

Date: 25 April 2025
Our ref: K: FOI/Ref: 2025-000104
Email: NSS.DevServicesFOI@nhs.scot

Freedom of Information Reference: FOI-2025-000104 – Waste Management.

I refer to your freedom of information request that we received on 31 March 2025. We have now completed the search of our records and can provide you with the following information:

• Do you have a waste management software in place in your NHS Board currently? If so, which software are you using?

NHS National Services Scotland (NSS) currently use the Synbiotix SIGMA software for conducting waste audits.

• How do you ensure compliance is followed in regard to storing Hazardous Waste Consignment Notes?

In Scotland these are referred to as Special Waste Consignment Notes (SWCN). NSS uses framework contractors for uplifting special waste; contractors provide SWCN on each uplift. The SWCN are either provided electronically or as paper copies, these are then stored according to NSS document retention guidelines and Government legislation.

• How do you store Waste Transfer Notes?

Waste Transfer Notes (WTN) are either stored electronically or as paper copies, these are then stored according to NSS document retention guidelines and Government legislation.

• What reporting, if any, do you produce based on data from Hazardous Waste Consignment Notes or Waste Transfer Notes?

NSS do not produce reports based on data from SWCN or WTN, however these are reviewed during the audit process and through NSS invoice process.

• How many hours a month are spent on: Storing/Organising Waste related documents, reporting on information contained in Hazardous Waste Consignment Notes/Waste Transfer Notes

NSS spends approximately 2 hours per month storing/organising waste related documents. NSS does not spend any time reporting on this information as NSS does not produce reports based on data from SWCN or WTN.



Chair Keith Redpath
Chief Executive Mary Morgan

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Common Services Agency for the Scottish Health Service*

• **On average, how many Hazardous Waste Consignment Notes per month do you receive?**

NSS receives approximately 30 SWCN per month.

• **On average, how many Waste Transfer Notes do you receive per month?**

NSS use framework contractors and our WTN are received annually, this equates to approximately 5 per month.

• **What processes are in place to verify waste contractors are providing the correct documentation and operating with correct permits?**

NSS verify waste contractors by appointing contractors who meet the requirements detailed at the time of tender and ensure they are in line with the Scottish Government Procurement process.

• **What is your waste audit process?**

NSS conduct annual observational Pre Acceptance Audits (PAA) across the estate aligned to Scottish Environment Protection Agency (SEPA) requirements.

• **What is the contact information for your department that deals with Waste Management?**

The email address is NSS.WasteRequests@nhs.scot

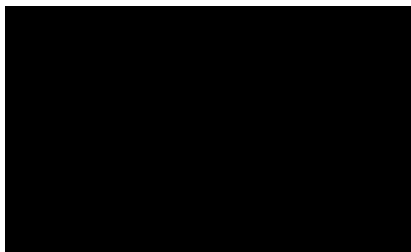
I trust you will find the information of assistance and if you require any further information, please do not hesitate to contact me.

If you are unhappy with any aspect of how we have dealt with your request, you can make representations to us asking us to review the handling of your request. Please write to the Associate Director Governance and Board Services (Board Secretary) at the email address nss.foi@nhs.scot within 40 working days of the date of this correspondence.

If after a review you are still unhappy, you also have the right to apply to the Scottish Information Commissioner, who can be contacted at Kinburn Castle, St Andrews, Fife, KY16 9DS, or via their [online application form](#).

If you have any queries about this letter, please contact me at the above address.

Yours sincerely,



Chair
Chief Executive

Keith Redpath
Mary Morgan

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