

### Waste and Recycling Community Conversations – November 2019

15 Community Conversations were held between 29<sup>th</sup> October 2019 and 29<sup>th</sup> November 2019, with a total of 813 attendees. Conversations were attended by Officers from the Waste Service and supported by Ward Officers.

Attendees were given the opportunity to ask or leave comments and questions, and to complete a short feedback survey on the event itself.

Relevant Topic/ Area	Comments	We are doing.....or we can't do this because
<b>Events</b>	Article in Galloway News - no times included	Local papers were provided with a press release regarding events, this included the advertising poster which included dates, venues and times.
	Put "Consultations" on DG website	Consultation information can be found at <a href="https://www.dumgal.gov.uk/consultations">https://www.dumgal.gov.uk/consultations</a> Links are included on this page to Ward and Community Conversations events.
	Not enough publicity; put info through each door	Events were advertised across Council website and media channels, in local press and through Ward Officers for each Ward. Information will be sent to each household at rollout
<b>HWRC</b>	Remove gantries at HWRCs x 3	Gantries help to maximise the amount of material collected in the skips. This reduces costs and the number of times skips need to be emptied. Using gantries also reduces the need for users to enter skips. For anyone who has difficulty using the ramps, the staff can assist.
	Provide more info to HWRC staff on materials	We are reviewing the information provided at sites, introducing clearer signage and will be working with our site staff to promote the recycling message.
<b>Food Waste</b>	Community food waste/compost schemes for rural areas or food collection at dumps	<p>The council would encourage local communities to explore options for community composting schemes where garden waste is turned into compost for local use.</p> <p>Collection of separated food waste at Household Waste Recycling Centres would require regular collection and disposal of small quantities of waste using dedicated vehicles. This would be very costly and resource intensive. Food waste collected with other 'residual' waste can be processed through the council's Ecodeco plant.</p>

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	Food bins will be costly white elephant, think time, effort and money	Separated food waste collections are used successfully by other local authorities and in the Wigtown area in Dumfries and Galloway. However, it can be costly and inefficient for rural areas, so we are restricting collections to the urban post-code areas where required to do so by the Scottish Government.
<b>Deposit Return Scheme</b>	DRS - where are shops supposed to store all returned bottles if they are only small business	DRS Regulations apply to single-use drinks containers made of polyethylene terephthalate (PET plastic), steel, aluminium or glass only. Glass jars, along with other glass products, can be recycled at your local glass collection point. Further information on the DRS can be found at; <a href="https://depositreturnscheme.zerowastescotland.org.uk/faqs">https://depositreturnscheme.zerowastescotland.org.uk/faqs</a>
	Plastic bottle recycling money back scheme in town centre	
	Deposit return should be for jars as well	
	Deposit scheme for bottles	
	30 years ago, visiting Denmark we were able to recycle bottles in supermarkets. They had machines that if memory serves, refunded money or gave credit. 30 YEARS AGO!	Approximately 45 countries and territories around the world have deposit return schemes. The draft Regulations include a provisional start date of 1 April 2021 for the DRS.
	Deposit return scheme great childhood memories	For us to!
<b>Recycling</b>	Clothing for recycling. Lots of people just put it in the bin when clothing banks are available. More information on where these are	Clothing banks are usually managed by shops or charities. Locations of banks can be found by entering your postcode at "Find my nearest" on Council website.
	More large recycling bins around the town for folk to put their rubbish in.	Legislation requires a kerbside collection service i.e. from households. In future with DRS, single use drinks containers will be eligible for a 20p return, reducing need for recycling waste bins.
	Will there be a collection point for the plastic/card & paper as the new scheme begins?	The rollout of the new kerbside service will include separate bins for metals/plastics and paper/card.
	Have more recycling available in Gatehouse.	
	Paper/card/cans/plastics. Not everyone can get to CD	Kerbside collection service will avoid need for recycling points. For those in flats with limited space to store wheelie bins, hessian bags will be provided for recycling.
	It would be useful to have recycling down at the harbour for card/paper and plastic/cans along with the glass for folk in flats with limited space	
	Everyone should be forced to start recycling while we are still on the black boxes to prepare them for the new system late next year 2020	There is no legislative method to force householders to recycle. By reducing the volume of residual (black bag) waste through reduced frequency of collection, recycling becomes required because there will not be sufficient space within the residual waste bin.
Enforce recycling otherwise waste of council/taxpayers money		

