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Council Building
The Atrium
137 Glover Street
Perth
PH2 0LQ

Friday, 02 September 2016

A Meeting of the **Environment Committee** will be held in the **Gannochy Suite, Dewars Centre, Glover Street, Perth, PH2 0TH** on **Wednesday, 07 September 2016** at **10:00**.

If you have any queries please contact Committee Services on (01738) 475000 or email Committee@pkc.gov.uk.

BERNADETTE MALONE
Chief Executive

Those attending the meeting are requested to ensure that all mobile phones and other communication devices are in silent mode.

Members:

Councillor Alan Grant (Convener)
Councillor Mike Williamson (Vice-Convener)
Councillor Michael Barnacle
Councillor Rhona Brock
Councillor Bob Ellis
Councillor Callum Gillies
Councillor Grant Laing
Councillor Murray Lyle
Councillor Elspeth Maclachlan
Councillor Dennis Melloy
Councillor Mac Roberts
Councillor Willie Robertson
Councillor Anne Younger

Environment Committee

Wednesday, 07 September 2016

AGENDA

MEMBERS ARE REMINDED OF THEIR OBLIGATION TO DECLARE ANY FINANCIAL OR NON-FINANCIAL INTEREST WHICH THEY MAY HAVE IN ANY ITEM ON THIS AGENDA IN ACCORDANCE WITH THE COUNCILLORS' CODE OF CONDUCT.

- 1 WELCOME AND APOLOGIES/SUBSTITUTES**
- 2 DECLARATIONS OF INTEREST**
- 3 MINUTE OF MEETING OF THE ENVIRONMENT COMMITTEE OF 1 JUNE 2016 FOR APPROVAL AND SIGNATURE 5 - 8**
- 4 PERTH AND KINROSS COMMUNITY PLANNING PARTNERSHIP - COMMUNITY SAFETY AND ENVIRONMENT GROUP**
 - (i) MINUTE OF MEETING OF THE COMMUNITY PLANNING COMMUNITY SAFETY AND ENVIRONMENT GROUP OF 13 MARCH 2016 FOR NOTING 9 - 20**
 - (ii) SUMMARY REPORT FROM COMMUNITY SAFETY AND ENVIRONMENT GROUP ON 17 JUNE 2016 21 - 22**

Report by Director (Housing and Community Care) (copy herewith 16/370)
- 5 HOUSEHOLD WASTE AND RECYCLING PUBLIC SATISFACTION SURVEY 23 - 60**

Report by Director (Environment) (copy herewith 16/371)
- 6 UPDATE ON PERTH AND KINROSS COUNCIL'S VOLUNTEER AND COMMUNITY ADVOCATE PROGRAMME - ZERO WASTE HIGHLAND PERTHSHIRE 61 - 76**

Report by Director (Environment) (copy herewith 16/372)
- 7 PERTH AND KINROSS OUTDOOR ACCESS FORUM ANNUAL REPORT 2015-16 77 - 104**

Report by Director (Environment) (copy herewith 16/373)

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PERTH AND KINROSS COUNCIL
 ENVIRONMENT COMMITTEE
 1 JUNE 2016

ENVIRONMENT COMMITTEE

Minute of meeting of the Environment Committee held in the Gannochy Suite, Dewar's Centre, Glover Street, Perth on Wednesday 1 June 2016 at 10.00am.

Present: Councillors A Grant, M Williamson, H Anderson (substituting for A Younger), M Barnacle, R Brock, B Ellis, C Gillies, G Laing, M Lyle, E Maclachlan, D Melloy (up to and including Art. 417), M Roberts, W Robertson.

In Attendance: Councillor J Kellas; M Watson, Perth and Kinross Countryside Trust; B Renton, Director (Environment); S Best, G Bissett, A Clegg, P Dickson, D Lynn, , B Reekie, R Stewart, A Strang and W Young (all The Environment Service); C Flynn, L Potter and H Rheinallt (all Corporate and Democratic Services)

Apology for Absence: Councillor A Younger.

Councillor A Grant, Convener, Presiding.

410. WELCOME

The Convener welcomed all those present to the meeting, and an apology was noted as above.

411. DECLARATIONS OF INTEREST

- (i) In terms of the Councillors' Code of Conduct, Councillor Barnacle declared a non-financial interest in Art. 419 in the Perth and Kinross Countryside Trust – Service Level Agreement.
- (ii) In terms of the Councillors' Code of Conduct, Councillor Ellis declared a non-financial interest in Art. 419 in the Perth and Kinross Countryside Trust – Service Level Agreement.
- (iii) In terms of the Councillors' Code of Conduct, Councillor Melloy declared a non-financial interest in Art. 419 in the Perth and Kinross Countryside Trust – Service Level Agreement.

412. MINUTE

The minute of meeting of the Environment Committee of Wednesday 23 March 2016 (Arts. 238 - 243) was submitted, approved and authorised for signature.

413. ACTIONS TO PROMOTE THE RED SQUIRREL POPULATION ON COUNCIL LAND (ARTICLE 15/204 REFERS)

Following the decision of the Environment Committee regarding actions to promote the red squirrel population on Council land, officers have continued to progress the actions agreed. The Committee noted that engagement with Saving Scotland's Red Squirrels (SSRS) has taken place regularly in relation to the

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management of both reds and greys, as well as information about the public perception of culling. SSRS have recently confirmed that they should be able to provide all the information required to allow a report to be submitted to the Environment Committee in November 2016.

**414. PERTH AND KINROSS COMMUNITY PLANNING PARTNERSHIP –
COMMUNITY SAFETY AND ENVIRONMENT GROUP**

**(i) Minute of Meeting of the Community Safety and Environment
Group of 13 November 2015 for noting**

The minute of meeting of 13 November 2015 was submitted and noted.

**(ii) Summary Report from Community Planning Community Safety
and Environment Group on 13 March 2016**

There was submitted and noted a summary report by the Director (Environment) (16/253) informing the Committee of the recent reports presented to the Community Safety and Environment Group.

**415. THE ENVIRONMENT SERVICE BUSINESS MANAGEMENT AND
IMPROVEMENT PLAN AND ANNUAL PERFORMANCE REPORT**

There was submitted a report by the Director (Environment) (16/238) presenting the Joint Business Management and Improvement Plan 2016/17 and Annual Performance Report 2015/16 for the Environment Service.

Resolved:

- (i) The Joint Business Management and Improvement Plan 2016/17 and Annual Performance Report 2015/16 for the Environment Service, pertaining to the Environment Committee's specific area of interest, as appended to Report 16/238, be approved.
- (ii) It be noted that Report 16/238 would be considered by the Enterprise and Infrastructure Committee on 1 June 2016 and the Community Safety Committee on 8 June 2016 for their specific areas of interest, and would be submitted to the Scrutiny Committee on 15 June 2016 for scrutiny and comment as appropriate.

416. COMMUNITY ENVIRONMENT CHALLENGE FUND UPDATE

There was submitted a report by the Director (Environment) (16/239), providing an update on the award of Community Environment Challenge funding to community groups between April 2015 and March 2016.

Resolved:

- (i) The contents of Report 16/239 be noted.
- (ii) The Director (Environment) be instructed to report the outcomes of the Community Environment Challenge Fund to the Committee in twelve months' time.

417. INTRODUCTION OF A TRADE WASTE PERMIT SYSTEM AT COUNCIL RECYCLING CENTRES

There was submitted a report by the Director (Environment) (16/240), (1) outlining the background to the proposals for the introduction of a trade waste permit system at Council Recycling Centres; (2) setting out the policy, process and timescales for the proposals; and (3) seeking approval for the introduction of a trade waste permit system and outlining the 'soft start' to its implementation.

A presentation on the introduction of a trade waste permit system was given by S Best, Waste Services Team Leader.

Resolved:

- (i) The introduction of a trade waste permit system from 1 June 2017, as outlined in Section 2 of Report 16/240, be approved.
- (ii) A soft start approach where operatives will assist residents and traders in understanding the system prior to full implementation, with education and awareness being undertaken until the implementation date, as outlined in Section 2 of Report 16/240, be approved.
- (iii) It be agreed that any feedback would be reported back to the Committee as part of the Annual Waste Management Plan.

418. THE FLOOD RISK MANAGEMENT (SCOTLAND) ACT 2009 – PUBLICATION OF LOCAL FLOOD RISK MANAGEMENT PLANS

There was submitted a report by the Director (Environment) (16/241) (Revised), (1) presenting the final drafts of the Council's Local Flood Risk Management Plans that are required to be published by 22 June 2016; (2) providing an update on the recent publication of SEPA's Flood Risk Management Strategies; and (3) seeking the Committee's approval of the content of the Local Flood Risk Management Plans.

Resolved:

- (i) The progress on the flood risk management planning process set out by the 2009 Act, as detailed in Section 1 of Report 16/241 (Revised), be noted.
- (ii) The content of the Local Flood Risk Management Plans for the Tay, the Forth, the Forth Estuary and the Tay Estuary and Montrose Basin districts, subject to the availability of funding, be approved.
- (iii) The Head of Environmental and Consumer Services be authorised to carry out final minor amendments to the presentation of the above Local Flood Risk Management Plans prior to their final publication on 22 June 2016, if required.
- (iv) The proposed arrangements for publication of the Local Flood Risk Management Plans, as outlined in Section 2 of Report 16/241 (Revised), be noted.

COUNCILLOR MELLOY LEFT THE MEETING AT THIS POINT

IT WAS AGREED THAT THE PUBLIC AND PRESS SHOULD BE EXCLUDED DURING CONSIDERATION OF THE FOLLOWING ITEM IN ORDER TO AVOID THE DISCLOSURE OF INFORMATION WHICH IS EXEMPT IN TERMS OF SCHEDULE 7A TO THE LOCAL GOVERNMENT (SCOTLAND) ACT 1973

419. PERTH AND KINROSS COUNTRYSIDE TRUST – SERVICE LEVEL AGREEMENT REVIEW 2015/16 AND PROPOSAL 2016/17

There was submitted a report by the Director (Environment) (16/242), (1) outlining the achievements of the Perth and Kinross Countryside Trust over the last year, and (2) recommending the approval of a new Service Level Agreement with the Trust for 2016/17.

A presentation on the Perth and Kinross Countryside Trust was given by M Watson, Trust Manager.

Resolved:

- (i) It be noted that the Perth and Kinross Countryside Trust has substantially delivered the Service Level Agreement for 2015/16, and that improvements have continued to be made in the governance and management arrangements.
- (ii) The Perth and Kinross Countryside Trust be encouraged to continue to make the management, governance and strategic improvements required to ensure it continues on a sustainable footing.
- (iii) A new Service Level Agreement with Perth and Kinross Countryside Trust for 2016/17, as set out in Appendix 3 of Report 16/242, be agreed.

420. OUTDOOR ACCESS FORUM (Art. 15/729 refers)

The Committee noted that Councillor Barnacle had been elected to the Outdoor Access Forum as a Community Representative.

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## **COMMUNITY PLANNING COMMUNITY SAFETY and ENVIRONMENT GROUP**

Minute of meeting of the Community Planning Community Safety and Environment Group held in the Hay Room, Dewar's Centre, Perth on Friday 13 March 2016 at 10.00am.

**Present:** Councillors A Grant and M Lyle (both Perth and Kinross Council); L Miller (NHS Tayside); E Guthrie (TACTRAN); and S Symon (Scottish Fire and Rescue Service).

**In Attendance:** J Irons, C Johnston, M Notman, N Rogerson, and J Somerville (all Perth and Kinross Council); and F Fraser and GA Thomson (Items 1-6).

**Apologies for Absence:** Councillors D Pover and H Stewart; G Clark (Scottish National Heritage); J Flynn (NHS Tayside); T Curran (Victim Support); N Russell (Police Scotland); and F Scott (Scottish Fire and Rescue Service).

### **1. WELCOME AND APOLOGIES**

In the absence of Councillor Pover, Councillor Alan Grant took the chair and welcomed all those present at the meeting and apologies for absence were submitted and noted as above.

Councillor A Grant in the Chair

### **2. DECLARATIONS OF INTEREST**

There were no Declarations of Interest made in terms of the relevant Codes of Conduct.

### **3. MINUTE OF MEETING OF COMMUNITY SAFETY AND ENVIRONMENT GROUP OF 13 NOVEMBER 2015**

The minute of meeting of the Community Safety and Environment Group of 13 November 2015 was submitted and approved as a correct record.

### **4. MATTERS ARISING**

#### **Road Safety (Item 7 refers)**

E Guthrie referred to concerns expressed at the last meeting to the lack of available funding for the Safe Drive Stay Alive road safety campaign and confirmed that at the TACTRAN Partnership meeting on 10 March 2015, a £9,000 provision for the continuation of the contribution towards the campaign

in Angus, Dundee and Perth, had been agreed. This news was very much welcomed by the Convener.

## **5. PERTH AND KINROSS GRAFFITI STRATEGY**

### **PRESENTATION**

F Fraser, Safer Communities Team, Perth and Kinross Council, assisted by G A Thomson, Right Track Project, made a slide based presentation to the Group regarding the operation of Perth and Kinross Graffiti Strategy (attached at Appendix 1).

Members, comments and questions included: possible benefits of a dedicated site for graffiti; use of cherry picker to remove an individual's graffiti; motivation of graffiti artists; changes in young people's perception following involvement in Right Track Team removal of graffiti; and support provided by the Giraffe Café.

The Convener thanked F Fraser and GA Thomson for the very interesting presentation.

### **REPORT BY DIRECTOR (HOUSING AND COMMUNITY CARE)**

There was submitted a report by the Director of Housing and Community Care (G/16/58) updating members on the progress of the Perth and Kinross Graffiti Strategy and the work being carried out to deal with graffiti in public places.

#### **Resolved:**

The work of the Graffiti Steering Group, as detailed in report G/16/58, be endorsed.

*F FRASER and GA THOMSON LEFT THE MEETING AT THIS POINT*

## **6. COMMUNITY RESILIENCE**

There was submitted and noted a report (G/16/59) providing an overview of the Community Resilience activity in support of the emergency response to severe weather events in the Perth and Kinross area in December 2015 and January-February 2016.

## **7. PARTNERSHIP HOME SAFETY ACTIVITIES**

There was submitted a report by Fraser Scott, Group Manager, Perth and Kinross Area – Scottish Fire and Rescue Service (G/16/60) advising on 1. the progress of partnership home safety related activities within the Perth and Kinross area and 2. the ongoing partnership working between Scottish Fire and Rescue Service and Perth and Kinross Council's Safer Communities Team and highlighting issues and notable practices.

S Symon, Scottish Fire and Rescue Service briefly spoke to the report and answered members' questions which included reference to sustainable partnership working; the data being a testament to success; benefits within the Council and overall of Partnership Home Safety Visits in giving confidence and providing additional advice and assistance; and the potential suitability of the Perth and Kinross model in other areas.

**Resolved:**

The contents of Report G/16/60 be noted.

**8. SAFER COMMUNITIES MULTI AGENCY TASKING ARRANGMENTS**

There was submitted a report by the Director (Housing and Community Care) (G/16/61) updating the Group on the progress of the Safer Communities Multi-Agency Tasking Arrangements.

John Irons briefly spoke to the report and confirmed that the new multi-tasking arrangements, which replaced the Community Tasking and Co-ordinating (CTAC) Groups in July 2014, appeared to be working more effectively than the previous system. Councillor A Grant commended the amount of positive activity taking place and suggested that further benefits would become even more apparent over time.

**Resolved:**

The contents of report G/16/61 be noted.

**9. FINANCIAL UPDATE 2015/16**

There was submitted and noted a report by the Director (Housing and Community Care (G/16/62) providing information as to how the funds allocated to the Group had been spent during 2015/16.

*COUNCILLOR M LYLE JOINED THE MEETING AT THIS DURING DISCUSSION OF THE FOLLOWING ITEM*

**10. ALCOHOL AND DRUG RELATED CRIME**

There was submitted a report by the Director Tayside Council on Alcohol (G/16/63) updating the Group of the progress being made by partners in respect of the issues regarding New Psychoactive Substances , Drug Deaths and Overprovision Work which was being progressed through the Perth and Kinross Alcohol and Drug Partnership.

E Knox advised that statistics related to alcohol and crime would be submitted to the next meeting. Comments were made in relation to the considerable progress that had been made in tackling New Psychoactive Substances (NPS) since it was last discussed by the Group.

E Knox noted the direct correlation between alcohol-related harm and the availability and numbers of licensed premises. He also referred to Licensing

Boards having a duty to assess overprovision and to include a statement in their licensing policy. Councillor A Grant suggested potential difficulties in preventing competition between licensed premises and C Johnston referred to the reported 'middle-class drinking epidemic in the over-50s'. E Knox reported that in determining overprovision a number of factors including number, capacity and type of premises, and size of display area, could be taken into account. He also agreed the issue was complex, with the clear link between deprivation, provision and alcohol-related harm.

In terms of drug deaths, E Knox spoke of the difference that could be made by the 'recovery' movement which was established across Perth and Kinross and of how there remained an ongoing issue in terms of intervention referral and the sharing of information.

**Resolved:**

The contents of Report G/16/63 be noted and the work being progressed through the Alcohol and Drug Partnership continue to be supported.

**11. ANNUAL ADULT SUPPORT AND PROTECTION REPORT**

There was submitted and noted a report by the Director (Housing and Community Care) (G/16/64) providing 1. a summary of the annual Perth and Kinross Adult Support and Protection report that covers the period 1 April 2014-31 March 2015; and 2. identifying the priority areas for the coming year.

**12. VULNERABILITY THEME UPDATE**

There was submitted and noted report by Chief Inspector Maggie Pettigrew, Police Scotland, Theme Lead (G/16/65) providing an update on the partnership and other activity of note that was underway or under development under the Vulnerability Theme.

**13. ANY OTHER COMPETENT BUSINESS**

There was no other competent business.

**14. DATE OF NEXT MEETING**

The next meeting of the Community Safety and Environment Group would take place on Friday 17 June 2016 at 10.00am.



# Presentation on Graffiti Strategy

at the Dewars Centre, Perth

Speakers: Fiona Fraser & Gillian Anton-Thomson



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# INTRODUCTION



- ❖ Key Priorities
- ❖ Steering Group
- ❖ Process
- ❖ Resources
- ❖ Outcomes





- ❖ In 2014 staff identified that there was a lot of graffiti affecting Perth.
- ❖ Majority was old graffiti but there was more and more new graffiti appearing.
- ❖ A review of the current procedure was carried out by Safer Communities Team.
- ❖ There was also issues of which service was going to pay for the removal.



A Steering Group was established involving:

- ❖ Safer Communities Team
- ❖ The Environment Service
- ❖ Customer Service Team
- ❖ Police
- ❖ Unpaid Work Team
- ❖ City Centre Management



- ❖ A single point of contact was needed.
- ❖ New reporting arrangements were established.
- ❖ Graffiti co-ordinator logs, assess and allocates the removal of reported graffiti.



To date of the 314 pieces of graffiti reported 231 have been removed.  
This work has been carried out by:-

- ❖ Environment Service
- ❖ Unpaid Work Team
- ❖ Right Track Team
- ❖ Owners

The bulk of this work has been carried out by the Right Track Team which is co-ordinated by Gillian Anton-Thomson.



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- ❖ There were 3 main active 'taggers' identified as GOSHE, SMIT & SNOT for most of the graffiti.
- ❖ Due to intelligence gathered police had enough to search and charge the individual GOSHE.
- ❖ Culture change within the council.
- ❖ Further projects for the future.



- ❖ ‘Right Track 16-26’ introduced a work project day into its programme

- ❖ Initial Task – **Removal of Graffiti**

**PERTH AND KINROSS COUNCIL****Environment Committee – 7 September 2016****Summary Report from Community Planning Community Safety and Environment Group on 17 June 2016****Report by Director (Housing and Community Care)****PURPOSE OF REPORT**

This report informs committee of the recent Reports presented to the Community Safety and Environment Group.

**BACKGROUND / MAIN ISSUES****1. PERTH AND KINROSS VIOLENCE AGAINST WOMEN PARTNERSHIP**

There was submitted and noted a report introducing the Perth and Kinross Violence Against Women Partnership Annual Report for 2015–16. The report also highlighted the improvement actions for the Partnership. The contents of the Annual Report 2015/16 were welcomed by members and the excellent work being undertaken by the Partnership was commended by the Group.

**2. ROAD SAFETY**

There was submitted a report updating the Group on the various items of work which had been, or were being, or would be undertaken to support the improvements to Road Safety across Perth and Kinross. The Convener noted the variety of excellent work currently being undertaken.

**3. SAFER COMMUNITIES THEME UPDATE**

There was submitted a report updating the Group on the partnership and other activity of note that was underway or under development within the Safer Communities Theme.

There was a discussion on water safety and about giant hogweed on river banks. The group were informed that the Council had a duty to treat and prevent the spread of weeds in areas of local authority responsibility and that this included giant hogweed.

The Convener referred to a current publicity campaign and asked that further enquiries be made in respect of who was leading the campaign in order to seek additional information.

#### 4. REDUCING REOFFENDING THEME UPDATE

There was submitted and noted a report updating the Group on the partnership activity which was currently being developed within the remit of the reducing reoffending theme.

#### 5. ANY OTHER COMPETENT BUSINESS

Funding bids for 2016/17 seeking approval for a total contribution of £26,400 shared between 12 groups from a budget of £60,000 for the year were approved.

