

Response to Request for Information

Reference FOI 002862
Date 12 October 2018

Waste Management Service

Request:

Under the Freedom of Information Act can I ask for the following information:

- 1) The Impact assessment of changes to the waste management service? [See attached.](#)
- 2) The risk register entry about changes to the waste management service? [See attached.](#)
- 3) Any a) media Q&A b) lines to take c) if pushed lines and d) media briefings produced on the waste management service? [See attached.](#)
- 4) Any emails sent and received by the Chief Executive and the leader of the council about changes to the waste management service in the last three months? [None.](#)

Equality Analysis Template.

Directorate: Place Service Area: City Environment	Lead Officer: Mike Butler Date completed: 17/10/18
Service / Function / Policy / Procedure to be assessed: Waste Service	
Is this: New / Proposed <input type="checkbox"/> Existing/Review <input type="checkbox"/> Changing <input checked="" type="checkbox"/> (Please tick appropriate box)	Review date: 6 monthly

Part A – Initial Equality Analysis to determine if a full Equality Analysis is required.

What are the aims and objectives/purpose of this service, function, policy or procedure?

The implementation of the proposed waste service changes covering cessation of food waste, fortnightly collections and the introduction of a paid for garden waste service.

The service changes were consulted on and an initial EIA carried out in February 2017.

The changes aim to:

- reduce the cost of the **collection of food waste**, by no longer providing a separate service as take up across the city is minimal
- reduce the cost of general rubbish collections by introducing fortnightly rather than weekly collections
- reduce the cost of garden waste collections by suspending the current free garden waste service and replacing it with a subscription "paid for" service that residents can sign up to.

Please indicate its relevance to any of the equality duties (below) by selecting Yes or No?

	Yes	No
Eliminating unlawful discrimination, victimisation and harassment	Y	
Advancing equality of opportunity		N
Fostering good community relations		N

If not relevant to any of the three equality duties and this is agreed by your Head of Service, the Equality Analysis is now complete - please send a copy to the Equality & Diversity Team. **If any of the three equality duties are relevant**, a Full Equality Analysis will need to be undertaken (PART B below).

PART B: Full Equality Analysis.

Step 1 – Identifying outcomes and delivery mechanisms (in relation to what you are assessing)

<p>What outcomes are sought and for whom?</p>	<p>The Council still needs to make £54.6 million of new budget reductions by 2019/20. This is in addition to delivering cust of £37 million previously agreed.</p> <p>There are significant budget reductions and income generation targets linked to the transformation of the waste service totalling £2.5 million.</p>
<p>Are there any associated policies, functions, services or procedures?</p>	<p>The Environmental Protection Act 1990, Section 45 places a duty on the Council to collect household waste and Section 48 places a duty on the Council to collect also has a responsibility to make arrangements for both the collection and disposal of municipal waste. This is supported by the Controlled Waste Regulations 2012 and the Household Waste Recycling Act 2013</p> <p>The Council is required to meet the European Commission’s Waste Framework Directive (WFD) 2008 and The Waste (England and Wales)</p>

	<p>Regulations 2011 – amended 2012, the purpose of which is to minimise the amount of waste produced, to reduce the residual waste sent for disposal and to encourage correct recycling.</p> <p>Assisted Waste Collection Policy</p> <p>As part of the service changes the Council is developing revised Waste Processes and Service Standards. These will provide more details on the council’s policy not to accept side waste, reviewing the missed bin policy, promoting the assisted collection service, redesigning the bulky waste collection service to make it more accessible to all residents and reviewing the specialist asbestos collection service.</p>
<p>If partners (including external partners) are involved in delivering the service, who are they?</p>	<p>Amey was a partner until the 31 August 2018</p>

Step 2 – What does the information you have collected, or that you have available, tell you?

What evidence/data already exists about the service and its users? (in terms of its impact on the ‘equality strands’, i.e. race, disability, gender, gender re-assignment, age, religion or belief, sexual orientation, maternity/pregnancy, marriage/civil partnership and other socially excluded communities or groups) and **what does the data tell you?** e.g. are there any significant gaps?

