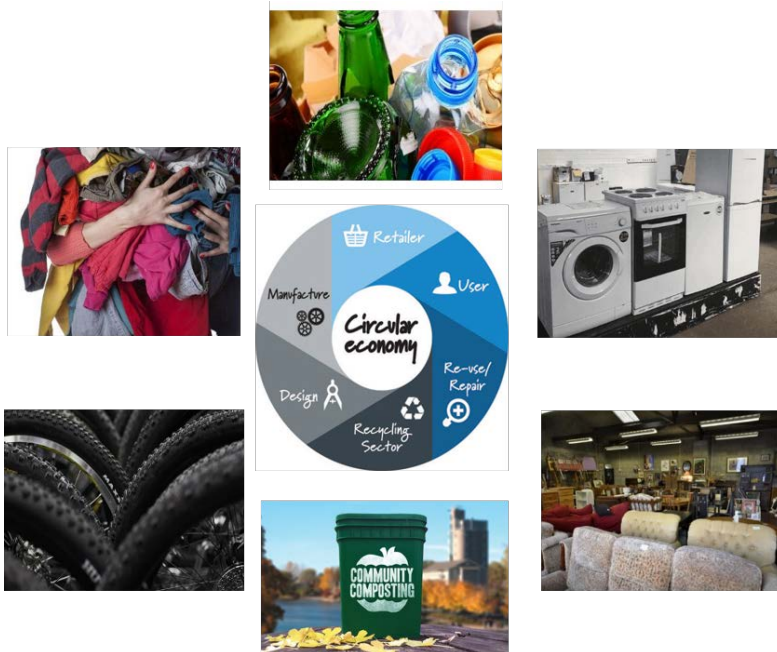


# Community Resources Network Scotland



## Survey Report 2019: The Current Activities of CRNS Membership Organisations



February 2019

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## 1.0 Foreword



Since the inception of CRNS in 2004, the organisation and the membership have evolved with a continually changing political and policy landscape. The Scottish Government's 2015 circular economy strategy entitled "Making Things Last" and the current policy work being done around a Scottish deposit and return system are highly relevant to our sector.

The circular economy is all about people and how they interact with their environment, communities and the economy. This is also at the very heart of what CRNS members are doing within their own context. With this in mind, surveying the CRNS membership and quantifying their resource management activities is key to inform our collective efforts going forward.

We are pleased to report that we have collated data on all of our full member organisations. A big thank-you goes out to all our members for co-operating with the survey as we acknowledge that for many organisations just taking time out to complete a survey can be challenging. Thanks to your help, this is the most comprehensive and up-to-date information we have ever collected on the membership.

We are sharing this report widely as we want this information to be used by our sector to demonstrate the collective strength and value of our activities within Scotland's wider resource management landscape.

At CRNS we have already used these survey results to inform our strategic planning for the next three years and we will continue to use this information to inform our programme of activity and policy work. This will in turn, connect to Scotland's evolving circular economy strategy. The collective activities and strength of the CRNS membership will define, in part, the future ambitions of a truly circular economy in Scotland.

A handwritten signature in black ink, appearing to read 'Michael Cook'.

Michael Cook  
CEO  
Community Resources Network Scotland

## Overview & Methodology

### Purpose of the 2018 CRNS Membership Survey

Understanding how CRNS members contribute to the wider objectives of the Scottish Government's circular economy strategy "Making Things Last"<sup>1</sup> is important. At the time of writing there were 123 CRNS full members carrying out a variety of resource management activities in Scotland that contribute to this strategy.

### Data collection

A web-based survey was designed and sent out via Survey Monkey<sup>2</sup> to our 123 member organisations in October 2018 with follow-up reminders by email and telephone. Some data was also gathered from public records including OSCR and published annual accounts.

### Aims of Survey

The survey and subsequent analysis aims to:

- Give a comprehensive picture of current levels of resource management activities by the CRNS membership.
- Give a view of the nature and status of the organisations delivering this activity.
- Provide this data in a way that can be used to inform future CRNS policies and programmes.
- Give members an opportunity to provide feedback on current and potential CRNS support activities.



Charity Number: SCO36006



<sup>1</sup> Making Things Last: A Circular Economy Strategy for Scotland, 2016

<sup>2</sup> [www.surveymonkey.com](http://www.surveymonkey.com)

## 2.0 CRNS Organisation Overview

Community Resources Network Scotland (CRNS)<sup>3</sup> is a membership network organisation that covers the whole of Scotland. This survey collated data from **123 full members of CRNS** who are all active community-based resource management organisations across Scotland. For over 14 years CRNS has built a stronger resource management Third Sector by supporting and representing the membership.

- CRNS is committed to the principles of zero waste and a more circular economy.
- CRNS is accountable to the membership.
- CRNS is committed to members delivering local resource management solutions.
- CRNS is committed to carrying out all of its activities with trust, integrity and transparency.
- CRNS is committed to the principle of social and environmental justice.

## Acknowledgements

The authors would like to thank:

- All of our CRNS member organisations that responded to the survey which forms the basis of this report.
- All CRNS staff that were involved in the collection of data and for assisting with the production of this report.
- Zero Waste Scotland and the Scottish Government who continue to strategically support the work of CRNS and our member organisations.

## Disclaimer

Although every effort is taken to ensure the accuracy of the information contained within these pages we cannot guarantee that the content will always be current, accurate or complete. Community Resources Network Scotland (hereafter referred to as 'we') shall not be liable for any loss or damage arising in contract, tort or otherwise from the use of this information or from any action or decision taken as a result of using such information. We reserve the right to remove, vary or amend any of the information at any time and without prior notice. We are not responsible for the content of referenced documents and websites. We reserve the right to change these terms and conditions at any time at our sole discretion.

## Data Protection Policy

During the course of CRNS activities we will process personal data (which may be held on paper, electronically, or otherwise) about our members and other stakeholders and we recognise the need to treat it in an appropriate and lawful manner, in accordance with the Data Protection Act 1998 (DPA) and the General Data Protection Regulations 2018 (GDPR). The CRNS Data Protection Policy<sup>4</sup> makes members and other stakeholders aware of how we will handle personal data and this document is available on request.

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<sup>3</sup> [www.crns.org.uk](http://www.crns.org.uk)

<sup>4</sup> CRNS Data Protection Policy, May 2018.

### 3.0 Member Overview

We asked what type of organisation our members are.



102 members identified themselves as a charity and it has always been the case that most CRNS full members are charities.

30 organisations identified themselves as a social enterprise and this includes those organisations that said they were either a Community Interest Company (CIC) or a Scottish Charitable Incorporated Organisation (SCIO). Anecdotal evidence indicates that CRNS members are becoming more socially enterprising, for a number of reasons including access to traditional funding becoming more challenging, but it is not clear if they are all true social enterprises as defined by Social Enterprise UK.<sup>5</sup>

A minority of CRNS members are either Development Trusts (4), Housing Associations (3), Co-operatives (1) or Higher Education establishments (1). This could be an opportunity for CRNS to develop better links with organisations from these areas of interest going forward.

