

Select Scrutiny Committee No. 3 - Missed Bins Review
Summary of the review's findings

APPENDIX A

Concern / Problem raised	Source	Potential solution / way forward
PRESENTATION OF WASTE FOR COLLECTION		
<p>1. Overloaded / overweight bins are not emptied as there is a danger to both operatives and equipment. Crews make the decision as to what is and what is not overloaded.</p> <p>Furthermore, some crews will not take certain types of waste - e.g. garden refuse or plastic bin bags.</p> <p>Concern was also raised about the mess that arises when bin bags are damaged after the Council has refused to remove them.</p> <p>There are clear inconsistencies in some approaches adopted by operatives.</p> <p>There is insufficient marketing / promotion of the service that we offer and what the Council requires from the public.</p>	<p>15/8/01 management / unions presentation</p> <p>29/8/01 public meeting</p> <p>Workforce feedback</p> <p>Individual public feedback</p> <p>5th September site visits</p>	<p>The top priority must be for the Council to decide exactly what service it wants to provide (particularly in respect of the problems and concerns identified in the first column) – in keeping with the Authority's four key political principles, health and safety requirements, available resources etc.</p> <p>Through the provision of clear, succinct guidance and training for operatives, we can then ensure that the service is provided in a consistent manner.</p> <p>Likewise we need to educate / inform AND regularly remind the public too, so that both operatives and public are aware of the groundrules, i.e. what the public can expect from us and what we expect from them and the reasons for this e.g. what waste we will remove, when bins or bags will not be emptied - and why.</p> <p>Excellent information leaflets already exist but are not widely distributed. It would help if crews could carry a stock on their vehicles, to hand out to irate residents / <i>overweight bin</i> offenders etc. We found Community groups eager to obtain copies to pass on.</p> <p>We suggest that good quality, permanent, info' stickers (most of those viewed during the site visit had faded to illegibility) addressing the commonest problems, supplemented by regular articles and adverts in free press and Council / Township / Community info' bulletins etc.</p> <p>How about a “ <i>getting to know your refuse collector</i>”? article which explains what they do, why they don't do some things / the problems they encounter / how and where the public can get extra help etc.</p>
<p>2. Sometimes waste is so closely packed in a bin that it won't come out. Operatives try two or three times.</p>	<p>5th September site visits</p>	<p>Although we have no evidence to suggest that this is a significant problem, we must ensure that where waste is collectable, operatives leave bins empty. Thus operatives will need to dislodge and empty jammed waste.</p>
<p>3. Residents sometimes don't put their bins</p>	<p>15/8/01</p>	<p>Supervisors investigate missed bin reports already and the new <i>Mayrise</i> monitoring system will</p>

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out on time thus missing the collection - and then they report such bins as missed.	management / unions presentation Workforce feedback	reflect their findings so that we can properly identify missed bins within the BVPI definition. It would save follow up visits by Supervisors if drivers recorded the obvious addresses where bins had not been pulled out prior to the vehicle going past and reported these back for entering on the Mayrise system. This could be undertaken whilst the vehicle is stationary and being loaded, thus presenting no hazard at all.
4. New properties are sometimes missed in the early days	15/8/01 management / unions presentation	Operatives need to be informed of new bins to be emptied, ASAP.
RESTRICTED ACCESS		
5. <i>The backs</i> are a long-running concern where the public complain about damage caused by heavy refuse collection vehicles (RCVs) using their unsurfaced rear alleyways, most of which are unadopted, although others have been adopted by the Council. Access problems are regularly experienced, which give rise to missed bins and Health and Safety concerns exist both for operatives and the public.	16/7/01 Overview and Scrutiny Committee 15/8/01 management / unions presentation Individual public feedback 5 th September site visits	No two back alleyways are alike and some are far more difficult to service than others. It is suggested therefore that we consult residents of each problem alleyway and seek a consensus view about the best, viable option <i>from the following</i> : The Council to use smaller vehicles which would be less likely to cause damage to the backs and could be manoeuvred more easily. Residents could pull bins to a common, accessible collection point and return them afterwards Operatives could pull bins to a common, accessible collection point and return them afterwards Residents could pull bins to a common, accessible collection point and operatives return them afterwards or vice versa. Residents could club together to pay and have the alleyways properly drained and surfaced, perhaps with subsequent Council adoption The Council could perhaps carry out a very simple short-term improvement by say, levelling with a JCB, then compacting a gravel stone surface <i>at cost</i> - chargeable to the owners. A rehabilitation scheme for offenders on probation (The Graffiti Team) is known to have undertaken such simple levelling / surfacing work on car parks and unadopted roads within the

