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## FOREWORD

# *“Empowering Glasgow to become a zero-waste city”*

The vision for our new strategy is ‘empowering Glasgow to become a Zero waste city’. Over the last ten years, we have taken significant steps forward in improving how we manage the city’s waste.

Some key achievements include the delivery of the Glasgow Recycling and Renewable Energy Centre (GRREC) in partnership with Viridor, which received full service in January 2019; provision of new infrastructure and increased recycling capacity at flatted properties via the Bin Replacement Programme; installation of new litter and recycling on the go bins; the introduction of food waste collections; and expanded commercial waste recycling collections.

The focus of our new strategy is to make a significant and focused contribution towards tackling the climate emergency and build more resilient and efficient waste and recycling services, with a greater focus on recycling and reuse. We must change our behaviour and treat all waste as a valuable resource and manage it accordingly to ensure we maximise resource efficiency.

Waste is both a global and local issue and communities need to take more responsibility about the waste they generate. We must all play our part and continue to work together- both the Council and the city’s residents - to make the city a cleaner and greener place.





# FOREWORD

## The Council will:

- Address the impacts waste has on Climate Change and maximise resource efficiency
- Continue to deliver waste and recycling collections in line with regulations and national policy changes, to align with the Charter for Household Recycling
- Continue to tackle litter and fly-tipping through the relaunch of the Clean Glasgow Strategy
- Communicate with residents as to what materials should and should not be placed in the different waste and recycling bins
- Work with the third sector to encourage reuse opportunities
- Engage with residents to inform of changes in service delivery
- Work with the Scottish Government and industry to encourage investment in infrastructure
- Provide an efficient and effective collection service to all residents and commercial customers

## As a resident, we ask that you work with us to:

- Consume less material
- Support reuse opportunities
- Put the right material in the right bins
- Encourage your neighbours and others to recycle

## By working together we will:

- Improve the city's recycling levels
- Reduce carbon emissions
- Contribute towards Glasgow becoming a zero-waste city



**Cllr Anna Richardson**  
City Convener for Sustainability and Carbon Reduction



**George Gillespie**  
Executive Director Neighbourhoods, Regeneration and Sustainability

# INTRODUCTION

Glasgow has ambition to become one of the most sustainable cities in Europe. Having declared a climate emergency in May 2019, the city is committed to becoming carbon neutral by 2030 and further aims to attain net zero-emissions by 2045. To assist in delivering these ambitious targets, we must deliver the most sustainable approach to managing our waste and resources, and by doing so empower Glasgow to become a zero-waste city.

Our previous waste strategy, Tackling Glasgow's Waste, established a 10-year plan for managing waste within the city. It is now time to set out our new strategy - Resource and Recycling Strategy 2020-2030 - which takes into account the significant change which has taken place over the last 10 years and most importantly, reflects the urgent need to address the current climate emergency. The effective management of our waste - through reducing, reusing, and recycling - is one of the most immediate things we can all do towards reducing carbon emissions.

The resource and recycling industry is moving into a considerable period of policy change, creating a lot of uncertainty and challenges in planning another 10-year strategy. The new developments will impact all aspects of the Council's waste collection, recycling, and waste disposal operations. As a consequence, the strategy will be subject to regular review to ensure it remains flexible to meet the requirements of the shifting policy landscape.





# INTRODUCTION

Our new 10-year vision presents an opportunity to make a significant and focused contribution towards tackling the climate emergency and build a more resilient and efficient waste management system. The new strategy sets out the strategic direction for the Council on how waste and resources will be managed within the city over the next 10 years, with a vision of “Empowering Glasgow to become a zero-waste city”.

In recognition that the majority of waste is a valuable resource, our new strategy takes on a new title, Resource and Recycling Strategy 2020-30. We are committed to delivering a circular economy where materials are not simply discarded as waste but are re-used and recycled. Ultimately, we want to change the way people think about waste – seeing it less as a problem and more as a valuable resource.

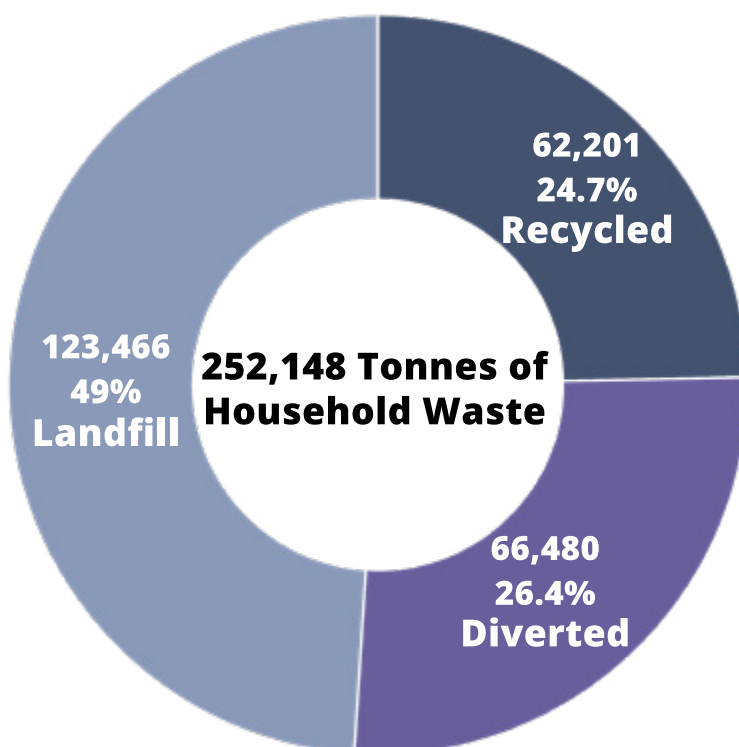
Central to our strategy is a recognition that it cannot be delivered by the Council alone. It is vital that everyone, whether they live, work, or visit the city, takes personal responsibility for their waste. We all have a part to play in the delivery of the strategy which will ultimately benefit current and future generations through creating a cleaner, more sustainable, carbon-neutral, and zero waste Glasgow.