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	What consideration has been given to financial incentives for householders? E.g. vouchers for amount of material provided for recycling	Measuring the amount put out for recycling for each individual household would be hugely expensive. Incentive is to create less waste, reducing the impact on the environment and helping to tackle a global challenge.
	We used to have glass and tin recycling bins in Gelston - they were excellent - could we have them back please?	Glass bins will be replaced across the region. Decisions on locations will be based on Code of Practice, but through engagement with community councils we would look to install glass bins at additional locations.
	Communal bins for recycling. Space saving and safer in very narrow streets	Communal bins will be used in locations lacking space for wheelie bins
	So many different types of plastic - not all suitable for recycling. When will guidance be available	Best practice suggests adopting a simple message; our guidance will be that we collect; "all plastic bottles and pots, tubs and trays". Simplest materials to recycle are Type 1 – PET, 2 – HDPE and 5 – PP
	Plastic skip for Sanquhar	Service will look to install facility at Sanquhar, but new kerbside collection will reduce / remove need for plastic skips.
	Recycling plans are good	Thanks
	Plastic skip for Thornhill HWRC	Service will look to install facility at Thornhill HWRC, but new kerbside collection will reduce / remove need for plastic skips.
	Make people aware of financial costs of not recycling is good	Thanks
	Update website with acceptable plastic info	We are looking to update the website.
	Recycling small electricals communal bin	Facilities are provided at HWRCs; this is more manageable
	Somewhere to recycle plastics locally	
	Can your economic development team encourage companies to make recycled products to sell in our wide range of tourists outlets	It is unlikely that this will be pushed by Economic Development, although it is a good idea.
	It's about time there was more recycling	Agreed and we hope that this new kerbside service will increase recycling rates significantly.
<b>Bins and Bags</b>	Make it clear not to put bin out if not full	Not a significant issue for the service. Routes are designed on pick-ups from every household. Given reduced frequency of collection probably best bins are generally put out every time. A different message may confuse.

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	How long do these bags last? Do we have to house them when covered in dog dirt etc? Seagull proof?	Lifespan will depend on how much they are used and left outside. They are designed to be seagull proof. Council will replace when damaged.
	I live in a flat with a shared outdoor space (drying green) so...I am concerned there is not enough space for the new scheme	If a property cannot accommodate wheelie bins, then hessian sacks can be provided instead. Alternatively, communal bins can be provided.
	Make sure to be specific about how to order smaller bins or bags!	Noted
	When can we say which bags/bins we need - will there be a letter?	This will be confirmed in due course.
	Recycling bags: Please make it clear that there is an alternative to the large bins. When, how and where will they be available.	The presumption will be that anyone with a wheelie bin will be provided with two additional wheelie bins. Anyone without a wheelie bin will be provided hessian sacks for dry recyclates.
	The small bags (instead of the bins) are a good idea for these with limited space - but - they will blow around the street in the wind after (possibly before) collection.	They will be susceptible to being blown around but are weighted so this will help them stay in place.
	People are not using their black boxes, how are you going to enforce this on everyone?	There is no legislative method to force householders to recycle. By reducing the volume of residual (black bag) waste through reduced frequency of collection, recycling becomes required because there will not be sufficient space within the residual waste bin.
	Port Logan Hall needs a new bin. Broken by bin men	This will be replaced. If there are further issues, please contact waste collection service on 030 33 33 3000.
	The bins are too big - we need to encourage reducing waste	Reducing frequency of collection to fortnightly effectively halves the capacity. Further reduction would require new bins or reducing frequency of collection further. Both will be considered in future.
	Threave Terrace, Carlingwark St - put communal bin on the grassed area. Worried about smell. Come speak to residents	Introducing communal bins will be undertaken following direct consultation with households affected.
	How much more room will each household need to recycle	Each property that has a wheelie bin will require to accommodate 2 additional wheelie bins.
	In the Country, bins with paper + plastic will be light even if full. We take ours out 2mile + they already blow over. Could lead to more rubbish	Road end collection facilities will look to install measures that would reduce that risk e.g. posts to affix bins to or communal bins.

