committee providing an update on work undertaken with Zero Waste Scotland in developing an Options Appraisal of collections from flatted properties and the proposals to provide bin hubs to some flatted properties across the city. The use of bin hubs would predominantly, but not exclusively, account for tenements where access for collection crews to backcourts and bin storage areas was difficult, health and safety issues were identified or where 1,280 litre standalone bins were already in-situ to the front of properties.
- 2.3 The report referenced in section 2.2 highlighted the options being considered to improve the waste and recycling collection from flats. From the modelling work undertaken, the best performing option was the installation of bin hubs to the front of properties with the re-introduction of a food waste collection service, although it was determined that due to the complexity and diversity of the properties and areas across Glasgow a hybrid approach of solutions will be developed for the city.
- 2.4 The council's [Resource and Recycling Strategy](#) supports the implementation of changes to waste and recycling services to align with national policies.

3 Bin Hub Pilots - Progress to Date

- 3.1 From July 2023, bin hubs were trialled for some flats in 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 re-introducing a food waste collection service.
- 3.2 Following the postponement of the Scottish deposit return scheme, glass will continue to be collected from the existing public site network and this will continue to be reviewed.
- 3.3 As part of a pilot project as detailed in section 3.1, bin hubs have been introduced to three locations across the city. The table below provides an overview of the current service provision.

Area	No. of Bin Hubs	No. of Flats Served
Pollokshields	70	1502
Haghill	52	1392
Finnieston	22	587

- 3.4 From initial analysis, the quality of the recycled material collected via the container stream and the fibre stream bin 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 an improvement on the previous dry mixed recycling service within the blue bins.
- 3.5 Replacement food waste caddies and liners have been made available for collection from locations (library/housing association) within the pilot areas. These have also been made available as the twin stream recycling service is introduced to kerbside properties. Caddies and liners have been supplied to libraries in the north west and south west of the city but options to expand the number of locations are being explored.
- 3.6 During the pilots, some issues have been encountered and these have been noted within the table below, along with mitigating action that will require to be taken into account in future 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 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 Next Steps

- 4.1 £7.2m capital funding has been received as part of the 2024/25-2026/27 Glasgow City Council budget setting process to improve waste and recycling collection from flatted properties where operational challenges are presented for collection crews. This project will deliver in the region of 1,200 bin hubs, introduce twin stream recycling and will be aligned to the budget savings option already within the budget over the period 2024-2026, in relation to the rollout of bin hubs and associated wider routing changes required across all waste streams across the city.
- 4.2 The successful delivery of the project will be monitored via the Political Oversight Group and NRS project governance structure and plans have already been put in place and are progressing following the budget decision.

- 4.3 Implementation will be undertaken by a project team within the Resource and Recycling Team; however, additional staff are currently being recruited to provide support. This recruitment will include an assistant project manager, project officers and a Hub cleaning & maintenance team.
- 4.4 Procurement for additional bins and housing is currently underway. This includes the purchase of 4,800 1,280 litre bins specifically for the bin hubs and c.1,200 bespoke housing units. All serviceable wheeled bins (240 litre) removed from tenement backcourt/bin storage areas will be re-used within business-as-usual operations.
- 4.5 As highlighted within section 2, the bin hub pilots are currently operating in three locations across the city. The area serviced by the Shieldhall depot has been identified as the first location to receive a wider coverage of the bin hubs and the twin stream recycling service. This is due to the larger number of risk-assessed properties which create operational issues for crews servicing bins, the presence of stand-alone on-street bins already in-situ and complaints. This will include the following areas:
- Govan
 - Cessnock
 - Craigton
 - Pollok
 - Cardonald
- 4.6 A more informed timetable of service introduction will be provided to elected members prior to the introduction of the service to flats in their area.
- 4.7 The twin stream recycling service is currently being implemented to kerbside properties (houses who present their bin to the pavement) across the city with c.122,000 properties due to receive the service. The northwest of the city has been completed and at the time of preparing this report, houses within the southwest were receiving additional bin infrastructure, which is expected to be completed within the first two weeks of September 2024. The southeast will follow, with service provision to the northeast completed by March 2025. Similar to the bin hub pilot areas, the initial indications highlight the quality of the recycling material collected from the new service areas is encouraging.
- 4.8 A comprehensive communication campaign will be provided when implementing the service change. This has been completed for both the kerbside properties and flats that have received the service to date. This will include:
- Provision of a teaser letter
 - Provision of an instructional leaflet
 - Face-to-face engagement at local events
 - Liaison with local key stakeholders, including housing associations and community groups
 - Follow up communications to residents, including satisfaction surveys.

