

**REPORT TO: ENVIRONMENTAL AND CONSUMER PROTECTION COMMITTEE
17 SEPTEMBER 2001**

**REPORT ON: REVIEW OF QUALIFICATION FOR ASSISTED WHEELED BIN
COLLECTION**

REPORT BY: DIRECTOR OF ENVIRONMENTAL AND CONSUMER PROTECTION

REPORT NO: 622-2001

1.0 PURPOSE OF REPORT

1.1 To seek approval for the introduction of formal parameters for approving applications for Assisted Collections.

2.0 RECOMMENDATIONS

2.1 That all applications for Assisted Collections of wheeled bins are evaluated by the criteria outlined in Appendix 2.

3.0 FINANCIAL IMPLICATIONS

3.1 The total number of Assisted Collections provided under the current arrangement is 4,727 representing a total annual cost of £74,732.

4.0 DUNDEE 21 IMPLICATIONS

4.1 Resources are used efficiently and waste is minimised.

5.0 EQUAL OPPORTUNITIES IMPLICATIONS

5.1 None.

6.0 BACKGROUND

6.1 The system of refuse collection by the use of wheeled bins was introduced in 1995.

6.2 The trial schemes were assessed by consulting householders and the survey revealed 90% of householders were in favour of the system.

6.3 At the time of introduction no formal policies were devised by the District Council, as most of the problems which have since arisen would not have been readily foreseen.

6.4 An inherent feature of the wheeled bin system is the provision of assisted collection, whereby the bin is pulled out and replaced, after emptying, by a Refuse Collector.

6.5 Such a provision is absolutely necessary to ensure that those who are incapable of wheeling the bin out for collection are adequately provided for.

- 6.6 As no formal policy for considering applications has been approved to date, most applications have been accepted at face value, except where exceptional circumstances have required a visit. As a consequence of the operation of such a liberal policy, the percentage of assisted collections has steadily risen and currently stands at 11%.
- 6.7 The Accounts Commission and Audit Scotland published a document entitled "Benchmarking Refuse Collection – A review of councils' refuse collection services" in April 2000.
- 6.7.1 Exhibit 13 of that document is a table comparing the percentage of properties with assisted pull-outs across Scottish local authorities. (See Appendix 1).
- 6.7.2 The table shows Dundee to have the highest percentage with 11%, whereas in comparison the following are of note:-
- Aberdeen – 2%
Edinburgh – 4.5%
Glasgow – 1%
- 6.7.3 The document goes on to state: -
- "Although the level of requests for a pull-out service will vary according to the adopted policy of councils and the demographic profile of their area, most refuse collection managers would not expect the level of take-up to exceed 5% of properties served."
- 6.7.4 In Exhibit 13, referred to above, Dundee is referred to as one of "Schemes Worthy of Review".
- 6.8 The statistics demonstrate that the percentage of Assisted Collections is more than double that of similar authorities, and the rest of Scotland.
- 6.9 A complete revision of this aspect of the wheeled bin system is required and this can be carried out in 2 phases: -
- a) Review of existing Assisted Collection provision.
b) Assessment of new applications against criteria approved by committee.
- 6.10 Any such criteria should be: -
1. Clear and unambiguous to permit fair and consistent appraisal of applications.
 2. Structured to ensure that those requiring assistance are permitted easy access to the scheme on production of evidence to satisfy the criteria.

7.0 CONSULTATIONS

- 7.1 The Chief Executive
The Director of Support Services
The Director of Finance