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	Briarbank DG1 3BA - 20 small flats. Entry on either side which couldn't accommodate additional bins. Other solutions needed	Communal bins or use of recycling sacks is an alternative. Arrangements will be made with individual properties.
	Galaside Langholm - Just pathway off to both houses. Would it be an option to share a blue & red bin	
	In areas with hills like Balmaclellan can something be provided to stop bins rolling downhill or brakes on bins?	Communal bins have brakes but this is not an option on standard 240 litre wheelie bins.
	In the centre of Balmaclellan houses are going to struggle having 3 bins because of space. Could communal bins be considered for this & similar areas	Communal bins as an alternative will be considered. Arrangements will be made with individual properties.
	Dog pee problem on sacks	Potential issue, but these sacks can be rinsed/washed.
	Could communal bins be made available for flats	Communal bins as an alternative will be considered. Arrangements will be made with individual properties.
<b>Green Waste</b>	Frequent, More/Green waste pick-up please A dedicated garden waste collection please. Esp. spring & Autumn - or use orange bags for special garden waste collections	Whilst there is no requirement for Dumfries and Galloway Council to provide a separate garden waste collection service, small amounts can be placed in your current bin and larger amounts can be taken to your local Household Waste Recycling Centre.
	Live in KBT, please can we have green waste pick ups	
	GARDEN WASTE. Please note: At certain times of the year - i.e. Autumn there is more than usual amount of garden waste	Some garden waste can also be composted. Further information can be found at <a href="https://getcomposting.com/composting-guide#making">https://getcomposting.com/composting-guide#making</a>
	A dedicated garden waste collection please. Esp. spring & Autumn - or use orange bags for special garden waste collections	In future the Council may look to a kerbside service for garden waste. A cost would be charged for this service.
<b>Composting</b>	Local climate groups. Maybe set up local green waste composting kerbside collection. Sell compost. Teesdale Rotters model	Composting of waste collected by the Council to a level where material meets standards for selling as compost is challenging. Economies of scale show most efficient option for composting of council collected waste is to take to larger commercial facilities.
	Make leaflets clear regarding how to compost	
	Well Done! Looks good. Municipal compost would be good, including food waste for the whole area	Householders as an alternative can home compost. There is plenty of information on websites such as <a href="https://www.recyclenow.com/reduce-waste/composting">https://www.recyclenow.com/reduce-waste/composting</a>
	Community compost groups	
	Community compost scheme	
Reintroduce compost schemes to reduce food waste in areas which won't get collections		

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	Compost incentive scheme for those of us who are within rural exemption areas? It would encourage villagers to home compost and help alleviate the "left out because we don't live in town" mentality.	
<b>Glass Recycling</b>	<p>Bring site for Carsphairn</p> <p>Bottle Bank in Newton Stewart riverside car park</p> <p>Stranraer Morrisons has a sign for bottle bank but no bank!</p> <p>Have more glass banks spread around. Lincluden only has 1 but at the far end of the area</p> <p>Sanquhar bottle banks always overflowing over Christmas and New Year - not enough capacity</p> <p>Glass bins always full at Tesco - need emptied more often</p> <p>Glass bank at South end of town (Annan) e.g. Aldi/Swimming Pool</p>	<p>Glass bins will be replaced across the region. Decisions on locations will be based on Code of Practice, but through engagement with community councils we would look to install glass bins at additional locations.</p> <p>Numbers will be provided to contact if bins full.</p> <p>In due course, with implementation of Deposit Return Scheme (DRS) glass recycled though these bins will reduce substantially as a 20p deposit will be eligible on single use drinks bottles e.g. soft drinks, beer and wine.</p>
	"Centralised collection areas" Need to be kept clean and tidy. A mess will discourage use	Noted.
<b>Scheme Information</b>	<p>Handouts requested</p> <p>Run the info leaflets by some councillors before printing</p> <p>Please ensure the leaflets are timeously available and clear</p> <p>Think of your old customers (confused) - make labels for old bins with details of new items allowed, - calendar (as before) to aid which week is which</p> <p>Publish waste "type" collections on general household notice - include beds and mattresses etc</p> <p>Along with the bins, provide people with small laminated card with pickup schedule - suitable for sticking to fridge</p> <p>Concern about road end collections</p>	All households within Dumfries and Galloway will receive information on the rollout of the new kerbside recycling service prior to implementation.
<b>Reduce and Re-use</b>	<p>People should buy less and be selective on what products they buy to cutdown on materials. Education problem</p> <p>More re-use, recycle warehouses like at Stranraer</p>	Much of the issues around reduce and reuse are outwith the direct control of the Council. However, we are working with

