

Waste & Recycling Service Standards

Report by Kevin Anderson, Executive Director Place

Report for Decision

1 Recommendations

Council is recommended to approve the:

- i. adoption of the proposed Waste Service Standards and Waste Service Policies; and
- ii. acceptance of £2.2m grant funding offered by the Scottish Government's Recycling Improvement Fund, administered by Zero Waste Scotland.

2 Purpose of Report/Executive Summary

The Household Recycling Charter and the accompanying Code of Practice set out several requirements that signatories are expected to follow. These include a recommendation that Councils develop and introduce policies relating to the presentation and collection of waste to ensure that operations are delivered safely, effectively and efficiently. This report sets out service standards for existing operations.

Zero Waste Scotland, having offered a grant of £2.2m, will provide a significant capital injection to effect service and transformational change in relation to recycling. The required service changes and ongoing transformation are set out in the report.

Date: 17 November 2023
Report Contact: Derek Oliver, Chief Officer Place
Email: Derek.Oliver@midlothian.gov.uk

3 Background

3.1 Current domestic waste & recycling collections

The collection of waste and recycling from households is a statutory requirement set out in the Environmental Protection Act (1990) and Waste (Scotland) Regulations 2012.

Kerbside collections are one of the few Council services that all residents receive every week with the service carrying out over 5.8M individual waste and recycling collections each year as detailed in Table 1 and Figure 1 below.

Material / Container	Number of properties	Collections per year	Total collections per year
Residual / Grey	43,739	26	1,137,214
Recycling / Blue	43,739	26	1,137,214
Glass / Red	43,739	26	1,137,214
Food / Silver	39,775	52	2,068,300
Garden / Brown	18,360	18	330,480
		Total	5,810,422

Table 1 – annual waste and recycling collection numbers (note - household numbers correct as at 1 April 2023)

Customers access Waste & Recycling Services channels through the Contact Centre, online web forms, social media and direct email to recycling@midlothian.gov.uk to make requests for service delivery.

Figure 1 Domestic collection service



Current webforms are in place for customers to request:

- New / replacement bins
- Street cleansing which includes:
 - Report litter bin needs emptied
 - Report street needs swept
 - Report dead animals
 - Request hazardous waste removal
- An assisted collection service ("pull out of waste bins")
- A larger grey residual waste bin.

Customers can also use the online forms to request a bulky waste collection, report a missed bin, sign-up and pay for the garden waste collection service and to suggest locations for new litter bins.

Over the past three years, Waste & Recycling Services has worked with the Digital Transformation Team to re-design existing web forms for integration with the new Granicus Customer Relationship Management (CRM) system. Progress is updated regularly to the Digital Transformation Board. Integration with the Granicus/CRM platform allows the Contact Centre to see progress against a Service Request and allows customers to receive email feedback when their Service Request has been completed.

Waste & Recycling Services propose to further develop digital transformation of the service with the provision of hand-held tablets for staff to record actions against a service request in real time. Photographs can also be taken and recorded on the system.

3.2 Other Services

Alongside kerbside collections of waste, the service operates two household waste recycling centres (HWRC): one at Stobhill, Newtongrange and the other at Bellman's Road, Penicuik. The centres are open seven days per week and on average there are 450 daily visits to Stobhill HWRC.

The service also:

- collects illegally dumped materials (fly tipping)
- sweeps the streets and collects dropped litter
- empties a range of bins including litter/dog bins
- cleans vacated council houses (voids)
- uplifts litter collected by local volunteer community groups
- collects trade waste from local businesses
- cleans graffiti in the public realm
- removes chewing gum
- uplifts dead animals
- operates chargeable kerbside bulky waste collection and garden waste collection services

Details on where waste materials collected in Midlothian currently go for processing is included in Appendix C.

4 Waste & Recycling Service Standards

The Household Recycling Charter and the accompanying Code of Practice set out several requirements that signatories are expected to follow. These include a recommendation that Councils develop and introduce policies relating to the presentation and collection of waste to ensure:

- we operate our services so staff are kept safe
- we deliver effective and efficient collection services on behalf of our communities

Developing and publishing policies can help ensure services operate transparently and fairly, encourage householder participation, maximise the quality and quantity of materials collected for recycling and improve operational efficiencies.

Setting and monitoring these Standards will help us better communicate with customers when complaints arise as both sides will have a clear understanding of the levels of service expected.

The Standards will also work to ensure that households present waste in a way that reduces risk to collection crews.

4.1 Policy for Missed Bins

On occasion, collections will not take place as expected, for example because of parked vehicles blocking access to streets, human error or adverse weather.

Although the number of missed collection complaints are low at around 0.05% of all collections (or an average of around 57 of a total of 111,738 collections per week) it is appreciated the inconvenience caused and the service is seeking to reduce these numbers.

Year	Complaints of missed bins or bins not emptied properly.	Complaints as % of overall collections
2018	2,789	0.05%
2019	2,963	0.05%
2020	4,122	0.07%

It is important therefore, that Service Standards and operating procedures are put in place to deal with missed collections effectively. The proposed Policy defines the circumstances that would determine if a bin has not been emptied as expected due to a service failure, or because of circumstances out with the Council's control, and the measures to be taken to return to empty a missed bin.

