

Transport and Environment Committee

10.00am, Thursday, 16 May 2019

Communal Bins in Muirhouse - review of the Council's approach to waste disposal and bin storage in the high rise blocks and other communal living arrangements in Muirhouse

Executive/routine	
Wards	1 - Almond
Council Commitments	C23, C25

1. Recommendations

- 1.1 It is recommended that Committee:
- 1.2
 - 1.1.1 notes the content of this report; and
 - 1.1.2 refer this report to the Housing and Economy Committee on Thursday 6 June 2019 for consideration, as per the motion request.

Paul Lawrence

Executive Director of Place

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Report

Communal Bins in Muirhouse - review of the Council's approach to waste disposal and bin storage in the high rise blocks and other communal living arrangements in Muirhouse

2. Executive Summary

- 2.1 This report reviews the issues around waste and recycling bins provision in the high rise blocks and other communal blocks in Muirhouse and proposes an action plan.

3. Background

- 3.1 The report responds to the motion submitted by Councillor Hutchison at [North West Locality Committee on 14 November 2018](#) which:
- 3.1.1 Requests a report to the Transport and Environment Committee and the Housing and Economy Committee in two cycles comprising a review of the Council's approach to waste disposal and bin storage in high rise blocks and other communal living arrangements, comprising:
 - 3.1.1.1 An analysis of the current situation with regard to waste disposal in Muirhouse including a review of bin store positioning and layout and the use of garbage chutes.
 - 3.1.1.2 An appraisal of whether a lack of bins is responsible for the current situation of overflowing bins and waste strewn bin stores.
 - 3.1.1.3 An action plan and timeline to improve conditions in Muirhouse with regard to waste disposal.

4. Main report

- 4.1 Officers from Waste and Cleansing Services, Housing Operations and the North West Locality met to review the issues and develop an action plan to address the concerns about waste and cleansing in high rise buildings (HRB) and communal living arrangements in Muirhouse in line with Councillor Hutchinson's motion.

- 4.2 The properties assessed are included in the action plan and the report includes a mixture of high-rise and low-rise blocks:
- 4.2.1 The high-rise blocks are: Oxcars Court, Inchmickery Court, Birnies Court, Gunnet Court, Fidra Court and May Court.
- 4.2.2 The low-rise blocks are: 1 Muirhouse View, 2 Muirhouse View, 4 Muirhouse View, 130 Pennywell Medway and 132 Pennywell Medway.
- 4.3 The main issues considered were:
- 4.3.1 Officers discussed how the issues related to blocked chutes when the non-recyclable bins are not collected on the scheduled days. It has been noted that non-recyclable bins from some of the blocks are collected as per schedule but some of the blocks are not.
- 4.3.2 Some of the blocks are provided with recycling bin areas. In particular, the recycling bins area in front at Birnie's Court and opposite Fidra Court are experiencing issues with fly-tipping. It has also been noted that the recycling bin area opposite Fidra Court are being misused by passers-by using a nearby path which leads from the residential area to the bus stop at the main road.
- 4.4 Considering the above, the proposed an action plan that includes:
- 4.4.1 Waste and Cleansing Service to ensure all the waste and recycling bins are recorded correctly on the Asset Management system (Confirm), with the appropriate details including location. This action was completed in February 2019.
- 4.4.2 Waste and Cleansing Services to reiterate to collection crews the locations of each type of waste and recycling bins and frequency of collection. This action was completed in February 2019.
- 4.4.3 A proposal for a revised waste and recycling bin provision for the blocks mentioned above is attached at Appendix 1. The aims of the action plan are:
- to provide all properties included in the report with a fully integrated recycling service within a confined area;
 - provide additional non-recyclable waste capacity within the recycling bin area to provide relief and prevent contamination of mixed recycling bins; and
 - to improve the streetscape and prevent fly-tipping issues of recycling and non-recyclable waste bags excess on the ground.
- 4.5 The proposed action plan has been shared with Councillor Hutchison.

5. Next Steps

- 5.1 Implementation of the action plan will be progressed as outlined in Appendix 1.

- 5.2 Following the implementation of the action plan, a monitoring period will be in place in collaboration with the Housing Block Manager/Team Leader to assess if the measures in place have had a positive impact. If the measures do not mitigate the issues, revision of the collection schedule will need to be assessed.
- 5.3 The action plan is in line with the aims of the Communal Bin Review project to:
- 5.3.1 Increase and improve recycling services to residents in multi-occupancy and flatted properties providing integrated waste and recycling services (each location aiming to have residual waste, recycling, food waste and glass).
 - 5.3.2 Review the existing bin locations to develop more formalised collection hubs to improve the perception of the service and enhance the streetscape.
 - 5.3.3 Improve overall recycling performance and service reliability.
 - 5.3.4 Ensure the service reflects changes to legislation and policies within and outwith the Council.

6. Financial impact

- 6.1 The new waste and recycling area between Inchmickery Court and Birnie's Court is part of the Neighbourhood Environment Programme (NEP) programme.
- 6.2 The purchase of additional waste and recycling containers will be met from the Council's revenue budget.

7. Stakeholder/Community Impact

- 7.1 Waste and Cleansing Services, Housing Operations and North West Locality have worked collaboratively to ensure the action plan meets with residents and community needs. The action plan has also been shared with Councillor Hutchison.
- 7.2 Improvement in the quality of Waste and Cleansing Service will contribute towards a reducing the amount of waste to landfill or energy recovery, increasing the amount of recycling and improving the quality of Edinburgh's local environmental quality.

8. Background reading/external references

- 8.1 Not applicable.

9. Appendices

- 9.1 Appendix 1 – Action Plan for the Communal Bin in Muirhouse

Communal Bins in Muirhouse - review of the Council's approach to waste disposal and bin storage in the high rise blocks and other communal living arrangements in Muirhouse

11.1 Motion by Councillor Hutchison - Communal Bins in Muirhouse

Committee

- (i). Recognises that adequate provision of suitable waste receptacles is essential to maintaining a clean and safe living environment in communal blocks and that a lack of bins can lead to fly-tipping, unsanitary and unsafe conditions in bin stores and creates a living environment which is undesirable for residents.*
- (ii). Acknowledges that Officers in Waste have confirmed that the current provision of bins in the Muirhouse flats is in line with Council policy.*
- (iii). Acknowledges the work already being undertaken by Officers to review the Council's communal bins policy.*
- (iv). Requests a report to the Transport and Environment Committee and the Housing and Economy Committee in two cycles comprising a review of the Council's approach to waste disposal and bin storage in high rise blocks and other communal living arrangements, comprising;*
 - a. An analysis of the current situation with regard to waste disposal in Muirhouse including a review of bin store positioning and layout and the use of garbage chutes.*
 - b. An appraisal of whether a lack of bins is responsible for the current situation of overflowing bins and waste strewn bin stores.*
 - c. An action plan and timeline to improve conditions in Muirhouse with regard to waste disposal.*

Scope

High-rise blocks included: Oxcars Court, Inchmickery Court, Birnies Court, Gunnet Court, Fidra Court and May Court

Low-rise blocks: 1 Muirhouse View, 2 Muirhouse View, 4 Muirhouse View, 130 Pennywell Medway and 132 Pennywell Medway

After a meeting between Waste and Cleansing Services and different Housing department team officers on the 14th January 2019, further site survey with the Block Manager/Team Leader of the high-rise blocks carried out on the 25th February and walk around with Councillor Hutchison on 5th March the following will be actioned:

Action Plan

- Waste Services to update records for all type of containers (non-recyclable waste, recycling, food waste and glass). Action completed. DONE.
- Waste Services to update locations of all containers on CONFIRM and communal bins maps. DONE.
- Waste Services to inform Operational of any updates and confirmation on collection schedule especially for non-recyclable waste bins (Monday and Thursday). DONE
- Proposal to be developed on provision of recycling, increase the capacity for non-recyclable waste etc. Promotion of recycling bins usage through ad-hoc posters to be displayed within the blocks.

Summary of the proposal:

Oxcars Court	Create a waste and recycling area within the existing fenced area removing its front for easier access. Move the 2 x 1280L mixed recycling bins and the 1 x 500L food waste bin from the street/pavement into the new waste and recycling area. Add 2 x 1280L mixed recycling bins to provide more recycling capacity, add 1 x 660L glass bin as at the moment there is no glass facility at the site and add 2 x 1280L non-recyclable waste bins.
	Remove the existing paper static bin as paper is collected within the mixed recycling bins. (Static paper bin has been removed February 2019).
Inchmickery Court and Birnie's Courts	The North West Housing Locality is working through the Neighbourhood Environment Programme (NEP) to create a waste and recycling area to move the recycling bins from the front of Birnie's Court and Inchmickery Court to this new location.
Gunnet Court	Add 2 x 1280L mixed recycling bins near the 1 x 1280L glass and the 1 x 500L food waste bin to provide more recycling capacity.
Fidra Court	Add to the existing recycling facilities, 2 x 1280L mixed recycling bins to provide more recycling capacity and add 2 x 1280L non-recyclable waste bins to provide general waste capacity relief and prevent contamination to the nearby recycling bins.
	It has been agreed that the North West Locality Housing Team will investigate the potential for screening of the waste and recycling bin area and possibly removing access to the recycling and waste area from the path leading to the bus stop and restrict access from the front of it to prevent overflowing issues and fly-tipping.
May Court	May Court is provided with 2 x 1280L mixed recycling bins and 1 x 500L food waste bin. Residents at May Court will be able to use the recycling bin area opposite Fidra Court

- monitoring of collections of non-recyclable waste bins in the following few weeks/month with support from the Block Manager/Team Leader to assess if the measures put in place will have a positive impact. If the measures will not mitigate the issues, revision of the collection schedule would need to be carried out with potential increase of non-recyclable waste bins collection frequency to 3 times per week or increase number of non-recyclable waste bins where needed (i.e. extra 2/3 x 940L non-recyclable waste bins nearby the bin-chute or increase of 1280L non-recyclable waste bins in the designated waste and recycling bin areas).

Oxcars Court

Action Plan

- Update record for non-recyclable waste bins: 6 x 940L chamberlain bins collected Monday and Thursday DONE
- Update location of all containers on CONFIRM and communal bins maps DONE
- Remove the paper static as service not provided anymore. (Done w/c 25th February). Paper can be recycled in the green lidded mixed recycling bin. DONE

Proposal

Create waste and recycling area within the fence:

- remove the front of the fence and tidy up the floor area
- move 2 x 1280L mixed recycling bins
- move 1 x 500L food waste
- add 2 x 1280L mixed recycling bins
- add 2 x 1280L non-recyclable waste bins collected as the 6 x 940L chamberlain bins
- add 1 x 660L glass bin

The above will provide:

- Fully integrated recycling service within a confined area
- remove bins from the road and the pavement
- provide residual waste capacity relief and nearby recycling bins to prevent contamination



Erica Manfroi

Inchmickery Court and Birnie's Court

Action Plan

- Update record for non-recyclable waste bins: 6 x 940L chamberlain bins collected Monday and Thursday DONE
- Update location of all containers on CONFIRM and communal bins maps DONE

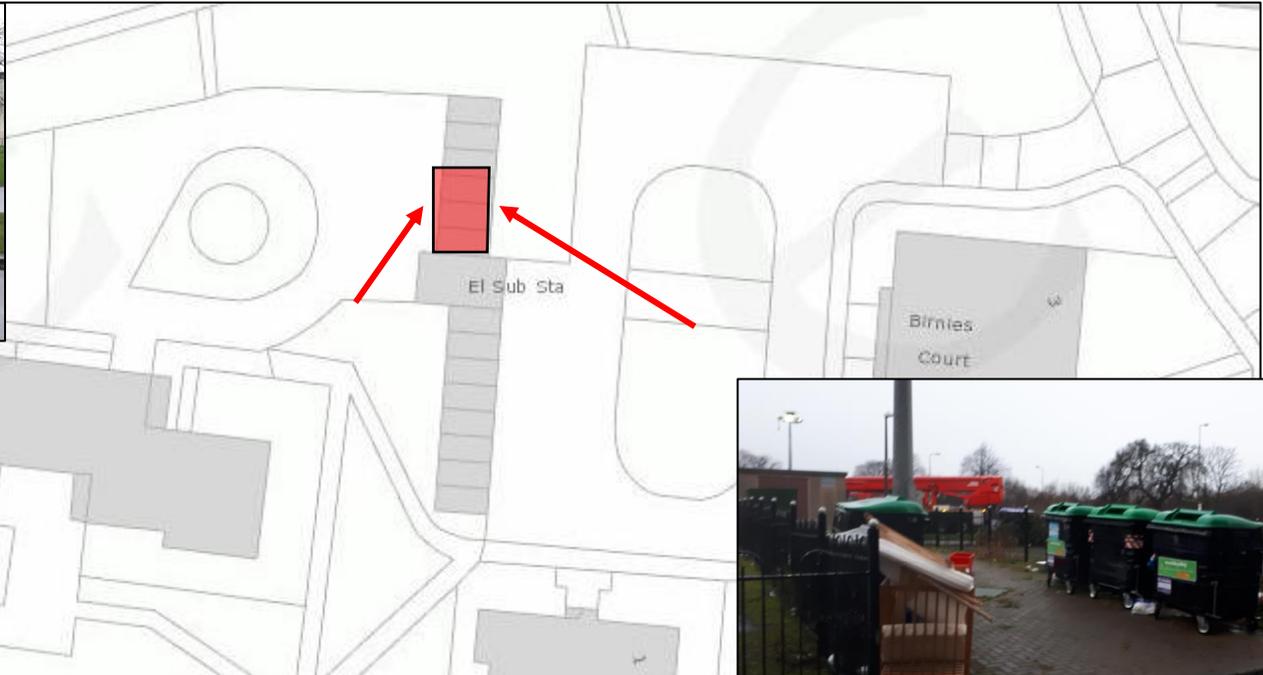
Proposal

David Stevenson, Team Leader for the Housing North West Locality is working on creating a waste and recycling area to allocate the recycling bins from the front of Birnie's Court and Inchmickery Court to this new location.

- Check with David Stevenson number and type of bins including adding 2/3 non-recyclable bins to prevent contamination
- 1 Muirhouse View residents would be able to access the bin area for recycling.