5 Wider Roll Out

- 5.1 The £7.2m funding over the next three years will allow for the installation of c.1,200 bin hubs to the most challenging flatted properties across the city. Additional infrastructure and capital will be required to deliver the twin stream roll out to all flatted property types, although further work will be required to determine exactly what is required.
- 5.2 As highlighted, not all flats will receive a bin hub. As part of the Bin Replacement Project, improvements were made to bin containment and some factors/housing associations also enhanced tenement backcourts and access to bin storage areas, making collections easier. These properties and other new builds will not require hubs and will retain their existing service location. However, the configuration of bins will change as the twin stream recycling service will be introduced to all properties. The timeline for this has still to be determined and this assessment was made as part of the options appraisal work referred to in section 2.2.
- 5.3 As the [City Centre Strategy](#) seeks to provide a wider range of living opportunities, further work will be required to determine suitable bin provision for the city centre, where space can be a premium and access difficulties encountered and this will be informed via lessons learned of this rollout.
- 5.4 Officers have worked closely with Zero Waste Scotland (ZWS) on the development of options appraisals, applications to the Scottish Government Recycling Improvement Fund, implementation of twin stream recycling to kerbside properties and the development of the new Material Recycling Facility at Queenslie. Officers will continue to liaise with ZWS on project implementation and to explore future options for external funding for the wider implementation of twin stream recycling to flats in the city.

6 Policy and Resource Implications

Resource Implications:

<i>Financial:</i>	Funding for the expansion of the bin hub service agreed at Full council on the 15 th of February 2024
<i>Legal:</i>	Provision of a twin stream recycling service will align with proposals to make aspects of the Code of Practice, which supports the Charter for Household Recycling, aspects of which are due to become statutory.
<i>Personnel:</i>	Changing the collection model for communal properties will impact the number of staff required to provide the collection service. Staff

	will be reassigned to other areas of the department.
<i>Procurement:</i>	Additional bins and housing units will be required. Procurement process underway with corporate procurement unit.

Council Strategic Plan:	Support for Grand Challenge 3, Mission 2, Commitment 8.
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Support for Grand Challenge 4, Mission 1, Commitments 3, 10, and 12

Equality and Socio-Economic Impacts:

<i>Does the proposal support the Council's Equality Outcomes 2021-25? Please specify.</i>	Yes. All residents within communal properties will be provided with a service aligned to future national policies.
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<i>What are the potential equality impacts as a result of this report?</i>	(no significant impact, positive impact or negative impact)
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<i>Please highlight if the policy/proposal will help address socio-economic disadvantage.</i>	The twin stream recycling service will be introduced to all property types, ensuring all residents have access to similar services.
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Climate Impacts:

<i>Does the proposal support any Climate Plan actions? Please specify:</i>	Future communal service changes will target additional materials for collection, diverting these items from the general waste bin with a subsequent increase in recycling rates.
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<i>What are the potential climate impacts as a result of this proposal?</i>	Increase in material collected for recycling and improvement in the quality of material collected, with associated reduction in waste sent to residual waste treatment.
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<i>Will the proposal contribute to Glasgow's net zero carbon target?</i>	Yes. The proposals will collect additional materials for recycling, diverting from landfill and residual waste treatment and lowering the carbon impact from managing these material streams.
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**Privacy and Data
Protection Impacts:**

Are there any potential data protection impacts as a result of this report
Y/N

If Yes, please confirm that a Data Protection Impact Assessment (DPIA) has been carried out N/A

7 Recommendations

It is recommended that:

- Committee notes the contents of this report