

Transport and Environment Committee

10.00am, Thursday, 9 August 2018

Enhancing Communal Bin Collections – update following trial to implement every other day collections

Item number	7.11
Report number	
Executive/routine	Executive
Wards	
Council Commitments	18 , 23 , 25

Executive Summary

This report updates committee on the findings from a pilot undertaken within Ward 12 where the frequency of servicing landfill bins was increased to alternate days.

Monitoring took place over a six-week period (two pre- and four post increase in servicing) during which 196 landfill bins were surveyed the day before servicing and allocated a fill level. Incidences of fly tipping were also recorded.

Key findings from the trial are there was a reduction in the number of overflowing bins. Prior to the trial on average 19 of the 196 bins were observed to be overflowing. With the introduction of increased frequencies this reduced by 53% to 8; the number of nearly empty bins (<25% full) increased from 44 to 78 (from 22% to 40%), and there was little evidence of a correlation between overflowing bins and fly tipping.

Enhancing Communal Bin Collections – update following trial to implement every other day collections

1. Recommendations

- 1.1 Committee is asked to note the contents of this report.
- 1.2 Committee is asked to approve the next stage of the trial:
 - 1.2.1 Maintain the increased servicing frequency of landfill bins in the trial area in Ward 12.
 - 1.2.2 Reduce the number of landfill bins and monitor the impact on fill levels.
 - 1.2.3 Increase the number of recycling bins and increase variety of recycling materials collected.
 - 1.2.4 Increase servicing frequency of mixed recycling bins

2. Background

- 2.1 The Enhancing Communal Bin Collections project will involve the redesign of the existing communal bin service that the Council provides. Across the City there are approximately 18 000 communal bins, ranging from 500 litres to 3200 litres in size. The frequency of collection varies but typically the majority of communal bins are serviced on a twice per week frequency.
- 2.2 To achieve an enhanced level of service it was proposed that collections of these on-street communal bins for landfill and packaging (cardboard, cans, plastics) wastes will increase to an-every other day collection service. As a result of increasing the frequency of collection the number of bins required on-street could reduce by up to 25%.
- 2.3 This report updates members on the commitment made to the Transport and Environment Committee Thursday, [7 December 2017](#), Committee Report: “Enhancing Communal Bin Collections” section 3.2.2 to undertake a trial to assess the impact of increasing frequency on communal landfill bins.
- 2.4 An update on the progress of the trial was provided to committee in the [June 2018](#) Business Bulletin.
- 2.5 This report provides the committee with the results of increasing the servicing frequency of landfill bins within a designated area of Ward 12.

3. Main report

- 3.1 The aim of the trial was to assess the impact on landfill bin fill levels, incidences of fly tipping and residents' behaviour as a result of increasing servicing frequency to every other day.
- 3.2 Bin fill levels were determined by physically inspecting the amount of waste in the landfill bin and allocating a % fill level. There were 5 fill levels ranging from <25% (nearly empty), 25 – 50%, 50 – 75%, 75 -100% and >100% (overflowing).
- 3.3 The use of 'on board' weighing data from bin trucks was investigated as an additional monitoring tool but proved to be unreliable due to mechanical issues and routing.
- 3.4 The trial ran for a 6-week period and focused on an area in Ward 12 between Lorne Street and Albert Street, including Dalmeny Street, Iona Street, Albert Street. Leith Walk (part of) and Easter Road (part of).

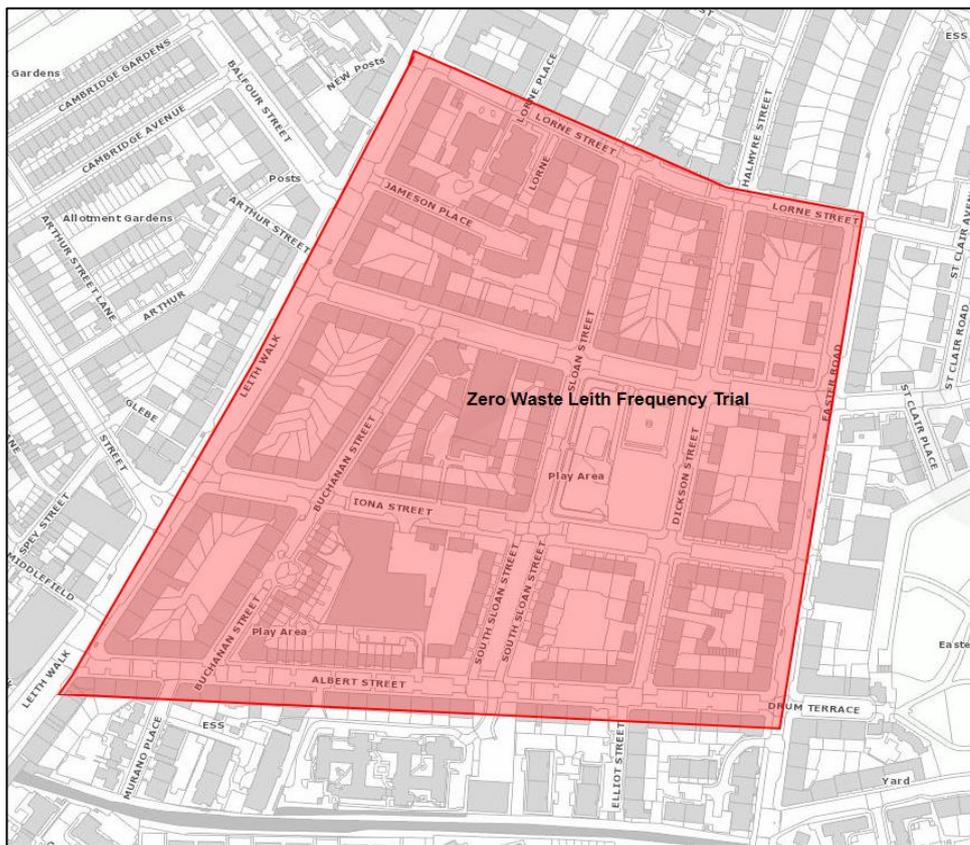


Figure 1: Map of trial area and streets.

- 3.5 To assess the impact of the trials, an intensive monitoring period was devised that included: a two-week monitoring period prior to the commencement of increased servicing frequency. This produced the 'baseline' data to compare the results of the trial against.
- 3.6 Monitoring of fill levels took place over a four-week period of increased servicing frequency of the landfill bins and was carried out the day before the day of collection of 196 landfill bins. In addition, incidents of fly tipped items present at

each location and any other issues (i.e. lid missing, car parked in front of bins) were also recorded.

3.7 The monitoring of fill rates for landfill bins results demonstrated:

3.7.1 A 53% reduction in overflowing bins (fill level >100%).

3.7.2 An 44% increase of 'nearly empty' bins (fill level <25%).

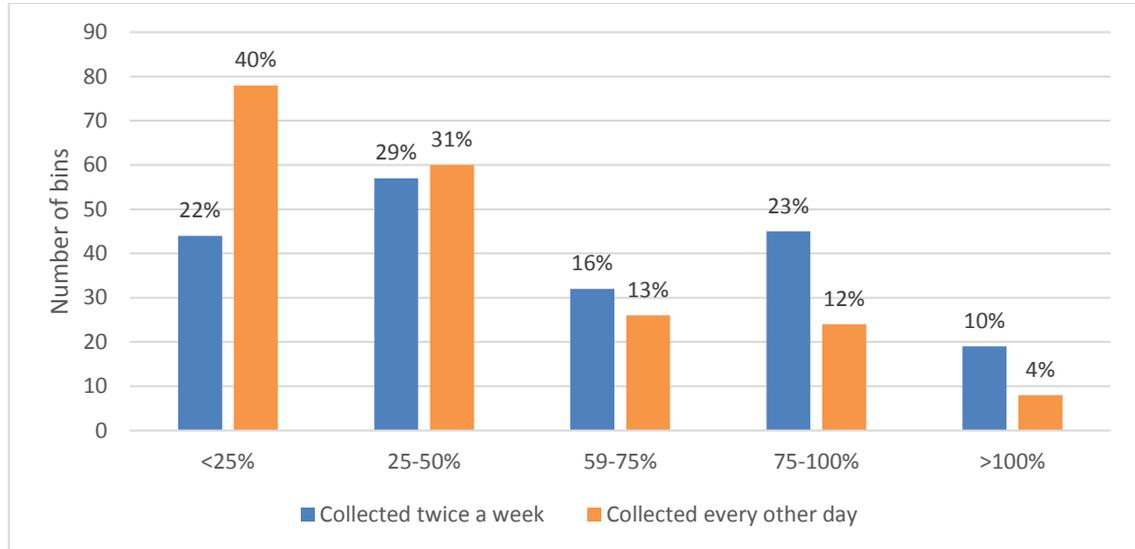


Figure 2: Comparison of fill levels and servicing frequency

3.8 Instances of fly-tipping were monitored to assess if there is a correlation with fill level of bins and fly -tipping.

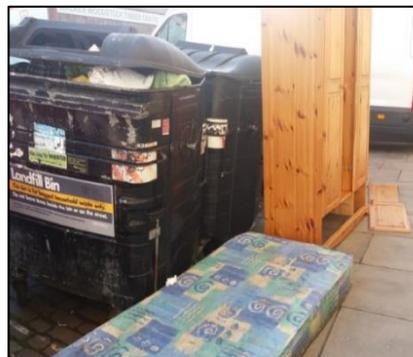
3.9 When fly tipping occurred, a cross reference was made with how full the bins were at that location and if the items could fit into the bin.

3.10 The monitoring of fly tipping showed that only 6% of fly-tipping relates to overflowing bins. The remaining 94% of recorded fly-tipping incidences occurred due to items being too bulky to fit in the bins or next to nearly empty bins.

3.11 These results align with the findings of Changework’s Communal Recycling Consultation (see appendix 1) that 30% of respondents were not aware of the bulky uplift service and 20% were more likely to use it now that the price has been reduced to £5 per item.



Item too bulky to be disposed within the bin (94% of the total fly-tipping instances)



Black bags that could have been disposed within the bin but the bin is overflowing (6% of the total instances)

- 3.12 The way residents use the bins was also monitored. Some sites reported overflowing bins where nearby bins (directly opposite) were either half full or nearly empty and able to accept the waste.
- 3.13 Resident parking and difficulty accessing bins for both crews and residents were also identified as factors affecting the use of bins and how full they were.
- 3.14 Work has already started on implementing recommendations from both the Changeworks and monitoring reports i.e. the recommendation from Changeworks to undertake large-scale advertising to communicate CEC recycling services will be achieved through the delivery of the new recycling guide (appendix 2) which will form part of the communications campaign for garden waste charging. This information will be sent to residents served by both kerbside and communal bin collections.
- 3.15 Next steps for the trial is to reduce the number of landfill bins and replace them with recycling bins and monitor the impact of these changes.
- 3.16 A copy of the full monitoring report is attached as Appendix 3.

4. Measures of success

- 4.1 Reduction in number of reported overflowing bins
- 4.2 Increase in number and variety of recycling bins within designated area
- 4.3 Increase in amount of waste recycled
- 4.4 Reduction in waste to landfill
- 4.5 Increase in number of special uplifts booked

5. Financial impact

- 5.1 There are no direct financial implications arising from this report. In general terms diversion of waste from landfill will be the most cost-effective measure.

6. Risk, policy, compliance and governance impact

- 6.1 Implementation of this trial will support delivery of the Council's objectives to reduce the use of landfill, and to manage waste more sustainably.
- 6.2 The risks identified which will, or may, undermine successful delivery of the trial, will be monitored and reviewed regularly as part of the trial.

7. Equalities impact

- 7.1 There are no identified equalities impacts resulting from this report.

8. Sustainability impact

- 8.1 Improvements in the quality of our Waste and Cleansing Service will contribute towards reducing the amount of waste to landfill, increasing the amount of recycling and improving the quality of Edinburgh's local environmental quality.

9. Consultation and engagement

- 9.1 This report builds on recommendations put forward from the city-wide residents survey conducted in September 2017 by Changeworks on behalf of The City of Edinburgh Council.

10. Background reading/external references

- 10.1 Waste and Recycling Strategy 2010-2025
www.edinburgh.gov.uk/info/20245/services_for_communities/413/waste_strategies

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11. Appendices

Appendix 1 Edinburgh Communal Recycling Consultation February 2018

Appendix 2 Recycling in Edinburgh guide March 2018

Appendix 3 Leith Area increase frequency trial monitoring report



Edinburgh Communal Recycling Consultation

Report for City of Edinburgh Council

14 February 2018

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All contents of this report are for the exclusive use of Changeworks and City of Edinburgh Council.

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1. EXECUTIVE SUMMARY

Changeworks has worked closely with the City of Edinburgh Council (CEC) on waste prevention for over 30 years. In September 2017, on behalf of the City of Edinburgh Council, Changeworks launched a city-wide consultation on the city's communal recycling facilities to assist CEC in their efforts to increase recycling rates and decrease waste to landfill.

The aims of the consultation were:

1. To collect survey responses from at least 1475 target households, 1% of the number of Edinburgh residents living in a flat (2011 census data).
2. To receive high quality responses which reflect the needs and opinions of residents in different types of properties using the communal bin services.
3. To conduct the consultation in a way which seeks to be representative of the demographics being surveyed (i.e. age, household size, tenure and length of residency).
4. To provide well founded recommendations for improving the service.

The key approach taken for this consultation was using an online survey and follow up focus groups. The online survey was launched in September 2017 and closed after one month. **3309 total responses were received from the survey with 2707 eligible responses.** The survey was promoted via several social media channels including Facebook and Twitter, shared on CEC webpages and promoted via mailshots using DotMailer. Focus group participants were recruited from survey respondents that expressed interest and left contact details. Four focus groups were delivered across the city (one focus group in each locality of the city) with 30 participants in attendance across all four groups.

Results collected from the survey and the focus groups were then processed using qualitative and quantitative methods and used to form the basis of recommendations to improve the CEC communal waste and recycling service across the city.

Key findings from the survey included the following:

1. There is public desire for more recycling bins to be installed in their area.

- The ratio of landfill bins to recycling bins were felt to be imbalanced. The installation of more bins would encourage positive recycling behaviours. (more glass and food bins were particularly called for)
- Overflowing bins was a key barrier to recycling
- Lack of storage within flats was a key barrier to recycling

2. More and improved signage using images and pictures would encourage more recycling.

- Residents living in tenements are keen for more information in stairwells and public areas

- Residents do not have enough information, therefore are not recycling as effectively as they could.
- More “do’s” and “don’ts” (particularly the types of plastics that can and cannot be recycled).
- More visual signage including stories and positive messaging (particularly on the recycling journey).

3. Food waste recycling was the least recycled material out of all materials surveyed. This is due to the design and access of food waste bins and a lack of awareness on why food waste recycling is beneficial.

- Many households don’t have food waste caddies.
- Residents are unaware that they don’t need to use bio bags. This could encourage more food waste recycling.
- Food waste bins are seen as unhygienic and unpleasant to use.
- 16-24 year olds are the least likely to recycle food waste.

4. Residents are engaged with activities for reuse and waste prevention, however there is a lack of awareness on related services available.

- Respondents and participants were happy with the bulky uplift service and would like to see it advertised further to encourage use.
- Respondents and participants tend to use charity shops and other commercial avenues to dispose of their larger household items.

From these key findings, the following recommendations to CEC are:

Food Waste Services

1. Create food recycling communications campaign targeting 16 –24 age group.
2. Install more food waste bins per capita.
3. Provide food caddies to all Edinburgh residents.
4. Improve design of food waste bins to improve resident experience.

Bin provision

5. Decrease number of landfill bins and increase number of recycling bins.
6. Install more glass bins.
7. Increase frequency of collections.
8. Provide recycling bins closer to residents’ properties.

Communications

9. Create more visual signs for bins.
10. Provide stories of the recycling journey for the bins.
11. Large scale advertising to communicate CEC recycling services and how to access and use them.
12. Communicate ideas on storage solutions for small flats / tidy looking solutions e.g through social media.
13. Improve communications channels for residents to contact CEC.
14. Make efforts for further public consultation for improvement of services.

A significant finding from the consultation which engaged a total of 3339 Edinburgh residents, was that people valued being consulted on an issue such as waste and recycling. There is a desire to see improvement of the service and to see recycling improve across the city. Food waste was the worst performing material for recycling and so this should be considered an area of focus for improvement by CEC. Once key challenges such as resources (i.e. bin provision), communications (i.e. labelling) and servicing of bins (i.e. collections) are addressed, there is potential to see an improvement in recycling rates and a decrease in waste to landfill across the City of Edinburgh.

2. CONTEXT

Changeworks is Scotland's largest environmental charity, committed to carbon reduction, waste reduction and tackling fuel poverty. The Changeworks Waste Team have worked with The City of Edinburgh Council on engaging the public about waste prevention (reducing, reusing and recycling) for over 30 years.