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		<p>borough. The Council should take steps to put the team in touch with such residents who have unadopted back alleyways which are in poor or dangerous condition.</p> <p>SRB schemes have provided funds in the past, to make minor improvements.</p> <p>The Council also needs to recognise that sometimes, its own properties abound such poor quality back alleyways.</p> <p>In his comments upon the Select Committee's draft report, the Director of Engineering Services undertook to examine the suggestion of having a small budgetary provision for emergency repairs to certain unadopted streets, with priority given to those used by the refuse collection service.</p>
<p>6. Parked cars and skips often block narrow roads, causing further access problems. This has been made worse by the introduction of larger vehicles.</p> <p>Emergency Services vehicles will experience the same difficulties</p> <p>Under the terms of the existing contract there are certain procedures that should be followed in the event that a RCV cannot gain access and we need to establish whether or not these are being followed.</p>	<p>15/8/01 management / unions presentation</p> <p>Workforce feedback</p> <p>5th September site visits</p>	<p>In the case of regular blockages, residents' parking schemes / other limited parking restrictions supplemented by appropriate enforcement has sometimes provided the solution.</p> <p>With the proposed <i>Decriminalised Parking Enforcement</i> developments shortly to be adopted by the Council, we will control the enforcement of non-endorsable Road Traffic Orders. Under these circumstances the Council can choose to prioritise enforcement in instances where offending vehicles are stopping refuse collection wagons from gaining access.</p> <p>We should be actively encouraging residents to agree to such schemes in the best interests of them all. What puts some residents off these schemes? – perhaps the annual fee? – if so this might need re-visiting.</p> <p>Do supervisors ensure that the correct follow up procedures are undertaken?</p> <p>Skips need permits if they are to be parked on highways. We suggest DES liaises with Director of Planning to explore ways of using permits to avoid obstructions on collection days.</p>
<p>7. Road resurfacing can also make it impossible to get close enough to empty bins.</p>	<p>15/8/01 management / unions presentation</p>	<p>Better liaison between Cleansing and Highways staff could help minimise disruption to rounds, simply by keeping roads operational at those times, where possible.</p> <p>Info re planned resurfacing / roadworks could be input to the Mayrise system and reproduced in</p>

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	Workforce feedback	report format for distribution to supervisors and crews.
OPERATIONAL ISSUES		
<p>8. Refuse collection vehicle breakdowns cause lost time and missed bins. There can be quite a delay before a replacement vehicle is provided and this is usually older and less efficient.</p> <p>Whereas previously a mechanic took spare parts out to the vehicle and repaired it in situ, now if driveable, the vehicle has to be returned to the depot and exchanged for a replacement. This is said to waste a lot more time, giving rise to missed bins.</p>	<p>24/8/01 Mass meeting of Operatives</p> <p>Individual workforce feedback</p>	<p>It might be beneficial for management to identify the reasons for on-the road breakdowns – how many are foreseeable or are indicative of poor maintenance by drivers or Transport DSO?</p> <p>One alternative would be for a mechanic to take the spare parts to the damaged vehicle in a backup RCV. If the repair cannot be carried out on site, then the crew could transfer to the backup vehicle and the damaged one could be returned to the depot by the mechanic.</p>
<p>9. Changes in rounds make it difficult for operatives to keep track of unusual features such as two-bin households or <i>Help List</i> residents etc and establishing a friendly relationship with the public is also harder.</p>	<p>24/8/01 Mass meeting of Operatives</p> <p>Individual public feedback</p>	<p>This needs careful consideration by management prior to any significant changes. Operatives also need full and up to date round information in a digestible form.</p>
<p>10. How do we avoid a repeat of the lack of service during the bad weather experienced last Christmas?</p>	<p>28th August Overview and Scrutiny C'tee</p> <p>Individual public feedback</p>	<p>A plan of action / strategy has been formulated for use when similar circumstances arise in the future. Furthermore, a £20,000 growth bid has been agreed, to pay for new IT equipment that will enable wider dissemination of public information messages via 15-20 telephone lines.</p>
<p>11. Missed bins are often not collected for 4 days, so they can be a high-profile</p>	<p>16/7/01 Overview and Scrutiny</p>	<p>Remind all involved that the Council policy is to empty reported missed bins within 24 hours and</p>

