

Transport and Environment Committee

10.00am, Thursday, 20 June 2019

Communal Bin Enhancement Update

| | |
|---------------------|-----------|
| Executive/routine | Executive |
| Wards | All |
| Council Commitments | C23, C25 |

1. Recommendations

- 1.1 It is recommended that Committee notes the content of this report and agrees to receive an update every six months

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Communal Bin Enhancement Update

2. Executive Summary

- 2.1 This committee report provides a progress update on the Communal Bin Review project and the governance arrangements.

3. Background

- 3.1 Across the city there are approximately 18,000 communal bins, ranging from 500 litres (L) to 3,200L in size. The frequency of collection varies but typically the vast majority of communal bins are serviced on a twice per week frequency.
- 3.2 There are a number of locations across the city where bins for residents to dispose of waste to landfill or energy from waste are prevalent but there is a lack of recycling infrastructure and this has a subsequent, negative impact upon the city's recycling performance.
- 3.3 There is a lack of public confidence in the communal collection system, with some locations clearly having particular recurrent issues in respect of overflowing bins (which are typically assumed to be due to failures in collection). Whilst on occasion this can be the case, there are numerous other factors that can result in overflowing bins. Issues such as trade waste abuse, bin locations, double parking, the increasing proliferation of Airbnb, holiday lets/party flats, and highly transient population with a lack of information on waste management expectations are all additional factors.
- 3.4 In order to alleviate these issues, the Communal Bin Review project has been developed. This report provides a progress update on the project and associated governance arrangements.

4. Main report

- 4.1 A dedicated project manager and supporting team is now in place. The enhancement is a temporary stand-alone project which requires no changes to the existing Waste and Cleansing Services permanent structure. The Project Team for Year 1 is composed of 1 x Project Manager to coordinate the overall project and 3 x Project Officers providing expertise to plan and deliver the project. It is anticipated

that 1 x Transport Technician will be recruited in summer 2019 to support and provide guidance on the Traffic Regulation Order (TRO) processes and to ensure road safety requirements to site bins on roads are met. The composition of the team may vary depending on identified needs through the planning and implementation of the project. Appendix 1 sets out the project team structure.

- 4.2 The Project Board is responsible for keeping the project moving forward by solving problems and helping to ensure a clear route to successful completion. Is already established and meets monthly.
- 4.3 A Project Steering Group, responsible for giving strategic direction and support, to is in the process of being established. Appendix 2 illustrates the proposed structure for this group.
- 4.4 Project documentation including a Business Case, Risk Register and Project Plan are being developed with support from colleagues in the Strategy and Communications service. The draft Project Plan (Year 1) is included Appendix 3.
- 4.5 This project is included in the Council's programme of major projects and reports on a monthly basis to the Corporate Change Board.
- 4.6 The project aims have been identified as follows:
 - 4.6.1 increase and improve recycling services to residents in multi-occupancy and flatted properties providing integrated waste and recycling services;
 - 4.6.2 improve overall recycling performance;
 - 4.6.3 review the existing bin locations to develop more formalised collection hubs to improve the perception of the service and enhance the streetscape;
 - 4.6.4 improve waste and recycling service reliability; and
 - 4.6.5 ensure the service reflects changes to legislation and policies within and outwith the Council
- 4.7 A concept testing has been implemented in Albert Street to test the project aims and a report on this is included in Appendix 4.
- 4.8 As part of the project an audit of the city-wide communal bins is underway to capture accurate information on the existing Waste assets. The audit will check and update records including type of bin, size of bin, locations and other attributes. It will also support the routing of communal bins within the RouteSmart system which is planned to be implemented in this financial year. There is work underway to review the communal bin routes. This will be carried out on 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 onto Routesmart replacing the current paper routes during 2019/20; and phase three is the longer-term Communal Bin Review project taking place over the course of the next three to five years.

- 4.9 The team is also working in collaboration with colleagues on the Roads Capital Programme and other Road projects to develop an integrated approach so that where possible, changes to waste and recycling infrastructure or services can be implemented when Roads schemes or similar infrastructure projects are scheduled. This will minimise disruption to residents and operations, improve collaborative working and promote a holistic approach to enhance the streetscape.
- 4.10 The project team is establishing and developing other relationships and collaborative working with internal stakeholders (e.g. with Housing, Active Travel, Electric Vehicles charging points implementation, City Centre Transformation and the Planning) to review of bin locations and jointly deliver infrastructure changes.
- 4.11 Discussions with Zero Waste Scotland (ZWS) relating to the Council's position on the Recycling Charter and potential funding from ZWS to support the aims of this project are ongoing.