The City of Edinburgh Council (CEC) are committed to ensuring the provision of effective and accessible waste and recycling services. Based on the 2011 census, the number of flatted households in Edinburgh is 147,500 – 64% of the city. As a result, the housing profile of Edinburgh is high density and compact, with a higher percentage of people in Edinburgh living in a flat compared to the rest of the UK (except Glasgow). The nature of this high density and compact housing puts pressure on the waste and recycling service, with restrictions on space both inside a flat and on the street. CEC are seeking to review and enhance the current service so that residents living in flats have as comprehensive a waste and recycling service as can be delivered, whilst taking into account the constraints of the building types themselves. CEC therefore commissioned Changeworks in August 2017 to conduct a city-wide consultation to seek information on the knowledge, perceptions, opinions and behaviours of Edinburgh residents to:

- Redesign the communal bin system to increase the capacity and accessibility of recycling facilities, and where possible reduce the landfill service;
- As far as possible, ensure that each collection point has facilities for landfill and the full range of recyclables: food, paper and card, cans, mixed plastics and glass.

This will assist CEC in meeting the 2025 goal of the Scottish Government's Zero Waste plan, where 70% of the city's waste will be recycled and only 5% goes to landfill.

The following report is a presentation of the findings from the resulting consultation including an online survey and four focus groups which took place throughout November and December 2017.

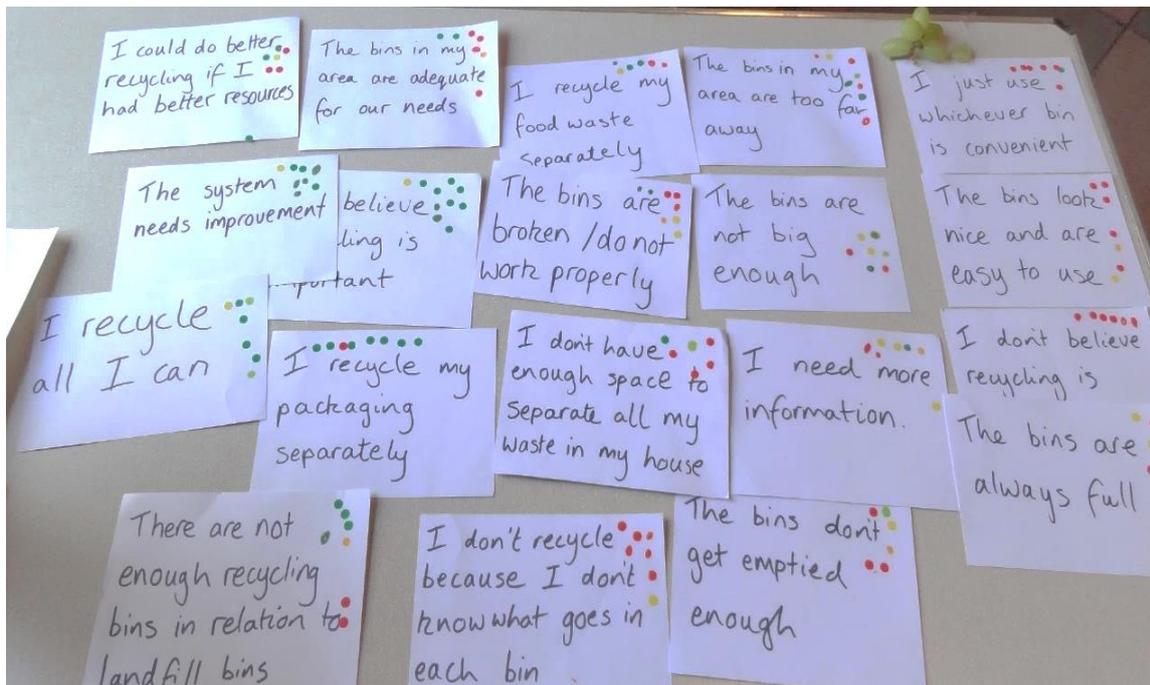
2.1 Aims and Objectives

The specific objectives of this consultation were the following:

1. To collect survey responses from at least 1475 target households, 1% of the number of Edinburgh residents living in a flat (2011 census data)
2. To receive high quality responses which reflect the needs of different types of flatted properties (properties using communal bin services) which will give CEC useful ideas and parameters for redesigning the communal bin service

3. To conduct the consultation in a way which seeks to be representative of the demographics being surveyed (i.e. age, household size, tenure and length of residency)

The key aim was for Changeworks to provide well founded recommendations for improving the service and thus support CEC in their mission to reduce waste and improve communal recycling services across the City of Edinburgh.



(Figure 2.1 Activity 1: Changeworks Focus Group)

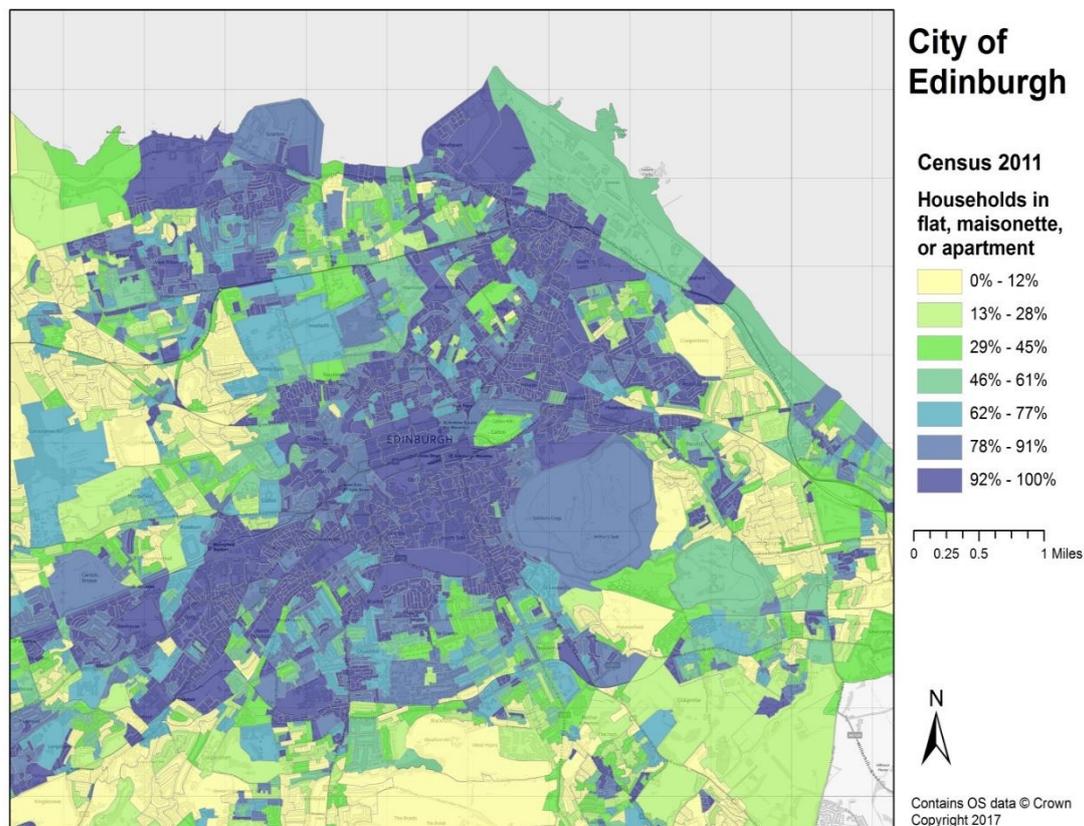
2.2 Methodology

Changeworks fulfilled the consultation aims using two key methods. These were:

- **A citywide survey** of residents, primarily delivered online using the Survey Monkey website, promoted widely via several platforms (outlined below)
- **A series of focus groups** delivered after the online survey had closed, to gather supplementary qualitative responses to more open questions and gain feedback on ideas suggested in the online survey

The primary audience for this consultation were individuals living in the City of Edinburgh and resident in a property that required them to use the communal waste and recycling facilities provided and services by CEC. To ensure this target audience was reached, analysis was undertaken to understand the location of flatted properties in Edinburgh. Preliminary research using 2011 census data identified 'output areas' of Edinburgh (census boundaries which are smaller than a postcode area) containing

high percentages of flatted properties which constituted the target areas for this consultation. These are shown in the map below:



(Figure 2.2.1 City of Edinburgh Census 2011)

2.3 Online survey

In designing the survey Changeworks endeavoured to consider the likely responses to each question and how this feedback might be used by CEC to action bin service redesign. The online survey was mainly multiple-choice questions resulting in a breadth of quantitative and qualitative responses.

To test survey eligibility, those surveyed first completed three questions which asked about the type of house or flat they live in, the type of bin service they receive, and where they live. If they did not meet the target household criteria they were not asked to complete the rest of the survey. This ensured that the consultation only included responses from the target audience.

To encourage widespread participation Changeworks designed the survey to:

- Use simple and accessible language, with pictures to add explanation where possible
- Be presented in a straightforward interactive format using Survey Monkey

- Take the average respondent no more than 10 minutes to complete (preliminary user testing confirmed this)
- Be less than 25 questions
- Be multiple choice where possible, with options of adding comments if desired
- Be as objective and unbiased as possible
- Reassure respondents that their responses will be treated anonymously and confidentially
- Allow respondents to opt out of completing demographic information if they choose (excluding postcode, which is used to test survey eligibility)
- Be read to someone on the telephone or in the street, in case there are disabilities or other barriers which restrict access to the online version
- Only be open for one month to give time for responses but not so much time that people lose interest
- Offer the opportunity to enter a prize draw to win a collection of widely appealing prizes as an incentive for completing the survey.

Before the survey went live, a webpage describing the purpose of the consultation was also added to the Changeworks website to provide relevant information for individuals.

Changeworks used various communication methods to promote the survey and focus group opportunities to a wide audience within Edinburgh. These methods are detailed in the communications plan in Appendix 7.1. A summary of the communications methods utilised were:

- **Websites and social media** – the survey link was promoted through both Changeworks and the City of Edinburgh Council website pages and press and social media channels, including Facebook, Twitter and news pages such as the Edinburgh Reporter. A list of other relevant organisations on social media or with suitable websites were also identified and where possible encouraged to share the survey link with their followers. Several posts and reminders publicised the survey throughout the survey duration, including sponsored Facebook posts aimed at reaching residents in target areas using postcode data.
- **Changeworks mailing lists** – Changeworks circulated the survey link to their relevant mailing lists available according to Changeworks Data Protection and Marketing policies, such as the Too Good to Waste e-bulletin readers (762 people at the time of sending).
- **Mailing lists owned by other organisations** – a list of partner organisations that have contact with Edinburgh flat-dwellers were also approached to circulate the survey to their mailing lists. A diverse set of mailing lists and Edinburgh organisations were contacted (e.g. not just waste related) to ensure a wide range of respondents.

- **Community advertisement** – the survey was also publicised by poster and flier at key community centres such as libraries, sports centres etc. In some target areas posters were placed on communal waste and recycling bins. Volunteers and Changeworks staff helped with distribution of posters and fliers.



(Figure 2.4.1 Survey Flier)

2.4 Focus groups

In addition to the online survey, phase 2 of the consultation involved four focus groups, the purpose of which was to go into more depth about key issues identified in the survey. A topic guide was created after collating the survey results to help direct discussion in the focus groups on key issues and ideas raised in the survey (such as suggestions for service improvement). This can be found in Appendix 7.2. The main aim of the focus groups was to gather more in-depth qualitative information about flat-dwellers' views on their current recycling service with discursive questions more suitable for a small group.

Four focus groups were run in each locality in the city (one per locality) and were designed to host a maximum of 10 participants each. The results from the focus groups have been used to support the results from the survey and add a qualitative angle to the findings. They are presented alongside the results of the survey and help to inform the final Key Findings (Section 4) and Recommendations (Section 5).

The focus groups included a cash incentive for each householder that attended, which helped draw a representative and diverse selection of attendees to the groups. Recruitment and selection for the focus groups occurred mainly through respondents

to the survey opting in to being contacted about participating in the focus group. For those that submitted interest, a representative sample of people were selected and contacted based on who both rented and owned their properties, their age, their language, their gender and how long they have been resident in their properties.



(Figure 2.5.1 Southside Focus Group)



(Figure 2.5.2 Stockbridge Focus Group)

2.5 Data analysis

On completion of the above methodology, the results from the online survey were treated as quantitative and the results from the focus groups were treated as qualitative.

The comments from the survey and focus groups were processed using thematic analysis. Themes included food waste, information, landfill, complaints, positive feedback and bin positioning. In exploring such themes, key quotes, information or feedback that would further the aims and objectives of this consultation were extracted and presented as follows.

- Quantitative data is presented in the form of charts and graphs
- Qualitative data is presented in the form of quotations in tables and word clouds

The results were then used to form the basis of Key Findings in Section 4 and Recommendations presented in Section 5.

3. RESULTS

3.1 Promotion and participation: online survey and focus groups

The survey went live on 21st September 2017 and **3309 total responses were received from the survey with 2707 eligible responses**. Of those eligible responses:

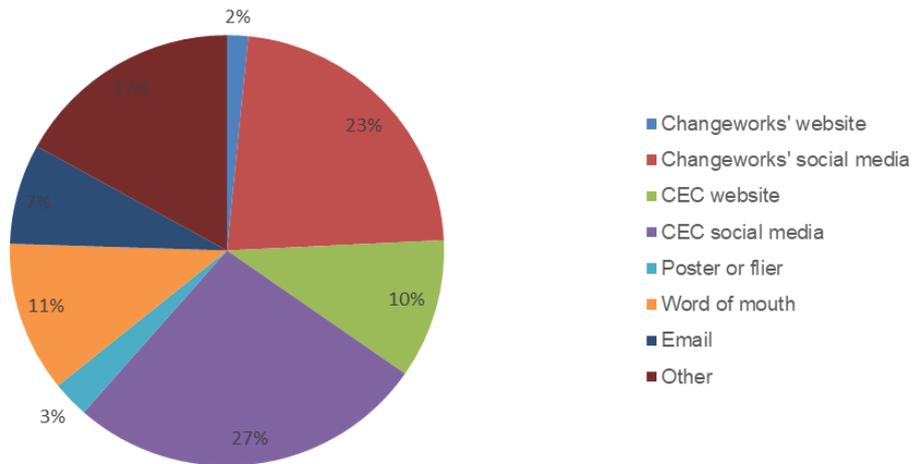
- **990 respondents registered interest** in taking part in a focus group (36%)
- **305 respondents responded to an additional survey** about taking part in a focus group (11%)
- **281 respondents confirmed they were able to attend** a focus group if invited (10%)
- **81 respondents** were invited to the focus groups (3%)
- **34 respondents confirmed attendance** at focus groups (1%)
- **30 respondents attended focus groups** (1%)

In addition, a total of 968 (35%) people wanted to hear more about what the Changeworks' Waste Team do and so were added to the 'Too Good To Waste' e-bulletin list. These individuals now receive a monthly e-bulletin with information, hints and tips about waste reduction across the City of Edinburgh.

3.2 Promotion of the survey

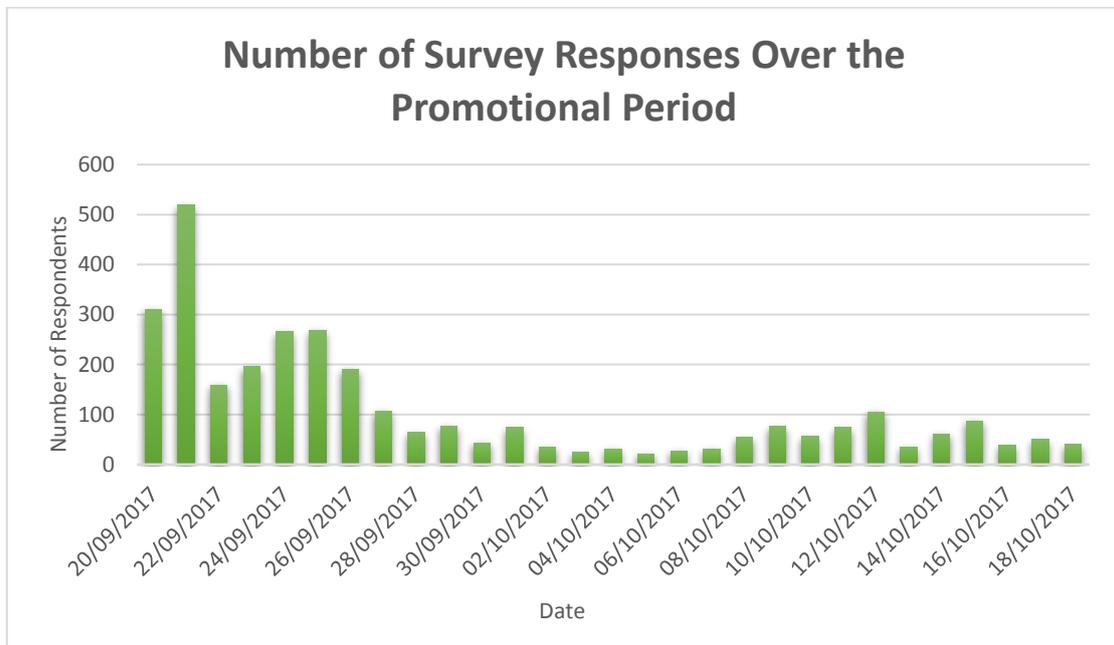
Social media was the most effective method of gaining responses to the survey, with 50% of respondents reporting coming from social media channels (Figure 3.2.1.) The CEC social media channels were the most popular, with 27% of respondents seeing the survey there. This was closely followed by the Changeworks' Twitter and Facebook channels where 23% of participants found it.

