

LIFFORD LANE TIP

"Superb booking process and it's like a breath of fresh air when using the tip. Long may it continue!"

"It is so much better, I don't know why it's not been done before! Yes you may have to wait a few days for your appointment but it's a quick in and out when it's your time slot and the traffic is so much better around there now!"

How residents feel about the new booking system

There were over 500 responses to the six question anonymous survey asking for opinions on changes to the booking system that have taken place at the Lifford Lane Recycling Centre (known locally as the Lifford Lane Tip).

Links to the survey were sent to local councillors in a number of south Birmingham wards, including Stirchley, Kings Norton, Northfield, Selly Park, Kings Heath and Moseley. It was also featured on BrumHour, posted on a number of local community groups on Facebook and received a number of tweets. Due to the Covid-19 pandemic and the closure of community buildings like libraries, no physical questionnaires were able to be produced and offered to residents.

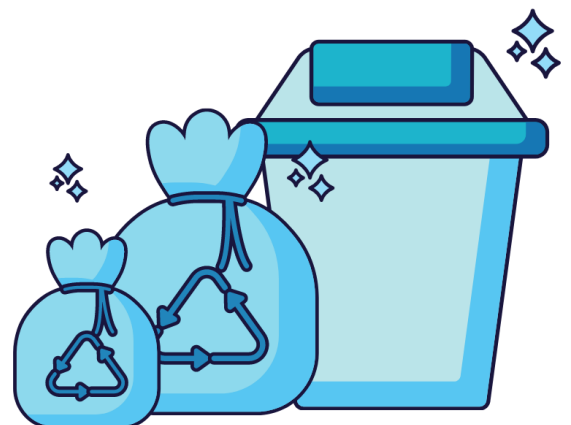
Responses came from across South Birmingham, including B12, B13, B14, B28, B29, B30, B31, B32, B38 and responders named areas such as Brandwood, Kings Heath, Northfield and Lindsworth Estate.

The majority of responses felt that the changes to the booking system that required people to book, rather than turn up and wait was positive and that they found the system easy to use. There were a number of responses that requested more availability at Lifford Lane, with some frustration over the lack of slots and the desire to go more regularly than the current system allowed. However there was a general understanding that the spacing between cars once inside the centre was due to the Covid-19 pandemic.

A few responses pointed towards technical improvements to the system, such as allowing visitors to the website to see availability before entering personal details. However most people preferred the booking system overall and praised the reduction in congestion that it had created.

On the whole, from the responses to the questionnaire, residents are happy with the new system and with some tweaks, would prefer for it to continue rather than go back to the old system.

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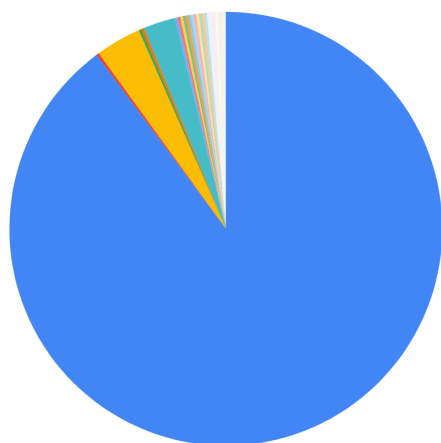


Which area of the city do you live?

Responses came from across South Birmingham. In order to collect data to ensure that a wide breadth of the surrounding area was covered and allow responders to feel confident that their information was anonymous, they were given the option to list how they responded to this question.

Postcodes listed included B12, B13, B14, B28, B29, B30, B31, B32 and B38. With areas mentioned being Brandwood, Kings Heath, Lindsworth Estate, Bournville, Balsall Heath, Cotteridge, Druids Heath, Kings Norton, Northfield, Longbridge, Maypole, Selly Oak, Selly Park and Warstock.

Have you noticed an improvement to the area around the tip? For example, less traffic / congestion



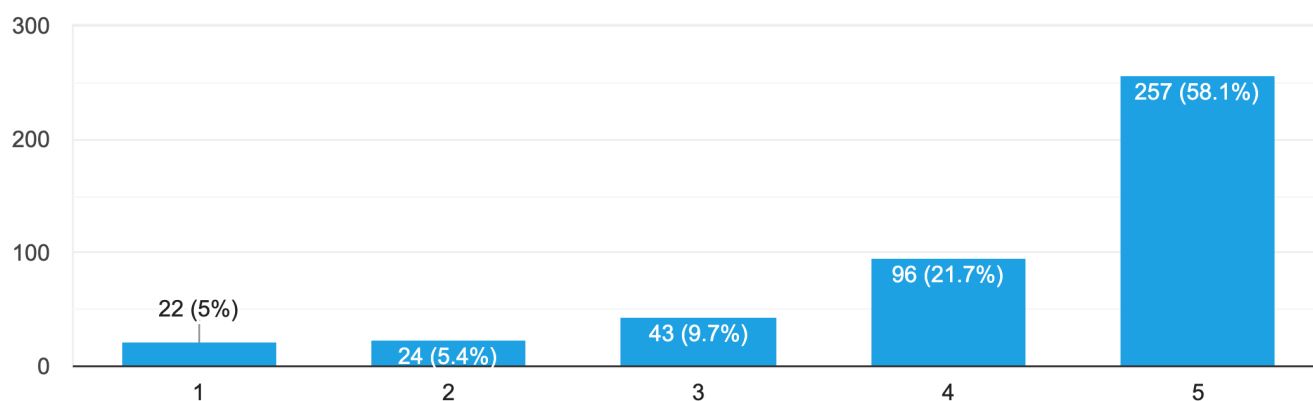
89.8% (449 responses) felt that there has been an improvement to the area around the tip.