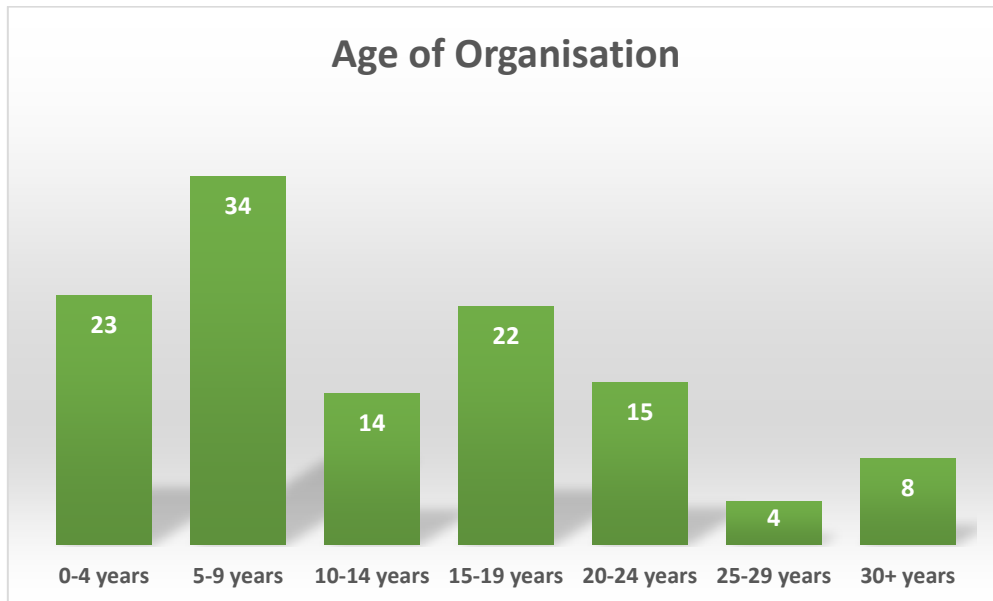
CRNS also offers supporter membership to local authorities, other public bodies, and private sector companies. Information and data about these organisations was not captured for the purposes of this survey.

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<sup>5</sup> [www.socialenterprise.org.uk](http://www.socialenterprise.org.uk)

## Age of Organisation

We asked how old the organisation was.

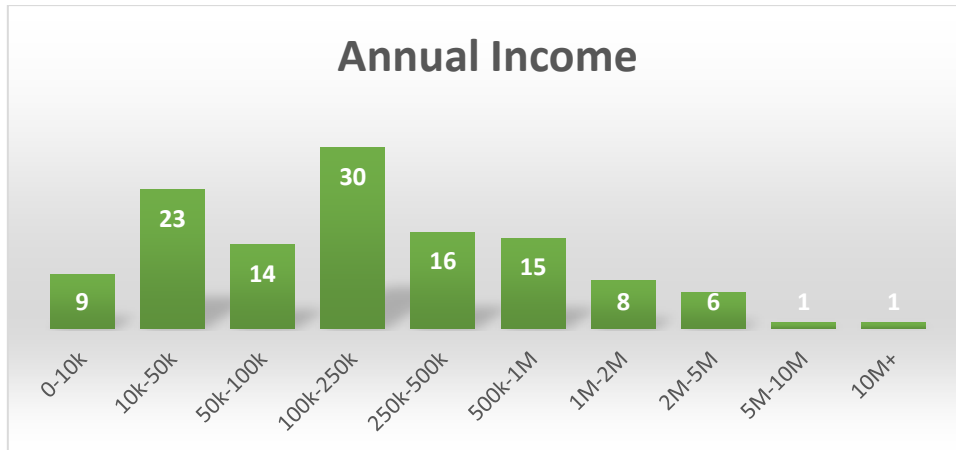


23 organisations reported that they were less than 4 years old, 27 organisations reported that they were at least 20 years old and the average CRNS member organisation is 12 years old.

This data suggests that new projects and organisations are continuing to enter the resource management sector and this is very encouraging. Over 50% of CRNS member organisations are over 10 years old and indicates that the sector is very well established.

## Annual Income

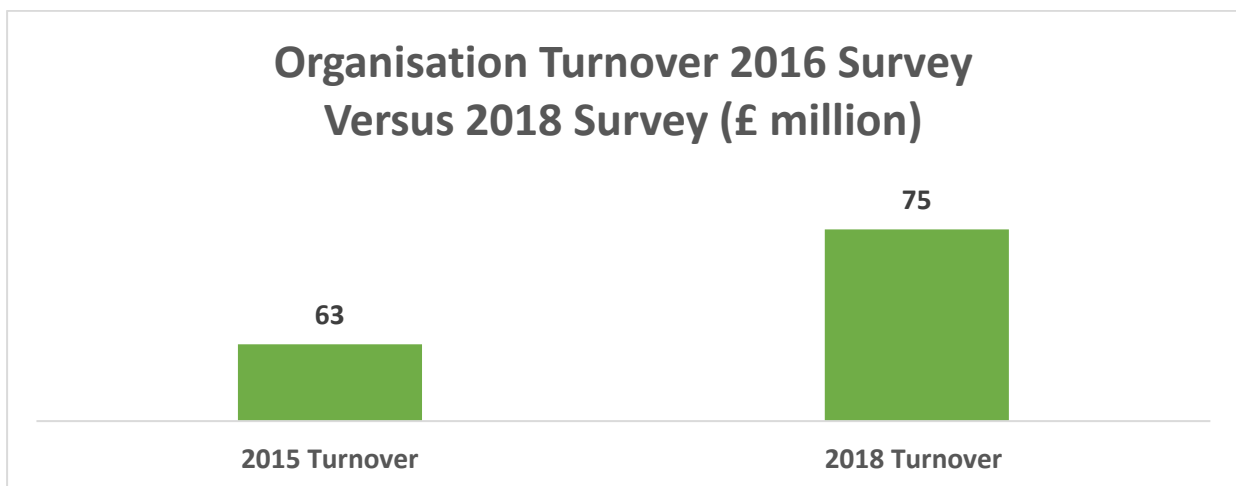
We asked what was their annual turnover reported in their last published accounts.



CRNS member organisations collectively reported a gross annual turnover figure of over £75 million. This includes both earned income from sales and services as well as grant funding income.