How participants found the survey



(Figure 3.2.1)

In total, there were **2,040 known engagements with Changeworks' Tweets and Facebook posts** advertising the survey. Of these engagements, **661 were direct link clicks to the survey** which is a good indication of a high response rate due to mailshot promotions. There were also **161 retweets or shares of the link** throughout the campaign period, which will have extended the reach of the survey. Figure 3.2.2 supports the above and shows approximately 700 survey responses occurred between the 21st and 22nd of September 2017, which is when the survey was first made live and promoted on social media.



(Figure 3.2.2)

These dates also correspond with the most effective Tweet (reached 17,562 people and generated 543 engagements) and Facebook post (reached 10,724 people and

generated 543 engagements) which were both uploaded on the 21st September. **The direct link clicks to the survey from these engagements were worth 60% and 43% of the total link clicks respectively.**

The most successful form of promotion for the survey was:

- CEC promotion via Facebook and Twitter
- Targeted social media promotion via Facebook to specific postcodes of high density areas
- Word of mouth (12% of participants)
- Presence on CEC webpages (10%)
- Direct mail shots to mail lists (using Dotmailer)
- Sharing of the survey via external social media channels

The following tables demonstrate the difference between Twitter and Facebook for promoting the online survey. Facebook proved to be a more powerful promotional tool, however deemed most effective in conjunction with Twitter posts.

Twitter Statistics

Tweet Date	Impressions	Total Engagements	Likes	Retweets	URL Clicks
20/10/17	362	5	0	0	1
16/10/17	4,209	71	2	6	22
08/10/17	4,544	84	4	8	29
04/10/17	627	1	0	0	1
23/09/17	1,395	169	2	4	56
21/09/17	17,562	627	24	48	174
18/09/17	521	6	1	0	3
16/09/17	760	13	3	1	3
15/09/17	4,693	143	8	3	2
Totals	-	1,119	44	70	291

(Figure 3.2.3)

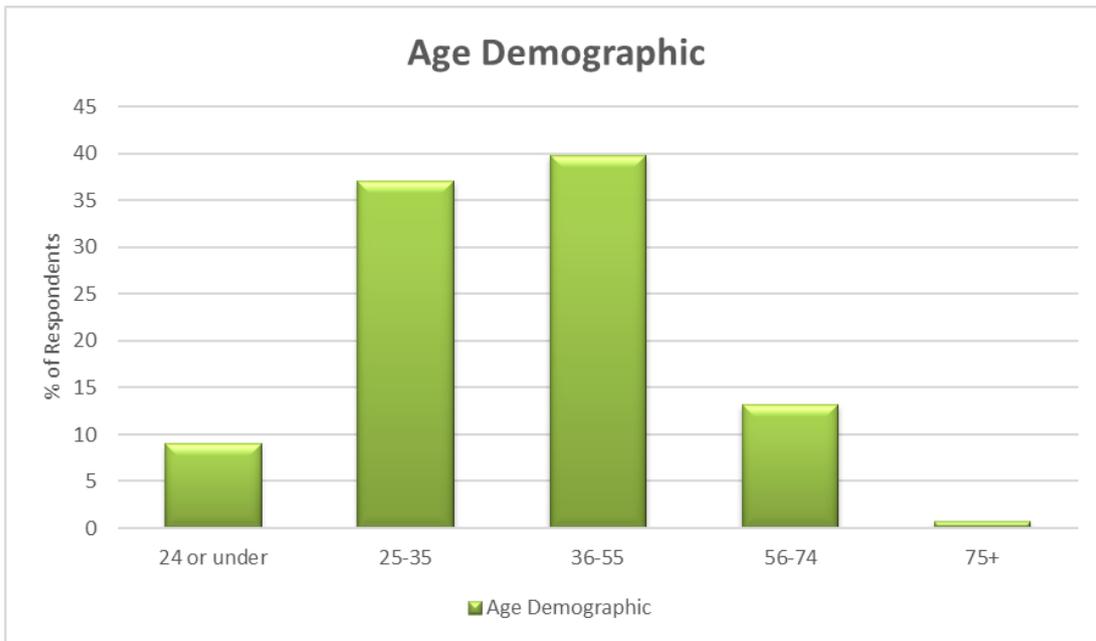
Facebook Statistics

Post Date	Total Reach	Total Engagements	Likes	Shares	URL Clicks
20/10/17 – 23/10/17 (boosted post, £10)	2,776	148	17	10	107
22/09/17 – 05/10/17 (Paid ad, £30)	2,084	-	328	9	28
16/10/17	2,518	95	4	10	38
07/10/17	2,484	76	9	7	26
04/10/17	271	4		2	1
29/09/17	849	17	7	4	3
26/09/17	779	10	3	2	3
24/09/17	2,096	3			1
21/09/17	10,724	543	65	44	159
18/09/17	283	12	5	2	-
16/09/17	264	13	7		5
Totals	-	921	445	90	371

(Figure 3.2.4)

3.3 Online Survey Respondents

The following depicts the age demographics of those that participated in the survey. Most respondents were found to be of the older active working population (age 25-35 years old and 36-55 years old) with the least participation coming from the 75+ age group.



(Figure 3.3.1)

Over 40% of respondents have lived at their property for over 10 years (see Figure 3.3.1).



(Figure 3.3.2)

Following on from this, in relation to housing status, over half of those who answered (56%) were owner occupiers with the next highest proportion of participants being private renters (36%).



(Figure 3.3.3)

3.4 Focus group participation

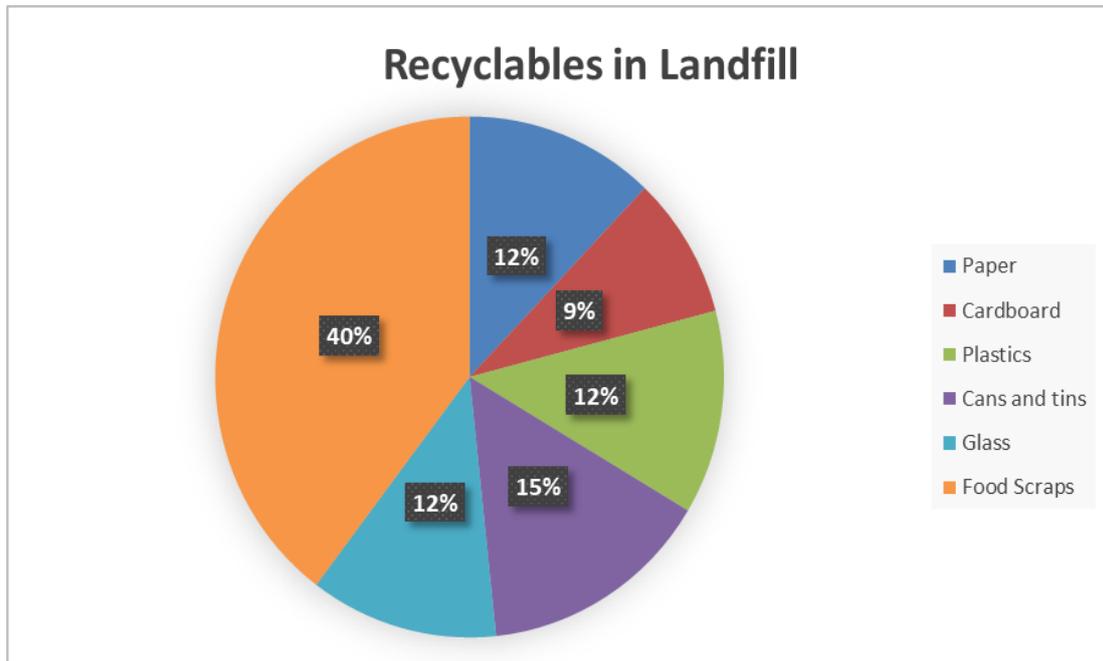
30 people participated in the focus groups over the course of 4 days and 4 localities throughout Edinburgh. The table below displays the details of each focus group and number of attendees at each.

Date	Venue	Locality	Number of participants
23/11/2017	Eric Liddell Centre	South West	9
30/11/2017	Changeworks	North East	8
28/11/2017	Southside Community Centre	South East	5
04/12/2017	Stockbridge Library	North West	8
TOTAL			30

(Figure 3.4.1)

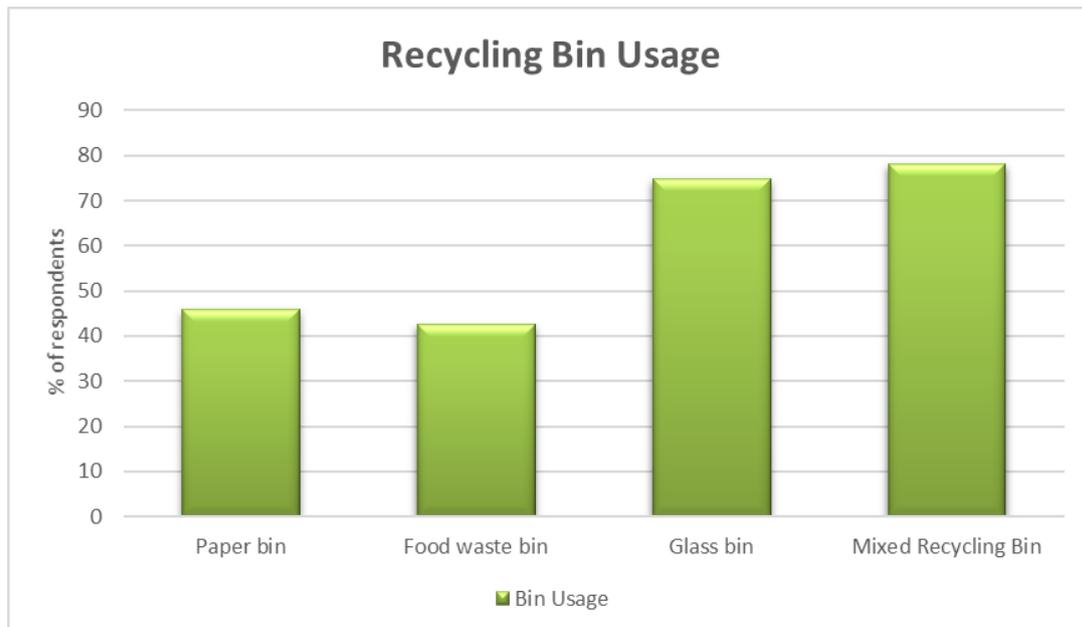
3.5 Use of recycling

The graph below shows that the largest percentage of material respondents put to landfill is food waste (40%) with the smallest amount being cardboard (9%).

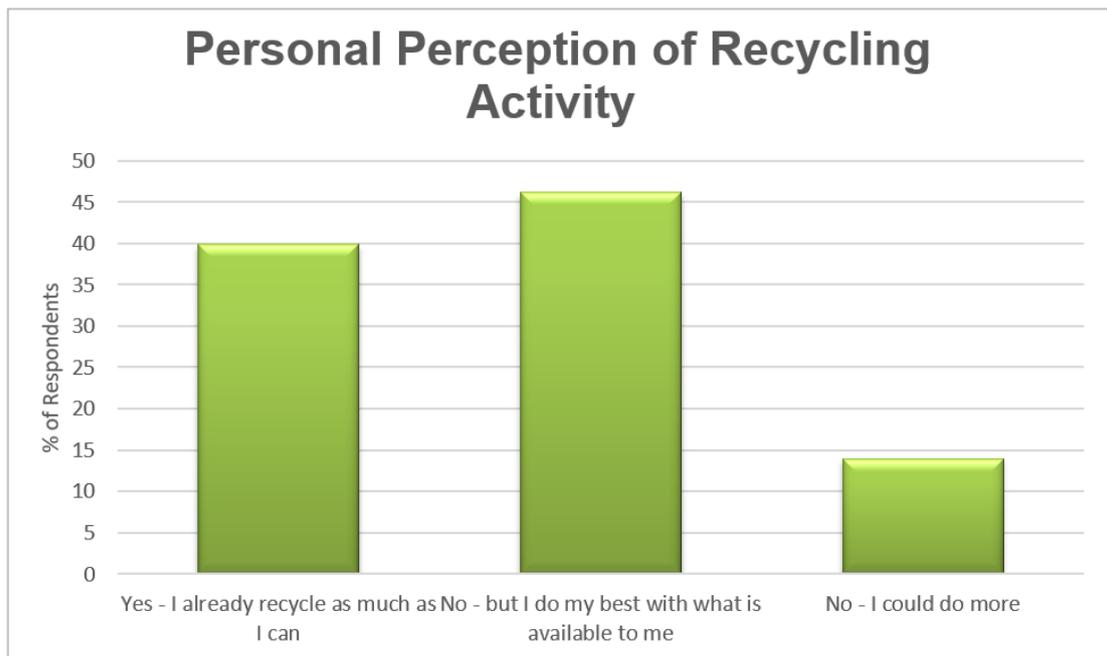


(Figure 3.5.1)

In addition to this, the following graph shows the percentage of respondents using the on-street recycling bins. The mixed recycling bin is the most commonly used bin (78%) with the food bin being the least used (42%).



(Figure 3.5.2)



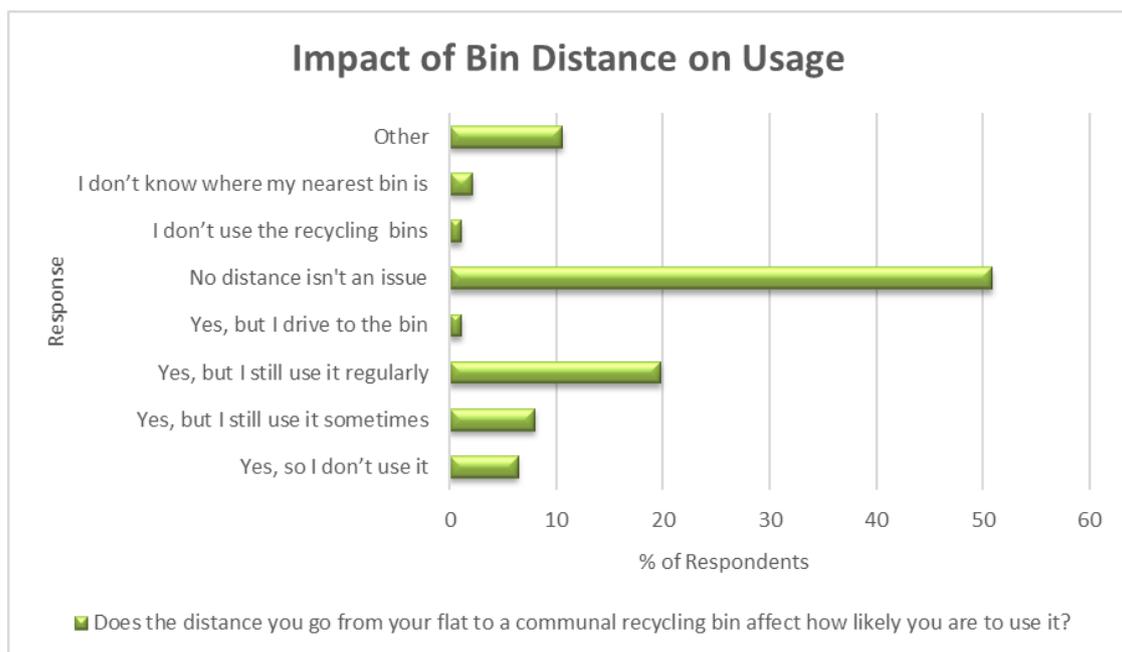
(Figure 3.6.1)

From the 2 'No' columns combined, we can see that 60% of people say that they don't recycle enough.

In a question that was asked at the start of the focus groups,

- **97% of people answered that they felt that recycling was important**
- **73% saying that the system needs improvements.**

These results reflect a frustration from those who are willing to minimise their waste and that the current service provision does not enable them to fully realise their waste minimisation potential.