Those that responded in other ways tended to comment that they either hadn't passed by or could not get a slot. This is echoed in the last two questions that ask for any further improvements or comments, that back up some frustration around the lack of appointments at Lifford Lane.

Those that felt it was worse made up 3.4% or 17 responses.

Have you booked an appointment using the new online booking? And did you find it easy to use?

Of the 500 responses, 82.4% had booked using the new system, with 17.6% having not. Of these, 79.8% (353 responses) that use the booking system thought that it was easy to use, scoring 4 or 5 out of a range of one to five. This means those with a neutral opinion or felt that the system was not easy to use made up 20.1% or 89 responses.



How could the system be improved? Any further comments?

The last two questions were open, allowing respondents to write what they wanted. This makes it harder to measure quantitatively, but allows for some rich responses including a number of compliments and improved suggestions.

Of the question 'how could the system be improved' there were 354 responses and 313 responses to 'any further comments'. All of these comments can be seen later on.

The majority of the comments seem to be split between requests for more slots at the Lifford Lane centre, as people were struggling to get appointments and had to go to Perry Barr, Castle Bromwich or elsewhere. Most people, understandably, wanted to use their local recycling centre. There were some calls for local residents to get priority, and a number of people who would like to see bicycles be allowed access.

There were some practical improvements to the system that people would like to see, although most remained positive about their experience using it. These included;

- Option to cancel a booking
- Re-open cancelled slots, especially if ones go on the day
- Ability to see a calendar of availability
- Display 'fully booked' if a centre is not available
- Ability to choose the centre you want as many people only wanted to travel locally
- Being able to see what is available before adding personal details
- Being able to save details so residents don't have to add them in next time they book

Within the last two questions there are a nearly 70 references to how the new system has improved road safety and traffic flow around the streets, particularly for residents. One such comment talks about how the system has improved things for them, both in terms of driving and cycling; "I live just around the corner and the improvement on the traffic makes such a huge difference when I drive it's brilliant. Also it is no longer dangerous when I cycle down Lifford Lane. Previously I had nearly been knocked off on a number of occasions due to the traffic at the blind spot by the bridge and impatient motorists."

It is also worth noting that there are a lot of positive comments about the new system;

- I found the booking system really easy to use and the tip itself was managed brilliantly. The guy on the desk made sure there was a bay between each car when he told you which bins to use.
- Thank you for the support offered whilst there
- I thought it worked really well.
- A great idea now everyone on Lindsworth estate can get through, to get to the shops and home without doing a complete circle. keep Lifford Ln traffic moving. thank you
- I have not used the booking system yet myself, but have seen a MASSIVE improvement to the traffic around Lifford Lane, the Recycling Centre and the Island at the Kings Norton Factory Centre. For years we've had to avoid the area when wanting to travel to Stirchley or the City Centre (even though this was our most convenient route) The traffic jams and hold ups used to be horrific. Now, I can go about my daily needs without having to think of, out of the way, alternative routes to avoid all the congestion. Please please please keep this booking in system in place. I know it is there when I need it and it does make such a difference to all the people who live in the local community. Many thanks.
- Thank you for introducing the booking system!

All comments

HOW COULD THE SYSTEM BE IMPROVED?

- None
- A option to cancel a booking
- A text reminder to bring two forms of ID would be helpful, a lot of people were turned away when I was there but had shown some ID so possibly only one item?
- Ability to book a slot and not just the hour it is in
- Ability to check availability before filling in all personal details section, ability to book further in advance.
- Able to book entering without a car. Able to book a business van which would only have household waste
- Actually have appointments at the recycling centre near to where I live, I had to go all the way to Perry Barr as unable to get an appointment at Lifford Lane tried for 3 weeks!
- Actually have Lifford Lane in the list
- Actually have spaces!!
- Agree with others, just seeing a calendar of available slots would make it easier, and bring able to book further ahead do at least you know you have got a slot at some point in the future. Otherwise it's a trek to Perry Barr which isn't great environmentally.
- All the slots were gone the first few times and it would only show names of tips much further away. It would have been better to have said all the slots were full and to try earlier in the morning as I'm on a few neighbourhood social media sites and groups and a LOT of people were confused by this. I had to go on very early in the morning to get a slot for the following week and that's the advice I gave to everyone I saw was confused by it on social media.
- Allow access other than just vehicular somehow? Be good to encourage greener travel options.
- Allow cargo bikes etc
- Allow more cars per session
- Allow other vehicles including push bikes and trailers. Not everyone has or wants to use their car all the time.
- Allow people to cancel an appointment they make
- allow van to book as well
- Allowing further in advance bookings
- Alternative booking method for those unable to book online.
- An increase in available booking slots
- Any slot availability
- Appointments open for further in advance and allow more than one a week as there does seem to be an increase in flytipping
- Apt's are about a week ahead.. could u make it a few days rather than a week?
- At time's it's hard to get a slot and when you arrive it's very quiet. Could more slots an hour be allocated? As I work it's hard to get a slot as you have no choice of days. Could they give some options rather than just the next available day.
- Availability shown before putting details in
- Availability slot first
- Be able to choose which the centre
- Be able to do it on the phone
- Be able to go more than one trip a week
- Be able to save your details, so you don't have to re-enter them when trying to book a slot.