- The median income figure was £182,176
- The mean income figure was £613,291
- 16 members reported a turnover figure in excess of £1,000,000
- 46 members reported a turnover figure of less than £100,000

## Income Comparison to 2016 Members Survey

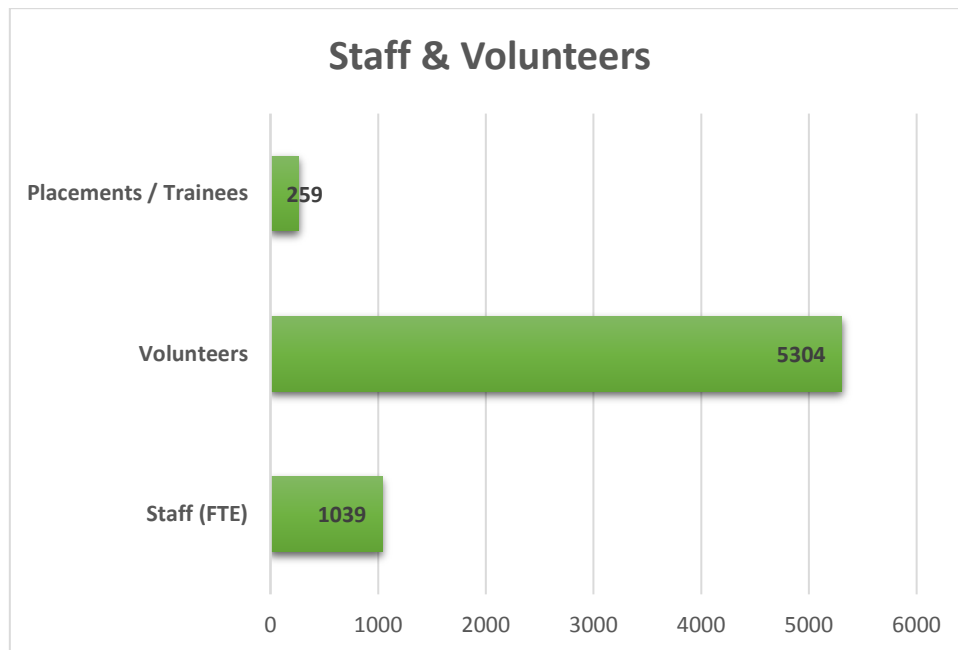


The 2016 CRNS member survey reported a combined turnover figure of £63 million and that compares to the 2018 member survey reporting a combined turnover figure of £75 million.



## Staffing

We asked about their staff and volunteer numbers.



Members reported employing a total number of 1039 full-time equivalent staff, a total number of 5304 volunteers and a total of 259 placements or trainees.

Member organisations collectively support significant numbers of paid and volunteer staff and this reflects the fact that the third sector has traditionally been an important recipient of volunteer support. CRNS members provide opportunities to support volunteers at a community level that may not be available in the public and private sectors

**Appendix 2** provides some qualitative responses from organisations that were asked what the greatest challenges were for supporting their staff and volunteers. The main issues and challenges reported were:

- Lack of financial resources to recruit and keep staff
- Lack of time and expertise to support volunteers
- The calibre of referred placements and volunteers

## Local Authority Coverage

We asked in which local authority areas they delivered their services. Members were able to select multiple answers.

Glasgow City Council	27	East Lothian Council	7
Edinburgh City Council	17	Midlothian Council	7
Aberdeenshire Council	15	Perth & Kinross Council	7
South Lanarkshire Council	12	Clackmannanshire Council	6
Fife Council	11	Comhairle nan Eilean Siar	6
Aberdeen City Council	10	Falkirk Council	6
Argyll & Bute Council	10	Stirling Council	6
Highland Council	10	West Dunbartonshire Council	6
North Lanarkshire Council	10	East Ayrshire Council	5
East Dunbartonshire Council	8	North Ayrshire Council	5
East Renfrewshire Council	8	Scottish Borders Council	5
Moray Council	8	West Lothian Council	5
Renfrewshire Council	8	Orkney Council	4
Angus Council	7	South Ayrshire Council	4
Dumfries & Galloway Council	7	Inverclyde Council	3
Dundee Council	7	Shetland Council	3



CRNS member activities were reported across all 32 local authority areas. Glasgow had the greatest concentration of activity with 27 active organisations. The areas with the lowest concentration of activity (and potentially an opportunity for further member activities) were Shetland and Inverclyde with 3 active organisations.

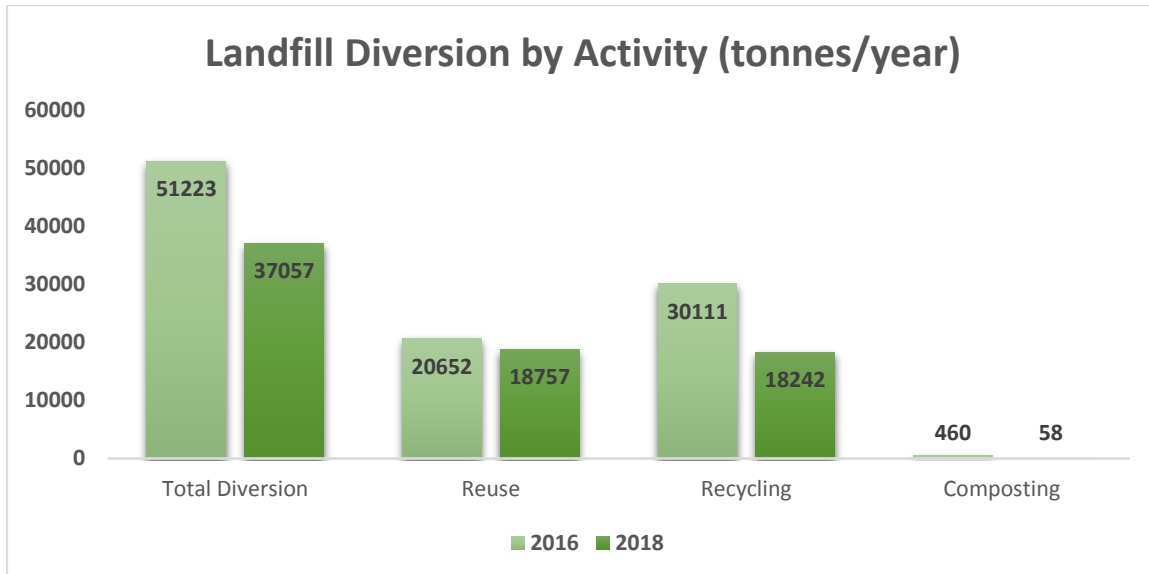
The relationship between CRNS member organisations and their local authority is important if local social, environmental and economic benefits are to be optimised.

Significant opportunities for further collaboration exist at household waste recycling centres (HWRCs), from the expansion of the CRNS Reuse Consortium, from regional reuse hubs and from circular city initiatives such as Circular Glasgow<sup>6</sup>.

