



# An approach to food & DMR recycling in dense urban areas

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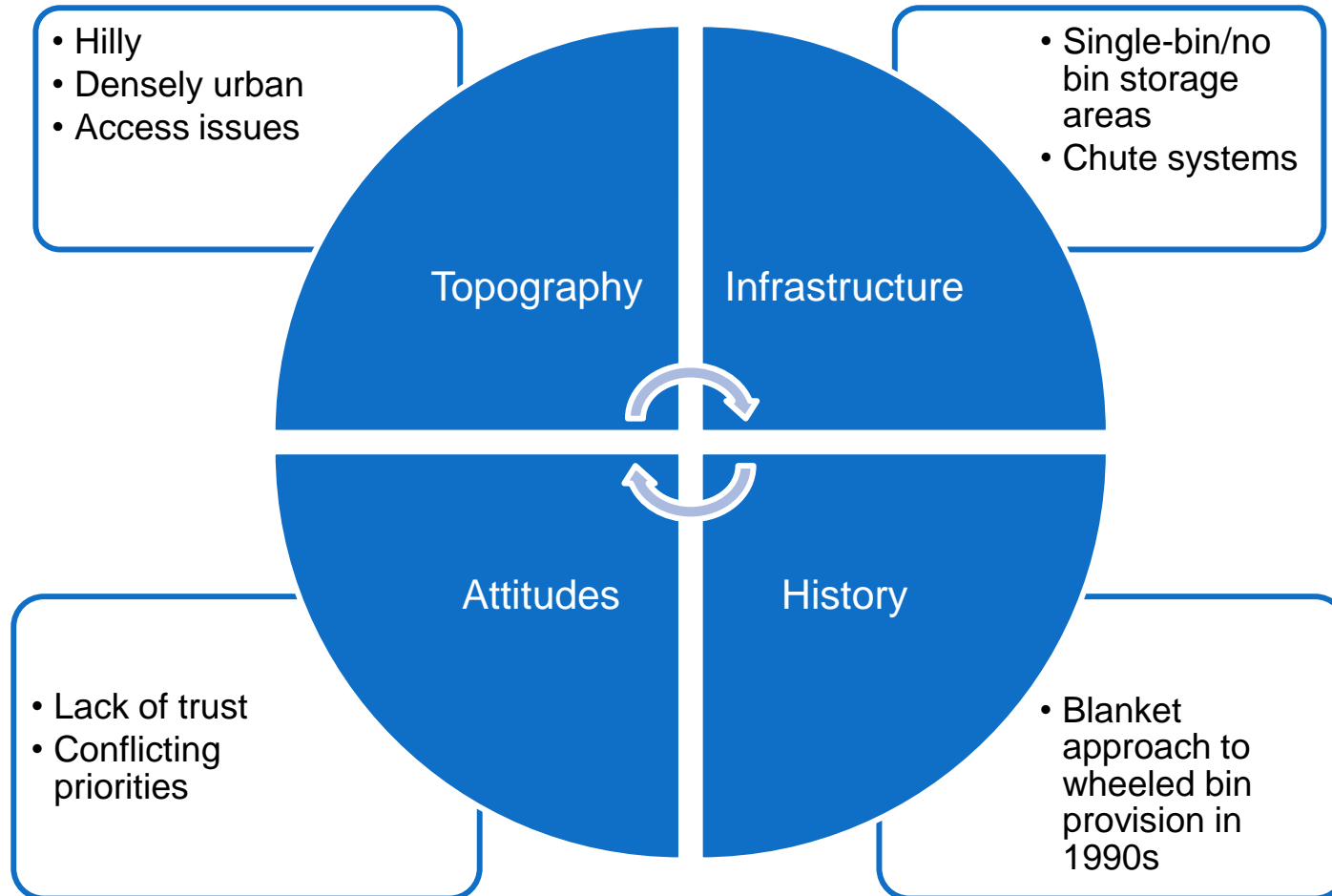
# Dundee