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<p>nuisance to pedestrians and when their contents are spilled, they become an eyesore and a potential health hazard too.</p> <p>Crews have been known to then refuse to empty such bins because they are over-full!</p>	<p>Committee</p> <p>Workforce feedback</p>	<p>we need to monitor and investigate reasons for failure to meet target.</p> <p>An employee suggested reinstating the previous dedicated missed bins vehicle.</p> <p>Perhaps the Civics vehicle that is currently doubling up for use with missed bins would be better re-prioritising its work, so that missed bins are dealt with first and civics are treated as the less important of the two responsibilities.</p> <p>Crews should take appropriate steps to remove all such rubbish.</p>
<p>12. The Kirkless tip is in a poor state and refuse collection vehicles sometimes get stuck - particularly after a period of wet weather.</p> <p>Significant damage is also caused to tyres in particular (circa £50,000 p.a.) and vehicles in general.</p> <p>Besides the additional cost, it is very difficult to complete rounds on the appropriate day and so missed bins arise.</p>	<p>15/8/01 management / unions presentation</p>	<p>There is a mechanism in place for claiming compensation from the tip operators in the event of damage that they have caused.</p> <p>We must ensure that these claims are rigorously pursued in every case and have been so, since the new contract commenced.</p> <p>It is anticipated that the new recycling facility, due to become operational in about twelve months will resolve all of these problems.</p>
<p>13. Occasionally there is congestion at the tip, giving rise to queues and delays</p>	<p>15/8/01 management / unions presentation</p> <p>Workforce feedback</p>	<p>Stagger vehicle trips to the tip / ensure that a number of vehicles make their first trip to the tip with an appropriate part load early on, rather than at the end of each day.</p> <p>There is a mechanism in place for claiming compensation from the tip operator in the event of excessive delays that they have caused.</p> <p>We must ensure that these claims are rigorously pursued in every case and have been so since the new contract commenced.</p>

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<p>14. Coupled with the above, there is concern about the variety of vehicle capacities, which means that some crews have to make three trips to the tip each day, whereas for others, it's only two.</p> <p>If crews don't want any overtime, then they won't do the third trip and so missed bins will arise</p>	Workforce feedback	<p><i>If this is a regular feature</i>, it appears that for some rounds, the balance between vehicle capacity, round length, unique traffic conditions and flexibility of the workforce is not correct.</p> <p>These need reviewing, as indeed does the monitoring of the Task and Finish system that we operate.</p>
<p>15. There appear to be few if any checks carried out when a family requests an extra bin on the grounds that there are 6 or more living in the premises.</p> <p>Furthermore, there is no mechanism for recovering the extra bin when the numbers subsequently drop again.</p> <p>We found evidence that unauthorised second bins are sometimes emptied</p>	5 th September site visit	<p>We need to identify a selection of readily available evidence of house occupants e.g. Family allowance books / Electoral Register / birth certificates etc. which should be sighted before a second bin is provided.</p> <p>Salford apparently provide a bigger sized bin to larger households – which might be more cost effective – perhaps worth investigating further?</p> <p>We also recommend that periodically, drivers should record properties with two bins outside and that these should be checked to ensure that they are authorised.</p> <p>Furthermore, periodically, a sample from the Council's list of authorised <i>double bin</i> households should be checked, by asking for evidence of occupancy levels (as referred to above) in order to identify properties where the number of occupants has dropped, but not been reported.</p>
<p>16. Concern was expressed that Management and Supervisors are not positive enough about reducing absenteeism, complaints and missed bins.</p>	Workforce feedback	<p>By rewarding the more hard working, reliable and conscientious crews for a job well done, team spirit would improve and poorer teams might well aspire to be as good as the best.</p> <p>The Council has a corporate approach to Sickness Management and it is recommended that managers and supervisors are reminded of how it works – perhaps supplemented by the Council's training course.</p> <p>In view of this concern from the workforce itself, it would be appropriate to carry out spot checks on the extent to which supervisors are implementing the correct procedures.</p>