Proposed Missed Collection Policy

RECYCLING AND WASTE COLLECTION SERVICE – MISSED COLLECTION POLICY
<p>Summary This policy sets out the steps Waste Services will take in responding to reports of missed waste/recycling collections.</p>
<p>Purpose of Policy</p> <ul style="list-style-type: none"> To define the criteria for a missed collection To detail how non collection of waste/recycling containers will be managed
<p>Definitions</p> <p>A customer's waste/recycling container may not be emptied as expected on a scheduled collection day for a number of reasons.</p> <p>Midlothian Council appreciates that on occasion our waste/recycling collection staff may fail to empty a bin/container. This would be deemed a "missed collection". A "missed collection" is defined as a container that has not been uplifted by 3:00pm on its scheduled collection day, where:</p> <ul style="list-style-type: none"> the bin was out for collection by 6:30am the bin was presented in the designated collection point access to the bin was not blocked by roadworks access to the bin was not blocked by poorly parked cars or other vehicles the bin lid was fully closed the bin is not broken or damaged the bin contained the correct materials the bin was not overweight <p>A "non-collection" or a failed collection will occur when a bin is not emptied due to reasons outwith the Council's control. Examples include:</p> <ul style="list-style-type: none"> Container not presented in time for the collection Local access issues (e.g., not being able to undertake an assisted collection due to a locked gate) Excess waste presented / unauthorised additional bin Overfull or overweight bins Incorrect materials identified within the bin. <p>An "overfilled bin" is a bin containing waste where the lid cannot easily be fully closed by exerting gentle pressure by hand.</p> <p>An "overweight bin" is any 2 wheeled bin that be safely moved by a single crew member to the point of collection and/or is deemed by the Driver/Team Leader to be too heavy to be safely lifted by the mechanical lifting mechanism on the collection vehicle.</p>
<p>Missed collections</p> <p>All missed collections must be reported by 5:00pm on the next working day following the scheduled waste/recycling collection.</p> <p>Where a missed collection of residual waste, garden waste or paper, plastic, metal and carton recycling has occurred, in normal circumstances a collection crew will return to empty a bin within 5 working days.</p> <p>Customers must leave their bin at the kerbside / designated collection point to allow it to be emptied.</p> <p>Where a missed collection of food waste or glass has occurred, it will be noted but collection crews will not return until the next scheduled collection. Glass is an inert material and there are no Health and Safety implications associated with storing it for an extended period. Food waste is collected weekly, and if absolutely necessary, can be placed in a grey bin for disposal.</p>
<p>Non-collection: individual properties</p> <p>Driver/Team Leaders will capture and report information on service issues specific to an individual property which may have prevented collection from taking place as scheduled. This will be reported at the end of the shift to a Waste Supervisor who will communicate the issue to the Customer Contact Centre.</p> <p>Examples include:</p> <ul style="list-style-type: none"> Bin not out at the time of collection Overfilled or overweight bins Bin contained incorrect materials.

In these cases, Midlothian Council will not return to empty the container until the bin's next scheduled collection date and the customer should make alternative arrangements for the disposal of their waste/recycling as required.

It is anticipated that the introduction of a Digital Depot will allow Driver/Team Leaders to report issues to Waste Supervisors and the Contact Centre in real time.

Non-collection: groups of properties

Driver/Team Leaders will capture and report information on service issues specific to a group of properties which may have prevented collection from taking place as scheduled. This will be reported at the end of the shift to a Waste Supervisor who will communicate the issue to the Customer Contact Centre.

Examples include:

- Access issues due to roadworks or parked vehicles

In such cases, Midlothian Council will plan to return to empty containers within 5 working days. Customers must leave their container at the kerbside / designated collection point to allow it to be emptied.

It is anticipated that the introduction of a Digital Depot will allow Driver/Team Leaders to report issues to Waste Supervisors and the Contact Centre, and therefore to customers in real time.

Service Standards

Steps will be taken to differentiate between genuine missed collections and non-collection due to other issues.

For example, the vehicle tracking system will be checked and if the collection vehicle can be seen in the street, proceeding at a collection pace, it will be assumed that any reported missed bins were not presented appropriately and are instead non-collections.

Bin tags will be used to communicate to customers the reasons for non-collection in the event of overweight/overfilled bins or bins containing incorrect materials.

Assisted Collections

To facilitate collection, customers on the Assisted Collection service are required to ensure their containers are easily accessible to our staff on their scheduled collection day – e.g.: not blocked by cars or left behind locked gates.

4.2 Policy for excess or side waste

Current safe operating procedures state that bins must be presented for collection with the lid fully closed, and that excess bags or “side waste” will not be collected. Waste & Recycling Services propose to formalise this procedure to:

- reduce the environmental and cost impacts of collecting excess waste
- address safety concern relating to:
 - manual handling
 - risk from sharps in uncontained waste
 - the safe operation of wheeled bins on comb-lifters upon vehicles
- define an overfilled bin and an overweight bin.

Further information on excess waste is included in the proposed illustrative Service Standards in Appendix B.

4.3 Criteria for additional residual waste capacity

It is recognised that there will be some household circumstances which lead to the generation of additional non-recyclable waste.

The proposed policy is designed to fairly assess requests for additional waste capacity, act as a deterrent to abuse of the policy and help ensure households fully utilise all recycling collection services available to them.

RECYCLING AND WASTE COLLECTION SERVICE POLICY FOR THE PROVISION OF ADDITIONAL WASTE CAPACITY
<p>Summary</p> <p>This document outlines the policy for households in Midlothian who may need additional waste capacity for the disposal of their non-recyclable household waste.</p>
<p>Purpose of Policy</p> <ul style="list-style-type: none"> To establish a criteria for the provision of additional residual waste capacity To detail how applications for additional waste capacity will be managed
<p>Considerations</p> <p>For householders using the wheeled bin service the Council's current standard service provision for general waste is:</p> <ul style="list-style-type: none"> 1 x 240 litre wheeled bin emptied once a fortnight. <p>Only bins provided by the Council will be emptied.</p> <p>The waste hierarchy places waste prevention before reuse and recycling.</p> <p>This policy considers the Climate Emergency and aims to encourage residents to adopt lifestyle choices which meet our ambitions to reduce waste and increase recycling.</p> <p>Even after adopting waste minimisation practices, reusing waste and separating all items for recycling, a standard wheeled bin may not provide adequate capacity for some households to dispose of their residual waste.</p>
<p>Eligibility for additional waste capacity</p> <p>Larger wheeled bins for the collection of non-recyclable waste can be made available if there has been a recent change in a household's circumstances and:</p> <ul style="list-style-type: none"> It is required for the disposal of medical waste. Medical waste includes used dressings, stoma or catheter bags, incontinence pads and PPE such as plastic aprons or gloves used by personal care providers. Six or more people permanently live in the home Five people including one child using disposable nappies permanently live in the home Two children using disposable nappies permanently live in the home <p>and extra capacity is required for the disposal of household waste that cannot easily be recycled.</p> <p>Evidence of the above may need to be provided in support of an application.</p> <p>Permanent residents are those who live in the property on a day to day basis. It does not include minded children, family members attending higher education for part of the year, children staying under a split parental access arrangement or family members visiting on holiday.</p> <p>Households must make full use of all the recycling collection services provided by Midlothian Council both before and after additional waste provision is made.</p> <p>No provision is made for the disposal of animal waste unless required for an accredited service / assistance animal.</p> <p>The initial provision will last for a period of three years from the date of approval.</p>
<p>Application Process</p> <p>Households who believe they meet the eligibility criteria above, can apply for a larger bin.</p> <p>Application forms will be sent to the Community Waste Officer for review.</p> <ul style="list-style-type: none"> If the household meets the household size criteria, they will receive a larger bin If the household meets the medical need criteria, they will receive a larger bin Households of 8 or more permanent residents will receive an individual assessment to determine the waste capacity required

Residents will be notified of a decision within 10 working days from the date of application.