##### Author(s)

| Name          | Designation                         | Contact Details                                                                  |
|---------------|-------------------------------------|----------------------------------------------------------------------------------|
| Bill Atkinson | Director (Housing & Community Care) | (01738) 476711<br><a href="mailto:batkinson@pkc.gov.uk">batkinson@pkc.gov.uk</a> |

##### Approved

| Name          | Designation                                                                        | Date           |
|---------------|------------------------------------------------------------------------------------|----------------|
| Jim Valentine | Depute Chief Executive (Sustainability, Strategic and Entrepreneurial Development) | 24 August 2016 |
| John Walker   | Depute Chief Executive (Corporate & Community Development Services)                |                |

**PERTH AND KINROSS COUNCIL****Environment Committee****7 September 2016****Household Waste and Recycling Public Satisfaction Surveys****Report by Director (Environment)**

This report summarises the results of the 2015 Household Waste and Recycling Satisfaction Survey, and sets out recommendations for improvements in service based on participant response.

**1. BACKGROUND / MAIN ISSUES**

- 1.1 In January 2016, 4000 surveys were sent out to a representative sample of Perth and Kinross residents. This is the third consecutive year the Council has participated in the Household Waste and Recycling Survey. The 8 page survey asked questions relating to kerbside waste and recycling collections, recycling points, bulky uplifts, and recycling centres. The purpose was to establish the following:
- Identify householders' attitudes, behaviour and current barriers to kerbside recycling.
  - Identify what would encourage and engage householders' participation in kerbside recycling.
  - Explore attitudes, acceptability and satisfaction with the existing kerbside recycling services.
  - Explore attitudes, acceptability and satisfaction with Recycling Centres and Recycling Points.
- 1.2 A total of 1067 responses were received, representing a 26.7% response rate.
- 1.3 The standardised survey was also carried out in two other UK local authorities; Blackpool Borough Council and Hull City Council. For the first time, two Waste Partnerships also took part. These Partnerships represent a total of twenty local authorities who are currently sharing services and infrastructure. A full summary of the waste services offered by each authority can be found in Appendix 3: Participating Authorities.
- 1.4 The results from each Council were used for benchmarking purposes, as well as setting a standard for future surveying. Two sets of data are reported on – Weighted and Unweighted (a full explanation of the Weighing Matrix can be found in Appendix 4: HWR - Weighting Methodology):

- **Weighted data** is used for benchmarking (establishing ranking) against other local authorities. A Weighting Matrix from the Office of National Statistics is used to balance the demography of respondents to ensure they are comparable for all participating authorities. For example, only 45 respondents from Hull City Council lived in detached homes compared to 569 in Perth & Kinross.
- **Unweighted data** is the true response from respondents within Perth & Kinross Council before the matrix is applied. This has been used when looking at rates of satisfaction and behaviours without comparison to other participating authorities.

- 1.5 The survey contained 15 Key Satisfaction Indicators (KSI's) which fall under four categories: Kerbside Collections; Recycling Centres; Communication; and Enquiries/Complaints.

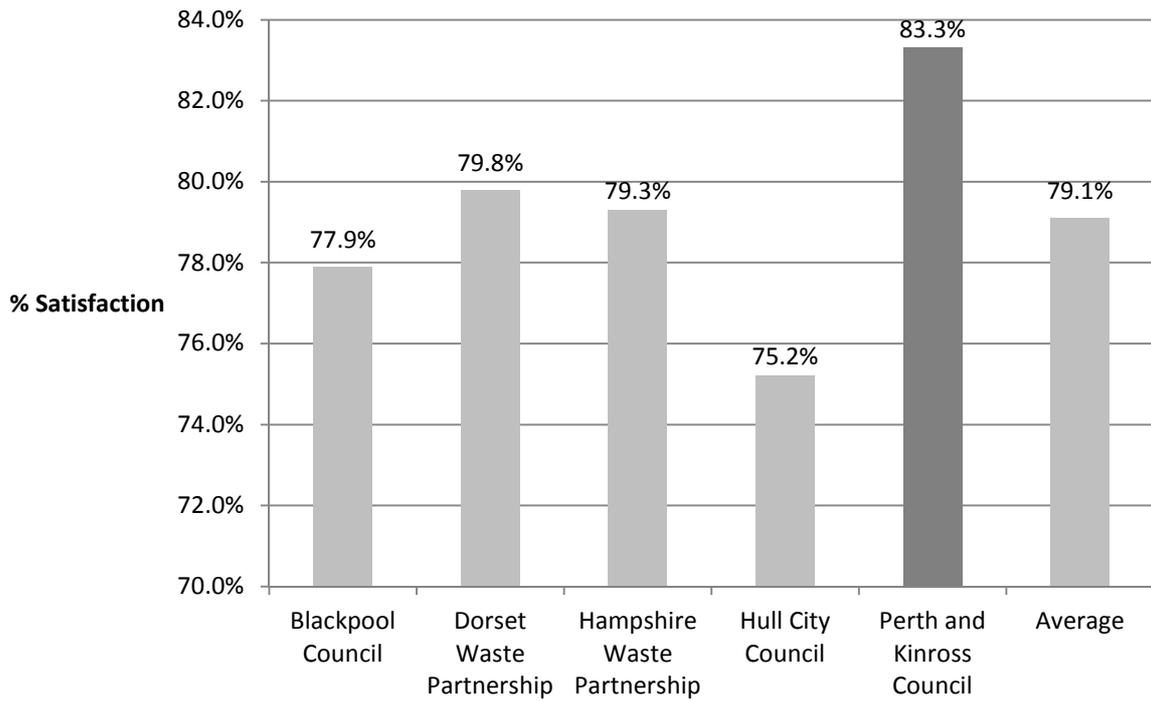
### **Questionnaire results – 2015 Survey Highlights**

- (a) 1<sup>st</sup> place overall for satisfaction of Kerbside Service with a score of 83.3%.
- (b) 2<sup>nd</sup> overall for satisfaction of Recycling Centres with a score of 85.6%.
- (c) Only 1% of respondents said they were not interested in recycling more.
- (d) 88% of respondents fairly/very satisfied with the requirement of separation of recycling materials and 83% fairly/very satisfied with preparation of materials for recycling.
- (e) 80% of respondents will still continue to recycle by collecting materials as overflow, or using Recycling Centres or Points, when their container is full.
- (f) 1<sup>st</sup> overall for satisfaction of Collection/Recycling Information with a score of 71%. This includes rates of satisfaction of 92% for collection dates, 83% for what can/can't be waste and 81% for what can/can't be recycled.
- (g) 90% of respondents will use leaflets and direct mailings to find information on services, with 35% using the Council website, 22% calling the Service Centre and 9% asking collection crews.

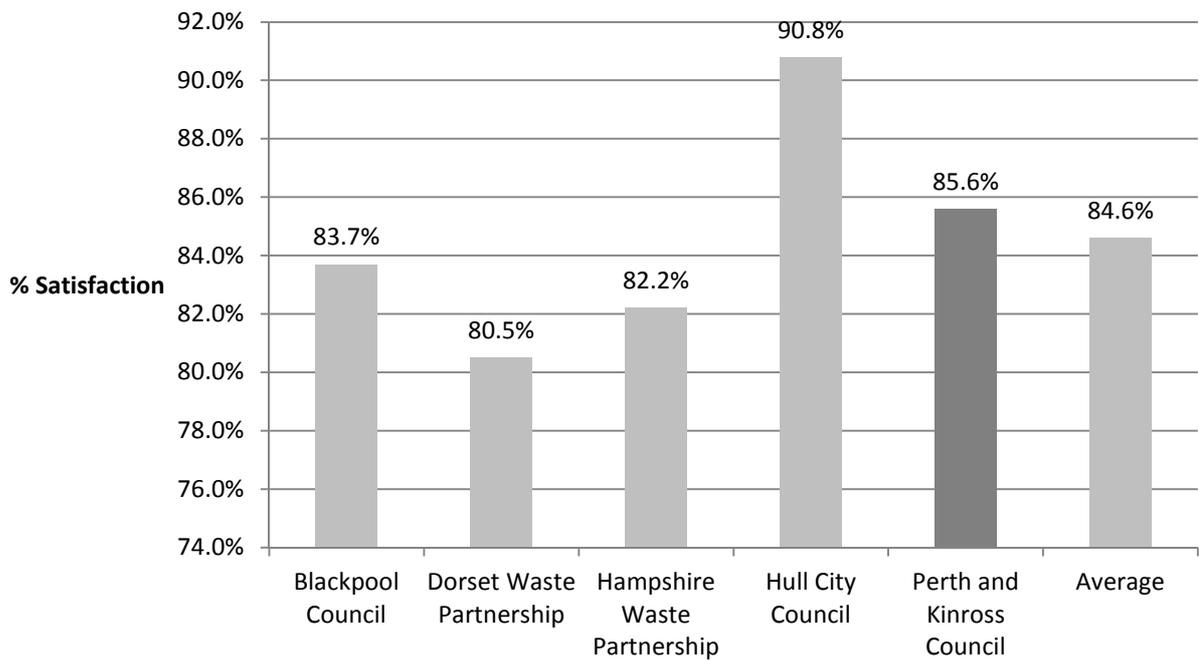
### **Future Learning**

- 1.6 (a) 3<sup>rd</sup> overall for satisfaction with complaint handling of enquiries regarding both kerbside collections and Recycling Centres.  
 (b) 40% of respondents said they would recycle more if there were a wider range of materials collected at the kerbside.  
 (c) 22% of respondents would recycle more if they had a better idea of what happens to the materials they recycle.
- 1.7 Perth and Kinross Council has maintained a high level of satisfaction with our service amongst respondents. Figures 1 and 2 highlight points 1.5(a) and (b)

**Figure 1: Overall satisfaction for kerbside collections**



**Figure 2: Overall satisfaction for Recycling Centres**

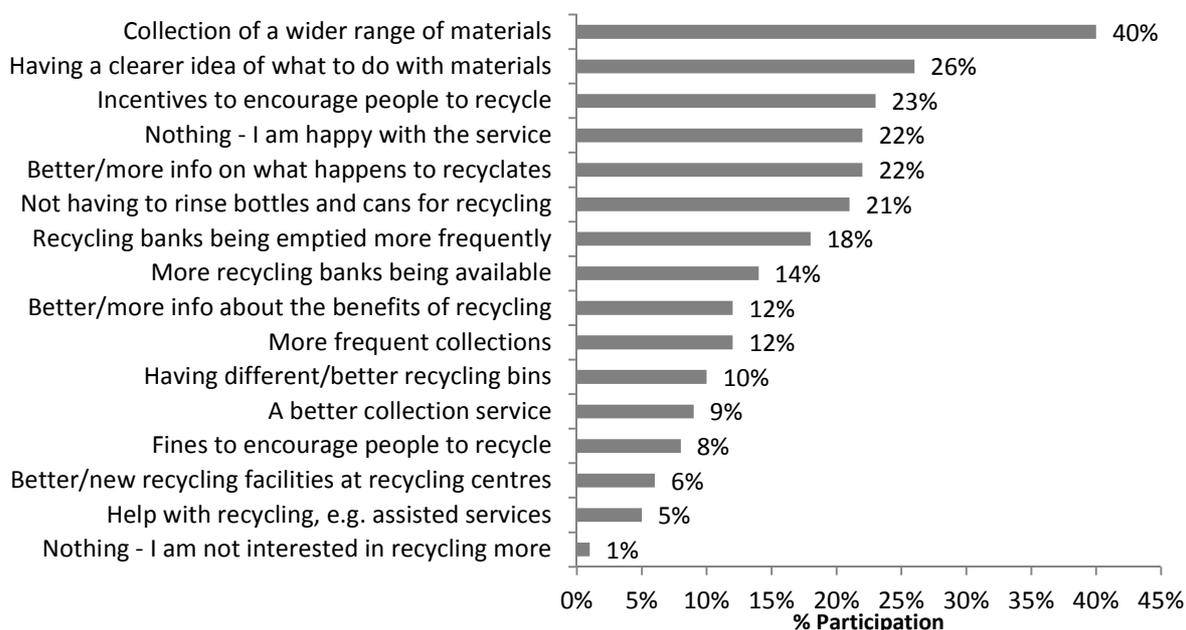


- 1.8 One area which has seen a drop in the comparative level of satisfaction is the enquiry and complaint handling of collections and Recycling Centre enquiries. As per 1.6(a), Perth & Kinross Council placed third overall with a score of 75.2% and 79.6% respectively. In 2015, there were 10,644 requests for service made via the Customer Service Centre relating to kerbside collections and Recycling Centres. Of these, 56 were escalated to Stage 1 FLR, and 2 Stage 2 complaints. Householders were most dissatisfied with the outcome of their enquiry/complaint for both collections and Recycling Centre enquiries, and with the ease of getting through to the right people for Recycling Centre enquiries/complaints. By reviewing the scripting used by the Customer Service Centre, and providing further training to frontline staff, it is anticipated that levels of satisfaction will improve in this area.
- 1.9 One level of satisfaction that has remained consistent in each year is the range of materials that can be recycled at the kerbside. However, the ranking appears to vary depending on the other participating authorities, and the services they offer. As per 1.6(b) 40% of respondents have said a wider range of accepted materials would encourage them to recycle more.
- 1.10 One of the key services the Council does not provide at the kerbside is a glass collection. This is the main difference between Perth & Kinross Council and the other participating authorities. A break down of the kerbside services provided by each authority can be found in Appendix 3: Participating Authorities.
- 1.11 The highest performing council in this category provides householders with an uplift of textiles and glass at the kerbside. These additional materials may go some way to explaining the Council's position compared to other authorities. Waste Services recently undertook a bespoke procurement exercise for a new Dry Mixed Recycling contract, which included the current core mix of material collected within blue-lidded bins at the kerbside (paper, card, beverage cartons, rigid plastic packaging, tins and cans) and also opened up the option for bidders to add possible non-core materials, which included glass and textiles. From this exercise, Waste Services has confirmed that there is limited to no market acceptability for adding glass and textiles to the current comingled materials mix.
- 1.12 Compulsory site visits undertaken by the evaluation panel for this tender exercise confirmed the limitations of the available technologies at Materials Recycling Facilities run by the public sector to deal with glass fragments and soiled textiles. Private sector reprocessors also confirm a largely unanimous position, taken in conjunction with Zero Waste Scotland, against the inclusion of glass within the materials mix due to the loss of paper quality which impacts end market options and reduces its saleable value.

1.13 Earlier this year, the Council agreed to become a signatory of the Household Waste and Recycling Charter and associated Code of Practice, which sets out future directions for Scottish Local Authorities in the design of their waste and recycling collection services. The Charter and Code of Practice adopt a national position seeking further source-segregation of materials for presentation at the kerbside to drive up quality. At present, Perth and Kinross residents currently recycle approximately 55% of their glass bottles and jars by bringing them to Recycling Centres and Points. These are collected as colour segregated materials which drives up the quality and ensures they are recycled within a circular economy model. The glass bottles and jars tonnage along with the textiles collected at these facilities, generates an income for the Council, whereas collecting these within the comingled recycling bin would attract a considerable gate fee and become a significant expenditure pressure. It is expected that the on-going roll out of the New Household Waste & Recycling Service, approved by the Environment Committee in June 2015, (report reference 15/243), which includes the addition of cartons to the accepted recycling materials, will improve the Council's satisfaction rating for this indicator.

1.14 As per 1.5(c), only 1% of those surveyed stated they are not interested in recycling. This again proves there is a receptive audience who are willing to use the services provided. Figure 3 shows what would motivate householders to recycle more.

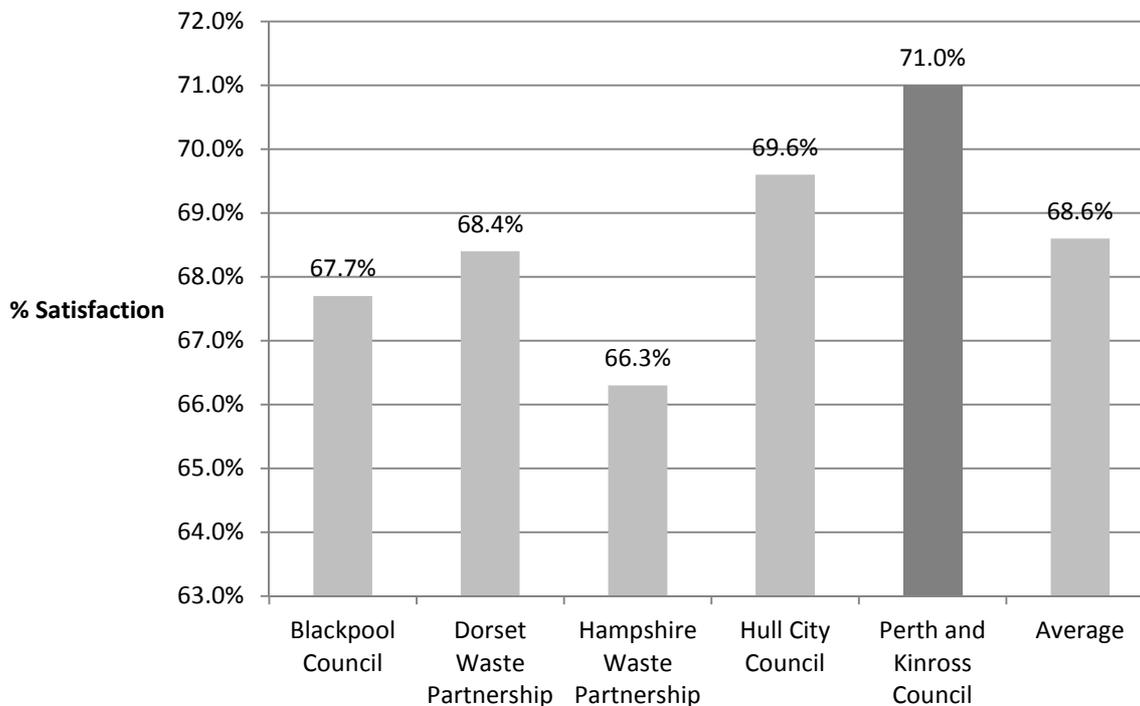
**Figure 3: Improving kerbside recycling participation**



1.15 Householders, on the whole, are content with the minimal separation and preparation (see 1.5(d)) required to use the kerbside recycling service. As per 1.5(e), 80% of householders said they continue to recycle (through use of recycling centres and points) when their bin was full. Just under half of those surveyed stated they visit Recycling Centres and Points on at least a monthly basis.

1.16 A key satisfaction indicator which has seen improvement is that of the collection service information issued to the public. Figure 4 shows overall satisfaction with information on kerbside collections.

**Figure 4: Overall satisfaction for information on kerbside collections**



Improved communications include: refreshed Household Waste & Recycling Service leaflet which is being mailed directly to households during the roll out of the new service; refreshed webpages optimised for mobile devices; utilising the Council's social media pages; new materials created for events; and presentations given to schools and community groups. Although each method of communication is important, the key change driving this improvement is most likely to be leaflets (the most preferred medium of communication for 90% of respondents). Bringing other recycling support materials in line with the New Household Waste & Recycling leaflet improvements should continue to result in positive feedback.

### Summary of Results

- 1.17 The results from the survey show the vast majority of householders are content with the existing waste and recycling services, and are participating in recycling schemes.
- 1.18 A full analysis of the survey results for 2015 can be found in Appendix 1. The survey has not only provided an insight into satisfaction rates of the current waste and recycling services offered, but combined with previous year's data, has also created a baseline to be used for future benchmarking. The ongoing use of the survey provides valuable information that can be taken into consideration when considering new initiatives and the re-design of services.

## 2. PROPOSALS

- 2.1. The surveys have identified areas for improvement and the following improvement actions are proposed:
- Expanding the range of materials accepted through the new dry mixed recycling contract in 2016
  - Encouraging further use of kerbside recycling bins
  - Providing additional information on recycling by bringing education and awareness materials in-line with the New Household Waste & Recycling Service leaflet
  - Providing regular updates to frontline staff, and encouraging internal information sharing
  - Encouraging other local authorities to take part in the survey
- 2.2 A new tender, which includes scope for increasing the range of accepted materials, has been issued. However, the existing set of accepted materials for recycling can only be extended to include a wider range of materials if market conditions allow.
- 2.3 One of the recurring themes through the surveys conducted over the three year period is that householders in Perth and Kinross are highly engaged in using their recycling containers either full-time or part-time, with a return of only 2% on respondents each year stating they “never” use their recycling containers. As per previous years, a wider range of materials has continued to be the most popular response when asked what would encourage more recycling.
- 2.4 The roll out of the new kerbside waste and recycling collections approved by the Environment Committee in June 2015 (Report number 15/243 refers) should go some way toward achieving these proposals. Firstly, a smaller residual (non-recyclable) waste container will encourage many households to become more effective recyclers. In addition, on-going education and awareness activities will help pass on the positive message of recycling, and refresh householder knowledge.
- 2.5 Householders stated that knowing what happens to their recycling would also encourage them to recycle more. From this feedback, it can be identified there is scope to improve the existing suite of supporting materials. Using a best practice approach created by Zero Waste Scotland, in the form of their new branding templates, Perth & Kinross Council will create new supporting materials including:
- Information on what happens to our recycling:
  - Website updates including material “journeys”
  - Tool box talks (a brief summary) for frontline staff, to allow them to communicate the message to the public
  - Social media updates and utilisation of new media

- 2.6 The survey has identified a requirement to improve complaint/enquiry handling. A review of Customer Service Centre scripts, combined with on-going toolbox talks for frontline staff will be carried out to improve satisfaction.
- 2.7 In 2015, Perth & Kinross Council was the only Scottish local authority who took part in the HWR Survey. The results from this survey will be summarised and reported through the CoSLA Waste Managers Network. It was noted that this survey, in particular, was robust in its nature, producing both quantitative and qualitative benchmarking data.