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17. An incentive bonus linked to minimising the number of missed bins would probably help reduce the number of them	Workforce feedback	This suggestion is not supported by members of the Select Committee.
18. The Volvo FN 6 Refuse Collection vehicle is <i>much hated</i> by the operatives who have to work with it. Operatives have a valid contribution to make when considering which vehicles to buy and their views should be sought and given serious consideration.	Workforce feedback	<p>We should find out why this vehicle is <i>much hated</i> and if the reasons reveal that the vehicle does not provide the Council with best value, then we must review the procurement process that was followed with a view to ensuring we do not repeat this mistake.</p> <p>By not consulting operatives, the Council is missing a valuable opportunity to make sure it buys the right equipment for the job.</p>
19. An early start of say 6.30 am rather than 7.30 would help vehicles avoid the schools traffic in the afternoon, with the delays that that inevitably produces.	Workforce feedback	<p>There will no doubt be disadvantages as well as advantages, but on the face of it, this relatively simple change in approach could eliminate one of the two traffic congestion periods altogether. This should reduce delays and could well help reduce the incidence of missed bins.</p> <p>It is possible that planning restrictions make this impossible at the present time, but this needs confirming.</p>
20. Rounds are only successfully completed under the present system because operatives do not take any breaks. The change from the block system has worsened the service that is provided.	Workforce feedback	We are unclear how the change has worsened the service and believe that crews are best placed to decide how and when they take their breaks.
21. A four day system of working would improve the service by eliminating the bank holiday catch up problem and making more vehicles available as back ups for use in case of breakdowns	Workforce feedback	<p>Unclear how this would work. Members can see far more disadvantages than advantages to a change like this - particularly in the light of the previous concerns about difficulty completing rounds on a 5+ day week basis.</p> <p>It is possible that planning restrictions make this impossible at the present time, but this needs confirming.</p>
22. When short staffed, crews are sometimes sent out with just a driver and a loader	Workforce feedback	If this is dangerous, management must address this, otherwise, it seems like a better alternative to

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which is obviously slower and apparently dangerous		sending no-one out and paying two operatives to do nothing, whilst missed bins accrue.
23. Why doesn't the Council provide a bin cleaning service?	29 th August public meeting 5 th September site visits	This is a relatively low priority item, however it would be a worth assessing the likely demand for such a service through local community / Township groups etc. If there is deemed to be sufficient interest then a pilot could be run as an income-generating initiative, perhaps operating alongside a bin repair service?
CUSTOMER LIAISON		
24. In general, the public we consulted were very satisfied with the core Refuse Collection service they receive and the operatives are viewed as good, hard-working lads.	29 th August public meeting Individual public feedback	Good news - which should be celebrated.
25. Of the few Bins Hotline users that responded to our survey, most found it easy to obtain the telephone number, although 66% had to phone more than once before getting through. Most were very satisfied with how courteously they were dealt with – none were dissatisfied at all. Only 42% of reported missed bins were emptied within 24 hours and most of the remainder took four days or longer. Overall nearly 90% of respondents were very happy with the way Hotline staff dealt with their enquiry and none were	Bins Hotline customer satisfaction survey 15/8/01 management / unions presentation Employee feedback Individual public feedback	Good news in respect of the Hotline service and the refuse collection service in general. We must however put more effort into emptying missed bins within 24 hours of being reported. It appears that the lack of a queuing system makes it harder for the public to get through, however this problem is currently being considered by the cross-cutting <i>Access to Services Best Value</i> review. The new Mayrise system will enable queries to be handled far quicker and so more queries should be capable of being answered with the same resources. We should explore the scope for and cost of perhaps additional part time operators at the busiest times of day, or maybe automatic key-entry of the simpler queries / complaints?