Successful applicants will have their standard sized bin replaced with one of a larger size along with a bin sticker highlighting to the collection crew that provision of the larger bin has been authorised.

Renewing and cancelling additional waste provision

Households provided with larger bins will be contacted every three years to confirm they continue to meet to the eligibility requirements – the letter will explain how this is to be done. The householder must respond within 28 days from the date of the letter.

If the householder responds within 28 days and declares that the larger bin is still required and they still meet the criteria, the larger bin will be authorised to be collected for another 3 years. If the householder does not respond within 28 days, the larger bin will be replaced with a standard sized bin.

Householders who no longer need additional waste capacity can advise Midlothian Council by completing a form on our website.

Terms and Conditions

Each application will be assessed individually but Midlothian Council reserves the right to refuse or withdraw the service at any time if any of the following apply:

- The application does not meet our eligibility criteria. Midlothian Council reserve the right to request documentary proof of eligibility.
- Midlothian Council identifies that there has been a change in circumstances resulting in the household no longer meeting the eligibility requirements. These householders will be contacted before removal.

As provision of the larger bin is conditional on the household undertaking recycling activities, random assessments will be ongoing. If at any time, items easily separated for recycling are found in the larger bin, it will be removed and a replaced with a bin of a standard size.

Unauthorised second/ additional bins

Any larger bin will only be emptied if it has been authorised and supplied under the terms of this policy.

Where it has been identified or is suspected that a householder has an unauthorised larger bin or is presenting additional bins for collection, the following action will be taken:

- Household will be notified that their bin/s appears to be unauthorised
- Household will be asked to contact the Community Waste Officer to discuss whether they meet the criteria for a larger bin
- If the householder does not make contact within 20 working days or does not meet the criteria, they will be notified that the unauthorised larger bin or other additional waste will be removed
- Additional bin will be uplifted / unauthorised larger bin will be removed and replaced with a bin of a standard size.

Appeal Process

Should residents wish to appeal against a decision to provide a larger bin, they may do so within 10 working days of being told of the decision by either email or letter.

Email: recycling@midlothian.gov.uk

Write to us at: Waste Services, Stobhill Depot, Newtongrange, EH22 4NU.

The letter should fully state the reason for the appeal, making direct reference to the eligibility criteria and providing suitable evidence to support claim.

Assisted Collections

Householders who are unable to present their wheeled bins at the kerbside for collection, and who have applied and been granted an assisted collection, will be entitled to a continued assisted collection service of the larger bin.

Data Protection

The personal information provided as part of the application will be managed in accordance with the requirements of the General Data Protection Regulation (the 'GDPR').

It will be treated as confidential and will be held for the purposes of assessing and processing a request for a larger bin and monitoring the provision of additional waste capacity.

4.4 Assisted collections

Assisted collections are available for householders unable to present their waste containers at their designated collection point themselves. When offering assisted collections, Waste & Recycling Services will identify a suitable alternative collection point within the boundary of the householder's property.

The proposed policy is designed to fairly assess requests for an assisted collection service whilst maintaining operational efficiency in collecting and returning customer's bins.

WASTE COLLECTION SERVICE – POLICY FOR THE PROVISION OF AN ASSISTED COLLECTION
<p>Summary</p> <p>This document outlines the policy for residents in Midlothian who may need assistance in presenting their wheeled bins and recycling containers for collection.</p>
<p>Purpose of Policy</p> <ul style="list-style-type: none"> • To establish a criteria for the provision of an assisted collection service • To detail how applications will be managed
<p>Considerations</p> <p>The assisted collection service is available to residents who need help to move their wheeled bins or recycling containers to the edge of their property for collection.</p>
<p>Eligibility</p> <p>Assistance is available for any residential property where none of the occupants can move their wheeled bins or recycling containers to the edge of their property for collection. Typically this will be due to the occupants' illness, infirmity or disability.</p> <p>To apply for this service residents must:</p> <ul style="list-style-type: none"> • permanently live at the property • have no other person living at the property (aged 12 or over) who could place the bins out for collection on their behalf <p>Evidence of the above may need to be provided in support of an application.</p>
<p>Application process</p> <p>Residents (or their representatives), who believe they, and everyone living at your property, meet the eligibility criteria above, can ask for assistance by completing the Assisted Collections Request webform.</p> <p>Applications can only be made on a resident's behalf by a nominated representative.</p> <p>Residents unable to complete the online form should call our Contact Centre (0131 561 5284).</p> <p>Completed forms will be sent to Waste Services for review.</p> <p>Residents meeting the criteria above will be deemed eligible for an assisted collection and will receive a letter detailing the date the service will apply.</p> <p>Residents will be notified in writing of a decision within 10 working days from the date of application.</p>
<p>Renewing and cancelling assistance</p> <p>In cases of permanent disability or infirmity, once a resident starts to receive assistance this will not stop until the resident passes away, or moves into residential or nursing care, or equivalent.</p> <p>In cases of temporary disability (e.g., a broken leg / following an operation) the assistance will be offered for 12 weeks.</p> <p>Residents (or their representatives) can advise us at any time that the assisted collection is no longer required by completing the form on our website (as above). This is especially relevant in cases where the infirmity or disability was temporary and has now improved.</p>

Terms and Conditions

A suitable collection point will be agreed between the customer and Waste Services.

This collection point must be a maximum distance of 10 metres from the boundary (eg: gate or driveway) of the property.

The path from the bin to the collection vehicle must be hard standing, free of weeds or other vegetation with no obstacles to prevent access or unrestricted movement of the bin.

To facilitate collection, residents are required to ensure their containers are easily accessible to our staff on collection day – e.g.: not blocked by cars or left behind locked gates.

During a period of adverse weather, it may not be safe for collection crews to walk on untreated icy paths. In such cases, we will resume collection once conditions improve.

Where operational difficulties, including health and safety issues, will be incurred when offering an assisted collection, residents may be offered an alternative collection method, collection frequency or collection day from the standard service. For example, residents may be required to change the place they keep their bins to allow us to offer this service e.g.: from the back garden to the front garden or closer to the gate.

We accept no liability for loss or damage to plants, landscaping or ornaments, unless collection crews can be shown to have acted in an unreasonable manner.

Collection crews are not authorised to enter a resident's home.

Customers must inform the Council of any changes in circumstances that means the requirements for an assisted collection are no longer met. This includes someone over the age of 12 who can assist with bin presentation moving into the property.

