

Agenda Item	<b>11</b>
Report No	<b>CIA/45/17</b>

## **HIGHLAND COUNCIL**

**Committee:** City of Inverness

**Date:** 30 November 2017

**Report Title:** Inverness City Centre Trade Waste Policy

**Report By:** Director of Community Services

### **1 Purpose/Executive Summary**

- 1.1 The report is to update members on the results of the consultation carried with businesses, members of the public and relevant stakeholders following the approval by members at the City of Inverness Area Committee meeting on the 14 September 2017 to take forward the draft proposals for a trade waste policy within the city centre
- 1.2 The report outlines a finalised proposal for the Inverness City Centre Trade Waste Policy and seeks members approval for the project to be implemented in accordance with the timetable put forward.

### **2 Recommendation**

- 2.1 Members are asked to:-
  - i. Approve the overall vision and objectives of the Inverness City Centre Trade Waste Project as provided in the report; and
  - ii. Approve the implementation of the finalised policy in accordance with the timeline provided within the report.

### **3 Background**

- 3.1 Members will be aware that they approved a draft trade waste policy for Inverness City Centre to be taken forward and put out for consultation at their committee meeting on the 14 September 2017.
- 3.2 The proposals were to change the manner in which trade waste is managed within Inverness City Centre. Essentially the overall aim being to help make Inverness a cleaner, greener and safer city which will encourage more visitors to the city centre and help create a positive image for the benefit of all.
- 3.3 The appearance of Inverness City Centre was considered to be adversely affected by large numbers of trade waste bins on our streets, many of which are permanently stored on the pavements and other public spaces. The numbers and position of bins are not controlled and the volume has been increasing in recent years with recycling requirements.
- 3.4 In addition to the visual impact, the unregulated presence of trade waste containers and bags left out on streets can cause obstructions and, if not properly managed, contribute to spilled waste and litter and associated vermin/gull issues
- 3.5 Edinburgh has successfully operated a similar scheme for a number of years and in 2017 Glasgow has also launched a pilot scheme for their city centre.
- 3.6 The issue of commercial waste is a complex and challenging problem prevalent across the city, and particularly visible in the city centre. It is the subject of considerable concern amongst residential and business communities. The appearance of the city centre can often be spoiled by the sight of bulky, brightly-coloured trade waste containers lining the streets, lanes, and pavements.
- 3.7 The vision for the city centre trade waste policy is to achieve a city centre free from the visual and environmental blight of commercial waste containers.

### **4 Key Objectives of the Inverness City Centre Trade Waste Policy**

- 4.1 The project has a number of key objectives:-
  - To reduce the amount of trade waste containers on the streets and improve the look and feel of the city centre;
  - To reduce the amount of litter derived from trade waste;
  - To encourage businesses to manage their waste more responsibly and recycle more;
  - To reduce public safety issues by removing tripping hazards and bins blocking footways which can potentially have a detrimental impact on visually impaired or disabled residents/visitors; and
  - To evaluate the impact and benefits of the project after a period of 12 months and to update Committee on the findings.

### **5 Consultation and Business Engagement**

- 5.1 The underlying vision for the city centre trade waste policy is to achieve a city centre free from the visual and environmental blight of commercial waste containers. It was acknowledged that this would present an initial period of disruption for businesses and waste contractors as they adjusted to the policy changes. It was therefore considered essential that business and relevant stakeholders were engaged and consulted on the proposed policy.
- 5.2 The following is a summary of the consultation and engagement process that we have undertaken in finalising these proposals:-
- a) Development of a [webpage](#) with hyperlinks to key objectives, the proposed policy and map of the pilot area. Also included were FAQ's, and tips and advice for the businesses;
  - b) A Survey Monkey questionnaire to capture opinions from interested parties. A total of 48 responses were received during the consultation period. This consisted of replies from 20 businesses; 23 residents from Inverness and 5 visitors from outwith Inverness. A detailed breakdown of the Survey Monkey results and submitted comments is provided in **Appendix 1**;
  - c) A formal letter of consultation was mailed to all the businesses in the city centre within the Inverness BID area. **See Appendix 2**;
  - d) A formal letter of consultation was mailed to all identified stakeholders and interested parties. This included Inverness BID, Police Scotland, Federation of Small Business; Inverness Chamber of Commerce; SEPA, Shop Mobility Highland and Guide dog Scotland;
  - e) A formal letter of consultation to the nine different waste contractors who operate within the Inverness City Centre. This has been followed up with one to one meetings, site visits, and e-mail correspondence;
  - f) A flyer detailing the changes and links to the original website and the survey monkey was distributed to businesses within the Inverness BID area. **See Appendix 2**;
  - g) Face to face consultation with businesses has been carried out;
  - h) Officer attendance at an Inverness BID organised breakfast meeting on the 17 October 2017;
  - i) A [newsletter](#) outlining the proposed trade waste policy was promoted on the Highland Council's home page for 5 days. The Highland Council home page receives approximately **3000 hits** a day; and
  - j) A Facebook entry was created outlining the trade waste policy. The Facebook page that was created reached 3045 people during the consultation period.

5.3 The following is a summary of the feedback from Members of the Public and Business:-

- Based upon the 48 responses we received through survey monkey, 79% of responses considered commercial waste containers placed permanently on the streets and pavements to be a problem across the city centre;
- 91% of the public stated that they think the Highland Council could do more about the placement of commercial waste containers on streets and lanes;
- A significant number of comments highlighted the benefit the project may bring to reducing litter and number of seagulls within the city centre;

- A significant number of comments highlighted issues across the whole city centre and not restricted to the pilot area;
- Main issue raised by the business with respect to the policy changes was not having any storage space for the waste bins within the premises. Businesses were concerned about the impact that this could have on their business. Several businesses were pleased that there were exemptions available in exceptional circumstances (as per Edinburgh model);
- Businesses had concerns over the evening window of 17:30- 22:00 in regards to rush hour traffic volume issues; and
- Food businesses and bars raised the concerns over not having the option of leaving the bins out overnight as the businesses operation hours range from 11 am till late. There were also concerns raised by offices on compliance over the morning collection window of 07:30- 09:30 due to their operational hours of 09:00 – 17:00.

**A copy of the full survey monkey questionnaire results and submitted comments are included in Appendix 1.**

5.4 The following is a summary of the main issues and comments received from the appointed Trade Waste Contractors who operate within the Inverness City Centre:-

Positive feedback from the Trade Waste Contractors included:-

- Possibility of returning to bag collection for some of their customers and hence in long term leading to more business opportunity for their business;
- Opportunity to revise new vehicle strategy (i.e, small cage vans to accommodate the above);
- Willingness to work alongside the Highland Council to ensure the overall objective of the pilot project are achieved;
- Some waste contractors (Kennan's recycling Ltd and Biffa) are already accustomed to the policy which has been implemented in Edinburgh and Glasgow; and
- Enforcement of the policy is the key to ensure the project is a success.

