Business Bulletin

Policy and Sustainability Committee

10.00am, Tuesday 17th January 2023

Dean of Guild Courtroom, City Chambers, High Street, Edinburgh

Policy and Sustainability Committee

Convener:	Members:	Contact:
Convener: Councillor Cammy Day	Councillor Cammy Day (Convener) Councillor Alan Beal Councillor Marco Biagi Councillor Kate Campbell Councillor Sanne Dijkstra-Downie Councillor Phil Doggart Councillor Joan Griffiths Councillor Kevin Lang Councillor Lesley Macinnes Councillor Adam McVey Councillor Jane Meagher Councillor Alys Mumford Councillor Ben Parker Councillor Frank Ross Councillor Alex Staniforth Councillor Mandy Watt Councillor Iain Whyte	[Jamie Macrae](), Committee Officer

Recent News	Background
Landlord Registration Services The undernoted information is being provided to Elected Members in response to a question raised at Policy and Sustainability Committee on the 17th of November. Landlord Registration is an on-line only service and has been since late 2019. There is full information on our website regarding this service and how to navigate the on-line process along with details on how to contact by email if required. All other customer contact lines have been fully operational from August 2020, with full service resumed. Our goal is to streamline the contact numbers that we support to get to one phone number for citizens to contact us on. Work underway to look at this and which will remove the need for citizens to remember multiple numbers. I have detailed a summary below on the Landlord Registration process.	**Contact** Nicola Harvey Service Director, Customer and Digital Services Corporate Services Neil Jamieson Head of Service, Customer Transactions Corporate Services

Summary
- The landlord registration process is administered by CEC on behalf of Scottish Government on the national system provided
- Given the nature of the service there was already a move to channel shift to online only function during 2019
- The telephone line for landlord registration has not been operational since the start of the pandemic in 2020. At this point the telephone number was removed from the Council website and communications
- Landlord registration is an online only service and has been, in the main, well received
- The technology allows for around 60% of applications to be automated without the need for officer intervention, giving a swifter service for users
- Landlords using the portal are required to provide a current email address as part of the process so in almost all cases they have access to electronic communication
- In the last 3 months there have been 1439 applications/renewals and over this same period there have been 13 enquiries referencing access to a telephone line, representing 0.9% of all online transactions
- The team has issued a reminder to colleagues in Customer Contact that the Landlord Registration Service is online, and that citizens should be directed to either the website or the team email address only

- If Customer Contact receive a call from a landlord, they will organise to email the Landlord Registry team and organise for an outbound call to be made
- An outbound calling service is available to deal with landlord enquiries where this is required. The website references that contact method is online and email and no telephone number is advertised

Details for support for landlords can be found at [Landlord registration – The City of Edinburgh Council](). This includes details on:

- How to register as a landlord, with links to the online application service hosted by Scottish Government
- Registration Fees
- How to establish if a landlord is registered using the online service
- Information on emergency legislation put in place by Scottish Government as a result of cost of living
- Details on how to contact the team by email

Customer Contact Service
- The Customer Contact Centre has been fully operational across all lines from August 2020
- No lines into the customer contact centre have mailboxes all have operational IVR routing with various options to direct to the service specific advisor
- The telephone numbers in use and reviewed on a quarterly basis to ensure all numbers are operational and working as they should. The team also check the contact us page https://www.edinburgh.gov.uk/contact which is updated if any changes are required.

Digital and Smart City Strategy

The progress on the key deliverables of the [Digital and Smart City Strategy - 2020 - 2023]() to date are contained within the Implementation plan.
The deliverables are contained within our single programme of work and the technology roadmap as detailed in the strategy.

The existing strategy will be updated and revised during 2023, taking into account the changes in technologies used since the last revision, current industry and sectoral best practice and linkages with the Scottish Government's Digital Strategy," A changing nation: how Scotland will thrive in a digital world".