- be clearer that if your local tip name doesn't come up then it's because there are no appointments that week
- Be good to see time slots before you have to put in all your details
- Being able to book further ahead than one week would be a help.
- Being able to book further in advance rather than wait for slots to be released on a day by day basis
- being able to cancel or rearrange
- Being able to select a day rather than just one being offered - this may be a quirk of using it on a mobile though
- Better access and ensure it works properly
- book further in advance and ability to cancel bookings
- Book your own time slot at preferred tip.. not get an option for Perry Barr!
- Booking system via validated resident logon on BCC website would remove need to take ID to recycling centre.
- Booking system works very well
- By being open to pedestrians and cyclists
- By indicating initially which tips have slots available. It is annoying having to enter all ones details in and then finding that your desired tip has no slots. I had to do it several times to find a tip that had slots.
- By making slots available for local residents
- By showing available slots before entering your details because if there are no suitable slots it's a waste of time having entered them
- Can not see how
- Can't really
- Cannot make a booking beyond seven days. Why not? Understand why you need to give notice but why not allow more notice.
- Can't!
- Chance to book into a local tip. If full to be added to waiting list. With only available tip being other side of Birmingham it then invites pollution for what should be a short journey round the corner. Maybe split city up and have a priority (local tip) then others.
- Check availability of slots *before* entering your information. It can be very annoying to fill out the form to find out there are no slots and that you have to do it all over again!
- CHOOSE A DATE AND TIME YOURSELF AND THEN CHECK FOR AVAILABILITY
- Choose a day
- Clarification about the two step process. The first time I used the system I didn't realise I should choose multiple time slots.
- Confirmed slots whilst booking
- continue to use bookable system
- Continue with the booking system
- Could be streamlined a little.
- Could only use it on Microsoft Edge not Google/Chrome
- Couldn't get in until October
- Couldn't be improved
- couldn't book a slot and would need to go more than once a week
- crossing on Lifford Lane up by the canal, traffic and angry drivers getting stuck on the junction by the canal and putting pedestrians at risk in the urge to get onto Pershore Rd.
- Doesn't really give you any indication when Lifford is booked up until. We just can't get a slot.
- Don't think it can
- Earlier slots had to wait a week
- Easier slot booking rather than email

- Easy access for people who wish to access the tip by cycle, perhaps with a non-standard cycle, cargo bike or trailer.
- Easy to book - straight in and out
- Emergency daily extra slots for those that might need them. I.e. After an extreme weather event
- Everything was very smooth, can't think of any improvements
- Find it hard to get appointment.
- Find slots first (7 days apart if more than one needed if you can only have one a week still) and then put in data to secure the slot/s
- Give option to review info before submitting.
- go back to how it was
- Go back to the way it used to be
- go backwards to how it was
- grant a bloody appointment!
- Great system
- great system, no improvement needed. I have been able to book a slot every time I have needed one.
- Happy with booking system
- Have more dates available
- Have to wait a long time to get a slot at Lifford lane
- Have tried to book several times but no slots available
- Having more spaces.
- I am happy with it.
- I booked my car in using my email but because of shielding was not able to drive myself my son visited using my car and his own ID. Because he was working very long hours with no breaks he was unable to book a slot for my refuse.
- I can never get a slot at Lifford Lane. I have had to use Tyseley even though I'm 2 minutes away from Lifford Lane!
I think we should be able to book more than one slot a week if we need to.
Over all I think it's a much better system because of the traffic chaos!
- I cannot use the tip, I'm not a road user.
- I can't ever seem to get an appointment at the tip, always available at Perry Barr or west brom...
- I couldn't get an appointment, but it wasn't clear why Lifford Lane was missing from the list
- I did try to book an appointment however it always directs me to Tyseley site which is not my local one at all!
- I don't think it really could - it's very good
- I find it simple to use as it is.
- I found it very easy.
- I had to go on straight after midnight to get an appointment, so being able to get appointments at other times of day would be better, but I guess that is just down to demand. Generally feel it's a really good system.
- I have not been able to book as I work variable shifts and therefore need to book on the day so I have been unable to access this service
- I have only managed to get one appointment at Lifford lane although there are appointments available at other sites.
- I haven't had any need to book yet
- I like the system - I went before booking came in and the whole experience felt out of control, particularly on the roads outside the tip.
Staff are great - very friendly and doing their best.