Data from the 2011 Census shows that the population size of Wolverhampton is 249,470. However, the Office of National Statistics estimates that in 2037 the City’s population will be 273,3000 from a base of 251,000 residents in 2012, and that the most rapid growth will be those aged under 16 and in the older age groups. The BAME population tends to be younger than the White British population. At the time of the 2011 Census, just 7.9% of the BAME population was aged 65+, compared to 20.9% of the White British population. 35.5% of Wolverhampton’s citizens were not of ‘White British’ ethnicity.

The BAME population has increased by 11%, and the proportion is currently well above the national average of around 20%, and several ethnic minority groups tend to have larger numbers of children.

It is estimated there are 100 different languages spoken in Wolverhampton and that the top main languages spoken are Punjabi, Polish, Kurdish, Urdu, Gujarati, Lithuanian, Persian/Farsi, Chinese (except Mandarin & Cantonese) Shona and Latvian. This reflects the diversity of the City’s population

In terms of disabilities, 21% of Wolverhampton's residents are limited 'a lot or a little' in their day to day lives.

At the time of the 2011 Census the total number of households that were occupied was 102,177. The housing profile and tenure arrangements from Homes in the City, shows that 60% of properties are detached or semi-detached and just over one-fifth are flats or shared properties. The private rental sector is increasing and nearly doubled since the previous Census in 2001 (from 6.6% to 13%)

The University of Wolverhampton has around 23,000 students and it is itself going through a period of expansion.

The population age profile could be used to inform when it is best to undertake communications campaigns. For example, the age profile of the BAME population suggest that a large proportion of residents are of working age so may not be at home during the week so would be better targeted for communications at weekends.

Kerbside general waste: currently this is collected weekly in brown 140 litre wheeled bins from approximately 85,000 households. Participation in this service is estimated to be 97.8% .

Kerbside Dry Recyclates: currently this is collected on a fortnightly basis in grey 240 litre wheeled bins from 85,000 households. Participation in this service is estimated to be 97.8%

Kerbside food waste: is currently collected in green caddies from a proportion of the 105,00 households. Participation in this service is very low with few properties actively taking part in the scheme. The amount of foodwaste collected over the past few months has dropped significantly, from circa 3,000 tonne p.a. to approx.. 2,000T in 2017/18.

Garden waste: is collected on a fortnightly basis in green 240 litre wheeled bins, from approximately 79,000 households. Participation in the garden waste service has been estimated to be 75% although only a proportion of these use the service often.

Other facilities: Residents have a choice to dispose of their waste by using CWC's two Household Waste Recycling Centres and or hire a skip. There is also a bulky item and an asbestos collection service.

Environmental: The proposed changes to the waste and recycling services is likely to have a mixed impact on the Council's recycling rates. By encouraging residents to make proper use of the recycling bin, the impact will be positive, and a reduction in the use of vehicles to collect waste will also reduce carbon emissions. However, the stopping of the free garden waste service will have a negative impact.

Has there been any consultation with, or input from, customers / service users or other stakeholders? If so, with whom, how were they consulted and what did they say? If you haven't consulted yet and are intending to do so, please list which specific groups or communities you are going to consult with and when.

The Council have used a range of methods including face to face, online survey (see part A – aims and objectives) that asked respondents to fill in their equality profile, and written communications to gather responses during the consultation period. The consultation was publicised via several types of media; the Council website, the Facebook page “Wolverhampton Today”, and Twitter.

The following consultation meetings on the 2017/18 budget took place:

- 4 Community meetings
- 1 Voluntary and Community Sector meeting;
- 1 Trade Union meeting;
- 1 Business Community meeting;
- 1 Wolverhampton Older People’s Forum.

All of the above meetings touched upon 8 themes, one of which was the waste service. However, three further (1 Youth Council & 2 Equalities forum) meetings focused on Waste issues only.

106 members of the public/representatives and stakeholders attended the meetings, that were held at different venues across Wolverhampton.

