

# Transport and Environment Committee

10.00am, Thursday, 6 October 2022

## Response to Motion by Councillor Whyte – Cleaning Up Edinburgh (Communal Bin Review Update)

Executive/routine Wards Council Commitments	Executive All
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### 1. Recommendations

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- 1.1 Transport and Environment Committee is asked to:
  - 1.1.1 Note the progress of the Communal Bin Review project and delivery of Phase 1, as requested by the Council on 30 June 2022;
  - 1.1.2 Approve the revised phasing and timeline for the delivery of the communal bin hub roll-out (Appendix 1), including the split of current Phase 4 to allow work to continue in the area outwith the Edinburgh World Heritage site (where the Traffic Regulation Order (TRO) process has been paused);
  - 1.1.3 Note the updated costs associated with delivery of the communal bin project and the application to Zero Waste Scotland for additional funding to meet these costs.

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# Report

## Response to Motion by Councillor Whyte – Cleaning Up Edinburgh (Communal Bin Review Update)

### 2. Executive Summary

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- 2.1 This report provides an update on the delivery of the Communal Bin Review project and the implementation of increased collection schedules.
- 2.2 It also provides an update on the timelines for implementation and seeks approval to revise the phasing of the project to allow the roll-out to continue in the areas of Phase 4 outwith the Edinburgh World Heritage Site.
- 2.3 Finally, the report highlights that the overall cost for the project has increased, and notes that a request has been made to Zero Waste Scotland to access additional funding from the Recycling Infrastructure Fund.

### 3. Background

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- 3.1 On [27 February 2020](#), Transport and Environment Committee approved the approach to be taken to implement the communal bin review project. This included setting out the parameters and criteria to be used to determine the locations of each bin hub and the types of bins that would be used for non-recyclable waste, recycling, food waste and glass.
- 3.2 On [22 April 2021](#), Transport and Environment Committee approved the phasing and timeline for implementation. An update was provided by email to the then members of Transport and Environment Committee in February 2022 on the delivery of the project.
- 3.3 On [31 March 2022](#), Transport and Environment Committee approved the work to be undertaken in the Edinburgh World Heritage area to address concerns raised by heritage bodies and community groups.
- 3.4 Regular updates on the project have been provided to Committee and are linked within the background reading section of this report.
- 3.5 On [30 June 2022](#), the City of Edinburgh Council approved a motion by Councillor Whyte on Cleaning Up Edinburgh which requested an update on

the delivery of the Communal Bin Review. The motion also requested that this update also provided options for further actions to move locations where local elected members engaging with the community can identify an alternative location that meets service needs.

- 3.6 This report addresses the request as outlined in paragraph 3.4 and also provides a progress update on the zero waste hierarchy for residents in the world heritage site and for all residents in the city.

## 4. Main report

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### Implementation update: Phase 1

- 4.1 Approximately 360 on-street bin hub locations have been introduced in Leith, Leith Walk and Craigtintny to service around 12,000 households.
- 4.2 Approximately 200 side loading bins, which used to collect non-recyclable waste, have been removed. All on-street non-recyclable waste, mixed recycling, packaging and paper wheeled communal bins (mainly 1,280 litre (L) bins) were removed and sent for refurbishment.
- 4.3 1,440 new or refurbished non-recyclable waste and mixed recycling bins have been installed, together with deployment of more than 300 new or refurbished glass bins and 300 new food waste bins.
- 4.4 For all on-street non-recyclable waste and mixed recycling bins, the new increased collection frequency (every other day) was implemented by early August 2022. This was six weeks later than expected. This short delay was related to the supply of new bins and the widely reported nationwide shortage of HGV drivers for the additional collection crews.
- 4.5 The introduction of more on-street mixed recycling bins and the increased frequency of collection means more space is available for residents to recycle. Before the project roll out residents had, on average, 60L per week per household. This has now increased, on average, to more than 150L per week per household, with the impact of reducing the risk of overflowing bins. This has been calculated using the number of bins, frequency of collection and number of properties serviced in a specific area before and after the roll out of the project.
- 4.6 In line with the legislative requirements in Scotland, each new bin hub is provided with all recyclable and non-recyclable streams, including glass and food waste, to support easier access to recycling facilities for residents.
- 4.7 Now that the on-street locations for Phase 1 have been implemented, the effectiveness of the changes will be monitored through the performance indicators as described Appendix 4. (It is however important to note that the

industrial action in August and September has impacted on gathering of monitoring information.)

- 4.8 The roll-out to outstanding off-street locations (e.g. developments where bins are stored in private car parks, and/or internal/external bin stores) is due to take place during Autumn 2022.
- 4.9 Appendix 2 sets out the key lessons learned from delivery of Phase 1, which are being adopted for subsequent phases of the project. These include enhanced communication with members of the public and other stakeholders both during the planning and the implementation stages and also changes in the management of the roll out of the project.