- I live 2 mins from Lifford lane and have only been offered slots at castle brom and Perry Barr! I am not sure if with the booking system the same residential rules apply but it seems crazy that I can't get into one so close! I have heard if you get online early enough you can get an appointment, but these seem to be snapped up by people who go at least once a week already! A fairer use policy would help.
- I live nearby but it won't let me book. There are never slots available
- I love the new system, so efficient! Never have to queue, we have used it about 6 times. App is very easy to book a slot. Love it, hope it continues.
- I now can't get another one even though trying to book for another week - very frustrating.
- I prefer not to have to book as before I went on holiday I couldn't book now im back I have to wait another week. People are just dropping their rubbish in the streets.
- I really don't understand why we have to book it's so annoying it's really making life difficult as it's like we now have to plan every second of our day to do jobs we could do at a moments notice before- it's adding more time to do everything, it's REAL pain sometimes you JUST don't have time to do admin stuff to get what was really a simple job done in the past !!! I can't tell you how annoying it is to have to do this now,
- I struggled to get a local spot had to try at 6am
- I think it is user friendly already
- I think it's great.
- I used to be able to visit the tip by bicycle and now it is impossible as the form requires a car registration number. Can this be reintroduced as an option please? Also I find it very difficult to find any available slots, indication of when they become available would be helpful
- I would prefer to SEE the slot/s that are available for booking, rather than selecting a specific date & time only to be told that it is not available and to have to try booking again or to be redirected to another site miles from were you live. The customer could then have then an immediately Date and time confirmation of their selected slot by email. This would then take away the current hit and miss selection process along with the frustration. Many thanks for this opportunity
- If all booking slots have gone to display 'fully booked' rather than just not showing as an option.
- If it garden waste open up the overflow skip to let more cars in
- Information on when slots are released or likely to become available
- Instant slot bookings rather than waiting for an email
- Instead of current system which simply doesn't present unavailable results (as there are no available slots), have a separate section for "fully booked" with a note of when the next slots will be released
- It can't
- It couldn't
- It doesn't need improving
- It is fine
- It is perfect. Perhaps make clear appointments are released a week in advance.
- It says you can only book one appointment per week, but in reality it's every 8 days. Eg. if you book on a Friday you cannot book another until the following Saturday, then another 8 days later for the Monday, and so on. That's quite restricted if (like me and my parents) have large gardens with lots of green waste (too much for the paid fortnightly Garden service)
- It seems harder to get a slot at Lifford Lane than some of the other sites. Not sure what can be done though and generally think the system is much better.
- It was excellent, easy to navigate and enabled me to use the tip which I wouldn't have been able to do if it meant sitting outside for hours.

- It was ideal for me
- it works fine as it is.
- it works perfectly
- It would be better if we can go more frequently than once a week now that there doesn't seem to be a lot of congestion
- It's a real pain having to input a load of info about myself only to find that there are no slots at Lifford (although strangely the other tips always seem to have availability). Would be good to be able to check for slots before inputting all the info. I have wanted to throw my phone out of the window on many occasions.
- It's great
- It's hard to get a slot I probably go 4 times a year but if we are having work down may need two trips in one week which is not possible it makes you go else where
- It's working fine
- It's a shame you can't book sooner than 7 days from when you log in, also Kings Norton site doesn't appear on the list via my mobile but does via my laptop - I've tried on a couple of occasions.
- its not clear when slots are fully booked, as they just disappear from the webpage
- Its perfect
- Keep it in place after the pandemic, and let more people in the overspill area. Great service keep up the good work BCC/ Veoli
- Keep it in place after the pandemic, and let more people in the overspill area. Great service keep up the good work BCC/ Veoli
- Keep it on a booking system better for everyone
- Keep Lifford Rd for local residents only
- Keep the booking system
- Keep the booking system in place indefinitely
- keep the new system
- Keep this system ,it's working
- Keep to appointment system
- LET PEOPLE BOOK AT LEAST TWICE A WEEK
- Let you know the next available slot at the centre you required
You have to put all your details in only find there are no slots available
- Let you know immediately if you have a slot or not.
- Lifford Lane tip was not available when I tried to book. I'm not driving to Castle Vale when I live around the corner from a tip.
- Lifford lane was not even coming up as an option when i tried to book 7 days in advance. I had to book Tyseley which was a joke as i live 2 mins from Lifford Lane. When i drove past the next day (around 3pm), it was totally empty no queues nothing so i was really disappointed.
- Local neighbourhood priority booking
- Long waits on bookings but the lockdown was always going to be a busier time with everyone renovating houses and then contractors back at work, booking up multiple slots. But I can imagine it will be easier as guidelines ease
- Long waits on bookings but the lockdown was always going to be a busier time with everyone renovating houses and then contractors back at work, booking up multiple slots. But I can imagine it will be easier as guidelines ease
- Look for available slots before inputting all your info
- Made permanent
- Make an app that you can log into so you don't have to start from the beginning every time
- Make it clear that new appointments for the following week are released early in the morning (or at least I THINK that's how it works!)

