

# Transport and Environment Committee

10am, Tuesday, 26 August 2014

## Landfill and Recycling

Item number	8.3
Report number	
Executive/routine	
Wards	All

### Executive summary

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This report updates the Committee on performance in reducing the amount of waste being sent to landfill and increasing recycling.

The positive trend in performance is continuing, with the amount of waste sent to landfill in April and May 2014 reducing by 5% compared to the same period last year.

Taking into account seasonal factors, it is anticipated that 124,956 tonnes will be sent to landfill in 2014/15, 7608 tonnes or 5.7% less than in 2013/14. Further, it is anticipated that the year end recycling figure will be 41.5%, an increase of 2.2% on 13/14.

This report also includes an update on complaint figures. In the first 2 months of financial year 14/15 (April & May), there have been on average 513 complaints per week. This is 9% less than for the same period in 2013/14. With around 460,000 collections per week, this equates to a complaint occurring in 0.12% of collections in April and May.

### Links

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Coalition pledges	<a href="#">P44</a> , <a href="#">P49</a> , <a href="#">P50</a>
Council outcomes	<a href="#">CO17</a> , <a href="#">CO18</a> , <a href="#">CO19</a>
Single Outcome Agreement	<a href="#">SO4</a>

## Landfill and Recycling

### Recommendations

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It is recommended that Committee notes the contents of the report.

### Background

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2.1 At the meeting of the Transport and Environment Committee on 15 January 2013, members requested regular updates on performance in reducing the amount of waste sent to landfill and increasing recycling.

#### **Landfilled Waste and Recycling**

2.2 The *improve it* Programme aimed to deliver transformational change in a number of environment services including Waste Services. Amongst the most significant waste targets was the aim to reduce landfill tonnages to 118,000 tonnes (from 147,668 tonnes in 2011/12), and increase the percentage of waste that is recycled to 50%.

2.3 Significant progress in implementing the changes required to deliver both service improvements and landfill savings have been made, including the implementation of managed weekly collections in September 2012.

#### **Complaints**

2.4 At the Transport and Environment Committee meeting on 27 August 2013, members requested that the performance reports also include updates on complaints made about waste services.

2.5 There are 236,000 properties in Edinburgh which receive multiple refuse and recycling collections. On average there are approximately 90,000 collections a day and 460,000 collections a week. Current complaint targets are based on the number of collections carried out, but are not adjusted for seasonal variation.

### Main report

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## Landfill Waste

- 3.1 Landfill tonnage to date (April & May 2014) is 21,382 tonnes - this is a reduction of 1,144 tonnes, or 5.1% on the same period in 2013/14 (Table 1).
- 3.2 The projection for landfill to the year end, taking into account seasonal fluctuations, is currently 124,956 tonnes. This would be a reduction of 5.7%, or 7,608 tonnes on the year 2013/14. With landfill costs of £110 per tonne, this reduction represents an anticipated saving of some £836,880.

	YTD April & May 2014	YTD April & May 2013	Difference		14/15 Target	14/15 Year End Forecast	13/14 Year End Actual	Forecast difference to 13/14	
			Tonnes	%				Tonnes	%
Landfill	21,382	22,526	-1144	-5.1%	118,000	124,956	132,564	-7,608	-5.7%