Concerns raised by the Trade Waste Contractors included:-

- Logistical challenges of the restricted presentation windows for both AM and PM;
- Potential traffic volume rise in terms of road safety, especially in the high street area given high footfall during the proposed uplift windows;
- The waste contractors would prefer an earlier time slot of 06:30-11:30am, which defers from the current time slot of 07:30-09:30am. Reasons for this are to give flexibility to their customers who open their businesses at different times, e.g. Bars and restaurants, most of which open at 10:00-11:00am, to abide by the new policy;

- Several waste contractors proposed a two hour collection window rather than the one hour window to ensure waste is collected within the time slot should there be a vehicle breakdown etc. The majority of the waste contractors are based in Alness and Invergordon and it takes an hour to have a new vehicle on site, leaving them no time to collect the waste;
- To avoid the peak traffic times in the evening, suggestion to make the evening window between 18:30 – 22:00;
- The financial implications to the contractors and their customers;
- Concerns re Highland Council enforcing the collection and clean-up of the bins to aid successful implementation of the pilot project; and
- Highlighted the importance of customers/ businesses to be educated on correct waste management procedures (i.e. best practice on recycling and waste separation).

## **6 Key Changes to Draft Trade Waste Policy**

6.1 In response to the feedback and comments received during the consultation stage, several amendments have been made to the original proposals.

6.2 The project area has been extended to cover the Inverness BID area.

This has been changed taking into account Members views at the Committee meeting on the 14 September and also due to the comments received from the survey monkey consultation. The overwhelming majority of responses considered bins permanently placed on the street or pavements to be a problem right across the City Centre and not restricted to the originally suggested pilot area. The application of the policy across the larger area will also avoid those businesses in the pilot area to be seen in any way to be unfairly disadvantaged by the introduction of the policy.

6.3 The morning collection window has been extended to between 0700hrs – 1000hrs.

This has been extended as the majority of business will be either open or have a staff presence within these times. An earlier time for collection was not considered appropriate due to the potential noise disturbance for city centre residents and holiday accommodation.

6.4 The evening collection window has been changed to between 1800hrs – 2100hrs.

This has been changed to avoid the peak traffic times in the evening. A later time was not considered appropriate due to the potential for conflict with late night revellers within the city centre.

6.5 The time that waste can be presented for uplift by business within the collection windows has been extended to 2 hours.

This was extended in response to feedback from the waste contractors that a 1 hour presentation window was too narrow in view of the distances required for travel and the possibilities of delays etc.

- 6.6 Waste can be presented provided a staff member is present in the business and is not restricted to when the business is open for trade.

This was considered necessary as many businesses will have staff working (i.e. cleaners etc.) prior to the business being open to trade and thereby it should help facilitate compliance with the policy.

## **7 Finalised Inverness City Centre Trade Waste Policy**

- 7.1 The following is an outline of the key elements of the proposed trade waste policy:-

- a) No trade waste containers will be permitted to be stored on public pavements/streets out with designated uplift windows;
- b) Within designated uplift windows, waste will only be permitted to be placed for uplift within the specific time periods stated. Proposed presentation windows are:-
  - a. 0700hrs – 1000hrs
  - b. 1800hrs – 2100hrs
- b) Waste can only be on the street for a maximum of 2 hours within each collection window
- c) If the waste is not collected within the specified time period the business must return the waste to their premises;
- d) Waste placed on street for collection (bins or bags) must clearly display the business name and collection time;
- e) Waste may only be placed out for collection when the business is staffed, and never left out overnight;
- f) Waste containers must be placed as near to the edge of the business presenting the waste as possible;
- g) It is the responsibility of businesses to find a waste contractor that will work with them to find an appropriate waste management arrangements for their business in compliance with the policy requirements;
- h) For bins that have not been voluntarily removed from the public spaces the will use Council powers available under Roads (Scotland) Act 1984 section 59, and the Environmental Protection Act 1990 section 47:-
  - a. Business operator or waste contractor will be issued with a four-week notice of enforcement action;
  - b. Non-compliant business or waste contractor will have their bins confiscated after the designated compliance date, and stored off site by Highland Council;

- c. Business or waste contractor will have 28 days to collect their bins from the Council with a corresponding charge for costs incurred by the Council e.g. for disposing of the waste, storage, administration; and
  - d. Any bins not collected will be disposed of by the Council after 28 days.
- i) In exceptional circumstances, permission may be granted for an exemption from the trade waste policy. This would be subject to an application process and only be permitted if the business can clearly demonstrate they have exhausted all other options.

### **Note**

The direct collection of waste from within a business is permitted at any time i.e. direct bag collection.

7.2 A map of the proposed City Centre area that will be covered by the new policy is provided in **Appendix 3** and corresponds with the Inverness BID district.

7.3 The detailed implementation timetable for the policy is provided in **Appendix 4**.

There will be an engagement and education stage up until 5 March 2018. There will then be a 4 week educative, proportional enforcement of the policy up until Friday 6 April 2018. The policy will then be formally enforced from Monday 9 April 2018.

## **8 Enforcement**

8.1 The Council has powers under the Roads (Scotland) Act 1984 section 59, and the Environmental Protection Act 1990 section 47. The Council will now utilise these powers to improve the environment by removing trade waste bins from the streets and managing waste presentation more cohesively.

8.2 The Road (Scotland) Act 1984 states the following points:-

- *Section 59 subsection (1)..... nothing shall be placed or deposited in a road so as to cause an obstruction except with the roads authority's consent in writing and in accordance with any reasonable conditions which they think fit to attach to the consent;*
- *Section 59 subsection (2) A person who contravenes subsection (1) commits an offence; and*
- *Section 59 subsection (3) Without prejudice to subsection (2) above, a person who contravenes subsection (1) above may be required by roads authority to remove the obstruction forthwith, and commits an offence if he fails to do so.*

8.3 The Council considers the position of trade waste bin(s) permanently occupying public land, within the boundaries of the project areas to be an obstruction. If the bin(s) cannot be stored inside the curtilage of a business, under the powers contained in Section 59 of the Roads (Scotland) Act 1984, which have been delegated to the local authority, the Council will instruct the business or waste contractor to remove the trade waste bin(s) forthwith.

- 8.4 In addition to the Roads legislation, the Environmental Protection Act 1990, Section 47 states the following points:-
- *If a trade waste bin(s) is “likely to cause a nuisance or to be detrimental to the amenities of a locality”, the Council, as Waste Collection Authority, has powers to control the placing and removal of commercial waste receptacles on the road through the issue of a statutory notice; and*
  - This includes the power to make provision for the time when the receptacles must be placed for that purpose and removed.
- 8.5 Enforcement will be carried out by officers from the Environmental Health, Roads and Waste teams. The teams carry out regulatory work under the approved Environmental and Amenity Services Enforcement policy. This ensures officers carry out their work in a manner that is helpful, open, proportional, fair and equitable.
- 8.6 In exceptional circumstances, permission may be granted for an exemption from the trade waste policy. This would be subject to an application process and only be permitted if the business can clearly demonstrate they have exhausted all other options
- 8.7 Where a business considers that they have no alternative to storing their bin permanently on the street or pavement, then an application process will require to be followed and strict conditions applied prior to being granted. The application process and assessment criteria has yet to be finalised but will be published and brought to the attention of business prior to the 5 March 2018.

## **9 Implications**

### **9.1 Resource**

There will be resource implications for Environmental Health, Waste and Roads teams during the initial education and engagement stage (i.e. up to 5 March 2018) and thereafter for the implementation and enforcement stage (i.e. from 9 April 2018 onwards).