- Make Lifford tip available
- make more slots available for those locally
- Make more slots available. Use the overflow areas to increase capacity.
- Maybe more time slots
- Maybe not a week ahead a bit shorter
- More appointment availability. I we had to wait 3 weeks.
- More appointments
- More appointments and quicker appointments
- More appointments are needed to stop fly tipping. I've seen workers from the tip cleaning the streets litter picking. There should be a 24 hour drop off or opening hours extended.
- More availability
- More availability
- More availability
- More availability at Lifford Lane
- more availability for Lifford Lane
- More availability for my local tip
- More availability longer opening hours
- More availability or alert when new slots released
- More availability when needed. Time slots are at least a week away. Also have to get in early to get one. Sometimes after a big clear out in a small car you might need the option of two trips.
- More available slots showing more often
- More available slots. The slots seemed to be too limited.
- more booking slots
- More Cars per hour to be booked.
- More choice of slots and days
- More clarification on what id you need to take
- More clarity. When the available slots go, the entire site at lifford lane disappeared. Also there is only about a week or just over covered . So booking became like trying to book tickets for Glastonbury. You have to get in early
- More date options. I booked on a Sunday and only booking option was for the following Sunday.
- More frequent appointments available. We have had to travel to Perry Barr and Castle Bromwich to get appointments
- More options of slots as I just got the one option
- More people per hour, have been a couple of times and you could definitely allow more cars per hour.
- More slot availability for different days
- More slot, nothing the first time I went to book. When I did book I had to wait a week
- More slots
- More slots
- More slots
- More slots
- More slots
- More slots
- More slots
- More slots
- More slots
- More slots and longer opening hours. Also be better if slots became available to book from the evening rather than morning as now. If you are working all slots have gone by the time you are free to look.
- More slots as I've tried booking with no success

- more slots at Lifford Lane would be good as Lifford isn't always in the list to pick from.
- More slots at Lifford Lane. V quite when I went - more slots could have been allocated with social I distancing rules.
- More slots available
- More slots available - view slots at all local tips and times not just one site at a time.
- More slots available perhaps - though I haven't had any trouble getting a slot. I've been a few times now.
- More slots being available. Stick details in after you have selected the tip you require rather than entering all your details to find there is nothing available. Also you can't cancel your slot if something comes up and I feel there's probably a lot of slots not used because of this.
- More slots for a shorter time. There are never any free appointments for Lifford Lane.
- More slots for Lifford lane
- More slots if possible
- More slots need to be made available. I think it has been made harder for those who work on weekdays and only have the weekend available to go. Slots are usually full on them days.
- More slots needed. Being able to book an alternative to 7 days in advance...
- More slots per day
- More slots please
- More slots, once I had to wait several days for a slot, only to find I was the only person there
- More slots, when ever I've used it recently, the guys have been lounging around and only 1 or 2 cars there at a time
- More slots. Have not been able to book anything and we try every week
- More slots. Should be able to see see availability for your local tip before starting the booking process.
- More time slots! I tried for days to get a slot and then only managing to get one if I logged o to the site at midnight! Even then I had to wait more than a week for a slot.
- more times available, but do understand due to COVID this cannot be do at present.
- More times available, these at the moment are 15mins apart, I'm sure 10mins apart would be much better.
- Much prefer having to book & traffic is 100% better.
- my details were not able to be stored so that I had to re enter when I wanted to book another slot
- N/A
- N/A
- N/a
- Need more options of days and times
- Needs more availability.
- Needs to be more slots and for the tip closest. Also we shouldn't be restricted to one trip per week. That rate means weeks to clear backlog.
- Never enough slots 15 mins to long needs fine tuning a time and study for 2-3days would show a better average time needed for a slot.
- Nice to be. Able. To. Get an appointment
- No
- No
- No
- no
- No
- No
- No
- No