- ≈ Approx. 74,000 properties\*
  - 50% flats, tenements & MSDs
  - Population density second only to Glasgow
- ≈ Existing infrastructure pre-dates recycling
- ≈ Historical issues – flats “ignored”
- ≈ Opportunity – Waste (Scotland) Regulations 2012

\*SOURCE: DCC CAG 2010/GROS 2009

# Made to measure? Considerations....



# Establishing the facts

- ∞ 2013 Tenement Inventory (ZWS-funded) provided solid foundation
- ∞ 2014/15 surveys built on this to allow overall picture of each property
- ∞ Specific container options selected at outset
- ∞ Phased programme of implementation allowed a trial and error approach
- ∞ City regeneration



# Meeting the right people

- ☞ Tenants Groups
- ☞ Residents Associations
- ☞ Community Groups



**Ongoing  
engagement**



**Direct  
consultation**

- ☞ Invitations to property-specific meetings
- ☞ Written notification of outcome

# Collaborative Working



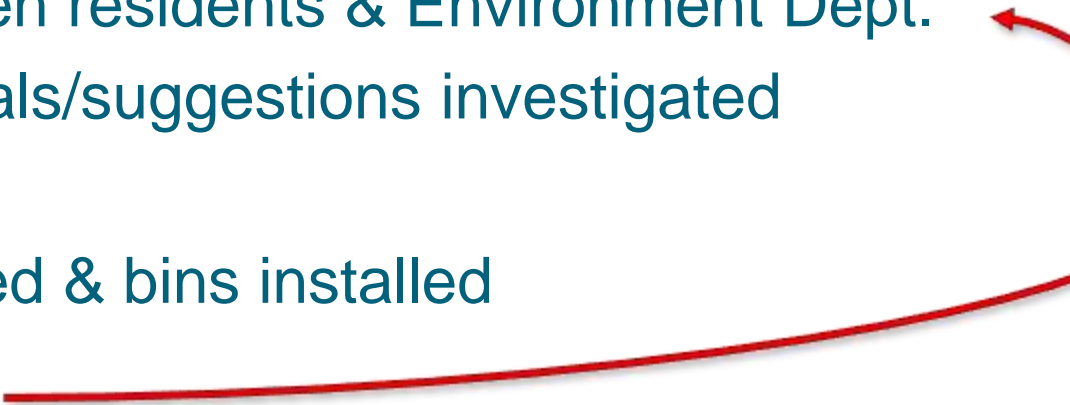
## ∞ Internal

- City Development
- Housing

## ∞ External

- Housing Associations
- Large private landlords  
– e.g. universities

# Meeting the needs

- ☞ Proposals outlined – based on surveys & assessment
  - ☞ Dialogue between residents & Environment Dept.
  - ☞ Counter-proposals/suggestions investigated
  - ☞ Solution agreed
  - ☞ Residents notified & bins installed
  - ☞ Late complaints
- 
- ☞ Trial period (if necessary)
  - ☞ FINAL AGREEMENT ON CONTAINER TYPES & LOCATIONS
- 