# CLIMATE EMERGENCY - CARBON IMPACT OF WASTE

Glasgow City Council manages over 300,000 tonnes of waste, arising from household and commercial sources, every year. Reducing the tonnage of waste that the Council manages will contribute to minimising the carbon impact waste has on the environment.

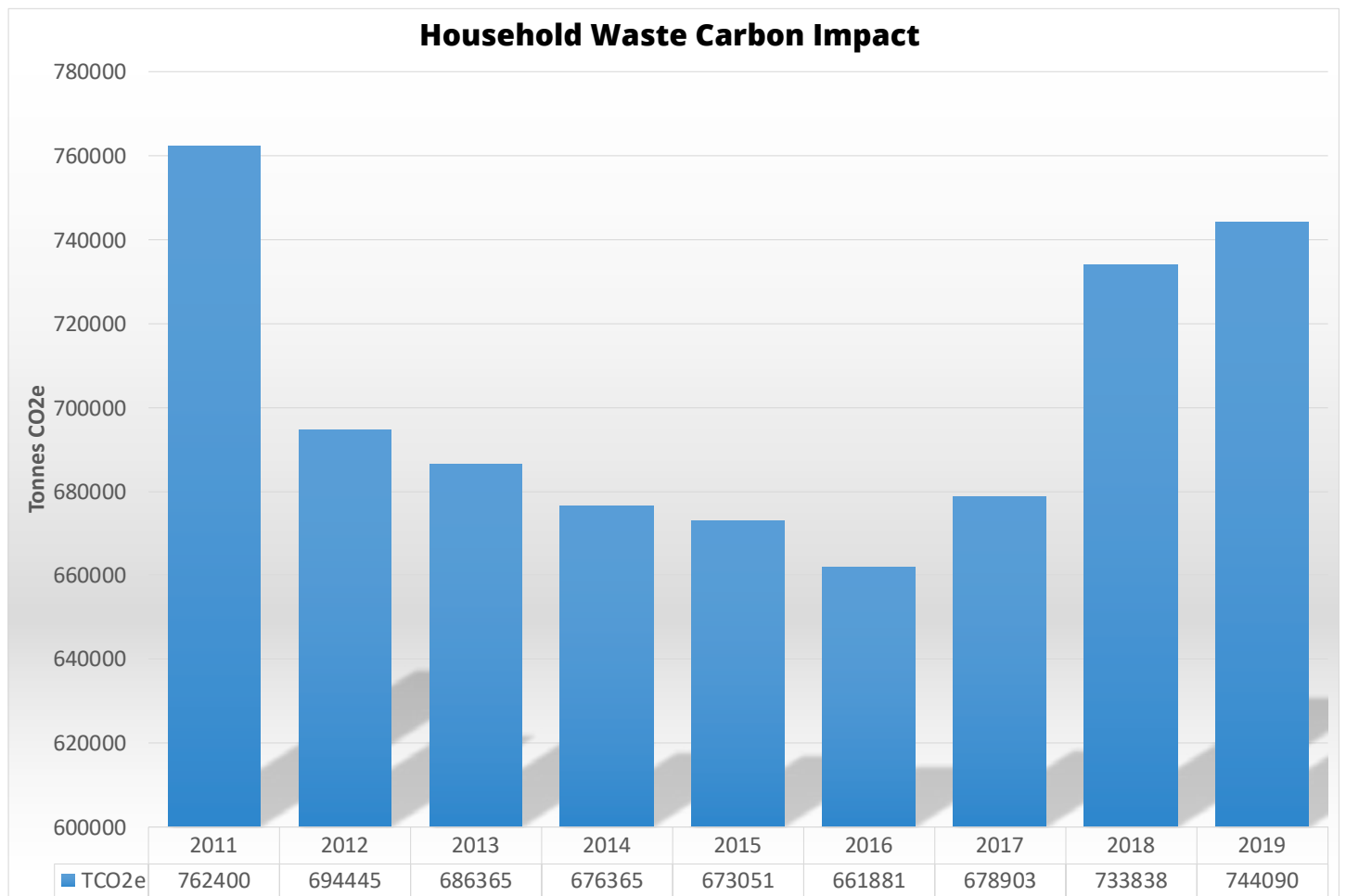
The Scottish Environment Protection Agency (SEPA) collate information annually on all waste managed by Scottish local authorities and subsequently report on this via their website. The figure below highlights Glasgow's household waste data for 2019.



Recycling performance is measured in tonnes and accounts for household waste only. Using a carbon metric, developed by Zero Waste Scotland, the carbon impact of the waste managed by the Council is also reported by SEPA. The carbon metric measures the impact over the whole life cycle of the waste, including emissions from extraction of the raw materials, manufacturing, and disposal. In 2019, 744,090 tonnes of carbon were attributable to the management of the 252,148 tonnes of household waste in Glasgow.

Since the introduction of the carbon metric in 2011, for reporting the impacts of household waste, the tonnage of carbon attributable to Glasgow had steadily fallen, but since 2017 this has risen, as the tonnage of household waste has increased. This is represented in the figure overleaf.





SEPA also report on the waste generated per person each year. The table below splits the household waste generated for 2019 and how this is managed per person in Glasgow and notes the overall Scotland figures for comparison.

2019	Waste Generated/ Person (tonnes)	Recycled (tonnes / person)	Other Diversion (tonnes/ person)	Landfill (tonnes / person)	Carbon Impact (Tonnes CO2)
<b>Glasgow</b>	0.4	0.1	0.11	0.2	1.18
<b>Scotland</b>	0.44	0.2	0.11	0.14	1.04

Scotland is a pioneer in developing a carbon metric for measuring waste performance and Zero Waste Scotland (ZWS) has been using this mechanism for several years. For the reporting year 2018, published in 2020, ZWS reported the five most carbon-intensive waste materials made up just 20% of Scotland's waste by weight, but accounted for 71% of the overall carbon impacts. Food waste was the most carbon-intensive waste material, responsible for 25% of Scotland's total waste carbon footprint, despite constituting only 5% of Scotland's waste by weight.

Now and over the next ten years, increasing focus is required on managing waste streams that have the highest carbon impact. The management of food waste, plastics, and textiles, all carbon-intensive, will be key material streams in mitigating climate change and adoption of the vision, themes and actions within this strategy will seek to reduce the carbon impact and assist the Council move towards carbon neutrality by 2030.