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<p>dissatisfied.</p> <p>Bearing in mind that they had reported a failure in the system, although 33% were dissatisfied with the overall refuse collection service, 67% were still either satisfied or very satisfied with it.</p> <p>Of the missed bin calls made to the Hotline, only 8% were found to be missed bins within the BVPI definition.</p>		
<p>26. The introduction of wheelie bins, with their extra capacity has reduced the inconvenience of Bank Holiday <i>catch-up</i> difficulties for some</p>	<p>Individual public feedback</p>	<p>Welcome recognition that the Council has improved the service over the years.</p>
<p>27. A recurring concern relates to the attitude of the refuse collectors and drivers. Besides the <i>It's not our job</i> responses already mentioned.</p>	<p>16/7/01 Overview and Scrutiny Committee</p> <p>15/8/01 management / unions presentation</p>	<p>Some operatives might simply be unaware of the desired outcomes of the service and how they support the Council's political principles. This is part of the educating process that we need to implement for both operatives and public alike.</p> <p>Customer care training needs regular refreshing and clear but succinct guidelines should be readily available within the cab, which are constantly reinforced.</p> <p>Where operatives are found to be at fault however, a firm and consistent approach is required from management and supervisors</p> <p>Some kind of Charter mark-type <i>Bin Crew of the Year</i> award could provide operatives with an added incentive to develop a good relationship with their residents</p>
<p>28. Stickers are the main source of information about what the public should and should not do. Are they informative enough, easy to understand, in the right</p>	<p>15/8/01 m'gement / unions presentation</p> <p>29/8/01 Public</p>	<p>Review and modify where necessary.</p> <p>Stickers examined during the site visit on 5th September were poor quality and had faded to the point of illegibility. These have the potential to be a constant reminder of the groundrules, so they</p>

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tone, durable enough?	meeting Workf'ce feedback	need to be carefully compiled and printed / applied to last.
29. The public don't know under what circumstances they can obtain and have emptied, a second domestic wheelie bin.	29 th August public meeting	<p>We need to educate the public <i>and operatives</i> AND regularly remind them about all aspects of the service.</p> <p>Information leaflets already exist but are not widely distributed. Crews could carry a stock on their vehicles and hand out to residents who raise queries with them.</p> <p>Suggest info' stickers addressing the commonest problems - supplemented by regular articles / adverts in free press and Council / Township / Community info' bulletins etc.</p> <p>How about a " <i>getting to know your refuse collector</i>" article which explains what they do, why they don't do some things / the problems they encounter / how and where the public can get extra help etc.?</p>
<p>30. The public can be abusive to operatives too. Operatives are concerned about the lack of formal, legal action taken by the Council in respect of serious incidents involving attempts to run over operatives with cars.</p> <p>Operatives also say that the report format used for abuse by the public is inappropriate for the purpose (accident report forms), perhaps implying that for this reason, some operatives do not bother to complete them.</p>	<p>15/8/01 management / unions presentation</p> <p>24/8/01 mass meeting of the operatives</p> <p>Individual workforce feedback</p>	<p>Frustration, anger and consequent abuse is likely to arise out of ignorance of the ground rules - i.e. what is expected of the public and why. The educating approach referred to elsewhere might well help reduce the number of such incidents.</p> <p>The Council should follow these up as appropriate, recovering sick pay etc, wherever possible. Through maximising publicity opportunities, we should also make clear to the public that this sort of abuse is unacceptable and will not be tolerated.</p> <p>Operatives are unclear about Council policy in this respect. It should be shared with them ASAP.</p> <p>The appropriateness of the current report forms needs reviewing as soon as possible.</p> <p>In his comments upon the Select Committee's draft report, the Director of Engineering Services observed that a more relaxed view to the collection of excess refuse could resolve many of the confrontation problems between the public, the crews and the Hotline operators. He undertook to pursue this further.</p>
31. There is no system in place for identifying	15/8/01	We suggest info stickers - supplemented by regular articles / adverts in free press and Council /

