

60604

This request relates to wheelie bins and other types of waste bin, box or bag and household waste and recycling collections within your local authority area.

For the purposes of this request, "wheelie bin issues" means reports, complaints or service requests about bins or bags being left on the footway or pavement, obstructing pedestrian access, creating accessibility hazards, or similar obstruction concerns, including where the concern relates to disabled people (for example blind or partially sighted people, wheelchair users, or people using mobility aids).

Policies and guidance on bins and obstructions

Please provide copies of any current policies, procedures, guidance, or staff instructions that relate to keeping pavements and footways clear on or around refuse and recycling collection days, including any specific instructions about the placement or return of wheelie bins and preventing obstructions.

[Please see attached.](#)

Operational responsibility

Is refuse and recycling collection carried out directly by the local authority or by an external contractor (or contractors)?

If an external contractor is used, please provide the contractor name(s) and the start date of the current contract(s).

[All City of Edinburgh waste and recycling services are carried out in-house.](#)

Staff training on disability and accessibility

Please provide details of any training provided to refuse and recycling collection staff (including contractors) that relates to disability awareness, visual impairment awareness, or accessibility, including:

- training/course title(s) and who provides them (internal or external)

[We ran an internal training and awareness programme back in 2020/2021. This was through joint working with The Guide Dogs for the Blind Association.](#)

- the frequency of training (for example induction only, annual refresher)

[This awareness training for waste and recycling operatives is now carried out at induction only or as a reminder via Toolbox Talks.](#)

- copies of any training materials, slides, handouts, or guidance documents currently used.

Please see attached.

Volume of disability and obstruction related contacts

Please provide the number of reports, complaints, or service requests recorded by the council (or on its behalf) that relate specifically to wheelie bins, other bins or waste bags causing obstruction or accessibility issues for pedestrians, including disabled people (for example blind or partially sighted people, wheelchair users, or people using mobility aids), for each of the following periods:

- 1 January 2025 to 31 December 2025
 - Obstruction - 29
 - Pavement blocked – 3
- 1 January 2024 to 31 December 2024.
 - Obstruction - 41
 - Pavement blocked - 1

We do not hold information under “access’ due to volume of unrelated requests

How the public can report bin issues

- Please provide details of the methods currently available for members of the public to report bin issues (for example online form, telephone, email, webchat, in person), including:

- the relevant contact points (for example the email address or web page title)
Contact can be made through in person in any local office, through web linked below or through contact centre call line detailed below.

<https://www.edinburgh.gov.uk/bins-recycling>

0131 200 2000 and 0131 608 1100

- copies of any published guidance the council provides to the public on reporting these issues.

We do not issue guidance but customers are able to report issues online: [Report it – The City of Edinburgh Council](#)

Accessibility of reporting routes (information held)

Please provide copies of any documents you hold that relate to the accessibility of the above reporting methods for disabled users, including blind and partially sighted people, such as accessibility statements, WCAG compliance information, audits, equality impact assessments, and any policy on reasonable adjustments or alternative formats for reporting.

Our accessibility statement and links are on the website at the following link: [Accessibility – The City of Edinburgh Council](#)