

<b>Impact Assessment of:</b> Refuse collection wheeled bin and liner services
<b>Service/ Directorate:</b> Environmental Services, Environment and Neighbourhoods
<b>Date Completed:</b> 22 <sup>nd</sup> July 2008
<b>Lead Officer:</b> Steve Smith

**Members of the assessment team:**

<b>Name</b>	<b>Organisation</b>	<b>Role on assessment team e.g. service user, manager of service</b>
Steve Smith	Environmental Service	Manager of service
Graham Hollings	Environmental Service	Manager of service
Roger Foyle	Environmental Service	Manager of service
Ray Johnson	Environmental Service	Manager of service
Sandy Rutherford	Leeds City Council	Equality Officer

**Brief description of policy/ service:**

Refuse collection service of garden, dry recyclables and residual waste from domestic properties, both wheeled bin and liner collections were looked at. The aim of the service is to provide an efficient collection of waste at published frequencies from domestic dwelling and encourage recycling and composting from suitable properties.

**Brief account of how the impact assessment was carried out:**

A meeting was held with several managers of the services to review recent consultation data and current operational practise to look at potential barriers faced by customers.

**Brief description of any adverse affects found:**

Collections are kerbside and so require people to place their bins on the street. Bins placed on streets can be an obstacle and can block pavements causing some disabled people and people with pushchairs, buggies or prams to need to travel in the road. Bins are difficult to see at dawn and dusk (which includes rush hour for

much of the year) and at night as they are coloured so that they are not an eyesore while on the street this can lead to some partially sighted and blind people being injured when they collide with them. Different local authorities accept different things in their collections which can lead to new residents to Leeds inadvertently contaminating their bins or not using the service as they do not know what to put in the SORT bin. All information is currently written down which can also lead to people who cannot read or whose first language is not English having similar problems.

### Summary of Actions arising from Assessment

<b>Actions</b>	<b>Responsibility</b>	<b>Timescale</b>
Research into how other local authorities have dealt with bins on the street. Including research into possibility of different coloured bins. Emphasise the best position for bins is kerb edge. Publicise to residents, including why, to ensure residents put in correct position. Introduce information into new householder's pack, include in service information in food waste rollout and add to info pack when next sent.	Head of Performance and Service Improvement (HOPSI)	June 2009
Create new person's pack and distribute as necessary possibly via council tax, registered social landlords, ALMOs, developers and other agencies. Look at most suitable way to provide information for new residents and on roll out. Information to include service information such as procedure for bulky collections as well as recycling information.	HOPSI	April 2009
Look at how to identify SORT, garden and residual waste bins so can be differentiated by blind people, for example by embossing design on lid or attaching sticky plaque or attaching something to handle. Consult Shire View Centre on what would work best. Roll out to people who need it.	HOPSI	June 2009
Intensive education and awareness campaign to ensure that people do recycle as much as possible.	HOPSI	April 2009
Review of rural routes being carried out to explore the possibility of extending composting and SORT services.	Graham Hollings	April 2010
Work with developers and planning to improve bin storage capacity in new dwellings.	Graham Hollings	Ongoing

### Contacts for further information:

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