To provide high quality, value for money, customer focussed services that help to make Birmingham a Cleaner, Greener and Safer City
I am delighted to bring you this Customer Charter from the City Council’s Fleet and Waste Management Division. The Division is at the forefront of providing essential services to local people, including refuse collection, recycling and street cleansing.

My aim is to involve local people and communities in regards to their local area and public services – I want a city with local services for local people.

I also want Birmingham to be one of the world’s leading green cities. One of my priorities will be to take a fresh look at how we manage the City’s waste from our households, businesses and public bodies, ensuring we provide high quality, value for money local services.

In this Customer Charter we set out the standards that all Birmingham residents are entitled to. I expect these standards to be met. We also need your help, too. I would therefore like to take this opportunity to ask all residents to continue to help us reach our waste minimisation and recycling targets.

I hope that you find this information useful.

Councillor James McKay
Cabinet Member for Cabinet Member for a Green, Safe and Smart City
Our Services:

The City Council’s Fleet & Waste Management Division is responsible for:

- Weekly refuse collection services to every household in the City – that’s over 420,000 households

  Fortnightly household recycling collections of green waste, paper & card and mixed materials (glass, plastic bottles and cans) to over 400,000 properties.

- Providing bulky waste collections – over 90,000 collections were made from Birmingham households in 2011

- Business waste collections at over 7,500 commercial properties

- Managing the City’s five Household Recycling Centres and over 400 local recycling sites

- Cleaning the City Centre daily and all other roads and pavements at least once each week – there’s over 2,500km of highway in Birmingham

- Removing graffiti, and fly-posting; and dealing with reports of fly-tipped rubbish

- Providing and emptying over 4,000 litter bins

- Providing and managing public conveniences around the City

- Disposing of all the waste and recycling collected – around 348,000 tonnes of waste are sent to the Energy from Waste Plant at Tyseley each year – generating enough power to keep 25,000 homes in the City provided with electricity and ensuring that Birmingham has one of the very lowest levels of landfill in the UK
Domestic refuse and recycling collections

The City Council provides a collection service for household rubbish and recyclable materials.

We recognise that many residents prefer to place their waste/recycling at the edge of their property for collection and this is helpful to the collection crews as it enables them to be more efficient. However, we would ask that where this is done, rubbish and recyclables are placed out on the day of collection (before 0600 hrs) or where this can’t be done, no earlier than the day before collection. Where the householder puts out rubbish and recyclables on the pavement/street before this, then the householder could be issued with a fixed penalty notice or taken to court where there are persistent problems.

Collection arrangements in flats and masionettes are different where internal rubbish disposal facilities are provided and emptied as required.

Recycling bins for a range of materials have been provided near the entrance to the building and are emptied on a weekly basis or as otherwise needed.

All residents wish to live in neighbourhoods that are clean and green. You can help the City Council to help you by not putting out your rubbish/recycling any earlier than the day before collection and by making good use of the recycling services provided.

We can also provide an assisted service for people who are elderly and infirm or those with a physical disability. We cannot enter your property but can arrange to pick items up from immediately outside the property e.g. front door or side door if accessible.
Our service standards

Refuse collection:

• We will carry out weekly (same day of the week) collections of domestic waste for every household (except Christmas Day and Boxing Day) and provide 52 black refuse sacks per year for each household.

Any reports of a missed refuse collection will be put right within 1 working day.

• We will provide a bulky waste collection service. This will be free of charge for up to 3 collections (each of no more than 6 items) each year and then a charge will be made.

Recycling

• We will carry out fortnightly collections of paper/card and mixed materials, provided the items have been correctly separated.

• We will carry out fortnightly collections of green waste between March and November.

• We will provide suitable containers / clear sacks to each property to store your recycling. You can use additional containers for your recycling provided the crews can identify the contents as recycling.

• We will replace the empty container to the point from where it was collected and notify you of any reason why we haven’t been able to take your recycling.

Street Cleaning

• We will respond to requests for street cleaning within five working days.

• We will respond to requests for graffiti removal on domestic premises within two working days. If the graffiti is racist or offensive we will clear it by the end of the next working day.

• We will respond to requests for litter bin emptying, fly tipping and fly-posting within two working days.
Our service standards

**Household Recycling Centres**

- We provide five Household Recycling Centres at the following locations for Birmingham householders to take their waste for recycling and disposal

  **Tameside Drive, Castle Bromwich, B35 7AG**

  **Lifford Lane, Kings Norton, B30 3JJ**

  **Holford Drive, Perry Barr, B42 2TU**

  **Norris Way, Sutton Coldfield, B75 7BB**

  **James Road, Tyseley, B11 2BA**

- We will calculate the percentage of waste that is recycled at each site and display these at the premises so that residents can see how well we are performing

- We will continue to minimise the amount of waste we send to landfill

- We will increase our recycling and composting rate from 30% in 2008/09 to at least 36% by 2013/14
Responding to our customers

**Our key aims:**

- To always listen to, and take account of your comments
- To give you a prompt and courteous service
- To treat you politely and not discriminate against you because of your race, religion, age, gender, sexuality or disability
- To put any problems right first time, every time

**Answering phone calls:**

Our standard is to:

- Greet you politely and clearly – employees will give you their name and the name of the service or place you are calling
- Avoid the use of telephone answering machines during office hours
- Answer any telephone call within 20 seconds

**Answering letters and emails:**

Our standard is to:

- Answer letters and emails within ten working days
- Tell you who is dealing with your enquiry and their contact details so that you know who to contact if necessary
- Use plain language and avoid using jargon
Dealing with complaints, comments and compliments

Our standard is to:

• Record your complaints, comments and compliments using the Council-wide procedure.
  (For more information log onto www.birmingham.gov.uk)

• Respond to complaints within ten working days

• Contact you if we cannot deal with your complaint within these targets, explaining why and telling you when you can expect your complaint to be resolved

• Tell you how you can take your complaint further if you are not satisfied with our response, including how you can have your complaint independently reviewed by the Local Government Ombudsman

• Treat complaints in confidence and make sure we are fair to everyone concerned

• Apologise if we are at fault and do our best to put things right

Keeping you informed and involved

Our standard is to:

• Produce information about our services that is accurate, useful, up to date and written in plain language

• Tell you how to receive information in other languages or formats, such as large print

• Publish information at least once a year about how we are meeting our standards

• Use your feedback to help us improve our services to you

How you can help us to help you

We ask that you:

• Treat our employees politely and respectfully

• Tell us if you are unhappy with the service you have received

• Tell us if you are pleased with the service you have received so that we can encourage good practice
Contacting us

If you would like more information please contact us by:

• **Post**
  Birmingham City Council
  Fleet & Waste Management
  House of Sport
  300 Broad Street
  Birmingham B1 2DR

• **Website**
  www.birmingham.gov.uk/waste

• **Online forms**
  To report missed refuse or recycling collection or to book a bulky waste collection go to our online forms at www.birmingham.gov.uk/waste