1. Out of the total 2,458 individuals that took part in the budget consultation survey, 2,346 answered one or more of the **waste transformation** questions. The following summarises the overall response to the questions (as mentioned in Part A above) from residents with a protected characteristic:

Age, disability, race, religion and belief and sex,: Overall these residents were in favour of : (a) creating a re-use shop, existing paid for collection of bulky waste and food service no longer being provided, (b) bigger brown bin, and (c) extending the opening hours of the existing two household recycling centres (tips) while a decision is made about creating a new more cost effective centrally located “super tip”. Although they would be prepared to opt for a green waste garden, it cannot be concluded they are not in favour of paying £35 per bin for this service.

They were neutral about providing additional support to communities and families, new super tip, and fortnightly collection.

They strongly opposed the three weekly collection of domestic waste.

Those from an age & religious and belief equality strand were not in favour of offering a reduced charge for this service to people who qualify for council concessions because of the benefits they receive

The responses from those who indicated they belonged to the following protected characteristics: Gender reassignment, marriage and civil partnership, pregnancy and maternity and sexual orientation, were too few. Therefore it has not been possible to include an analysis on findings relating to the questions in the survey.

2. Feedback from meetings held were:

Trade Union (Joint Consultative Panel) Consultation:

- The main concerns for this group were around the impact of Waste Services budget cuts on the workforce through possible job losses, as well as issues concerning increased pension costs.
- They reiterated their view about bringing jobs back in house rather than outsourcing, which they believe would save money.
- They were in favour of levels of investment in the City continuing to encourage businesses into the City.
- A further issue was that fly tipping could increase in light of cuts, especially in some areas and those furthest away from the tip.

Youth Council :

Domestic Waste:

- Some concerns about smells from bins and rats if bins are only emptied fortnightly. However, the suggestion for larger brown bin was welcomed for larger families. It was queried whether a charge could be made for bigger bins.
- It was felt that fly tipping may increase and the costs of this may outweigh the savings.
- The waste leaflet about recycling was felt to be very good and clear by those who had seen it but not all knew about it. Representatives were impressed with recycling levels but wanted more to be done to engage with young people. Some representatives felt the Council could provide more information about composting.
- It was mentioned that the Council should consider additional collections around all religious festivals.

Garden waste:

- A number of concerns were raised about the proposed charge when other services are free.

Food waste:

- There was understanding of the need that food waste canisters are being phased out.
- There was some concern that food caddy waste may end up in brown bins and attract more pests / foxes etc.

Equalities Forum:

Domestic Waste

- There was concern that the proposed changes would lead to an increase in fly-tipping.
- Concerns were raised over smells and health issues arising over the summer when people miss collections, for example if on holiday.
- Concerns over hygiene when disabled residents have to put pads etc. in their domestic bin and these will not be collected for a fortnight.
- It was suggested large families would need an extra large bin.
- Concerns over needs for larger bins to manage two weeks' worth of rubbish will make it difficult for some disabled people to manage the weight of a larger bin, or manoeuvre a larger bin if in a wheelchair. Suggested that this will increase the need for assisted

collections.

- Suggestion made that if residents miss their fortnightly collection due to impairment as a result of their disability the council should offer a one off collection when this is reported as a reasonable adjustment under the Equalities Act.
- Overall there was support and understanding for the need to move to fortnightly collections.
- A suggestion was made that weekly collections could be available for people who chose to pay for additional collections, or alternatively a “pay on demand” service for a one off collection could be considered.
- A suggestion was made that a sticker with pictures showing what can and can't go in each bin could be put on the bins.

Garden waste

- A number of individuals raised concerns that if this free service stopped then the waste would either go in the residual waste bin or be fly tipped.
- Agreement that concessions should be offered a free service.

Super tip

- There was concern about the centrality of a supersite and that it won't address access for disabled people who can't drive and who therefore cannot use the facility.
- Concerns raised over congestion, and parking layouts within a supersite.
- Preference raised for extending existing facilities, rather than creating a single super site.
- Support was expressed for the incorporation of a reuse facility.

Food waste

- There was concern that food waste would end up in the brown residual waste bins if the service was stopped.
- There was support to stop a service that very few people are currently using.

Are there any complaints, compliments, satisfaction surveys or customer feedback that could help inform this assessment? If yes, what do these tell you?