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<p>people who would benefit from being on the Help List (e.g. disabled / elderly people living alone) but who are not currently on, and for then promoting the service to them.</p> <p>Likewise there is no mechanism for ensuring that properties are taken off the help list when circumstances (e.g. ownership / tenancy) change.</p>	<p>management / unions presentation</p>	<p>Township / Community info bulletins / Cleansing web site etc.</p> <p>The Council should also take the trouble to target and leaflet G.P.s, <i>Age Concern</i>, CABx, Luncheon Clubs, O/T service, Social Workers, Community groups, tenants' associations etc.</p> <p>A rehabilitation scheme for offenders on probation (The Graffiti Team) is also known to have undertaken supervised house to house leafleting on behalf of the Council and local community groups etc. at very competitive rates (sometimes free).</p>
<p>OTHER</p>		
<p>32. General</p>	<p>Most sources</p>	<p>Operatives complained at the mass meeting that they had never been allowed to see the Refuse Collection service specification.</p> <p>The existing contract specification was prepared in the world of Compulsory Competitive Tendering and designed to serve a number of purposes, which may no longer be appropriate.</p> <p>We strongly recommend that management revisit the contract specification in the light of the council's political principles and rising public expectations.</p> <p>Missed bins monitoring needs to be undertaken thoroughly to ensure that hot spots / patterns etc are identified, investigated and resolved.</p> <p>Operatives and public alike need clear guidelines about a range of issues e.g. when a bin is overfull / when to remove bags etc. Currently there are inconsistencies in approach between different crews / areas of the borough.</p>
<p>33. Reality checks on PIs were considered to be very desirable, together with the setting of realistic, but challenging targets.</p>	<p>16/7/01 Overview and Scrutiny Committee</p>	<p>The new Mayrise system promises to improve the quality of monitoring, which needs to be based upon regular and frequent reports of useful PIs with challenging targets - perhaps at crew level.</p>

Concern / Problem raised	Source	Potential solution / way forward
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Matters raised which are outside the scope of this review

<p>34. The Council replaces 40 to 50 wheelie bins A DAY at an approximate cost of about £20 each, or £0.25 MILLION p.a.</p> <p>New householders are required to buy their own bins.</p> <p>There appears to be confusion about who is responsible for supplying, repairing and replacing bins</p> <p>We appear to accept some requests for new bins without any checks – e.g. <i>new tenant</i></p>	<p>5th September Site visits</p>	<p>We should aim to significantly reduce this expense and so generate funds that could improve the quality of the service in other respects.</p> <p>We need to be clear about who is responsible for bins and then we can determine who should replace them.</p> <p>If householders are responsible, then their household insurance might cover any loss.</p> <p>Should all bins be indelibly marked in some high profile way? – they appear to have unique serial numbers, could these readily be recorded, to assist with recovery?</p> <p>If Housing Dept notifies Cleansing when a property has been vacated, Cleansing could take the bin into safe custody, until the new tenant occupies the premises.</p>
<p>35. A common complaint relates to the mess left after collection rounds, or as a result of missed bins being left out for a prolonged period and either knocked over or scavenged-through by animals etc.</p> <p>This is a problem throughout the year, although at Christmas it is made worse because bins are usually full to overflowing and a collection week is missed altogether.</p> <p>When tackled about the mess left behind, refuse collectors are known to have replied <i>It's not our job</i>.</p> <p>Union reps also point out that the mess</p>	<p>16/7/01 Overview and Scrutiny Committee</p> <p>15/8/01 management / unions presentation</p> <p>29/8/01 Public meeting</p> <p>Individual public feedback</p> <p>5th September site visits</p>	<p>There was little evidence on the site visit that refuse collectors leave any mess behind.</p> <p>Nevertheless, it is good practice - indeed good manners for the Council to require its operatives to clear up spillages where they are at fault - as they proceed through the round.</p>