5. Next Steps

- 5.1 This project will continue to progress as highlighted in the draft of the Project Plan and progress update will be provided every six months. Where a committee decision is required outwith the regularly update additional reports will be prepared.
- 5.2 The implications of the Government's commitment to introduce a Deposit Return Scheme will be tracked throughout the lifecycle of the project and changes will be implemented if required.
- 5.3 Regular meetings with ZWS will be held to maintain dialogue on the Recycling Charter, potential funding and the implications of the Deposit Return Scheme.

6. Financial impact

- 6.1 The project is likely to be reliant to a degree on external funding from ZWS. At the current time ZWS is not able to confirm whether funding will be available and the scale of any funding.
- 6.2 There will inevitably be financial implications from increasing the frequency of collections if required and the range of recycling streams provided to residents. As the project matures the financial impact will be better defined.
- 6.3 The detailed financial implications will be outlined following modelling and the bin location review, and will subsequently be reported to Committee at a future date.

7. Stakeholder/Community Impact

- 7.1 Changeworks were commissioned by the Council to undertake a consultation exercise on communal bin collections. The purpose of this consultation was to

better understand how residents currently use the services and some of the barriers towards using the service, particularly recycling.

- 7.2 The findings from the consultation were presented within the Enhancing Communal Bin Collection report to Transport and Environment Committee on [9 August 2018](#).
- 7.3 A customer satisfaction survey for the Albert Street – concept testing (Appendix 4) has been undertaken by Changeworks. This comprised both face to face and online surveys in May 2019. The findings will be made available to Committee when available.
- 7.4 There are no perceived governance, policy or risk implications associated with this report or the project itself. Where policy changes may be required as a result of the actions within the communal bin review project, these matters will be taken forward by way of a separate report to the relevant committee for approval.
- 7.5 Improvement in the quality of Waste and Cleansing Services will contribute towards reducing the amount of waste to landfill or energy recovery, increasing the amount of recycling and improving the quality of Edinburgh's local environment.

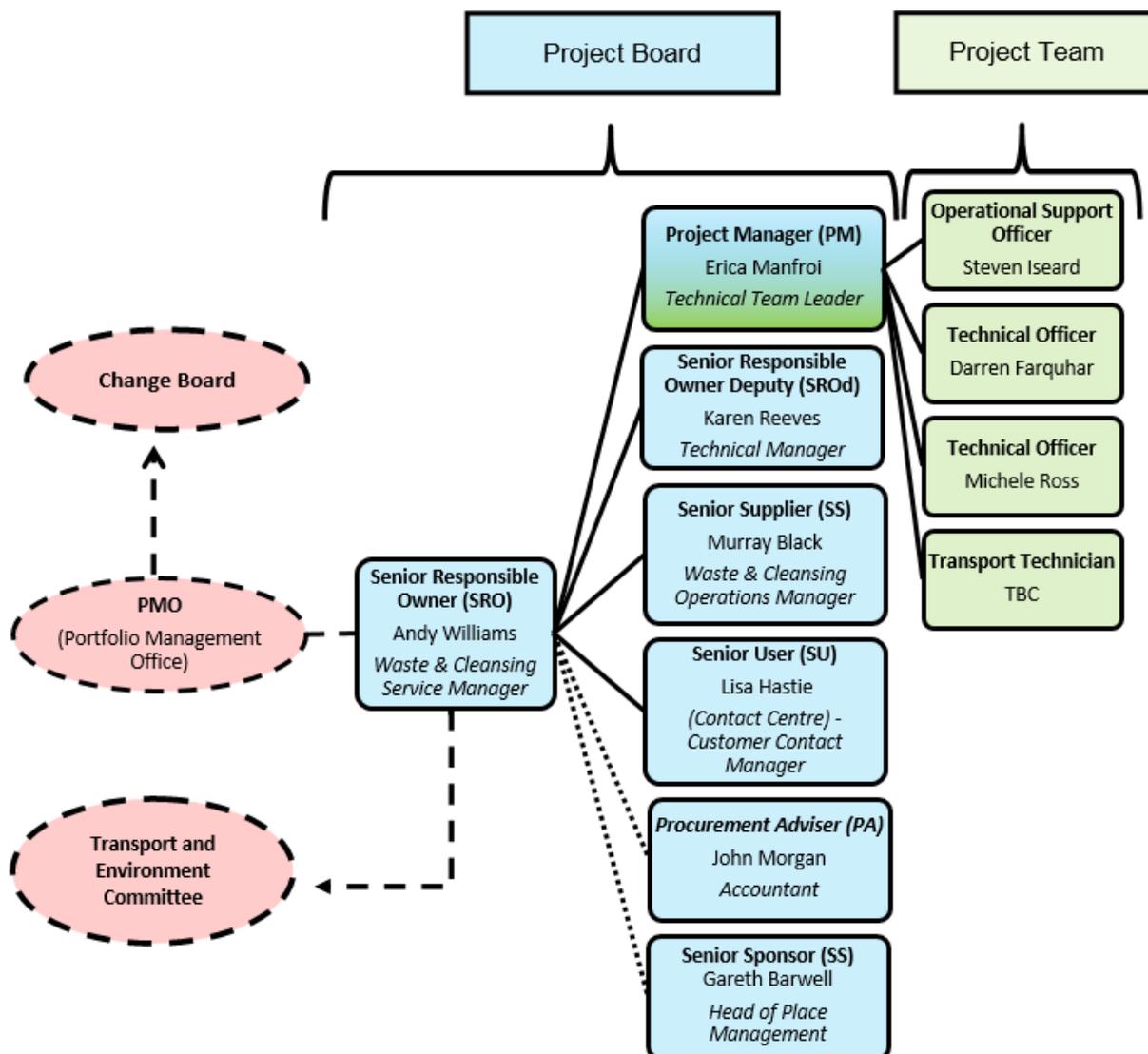
8. Background reading/external references