# GETTING AHEAD OUR VISION TO 2030



# VISION

**Our overarching vision is -**

***“Empowering Glasgow to become a zero-waste city”***

Our ‘**Empowering Glasgow**’ vision aims to deliver change by providing greater opportunities for residents to participate in our services which seek to be more efficient, resilient, and sustainable.

A ‘**zero-waste city**’ does not mean that no waste will be produced, but refers to a set of principles to minimise the production of waste and recognise waste as a valuable resource and not simply as something which is thrown away.

**Our ambition is to effectively manage waste to:**

- Harness the maximum resource use from the material
- To reduce the impact that waste contributes to climate change
- To support residents, local businesses, and visitors within Glasgow to manage their waste more sustainably
- Assist Glasgow to achieve a carbon-neutral status by 2030

**The Strategy will seek to:**

- Increase materials re-used, repaired, or refurbished
- Increase recycling of the most carbon-intensive waste streams, including; food, textiles, and plastics
- Increase the type, quality and quantity of materials collected for recycling
- Continue the reduction of waste sent to landfill
- Increase public understanding and engagement on waste and recycling, ultimately changing the way people think about waste
- Deliver efficient, accessible, and resilient waste and recycling services

**Working together to achieve our goals**

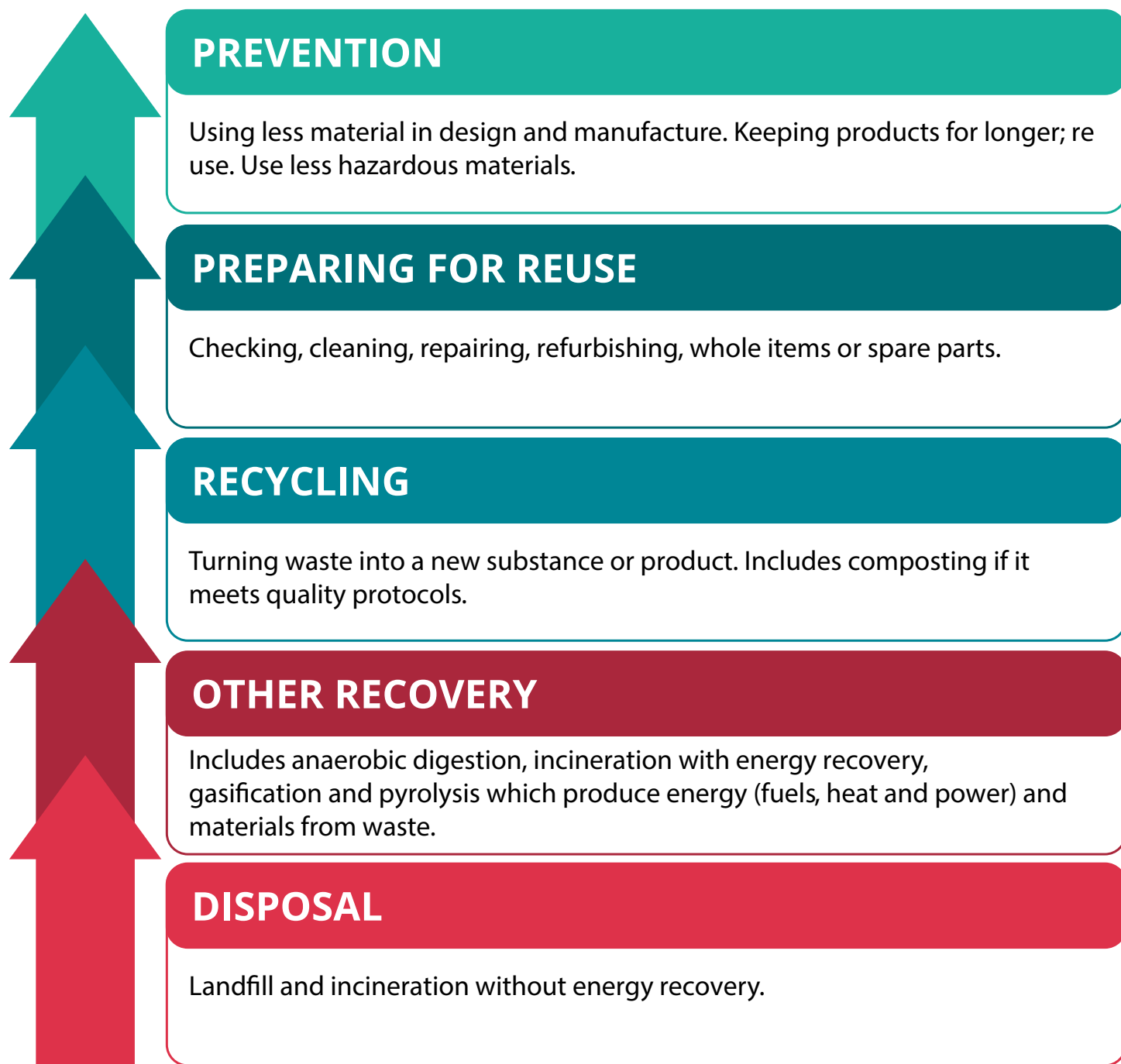
Local authorities are near the end of the line when it comes to managing waste materials and resources, however, where we do retain control, we must manage any waste stream as far up the waste hierarchy as possible and encourage all internal and external stakeholders including, staff, householders, visitors, businesses and customers to act similarly. The waste hierarchy ranks options for managing waste according to what is best for the environment.

We all have a responsibility to effectively manage our waste and resources. The Council has a responsibility to take all reasonable steps to promote high-quality recycling and there is a responsibility on everyone who produces, keeps, or manages waste, including local authorities, to take all reasonable steps to apply the waste hierarchy.



# VISION

The Waste Hierarchy is provided below. The best environmental option is to prevent or minimise waste from being generated. Where that is not possible, we must reduce, reuse, recycle, and recover, with disposal being the last option. This will require the co-operation of everyone to deliver. Through the lifetime of this strategy, we must work in partnership to drive behaviour change which moves the management of waste up the hierarchy to increase waste prevention, re-use, and recycling. Through working in partnership, we can deliver our goals.