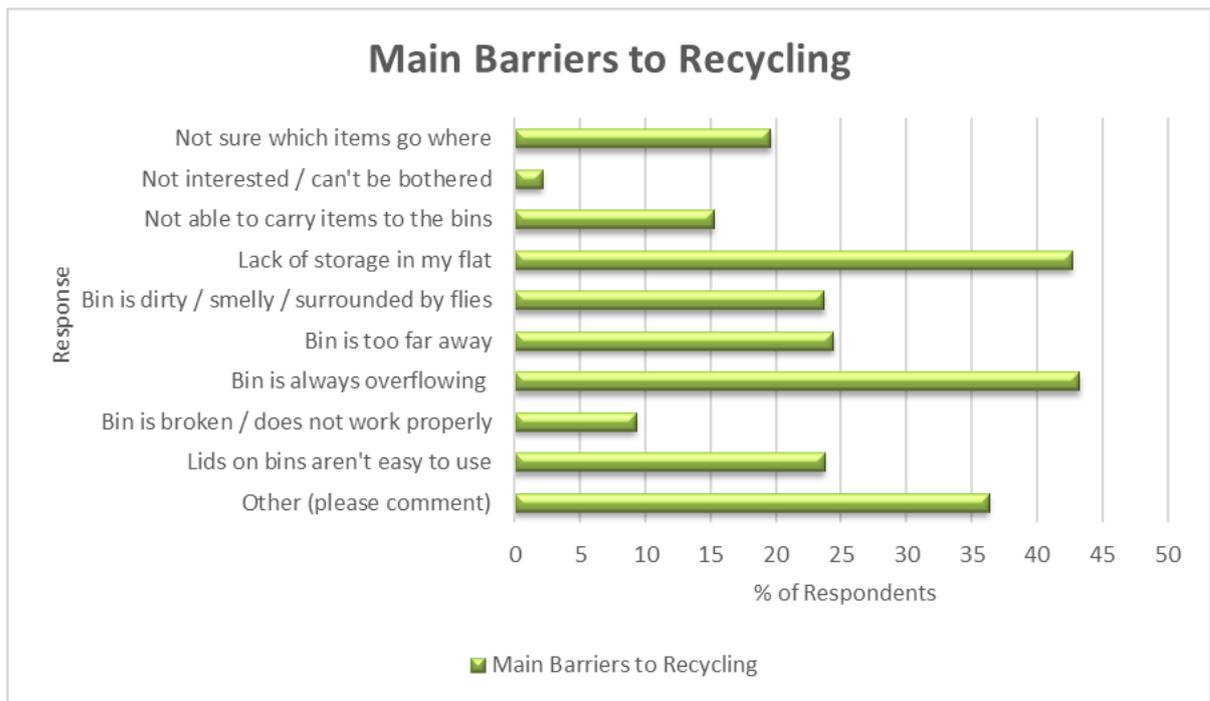
(Figure 3.6.2)

Just over 50% of people say that distance doesn't affect their recycling habits, however closer investigation of the comments from the survey show that there are several issues here that need attention in relation to particular types of bins. The comments depict the desire to do more, however, a perceived lack of infrastructure is a barrier.

Comments

Theme	Comment
Distance to Bins	<p><i>“Most bins are very close. The food waste one is further away. I’d use that more often if it was closer “</i></p> <p><i>“There are no glass bins next to our buildings and it is quite a walk to the nearest, which is often full”</i></p> <p><i>“We use the mixed recycling and individual food bins outside but glass stacks up in our kitchen due to a glass bin being far away.”</i></p> <p><i>“If you've walked down 2 flights of stairs, the full length of your road, then across and along another road with a heavy bag of glass recycling only to find it too full to put anything in this can be very frustrating!”</i></p>
Overflowing recycling bins	<p><i>“Full bins stop me using them and so I landfill everything”</i></p>

(Figure 3.6.3)



(Figure 3.6.4)

The two main reasons that people don't do more recycling are "lack of storage in flat" and "overflowing bins".

Further analysis from the focus group revealed that many respondents weren't given food caddies to recycle their food waste. From online survey comments and focus group discussions, this was found to be a significant factor in respondents not recycling food waste.

36% of people chose "other" barriers to recycling. Comments from the online survey to elaborate on this selection are below:

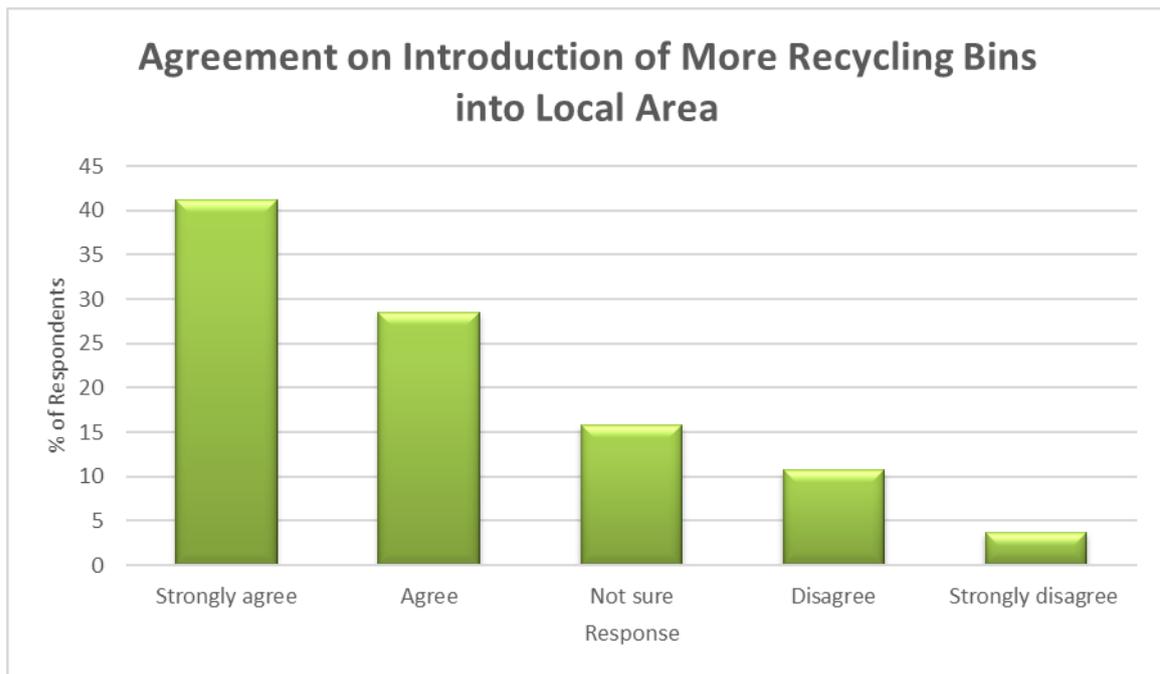
Theme	Comment
Overflowing bins	<i>"The packaging recycling bin is always overflowing, nearby ones are overflowing too, really could use more. We also have a severe lack of food recycling bins."</i>
Food recycling	<i>"No recycling boxes/food waste bins provided in my flat"</i>
Design	<i>"I find it very difficult to lift a refuse bag into the bin whilst holding the lid open at the same time."</i>
Distribution of bins	<i>"I think I recycle everything I can - however, much could be improved - recycling bins should be right next to"</i>

landfill bins and should be emptied on a regular basis.”

(Figure 3.6.5)

3.7 Provision and distribution of recycling bins- glass, food, mixed, paper and landfill

There was an agreement with a large proportion of respondents that there should be more recycling bins introduced in order to increase recycling rates. The graph from the survey below shows that 70% of people would like to see more recycling bins installed.



(Figure 3.7.1)

From focus group discussions, it was widely felt that removing many of the landfill bins and replacing these with recycling bins would encourage the uptake of the services. However, to minimise contamination and ensure correct usage of the recycling bins, this must come in conjunction with well-designed and implemented information and communications on recycling.

Glass

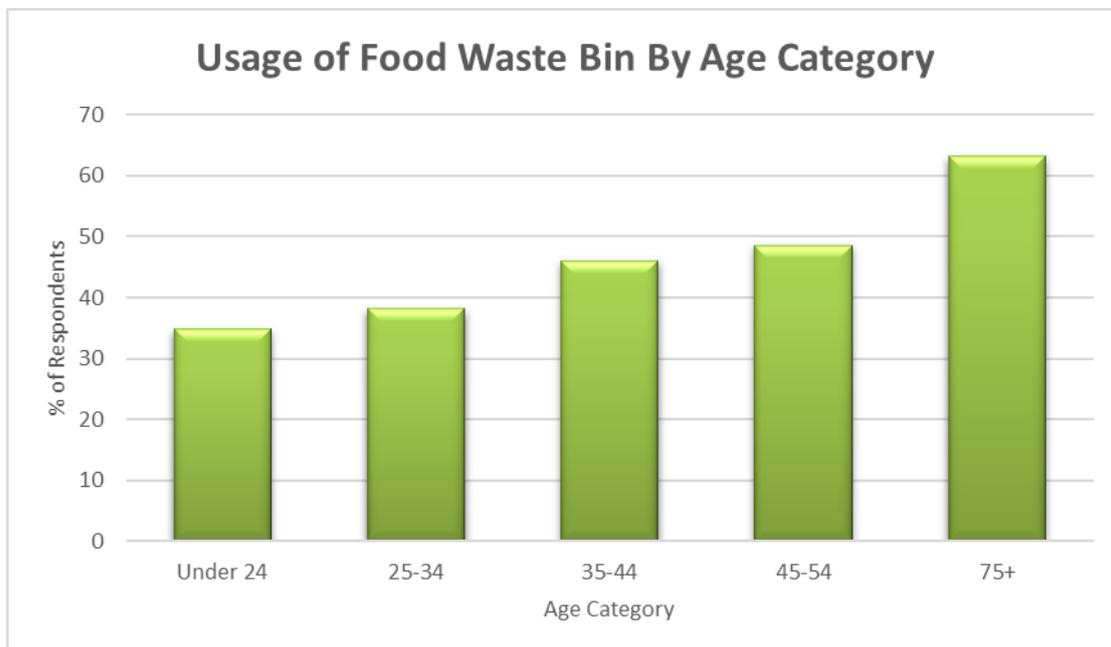
Of all focus group participants, a majority expressed interest in an increased provision of glass recycling bins. Respondents and participants were particularly concerned about the distance that needs to be travelled from their home in order to reach a glass bin. Participants from the focus groups expressed concern for the elderly, disabled or those with limited mobility in accessing glass recycling bins.

Food

Ratio of bins	<i>"The ratio of the different bin colours in our street is wrong. Currently it is 15 Black, 3 green, 1 purple and 1 blue. This suggests the Council expects most rubbish to be in the landfill category and means that a black bin is the colour most-readily reached by most people. Many people are reluctant to walk any distance so it all goes into the black bins."</i>
Glass bins	<i>"Glass bins not close with the other bins."</i>
Food bins	<i>"Not sure where nearest food waste bin is."</i>

(Figure 3.7.2)

The graph below shows the difference between age groups with using the food waste bins specifically.

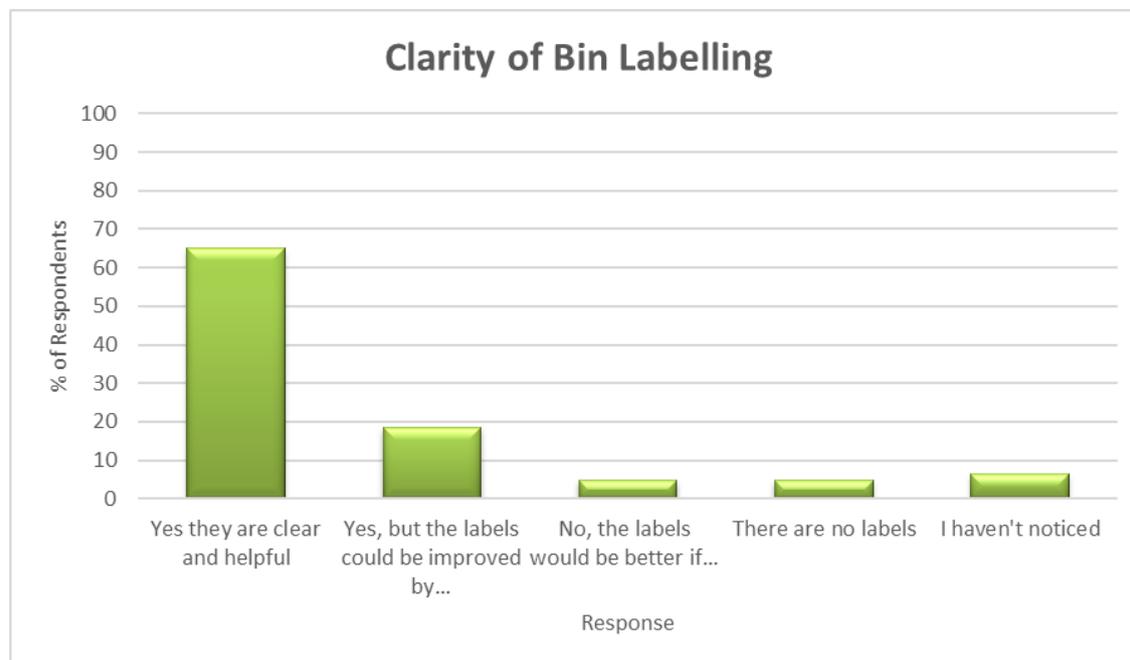


(Figure 3.7.3)

The younger age groups are using their food waste bin much less than the older age groups. Just under twice as many over 75 aged respondents (63%) are using their food waste bin in comparison to only 34% in the under 24 Category.

3.8 Communications and signage

The question below was designed to better inform clarity of labelling on bins and to give respondents an opportunity to give their opinions, comments and suggestions for how they would like to receive information.



(Figure 3.8.1)

The results show that the majority of respondents find the labels on the bins clear, useful and helpful to help them understand what goes in each bin.

Further analysis from the focus group revealed that participants seem to have concerns about contaminating the bins with the wrong waste, in particular plastic.



Participants were particularly interested in receiving more information on the specific plastics that could get recycled.

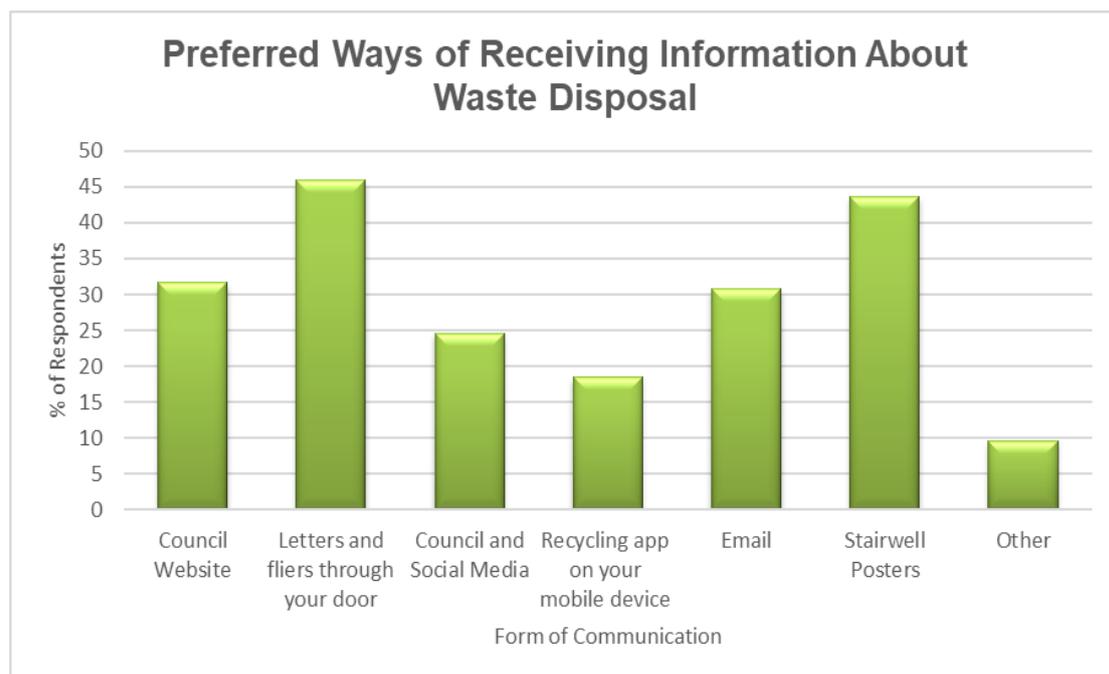
Many focus group participants were wary not to contaminate the mixed packaging streams. However, it was noted by some that as a result of being wary, they were often filling their landfill bins too much. **Participants expressed a desire for more visual signage with 'dos' and 'don'ts' on the bins themselves.**

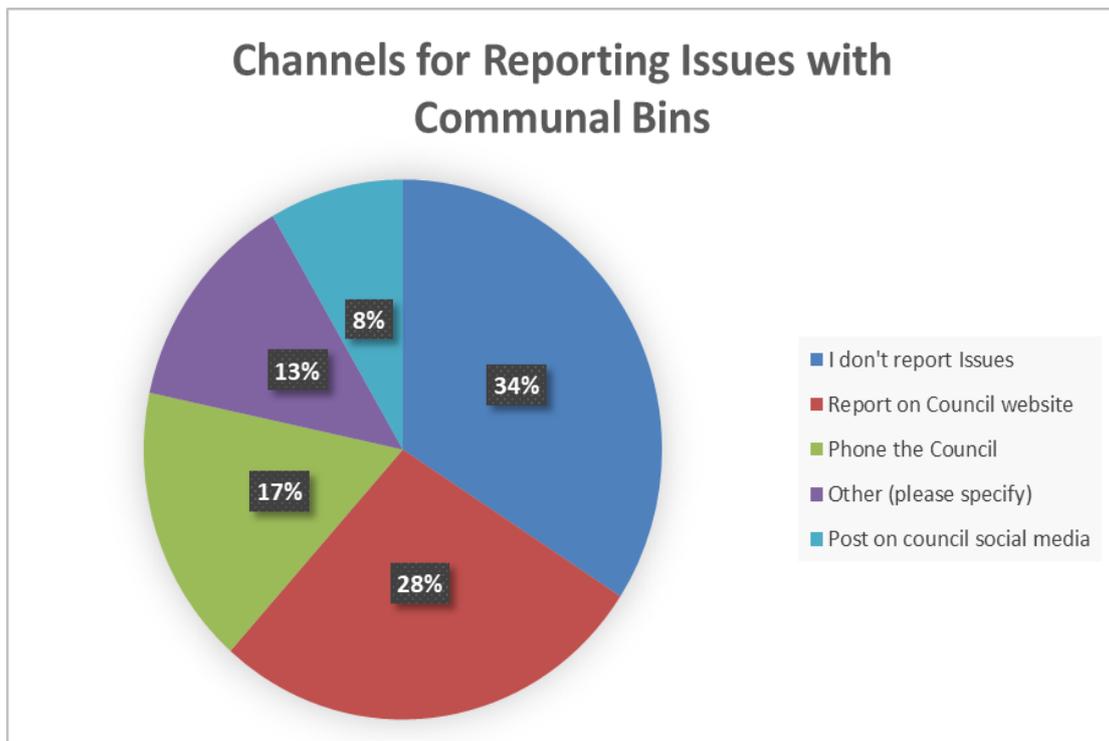
The following comments express more detail about information desired by survey respondents on recycling:

Theme	Comment
Pictorial Information	<p><i>"The labels are pretty clear. A few big pictures or very large lettering may help those people who don't want to study the detail info"</i></p> <p><i>"Larger words and pictures and or for plastic: the triangles with the numbers in them that are accepted."</i></p>
Clearer Instructions	<p><i>"I think it needs to be clearer that recycling should not be bagged before being put in the bin."</i></p>
Posters	<p><i>"I think every flat or communal stair should have a leaflet or poster outlining what every bin takes".</i></p>

(Figure 3.8.2)

The chart below depicts survey respondents preferences on how they receive their information. Respondents were still keen to see the usage of traditional forms of communications such as fliers (46%) and posters (44%).





