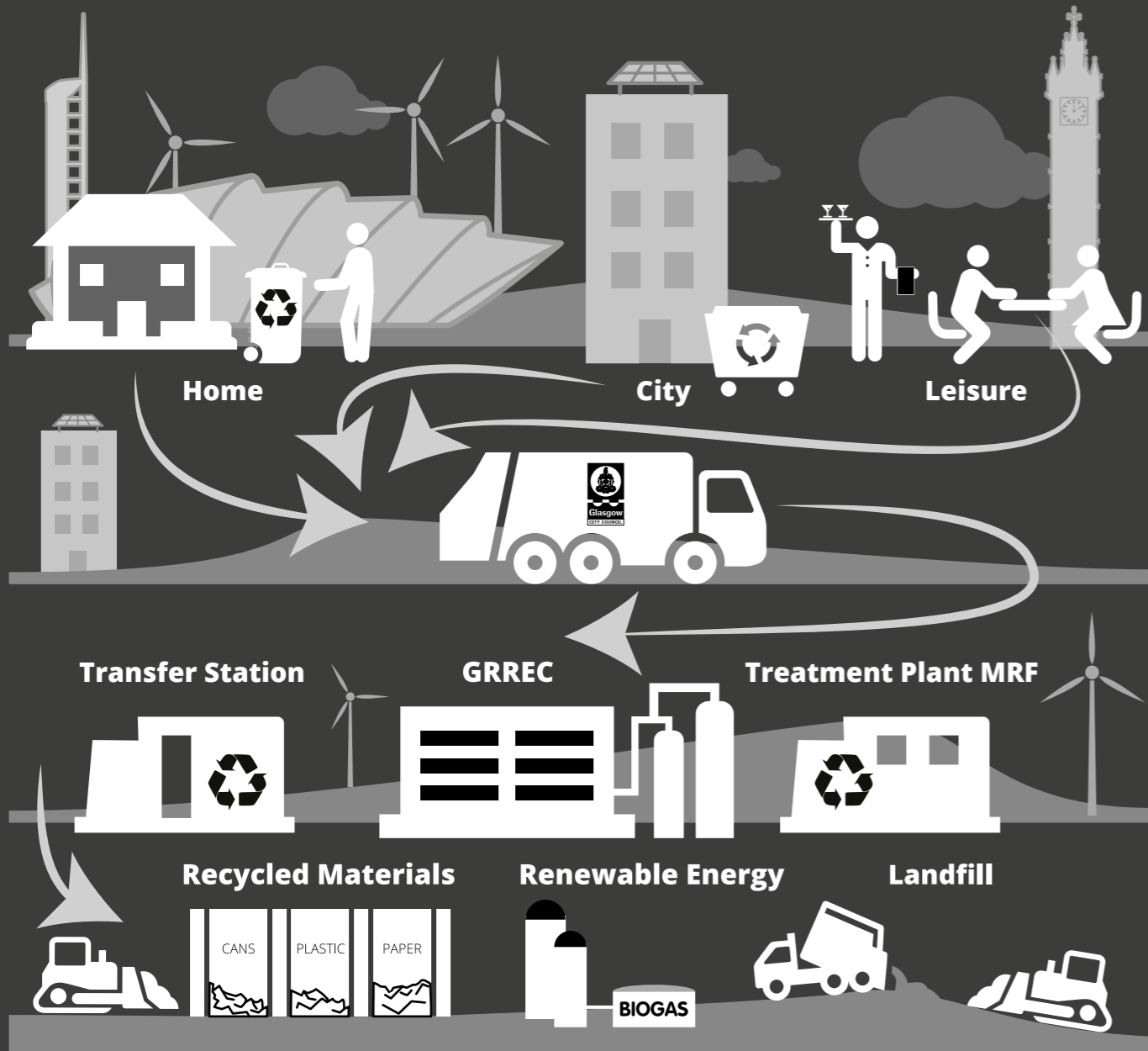




**TACKLING GLASGOW'S WASTE**  
CLEANSING AND WASTE STRATEGY  
& ACTION PLAN 2015 TO 2020



**“The first of many stepping stones to a Glasgow that wastes less and recycles more”**

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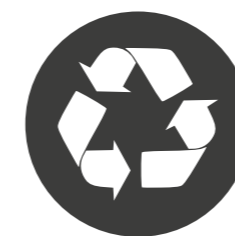
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# FOREWORD



## “Glasgow is Scotland’s largest and most vibrant city, attracting over two million visitors every year”



It is also an exciting place for almost 600,000 residents and for people who work, study and do business in the city.

This means, on the challenging side, the council has to manage a great deal of waste. On average, we, as a council, pick up and dispose of around 30 million bin collections every year.