# WHAT WE HAVE ACHIEVED 2010-2020



## DEVELOPMENT OF INFRASTRUCTURE

- The Glasgow Recycling and Renewable Energy Centre (GRREC) started to receive waste in July 2016, with the plant officially opening in August 2019
- Completion of the review of the residual waste bin infrastructure for flatted properties, leading to the development and implementation of the Bin Replacement Programme
- Implementation of a city-wide food waste collection service
- Continue to add properties to the recycling collection routes
- Establishment of new sites on the public recycling point network
- Introduction of expanded commercial recycling service
- Implementation of a street litter bin project to increase bin capacity for general waste and recycling
- Completion of the remediation and restoration works at Cathkin landfill site



## TRANSFORMING GOVERNANCE

- Signing the Charter for Household Recycling
- The development and implementation of the Bulk Waste App
- The in-house delivery of the glass collection service
- Implementation of new asset management software
- Implementation of Street Litter Bin Project to improve operational efficiencies

# WHAT WE HAVE ACHIEVED 2010-2020



## POLICY AND STRATEGY

- Climate Emergency Implementation Plan
- Development of a Circular Economy Route Map for Glasgow 2020-2030
- Plastic Reduction Strategy and Action Plan
- Implementation of 2015-20 Waste Strategy, Tackling Glasgow's Waste

## COMMUNICATION AND STAKEHOLDER MANAGEMENT

- Food Waste Communication Plan
- Recycling Service Communication Plan
- Bin Replacement Project Engagement Plan
- Kerbside Collection Frequency Change Communication Project
- Expanded use of the Council's social media accounts to promote recycling



# 2020-2030 STRATEGIC THEMES AND CHALLENGES

There are four strategic themes for the Resource and Recycling Strategy and these are:



## IMPLEMENT POLICY



## DEVELOP INFRASTRUCTURE AND TECHNOLOGY



## PROMOTE BEHAVIOURAL CHANGE



## ENHANCE PERFORMANCE

Within the lifetime of this strategy, policy changes will impact on the provision and delivery of waste and recycling by the Council. Scotland's national recycling rate and the Council's rate has levelled out and measures are needed to kick start the process of increasing recycling from the current levels.

Challenges are:

- To align Council waste collection and recycling services with the Charter for Household Recycling and the requirements within future legislation
- To develop the city's infrastructure to encourage people to reuse and recycle more and to embrace the management of waste further up the waste hierarchy
- To increase communication with residents, workers, visitors to deliver an uptake in recycling
- To improve performance through better use of data and monitoring

By facing these challenges, the city will make an important contribution to addressing the climate emergency.

# IMPLEMENT POLICY



***“To ensure alignment with ongoing policy changes to deliver the most sustainable approach to managing our resources”***

At the start of the timeline for this new strategy, the resource and recycling industry is moving into a period of significant policy change at a national and local level.

In delivering the city's recycling and waste services it is recognised that the impacts of these changes, will affect what we do in terms of service delivery, and what we will require users to do. These policy changes include:

## Glasgow City Council

- Climate Emergency Implementation Plan
- Strategic Plan 2017-2022
- Circular Economy Route Map 2020-2030
- Plastic Reduction Strategy and Action Plan
- Sustainable Glasgow
- Re-launch of Clean Glasgow
- Fleet Strategy implementation
- Private Lane Strategy implementation

## Scottish Government

- Deposit Return Scheme
- Review of the Code of Practice for the Charter for Household Recycling
- The Circular Economy Bill
- Ban on Biodegradable Waste to Landfill
- Food Waste Reduction Action Plan
- National Litter Strategy

## United Kingdom

- Extended Producer Responsibility on Packaging Waste and other material streams
- Plastic Packaging Tax
- Brexit



More specifically, existing council policies will be revised and new policies will be drafted and adopted by 2022 which will include, but not be limited to:

- Contamination policy
- Excess waste policy
- Bin policy

The development and implementation of the aforementioned policies at a local and national level will change the material streams collected within services. The introduction of the deposit return scheme for single use drinks containers will decrease the quantity of drinks cans, plastic and glass bottles within the dry mixed recycling (blue bin) and glass collection services respectively. There will also be a reduction in these materials within the general waste bins.

In addition, aligning collection services to the requirements of the Charter for Household Recycling and the forthcoming changes to Extended Producer Responsibility for packaging waste will require the collection of additional materials, such as non-bottle plastic streams including pots, tubs and trays.

This will complement the aims of the Council's Plastic Reduction Strategy & Action Plan which aims to phase out single use plastics and make Glasgow free of unnecessary plastic by 2030.

Whilst the full anticipated impact of the policy changes is not yet known, some of the main implications and benefits include:

- Change of composition of materials processed at the Blochairn Material Recovery Facility and the Glasgow Recycling and Renewable Energy Centre
- Impact upon glass collection services (domestic and commercial)
- Change in the funding model for the collection of materials included within Extended Producer Responsibility
- Reduction in littering of materials included within the Deposit Return Scheme
- Increase in type, quantity and quality of material collected for recycling reducing the carbon impact of managing waste





An options assessment of the Council's recycling and waste services and infrastructure, on the basis of aligning service delivery with the Charter for Household Recycling will be undertaken. This work would be progressed with the support of Zero Waste Scotland. The outputs that are expected from the options appraisal are noted below.

