

# Transport and Environment

10am, Tuesday, 1 November 2016

## Update on the Street Scene Project

<b>Item number</b>	7.9
<b>Report number</b>	
<b>Executive/routine</b>	Executive
<b>Wards</b>	All

### Executive summary

In October 2014 the Transport and Environment Committee approved a new policy for trade waste, whereby trade waste receptacles could no longer be stored on public land. If businesses want their waste to be collected from public land they can only do this for one hour within set times; 9.30am – 12pm, 2pm – 4pm, 6.30pm – 11pm.

Phase One of the roll-out of the policy started in April 2015 and focussed on the City Centre (Ward 11) an update on this phase was approved in October 2015 by the Transport and Environment Committee.

This report now provides an update on Phase Two of the project which focussed on the Wards 5, 6, 7, 9, 10, 12, 13, 14, 15 and 17, outlines how the policy will be implemented including the role of the Waste Compliance Team and Environmental Wardens in ensuring business comply.

### Links

<b>Coalition pledges</b>	P44, P49
<b>Council outcomes</b>	CO7, CO19, CO25, CO26, CO27
<b>Single Outcome Agreement</b>	SO4

# Update on the Street Scene Project

## Recommendations

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- 1.1 It is recommended that the Transport and Environment Committee notes the content of this report.

## Background

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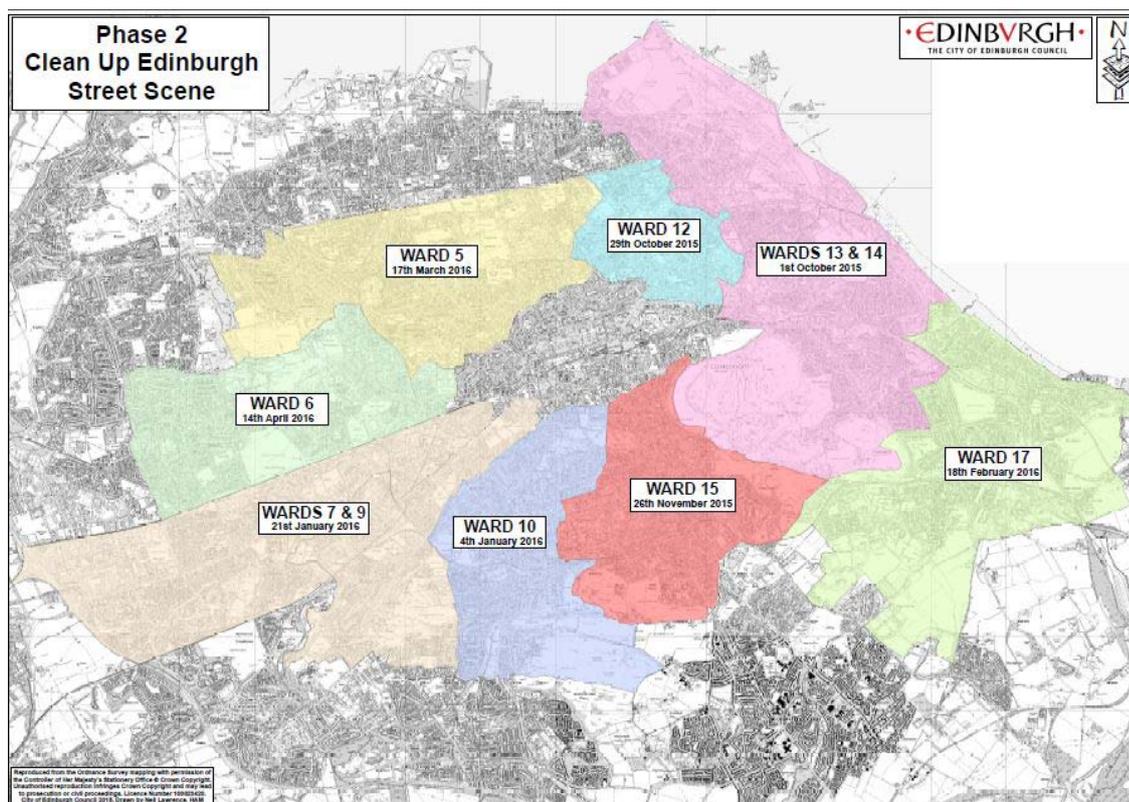
- 2.1 By 2013 hundreds of trade waste receptacles were being stored a permanent basis on the streets of Edinburgh. As well as the adverse visual impact the presence of the bins and bags also attracted gulls, foxes, and vermin, obstructed roads and footways and caused litter due to over full bins, side waste and burst bags.
- 2.2 On 29 October 2013 the Transport and Environment Committee considered a report on Trade Waste Policy Options which gave an overview of potential solutions that could be implemented to improve the management of trade waste on Edinburgh's streets. Committee approved a pilot study to trial timed window collections in three areas: Rose Street (and its lanes), Leith Walk and the High Street. A timed collection approach specifies windows of time in which businesses may place their waste onto the street for collection. Outside these times no waste is permitted on public land.
- 2.3 On the 28 October 2014 the Transport and Environment Committee considered a report on the findings of the pilot and approved a new city-wide policy to minimise trade waste stored or presented for collection on public space by introducing a timed window collection approach. The report highlighted an 80% reduction in the number of trade waste bins on public land within the pilot area.
- 2.4 The new policy stated:
  - Trade Waste containers are not permitted to be stored on public space;
  - Trade waste can only be presented for collection on public space for a maximum period of 1 hour during the following times only: 9.30am – 12pm, 2pm – 4pm, 6.30pm – 11pm;
  - Waste placed on street for collection must display the business name and collection time;
  - Waste may only be placed on the street when the business is staffed and never overnight; and
  - Waste containers must be placed as near to the edge of a business's property as is possible, whilst retaining clear pedestrian access.
- 2.5 On 27 October 2015 the Transport and Environment Committee considered a report which provided an update on the first Phase of the implementation of the new policy. Phase One, carried out over nine months, solely concentrated on the City Centre (Ward 11) where there is the highest concentration of