The above will provide:

- Fully integrated recycling service within a confined area
- remove bins from the road and the pavement
- provide residual waste capacity relief and nearby recycling bins to prevent contamination



Gunnet Court

Action Plan

- Update record for non-recyclable waste bins: 3 x 940L chamberlain bins collected Monday and Thursday DONE
- Update location of all containers on CONFIRM and communal bins maps DONE

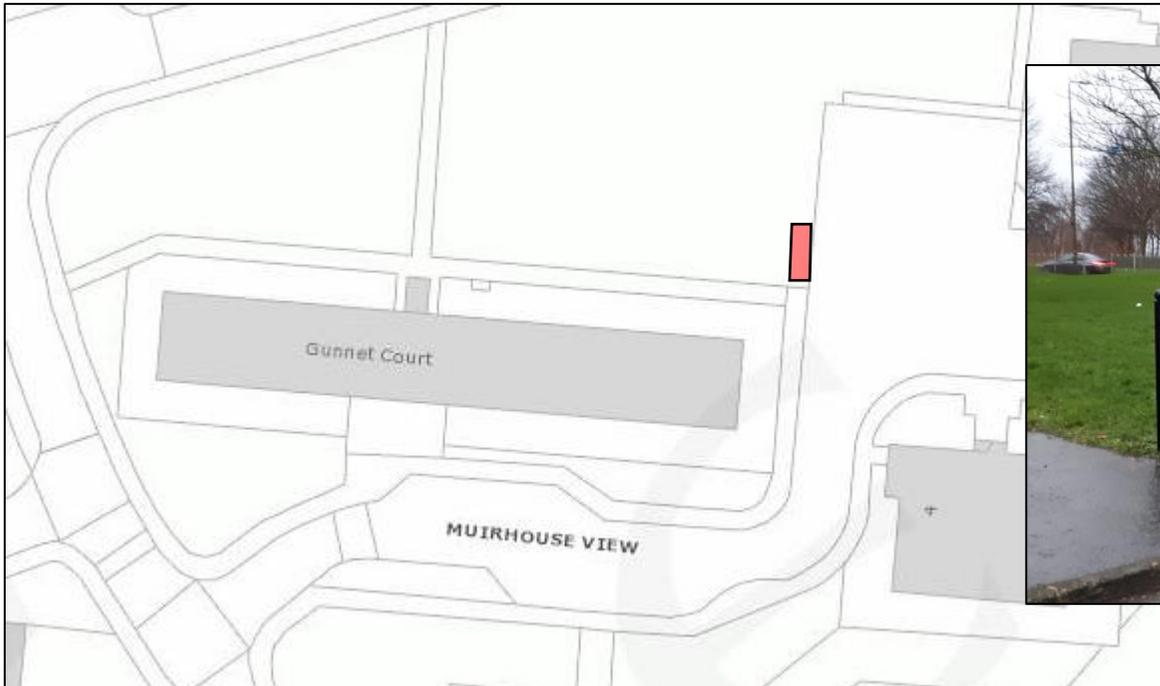
Proposal

- Add 2 x 1280L mixed recycling bins in the bin area at the side of the building
- 2 Muirhouse View and 4 Muirhouse View to use the bin area for recycling

The above will provide:

- Fully integrated recycling service within a confined area

If required in a second moment increase the bins area to include 2 x 1280L non-recyclable waste bins to prevent contamination of recycling bins and provide relief capacity for non-recyclable waste



Fidra and May Court

Action Plan

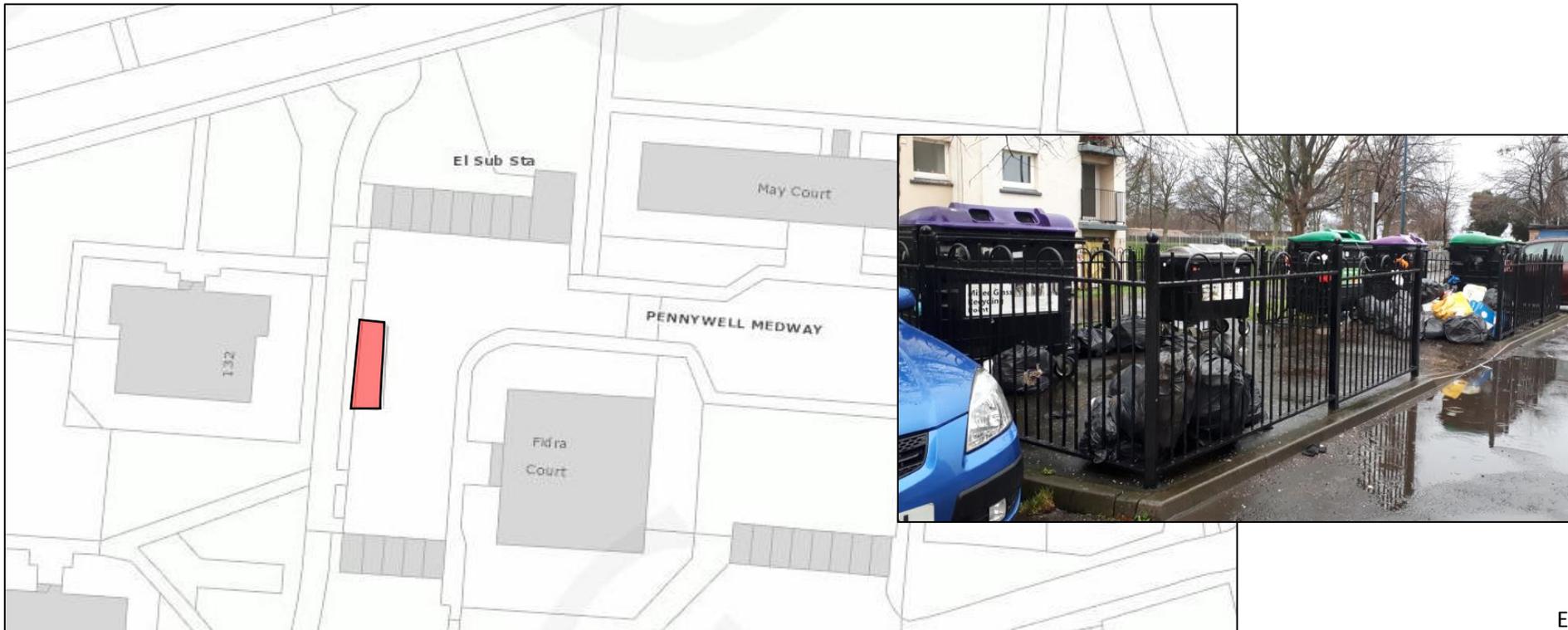
- Update record for non-recyclable waste bins: 6 x 940L chamberlain bins collected Monday and Thursday DONE
- Update location of all containers on CONFIRM and communal bins maps DONE

Proposal

- Add 2 x 1280L mixed recycling bins into the bin area in the communal area side of Fidra Court
- add 2 x 1280L non-recyclable waste bins collected as the 6 x 940L chamberlain bins
- 132 Pennywell Medway and 130 Pennywell Medway to use the bin area for recycling
- Housing to look into potential screening/restricted access bin area possibly closing the access from the path leading to the bus stop to prevent overflowing issues and fly tipping.

The above will provide:

- Fully integrated recycling service within a confined area
- provide residual waste capacity relief and nearby recycling bins to prevent contamination



Transport and Environment Committee

10.00am, Thursday, 16 May 2019

Review of Chargeable Garden Waste Policy

Executive/routine
Wards Citywide
Council Commitments

1. Recommendations

- 1.1 It is recommended that Committee:
- 1.1.1 approve the revised policy (Appendix 3), and note that the Terms and Conditions will be updated in line with this.
 - 1.1.2 approve that the £25 charge will be frozen for 2019/20 but that the service will cease for a four week period over Christmas (two collection cycles) to allow resources to be used to provide resilience to other services in the festive period.
 - 1.1.3 notes the steps which are being taken to address any remaining customer concerns on an individual basis and discharge the motion pertaining to a refund scheme.
 - 1.1.4 notes the extent to which the service has outperformed its initial targets in terms of service uptake, and that the next registration period is anticipated to take place between 26 June and 7 August 2019.

Paul Lawrence

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Review of Chargeable Garden Waste Policy

2. Executive Summary

2.1 The report reviews the policy and terms and conditions relating to the chargeable garden waste service following the first year of operating the chargeable service, and additionally, responds to the following motion raised by Councillor Lang at Full Council on [22 November 2018](#), as follows:

1) Council notes:

a) The new annual charge for the collection of garden waste which came into force in October 2018. The promise made by the coalition administration that the new charge would lead to an improved service for residents who opted to pay it through more frequent collections.

b) The considerable problems which have emerged since the new collection scheme came into effect with residents reporting multiple cases of missed collections forcing them to put garden waste into landfill or transporting garden waste to recycling centres.

2) Council welcomes the apology issued by the Leader of the Council for the overall level of service seen on waste collection since the new collection schedule commenced but believes further action is needed to reassure residents and respond to concerns.

3) Council therefore agrees to seek a report to the Transport and Environment Committee within two cycles setting out the options to introduce a refund scheme for those who have paid the garden waste charge but where the service provided falls below a certain minimum standard.

3. Background

3.1 In setting the budget for 2018/19 elected members agreed to introduce a charge for garden waste collections. This charge was introduced in October 2018, and was communicated to householders from June 2018.

3.2 This is a non statutory service, and as such the majority of Councils in the United Kingdom (UK) charge for it. Householders can continue to dispose of garden waste at Household Waste Recycling Centres with no additional charge.

- 3.3 A project team was convened to develop the detailed policy and implement the changes.

4. Main report

- 4.1 In October 2018, the service moved from a three weekly to a two weekly collection cycle all year round; with the annual charge of £25 per bin per year, (with exemptions for key population groups (e.g. people in receipt of Council Tax Reduction)).
- 4.2 The charge aims to recover the additional cost of collecting garden waste. The cost of composting the waste once collected continues to be paid for through general funds and is lower than alternative disposal routes.
- 4.3 Customers are encouraged to register and pay online using a 'mygov' account. Alternative options were provided - cash and card at local offices; telephone payment, and cheque. In particular the service allows the flexibility to register more than one address e.g. multiple properties for a relative who is unable to do so themselves.
- 4.4 The service operates on a fixed year October - September (i.e. you register in the summer, the routes are built over a period of approximately eight weeks and the permits and calendars are sent to customers for the service to start in October). The use of a rolling year was considered however, following feedback from other Councils, this was not taken forward on the grounds of administrative complexity.
- 4.5 Two additional fixed registration windows were provided to register but all permits are valid until the end of September no matter when they started. This is designed to offer an opportunity for (mainly) new residents to join the service. However, based on the experiences of other Councils, registration is not permitted outwith these periods, and the £25 bin charge remains the same regardless of when you join.

Customer Response

- 4.6 Appendix 1 sets out the outcomes in terms of customer activity, i.e. how many joined the service, and the routes used to do so.
- 4.7 The vast majority of customers (83%) used the online option. 67,435 customers joined the service and ordered 73,292 permits. 9.63% of customers (10.47% of permits) were exempt from paying for the service.
- 4.8 Most customers registered during the first registration period. Approximately 1,850 registered in the most recent window.
- 4.9 Versus the initial target of 56,700 customers (households and permits) it is clear that the service is considerably over-performing against the original business case.

Policy Review

- 4.10 It is proposed to freeze the annual charge at £25 per bin for the second year.

- 4.11 The policy outlined in Appendix 3 has been reviewed to take account of lessons learned in the first year. Proposed changes to the policy are highlighted in yellow, and are primarily aimed at ensuring clarity rather than being an active policy change. The key points to note are as follows:
- 4.11.1 It is proposed that the service will cease for a four week period over Christmas, to allow resources used to provide resilience to other collections in the festive period. This appears to be in line with the practice in other Councils and is partly offset by the proposed price freeze.
 - 4.11.2 The eligibility criteria, the fixed year (October-September) and the exemption criteria have been made clearer. There was evidence of both genuine mistakes and deliberate fraud in the exemption scheme. No changes have been made to the exemptions themselves although this will be reviewed on an ongoing basis.
 - 4.11.3 Where bins are shared (typically in a tenemental area) it has been made clearer that that the bin will be allocated to a specific property. This is to prevent confusion around where the bin is and help resolve any questions or complaints more efficiently.
 - 4.11.4 We will no longer write to every household annually, as the uptake in communal bin areas is extremely low. We will instead write only to households in kerbside collection areas. This will be accompanied by a comprehensive communications campaign, including traditional and social media channels. The use of direct messaging where practicable is being investigated.

Service Failures and Refunds

- 4.12 It is acknowledged that the initial introduction of the service immediately after the rerouting for four day week did lead to problems. These were exacerbated by staff shortages over the festive period. These issues are explained in more detail in separate reports to this Committee.
- 4.13 Overall the service appears to have bedded in and be working normally.
- 4.14 The service's approach to complaints has always been to put them right. The terms and conditions state that where a collection is missed, the crew will come back and do it, unless there are exceptional circumstances (e.g. severe weather) outwith the Council's control. This is line with the approach of other Councils.
- 4.15 There are a range of reasons for missed collections e.g. crew errors or vehicle failure, and incorrect data being submitted by the customer.
- 4.16 Partial refunds are not issued on an ongoing basis. The cost of each individual uplift over a full year is 96p, so to do so would be impracticable and disproportionately expensive.
- 4.17 Where a genuine problem of ongoing service failure is identified, and the customer prefers this course of action, in extreme cases a full refund may be provided and

the service ceased.

Registration and Payment

- 4.18 The use of digital channels to register and pay for services is Council policy.
- 4.19 This will impact on the chargeable garden waste service in this second year. Registration will again be primarily online. Telephone payments will also be taken, and cash and card payments will be available at the following two locations: High Street and Wester Hailes Locality office at Westside Plaza. Cheques will no longer be accepted to pay for Council services by the summer as they are no longer financially viable to process.
- 4.20 The Waste and Cleansing Service work with Customer and Communication colleagues to communicate these changes as clearly as possible but Committee is asked to note that the service is unable to provide additional payment options in individual cases.

Tonnage Performance

- 4.21 For the financial year just ended the tonnage performance for the garden waste service is lower - this is primarily related to the previous introduction of the three weekly collection cycle, and above all to the hot dry weather reducing growth in what would normally be the main summer period.
- 4.22 Since the introduction of the charge, the garden waste tonnage for October-February 2018/19 overall from all sources is down 952 tonnes, while the kerbside tonnage itself is down exactly 1,000 tonnes when compared to the same period for the previous year.
- 4.23 At the outset it was made clear in the Business Case that this was an expected outcome of introducing a charge, although so far there seems to be little or no evidence of this material transferring to landfill or energy recovery. Again this is in line with the expectation that some people would divert waste to home composting or switch to mulching grass in situ.
- 4.24 Garden waste tonnages are highly vulnerable to change due to the impact of climate and growing seasons. This is the most recent available data at the time of writing, and will be kept under review. However in principle this does appear consistent with the initial Business Case.