(Figure 3.9.1)

Frustration was expressed by both survey respondents and focus group participants on the difficulty in contacting the council to report issues and attributed this as a key reason for why they don't report issues. See comments below:

Theme	Comment
Frustration	<i>"I find it very frustrating that despite regular reporting, no long-term changes are made by the council. I would expect that if I report a bin as full every week, either a second bin is put up, or the present bin is emptied more frequently."</i>
Website	<i>"I've tried reporting overflowing bins through the website, but not all bins are actually included on the map." "However reporting on website doesn't always work. We have a food scraps bin missing it's lid for over 5 weeks now, I reported it and nothing happened."</i>
No response	<i>"Have reported overflowing bins numerous times on website, no response or action. Management company had to intervene."</i>

Facebook	<i>“Private message on Facebook. Have been very helpful when used previously.”</i>

(Figure 3.9.2)

3.10 Re-use behaviours

The majority of survey respondents use mainly charity shops to dispose of their other unwanted goods. **Only 2% of survey respondents were found to use the National Reuse Line.**

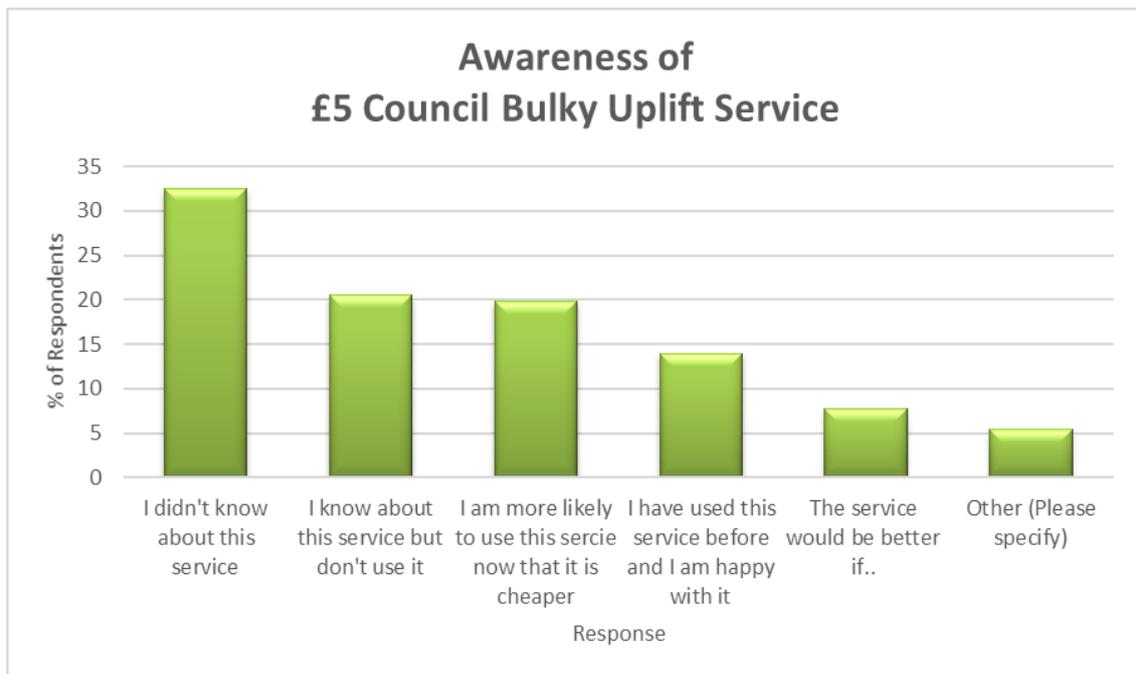


(Figure 3.10.1)

From the focus group discussions, many participants were not aware of the National Reuse Line. Most instead used commercial services such as Gumtree, Facebook and Ebay. These options are seen as popular, well known and reliable services.

3.11 Bulky uplift service

As reflected in the graph below, most survey respondents were not aware that the service existed, **those who were aware of the service (20%), however, made positive comments about the reduction in price to the service.**



(Figure 3.11.1)

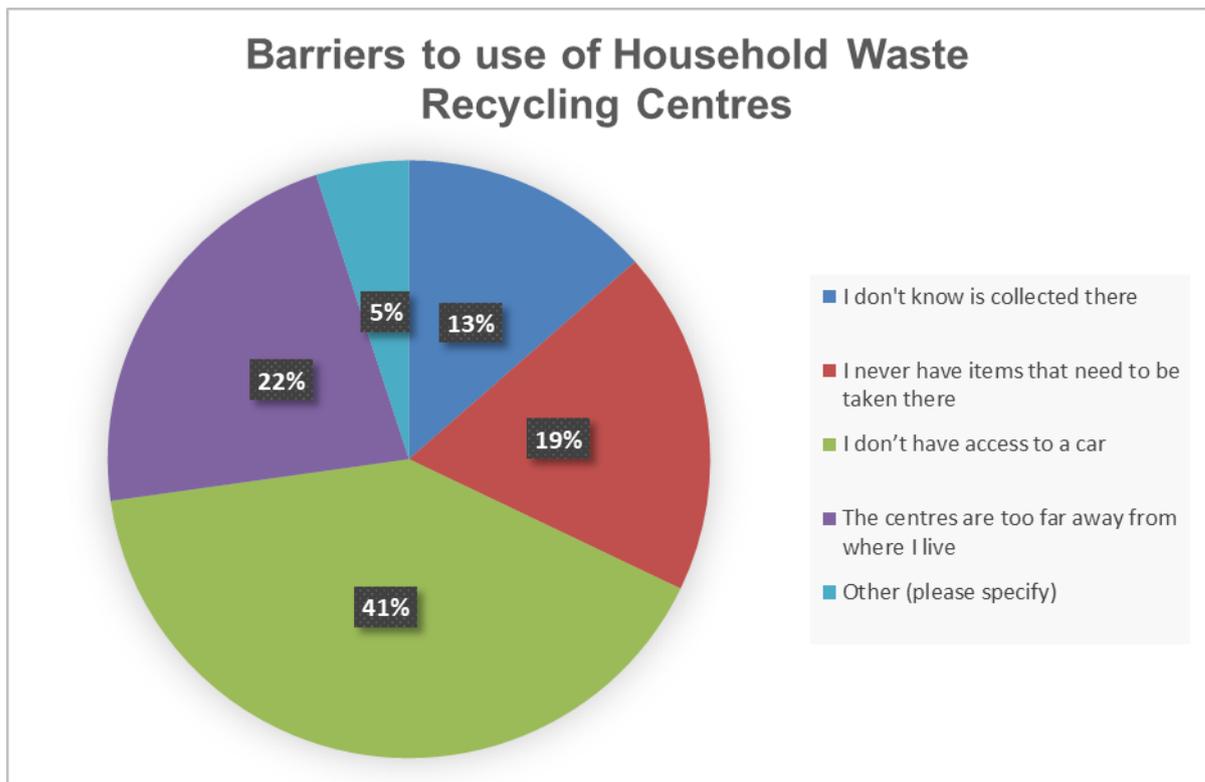
Comments from survey respondents on the bulky uplift service included:

Theme	Comment
Positive remarks	<p><i>"I thought it was still £20, happy to see it has been reduced"</i></p> <p><i>"I think it's great but should be publicised more"</i></p>
Ideas for improvement	<p><i>"The more that you can publicise this service the better. Why not make the service free of charge, you may lose some revenue but you may save more in having to deal with fly tipping etc.?"</i></p>

(Figure 3.11.2)

3.12 Household waste recycling centres (HWRC)

The online survey found that only 51% of respondents used the household waste recycling centres (HWRC). The chart below shows the reasons that people don't use the service, with the majority of respondents (41%) not having access to a car.



(Figure 3.12.1)

Further discussion in the focus groups reinforced the results found through the survey and that a lack of public transport to HWRCs also influenced participants decision not to use them. Please note that since the publication of the online survey, Community Recycling Centres were renamed to Household Recycling Centres.

3.13 Public suggestions for improvement of services

The final 2 questions from the survey were: “If you could change one thing about the current system, to encourage you to recycle more, what would it be?” and “If you have any further comments or ideas about waste disposal which haven’t already been mentioned please give them below.” These gave a great opportunity for survey respondents to give their ideas and feedback. The tables below show a sample of the types of suggestions made.

Changes to the current system

Theme	Comment
System redesign	<p><i>“Rubbish chutes with compartments for different types of recycling”</i></p> <p><i>“The waste needs to be emptied more frequently as it is constantly blowing out of bins and down the streets. Also end</i></p>

	<i>of student terms sees so much dumped it's disgusting."</i>
Communications	<i>"Make recycling guidelines very, very clear and easy so even people who can't be bothered to recycle will put some effort into it. Also, it would encourage to see where the waste goes to and is used for."</i>
Quantity of bins	<p><i>"Bigger bins, more reliably emptied. Landfill bins should be much smaller and recycling ones much bigger. At present the message is that recycling is a poor option and not taken seriously by the council."</i></p> <p><i>"Put more bins in more visible places"</i></p> <p><i>"There are recycling bins a short distance from my building but the bins supplied specifically for my building are landfill only. This sends the wrong message for residents."</i></p>
General	<p><i>"Clearer guidelines, more accessible places to recycle more stuff, whether bins, centres, or pick-up. It's better than it was when I moved here 8 years ago. But there is room for improvement.... Above all, a city-wide, better still, national system would be wonderful!!! People don't recycle because they get confused about different systems in different parts of town, different systems in different businesses... Make recycling the easiest, cheapest way to get rid of stuff. There should be ways to tax landfill more, for instance, and a nation-wide system would really make a load of difference."</i></p> <p><i>"Big notices on landfill bins that tell people not to throw obviously recyclable materials in them and the issues with doing so."</i></p>

(Figure 3.13.1)

3.14 Miscellaneous

Other results from the consultation centred around the responsibilities of other institutions, businesses and individuals. Focus group participants called for accountability for their contribution to waste.

During the focus groups, there was concern about the amount of short term lets, students and residents in rented accommodations. Most participants called for further responsibilities to be placed upon the owners of homes to ensure that tenants are given the correct information and resources to recycle properly.

All participants in all 4 focus groups agreed that landlords should be legally bound to provide information to tenants on appropriate use of the waste and recycling services and how to use them effectively.

The word cloud below represents conversations had in the focus groups in relation to other ideas that they felt would encourage the take up of recycling services and reflects the themes from above.



4. KEY FINDINGS

From the results of the consultation, conclusions can be drawn about the opinions of residents towards their recycling services and how they use these services currently. The key findings directly relate to the aims and objectives of this report and provide the base for the recommendations. These findings will help to inform CEC to improve the services and thus support The City of Edinburgh Council in their mission to reduce waste and improve communal recycling services across the City of Edinburgh.

KEY FINDINGS

Most residents would like to recycle more than they currently do but they don't due to lack of knowledge and resources

There is public desire for more recycling bins to be installed in their local areas.

- The ratio of landfill bins to recycling bins were felt to be imbalanced. The installation of more bins would encourage positive recycling behaviours. (more glass and food bins were particularly called for)
- Overflowing bins was a key barrier to people recycling
- Storage within flats was a key barrier to people recycling

More and improved signage using images and pictures would encourage more recycling.

- Respondents and participants living in tenements showed a desire for more information in stairwells and public areas
- There is not enough readily available information on recycling correctly
- More “do’s” and “don’ts” (Particularly the types of plastics that can and cannot be recycled)
- More visual signage including stories and encouragements (particularly the recycling journey)

Food waste recycling was the least recycled material out of all materials surveyed. This is due to the design and access of food waste bins and a lack of awareness on why food waste recycling is beneficial.

- Many households don't have food waste caddies.
- Residents unaware that they don't need to use bio bags. This could encourage more food waste recycling.
- Food waste bins are seen as unhygienic and unpleasant to use.
- 16-24 year olds least likely to recycle their food waste.

Residents are engaged with activities for reuse and waste prevention, however there is a lack of awareness on related services available.

- Respondents and participants were happy with the bulky uplift service and would like to see it advertised further to encourage use.
- Respondents and participants tend to use charity shops and other commercial avenues to dispose of their larger household items.

5. RECOMMENDATIONS

From the results of the consultation, Changeworks has concluded the following recommendations to fit the aims and objectives of this consultation and to help CEC reach their target of 70% of recycled material by 2025.

Recommendation	Justification	Resource required to action recommendation	Impact on Recycling Behaviours
Food Waste Services			
Create food recycling communications campaign targeting 16–24 year olds	This age group appears to be the least engaged food waste recyclers.	Medium	High
Install more food waste bins per capita	Food waste recycling is 44% lower than package recycling and distribution of bins is a key factor to ease of access.	High	High
Provide food caddies to all Edinburgh residents and further promote their availability to residents.	Respondents and participants do not have food waste caddies to enable them to recycle.	Low	High
Improve design of food waste bins to improve resident experience of food waste bins.	Bins are seen as “unhygienic” which leads to lower usage (i.e. lids which are often covered in dirt need to be lifted to be used). One	Medium- High	Medium

	example would be adding a foot mechanism to the food waste bins.		
Bin provision			
Decrease number of landfill bins and increase number of recycling bins	Recycling bins are perceived as not being as accessible as landfill bins. Residents will be more likely to use the most readily available bin.	High	High
Install more glass bins	Glass bins not seen as plentiful enough or accessible by majority of residents.	High	High
Increase frequency of collections	It has been reported that bins are overflowing regularly	Medium	High
Provide recycling bins closer to residents' houses	Easier access to recycling facilities has been requested	Medium	Medium
Communications			
Create more visual signs for bins	Visual aids are regarded as useful and engaging to encourage residents to recycle.	Low- Medium	Medium

Provide stories of the recycling journey for the bins	This would empower people to believe that they are making a difference.	Low- Medium	Medium
Large scale advertising to communicate CEC recycling services and how to access and use them.	To reach more people with various access to different forms of communication platforms	Low- Medium	Medium
Communicate ideas on storage solutions for small flats / tidy looking solutions	Space inside homes is a significant issue	Low	Medium
Improve the communication channels for residents to contact CEC.	It was felt that it was difficult to contact the council and that it wasn't easy for residents to make opinions or experiences heard in a way that would action change.	Low	Medium
Make efforts for further consultation with the public for improvement of services	It was positively received to be a part of the consultation process. With valued opinions comes further investment and utilisation of the services.	Low	Medium

6. CONCLUSION

A significant finding from the consultation which **engaged a total of 3339 Edinburgh** residents, was that people valued being consulted on an issue such as waste and recycling. There is a desire to see improvement of the service and to see recycling improve across the city. Further consultation to achieve a wider reach across the City would be beneficial. Food waste was the worst performing material for recycling and so this should be considered an area of focus for improvement by CEC. Once key challenges such as resources (i.e. bin provision), communications (i.e. labelling) and servicing of bins (i.e. collections) is addressed, there is significant potential to see an improvement in recycling rates and a decrease in waste to landfill across the City of Edinburgh. This consultation has also demonstrated that public consultation on key public services such as waste and recycling is considered a positive exercise not just for practical improvement ideas, but also as a public engagement exercise. It is additionally recommended that any further opportunities for public consultation is identified and utilised where possible.