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	Encourage people to repair and reuse - make it easier for people to do so	<p>environmental interest groups and others to help promote reduce and reuse messages.</p> <p>We are looking to develop a reuse facility at the new Dumfries Zero Waste Park (adjacent to where the new HWRC will be provided) to encourage reuse. We are also developing links with and helping to promote third sector and charitable reuse and recycling groups.</p> <p>There is already a Reuse shop at the Stranraer HWRC.</p> <p>Re-use skips are available at some HWRCs and we will look to extend that service where space exists. Best to not put (potentially) reusable products into HWRCs.</p> <p>Anyone contacting the Council for a bulky uplift (e.g. furniture) will be first directed to a charity that may be able to reuse.</p> <p>Monthly pavement recycling events might be an option for a community to lead on this.</p>
	People need encouragement to drink our healthy tap water rather than buy bottled so as to reduce plastic waste	
	We should be able to keep using our water bottles by being able to refill in outlets	
	Reduce the amount of unnecessary plastic packaging produced and used	
	Cut down on buying "stuff"	
	Visit a quality charity shop-you'll be surprised and delighted what you find there	
	Buy as much as you can unpackaged in the supermarket - paper bags. Bananas come in their own biodegradable package	
	Monthly pavement recycling? I.e. leave "it" at the kerb from say 9-noon "help yourself" (Belgium, Germany)	
	Please encourage companies to reduce waste	
	Info should be on inside of lids telling householders to clean used food cans + plastic containers	
	Encourage re-use	
	Supermarkets playing a big role in taking back glass, plastics etc. They create unnecessary packaging	
	4 R's as above especially reduce	
	Items bought should be repairable by law	
	Repair items rather than throw them away. Buy less. Invest in organisations that reuse and recycle products	
	Allow people to rehome bikes etc from dumps if they can repair and reuse	
	Force companies to reduce packaging before the customer buys an item	
	People dump stuff at recycling centre that could be of use to others. How about linking up with a voluntary group e.g. MOOL 0 to reuse, upcycle etc	
	Electrical stuff could be stored under cover in case they can be re-used	
	<b>BUY LESS!</b>	

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	Using materials repeatedly - recycle Reduce waste @ source - supermarket packaging I worked in Kirklees - Staff in each part of the Council would spread info through staff and the public and meet regularly to reuse items	
Education	More workshops to educate the public into what will make things better for the system and help reduce the load going to landfill We need notices to make people aware of the life span of a plastic bottle or a tin can etc. If it is not recycled and the impact this has on wildlife and/or environment Education in schools for recycling. Teaching younger generations earlier can help School campaigns Create educational centre at Eco deco plant It would be good if connections were made with children's services, GPs, older peoples services to help distribute unwanted furniture, folders etc	We are looking to develop further strategies for public communications when rolling out the new kerbside collection service. We are also looking to engage with schools to encourage reduce, reuse and recycling. Working with charities to encourage reuse e.g. furniture.
To be passed to relevant department	More litter bins on public highways and footpaths, particularly riverside paths Conservation areas - unsightly bins on pavement "display". I.e. nowhere to park them. Issue for planners + planning permission Talks in Schools. The amount of litter dropped at lunch time is bad. More litter bins, Especially from DEHS to town/high street Educate kids about litter Encourage school children to not drop litter - huge public campaign needed Educate people, especially children, not to throw their rubbish out of car windows - our roadsides are an absolute disgrace	Thank you for your suggestions. However, these fall out-with the remit of the Waste Team. We will ensure these are passed on to Community Assets for considerations