### 3. CONCLUSION AND RECOMMENDATIONS

- 3.1 The surveys have shown that Perth & Kinross Council has performed well in comparison to the other participating local authorities. The results show that the vast majority of respondents are content with the existing waste and recycling services, and are actively participating in recycling schemes.
- 3.2 The survey has confirmed that expanding on the range of materials accepted in the kerbside bins would encourage more people to recycle.
- 3.3 The surveys have also identified areas for improvement, which could be implemented whilst moving forward with service changes.
- 3.4 It is recommended that the Environment Committee:
- I. agrees that Perth & Kinross Council undertakes the survey again in 2016; and
  - II. approves the improvement actions, and requests the Director (Environment) to feedback the outcomes from this in 12 months time.

#### Author

| Name           | Designation                  | Contact Details                                                                              |
|----------------|------------------------------|----------------------------------------------------------------------------------------------|
| Vivien Milford | Waste Awareness Co-ordinator | 475000<br><a href="mailto:TESCommitteeReports@pkc.gov.uk">TESCommitteeReports@pkc.gov.uk</a> |

#### Approved

| Name           | Designation            | Date         |
|----------------|------------------------|--------------|
| Barbara Renton | Director (Environment) | 19 July 2016 |

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You can also send us a text message on 07824 498145.

All Council Services can offer a telephone translation facility.

## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

| <b>Strategic Implications</b>                       | <b>Yes / None</b> |
|-----------------------------------------------------|-------------------|
| Community Plan / Single Outcome Agreement           | <b>Yes</b>        |
| Corporate Plan                                      | <b>Yes</b>        |
| <b>Resource Implications</b>                        |                   |
| Financial                                           | <b>Yes</b>        |
| Workforce                                           | <b>None</b>       |
| Asset Management (land, property, IST)              | <b>None</b>       |
| <b>Assessments</b>                                  |                   |
| Equality Impact Assessment                          | <b>Yes</b>        |
| Strategic Environmental Assessment                  | <b>Yes</b>        |
| Sustainability (community, economic, environmental) | <b>Yes</b>        |
| Legal and Governance                                | <b>Yes</b>        |
| Risk                                                | <b>No</b>         |
| <b>Consultation</b>                                 |                   |
| Internal                                            | <b>Yes</b>        |
| External                                            | <b>Yes</b>        |
| <b>Communication</b>                                |                   |
| Communications Plan                                 | <b>None</b>       |

### 1. Strategic Implications

#### Community Plan / Single Outcome Agreement

- 1.1 The Perth and Kinross Community Planning Partnership (CPP) brings together organisations to plan and deliver services for the people of Perth and Kinross. Together the CPP has developed the Perth and Kinross Community Plan which outlines the key things we think are important for Perth and Kinross.
- i) Giving every child the best start in life
  - ii) Developing educated, responsible and informed citizens
  - iii) Promoting a prosperous, inclusive and sustainable economy
  - iv) Supporting people to lead independent, healthy and active lives
  - v) Creating a safe and sustainable place for future generations
- 1.2 It is considered that the actions contained within this report contribute to all of the above objectives.

## Corporate Plan

- 1.3 The Council's Corporate Plan 2013-2018 outlines the same five objectives as those detailed above in the Community Plan. These objectives provide a clear strategic direction, inform decisions at a corporate and service level and shape resource allocation. It is considered that the actions contained in the report contribute to the objectives as outlined in paragraph 1.2 above.

## **2. Resource Implications**

### Financial

- 2.1 There will be costs of £6,800 involved in participating in the survey materials, mailing and advertising. These costs will be funded from the Waste Services Revenue budget.

### Workforce

- 2.2 There are no workforce implications arising from the report.

### Asset Management (land, property, IT)

- 2.3 There is no land, property, or IT implications arising from the report.

## **3. Assessments**

### Equality Impact Assessment

- 3.1 Under the Equality Act 2010, the Council is required to eliminate discrimination, advance equality of opportunity, and foster good relations between equality groups. Carrying out Equality Impact Assessments for plans and policies allows the Council to demonstrate that it is meeting these duties. The Equality Impact Assessment undertaken in relation to this report can be viewed clicking [here](#).
- 3.2 The proposals have been considered under the Corporate Equalities Impact Assessment process (EqIA) with the proposals assessed as not relevant for the purposes of EqIA. An existing assisted lift service is provided for people unable to present their waste at the kerbside, and that service will be unchanged.

### Strategic Environmental Assessment

- 3.3 The Environmental Assessment (Scotland) Act 2005 places a duty on the Council to identify and assess the environmental consequences of its proposals.
- 3.4 The proposals have been considered under the Act and no further action is required as it does not qualify as a PPS as defined by the Act and is therefore exempt.

## Sustainability

- 3.5 Under the provisions of the Local Government in Scotland Act 2003 the Council has to discharge its duties in a way which contributes to the achievement of sustainable development. Under the Climate Change (Scotland) Act 2009 the Council also has a duty relating to climate change and, in exercising its functions must act:
- in the way best calculated to delivery of the Act's emissions reduction targets;
  - in the way best calculated to deliver any statutory adaptation programmes; and
  - in a way that it considers most sustainable.
- 3.6 The proposals have been assessed in terms of the requirements to manage waste and recycling in a co-ordinated manner which will contribute and influence changes to create resource efficient communities.

## Legal and Governance

- 3.7 The Head of Legal and Governance has been consulted on the proposals contained within the report.

## Risk

- 3.8 There are no risks arising from the report.

## **4. Consultation**

### Internal

- 4.1 The Head of Legal and Governance and the Head of Democratic Services have been consulted in the preparation of this report.

### External

- 4.2 4000 surveys were sent out to a representative sample of Perth and Kinross residents in January 2016

## **5. Communication**

- 5.1 We will continue to communicate with residents through Education and Awareness campaigns and seek their views through the Household Waste and Recycling Survey.

## **2. BACKGROUND PAPERS**

- 2.1 None.

### **3. APPENDICES**

- 3.1 Appendix 1: Household Waste and Recycling Satisfaction Survey Summary 2015
- 3.2 Appendix 2: 2014 Improvement Actions
- 3.3 Appendix 3: Participating Authorities
- 3.4 Appendix 4: Year on Year Comparison



**PERTH AND KINROSS COUNCIL**

**HOUSEHOLD WASTE AND RECYCLING PUBLIC SATISFACTION SURVEY 2015**

**1. BACKGROUND**

- 1.1 In January 2016, 4000 surveys were sent out to a representative sample of Perth and Kinross residents. The 8 page survey asked questions relating to kerbside waste and recycling collections, recycling points, bulky uplifts, and recycling centres. The purpose was to establish the following:
- Identify householders' attitudes, behaviour and current barriers to kerbside recycling.
  - Identify what would encourage and engage householders participation in kerbside recycling.
  - Explore attitudes, acceptability and satisfaction with the existing kerbside recycling services
  - Explore attitudes, acceptability and satisfaction with Recycling Centres and Recycling Points
- 1.2 The questionnaire received 1067 responses a 26.7% response rate.
- 1.3 The standardised survey was also carried out in two other UK local authorities, and two Waste Partnerships, these were: Blackpool Borough Council; Dorset Waste Partnership; Hampshire Waste Partnership; and Hull City Council. An overview of the services provided by each participating authority and partnership can be found in Appendix 3. The results from each were used to benchmark against each other, as well as set a standard for future surveying.
- 1.4 The survey contained fifteen Key Satisfaction Indicators (KSIs) which fall under three broad categories: Kerbside Collections; Recycling Centres; Communication; and Enquiries/Complaints.
- 1.5 This report provides a summary of the survey results for Perth & Kinross Council, identifies improvements arising from the survey and benchmarking exercise and provides valuable information that can be taken into consideration when considering new initiatives and the re-design of services.

**2. KEY FINDINGS**

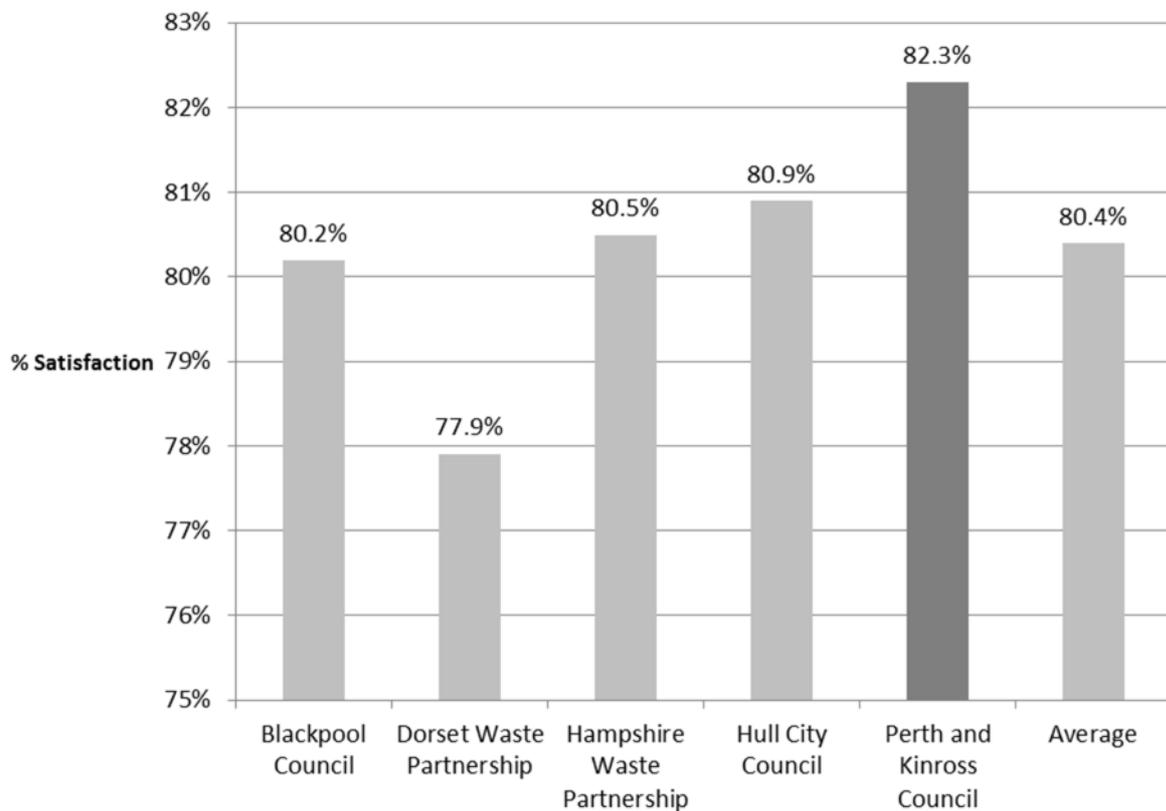
**Kerbside Collection**

- 2.1 The following graphs show the performance of PKC compared with other participating authorities.

## General Waste Collection

- 2.2 Perth & Kinross Council has been ranked 1<sup>st</sup> overall from the 5 participating local authorities in the satisfaction of the general waste kerbside collection. This is the third year in a row that Perth & Kinross Council has achieved this ranking.
- 2.3 The figure takes in to consideration the size and type of container, as well as the frequency of uplift. This sustained level of satisfaction shows householders are happy with their current general waste collection service.

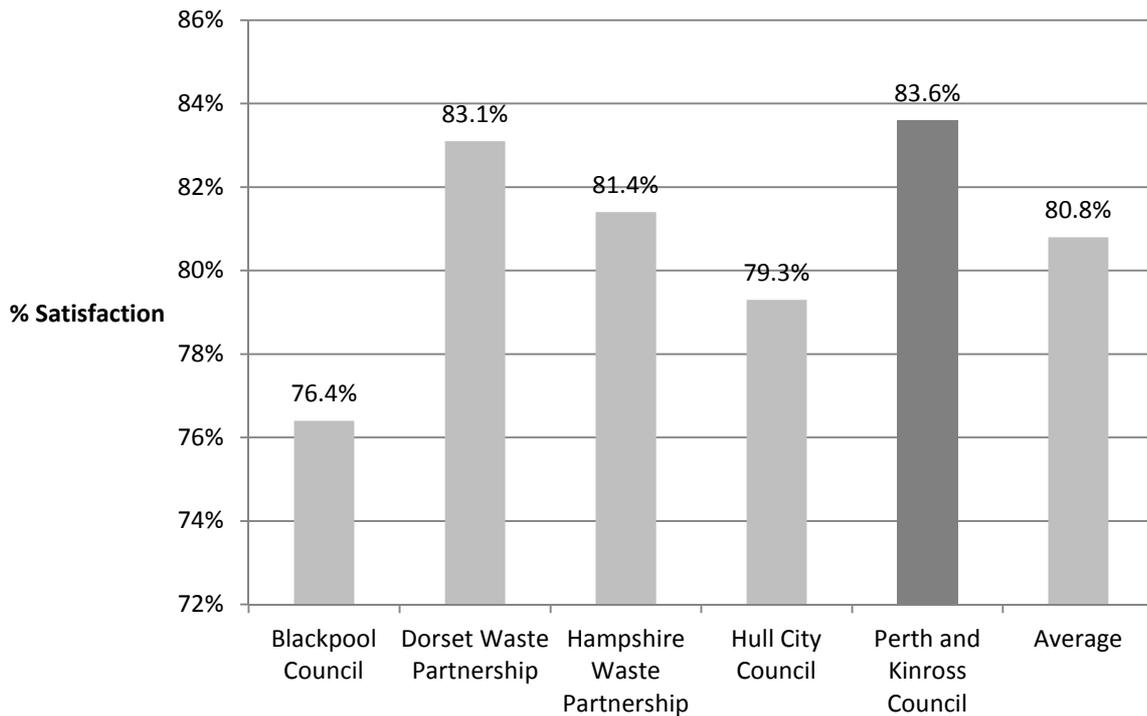
**Figure 1: Percentage satisfaction with general waste collection**



## Dry Mixed Recycling Collection

- 2.4 Perth & Kinross Council improved on last years' ranking, moving from 3<sup>rd</sup> to 1<sup>st</sup> overall for recycling collections.
- 2.5 83.6% of respondents said they were either "very satisfied" or "fairly satisfied" with the Recycling Collection overall.

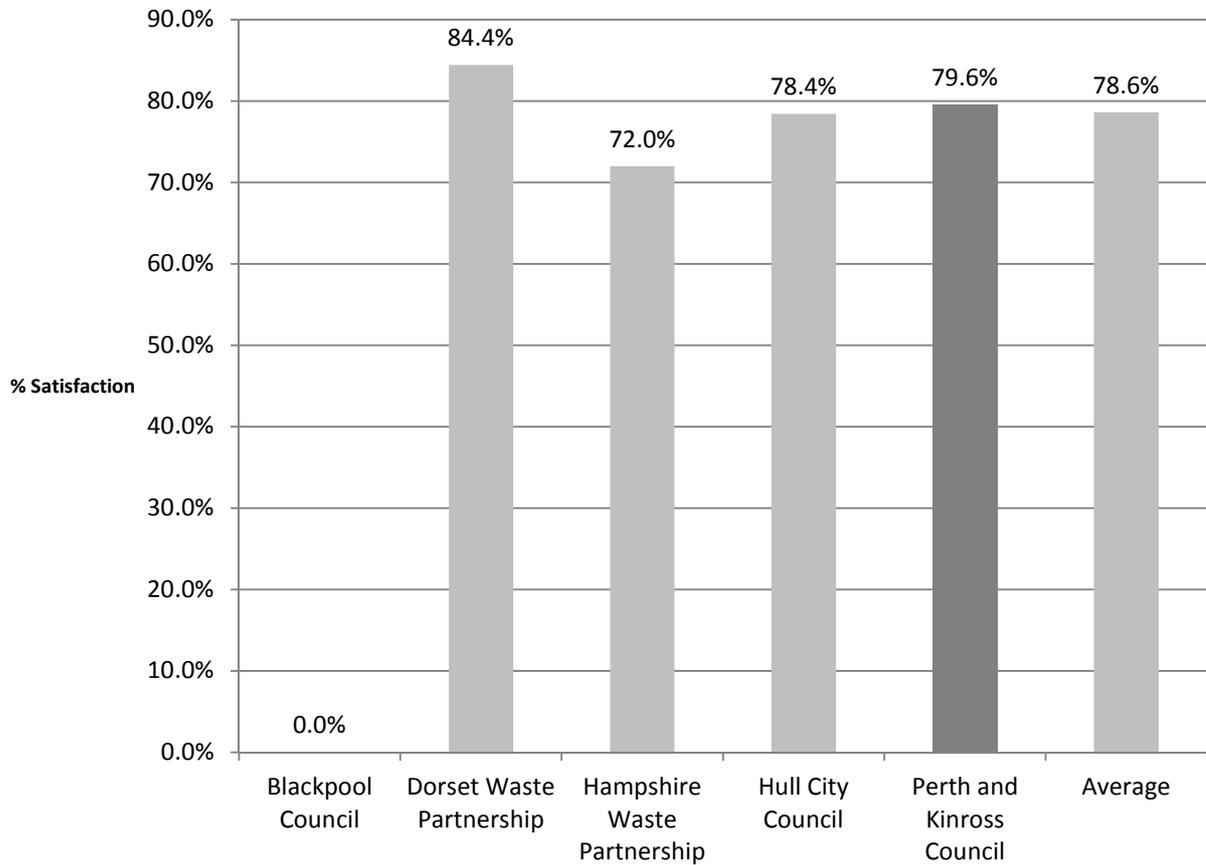
**Figure 2: Percentage satisfaction with dry mixed recycling collection**



## Food Waste Collection

2.6 The Council remained 2<sup>nd</sup> overall for food waste collection, maintaining a score 0.5% higher than last year. Perth & Kinross Council recorded satisfaction rates above the average for all aspects of service.

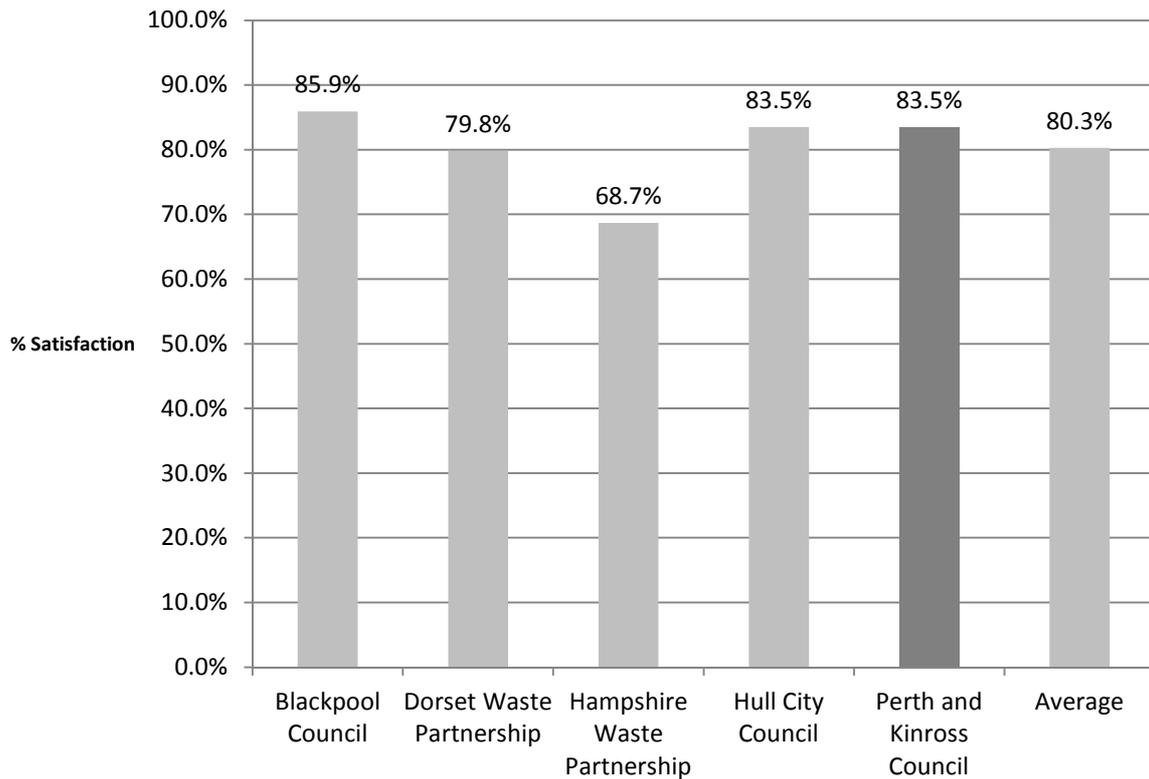
**Figure 3: Percentage satisfaction with food waste collection**



## Garden Waste Collection

2.7 Satisfaction with the garden waste collection again ranked Perth & Kinross Council as 2<sup>nd</sup> overall. Satisfaction rates have increased slightly in each aspect of the collection service. This result is in line with the slight drop in average satisfaction rates.