- 8.1 Enhancing Communal Bin Collections_Transport and Environment Committee of [7 December 2017](#)

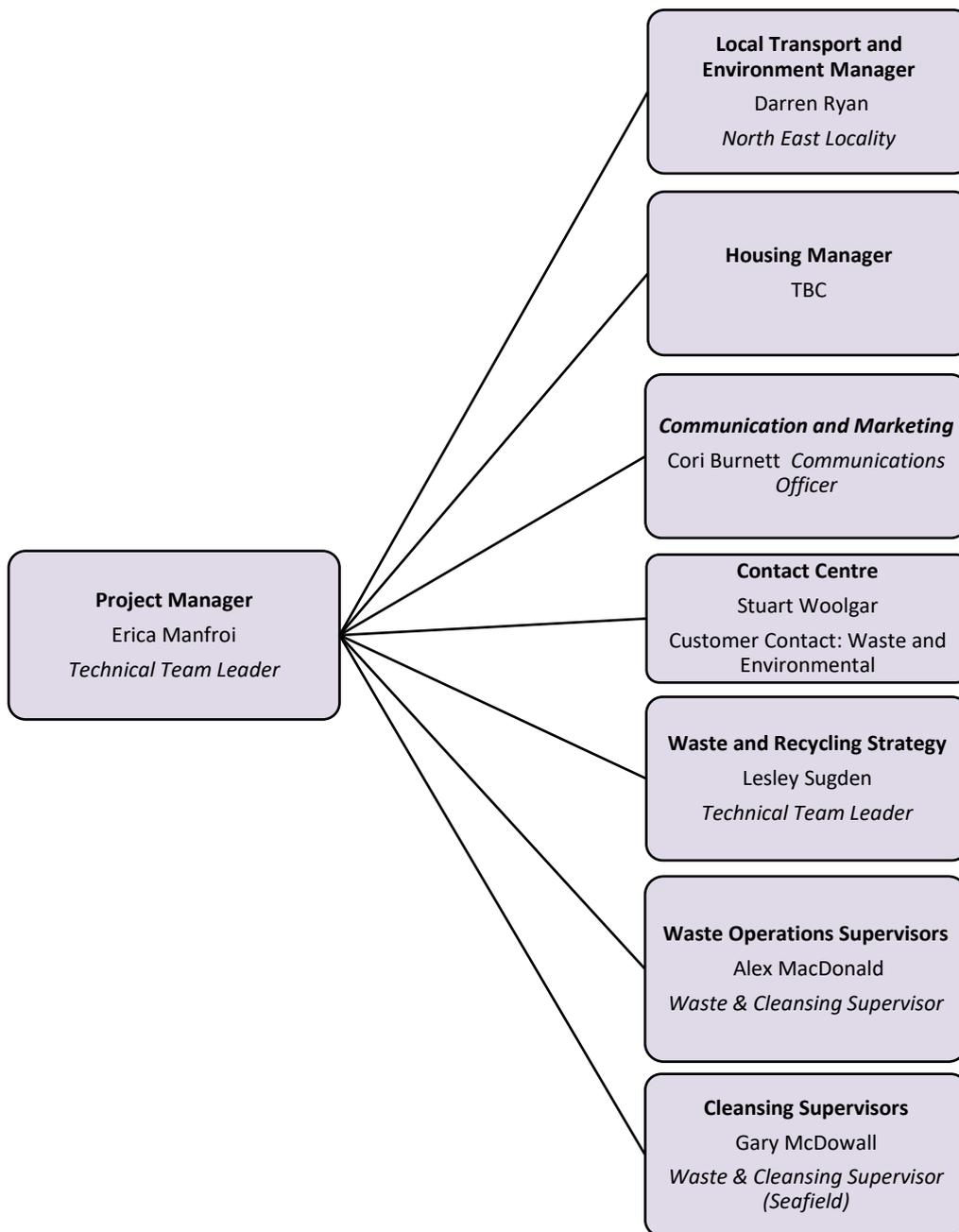
9. Appendices

- 9.1 Appendix 1 - Project Team and Project Board diagram
- 9.2 Appendix 2 - Project Steering Group diagram
- 9.3 Appendix 3 - Project Plan – Year 1
- 9.4 Appendix 4 - Albert Street – concept testing report

Appendix 1 - Project Team and Project Board diagram



Appendix 2 - Project Steering Group diagram



Appendix 3 - Project Plan – Year 1

| Year 1 | | | | | | | | | | | | |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 |
| Team Recruitment | | | | | | | | | | | | |
| Technical officers x 2 | | | | | | | | | | | | |
| Operational Support Officer x 1 | | | | | | | | | | | | |
| Transport Technician x 1 | | | | | | | | | | | | |
| Albert Street Concept Testing | | | | | | | | | | | | |
| Delivery – Installation | | | | | | | | | | | | |
| Systems updates | | | | | | | | | | | | |
| Monitoring | | | | | | | | | | | | |
| Communal Bin Audit | | | | | | | | | | | | |
| Recruitment of Auditors | | | | | | | | | | | | |
| Confirm Connect set up | | | | | | | | | | | | |
| Risk Assessment + Induction | | | | | | | | | | | | |
| Inspections + Reports | | | | | | | | | | | | |
| Road Capital Programme + Other Roads Schemes | | | | | | | | | | | | |
| Site Surveys | | | | | | | | | | | | |
| Proposal draft | | | | | | | | | | | | |
| Ordering material | | | | | | | | | | | | |
| Preparing Comms | | | | | | | | | | | | |
| Delivery – Installation | | | | | | | | | | | | |
| Systems updates | | | | | | | | | | | | |
| Monitoring | | | | | | | | | | | | |

| Year 1 | | | | | | | | | | | | |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 |

| Gull Proof Sacks/Sacks | | | | | | | | | | | | |
|------------------------|--|--|--|--|--|--|--|--|--|--|--|--|
| Identification sites | | | | | | | | | | | | |