<sup>6</sup> [www.circularglasgow.com](http://www.circularglasgow.com)

## 4.0 Landfill Diversion

We asked how many tonnes of material they reused, recycled or composted in the last 12 month period.



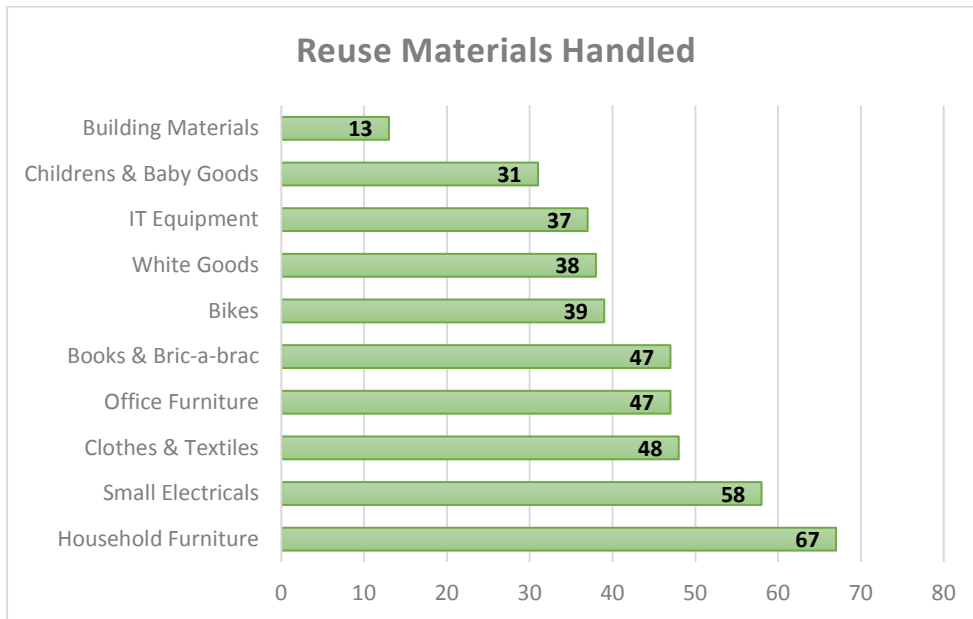
Members reported a total annual landfill diversion figure of 37,057 tonnes which can be broken down further into a reuse tonnage figure of 18,757 tonnes and a recycling tonnage figure of 18,242 tonnes.

A comparison with the CRNS membership survey from 2016 shows a reduction of 14,166 total tonnes diverted from landfill between the 2016 and 2018 surveys.

Revisiting the 2016 data there are 2 major organisations that reported significant tonnage totals; namely ACE Recycling reporting 19,000 tonnes of recycling (from their commercial recycling service which included glass) and Active4All reporting 3,000 tonnes of reuse (from their building reclamation reuse yard). ACE Recycling was taken over by a private company in 2017 and is no longer a CRNS member whilst Active4All went into liquidation in 2016. If both these organisations are excluded from the 2016 results then reuse, recycling and total diversion tonnage have all increased for the wider membership.

## Reuse Materials

We asked what reuse materials they regularly dealt with.

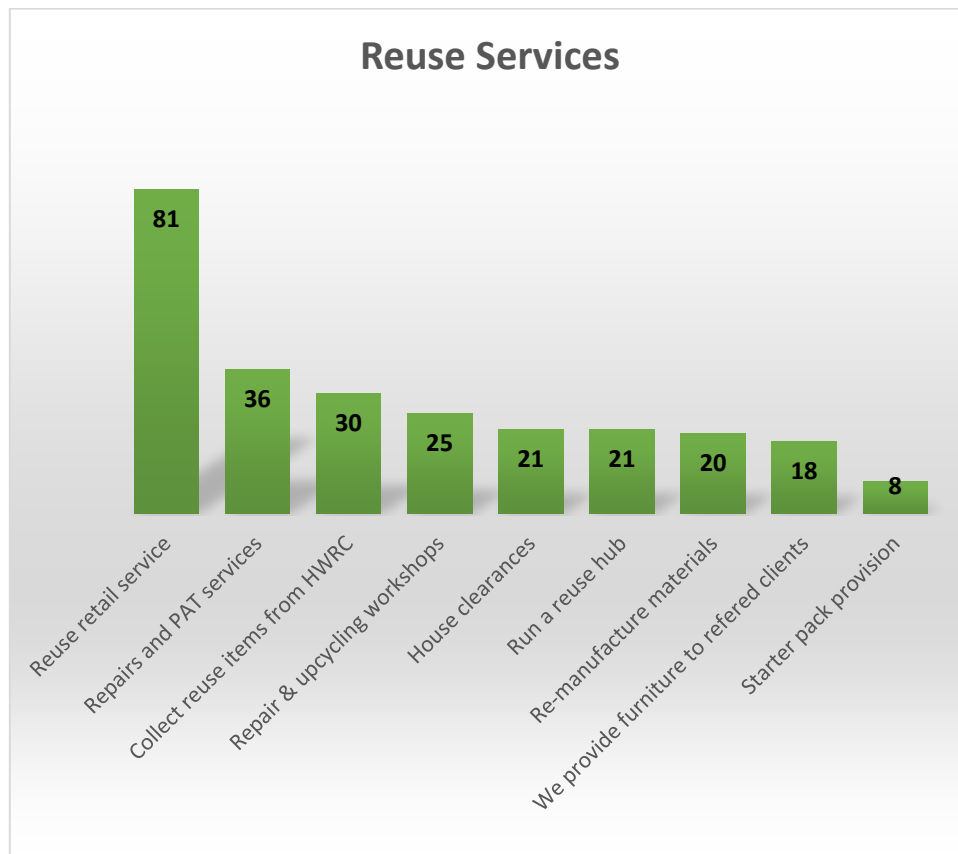


The most commonly handled items by CRNS members are household furniture, small electricals and clothes & textiles. The survey did not ask for a breakdown of tonnages for individual materials.

The survey did not differentiate between organisations that are general reuse projects and organisations that deal with a single material. For example, 39 member organisations accept bikes and a number of those will be exclusively bike projects whilst a number will be general reuse projects that accept bikes as well as other materials and items.

## Reuse Services

We asked what reuse services they regularly offer.