However, in the past five years, following the launch of the 2010 Waste Strategy we have made significant progress in transforming our waste facilities. We have invested time and resources to improve collection services; increase recycling; and reduce waste going to landfill.

But we want to; and need to do more.

When our **Glasgow Recycling and Renewable Energy Centre** opens next year, this will allow around 80% of waste to be diverted from landfill. It will also allow more waste to be recycled and it will create renewable energy from the treatment process.

To make sure Glasgow is able to meet this challenge, this refreshed strategy, developed with Zero Waste Scotland, will build on the good work of the 2010 Strategy.

It also guarantees Glasgow will maintain its crucial role as an innovator, and demonstrates Glaswegians are able to deliver the most resource efficient city in Scotland.



**Elaine McDougall**  
Executive Member for Transport, Environment and Sustainability



**Brian Devlin**  
Executive Director Land and Environmental Services

# INTRODUCTION & BACKGROUND



**“In 2010 we set out a plan to tackle Glasgow’s waste, now in 2015 this plan has been updated with a fresh vision to 2020”**

This refreshed Cleansing Waste Strategy sets out a clear plan to make sure waste is managed more efficiently and we take advantage of every recycling opportunity over the next five years.

**It builds upon our achievements in the last 5 years as detailed below:**

**Through our household waste recycling programme we have increased recycling and reduced waste sent to landfill**



**Increased the number of public recycling points**

**Invested in a New Materials Reclamation facility to process raw material at Blochairn**



**Introduced a kerbside glass collection service**



**Commissioning the Glasgow Recycling Renewable Energy Centre which will recycle more materials and generate energy, heat and steam from the treatment process**



**Completed a food waste pilot**



**Introduced gas management systems at Cathkin landfill which generate electricity**



# CLEANSING AND WASTE SERVICES



## “A Service stepping up to the challenge”

The council is responsible for managing and delivering the city’s cleansing and waste operation, through its Cleansing and Waste Service in Land and Environmental Services. Some key information on the different activity undertaken by the service is given below:

### 230,000 tonnes



In 2014 we sent 230,000 tonnes of waste to landfill

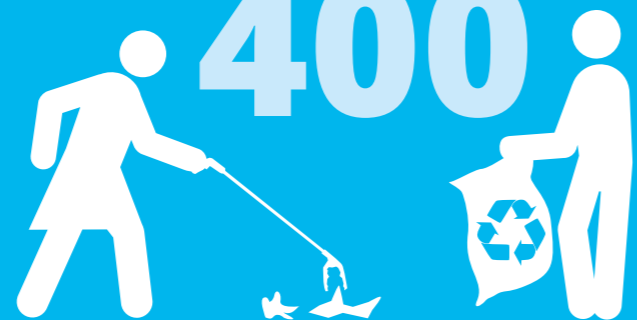
### 30 MILLION



We carry out 30 million bin collections per year

We support over 400 community clean-ups every month

### 400



### 33 TONNES



We uplift 33 tonnes of litter every day from the city streets

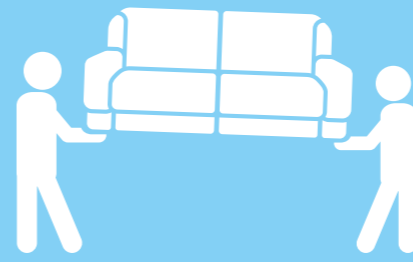
### 176 tonnes

We recycle 176 tonnes of waste every day



### 100km<sup>2</sup>

We ensure 100 km<sup>2</sup> of public spaces are maintained and litter free



We carry out 100,000+ free bulk uplifts every year

### 100,000+



# GETTING AHEAD

## OUR VISION TO 2020

**“A Glasgow that reduces waste and recycles more”**



Our Vision for 2020 is a Glasgow that benefits from an improved environment, and through education and awareness actions we will recycle more than ever before and further reduce the waste we send to landfill.



## STRATEGIC THEMES

### Development of Infrastructure



“By investing in the development of our infrastructure, we will ensure that it is easier than ever before for people to recycle more and waste less”



#### WE WILL:

- Commission the Glasgow Recycling & Renewable Energy Centre to deliver increased waste efficiency for Glasgow.
- Maximise opportunities to recycle at our Blochairn Materials Reclamation Facility.
- Enhance the “Recycling on the Go” facilities across the city centre and in our parks.
- Identify 50 new public recycling points across the City.
- Introduce 100 new communal bins to our existing public recycling points.

