

# New Town and Broughton Community Council – Waste Service Overview

# Aims of the service

- A right first time approach across all areas
- Joined up service delivery
- Increased proactive responses and decreasing reactive responses
- Use city wide resources flexibly based on local needs
- Work with Locality Teams to design out persistent problems

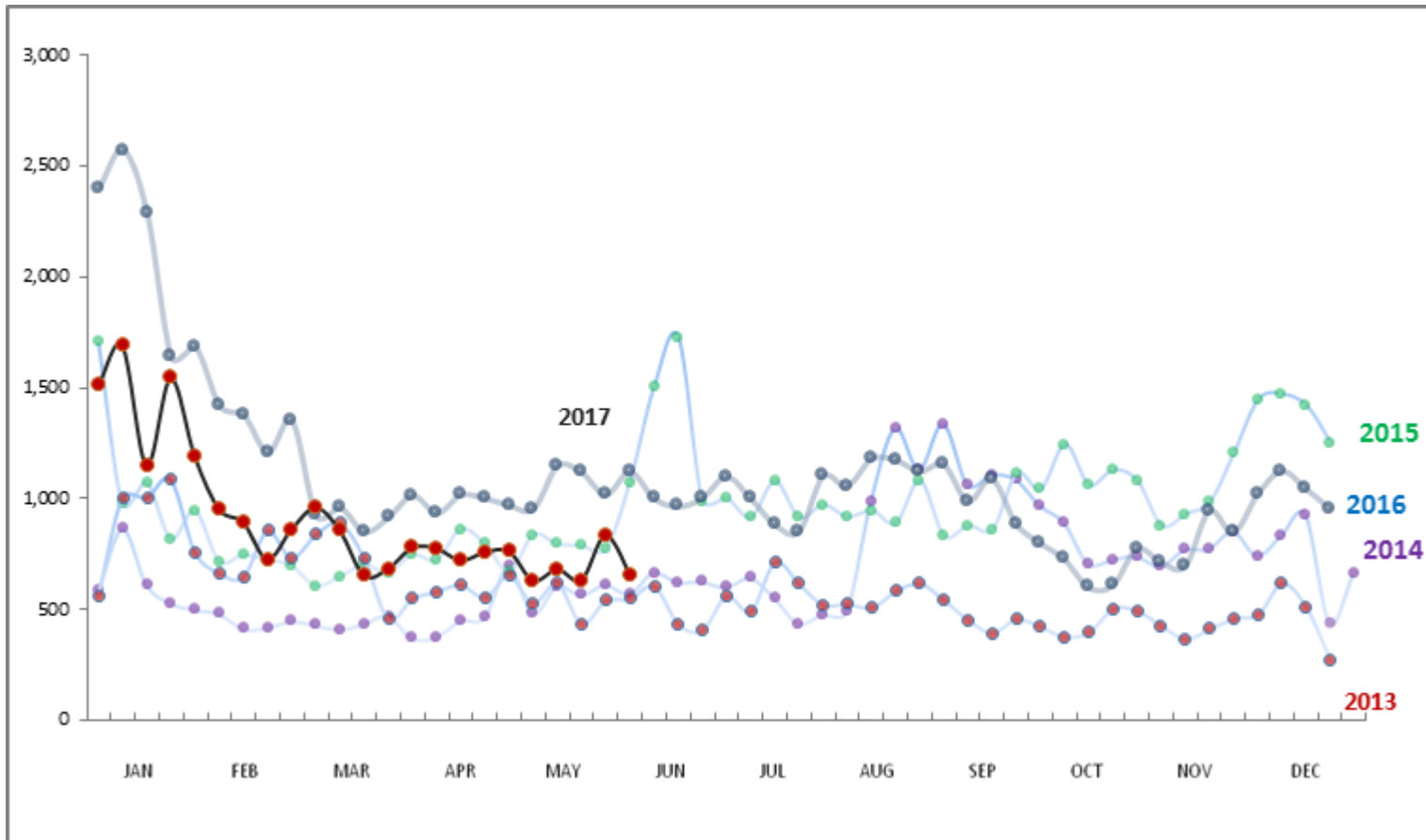
# What are the issues?

- Poor level of performance in both Waste Collection and Street Cleansing which needs to improve
- No clear ownership of issues has lead to frustration for residents
- The service was being too reactive and not proactive enough

# Service improvements

- Increased number of street cleansing barrow beats in high footfall areas
- Recruitment of additional permanent staff in waste collection to replace agency staff
- Revised special uplift pricing mechanism
- Implementation of the 'Our Edinburgh' campaign

# Current Performance – Reported Missed Collections



# Major Service Developments

- Implementation of the new route management system
- Development of East and West of Edinburgh depots and transfer stations (Seafield and Bankhead)
- Opening of Millerhill EfW plant and food waste facility
- Communal waste collection re-design
- Continued rollout of 'Our Edinburgh' campaign

# New Town and Broughton Issues

- Gull proof sacks
- Communal collection re-design
- Introduction of improved recycling services in high density and tenemental areas
- Implementation of additional street cleansing barrow beats
- Improved commercial waste enforcement

# Summary

- Recognition of the need for improvement and a desire to do so
- Aim to deliver an effective proactive service that supports a high quality local environment
- Need to maintain a local focus but share resources across the city
- Build stronger local relationships with local groups



Thank You – Any Questions?