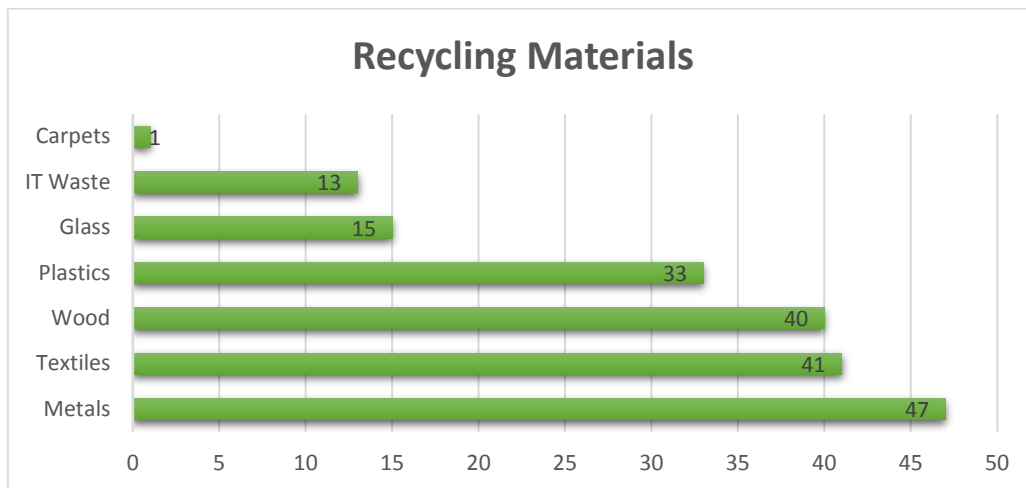
These are the most common activities that reuse projects undertake and is a reflection of organisations understanding that repaired or upcycled items have more value than items that have to be recycled.

8 organisations manage a starter pack service that provides a combination of household items (eg bedding, cooking and toiletries) to referred clients.

18 organisations offer furniture to formally referred clients. This demonstrates a commitment to the social aims of a number of reuse projects and that they are not explicitly resource management projects. The CRNS Reuse Consortium continues to support these social activities in 3 local authority areas currently; Aberdeen City, Fife and Renfrewshire.

## Recycling Materials

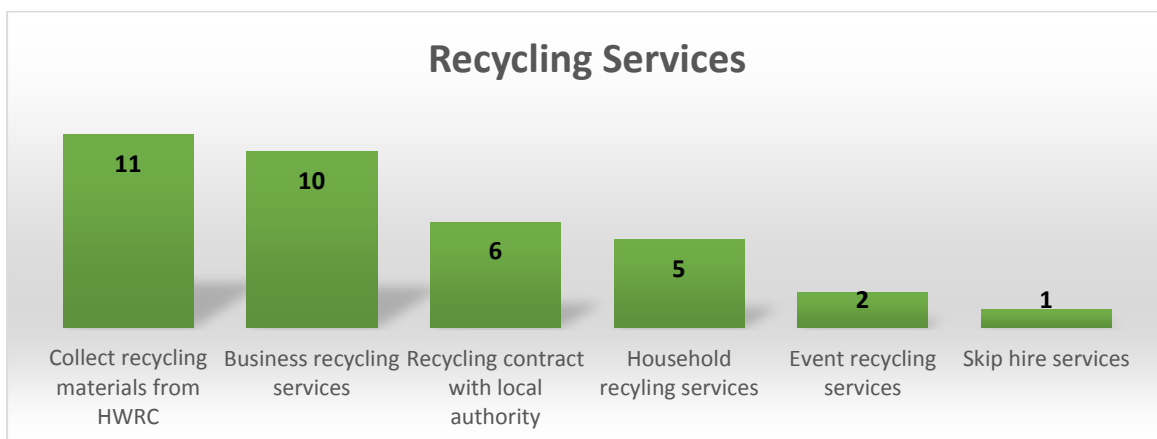
We asked what materials they recycled or passed on for recycling.



The most common recycling materials handled by CRNS members are metals, textiles and wood. The survey did not ask for a breakdown of tonnages for these materials.

## Recycling Services

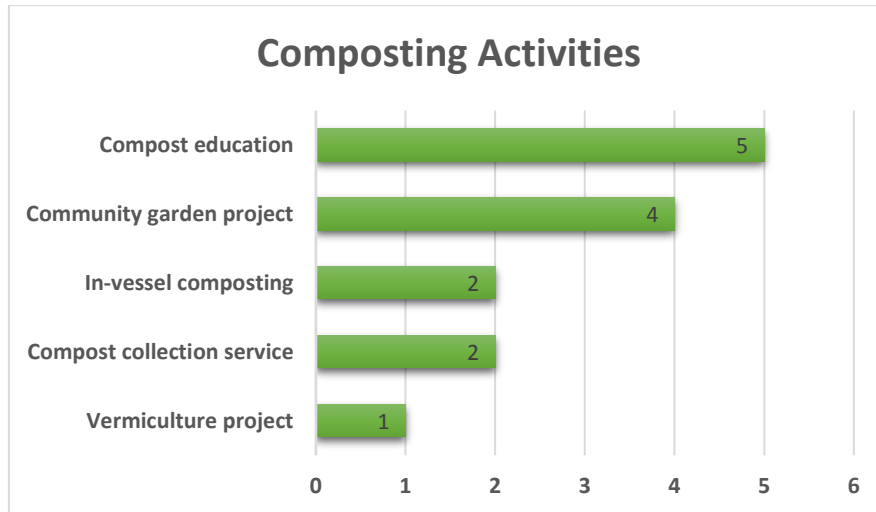
We asked what recycling services they currently offer.



A number of CRNS members currently deliver a formal recycling service to local authorities or businesses. However, as local authorities own recycling services increase they are becoming less reliant on the third sector to deliver these services.

## Composting Activities

We asked if they delivered any community composting activities.



The amount of organic waste dealt with by CRNS members involved in community composting is estimated to be just **58 tonnes per annum**. It is a niche resource management activity in terms of tonnage. However, community composting projects can be locally significant, support volunteering opportunities, align to local food growing and healthy living projects and provide an education and awareness raising opportunity.

## Food Waste Activities

Four organisations in Scotland are involved with FareShare<sup>7</sup>, the national charity aiming to relieve food poverty and reduce food waste. They rescue good quality surplus food that would otherwise have gone to landfill and divert it to their community partners for local distribution.