## STRATEGIC THEMES

### Transformational Governance



“We will continually improve the services that we deliver, our operations will use technology and innovation to deliver modern efficient services which will help Glasgow achieve its vision of a city that reduces waste and recycles more”



#### WE WILL:

- Deliver a food waste collection service to all residential properties in the city .
- Use technology to optimise our routes to provide a more efficient collection service.
- Explore the development of a district heat network for the city from the Glasgow Recycling and Renewable Energy Centre.
- Improve through the use of better technology, such as smart bin technology and the My Glasgow App.
- Review our street cleansing service to identify service improvement opportunities.

## STRATEGIC THEMES

### Policy and Strategy



“It is essential that we manage change and work within the boundaries of national policy and legislation. Our strategy has been created in line with new and emerging government strategy and policy”



#### WE WILL:

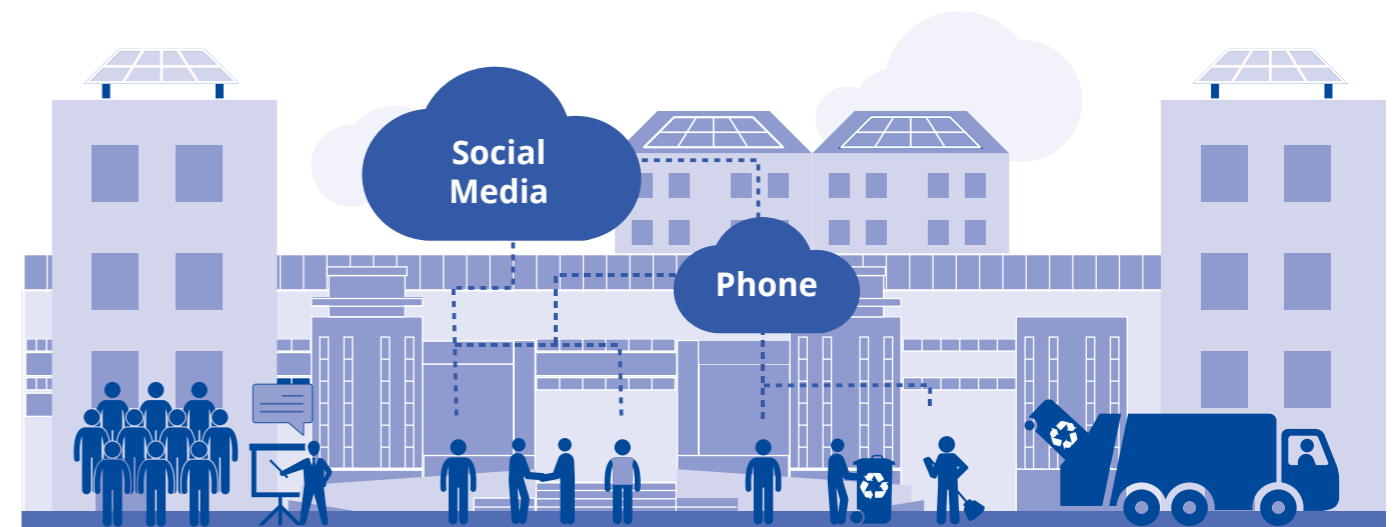
- Identify external funding opportunities to further enhance Glasgow's current recycling services.
- Update our bin policy for both recycling and waste bins.
- Introduce a recycling & litter award for schools promoting reduce, reuse recycle and responsible citizenship.
- Support and develop our workforce to deliver a modern and efficient service in Glasgow.
- Work with partners to identify opportunities to improve recycling and reduce waste across the city.

## STRATEGIC THEMES

### Communication and Stakeholder Management



“Over the next 5 years we will be communicating more with residents about the importance of recycling & waste services”



#### WE WILL:

- Improve how we communicate with our residents, visitors and business on the importance of recycling and reducing waste.
- Continue to attend community events to support and promote recycling and re-use and to get feedback on how we are progressing.
- Deliver our Clean Glasgow electoral ward action plans and report on progress via the Area Partnership structure.
- Explore new and more effective methods of communicating, such as social media, internet, as well as traditional methods such as letter and newspaper coverage.
- Work with our partners to deliver a consistent and clear message on waste reduction and recycling.



## ACTION PLAN 2015 - 2020



### KEY SERVICES

- |   |   |   |
|---|---|---|
| <p>01 Review residual waste bin infrastructure for flats</p> <p>02 Identify and add all new and existing kerbside properties to commingled dry mixed recycling blue bin collection routes</p> <p>03 Identify and add all new and existing flatted properties to commingled dry mixed recycling blue bin collection routes</p> | <p>04 Identify and add all new and existing kerbside properties to organic waste collection routes</p> <p>05 Identify and add all new and existing kerbside properties to glass recycling collection routes</p> <p>06 Review dry mixed recycling materials collected within the household blue bins</p> | <p>07 Add all new public recycling points to recycling collection routes</p> <p>08 Complete remediation and restoration works at Cathkin landfill site</p> <p>09 Implement environmental monitoring and aftercare plans for all closed landfill sites</p> |
|---|---|---|



