

## **APSE Scotland Waste and Recycling advisory group**

**7<sup>th</sup> September 2018, West Lothian's Service Centre, Bathgate**

### **Minutes of this meeting**

#### **1. Introduction and welcome**

Charlie Kelly of South Lanarkshire Council and Secretary of the group opened the meeting by welcoming all to Bathgate and thanked David Goodenough for hosting in their new facility. He also confirmed with the group that Cllr Peter Craig, Chair of the Group, would be joining then shortly but as there was a full agenda we would look to start.

#### **2. Attendance and apologies**

See attached.

#### **3. Minutes of Previous Meeting held 9 February 2018**

The minutes of the previous meeting were deemed to be a true and accurate record.

#### **4. Matters Arising**

There were no matters arising.

#### **5. CoPLAR (Scotland) 2018 Local authority and other Duty Bodies support**

Cath Wilson of Zero Waste Scotland provided an update on CoPLAR and the support being provided to local authorities and other duty bodies. Cath began the presentation by providing a short overview of the previous National Policy and Drivers which relate to litter and fly tipping. The most recent being the revised Code of Practice for Litter and Refuse (Scotland) 2018 which was laid in Parliament in mid-May and following the 40 days was adopted to supersede the previous version.

Cath highlighted that the focus of this version of the code was on an entire system Council wide approach to litter and not just for the Street Cleansing services. This code also has a very strong element of focus around prevention and the revised zoning categories have been introduced to try to provide local authorities (and other duty bodies) with the flexibility to bring in preventative measures.

As part of the support being provided by Zero Waste Scotland, each local authority and other duty bodies have been contacted in order for members of the litter and fly tipping team to provide briefing sessions to officers and elected members of all 32 local authorities. As the revised code is looking at a Council wide approach, the Zero Waste Scotland team are keen for as many different departments to attend these meetings including housing, planning, licensing, facilities management and education etc as well as elected members.

Cath also noted the importance of litter previous action plans and how these can be used to highlight (if needed) how they are meeting the code. The other important area regarding the

code is monitoring and how this can be used to build a clearer picture of where the hot spots, current issues are and also provides baseline information.

Following the presentation there was a number of questions and discussions around:-

- Detritus
- Best practice examples and the importance of sharing information
- Seashore duty holder which ZWS are currently seeking clarification on

It was agreed that APSE would provide the links to CoPLAR (Scotland) 2018 and the previous flymapper briefing which was issued by APSE, as well as a number of links to various Zero Waste Scotland web pages which provide additional information and tools.

## **6. Glasgow's Bulk Waste Collection App**

Dougie Gellan of Glasgow City Council provided the group with a detailed presentation on their bulk waste collection app. Dougie began the presentation by outlining some of the reasons for reviewing the current process and bringing in the app. This included the current process being paper based and time consuming, service level agreement of 28 days service, receiving 100,000 bulk requests per year, one of the few remaining local authorities not charging for bulk waste uplifts and the increase in customer complaints being received.

In terms of the service solution the app was introduced to help provide:-

- Introducing technology to modernise the service
- A service focused on customer experience
- Cleaner streets
- Real-time data to improve operational efficiency
- Reduction in mileage and emissions created
- Employee satisfaction
- The right tools for the job

At the start of 2017, over an eight-month period the introduction of the app was phased in to the 4 depots citywide. As part of the new service roll out, Dougie highlighted the importance of engagement between the operational staff and the unions to ensure all were aware of why the technology was being introduced and to minimise any fears of what the technology would be used for.

Dougie provided a few examples of some of the issues which had previously arisen in relation to the bulk collections including struggling with no access in multi storey buildings as well as some of the examples of the best practice which included an 86% reduction in customer complaints. Other benefits included:-

- 95% of jobs completed within 10 days of the request
- Jobs optimised and completed in groups of 30
- 95% reduction in outstanding jobs from 2016 to 2017

Following the presentation there was a number of questions and discussions around:-

- Redeployment of staff
- The buy in from operatives in terms of the new technology and culture change
- Looking at the possibility of linking the technology up to other services. At the moment the bulk app is currently stand alone

- Looking at app developments/ enhancements in terms of customer contact re pick up times, alerts which inform the centre off that a pick up took longer than expected due to for example access or parking
- The importance of transparency with staff, union members and elected members etc in terms of what you want to introduce and why you want to do it

## **7. Discussions**

### Landfill ban and potential challenges

Peter Lang of SEPA provided an update on the Biodegradable Municipal Waste to Landfill ban including background to Government policy changes since 2010, the guidance from SEPA on the ban and the 3-step system to find out if the waste is municipal biodegradable.

Peter also highlighted the further work and considerations including:-

- Can contact SEPA for clarification of whether individual waste streams are caught within the ban or not
- Assessing preparations – are local authorities prepared?
- Sampling
- Vigilance on criminal opportunities
- Looking at drone flights to map areas of concern
- Spreading the word

### Deposit Return Scheme – progress and considerations

There was a general discussion around the room regarding DRS. This included information on the 54-question consultation which is currently open for responses. The closing date for the consultation is 25<sup>th</sup> of September. It was agreed that Louise Melville would send a link to the consultation post meeting to all attendees.

## **8. APSE update**

Louise Melville, Principal Advisor from APSE Scotland provided a short update on the recent work of APSE, including the latest trend analysis briefings and upcoming publications, and provided dates of upcoming seminars and training events. Louise also highlighted the annual seminar which was taking place in Edinburgh the following week and wished all Scottish finalists good luck for the service awards.

## **9. Date of next meeting**

The next meeting of the group is scheduled for Friday 23<sup>rd</sup> November.

## **10. Lunch**

## **11. Tour of West Lothian's Waste & Recycling depot**

### **Attendee List**

<b>Name</b>	<b>Council</b>
Louise Melville	APSE
Robert Hunter	City of Edinburgh Council
Mike Kelly	City of Edinburgh Council
Gillian Wilson	Clackmannanshire Council
Malcolm Rae	East Ayrshire Council
Stephen Dickie	East Dunbartonshire Council
Stuart Wood	East Lothian Council
Michelle Thompson	East Renfrewshire Council
Danielle Moore	East Renfrewshire Council
Olivia Penman	Falkirk Council
Elaine Downie	Fife Council
Damien Woods	Fife Council
Dougie Gellan	Glasgow City Council
Steven Andrews	North Ayrshire Council
Tony Burns	North Lanarkshire Council
Sheila Best	Perth & Kinross Council
Donna Rigby	Perth & Kinross Council
Veronica Formosa Hamilton	Perth & Kinross Council
Cllr James MacLaren	Renfrewshire Council
Gary Mooney	Scotland Excel
Elena Martin	Scotland Excel
Peter Lang	SEPA
Paul Dougall	South Ayrshire Council
Cllr Peter Craig	South Lanarkshire Council
Charlie Kelly	South Lanarkshire Council
David Goodenough	West Lothian Council
Jon Marshall	Zero Waste Scotland
Cath Wilson	Zero Waste Scotland

### **Apologies**

John Blake	Argyll & Bute Council
Cllr Margot Russell	Midlothian Council
Cllr Stephanie Callaghan	South Lanarkshire Council
Cllr Collette Stevenson	South Lanarkshire Council
Andrew MacDonald	South Lanarkshire Council
Nicola Maher	South Lanarkshire Council
Karen King	West Lothian Council