The Council and its contractor Amey receive complaints and compliments during the course of the year. There are also annual consultation events and periodic surveys conducted.

The feedback from all of these sources is used to continually develop the service and has been taken into consideration in the development of the proposals to change the service.

To a large degree, the complaints and compliments mirror the outcomes from the above meetings.

Step 3 – Identifying the negative impact.

a. Is there any negative impact on individuals or groups in the community?

Barriers:

What are the potential or known barriers/impacts for the different 'equality strands' set out below?
Consider:

- **Where** you provide your service, e.g. the facilities/premises;
- **Who** provides it, e.g. are staff trained and representative of the local population/users?
- **How** it is provided, e.g. do people come to you or do you go to them? Do any rules or requirements prevent certain people accessing the service?
- **When** it is provided, e.g. opening hours?
- **What** is provided, e.g. does the service meet everyone's needs? How do you know?

* Some barriers are justified, e.g. for health or safety reasons, or might actually be designed to promote equality, e.g. single sex swimming/exercise sessions, or cannot be removed without excessive cost. If you believe any of the barriers identified to be justified then please indicate which they are and why.

Solutions:

What can be done to minimise or remove these barriers to make sure everyone has equal access to the service or to reduce adverse impact? Consider:

- Other arrangements that can be made to ensure people's diverse needs are met;
- How your actions might help to promote good relations between communities;
- How you might prevent any unintentional future discrimination.

Equality Themes	Positive Impacts	Negative Impacts identified	Solutions (ways in which you could mitigate the negative impact)
Age (including children, young people and older people)	There are no direct or indirect positive impacts on age	<p>Regarding a change in the frequency of waste collection and bigger size bins, it was felt that :</p> <ul style="list-style-type: none"> a) Adults and the elderly who produce large amount of waste related to their medical conditions would be affected by moving the bins due to the capacity and weight of the waste disposed of. b) Those with a mobility problem would also have difficulty in moving bin. 	To mitigate this, the council will continue to provide assistance to such residents via its Assisted Domestic Waste Collection Service. The assisted collection service will continually be reviewed to ensure access to those requiring it.
Disability (including carers)	There are no direct or indirect positive impacts on disability	<p>The negative impact raised above equally applies to disabled people.</p> <p>In addition those with a visual and or learning disability will/may have difficulty understanding written communications and or information literature on the changes to the waste services.</p>	<p>To mitigate this, the council will continue to provide assistance to such residents via its Assisted Domestic Waste Collection Service. The assisted collection service will continually be reviewed to ensure access to those requiring it.</p> <p>For those with a visual impairment and or have difficulty reading or understanding written information, this will be mitigated by putting information in both large print and in simple pictorials as and when required. In addition to this the Council will work to provide outreach visits and support to community groups and households requiring additional support or assistance.</p>

			Communications Team. Messages will be available to all using a range of media and messages appropriate to the target audience.
Gender (men and women)	There are no direct or indirect positive impacts on gender	Although the service is changing, no adverse/negative impacts were identified on this group.	Not applicable
Race (including Gypsies & Travellers and Asylum Seekers)	There are no direct or indirect positive impacts on race	Some citizens who speak English as their second language may have difficulty in understanding communications or information literature on the changed to waste services.	For residents where English is their second language, and for those who have difficulty reading or understanding written information, this will be mitigated by putting information in both large print and in simple pictorials where possible, supported by videos. In addition to this the Council will work to provide outreach visits and support to community groups and households requiring additional support or assistance. Communications Team. Messages will be available to all using a range of media and messages appropriate to the target audience.
Religion or belief (including people of no religion or belief)	There are no direct or indirect positive impact on religious beliefs	Although the service is changing, no adverse/negative impacts were identified on this group	Not applicable
Gender Re-assignment (those that are going or have gone through a transition: male to female or female to male)	There are no direct or indirect positive impact on gender reassignment	Although the service is changing, no adverse/negative impact were identified on this group	Not applicable

Pregnancy and Maternity	Larger bins will be made available for large families of seven individuals and over	Some families will likely fill the big brown bin before the next collection date;	Individual circumstances will be considered and larger bins provided to families struggling with large amounts of nappies if required. Advice and information on how to minimize food waste will be provided to families with young children.
Sexual orientation (including gay, lesbian, bisexual and heterosexual)	There are no direct or indirect positive impacts on sexual orientation	Although the service is changing, no adverse/negative impact were identified on this group	Not applicable
Marriage and Civil Partnership	There are no direct or indirect positive impact on marriage or civic partnership	Although the service is changing, no adverse/negative impact were identified on this group	Not applicable
Human Rights	The Human Rights Act has no relevancy on the aim being assessed.	The Human Rights Act has no relevancy on the aim being assessed.	Not applicable.