businesses and therefore trade waste bins stored on public land. By the end of this phase in September 2015 there were 1252 (73%) fewer trade waste bins being permanently stored on public land.

## Main report

### Phase Two of the implementation of the new policy

- 3.1 Phase Two covered a further 10 wards across the city (see Map 1 below). In these 10 wards there are approximately 10,000 businesses. Phase Two commenced in Wards 13 and 14 on 1 October 2015 as scheduled and proceeded on a four week rolling basis throughout the rest of the wards as planned. In each ward an audit was carried out on the number of trade waste bins on each street including details of their size the trade waste contractor that emptied them and businesses that used them. Trade waste contractors were then contacted and asked to contact their customers to put in place arrangements that would enable them to comply with the new collection arrangements. For some businesses this would mean both the storage and collection of waste and recycling containers from within the curtilage of their premises while for others waste and recycling would have to be presented on the street for collection at a specified time within one of the timed collection windows.



Map 1: Phase Two of roll-out

- 3.2 Businesses within each area were also contacted by letter and leaflet advising them of the new arrangements and trade waste bins were stickered with notices with dates by which they had to be removed. Businesses and their waste carriers were given a minimum of four weeks' notice to remove their trade waste bin from public land. During this period staff visited businesses providing advice on how to comply with the new policy and issue temporary exemptions for food and glass when required.
- 3.3 After the four week period any unauthorised bins remaining on public land were removed and the trade waste contractor to whom the bin belonged was invoiced for the cost of removal and storage.
- 3.4 All businesses were sent detailed information to help them comply with the new requirements, highlighting roles and responsibilities and illustrating good practice. Most businesses with the support of their trade waste contractor were able to comply with the policy.
- 3.5 Businesses who, after contacting their trade waste carrier, were experiencing difficulties achieving compliance were visited by a member of staff. The vast majority of these difficulties arose where businesses produced food and/or glass waste. Glass is heavy, bulky and potentially dangerous and cannot be easily collected in bags. Food waste can also be heavy and can have health and hygiene implications for prolonged storage within a business premises. In these instances an officer visited the premises to offer advice and guidance and carry out an inspection of the storage facilities. If appropriate the officer issued the business with a green exemption sticker for food and glass bins only, conditions were attached to the exemption stickers to ensure public safety by restricting the size, security and placement of each food/glass bin. In Phase Two, 270 businesses with exemption stickers for food and/or glass.
- 3.6 In the 10 wards at the start of Phase Two there were 1571 trade waste containers with a combined volume of 831,420 litres, being stored on public land on a permanent basis. At the end of Phase Two the number of bins had reduced by 1155 a reduction of 73% a similar reduction to that achieved in Phase One.
- 3.7 The visual impact of the project has been clear (see before and after photographs 1, 2, 3 and 4 below). The street cleansing teams have also reported a noticeable difference for their operations. This is particularly the case for the Night Service Street Cleaning Teams, who previously spent much of their time clearing up trade waste derived litter and spillages.
- 3.8 In March 2016 environmental charity, Keep Scotland Beautiful, recognised the success of the Council's trade waste project in improving the cleanliness and quality of the environment on public land in the capital by awarding the Council with a prestigious Local Environmental Quality Award at their annual awards ceremony.

3.9 In October 2016 the project was also shortlisted at the Scottish Resources Awards in the category of Best Litter Prevention Initiative.