The Council will assess each application individually but reserves the right to refuse or withdraw the service at any time if any of the following apply:

- The application does not meet our eligibility criteria.
- Midlothian Council identifies that there has been a change in circumstances resulting in the resident, or their household, no longer meeting the eligibility requirements.
- Customers are abusive, or otherwise threatening, towards waste collection staff.

Collections

Assistance will be given, if required, for all the regular collection services provided: household rubbish collections, recycling collections and if applicable, garden waste collections.

On the collection day the crew will collect and empty the wheeled bins and recycling containers from an agreed place within the boundary of the property and will return them to the same place.

The Council maintains an overall list of all households requiring assisted collections. This list is regularly updated to ensure crews have accurate information at their disposal to enable them to undertake the appropriate collections. To undertake these updates, the Council may contact residents periodically in order to ascertain their ongoing requirement for the service.

Appeal Process

Should residents wish to appeal against a decision to provide an assisted collection, they may do so within 10 working days of being told of the decision by either email or letter.

Email: recycling@midlothian.gov.uk

Write to us at: Waste Services, Stobhill Depot, Newtongrange, EH22 4NU.

The letter should fully state the reason for the appeal, making direct reference to the eligibility criteria and providing suitable evidence to support claim.

Data Protection

The personal information provided as part of the application will be managed in accordance with the requirements of the General Data Protection Regulation (the 'GDPR').

It will be treated as confidential and will be held for the purposes of assessing and processing a request for an assisted collection and delivering this service.

4.5 New / replacement containers

When containers for waste and recycling are lost, broken or stolen, it is important that these are replaced timeously to provide continuity of service and maintain participation in services.

It should be noted that collection crews are not generally able to report wheeled bins “lost in the “back of the truck” on collection day, as, by the nature of being “lost”, it is no longer possible to see the house name/number on the bin to identify to which property it belonged.

As such, customers remain responsible for reporting loss of damage to their own bins.

4.6 Policy for non-standard / road end collections

In rural areas or where there are private roads or inaccessible lanes or streets, waste collection issues can arise from:

- Operational efficiency e.g., excess travel to service single or small numbers of properties
- Liability e.g., the risk of damage to non-council-maintained property / roads
- Health & Safety e.g., accessing roads / locations which may present an operational risk due to road condition or other reason
- Access e.g., restricted access for vehicles or crews which may include width, turning areas, weight limits. This includes access due to inconsiderately parked vehicles on bin collection days.

It is proposed that Waste & Recycling Services implement practices to address these issues. This includes providing planning advice to developers to prevent the building of new developments or re-developments that cannot comply with existing service delivery, and liaison with Road Services regarding the provision of double yellow lines and parking enforcement.

RECYCLING AND WASTE COLLECTION SERVICE NON-STANDARD WASTE COLLECTION POLICY
Summary This policy sets out how Midlothian Council will collect waste/recycling from accessible rural properties, those accessed via private roads or tracks and/or difficult access properties.
Purpose of Policy To establish the criteria for collecting waste and recycling containers from: <ul style="list-style-type: none"> • properties accessed via un-adopted roads. 'Un-adopted' roads are those roads not maintained by a highway authority as defined by Highways Act 1980. • properties in remote rural and accessible rural areas • properties with difficult access due to the design of the properties or road • properties with difficult access due to conditions (eg: overgrown vegetation) • roads and properties with ongoing access issues inconsiderately parked vehicles on bin collection days.
Considerations The Environmental Protection Act 1990 (EPA) places a duty upon local authorities, as the Waste Collection Authority, to collect household waste within in its area. The EPA allows the local authority to specify where receptacles should be placed for collection and most household waste is collected from the nearest adopted road. Currently waste collection vehicles are required to travel along un-adopted/private roads and tracks. In some cases, these are in poor condition. Consequently, access can be time consuming and potentially hazardous with a risk of conflict with livestock or farm vehicles.

Travelling on un-adopted/private roads in very poor condition also drastically reduces vehicle fuel efficiency and results in substantially higher vehicle repair and maintenance costs. The cost of repairs, the associated downtime also impacts negatively on service provision.

Attempting to return numerous times to collect bins unable to be emptied due to access issues caused by inconsiderately parked vehicles on bin collection days impacts service delivery, route efficiency and is inconvenient to the residents impacted.

Criteria for implementing non-standard collections

Properties will be provided with the standard (kerbside collection) service where possible.

Road end collection points will be established where un-adopted/private roads display all or any of the following characteristics:

- The road surface is in a poor state of repair and/or is not asphalt (or a similar bound surface);
- There are health and safety risks to waste collection vehicles and staff arising from road conditions such as adverse cambers, poor visibility at bends, risk of flooding, unprotected steep embankments; and long-term health risk to the crews e.g., resulting from frequent exposure to whole-body vibration;
- The road is less than 3 metres in width and/or has obstruction from trees, shrubs, cables, etc. which could cause damage to the side of the vehicle or mirrors; the minimum height clearance is less than 3.75 metres and/or has obstruction from overhanging branches, cables etc. which could cause damage to the lighting on the roof of the vehicle
- There is not sufficient turning area to allow a 10.5 metre long vehicle to turn in no more than three manoeuvres
- Where collection vehicles are travelling for distances greater than 1 km to collect bins from fewer than six households.

Road end collection points will be established on adopted roads where:

- Instances of inconsiderately parked vehicles blocking refuse collection vehicle access on bin collection days occur more than six times out of ten in a collection cycle.
- Household communications measures (lamppost signage, informational postcards on offending vehicles, letters to all residents etc) have no effect on improving access.
- The view of Road Services is that the road is not suitable for double yellow lines and associated parking enforcement.

Implementation

Private/un-adopted roads

In cases where the road does not meet the required standards, as assessed by a Council Officer, residents will be required to place their bin on the pavement or verge of the nearest adopted road to their property.

Where main roads are adopted, Council has responsibility for the management of road verges and can use these for the establishment of road end collection points.

Where multiple containers are required to be placed at a road end for collection, residents must ensure that these are placed off the road and are not obstructing the pavement or footpath.

Waste Services will consult with local residents and landowners on a case-by case basis with Roads Services consulted on appropriate locations for road end collection points.

Adopted roads

In cases where access is prevented, residents will be required to present their bin for collection on the pavement of the nearest adopted road to their property to which waste collection vehicles have unrestricted access. Residents will be expected to retrieve and return the bin to within the boundary of their own property following collection.

Assisted Collections

Householders who have applied for and been granted an assisted collection, will be entitled to a continued collection from their property.

This may mean an alternative collection method, collection frequency or collection day from the standard service.