It is considered the initial 6 months of the policy implementation will require the most resource from each of the teams but that this should decrease as the policy becomes embedded and business/waste contractors adjust to the new requirements.

A review is being undertaken within each of the teams to identify the resource required for this period. Consideration may require to be given to appointing a temporary member of staff to assist existing teams for this initial period.

9.2 Legal – No implications.

9.3 Community (Equality, Poverty and Rural) – No implications.

9.4 Climate Change / Carbon Clever – No implications.

9.5 Risk - No implications.



9.6 Gaelic - No implications.

Designation: Director of Community Services

Date: 9 November 2017

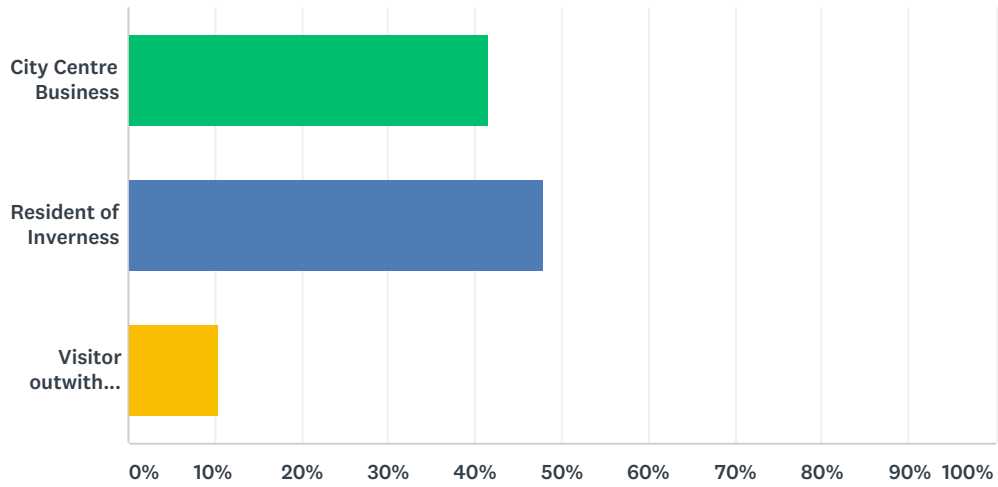
Author: Gregor MacCormick, Senior Environmental Health Officer

Background Papers: Committee Report dated 14 September 2017

[https://www.highland.gov.uk/download/meetings/id/72496/item\\_7\\_inverness\\_city\\_centre\\_trade\\_waste\\_project](https://www.highland.gov.uk/download/meetings/id/72496/item_7_inverness_city_centre_trade_waste_project)

## Q1 How would you describe yourself?

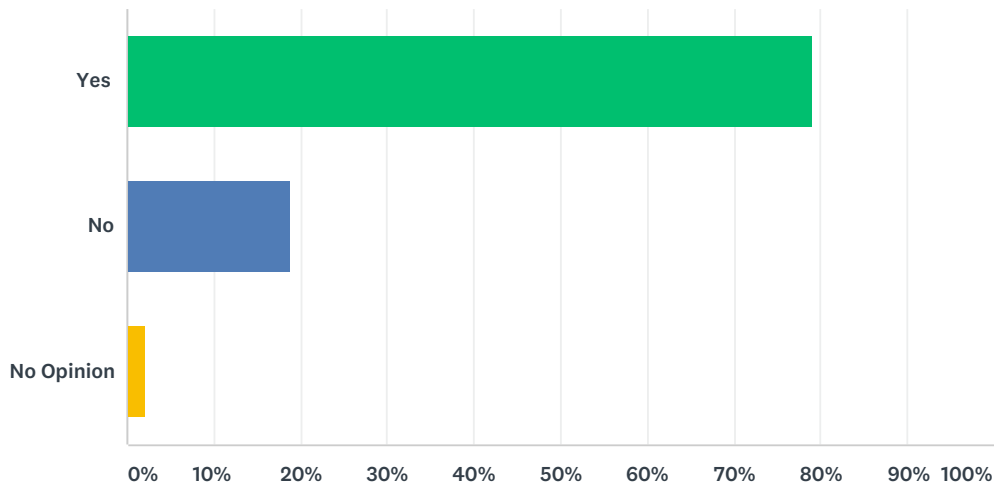
Answered: 48 Skipped: 0



ANSWER CHOICES	RESPONSES	
City Centre Business	41.67%	20
Resident of Inverness	47.92%	23
Visitor outwith Inverness	10.42%	5
TOTAL		48

## Q2 Do you consider the commercial waste containers placed permanently on streets and pavements to be a problem in the city?

Answered: 48 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	79.17%	38
No	18.75%	9
No Opinion	2.08%	1
TOTAL		48

#	PLEASE EXPAND YOUR ANSWER IF POSSIBLE	DATE
1	However, there needs to be council funded "allocation spaces" for these bins there is nowhere near enough space on Baron Taylors St for the bins (but there are enclosures which no-ones seems to be able to use)	11/5/2017 12:12 AM
2	These would not be a problem if all bins were provided with locks so that other users couldn't overfill them with their own rubbish.	11/1/2017 11:38 AM
3	Many bins cause obstruction hazard, poor control leads to waste being disposed through wrong waste stream/fly tipping	10/31/2017 3:02 PM
4	On some of the smaller streets e.g. Baron Taylors Lane they can be smelly and unsightly especially when overflowing.	10/31/2017 10:43 AM
5	There's nothing worse than on a hot or warm day when a client opens my salon door and the stench from bins wafts in. I also feel it's such a shame that the council goes to so much trouble cleaning and making the town centre presentable for tourists only to be let down by having bins visible everywhere	10/30/2017 9:19 PM
6	Very off-putting and ugly. Creates a lot of anti social behaviour and terrible to look at. Particularly Meal market close where the only public toilets are and it's intimidating to go down the street as it's blocked at both ends with really large smelly over flowing waste..sometimes lots of food waste which stinks...	10/30/2017 10:41 AM
7	overflowing bins having to walk on roads because bins are on pavement smells seagulls very unattractive to look at	10/27/2017 11:50 AM
8	It spoils the look of our city. They can sometimes be a hazard due to where they are placed and also, depending on the contents of the bin, the odours that come from the bins is not pleasing to either residents or visitors to Inverness.	10/25/2017 7:51 AM