- Complete a waste compositional analysis to understand the current composition of the household bins
- Research into suitable collection systems taking into account all property types, and the impacts of the Deposit Return Scheme, Charter and associated Code of Practice, and Extended Producer Responsibility
- Options Appraisal that will model the likely collection scenarios and assess their impact on cost and recycling performance





## WE WILL

- Support the implementation of actions across different Council strategy documents to tackle the Climate Emergency
- Develop and implement plans to align with the Deposit Return Scheme, Extended Producer Responsibility and the Charter for Household Recycling
- Develop and implement bin policy to cover the provision of bin types to all domestic properties to ensure there is parity in the provision of services to all property types.
- Review and create procedures for waste acceptance policy for material delivered to transfer stations by commercial organisations, housing associations, and charities
- Review policies at HWRC to include reducing misuse by traders and non GCC residents, opening times, and application of stricter policies to ensure waste is kept separate at the HWRC
- Undertake a review of the re-use contract to increase diversion of material via this avenue and move the management of waste up the waste hierarchy
- Support the implementation of the Private Lane Strategy addressing fly-tipping issues and bulk waste collection procedures

# DEVELOP INFRASTRUCTURE AND TECHNOLOGY



***“To ensure we have modern, resilient, and sustainable systems to support the delivery of effective recycling and waste services and the wider goal of carbon neutrality by 2030”***

The city’s recycling and waste infrastructure has developed over time and includes the following:

- Collection infrastructure – waste and recycling bins, public recycling points, household waste recycling centres
- Litter bins/Recycling-on-the-go bins
- Waste transfer stations and depots
- Weighbridges
- Vehicle fleet
- Blochairn Material Recycling Facility
- Glasgow Recycling and Renewable Energy Centre

This infrastructure will be reviewed to ensure that it is capable of meeting changes in demand from population increases, redevelopment of the city’s housing stock; changes in the commercial premises; as well, as the implementation of new policies and regulations.

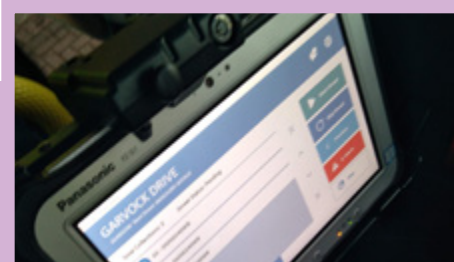
Glasgow is a growing city and as the city’s population increases, so do the demands on recycling and waste management services. It is therefore important to understand how the City’s demographic profile is expected to change and how this will affect household infrastructure.

The City Development Plan highlights:

- Population Change is expected to rise from 633,120 to 662,738 by 2043
- The number of households in the city is forecast to grow by 43,308 by 2041 with the largest increase being single-person households
- Housing Regeneration - much of the planned household growth in the city will be directed to the city centre

The Council’s city centre living strategy aims to double the city centre population to 40,000 residents by 2035. The strategy identifies the development of effective residential waste disposal processes as a key challenge and in conjunction with planning officers, a review of the management of recycling and waste infrastructure in the city centre will be required.

Collection infrastructure currently depends on property type and material stream. Part of this infrastructure has included the provision of a network of public collection points, primarily located in areas of high density housing, for the recycling of dry mixed materials (blue bins) and glass bottles and jars (green, or purple bins). Containers for the collection of textiles, provided and serviced in conjunction with our charity partners are also located across the city. These collection points are well used, however, a review is required on procedures for siting the bins and an evaluation of options to improve the aesthetics of the containers, including cleaning, maintenance and housing.





All collection infrastructure will be reviewed to align with the requirements of the revised Charter for Household Recycling and associated Code of Practice (CoP), amendments to Extended Producer Responsibility (EPR) for packaging material and the impacts of introducing a Deposit Return Scheme (DRS) in Scotland.

The waste transfer station infrastructure will undergo review to ensure it is suitable to meet the demands of the waste collection requirements and is able to receive different waste streams and maintain segregation to ensure waste is treated to the highest possible standard.

Technology will be adopted to continue to improve service delivery, for customers, for staff and for monitoring performance.

The Council's Fleet Strategy 2020-30 has committed to 'maximising the Council's waste recycling performance through introducing improved logistics via new scheduling and vehicle operational technologies'. New hydrogen powered refuse collection vehicles are due to be operational by 2021 and along with the implementation of other alternative fuel technologies including, hybrid and electric vehicles, will assist the council achieve a net zero emissions fleet by the end of 2029.







## WE WILL

### Collection:

- Undertake a review of waste collection services to align with Charter for Household Recycling, revised Code of Practice, Deposit Return Scheme (DRS), and Extended Producer Responsibility (EPR)
- Review existing depots, used for waste collection, transport, and storage to ensure they meet changes to service delivery

### Waste Management Facilities:

- Review the location, layout and operation of transfer stations to ensure the efficient management of the separation and storage of the different waste streams
- Review of MRF infrastructure in light of policy changes which will impact the composition of incoming waste streams from the introduction of DRS and EPR

### Technology:

- Upgrade weighbridge software to align with the integrated management system

### Vehicle Fleet:

- Continue to review and implement alternative fuel technologies e.g. electric and hydrogen, moving away from traditional fossil fuels

# PROMOTE BEHAVIOURAL CHANGE



***“To inspire all stakeholders to take responsibility for changing their behaviour, including participating in recycling services, and take pride in the communities they live in”***

Although having access to recycling services, many citizens within Glasgow do not participate in the collection services provided. Through analysis of the contents of an average general waste bin, approximately 60% of the material could be placed within the current recycling bin services. In addition, it is recognised that the Council needs to become more effective and efficient, with available resources in delivering collection services and managing waste and resources thereafter.

In developing this strategy a public consultation was undertaken during December 2020 – January 2021. This will be the start of a conversation process with stakeholders as the policies noted earlier in this strategy are developed and implemented. A key output from the consultation was the desire from respondents for more communication on recycling

To achieve this there is a need to produce an overarching recycling communications strategy for the city, transforming the way we think about waste, seeing it less as a problem and more as a valuable resource. In doing so, we need to encourage all internal and external stakeholders to take more responsibility when managing their waste.

There is a need for clear communication:

- With residents, to establish what the barriers to recycling are
- With residents on what can and can't be recycled, what should go in which bins, and what happens to this material
- With schools to raise awareness about reuse and recycling
- To explain the role of the council, and the role of residents in contributing towards recycling targets which support the Scottish Government's Zero Waste Plan, Food Waste Action Plan, Climate Change Plan
- Highlight future policy changes that will affect how the service is delivered by the Council, and used by residents
- Ensure internal communications to council staff and management
- Encouraging and promoting re-use opportunities





Comprehensive information is available on the council website and the social media accounts are used throughout the year to promote recycling e.g. festive program and recycle week.

Residents are more aware of environmental issues than ever before, but, issues are still encountered within the various collection services and behaviour change is required, to move towards greater participation in recycling services, to maximise tonnages collected, and to improve the quality of material collected for recycling.