8.0 BACKGROUND PAPERS

- 8.1 Accounts Commission publication
Appendix 1

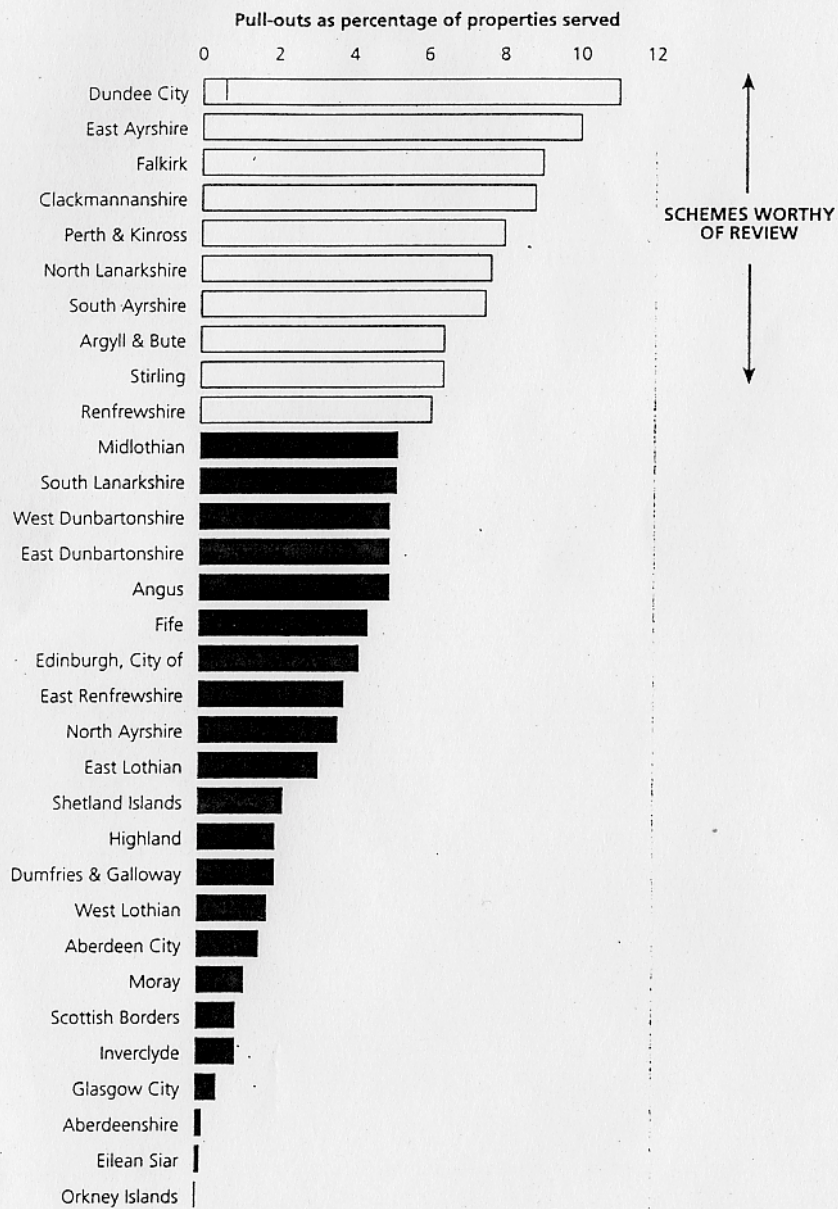
9.0 SIGNATURE

Assisted pull-out schemes

The wheeled bin system requires householders to move the bin from their property to the kerbside for collection. Some householders may be unable to do this because of illness or infirmity. In such cases a pull-out service may be arranged where the refuse collection loader collects, empties and returns the bin. The eligibility criteria for this service varies among councils. Some councils provide the service simply on request, others require a visit from a council officer, while some require a medical certificate. This leads to a significant variation in the level of provision among councils (Exhibit 13).

Exhibit 13: Percentage of properties provided with assisted pull-outs

There is a large variation in the level of assisted pull-outs among councils.



Source: Local audit returns

APPENDIX 2

Wheeled Bin Assisted Collection Criteria

1. Applications will be granted in the following instances only.

<u>Criteria</u>	<u>Evidence Required</u>
Aged 70 and Over	Birth certificate or other document showing date of birth.
Any other instance	Doctor's certificate
AND (in all cases)	
No other capable person living in household	Written declaration.

2. Conditions associated with assistance are: -

The Council may stipulate where the wheeled bin will be sited on the applicant's property.