7. APPENDICES

7.1 Communications Plan

- **Websites and social media** – the survey link will be promoted through both Changeworks and the City of Edinburgh Council website pages and social media channels, including Facebook, Twitter and Instagram. A list of other relevant organisations on social media or with a suitable website is also being identified and where possible they will be encouraged to share the survey link with their followers. Several posts and reminders will publicise the survey throughout the survey duration, including sponsored Facebook posts targeted using postcode data which should extend the reach beyond usual Changeworks audiences.
- **Changeworks mailing lists** – Changeworks will circulate the survey link to their relevant mailing lists that are available according to Changeworks Data Protection and Marketing policies, such as the Too Good to Waste e-bulletin readers (762 people). A 25% response rate from Changeworks' own mailing lists could be anticipated. This is based on previous newsletter open rates and response rates to evaluation surveys, but may be less than 25% in reality depending on the number of readers who live in a flat. Two reminders of the survey will also be sent to these mailing lists at suitable time durations.
- **Mailing lists owned by other organisations** – Appropriate partner organisations that have contact with Edinburgh flat-dwellers will also be approached to circulate the survey to their mailing lists. A diverse set of mailing lists and Edinburgh organisations will be contacted (e.g. not just waste related) to ensure a wide range of respondents. This will include religious and community groups. It also includes a number of contacts in various departments at CEC (shared with Changeworks by Cori Burnett) who have agreed to announce the survey to their own mailing lists. All avenues and mailing lists will be explored to achieve maximum return on the survey. Any mailing lists will only be used when permitted according to Changeworks Data Protection and Marketing policies, and budget constraints. In most

cases only one reminder will be issued to the external mailing lists throughout the survey duration as more than one reminder may strain relationships with the mailing list and the list owner. It is not possible to specify an expected response rate for external mailing lists as Changeworks is typically unable to confirm the size of such lists or how active they might be.

- **On street engagement** – the survey will also be conducted on doorsteps, on street or at an event information stall by appropriately trained Changeworks Waste Wise Volunteers and staff. This in-person surveying would be undertaken in targeted areas identified as having a large proportion of flatted properties and/or having particular issues with the communal bin recycling service. The survey used will be the same as the online version.
- **Telephone** – where Changeworks has relevant telephone lists which are available with respect to Data Protection and Marketing Policies, individuals known to live in flatted properties will be contacted by phone to complete the survey in this way. This may be useful in gathering the views of individuals who are not able to complete the survey online.
- **Community advertisement** – the survey will also be publicised by poster and flier at key community centres such as libraries, sports centres etc. In some target areas posters will be placed on communal waste and recycling bins. Volunteers will be recruited to help with distribution of posters and fliers. For more information see communications plan in Appendix A

	Landfill Bin	Mixed packaging Bin	Paper Bin	Food Bin	Glass bin
Paper	19.16% 227	37.13% 440	41.52% 492	0.08% 1	0.08% 1
Cardboard	12.16% 144	80.66% 955	5.49% 65	0.08% 1	0.00% 0
Plastics, bottles, pots, tubs and trays	17.58% 208	79.54% 941	0.25% 3	0.08% 1	0.59% 7
Cans and tins	20.05% 237	77.92% 921	0.17% 2	0.08% 1	0.17% 2
Glass	17.74% 210	2.45% 29	0.00% 0	0.00% 0	74.75% 885
Food scraps	60.37% 716	0.42% 5	0.00% 0	37.52% 0	0.08% 0

7.2 Focus Group Topic Guide

Aims of focus group

- ❖ To gather information about:
 - Edinburgh residents' feelings towards and opinions of their communal recycling services
 - Edinburgh's residents' feelings and opinions about the facilities for waste disposal and recycling
 - Ideas to improve the services provided

Key Questions from the Council

- What are the STRENGTHS of the current service? What would you like to keep the same?
- What are the WEAKNESSES of it?
- What MORE would residents like to see to help them recycle more?
- Do residents understand HOW to use bins (e.g to make sure food waste is wrapped, to avoid use of black bags, to present recyclable items loose etc.?)
- Do residents understand how to dispose of bulky items?
- What alternative disposal routes do residents use for any of their waste streams (including special uplifts, private contractors, Community Recycling Centres, charity shops etc.)

INTRODUCTION

10 Minutes

Introduce:

- **Yourself**

- **Changeworks:** is an environmental charity which works in collaboration with organisations, community groups and individuals to reduce carbon emissions, waste and fuel poverty. We support businesses and individuals to live and work more sustainably. We've been operational in Edinburgh and further afield for 30 years. I work within projects department who work on behalf of the council to help gather information and deliver projects such as this one.
- **The project:** Council funded and supported by volunteers. Working on behalf of the council to help them to understand perceptions, behaviours, attitudes and opinions of the CEC waste and recycling service with the aim of improving provision.
 - **Part 1** online survey to gather primary data / info
 - **Part 2** Focus Groups to gather more in depth data
 - **Part 3** Analysis / suggestions put forward to council
- So far we have had quite lot of interest in the project and had 2707 eligible responses from the survey.
- We have had 892 people responding to come to the focus group, so as you can see this is a popular topic and one that people are keen to give their opinions about.

About the Focus Group

Housekeeping

- The focus group will last around 2 hours
- Confirm arrangements in the case of a fire, describe where the toilets are, and ask people to put their phones on silent.
- It is anonymous and confidential – we will not pass on your name, personal details or contact information to any third parties including CEC unless with your prior consent.
- We are simply here as information gatherers on behalf of the council and therefore cannot speak for the council. We will not be able to make any promises or guarantees of any changes to the services but we do take responsibility for passing on your feedback and comments from today as accurately as possible with recommendations for improvements.

Content

- We would like to hear about your thoughts, feelings, opinions and how you use the communal recycling services.
- We have split the time into 4 main sections ;

1. Opening Statements 2. Review of Recyclable Materials

3. Disposal of other items 4. Usability of bins

There will be an opportunity for everyone to give their input throughout the time. You will have an opportunity to add anything else we have not covered at the end.

- Please try to stick to the topics of the waste and recycling services as we are not here to discuss other issues you may have with any other council services.
- We will be discussing both the waste and recycling services this includes the large landfill bins and the colour coded recycling bins. If we are particularly discussing one or the other or both we will let you know at the start of the question.
- There is no right or wrong answer; we are simply interested in your opinions and views. Please answer as honestly as you can. This is a completely impartial and non-judgemental environment.
- Is that all ok?
- Refer to group agreement on the wall and achieve consensus on it.
- Thank you for agreeing to take part today.
- Finally, is it ok for me to record the focus group? This is to ensure we have a record of what has been said but will only be used internally for our own records, to make sure we capture all your ideas and will not be shared with any other organisation.

QUESTIONS

Background of attendants

10

Minutes

Ask participants to introduce themselves:

- Name
- Approximately how long have you lived in a property that uses a communal bin in Edinburgh?
- Why have you chosen to attend this focus group?

Activity 1

25

Minutes

OPENING STATEMENTS

Usability : Location / number / style / accessibility

Cards will be placed on the table with the following statements ; attendants will place a coloured sticker on each one to indicate to whether they agree, disagree or neither to each question.

Encouraging conversations along the way.

Discussion around each card afterwards. Opportunity to feedback and give reasons.

Thoughts:

1. I recycle all I can
2. I could do more recycling if I had better resources
3. I don't recycle because I don't know what goes in which bin
4. The system needs improvement
5. I need more information
6. I believe recycling is important
7. I don't believe recycling is important
8. I just use whichever bin is convenient
9. I recycle my food waste separately
10. I recycle my packaging separately

Resources:

1. The bins in my area are adequate for our needs
2. The bins don't get emptied enough
3. The bins in my area are too far away
4. The bins are always full
5. The bins look nice and are easy to use
6. The bins are not big enough
7. There are not enough recycling bins in relation to landfill bins
8. The bins are broken / do not work properly
9. I don't have enough space to separate all my waste in my house
- 10.

Questions to consider

1. *What (if anything) prevents you from recycling glass?*
2. *What (if anything) prevents you from recycling food scraps?*
3. *What (if anything) prevents you from recycling mixed packaging?*

Activity 2

25

Minutes

CONTAMINATION / REVIEW OF RECYCLABLES:

Individuals go around and write down their current knowledge on the following :-

How confident are you that use the right bins?

1. Have a picture of each bin and write down on paper what can go into the bin.
2. Have a picture of each bin and write down on paper what can't go into the bin.
3. List of common culprits to discuss to see where people would put them – group discussion.

Contaminant Items : crisp packets, wrappers, tissues, plastic bags, dirty packaging (not washed), nappies, polystyrene, juice pouches, plastic film (food products),

Common Culprits : cleaning bottles, shampoo bottles, tin foil,

Questions:

1. Do you think you neighbours understand HOW to use bins (*e.g. to make sure food waste is wrapped, to avoid use of black bags, to present recyclable items loose, etc?*)
2. Do bins in your area contain items they shouldn't? What sort of contaminants do you often see?
3. What would motivate you not to contaminate if you do so in the knowledge of it being wrong?
4. Do you feel like the information provided is sufficient to know what goes in what bin?
5. Are you and people around aware of what happens if too much of the wrong item is in a bin?

DISPOSAL OF OTHER ITEMS

20

Minutes

Free Discussion

Questions

Do you know of the services available to you to dispose of larger items?

Have you used them?

What could be done to make it easier for you to dispose of bulky items like furniture?

Do you think that enough people know about the services available to them for bulky uplifts and do you have any suggestions for how people could use them more?

If there isn't enough space in your nearest bins for you to recycle or dispose of your waste, what do you do next? Leave by bins/report to council/take to another nearby bin/take it home and wait

Would anything else help you to dispose of larger items?

DESIGN / USABILITY OF FACILITIES

20

Minutes

A creative idea session for your ideal recycling service

After talking through the barriers and criticisms of the recycling systems I want to think positively about a service that could work.

Give 2 extreme circumstances :

- e.g.
1. Having specific colour coded bins for your house to match the bins outside
 2. Changing the foot pedal on the bins
 3. or an Extreme example such as ...

Write a list of questions on the flipchart paper to instigate ideas :

- **Location / Number**
 - Would less landfill bins encourage more recycling rates?
 - Would landfill bins located further away from recycling bins increase recycling rates?
 - Would you prefer more segregation of items in each of the bins?
- **Style / accessibility**
 - Do you find the size and shape of your recycling bins easy for you to use? Leading question to find info about (E.g. awkward shaped flaps, overflowing issues)
 - Does the design of the bins need to be improved?
 - What information (if any) would you like to see on the bins? – free talk

Use a structured approach to instigate creative feedback :

4 pieces of flip chart paper : post – its to write, draw, brainstorm ideas.

Headings

Physical appearance / functionality ; Services (incl location) ; Communications (incl information) ; Other e.g. incentives etc.

Questions

1. Would you find it useful if every area in Scotland had the same recycling bins (a consistent recycling system throughout Scotland)?
2. How would you feel if there were more recycling bins for different materials introduced into your area?

Last thoughts / Extra Comments

10 Minutes

Thanks you for your time and feedback

Extra info / notes for leader

7.4 Full Feedback from Focus Group Activity 4

Eric Liddell Focus Group, Thurs 23rd Nov 2017

Services and Resources

- More frequent pick ups
- Empty bins more frequently
- Individual 'stair' recycling bins? But space is an issue...
- Clean bins more frequently
- Frequent service and fewer bins on the street. I would not want a bin in front of my flat. Even though I believe in recycling.
- Supermarket carpark must provide bins by law
- The food waste bins must be placed in every street – ideally next to other bins. There are too few around. People reluctant to walk a long way with a bag.
- The service needs to be managed better. There should never be overflowing bins.
- Full complement of various recycling bins in more locations instead of more bins
- Clarity over who to contact with questions/complaints

Physical Appearance/Functionalities



- Above – ‘Recycling and waste centre – reduce your footprint – information about all aspects of recycling’
- The lids need to be brighter/more obvious
- They would all have to be emptied properly and regularly and kept clean
- Improve the bins. Edinburgh’s image is being destroyed
- Clean bins (more regularly) make them more attractive. More bins – not bigger bins
- The bins need to be ‘key coded’ to prevent use by people who shouldn’t use them
- Some people find handling food waste repulsive. Possibly a system which looks to clean it up?
- Smaller more modern bins? Bags like the New Town. Better design of food waste bins to fit bags better.
- Dirty!
- Physical appearance – ugly and unsanitary. The number and variety of bins could be reduced to black landfill – green top mixed recycling, purple top glass recycling and food waste. This covers everything and would reduce street clutter. BUT...foodwaste bins must change design – needs to be easier to drop bags in and cleaner bins. The mixed recycling bins need to be emptied more often. Sometimes the lid is unlocked and too much stuff is put in – lid then flaps open and stuff blows around the street.
- My ideal service would be a reversion to the older system in which all household waste (apart from food waste) went into a single bag/or bags put onto street for collection at regular intervals. HOWEVER – the variant from the old system would be that a large and fully manned ... be established at the receiving end - financed by a combination of council tax and a levy on food packaging/retailers (and a perhaps even separately on the consumer). This facility would be fully equipped and staffed to sort and distribute the recycling – is this technically a politically feasible? I don’t know.

Communications

- Info on recycling in stairs – notices put up and regularly revised
- With council tax all updates plus reminders about what goes where
- Apps
- Focus on landlords – requirement for HMO prominent posters; service for removal of bulky items; penalties for flytipping
- Communication is a two way thing – it should be much easier to report problems to CEC and more information re recycling needs to be imparted to tenement dwellers emphasising the particular needs and requirements of living in a tenement!
- Detailed fridge magnet for sale via schools with information about: what can be recycled; bulky uplift; environmental wardens; contact information
- A ‘recycling officer’ available to contact if you need help/advice and also to regularly oversee recycling situation/state of bins in a certain area
- More information on bins – use this space for clarifying what goes in bins – what not etc. Some positive information on what happens with the recycling in Edinburgh. Contact info for people that need help/advice re recycling.