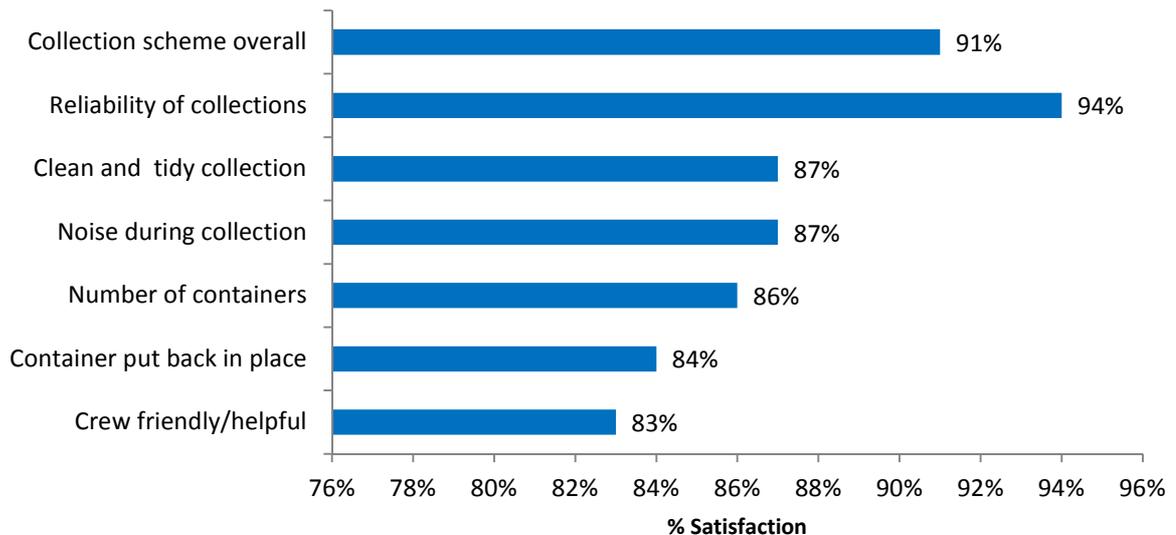
**Figure 4: Percentage satisfaction with garden waste collection**



## Operational Satisfaction

- 2.8 Perth & Kinross Council remain the top ranked local authority for level of satisfaction with operational aspects of service.
- 2.9 The results have remained relatively consistent with last year's figures, with only a slight fall in each category. This shows the Operations Team are continuing to perform at a consistently high level.

**Figure 5: Percentage satisfaction with operations**



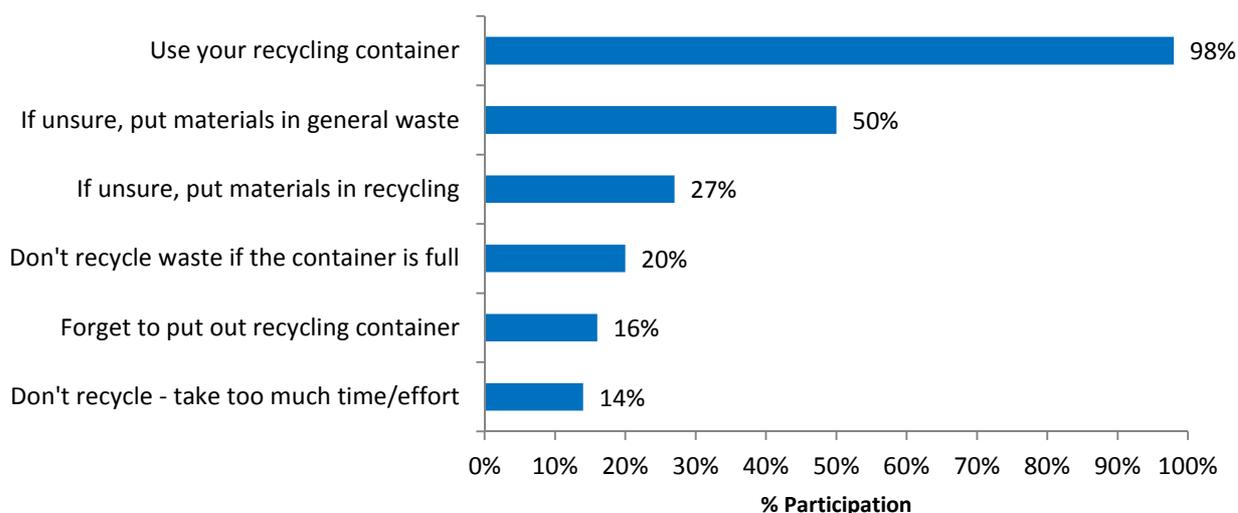
## Recycling Collection Aspects

- 2.10 The results from these questions showed that Perth & Kinross Council residents are still happy with the minimal separation and preparation of materials they currently recycle. However, the results again show there is an appetite for improving on the range of materials which can be recycled at the kerbside.

## Recycling Behaviour & Attitudes

- 2.11 Householders were asked a series of questions relating to their attitudes and behaviours toward kerbside recycling. A few assumptions can be drawn from the results:

**Figure 6: Kerbside recycling behaviour**

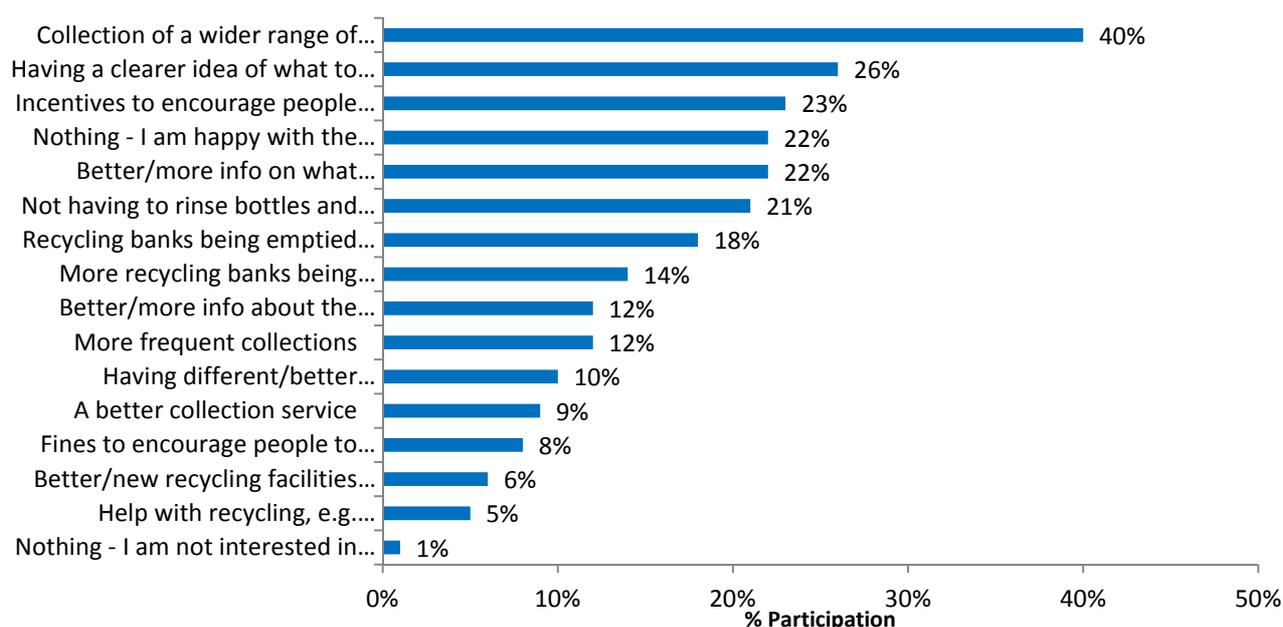


- Following the trend from previous years, 98% of respondents are using the kerbside recycling service, and only 2% state they “never” use their recycling container. This figure again proves the vast majority of householders surveyed are engaged in using the kerbside services, which indicates there is a willingness to continue to recycle.
- 20% of respondents stated they would not continue to recycle when their containers are full. This indicates that the remaining 80% of those surveyed are using Recycling Centres and Points to continue to recycle. Ensuring residents are aware they can receive second recycling bins, or upgrade their smaller 140l recycling to a 240l bin, should help to increase recycling participation.
- 50% of those surveyed will put materials in their general waste bin if they are unsure whether they can recycle them. This has increased by 2% suggesting there is room for improvement in awareness of existing services. There is still scope to improve understanding of the existing services, and further promotion of the various support materials available from the Council such as leaflets or website information.
- In line with last year, only 2% of householders believe it “always” takes too much time/effort to recycle, and 12% of respondents stating it can “sometimes” take too much time/effort to recycle. This 2% is consistent with the finding that only 2% of people state they “never” recycle.

### **Recycling More**

2.12 When asked the question of what would persuade householders to recycle more (respondents could chose more than one answer), the key responses are shown in figure 7.

**Figure 7: Encouraging more recycling**



- 40% of people stated they would recycle more if it was possible to recycle a wider range of materials. This is a 2% decrease on last year's result, and a 5% decrease from the first survey in 2013. Other responses related to materials and convenience are: not having to rinse bottles and cans before recycling (21%); recycling banks emptied more frequently (18%); and more recycling banks being available (14%).
- In the information category, 26% stated that they would recycle more if they had a clearer idea of what to do with waste/what to recycle. The requirement for more information is also highlighted in the following statements: better/more information on what happens to recyclable material (22%); and better/more information about the benefits of recycling (12%).

Following the trend for the last two years, only 1% of respondents stated they are not interested in recycling more. This continues to prove the vast majority of householders are engaged and willing to recycle.

### Special Uplifts

2.13 The final question relating to kerbside collections is that of special bulky waste uplifts. When compared with the other participating authorities, Perth & Kinross Council returned to 1<sup>st</sup> overall, scoring 5% above the average. Aspects surveyed included:

- Range of items collected
- Cost of collections
- Ease of arranging collection

## Recycling Centres

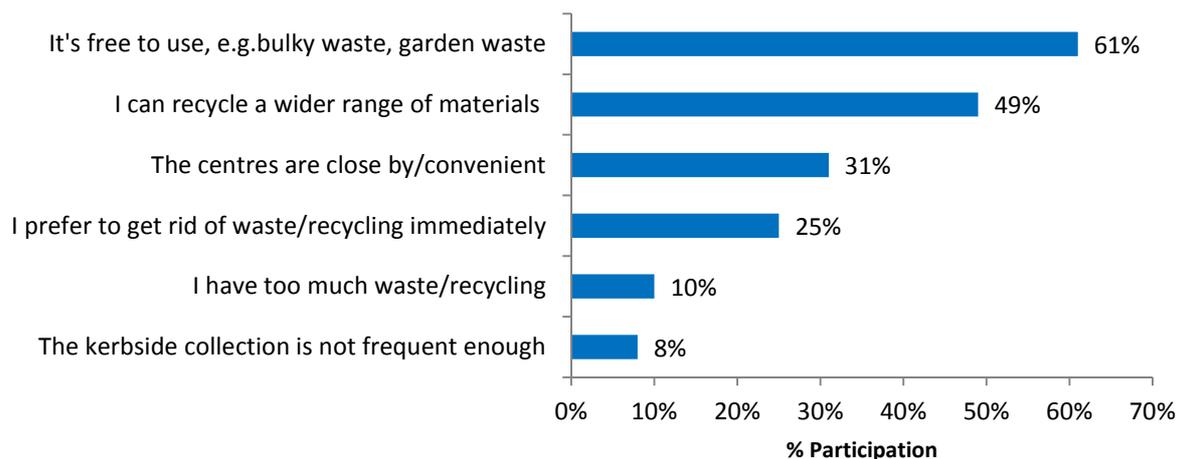
2.14 Perth & Kinross Council has remained 2<sup>nd</sup> overall for the third consecutive year for satisfaction with Recycling Centres. The rates of overall satisfaction have remained consistent over the three surveys with 86% in 2013, 85.1% in 2014, and 85.6% in 2015.

## Use of Recycling Centres

2.15 45% of householders surveyed are using the Recycling Centres on a monthly basis. The reasons given vary (more than one could be selected), as previous years, the three most popular are:

- It's free to use to dispose of bulky or additional waste/recycling
- You can recycle a wider range of materials than using the kerbside service
- Centres are close by/convenient

**Figure 8: Recycling centre usage**



2.16 Perth & Kinross Council again scored above average on all but one aspect of service. There are high levels of satisfaction with the layout, directional signs, cleanliness, and range of materials you can recycle at Recycling Centres.

## Enquiry and Complaint Handling, Communication, and Information Access

2.17 Perth & Kinross Council has dropped to 3<sup>rd</sup> overall among participating authorities for their enquiry/complaint handling, however access to information in regard to kerbside collections and Recycling Centres remained in 1<sup>st</sup> place. Enquiry/complaint handling of kerbside collection services has dropped by almost 3%, but remains above the average of all authorities surveyed. Enquiry/complaint handling of Recycling Centres has dropped by almost 5%, and is now below the average for all the councils surveyed.

## **Kerbside Collection Enquiry/complaints Handling and Information**

2.18 Over the last 12 months, only 15% of respondents had contacted the Council with a query/complaint relating to kerbside collections. Householders were asked their level of satisfaction on:

- Ease of getting through to the right person
- The ease of using the website (new question)
- The helpfulness of staff
- Outcome of the contact

2.19 The responses showed an improvement on last years' ranking. However, looking more closely at the raw unweighted data, there is a marked difference in the unweighted rates of satisfaction. For example, the ranking for "Ease of getting through to the right person" improved from 3<sup>rd</sup> overall to 2<sup>nd</sup>. However, the unweighted data shows a 9% drop in the number of respondents who are either "fairly", or "very satisfied" with this aspect of service.

2.20 For the first time, the survey sought satisfaction with using the participating authorities' website to make queries/complaints. The level of satisfaction among respondents in Perth & Kinross ranked 3<sup>rd</sup> overall with 66% of the unweighted responses being made as either "fairly satisfied" or "very satisfied". Although this result seems low, it is worth mentioning that satisfaction with information on kerbside collections/services remains high.

## **Access to Information Relating to Kerbside Collections**

2.21 Perth & Kinross Council have again ranked 1<sup>st</sup> overall for the access and provision of information to householders.

2.22 Gaining information through leaflets is still by far the most popular way with 90% of respondents stating that they read these support materials. Other methods used include:

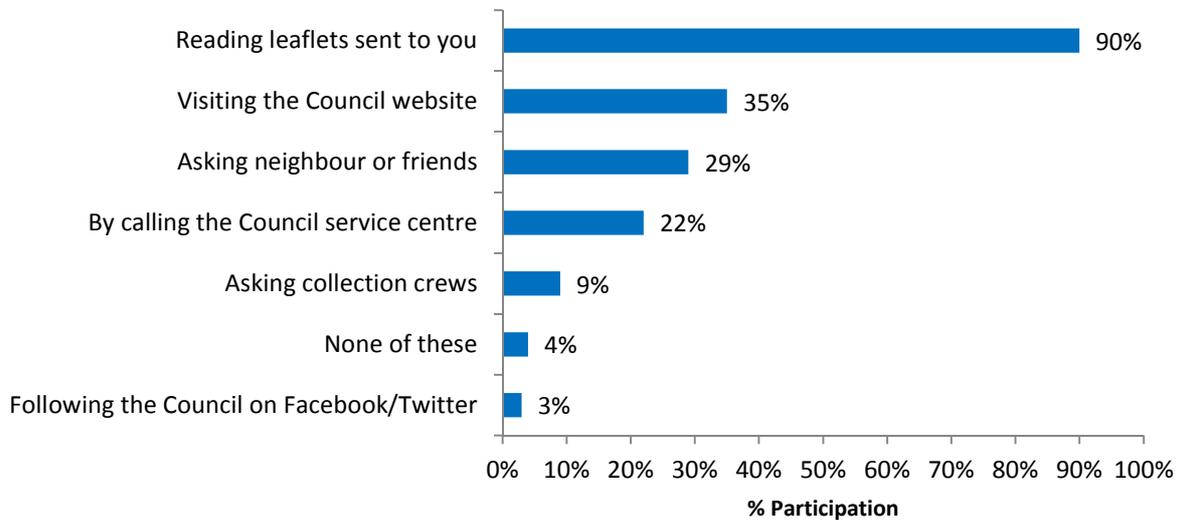
- Visiting the Council website
- Asking neighbours and friends
- By telephoning Council

2.23 Perth & Kinross Council has retained first place ahead of the other participating local authorities, whilst improving their ranking in each aspect of the service. This could be attributed to the implementation of improvement actions from the 2014 survey. These actions included:

- Bringing other support materials in-line with the Garden Food Waste leaflet
- Further use of focus groups to provide effective communications
- Expanding journeys on website to explain what happens to recycling
- Continue giving tool box talks (a brief summary) for frontline staff

2.24 The continuation of improvement actions will help maintain high levels of satisfaction across the board.

**Figure 9: Kerbside collection communication**



2.25 Similarly to last year, the Council has scored above average on each aspect relating to the provision of information. The level of satisfaction has improved slightly across the board, however the two areas identified for improvement are:

- How to donate items
- What happens to my recycling

2.26 As with last year's survey, the results show, that on the whole, the information available and accessible to householders is adequate, and that the preferred media is in leaflet form.

### **Recycling Centre Complaints and Information**

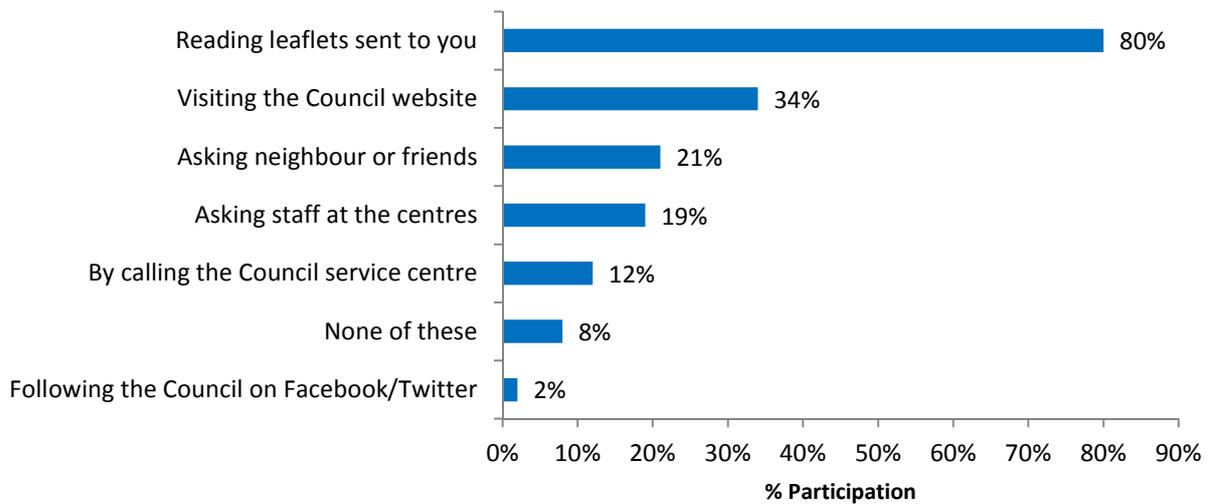
2.27 Over the last 12 months, only 9% of respondents have contacted the Council with a query/complaint regarding Recycling Centres. The levels of satisfaction have dropped for each of the following aspects of service: from 1<sup>st</sup> to 4<sup>th</sup> for outcome of complaint; from 2<sup>nd</sup> to 4<sup>th</sup> for ease of reaching the right person and from 2<sup>nd</sup> to 3<sup>rd</sup> for helpfulness. The only aspect of service which has improved has been the provision of information, where Perth & Kinross has moved from 3<sup>rd</sup> to 2<sup>nd</sup> place overall.

2.28 Improving on this aspect of service will be difficult as a response to the outcome of a complaint can be subjective. However, reviewing the Customer Service Centre response scripts will help in ensuring a complaint gets to the right person and that high levels of customer service (including helpfulness) are maintained should improve levels of satisfaction.

## Access to Information on Recycling Centres

2.29 The level of satisfaction with the information available on Recycling Centres has remained high, with an improvement in overall ranking. For the third year in succession, reading leaflets sent to them was by far the most popular way of finding out information relating to Recycling Centres. Similar to the kerbside communications, householders used the Council website as the second most popular avenue, with asking neighbours or friends, then asking staff at centres close behind.

**Figure 10: Recycling centre communications**



### **3. PROPOSALS**

- 3.1 Looking at the results from this year's survey, Perth and Kinross Council has again managed to maintain a high level of satisfaction from respondents. The vast majority of those surveyed are either "fairly satisfied", or "very satisfied" with the overall collection service resulting in the highest score and top ranking amongst participating authorities. Satisfaction levels remained high for Recycling Centres overall securing second overall ranking for the third consecutive year.
- 3.2 However there is room for improvement in the way the Council allocates complaints/enquires. The increase in the unweighted data for respondents who were "fairly" or "very" dissatisfied in regard to the outcome of contact, could be attributed to a few factors. These could include:
- not getting through to the right person
  - responding staff not being helpful
  - not being given the correct information
  - not being happy with the response given to them
- 3.3 By ensuring complaints and enquiries are allocated correctly, and maintaining high levels of customer service (including helpfulness and knowledge) then improvements can be made. However, the issue of householders not being happy with the response given to them is much more difficult to improve upon.
- 3.4 A key satisfaction indicator which has seen further improvement is that of collection service information Attitudes towards recycling, show that only 1% of those surveyed stated they are not interested in recycling. This again proves there is a captive audience who are willing to use the services provided. Householders on the whole are content with the minimal separation and preparation required to use the kerbside recycling service. They are also willing to continue to recycle even when their container is full through use of recycling centres and points. Just under half of those surveyed stated they are visiting these sites on at least a monthly basis.