### REDUCE, REUSE, RECYCLE AND RECOVER

- |   |   |  |
|---|---|--|
| <p>10 Provide 100% blue bin stock for flats</p> <p>11 Replace all blue bin apertures in backcourts with standard lids</p> <p>12 Provide commingled dry mixed recycling blue bins to all new and existing kerbside properties</p> <p>13 Provide a food waste collection service to all kerbside properties</p> | <p>14 Provide a food waste collection service to all flatted properties</p> <p>15 Provide a business case proposal to establish a re-use hub within the City</p> <p>16 Identify 50 new public recycling points</p> <p>17 Add 100 new communal bins to public recycling points</p> | <p>18 Identify new materials and bin containment to be included at public recycling points and HWRCs</p> <p>19 Enhance the 'Recycling on the Go' infrastructure within the city centre and parks</p> <p>20 Investigate potential for additional HWRC sites in the city</p> |
|---|---|--|



### EDUCATION AND AWARENESS

- |   |  |   |
|---|--|---|
| <p>21 Introduce litter and recycling award to all schools</p> <p>22 Attend community events to support and promote recycling and re-use</p> | <p>23 Update the council website to promote re-use</p> <p>24 Train customer-facing staff to promote re-use</p> | <p>25 Develop and implement an annual communications strategy for recycling services</p> <p>26 Develop and implement a household food waste collection communication strategy</p> |
|---|--|---|

## ACTION PLAN 2015 - 2020



### INNOVATION AND TECHNOLOGY

- 27 Investigate options to use the MyGlasgow app to improve frontline services
- 28 Review database management for waste and recycling collections
- 29 Review current vehicle tracking technology

- 30 Review route optimisation options for all household collection routes
- 31 Support the council's carbon management team to ensure that the council explores a district heat network
- 32 Review weighbridge software and data waste collection systems

- 33 Review mobile technology opportunities
- 34 Review street litter bin infrastructure and assess potential for introduction of smart technologies



### CUSTOMER FIRST

- 35 Develop and implement a training and development plan for all employees

- 36 Review health and safety policy for frontline services

- 37 Review back office management and clerical structure



### SERVICE REFORM

- 38 Review waste collection services for kerbside properties
- 39 Review waste collection services for flatted properties
- 40 Review excess waste policy
- 41 Develop and implement contamination policy for refuse and recycling bins
- 42 Review Household Recycling Charter and provide input in the development of the Code of Practice
- 43 Implement waste and recycling bin provision and bin storage policy

- 44 Review waste collection calendars policy
- 45 Review garden waste collection service
- 46 Review bulk waste collection service
- 47 Develop and implement policy on siting recycling banks at public recycling points
- 48 Investigate options for permitting commercial organisations to use the HWRC to recycle
- 49 Implement re-use policy

- 50 Review service options for the commercial waste service
- 51 Review waste transfer station infrastructure
- 52 Review waste disposal fleet operation
- 53 Implement a waste delivery model for the GRREC
- 54 Review street cleansing operation

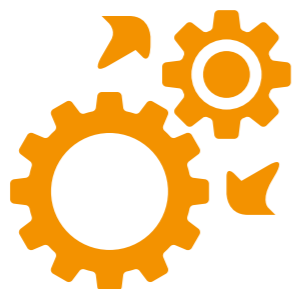
## ACTION PLAN 2015 - 2020



### STRATEGIC PARTNERS

55 Seek funding from ZWS to enhance current recycling services and introduce new services

56 Develop partnerships with ZWS, KSB, local HAs, private factors, RSLs and the council family to improve all services



### PERFORMANCE MANAGEMENT

57 Review and monitor recycling and waste contracts

62 Review and implement opportunities to reduce operating expenditure at the MRF

67 Establish a dedicated contract management and operational performance team for the GRREC contract

58 Monitor performance of HWRCs to identify efficiency opportunities

63 Review mechanical processes at MRF and invest in new technologies

68 Review statutory reporting requirements for refuse and recycling services

59 Undertake materials sampling and reporting at the MRF

64 Monitor the GRREC process to make sure any opportunities to use available headroom are fully used.

69 Review statutory reporting requirements for street cleansing and litter

60 Review the Scotland Excel framework for the marketing of MRF recyclable material

65 Monitor the GRREC process to pursue opportunities to improve recycling rates

70 Manage the delivery of key performance Indicators for refuse and recycling

61 Maximise available processing capacity at the MRF

66 Investigate potential for GRREC to accept MRF offtakes

71 Manage the delivery of key performance indicators for street cleansing and litter



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