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9	The bins situated everywhere around the city centre makes the streets look grimy, they smell bad and cause problems with antisocial behaviour, as well as leading to littering problems due to spillage and people carelessly tossing individual pieces of rubbish in the general direction of a group of bins assuming that will be enough for it to be 'taken care of'.	10/24/2017 3:30 PM
10	Unsightly and help to give a poor impression of the cleanliness of the City Centre	10/24/2017 9:26 AM
11	Basically it is an eyesore, and can't be good for the overall perception of the city with visitors. There is also a huge problem with vermin, in particular the seagulls. They are encouraged with the food on offer from overflowing rubbish bins, and have become a real menace in the town centre.	10/23/2017 6:47 PM
12	They are an eye sore, some need cleaned and often they are blocking pavements	10/23/2017 12:30 PM
13	I know why they have to be there but they are unsightly and far too many of them from too many different companies	10/18/2017 9:44 PM
14	too many left on streets looking absolutely disgusting and smelly	10/18/2017 2:30 PM
15	Looks awful - pleased with the proposed pilot streets as they seem to be the worst. Possibly queen street too?	10/18/2017 2:15 PM
16	Not easy to walk on pavements Is a source for sea gulls	10/18/2017 10:25 AM
17	Overflowing,unsightly,blocking walkways	10/18/2017 10:06 AM
18	this is a tourist town and we should be able to keep the streets clear of waste	10/18/2017 10:04 AM
19	While in an ideal world the the city centre may look better without commercial waste containers on the streets, it is totally impractical for some businesses to manage their waste without having containers on the street. The proposed restrictions are ridiculously strict, to the point that it will be extremely difficult, if not impossible for some businesses to comply. My bins are collected very early in the morning, and not always in the same 1 hour window. We place our bins outside on Post Office Lane for collection twice a week, they go out at midnight, and are taken back in at 9am, they do not cause any problems for anyone, they are never overflowing and there is never any waste put out that is not inside a bin. My general waste and mixed recycling bins are collected before the first staff member arrives at 9am, so I do not have someone here to put them out for a 1 hour window. My glass wheely bin is sometimes out a bit longer as it can sometimes be later in the day before this is collected. During the winter months there may be times when I do not have a member of staff available to go and take the glass bin out when the lorry arrives, as they will be dealing with customers. If this happens I will miss my pickup, causing me substantial problems for the rest of the week.	10/15/2017 10:46 AM
20	Unsightly often overflowing which attract vermin both four legged and winged.	10/10/2017 3:26 PM
21	but there are also a number residential ones in Mealmarket Close which are also a problem	10/9/2017 1:41 PM
22	They can be if they are not kept clean and maintained.	10/9/2017 12:35 PM
23	Ugly	10/9/2017 11:06 AM
24	They block the already narrow pavements	10/9/2017 10:29 AM
25	Eyesores. Smell. Make some streets a no go. At night they become pee stops for revellers	10/5/2017 8:18 PM
26	Unsightly, an obstruction and used as a toilet facility nightly, a very poor image for visitors. They are not necessary and are a relatively new phenomenon, it is quite an easy step to go back to small bins or black bags.	10/5/2017 6:29 PM
27	Things just look messy - not only the bins but overspill. They can also be an obstruction on narrower streets/pavements.	10/4/2017 1:53 PM
28	As the place gets spruced up these bins are just an awful eyesore and bin collections in the town centre seem to happen during rush hour. Surely late night or very early morning would be much better	10/4/2017 8:42 AM
29	There is no Issues with my bins being outside my premises. If anything it stops people dropping there rubbish in Street as lots of people use them everyday	10/3/2017 7:52 PM
30	Part of the problem is that they are unsightly in themselves - bright colours or covered in trade names etc. If they were neutral or even painted in artistic designs that might help.	10/3/2017 10:47 AM
31	Clutters pavement for pedestrians & encourages seagulls to scavage	10/3/2017 9:41 AM

## Trade Waste Project

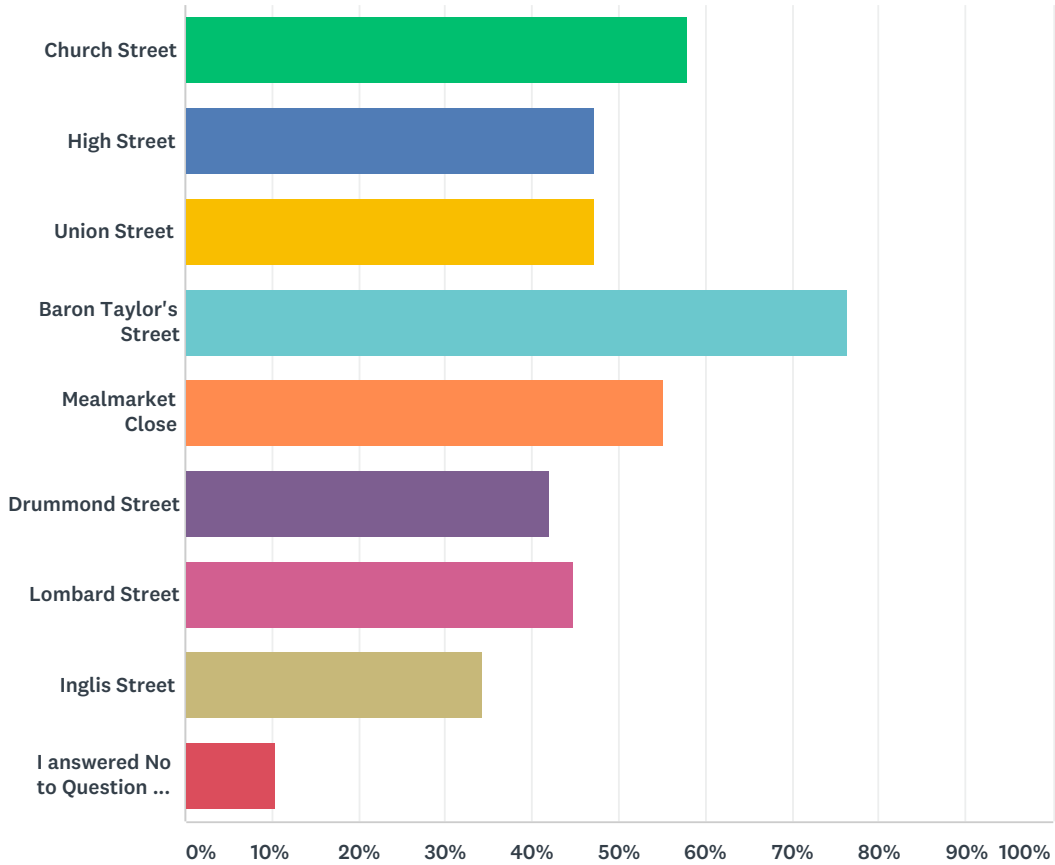
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32	There are areas of the centre where the bins can be problematic - but given some of the other issues affecting the centre, it is difficult to consider it a council priority.	10/2/2017 9:34 AM
33	Commercial Waste Containers are safer and less intimidating than the drunks and drug addicts that are currently on our streets. I would much rather see the money is it costing to implement this policy to better use.	9/30/2017 8:58 AM

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### Q3 If the answer to Question 2 is yes, what City Centre streets in particular?