### **4. IMPROVEMENT ACTIONS**

#### **More Materials**

- Encouraging further use of kerbside recycling bins:
- Expanding range of materials accepted through the new dry mixed recycling contract in 2016

#### **More Information On What Can Be Recycled**

- Providing more information on what can go in each bin:
- Bringing other support materials in-line with new household waste and recycling leaflet

- Utilisation of focus groups to provide effective communications
- Using the new suite of communication resources offered by Zero Waste Scotland

### **Information On Recycling Journeys**

- Providing information on what happens to our recycling:
- Expanding journeys to include new videos for social media
- Continue giving tool box talks (a brief summary) for frontline staff

### **Improving Complaint/Enquiry Handling**

- Providing regular project updates to frontline staff
- Encouraging information sharing among teams, including Contact Centre
- Customer service refresher training for Waste Team
- Pre-empting social media complaints/enquiries through proactively seeking forums for discussion, or running evening Q and A session through the Council's main Facebook page

### **More Comparable Data**

- Encouraging other local authorities to take part to improve benchmarking.

## **5. CONCLUSIONS**

- 5.1 The results from the survey show the vast majority of householders are content with the existing waste and recycling services, and are participating in recycling schemes.
- 5.2 The survey has not only provided an insight into satisfaction rates of the current waste and recycling services offered, but combined with last year's data, have also created a baseline to be used for future benchmarking. The ongoing use of the survey provides valuable information that can be taken into consideration when considering new initiatives and the re-design of services.

## 2016 PROPOSALS

### 1. Improvement Actions

#### 1.1. More Materials

- Encouraging further use of kerbside recycling bins:
- Expanding range of materials accepted through contract negotiation with SITA or new dry mixed recycling contract in 2016

With the on-going roll out of the New Household waste & recycling Service, there has been a sustained amount of campaigning through events and direct mailings. This contact has acted not only as a guide to the new service, but also as a reminder to households of all the materials they can recycle at the kerbside.

A new tender was issued for bids, with the final award going to SITA. Within the tender, the Procurement Team have managed to secure the addition of cartons in to the recycling mix, and bottle tops. Although these may seem fairly inconsequential, they are the two of the most commonly requested items to be recycled at the kerbside.

#### 1.2. More Information On What Can Be Recycled

- Providing more information on what can go in each bin:
- Bringing other support materials in-line with the Garden Food Waste leaflet
- Further use of focus groups to provide effective communications

Information is continually reviewed and updated on the Council's website, and through the social media channels. The results from the survey support the issuing of leaflets as the most popular way for householders to out information. With this in mind, the new guide issued to residents prior to the start of the new service roll out has been optimised to provide a reminder of what can and cannot be recycled at the kerbside. This guide is due to be updated for phase 5 of the roll out to reflect the changes in the DMR contract.

The feedback from the leaflet has been very positive, due in large to the focus group testing. It is planned that further use of focus groups will be considered when introducing new communications.

A new prop board has been created for events which has various household recyclable materials attached to it. It has proven to be a very useful tool in showing common household items, particularly plastics, which can be recycled in the blue-lidded bin.

### **1.3. Information On Recycling Journeys**

- Providing information on what happens to our recycling:
- Expanding journeys on website to include new videos
- Continue giving tool box talks (a brief summary) for frontline staff
- Utilising targeted social media as per Inveralmond Recycling Centre Campaign

A photo recycling journey, for both blue and brown-lidded bins, has been created and published online. In addition, the photo journey for blue-lidded bins has been printed and used to create a new display board for events. It has proved to be an interesting point of conversation, and helps in the explaining of the sorting process.

The images for the journeys have also been used in school presentations to help pupils visualise what happens to their recycling to better understand its importance.

The use of social media thus far has been information posts. It is hoped that this communication outlet will be better utilised by creating more interesting content such as the short video made by the Communications Team for the CHAS glass campaign.

The survey has identified the important part that front line staff, particularly Operations, play in providing information. The New Household Waste & Recycling roll out is providing up to date toolbox talks to Operations staff. This will be an on-going task that will be delivered across all of the depots.

### **1.4. More Comparable Data**

- Encouraging other local authorities to take part to improve benchmarking
- As part of their work programme for 2015/16 Zero Waste Scotland are considering this survey approach nationally.

Participation in the survey was promoted by Council officers through the COSLA Waste Managers Network.

Discussions were held between measure2improve and Zero Waste Scotland on the promotion and potential funding for Scottish local authorities to take part in the survey.

### PARTICIPATING AUTHORITIES

Two local authorities took place in the 2015 Household Waste and Recycling Survey. These were Blackpool Borough Council and Hull City Council.

#### Overview of Blackpool Borough Council Waste & Recycling Collections

Residual waste is collected fortnightly in 240l containers. Properties are issued with a 240l bin for mixed recycling, which again is collected fortnightly. Residents can recycle cans, foil, plastic bottles (only), and glass bottles and jars in their wheeled containers. In addition, households are issued with sacks for presenting their paper and cardboard separately. The Council also operates a collection scheme for textiles, but householders must order sacks in advance.

The Council does not offer a food waste collection service, however households can arrange for a garden collection. Like many English authorities, this is a chargeable service which costs £25 p/a for a fortnightly collection of a 240l bin.

**Differences to PKC:** At the kerbside, Blackpool Borough Council can recycle: glass bottles and jars; foil and textiles. Materials that cannot be recycled at the kerbside, in this area, include cartons; plastic trays, tubs and pots; and food waste.

#### Overview of Hull City Council Waste & Recycling Collections

Householders in this local authority are issued with a 240l bin for residual waste which is collected fortnightly. Households also receive a 240l bin for mixed recycling collected on a fortnightly basis. Materials accepted in the recycling bin include: cans; aerosols; foil; rigid plastics; carrier and clear plastic bags; paper; cardboard; cartons; and glass bottles and jars.

The Council provide residents with a 240l bin for food and garden waste which is collected fortnightly. A weekly food waste only collection is available for households without gardens. In addition, householders are provided with caddy liners which contain a tag that is attached to their outdoor caddies/bins to alert collection crews to deliver a new supply of liners.

**Differences to PKC:** Hull City Council collect the same range of materials at the kerbside to PKC, but with some key additions. Householder in this authority can also recycle: glass bottles and jars; foil; and carrier and clear plastic bags. The Council also offer weekly food waste collections for properties without gardens (including flats) with residents provided with liners for their internal caddies.

## **PARTICIPATING WASTE PARTNERSHIPS**

Two waste partnerships took part in the 2015 Household Waste and Recycling Survey. Waste partnerships differ from a local authority as they represent a number of local councils who share resources, infrastructure and services. The two partnerships taking part this were Dorset and Hampshire.

Dorset Waste Partnership services the local authorities of: Christchurch Borough Council; Dorset County Council; East Dorset District Council; Purbeck District Council; West Dorset District Council; and Weymouth & Portland Borough Council.

Hampshire Waste Partnership covers the local authorities of: Basingstoke & Dean Borough Council; East Hampshire District Council; Eastleigh Borough Council; Fareham Borough Council; Gosport Borough Council; Hampshire County Council; Hart District Council; Havant Borough Council; Portsmouth City Council; Rushmoor Borough Council; Southampton City Council; Test Valley Borough Council; and Winchester City Council.

### **Overview of Dorset Waste Partnership**

All waste and recycling services across the partnership are provided by Dorset County Council, therefore bins and uplifts are consistent in each local authority.

Households within the partnership area are provided with a 140l bin for residual waste, which is emptied fortnightly. A 240l bin is provided for mixed recycling including cans; aerosols; rigid plastics; paper; and cardboard. In addition to the wheeled bin, households also receive a box for glass bottles and jars, and a bag for recycling their batteries all collected fortnightly.

Food waste is collected weekly via a 23l outdoor caddy, but caddy liners are not provided. Garden waste collections can be arranged, but are subject to a charge of £45 p/a. For this charge, householders will receive a fortnightly uplift of a 240l bin.

**Difference to PKC:** Glass and batteries are both collected at the kerbside, however the mixed recycling bin does not currently accept cartons. Food waste is provided weekly which allows people with no garden the opportunity to recycle this material.

### **Overview of Hampshire Waste Partnership**

Hampshire Waste Partnership differs from Dorset Waste Partnership in that there is sharing of processing and disposal infrastructure, but each authority is responsible for collecting waste and recycling from their households. The result of this is a variety of collection methods including bins, bags and boxes, however the mix of materials is essentially the same across the 13 local authorities. The materials accepted in the mixed recycling containers include cans; aerosols; plastic bottles; paper; and cardboard.

Seven of the local authorities provide a kerbside glass collection, but only one offers a food waste uplift. All authorities offer a chargeable uplift of garden waste, with the

exception of one where garden waste is collected in bags free of charge. The costs for the garden waste collections vary from £24.50 to £97.50.

**Differences to PKC:** Seven of the authorities in the partnership currently offer a kerbside box collection of glass. The mix of recyclates is not as extensive as PKC as householders are unable to recycle plastic trays, tubs and pots or cartons. With the exception of Eastleigh Borough Council, none of the other councils offer a food waste collection.



## YEAR ON YEAR COMPARISON

The following table shows the Key Satisfaction Indicators (KSI's) of the 2013, 2014 and 2015 surveys. The percentage satisfaction is displayed alongside the overall ranking for each question.

| <b>Kerbside Collection</b>                         |             |             |             |
|----------------------------------------------------|-------------|-------------|-------------|
| <b>Question</b>                                    | <b>2013</b> | <b>2014</b> | <b>2015</b> |
| KSI 01 - Collection, Service Overall               | 84.9% (1)   | 84.3% (1)   | 83.3% (1)   |
| KSI 02 - Collection, Aspects of Service            | 84.1% (1)   | 83.7% (1)   | 82.7% (1)   |
| KSI 03 - Recycling Collection, Aspect of Service   | 77.6% (2)   | 76.0% (2)   | 75.7% (3)   |
| KSI 04 - General Waste Collection                  | 85.8% (1)   | 85.1% (1)   | 82.3% (1)   |
| KSI 05 - Recycling Collection                      | 86.7% (1)   | 84.8% (3)   | 83.6% (1)   |
| KSI 06 - Food Waste Collection                     | 80.6% (1)   | 79.2% (2)   | 79.6% (2)   |
| KSI 07 - Garden Waste Collection                   | 84.8% (4)   | 84.0% (2)   | 83.5% (2)   |
| KSI 08 - Bulky Waste Collection                    | 56.7% (2)   | 55.9% (2)   | 56.7% (1)   |
| <b>Recycling Centres</b>                           |             |             |             |
| <b>Question</b>                                    | <b>2013</b> | <b>2014</b> | <b>2015</b> |
| KSI 09 - Recycling Centres, Service Overall        | 86.0% (2)   | 85.1% (2)   | 85.6% (2)   |
| KSI 10 - Recycling Centres, Aspects of Service     | 84.5% (2)   | 83.9% (2)   | 84.5% (2)   |
| <b>Communication</b>                               |             |             |             |
| <b>Question</b>                                    | <b>2013</b> | <b>2014</b> | <b>2015</b> |
| KSI 11 - Collection/Recycling Information Overall  | 71.8% (2)   | 72.5% (1)   | 71.0% (1)   |
| KSI 12 - Collection/Recycling Information, Aspects | 70.1% (2)   | 69.4% (2)   | 69.0% (1)   |
| KSI 13 - Recycling Centre Information              | 71.8% (2)   | 72.9% (3)   | 73.2% (2)   |
| <b>Enquiries/Complaints</b>                        |             |             |             |
| <b>Question</b>                                    | <b>2013</b> | <b>2014</b> | <b>2015</b> |
| KSI 14 - Collection Enquiry/Complaint Handling     | 74.0% (2)   | 74.1% (3)   | 71.2% (3)   |
| KSI 15 - Recycling Centre Enq/Complaint Handling   | 80.7% (2)   | 80.8% (2)   | 76.1% (3)   |

## HWR 2012 – weighting methodology

### **Why do we weight the data?**

All surveys are estimates of the ‘truth’ i.e. the views/behaviours of the ‘universe’ – in this case, every 16+ year old resident in a particular local authority area. The findings derived from our surveys are generated from a sample of residents and we will use the data to draw conclusions about the ‘universe’ subject to sampling error, standard error, confidence intervals etc.

Weighting the data changes the sample profile to improve estimates of the attitudinal characteristics of the ‘universe’. One of the circumstances where weighting is required is when there are variable response rates, for example from different sub-groups of the population. Weighting can be used to compensate for different levels of non-response in different sub-groups of the population.

Weighting is used to correct for any imbalances between the survey sample profile and the profile of the ‘universe’. In the case of postal surveys such as this one, each respondent has been given a weight in order that the results are representative of the profile of residents in each local authority area. This is to ensure that we are drawing conclusions about the ‘universe’ from a sample which reflects it in terms of key demographic variables.

### **How do we weight the data?**

Data for each participant local authority is weighted in line with the known population profile (using the latest available sources) and with design weights additionally applied in the few cases where disproportionate stratification has been employed. This is standard market research practice.

Responses from each individual completing the survey – i.e. each respondent – are given a weight in accordance with several categories:

- age – in three categories – 16-34, 35-54 and 55+;
- gender – male vs. female;
- ethnicity – ‘white’ vs. BME; and
- work status – working full-time vs. not working full-time.

This is done in order to correct for the differences between the survey sample profile (the aggregate profile for all respondents) and the actual known profile of the ‘universe’. This is particularly important when it comes to postal-self completion methodologies where respondents are, by their nature, self-selecting and quotas cannot be used to control the achieved sample.

A weighting matrix from the Office for National Statistics Census Mid-Year Estimates is produced which includes the proportions of residents in each local authority which fall into the weighting categories described above (we will be able to use 2011 Census data for HWR 2013). We then look at the profile of respondents to the survey and weight those answering the questions related to the weighting categories. This is done so that the profile of respondents better matches that of the population profile of 16+ residents in each local authority. We then apply 'rim' weighting rather than interlace the target variables given above (as with 'cell' weighting), i.e. each is applied in an incremental way, one by one.

This year, we reviewed the variation in the size of weights and the potential effects of capping these at 5.0 (as per the Government's 2008-9 Place Survey methodology). Our review has taken into account statistical, ethical and comparability considerations as well as the stability of local authority-level data over time. The following changes have been made to weighting scheme, and will be applied to the 2012 data:

- i) we have combined the 16-24 and 25-34 age categories; and
- ii) we have imposed a weighting cap of 5.

We have also revised our approach to weighting cases with missing weighting variables. Any respondent who does not answer any of the weighting categories is weighted neutrally with a factor of 1.0 which is standard practice for weighting in a survey such as this; respondents must answer questions in all of the weighting categories in order for us to weight them. (Such an approach provides a good solution; the sample profiles and the data generated is more representative of the views of residents in each of the local authority areas than it would have otherwise been, while avoiding our re-assigning respondents into categories they ought not to be in, which itself could introduce biases). But in order to protect the stability of the data, we have applied an exception to this rule in respect of the age category 16-34.

#### **Further detail?**

If a local authority is interested in the weighted and unweighted profile of respondents and the effect of adding in those respondents who have been neutrally weighted, this will be possible by turning the weights in the raw data, which can be obtained from [measure2improve](#) on or off.

Further information is available from:

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Ipsos MORI, July 2012



**PERTH AND KINROSS COUNCIL**

**The Environment Committee**

**7 September 2016**

**Update on  
Perth and Kinross Council's Volunteer and Community Advocate Programme –  
Zero Waste Highland Perthshire**

**Report by Director (Environment)**

This Report provides an update on Zero Waste Highland Perthshire – Perth & Kinross Council's Volunteer & Community Advocate Programme (VCAP) which is one of several programmes running across Scotland between 2015 and 2017. The report provides the background of the programme, highlighting specific projects that have taken place to-date and reviewing their outcomes. It also summarises the proposed activities which will be implemented to June 2017.

**1. BACKGROUND**

**Funding**

- 1.1. Zero Waste Scotland has awarded funding across Scotland for Volunteer & Community Advocate Programmes (VCAP). The main aims of the programme are to work with householders, community groups, schools and businesses to help them divert waste away from landfill, to improve food waste awareness, increase recycling participation, and encourage repair and upcycling. It aims to recruit and train volunteers and participants to ensure that there is a lasting legacy of people who have been brought together to reduce waste beyond the fixed term of the campaigning period. The programme is being delivered over 2 years, with a break-point for review after Year 1.
- 1.2. With letters of support from local elected members, the Environment Convener and the local community capacity worker, Perth & Kinross Council applied for funding and was awarded:
  - £48,564 for Year 1 (1 July 2015 to 30 June 2016)
  - a further £36,548 for Year 2 (1 July 2016 to 30 June 2017) (following a positive review).
- 1.3 The review conducted by Zero Waste Scotland assessed the impact of the programme to-date, and compared the proposed targets for year 1 against the achievements of each project implemented across Scotland. Targets for Zero Waste Highland Perthshire includes the number of volunteers recruited, the number of people engaged and the range of activities hosted. Perth & Kinross Council took part in this review in April 2016 and funding for year 2 was subsequently confirmed in May 2016.

- 1.4 The funding finances a full-time Zero Waste Highland Perthshire volunteer co-ordinator and associated project resources. The co-ordinator is based for two years at Breadalbane Community Campus in Aberfeldy.

### **The Context for the Project**

- 1.5 Between 2013 and 2015, Perth & Kinross Council delivered Zero Waste Auchterarder & Aberuthven. It was one of four Ryder Cup outreach projects and was fully funded by Ryder Cup Europe, the Scottish Government, the Golf Environment Organisation and other partners.
- 1.6 Zero Waste Auchterarder & Aberuthven was a waste reduction project and it successfully reduced waste to landfill by 41% and increased recycling by 21%. This Zero Waste Communities Project engaged householders, businesses, schools and community groups. In doing so, it achieved a greater awareness of reuse and repair through a series of free community workshops (bicycle maintenance, upcycling, etc) and reduced household food waste through a Food Lover Families Campaign and a Home Composting Project.
- 1.7 The Zero Waste Auchterarder & Aberuthven project was reported to the Environment Committee on 20 January 2016 (Report No. 16/12 refers). In the report, it was agreed to provide an update on the status of the Zero Waste Highland Perthshire project and the way forward for the campaign.
- 1.8 Zero Waste Highland Perthshire aims to replicate the Zero Waste Auchterarder & Aberuthven Project, supporting Highland Perthshire to become the second Zero Waste Community in Perth and Kinross.
- 1.9 The Zero Waste Highland Perthshire Project has the added benefit of involving local residents in the project as volunteers. Volunteers can pass on hints and tips about reducing, reusing, repairing, upcycling and recycling at community events or, more informally, when chatting to friends and neighbours. This can be a very effective means of inspiring behaviour change in a community.
- 1.10 Zero Waste Highland Perthshire aims to encourage local residents to increase their household recycling, reduce their food waste and expand opportunities for reusing, repair and sharing items.

### **Year 1 and Year 2**

- 1.11 Due to the size of Highland Perthshire and its rural nature, the area was divided into two parts, with the project being delivered over two phases.
- Phase 1, delivered in Year 1, included Aberfeldy, Kinloch Rannoch, Kenmore, Grandtully and Glenlyon.
  - Phase 2, delivered in Year 2, includes Pitlochry postcodes, Ballinluig, Blair Atholl and Logierait.

- 1.12 In both phases, the project engages householders, schools and community groups.

### **Volunteer & Community Advocate Opportunities**

- 1.13 Between July 2015 and March 2016, 19 householders volunteered with Zero Waste Highland Perthshire. Their participation has included taking part in litter picks, leading workshops on clothing and jewellery repair, baking cakes for a Zero Waste Lunch, and helping put together an upcycled fashion show.
- 1.14 Between July 2015 and March 2016, a further 17 householders acted as Community Advocates for Zero Waste Highland Perthshire. An advocate is typically a member of the community who already has a role of responsibility within it and who has pledged to publicly support the project where possible.

### **Examples of the Projects and Activities Delivered To-Date**

- 1.15 Between July 2015 and March 2016, 51 events were hosted for Zero Waste Highland Perthshire.
- 1.16 These 51 events engaged 773 participants. Participants were either members of the public as attendees of the events or volunteers/community advocates who were assisting in the delivery of the events.
- 1.17 The same core projects and activities are being offered during both phases of Zero Waste Highland Perthshire:

### **Highlights of Specific Projects undertaken during Year 1**

- 1.18 All of the waste minimisation projects and activities undertaken as part of Zero Waste Highland Perthshire, for the period July 2015 to June 2016, are detailed in Appendix 1.
- 1.19 Key highlights include:
- i) **Two separate 6-week bicycle maintenance courses** were held in conjunction with the Bike Station Perth. Covering basic maintenance including tyres, brakes and gears, 71% of participants said they would pass on the skills to others, and two members of the local Deeds for Needs time-bank who attended the course are to offer a bike maintenance service to members of the public.
  - ii) **An upcycled fashion show was held during national Pass It On week in March 2016.** The event at The Birks Cinema also included a clothing and jewellery swap-shop and a screening of The True Cost – a documentary film regarding sustainability in the fashion industry. A number of Breadalbane Academy pupils took part in the fashion show event with some gaining a Saltire Award for their efforts, and others working towards their Duke of Edinburgh award.