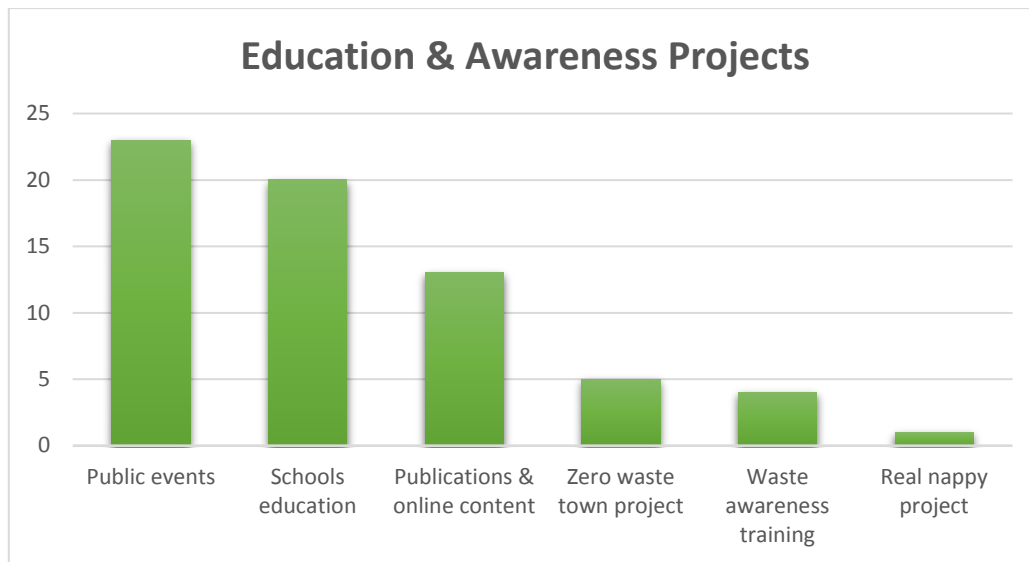
It is estimated that in Scotland alone over 1000 tonnes of food waste per year is diverted from landfill through this programme.



<sup>7</sup> [www.fareshare.org.uk](http://www.fareshare.org.uk)

## Waste Prevention & Education Activities

We asked if they carried out any waste prevention or education activities.



These activities are distinct from their direct resource management activities and focus on awareness raising and behaviour change. They enable their audiences to understand the benefits of reuse, repair and recycling activities and they may also highlight local services available to the public.

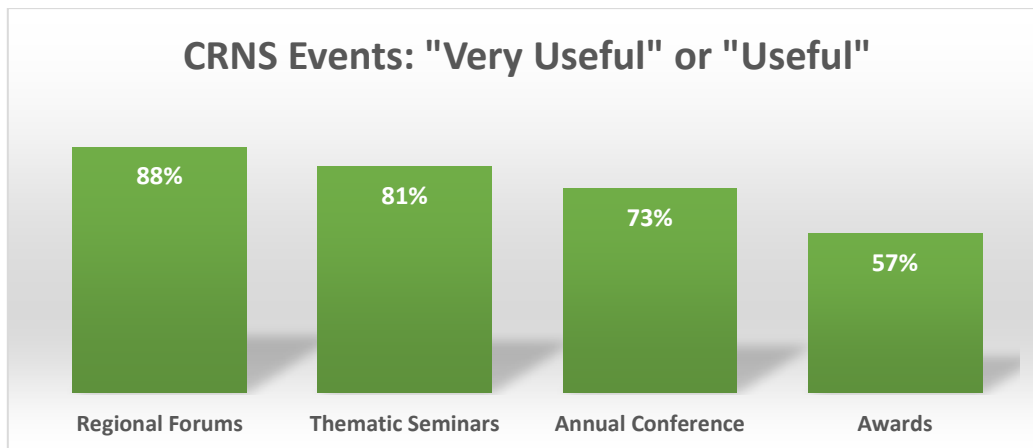
The most common waste prevention and waste education projects reported by our members were public events and education programmes. There are now [5 zero waste town projects](#) in Scotland: Dunbar, Bute, Perth, Edinburgh and Leith.





## 5.0 CRNS Member Events

We asked about our events and this is what they told us:



The regional forums and thematic seminars both had an 80%+ approval rating and the annual conference had a 73% approval rating. These events are organised specifically for the membership so these responses are encouraging.

CRNS did not run an Awards event in 2018 so the lower approval rating of 57% is a fair reflection of that situation.

## CRNS Member Events – Topics of Interest

We asked what the most popular topics at CRNS events.

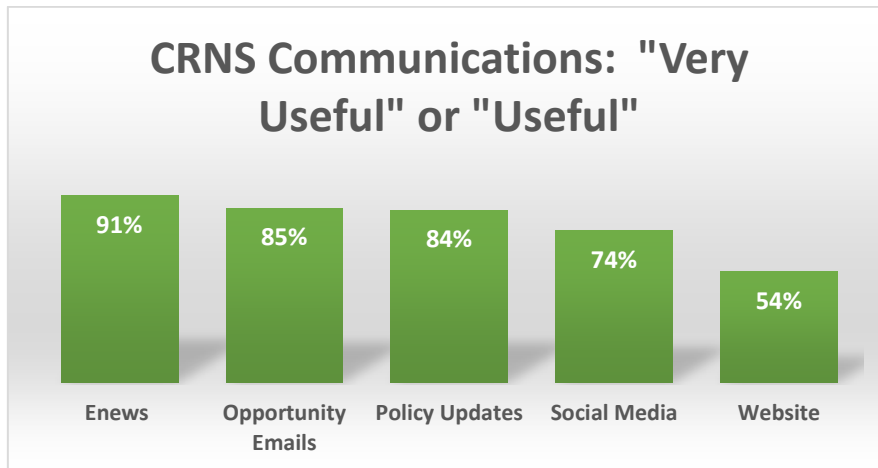


The most popular topic of interest at CRNS events was “Fundraising”. This is no surprise as our most popular seminar, in terms of attendance, is our annual funding and finance seminar. We are planning a 2019 funding and finance seminar for April.

The next most popular topics of interest at CRNS events were “Social Media & Marketing”, “Recycling”, “Upcycling” and “Health & Safety”. This data will be used to inform the 2019 CRNS events programme.

## CRNS Communications

We asked about our member communications and for those that expressed a preference, this is what they told us:



The monthly e-newsletter had an approval rating of 91% and the monthly policy updates and the reuse opportunity emails both had a 80%+ approval rating. This is the primary means of communication with our members. Social media (CRNS has Facebook and Twitter accounts) had a 74% approval rating.

The CRNS website had a lower approval rating of 54% and this may be an acknowledgment of the current status of our website being not fit for purpose. We plan to carry out a major upgrade to the website in 2019.