Going beyond recycling, more focus is required on minimising the amount of waste we produce and re-using what we do produce. In alignment with the waste hierarchy, there is a requirement to go beyond recycling and manage waste further up the hierarchy, preventing the generation of waste and retaining products for as long as possible via re-use and repair.

The public consultation on this strategy identified support for encouraging the development of repair centres and re-use hubs within the city, in addition to expanding collection points for re-usable household goods at the council's household waste recycling centres (HWRC). This has synergies with the Council's Circular Economy Route Map for Glasgow 2020-2030, which seeks to support re-use and sharing opportunities and support the repair and maintenance of products. This strategy will seek to support the Circular Economy Route Map and the Scottish Government Circular Economy Bill to promote behaviour change and reduce consumption levels to work towards a more sustainable future.

A re-use contract has previously been awarded to community organisations to collect re-usable household goods and bikes from the HWRC and a review to assess options will be undertaken how this could be developed further.



Regular communications are required to ensure residents and businesses are aware of what is expected from them in terms of recycling, which needs to be combined with efficient and reliable collection services. Budget pressures can limit the time and resource that is allocated to communications, however effective use of existing council resources is required e.g. internal publications which will reach most employees, many of whom are residents within the city.

Good working relationships have been established via the Neighbourhoods model and will be developed further to ensure conversations are on-going with residents, Community Councils and Area Partnerships.

Greater collaboration is also required and opportunities maximised where external organisations undertake campaigns which the council can promote, contributing a positive impact on council services. This would include local campaigns to promote The Glasgow City Food Plan and national campaigns, such as the Scottish Government Climate Change campaigns.

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







## WE WILL

- Implement regular communications to residents on the council's recycling services
- Increase the use of internal communication mechanisms to promote recycling to council employees
- Promote the use of the council's HWRC to increase collection of other waste streams for recycling, not captured within the domestic bins e.g. electrical equipment and expand on opportunities for the re-use of household goods from the HWRC
- Continue to maintain strong working relationships with Zero Waste Scotland, SEPA, Scottish Government, and other local authorities on the development and delivery of impending policy and legislative changes
- Support the work of the council's Climate Emergency implementation plan.
- Continue to develop two-way dialogue on resource and recycling issues with a wide range of neighbourhood contacts

# ENHANCE PERFORMANCE

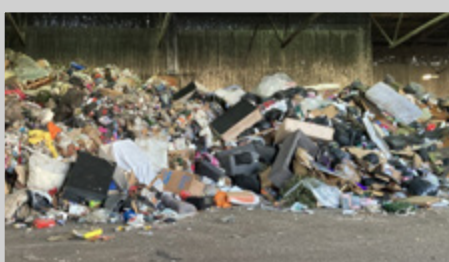
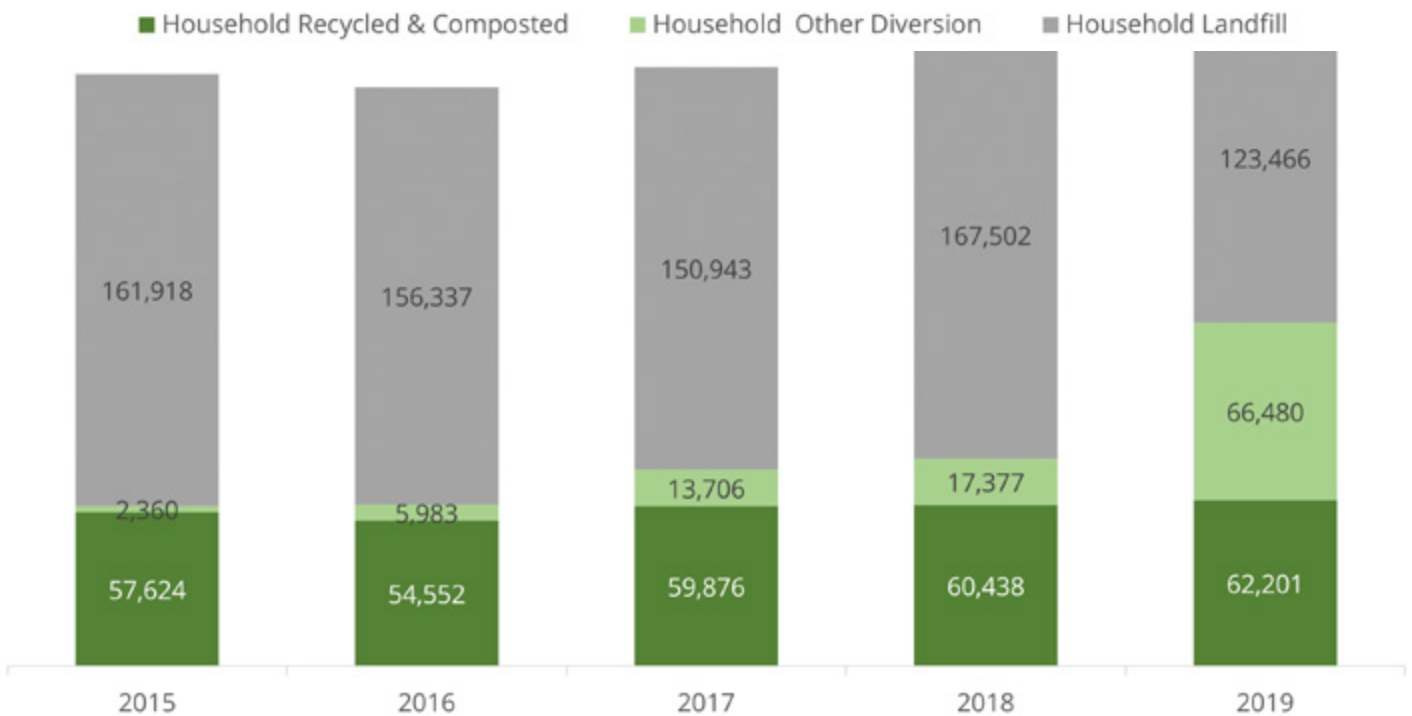


**“To ensure we are delivering the best possible approach to managing our waste and resources to the benefit of staff, citizens, businesses and visitors to the city”**

Over the last five years, since Tackling Glasgow’s Waste, despite progress in many areas and more material being sent for recycling, the recycling performance has levelled off as the overall tonnage of waste managed by the council has increased.