Table 1: Landfill Tonnages – actual YTD and anticipated 14/15 & 13/14

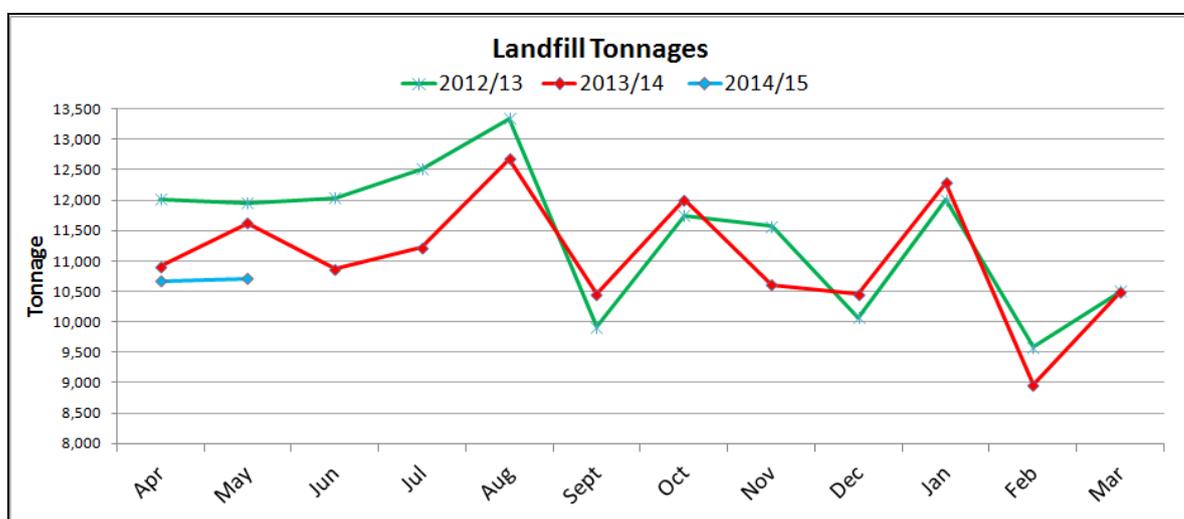


Chart 1: Landfill tonnages 12/13, 13/14 & 14/15

- 3.3 10,715 tonnes of waste was landfilled in May 2014. This is a decrease of 7.8% compared to May 2013. Table 2 details the trend in monthly landfill tonnages compared to 2013/14.

	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
2013/14	10,907	11,619	10,871	11,220	12,676	10,455	12,011	10,606	10,454	12,284	8,967	10,494
2014/15	10,667	10,715										
% difference	-2.2%	-7.8%										

Table 2: Landfill comparison per month

- 3.4 The total tonnage of waste has been falling each year, with the total amount of waste in 2013/14 being 1.2% less than 2012/13. Waste arisings in April and

May 2014 are above that experienced in 2013/14 (Chart 2) however, it is anticipated that for 2014/15 overall, the falling trend will continue.

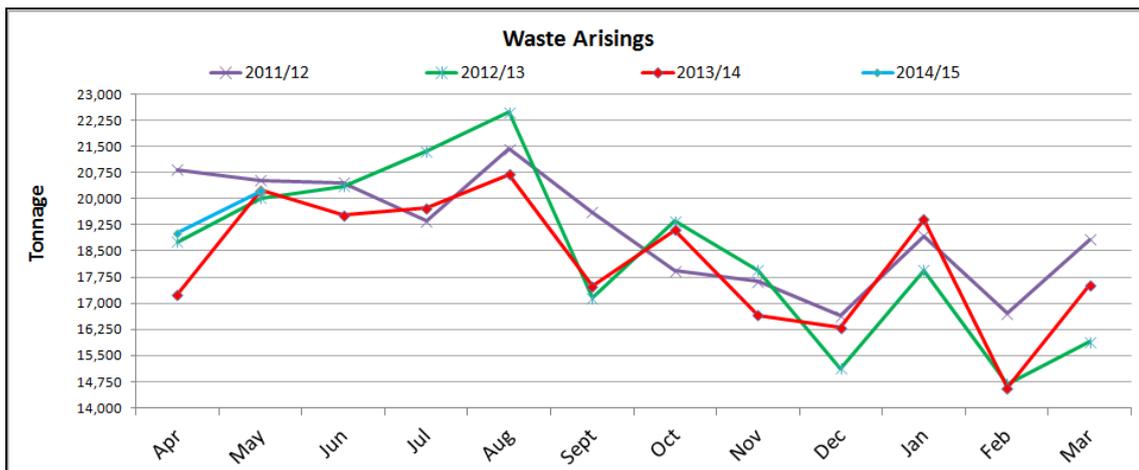


Chart 2: Total Waste Tonnages 2011/12 – 2014/15

### Recycling

3.5 The percentage of waste recycled (including street sweepings) for April and May 2014 is 45.5% compared to 39.9% for the same period in 2013/14 – an increase of 5.6% (Table 3 and Chart 3).