5. Proposed Service Standards for Household Waste

The service you can expect from us:

- 5.1 We will provide you with clear information on the kerbside waste and recycling collection services offered by Midlothian Council. This information will be made available on our website (midlothian.gov.uk/recycling) with printed information leaflets available on request.
- 5.2 We will provide bins/containers for the kerbside collection of waste/recycling. At the present time:

Individual households are provided with:

- 1 x 240L grey bin for the kerbside collection of non-recyclable waste
- 1 x 360L blue bin for the kerbside collection of mixed dry recycling
- 1 x kerbside box for the kerbside collection of glass bottles and jars
- 1 x 5L internal caddy and 1 x 23L external caddy for the collection of food waste (urban areas only)
- 240L brown bins are provided to customers who subscribe to the chargeable kerbside garden waste collection service.

Communal bins

- Where shared bins are introduced for communal collections of waste/recycling, we will provide a minimum of 120 litres capacity per property for general rubbish each fortnight and the equivalent amount for recycling.

Black sack collections

- Where, due to access, issues a property cannot be serviced by a refuse collection vehicle, households will be provided with a black refuse sack collection service. 104 refuse sacks (2 per week) will be provided free-of-charge to applicable properties per annum.

All bins remain the property of the council.

- 5.3 We will only empty bins provided by Midlothian Council. This is to ensure that the containers are compatible with the lifting equipment on the refuse collection vehicles and to meet relevant health and safety standards.
- 5.4 We will provide a calendar of the uplift days in your area. This information will be made available on our website (midlothian.gov.uk/recycling). Hard copies of calendars can be made available free-of-charge by the print services available in the Library Service and are available on request to those unable to access a local library.

- 5.5 In normal circumstances, we will endeavour to collect your waste/recycling on your scheduled collection day. Our Service operates Monday to Friday between the hours of 06:30am and 15:00. Collection days will remain unchanged on all bank holidays except 25 and 26 December and 01 and 02 January. We will only deviate from this in exceptional circumstances outside our control, for example as a result of extreme weather events or industrial action.
- 5.6 We will collect your containers from your designated collection point. Unless otherwise agreed, the designated collection point is at the kerbside, adjacent to the front boundary of your property where the container can be easily seen from the road and can be presented in this location without causing an obstruction. The collection point must have a clear area of hard standing to allow your bin to be wheeled to the collection vehicle. In the event of this location not being practicable or safe, we will specify an alternative suitable location.
- 5.7 After emptying, we will return your empty bin to the nearest available kerbside location adjacent to your collection point, taking care not to block pedestrian or vehicle access. In windy weather we will endeavour to put your food waste caddy / glass box back within the boundary of your property to help prevent them blowing away.
- 5.8 Where households share a large 4-wheeled (1100L) communal waste and/or recycling bin that is kept in a communal bin storage area, householders will not have to move or present the containers. We will empty the bin and return it to its original location.
- 5.9 We will tell you in good time about planned changes to services:
- Any service changes (day of collection / change in materials collected) will be communicated in writing at least 30 days before changes are due to occur.
 - Changes to collection days due to the Christmas and New Year Public Holidays will be advertised on the Council website at least 10 days in advance.
- 5.10 We will let you about unplanned changes to the service on our website (midlothian.gov.uk) and through other media in line with our Communications Policies.
- 5.11 In terms of access, where road works are being carried out, we will make every effort to make collections as scheduled. However, where access is denied alternative collection arrangements will be made and, where possible, we will notify you of these in advance.

- 5.12 When collecting from new developments, where building work is still ongoing, we will make every effort to collect from individual properties where possible. Any properties that are occupied but cannot be provided with a kerbside collection will be required to present their bins at an agreed point. The decision to enter sites under construction at any given time on a scheduled collection day is made by the driver of the vehicle, who has to consider road and pavement conditions, any noticeable obstructions and whether a safe exit from the road is possible once it has been entered.
- 5.13 If we miss your collection and you notify us by 5pm on the next working day (Monday to Friday) following collection, in normal circumstances we will endeavour to return within 5 working days to complete the collection in line with our Missed Collection Policy. A container will not be deemed as missed until the end of the working day (3pm).
- 5.14 We will consider the following special requests from householders:
- Additional or larger bins/containers: Additional containers for the collection of recycling will be granted on request. Larger or additional bins for the collection of non-recyclable waste can be made available in line with the Policy for the provision of additional waste capacity. You can request additional or larger containers online. If you are unable to complete the online form, you can telephone our Contact Centre (0131 561 5284).
 - Assisted collections: When requested we can arrange for you to receive an assisted collection. This may be a permanent or temporary arrangement. You can request an assisted collection online. If you are unable to complete the online form, you can telephone our Contact Centre (0131 561 5284). Provision of this service will be made in line with the Policy for the provision of an assisted collection.
- 5.15 If your wheeled bin or container gets damaged or goes missing, and you let us know, we will repair or replace it. In normal circumstances, we will endeavour to deliver a new or replacement bin or container within 7 working days. A replacement bin may be new, used or repaired. We will recycle any bins that are beyond repair.
- 5.16 When we can't empty your bin (the bin lid is up, the bin is too heavy or it contains the wrong materials) we aim to tag it so you know the reason why, and record that we have done this.
- 5.17 We will bump your bin against the bump bar at the top of the bin lifting mechanism a maximum of three times in an attempt to dislodge any compacted waste within your bin. Continued striking risks damaging your bin.
- 5.18 We will clean up any spillage from a container, bin or vehicle that is caused by a council employee as a result of carrying out a waste collection service. In normal circumstances we will endeavour to action this immediately; otherwise, it will be carried out within 3 working days of the Council being made aware of the spillage.

- 5.19 We will endeavour to remove any large or duplicate bins presented for collection (ie: one household presents two bins) that are identified as unauthorised or that have previously been reported as lost/stolen from another address.
- 5.20 We will explain what happens to the materials we collect for reuse, recycling or composting on our website (midlothian.gov.uk/recycling).
- 5.21 In normal circumstances, we will respond to any complaints received about our Service in line with the Council's Complaints and Compliments procedure.