Answered: 38 Skipped: 10



ANSWER CHOICES	RESPONSES
Church Street	57.89% 22
High Street	47.37% 18
Union Street	47.37% 18
Baron Taylor's Street	76.32% 29
Mealmarket Close	55.26% 21
Drummond Street	42.11% 16
Lombard Street	44.74% 17
Inglis Street	34.21% 13
I answered No to Question 2 - skip to Question 4	10.53% 4
Total Respondents: 38	

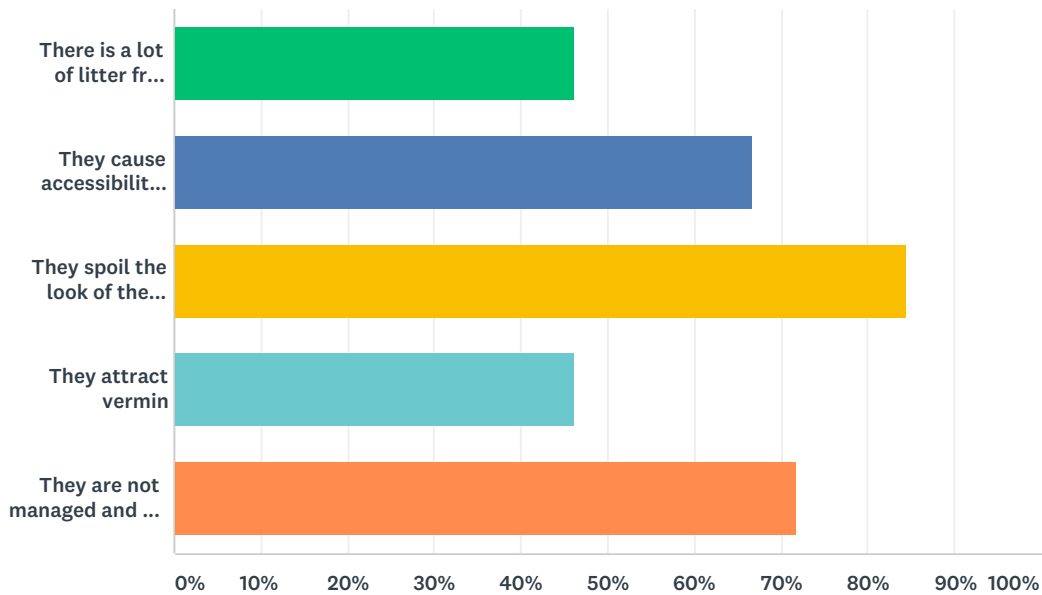
#	OTHER (PLEASE SPECIFY)	DATE
1	in general	10/31/2017 3:02 PM

## Trade Waste Project

2	Academy Street, Strothers Lane	10/24/2017 3:30 PM
3	Queen street	10/18/2017 2:15 PM
4	Academy street	10/18/2017 10:25 AM
5	Post office lane	10/18/2017 10:04 AM
6	unsure	10/11/2017 8:18 AM
7	Not familiar with specific streets being a particular problem	10/9/2017 12:35 PM
8	Castle	10/9/2017 11:06 AM
9	All of the above AND in surrounding streets all over the city centre	10/9/2017 10:30 AM
10	Castle street	10/9/2017 10:29 AM
11	Queensgate and Academy Street	10/4/2017 8:42 AM
12	any street where pedestrians and bins conflict.	10/3/2017 10:47 AM

## Q4 Why do you think commercial waste containers are a problem in the City Centre?

Answered: 39 Skipped: 9



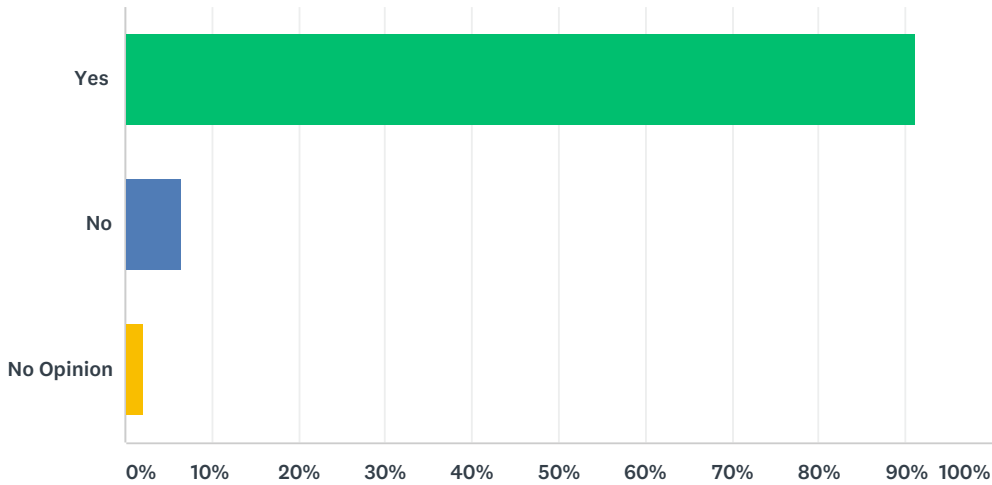
ANSWER CHOICES	RESPONSES
There is a lot of litter from trade waste	46.15% 18
They cause accessibility problems	66.67% 26
They spoil the look of the city centre	84.62% 33
They attract vermin	46.15% 18
They are not managed and are always overflowing	71.79% 28
Total Respondents: 39	

#	OTHER (PLEASE SPECIFY)	DATE
1	They sometimes overflow especially if left at weekends	10/30/2017 9:19 PM
2	Provide 'masking' for anti-social behaviour (shoplifting drop-point, toilet, drug dealing etc)	10/24/2017 3:30 PM
3	No issue.	10/19/2017 1:34 PM
4	I said I had no opinion so this is irrelevant	10/18/2017 3:37 PM
5	If they are kept tidy and well maintained then they are not an issue.	10/9/2017 12:35 PM
6	Blocking access and pavements	10/9/2017 10:30 AM
7	They should be stored elsewhere when its not bin day	10/9/2017 10:29 AM
8	Used as a toilet facility nightly.	10/5/2017 6:29 PM
9	I see anti social behaviour more of a problem needing tackled	10/3/2017 7:52 PM
10	If we want the city centre to be a place which attracts people to mingle, shop or socialise we need to create a welcoming atmosphere.	10/3/2017 10:47 AM



## Q5 Do you think that The Highland Council could do more about commercial waste containers on streets/ lanes?

Answered: 46 Skipped: 2



ANSWER CHOICES	RESPONSES
Yes	91.30% 42
No	6.52% 3
No Opinion	2.17% 1
<b>TOTAL</b>	<b>46</b>