The below graphic shows that household waste recycled has increased by 7% over the last five years, although the total household waste managed by the council has increased by 14% over the same timeframe. The increase in ‘other diversion’ is due to waste being treated via the Glasgow Recycling and Renewable Energy Centre (GRREC) with a reduction in tonnage going to landfill as a result.

**HOUSEHOLD WASTE IN TONNES MANAGED BY GLASGOW CITY COUNCIL  
2014-2019**





Within the Scottish Government Zero Waste Plan, published in 2010, a target of 70% household recycling by 2025 was established. Significant work is required by all local authorities to work towards this target and from 2021 – 2024 funds are being made available by the Scottish Government to improve local authority collection infrastructure to manage waste to meet the 2025 target. Glasgow will seek to maximise funding opportunities which will contribute to increasing recycling and quality of materials captured while working towards a circular economy.

Through the development of this strategy, a key component of service monitoring for recycling and waste will likely be through different reporting metrics. At present, performance is measured using tonnage, but alternative metrics may include carbon, greenhouse gas emissions, impacts on natural capital, and social value.



There will be a requirement to review the performance of all attributes of the service to establish appropriate data sets and monitoring protocol to track performance against actions, to monitor waste trends, and to ensure service delivery aligns with policy and regulatory changes. This will involve addressing the following aspects:

- Current data sets, reporting mechanisms – recycling figures, waste returns, and financial reporting
- Reducing the financial impact of managing waste due to contamination, litter and improving operational practice
- Operational efficiencies – impact of the Deposit Return Scheme on collection services and street litter collection routes
- Monitor and review of the bulk waste collection service following the implementation of charging
- Reducing levels of contamination received and increase the performance of the Blochairn Material Recycling Facility
- Contract management of the various waste and recycling contracts
- Monitoring protocols – tonnage, financial, carbon, public satisfaction with the service







### **WE WILL**

- Review performance on all aspects of service delivery to provide an effective and efficient service
- Reduce contamination and improve quality within recycling services
- Seek to implement policies to encourage better use of recycling services
- Seek to develop carbon monitoring to report climate impacts of waste
- Undertake waste analysis to understand the composition of the waste within the various collection services



# ACTION PLAN 2020 - 2030



## IMPLEMENTATION POLICY

Action	Start Date	End Date	Measurable Outcome
Support Glasgow's Climate Plan	2021	2030	Support the implementation of recycling and waste related actions
Support the implementation of the council's plastic reduction strategy	2021	2030	Reduction in single-use items
Support the implementation of the council's Circular Economy Roadmap	2021	2030	Support the implementation of waste and recycling related actions within the Roadmap
Develop and implement policies on contamination within recycling bins to cover kerbside, communal and commercial properties	2021	2022	Written policies and adoption of procedures
Develop and implement a bin policy to cover the provision of bin types to all domestic properties including the uplift of one general waste bin per household/collection cycle	2021	2022	Written policies and adoption of procedures
Review and create procedures for waste acceptance policy for material delivered to transfer stations by commercial organisations, housing associations, and charities	2020	2022	Improve segregation of waste at source and at transfer stations to increase recycling tonnages and reduce tonnage to landfill/residual waste treatment
Review of policies at HWRC to include reducing misuse by traders and non GCC residents, opening times, and application of stricter policies to ensure waste is kept separate at the HWRC	2021	2022	Development and adoption of policies. Reduction in tonnage sent to landfill and residual waste treatment



# IMPLEMENTATION POLICY

Action	Start Date	End Date	Measurable Outcome
Liaison with and implementation of SEPA Sector Plans and One Planet Prosperity where relevant to the council's activities.	2021	2030	Ensure compliance and beyond with all relevant waste related legislation applicable to council activities
Undertake a review of re-use of household goods contract via the Household Waste Recycling Centres (HWRC) to increase diversion of material via this avenue and move the management of waste up the waste hierarchy. Link with Circular Economy Roadmap.	2021	2022	Increase tonnage and quality of material recovered for re-use from the HWRC
Develop a strategy for the implementation of textile collections in Glasgow to align with EU Waste Directive. Link with Circular Economy Roadmap.	2023	2025	Introduction of textile collection service by 2025
Continue to harbour strong working relationships with Zero Waste Scotland, Scottish Environment Protection Agency, Scottish Government, and other local authorities on the development and delivery of impending policy and legislative changes.	2020	2030	Attendance at Waste Managers Network, regular meetings with ZWS, participation in working groups, submission of consultation responses
Support the implementation of the Private Lane Strategy addressing fly-tipping issues and adoption of bulk waste collection procedures.	2021	2030	Input into production of report on options for the management of waste and recycling at these locations
Support any corporate review of the impact of the Covid-19 pandemic restrictions on service delivery.			Input into production of report



# IMPLEMENTATION POLICY

## Action

## Start Date

## End Date

## Measurable Outcome

In collaboration with Zero Waste Scotland, conduct an options appraisal of the Council's recycling and waste collection services to expand the range of materials collected including additional plastic waste streams.

2021

2023

Completion of options appraisal

Ensure equity in recycling and waste collection services between flatted properties and main door properties.

2021

2024

Provision of infrastructure to collect the same material streams from all housing types





## DEVELOP INFRASTRUCTURE AND TECHNOLOGY

Action	Start Date	End Date	Measurable Outcome
Review of waste collection services to align with Charter for Household Recycling and Extended Producer Responsibility (EPR) for Packaging Waste	2021	2024	Alignment of council collection services with Code of Practice and requirements of EPR. Collection of additional material streams within recycling services.
Monitor impact of the introduction of a deposit return scheme (DRS) for single-use drinks containers on council collection services	2022	2025	Outputs of target DRS materials from MRF. Glass tonnage collected. Waste Compositional Analysis Results.
Review the layout and operation of transfer stations to ensure the efficient management and effective separation of different waste streams	2020	2023	Adoption of new on-site procedures, with a reduction in tonnage sent to landfill.
Review of existing depots used for waste collection, transport, and storage to improve service efficiencies.	2021	2023	Production of a report on existing and future waste disposal operational facilities.
Review of Blochairn Material Recycling Facility infrastructure and operational processes in light of policy changes, which will affect the composition of incoming waste streams due to introduction of Deposit Return Scheme and Extended Producer Responsibility for packaging waste.	2021	2022	Production of report and implementation of any required changes
Review the operational model of the MRF to look at working hours, staffing levels, and waste acceptance procedures.	2021	2022	Completion of review. Implementation of findings
Complete the roll-out of the Bin Replacement Programme for flatted properties.	2020	2021	Replacement of all the metal dustbins, provision of wheeled bins, provision of additional recycling capacity
Review the layout/infrastructure of the household waste recycling centres to improve efficiency and increase recycling.	2020	2022	Increase in tonnage captured for re-use and recycling. Reduction in residual waste disposal tonnage.