## CRNS Services

We asked about member services and for those that expressed a preference, this is what they told us:

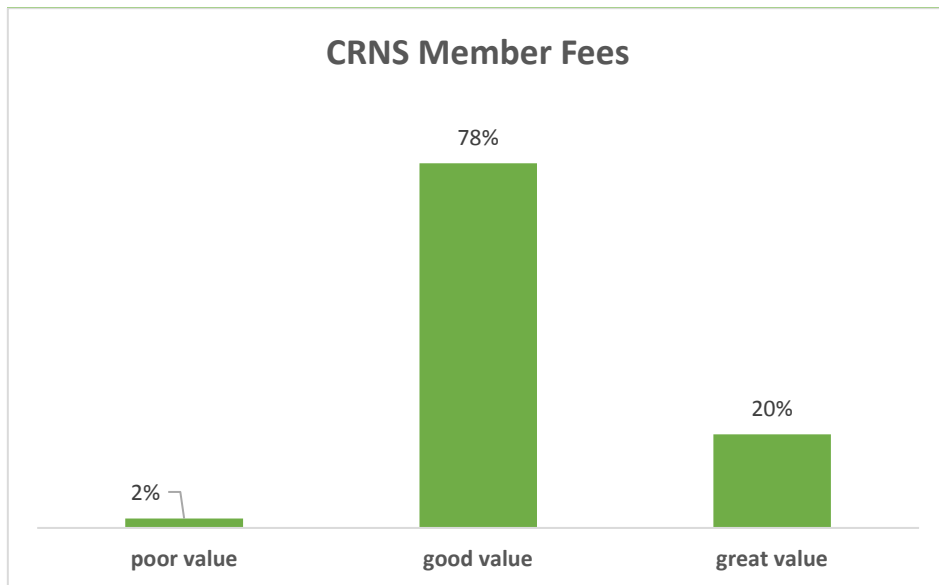


The most requested services were support with sourcing reuse donations, support with marketing activities and support to identify and access funding opportunities. As a member network these will continue to be our core services.

There were also requests for a dedicated member message board, an online trading & sales platform and access to more targeted business planning support.

## CRNS Membership – Value for Money

We asked about CRNS membership and if they felt it was value for money.



78% of members that responded said that the CRNS membership fee was “good value” and 20% said it was great value.

CRNS Membership fees have always been kept low in relation to an organisation’s annual income. For example an organisation with an annual turnover of less than £100k will only pay £50. It is a recognition that maintaining and growing the membership base itself is of more intrinsic value than the actual fee.

We will continue to work hard to develop our membership services and offering in 2019 and beyond.

## 6.0 Appendix 1 - Financial Challenges

We asked what financial challenges they currently faced.

Cash flow and meeting the monthly bills.

We are currently restructuring the organisation.

Currently trying to raise funds to purchase our building.

Earned income is challenging due to the nature of work we do, the economic climate, the weather, our service users and the local competition

Finance been a tremendous challenge in past years but we have worked hard and we are now in best financial position for years.

Finding money to pay for the rent.

Fortunately our premises are made available by our local church. All money raised goes directly to benefit children and young people.

Funding our expansion plans.

Funding for staff beyond the life of existing projects and securing funding to run, maintain and improve our premises.

Funding long term for salaries.

Future of the organisation is in doubt due to local authority issues and challenges.

General running costs, wages and rent amount to about 85% of our sales.

Getting infrastructure in place and time to do all paperwork and network when you are busy delivering the service. Access to financial expertise.

Huge current challenges – internal challenges mean we are unsure what the future holds.

Increasing sales and maintaining our service level agreements.

Keeping on generating income through sales.

Lack of funds.

Legislative changes, local authority cuts and the small size of the market in which we operate.

Low cost operators and funding for behaviour change projects.

Complying with relevant legislation and transport costs.

There are other local organisations and businesses selling furniture which is a challenge. We need to lease a new van.

Paying staff, rent, tools and equipment.

Unfortunately the project has stopped due to CCF finishing.

Running to a deficit budget plan! Earning income to meet increasing costs (especially wages).

Salary costs are our biggest expense and we are always trying to increase our enterprise income with less reliance on funding.

Secure funding.

Securing funding to cover core costs and maintaining sales in a competitive market.

The months that are quiet - low income, high salary costs remains a challenge and low reserves.

Activities that are required to set up the business takes up much of our time and limits the amount of time we can spend on income generation and social impact!

The SLA we have with the local authority loses us money right now - we cannot continue like this - council have been asked to provide more funds - we are awaiting a response.

Trading becoming self-sustaining is tough going.

Transport off island is expensive and end of grant funding period is always a challenge.

We want to expand and run a reuse hub - it is taking time to put a plan together.

We are fortunate and do not currently have financial challenges.

We purely aim to break even so have to push sales to ensure all expenses are paid.

Year to year funding could kill us slowly, without giving us the opportunity to scream and shout that the project works and is needed.

## Appendix 2 – Staff & Volunteer Challenges

We asked what were the biggest challenges supporting staff and volunteers?

Accessing suitable local training and providing meaningful fringe benefits.

Accessing training for the team.

Additional support in terms of basic employment skill and emotional support. On-going training as high turnover of trainees.

Always finance to support them, though presently we're in the best financial position ever!

Balancing the number of volunteers who need additional support with volunteers who are able to provide them with it.

Cash flow and time to support them.

Competition from commercial recyclers.

Local authority service level agreement is a real problem.

Engaging new volunteers and funding for existing staff.

Financial challenges as usual.

Financial not having enough to offer p/t staff full time positions. Volunteers, space to work in.

Funding and finance.

Funding and resources for them.

Funding for a dedicated member of staff to meet the needs of volunteers and placements. It would be great to be able to pay staff higher wages.

Funding for volunteer co-ordinator position.

Fundraising for salaries and maintaining a comfortable working environment.

Training them to do the packing the same way.

Having time to train and support new placements can be difficult with core staff busy with their own role. With a large organisation that has different departments the core team are often having to cover many areas within the organisation which can be very difficult.

Keeping everybody happy.

Keeping them from leaving.

Making sure they have received adequate training to do their role confidently.

We have a new project on the lookout for more volunteers.

No funding which lasts for more than a year.

Not enough volunteers or staff.

Money to employ staff.

One of our biggest challenges is the differing perspectives of staff and trainees with regard what items are recyclable and what is waste.

Only volunteers at the moment.

Securing funding.

The calibre of staff and volunteers we have and the length of time that people are referred to us for placements. This presents as a challenge given the time that is required to train new staff and manage their expectations.

Time and funding.

Finding the time to train them.

Sometimes not being able to offer the right opportunities to volunteers at that time.

### Appendix 3 – CRNS Events

We asked if they hadn't attended a CRNS event in the past year what were the main reasons why?

A representative usually attends when possible.

All events are in the Central Belt and therefore demands more time away from work and the cost of travel and accommodation.

Busy and short on people to attend. Also very little CRNS sight in our area.

Cost of travel to the mainland is prohibitive to attending.

Due to location as being within working hours we have to ensure we are close to home for school/nursery hours.

I am new to the organisation.

If there was one in Aberdeenshire we would attend.

New member not been to any events yet, also distance.

Only recently re-joined.

Pressure of work, deadlines – very, very busy!

Reuse and recycling has until now been a marginal activity for us but with the purchase of a new "Reuse and recycling shop" this now has new impetus.

Time and money - we're a small start-up organisation with limited resources and finance as we've not yet applied for funding.