What we expect from you:

- 5.22 To treat our staff with respect.
- 5.23 To store bins within the boundary of your property out with your designated bin collection day and take steps to prevent theft and arson. You should identify all your waste/recycling containers with your property name/number.
- 5.24 To keep your bin in a clean condition and report any damage, or a lost or stolen bin so we can repair or replace it. You can do this online. If you are unable to complete the online form, you can telephone our Contact Centre (0131 561 5284).
- 5.25 To put your bin where your property meets the pavement, footpath or road - or in your designated bin collection area. Bins and containers should be clearly visible with no restrictions to access and not placed in way to cause an obstruction or hazard to pedestrians or road users. Ideally, wheeled bin handles should be placed facing closest to the road.
- 5.26 To put your bins out for collection by 6:30am on the day of your collection. If your bin is not presented for collection by the appropriate time and is therefore not emptied for this reason, we will not return until that bin's next scheduled collection day, in line with our Missed Collection Policy.
- 5.27 To take your bin back to within the boundary of your property as soon as you can once it has been emptied.
- 5.28 To ensure all waste fits inside your bin and the lid closes fully. This is to prevent litter from rubbish falling out of your bin and to make sure your bin can be lifted onto the collection vehicle safely. An overfilled bin is a bin containing waste where the bin lid cannot easily be fully closed by exerting gentle pressure by hand.
- 5.29 To not put extra waste on or around your bin. This is to make sure our collection crews can easily and safely access your bin and to address safety concerns relating to manual handling of this waste and risks such as needle stick injuries. Additional waste or bags placed around your bin will not be collected.

- 5.30 To not compact waste within your bin. If waste is compacted, it may not come out of the bin when it is tipped. If this happens, you will need to loosen it before your bins next scheduled collection.
- 5.31 To not overload your bin. An overweight bin is any 2 wheeled bin that cannot be safely moved by a single crew member to the point of collection and/or is deemed by the Driver/Team Leader to be too heavy to be safely lifted by the mechanical lifting mechanism on the collection vehicle. Individual heavy items or materials should be removed from your bin to allow us to empty it on your bin's next scheduled collection.
- 5.32 To make sure your bin contains the correct materials for disposal / recycling. This is to make sure the recycling we collect is good quality and to reduce the cost of disposing of your waste / recycling.
- 5.33 To let us know we have not emptied your bin as expected by 5pm on the next working day (Monday to Friday) following your scheduled collection. This is to allow us to efficiently plan how best to return to empty your bin.
- 5.34 To check the Council's website at Public Holiday times, on occasions when extreme weather conditions occur or during periods of Industrial Action, to ensure you are aware of any temporary service changes.
- 5.35 Where possible, during, and following a period of adverse weather to:
- Remove snow from the top of your bin.
 - Make sure there is a clear path in the snow to allow crews to move your bin to the road / collection vehicle.
- 5.36 If you move house, to leave all bins and containers provided by the council at the property in a clean and empty condition ready for use by the new occupant.

6. Recycling Improvement Fund

- 6.1 Midlothian Council, as shown in Appendix D, performs above the Scottish average in terms of recycling rates and is in the top 15 of local authorities performance. We strive to continually improve this statistic.

6.2 Dry Mixed Recyclate (DMR) service transformation

The Scottish Government recently published a draft of the proposed Circular Economy Bill. Amongst other changes, if passed into law this will:

- Introduce statutory recycling targets for Local Authorities, with prospects of fines
- Make the current voluntary code of practice statutory.

Midlothian Council became a voluntary signatory to the "Charter for Household Waste Recycling" in May 2016 and in so doing, made a commitment to transform kerbside collection services to align with best practice, once capital funding became available.

£2.2m of funding has been awarded from the Zero Waste Scotland Recycling Improvement Fund to allow the Council to fully transition existing waste and recycling collection services to meet the recommendations in the “Code of Practice – Household Recycling in Scotland”.

In doing so, Waste & Recycling Services will transition existing kerbside waste and recycling collections to align with the Code of Practice.

A new 240L wheeled bin will be introduced to allow the existing co-mingled recycling stream (blue bin) to be collected in two separate streams on a 3-weekly collection cycle.

- Paper, card and cardboard (new bin)
- Plastic, metals and cartons (existing blue bin)
- Recycling bins will be collected on a three-weekly collection cycle with residual waste.

Table: Current and proposed kerbside waste and recycling collection services.

Status	Residual	Recycling
As is	Fortnightly 240L bin	Fortnightly co-mingled 360L bin
Following service transformation	3-Weekly 240L bin	3-weekly separate collections of <ul style="list-style-type: none"> - Paper/card - Plastics/metals/cartons

For the small number (approx. 1,000) properties with shared refuse and recycling bins, assessment of provision will be undertaken by Waste Officers to ensure paper and card can be collected separately from plastics, metals and cartons and adequate refuse capacity remains in place. In housing areas where the size and/or layout of garden space or existing bin stores cannot accommodate storage of an additional bin, provision of a suitable communal recycling point for the collection of the additional recycling stream will be provided, following consultation with affected customers.

Due to the timescale required for planning and construction of the extension to the Waste Transfer Shed at Stobhill Depot the DMR service transformation is proposed to take place from September 2025.

6.3 DMR Change - Projected environmental and financial savings

The independent environmental consultancy, Eunomia Research & Consulting (Eunomia) was commissioned by Zero Waste Scotland to carry out a collection options appraisal of Midlothian Council’s kerbside collection service.

The purpose of the options appraisal was to assess alternative ways of delivering kerbside collection services and to provide Midlothian with cost, operational and performance information for each of the proposed options. The aims were to assess the impact of:

- The introduction of Scotland's Deposit Return Scheme (DRS)
- Introduction of a separate plastic film collection
- Reducing the frequency of glass collections
- Collecting paper and card separately from plastics and cans
- Multi-stream collections using specialist vehicles
- Restricting residual capacity either through smaller bins or less frequency collections

6.4 DMR Change - Recycling performance

The table below shows the modelled performance for 3-weekly twin stream collections. Changes in waste flows were determined through benchmarking, which looked at socio-demographically authorities that operate similar collection systems to the options being modelled, to understand the change in waste flows that might be expected. At the time of the analysis it was anticipated that a glass bottle deposit return scheme (DRS) would be introduced by the Scottish Government.

	Baseline	DRS Baseline	3-weekly collections
Food waste	2,066	2,066	2,654
Glass	2,231	424	470
Dry recycling	5,201	4,840	5,400
Contamination	1,167	1,033	1,033
Non-kerbside residual	3,932	3,932	5,494
Residual waste	17,187	16,472	13,715

6.5 DMR Change - Waste Collection resources

The modelling suggested that the service would require fewer residual waste rounds (-1.7 or -30%) because the collection frequency decreased from fortnightly to three-weekly and glass rounds reduced by 56% as collections moved 6-weekly.

6.6 DMR Change - Effect on Costs of Other Waste Services

The projected net total system cost of twin stream recycling collections is detailed in the table below (indicative).

