

Theme	Action	Start Date	End Date	Measurable Outcome	Progress
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.
	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.
	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 concerning re-use hubs within the Household Waste Recycling Centres and the feasibility of a Sustainability Village. Re-use event held at Shieldhall Household Waste Recycling Centre (HWRC) supports the repair and maintain action within the Route Map.
	Develop and implement policies on contamination within recycling bins to cover kerbside, communal and commercial properties	2021	2022	Written policies and adoption of procedures	Draft contamination policy has been produced incorporating requirements from the Code of Practice supporting the Charter for Household Recycling.
	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	Draft policy being developed to requirements from the Code of Practice supporting the Charter for Household Recycling.
	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 are the first organisations to utilise this system.
	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 will assist in detection and enforcement action against bribery, corruption and abuse.
	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	SEPA Tyre Sector Plan taken into cognisance when drafting tender for the collection and processing of fly-tipped tyres.
	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	Collaboration with NRS Sustainability Team concerning re-use hubs within the Household Waste Recycling Centres and the feasibility of a Sustainability Village. Waste Electrical and Electronic Equipment (WEEE) reuse events held within Shieldhall HWRC 23 and 24 October 2021.
	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	
	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.	Options Appraisal for Council collection services, waste compositional analysis project and applications to the Recycling Improvement Fund are being undertaken in collaboration with ZWS. Meetings held with Scottish Government officials to provide updates on Council projects and direction of travel to improve performance. Officers attend the Waste Managers Network and are in regular touch with counterparts from other authorities.
	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	
	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, through last six months of 2021. Baseline report produced and draft options report for kerbside properties to align with requirements of the Charter for Household Recycling. Next phase, assessing options for flatted properties, started January 2022.
	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	Implementation and completion of the bin replacement project (BRP), has expanded the provision of blue bin capacity to these property 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.

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.	In conjunction with Zero Waste Scotland and external consultants, Eunomia an options appraisal of Council collection services is underway to align them with the requirements of the Charter and EPR.
	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	Council officer attended presentation from ZWS and DRS Circularity Scotland scheme administrator. DRS was due to be introduced July 2022, but announcement on 17 November in Scottish parliament noted a delay to implementation until August 2023.
	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	Investment has been made in new storage bays throughout the estate using LevCo concrete blocks, allowing improved segregation and reduced cross-contamination of recyclable materials. Continuing to support the NRS property review to ensure future infrastructure investment meets the needs of the service.
	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.	Demolition of redundant buildings within Queenslie March 2021, facilitating wider re-development of the property. Property review project underway.
	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	Project underway with SLR consulting to seek options for the construction of a new MRF within a council property. Partnership project with Dani Robotics (links to Edinburgh University) to install 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.
	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.
	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
	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.	Throughout the Covid-19 pandemic operational changes were made to sites to ensure safe use of facilities by public and staff. New signage installed at all HWRC locations after successful funding application to ZWS. This messaging is aligned to the Recycle For Scotland campaign. Meeting held with Modulo Beton to assess options for the re-design of Council HWRC. Amendments to HWRC layout is part of the current depot review strategy.
	Introduce automatic number plate recognition and install additional CCTV at HWRC and transfer stations	2021	2022	Installation of new infrastructure	CCTV & Automated number plate recognition (ANPR) installed at four Council depots which will assist in detection and enforcement action against bribery, corruption and abuse.
	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.
	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.	Project team has been established to procure and install new software. ISYS Weighsoft programme due to be operational within council weighbridges by end of 2021/22 financial year.
	Explore options for implementation of digital waste tracking system upon completion of DEFRA research project.	2022	2025	Application of waste tracking technology	Meetings held with Topolytics, one of the companies involved with the DEFRA project.
	Support the implementation of the council's Fleet Strategy.	2021	2030	Number of alternative fuel vehicles	NRS Transport are progressing Hydrogen fuel technology at Polmadie. Project support is being provided with respect to provision of site information to help inform the design of the facility.
	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.	Expression of Interest submitted to the recycling improvement fund to upgrade public collection points. Output from the options appraisal will impact future use of these facilities.
	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	Meeting held with officers from planning 18 January 2022 to highlight current national resource and recycling policies, the work of the Options Appraisal and future impacts on waste collection infrastructure. Discussion on issues with bin containment within city centre and potential for underground storage containment - some additional fact finding required on this option, followed by further meetings.