- No
- No
- No comment
- No comment, I just think it was well organised.
- No idea, working well enough at the moment.
- No Improvement needed as much better service. Better for traffic and also actual use of the tip. Hoping it stays this way
- no improvement needed its great
- No improvement required.
- No improvements needed
- No problem
- no problems
- No works well now
- None
- Not always possible to get a booking
- Not enough availability
- Not have an online system
- not have to book a week in advance
- Not having to put in all your details each time before finding out if there are any slots or not
- not needed
- Not really
- not really
- Not sure
- Nothing it was great
- nothing its faultless
- Nothing to improve. Keep this system even after Covid!
- Offer cancellation or last minute spots. Little inflexible currently
- Offer more choice on slots (rather than just a week ahead).
Penalty for not turning up and not cancelling.
Automated follow up for booked apts, to highlight any cancellations. Allowing others to book any last minute cancellations.
- on line booking calendar, for the surrounding area not the whole of Birmingham
- Once you have visited to arrange a new booking you have to wait a week. You should be able to rebook immediately.
- Once you know how. It wasn't clear at first that our preferred site had no availability, we thought there was a problem with the system as it suggested other sites, but soon worked it out and got a slot.
- Open more capacity inside the tip
- Open up more slots further in advance
- opening hours could now be extended. Also vans should be allowed in an effort to reduce fly tipping.
- opening the overspill and letting more people in
- People without cars should be able to go
- Perhaps a couple more places every 15 minutes to increase capacity
- Perhaps longer lead time as often fully booked. However may need to limit an individual / car to one booking to avoid block booking. Also would be useful if could cancel appointments to free up space for others
- Perhaps to be able to see the actual days and time slots even if they are all fully booked. Then select the exact time slot instead of an hour's slot ,with the exact time notified back by email.
- pick the slot

- Possibly able to view availability before having to key in personal details rather than after to know if it's worth booking
- Possibly giving an appointment closer to the day of booking rather than only giving it for the 7 days after you book.
- Possibly more people allowed on each booking time.
- Practically I can only use Lifford "Tip" once a fortnight / not once a week as the site suggests - You cannot re-book a slot there until 7 days after last visit, and then can only book as from a further 7 days hence!
I think we should be allowed to go there once weekly.
Also I think more slots could comfortably allowed - each occasion I've used (since booking system in place) have been very few other customers there.
Certainly staff don't seem to be st all "stretched" on recent occasions I've been there! (Admittedly though I've only booked after 5pm so maybe is busier earlier?)
If more slots were available then obviously the same number of customers as currently could go there in a shorter period / more frequently.
Also could the booking system be modified to give a choice of dates more than 7 days hence? (seems to me to only offer the one date - 7 days hence from current date)
Also couldn't we be allowed to make future bookings without having to wait the 7 days from last visit to be able to do so? (I suspect it's designed to make it that you have to wait 14 days between visits!)
- Preferable give priority to local users when booking daily as neighbours have said , they were sent to out of area during busy times.
- Priority for local residents
- priority to those living in the area
- Put a system in place whereby it avoids completing all personal details only to find there are no slots available for your nearest tip
- Put details in once - not every time you try to book as rather longwinded! Book slot then enter details may work?
- Raise the limit to 2 visits a week
- Releasing slots through the day
- Reminder email or text
- Remove booking system as slots fill up too quickly and you can only book a week in advance
- reopen cancelled slots
- Retain the booking system forever to reduce dangerous congestion on Lifford Lane and make it safer.
- same day or next day appointment slots
- Saving details - address, car reg etc. Maybe a registration system to do this.
- See available slots before entering information
- Seems easy to follow
- Seems like I have to wait a week for my slot. Would have preferred sooner
- seems OK now
- Seems to be working fine, just requires a bit of thought and planning. (Oh!)
- Seems to work fine - and Lifford Lane is a joy now!!!
- Seems to work very well when i used it.
- Selecting dates further into future easily would help
- Show availability before requiring personal data to be entered. Have entered name, address, email, car details only to find no slots at all or only Sutton Coldfield which is too far.
- Show slots available before completing details. Very wordy. Bad design and UX
- Showing if slots available before having to fill in your information
- slot availability shown at the start not after filling in details to find nothing available

- Slots given at the tip i would like to use, instead of ones on the other side of the city
- Slots go extremely quickly. If there was a way of releasing more, it would be good... if that doesn't defeat the object
- Slots go quickly, you have to book very early in the morning
- Sometimes, being able to go every 7 days is a pain, especially if you are doing a job which requires more than 1 trip to get rid of rubbish.
- Sooner dates, choosing time rather than allocated, easy ability to change car reg.. choose location first, then see available dates rather than choosing date and being shown locations not suitable to you.. add dates further on, rather than drop feed them on as I assume they do
- System requires a motor vehicle registration number. This means I cannot book a slot to arrive by pedal cycle. I have cycled to the tip with a cargo trailer many times without issues.
- Telephone appointment bookings for elder clients
- Tell the guy at the entrance not to shove his face in my car when not wearing a mask
- Tell you when there are slots available (like supermarkets do) so that you don't have to guess then wait for acceptance or refusal
- Telling you there is no availability at Lifford Lane and when best to try to get a slot
- Telling you when new slots are released for each site, and releasing more slots.
- The ability to cancel bookings if not needed so other people could book them.
- The appointments are limited, as is capacity. There should be an option to cancel appointments.
- The auto correct put my name instead of Registration but the man at the centre was friendly about it!
- The on line system is easy to use just not user friendly. Slots available first then add your details, similar to concert ticket selection, only hold the slot for 10 minutes, more flexible slots on the day, not just use the car registered providing you have your ID, I loaded my husband car then remembered I had registered mine.
- The system is great but even longer opening hours so more slots would be even better. The slots at Lifford Lane fill up really quickly so you can never book more than a week in advance
- The system is great. It's the access that's poor
- The system should tell you what appointments are available before asking you to enter any details. At present you spend loads of time filling in your personal details only to then be told there are no appointments. It's such a waste of time.
- The system won't let you rebook once you have been already. This needs to change because you may need to go a few loads to the tip, it's very frustrating!! Or it will ask you to book castle brom which is a way out of your area. Please sort this out ASAP!!!
- The system works very well and actually makes it easier to access the site
- There are now more slots and more availability so there has been an improvement.
- Think more cars should be allocated to each slot as I think it isn't being used to its maximum benefit even taking account of social distancing. Perhaps the overflow could be used as well (?) The system is brilliant and just needs tweaking.
Maybe telephone bookings would be useful for people not online(?)
- This has already happened - but bring less paperwork with you.
- To always have a booking service
- To be able to book in any time of day .. at present you have to book in first thing in the morning other wise lifford lane tip does not come up
- To be allowed to go more than once a week
- To continue using it after lockdown is over
- To extend it when pandemic is over