#### **Implementation Update: Phase 2 and Phase A**

- 4.10 Residents' and other stakeholders' feedback from both the Traffic Regulation Order (TRO) and local engagement processes has been reviewed and accommodated as required. Details of the final bin hub locations are available on the Council's [website](#).
- 4.11 The new bin hubs will be installed in Gorgie, Roseburn and Corstorphine (Phase 2) and Portobello, Newhaven and Trinity (from Phase A) in Autumn 2022. Engagement events were held in Roseburn, Corstorphine, Portobello, Newhaven and Trinity in June 2022. Further events will be held in Gorgie in early October to inform residents of the upcoming changes.
- 4.12 As part of these phases, over 200 side loading bins will be removed and replaced with wheeled communal bins. On street non-recyclable waste, mixed recycling, packaging and paper wheeled communal bins will be removed and sent for refurbishment while approximately 1,200 new and refurbished containers will be delivered.
- 4.13 Off-street locations are due to be implemented at the same time.

#### **Implementation Update: Phase 3**

- 4.14 Areas within Phase 3 of the project, including Hillside, Broughton, Inverleith and Marchmont, are within current Controlled Parking Zones (CPZs) S1-S4 and N1-N5 and required a TRO process to amend the existing parking restrictions. TROs for these areas were advertised in Autumn 2021 and the objections have been discussed. The TROs were approved by the Transport and Environment Committee when it met on [1 September 2022](#).
- 4.15 The implementation of nearly 500 new bin hub locations, on-street line markings, signage and roadworks is planned to commence at the start of the new year (2023).

#### **Implementation Update: Phase 4**

- 4.16 The progression of the TRO process for Phase 4 was paused to allow a feasibility study of possible alternative waste collection solutions within the

World Heritage Site (WHS) to be commissioned from the Association of Public Services (APSE). The outcome of this is due to be reported in December 2022.

- 4.17 Whilst the feasibility study is being undertaken, Council officers are working with the New Town and Broughton Community Council (NTBCC) to undertake a pilot to improve the recycling rate in streets with gull proof sacks. The pilot is due to commence in October and will run for six months.
- 4.18 The impact of the trial will be assessed via measurement in tonnages of both mixed recycling and general waste, the presentation of receptacles for recycling and general waste, and the number of the reports of over-flowing bins in neighbouring streets. Following conclusion of the trial, further options will be considered in respect of reviewing general waste volumes and frequency of collection.
- 4.19 Representatives of NTBCC will also support the Council in respect of direct communications with residents who are part of the trial.
- 4.20 Meetings between the Council and Edinburgh World Heritage and Historic Environment Scotland are continuing to discuss potential bin locations within the WHS area.
- 4.21 To ensure work continues in the areas outwith the WHS area, including Southside, Newington and Prestonfield and some parts of Stockbridge and Canonmills, it is proposed that the WHS is moved to a new Phase 5.
- 4.22 The remaining areas of Phase 4 require to go through the TRO process for the peripheral and central CPZ areas 3, 4, 5, 6, 7 and 8 and it is anticipated that the required TRO will be advertised by December 2022. Depending on the outcome of the TRO process, it is currently expected that the implementation of corralling and bin delivery will start no earlier than late Summer/Autumn 2023.
- 4.23 The implementation timeline for new Phase 5 will be available once the on-going feasibility study has been completed and considered.
- 4.24 The updated project implementation plan is detailed in Appendix 1. This will continue to be updated to take account of any changes which impact on the project until the conclusion of the final Phase of the roll-out.

## **5. Next Steps**

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- 5.1 The project implementation will continue as outlined in the main report and in Appendix 1.
- 5.2 The implications of the Scottish Government's commitment to introduce a Deposit Return Scheme in August 2023 for specific drinks containers will be tracked throughout the lifecycle of the project.

## 6. Financial impact

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- 6.1 The Council has committed over £3.2m of capital investment to upgrade communal bins.
- 6.2 In addition, the project was successful in obtaining £7.7m from Zero Waste Scotland's [Recycling Improvement Fund](#) (RIF). Funding was granted for refurbishment of bins, corralling and associated roadworks, electric refuse vehicles, in-cab devices and bin sensors. Further information regarding the funding was provided in the Business Bulletin to Transport and Environment Committee on [27 January 2022](#).
- 6.3 Costs have, however, increased as a result of the global economic challenges which are feeding through to the costs associated with equipment and fuel in particular. The cost of bins and containers have increased by approximately 25-30%.
- 6.4 To off-set these costs, an application for additional funding from Zero Waste Scotland, under the RIF, has been submitted. The outcome of this application is anticipated to be known at the end of September 2022.

## 7. Stakeholder/Community Impact

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- 7.1 One of the key aims of the project is to address customer feedback which has been received about the existing service over many years, and to address the findings of research which the Council commissioned on customer attitudes to the existing service in 2018. This feedback was used to support the design of the project, including development of the parameters and criteria which are being used to deliver the project.
- 7.2 The project team will continue to seek feedback and will be carrying out an online engagement with residents to gather feedback on the implementation Phase 1.
- 7.3 The use of the TRO process allows statutory consultation focused on the traffic management aspect of the project. However, all feedback from the public on specific locations gathered through the TRO process is considered and accommodated where practicable and in accordance with the project's parameters and criteria.
- 7.4 For areas not subject to the TRO process, e.g. outwith current CPZs, local engagement has been carried out to gather feedback from the public on the proposals.
- 7.5 Following feedback on the engagement processes, going forward residents affected by the changes to bin hub locations will be informed in writing. Also, additional information events will be held in the relevant areas to inform residents on how to comment on the bin hub locations.

- 7.6 A comprehensive communication campaign (Appendix 5) is undertaken at the time that the communal bin changes are implemented on the ground. As part of this, reduction of waste and reuse projects are also highlighted to empower residents to embrace zero waste hierarchy.
- 7.7 Enquiries and complaints received from residents and other stakeholders requesting the change of bin hub locations are reviewed by the project team as per Appendix 3.
- 7.8 All efforts are made to accommodate requests to move locations and, where requested by residents or Elected Members, site meetings take place. If an alternative location can be found which meets the service needs in terms of equality of access and safety, bin hub will be moved. Following feedback during the TRO process for Phase 3, 10 locations will be changed. Complaints are handled in accordance with the Council's Corporate Complaints procedure.
- 7.9 As part of the wider engagement, the website has been regularly updated to explain the [communal bin review project](#). This will be updated as the project continues.

## **8. Background reading/external references**

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- 8.1 Enhancing Communal Bin Collections - Item 7.7 - Transport and Environment Committee [7 December 2017](#)
- 8.2 Enhancing Communal Bin Collections- Update following trial to implement every other day collections - Item 7.11 - Transport and Environment Committee [9 August 2018](#)
- 8.3 Communal Bin Enhancement Update - Transport and Environment Committee [20 June 2019](#)
- 8.4 Communal Bin Enhancement Update- Transport and Environment Committee [5 December 2019](#)
- 8.5 Communal Bin Enhancement Update - Transport and Environment Committee [27 February 2020](#)
- 8.6 Communal Bin Enhancement Update –Transport and Environment Committee [20 November 2020](#)
- 8.7 Contract Award – Purchase and refurbishment of Communal Bins Finance and Resource Committee of [4 March 2021](#)
- 8.8 Communal Bin Enhancement Update – Transport and Environment Committee [22 April 2021](#)

- 8.9 Contract Award – Supply and Installation of Corralling for Bin Hubs and Associated Road Works – Finance and Resources Committee [7 October 2021](#)
- 8.10 Waste and Cleansing Services Update - Transport and Environment Committee [31 March 2022](#)

## **9. Appendices**

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- 9.1 Appendix 1 – Phasing and Timeline
- 9.2 Appendix 2 – Lessons Learned
- 9.3 Appendix 3 – Determination of a bin hub location process
- 9.4 Appendix 4 – Performance Indicators
- 9.5 Appendix 5 – Communication Plan



## Appendix 1 – Communal Bin Review Project Implementation: Phasing and Timeline

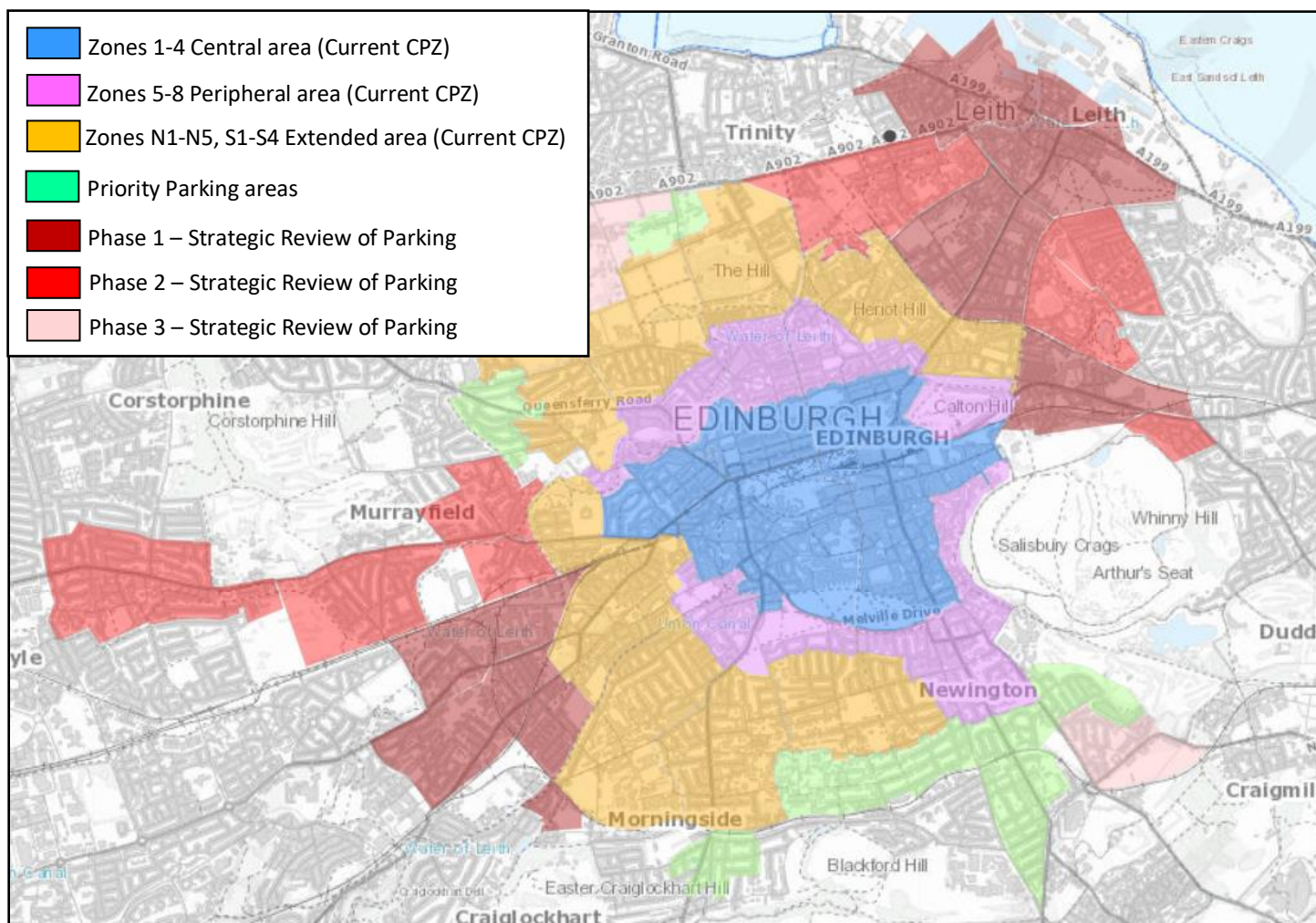
The phasing and the timeline for the project is under continuous assessment to ensure dependencies from other projects (e.g. Strategic Review of Parking) are included. The identification of the order for each phase to be rolled out depends on the need to secure Traffic Regulation Orders (TROs) in many of the areas where on-street waste and recycling bins are sited and are prevalent i.e. current Controlled Parking Zones (CPZs).