Step 4 – Changes or mitigating actions proposed or adopted

Having undertaken the assessment are there any changes necessary to the existing service, policy, function or procedure? What changes or mitigating actions are proposed?

The council will continue to provide assistance to residents via its Assisted Domestic Waste Collection Service. The assisted collection service will continually be reviewed to ensure access is available to those requiring it.

For those who have difficulty reading or understanding written information, this will be mitigated by putting information in both large print and in simple pictorials where possible, supported by online vides. In addition to this the Council will work to provide outreach visits and support to community groups and households requiring additional support or assistance.

Step 5 – Monitoring

How are you going to monitor the existing service, function, policy or procedure ?

6 monthly monitoring on these changes will be undertaken to identify any key issues of concern. Issues of concern will be identified by considering the number and type of complaints received from residents made to the council.

Part C - Action Plan

Barrier/s or improvement/s identified	Action Required	Lead Officer	Timescale
<p>Adults and elderly people with mobility problems and those who dispose of their medical wastes will not be able to take their heavy big bins out and back to its location due to no/lack of assistance.</p>	<p>the council will continue to provide assistance to such residents via its Assisted Domestic Waste Collection Service. The assisted collection service will continually be reviewed to ensure access to those requiring it.</p>	<p>Anna Spinks</p>	<p>ongoing</p>
<p>People with visual, learning disability and or speak English as a Second Language might not understand the waste services changes.</p>	<p>For those who have difficulty reading or understanding written information, this will be mitigated by putting information in both large print and in simple pictorials where possible supported by videos. In addition to this the Council will work to provide outreach visits and support to community groups and households requiring additional support or assistance.</p> <p>Communications Team. Messages will be available to all using a range of media and messages appropriate to the target audience.</p>	<p>Anna Spinks</p>	<p>ongoing</p>
<p>Monitoring systems in place to ensure the new changes to the waste services operates in a non discriminatory way in accordance with the Council's legal obligations with respect to equality and diversity</p>	<p>6 monthly monitoring of this new waste service</p>	<p>Anna Spinks</p>	<p>Ongoing</p>

Equality Analysis approved by:

Head of Service: Mike Butler – Waste Lead

Date:

Please send an electronic copy of the Equality Analysis to the Equality & Diversity Team:

Bin collection service changes to start this month in Wolverhampton

Embargo: 8 October 2018 at 00:01am

Changes to bin collections will start being introduced in the City of Wolverhampton from Monday October 22, 2018.

To ensure a smooth transition, the council will roll out the fortnightly general waste bin collection changes in phases across different areas between now and Christmas.

Phase one will begin on October 22 in Fallings Park, Heath Town, Wednesfield North and parts of Wednesfield South, and Bushbury South and Low Hill.

From Monday (October 8) residents in phase one will receive information packs through their letterbox explaining what they need to do. It contains a letter, a guide with new collection dates, and a sticker for their chosen general waste bin. The information packs will inform people when their fortnightly bin collections begin.

People who live in flats or apartments will not be part of the new fortnightly bin service yet.

Councillor Steve Evans, Cabinet Member for City Environment at City of Wolverhampton Council, said: "We absolutely want to make sure the transition from weekly to fortnightly collections is as smooth as possible, and residents know what they need to do and when the new service begins for them.

"We understand that change can be daunting for people, and want to reassure residents that we've taken every possible step to make sure it's as easy as it can be. And of course, people will have options about the bin size they choose for their household needs – either by continuing to use their smaller brown bin or by choosing to use the larger green bin."