- In two-stream options, paper and card switched from being a cost, to generating income.
- Reduced recycling treatment costs and avoided residual treatment costs make considerable contribution to savings compared to the post DRS baseline.
- Increased costs of treating residual waste displaced to HWRCs offsets around half the kerbside residual treatment savings.
- Container purchase and replacement costs related to a new 240-litre for paper/card.
- The reduction in residual waste that was greater than the corresponding increase in dry recycling and food waste was

assumed to be diverted to HWRCs. If some of the reduction is a result of waste prevention, savings could increase.

Cost Centre	Cost Change
	Increase/Decrease
HWRC residual cost	£138k
Container replacement	£99k
Collection costs	-£342k
Glass income	-£1k
Recycling treatment	-£698k
Residual treatment	-£244k
Container purchase	£116k
Total	-£933k

Grant funding from ZWS has been secured for the upfront capital cost of procuring the additional 240L bins required.

6.7 DMR Change - Sensitivity Analysis

Further sensitivity evaluation was undertaken by Eunomia to reflect possible future changes in gate fees for paper/card and for containers, as well as the proposal to collect glass in the blue bin.

This modelling was undertaken with the assumption that glass bottles would be returned to retailers and only glass jars would therefore be collected at the kerbside. The table below summarises the results in terms of marginal recycling performance, cost and carbon results, relative to the post-DRS baseline (indicative).

Decreases in residual waste collection frequency result in increases in household recycling rate as more dry recycling is diverted out of the residual waste stream. It is anticipated that some of the reduction in residual waste arisings will be diverted to HWRCs, however, the treatment costs and treatment method for this method are assumed to be the same.

Generally, the more streams that Waste & Recycling Services collects separately for recycling, the larger the treatment cost savings, as separately collected materials tend to command higher prices. In particular, the introduction of separate paper & card collections, which the council could receive an income from the sale of, results in substantial savings to dry recycling treatment costs. Paper and cardboard carry relatively good material values and make up a large proportion of the dry recycling tonnages.

Change Increase/Decrease	DRS Baseline	3-weekly collections	3-weekly with glass
DRS Baseline	£124k		
Sensitivity (high price)		-£1,151k	
Marginal Cost		-£933k	-£1,117k
Sensitivity (low price)		-£641k	
Carbon savings (tCO ₂ eq)		-1,145	-1,235
Kerbside recycling rate		6.7%	7.1%

7. Service Transformation

- 7.1 Further transformation opportunities in relation to Waste and Recycling is ongoing and will be reported through the Business Transformation Steering Group.
- 7.2 The Service successfully applied for and have been awarded £20k of external funding from the Material Focus Electrical Recycling Fund which will permit the Council to offer a 12-month trial collection of small electricals and batteries as well as textiles at the kerbside.

The service is anticipated to divert an additional 563 tonnes of material per annum from the residual waste stream and deliver a 2,862 tonne CO₂e carbon savings.

8 Report Implications (Resource, Digital, Risk and Equalities)

8.1 Resource

Introducing new recycling collection services is intended to improve the resource efficiency of the waste service.

8.2 Digital

- Existing Route Management software will be used for a whole-scale route review of all domestic and trade waste and recycling collections.
- The implementation of new waste and recycling collection services is expected to be supported by the introduction of a Digital Depot system and the use of “in-cab” digital devices. Progress will be monitored through Business Transformation Steering Group.
- Existing IT and Digital Resources will support customer engagement e.g.: information on website, collection calendars, social media activities

8.3 Risk

Failure to transform recycling collection services at this time can expose the Council to reputational and financial risk.

8.4 Ensuring Equalities

Waste collection services affect all households in Midlothian. There is a positive impact on the environment and economy. A full Integrated Impact Assessment (IIA) will be completed if RIF application is accepted.

Appendices:

Appendix A – Additional Report Implications

Appendix B - Proposed Service Standards for Household Waste

Appendix C - Where Midlothian’s Waste is Recycled

Appendix D - Scottish Local Authority Recycling Rates 2019-2022

APPENDIX A – Additional Report Implications

A.1 Key Priorities within the Single Midlothian Plan

The report proposes service transformation which will underpin the Single Midlothian Plan.

A.2 Key Drivers for Change

Key drivers addressed in this report:

- ☐ Holistic Working
- ☐ Hub and Spoke
- ☐ Modern
- ☒ Sustainable
- ☒ Transformational
- ☐ Preventative
- ☐ Asset-based
- ☒ Continuous Improvement
- ☐ One size fits one
- ☐ None of the above

A.3 Key Delivery Streams

Key delivery streams addressed in this report:

- ☐ One Council Working with you, for you
- ☐ Preventative and Sustainable
- ☐ Efficient and Modern
- ☒ Innovative and Ambitious

A.4 Delivering Best Value

The report aims to deliver best value for the Council.

Census data recently released shows that in the 11-year period from 2011 to 2022 the number of households in Midlothian increased by 16.2%. This is indicative of the growth in demand for services since each new household will require waste and recycling collections.

The percentage of material recycled although higher than the Scottish average has recently remained static (exception during the pandemic) and requires action to prompt further recycling of material.

Financial projections indicate that the council requires £35m of savings by 2028-29 it has therefore been prudent to review the operation of the service to prepare for further expected customer growth over the next decade in an environment of restricted budgets.

A service review is in progress to establish a fit for purpose structure that has developed in an ad-hoc way over the last decade. Due to the pandemic, a loss of staff due to retirements and those who have left the service a number of positions have been filled from interim agency or acting up arrangements. The new structure will have a staff complement of 108 of which five staff to provide management and support.

In recognition that the traditional waste management route for disposal to a landfill site is now replaced by material recycling as far as possible it is proposed that the service is rebranded *Recycling Services*.

A.5 Involving Communities and Other Stakeholders

From a customer consultation held in 2021 on future waste collection options, when asked “Which would you prefer?” 49% stated “Same sized bin (for waste that cannot be recycled) collected every three weeks” and 51% would prefer “Smaller bin (for waste that cannot be recycled) collected fortnightly.”

A.6 Impact on Performance and Outcomes

Introducing new recycling services is expected to have a positive impact on recycling diversion.

A.7 Adopting a Preventative Approach

The proposed new recycling collection services prioritise resource use, fuel and fleet efficiency and an associated reduction in carbon.

A.8 Supporting Sustainable Development

An increase in material collected for reuse and recycling is expected to be achieved.