The Council's standard approach to siting communal bins at on-street locations in controlled parking areas has been to use Traffic Regulation Orders (TRO). This process is used to amend parking places to accommodate and correctly reflect bin locations. This approach ensures that each bin location can be subject to yellow line restrictions, allowing them to be correctly enforced. It also improves transparency, as the legal process for a TRO includes a formal consultation process where the Council is legally required to consider any relevant objections received in relation to traffic management and road safety issues.

The project will change and rationalise bin locations, resulting in fewer bin locations. Following the TRO process will allow any potential loss of parking to be minimised through allowing the return of some existing bin locations to be used as parking places and to make sure that parking places in the new locations are adjusted accordingly. The TRO process also ensures that the allocation of space, or the split in parking, is appropriate and usable.

TROs are a process designed to encourage transparency, accountability and to ensure that affected stakeholders can become actively engaged in a process that legally requires Councils to consider their comments.

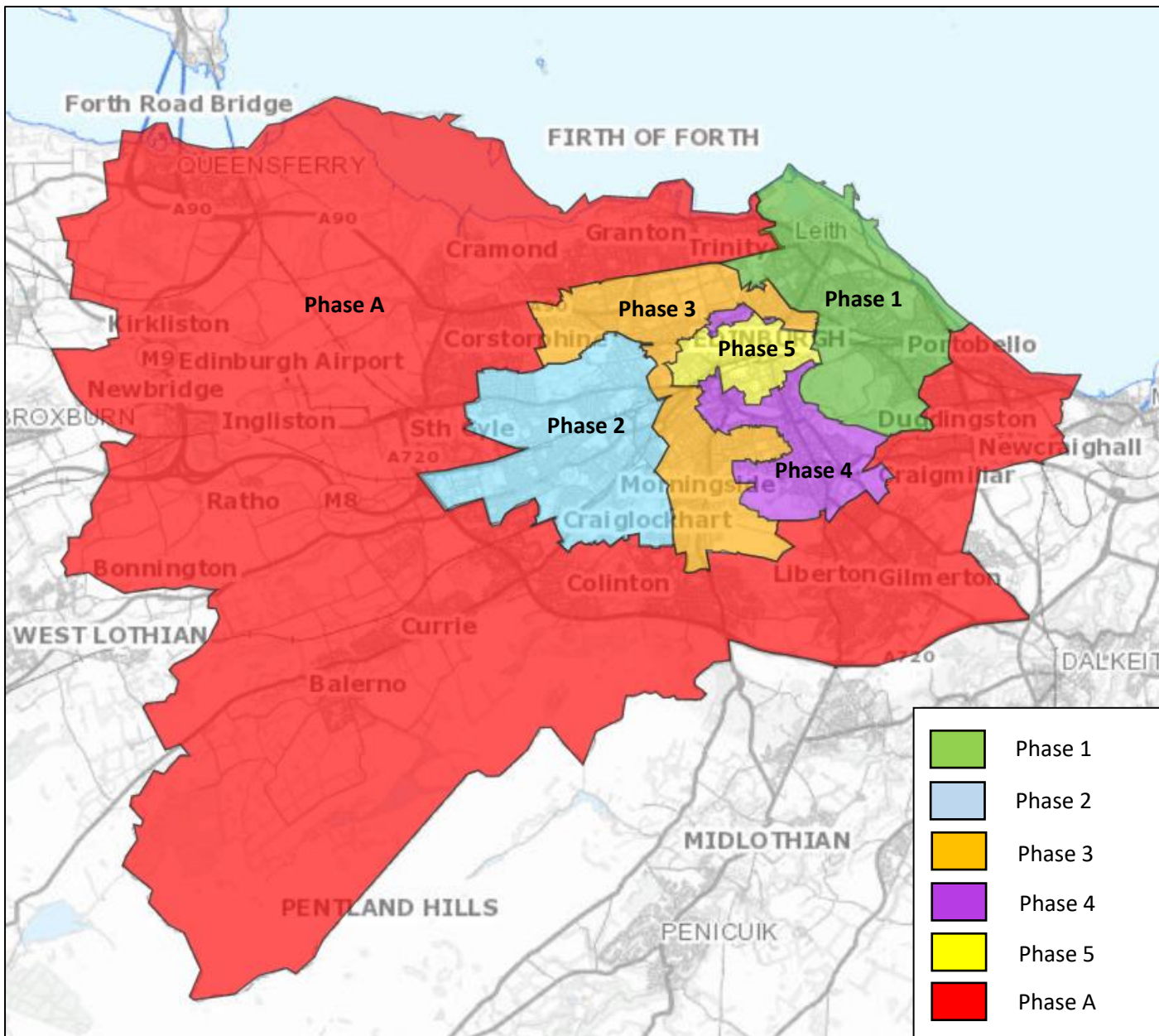
TROs are needed in the controlled parking zones (CPZ), 1-8, N1-N5, S1-S4 which include Southside, Marchmont, Bruntsfield, Merchiston, Fountainbridge, Dalry, West End, Comely Bank, Stockbridge, Canonmills, Broughton, Hillside and the City Centre.