Contact

[Nicola Harvey]()
Service Director, Customer and Digital Services
Corporate Services

We will also be undertaking a Digital Maturity Assessment in conjunction with the Local Government Digital Office prior to this revision to help identify areas requiring additional focus and transformation. This year the City Operations Centre is now up and running. The Smart Waste Housing programmes are in delivery alongside continuing with our on-line strategy. These are a few of the areas which are part of the Digital Strategy driving better outcomes for Citizens and benefit for the organisation.	
Customer Contact The Customer Contact team delivers a blend of telephone, email and online support. The November data confirmed contact centre performance is exceeding target, with ongoing focus on high volume services in winter months, with cross skilling, budgeted recruitment, training and appropriate use of technology to support channel shift. Performance data and improvement programmes are tracked through business as usual operational performance and workforce measures and assessed as part of regular departmental scrutiny.	**Contact** Nicola Harvey Service Director, Customer and Digital Services Corporate Services
Welfare reform All key benefit/welfare measures operating within target. The team are actively engaged with Scottish Government on future cost of living support, including recent free school meals, bridging payments, and energy support schemes. Performance data and improvement programme is tracked via business as usual performance and workforce planning activities and assessed as part of regular departmental scrutiny arrangements.	**Contact** Nicola Harvey Service Director, Customer and Digital Services Corporate Services
Guardianship of Convention Edinburgh As reported to Policy and Sustainability Committee on 3 August 2021, an agreement was reached with Edinburgh International Conference Centre (EICC) to manage support on a short term basis for the city's Business Tourism sector. The agreement was originally for a period of 18 months from November 2021 however, following discussion with the Chief Executive of EICC, it has been agreed to extend the guardianship period for a further seven months, meaning that the agreement will run until December 2023, at which point transitioning to a permanent solution will begin.	**Contact** Elin Williamson Head of Business Growth and Inclusion Place

It is anticipated that the transitioning period will be approximately six months.	
Update on Motion by Councillor Campbell – Edinburgh Leisure Toilet Facilities On 25 August 2022, the Council approved an adjusted motion by Councillor Campbell on Edinburgh Leisure Toilet Facilities. The motion agreed, as shareholder, that toilets in Edinburgh Leisure buildings before any barriers should be open to the public. Further, the motion requested that officers work with Council Arms Length External Organisations (ALEOs) to review their current policy on public access to toilets in their buildings. The following update has been provided by the Council's ALEOs which have publicly accessible buildings: • Edinburgh Leisure have confirmed that the majority of their toilets are beyond access control arrangements or in customer changing areas. The only exception to this is at the new Meadowbank, where there are toilets in the café area in the foyer and are therefore accessible to the public (in advance of any access control arrangements). • Edinburgh International Conference Centre (EICC) do not believe this is something that they could facilitate for a number of reasons including: opening hours (EICC does not have fixed opening times); contractual obligations (for the majority of client contracts, exclusivity is provided for the agreed period of their license to occupy and they are responsible for any damage for the duration of their license); Security (the toilets in the building are in areas that would allow members of the public to access back of house areas and floors which are not always manned, potentially leading to a heightened security risk within the venue); and Client Security (the high profile nature of many events at EICC requires controlled access for registered participants only). • Capital Theatres have confirmed that their toilets are open to the public. The only period of restriction, for security reasons, is during the Edinburgh International Festival when access is restricted to patrons only.	**Contact** Alison Coburn Operations Manager Place

Recycling in Schools project

Background

The Recycling in Schools project update report was approved by Committee in August 2022. This detailed how, in April and May 2022, recycling bins had been provided to all Edinburgh schools along with guidance and communication materials to promote recycling. Committee requested that additional information on waste hierarchy and reduction measures were added to the school guidance document and the results of the waste composition analysis (WCA) were presented when available. This update provides details on both.

Information on waste hierarchy and reduction measures has been added to the guidance document and the updated version was shared across all schools in September 2022. The first WCA sample was taken in March 2022 and the second in November 2022. Waste samples were taken from six schools in Leith. The purpose of the WCA was to track changes in recycling performance of these schools following the improvement project.

Results:

1. An average of approximately 9% reduction of recyclable material in non-recyclable waste bins was seen across sample schools.

2. With the exception of one school, average daily food waste recycling bin weights increased between March and November. Results were vastly different for each school, ranging from an increase of approximately 16% to 950%.

3. With the exception of one school, average daily dry mixed recycling bin weights increased between March and November. There was an average increase of 57%, but this ranged from -33% to +111% across the six sample schools.

4. The results in general show that recycling has improved, but there is still room for improvement.

Next Steps:

1. Each of the schools involved in the WCA will be contacted to inform them of the results and given

Contact

Anne Christie
Waste and Cleansing
Project Officer
Place

specific recommendations to improve their reduction of waste and recycling levels.

2. Results and recommendations from the WCA will be shared with the working group for the Recycling in Schools project to determine the best approach to improving recycling further.

3. The results from the WCA and general recommendations that apply to all will be shared with all Council schools to improve their reduction of waste and recycling levels.

Forthcoming activities: