

Transport and Environment Committee

10.00am, Thursday, 5 December 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 report 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

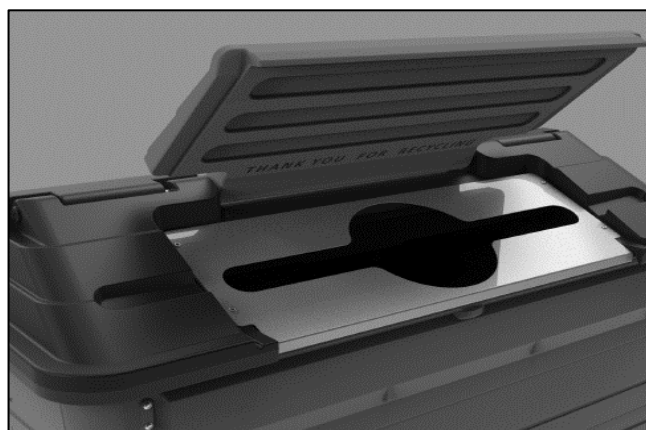
- 3.1 Across the City there are approximately 18,000 communal bins, ranging from 500L to 3200L in size. The frequency of collection varies but typically the vast majority of communal bins are serviced on a twice per week frequency.
- 3.2 There are a number of locations across the City where bins for 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. Some locations clearly have particular recurrent issues in respect of overflowing bins and this is 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, double parking, the increasing proliferation of AirBnB, holiday lets/party flats, and highly transient population with a lack of engagement on waste management expectations are all additional factors.
- 3.4 In order to alleviate these issues Waste and Cleansing Services developed the Communal Bin Review project and this committee report provides a progress update on the project and its governance.

4. Main report

- 4.1 A Communal Bin Audit of the city-wide communal bins has been carried out to capture accurate information on the existing Waste assets. The communal bin audit has checked and updated records, capturing more accurate information

including type of bin, size of bin, locations and other attributes as pictures. The Communal Bin audit will support the routing of communal bins within the RouteSmart routing system which is planned to be implemented in this financial year. As part of the Citizen Digital Enablement project the audit will support the revised webforms and online communal bin map improving accuracy of data provided to the customers. During the Audit damaged bins and missing lids have been recorded and repairs requested.

- 4.2 The Team is working in collaboration with Roads and Transport colleagues on the Roads Capital Programme and other Road projects so that an integrated approach is maintained and enhanced. Where possible changes to waste and recycling infrastructure or services will be implemented when road schemes and 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. Changes in waste and recycling service provision are planned and will be implemented by December 2019 at locations in Duncan Place, Great Junction Street, Academy Street, Bonnington Road, Newhaven Road and East Crosscauseway.
- 4.3 The changes in waste and recycling services provided to the above streets will enhance the recycling service providing at each location the full integrated waste and recycling services (mixed recycling, glass and food waste facilities).
- 4.4 In some of the above locations a newly designed mixed recycling bin will be trialled. The new mixed recycling bin has a “reverse lid” to prevent the lock being forced open and “restricted aperture” to prevent larger items like bags being disposed as recycling. Reversing the orientation of the bin also ensures that educational logos are not damaged when the bin is emptied.



- 4.5 A food waste bin housing with rear door access for collection crews will also be trialled. The 240L food waste bin with the housing has been part of the Albert Street concept test after consideration to the city-wide 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. The residents’ consultation report carried out by

Changeworks on the concept testing in Albert Street (key finding in the Appendix 1) highlighted that the new containers *“proved to be a powerful motivator for residents to start food recycling and, for those already recycling their food, to increase the usage of the service”*.

- 4.6 Most of the locations will be provided with housings for glass bins with rear door access for collection crew as part of the trial. The housing of 360L glass bins have been part of the trial for Albert Street concept testing and the Changeworks report on the residents’ consultation highlighted that 360L glass bin housing were well received.
- 4.7 The above containers, newly designed mixed recycling bins, food and glass bin housing with rear door access for collection crews will be monitored after installation and feedback will be collected from operational crews and residents and made available in future committee report updates on the project.
- 4.8 The Team is working in collaboration with the Edinburgh Trams Extension Project so that an integrated approach is maintained and enhanced. The Communal Bin Review Project Team is finalising with Edinburgh Tram Extension Project Team the permanent layout of waste and recycling services for Leith Walk, Constitution Street and adjacent streets.
- 4.9 The Team is working in partnership with the Controlled Parking Zone team for the integration of the communal bin review project principles and aims within the Strategic Review of Parking project.
- 4.10 The first full phase of the project is now under development with an expectation that an options appraisal and proposed layouts will be available in February/March 2020. These will cover the areas of Newington and Morningside which represent nearly 15% of the total communal bins City-wide. Included in the report will be key parameters including capacity provided to residents, walking distance between properties, and waste and recycling bin locations. Through drop in sessions in the interested areas, the Team will engage with residents to present the criteria and parameters used to develop the proposed layout.
- 4.11 Through the project steering group, the project team is continually engaging and developing working relationships, with key internal stakeholders as Housing, Roads, Active Travel, Electric Vehicles charging points project team, Bike storage Team, City Centre Transformation project team and World Heritage Site Council Team to ensure the review of bin locations and jointly deliver infrastructure changes.

5. Next Steps

- 5.1 This project will continue to progress as highlighted in the updated version of the Project Plan – Year 1 and draft of Year 2 (Appendix 3) and progress report will be provided every 6 months.
- 5.2 The options appraisal and proposal for Phase 1 will be presented at the T&E Committee on 27 February 2020.
- 5.3 The implications of the Government’s commitment to introduce a Deposit Return Scheme will be tracked throughout the lifecycle of the project.
- 5.4 It is recognised that each street has unique characteristics so the solution for one location may not be appropriate for another. As each phase is delivered the Service will ensure that changes are monitored to ensure the project objectives are achieved. The ability to revisit and revise solutions, where necessary will be retained within the Service as part of business as usual activities.

6. Financial impact

- 6.1 The project is likely to be reliant to a degree on external funding from Zero Waste Scotland but at the current time Zero Waste Scotland is not able to confirm whether funding will be available and the scale of any funding. This will be subject to ongoing engagement with them.
- 6.2 There will be inevitably be financial implications from increasing the frequency of collections 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 Key findings of the monitoring report carried out by the team is available in Appendix 1. Key findings of the residents’ satisfaction report for the Albert Street – concept testing assessed by Changeworks, who have been commissioned to conduct a door-knocking face to face and online survey in May 2019, are also available in Appendix 1.
- 7.2 The Team has also provided a project update presentation to the Waste and Cleansing Residents’ Consultative Forum and to some Elected Members in September 2019. Further engagement with Elected Members took place in Autumn 2019 with project briefings.

- 7.3 On 3 October, a 'show case' on communal bins for Elected Members and internal stakeholders was held at Seafield Depot. The show case displayed different types of communal bins, bin housings and screens that are available on the market. Elected Members feedback was collected at the end of the session.
- 7.4 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.
- 7.5 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.
- 7.6 Improvement in the quality of Waste and Cleansing Services 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 environment.

8. Background reading/external references

- 8.1 [Enhancing Communal Bin Collections - Item 7.7](#) Transport and Environment Committee of 7th December 2017
- 8.2 [Enhancing Communal Bin Collections- Update following trial to implement every other day collections - Item 7.11](#) Transport and Environment Committee of 9th August 2018
- 8.3 [Communal Bin Embranchment Update](#) Transport and Environment Committee of 20th June 2019

9. Appendices

- 9.1 Appendix 1 – Albert Street – concept testing monitoring - Summary
- 9.2 Appendix 2 - Communal bin show case - report
- 9.3 Appendix 3 – Project Plan Year 1 update and draft Year 2

Albert Street – concept testing monitoring - Summary

This is a summary of the key findings from the monitoring of fill level carried out by the Communal Bin Review Project Team and key finding from the customers' satisfaction consultation report by Changeworks on the Albert Street concept testing. More detailed information and data can be provided on request both for the monitoring report and the resident consultation report.

A concept testing for the communal bin review project was implemented in Albert Street early in 2019 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 services (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; and
3. improve overall recycling performance, customer satisfaction and service reliability.

Monitoring Key finding

- Residents are using the increased recycling capacity provided for mixed recycling, glass and food waste and more of these materials have been collected.
- Some of the **glass** bins have been so well used that the bin provided, 360L bin collected twice a week, have needed to be swapped with a 660L bin.
- The capacity provided for **mixed recycling** seems to cope with the resident usage. The Communal Bin Review is continuing to monitor the bins on a spot check to ensure the twice a week collection is ensured to prevent overflowing bins especially during the weekend when residents are recycling more.
- **Mixed recycling** bins are experiencing contamination issues. The Communal Bin Review Team is investigating and planning to be trailing new features for those bins to minimise contamination and increase the quality of recycling collected (reverse lid and restrictor plate)
- **Food waste** bins have not been used as much as it would be expected but food waste *“is the item that residents started to recycle that didn't before”* (Changeworks Report on residents' feedback).
- **Non-recyclable** bins have experienced overflowing issues. The overflowing issues can be related to mainly: hot spot with probable trade abuse and/or residents not using the other non-recyclable bin at the same location. The Communal Bin Review Team have implemented some ad hoc changes in the waste and recycling provision where possible.