# Results



- Enhanced participation
- Increased recycling rate
- Positive feedback

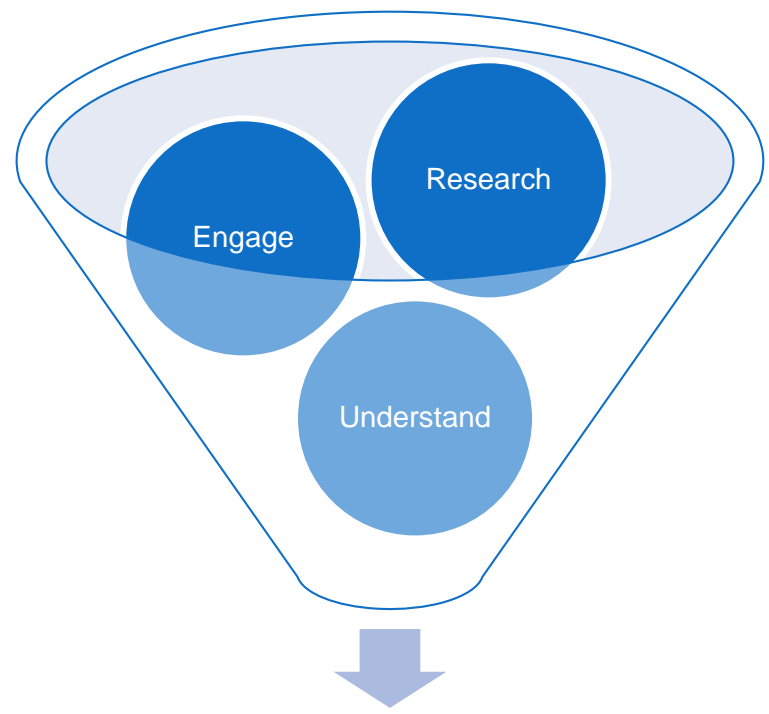




# Lessons Learned

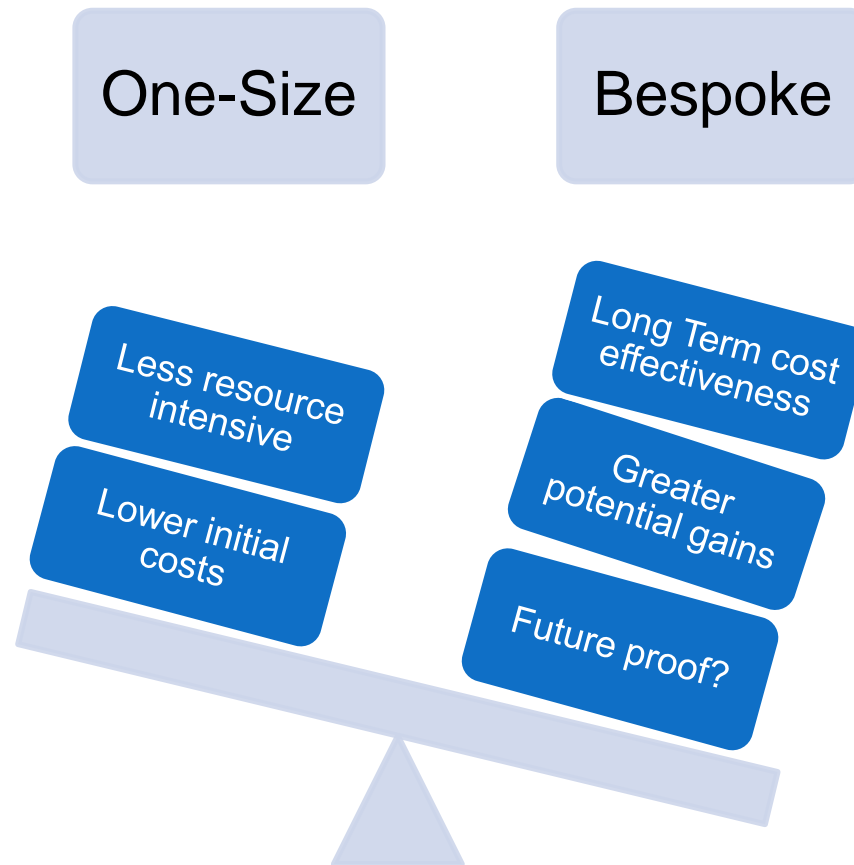
- ∞ Do not underestimate the work involved – very resource intensive
- ∞ Make decisions on containers at an early stage – think small
- ∞ Ensure you define “consultation” and “engagement”
- ∞ Be clear on what you are consulting on
- ∞ Don’t follow traditional communications timelines - start earlier
- ∞ Sustained mass consultation is preferable to individual meetings
- ∞ Liner provision – seek collaborative opportunities
- ∞ Agree protocols on revisions
- ∞ Expect complaints – but don’t focus on these

# Made to measure? Conclusions...



Inclusive service provision

# On balance....





# Questions?

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