Councillor Evans continued: "It's no secret that the council must make savings due significant budget cuts from central government and we're unable to keep services as they are. This is why the garden waste collection service will end when the new fortnightly collections begin.

"Only this month, we've seen bin collections being rolled out monthly across a Welsh county in order for the local council to make savings, showing the harsh financial situation for many local authorities - we are no different."

The council's optional paid-for garden waste service starts in February 2019, costing £35 a year (concessions for those who qualify £17.50). People who prefer not to sign up to the service should consider home composting or taking garden waste to the local tip for free.

Residents can find more information, including a helpful video guide, at – www.wolverhampton.gov.uk/recycling

ENDS

Notes to editor:

- **Website: FAQs for residents (live Monday October 8)**
- **Website: dedicated pages and a helpful video guide (live Monday October 8)**
- **Attached: image of residents' information pack**
- **Attached: image of Councillor Steve Evans, Cabinet Member for City Environment at City of Wolverhampton Council**

- **Issued by the City of Wolverhampton Council's Corporate Communications Team.**
- **For more information, please call 01902 555439.**
- **More news from the City of Wolverhampton Council is available at:**
- www.wolverhampton.gov.uk/news
- [www.twitter.com/wolvescouncil](https://twitter.com/wolvescouncil)
- www.facebook.com/wolverhamptontoday
- www.youtube.com/wolverhamptontoday

Media Briefing note: bins

Overview

The City of Wolverhampton Council is changing its general waste and garden waste bin collection service.

Key messages

- The council must make significant budget cuts, due to a reduction in government funding. It can no longer keep services as they are - 76% of local authorities across England run fortnightly general waste rounds for some or all households. (source: Press Association)
- General waste bin collections will change from weekly to fortnightly (every two weeks). The council's free garden waste collection service will end when the new fortnightly collections starts.
- A phased approach across the city to make the transition from weekly to fortnightly collections as easy as possible for residents. New fortnightly collections start from October 22 (phase 1). Seven phases in total.
- £2.4 million of savings will be made across waste and recycling services.
- Bin options – people will have options about the bin size they choose for their household needs – either by continuing to use their smaller brown bin or by choosing to use the larger green bin.
- Optional paid-for annual garden waste collection service starting in February 2019 costing £35 a year (concessions for those who qualify £17.50) with a new purple bin.

Phases

7 in total. Phase 1 begins in *parts* of Bushbury North, Bushbury South & Low Hill and Fallings Park on October 22. There are 7 phases in total. (See map).

People who live in flats will not be part of the new fortnightly service yet. Businesses aren't part of the new service – they have separate waste service collections.

Key dates

- Monday 8 October - information pack through residents' door who are in phase 1
- Monday 15 October - residents in phase 1 asked to put all their bins out to be emptied in preparation for new fortnightly collections
- Monday 22 October - new fortnightly collections begin for residents in phase 1