- iii) **A 4-week Food Lover Families course was held in conjunction with chefs from the local Townhouse Restaurant in Aberfeldy.** Participants learned how to make nutritious, simple meals on a budget while wasting less food. Some of those taking part did so in order to pass the learned skills deeper into the community; for example, a representative from Christians Against Poverty who helps those struggling with debt issues.
- iv) **The Highland Home Composting project** was opened up to any household in Phase 1, not served by the brown-lidded bin collection for food and garden waste. Free composters were offered on a first-come, first-served basis, with 31 allocated thus far, and a further 29 available for Phase 2. Workshops were held in Aberfeldy, Kinloch Rannoch and Kenmore to help those taking part in the project to get the best out of their composter.
- v) **Engagement with local primary schools** In total, 13 separate visits have taken place between September 2015 and June 2016 to schools within the Phase 1 area. These have included litter picks, upcycling projects, talks and games. In addition, funding was provided to three rural primary schools – Kinloch Rannoch, Glen Lyon and Grandtully – to enable them to visit the WEBWalk in Perth, with visits being planned for other schools in the area.
- vi) **Events offering the public more information on different aspects of the reduce, reuse, recycle message** have included stalls at the Aberfeldy Farmers Market in September 2015 and June 2016; an information day at the Aberfeldy Recycling Centre, and one at Breadalbane Community Campus.
- vii) **Upcycling workshops** have been a popular part of the project with eight separate classes have been held, ranging from making fabric bags to making scrap-paper notebooks. A 6-week furniture upcycling course was held in Aberfeldy, where a local artist helped participants revitalise old chairs to modern pieces using chalk paint, decoupage and basic upholstery techniques. In addition, a successful clothing “repair café” was held in Pitlochry, and a series of jewellery repair sessions have taken place in Aberfeldy, both run by volunteers.
- viii) **Two Zero Waste Challenges** have been held during Year 1. These are used to create a baseline for the tonnage of general (non-recyclable) waste and the tonnage of recycling produced by the community prior to Zero Waste Highland Perthshire undertaking any promotion of waste reduction, reuse and recycling:
- The Kinloch Rannoch, Kenmore, Glenlyon & Grandtully Zero Waste Challenge took place in September/October 2015.
  - The Pitlochry, Ballinluig & Blair Atholl Zero Waste Challenge took place in May 2016.

- 1.20 Both of these Challenges will be repeated 12 months after the initial one and the results for each area will be compared. For every increased tonne of recycling and for every decreased tonne of general waste, the Council will donate back to the community the approximate cost of sending one tonne of waste to landfill, for the community to spend on something of their choice.
- 1.21 A number of launch events were held in both the Phase 1 and Phase 2 areas, including school talks, upcycling events and a Dr. Bike fix-it session in conjunction with The Bike Station, Perth. Where possible, events coincided with larger gatherings to maximise exposure, such as at the Pitlochry Recreation Ground Pavilion Users Group fun day and the Cairngorms Nature Festival in Blair Atholl.
- 1.22 Five Highland Perthshire schools from the Phase I area were encouraged to hand-in broken small electricals during a term-time **WEEE amnesty**. In total, the schools collected 0.14 tonnes for recycling.
- 1.23 In addition, during Year 1, the volunteer co-ordinator made a number of links with local contacts which led to other exciting opportunities being developed and taken forward. These include:
- i) **See It, Eat It**  
Following on from the Food Lover Families course, collaboration between Zero Waste Highland Perthshire, chefs from The Townhouse Restaurant, a local photographer and filmmaker, and The Birks Cinema in Aberfeldy has resulted in the production of a 40-minute film on food waste and other food industry issues. The film was shown in The Birks Cinema on 16 June, with speakers from various bodies including Zero Waste Scotland also taking part in the event. Following the film, the audience walked down the street to The Townhouse Restaurant for a 3-course dinner. The See It; Eat It project is providing a platform to engage with a large segment of the community in an interesting and novel way. It combines food, film, music and discussion with food waste reduction messages.
  - ii) **Improved School Recycling Facilities**  
Discussion with Breadalbane Academy staff, Tayside Contracts and Mitie is underway to improve the recycling facilities at the campus. Zero Waste Highland Perthshire has funded more clearly marked recycling bins, together with an engagement and monitoring programme to encourage pupils to use them correctly. The Academy has also been registered as a new Eco School through Keep Scotland Beautiful, and an eco-committee is in the early stages of formation in order to work towards their first flag.
  - iii) **Volunteering opportunities at Recycling Centres, in conjunction with Perth Bike Station.**  
Two young men with learning disabilities have gained skills and experience by volunteering with Zero Waste Highland Perthshire.

Both men are now regularly attending local recycling centres to better organise and untangle donated bicycles before their collection by Perth Bike Station. Doing so allows more bikes to be stored in the space provided at the centres, allowing the Bike Station team to make fewer trips to collect them and saving them valuable time when they do. The project is working as a three month pilot currently, with the intention of rolling it out to other recycling centres if it proves successful.

- 1.24 In 2015/16, (Year 1), £41,883.72 of the £48,564 funding was claimed to deliver the activities detailed above.
- 1.25 Perth & Kinross Council is currently negotiating for the underspend to be carried forward into Year 2 to be utilised to take forward key aspects of the Project. The underspend will be allocated to activities in the Phase 1 area, with any remainder being spent in the Phase 2 area, before the end of the financial year 2016/17. Much of the underspend will be re-allocated in accordance with the original budget, namely volunteer costs, training costs and a WEBWalk fund allow further primary school visits in the Phase 1 area. The remainder will be allocated to events including the Zero Waste Challenge in September, and workshops yet to be specified. There is a good demand for this in the Phase 1 area.

## **PROPOSALS FOR YEAR 2 PROJECTS**

- 1.26 The main Phase 2 projects will include food waste reduction workshops, bike maintenance classes, repair and upcycling workshops including clothing repair and furniture upcycling, and a continuation of the Home Composting Project. This will provide householders not currently served by the brown-lidded bin service with a free compost bin on a first-come, first-served basis. Talks and activities with local community groups will be undertaken, and work will be done in local schools to engage pupils and parents with the project. Appendix 2 contains a summary of the proposed activities which are being implemented now and before the end of June 2017.
- 1.27 Waste Services will be focusing going forward on how Zero Waste Highland Perthshire can leave a positive and lasting legacy for the area as a Zero Waste Community. Particular focus will be paid to developing strong volunteers and advocates to continue undertaking community engagement work beyond Phase 2 of the Project. Where possible, the Coordinator will also look to invest in legacy resources which can be utilised by continuing volunteers beyond Phase 2. Waste Services will also investigate additional sources of funding which could potentially extend the project beyond the Zero Waste Scotland awarded funding
- 1.28 Householders, schools and community groups across Highland Perthshire can keep up-to-date with the Project either via Facebook (<https://www.facebook.com/zerowastehighlandperthshire/?fref=photo>) or the Council's website ([www.pkc.gov.uk/zerowastecommunity](http://www.pkc.gov.uk/zerowastecommunity)).

## 2. CONCLUSION AND RECOMMENDATIONS

2.1 Zero Waste Highland Perthshire is continuing to encourage the community to minimise their waste, enabling the area to become the second Zero Waste Community in Perth and Kinross.

2.2 It is recommended that the Committee:

- i) Notes the contents of this Report.
- ii) Instructs the Director (Environment) to report the outcomes of Zero Waste Highland Perthshire for 2016/17 to the Committee in 12 months time.

### Authors

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|--------------|-------------------------------------------------------|----------------------------------------------------------------------------------------------------|
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### Approved

| Name           | Designation            | Date         |
|----------------|------------------------|--------------|
| Barbara Renton | Director (Environment) | 19 July 2016 |

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## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

| <b>Strategic Implications</b>                       | <b>Yes / None</b> |
|-----------------------------------------------------|-------------------|
| Community Plan / Single Outcome Agreement           | Yes               |
| Corporate Plan                                      | Yes               |
| <b>Resource Implications</b>                        |                   |
| Financial                                           | Yes               |
| Workforce                                           | Yes               |
| Asset Management (land, property, IST)              | None              |
| <b>Assessments</b>                                  |                   |
| Equality Impact Assessment                          | Yes               |
| Strategic Environmental Assessment                  | Yes               |
| Sustainability (community, economic, environmental) | Yes               |
| Legal and Governance                                | None              |
| Risk                                                | None              |
| <b>Consultation</b>                                 |                   |
| Internal                                            | Yes               |
| External                                            | Yes               |
| <b>Communication</b>                                |                   |
| Communications Plan                                 | Yes               |

### 1. Strategic Implications

#### Community Plan / Single Outcome Agreement

1.1 The proposals in this report relate to the delivery of the Perth and Kinross Community Plan / Single Outcome Agreement in terms of following the priorities:

- (i) Developing educated, responsible and informed citizens
- (ii) Promoting a prosperous, inclusive and sustainable economy
- (iii) Supporting people to lead independent, healthy and active lives
- (iv) Creating a safe and sustainable place for future generations

#### Corporate Plan

1.2 The proposals relate to the achievement of the Council's Corporate Plan Priorities:

- (i) Developing educated, responsible and informed citizens;
- (ii) Promoting a prosperous, inclusive and sustainable economy;
- (iii) Supporting people to lead independent, healthy and active lives; and
- (iv) Creating a safe and sustainable place for future generations.

## **2. Resource Implications**

### Financial

- 2.1 Zero Waste Scotland awarded Perth & Kinross Council the following amounts of funding to deliver the Volunteer & Community Advocate Programme: Zero Waste Highland Perthshire:
- £48,564 for Year 1 (1 July 2015 to 30 June 2016)
  - £36,548 for Year 2 (1 July 2016 to 30 June 2017).

### Workforce

- 2.2 The funding has enabled a full-time Zero Waste Highland Perthshire Volunteer Co-ordinator to be recruited for a fixed term of 2 years, between 2015 and 2017.

### Asset Management (land, property, IT)

- 2.3 The proposals in this report have no impact on asset management.

## **3. Assessments**

### Equality Impact Assessment

- 3.1 Under the Equality Act 2010, the Council is required to eliminate discrimination, advance equality of opportunity, and foster good relations between equality groups. Carrying out Equality Impact Assessments for plans and policies allows the Council to demonstrate that it is meeting these duties.
- 3.2 The function, policy, procedure or strategy presented in the VCAP Report were considered under the Corporate Equalities Impact Assessment process (EqIA) and were assessed as relevant and the following positive outcomes are expected following implementation.
- 3.3 The Volunteer Co-ordinator consults widely with householders, schools and community groups and there is significant community support for the project from these parties and from the Ward Councillors. A monthly review, and quarterly reviews, are undertaken with the funder (Zero Waste Scotland) to monitor the success of the Project and address the progress on meeting the project targets.

### Strategic Environmental Assessment

- 3.4 The Environmental Assessment (Scotland) Act 2005 places a duty on the Council to identify and assess the environmental consequences of its proposals.

- 3.5 The proposals have been considered under the Act and no further action is required as it does not qualify as a PPS as defined by the Act and is therefore exempt.

#### Sustainability

- 3.6 Under the provisions of the Local Government in Scotland Act 2003 the Council has to discharge its duties in a way which contributes to the achievement of sustainable development. Under the Climate Change (Scotland) Act 2009 the Council also has a duty relating to climate change and, in exercising its functions must act:
- in the way best calculated to delivery of the Act's emissions reduction targets;
  - in the way best calculated to deliver any statutory adaptation programmes; and
  - in a way that it considers most sustainable.

#### Legal and Governance

- 3.7 The Head of Finance and the Head of Legal and Governance have been consulted on the content of the report.

#### Risk

- 3.8 No risks have been identifies through the assessment process.

### **4. Consultation**

#### Internal

- 4.1 The Head of Finance and the Head of Legal and Governance have been consulted on the content of the report.

#### External

- 4.2 Before submitting the September 2016 Committee Report, Zero Waste Scotland was in regular communication with Perth & Kinross Council regarding the Project and the targets.

## **5. Communication**

5.1 Below is a list of the communications which continue to be undertaken as part of implementing the proposals, including the key target audiences and the communication methods:

- Zero Waste Highland Perthshire Facebook Page
- Zero Waste Highland Perthshire Twitter Account
- PKC website
- Posters about becoming a Zero Waste Volunteer
- Articles in the Highland Perthshire Newsletters
- Information circulated via the Highland Perthshire Community Capacity Worker
- PKC Yammer posts
- Press Releases and Photocalls

5.2 The target audience is all householders, schools and community groups across Highland Perthshire.

## **2. BACKGROUND PAPERS**

2.1 Perth and Kinross Zero Waste Communities – 20 January 2016 – Committee Report No. 6 16/12

## **3. APPENDICES**

3.1 Appendix 1 - Projects and activities undertaken between July 2015 and June 2016

3.2 Appendix 2 - Summary of Proposed Activities to be implemented before June 2017

## Projects and activities undertaken between July 2015 and June 2016

Volunteer and Community Advocate Programme  
Perth and Kinross Council

April 2016 Review FINAL15/04/16

A-D: 01/07/15 – 31/03/16

### Volunteer and Community Advocate Programme 2015/2016 - Project Review and Year Two Funding

#### Report for project 2RS007-027

#### Perth and Kinross Council

This document will be used in the 'project review and year two funding' process that is outlined in clause 2.4 of the grant agreement for this project. There are a set of nine tables that will be used in this process. Tables numbered 1 to 5 will be used in the evaluation of performance against the key performance indicators detailed in annex 1 of the grant agreement. Tables numbered A to D will be used in the discussion on the proposals for delivery of this project for a second year that would start on 01/07/16 and run until 30/06/17.

A summary of what these tables are, how they were compiled and what they show is given below.

Data in tables 1 to 4 have been completed from the 'scheduled reports' and the data entered via the 'continuous report' as of 12/04/2016.

#### Year 1: 01/07/2015 to 31/03/2016

**Table 1:** This provides an outline of the performance against the key indicators used in annex 1 of the grant agreement (contracted targets) and the values submitted through the four scheduled reports that cover the project between 01/07/15 and 31/03/16.

**Table 2:** This table provides an overview of the split of activities that have been delivered across the communities targeted as shown in appendix 1 of the grant agreement for this project. The values show here are from data entered via the 'continuous reporting' portal and shows where activity has occurred.

**Table 3:** This table shows the number of activities delivered against the areas of focus of this project and the strategic objective targets as shown in annex 1 of this grant agreement. This table is compiled from the details provided on 'primary' and 'secondary' focus of activities entered via the continuous report.

**Table 4:** This table shows a summary of the activity types that have been delivered and the prime focus of these activities. This is compiled from data entered via the continuous report and this shows the split of activity types that make up the engagement strategy actually delivered to date.

**Table 5:** This is a reference table that has been compiled using the top line details of the community engagements outlined in the grant agreement (see sections 1.2.2 to 1.2.5) to change behaviours. This represents the proposed and contracted community engagement strategy for this project.

|                                             |                                      |
|---------------------------------------------|--------------------------------------|
| Year 1 Review: 1 July 2015 to 31 March 2016 | 2RS007-027 Perth and Kinross Council |
|---------------------------------------------|--------------------------------------|

Table 1: Outline of performance against key indicators across scheduled report periods A to D.

| Reporting criteria                                                                                                                  | Contracted targets         |                            | Scheduled reports results |                         |                         |                         | Delivery against targets |                        |                       | Notes |
|-------------------------------------------------------------------------------------------------------------------------------------|----------------------------|----------------------------|---------------------------|-------------------------|-------------------------|-------------------------|--------------------------|------------------------|-----------------------|-------|
|                                                                                                                                     | By 31 <sup>st</sup> Mar 15 | By 30 <sup>th</sup> Jun 15 | A. 01/07/15 to 31/03/15   | B. 01/10/15 to 30/11/15 | C. 01/12/15 to 31/01/16 | D. 01/02/16 to 31/03/16 | Totals to date           | % of March 2016 target | % of June 2016 target |       |
| Total Volunteers - number of all zero waste volunteers on your register at the time of submitting this report                       | 10                         | 15                         | 3                         | 6                       | 17                      | 19                      | 19                       | 190%                   | 127%                  |       |
| Volunteers recruited - number of new volunteers since the last report                                                               | 10                         | 15                         | 3                         | 3                       | 11                      | 4                       | 21                       | 210%                   | 140%                  |       |
| Volunteers that have left - number of volunteers leaving the programme since the last report.                                       | -                          | -                          | 0                         | 0                       | 0                       | 2                       | 2                        | -                      | -                     |       |
| Active volunteers - number of volunteers that have assisted your project since the last report.                                     | -                          | -                          | 2                         | 4                       | 14                      | 14                      | -                        | -                      | -                     |       |
| Volunteer hours - total number of hours that volunteers gave to assist this project since last report.                              | 225                        | 450                        | 4                         | 22                      | 30.5                    | 215.5                   | 272                      | 121%                   | 60%                   |       |
| Community Advocates - total number of Community Advocates that support this programme at the time of submitting this report.        | -                          | -                          | 7                         | 11                      | 14                      | 17                      | -                        | -                      | -                     |       |
| Community Advocates recruited - the number of new Community Advocate that has agreed to support this project since the last report. | 8                          | 14                         | 7                         | 4                       | 3                       | 3                       | 17                       | 213%                   | 121%                  |       |
| Events - the total number of events delivered during the reporting period.                                                          | 21                         | 42                         | 10                        | 7                       | 12                      | 22                      | 51                       | 243%                   | 121%                  |       |
| Participants - the total number of participants that have engaged with this project during the reporting period                     | 300                        | 600                        | 250                       | 166                     | 133                     | 226                     | 775                      | 258%                   | 129%                  |       |

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Table 2: Summary of the activities delivered in each of the named targeted communities stated in the VCAP application.

| #  | Local Authority Name | Name of targeted community                                                                                                                        | Number of activities in area | Percentage of activities in area | Comments                                     |
|----|----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|----------------------------------|----------------------------------------------|
| 01 | Perth & Kinross      | Community 1: <u>Aberfeldy</u> , <u>Grandtully</u> , Kinloch Rannoch, Tummel Bridge, Kenmore, <u>Glanlyon</u> , <u>Loch Tay</u> , <u>Strathtay</u> | 49                           | 96%                              | 12 more events planned                       |
| 02 | Perth & Kinross      | Community 2: <u>Pitlochry</u> , <u>Ballinluig</u> , <u>Blair Atholl</u>                                                                           | 2                            | 4%                               | 9 events planned during Zero Waste Challenge |
| 03 |                      | Total                                                                                                                                             | 51                           | 100%                             |                                              |

Table 3: Number of activities delivered against the prime and secondary focus of each event.

| Area of focus          | Contracted targets         |                            | Secondary focus |            |           |                        |       | Grand total | % of all activities | % of March 2016 target | Notes |
|------------------------|----------------------------|----------------------------|-----------------|------------|-----------|------------------------|-------|-------------|---------------------|------------------------|-------|
|                        | By 31 <sup>st</sup> Mar 15 | By 30 <sup>th</sup> Jun 15 | No secondary    | Food waste | Recycling | Reuse/repair/upcycling | Other |             |                     |                        |       |
| All three areas        | 4                          | 8                          | 5               |            |           |                        | 3     | 8           | 16%                 | 200%                   |       |
| Food waste             | 8                          | 8                          | 4               |            | 1         |                        | 4     | 9           | 18%                 | 113%                   |       |
| Recycling              | 5                          | 9                          | 1               | 1          |           | 2                      |       | 4           | 8%                  | 133%                   |       |
| Reuse/repair/upcycling | 6                          | 19                         | 25              |            | 4         |                        |       | 29          | 57%                 | 483%                   |       |
| Other                  | n/a                        | n/a                        | 1               |            |           |                        |       | 1           | 2%                  | n/a                    |       |
| Grand Total            | 21                         | 42                         | 36              | 1          | 5         | 2                      | 7     | 51          | 100%                | 243%                   |       |

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**Table 4:** Summary of number of activity types delivered matched against the primary focus of these activities.

| Activity type          | Primary focus of activity |            |           |                        |          | Grand total | Percentage of total activities | Notes |
|------------------------|---------------------------|------------|-----------|------------------------|----------|-------------|--------------------------------|-------|
|                        | All three areas           | Food waste | Recycling | Reuse/repair/upcycling | Other    |             |                                |       |
| Arts/Creative project  |                           |            |           | 6                      |          | 6           | 12%                            |       |
| Info stall (manned)    | 2                         |            | 2         |                        |          | 4           | 8%                             |       |
| Litter picking         |                           |            |           |                        | 1        | 1           | 2%                             |       |
| Presentation/Talk      | 1                         | 2          | 1         |                        |          | 4           | 8%                             |       |
| Swap shop/Pass-it-on   |                           |            |           |                        | 1        | 1           | 2%                             |       |
| Visit/Tour             | 2                         |            |           |                        |          | 2           | 4%                             |       |
| Workshop/Class         |                           | 6          |           | 21                     |          | 27          | 53%                            |       |
| Other (please specify) | 3                         | 1          | 1         | 1                      |          | 6           | 12%                            |       |
| <b>Total</b>           | <b>8</b>                  | <b>9</b>   | <b>4</b>  | <b>29</b>              | <b>1</b> | <b>51</b>   | <b>100%</b>                    |       |