| Risk Assessment audit | | | | | | | | | | | | |
| Monitoring | | | | | | | | | | | | |
| Proposal draft | | | | | | | | | | | | |

| City-wide data gathering | | | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|--|--|--|
| Classification into Housing/Factors/on street and others | | | | | | | | | | | | |
| Engagement Housing | | | | | | | | | | | | |
| Engagement Student Accommodations | | | | | | | | | | | | |
| Engagement Factors | | | | | | | | | | | | |

| CBR phase 1 - Gilmerton - Liberton - Newington - South Side | | | | | | | | | | | | |
|---|--|--|--|--|--|--|--|--|--|--|--|--|
| Site Surveys | | | | | | | | | | | | |
| Proposal draft | | | | | | | | | | | | |
| Ordering material | | | | | | | | | | | | |
| Preparing Comms | | | | | | | | | | | | |
| Delivery – Installation | | | | | | | | | | | | |
| Systems updates | | | | | | | | | | | | |
| Monitoring | | | | | | | | | | | | |

| Operational Team | | | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|--|--|--|
| Mixed recycling new bins - contamination | | | | | | | | | | | | |
| Talk box - bins locations | | | | | | | | | | | | |

| Roads Safety Team | | | | | | | | | | | | |
|-------------------------|--|--|--|--|--|--|--|--|--|--|--|--|
| Safety Audit process | | | | | | | | | | | | |
| School Patrol constrain | | | | | | | | | | | | |

| Year 1 | | | | | | | | | | | | |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 |

| Installation-delivery crews | | | | | | | | | | | | |
|-----------------------------|--|--|--|--|--|--|--|--|--|--|--|--|
| Business case | | | | | | | | | | | | |
| Recruitment | | | | | | | | | | | | |

| Comms plan | | | | | | | | | | | | |
|----------------------------|--|--|--|--|--|--|--|--|--|--|--|--|
| Initiation stage | | | | | | | | | | | | |
| Comms plan draft | | | | | | | | | | | | |
| Comms agreement + material | | | | | | | | | | | | |