	YTD 2014 (April & May)		YTD 2013 (April & May)		Difference	
	Tonnes	% Rate	Tonnes	% Rate	Tonnes	% Rate
Recycling	17,856	45.5%	14,954	39.9%	2,902	5.6%

Table 3: Percentage of waste recycled 2013/14 & 2014/15

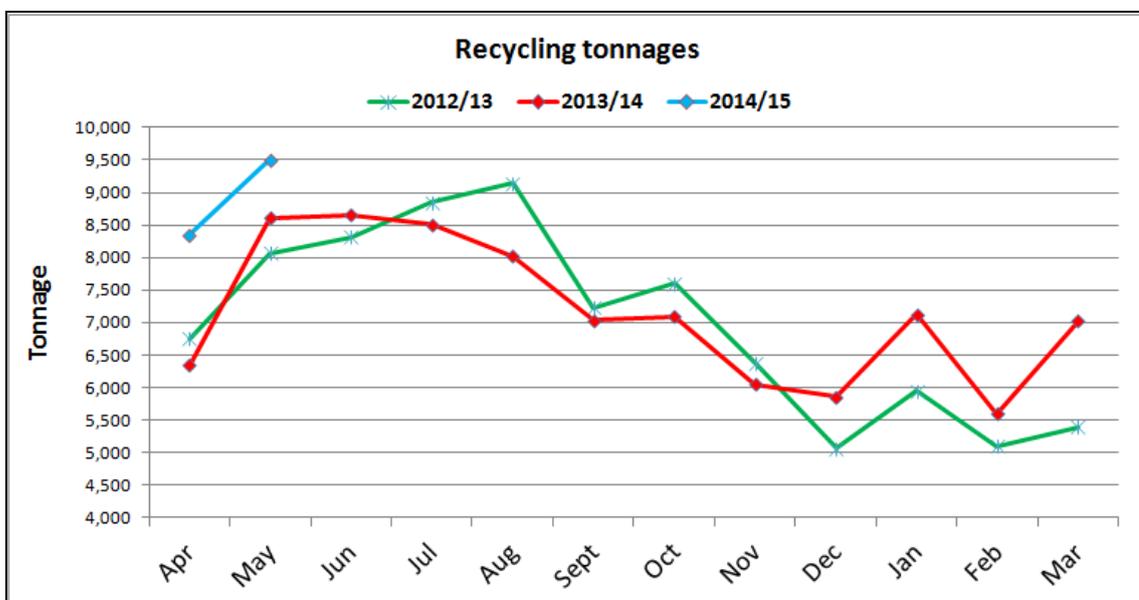


Chart 3: Recycling Tonnages 12/13, 13/14 & 14/15

3.6 A comparison of monthly recycling percentages for the last 3 years (Chart 4) illustrates that recycling percentages have shown significant improvement in recent years.

