

Summary Fair Treatment Assessment (FTA)

Area for Assessment:	
Name of service or function etc	Waste and Recycling service
Which Service does this affect?	Environmental Services
Is this a new, existing or revised function?	Existing
Summary of findings:	
Main conclusions on the likely impact of the function on different equality groups (protected characteristics):	
<p>The waste and recycling service is available to all residents in the borough. We provide the following services:</p> <ul style="list-style-type: none"> • Weekly collection of refuse in either a 140l or 240l wheeled bin or purple sacks or communal bins in multi-occupancy properties • Fortnightly collection of recycling in 55l boxes and a 60l woven sack or communal bins in multi-occupancy properties • Fortnightly collection of garden waste in a 240l wheeled bin • Recycling facilities at 25 mini-recycling facilities located throughout the borough • Household Waste Recycling Centre (HWRC) at Bickenhill • Collection of hazardous household waste • Chargeable bulky waste collection service <p>To ensure that our service is available to as many residents as possible we provide the following options to ensure that we cater for residents with differing needs.</p> <p>Assisted collection service – this service is available to residents who cannot physically put their containers at the kerbside for collection. For these residents we will move their containers for them and replace them at the point of origin. This service option is publicised on the council website and also in the annual collection calendar.</p> <p>Assisted bulky collection service – this service is available to residents who cannot put their bulky items out for collection. All requests are assessed on a case-by-case basis and subject to operational health and safety requirements being met, the bulky items will be moved for the resident (the bulky waste collection service is a chargeable service).</p> <p>Assistance with unloading at Bickenhill HWRC – the operatives on site at the HWRC will assist residents who need help with heavy loads etc. Information regarding the provision of assistance is available our website.</p> <p>Larger wheeled bins – we will provide residents with larger 240l wheeled bin for their refuse if they can demonstrate a need. We will provide a larger wheeled bin if there are 5 or more individuals living in a property (large family) or if a resident has a medical condition which means that they generate significant quantities of waste.</p> <p>Purple sacks – If residents cannot physically cope with a wheeled bin we will consider providing them with purple sacks for their refuse collection.</p> <p>Concessionary rate for bulky waste collections – The bulky waste collection service is a chargeable service but we do provide a concessionary rate for residents in receipt of benefits (25% off the full charge for the service).</p> <p>Concessionary rate for replacement containers – We will replace containers free of charge if</p>	

specified replacement criteria can be met. If a residents request falls outside these criteria we do offer a 25% concessionary rate off the full price for replacement containers for residents in receipt of benefits.

To minimise the impact that delivering the service may have on residents, primarily by wheeled bins and containers being placed/replaced so that they obstruct pavements we take the following actions. In the annual calendar and on our website we ask that residents to present their bins and boxes without obstructing the pavement.

The collection crews also undertake regular training on the replacement of bins and boxes and are instructed not to block pavements or driveways wherever practicable. The replacement of containers is monitored weekly by the Waste and Recycling Team and Contract Supervisors poor replacement is then tackled with individual collection crews.

Overall when delivering the Waste and Recycling service we try to be as inclusive as possible and will consider how our service can be modified to meet the needs of our residents, whilst working within the limitations of being unable to specifically tailor the service to individual requirements.

Actions:

Actions identified to address negative impacts identified or to better promote equality, human rights, cohesive and sustainable communities and safeguarding issues

Action	Outcome	Timescale
Continue to drip feed information to the collection crews regarding correct replacement of bins and boxes – ensuring that pavements are not obstructed by bins and boxes	Pavements remain clear for all users	This is an ongoing process
Date Assessment Signed Off	16 May 2012	