Appendix B - Proposed Service Standards for Household Waste

Example of proposed customer communication material to promote the Service Standards and Waste Policies.

Summary of Waste Service Standards:

In normal circumstances, we will endeavour to:

Provide a regular scheduled collection of your waste and recycling.



Return your empty bin to the nearest available kerbside location next to your collection point.



Return for a missed bin within 5 working days.



Deliver a new or replacement bin within 7 working days.



Tag bins we can't empty because the lid is up, it is too heavy or it contains the wrong materials so you know why it has not been emptied.



Tell you about any changes we need to make to your waste and recycling collection due to public holidays, roadworks, adverse weather or industrial action.



We need you to:

Treat our staff with respect.



Ensure all waste fits in your bin and the lid closes fully. Make sure you don't compact the waste in your bin, overload it or present extra waste on or near it.



Put your bins out for collection by 06:30am on the day of your collection in your designated collection point.



Make sure your bin contains the correct materials for disposal or recycling.



Report any damage, or a lost or stolen bin so we can repair or replace it.



Tell us if we have not emptied your bin as scheduled by 5pm next working day (Mon – Fri).



Midlothian



Appendix C - Where Midlothian's Waste is Recycled

Activity	Route	Frequency	Contractor
Glass	Direct delivered to contractor by 3 crews to Butterfield site Newtongrange	Daily (M-F)	Dryden Aqua Bonnyrigg EH19 3JQ 1 mile from Stobhill Depot
Electricals (large)	Collected by contractor from HWRC	Twice a week	LOWMAC Alloys Irvine KA11 5DG 90 miles from Stobhill Depot
Electricals (small)	Collected by contractor from HWRC	Twice a week	WEEE Scotland Glasgow G51 1HJ 55 miles from Stobhill Depot
Dry Mixed Recycling	Delivered to Waste Transfer at Stobhill, bulked & reloaded for onward transfer by contractor.	Daily (M-F)	Re-Gen Newry BT35 6JQ 229 miles from Stobhill Depot
Textiles	Collected by contractor from HWRC	As required	Nathans Denny FK6 6QE 38 miles from Stobhill Depot
Food	Delivered to contractor at Millerhill by 4 crews once per day.	Daily (M-F)	BioGen Millerhill EH22 1SX 7 miles from Stobhill Depot
Residual	Delivered to contractor at Millerhill by ? waste crews twice per day.	Daily (M-F)	FCC Millerhill EH22 1SX 7 miles from Stobhill Depot
Tyres	Skips delivered to contractor at Duns in Borders	As required	Redpath Duns TD11 3HS 37 miles from Stobhill Depot
Wood	Skips delivered to contractor at Loanhead	As required	McKenzie Old Pentland Sawmill, Loanhead EH20 9NU 6 miles from Stobhill Depot
Metals	Skips delivered to contractor at Granton Edinburgh Car batteries collected by contractor loaded by forklift from depot.	As required	Waugh Harbour Road Edinburgh EH5 1PH 12 miles from Stobhill Depot
Garden waste	Delivered to contractor at Danderhall by three crews daily and from HWRC.	Daily (M-F) Skips also Sat	Forth Resource Management Todhills, Danderhall, EH22 1RR 4 miles from Stobhill Depot
Bulky Waste	Includes kerbside collected household bulky items, bulky items from schools and care homes, Building Maintenance Services, and void house clearances	Daily (M-F) Skips also Sat	Levenseat, Lathallan, Falkirk FK2 0YF 30 miles from Stobhill Depot
Street sweepings (soil)	Material collected from compact street sweepings activities	Daily (M-F)	Levenseat Forth Lanark ML11 8TS 32 miles from Stobhill Depot
Rubble and stone	Material collected from Stobhill HWRC and BMS	Daily (M-F) Skips also Sat	Levenseat, Lathallan, Falkirk FK2 0YF 30 miles from Stobhill Depot
Mineral oil	Collected by contractor from Stobhill HWRC	As required	Northburn Oil Coatbridge ML5 2HY 54 miles from Stobhill Depot
End of Life bins	Collected by contractor from Stobhill Transfer Station	As required	Sharp Polymer Solutions Melrose TD6 0HH 35 miles from Stobhill Depot
Hand Tools	Collected by contractor from two HWRC	As required	Scottish Prison Service Edinburgh EH11 3LN 14 miles from Stobhill Depot
Confidential Paper	Collected by contractor from Stobhill Transfer Station	As required	WeShred Glasgow G51 2JR 64 miles from Stobhill Depot

Appendix D - Scottish Local Authority Recycling Rates 2019-2022

Year	2019	2020	2021	2022
Council	Rate (%)	Rate (%)	Rate (%)	Rate (%)
Moray	59.0	54.9	52.2	57.8
Scottish Borders	49.2	52.8	55.2	57.3
East Renfrewshire	67.8	56.6	58.1	56.0
North Ayrshire	56.4	52.1	56.9	55.3
South Ayrshire	57.7	55.4	56.0	54.3
Renfrewshire	53.1	49.1	51.7	53.8
East Lothian	55.3	52.4	53.9	53.1
East Dunbartonshire	55.3	50.9	45.3	51.8
Angus	59.1	58.4	54.7	51.7
Falkirk	53.0	51.2	48.2	51.4
Stirling	54.8	47.9	50.9	51.4
Clackmannanshire	55.5	48.7	50.0	51.2
Perth and Kinross	52.7	49.4	50.2	49.3
East Ayrshire	53.2	41.1	48.5	48.5
Midlothian	50.8	47.3	47.4	47.2
Inverclyde	54.0	37.1	48.5	46.8
West Lothian	58.2	45.0	41.3	45.9
Fife	44.5	43.7	43.6	45.7
Dumfries & Galloway	29.5	30.1	39.8	45.1
North Lanarkshire	40.7	39.5	43.4	43.0
Aberdeen City	51.1	46.8	46.8	41.8
South Lanarkshire	46.4	41.1	41.0	41.2
Argyll and Bute	38.6	31.2	39.3	40.8
Aberdeenshire	44.0	40.9	41.1	40.2
West Dunbartonshire	44.8	36.9	35.6	38.8
Highland	41.3	35.7	37.4	37.2
City of Edinburgh	38.6	37.0	39.9	37.1
Dundee City	38.4	34.7	32.7	33.8
Na h-Eileanan Siar	20.6	34.6	33.5	31.8
Glasgow City	24.7	29.6	27.3	27.6
Orkney Islands	19.4	26.8	24.2	23.3
Shetland Islands	17.9	19.8	18.1	20.7
Scotland	44.9	42.1	43.0	43.4