Map 1 – Controlled Parking Zones

The TRO process, which is required to change the road layout within existing controlled parking zones, takes a minimum of 6-12 months and up to 18 months to determine and implement changes. Considering the length of the TRO process, which we anticipate being on average 9 months long.

Considering the above the following maps and tables show the phases.



Map 2. CBR project phasing

## Phase 1 – Leith, Leith Walk and Craightinny area

The implementation of phase 1 of the project was completed by August 2022.

The outstanding off-street locations (i.e. developments where bins are stored in private car parks, and internal or external bin stores) are due to be implemented during Autumn 2022.

CBR Phase	Timescale	CPZ area (colour coded as per map 1)	Section	No. properties (approx.)	Ward affected
1	Nov 2021 - Oct 2022	Phase 1 – CPZ review	Pilrig Leith Walk Leith North Leith Abbeyhill	18,400	12 - Leith Walk 13 - Leith 14 - Craightinny/Duddingston
		Phase 2 – CPZ review	Bonnington Easter Road West Leith Willowbrae North	6,100	5 - Inverleith 12 - Leith Walk 13 - Leith 14 - Craightinny/Duddingston
		Outwith Current and future CPZ	Craightinny Leith	4,500	13 - Leith 14 - Craightinny/Duddingston
			<b>Total</b>	<b>29,000</b>	

Table 1. Phase 1 number of properties

## Phase 2 – Gorgie, Roseburn and Corstorphine

Within Phase 2 there are areas where the TRO process is required and other where it is not. The new proposed CPZ S5 – Shandon and S6 – Gorgie and Gorgie North have been subject to TROs as part of the [Strategic Review of Parking](#).

For other areas in phase 2, including Roseburn and Corstorphine a local engagement process has been carried out to gather feedback from residents and other stakeholders on the new bin hub locations. Due to operational efficiencies, on street locations within Portobello, Newhaven and Trinity areas, as part of Phase A, will be implemented with Phase 2 and the engagement process have been carried out.

Residents and other stakeholders' feedback from both the TRO and local engagement process was reviewed and changes to on-street locations within Phase 2 and A of the project are due to start in October/November 2022. Off-street locations are due to be implemented at the same time.

CBR Phase	Timescale	CPZ area (colour coded as per map 1)	Section	No. properties (approx.)	Ward affected
2	Oct/Nov 2022- Feb 2023	Phase 1 – CPZ review	Gorgie Gorgie North Shandon	6,600	7- Sighthill/Gorgie 9 – Fountainbridge/Craiglockhart
		Phase 2 – CPZ review	Roseburn Corstorphine B9	1,500	6 – Corstorphine/Fairmilehead 6 – Corstorphine/Fairmilehead 6 – Corstorphine/Fairmilehead
		Outwith Current and future CPZ	Corstorphine Gorgie/Sighthill (except CPZ S4) Fountainbridge (except CPZ S4, 8)	3,300	6 – Corstorphine/Fairmilehead 7- Sighthill/Gorgie
			<b>Total</b>	<b>11,400</b>	

Table 2. Phase 2 number of properties

### Phase 3 – Broughton, Hillside, Inverleith and Marchmont

Areas within Phase 3 of the project are within current CPZs S1-S4 and N1-N5 required TRO process to amend the parking restrictions. TROs for these areas were advertised in Autumn 2021 and the objections have been discussed. The TROs were approved by the [Transport and Environment Committee on 1 September 2022](#).

The implementation of the new bin hub locations within CPZs S1-S4 and N1-N5 is anticipated to start Winter-Spring 2023. Off street locations are due to be implemented at the same time of the off-street bin hub locations.