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has not always been caused by the refuse collectors either.		
<p>36. The public complain that emptied bins are left blocking the pavement or driveways which can be hazardous to the elderly / disabled / young and people who live on busy main roads.</p> <p>Furthermore, some of the public are unclear about where they should leave their full bins in the first place – if they are not put on the pavement, they will not be emptied</p>	<p>16/7/01 Overview and Scrutiny Committee</p> <p>15/8/01 management / unions presentation</p> <p>Individual public feedback</p> <p>5th September site visits</p>	<p>We need to educate operatives and the public alike. See our suggestions for disseminating guidance, elsewhere in this table.</p> <p>We must give clear instructions to operatives and have supervisors regularly check and record that these are being implemented properly.</p>
<p>37. Occasionally residents will leave an old carpet or the like to be removed with the household waste, but this sort of waste should not and is not taken by the refuse collectors.</p> <p>Residents appear not to be aware of the <i>rules</i> about which rubbish can and cannot be removed by refuse collectors.</p> <p>Furthermore, they are not always aware that there are other Council services available to them too, such as the facility to have larger bulky items taken away.</p> <p>There was concern that some residents take unfair advantage of the bulky household waste service and that the</p>	<p>16/7/01 Overview and Scrutiny Committee</p> <p>5th September site visit / <i>Mayrise</i> demonstration</p>	<p>The bulky household waste service needs to be regularly / constantly promoted. We also need to review the criteria applied by the service, to ensure that we will are not being unnecessarily restrictive.</p> <p>Perhaps the service should be free of charge for free-standing furniture and the like, but a modest charge could be levied for removal of items that we might normally expect a tradesman to remove as part of a job – e.g. fixtures and fittings such as old sinks, baths, kitchen units etc.</p> <p>Suggest info' stickers on bins - supplemented by regular articles / adverts in free press and Council / Township / Community info bulletins etc.</p> <p>Careful monitoring will reveal whether or not the bulky household waste service is being abused and if so, new criteria can be adopted to eliminate this.</p>

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<p>Council exercises inadequate control over it.</p> <p>It's unclear why some bulky waste will not be removed e.g. broken up wardrobes.</p>		
<p>38. Concern was expressed that many businesses are getting away with not paying for the trade refuse service that they receive.</p>	Workforce feedback	This needs pursuing vigorously and promptly.
<p>39. Concern was expressed about the lack of bins outside shops and the constant level of untidiness of streets in the vicinity of shops.</p>	Individual public feedback	This concern should be passed on for consideration by the Street Scene cross cutting Best Value review team.
<p>40. Why doesn't the council provide separate recycling bins for say paper, glass, plastic etc?</p>	<p>29th August public meeting</p> <p>Workforce feedback</p> <p>Individual public feedback</p>	We need to inform the public about the forthcoming recycling facility and how more efficient / economical / environmentally friendly it will be compared with the present system of waste disposal.
<p>41. The Council is poor at removing rubbish from vacant premises</p>	29 th August public meeting	This is thought to relate to both Council and private sector houses. We suggest that an investigation by the Director of Housing into the council house situation would be a useful start.
<p>42. There were very mixed views about the cleanliness of Civic Amenity sites throughout the borough - particularly since WRG has taken over the running of them.</p>	29 th August public meeting	We need to ensure that any contractual requirements are being complied with through regular monitoring.
<p>43. Grass verges are being damaged by heavy refuse collection vehicles cutting</p>	Written response from a Councillor	Low priority at this stage, but management should remind drivers to avoid causing this sort of damage where possible because as well as being unsightly, the damage can present tripping

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corners and driving up on the verges to get down narrow streets.	29 th August Public meeting	hazards, particularly to the elderly and the young.