- Took me 3 weeks to get an appointment was giving option of Perry Barr and Castle Bromwich
- Tried and tried and tried to get a booking but gave up
- Tried to book a slot over several days but were always told there were no slots available. We have now had to order a skip. It needs a fairer booking system.
- Turn those away who queue after the junction onto the main road
- Unable to book
- Use all the space available at tip allow more than 6 cars on top level USE overspill area.Keep trailers and builders vans out until after 6pm
- use the overspill to get more people in
- Utility bill and photo ID is a bit OTT. Surely the registration number given at booking is proof??
- View available slots before inputting required details
- Was not able to book Lifford site so gave up
- Was very few slots when I booked took about 2 weeks to get a slot
- We've tried to book in but there's no availability
- When exactly are the new dates released as after 2 attempts nothing was available. Having to go to Castle Bromwich! Crazy!!
- When I booked tried to send me to Perry Barr it's a rubbish system
- works really well, don't change a thing
- Works well
- Would be better to be able to see specific slots rather than pick whole hour slots and then be allocated, but they do always come back extremely quickly in my experience. Also, I use a car share and they limit weekly bookings by reg plate rather than by address which would make more sense to me, as it means if I book a slot no one else car sharing can - and BCC should want to encourage carshares.
- Would be good if you could book further ahead maybe.
- Would be good to be able to select which day you want rather than only be offered one date 7 days ahead
- Yes
- Yes, I have to wait to book again a day after I have been to the tip. Meaning I can only go 1 week and 1 day after i have been.
- You have to enter all your personal information before you find out whether your tip has any availability. It's really frustrating to go through it all for nothing.
- You should be able to see whether there are slots available BEFORE you have to fill in all your personal details.

DO YOU HAVE ANY FURTHER COMMENTS?

- A great idea.now everyone on Lindsworth estate can get through, to get to the shops and home without doing a complete circle.keep Lifford Ln traffic moving.thank you
- Allow pedestrians to enter with items, or cargo bikes.
Request that people turn idling engines off.
- Although I live in KH Lifford Lane is our Local Place.
- Appointment system is great, preferable to area being polluted with cars waiting in queues to get in.
- Appointment system much more time effective than queuing and less congestion. Maybe they could have a fast track for bookings and queue for those unable or not confident to use internet e.g elderly, SEND. Otherwise some dumping might occur or anxious elderly.
- Appreciate the tip staff for their smiles and help (pre-Covid).

- Appreciate there are probably fewer slots because of SARS-Cov-2, but once social distancing is relaxed, the booking system should remain but with more slots.
- As above ..being offered Tyseley or Perry Barr is not acceptable when Lifford is on the doorstep
- As above thank you
- Better than queueing for hours
- Birmingham Council reporting forms very difficult to send so access to Birmingham tip is just one problem with their system
- Booking infinitely better than previously allowing people to turn up and hoc. huge queues, terrible for pollution from idling cars and frustration...
- Booking is a dreadful idea. The tip should be free to access as and when required by residents. Fly tipping has increased significantly since heavy restrictions were placed on Lifford Lane access.
- Booking system avoids the traffic congestion
- Booking system has made huge difference to traffic on Lifford Lane for ya local residence. Please keep this system
- Booking system is excellent
- Booking system is not necessary PROPER traffic control and management need .TRAFFIC ISSUES BEEN THERE FOR YEARS
- Booking system is ok for me but am concerned by increase in fly tipping In small country roads because people cannot be bothered with new system.
- booking system works really well, please keep it.
- booking works extremely well at Lifford Lane. As a user and as driving through it works perfectly. Please keep it.
- Brilliant idea and hope they keep it
- Brilliant idea, shame it took a pandemic to implement it.
- Brilliant system, Lifford Lane is far safer now!
- Brilliant system. Well done Council. Now if they could bring the tip workers back under council employ and stop using a contractor it would be even better.
- Can never get a slot. My husband is 80 and only drives local and all the site ever offers is Perry Bar. It's not fair!
- Cant get a slot booked at Lifford lane! But I live very close to it and have noticed the improvement in the traffic in the area.
- Choose a time
- Continue with the booking in system
- Continue with the system as it works
- Could the people who are the point of contact there once you turn up be more polite!!! Some are quite abrupt!!!
- Could we keep this system please? It's so much easier and there are no queues and less traffic.
- Couldn't book Lifford Lane or Tyseley this week. Too busy. Had to book Perry Barr. Would have been happy to wait for a slot at LL but not given option.
- Don't ever get rid of the booking system
- Due to recent events with covid A free of charge street collection for all wards
- Enjoying the new booking system even if it feels like not much visibility on availability
- Every time I try to book a slot at Lifford Lane it's never there. I live 5 minutes away and my options are Perry Barr and Sutton Coldfield. It's ridiculous
- Every time I try to book a slot I am offered Castle Bromwich or Perry Barr, never Lifford Lane, WHY? is there some ulterior motive or more likely badly planned. It really is hopelessly frustrating and to me there's no need for this inefficiency.
- Exact time when new dates released important to know.
- Excellent system. No wasted time queueing.