CBR Phase	Timescale	CPZ area (colour coded as per map 1)	Section	No. properties (approx.)	Ward affected
3	Winter-Spring 2023	Current CPZ – Extended area	S1 (Marchmont) S2 (Churchill) S3 (Merchiston) S4 (Dalry)	13,300	7- Sighthill/Gorgie 6 – Corstorphine/Fairmilehead 10 – Morningside 11- City Centre 15 – Southside
			N1 (Hillside and Broughton) N2 (Inverleith) N3 (Inverleith)	12,000	5 - Inverleith 11 – City Centre 12 – Leith Walk 14 – Craightinny/Duddington
		Outwith Current and future CPZ	Remaining Morningside (except CPZ 8) Inverleith (except CPZ 5-5a)	2,600	5 - Inverleith 10 – Morningside
			<b>Total</b>	<b>27,900</b>	

Table 3. Phase 3 number of properties

### Phase 4 – Southside, Newington, Prestonfield and some part of Stockbridge and Canonmills

Areas within Phase 4 of the project are within current CPZs 3, 4, 5, 6, 7 and 8 requires TRO process to amend the parking restriction. It is anticipated the TROs for these areas to be advertised by December 2022.

As outlined above the TRO process, which is required to change the road layout within existing controlled parking zones, takes a minimum of 6-12 months and up to 18 months to determine and implement changes. It is anticipated the average length for the TROs to be finalised will be 9 months. Consequently, the implementation stage for communal bin locations cannot start earlier than late Summer/Autumn 2023.

Off street locations are due to be implemented at the same time of the off-street bin hub locations.

CBR Phase	Timescale	CPZ area (colour coded as per map 1)	Section	No. properties (approx.)	Ward affected
4	Late Summer/Autumn 2023	Current CPZ – Central Area	3 (Old Town and Southside) 4 (Fountainbridge)	5,100	9 – Fountainbridge/Craiglockhart 11- City Centre 15 – Southside
		Current CPZ – Peripheral Area	5 (Dean) 6 (Stockbridge and Canonmills) 7 (Dumbiedykes-Sciennes) 8 (Bruntsfield)	10,300	5- Inverleith 11 – City Centre 15 - Southside
		Outwith Current and future CPZ	Southside	2,000	15 - Southside
			<b>Total</b>	<b>17,400</b>	

Table 4. Phase 4 number of properties

## Phase 5 – World Heritage Site (WHS) – City Centre

Phase 5 includes on-street locations within the WHS and CPZs 1-6. The TRO process for this phase is currently paused while the Council undertakes a feasibility study of alternative solutions.

CBR Phase	Timescale	CPZ area (colour coded as per map 1)	Section	No. properties (approx.)	Ward affected
5	On hold	Current CPZ – Central Area	1 (Westend) 1a (New Town) 2 (New Town) 3 (Old Town and Southside) 4 (Fountainbridge)	10,600	9 – Fountainbridge/Craiglockhart 11- City Centre 15 – Southside
		Current CPZ – Peripheral Area	5 (Dean) 6 (Stockbridge and Canonmills)	5,300	5- Inverleith 11 – City Centre 15 - Southside
			<b>Total</b>	<b>15,900</b>	

Table 5. Phase 5 number of properties

## Phase A

The majority of the areas included in phase A have a prevalence of off-street locations (i.e. private developments). Those locations can be assessed at any time and waste and recycling changes will be implemented on an on-going basis through the project implementation period.

Due to operational efficiencies, on street locations within Portobello, Newhaven and Trinity areas as part of Phase A will be implemented with Phase 2 and the engagement process have been carried out.

CBR Phase	Timescale	CPZ area (colour coded as per map 1)	Section	No. properties (approx.)	Ward affected
A	On-going during the project	Outwith Current and future CPZ	Forth Portobello/Craigmillar Liberton/Gilmerton Colinton/Fairmilehead Pentland Hills Drumbrae/Gyle Almond	25,500	1 – Almond 2 – Pentland Hills 3 – Drumbrae/Gyle 4 - Forth 8 – Colinton-Fairmilehead 16- Liberton/Gilmerton 17 – Portobello/Craigmillar
			<b>Total</b>	<b>25,500</b>	

Table 6. Phase A number of properties

## **Appendix 2 – Lessons Learned**

### **Overview**

This is a summary of the key findings from the lessons learned sessions carried out by the project team, which were held with 15 colleagues involved in the delivery of the project that had already been implemented or planned to be implemented, which impacts on the residents' and other stakeholders' experiences within the project implementation.

### **Communications and Engagement**

#### **Traffic Regulation Orders and local engagement processes prior to implementation**

Whilst the legal requirements were followed in relation to the TRO advertising and consultation it has been recognised that further communication of the Traffic Regulation Order (TROs) process and local engagement processes would improve the customer awareness of the proposals.

For this reason, since Summer 2022 the Project Team has also sent a letter or postcard to residents affected by the new bin hub locations to inform of the changes and encourage them to provide feedback. Also additional engagement events have been organised, in collaboration with Changeworks, to inform residents of the proposals and to allow residents to ask questions and gather more information on the process and next steps. These have also been held in areas where the TRO process is not required.

### **Operations**

#### **New layout for on-street parallel parking bin hub**

The implementation of phase 1 of the project has allowed the team to test on the ground the plans and find more efficient ways of working and aspects that needed attention.

Among others, the type of layout for the parallel on-street bin hub locations has been discussed and the project board agreed to change it for future locations. The main change relates to the distribution of the corralling in the bin hubs.

Going forward, instead of having the food bin housing at one end of the parallel bin hub layouts, the bull bars will be located at both ends bringing the food bin housing within the hub itself. This new distribution should mitigate potential damage to the metal housings at the ends of the hub.



Figure 1 – original layout

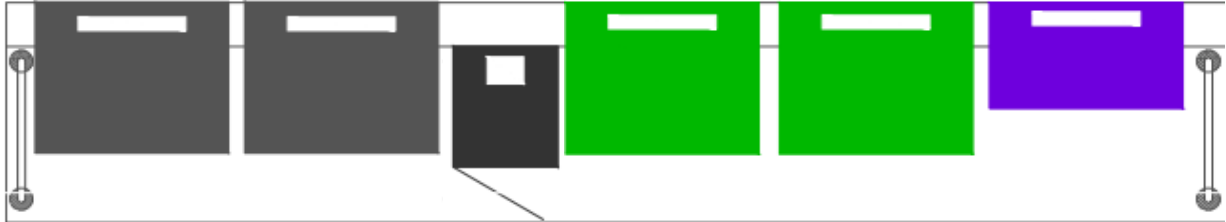


Figure 2 – new layout

### **Implementation of road works and bin delivery**

During phase 1 of the roll out, the project encountered significant supply problems with the delivery of new bins from the supplier. These were related to problems with the national supply chain at that time, arising from shortages of HGV drivers throughout the country as well as material shortages resulting from a combination of Brexit and emergence from the initial phases of the Covid-19 pandemic. During this phase, we were contractually required to continue with the programme of on street road works and installation of corrals, which then meant a poorer experience for customers as it resulted in the existing (previous) sites having to remain in place for a period of time alongside vacant corralled areas for the new bin hubs, until the bin supply came through.

Since then, we have worked closely with the bin supplier to improve the flow of bins as the supply chain issues have eased, and this has allowed us to build up more reliable stock of bins as well as placing our orders for planned phases at an earlier stage to give a longer lead in time. This should ensure that for future phases, the road works and bin installations can take place at approximately the same time, as was originally planned, so that these problems are a lower risk.

### **Food waste bin installation**

During phase 1 of the project there were problems siting the food waste housings at on-street locations, due to parked car, but these have been addressed for future phases as the road works will be taking place at the same time as the bin installations. Once again, these are now regarded as lower risk.

## Appendix 3 – Determination of a bin hub location process

**Step 1:** Identification of properties currently provided with communal bin service



**Step 2:** The criteria and parameters are used by an external company to determine the new bin hub locations along the street and create a proposal map for all the bin hubs in the area

Criteria and parameters summary:

- **Capacity** to be provided to each property for waste and recycling
  - Non-recyclable waste = 140/170L per week per property
  - Mixed recycling = 140/170L per week per property
  - Glass = 5/20L per week per property
  - Food waste = 5-20 per week per property
- **Walking distance** – as far as possible bins will be sited within 50m of the property
- **Road safety requirements and streetscape**
  - Placing bins in locations where driver or pedestrian visibility is not affected – 10m away from any junctions and pedestrian crossings
  - Bins to be located on the carriageway and not the footway
  - Bin user should not be required to cross a road to dispose of their waste and recycling. Every effort should be made to provide bins on the same side of the road as the users' properties.
  - Bins should be located in such a way that the user is not required to stand in the flow of traffic in order to access the bin aperture
- Bins located in **parking** areas, as far as possible would need to be placed in a way to minimise any loss of parking spaces allowing for multiple sections of 5 metres of parking spaces.



**Step 3:** Each proposed bin hub location is reviewed by the project team and operational colleagues to ensure parameters and criteria are met.

The draft bin hub locations are also shared internally with other teams (i.e. Disabled Person's Parking Place (DPPP), Electric Vehicle (EV) charging point, on-street bike hangers and road operations) to ensure there are no interactions or clashes with other projects.



**Step 4:** Public engagement - Each bin hub location is subject to either:

- Traffic Regulation Order (TRO) (if located within Controlled Parking Zone).
- Local engagement (if located outwith Controlled Parking Zones).



**Step 5:** Objections and comments provided by residents and groups during the TRO or the engagement process are collated and fully reviewed against the parameters and criteria as per above.



**Step 6a:** when alternative specific bin hub location

- **cannot** be identified or
- it **does not** fit within the parameters and criteria
- **or** the alternative bin hub location affects other properties/residents

the original proposed bin hub is retained.

**Step 6b:** when an alternative specific bin hub

- **can** be identified and
- **fits** within the parameters and criteria and
- **does not** affect other properties/residents

the alternative bin hub location is progressed with relevant process either through a new TRO or local engagement.

If road safety or accessibility concerns are raised post implementation or post approval of the TRO, the location will be revised accordingly. This mostly relates to changes on the road or pavement such as parking restrictions, road layouts or unaccounted risks or user behaviour.

## **Appendix 4 – Performance Indicators**

The main Key Performance Indicators (KPIs) to measure the outputs of the project against its aims are:

### **KPI 1- Capacity of each waste and recycling stream provided to residents in multi-occupancy and flatted property before and after the project implementation.**

*Measure:* Litre per each recycling stream (recycling, glass and food waste) per residents before and after the project is delivered.

*Outcome expected:* It is anticipated that the capacity provided per property for non-recyclable waste will decrease while the capacity provided for recycling, glass and food waste will increase.

The Communal Bin Review project included a Communal Bin Audit to check and consolidate the record the Waste and Cleansing Service has on number, type and location of the waste and recycling communal bins prior the Communal Bin Review project implementation.

The Communal Bin Audit will provide information to benchmarking the capacity provided in terms of recycling facility available to residents before the roll out of the project and will be compared after the project is delivered.

### **KPI 2 - Number of locations with fully integrated waste and recycling service**

*Measure:*

- Number of locations with fully integrated waste and recycling facilities before and after the project is delivered.
- Number of locations with only non-recyclable waste bins before and after the project is delivered.

*Outcome expected:* it is anticipated that the number of bin locations provided with fully integrated waste and recycling services (or increased integration when fully is not feasible) will increase and the number of communal bin location with only non-recyclable waste bins will decrease.

The improved co-location of recycling and non-recyclable bins should remove barriers that prevent residents to recycling.

Other Performance Indicators to measure the outputs of the project against its aims are:

### **PI 3 - Recycling performance on mixed recycling, food waste and glass collection from communal bins before and after the project implementation.**

*Measure:* city-wide tonnes of recycling collected prior and after the project is delivered.

*Outcome expected:* It is anticipated that recycling performance in terms of mixed recycling, food waste and glass will increase.

This will support the meeting of the commitment of the administration to achieve a recycling rate of 60%.

**Note** - Providing an easier and more integrated waste and recycling service in tenemental and flatted areas is anticipated will motivate residents to recycle more. The behavioural change towards recycling can be influenced by the service provided to residents but the magnitude of this behavioural change cannot be anticipated. It needs to be noted that the final decision to recycle or to not recycle is owned by residents.

The increase in recycling tonnages will also represent an improvement on the carbon footprint related to the disposal of waste by residents in Edinburgh. It is anticipated that the diversion of waste to recycling will decrease the carbon emissions.

### **PI 4 - Complaints about communal collection services, fly-tipping reports and street cleansing.**

*Measure:* number of complaints received prior and after the project is delivered.

*Outcome expected:* It is anticipated that, in the longer term, the number of complaints about collection services will decrease with the introduction of the fully integrated waste and recycling services.

**Note** - With a more integrated and more accessible waste and recycling service it is anticipated that the number of complaints will decrease. It should be noted, as per previous experiences, that residents will be more engaged during the implementation of the project and consequently this could lead to increase on reporting issues more frequently initially. This may lead to an increase of complaints/enquiries that represent a positive outcome of the project with residents more engaged and keen to report and provide feedback.

## **Appendix 5 – Communication Plan**

A communication plan has been developed to ensure residents are kept informed on the improvement to their waste and recycling service as well as providing guide on how to recycle their waste.

The communication materials also include information on how to reduce and reuse their waste following the best practices on the zero-waste hierarchy.

The [leaflet](#), posted to every residents receiving improved recycling service, provide not only information on how to recycle but also on how to re-use in Edinburgh through the use of the [reuse-map](#) developed by Changeworks and it signposts to other local organisations that give new life to unwanted items.

Other messages on waste and recycling management are included in the communication materials i.e. prevent side waste and fly-tipping promoting how to book a bulky uplift or how to use recycling centre.

To enhance the communication with residents, QR codes have been used which allow an easier and quicker access to information and services.

### **During implementation stage**

**Information events** ahead of the start of the on-street changes in collaboration with Changeworks are organised in the affected areas.

Residents receive early information through a **postcard** to advice of the waste and recycling service changes including the road works for the installation of the corralling.

At the time of the service changes residents are receiving a **letter** and a **leaflet**. The letter contains a brief description of the changes and provide some top tips including how to book a bulky item uplift and how to order a caddy for food waste. The [leaflet](#) contains detailed information on how to recycle with the new service and it also helps to understand how to reduce and reuse waste.

All waste and recycling bins are provided with improved **signage** to make it easier to know what goes in each bin.

### **After the implementation stage**

Other material including **posters in the back of the tenement doors** and **lamp-post posters** are being used after the implementation of the new bin hubs to advice and promote the use of the new services available including raising awareness on when to best use glass service to avoid disturbing neighbours and prevent fly-tipping.

The project team, in collaboration with Changeworks, will be carrying out **on line engagement with residents** of Phase 1 to gather feedback on the implementation of the first phase of the project.

### **General Engagement and communication**

As part of the wider engagement, the website [edinburgh.gov.uk/binhubs](https://edinburgh.gov.uk/binhubs) has been developed to explain the communal bin review project. This will be updated as the project continues.