| Tram project | | | | | | | | | | | | |
|---|--|--|--|--|--|--|--|--|--|--|--|--|
| Audit of present situation to support Ops | | | | | | | | | | | | |
| Proposal for permanent location | | | | | | | | | | | | |

| Stakeholders | | | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|--|--|--|
| Bike Storage project location check | | | | | | | | | | | | |
| World Heritage Sites engagement | | | | | | | | | | | | |
| EV charging point location check | | | | | | | | | | | | |
| CCT project engagement | | | | | | | | | | | | |

| Project Documentation | | | | | | | | | | | | |
|--------------------------|--|--|--|--|--|--|--|--|--|--|--|--|
| Business Case | | | | | | | | | | | | |
| Project Plan | | | | | | | | | | | | |
| Risk Register | | | | | | | | | | | | |
| Change Board Monthly PSR | | | | | | | | | | | | |
| T&E monthly briefing | | | | | | | | | | | | |

Albert Street – concept testing

A concept testing for the communal bin review project has been implemented in Albert Street to test the project aims:

- 1 - Increase and improve recycling services to residents in multi-occupancy and flatted properties providing fully integrated waste and recycling service (each location aiming to have residual waste, recycling, food waste and glass)
- 2 - Review the existing bin locations to develop more formalised collection hubs to improve the perception of the service and enhance the streetscape
- 3 - Improve overall recycling performance, customer satisfaction and service reliability

Scope

The concept testing includes all the properties and locations in Albert Street excluding two locations: 1 Buchanan Street and recycling point at South Sloan Street as per map and pictures below.



Buchanan Street at the corner with Albert Street



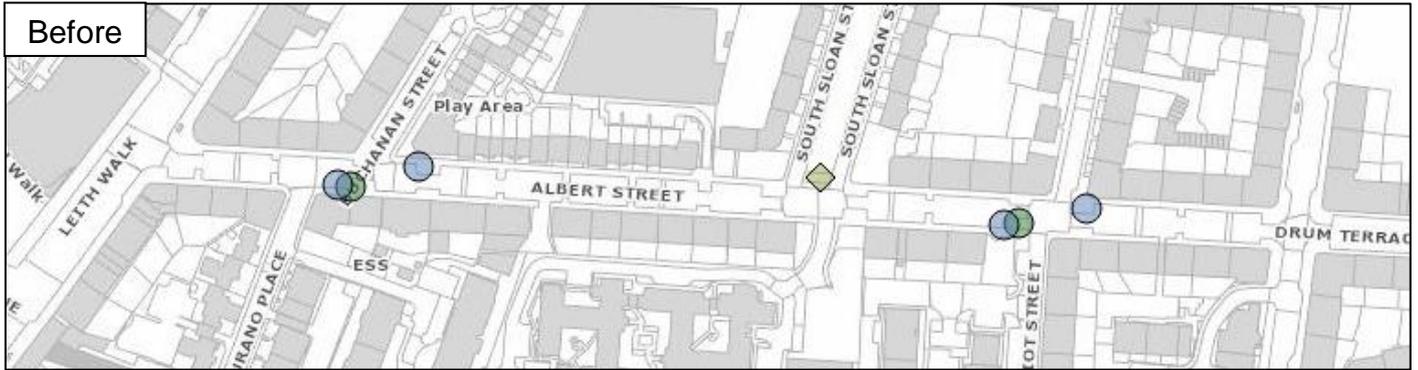
Recycling Point at South Sloan Street



1 - Increase and improve recycling services

Recycling bins

Before the roll out, there were 4 mixed packaging/mixed recycling bins and 4 Paper recycling bins at 4 locations (in blue the Paper bins and green the packaging bins).



After the roll out, now there are 29 mixed recycling bins at 15 locations.