**Table 5:** Summary of activities specified in the grant agreement for delivery between July 2015 and June 2016.

| Ref | Area of focus                  | Activity title                                | Notes                                                     |
|-----|--------------------------------|-----------------------------------------------|-----------------------------------------------------------|
| 1   | Increasing Household Recycling | Recycle Week                                  | 22-28 June 2015                                           |
| 2   | Increasing Household Recycling | Recycling Centre promotion                    | Nov 2016; planned for May 2016                            |
| 3   | Increasing Household Recycling | Stall at farmer's markets                     | Sept 2015; booked for June 2016                           |
| 4   | Increasing Household Recycling | WEBWalk visits                                | October 2015; 3 planned for May 2016                      |
| 5   | Increasing Household Recycling | WEEE amnesties                                | 5 schools Autumn 2015; 0.14 tonnes                        |
| 6   | Reducing Household Food Waste  | Highland Home Composting Project              | 31 of 32 bins allocated; additional 29 now available      |
| 7   | Reducing Household Food Waste  | Food Lovers Families & cookery demonstrations | 4-week course complete; additional course April 2016      |
| 8   | Expanding product life-cycles  | Bike maintenance workshops                    | 2 x 6-week courses complete                               |
| 9   | Expanding product life-cycles  | Upcycling workshops                           | 8 individual classes; plus another 20 <sup>th</sup> April |
| 10  | Expanding product life-cycles  | Furniture Upcycling workshops                 | 3 x 6-week course complete                                |
| 11  | Expanding product life-cycles  | Pass It On Week                               | Upcycled fashion show, movie + swap-shop                  |
| 12  | Expanding product life-cycles  | Autumn harvest workshops                      | Jamming session pencilled in for Sept 2016                |
| 13  | Expanding product life-cycles  | Swap-shops                                    | Part of upcycled fashion event                            |
| 14  | Combined areas of focus        | EWWR Events                                   | Info day; scalextric bike; upcycling workshop             |
| 15  | Combined areas of focus        | Launch/grand finale events                    | 5 launch events                                           |
| 16  | Combined areas of focus        | School visits                                 | 10 separate visits                                        |

## Summary of Proposed Activities to be implemented before June 2017

Volunteer and Community Advocate Programme  
Perth and Kinross Council

April 2016 Review FINAL15/04/16

A-D: 01/07/15 – 31/03/16

**Year 2: 01/07/2016 to 30/06/2017**

**Table A:** This table shows the split in key performance indicators for the end of year 1 (30/06/16) and year 2 (30/06/17). Values for year 1 are taken from the current grant agreement and values for year 2 are taken from the application form submitted for funding under the VCAP in 2015. During the interview process for the second year of project delivery we will look to determine what would be suitable targets for working towards for 30/06/17.

**Table B:** This shows the targeted communities currently being engaged with, if there are any changes to the communities that should be recognised as being engaged with details can be entered here and this can be discussed on during the interview process.

**Table C:** This table provides a very basic split of the proposed total project costs that would be incurred if this project continued for a second year of delivery. The total proposed value is taken from the value specified in clause 2.3 of the current grant agreement and the four milestones are simply a split of this value into equal parts. This table is included to speed up the process of issuing a grant agreement for year two should an offer be made. The values entered here are open for negotiation and do not represent an offer of funding.

**Table D:** This table provides a summary of the activity types that could form the community engagement strategy for delivery during year two of this project. This is based on the strategy shown in table 5 for the first year. During the discussion on proposals for year two of delivery we will look to identify if these activities as ones that will be continued and kept as part of the strategy or dropped. It will also be possible to add additional activity types to be part of the community engagement strategy proposed for year two of this VCAP project.

In addition to the above tables there will be a number of set questions that will be used to shape the discussion and review process for this project.

Should there be any questions with this document and content contained within this please contact:

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Volunteer and Community Advocate Programme  
Perth and Kinross Council

April 2016 Review FINAL15/04/16

A-D: 01/07/15 – 31/03/16

**Year 2 (July 2016 to June 2017) Proposals**

**Table A:** Split of key performance indicators across two delivery years – values for June 2016 as specified in the current grant agreement and values for June 2017 taken from the application for this programme.

| Key Performance Indicator                                        | Outcome shown cumulatively as of |           | Difference<br>June 2017-<br>June 2016 | Notes                                                                                                                                                                                                                                                                                                                        |
|------------------------------------------------------------------|----------------------------------|-----------|---------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                  | June 2016                        | June 2017 |                                       |                                                                                                                                                                                                                                                                                                                              |
| Number of volunteers maintained on the project                   | 0                                | 0         | 0                                     |                                                                                                                                                                                                                                                                                                                              |
| Number of volunteers recruited to the project from July 2015     | 15                               | 40        | 25                                    |                                                                                                                                                                                                                                                                                                                              |
| Total number of volunteers                                       | 15                               | 40        | 25                                    |                                                                                                                                                                                                                                                                                                                              |
| Number of community advocates recruited from July 2015           | 14                               | 25        | 11                                    |                                                                                                                                                                                                                                                                                                                              |
| Number of volunteer hours given from July 2015                   | 450                              | 2200      | 1750                                  | (2,200 = 40 volunteers, 2.5hrs each, for 22 months)<br><br>Area 1 - 2015/2016: 450<br>Area 1 - 2016/2017:<br>15 vol x 2.5hrs x 12 mths = 450<br>Area 2 - 2016/2017:<br>5 vol x 2.5hrs x 12 mths = 150<br>5 vol x 2.5hrs x 10 mths = 125<br>15 vol x 2.5hrs x 6 mths = 225<br>Total:<br>450 + 450 + 150 + 125 + 225 =<br>1400 |
| Number of participants engaged with from July 2015               | 600                              | 1500      | 900                                   |                                                                                                                                                                                                                                                                                                                              |
| Number of engagement activities delivered with a recycling focus | 9                                | 26        | 17                                    |                                                                                                                                                                                                                                                                                                                              |

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|                                                                                                                 |    |    |    |
|-----------------------------------------------------------------------------------------------------------------|----|----|----|
| Number of engagement activities delivered with a food waste prevention focus                                    | 8  | 16 | 8  |
| Number of engagement activities delivered with an extended product life-cycle focus: re-use, repair and sharing | 19 | 42 | 23 |
| Number of engagement activities delivered with a combined focus on more than one work area                      | 6  | 22 | 16 |

**Table B:** Communities to be targeted during the period from July 2016 to June 2017.

| Ref | Local Authority | Targeted community                                                                                                                                 | Notes and comments on any changes to the areas being targeted. |
|-----|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|
| 1   | Perth & Kinross | Community 1: <u>Aberfeldy</u> , <u>Grandtully</u> , Kinloch Rannoch, Tummel Bridge, Kenmore, <u>Glenlyon</u> , Loch <u>Tay</u> , <u>Strathhtay</u> |                                                                |
| 2   | Perth & Kinross | Community 2: Pitlochry, Ballinluig, Blair <u>Atholl</u>                                                                                            | Also to include <u>Logierait</u>                               |

If there are any changes due these should be entered into the column about notes and comments. Any new areas that are to be formally recognised should be listed.

**Table C:** Indicative Milestone schedule for the period from July 2016 to June 2017. Note that this table is a simple representation of the potential split of budget across four equal payments. Use the requested value to indicate any changes to the value needed for each milestone.

| Milestone Reference | Description of milestone                                                   | Due date          | Proposed Value | Requested Value |
|---------------------|----------------------------------------------------------------------------|-------------------|----------------|-----------------|
| E                   | Revenue costs incurred for Quarter 5 (July, August and September 2016)     | 30 September 2016 | £9,137.00      | £               |
| F                   | Revenue costs incurred for Quarter 6 (October, November and December 2016) | 31 December 2016  | £9,137.00      | £               |
| G                   | Revenue costs incurred for Quarter 7 (January, February and March 2017)    | 31 March 2017     | £9,137.00      | £               |
| H                   | Revenue costs incurred for Quarter 8 (April, May and June 2017)            | 30 June 2017      | £9,137.00      | £               |
|                     | <b>TOTAL</b>                                                               |                   | £36,548.00     | £               |

The above table does not constitute an offer and if an offer of funding is made for the second year of this project the values being offered could change from those shown in table C.

**Table D:** Summary of the types of activities that will be undertaken as part of the community engagement strategy within the targeted communities between July 2016 and June 2017.

| Ref | Focus of activity              | Name of activity                             | Keep / Cut | Notes on activity |
|-----|--------------------------------|----------------------------------------------|------------|-------------------|
| 1   | Increasing Household Recycling | Recycle Week                                 | Keep       |                   |
| 2   | Increasing Household Recycling | Recycling Centre promotion                   | Keep       |                   |
| 3   | Increasing Household Recycling | Stall at farmer's markets                    | Keep       |                   |
| 4   | Increasing Household Recycling | WEBWalk visits                               | Keep       |                   |
| 5   | Increasing Household Recycling | WEEE amnesties                               | Keep       |                   |
| 6   | Reducing Household Food Waste  | Highland Home Composting Project             | Keep       |                   |
| 7   | Reducing Household Food Waste  | Food Lover Families & cookery demonstrations | Keep       |                   |
| 8   | Expanding product life-cycles  | Bike maintenance workshops                   | Keep       |                   |
| 9   | Expanding product life-cycles  | Upcycling workshops                          | Keep       |                   |
| 10  | Expanding product life-cycles  | Furniture Upcycling workshops                | Keep       |                   |
| 11  | Expanding product life-cycles  | Pass It On Week                              | Keep       |                   |
| 12  | Expanding product life-cycles  | Autumn harvest workshops                     | Keep       |                   |
| 13  | Expanding product life-cycles  | Swap-shops                                   | Keep       |                   |
| 14  | Combined areas of focus        | EWWR Events                                  | Keep       |                   |
| 15  | Combined areas of focus        | Launch/grand finale events                   | Keep       |                   |
| 16  | Combined areas of focus        | School visits                                | Keep       |                   |

**PERTH AND KINROSS COUNCIL**

**Environment Committee**

**7 September 2016**

**Perth and Kinross Outdoor Access Forum Annual Report 2015-16**

**Report by Director (Environment)**

This report summarises the activities and progress of the Perth and Kinross Outdoor Access Forum to date. It also recommends the appointment of one new member to the Forum and changes to its Terms of Reference.

**1. BACKGROUND / MAIN ISSUES**

- 1.1 Part 1 of the Land Reform (Scotland) Act 2003 requires local authorities to set up at least one local Access Forum and to appoint members to them.
- 1.2 The Act states that the functions of a Forum are:
- 'To advise the local authority and any other person or body consulting the forum on matters having to do with:
    - the exercise of access rights
    - the existence and delineation of rights of way or
    - the drawing up and adoption of a plan for a system of core paths.
    - to offer and, where the offer is accepted, to give assistance to the parties in any dispute about the above and the use of core paths in order to resolve the dispute'.
- 1.3 This report follows on from report number 15/361 to the Environment Committee on 9 September 2015.

**Membership**

- 1.4 The Perth and Kinross Outdoor Access Forum (the Forum) has sixteen members. Twelve members are voluntary and represent the interests of landowners/managers, community and recreation equally. These members are elected at an open meeting and their appointments confirmed by the Council's Environment Committee. The remaining members represent agencies and other bodies, and are invited onto the Forum and appointed by the Environment Committee. The list of members and prospective members is shown in Appendix 1.

## **Annual General Meeting and Election**

- 1.5 The annual general meeting (AGM) and election was held at the Pitlochry Festival Theatre on 26 May 2016. In each group, members stood down to vacate seats for the election:
- In the Recreation Group, Heather Baker (British Horse Society) was re-elected unopposed.
  - In the Communities Group, Peter Pearson (Methven & District Community Council) was re-elected unopposed. The Forum carried an additional vacancy through 2015-16 and Councillor Michael Barnacle, who represents a number of bodies in addition to his role as a ward councillor, was elected unopposed to this position.
  - In the Landowners / Manager's Group, Hugh Anderson, a retired estate factor, was re-elected unopposed.
- 1.6 In terms of the agencies and other bodies, these will remain unchanged from 2015.
- 1.7 21 people attended the AGM at which Jacobs, the engineering company who are undertaking the design work for the dualling of the A9 through Highland Perthshire, gave a presentation and answered questions about the the project with particular reference to non-motorised users (NMUs).
- 1.8 Changes were also agreed to the Forum's Terms of Reference which require Committee approval.

## **Activities August 2015 – August 2016**

- 1.9 Nick Cole and Peter Pearson were re-elected as Convener and Vice Convener respectively, following on from Council confirmation of Appointments, at the Forum Meeting on 19 November 2015.
- 1.10 Four ordinary meetings of the Forum took place and the Exemptions and Obstructions Sub Group met on four occasions to assist officers to resolve and prioritise obstructions to public access and offer advice in relation to exemption orders.
- 1.11 The Forum provided advice to the Council and others in relation to access rights. Members of the Forum provided input to stakeholder consultation on the dualling of the A9 with particular reference to NMUs. The Forum Convenor spoke to a meeting of the Scottish Women's Institute about the work of the Forum and improvements to the path network locally. Members also attended joint meetings of local access forums and the National Access Forum.

- 1.12 The Forum provided advice to the Council in relation to two exemption orders, for a car rally and for T in the Park, in order to exempt land from access rights to enable these events to go ahead.
- 1.13 Obstructions to access remained a concern both for the Exemption and Obstructions Sub Group and for the Forum as a whole. The Sub Group contributed to a new Council process for addressing obstructions and engaged more fully in resolving individual cases during 2015-16, building on the approach from 2014-15.
- 1.14 While progress in resolving obstructions to access remains a challenge, the Forum's assistance in identifying land managers, finding solutions, or just checking the position on the ground has proved to be very useful.

|                                                         | Now Resolved  | Not Resolved  | Written off  | Total         |
|---------------------------------------------------------|---------------|---------------|--------------|---------------|
| Outstanding Obstructions predating new process Oct 2014 | 48            | 29            | 9            | 86            |
| New Obstructions since October 2014                     | 40            | 29            | 3            | 72            |
| Total                                                   | 88<br>(55.7%) | 58<br>(36.7%) | 12<br>(7.6%) | 158<br>(100%) |

- 1.15 Members of the Forum have also contributed to core path implementation and the establishment of, and support for, path groups across Perth and Kinross. As of May 2016, 65% of the core path network (excluding roadside footways) has been signed.
- 1.16 The Forum pages on the website at [www.pkc.gov.uk/article/2142/Access-Forum](http://www.pkc.gov.uk/article/2142/Access-Forum) were updated as appropriate throughout the year.

## 2. PROPOSALS

- 2.1 It is proposed that the appointments of new and existing members are confirmed as members of the Forum (see Appendix 1) and that the filling of any casual vacancy is filled through recruitment by Forum members as detailed in the Forum's Terms of Reference.
- 2.2 It is also proposed that the Forum's Terms of Reference are updated and clarified as agreed at the AGM (see Appendix 2).

## 3. CONCLUSION AND RECOMMENDATIONS

- 3.1 The Perth and Kinross Outdoor Access Forum has worked effectively during the period covered by this report. It has offered advice to the Council, other organisations and the public with reference to access rights.

3.2 It is recommended that the Environment Committee:

- i. Notes the activities and progress of the Perth and Kinross Outdoor Access Forum from August 2015 to date.
- ii. Confirms the appointment of one new member and the re-appointment of three members to the Forum for a period of four years and confirms the members to be retained in their appointments for at least a further year, as recommended in Appendix 1.
- iii. Confirms the changes to the Terms of Reference as set out in Appendix 2.
- iv. Delegates to the Director (Environment) the filling of any casual vacancy arising in this period through recruitment by Forum members as detailed within the Forum's Term of Reference.

**Author**

| <b>Name</b> | <b>Designation</b>        | <b>Contact Details</b>                                                                       |
|-------------|---------------------------|----------------------------------------------------------------------------------------------|
| Dave Stubbs | Greenspace<br>Coordinator | 475000<br><a href="mailto:TESCommitteeReports@pkc.gov.uk">TESCommitteeReports@pkc.gov.uk</a> |

**Approved**

| <b>Name</b>    | <b>Designation</b>     | <b>Date</b>  |
|----------------|------------------------|--------------|
| Barbara Renton | Director (Environment) | 19 July 2016 |

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You can also send us a text message on 07824 498145.

All Council Services can offer a telephone translation facility.

## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

| <b>Strategic Implications</b>                       | <b>Yes / None</b> |
|-----------------------------------------------------|-------------------|
| Community Plan / Single Outcome Agreement           | <b>Yes</b>        |
| Corporate Plan                                      | <b>Yes</b>        |
| <b>Resource Implications</b>                        |                   |
| Financial                                           | <b>None</b>       |
| Workforce                                           | <b>None</b>       |
| Asset Management (land, property, IST)              | <b>None</b>       |
| <b>Assessments</b>                                  |                   |
| Equality Impact Assessment                          | <b>Yes</b>        |
| Strategic Environmental Assessment                  | <b>Yes</b>        |
| Sustainability (community, economic, environmental) | <b>Yes</b>        |
| Legal and Governance                                | <b>None</b>       |
| Risk                                                | <b>None</b>       |
| <b>Consultation</b>                                 |                   |
| Internal                                            | <b>Yes</b>        |
| External                                            | <b>Yes</b>        |
| <b>Communication</b>                                |                   |
| Communications Plan                                 | <b>Yes</b>        |

### 1. Strategic Implications

#### Community Plan / Single Outcome Agreement

- 1.1 The proposals relate to the delivery of the Perth and Kinross Community Plan/Single Outcome Agreement by helping to create a safe and sustainable place for future generations. They contribute to the following Local Outcomes: Our area will have improved infrastructure and transport links; our area will have a positive image locally, nationally and internationally; our communities will be vibrant and active; Our communities will have access to the key services they need; Our area will have a sustainable natural and built environment.

#### Corporate Plan

- 1.2 The Council's Corporate Plan 2013-2018 lays out five outcome focussed strategic objectives which provide clear strategic direction, inform decisions at a corporate and service level and shape resources allocation. They are as follows:
- (i) Giving every child the best start in life;
  - (ii) Developing educated, responsible and informed citizens;
  - (iii) Promoting a prosperous, inclusive and sustainable economy
  - (iv) Supporting people to lead independent, healthy and active lives; and
  - (v) Creating a safe and sustainable place for future generations

1.3 The report supports objective ii, iii, iv and v.

## 2. Resource Implications

2.1 There are no resource implications arising directly from the recommendations in this report.

### Workforce

2.2 There are no workforce implications arising directly from the recommendations in this report.

### Asset Management (land, property, IT)

2.3 There are no direct asset management issues with this report although the Forum is a key organisation in assisting the Council with the management of Core Paths and Rights of Way networks.

2.4 There are no information technology implications arising from this report.

## 3. Assessments

3.1 Under the Equality Act 2010, the Council is required to eliminate discrimination, advance equality of opportunity, and foster good relations between equality groups. Carrying out Equality Impact Assessments for plans and policies allows the Council to demonstrate that it is meeting these duties. The Equality Impact Assessment undertaken in relation to this report can be viewed clicking [here](#).

3.2 The proposals have been considered under the Corporate Equalities Impact Assessment process (EqIA) with the following outcome:

(i) Assessed as **not relevant** for the purposes of EqIA

### Strategic Environmental Assessment

3.3 The Environmental Assessment (Scotland) Act 2005 places a duty on the Council to identify and assess the environmental consequences of its proposals.

3.4 This section should reflect that the proposals have been considered under the Act and no further action is required as it does not qualify as a PPS as defined by the Act and is therefore exempt.

### Sustainability

- 3.5 Under the provisions of the Local Government in Scotland Act 2003, the Council has to discharge its duties in a way which contributes to the achievement of sustainable development. In terms of the Climate Change Act, the Council has a general duty to demonstrate its commitment to sustainability and the community, environmental and economic impacts of its actions.
- 3.6 There are no direct impacts on sustainable development as a result of these proposals but securing the public access to the great outdoors contributes to the economic, social and environmental well-being of the area.

### Legal and Governance

- 3.7 There are no legal implications from this report.

### Risk

- 3.8 There are no risks arising from this report as the subject matter and procedures referred to are well established and on-going.

## **4. Consultation**

### Internal

- 4.1 The Head of Legal and Governance and the Head of Democratic Services have been consulted on the content of this report.

### External

- 4.2 The Perth and Kinross Outdoor Access Forum has been consulted in the development of the proposals and the preparation of the report, and they are supportive of it.

## **5. Communication**

- 5.1 There are established regular meetings and communications between the Council and Perth and Kinross Outdoor Access Forum.

## **2. BACKGROUND PAPERS**

- 2.1 The following background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (and not containing confidential or exempt information) were relied on to a material extent in preparing the above Report; (list papers concerned)

- Report to the Environment Committee on 9 September 2015 (15/361) entitled Perth and Kinross Outdoor Access Forum Annual Report 2015.