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Introduce automatic number plate recognition and install additional CCTV at HWRC and transfer stations.	2021	2022	Installation of new infrastructure
Explore alternative treatment options of non-target recyclable material output from the MRF. e.g. chemical recycling of plastics.	2022	2025	Review of options to determine feasibility.
Upgrade weighbridge software to align with the council's integrated management system (Mayrise/Alloy)	2022	2022	Newly installed software. Alignment with Mayrise/Alloy and financial systems.
Explore options for implementation of digital waste tracking system upon completion of DEFRA research project.	2022	2025	Application of waste tracking technology
Support the implementation of the council's Fleet Strategy.	2021	2030	Number of alternative fuel vehicles
Review the location of the public collection point network of recycling bins and review the appearance of the bins.	2021	2023	Assessment of bin types/locations. Review of options on maintenance, cleaning and housing for bins.
In conjunction with the City Centre Living Strategy, undertake a review of recycling and waste infrastructure to manage expected increases in the city centre population.	2021	2030	Development of guidelines for the storage and collection of recycling and waste within the city centre.



## PROMOTE BEHAVIOURAL CHANGE

Action	Start Date	End Date	Measurable Outcome
Implementation of regular communications to residents on the council's recycling services to increase participation in services and quality of materials captured. This may be in liaison with the council's contractual partners.	2021	2030	Completion of annual communication campaigns to residents. Increase in participation in recycling services. Reduction in contamination
Increase the use of internal communication mechanisms to promote recycling to council employees	2021	2030	Regular articles within council publications e.g. Insider, Loop, e-mail communication, manager briefings. Refresher training for all waste collection and disposal operational staff
Support the promotion of Deposit Return Scheme upon its introduction via council communication outlets, both internal and external	2022	2025	Support communication campaign. Monitor glass and plastic bottles, drinks cans within residual waste, and recycling streams via waste compositional analysis.
Support national communication campaigns such as Recycle Week, Scottish Government Climate Change	2021	2030	Utilising national communication collateral on a local basis
Increase communication with the council's commercial waste customer base to improve compliance with legislation, the quality of recycling material collected, and reduce contamination.	2021	2030	Reduction in contamination within commercial recycling collections processed at the council's MRF.
Promote the use of the council's HWRC to increase collection of other waste streams for recycling, not captured within the domestic bins e.g. Waste Electrical and Electronic Equipment (WEEE) and expand on opportunities for the re-use of household goods from the HWRC	2021	2030	Increase in quality and tonnage recycled via the HWRC



## PROMOTE BEHAVIOURAL CHANGE

Action	Start Date	End Date	Measurable Outcome
Provide regular briefing and training sessions for operational staff to highlight the importance of recycling, contamination, excess waste, fly-tipping, additional bins, and the impacts of not segregating recycling.	2021	2030	Record details of training and briefing sessions
Support the Glasgow City Food Plan and Scottish Government Food Waste Reduction Action Plan to reduce food waste arisings in the city.	2020	2025	Provision and support of regular communication campaigns. Provision of effective and efficient food waste collection service.
Review education and awareness of recycling within schools	2021	2030	Increase visits to schools. Increase liaison with school eco-committees. Ensure appropriate recycling infrastructure in situ.
Creation of a recycling portal on the council website	2021	2021	Updated website
Support the enforcement of new Houses in Multiple Occupation (HMO) licensing conditions to promote recycling and improve bin provision.	2021	2025	Develop process and procedures with HMO officers.
Strengthen partnership working with housing associations, factors and private sector landlords to improve the bulk uplift service	2021	2025	Develop process and procedures with all stakeholders.



## PROMOTE BEHAVIOURAL CHANGE

Action	Start Date	End Date	Measurable Outcome
In conjunction with the Council's Circular Economy Route Map undertake an education and awareness campaigns to promote re-use of household goods.	2021	2030	Completion of promotional campaigns
Conduct regular waste summits to draw on experience of front line operatives and stakeholders within local neighbourhoods to inform future revisions of the strategy embedding National Standards for Community Engagement within working practices.	2021	2030	Review of outcomes from summits on a regular basis.





## ENHANCE PERFORMANCE

Action	Start Date	End Date	Measurable Outcome
Ensure the council is achieving the best value from all waste and recycling contracts.	2020	2030	Regular meetings and review of operational performance with all contractual partners
Utilise Zero Waste Scotland carbon metric to measure the performance of councils recycling services	2021	2030	Adoption of other metrics to monitor recycling performance in addition to tonnage
Minimise the production of and recycle more of the waste streams that have the highest carbon impacts e.g. food waste, textiles, plastics	2021	2030	Collection of additional waste streams for re-use/recycling.
Maximise opportunities to access funding via national finance mechanisms. Submit stage 1 and stage 2 applications to the Recycling Improvement Fund and to ensure maximum opportunity for funding is realised to support waste prevention, repair and reuse first in line with the waste hierarchy	2021	2030	Liaison with Zero Waste Scotland and submission of an application to the funding program
Undertake waste compositional analysis across the collection services to determine the level of target recyclables placed in general waste bins and contamination levels within recycling bins.	2021	2030	Completion of regular waste compositional analysis
Utilise qualitative information from the integrated management system (Mayrise/Alloy) to gain information on route performance and allow more targeted stakeholder engagement on the recycling services.	2021	2030	Use of data to initiate targeted campaigns to improve participation in recycling services and reduce contamination



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