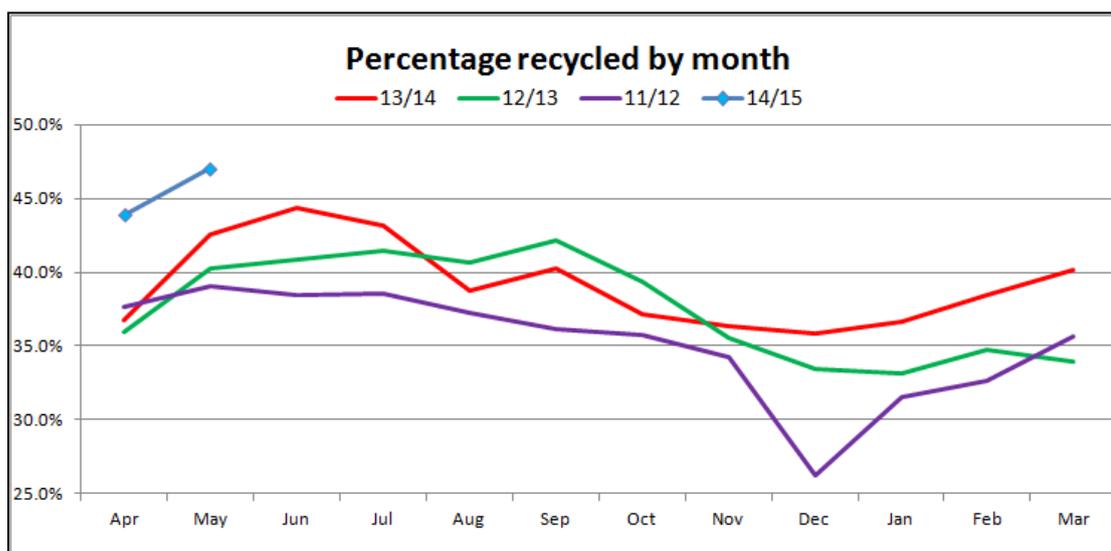


Chart 4: Percentage Recycled by month 11/12, 12/13, 13/14 & 14/15

3.7 Table 4 provides further details of recycling tonnage broken down by recycling schemes.

Scheme	YTD 2014/15	YTD 2013/14	Difference	% difference
Kerbside Blue/Red Boxes	2414	2467	-53	-2.1%
Garden Waste	5526	4015	1511	37.6%
Food Waste	942	848	94	11.1%
Recycling Banks (textiles, books, glass & paper banks)	1062	1146	-85	-7.4%
Packaging Banks	597	535	62	11.6%
Communal Paper bins	295	315	-19	-6.1%
Trade	675	716	-42	-5.8%
CRC	4871	3291	1581	48.0%
Special Uplifts	626	598	27	4.6%
Other	84	91	-7	-7.9%
Street Sweepings	764	931	-168	-18.0%
<b>Total Recycling</b>	<b>17856</b>	<b>14954</b>	<b>2902</b>	

Table 4: Year to date (April & May) recycling by scheme 2014/15 & 2013/14

3.8 Year to date, food waste has shown an 11.1% increase in tonnage collected. Food waste has been the subject of a specific campaign focused on increasing

the use of the service, with particular emphasis placed on overcoming perceptions relating to cleanliness, convenience and the need to divert even small amounts of food waste.

- 3.9 A large increase has been recorded against kerbside collected garden waste. The service has experienced a high demand this year in, both April and May, and the tonnage collected is 36.7% greater than for the same period last year.
- 3.10 Community recycling centres (CRC) have experienced a 48% increase in recycled tonnage year to date. This increase is largely due to the introduction of new contracts to extract recyclable material deposited in residual waste skips at CRC sites and in public litter bins. Both of these new waste streams are included in the CRC recycling figures in Table 4. Waste amounting to 2221 tonnes has been processed through these contracts this year (April & May 2014) with 1571 tonnes being recycled and diverted from landfill. It is anticipated that in the full year 2014/15, 5,500 tonnes will be recycled via these contracts that, in previous years, would have been sent to landfill. This recycling stream contributes to more than 2% of the anticipated year end recycling rate.
- 3.11 Following approval of the outline business case by this Committee on 27 August 2013, a new bin and box kerbside recycling service will replace the red and blue box scheme in a phased programme, commencing in September 2014. The new service, which will collect a wider range of materials, will be easier to use and will provide increased recycling capacity. It is anticipated that once fully rolled-out, the new service will increase the overall recycling rate to in excess of 46.3%.
- 3.12 Committee also requested that further work be undertaken to identify the most effective and affordable option for enhancing and expanding communal recycling provision in the high density and tenemental housing areas of the city. Following approval at the 18 March 2014 meeting, Waste Services will be piloting different approaches to communal recycling commencing in Autumn 2014.

## **Complaints**

- 3.13 Weekly complaint numbers since 2011 are shown in Chart 5. The peak in complaints, in September 2012, was associated with the implementation of new refuse collection routes. Overall, there has been a downward trend in complaint numbers since that time. When comparing complaint numbers with previous years, it should be noted that food waste collections were piloted from spring 2011 and rolled-out across the city more widely during 2012/13 to some 150,000 kerbside customers who now receive a weekly service.