- Get together with other councils and make a film showing recycling from beginning (lets see who sorts stuff out) and what gets done with the 'new' product – education for students and conditions put on landlords
- 'Cleverer' communication about waste collection and recycling – not necessarily too detailed, indeed more concise information
- Use of Twitter to report bins/flytipping; flyer in with council tax letter; enforcing landlords to inform tenants on what's available
- Permanent posters in each stair or on bins with council contact/service info
- Info on where the mixed recycling goes and what it is used for
- Focus on requirement for HMOs and short-term lets to display rules of recycling as part of conditions for licensing

Other

- Government level targeting and legislation to reduce packaging
- Method for recycling and waste staff to receive positive feedback (the people maintaining my bin seem to be particularly conscientious)
- Local recycling ambassadors?
- We need to attend to those who want to introduce a CITYTAX. Part of this tax should be allocated to keeping Edinburgh beautiful – a better quality service better quality bins
- Garden waste?
- Communal bins for each stair?
- CEC to be more bold in enforcing its own regulations and not ...from levying fines against businesses (and individuals) fly-tipping and using public bins

Southside Focus Group, Tues 28 Nov 2017

Services and Resources

- Council provide recycling bags – pmd/paper etc.
- 'ice cream van/rag and bone man' – bi-weekly van with bell Gran community recycling centre – electronics, timber etc.
- 'no parking' zone for bulky items. No time wait wait
- More frequent emptying and regular cleaning of bins
- Operators to be encouraged to report broken and dirty bins

Physical Appearance/Functionalities

- Simple clear instructions on bins. Make them bright and clean. Keep them clean. Purpose as well as colour on lid
- Half the size but emptied twice as often.
- Less flammable!
- Openings on food waste + green bins are inadequate
- Better labelling – bigger, clearer multi-lingual? /good pictures
- Images on bins relating to their function – esp food waste could show warm houses and healthy fields – end use!
- Bigger opening

Communications

- Intense campaign across media. Clear consistent posters afterward. Splash page on council media. Support all primary Eco-schools campaigns. High school assemblies. In all tourist literature. Free downloadable(?) map with locations and rules
- Youtube ads – bus ads Posters! Better info on bins
- An app – recycling wall planner
- Encourage local businesses to use more recyclable packaging
- Education – all pupils could have visits to recycling plants – some could spend a day with the bin men/women
- Posters – in tenement stairs – where +what, bulky
- An app that tells you which days what is being picked up etc
- U-tube adds
-

Other

- Make example of flytippers/commercial dumpers – finer cost related
- Directions signage – ‘200m’ to glass recycling ‘next bin 50m → if this bin is full’. Paint on pavement

Changeworks Focus Group, Thurs 30 Nov 2017

Services and Resources

- Bulky items pick-up should offer the option to pick up from the flat (potentially at a higher price)
- Residents should have the option to get or buy recycling bins/bags from the council, for storing their recycling in the house, before it's taken to the bin
- Research must have shown approximate generation of types of waste by a household e.g. tenement flat. Therefore allocate appropriate number and types of bins locally. ?Prison offenders to help with litter street cleaning as part of rehabilitation reform
- Info re what happens to items when they are recycled – a video
- Reinforcement at schools, children educating parents
- Resources to help with storage of recycling in home e.g. colour coded bins or bags (something which looks better than corner filled with boxes, packaging etc.)
- Info sent out with council tax bills etc.
- Bin emptying schedules – public should be informed so they feel waste is being managed properly. Provide open days + school +business visit to council waste sites – see first-hand how waste is managed – make video
- More coordination on timing for mobile pick up of e.g. food waste minimising poor hygiene
- More rotation of bins/waste types e.g. Tuesday 2 x weeks paper – 2 x weeks plastic Thursday metal
- Put recycling bins on street next to landfill – don't make it an extra journey
- Council to provide/sell in home recycling bins to facilitate sorting of waste

- Large/bulky/electrical items ‘amnesty’ weekends in city centre. Community recycling centres not accessible w/out a car/being able to drive
- Bulky items – collection from flats not roadside (issues w/ability to take items downstairs on your own)
- Notify residents at missed bins if access is restricted – or on the bin
- Bulky items – collection from flats not roadside (issues w/ ability tot ake items downstairs on your own)
- Have collections log issues regarding overflowing or missed bins in specific areas
- More advertising at key fly tipping sites
- Community recycling days
- Put bins of different types together including recycling in licencing and planning permission New developments of flats to move underground bins

Physical Appearance/Functionalities

- Review design/size based on local needs
- Keep bins cleaned/maintained
- More mobile everything! To minimise static pile up
- On the continent bins are subterranean. Potential for all new buildings to incorporate
- Food waste bins – the lid mechanisms is poor – very dirty – very off putting. New design that removes the ‘gross’ factor. Handle that can open a hole on top. More hygienic.
- The landfill bins are almost too large – understand that majority is landfill but if recycling +landfill bins positioned correctly then bins can be smaller. One day maybe recycling bins will be larger!
- The food waste bins should be designed in a way that minimises mess (currently very messy and disgusting)
- Introduce more underground bins, so rubbish doesn’t fly away with the wind
- A child or elderly person should be capable, physically of using / operating a bin. Get design students at local college to design a bin for Edinburgh. Poorly maintained bin and reduced use
- Food recycling: the slot needs to be bigger to allow for full bags to easily go into bin. Food bins need more regular cleaning – usually dirty/[smelly in summer/flyies]
- Larger slots on mixed recycling: bins to allow for quicker deposit of recyclables – rather than ‘posting’ individual items or not being able to put larger items in
- Glass bins – we should be able to put whole bottle (with lids/tops) in (just makes it easier/cleaner if there’s any liquid left in bottle)

Communications

- Find out what groups don’t recycle as much, and target information at them in the most appropriate ways (TV, or newspapers, or social media).
- More positive messaging/campaigning in public places to bin all plastic waste etc.
- More comms distributed at schools to feed upwards to parents

- Public service adverts + programmes on TV, at cinema, Youtube, radio, etc.
- Recycling information should arrive with the council tax bill (by mail)
- What happens to waste?
- Polish recycling rates by area to encourage participation
- Incl. info in all council comms
- Use social media/bus shelters to share info
- Target residents groups to encourage 2 way comms
- Information showing real cost (with day-to-day examples) of savings to council from citizen recycling included in council tax/adverts letters [e.g. 'x' bags of food recycling = salary of teacher]
- Make detailed information available about plastics and which can/cannot be recycled
- Shared buildings should have information in the communal stair
- All landlords + estate agents should hold some responsibility for informing tenants and buyers/owners
- Use mainstream media + pre-existing methods to inform people
- Target comms on difficult issues
- Special website just for recycling. Ireland have just launched one: recyclinglistireland.ie we need this resource so we know
- Maybe videos for social media + youtube etc. video: how to guides, show the waste sites, recycling, landfill, show the impacts!
- Need a lot more info on plastics because plastic is EVERYWHERE
- Communicate cost of noncompliance – improved services elsewhere
- Info on bus stops, posters for stairwells (private owned stairwells as well as for tenants w/ council owned flats) House Assoc

Other

- Start up company to profit from waste/friendly upcycling collection culture like Deliveroo but for collection
- Make businesses liable for having a waste removal contract, so they don't dump waste in communal bins
- Retrospective fines on building factors for inadequate provision/behaviour. Thus incentivising good tenant behaviour (factors should be encouraged to steer tenant behaviour)
- Stricter laws on all new build developments to provide full provision
- Enforce waste mgt by businesses
- Invest in new innovative business ideas that will recycle local rubbish – plastic recycling machines are cropping up – easy to build and easy to use
- Encourage companies to use these facilities and reuse on sit
- Education: Schools, how waste recycled in your country. Occupiers, council tax statement for advertising recycling/waste service facilities. Public, use existing bins/bus stops etc. to encourage more recycling

Stockbridge Focus Group, Mon 4th Dec 2017

Services and Resources

- Need easy access for all recycling types
- Need access for e-waste etc. recycling for those with cars
- Make it easy to report full bins and quickly empty them
- All bins next to each other
- End box collection and move to communal bins (this would stop rubbish blowing all over the streets and mean Air bnb flats could recycle too)
- More frequent uplifts (preferably not at 6am!)
- Consistent uplift system for whole of Edinburgh. In Dean Village for example, bins are uplifted alphabetically, which means the 2 sides of the same street (with different names) are collected
- If recycle bins were in their own area with extra information on signs
- Minimising text info required on bins
- Put all bins together
- More bins on main roads
- Monthly bulky uplift
- Empty recycling bins more frequently
- The only fool proof way to recycle as much as possible is to sort and separate the recyclables from rubbish
- Group all bins together if poss. at end of the road – maybe less chance of contaminated mixed recycling bins
- Empty bins more frequently
- Council website already pretty good info. Perhaps needs to translate onto the bins/locations themselves.
- More frequent emptying of the bins

Physical Appearance/Functionalities

- The slot is too small
- Needs to be easy to empty box/bag of recyclable waste into
- Maybe make recycling bins look *totally* different from landfill
- Opening too small and lid too heavy
- Larger recycling bins and smaller landfill ones
- The current appearance of bins is a blight on a beautiful city
- Coloured bins perhaps as opposed to just coloured lids would make it more obvious what goes where
- Siting of landfill bins – could be undercover somewhere?
- Opening for bins is very high for someone my height (5”1)
- Make recycling bins as large as general waste bins
- Recycling bins – increase lid size
- Fix broken pedals
- Keep up to date info on bins making sure stickers are clear and legible
- Recycling bins must be very different in appearance to landfill bins. Re: colour and size. Graphics must be better.
- Best if all bins are grouped together at the end of the road.
- Regular cleaning of the food waste bins
- Better maintenance of the bins – pedals often broken/lid flaps broken

Communications

- Leaflet with council tax bill so new residents know collection days/what can be recycled.
- Notices on all bins saying what can go in
- Bus adverts pointing out how much recycling saves the council e.g. everyone notice on landfill bin saying that' it will be buried' with a photo of a landfill site
- photos of what to recycle
- An app would be good for alerting people when their collection day was.
- Some system for informing general public: street notices, bus stops etc.
- Pictorial signs on bins – cannot assume people can read at all, or speak English, or that they have access to a computer.
- Current 'diary' (calendar) is a complicated system of coloured shapes relating to different recycling. Whoever dreamt it up should be shot.
- Need education programme:
 - Information In all stairwells
 - Simpler diagrams on bins
 - Information on buses etc.
 - Need a storyline to let people know what is made from recyclable materials → people need to know about the recycling process +what happens when you contaminate a bin with landfill stuff
- Annual update sent with council tax bill detailing services
- Use social media
- Create decent app for smart phones
- *App*
- Promote bulky uplift service in social media
- Yearly/more frequent updates of useful info, what to recycle/what not
- More info on how recycling will benefit Edinburgh/save the council money/lower your council tax bill
- Hints and tips for easier recycling/clever ideas
- Need to know exactly what can and can't be recycled e.g. use the standard symbols: maybe can recycle (picture of arrows with number 1 and 4) but not (picture of arrows with number 9)
- Clear information on bins and elsewhere
- Information for enw residents

Other

- Cash incentives? E.g. pay £x/kg of plastic
- See German system of 'Sperrmüll' for uplifting bulky items (1 day a month).
- More frequent uplifts.
- Fines for flytipping
- BETTER COMMUNICATION (via council tax letters?)
- Monetary incentives/demonstration of how the council will save money
- Promote how waste is turned into new useful items
- Glass recycling money back
- Education in schools promoting recycling and detailing negative impact on environment

Recycling in Edinburgh

This guide tells you about the different things you can recycle from home and which bins to use.



What to put in your bins

The type of bins you use will depend on where you live. You will either use the kerbside service (wheelie bins) or the communal service (on street bins), or you may use a combination of both.

Please don't leave items, including bin bags, next to bins.

Food waste

Grey lidded food caddies and grey lidded communal bins are for recycling food waste. Use them for cooked and uncooked food (they must be bagged in compostable liners, plastic bags or wrapped in newspaper).



Yes please

- ✓ Beans, pasta, rice and bread
- ✓ Cakes and bakery items
- ✓ Dairy items, eggs and egg shells
- ✓ Fruit and vegetables including peelings
- ✓ Meat and fish including bones
- ✓ Fast food, for example chips and pizzas
- ✓ Tea bags and coffee grounds

No thanks

- ✗ Liquids including milk and cooking oil
- ✗ Food packaging
- ✗ Loose food waste

Mixed recycling and packaging

Green wheelie bins, green lidded communal bins and red boxes* are for recycling paper, plastics, cans, cardboard and foil. (*Red boxes are only available to certain properties in the city centre).



Yes please

- ✓ Paper and unwanted mail
- ✓ Cardboard and clean drinks cartons
- ✓ Clean plastic bottles, pots, tubs and trays
- ✓ Clean cans, tins, foil and empty aerosols
- ✓ Envelopes

No thanks

- ✗ Plastic bags, wrappers, crisp bags and cling film
- ✗ Paper towels
- ✗ Plastic plant pots and toys
- ✗ Glass

Garden waste

Brown bins are for garden waste. *From October 2018 garden waste will be a service you have to pay for (£25 a year) and you will need to register and pay online to receive garden waste collections edinburgh.gov.uk/gardenwaste*



Yes please

- ✓ Flowers, plants and weeds
- ✓ Grass cuttings and leaves
- ✓ Hedge clippings, twigs and small branches

No thanks

- ✗ Animal waste and bedding
- ✗ Plant pots
- ✗ Soil and turf

**£25 a
year from
October
2018**

Paper recycling

Blue lidded communal bins are for recycling paper. Where not available, paper can go in mixed recycling bins.



Yes please

- ✓ Newspapers and magazines
- ✓ Unwanted mail
- ✓ Wrapping paper, not metallic
- ✓ Printed and shredded paper
- ✓ Other types of white paper

No thanks

- ✗ Plastic bags
- ✗ Glass
- ✗ Wrappers, crisp bags or photographs
- ✗ Polystyrene

Large items

If you have large unwanted items eg furniture, white goods or mattresses:

- phone the Re-use Line and have a charity collect reusable items for free on 0800 0665 820
- use our special uplift service (**£5 charge per item book online edinburgh.gov.uk/bulkywaste**).

Don't leave any items, including bin bags, next to bins. This is flytipping and it's illegal.

Yes please

- ✓ Mattresses
- ✓ Furniture
- ✓ TVs
- ✓ Washing machines
- ✓ Fridge freezers
- ✓ Carpets

No thanks

- ✗ Household waste
- ✗ Car batteries and tyres
- ✗ Pianos
- ✗ Storage heaters

**Special
uplifts £5
an item**

Glass

Blue boxes and purple lidded communal bins are for recycling glass bottles and jars.



Yes please

- ✓ Glass bottles – all colours
- ✓ Glass jars – all colours

No thanks

- ✗ Plastic bags
- ✗ Light bulbs, glass dishes, broken glass, ceramics, pyrex and window panes

Small electricals, batteries and textiles

Blue boxes can also be used for small electrical items and household batteries. We will also collect textiles as well as glass.



Yes please

- ✓ Small electrical items placed on top or next to the box, for example hairdryers and toasters
- ✓ Household batteries placed inside a clear bag and on top of the box
- ✓ Clothing, towels, clean sheets, pairs of shoes, placed inside a plastic bag
- ✓ Glass bottles and jars - all colours

No thanks

- ✗ Large electrical items, for example microwaves or larger items
- ✗ Duvets and pillows
- ✗ Light bulbs, glass dishes, broken glass, ceramics and pyrex

Recycling centres

Take your unwanted items to one of our three household waste recycling centres at Seafield, Craigmillar and Sighthill. Here are some of the things we accept there. Check our website for opening times.

No trade waste

Yes please	No thanks
✓ Garden waste	✗ Liquid paint
✓ Electrical items, including fluorescent tubes	✗ Fuels (petrol and diesel)
✓ Rubble, wood, timber, MDF and soil	✗ Explosives (fireworks, flares and airbags)
✓ Carpets, furniture, mattresses	✗ Firearms
✓ Cooking oil and dried out paint pots	✗ Fire extinguishers
✓ Toys, clothes and textiles	✗ Diving bottles for scuba-diving
✓ Gas bottles	✗ Poisons
✓ Cardboard, glass bottles and jars	✗ Asbestos or materials containing asbestos
✓ Scrap metal, tyres, car batteries, used engine oil	✗ Biological waste
✓ Non-recyclable waste	✗ Heavy metals (mercury, thermometers and barometers)
	✗ Any commercial or trade waste

Non-recyclable waste

Grey wheelie bins and black lidded communal bins should only be used for any waste that cannot be recycled.



Find out more about recycling on our website edinburgh.gov.uk/recycle



HAPPY TO TRANSLATE

www.edinburgh.gov.uk/its

0131 242 8181

Reference 18-3646

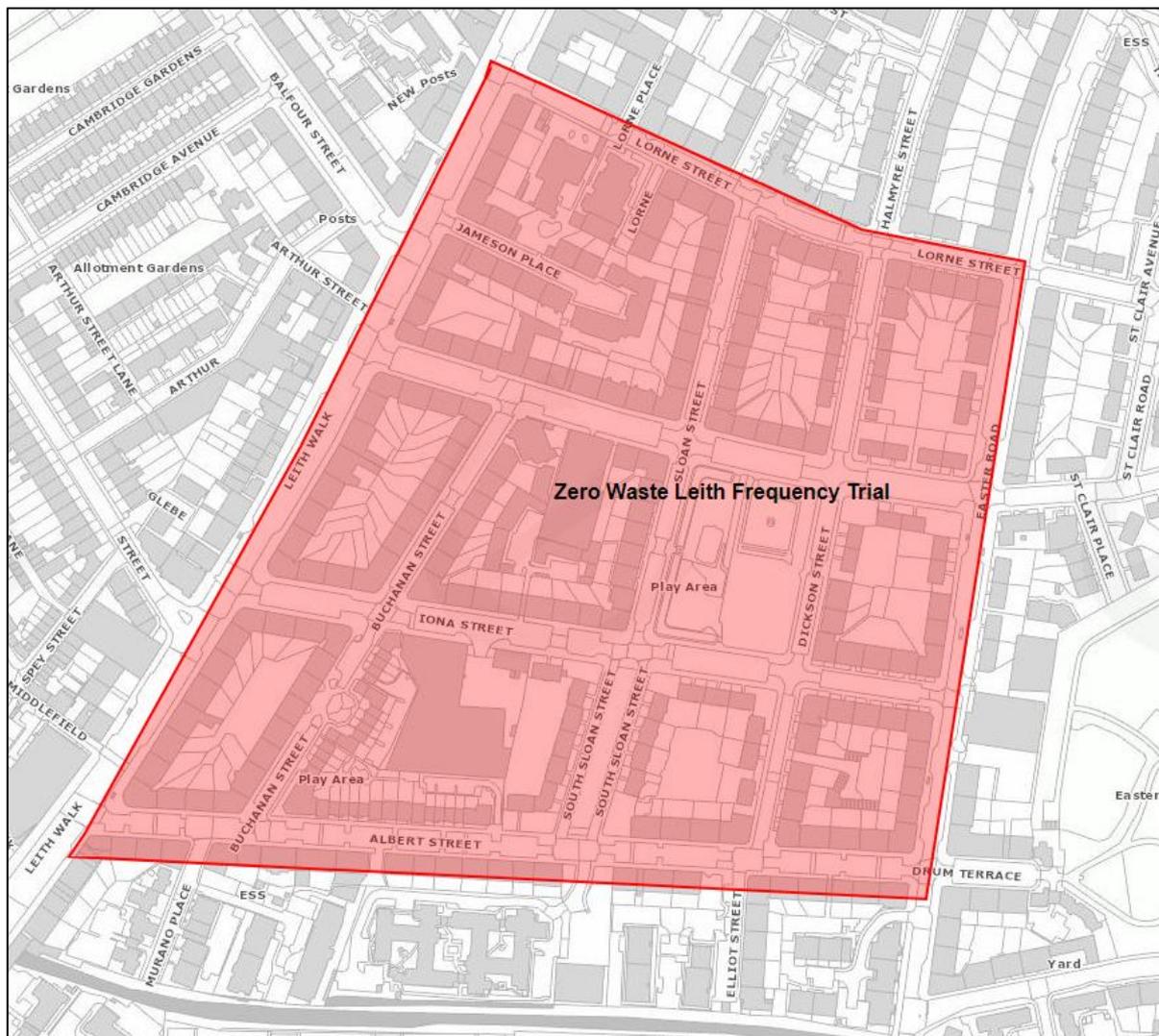
Zero Waste Leith (ZWL) increase frequency trial monitoring Report

Scope

- Assess impact on **landfill bin fill level** increasing collection frequency from twice a week to every other day
- Assess if **fly-tipping** instances are related to overflowing landfill bins
- Assess emerging trends on **residents' behaviour** that affect overflowing bins or fly-tipping instances.

