



Glasgow City Council

Environment and Liveable Neighbourhoods City Policy Committee

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Waste & Recycling Festive Delivery Plan 2025/26

Purpose of Report:

To outline the waste service strategy during the festive period, learning from previous years and detailing improvements for 2025/26.

Recommendations:

It is recommended that Committee notes the contents of the report.

Ward No(s):

Citywide: ✓

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

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1. Introduction

1.1. The winter period is a challenging time for waste management and recycling due to public holidays, inclement weather, and a significant increase in household waste generated over the period. To ensure waste and recycling services are delivered effectively and reduce any impact to residents, Neighbourhoods, Regeneration & Sustainability (NRS) delivers a Festive delivery plan to support front line operations through this challenging period.

2. Background

2.1. As part of daily Business as usual (BAU) 56 domestic waste collection routes are completed. Unlike the rest of the year there are no domestic collections completed over the 4 bank holidays during the festive period resulting in 224 uncompleted routes which equates to an estimated 250,000 uplifts.

2.2. Historically NRS operated a catch back service to all properties impacted by the public holidays. This model prioritised Kerbside properties due to residents presenting bins on the street over the servicing of flatted properties.

2.3. The catch back model relied on significant additional resources (Employees & Vehicles) which during the winter period were difficult to source.

2.4. A risk of the catch back model was that a reduction in resources due to sickness, availability, weather disruptions (Snow/ Ice) significantly impacted waste containment in flatted properties across the city.

2.5. The 2023/24 plan was impacted with significant challenges and led to ongoing delays to services delivery, an increase in residents' complaints and a costly resolution.

2.6. Following on from the historic challenges and new approach was delivered in 2024/25.

2.7. The details of the new approach are summarised below.

- Business as usual service for all properties with targeted advancements to flatted & High-risk properties
- Kerbside properties impacted by the public holidays, received a collection on their next scheduled collection date.
- Side waste was removed on the 1st collection for impacted properties to remove any accumulation of waste
- Flatted properties received early attention from w/c 16th December to increase capacity over the holiday period.
- Encouragement of effective home recycling and the HWRC (Household Waste Recycling Centre) opening hours were extended.

3. Lesson Learned 2024/25

3.1. The new approach received positive feedback, and all collections were resumed by the 20th of January, which was significantly earlier than previous years.

3.2. Reduction of 3500 complaints from the same period the previous year.

Side waste was uplifted on certain routes on the first collection date following the back holiday. the one bin policy/ Side waste policy was reestablished for future collections.

3.3. An increase of 35% in usage of the councils HWRC's was recorded over the period.

3.4. Elected member briefing sessions were arranged which were well attended and provided members an opportunity to be fully briefed on the plan and the potential impact to their wards.

3.5. The enhancement of flatted collections was not fully achieved due to a lack of available resources and increased sickness levels resulting in delays in BAU collections leading up the advancement period.

3.6. Twin stream roll out project to all Kerbside properties was not fully completed reducing the containment for certain households.

3.7. A lower-than-expected level of agency staff and commitment of overtime was experienced impacting the advancement plan.

4. Festive plan 2025/26

4.1. The lessons learned and feedback from the 2024/25 plan were taken on board and used when preparing for this year's plan. An outline of this year's Festive plan for all properties is as follows

4.2. Kerbside collections

- Collections for all waste streams out with the public holidays will be collected on scheduled collection dates. Any collection due on the public Holidays will be collected on their next scheduled date as per last year.
- Any property with a current assisted collection or containing medical waste will be prioritised and resourced accordingly.
- Single bin and side waste policy shall be suspended for the next collection of those missed on the public holiday for one collection cycle.

4.3. Flatted collections

- Collections for all waste streams out with the public holidays will be collected on scheduled collection dates.
- From the 8th December there will be target collections of recycling streams for the properties impacted by the public holidays.
- General waste collections impacted, will be prioritised from the 27th December and 3rd January respectively.
- Priority collections maintained for High rise flats, Bin hubs, & any public facing bins.

4.5. Resources

- Additional resources will be sourced to manage the advancement of impacted flatted properties to ensure that exiting resources are maintained on BAU work.
- Internal resources from other teams will be used to support the delivery of the plan in conjunction with agency staff and managed overtime.
- Training of staff by the NRS training team will commence mid-November to ensure all staff are in place and trained.
- Festive period annual leave will be controlled and limited for operational employees.

5. Impacts & Benefits

5.1. Kerbside properties that are scheduled for collection on both the Christmas and New year public holidays will not receive an uplift until their next scheduled collection date for that waste stream.

5.2. All Kerbside properties have received the new twin stream recycling service which has increased the overall capacity of containment subject to the effective use of the recycling service.

5.3. No waste Service will be postponed giving residents access to full range of recycling

5.4. BAU collection will be maintained on non-public holidays ensuring continuity of service for both Residents and employees.

5.5. Bulk uplift service will continue to operate as normal.

5.6. Opening hours of HWRC will be extended based on demand

5.7. NRS will be working closely with Housing associations and RSLs to ensure exiting back court and environmental services are not impacted.

6. Communication plans

6.1. As per previous years, a detailed communication plan has been developed and will be delivered to ensure all stakeholders are fully aware of the Festive waste arrangements. Table 1 summarises the communication plan.

Table 1

Stakeholder	Message	Method
Elected members	Details of festive plan.	Elected member's brief, information sessions
All Residents	Recycling messages, HWRC opening hours, Updates	Radio, social media, Website, HA/RSLs, Liaison Managers
Impacted Household	Revised collection dates, recycling messages, HWRC	Leaflets, Social media Website
Staff	Festive plan update	Depot briefings
TUs	Seeking support of plan encouraging members to support overtime	Meetings
Call centre	Festive plan, Recycling messages, services	Meetings, FAQs

Policy and Resource Implications

Resource Implications:

<i>Financial:</i>	Plan is aligned to Festive budget
<i>Legal:</i>	No implications
<i>Personnel:</i>	No Implications

Procurement: No Implications

Council Strategic Plan: Supports Grand Challenge 3, Mission 2,
Supports Grand challenge 4, Mission 1,

Equality and Socio-Economic Impacts:

Does the proposal support the Council's Equality Outcomes 2021-25? Please specify.

Yes

What are the potential equality impacts as a result of this report?

no significant impact

Please highlight if the policy/proposal will help address socio-economic disadvantage.

No impact

Climate Impacts:

Does the proposal support any Climate Plan actions? Please specify:

The report seeks to increase the quantity and quality of materials collected for recycling and reduce the impact of climate change.

What are the potential climate impacts as a result of this proposal?

The report is seeking to reduce the impacts waste has on the environment.

Will the proposal contribute to Glasgow's net zero carbon target?

Yes. Reducing waste, maximising the longevity of resources, and increasing recycling will contribute towards Glasgow meeting a net zero carbon target.

Privacy and Data Protection Impacts:

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

No

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

7. Recommendations

It is recommended that Committee notes the contents of the report.