5. Next Steps

- 5.1 The campaign to promote the second year of the chargeable service will commence in summer, and registration is anticipated to be from 26 June - 7 August. All relevant documentation including marketing materials, website and terms and conditions will be updated to reflect the changes to the policy.

- 5.2 This will be followed by a second window in winter to offer the service to people who move to Edinburgh during the year, or who did not sign up then changed their minds.
- 5.3 This service will continue to look at ways in which the period following registration and collections commencing can be reduced to improve the service for customers.

6. Financial impact

- 6.1 The overall financial performance of the service remains in line with the objectives set out in the original business case.

7. Stakeholder/Community Impact

- 7.1 The review of the policy takes into account learning points from the first year of the chargeable service, and many of the changes are specifically designed to improve clarity based on feedback from customers.
- 7.2 The recommendation to cease the garden waste collection for a period of four weeks in the Festive season is designed to enhance the resilience of other services at a time when there is less demand to dispose of garden waste and there is a particular risk of disruption to those other services.
- 7.3 Charging for the garden waste service allows the continued provision of this non statutory service at a time when the Council faces significant funding pressures, so that it can contribute to the diversion of waste from landfill or energy recovery.

8. Background reading/external references

- 8.1 The existing policy is published on both the Council's Policy Register, and the [garden waste webpages](#)

9. Appendices

Appendix 1 Garden waste customer transaction demographics.

Appendix 2 Garden Waste Collections: Scottish Councils Comparison.

Appendix 3 Chargeable Garden Waste Policy Revised March 2019.

Appendix 1 - Garden waste customer transaction demographics

Transaction profile

Method	Count	Percentage
Web	55968	83%
Phone	6941	10.3%
Locality office (cash & card)	4526	6.7%
Total	67435*	100%

*the number of customers who have registered for the service, not the number of permits issued

Transactions at Locality Offices

Office	Count
East Local Office	554
Drum Brae Hub	311
High Street	825
Kirkliston	87
North Local office (Pilton)	586
South Local Office (Captains Road)	861
South Queensferry	98
West Local Office (Wester Hailes)	1204
Total	4526

*cash and card payments

Transactions by Registration Period

Registration Period	Percentage
18 June-22 July 2018	84%
1-16 October 2018	13%
4-19 February 2019	3%

Appendix 2 - Garden Waste Collections: Scottish Councils Comparison

Council	Annual Charge	Service Design
Midlothian	£35 per bin	Fortnightly, mid March- mid November only
Perth and Kinross	£30 per bin	Fortnightly, all year (same bin also provides food waste collection).
Angus Council	£27.50 per bin	Fortnightly, no collections December or January
Highland Council	£35	Fortnightly, end February to end November only
The City of Edinburgh current	£25	Fortnightly, all year
The City of Edinburgh Proposed	£25	Fortnightly, service stops for 4 weeks (2 collections) in winter to provide resilience to other services.

Chargeable Garden Waste Policy Revised March 2019 v2

Provision of Garden Waste Collection

- Our aim is to make the garden waste collection service available to as many households as is practicable, provided we are able to operate an efficient collection route and that it is operationally feasible to provide the service.
- This is not a statutory service; there is an annual charge for providing this service.
- The charge does not include the cost of composting the material collected.
- The service will operate every two weeks, and the collection dates will be advertised on our website. The service will cease for a period of 4 weeks (i.e. two collection cycles) in winter.
- A variation of the service is available on defined streets in the Colinton area. This service is provided by Tiphereth/Colinton Community Compost. Residents in those streets who register to receive a garden waste collection will receive the sack based service as provided by Tiphereth, and not the standard brown bin service provided by the Council.

Eligibility

- This service is provided for the collection of household waste.
- The Council does not operate a commercial waste collection service, and commercial premises (including bowling greens and similar clubs) are not eligible to receive the service
- Ambassadorial and other embassy premises may be eligible to receive the service but will be required to register and pay for it in the normal way.
- Places of worship premises may be eligible to receive the service but will be required to register and pay for it in the normal way
- Council premises who request the service will be able to do so but must register and pay for the service.
- Organisations who operate community gardens on Council premises may receive the service but must arrange this through the Council service (e.g. libraries, housing, etc) who are responsible for that land, and they will be required to pay for the service.

Exemptions from Payment

- Some people do not have to pay to use the garden waste service, however they must still register to use the service using either their mygov account or one of the other registration routes.
- People who need to register for the service but do not have to pay for it are:
 - People who are in receipt of the welfare benefit Council Tax Reduction (previously called Council Tax Benefit)
 - People who live in a household where someone is registered with Council Tax as being Severely Mentally Impaired

- People who receive the Council's Garden Aid service AND are also exempt from paying for it.

Paying for the service

- The annual charge covers a full 12 month period which runs from October to September. Collections will be suspended for a 4 week period (2 collections) in winter.
- The registration period for the year will take place in June/ July. If you subsequently join the service during a later registration period, you will still be required to pay the full annual charge.
- You can register on our website to receive a reminder to register
- You may register and pay for the service on behalf of someone else, e.g. a relative.
- We are not able to accept householders who wish to join the service outwith a defined registration period.
- The charge will apply per bin – you may sign up more than one bin. We will only empty bins which carry the relevant sticker to show that they have been registered.
- The chargeable service may be transferred to a new property subject to the new property being eligible to receive the service. It will be the responsibility of the customer to provide a minimum of six weeks notice of the change; the customer will be responsible for transferring the bin to the new location.
- If your new property does not receive the service (or is outwith the Council boundary) please leave the bin at the current address so that the new residents can use it for the remaining period.
- If you wish to share a bin with a neighbour, or neighbours, only one person should sign up to the scheme and make payment, and ensure that the bin is properly presented on the correct days.
- The bin will be registered to that property (e.g. their flat) and all correspondence, enquiries or complaints relating to the service must be directed through that person.
- There is no discount for the smaller size bin.
- Residents that qualify under the Council Tax Reduction scheme (previously Council Tax benefit), or where someone at the address is registered as severely mentally impaired, will be exempt from paying for the service.
- http://www.edinburgh.gov.uk/info/20127/benefits_and_grants/43/claim_a_council_tax_reduction

Use of the service

- It is important that your brown bin is only used to collect the correct materials as outlined below. All materials must be loose, and not in a bag. **We do not accept any kind of bag or liner in the brown bin.**
- Bins which contain other materials will **not** be collected and we will not issue refunds for these collections
- You must present your bin by 6AM on the day of collection and remove it as soon as possible after collection.
- The bin must be presented at the kerbside outwith your property (except where an assisted collection has been arranged) with the lid fully closed, and in line with our normal policy on the Presentation of Waste.
- Our normal Assisted Collection Policy will apply to this service.

- All bins must display the garden waste collection scheme sticker for the appropriate year.
- Where the service is provided to a Council building or land (e.g. a community garden) it is the sole responsibility of the group responsible to arrange for the bin(s) to be presented for collection and then removed from the street on the correct days.
- Should this prove to cause conflict with the Council's policies on the presentation of waste (e.g. if this means that bins are left out in an area where the other premises are commercial) it may be necessary to review or remove the service.

Collection of garden waste

Collections will take place from 6am on the collection day.

Failed collections

- Collection crews will record instances where bins are not presented or where the contents are contaminated with other types of waste or are too heavy to lift. Those bins will not be uplifted, and no refund will be issued.
- You should remove any contaminants or reduce the weight of the bin, and present the bin again by 6 AM on the next collection date.
- We regret that we are not able to collect garden waste when the contents are frozen due to weather conditions. We will collect on the next scheduled collection; we will not issue a refund in these circumstances.
- Where we are not able to collect your bin due to circumstances outwith our control (such as roadworks or no access) crews will record this and we will seek to return as soon as possible. We will not issue a refund.
- Where we are not able to collect your bin due to circumstances within our control (such as vehicle failure) crews will record this and we will return to collect it within two working days.
- Where we fail to collect your bin as a result of our error, we will return to collect it within two working days of being notified. (Please refer to the operational days for the service).

Materials accepted in brown bins

- You **can** put these in your brown bin:
 - Flowers, plants and weeds
 - Grass cuttings and leaves
 - Hedge clippings, twigs and small branches
 - Christmas trees (all decorations must be removed; Christmas trees may also be presented beside the bin in January only; (please cut trees in half)
- You **can't** put these in your brown bin:
 - Food
 - Animal waste and bedding
 - Plant pots
 - Soil and turf
 - ANY TYPE OF BAG (including bags labelled compostable, degradable or biodegradable)

Transport and Environment Committee

10.00am, Thursday, 16 May 2019

Festive Waste and Recycling Collections

Executive/routine Wards Council Commitments	Executive All
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1. Recommendations

- 1.1 Committee is asked to note the contents of this report.

Paul Lawrence

Executive Director of Place

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Festive Waste and Recycling Collections

2. Executive Summary

2.1 This report provides an update on the issues around waste and recycling collections over the festive period. It also responds to the motion by Councillor Corbett, approved by Full Council on 7 February 2019 which asked Council to:

2.1.1 Note significant public concern regarding waste service collections over the festive period 2018/19, the backlog which arose, and how these issues came on top of the problems which followed the introduction of the new waste collection system in October.

2.1.2 Recognise the twin pressures of increased volumes during the festive period and ensuring staffing capacity at the same time.

2.1.3 Therefore, calls for a report to the May 2019 Transport and Environment Committee:

- Reviewing key lessons from the festive period 2018/19 - highlighting changes in volumes in each collection stream over that period;
- Setting out recommendations for festive period 2019-20 and beyond; and
- Specifically, assessing options for dealing with Christmas trees post festive period.

3. Background

3.1 Due to the nature of the festive period, the Council has traditionally operated a number of special services, including revised collection services to accommodate the public holidays, closure of Household Waste Recycling Centres (HWRC) on certain public holidays, dedicated Christmas tree collections and working with contractors to increase collection frequencies at recycling points.

3.2 In the festive season 2018/19 there were delays to collections, which led to an increase in collection complaints for the period to 11 January 2019, after which they fell sharply. Appendix 1 outlines the pattern of complaints.

3.3 The main factor leading to issues was staff shortages during the festive period, particularly between Christmas and New Year. The delays caused by this,

combined with further holidays and weekend working created a backlog.

- 3.4 These delays gave rise to particular concern as they followed soon after an unrelated increase in complaints following the introduction of new collection routes, as a result of the four-day collection week for some services.

4. Main report

- 4.1 The disruption associated with the holidays over the festive period, combined with fluctuations in the normal tonnages being collected and external factors such as full or partial closure of contractors and (on occasions) severe weather mean that managing services at this time of year is particularly challenging. A number of measures are taken each year to ameliorate these issues (such as replacement collection days to offset the Christmas and New Year's Day holidays).

Measures for 2018/19 Festive Period

- 4.2 For the 2018/19 festive period the following measures in particular were taken:
- 4.2.1 Kerbside recycling and waste collections on Christmas Day and New Year's Day were re-arranged for the prior Saturdays. Agreement was reached with staff to cover the Boxing Day and 2 January collections which are all public holidays and operate normal collections to minimise disruption to residents as far as possible.
- 4.2.2 All three HWRCs were closed on Christmas Day and New Year's Day. However, the two larger sites (Sighthill and Seafield) were open on 26 December, 2 and 3 January which are contractual holidays for the staff working there.
- 4.2.3 Dedicated Christmas tree collections were operated throughout January, as is the norm in Edinburgh. Each household was given three dedicated collection days to present Christmas trees for recycling. This was in addition to the ability to take trees to HWRCs, use the garden waste bins (service users only) and use the bookable Special Uplift service. The Christmas tree collections were operated by a combination of staff from Waste Operations, including Special Uplift Crews using box vans and other staff using refuse collection compaction vehicles, as well as street cleansing crews. (The Special Uplift service itself is suspended annually for a two-week period to support the uplift of Christmas trees).
- 4.3 Communication of changes for residents used a range of traditional and digital media such as the website and social media, as well as advertising (for example at cash dispensers). Households who experienced a change to collection days received a dedicated letter. Lamp-post signs were used as a high-profile way to publicise that there were special arrangements in place, and where to find out more. Additionally, these were used to publicise the specific collection days for Christmas trees in each area.

Outcomes – Tonnages, Volumes

- 4.4 Appendix 2 shows examples of the tonnages for November 2017 - January 2018 and the same period in 2018/19 allowing the festive period to be compared with a typical month, over a two-year period.
- 4.5 In reality the tonnages collected do not vary overall as much as is often perceived on a monthly basis, however what this does not fully demonstrate is the changes to waste volumes which can take place or the weekly variations within each month. Larger amounts of packaging after Christmas for example mean that bins fill up more quickly but may not weigh significantly more. This nevertheless puts further pressure on collection systems and is one of the key elements of the communal bin project.
- 4.6 Two collection streams are however of particular note - there is traditionally a higher tonnage of food collected in January following a dip in December. Glass tonnages (both kerbside and communal) increase significantly in December, and the impact on the kerbside service in January is particularly striking with tonnages up around 70% on a typical month.
- 4.7 It should further be noted that kerbside collections now operate a four day week, which means that the volumes and tonnages on a 'standard' collection day will be greater, and the impact of any disruption magnified.

Successes and Lessons Learned

- 4.8 Kerbside collection crews reported high levels of bin presentation on the Saturdays which would suggest that this aspect of the communications was successful.
- 4.9 The delivery of the services on public holidays (or on weekends) is reliant on staff good will, and the timeline to plan and organise festive collections requires staff to agree to work several months in advance. However, staff are not contractually obliged to work on these days meaning the service is vulnerable to changed personal circumstances. This is true not only for the replacement weekend collections but services operating on other Public Holidays such as Boxing Day and 1, 2, and 3 January.
- 4.10 There were significant shortfalls in staff attendance on some days as shown in Appendix 3. This combined with the shorter working weeks during the period to create backlogs across a number of services, and led to an increase in complaints of missed bins. Those were primarily related to the kerbside collections, but there were also complaints in relation to the externally delivered services, in particular glass recycling points.
- 4.11 The impact of any staff short-fall can be magnified particularly with HGV drivers. The lack of a driver can mean a route is not able to run, whereas the lack of an operative can be managed to a degree.
- 4.12 HWRCs were busy during the festive period, but coped well with the volumes of waste and generated few complaints. Staff reported a significant reduction in out of hours fly-tipping at the site gates, which tends to occur when sites are closed and was certainly evident last year.