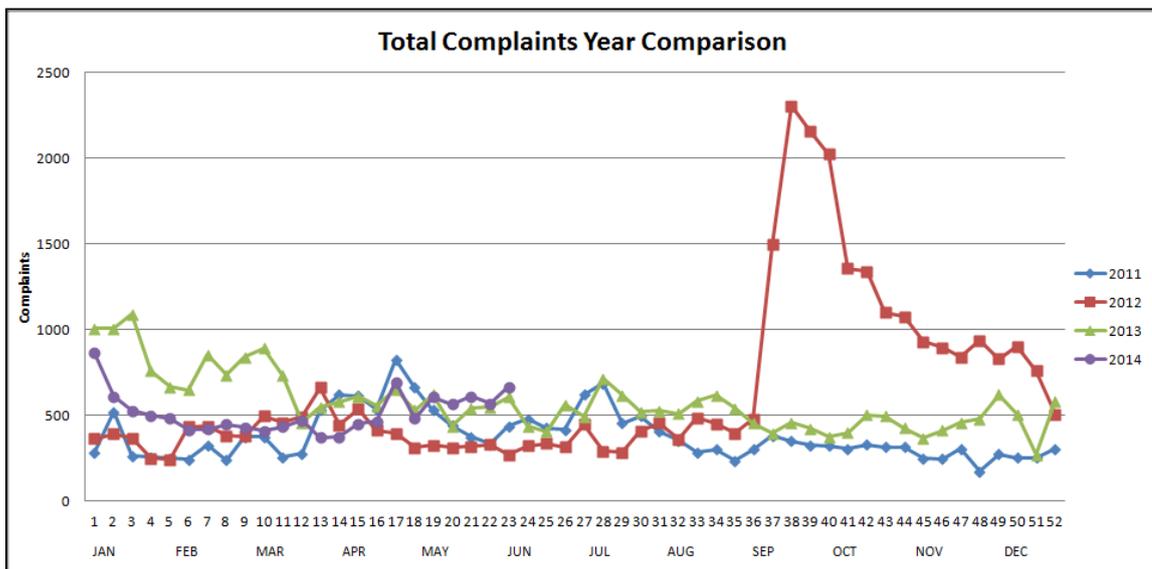


Chart 5: Total complaints per week 2011 – 2014

3.14 On average in April and May 2014, there were 513 complaints a week, 9% less than for the same period last year. The service received 2281 complaints in the month of May against a target of 1632 (40% more than target). With approximately 460,000 collections a week in May, this translates to 0.12% of collections resulting in a customer complaint.

3.15 It is acknowledged that there is never an acceptable level of complaints and Waste Services continue to work hard to reduce complaint numbers. A breakdown of missed collection complaints for April and May 2014 is detailed in Chart 6. As well as dealing with complaints at an individual level, particular focus is now placed on householders who have had cause for a repeat complaint and those customers who receive assisted collections.