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.	Communication group established last quarter 2020. Proposals drafted to undertake generic recycling communication campaign early summer 2021. Engagement with STV on design of campaign. 'Rubbish Talking' campaign due to go live throughout first quarter of 2022. Support of Food Waste Action Week (March 1-7), support of National Recycle Week (20-26 September), and Christmas social media campaign using the Council's social media accounts.
	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	Communication plan noted above will include internal communications. Installation of new screens within operational depots to relay information on recycling initiatives and policy development to frontline staff due early in 2022.
	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 was due to be introduced July 2022 but has been delayed until August 2023.
	Support national communication campaigns such as Recycle Week, Scottish Government Climate Change	2021	2030	Utilising national communication collateral on a local basis.	Recycle Week 2021 - September 20-26. Theme - supporting common recyclable items placed in general waste bin. The Council's social media accounts supported this campaign.
	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. More formal awareness training will be provided as part of the planned internal communication activities in early 2022.
	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	Small mixed WEEE re-use event held over the weekend of 23/24 October 2021. GCC householders encouraged to bring re-usable WEEE items to the Council's Shieldhall HWRC. Valpak, the Council's WEEE contractor had staff present on site. CCL, sub-contractor collected items for PAT testing and re-distribution. Glasgow charity Starter Packs received goods collected at the event. Follow up events proposed during 2022. Event promoted by all stakeholders via their social media platforms, including Valpak, CCL and the Council. Information also provided on the Council website.
	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	Development of training film for collection staff on process for managing contamination. Screens due to be installed within depots early 2022. Toolbox talk produced on the Resource and Recycling Strategy and contamination.
	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.
	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.	Visits to schools by Recycling Officers impacted by Covid-19 pandemic restrictions. School Bin Project within first quarter of 2021 provided additional recycling capacity. Project with Zero Waste Scotland and Circular Economy Team measuring food waste production at five primary schools. Meeting of NRS officers with staff from Education Services to review recycling within schools. Council officers attended Young Persons Forum on 9 December 2021 with pupils and staff to review recycling provisions. Follow up discussions proposed.
	Creation of a recycling portal on the council website	2021	2021	Updated website	Text on website updated Summer 2021. Options for development of portal or updated layout of whole GCC website currently under consideration.
	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	
	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	Installation of Pentagull booking system at the Council's Transfer Stations. Housing Associations amongst first to test the system. Meetings held with housing associations to discuss the booking system and raise awareness of the Resource & Recycling Strategy.
	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	23/24 October 2021 - Re-use Event at Shieldhall HWRC for the collection of WEEE.
	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.	Further work required to determine the best approach to delivery of these summits.

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>April 2021 - increase in mixed paper delivered to different contractor (Smurfit Kappa) who have installed a picking line for paper prior to delivery to mill.</p> <p>Regular 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.</p> <p>Monthly Contract Review meetings have been established with all large recycling suppliers - e.g. bulky waste processing, residual waste treatment, etc</p>
	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.
	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	Further work is required to investigate additional materials for recycling and re-use. Options appraisal project will take cognisance of carbon impacts on any options modelled.
	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>3 Expressions of interest submitted to the Recycling Improvement Fund June 2021</p> <ul style="list-style-type: none"> - Charter for Household Recycling Compliance/MRF Upgrade - HWRC Upgrade/Re-use - Public collection points <p>Three EOI also submitted by Sustainability Team.</p> <p>Stage 2 bids submitted for installation and improvement of technology at the HWRC (booking system and additional ANPR) and for storage facility at Blochairn MRF (purchase and installation of Legioblocks). Bids unsuccessful.</p> <p>Outputs from the options appraisal and MRF project will inform future bids to the RIF within 2022/23.</p>
	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>EOI submitted May 2021 to apply for ZWS funding to undertake compositional analysis.</p> <p>Council awarded opportunity to be one of first Councils to undertake waste compositional analysis (WCA) with 75% funding by ZWS. Discussions with ZWS and their external consultant to determine routes/properties to be sampled. External contractors appointed to undertake the WCA. Analysis will be undertaken on the general waste stream and dry mixed recyclables (blue bins) from both kerbside and flatted properties. WCA due to start February 2022. Report expected March 2022.</p>
	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	Work underway to link the route identification codes within Mayrise to the new weighbridge software to improve qualitative information on individual routes.