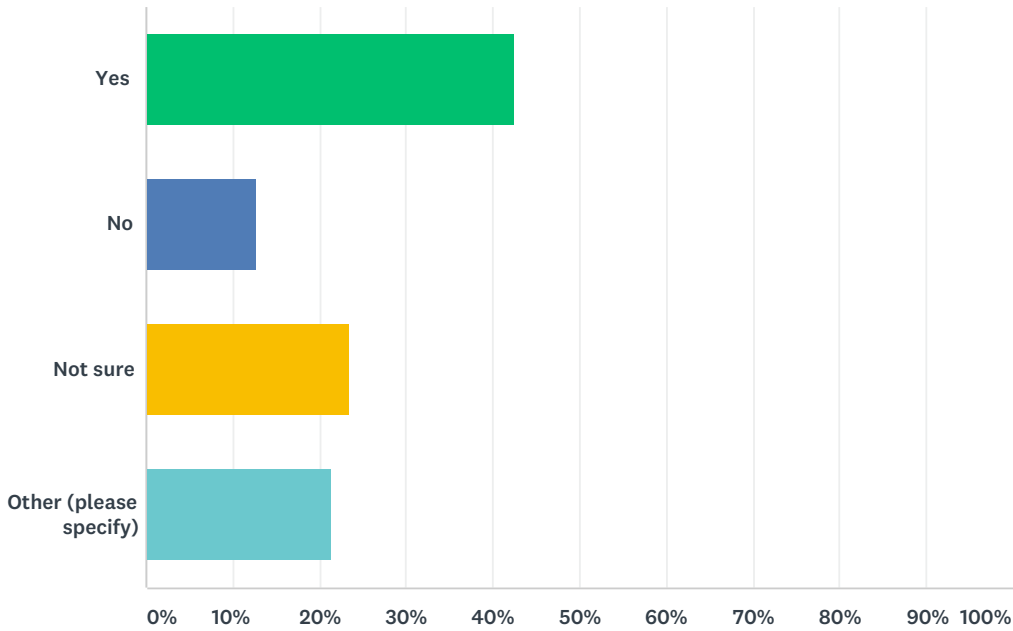
#	PLEASE EXPAND ON YOUR ANSWER IF POSSIBLE	DATE
1	as answer two	11/5/2017 12:12 AM
2	More frequent collections would help the problem, as well as providing all council issued bins with locks so that they are not overfilled buy other people.	11/1/2017 11:38 AM
3	However with the demands of zero waste Scotland and the requirement to segregate at source, the space requirements for segregated storage is much higher. With many business sharing properties it can become problematic to store without use of streets and lanes	10/31/2017 3:02 PM
4	Particularly around the take away cafes/restaurants the bins seem to overflow more frequently. It might be beneficial to address this with the business in question and work together to come up with a solution.	10/31/2017 10:43 AM
5	It may be difficult to organise but hourly slots for businesses to have their bins out OR why can the whole of the city centre not be collected within 1 morning which would allow business to have their bins out for only say 4 hours	10/30/2017 9:19 PM
6	Time limit when they are permitted to be on the street.	10/30/2017 10:54 AM
7	can't a central location be found behind the buildings and store them there and just put out on collection days...and taken back in again? Need to give traders a good collection time when staff are actually in work to put bins out and back in again. No good saying put out for 7am as that would mean putting out the night before.	10/30/2017 10:41 AM
8	they could do more but also work with comercial proparty	10/27/2017 11:50 AM

## Trade Waste Project

9	Yes, definitely, as well as waste containers IN GENERAL - public bins in locations around the bus station are very often overflowing, and in our particular area Baron Taylor Street/Mealmarket Close there is an equal problem with huge residential waste containers left on the street from the surrounding flat - they are equally as unsightly and unhygienic as the trade waste. A more active solution encouraging more progressive attitudes to recycling is needed.	10/24/2017 3:30 PM
10	Provide a communal storage area out of sight	10/24/2017 9:26 AM
11	BUT IT MUST BE DONE IN A SYMPATHETIC WAY TO THE NEEDS OF THE BUSINESSES TO BE ABLE TO OPERATE	10/24/2017 8:59 AM
12	Have big bins located at the end of streets and all businesses apart from food waste put their waste into them and they get emptied daily . There are no wheelie bins in Edinburgh on George Street and they have these big bins.	10/23/2017 12:30 PM
13	Try ad control	10/18/2017 9:44 PM
14	I understand they are needed but are such an eye sore and difficult to move around. I hate crossing the road near them as cars can't see u beside them	10/18/2017 2:15 PM
15	Some properties have basements can the bins not be stored inside until refuse collection day	10/18/2017 10:25 AM
16	Not allowing commercial companies to pick at at all times of the day, one day and time pickup	10/18/2017 10:06 AM
17	at least collect the cardboard nightly	10/18/2017 10:04 AM
18	If there are specific premises that are causing a problem, such as overflowing bins, waste placed on the street, or containers blocking foot paths etc, then the council should deal with these premises individually, not with a blanket ban on all businesses in the city centre.	10/15/2017 10:46 AM
19	They should have allocated areas that could be blocked off from public view. Waste containers are not controlled so they are everywhere.	10/12/2017 12:40 PM
20	In the past Inverness District Council(?) had a bylaw that bins had to be put out not before 6am? and off the streets by 10am. Why is this not still in place?	10/10/2017 3:26 PM
21	That's up to the Council to sort out	10/9/2017 1:41 PM
22	Collection windows are an option but there is a risk of congesting the city during rush hour times with large commercial vehicles to service the bins. The windows need to be large enough to service all sites safely for the various waste streams.	10/9/2017 12:35 PM
23	Suggest the installation of underground containers as is common practice abroad (eg Netherlands). The current proposals donor go far enough	10/9/2017 10:30 AM
24	Create suitable storage places for the bins or use more practical bins	10/9/2017 10:29 AM
25	Be creative. Dont make businesses suffer.	10/5/2017 8:18 PM
26	Council should pass a bylaw to prohibit the use of large bins in the city centre and only allow small bins or black bags to be placed in the street for the morning of collection. Job done the comercial companies and waste disposal companies should be encouraged to sort the problem, it may require twice weekly collection and companies may need to reinvent their old in premises waste storage arrangements before they were forced to hire in these industrial bins. It's not the council's problem to foot the bill, it's a comercial waste issue which the council can sort with local legislation.	10/5/2017 6:29 PM
27	Well, who else will?	10/4/2017 1:53 PM
28	In Portugal at the moment and their public bins are so fab. 5 bins nice metal bin barrels clearly labled dotted everywhere, sitting over vast underground pits. No smell, never seen them even quarter way full and they are emptied through the night every night.	10/4/2017 8:42 AM
29	Central collection compounds	10/4/2017 6:37 AM
30	If it's not broken don't fix it!	10/3/2017 7:52 PM
31	Perhaps restrict the number of companies licensed to ply for the business - fewer collections, more control over the methods. Create enclosures and covered pens where possible.	10/3/2017 10:47 AM
32	The council could organize waste collection better	9/30/2017 8:58 AM

## Q6 Do you think that the forthcoming pilot project will have a positive impact?

Answered: 47 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	42.55%	20
No	12.77%	6
Not sure	23.40%	11
Other (please specify)	21.28%	10
<b>TOTAL</b>		<b>47</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	yes im sure if it will but it cant simply be thrown back in the hands of businesses, suggested times are ill thought out	11/5/2017 12:12 AM
2	No - it will be very difficult for a number of premesis to store their bins inside, especially the huge commercial ones, and not possible to have staff arrive at such an hour in the morning to put them out for collection.	11/1/2017 11:38 AM
3	I suspect it will have mixed impact	10/31/2017 3:02 PM
4	YES - however, being focussed solely on trade waste, I fear that it won't go far enough in solving the wider problem - I encourage it wholeheartedly though and think it will be a step in the right direction certainly	10/24/2017 3:30 PM
5	BUT IT IS UNREALISTIC TO THINK ALL BINS CAN BE REMOVED	10/24/2017 8:59 AM
6	Only if "policed" properly	10/18/2017 10:06 AM
7	It will if all waste companies are part of the consultation process and everyone's opinion considered.	10/9/2017 12:35 PM
8	Pilot needs to go further and should offer better solutions	10/9/2017 10:30 AM