- 4.13 Communal recycling points broadly coped well however there were issues at individual larger sites (e.g. some supermarkets) and in some tenemental areas. In particular, there was an increase in complaints relating to overflowing glass banks which are operated on the Council's behalf by Viridor.
- 4.14 Generally, most Councils have reduced their Christmas tree collection offer (if they provided one) to save money, with many Councils providing services via garden waste collections, HWRCs and sometimes with dedicated collections in parks.
- 4.15 In Edinburgh a dedicated tree collection service across the city has been maintained. This represents a non-core service that it delivered using within existing resources, primarily staff from special uplifts and Street Cleansing, at a particularly busy time of the year. The service provided is primarily to deal with the particular challenges of tenemental properties where trees are simply discarded anonymously. The collection service does not prevent this, but does at least help to manage it.
- 4.16 While there were reports of trees not being collected on the correct days, the greater problem appeared to be that in fact residents in some areas did not follow the calendar, and within days of collection it was not clear that the collections had taken place. This then led to complaints that trees had not been collected.

5. Next Steps

Proposals for Future Years

- 5.1 Appendix 4 summarises the main issues arising and the service's planned responses. Planning for festive collections normally takes place in the late summer, however in view of the problems this year, the service is taking an earlier and more proactive approach.
- 5.2 The primary factor in terms of the service's ability to deliver the service was the levels of staffing at various times during the festive period which then caused ongoing delays in subsequent days and weeks.
- 5.3 Addressing this issue is key to minimising disruption going forward at this and other leave periods such as Easter, when collections would normally be due but staff are not contractually required to work according to their terms and conditions. The service is currently considering the options available for this.
- 5.4 During the summer festival the Cleansing Service receives additional funding in recognition of the particular pressures at this time of year. There is no equivalent funding in place to recognise the additional waste collection pressures during the festive period.
- 5.5 Changes to the garden waste service are proposed in a separate report to Committee, which would see the collection cease for four weeks (two collections) in line with other Councils (Appendix 5) so that the resources can be used to provide greater resilience across the collection services as required.

- 5.6 Managing Christmas trees is a particular challenge mainly due to the city's housing stock and lack of storage space in homes. Greater working across the Council may be one way to resolve this, coupled with the other steps outlined to build resilience into all collections.

6. Financial impact

- 6.1 Any additional funding to deal with festive collections would need to be considered as part of the budget setting process.

7. Stakeholder/Community Impact

- 7.1 The measures outlined in this report are designed to strengthen the resilience of the collection service over the Christmas and New Year periods, and the subsequent weeks. This is beneficial to all stakeholders, and to the Council's reputation.
- 7.2 While there is no direct impact on sustainable development arising from this report, a generally high performing service is likely to support the diversion of waste from energy recovery or landfill, and prevent waste escaping into the environment.

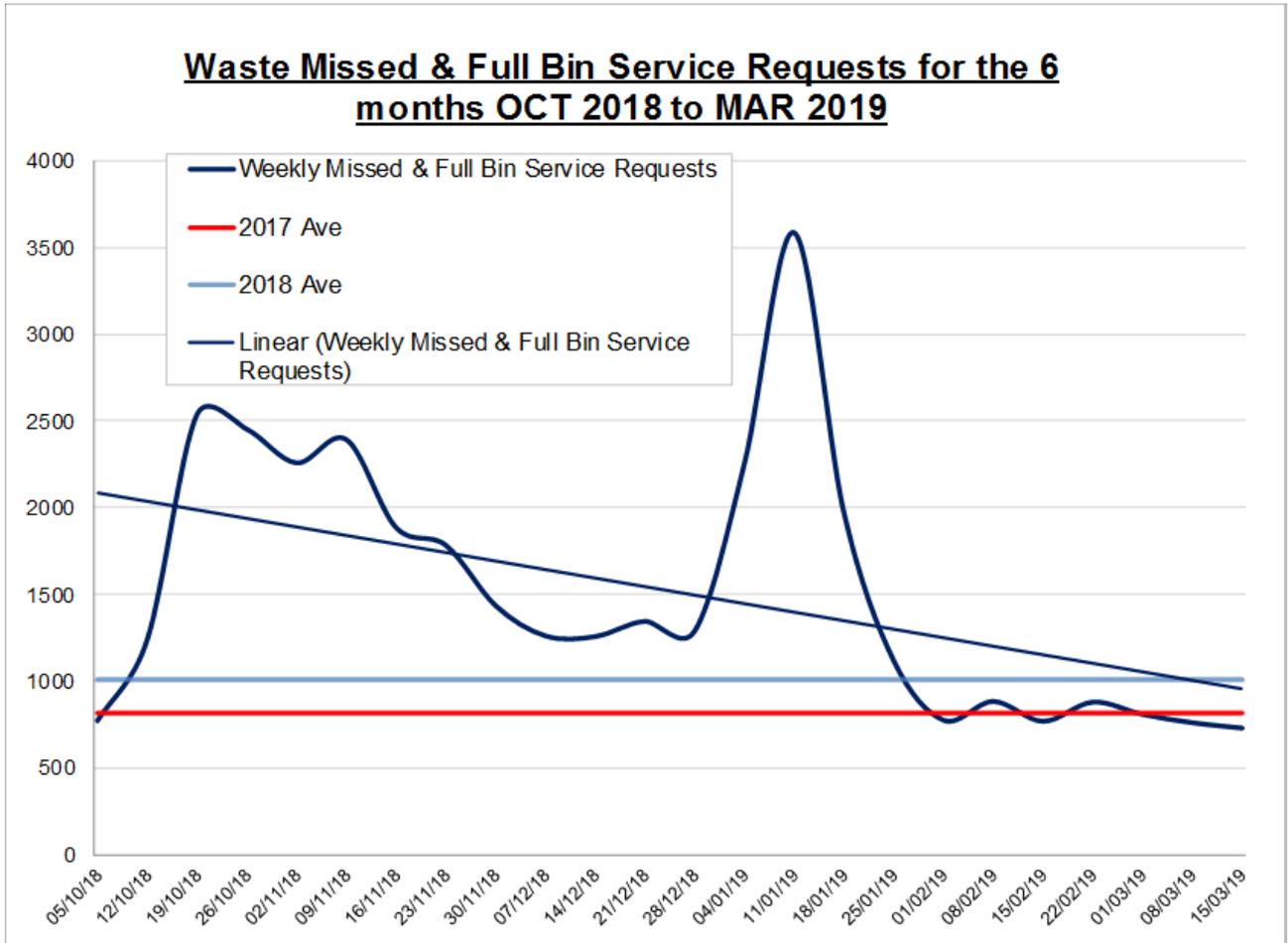
8. Background reading/external references

- 8.1 None.

9. Appendices

- Appendix 1 Missed or Full Bin Complaint Levels Prior to 15 March 2019.
- Appendix 2 Waste Tonnage Comparisons After the Festive Period.
- Appendix 3 Staffing Levels and Absence During Festive Period.
- Appendix 4 Summary of Issues arising and proposed responses.
- Appendix 5 Chargeable Garden Waste Collections (Scottish Council areas).

Appendix 1 - Missed or Full Bin Complaint Levels prior to 15 March 2019



Appendix 2 - Waste Tonnage Comparisons After the Festive Period

Key Waste Stream	Dec-17	Dec-18	Jan-18	Jan-19
Food combined communal and kerbside	763	738	967	868
Dry mixed recyclate kerbside	1,194	1,308	1,321	1,232
Total non recyclable waste, all sources.	9,168	9,300	10,891	10,908
Glass kerbside	483	476	718	722
Glass communal	357	348	366	369
Total waste tonnages (all sources, including but not only those above)	14,828	14,610	17,675	17,290

Appendix 3 - Staffing Levels and Absence during the Festive Period

DAY	DATE	TOTAL ON ROTA	ABSENT	%
MONDAY	17/12/2018	61	5	8
TUESDAY	18/12/2018	227	20	9
WEDNESDAY	19/12/2018	232	19	8
THURSDAY	20/12/2018	220	16	7
FRIDAY	21/12/2018	220	17	7
SATURDAY	22/12/2018	135	2	1
SUNDAY	23/12/2018	73	2	3
MONDAY	24/12/2018	68	2	3
TUESDAY	25/12/2018	0	0	0
WEDNESDAY	26/12/2018	126	11	9
THURSDAY	27/12/2018	210	21	10
FRIDAY	28/12/2018	215	26	12
SATURDAY	29/12/2018	120	5	4
SUNDAY	30/12/2018	78	3	4
MONDAY	31/12/2018	87	4	5
TUESDAY	01/01/2019	0	0	0
WEDNESDAY	02/01/2019	146	1	0.7
THURSDAY	03/01/2019	170	6	4
FRIDAY	04/01/2019	225	21	9
SATURDAY	05/01/2019	124	3	2
SUNDAY	06/01/2019	67	4	6
MONDAY	07/01/2019	67	0	0
TUESDAY	08/01/2019	220	15	7
WEDNESDAY	09/01/2019	223	22	10
THURSDAY	10/01/2019	224	19	8
FRIDAY	11/01/2019	224	15	7
SATURDAY	12/01/2019	134	1	0.7
SUNDAY	13/01/2019	68	1	1
	Average 6.6%	3,964	261	145.40

Appendix 4 - Summary of Key Issues and Service Proposals

Issues Arising	Description	Proposed Solution
Staffing	Significant and unpredictable staff shortages	<ul style="list-style-type: none"> • Involve staff groups/Unions at early stage • Review whether practicable to reschedule collections to avoid Public Holiday working where possible • Consider whether we change Saturday collections- communicate that we will collect “over the weekend” in line with other Councils to provide more resilience/ flexibility in case of delay • Work with HR colleagues to assess options to increase staff availability • Availability of additional staff resulting from revision to garden waste collection schedules (subject to Committee approval)
Communications	External communications worked well overall.	<ul style="list-style-type: none"> • Continue proactive use of range of communications channels to update customers on collection progress • Possibly build flexibility into weekend collections (e.g. say “over weekend”, rather than Saturday)
Christmas Trees	<p>Customers ignore rota Collection delays</p> <p>Delays to scheduled collections</p>	<ul style="list-style-type: none"> • Continued communication • Ensure robust routes are designed and are allocated appropriate additional resources

		<p>from other Place services</p> <ul style="list-style-type: none"> • Investigate potential to work with third party to allow Council to focus on core service provision
Communal glass collections	Increase in glass bank complaints	<ul style="list-style-type: none"> • Review Viridor contractual arrangements to ensure sufficient service provision is in place to cope with festive demands

Appendix 5 - Chargeable Garden Waste Collections (Scottish Council areas)

Council	Annual Charge	Service Design
Midlothian	£35 per bin	Fortnightly, mid March- mid November only
Perth and Kinross	£30 per bin	Fortnightly, all year *same bin also provides food waste collection so service needs to operate all year
Angus Council	£27.50 per bin	Fortnightly, no collections December or January
Highland Council	£35	Fortnightly, end February to end November only
The City of Edinburgh current	£25	Fortnightly, all year
The City of Edinburgh Proposed	£25	Fortnightly, no collections for 4 weeks (2 collection cycles)

Transport and Environment Committee

10.00am, Thursday, 16 May 2019

Waste and Cleansing Services Performance Update

Executive/routine

Wards

All wards

Council Commitments

[23](#), [24](#), [25](#)

1. Recommendations

- 1.1 It is recommended that Committee notes the contents of this report; including the activities, and dependencies outlined and the progress made towards these.

Paul Lawrence

Executive Director of Place

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Waste and Cleansing Services Performance Update

2. Executive Summary

- 2.1 This report updates Committee on the Waste and Cleansing Services performance for the final two quarters of financial year 2018/19, along with an update on the progress made towards the activities to revise the suite of performance reporting measures for the service and the next steps involved.
- 2.2 Due to the direct link with performance and actions tracked in the performance report, the following has been integrated into this report:
 - 2.2.1 Addendum by the Conservative Group to Item 7.13 Waste and Cleansing Services Performance Update on 6 December 2018 for a report reviewing the implementation and operation of Routesmart.

3. Background

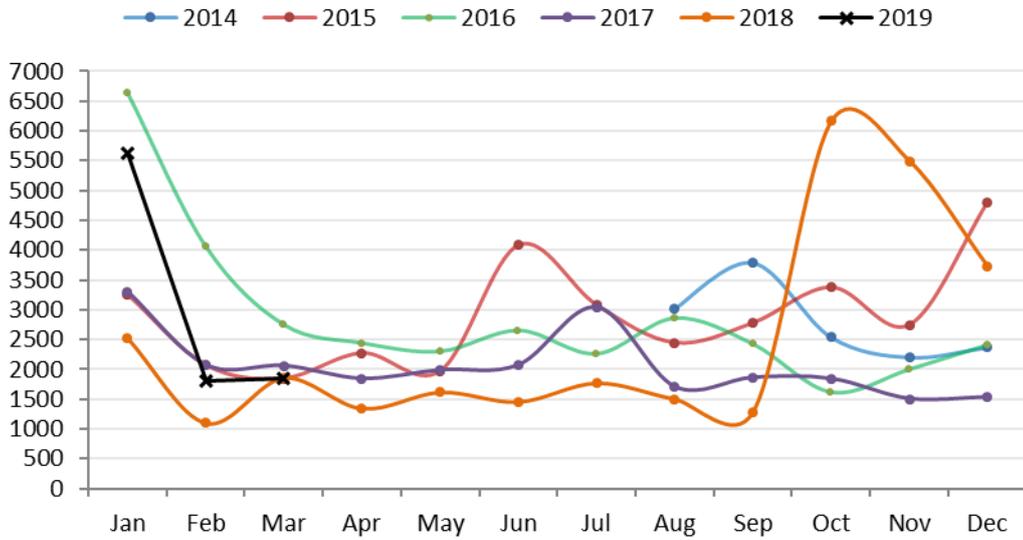
- 3.1 This is a routine report presented to Committee every second cycle providing ongoing updates on the Waste and Cleansing Services performance and the progress made towards revising the suite of performance reporting measures for the service. This report covers the period of October 2018 to March 2019 (quarters three and four) along with year-end performance.
- 3.2 The report also includes a review of the implementation and operation of the Routesmart route management system, the lessons learnt, and the outstanding actions required to ensure the service achieves the previously stated benefits of this technology.