Time constraints, we have a small team and focus on working within the business.

Time is one of the difficulties when we have so few staff.

Too far / remote for us.

Too far and no money to do so.

Usually the location is too far from our base, and we would gain little from attending.

We have attended the annual conference to meet up with other delegates from similar organisations.

We have had a very busy schedule lately and haven't had the time to attend unfortunately.

We have to fund travelling a long distance, hotel and expenses, often during busy periods at work. Hence find it difficult to justify.

## Appendix 4 – Other CRNS Member Services?

We asked for ideas or suggestions on new services CRNS could deliver for the members.

Based on council area have a business to business database system of other CRNS members, their contacts (who may not be CRNS members) but still recycle materials, the service they provide and how they contribute to waste management - I may have something that they need or they have a source which I may be able to supply or use to take away what I don't need.

Clear information about how to recycle and reuse some of the less obvious stuff like tools. Co-ordination of larger projects like the reuse consortium Subject specific forums; for example upcycling, repair etc.

Face to face networking opportunities are the most useful services for us.

Forums to share information and experience.

Partnerships with other organisations such as van sharing, tools and space.

Staff working with other organisations for short periods of time to cross over ideas.

Whilst we may not require these services I would welcome them for members to access as they clearly have the scope to support business development. I would suggest looking at other similar services that are available nationally, so as not to duplicate service provision, but signpost members in the right direction to benefit from existing services.

## Appendix 5 – Membership Value

### We asked what they most value about CRNS?

A body we know that is representing the sector and through which we can get info, identify relevant contacts etc.

Being there for us and supporting the members.

Central contact point, source of information and contacts.

It should provide a national voice for re-use projects.

It's independence.

Keeps us in the loop in regards to the services you provide.

Lobbying on behalf of the reuse sector.

Networking and meeting with other members to share information on their projects.

Networking and visiting members has been good.

Networking through events and the availability/openness of the team, to discuss the state of the sector.

Peer to peer support.

Personal approach, intermediary between grassroots approach & action and government level reuse policies.

Regular member meetings.

Sharing of information and good practice.

Support and information.

That you will tell the Scottish Government our work is of value and should be supported.

The help we are given regarding recycling problems with our council.

The people who are our political voice - trust in CRNS and believe the organisation is there for the sector.

The regular sector news and funding sources pointers.

The support provided sufficiently when required.

Training and informative sessions/seminars.



## Appendix 6 – Future Changes?

We asked what would you most like to see change at CRNS?

A lot of great work is behind by carried out all the time. Keep up the good work.

Could you invite decision makers from the Scottish Government to come along to find out what is happening first hand?

I am happy with what you are all doing, if we have to make changes then so be it.

To encourage follow through and make it more personable, then I think up to date information on your website would be helpful.

I would like to see CRNS raise its profile and standing in the sector. There is a wealth of expertise and experience that we could all draw on, ZWS seem more focussed the commercial, larger scale operations and don't work so much at community level. Possibly a change of identity to facilitate this. The name CRNS doesn't mean much to those outside the sector and a refresh will help to raise profile.

I would welcome the staff becoming more proactive in the field, visiting organisations to enable them to link organisations together to peer mentor or support one another. To work with its membership on activities, services and projects that will demonstrate added resource management value to the local community.

Independence and Stability for CRNS in terms of financial and personnel resources. Facilitating regional meetings - The Regional Network style is good and worth doing.

Less reliance on ZWS.

More contact and networking opportunities.

More member services and help with funding applications.

More opportunities for members in the North East.

Change reliance on Revolve accreditation. There are other equally valuable and credible accreditation options out there.

Perhaps more face to face events.

Would be good to be able to VC in to seminars - or at least to provide the opportunity where it is possible to tune in, rather than travel hundreds of miles to nearest event

## 7.0 Glossary

<b>Circular Economy</b>	An economy that is, by design or intention, restorative and in which material flows are of two types; biological nutrients, designed to re-enter the biosphere safely, and technical nutrients, which are designed to circulate at high quality without entering the biosphere.
<b>Community Composting</b>	Small-scale, local composting projects that are embedded in a community. The input materials and the type of composting system used can be varied.
<b>COSLA</b>	Convention of Scottish Local Authorities
<b>CRNS</b>	Community Resources Network Scotland
<b>Deposit &amp; Return</b>	Deposit return schemes are used in lots of places around the world as a way of encouraging more people to recycle certain drinks containers, like plastic bottles and metal cans. They work by charging anyone who buys a drink a small deposit for the bottle or can it comes in. They can get this money back when they return the bottle or can back to a collection point to be recycled.
<b>Extended Producer Responsibility</b>	Extended Producer Responsibility (EPR) is the concept of brand owners and manufacturers taking environmental responsibility for their products and the associated packaging when they become waste.
<b>FRN</b>	Furniture Reuse Network is the UK network for furniture reuse organisations.
<b>HWRC</b>	Household Waste Recycling Centre
<b>LA</b>	Local Authority
<b>LHO</b>	Local Housing Organisation
<b>Making Things Last</b>	Scottish Government's Circular Economy Strategy document.
<b>PAS100</b>	The UK composting industry standard that defines the specifications and standards for the entire composting process.
<b>Recycling</b>	The process of collecting and sorting materials to be used again as a raw material. For example cardboard or glass.
<b>Recycling Charter</b>	The 2015 agreement between the Scottish Government and COSLA that aims to bring more consistency to local authority recycling services.
<b>Reuse</b>	The process of taking an item and preparing it again for its original purpose. For example bikes or sofas.
<b>Resource Management</b>	A catch-all term that encompasses repair, reuse, recycling and waste prevention activities.
<b>Revolve</b>	Scotland's accredited repair and reuse programme.
<b>SEPA</b>	The Scottish Environment Protection Agency is Scotland's principal environmental regulator, protecting and improving Scotland's environment.
<b>Social Enterprise</b>	An organisation that applies commercial strategies to maximise improvements in human and environmental well-being.
<b>Starter Pack</b>	A pack of small household items that is provided to people moving out of homelessness.
<b>Vermiculture</b>	A composting process that uses worms to breakdown the organic matter to produce compost.
<b>Waste Prevention</b>	An activity that results in less waste materials being created in the first place. For example repair projects or waste education projects that encourage efficient use of materials.
<b>WEEE</b>	Waste Electrical and Electronic Equipment Regulation is a directive in the European Union that designates safe and responsible collection, recycling and recovery procedures for all types of electronic waste.
<b>Zero Waste</b>	Zero Waste is a goal that is ethical, economical, efficient and visionary, to guide people in changing their lifestyles and practices to emulate sustainable natural cycles, where all discarded materials are designed to become resources for others to use.
<b>ZWS</b>	Zero Waste Scotland is Scotland's resource efficiency and circular economy support organisation.