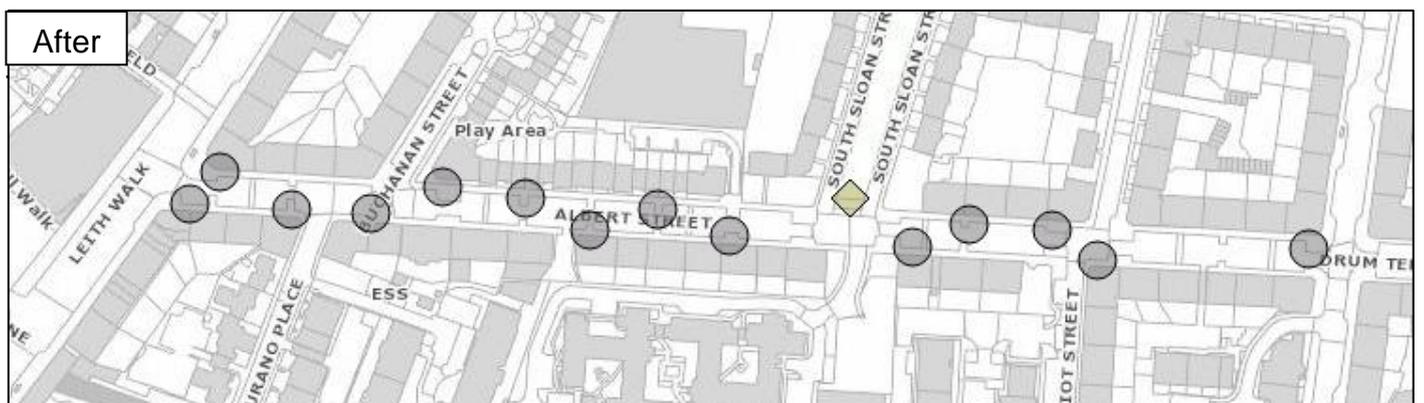


Food waste bins

Before the roll out, there were 6 x 500L food waste bins at 6 locations.



After the roll out, there are now 15 x 240L wheeled bin with housing food waste bins.

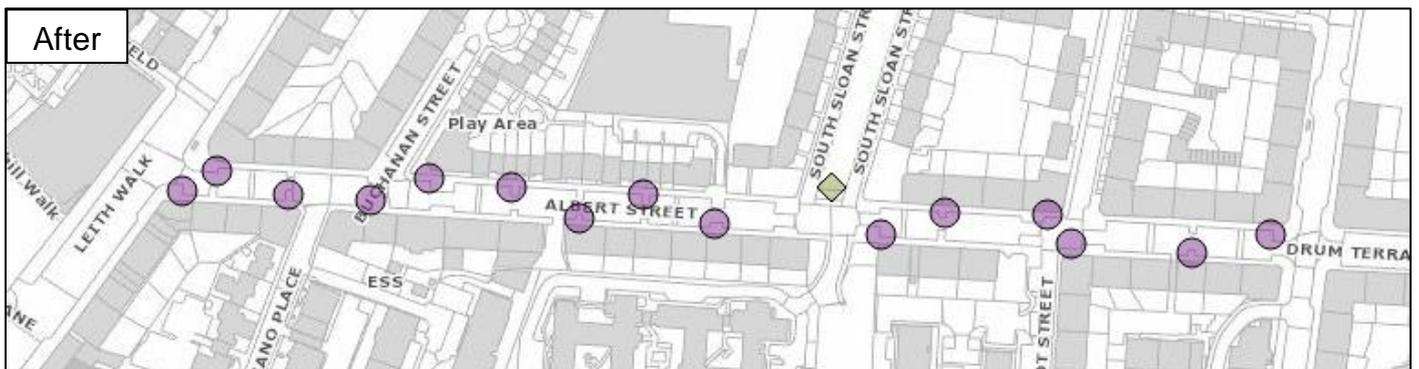


Glass bins

Before the roll out the glass could be recycled at the junction with Leith Walk and at the recycling point in South Sloan Street.



After the roll out there are 14 x 360L glass bin contained in a housing, 1 x 660L bin and the recycling point at the South Sloan Street.



The new glass facility provided to nearly all 15 locations is a 360L wheeled bin contained in a housing secured to the ground (see pictures further down the documents).

Waste and recycling capacity

In the below table it is possible to see the capacity provided until spring 2018 of each waste and recycling stream for each property. The number of properties in Albert Street is 538.

| Capacity of each waste and recycling stream <u>BEFORE</u> the roll out (2017) | Non-recyclable waste | Packaging | Paper | Glass | Food waste | Total waste and recycling capacity per property |
|---|----------------------|-----------|-------|-------|------------|---|
| | 1280 | 1280 | 1280 | 360 | 500 | |
| | (L) | (L) | (L) | (L) | (L) | |
| Number of bins | 44 | 4 | 4 | 1 | 6 | |
| Frequency of collection (per week) | 2 | 2 | 1 | 1 | 1 | |
| Capacity provided (L/week) | 209 | 19 | 10 | 0.7 | 6 | 245 |

In 2018 Albert Street has been part of the Zero Waste Leith trial area which has been monitored to assess if the increased collection frequency (from twice a week to every other day collection) would prevent overflowing bins. Results from this monitoring programme are presented in the Zero Waste Leith (ZWL) increase frequency trial monitoring Report.