Changeworks residents' consultation key finding are:

- the changes made were viewed as an improvement
- respondents are now recycling more items
- the bin hubs have made it easier to recycle and access the bins
- there are fewer overflowing bins and more space for waste
- the streets now look cleaner and tidier
- the new glass and food waste recycling bins are viewed as an improvement
- the communications kept residents informed

It needs to be appreciated that the participation rate of the consultation represents 10% of the residents of Albert Street, which is a low response rate. Changeworks highlighted that from past experiences of conduction consultations suggests that if residents were unhappy with the changes, they would have been more likely to share their opinions. If residents are not unhappy with the changes they may or may not be willing to take the time and effort of responding to a consultation.

Summary: More need to be done to address some of the on-going issues as service reliability to ensure the bins are collected on the agreed schedule, monitoring of hot-spots and continuous engagement with the crews to position the bins on the hub for easy and safe residents usage. But, the result of the consultation and the monitoring suggest that the trial has made improvements.

The table below outlines the number of requests, on a range of cleanliness and collection issues, regarding Albert Street. The data suggests the changes introduced have had a positive impact on the amount of reports received.

Period	01/07/2018-15/11/2018	01/07/2019-15/11/2019
WS51 WS: Bin Full. Communal	15	4
WS56 WS: Bin Full. Packaging / DMR	16	4
OS03 Dumping and Fly Tipping	37	10

Communal bin show case – report

As part of the Communal Bin Review Project the team organised a show case for Elected Members and other stakeholders on Thursday 3rd October to display different types of communal bins, bin housings and screens which are available on the market. Some of the items are already under trial, while some others have new features that we are looking to test in the near future.

The first session was held to engage with internal stakeholders including Edinburgh World Heritage and the Planning service, the Graffiti Officer, the Waste Compliance Team, Operational supervisors, Technical Officers and other members of the wider Waste and Cleansing Team.

At the second session held for the Elected Members, 7 Councillors and a number of managers attended the event. The Project Manager delivered a powerpoint presentation on progress and the next steps of the communal bin review project. After discussions on criteria and principles the event moved to one of the Seafield sheds to see different types of containers available on the market. On display were housings for wheeled bins for glass and food collection, newly designed mixed recycling bins, screening for 1280L and side loading bins, 1280L bin housing and different type of side loading bins.

In total around 30 people including Elected Members and Waste and Cleansing officers attended, and collation of feedback on the different types of containers is under way.



Project Plan – Year 1 and draft Year 2

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											

Communal Bin Audit											
Recruitment of Auditors											
Confirm Connect set up											
Risk Assessment + Induction											
Inspection and Reports											

Road Capital Programme + Other Schemes											
Site Surveys											
Proposal draft											
Ordering material											
Preparing Comms											
Delivery - Installation											
Systems updates											
Monitoring											

GPS/Sack											
Identification sites											
Risk Assessment audit											
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

City-wide data gathering											
Classification into Housing/Factors/on street etc											
Engagement Housing											
Engagement Student Accommodations											
Engagement Factors											

CBR phase 1 - Newington - South Side - Morningside											
Site Surveys											
Proposal draft											
Ordering material											
Preparing Comms											

Roads											
Safety Audit process											
School Patrol constrain											

Comms plan											
Initiation stage											
Comms plan draft											

Tram line											
Audit of present situation to support Ops											
Proposal for permanent location											

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

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

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

Year 2											
Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20

Road Capital Programme + Other Schemes											
Site Surveys											
Proposal draft											
Ordering material											
Preparing Comms											
Delivery - Installation - Comms											
Systems updates											
Monitoring											

Installation-delivery crews											
Business case											
Recruitment											

CBR phase 1 - Newington - South Side - Morningside											
Ordering material											
Preparing Comms											
Delivery - Installation											
Systems updates											
Monitoring											

Year 2											
Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20

CBR phases 2 and 3											
Site Surveys											
Proposal draft											
Ordering material											
Preparing Comms											
Delivery - Installation - Comms											
Systems updates											
Monitoring											

Comms plan											
Comms plan draft											
Comms agreement + material											

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

Project Documentation											
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