Message for public

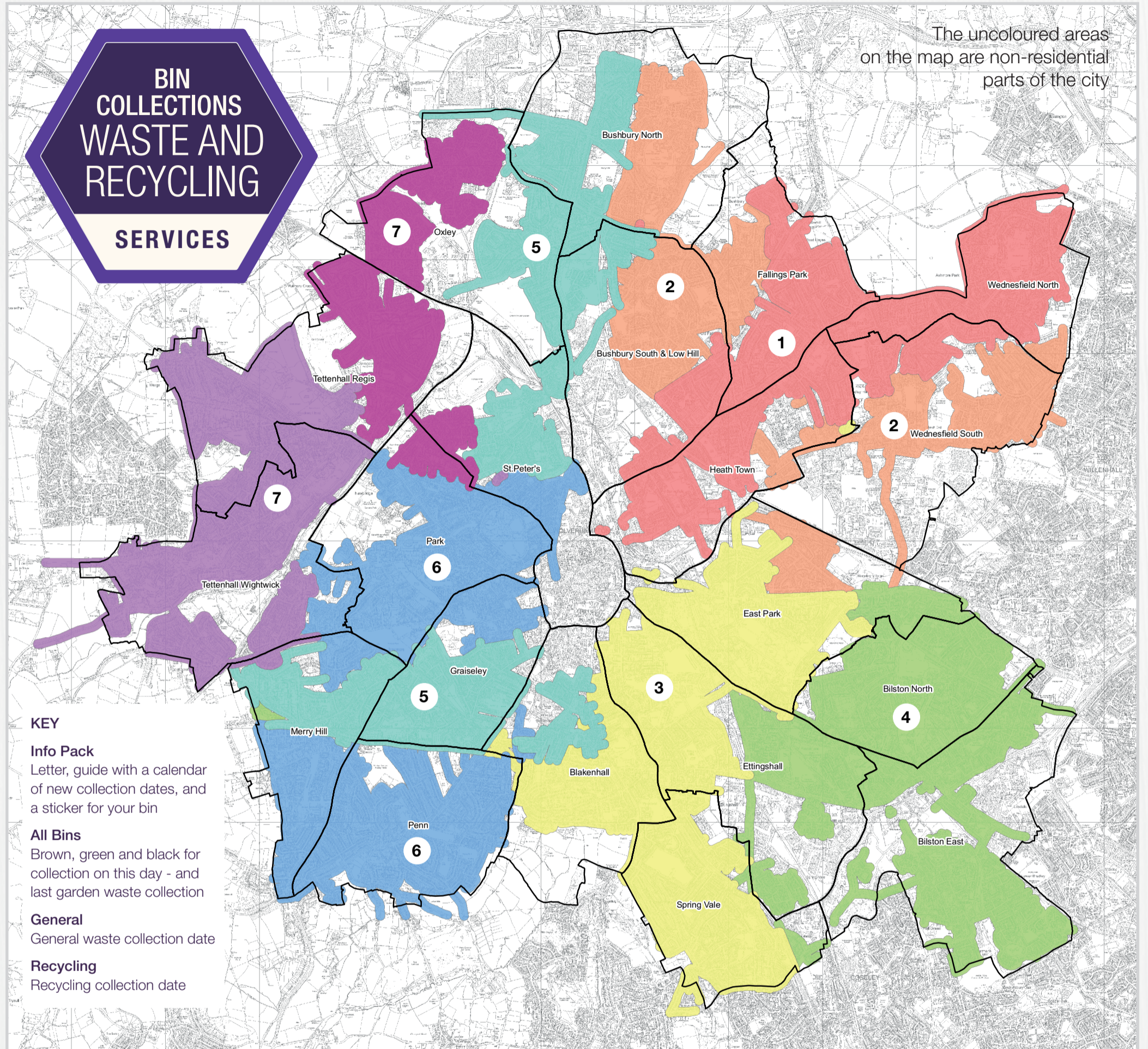
- We understand change isn't always easy, and it's going to take time to get used to the new system – thank you for your co-operation.
- You will receive an information pack through your letterbox with all you need to know - read it carefully and follow the instructions.

Help for residents

- For information about the new fortnightly service and the new garden waste service, go to wolverhampton.gov.uk/recycling
- For a helpful video guide go to - wolverhampton.gov.uk/recycling

New Bin Collection Service

Starting Autumn/Winter 2018



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ROUTES

✓ The day residents usually put out their bins will not change

Week Commencing

	8 Oct	15 Oct	22 Oct	29 Oct	5 Nov	12 Nov	19 Nov	26 Nov	3 Dec	10 Dec	17 Dec	24 Dec
Phase 1	Info Pack	All Bins	General	Recycling	General	Recycling	General	Recycling	General	Recycling	General	Recycling
Phase 2		Info Pack	All Bins	General	Recycling	General	Recycling	General	Recycling	General	Recycling	General
Phase 3			Info Pack	All Bins	General	Recycling	General	Recycling	General	Recycling	General	Recycling
Phase 4				Info Pack	All Bins	General	Recycling	General	Recycling	General	Recycling	General
Phase 5					Info Pack	All Bins	General	Recycling	General	Recycling	General	Recycling
Phase 6						Info Pack	All Bins	General	Recycling	General	Recycling	General
Phase 7							Info Pack	All Bins	General	Recycling	General	Recycling
								Info Pack	All Bins	General	Recycling	General