| Capacity of each waste and recycling stream <u>BEFORE</u> the roll out (2018) | Non-recyclable waste | Packaging | Paper | Glass | Food waste | Total waste and recycling capacity per property |
|---|----------------------|-----------|-------|-------|------------|---|
| | 1280 | 1280 | 1280 | 360 | 500 | |
| | (L) | (L) | (L) | (L) | (L) | |
| Number of bins | 44 | 4 | 4 | 1 | 6 | |
| Frequency of collection (per week) | 3.5 | 2 | 1 | 1 | 1 | |
| Capacity provided (L/week) | 366 | 19 | 10 | 0.7 | 6 | 402 |

With the implementation of the concept testing in Albert Street the capacity for each waste and recycling streams have been re-adjusted.

| Capacity of each waste and recycling stream <u>AFTER</u> the roll out (2019) | Non-recyclable waste | Recycling | Glass | Food waste | Total waste and recycling capacity per property |
|--|----------------------|-----------|-------|------------|---|
| | 1280 | 1280 | 360 | 500 | |
| | (L) | (L) | (L) | (L) | |
| Number of bins | 24 | 29 | 15 | 6 | |
| Frequency of collection (per week) | 3 | 2 | 1 | 1 | |
| Capacity provided (L/week) | 171 | 138 | 11 | 7 | 327 |

The tables and images show there has been a shift from provision of non-recyclable waste bins to recycling, food waste and glass facilities. The recycling capacity provided prior to the roll out was 29L per week per property (combined Packaging and Paper) and after the roll out the capacity has increased to 138L per week per property.

The glass provision was nearly absent with less than 1L per week per property excluding the recycling point at South Sloan Street, and this has increased to a 10L per week per property.

The food waste bins capacity has not increased significantly but the distribution of the food waste bins along the street has made it easier to recycle this.

The 240L food waste bin with the housing has been chosen also considering the Changeworks “Edinburgh Communal Recycling Consultation” report on which it has been assessed that food waste recycling was the least recycled material out of all materials surveyed. This is due to the design and access of food waste bins as the ageing 500L food waste bins are seen as unhygienic and unpleasant to use.

500L food waste bin



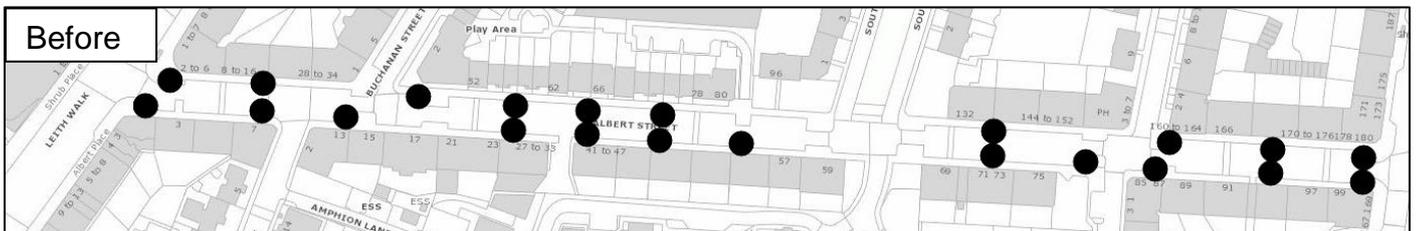
240L food waste bin housing

secured to the ground

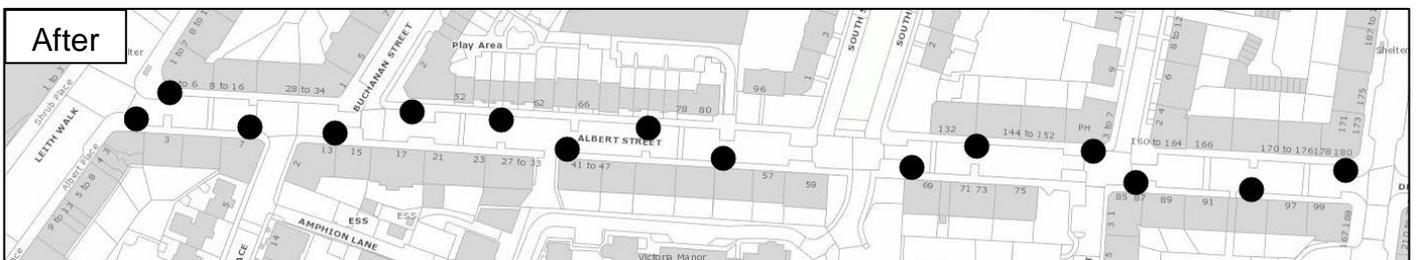


Non-recyclable waste bins

Before the roll out of the concept testing in Albert Street there were 44 non-recyclable waste distributed to 22 locations.