## Trade Waste Project

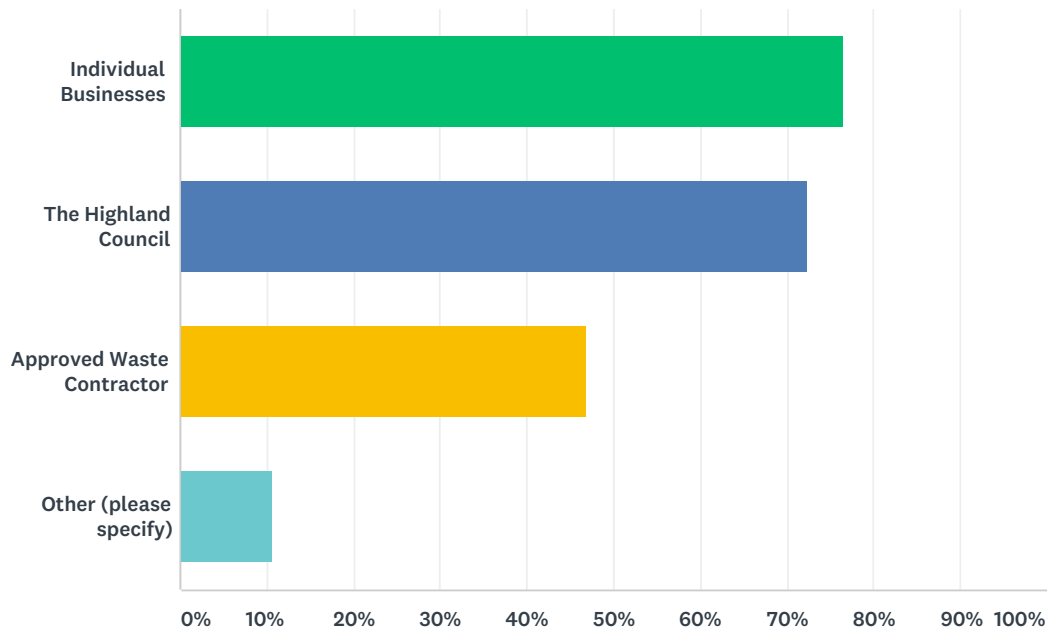
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9	Part improve however why are the council getting involved financially, it is a comercial waste problem the council could sort using local legislation. The public purse which is empty, by the way, should not be spending	10/5/2017 6:29 PM
10	There are more important issues to be dealt with in the city centre	9/30/2017 8:58 AM

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## Q7 Who do you think has the responsibility of waste and bins within Inverness City Centre?

Answered: 47 Skipped: 1



ANSWER CHOICES	RESPONSES	
Individual Businesses	76.60%	36
The Highland Council	72.34%	34
Approved Waste Contractor	46.81%	22
Other (please specify)	10.64%	5
Total Respondents: 47		

#	OTHER (PLEASE SPECIFY)	DATE
1	Duty of care rests with all of the above	10/31/2017 3:02 PM
2	THERE MUST BE A SOLUTION AGREED BY ALL THE PARTIES	10/24/2017 8:59 AM
3	But highland council shouldn't have made it so expensive to uplift	10/18/2017 3:37 PM
4	Combined responsibility - The waste producer is responsible for minimising waste where possible and keeping bins clean and tidy, the council should help with allocating bin stores in areas where the buildings and not set up to house wheelie bins, the waste contractor should help to educate sites and provide a solution	10/9/2017 12:35 PM
5	Business pay rates to the council	9/30/2017 8:58 AM

**Business operator**

Please ask for: **Prameela Middleton**

Direct phone: (01463) 228700

Your ref: Trade Waste Project

Our ref: PM/TWP

Date: 03/10/2017

**Dear Sir/Madam**

**CONSULTATION RE INVERNESS CITY CENTRE TRADE WASTE PROJECT**

As you may be aware, the City of Inverness Area Committee at their meeting on the 14<sup>th</sup> September agreed that our Service should take forward proposals to change the way in which trade waste is managed within Inverness City Centre. The trade waste project is essentially aimed at helping make Inverness a cleaner, greener and safer city which will encourage more visitors to the city centre and help create a positive image for the benefit of all.

The key objectives of the project are:

- To reduce the amount of trade waste containers on the streets and improve the look and feel of the city centre
- To reduce the amount of litter derived from trade waste
- To encourage businesses to manage their waste more responsibly and recycle more
- To reduce public safety issues by removing tripping hazards that block the footways which can potentially have a detrimental impact on visually impaired or disabled residents/visitors.
- To evaluate the impact and benefits of the project in order to make recommendations to committee on potentially rolling out the programme across other areas of the city.

As part of a wide consultation with all the city centre businesses, relevant stakeholders and members of the public, our Service are writing to make you aware of the proposals and to seek your comments on the proposals. The consultation period will be open until the **1<sup>st</sup> November 2017**.

Our Service would very much appreciate your feedback during this consultation period. There are several ways available in which to provide feedback. You may complete our online survey at our dedicated webpage: [www.highland.gov.uk/InvernessCityTradeWaste](http://www.highland.gov.uk/InvernessCityTradeWaste). Alternatively please submit any comments in writing to our office at the address below or via Email to: [env.health@highland.gov.uk](mailto:env.health@highland.gov.uk)

For further information regarding the project and answers to frequently asked questions I would refer you to the Councils' dedicated webpages.

At the end of the consultation period, a review will be undertaken of the responses received and a finalised proposal put forward to the Inverness City Committee for the end of November 2017.

I trust this information is of assistance and looking forward to hearing your views regarding the proposals.

Yours faithfully



Prameela Middleton  
Community Services – Environmental Health

### Inverness City Centre: Pilot trade waste policy

- a) No trade waste containers will be permitted to be stored on public pavements/streets outwith designated uplift windows;
- b) Within designated uplift windows, waste will only be permitted to be placed for uplift within the specific time periods stated. Proposed presentation windows are:
  - a. 07.00 – 09.30am
  - b. 17.00 – 22.00pm
- c) Waste can only be on the street for a specific time: 1 hour;
- d) If the waste is not collected within the specified time period the business must return the waste to their premises;
- e) Waste placed on street for collection must display the business name and collection time;
- f) Waste may only be placed out for collection when the business is open, and never overnight;
- g) Waste containers must be placed as near to the edge of a business as possible;
- h) It is the responsibility of businesses to find a waste contractor that will work with them to find an appropriate internal form of waste storage.
- i) For bins that have not been voluntarily removed from the public spaces the will use Council powers available under Roads (Scotland) Act 1984 section 59, and the Environmental Protection Act 1990 section 47:
  - a. Business operator or waste contractor will be issued with a four-week notice of enforcement action;
  - b. Non-compliant business or waste contractor will have their bins confiscated after the designated compliance date, and stored off site by Highland Council;
  - c. Business or waste contractor will have 28 days to collect their bins from the Council with a corresponding charge for costs incurred by the Council e.g. for disposing of the waste, storage, administration;
  - d. Any bins not collected will be disposed of by the Council after 28 days.
- j) In exceptional circumstances, permission may be granted under the Roads Act to have a bin permanently placed in the public area. This would only be permitted if the business can clearly demonstrate they have exhausted all other options.