Photos 1 and 2: Before and after Henderson Street



Photos 3 and 4: Before and after Sandport Street

### Phase 3

- 3.10 The remaining six wards have approximately 2600 businesses between them and will form Phase Three of the project, the final phase. As the project team which implemented Phases One and Two finished in June 2016 a toolkit has been produced to allow the local Environmental Warden Teams to carry out the same process to implement the timed window collections policy and work with businesses to become compliant. Template letters and an electronic version of the Section 47 Notice have been added into APP, the management information system used by Environmental Wardens, who will also receive support from the Environmental Enforcement Co-ordinator to ensure a consistent approach across the four Localities.
- 3.11 The Wardens will continue to offer advice and guidance to businesses and issue exemptions for food and glass bins where businesses can demonstrate they do not have suitable and safe storage space.
- 3.12 Since Phase One pressure on staff resources in the City Centre Environmental Warden Team has impacted on the ability to undertaken formal enforcement actions. Some businesses have been observed presenting their waste in breach

of the new regulations. Failure to adequately enforce against these businesses is likely to lead to non-compliance and put the success of the new policy at risk. Therefore the Council's new Waste Compliance team will provide additional support in areas that have higher concentrations of businesses.

## Measures of success

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- 4.1 Success will be measured by:
- a) A reduction in trade waste containers stored on public land;
  - b) A reduction in complaints about the storage of waste and associated issues;
  - c) A reduction in trade waste derived street litter;
  - d) Businesses managing their waste better and recycling more;
  - e) Where trade waste is being presented on the street it is clearly labelled with the responsible business name and collection time; and
  - f) Food and glass receptacles locked, and clearly identified with the responsible business name.

## Financial impact

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- 5.1 A dedicated resource of two staff was allocated support to the roll out and implementation of the new policy. This came from existing resources.
- 5.2 A small budget was identified from existing resources to cover the projects Communication Plan.

## Risk, policy, compliance and governance impact

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- 6.1 The amendment to the Environmental Protection Act 1990 gives the Council the ability to implement controls on the periods when receptacles can be placed and when they must be removed from public land for either storage or emptying purposes.
- 6.2 There is no adverse risk, policy, compliance or governance impact from this report.

## Equalities impact

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- 7.1 Mobility – through improving access to public spaces by removal of trade waste and trade waste receptacles from public land the city will have safer routes free from potential obstructions and trip hazards for all pedestrians, particularly for carers with pushchairs and those with visual impairments.

- 7.2 Health - through better controlling waste there will be a decrease in burst bags, nuisance animals and smells. This will have a positive effect on the environmental health of the city.
- 7.3 Public safety - minimising threats. The storage of waste receptacles on public land has led to the creation of bin 'ghettos' in some locations in Edinburgh, blocking sightlines and fire escapes, and impacting on health and physical security. Through the reduction of large items of street clutter an open space is revealed and items which could be used to inflict harm or hide behind are removed. Drivers will have more visibility of pedestrians. With a reduction of bins comes a reduction in bin fires, nuisance animals, bins blowing over in high winds and increased access to a cleaner, safer environment is achieved. The removal will have a positive impact on access within these areas and those groups who may be more vulnerable to crime, or the fear of crime.
- 7.4 Standard of Living - cleaner streets give the impression an area is safer and more 'looked-after', this can have a positive impact on the mental health of local residents increasing their perception of safety, community, peace of mind and pride in their neighbourhood.

## **Sustainability impact**

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- 8.1 Encouraging businesses to reduce, re-use and recycle their waste will reduce carbon emissions. A robust approach to the management of trade waste will encourage businesses to take more responsibility for their waste, improving the appearance and cleanliness of the local environment and putting sustainability at the core of business operations.
- 8.2 Improving the environment and de-cluttering the streetscape will also help promote the local economy and personal wellbeing.

## **Consultation and engagement**

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- 9.1 Throughout the planning and delivery of the project meetings were held with the trade waste contractors, both as a group and individually. Regular updates have been provided to all the waste carriers who operate in Edinburgh providing information on the new policy, describing how it will be rolled across the city and discussing the implications for the waste carriers.
- 9.2 Internal consultation has been held with Locality Roads, Local Environment and Environmental Warden staff.

## Background reading/external references

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[Trade Waste Policy Options](#) – Report to Transport and Environment Committee 29 October 2013

[Trade Waste Pilot – Update](#) – Report to Transport and Environment Committee 14 March 2014

[Trade Waste – Pilot Evaluation and Policy Recommendations](#) – Report to Transport and Environment Committee 28 October 2014

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### Links

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<b>Coalition pledges</b>	P44 - Prioritise keeping our streets clean and attractive. P49 – Continue to increase recycling levels across the city and reducing the proportion of waste going to landfill.
<b>Council outcomes</b>	CO7 - Edinburgh draws new investment in development and regeneration. CO17 - Clean – Edinburgh’s streets and open spaces are free from litter and graffiti. CO19 - 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. CO25 - The Council has efficient and effective services that deliver on objectives. CO26 - The Council engages with stakeholders and works in partnership to improve services and deliver on agreed objectives. CO27 - The Council supports, invests and develops our people.
<b>Single Outcome Agreement</b>	SO4 - Edinburgh’s communities are safer and have improved physical and social fabric.
<b>Appendices</b>	None