After the roll out of the concept test there are 24 non-recyclable waste bins in 15 locations.



There has been a significant shift from non-recyclable waste bin provision to recycling facilities. This is to ensure residents have recycling facilities for all materials at the same location as the non-recyclable waste. Residents do not need to walk to different location to dispose of their glass, food waste and recycling and they do not need to walk further than they would walk to dispose of their non-recyclable waste.

2- Review the existing bin locations to develop more formalised collection hubs to improve the perception of the service and enhance the streetscape

Overall number of locations

Prior to the concept testing, Albert Street counted 22 locations for bins. After the new layout has been implemented the number of location has decreased to 15, with a reduction of 30%.



Overall number and type of bins

Nearly every one of the 15 locations has the fully integrated waste and recycling service including at least: 1 x 1280L non-recyclable waste bin, 1 x 1280L mixed recycling bin, 1 x 240L food waste bin and 1 x 360L glass bin.

As part of the concept testing, one of the aims was, where possible, to provide a permanent location to all waste and recycling facilities to prevent bins being moved to other locations and create more formalised hubs. This has been achieved with the installation of bull bars. An example is shown in the picture below.

The Zero Waste Leith trial highlighted some operational issues including bins blocked by parked cars. To mitigate those issues measures such as line painting with “keep clear” and bull bars to provide permanent locations for the waste and recycling bins have been implemented. Moreover some street signage have been installed along the street to prevent double parking (see picture below).

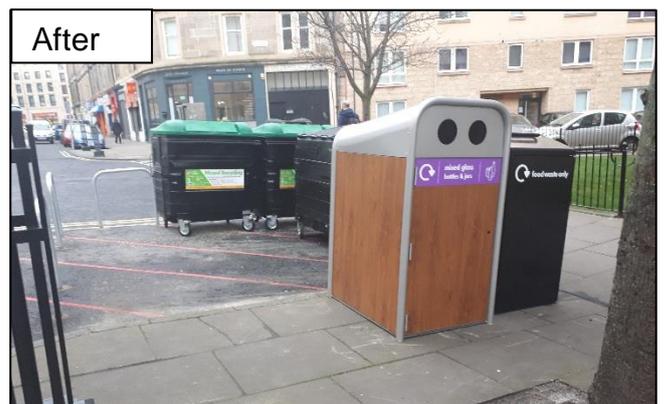


To enhance the streetscape and improve the aesthetic of the overall street, where suitable, the waste and recycling bins have been moved from the pavement to the road. Consideration has also been given to parking requirements to ensure the new hubs would have the minimum impact possible on parking spaces for residents. For this reason some of the waste and recycling facilities have still been located on the pavement ensuring those are secured to the ground to prevent their movement and consequent potential hazard to pavement users.

Couple of example are shown below:



1 Albert Street before and after.



52 Albert Street

The Zero Waste Leith monitoring trial also identified that the configuration of the bin layout – side by side - can restrict access to the bins by residents.

An example can be seen for the location at 2 Albert Street in the below pictures.



At this location there were 4 non-recyclable waste bins that could not be accessed from the front. This used to cause the 2 bins at the extremities to be overflowing and the other 2 in the middle to not be used.

The location now has the fully integrated waste and recycling service. The 3 x 1280L bins for non-recyclable and mixed recycling are facing the pavement so the bins can properly be used by residents to dispose of their waste and recycling.

3 - Improve overall recycling performance, customer satisfaction and service reliability

In the next months the concept testing will be monitored through the use of the bin sensors and with visual and bin fill level checks for both non-recyclable and mixed recycling bins. Monitoring for non-recyclable and mixed recycling bins have been carried out in 2018 as part of the Zero Waste Leith trial and this will be the baseline to assess recycling performance and service reliability.

Customer satisfaction will be assessed by Changeworks who have been commissioned to conduct a door-knocking face to face and online survey around April/May.

Moreover, the Waste Compliance Team have been involved to prevent and monitor the abuse of residential waste and recycling facilities by businesses. During the last 5 weeks, 13 business premises in Albert Street have been visited for Waste Compliance Inspections recently and are deemed to be waste compliant. Enforcement action by way of a Fixed Penalty Notice has also been taken against a takeaway premises on Albert Place, for the illegal disposal of trade waste in a communal bin on Albert Street. At the same time, the business was also found to not have a suitable waste contract in place. This is currently an ongoing case with the business now partially compliant.