### **3. APPENDICES**

- 3.1 Appendix 1 lists the members and new members of the Forum to be confirmed or retained in their membership of the Perth and Kinross Outdoor Access Forum.
- 3.2 Appendix 2 sets out the Forum's Terms of Reference with updates and clarifications, as agreed at the Annual General Meeting, shown as track changes. These changes require to be approved

**CANDIDATES FOR APPOINTMENT TO THE FORUM**

New members elected 26 May 2016 recommended for immediate appointment. Existing members who are recommended for reappointment for at least a further year

**Recreation Group**

| <b>Name</b>                                                                                   | <b>Organisation/ Interest</b>                                                                                                                       | <b>Geographical knowledge/<br/>home area</b> | <b>Notes/ profession</b>                                                                      |
|-----------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|-----------------------------------------------------------------------------------------------|
| Sue James<br>Elected 2015                                                                     | Perth Mountaineering Club<br>Mountaineering Council of<br>Scotland                                                                                  | Highland & East Perthshire                   | Extensive hillwalking experience.<br>Trainer. Member of a number of<br>relevant organisations |
| Mary Conacher<br>Member since 2004<br>Re-elected 2014                                         | Scottish Canoe Association (SCA),<br>Women's Rural Institute, Royal<br>Tay Yacht Club                                                               | Highland/Alyth                               | Former SCA Access volunteer/retired<br>watersports instructor                                 |
| Heather Baker<br>Member since 2012<br>Re-elected 2016<br><b>(subject to<br/>confirmation)</b> | British Horse Society (Access<br>Representative for Tayside)<br>Strathearn Riders Access Group<br>The Pony Club (President of<br>Strathearn Branch) | Strathearn/Auchterarder                      | Farmer and livery owner                                                                       |
| John Andrews<br>Member since 2009<br>Re-elected 2013                                          | Ramblers, Scotways, Scottish<br>Wildlife Trust, Luncarty Redgorton<br>& Moneydie Community Council,<br>National Trust Scotland                      | Perth Area/Luncarty                          | Former member of county access<br>liaison committee - retired                                 |

## Community Group

| Name                                                                                                | Organisation/ Interest                                                                                                      | Geographical Knowledge/<br>home area                     | Notes/Profession                                                                                                                                                                                                                                                                                                      |
|-----------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Nick Cole<br/>Member since 2004<br/>Re-elected 2014</p>                                          | <p>Strathmore and the Glens Rural Partnership. Meigle Community Trust. Next Steps &amp; Stride for Life Walking Groups.</p> | <p>Highland &amp; Lowlands/<br/>Meigle</p>               | <p>Interests include environment and active recreation/Private Consultant in event planning and management. Also sits on the Cairngorms National Park Access Forum and Scottish Adventure Activities Forum. He is a trustee of Blairgowrie Town Hall and Treasurer of the Blairgowrie and Rattray Access Network.</p> |
| <p>Peter Pearson<br/>Member since 2004<br/>Re-elected 2016<br/><b>(subject to confirmation)</b></p> | <p>Methven &amp; District Community Council</p>                                                                             | <p>Harrietfield, Perth &amp; surrounding countryside</p> | <p>Walker &amp; cyclist<br/>Retired Recreation Manager SNH</p>                                                                                                                                                                                                                                                        |
| <p>Jennifer Herd<br/>Elected 2015</p>                                                               | <p>Member of British Horse Society, Strathearn Rural + Riders Access Group</p>                                              | <p>Highland and East Perthshire. Perth area</p>          | <p>Broad experience particularly in negotiating equestrian access and representing the interests of horse riders</p>                                                                                                                                                                                                  |
| <p>Councillor Michael Barnacle<br/>Elected 2016<br/><b>(subject to confirmation)</b></p>            | <p>PKC member of Perth &amp; Kinross Countryside Trust &amp; President of Crochallan Mountaineering Club</p>                | <p>Kinross-shire</p>                                     | <p>Kinross-shire Ward Councillor. Member of the Council of APRS (Rural Scotland), Member of John Muir Trust and the Mountaineering Council of Scotland</p>                                                                                                                                                            |

### Landowner/Manager Group

| Name                                                                                          | Organisation/ Interest                                                                                   | Geographical Knowledge/<br>home area | Notes/Profession                                                                                                                                                      |
|-----------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|--------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Mark Thomson<br>Elected 2014                                                                  | National Farmers Union, Scotland<br>& Luing Cattle Society                                               | Kinross                              | Livestock and arable farmer.<br>Chairman West Fife and Kinross<br>NFUS                                                                                                |
| Donald Broad<br>Elected 2014                                                                  | Estate Manager                                                                                           | Highland Perthshire                  | Estate manager with experience in<br>farming, forestry and field sports.<br>Member of the Scottish Gamekeeper's<br>Association and the Rare Breeds<br>Survival Trust. |
| Hugh Anderson<br>Member since 2004<br>Re-elected 2016<br><b>(subject to<br/>confirmation)</b> | Scottish Rights of Way & Access<br>Society.                                                              | Perth & Surrounding<br>area/Scone    | Land & River Management. Retired<br>Estate Factor                                                                                                                     |
| Sandy Simpson<br>Member since 2005<br>Re-elected 2013                                         | Royal Highland Educational Trust,<br>Rural Services Scotland,<br>Perth and Kinross Agricultural<br>Forum | Perth Area                           | Farm Manager<br>Interested in all environmental issues/                                                                                                               |

## Agencies & Other Bodies

These members are not elected but have been invited to sit on the Forum by the Council.

| <b>Member</b>                                        | <b>Represents</b>                                | <b>Job Title</b>                                                 | <b>Office Base/other interests</b>                                                                                                                                                                                                                                                                                                                                                               |
|------------------------------------------------------|--------------------------------------------------|------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Councillor Bob Ellis<br>Member since 2004            | Perth & Kinross Council                          | Councillor Ward 3<br>Blairgowrie & Glens                         | Member of the Environment<br>Committee, Perth and Kinross<br>Council. Member of Perth and Kinross<br>Countryside Trust. Memebr of<br>Blairgowrie and Rattray Access<br>Network. Chairman of Blairgowrie and<br>East Perthshire Tourist Association.<br>He is also Vice Convenor of the Loch<br>Lomond and the Trossachs National<br>Park Access Forum and a member of<br>the National Park Board |
| Mike Strachan<br>Member since 2007                   | Forestry Commission Scotland                     | Policy &<br>Development Officer<br>Perth & Argyll<br>Conservancy | Forestry Commission, Upper Battleby.<br>Big Tree Country                                                                                                                                                                                                                                                                                                                                         |
| Bob Bennett<br>Member since 2015                     | Centre for Inclusive Living Perth and<br>Kinross | Chairman                                                         | Perth                                                                                                                                                                                                                                                                                                                                                                                            |
| Karen Mitchell<br>Corresponding Member<br>since 2013 | Scottish Natural Heritage                        | Operations Officer<br>Tayside & Grampian                         | Battleby, Perth                                                                                                                                                                                                                                                                                                                                                                                  |

## Perth & Kinross Outdoor Access Forum

### Terms of Reference

#### 1.0 Name and Area of Operation

- 1.1 The group will be known as the Perth & Kinross Outdoor Access Forum (~~hereinafter referred to as "PKOAF" or "the Forum"~~) and will cover the Perth & Kinross Council area excluding that part which falls within the boundaries of Loch Lomond and the Trossachs National Park and Cairngorms National Park as shown on the attached map as Appendix 1.

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#### 2.0 Equal Opportunities

- 2.1 The Forum will follow the policies adopted by Perth & Kinross Council (~~"the Council"~~) in relation to ~~a~~Acts relating to non-discriminatory behaviour and equal opportunities.

#### 3.0 Aim

- 3.1 The aim of the Forum is to advise and assist ~~Perth & Kinross the~~ Council and other parties in relation to the development, promotion, monitoring and management of responsible public access to the outdoors in the Forum area.

#### Objectives

##### 4.0 Advice and Mediation

- 4.1 To advise the Council on strategic access issues throughout Perth & Kinross - this includes the review of any relevant Community Greenspace Strategies .
- 4.2 To act as a consultee in relation to the Council's duties and powers under the Land Reform (Scotland) Act 2003 which include: ~~;~~ upholding access rights through the removal of signs and obstructions, dealing with requests to exempt land from access rights, making and reviewing byelaws.
- 4.3 To mediate and offer advice to the Council and other parties to help resolve access conflicts ~~;~~ ~~seeking consensus rather than conflict by a~~ process of seeking consensus.

##### 5.0 Core Paths Planning

5.1 To advise the Council on priorities for implementation, particularly with regard to Core Paths Plan.

## **6.0 Publicity and Promotion**

6.1 To promote the sharing of knowledge, awareness of different viewpoints and good practice in responsible outdoor access in accordance with the Land Reform (Scotland) Act 2003.

6.2 To assist in publicising the Land Reform (Scotland) Act 2003 and interpreting it to the public.

6.3 To promote and help publicise the Scottish Outdoor Access Code.

6.4 To prepare and implement a Communication Strategy for the Forum.

## **7.0 Structure**

7.1 Members will number 16 with 4 members representing each of 4 interest groups being: Agency & Other Appropriate Bodies (see 8.2), Landowner/manager, Recreation and Community.

7.2 Each member will name a substitute who may attend meetings in place of ~~the~~ that member by prior arrangement. Substitutes can be invited to attend one meeting per year with the member and will be invited to training events.

7.3 The Forum may appoint Working Groups to advise the Forum on topic based access issues if and when judged necessary. Working Groups will have clear remits and will report outcomes and recommendations to the Forum for approval and further guidance.

7.4 A wider group of people who wish to be kept in contact with the Forum and have authorised their contact details to be kept will be known as the Forum Contact Group. These individuals and groups will be invited to open meetings.

## **8.0 Membership**

8.1 Members must live and/or work within Perth & Kinross Council Area.

8.2 Members representing agencies and other appropriate bodies will not be elected but are invited onto the Forum by Perth and Kinross Council. Agencies & other appropriate bodies currently represented on the Forum are Perth & Kinross Council, Scottish Natural Heritage, Forestry Commission (Scotland) and the Centre for Inclusive Living Perth & Kinross ~~Access Group~~.

8.3 Members representing interest groups (excluding agency reps) will be elected at open meetings by all those attending within the respective

interest group. Only those eligible for membership of that interest group shall be entitled to vote.

- 8.4 Elections will be held at a public meeting in April/May of every year. In March/April nominations for re-election will be submitted and nominations for election from a wider interest group will also be sought. Candidates successfully elected to seats, and candidates to be held as reserves for seats which may fall vacant during the period of appointment, will be put forward for formal appointment by the Council in June at the next available meeting of the appropriate committee.
- 8.5 Members of the Forum will be elected for a 4 year period with an option to be re-elected. One member from each interest group will retire each year in rotation. Those to stand down before having served for 4 years will be selected by lot.
- 8.6 Any vacancies which may arise within the period of appointment will be filled by a reserve candidate. In the event that no reserve candidates are available the relevant interest group on the Forum can nominate a suitable candidate to fill the vacancy. In this event the nominated candidate must be confirmed by the Council.
- 8.7 Working Groups should have balanced representation from the 4 interest groups.
- 8.8 Members of Working Groups should be drawn from the Forum or co-opted from those with appropriate interests and or qualifications.
- 8.9 Substitutes can be drawn from the wider contact group.
- 8.10 Only members of the Forum are eligible to make decisions relating to the stated aims of the Forum.
- 8.11 The Forum will elect a Convener and Vice Convener from the membership ~~in August~~ following elections of members in April/May and Council confirmation (see 8.4 above).
- 8.12 In the event of any elected member failing to attend 3 consecutive meetings without making arrangement for their substitute to attend in their place the member will be contacted by the Convenor to discuss whether the member should stand down.
- 8.13 In the event of a member behaving in an unsatisfactory manner in relation to Forum business they may be invited to stand down. Any complaint in respect of the behaviour of a member should be sent in writing to the Convener who will invite the member to submit an explanation or statement with regard to the complaint. The Convener will then form a disciplinary subgroup to consider the matter and decide whether the member should be invited to stand down.

## **9.0 Meetings & Administration**

- 9.1 Forum meetings will be held quarterly in February, May, August & November. Additional meetings of the Forum and of Working Groups may be called as required.
- 9.2 An annual open meeting will be held in April/May at which an election of members will be held. A report of the actions of the Forum for the previous year will be presented.
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- 9.5 Forum Sub-group meetings will be conducted as appropriate considering the nature of business in accordance with the above principles where possible and practicable.
- 9.6 The Council will provide rooms and facilities and administration for meetings.
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9.11 Any decisions must be made by a quorate representation. A meeting shall not be quorate unless at least two members (or their nominated substitutes) from each of the Landowner/Manager, Recreation and Community groups are present. ~~of a minimum of 2 members from each interest group provided also that there are at least 10 members of the Forum present.~~

**Comment [DS1]:** Deleted in version approved at committee 2012 but retained as strikethrough text in error.

9.12 Members should disclose any personal interests relevant to the business of the meeting at the beginning of each forum or working group meeting stating the nature of the interest. If there is a conflict of interest in a matter to be discussed the member should temporarily leave the meeting while the matter is discussed and will not be permitted to ~~not~~ vote on this matter.

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## 10.0 Communication Strategy

10.1 All contact with the media should be directed through the Convener.

10.2 The Communication Strategy will be used to guide communications.

10.3 The Forum will follow the agreed procedure for the resolution of disputes.

## 11.0 Alterations to the Terms of Reference

11.1 The Terms of Reference were agreed by the Forum in August 2006 and have been reviewed, updated and, amended as required since. The Terms of Reference must be formally approved by Perth & Kinross Council following any and all amendments.

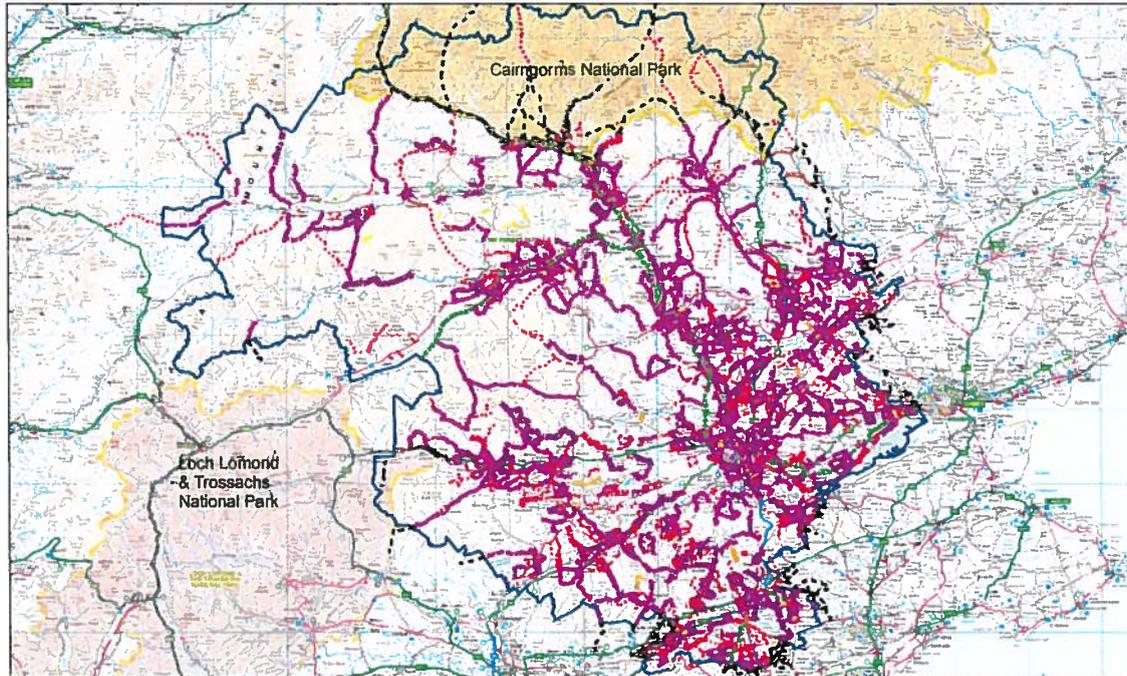
Signed on behalf of the Forum on ..... 20122016

Convener ..... Date .....

Vice Convenor..... Date .....

| Signed on behalf of the Council on ..... ~~2012~~2016

Appendix 1 – Area of Perth & Kinross Outdoor Access Forum



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|                                                          |                                                                                                |                                        |
|----------------------------------------------------------|------------------------------------------------------------------------------------------------|----------------------------------------|
| <b>Title:</b> Perth & Kinross Outdoor Access Forum Area  | <b>Map for use in connection with Council duties under the Land Reform (Scotland) Act 2003</b> | <b>Scale:</b><br>↑<br><b>1:530,000</b> |
| <b>Contact:</b> Access Officer<br><b>Date:</b> June 2012 |                                                                                                |                                        |





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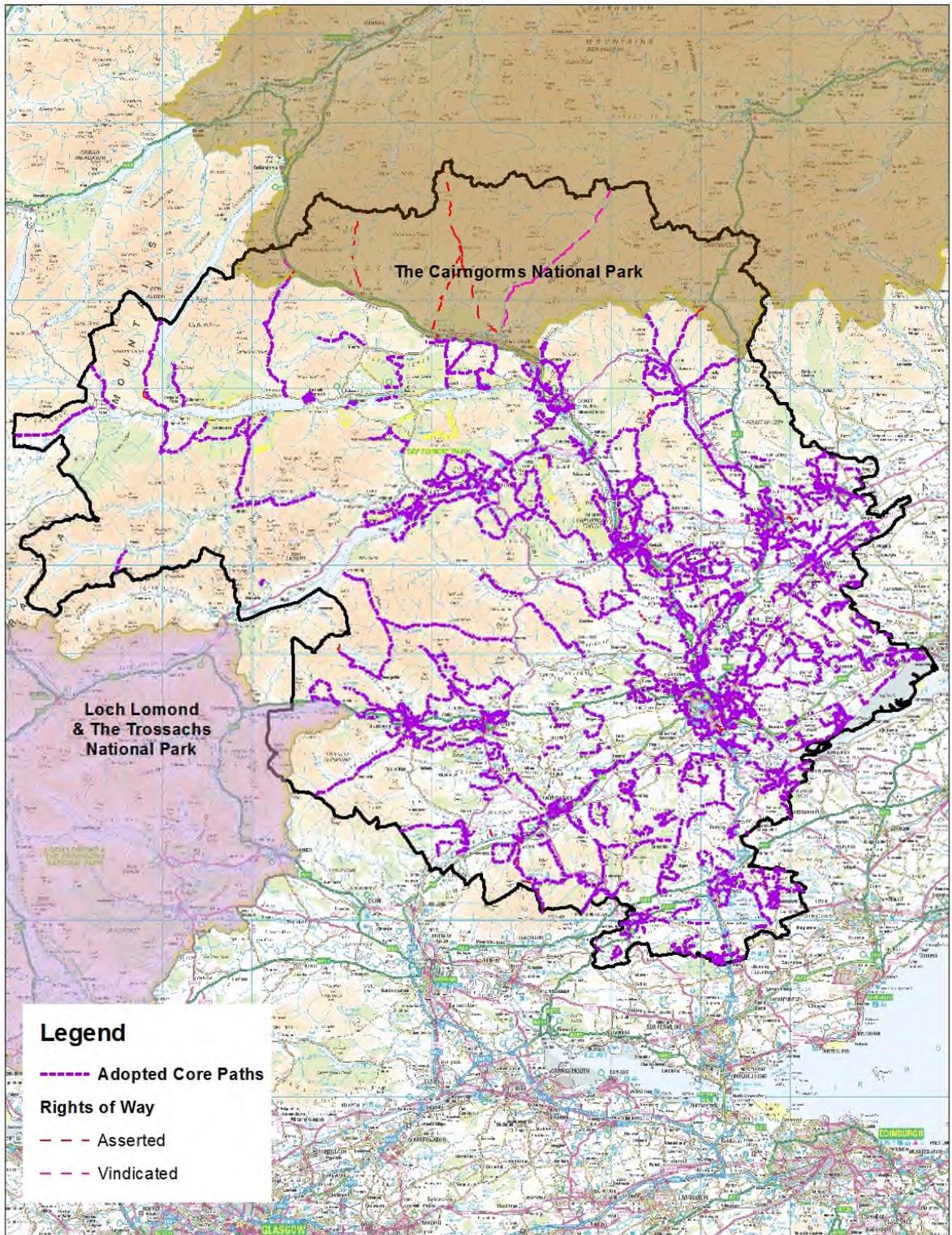
Signed on behalf of the Forum on ..... 2016

Convener ..... Date .....

Vice Convener..... Date .....

Signed on behalf of the Council on ..... 2016

Appendix 1 – Area of Perth & Kinross Outdoor Access Forum



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|                                           |                                                                                                                         |                                                                                       |
|-------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| Perth & Kinross Outdoor Access Forum Area |                                                                                                                         |  |
| Contact: Greenspace Coordinator           | Map for use in connection with Council duties under the Land Reform (Scotland) Act 2003                                 |                                                                                       |
| Date: August 2016                         |  <b>Scale:</b><br><b>1:550,000</b> |                                                                                       |