4. Main report

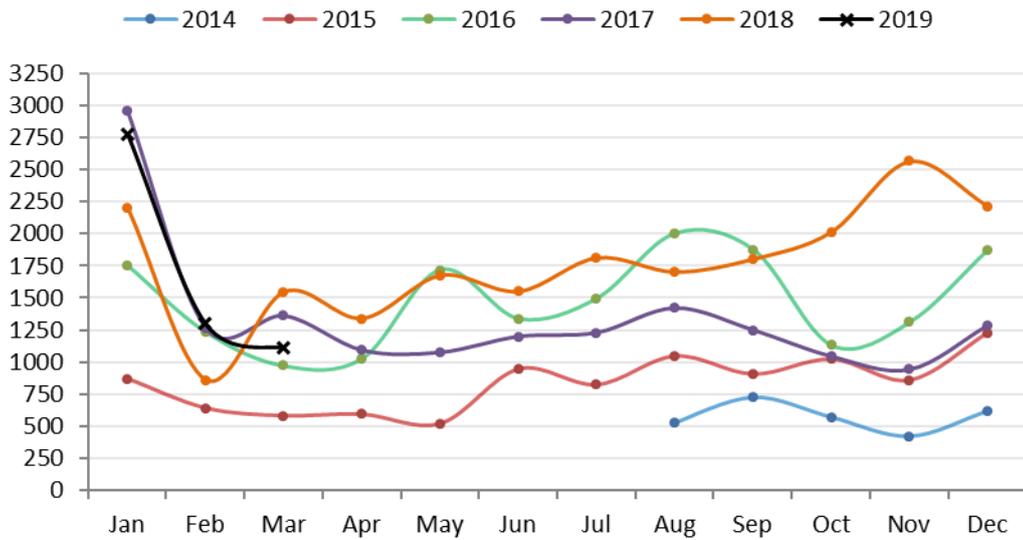
Current Service Performance

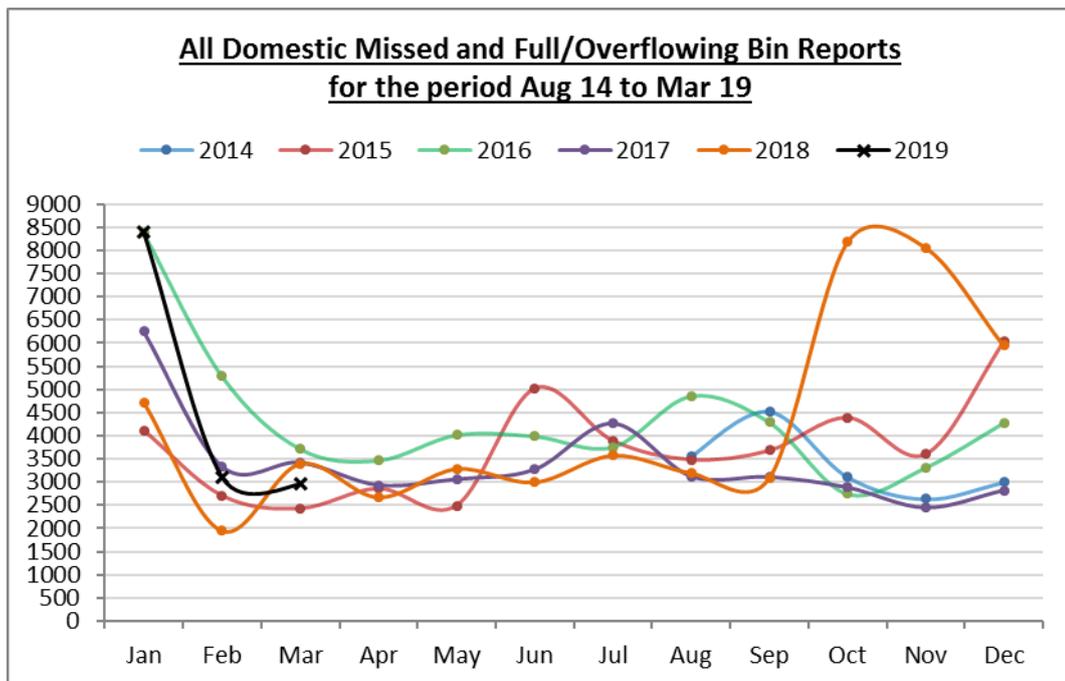
- 4.1 The end of year performance dashboards for Waste and Cleansing Services can be found in Appendix 1 and 2.
- 4.2 Key service performance factors show:
 - 4.2.1 the number of missed bin complaints between August 2014 and March 2019:

**Individual Domestic Missed Bin Reports
for the period Aug 14 to Mar 19**



**Communal Domestic Full/Overflowing Bin Reports
for the period Aug 14 to Mar 19**





- 4.2.2 For individual bins, the service experienced the lowest levels of missed bin reports compared to the previous three years between January and September 2018. Levels increased in October following the implementation of the four-day week kerbside collection model and chargeable garden waste service.
- 4.2.3 When making a change to any service there is a period of transition where performance is impacted whilst it embeds, and improvements realised. These changes anticipated a transition period of up to three months based on evidence from previous changes both within Edinburgh, such as the New Recycling Service Project implemented between 2014 and 2015, and other Local Authorities.
- 4.2.4 The issues experienced during this transition have been well documented; however as outlined in the graphs above performance is restoring with a significant reduction demonstrated between January's levels and February's along with the lowest March individual bin levels since 2015.
- 4.2.5 For communal bins, a mix of factors have contributed to this including the increase in new developments built in the City; contamination of recycling bins; capacity; locations; trader abuse; resident misuse; and other factors highlighted as the need for a communal bin review.
- 4.2.6 Actions recently undertaken or planned, to address this include the review of vehicle servicing with Fleet Services, splitting the communal bin service from operating at one depot to an East and West split reducing travel time to increase productive time of each route; and increasing collection frequency at areas known for high usage of bins.
- 4.2.7 In addition to this, work underway to review the communal bin routes. This will be carried out in three phases: phase one focuses on immediate routing issues (this will be a focus over the next two months and then

ongoing until phase two is complete) whilst a bin audit is carried out for phase two; phase two will reroute all communal collections and move these onto Routesmart replacing the current paper routes during 2019/20; and phase three is the longer-term Communal Bin Review project which is planned over the next three years.

- 4.2.8 In 2018/19 there were 125,067 waste service requests. Of the total, 4,584 requests (3.7%) escalated to a Stage 1 complaint and 896 (0.7%) escalated further to Stage 2. In 2017/18 these were: 2,605 (2.8%) and 258 (0.3%) of 93,375 requests escalate to a Stage 1 and 2 complaint; and 2016/17 saw 10,064 (9.3%) and 1,838 (1.7%) of 107,922 requests escalate to Stage 1 and 2.
- 4.2.9 The number of special uplifts increased from 18,149 uplifts (of 42,076 items) during 2017/18 to 18,729 uplifts (of 39,189 items) during 2018/19 (3.2% increase in uplifts and a reduction of 6.9% in items uplifted).
- 4.2.10 The chargeable garden waste service saw over 56,000 households register in the first sign up window meeting the target levels set out in the business case. A further two sign up windows took place in 2018/19 which saw the number of registered households rise to over 68,000 with over 73,000 registered bins.
- 4.2.11 The Cleanliness Index Monitoring System (CIMS) score in quarter three was 69 with 92% of streets recorded as clean, this is the same as quarter three in 2017/18. Whereas in quarter four the score was 75 with 97% of streets recorded as clean, this is an increase of six points and 4% on quarter four in 2017/18.
- 4.2.12 The annual waste arisings for 2018/19 was 207,157 tonnes. This is a decrease in waste arising of 1.2% compared to 2017/18 (214,399 tonnes).
- 4.2.13 The amount of non-recyclable waste disposed of via landfill has decreased significantly in 2018/19 as the new Energy from Waste plant at Millerhill moved into commissioning phase in November 2018. The percentage of non-recyclable waste sent to landfill in 2018/19 was 67% compared to 95% in 2017/18. Breaking this down by quarter demonstrates this drop further: quarter 1 saw 94% of non-recyclable waste sent to landfill, quarter 2 also saw 94%, quarter 3 saw this reduce to 57% and quarter 4 saw this drop further to 16%.

Non-recyclable Waste: Disposal method and tonnage and % waste arisings			
Disposal Method	Tonnes 2017 -2018	Tonnes 2018 – 2019	% by weight of waste arisings (2018/19)
Landfill	115,200	81,922	39.5
Energy from Waste (M'hill)	n/a	32,591	15.7
Refuse Derived Fuel (RDF)	5,324	7,476	3.6
	120,524	121,990	58.9

- 4.2.14 The citywide recycling rate in 2018/19 was 41.1%, a 1.5% decrease on the 42.6% recycled in 2017/18. A breakdown of recycling tonnages by

collection scheme is provided in Appendix 1 however some of the key areas are highlighted below.

- 4.2.15 Garden waste operated on a three-weekly collection frequency for the first six months of 2018/19 then in October 2018 this became a chargeable service and returned to two-weekly. So far it looks as if this has resulted in a reduction in tonnage collected but no transfer to residual waste. Accordingly, it would appear that this is in line with the business case, as laid out previously. A greater factor influencing garden waste tonnages is likely to be the extremely hot dry spell which occurred at what would normally be the peak growing season in the summer of 2018.
- 4.2.16 In 2018/19, 25,737 tonnes of waste was collected for recycling from kerbside. This is an increase of 600 tonnes compared to 2017/18. However, challenging market conditions have caused higher contamination and rejection rates at the sorting facilities. Rejected recycling tonnages increased from 5,324 tonnes in 2017/18 to 6,861 in 2018/19. The work is ongoing with the reprocessing partner to look at ways in which the amount of waste rejected can be reduced.
- 4.2.17 The mixed recycling material collected from communal bins goes to the same re-processing facility as recycling collected at the kerbside and is therefore impacted by those issues outlined in the previous paragraph. The re-processor has agreed to provide funding of £10,000 to try and improve the quality of recycling collected and thereby reduce contamination.

Review of Performance Measures

- 4.3 The opportunities to report performance are evolving as the service continues to roll out new technology, reporting options for the public improve, and methodologies are revised both internally and nationally within the industry.
- 4.4 These opportunities allow the service to report increasingly meaningful performance information against a variety of indicators and addresses a number of the limitations experienced with the current set up.
- 4.5 A progress update on the areas outlined in the report to Transport and Environment Committee in [August](#) can be found in Appendix 3. These areas include the review of: bin collection performance, LEAMs (Local Environmental Audit and Management System) and CIMS (Cleanliness Index Monitoring System).
- 4.6 As each of these areas are progressed the performance information reported in committee reports – along with the more regularly daily, weekly, and monthly reports as well as management information, corporate key performance indicators (KPIs) and complaints reporting – will be revised to incorporate this new information.

Routesmart Route Management System

- 4.7 Following a trial of the Routesmart route management system, the business case to procure this system was approved by Finance and Resources Committee and Council in the [early part of 2017](#). The provision of this system will make a major contribution towards delivering the Council's goals as we will be presenting our operational crews with higher quality information to reduce the number of missed bins and will be receiving higher quality data from crews to allow for more first touch resolution of customer queries.
- 4.8 The implementation of this system was progressed, and reported, through the Waste and Cleansing Improvement Plan with a multi-disciplinary project team established with representatives from the Council (including the service, ICT, Business Support and HR), CGI, and ISL (Routesmart supplier).
- 4.9 The project was split into two phases with a range of sub-phases (or workstreams). Phase one is the operational roll out of the collections and cleansing routes onto Routesmart devices (currently complete for kerbside collections). Phase two is the integration of Routesmart into other Council systems such as Confirm Asset and Works Order Management System, the Customer Relationship Management (CRM) system, as well as the webpage and online forms.
- 4.10 Both of these phases are still in progress and therefore the full benefits of the system are yet to be realised. That aside, there has been a number of benefits realised/partially realised since the introduction of the systems including:
- 4.10.1 improved quality of route information provided to crews to carry out collections;
 - 4.10.2 devices can be used in "drive mode" (sat-nav) to navigate to route, tip or depot along with directions to complete the route for collections currently rolled out;
 - 4.10.3 live route performance available for kerbside collections allowing operations to monitor progress, identify issues and take corrective action throughout the day;
 - 4.10.4 issues captured by crews are available to the Contact Centre in real time during collections, and thereafter, via the property's service history along with date and time of the last service for each material stream; and
 - 4.10.5 the system has been used to develop the collection routes for four day week kerbside collection model and chargeable garden waste service (and the resource requirements for each of these material streams) along with assessing impact of route/day changes against resources ahead of implementing changes.
- 4.11 Focusing on the missed bin performance between January and September 2018 (the period where Routesmart was in place for garden waste, kerbside residual and dry mixed recycling bins and before the October service changes), there has been a significant reduction in missed individual bins reported. Cumulatively, this period encountered the lowest levels of missed individual bin reports since 2015 with

14,441 reports. This is a reduction of 5,494 (or 28%) from the same period in 2017; 13,910 (or 49%) from 2016; and 9,318 (or 39%) from 2015.

- 4.12 Further details on the implementation and operation of the Routesmart route management system, the lessons learnt, and the outstanding actions required can be found in Appendix 4.

5. Next Steps

- 5.1 The next steps taken following this Committee report are:
- 5.1.1 To continue activities towards improving service performance.
 - 5.1.2 To continue activities towards revising the performance measures.
 - 5.1.3 To continue activities towards the full implementation of Routesmart system and integration.

6. Financial impact

- 6.1 Any expenditure associated with the actions required in order to revise the Waste and Cleansing performance reporting is anticipated to be contained within existing resources or funded as part of wider change projects.
- 6.2 Due to the end of the financial year, the accounts are still being finalised at the point of writing this committee report. Once finalised, this information will be circulated to members in a briefing note.

7. Stakeholder/Community Impact

- 7.1 This report does not impact on any existing policies and no risks have been identified pertaining to health and safety, governance or compliance. Further, there are no regulatory implications that require to be taken into account.
- 7.2 The Waste and Cleaning service meets the public sector duty to advance equal opportunity by taking account of protected characteristics in designing services, and by seeking to make services more accessible to all citizens.
- 7.3 The achievement of high cleanliness standards throughout the city fosters good relationships between the Council and residents through the provision of high quality services. It can also lead to safer routes free from potential obstructions and trip hazards for all pedestrians, particularly those with visual impairments.
- 7.4 Sustainability is one of the Council's 'cross-cutting themes' and the Council has made a corporate commitment to address the social, economic and environmental effects of activities across Council services.
- 7.5 Continued efforts towards improvements in the quality of our Waste and Cleansing Service, and the communication with the public, will contribute towards reducing the

amount of non-recyclable waste, increasing the amount of recycling and improving Edinburgh's local environmental quality.

- 7.6 Consultation and engagement is carried out as new services and initiatives are rolled out and this work continues to respond to customer enquiries around service changes, to both support and encourage residents to maximise the use of services.

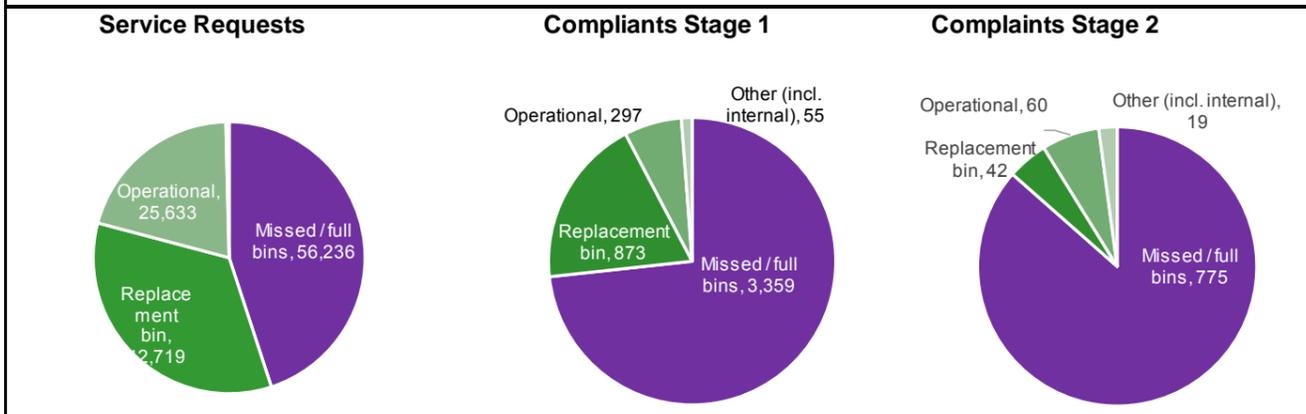
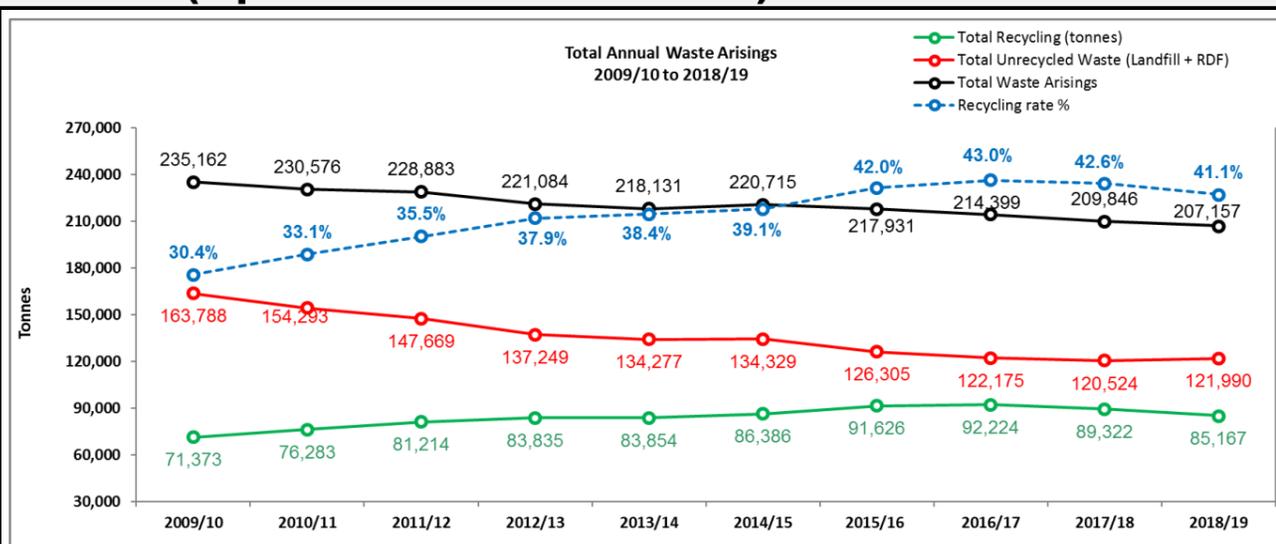
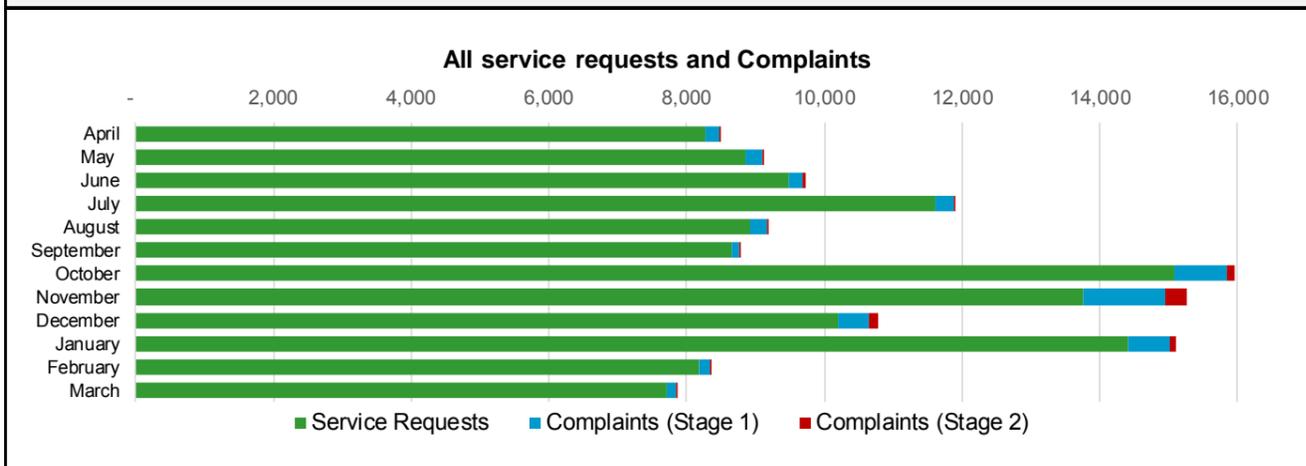
8. Background reading/external references

- 8.1 [Waste and Cleansing Services Performance](#) – Report to Transport and Environment Committee, 9 August 2018.
- 8.2 [Waste and Cleansing Services Performance Update](#) – Report to Transport and Environment Committee, 6 December 2018.
- 8.3 [Addendum by the Conservative Group to Item 7.13 Waste and Cleansing Services Performance Update](#) – Report to Transport and Environment Committee, 6 December 2018.

9. Appendices

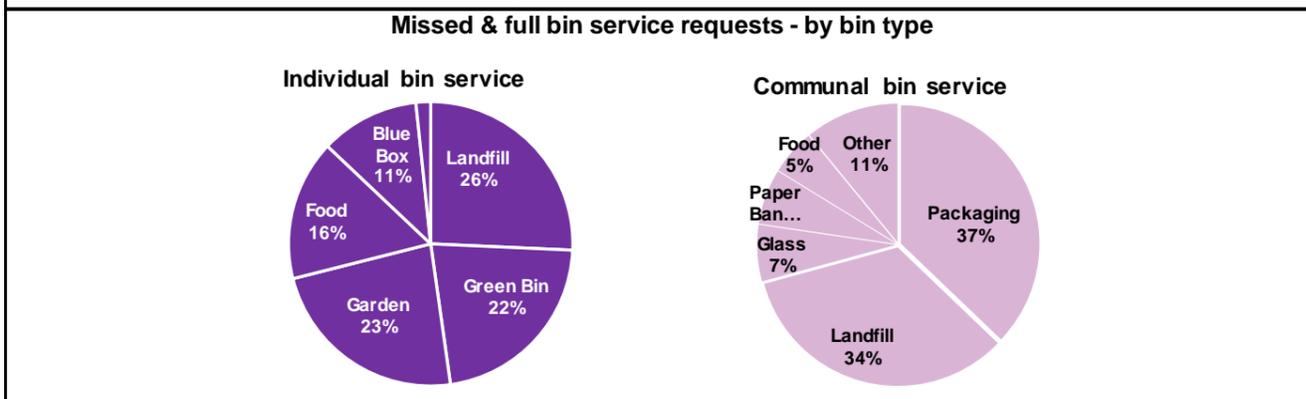
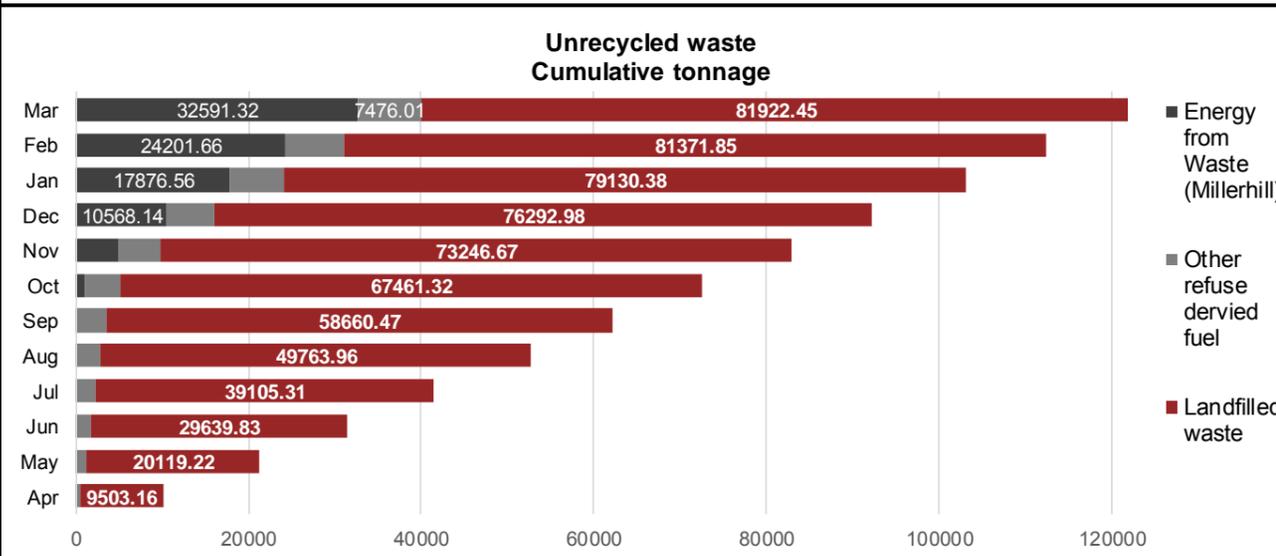
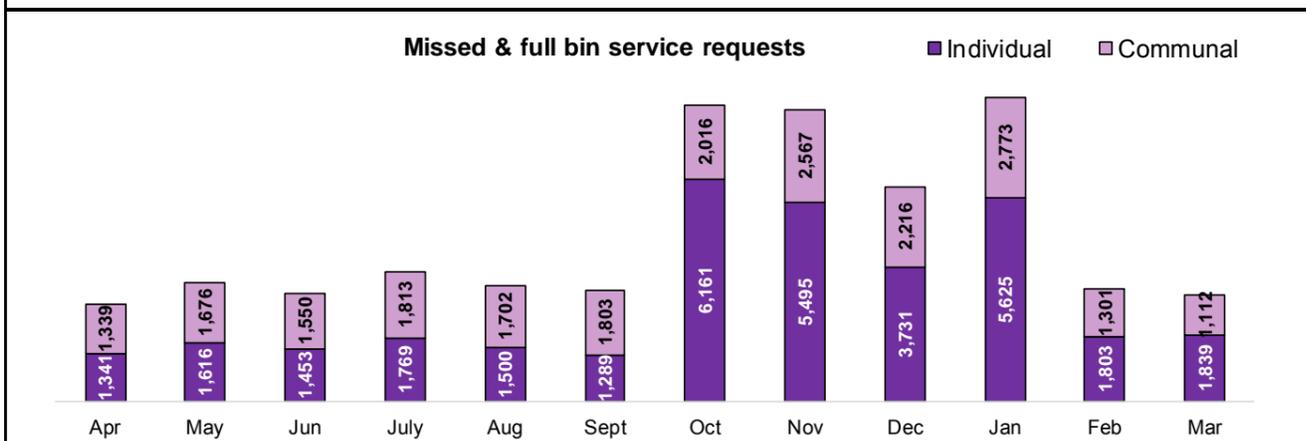
Appendix 1	Waste Performance Dashboard – End of Year 2018/19
Appendix 2	Cleansing Performance Dashboard – End of Year 2018/19
Appendix 3	Review of Performance Measures Tracker – March 2019
Appendix 4	Routesmart Route Management System

Waste Performance Dashboard - 2018/19 (April 2018 - March 2019)