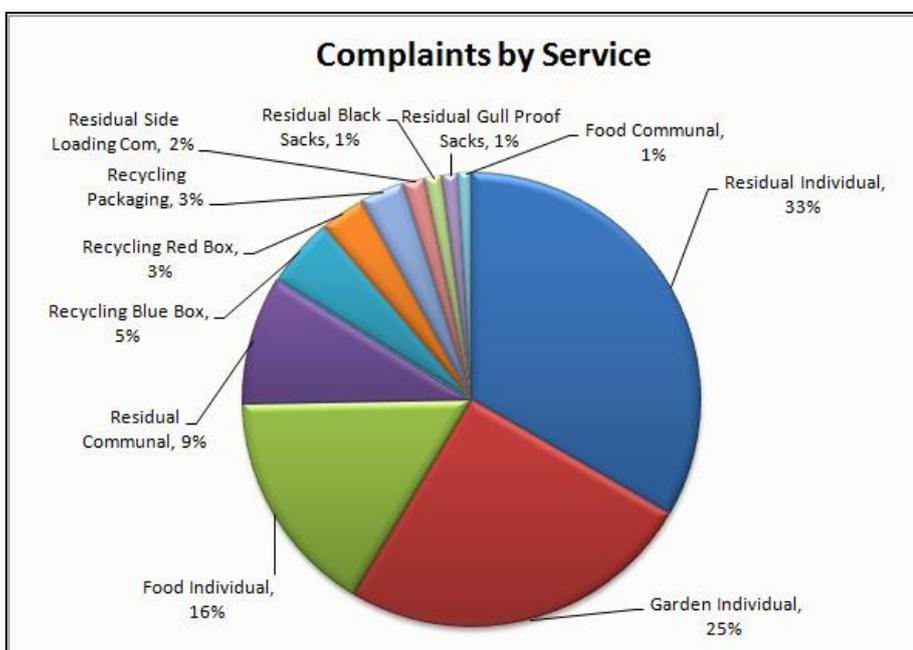


Chart 6: Missed collection complaints – April & May 2014 by collection service

- 3.16 The Confirm On Demand Environmental system went live in Waste Services and the Contact Centre as scheduled on 16 December 2013. All enquiries, service requests and information requests are now being logged and progressed through the system, with assets now being maintained using Confirm. Phase II of Confirm (Confirm connect mobile) is now fully rolled-out and crews are using mobile devices to carry out routine and ad hoc work and provide real time information on collection route completion.
- 3.17 Training for Neighbourhood customer service teams is soon to commence and the Neighbourhood offices will shortly begin logging waste enquiries through Confirm On Demand.

## Measures of success

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- 4.1 Achievement of the Council's targets for increasing recycling and reducing landfill.

## Financial impact

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- 5.1 Landfill and recycling tonnages are in line with budget projections.

## Risk, policy, compliance and governance impact

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- 6.1 The information contained in this report is a review of the current performance of landfill and recycling. This report does not impact on any existing policies and no risks have been identified pertaining to health and safety, governance or compliance. Further, there are no regulatory implications that require to be taken into account.

## Equalities impact

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- 7.1 The Council is meeting its public sector duty to advance equal opportunity for residents to recycle by using a range of communications methods. Written information is available through leaflets and electronic media. Road shows and door knocking visits provide face to face contact with residents and visits from recycling advisers are available on request. All material can be translated on request. Consultation was carried out via demographically representative focus groups and via on line and written questionnaires to ensure that a full and representative range of views were obtained. Assistance with the presentation of recycling and waste containers is available for those who require it to ensure everyone has access to these services. The above has ensured that information is available for all within the equality and rights framework.

## Sustainability impact

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- 8.1 Increased recycling will help to divert waste from landfill and support the achievement of greenhouse gas reduction targets, and reductions in local environmental impact.

## Consultation and engagement

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- 9.1 A range of public engagement work is ongoing to promote recycling. In April this year a major food waste recycling campaign was completed that included reminder leaflets to all 210,000 householders who receive the service, and a range of events at local supermarkets engaging with 1,192 residents. There was also a continuous programme of door knocking to more than 70,000 households across the city. Sales of compostable liners in our libraries have doubled in quarter four of 2013/14, compared to quarter three 2013/14.
- 9.2 Waste services is now beginning engagement and communications work for the new kerbside recycling service. Events are being run across the city throughout the summer, joining existing community events wherever possible. This is being complemented by door knocking in target areas where residents may be struggling to manage their waste.
- 9.3 A series of briefings with key stakeholders and customer facing staff have been carried out to help support people through the change. A communications campaign is also being run which includes leaflets and information packs being sent to residents with instructions on how the service will work and a new calendar. This is being supported by additional signage, targeted media work and social media activity.
- 9.4 For areas of high density, such as flats and tenements with shared bins, communications and engagement for the pilot projects that will be running in Autumn 2014 is currently being planned. This will include monitoring and evaluation to ensure residents feedback is captured as to any changes that may be implemented in future.

## Background reading/external references

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N/A

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## Links

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<b>Coalition pledges</b>	<b>P44</b> – Prioritise keeping our streets clean and attractive <b>P49</b> – Continue to increase recycling levels across the city and reducing the proportion of waste going to landfill <b>P50</b> – Meet greenhouse gas targets, including national target of 42% by 2020
<b>Council outcomes</b>	<b>CO17</b> – Clean – Edinburgh’s streets and open spaces are free of litter and graffiti <b>CO18</b> – Green – We reduce the local environmental impact of our consumption and production <b>CO19</b> – Attractive Places and Well maintained – Edinburgh remains an attractive city through the development of high quality buildings and places and the delivery of high standards and maintenance of infrastructure and public realm
<b>Single Outcome Agreement</b>	<b>SO4</b> – Edinburgh’s communities are safer and have improved physical and social fabric
<b>Appendices</b>	N/A