

CONSULTATION ON THE IMPLEMENTATION OF A WHEELED BIN SCHEME IN BIRMINGHAM

PROTECTED USER GROUPS

The report of findings from telephone interviews and forums with Protected User Group representatives and service users across Birmingham identified some concerns. These sessions included older people with their carers; blind or visually impaired people; deaf or hearing impaired people; people with a physical disability and people with learning difficulties. Below is a list of their concerns and details of how Fleet & Waste Management intend to deal with them.

CONCERN	RESPONSE
Education is needed, there are a lot of large families that generate a lot of rubbish and may not recycle much (deafPLUS)	A leaflet will be distributed to all households with the wheelie bins telling them what they can recycle in their wheelie bin
If you want people to recycle then you have got to make sure they know why they are recycling (Age Concern/Birmingham Carers Centre)	A leaflet will be distributed to all households with the wheelie bins telling them what they can recycle in their wheelie bin
Will we be able to put our general waste in a bin bag before putting it in the wheelie bin? (deafPLUS)	Yes, residual waste should be bagged before it is put in the wheelie bin as this helps to keep the bin clean
Terraced properties do not have room for wheelie bins (deafPLUS)	All properties will be assessed for their suitability for wheelie bins. If there is no storage space, such as in some terraced properties, they will remain on the sack and box service
Some sort of communal arrangement might be better for flats (RNIB)	Communal bins will be used in high rise flats and some other blocks of flats where they are appropriate
Its going to look an eyesore if there are three bins outside people's houses (deafPLUS)	The bins are grey in colour so should not be too unsightly. The green garden refuse collection service is optional. Wheelie bins are used by 82% of local authorities so are commonplace, ripped black bags can also cause an eyesore
I can't use our alleyway because its locked most of the time (Mencap)	All properties will be assessed for their suitability for wheelie bins and residents will have an opportunity to raise any particular access issues
The bins will be very hard for people with wheelchairs (Mencap) or the elderly (Age Concern/Birmingham Carers Centre)	Residents can ask for an Assisted Collection if they are elderly and infirm or unable to move the bins themselves

<p>We want information widely spread that older or disabled people can have their bins collected from a designated place on their property (BACOP)</p>	<p>Cards have already been distributed in the two pilot wards advising residents they can request an Assisted Collection if necessary</p>
<p>Regarding Assisted Collections, the binmen say they will do it for you but they don't (Age Concern/Birmingham Carers Centre)</p>	<p>There will be a team of Inspectors who will check that the crews are carrying out their duties correctly and we ask that residents let us know of any problems</p>
<p>What happens when winter comes and you don't get a bin collection? (RNIB)</p>	<p>If a collection is missed due to bad weather or road works blocking access, leave your recycling and rubbish out and it will be collected as soon as possible</p>
<p>At certain times of the year, i.e. Christmas, there is extra rubbish (RNIB)</p>	<p>Over Christmas and the New Year period and when a collection has been missed due to bad weather, it is permissible to leave extra sacks out with the wheelie bins</p>
<p>They say if you can't put it in your bin you should take it to the tip but we can't (RNIB)</p>	<p>Excess waste beside the wheelie bins will not be collected. If you are unable to take it to the tip, please keep until the next scheduled collection</p>
<p>If the lid is just a little bit open will it still be collected? If not you have to tell people so they don't expect that it will (deafPLUS)</p>	<p>Bins will not be collected if the lid is wide open. Residents will be informed of how to deal with their rubbish when the bins are delivered</p>
<p>The collectors must make sure they shut them too (DeafPLUS)</p>	<p>There will be a team of Inspectors who will check that the crews are carrying out their duties correctly and we ask residents to let us know if there are any problems</p>
<p>If people don't bring their bin in or put it out at the right time it can be an obstacle for us (RNIB)</p>	<p>Residents are asked to put their bins on the pavement at the edge of their property before 6.00 a.m. on collection day or no earlier than 3.30 p.m. on the day before collection and return it to their property as soon as possible after collection</p>
<p>The biggest issue is where the bins are going to go in the streets, that is going to affect every visually impaired person (RNIB)</p>	<p>Bins should be placed on the pavement at the edge of the property and not left in the middle of the pavement or at the kerbside as they can cause an obstruction to pedestrians and wheelchair users</p>

They should empty it and put it back where it was (Age Concern/Birmingham Carers Centre)	Refuse Collectors are instructed to return the wheelie bins to the pavement at the edge of the property, where it was collected from
The recycling reward scheme will definitely encourage people to recycle more ... it's a good idea (deafPLUS)	We are exploring the options for how we might best make this work for everybody
Regarding damage caused to the wheelie bins, how will liability be proved? (deafPLUS)	The Council expects residents to take reasonable care of the bins but if we damage it, we will replace it
Communication is the heart of it. How are you going to get all this information across (RNIB)	Residents will receive two communications before the wheelie bins are delivered and further information when it is delivered. There will also be information on the website and in newspaper articles
Leaflets tend to work but we work on an easy read basis: lots of pictures and not too many words (Mencap)	The information leaflet delivered with the bins is pictorial based
Why can't the Council hold special meetings within their wards and constituencies because at the moment we don't know a great deal about it from our local councillors? (BACOP)	Consultation has been undertaken at all District Committees and the issue has been an agenda item on every Ward Committee in the City
We use a lot of pictorial aides, we'd look at something visual on both bins to say 'this is what goes in this bin', actual pictures of the items that can go into those bins (Mencap)	We won't be putting pictures on the bins in the pilots, but these are in the information leaflet supplied with the bins
Something saying 'this is the day you need to put your bin out' or even a calendar with the collection dates on (Mencap)	Each bin will be marked with the day of collection
If you're blind how do you identify which bin is which? (RNIB)	If the standard bins are utilised, the residual waste bin is smaller than the recycling bin, there will also be a notch on the residual waste bin and not one on the recycling bin
If the wrong items are put in the wrong bin will the bin not be emptied? If may well happen that someone may put something in the wrong bin (RNIB)	Your recycling and rubbish will not be collected. You will be advised why it has not been collected and asked to put the items in the correct bin. Our Inspectors will happily talk you through what goes where if needed

<p>We have all the boxes and bins left on the kerbside where they gather the recycling, so how do I know which is mine? (RNIB)</p>	<p>Each bin will be marked with the house number on delivery, however, if this is not sufficient, we would ask you to mark the bin in such a way as you can identify it</p>
<p>Because the wheelie bins are grey they are going to blend into the background so if there could be a coloured band around the bin it would mean it is easier to see (RNIB)</p>	<p>We have not done this in the pilot and we are not aware of any other Councils who have done this. We will evaluate this in the pilot and take forward the learning into the main roll out</p>