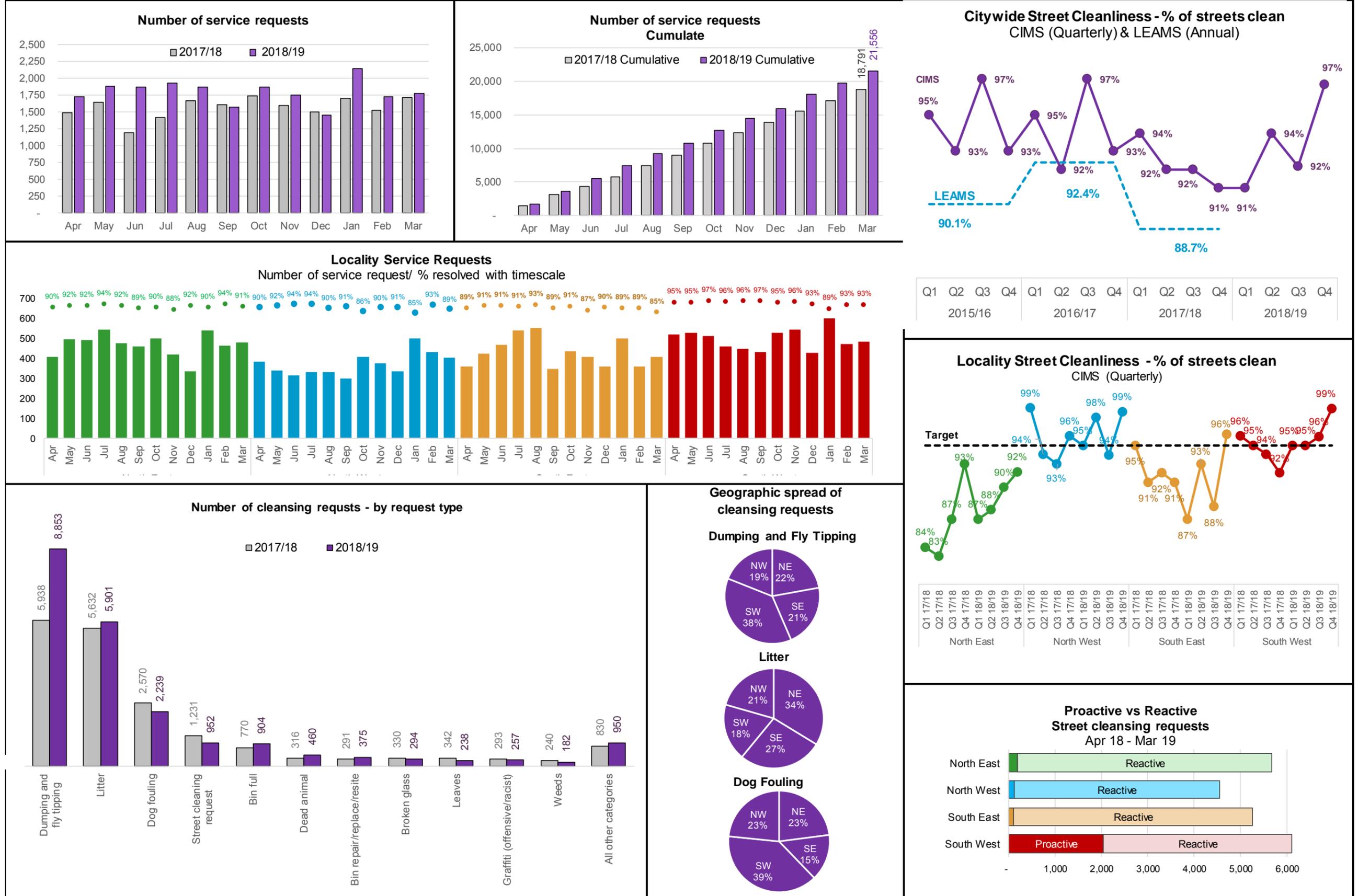


Recycling tonnages

Waste Stream	2017/18	2018/19	Difference	
	tonnes	tonnes	tonnes	%
Garden Waste - brown bin kerbside	21,377	19,017	-2,360	-11%
Community Recycling Centres	17,531	17,747	215	1%
Kerbside Recycling - green bin & blue box	19,812	18,876	-937	-5%
Food Waste	9,550	9,151	-399	-4%
Recycling Banks (glass, paper, textiles, books)	4,441	4,360	-81	-2%
Packaging bins - on street, communal	6,806	5,197	-1,609	-24%
Other streams	4,757	4,882	125	3%
Mechanised street sweepings	3,294	3,287	-6	0%
Paper - wheeled bins	694	851	157	23%
Manual Street sweeping	1,061	1,799	739	70%
Total Recycling	89,322	85,167	-4,155	-5%



Cleansing Performance Dashboard - 2018/19 (April 2018 - March 2019)



Appendix 3 – Review of Performance Measures Tracker – March 2019

Ref	Outcomes Being Sought	Actions Required	Dependencies	Progress	Status
1.1	Reporting the number and percentage of bins collected/not collected on the scheduled day of collection; removing the reliance to use customer contact as an assessment of overall service performance	Link the Application Programming Interface (API) in place for Routesmart to the Council's corporate Business Intelligence (BI) solution to allow performance reporting from Routesmart to commence.	<ul style="list-style-type: none"> • Strategy and Communications (S&C) • ICT • CGI 	The Council and CGI have set up a business Intelligence (BI) project team to replace the legacy BI System within the corporate systems estate with the latest software version. Once the latest infrastructure is in place Routesmart integration will be one of the early workstreams progressed within this project. The service has started discussions with the CGI project lead to capture requirements and functionality needs to incorporate into the system.	In progress
1.2	Reporting the number of servicing issues impacting collection of bins on the scheduled day (including access issues, bin not out, contaminated bin etc); allowing the cause of bins that have not been collected to be known				
2.1	Providing information on the Council website's delays page at a street level making this information more relevant to the public (this is currently provided at ward level)	The amendments to the web pages and web forms to achieve these outcomes will be delivered by the Customer Digital Enablement Project with involvement from the service area. The delivery of these changes requires integration points to be created (or amended) between Fusion (Routesmart's back office system), Confirm, the corporate CRM, the website/ forms, and supporting back office systems along with the supporting procedures to be created or amended accordingly.	<ul style="list-style-type: none"> • Customer Digital Enablement Project team • CGI • ISL (Routesmart provider) • Verint (sub-contractor of CGI) <i>changed from Connect Assist</i> • ICT 	Work has been carried out to understand the requirements from these changes and the actions required to implement these. These elements were previously put on hold whilst resources were prioritised to the forms and systems set up required for the implementation of the chargeable garden waste service. Planning activities will take place by the Customer Digital Enablement (CDE) project in the summer with a view to implement solution in 2020; in line with the wider Digital Strategy. The delays page is now updated to area rather than ward level as an interim improvement. System changes required to integrate Confirm to the new Verint CRM and provide updates to customers has commenced.	In progress
2.2	As well as more user-friendly webforms for reporting missed individual bins, it will also inform residents whether there have been any service or crew-reported issues that meant the bin was not collected (such as the bin was not presented, it was contaminated, there were access issues, route or city-wide issues) and advise the resident of the next appropriate steps. This will provide residents with the necessary feedback and what they should expect to happen next whilst ensuring that the reports received by operations are justified reports				
2.3	The communal bin webform is different in that residents are reporting a full or overflowing bin rather than a missed collection. Due to the shared nature of these bins, it is possible for multiple reports to be raised for the same bin resulting in an increased workload and service statistics. Therefore, the revised form will link duplicate reports for the same overflowing bin together so that only one request is received by operations without preventing citizens from reporting bins that have already been raised by others. The system could then either prevent citizens from needing to raise another report or allow them to raise a linked report				
3	Without impacting on customers, the system will distinguish reports of full or overflowing bins collected on the scheduled day (those where the scheduled collection took place but the bin has filled again) from those that are due to a late/missed collection (i.e. the bin was due for uplift yesterday but has not yet taken place). Statistics from this will be used to identify the root cause/areas of further investigation into the cause of the overflowing bin (for example, not being serviced as scheduled; trader abuse or incorrect capacity provided) and allow corrective action to be taken	Investigate the potential to set the systems up that would allow a report of a full or overflowing communal bin to be assessed against the collection information captured on Routesmart. The report will continue to be processed so that the bin gets emptied however this breakdown would allow the service to carry out further analysis of the cause of the full bin and allow corrective action to be taken in areas with consistent issues.	<ul style="list-style-type: none"> • CGI • Verint (sub-contractor of CGI) <i>changed from Connect Assist</i> • ISL (Routesmart provider) • ICT • Pitney Bowes (Confirm provider) <i>potentially</i> 	This action is included as part of the wider Routesmart and Web/CDE projects outlined above.	Not yet started
4	The Code of Practice on Litter and Refuse is a statutory guidance document relating to section 89 of the Environmental Protection Act 1990. It defines cleanliness standards for areas of land owned and/or managed by Duty Bodies and Statutory Undertakers, including Local Authorities. This forms the basis of the LEAMS criteria used by authorities to assess cleanliness of relevant land. This information also informs the national Local Government Benchmarking Framework Performance Indicator for street cleanliness score. The revised Code of Practice clarifies organisational responsibilities; support more effective cleanliness standards covering a range of land types, features and landscaping; and support a proactive approach to litter prevention. The updated monitoring system provides a more modern platform to support the revised Code of Practice. Subject to the outcomes of the trial and resulting review, as well as discussions between Zero Waste Scotland (ZWS), Keep Scotland Beautiful (KSB) and COSLA, SOLACE and the Improvement Service, it is intended to begin the implementation of any updates to the monitoring system in 2019/20	The revised Code of Practice also requires Councils to make their street zones publicly accessible within one year of the Code of Practice becoming enacted. Within Edinburgh this will require a city-wide rezoning exercise to be carried out initially. A rezoning exercise will be required to align to the revised zoning criteria.	<ul style="list-style-type: none"> • Scottish Government • Zero Waste Scotland • Keep Scotland Beautiful • COSLA • SOLACE • The Improvement Service 	Colleagues in Waste and Cleansing have started to re-zone the streets, while colleagues in Parks and Greenspaces have started to zone the open spaces which the Council has responsibility for. Zero Waste Scotland will be giving a presentation to the Place Extended Senior Management Team on the implications of the new guidance.	In progress
5	CIMS is the method used by The City of Edinburgh Council to assess street cleanliness. KSB manages the CIMS scheme nationally and carries out four independent assessments each year. Each assessment is a snapshot of the cleanliness of the streets, with a 50 metre transect surveyed from a random sample of 10% of the city's streets and is graded on the presence of litter on a scale from 'A' to 'D' as detailed in the Code of Practice on Litter and Refuse (Scotland 2006). The percentage of streets clean figure shows the percentage of streets meeting Grade B or above and can therefore be viewed as a more accurate indicator of cleanliness of the streets throughout the city. Broadening the survey to include other issues such as the presence of A boards would identify the overall impact the street scene has on pedestrians	Work with KSB to review how the CIMS surveys they undertake could be broadened to encompass other issues which are relevant to the street scene and the impact it has on pedestrians including the presence of A boards, illegal parking, discarded traffic management items (e.g. sand bags).	<ul style="list-style-type: none"> • Keep Scotland Beautiful 	KSB carried out a pilot survey in Ward 11 during the June 2018 CIMS survey to assess how these issues could be surveyed and how this data, along with the LEQs and litter types, could be presented in a meaningful manner. Next steps are to consider if the new methodology should be introduced once the outcome of the revised LEAMS (action above) is understood.	In progress

Appendix 4 – Routesmart Route Management System

Background

Following a trial of the Routesmart route management system between the service and CGI, the business case to procure this system was approved by Finance and Resources Committee and Full Council early 2017. The implementation of this system was progressed, and reported, through the Waste and Cleansing Improvement Plan with a multi-disciplinary project team established with representatives from the Council (including the service, ICT, Business Support and HR), CGI, and ISL (Routesmart supplier).

The provision of this system will make a major contribution towards delivering the Council's goals as we will be presenting our operational crews with higher quality information to reduce the number of missed bins and will be receiving higher quality data from crews to allow for more first touch resolution of customer queries.

The project experienced initial delays to implementation due to delays to the final sign off of the Business Case, the manufacturing timescale for devices, and the security check requirements to ensure the system is compliant with the General Data Protection Regulation 2016. These meant that the system commenced roll out in September 2017 with garden waste collections following by kerbside residual and recycling collections at the end of 2017.

The project was split into two phases with a range of sub-phases (or workstreams) under each phase. Phase one is the operational roll out of the collections and cleansing routes onto Routesmart devices. Phase two is the integration of Routesmart into other Council systems such as Confirm Asset and Works Order Management System, the Customer Relationship Management (CRM) system, as well as the webpage and online forms.

Phase One

Scope

The procurement and implementation of the system, in-cab devices for vehicles and training for staff, including:

- Routesmart Design software to the Operational Support Team (and training)
- Fusion system (back office) to the service area and support services such as the Contact Centre
- Navigator system (in-cab devices) to kerbside collections streams, communal collection streams, cleansing services

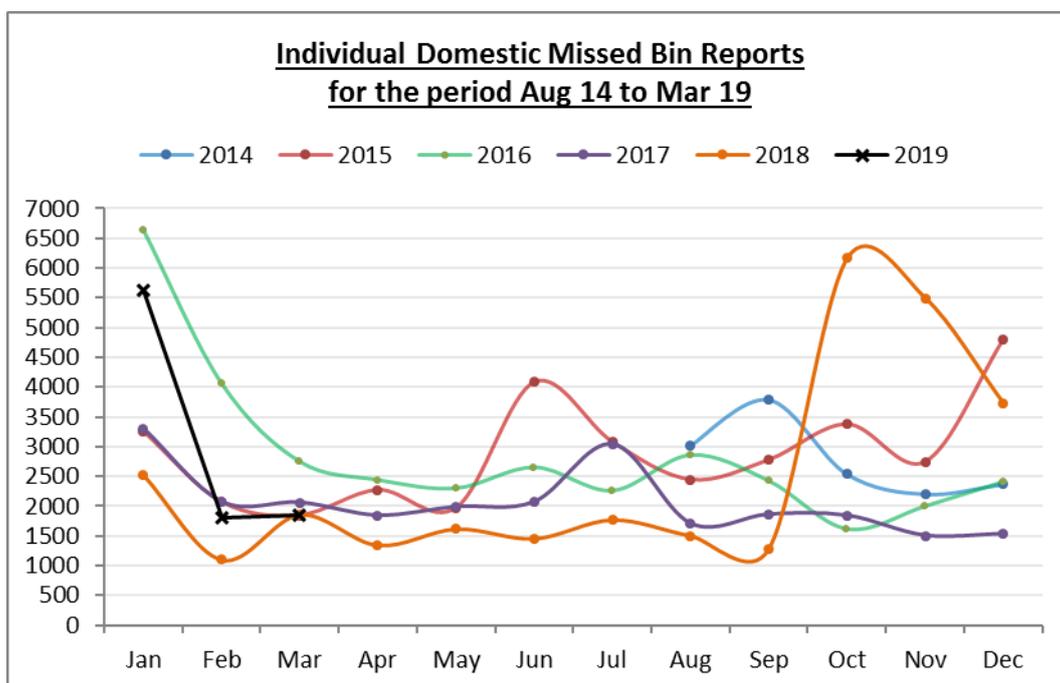
Progress

Phase one has currently been completed for garden waste in September 2017; kerbside residual and recycling at the end of 2017; as well as kerbside glass, food and communal food in October 2018 during the implementation of four-day week collections.

The remaining workstreams are the communal streams and cleansing services. These were put on hold in 2018/19 whilst officers were reprioritised to the routing and calendar mailing activities required for the October changes (four-day week and chargeable garden waste), followed by the corrective activities required to resolve the issues experienced during the transition phase. These workstreams will now be progressed in 2019/20.

Impact on performance to date

Focusing on the performance between January and September 2018 (the period where Routesmart was in place for garden waste, kerbside residual and dry mixed recycling bins and before the October service changes), there has been a significant reduction in missed individual bins reported. Cumulatively, this period encountered the lowest levels of missed individual bin reports since 2015 with 14,441 reports. This is a reduction of 5,494 (or 28%) from the same period in 2017; 13,910 (or 49%) from 2016; and 9,318 (or 39%) from 2015.



Whilst the roll out of Routesmart has not been the only improvements to delivery of the kerbside collections between 2017 and 2018, due to the other actions within the Waste and Cleansing Improvement Plan, it does represent the largest change to the kerbside service in this period. Therefore, the performance outlined above broadly illustrates the benefits realised from the use of Routesmart. Performance is expected to further improve as the October changes fully embed, the remaining material streams are rolled out onto Routesmart and the integration of systems outlined in Phase Two are implemented.

Next Steps

As outlined in 4.2.7 in the main report, before the communal service is transferred onto Routesmart a bin audit is being carried out to ensure the asset information is up to date. The communal bin routes currently work in the same way as kerbside routes did before moving to Routesmart in that they are set up by street not bin location as is required on Routesmart. This audit will ensure records are amended to include any changes to communals, in particular bins that have migrated to other areas of the street over time.

Options to progress the cleansing routing and roll out are currently being investigated, including the need for temporary additional resources, to deliver this in 2019/20.

Phase Two

Scope

- The integration of the system with the CRM system, Confirm system, and web forms to allow for up to date collection information to be relayed from frontline crews to customers on a real time basis.
- Revised performance measures to account for increased information available.
- Online calendar production pulling data from Routesmart

Progress

Due to the overlap of Phase Two with the Customer Digital Enablement (CDE) Project being delivered by Customer and Digital Services directorate the scope has been reviewed and elements will be delivered by the CDE project with involvement from the service.

The split between the two projects has been agreed that the service will progress the integration requirements to the CRM system, along with the calendar production and performance reporting changes, and the CDE project will progress the integration requirements from the CRM to the website and webforms with close inter-dependencies.

The integration activities were put on hold whilst the development of the garden waste registration form and set up was prioritised. Planning activities will take place by the CDE project in the summer with a view to implement solution in 2020; in line with the wider Digital Strategy.

Progress against several actions within this phase are reported within the performance report in actions 1 through to 3 in Appendix Three above.

Impact on performance to date

Whilst the implementation of Routesmart into the operational routes will improve service performance as crews are provided with higher quality data on bin locations, most of the benefits from the system will be realised at the completion of Phase Two. This is due to the inability currently to check for, and filter out, unjustified reports (for example, a resident reporting a bin as missed that was contaminated, not presented, or frozen for example or is trying to report the bin on the day of collection or the wrong day) when using the webforms. During 2018/19 webforms equated for 55% of the missed or full bin reports received.

Next Steps

As highlighted above the majority of the actions within this phase are reported and monitored within Appendix Three above.

The service has also met with CGI to review progress and a revised plan for 2018/19 is being developed for the service-led elements of this phase.

Day to Day Operations

The day to day operations of Routesmart are managed by the Operational Support and Operational teams within Waste and Cleansing Services. This includes use of the system when carrying out collections (including reporting problems such as access issues); device management (including allocation to vehicles, maintenance of devices, cradle installation, troubleshooting issues, and working with CGI to repair damaged devices); maintenance of routes (including updating assisted collection details on routes, adding new developments, adjustments identified, along with transferring the amended routes to Fusion (back office system) and Navigator (in-cab device system) every 3 weeks).

In addition to this the system is also used to identify improvements to routes to balance the work across crews each day for an effective service, and in some cases identify areas that would receive a more consistent service if it transferred to a different day (in these cases the residents are contacted to advise of the change and provided a new calendar).

Fusion is used by Operations to monitor route progress throughout the day allowing for corrective actions to be identified if required. In addition to this, Fusion is used by the Contact Centre when speaking to residents reporting missed collections, this provides the agents with details of any issues captured by the crews as well as whether that street had been serviced (and if so when). This allows the agents to advise the resident accordingly and achieve first point resolution.

Lessons Learnt to Date

There has been a range of lessons learnt since the roll out of Routesmart commenced. The list below highlights some of the key lessons that have had a direct impact on performance or benefits realisation:

- Infrastructure requirements – whilst the procurement of devices and installation of cradles into vehicles was built into the project activities the timescales required for both of these elements were underestimated. The project experienced delays early on due to an extended manufacturing timescale required due to the number of devices being purchased; this held up the roll out of any devices. The recommendation to avoid a repeat of this going forward would be for project timescales to be developed in conjunction with CGI and the relevant supplier at full proposal stage. This followed the installation of cradles into vehicles, this was carried out by Fleet Services and took place at times when the impact on the service could be minimised whilst balancing against the rest of Fleet's workload. It was agreed that future work programmes like this would benefit from the installation of equipment being part of the contract allowing for dedicated resources to carry out the work in a shorter timescale.
- Data quality – It has been well documented that there were data quality issues experienced as part of the implementation of four-day week kerbside collections. Although these issues were caused by the data quality within the Confirm system it had a detrimental impact on the routes developed in Routesmart. This was caused in part by the routes previously being delivered at a street level rather than property

level as required within Routesmart. This had meant that flaws in the property level information were transferred into Routesmart and subsequently the new routes; these flaws had not been identified until the collections started to be missed however the service worked hard to ensure collections were carried out as soon as possible whilst the systems and routes were updated. It was also noted that there had been some properties that were previously receiving informal assisted collections where crews had provided this service (usually as a result of a request from the resident whilst at the property) without central records being updated. This meant that these informal collections were then not recorded in the new route data and the newly assigned crews did not know about them.

- System implementation issues – There has been ongoing systems issue with the implementation and licence of the Routesmart Design system that resulted in only one computer being able to work the system for a number of months. Whilst this initial issue was resolved last summer there has been ongoing system performance issues. These have been investigated and possible corrective actions taken by CGI has partially improved however system reliability issues are still ongoing. Given this, the service and CGI are currently investigating a different option to host this system that should rectify these remaining issues. Whilst these issues are being actively progressed by the service it does have a knock-on impact to the ability to deliver.
- Dependencies to other projects/service areas – As highlighted in this appendix, and the dependencies column of actions 1 through 3 in Appendix Three, the service is heavily reliant on other sections of the Council to deliver the changes that will allow the full benefits of Routesmart to be realised. The service is working closely with each of these areas to progress the actions however the implementation and timescales often end up dependant on other changes taking place first or in conjunction.
- Timescales to implement – As highlighted above, a number of these lessons were either impacted by tight timescales or caused delays to the project.

Transport and Environment Committee

10.00am, Thursday, 16 May 2019

Policies – Assurance Statement

Executive/routine	Routine
Wards	All
Council Commitments	N/A

1. Recommendations

- 1.1 To note that the Council policies detailed in this report have been reviewed and are considered as being current, relevant and fit for purpose.
- 1.2 To note that a further review will be carried out to ensure that all relevant policies are recorded appropriately on the Council's Policy Register and reviewed annually.

Paul Lawrence

Executive Director of Place

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Policies – Assurance Statement

2. Executive Summary

- 2.1 Council policies are key governance tools. They help realise the Council's vision, values, pledges and outcomes, and are critical to the Council's operations, ensuring that statutory and regulatory obligations are met in an efficient and accountable manner. This report confirms that the policies relevant to the remit of the Transport and Environment Committee have been reviewed and assurance provided that these reports remain relevant.

3. Background

- 3.1 Council policies are key governance tools. They help realise the Council's vision, values, pledges and outcomes, and are critical to the Council's operations, ensuring that statutory and regulatory obligations are met in an efficient and accountable manner.
- 3.2 To strengthen governance arrangements a policy framework has been developed to ensure that all current Council policies are easily accessible, and are created, revised and renewed in a consistent manner and to an agreed standard. This included the development of a comprehensive register of Council policies and introduction of a policy template to provide the Council with a standardised format in terms of content and style.
- 3.3 The last Policies – Assurance Statement was submitted to Transport and Environment Committee on 7 December 2017.

4. Main report

- 4.1 A critical element of the policy framework is to ensure that all Council policies are fit for purpose. This requires each directorate to review, on an annual basis, all policies relevant to their services, and to provide the necessary level of assurance that these policies are current and relevant.

- 4.2 This report confirms that the transport and environment policies listed in the appendix have been reviewed by directorate senior management and are still considered fit for purpose.
- 4.3 The Council provides a clear definition on what is considered a policy and this review is based on these terms.
- 4.4 On [17 May 2018](#), a specific assurance statement was submitted for the Council's Waste and Cleansing policies, with to new policies approved.
- 4.5 In carrying out this review of policies, a small number of document which were previously reported are now considered not to be policies (under the Council definition) and are therefore not included this time.

5. Next Steps

- 5.1 It is proposed to carry out a review to ensure that all relevant policies are included on the Council policy register and that these will be reviewed annually as part of this approach in future years.

6. Financial impact

- 6.1 There are no financial impacts arising from this report.

7. Stakeholder/Community Impact

- 7.1 Impacts are assessed as part of the development of new or review of existing policies.

8. Background reading/external references

- 8.1 [Corporate Policy and Strategy Committee Report 3 September 2013 – Review of Council Policy.](#)
- 8.2 [Governance, Risk and Best Value Committee Report 22 May 2014 – Review of Council Policy: up-date.](#)

9. Appendices

1. Assured Policies

Appendix 1 – Assured Policies

Policy title:	Cremation Policy
Approval date:	6 December 2018
Approval body:	Transport and Environment Committee
Review process:	Changes to the Cremation Policy were approved at Transport and Environment Committee on 6 December 2018 .
Change details:	The published policy will be updated to reflect the changes approved and recent changes in legislation.

Policy title:	Edinburgh Park Events Manifesto
Approval date:	26 August 2014
Approval body:	Transport and Environment Committee
Review process:	An annual review of events in Parks is undertaken (the most recent update was considered by Transport and Environment Committee on 6 December 2018 . An update on the Edinburgh Park Events Manifesto is due to be considered by Transport and Environment Committee on 20 June 2019.
Change details:	A full review of the Manifesto is currently underway and will be reported to Transport and Environment Committee on 5 December 2019.

Policy title:	Public Spaces Protocol
Approval date:	9 March 2018
Approval body:	Transport and Environment Committee
Review process:	A full review of this protocol is currently underway, following one full year of operation.
Change details:	A full review of the Protocol is currently underway and will be reported to Transport and Environment Committee on 5 December 2019.

Policy title:	Presentation Seats Policy
Approval date:	6 December 2018
Approval body:	Transport and Environment Committee
Review process:	Transport and Environment Committee approved changes to the policy for the management of presentation seats in Public Parks, Gardens and Streets on 6 December 2018.
Change details:	No changes required

Policy title:	Local Transport Strategy 2014 - 2019
Approval date:	14 January 2014

Approval body:	Transport and Environment Committee
Review process:	To be reviewed 2019, the Strategy will then be amended and reported to committee.
Change details:	No changes required

Policy title:	Waste and Cleansing Policies
Approval date	17 May 2018
Approval body:	Transport and Environment Committee
Review process:	A comprehensive review was undertaken in 2018 and are reviewed annually.
Change details:	No changes required

Transport and Environment Committee

10am, Thursday, 16 May 2019

Appointment of Auditor to Lothian Buses

Executive/routine	Executive
Wards	All
Council Commitments	21

1. Recommendations

- 1.1 That the Transport and Environment Committee approves the appointment of Scott Moncrieff as the auditors of Lothian Buses Limited (LB) on 27 June 2019.

Paul Lawrence

Executive Director of Place

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Appointment of Auditor to Lothian Buses

2. Executive Summary

- 2.1 Scott Moncrieff are currently the auditors of LB (formerly Lothian Buses plc).
- 2.2 Under the provisions of the relevant majority shareholder agreement the appointment or removal of the auditors of LB is a reserved matter that requires the prior consent of the City of Edinburgh Council (Council).
- 2.3 The appointment of the auditors is made annually at the LB AGM. LB propose to appoint Scott Moncrieff as auditors at the LB AGM on 27 June 2019 for a period of one (1) year.
- 2.4 There is requirement for the Council to resolve that it shall consent to the re-appointment of Scott Moncrieff as the auditors of LB. Without this resolution, LB would be unable to prepare annual audited accounts.

3. Background

- 3.1 LB is a private company limited by shares.
- 3.2 LB is an ALEO which is 91% owned by Transport for Edinburgh Ltd (TfE). TfE, in turn, is 100% owned by the Council. The remainder of shares in LB (approximately 9%) are owned by East Lothian Council, West Lothian Council and Midlothian Council.
- 3.3 These arrangements are governed by a Majority Shareholder Agreement entered into among TfE, the Council and LB on 28 October 2013, and a Minority Shareholder Agreement among the Council, LB and the minority shareholders.

4. Main report

- 4.1 On 22 August 2013 the City of Edinburgh Council approved the process for the various corporate and operational documents required for the governance of tram operations.

- 4.2 Further to a tender process in 2017, LB appointed Scott Moncrieff as auditors on a three year contract. LB was entitled to do this, however, there is a statutory requirement to appoint auditors for each financial year (unless the directors reasonably resolve otherwise on the ground that audited accounts are unlikely to be required). Accordingly, the auditors require to be formally re-appointed each year at the LB AGM.
- 4.3 Under the provisions of the Majority Shareholder Agreement LB undertakes to TfE and the Council that LB shall ensure that, save with the prior written consent of the Council, they shall not effect or propose certain reserved matters. The appointment or removal of the auditors of LB is a reserved matter.
- 4.4 LB proposes to appoint Scott Moncrieff as the auditors of LB at the LB AGM on 27 June 2019 for a period of one (1) year.
- 4.5 There is a requirement for the Council to resolve that it shall consent to the re-appointment of Scott Moncrieff as the auditors of LB. Without this resolution, LB would be unable to prepare annual audited accounts.

5. Next Steps

- 5.1 The Council will confirm in writing to the LB Board its decision in terms of this report as soon as reasonably practicable.

6. Financial impact

- 6.1 There are no financial impacts arising from this report.

7. Stakeholder/Community Impact

- 7.1 None.

8. Background reading/external references

- 8.1 None.

9. Appendices

- 9.1 None.