#### Note

1. The direct collection of waste from within a business is permitted at any time i.e. direct bag collection.

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Community Services, 38 Harbour Road, Inverness, IV1 1UF

Phone: (01463) 228700 Fax: 01463 223723

Email: [env.health@highland.gov.uk](mailto:env.health@highland.gov.uk) Web: [www.highland.gov.uk](http://www.highland.gov.uk)

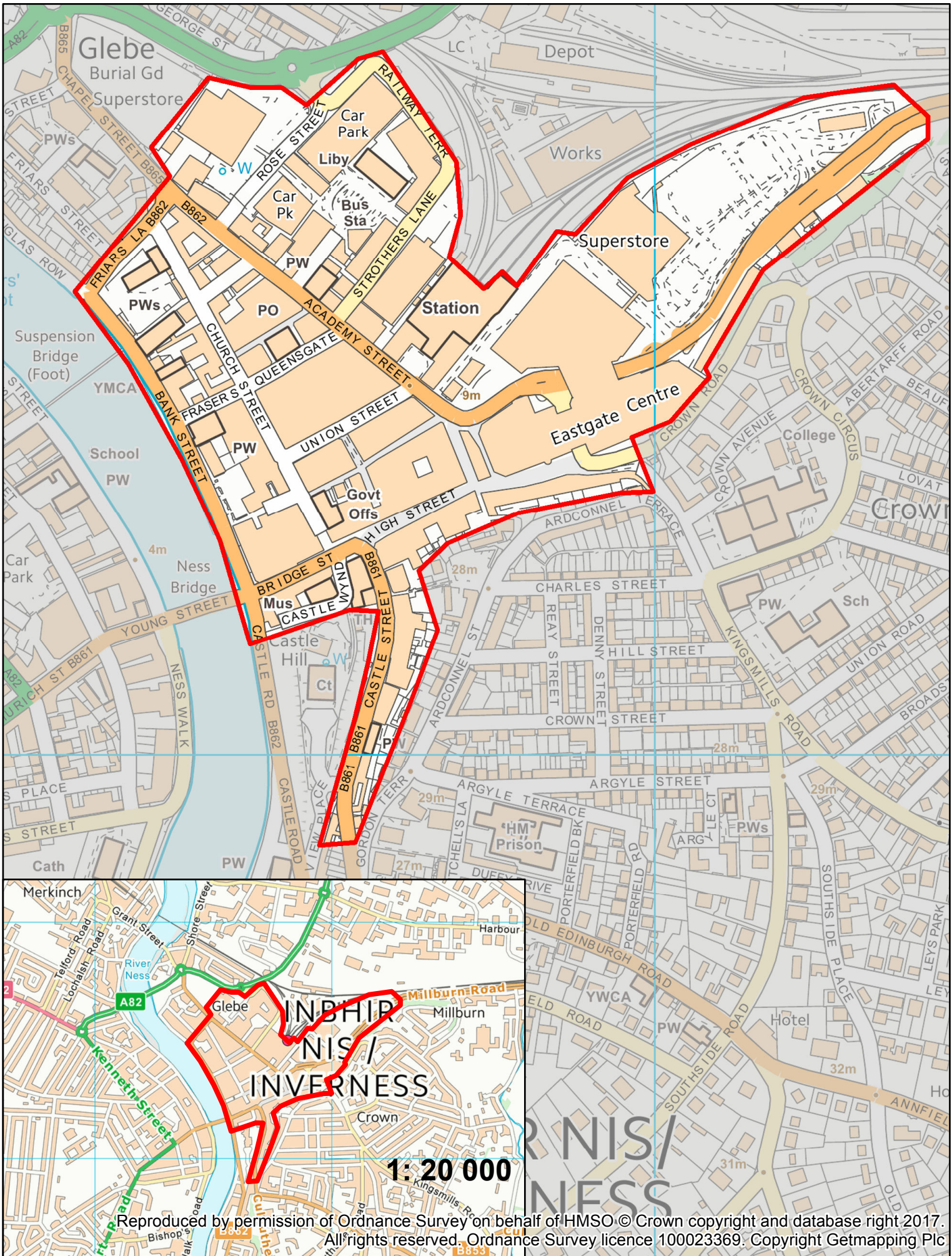


## Inverness City Centre Pilot trade waste project

### Proposed implementation plan

August 2017	<ul style="list-style-type: none"><li>• Prepare publicity material</li><li>• Engagement with businesses and waste operators</li></ul>
September - October 2017	<ul style="list-style-type: none"><li>• Committee consideration of vision/objectives of pilot project.</li><li>• Further engagement with businesses and waste operators, Inverness BID, Inverness Chambers of Commerce and HIE.</li><li>• Consultation event for businesses, waste operators and the public</li><li>• Detailed consultation with businesses and waste operators</li><li>• Public consultation.</li></ul>
November 2017	<ul style="list-style-type: none"><li>• Report to Committee on survey outcomes and approval of pilot project policy.</li></ul>
December to January 2018	<ul style="list-style-type: none"><li>• Publicity on implementation of project</li><li>• Engagement with businesses and waste operators – information packs and visits.</li><li>• <b>Provisional implementation date Monday 5<sup>th</sup> March 2018</b></li></ul>
February/March 2018	<ul style="list-style-type: none"><li>• 4 week educative, proportional enforcement of policy <b>Monday 5<sup>th</sup> March to Friday 6<sup>th</sup> April 2018</b></li></ul>
April 2018	<ul style="list-style-type: none"><li>• Monday 5<sup>th</sup> March Formal enforcement for bins that have not been voluntarily removed from the public spaces:<ol style="list-style-type: none"><li>a) Business operator or waste contractor will be issued with a four-week notice of enforcement action;</li><li>b) Non-compliant business or waste contractor will have their bins confiscated after the designated compliance date, and stored off site by Highland Council;</li><li>c) Business or waste contractor will have 28 days to collect their bins from the Council with a corresponding charge for costs incurred by the Council e.g. for disposing of the waste, storage, administration;</li><li>d) Any bins not collected will be disposed of by the Council after 28 days.</li></ol></li></ul>

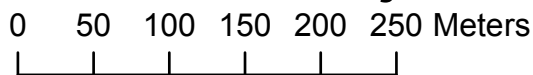




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# Inverness City Trade Waste Project Area

Ref:  
Date: 08/11/2017



1:5,000





## Appendix 4

### Inverness City Centre Trade Waste Policy – Implementation Timetable

August 2017	<ul style="list-style-type: none"><li>• Prepare publicity material</li><li>• Engagement with businesses and waste operators</li></ul>
September - October 2017	<ul style="list-style-type: none"><li>• Committee consideration of vision/objectives of pilot project.</li><li>• Further engagement with businesses and waste operators, Inverness BID, Inverness Chambers of Commerce and HIE.</li><li>• Consultation event for businesses, waste operators and the public</li><li>• Detailed consultation with businesses and waste operators</li><li>• Public consultation.</li></ul>
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March 2018	<ul style="list-style-type: none"><li>• 4 week educative, proportional enforcement of policy <b>Monday 5<sup>th</sup> March to Friday 6<sup>th</sup> April 2018</b></li></ul>
April 2018	<ul style="list-style-type: none"><li>• <b>Monday 9<sup>th</sup> April 2018</b> - formal enforcement for bins that have not been voluntarily removed from the public spaces:<ol style="list-style-type: none"><li>a) Business operator or waste contractor will be issued with a four-week notice of enforcement action;</li><li>b) Non-compliant business or waste contractor will have their bins confiscated after the designated compliance date, and stored off site by Highland Council;</li><li>c) Business or waste contractor will have 28 days to collect their bins from the Council with a corresponding charge for costs incurred by the Council e.g. for disposing of the waste, storage, administration;</li><li>d) Any bins not collected will be disposed of by the Council after 28 days.</li></ol></li></ul>