Methodology

The trial took place in the area between Lorne Street and Albert Street including: Lorne Street, Lorne Square, Dalmeny Street, Iona Street, Albert Street, Buchanan Street, Sloan Street, South Sloan Street, Easter Road (part), Dickson Street and Jameson Place.



The trial started in March 2018 for 2 weeks monitoring prior the increased frequency followed by 4 weeks monitoring on every other day collection. Monitoring has been carried out the day before collection. For every monitoring day it has been recorded how full the 196 landfill bins were, if fly-tipping items were present at each location and any other particular situations (i.e. lid missing, car parked in front of the bins preventing collection).

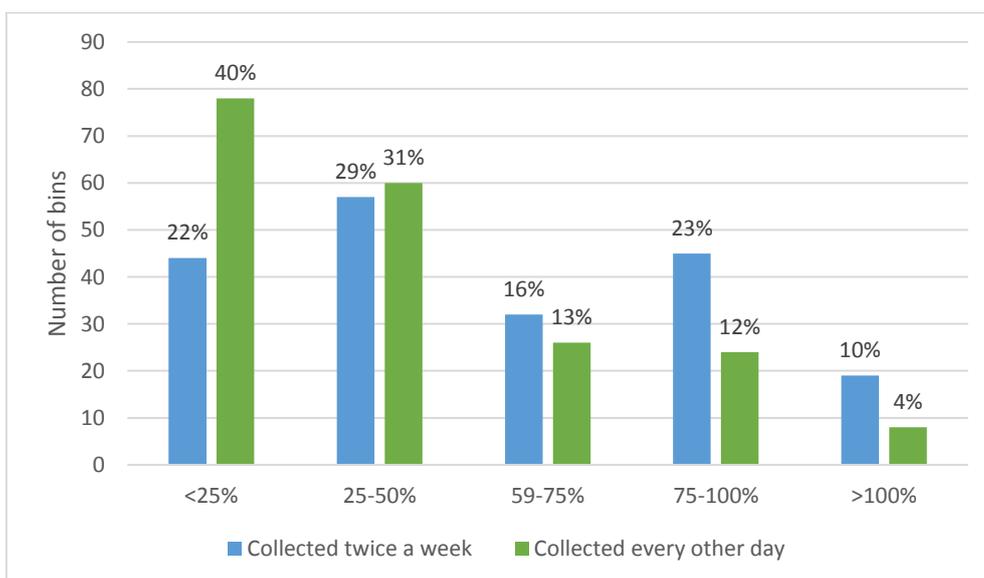
Landfill bins fill level

The monitoring programme results show that:

- the number of overflowing bins decreased on average from 19 bins beforehand to 8 bins afterwards (from 10% to 4% of the total bins monitored) for each monitoring day
- the number of nearly empty bins (<25% full) has increased on average from 44 bins beforehand to 78 bins afterwards (from 22% to 40% of the total bins monitored) for each monitoring day

bin fill level	Twice a week collection	
	number of bins	number of bins (%)
0-25%	44	22
25-50%	57	29
50-75%	32	16
75-100%	45	23
>100%	19	10
total	196	100

Every other day collection	
number of bins	number of bins (%)
78	40
60	31
26	13
24	12
8	4
196	100



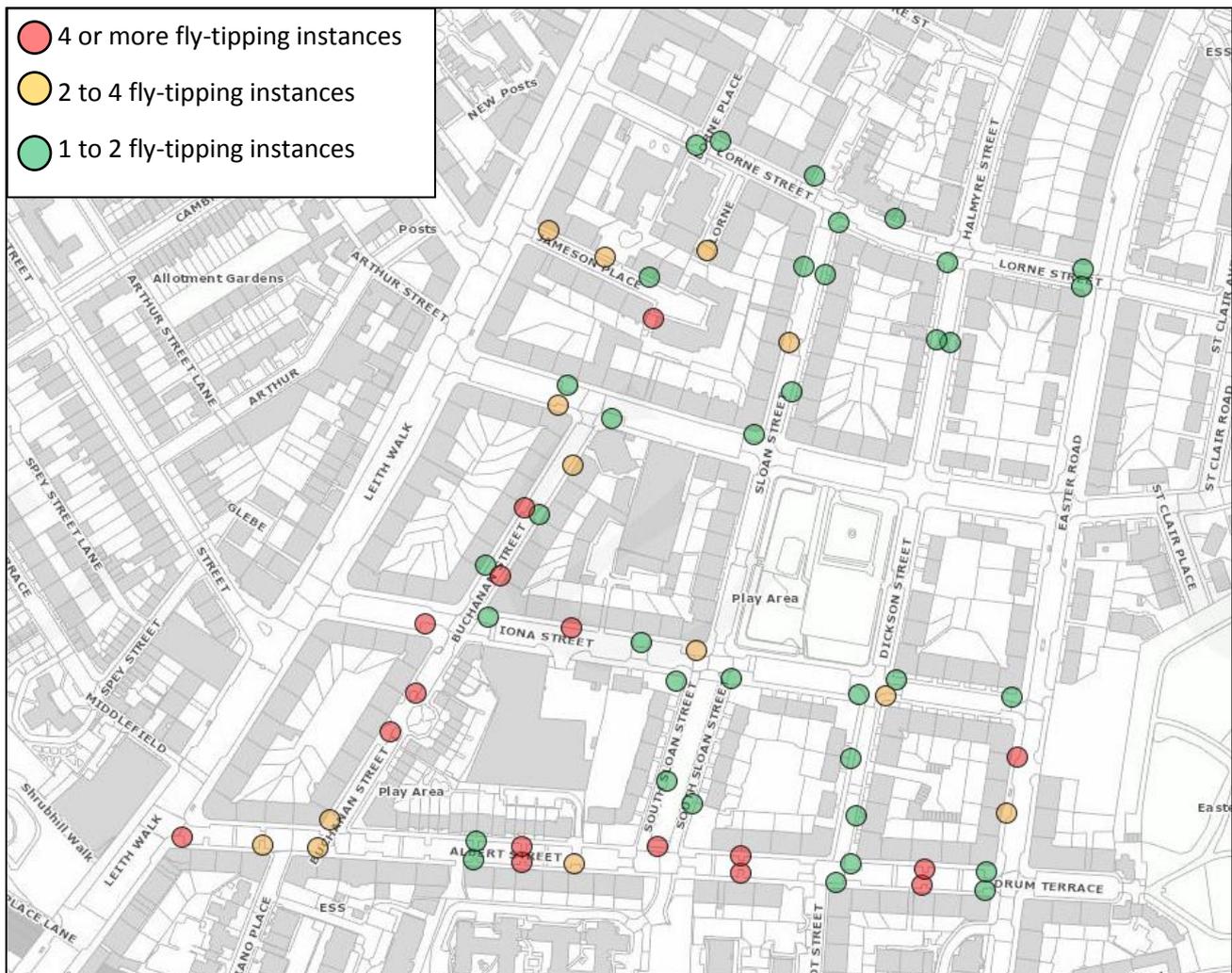
To date there has been 55% increase of 'nearly empty' (<25% full) landfill bins which suggests that, with every other day collections, the number of landfill bins on the streets could be reduced.

Recommendations

- Reduce the number of landfill bins of 10-20% and monitor how this impacts on the landfill bin fill level to assess if the number of 'nearly empty' bin decrease.

Fly-tipping

Instances of fly-tipping has also being monitored to see whether there is any correlation with the fill level of the bins. The monitoring programme shows that only 6% of fly-tipping can be related to overflowing bins (see pictures below). The rest of the fly-tipped items were either next to empty bins or too bulky (see pictures below) to be disposed within the bin (eg sofas, mattresses etc) and they did not use other ways of disposing of their unwanted household furniture. This aligns with the findings of Changework's Edinburgh Communal Recycling Consultation which showed most survey respondents were not aware of the Council's special uplift service. A fly-tipping map with hot-spots highlighted is presented below.





Item too bulky to be disposed within the bin (94% of the total fly-tipping instances)



Item too bulky to be disposed within the bin (94% of the total fly-tipping instances)



Item too bulky to be disposed within the bin (94% of the total fly-tipping instances)



Item too bulky to be disposed within the bin (94% of the total fly-tipping instances)



Black bags that could have been disposed within the bin but the bin is overflowing (6% of the total instances)



Black bags that could have been disposed within the bin but the bin is overflowing (6% of the total instances)

As shown in the picture above, at the locations 35 and 38 Buchanan Street the bins sit on opposite sides of the street less than 10m apart on a pedestrian friendly shared surface crossing. In few instances the bins at 35 Buchanan Street were overflowing or nearly full while the ones at 38 Buchanan Street were half full or nearly empty with capacity to still accept waste (See table below).

		24/03/2018		20/04/2018		24/04/2018		26/04/2018	
Street address		1st	2nd	1st	2nd	1st	2nd	1st	2nd
38	Buchanan Street	100	10	20	10	60	40	30	20
35	Buchanan Street	101	60	101	101	101	90	101	101

Locations at 28 and 29 Buchanan Street



As shown in the picture above, at the locations 28 and 29 Buchanan Street the bins sit on opposite sides of the street less than 10m apart. In few instances the bins at 29 Buchanan Street were overflowing or nearly full while the ones at 28 Buchanan Street were half full or nearly empty with capacity to still accept waste (see table below).

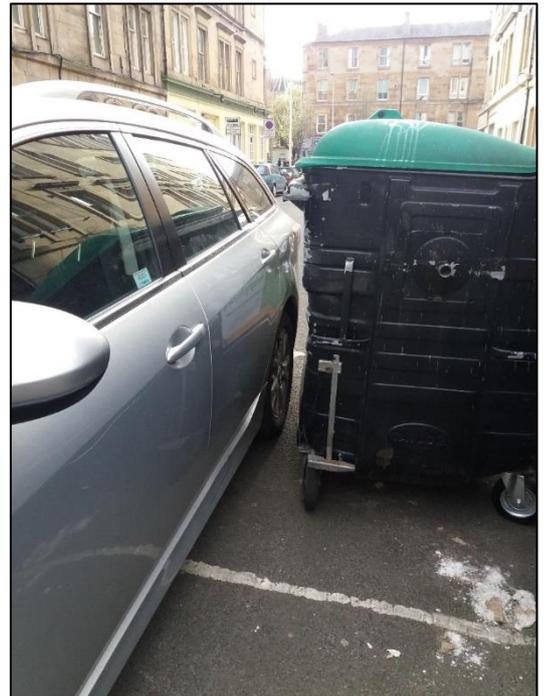
		20/03/2018		08/04/2018		18/04/2018	
Street address		1st	2nd	1st	2nd	1st	2nd
29	Buchanan Street	101	101	101	101	101	101
28	Buchanan Street	40	20	20	20	30	20

Recommendations

- Add stickers/panels to specific bins to inform residents that nearby bins can be used if the bin is full or overflowing to prevent dumping bags on the ground.
- Inform residents that any bin on the street can be used to dispose waste and recycling

Access Issues for Collection Crews

It has been noted that on occasions the bins were blocked by parked cars (see following pictures).



Recommendations

- add sticker/panel on back of the bin/bin housing facing the street with “no parking” signage
- have double yellow line in front of the bin location
- “no parking” marked in front of the bin location

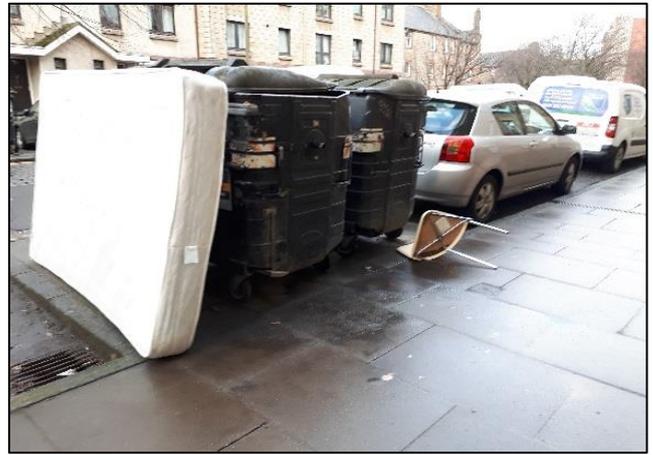
Access issues for residents

Residents had no access to the bins due to:

- Fly-tipping items in front or on the side of the bins
- Configuration of the bin layout (bins side to side)



Fly-tipping items in front or on the side of the bins



Fly-tipping items in front or on the side of the bins



Fly-tipping items in front or on the side of the bins



Configuration of the bin layout (bins side to side)



Configuration of the bin layout (bins side to side)

Use of the landfill bins depending on lid type, aperture and flap

Bin with no lid		
		<ul style="list-style-type: none"> - Residents: Bigger bags can be disposed - Residents: No touching the bin lid or the flap to dispose small and big waste bags - Collection Crews: less potential fly-tipping bags on bin side
		<ul style="list-style-type: none"> - Residents/Collection Crew: tend to overflow compare to other bins with aperture/flap - Residents/Collection Crews/Street Cleaning Crews: seagulls accessing the waste bags with consequent mess around bin location and litter. - Collection Crews: if raining the bin will fill with water making the bin heavy and difficult to collect
Bin with open lid with no aperture		
		<ul style="list-style-type: none"> - Residents: bigger waste bags can be disposed - Collection Crews: less potential fly-tipping bags on bin side if residents lift the lid
		<ul style="list-style-type: none"> - Residents/Collection Crews: bin tend to overflow compare to other bins with aperture/flap - Residents: Need to touch the lid to dispose big waste bag - Residents/Collection Crews/Street Cleaning Crews: if lid left wide open seagulls accessing the waste bag with resulting messy around bin location and litter.
Bin with open lid with aperture no flap		
		<ul style="list-style-type: none"> - Residents: No touching the bin lid with small bag - Residents: Bigger bags can be disposed lifting the lid - Collection Crews: less potential fly-tipping bags on bin side if residents lift the lid
		<ul style="list-style-type: none"> - Residents: need to touch the lid to dispose big waste bag - Residents: Only small waste bag can be dispose through the flap - Residents/Collection Crews/Street Cleaning Crews: if lid left wide open seagulls accessing the waste bag with resulting messy around bin location and litter.

Bin with open lid with aperture with flap		
		<ul style="list-style-type: none"> - Residents: Bigger bags can be disposed lifting the lid - Collection Crews: less potential fly-tipping bags on bin side if residents lift the lid
		<ul style="list-style-type: none"> - Residents: only small waste bag can be dispose through the flap - Residents: Need to touch the flap to dispose of waste and the lid for big waste bag or items - Residents/Collection Crews/Street Cleaning Crews: if lid get wide open seagulls accessing the waste bag with consequent messy around bin location and litter

Bin with locked lid with aperture with no flap		
		<ul style="list-style-type: none"> - Residents: No touching the bin lid with small bag - Waste management: no bulky items in the general waste stream
		<ul style="list-style-type: none"> - Residents: Only small waste bag can be dispose through the flap - Residents/Collection Crews/Street Cleaning Crews: if lid get wide open seagulls accessing the waste bag with consequent messy around bin location and litter. - Collection crews/Street Cleaning Crews: likely big waste bag at side bin (fly-tipping) as the big waste bag doesn't fit the flap.

Bin with locked lid with aperture with flap		
		<ul style="list-style-type: none"> - Waste management: no bulky items in the general waste stream
		<ul style="list-style-type: none"> - Residents: Need to touch the flap to dispose of waste - Residents: bigger waste bag and bulky items cannot be disposed within the bin - Collection crews/Street Cleaning Crews: likely big waste bag at side bin (fly-tipping) as the big waste bag doesn't fit the flap.

Recommendations

- internal discussion on which lid/aperture/flap the bin need to have