- extend opening times please
- Fantastic and best way to use the facility
- Finally some relief for local residents during the summer months, from constant traffic congestion. It becomes extremely difficult to travel by vehicle without significant detours when roadworks block other routes out of our area.
- Fly tipping in Stirchley on increase
- Found it difficult to get a slot at our nearest tip
- Friendly and helpful staff
- From when you book to when you get your appointment is too long.
- Given there was no queue at all when I attended, you should also consider increasing capacity.
- Good system but not enough slots per day for the area it covers
- Good to have a booking system but they need to free up more slots it appears it's a bit of an easy life for the staff . I have been 3 x over the last few months and it's dead . Great to drive straight in but they could open up more slots and offer more of a service to the tax payers paying their wages .
Thank you
- Great improvement
- Great improvement all round.
- Great not having to queue for hours and disrupting traffic not using the tip. It's a 'no brainer'!! Shame it took a virus to sort the congestion out!
- Great staff, always polite & helpful!
- Great way to visit, no waiting or massive queue like previous. Love it
- had to pay someone to take rubbish away as 2 requests for apps went unanswered and further appt requests were not allowed by the system. Are bcc going to refund me the £80 I had to pay to take garden cuttings etc away???
- Had to use a tip in a different area. Tried and failed to get an appointment at Lifford lane and now it doesn't even show as an option.
- Has improved the traffic queing outside on the road and safer to pass if not using the tip
- Have found it to be much easier to use with the appointment system than queuing
- Have not been able to book a slot at Kings Norton for about 4 weeks now.
- Haven't used the system yet however, seen huge improvements in traffic flow on and around Lifford lane including kings norton business park and pershore road.
- Hope they keep the booking system in place, it is much better and less congestion on Lifford Lane
- Hopefully booking system will be permanent
- How far ahead is it booked? I'm considering hiring a skip, the amount of cardboard we've built up since March is ridiculous.
- I agree the traffuc/congestion around the area has improved although pre lock down was only usually an issue at weekends not during the week.
I have been trying to book a slot for 3 weeks now checking every day with no success. It's frustrating as waste that I need to take to the tip is just festering in this current heatwave.
Is it possible allocated appointment could be reduced to enable more spaces? Possibly 10 mins instead of 15?
I have certainly noticed an increasing of flytipping in an around the area which is disappointing.
My answers to the last 2 questions contradict but I know it's easy to book just haven't been able to secure a spot
- I agree with the booking system but it's hard to get a slot
- I am going to try to get a slot - hoping!!!
- I am unable to use the service as I have no access to a car

- I arrived at the tip and didn't know that I had to book and was turned away. I think you could do a few days online and other days just turn up. Some people don't have access to online. I feel that there will be more fly tipping, as there has been in Birmingham since the charge for bulky items was introduced.
- I can only comment on the traffic when at the tip, which has been fine. Previously, I always used the online camera, so I have never queued. I am definitely in favour of providing my ID and evidence of my address as evidence that I have right to use the facility.
- I check every day and can never get a slot at Lifford Lane. The system only offers me Perry Barr or Castle Bromwich
- I contacted Veolia about this, but received no response.
- I do think slots should be easier shown and access should be made for non-driving personal. It's a good idea but room for improvement.
- I don't drive and have to rely on family to book online and take me if I could phone, it would be easier, I am a pensioner
- I feel very strongly that the council should offer free bulky waste pickups at least once per year, and free green waste pickups again. The tip isn't ideal for those without cars or only small cars or can't afford to hire pickup.
- I find it better only I could do with 2 trips in one day. A lot of hedgerow.
- I found the booking system really easy to use and the tip itself was managed brilliantly. The guy on the desk made sure there was a bay between each car when he told you which bins to use.
I thought it worked really well.
I did previously queue for over 2 hours and was turned away before this system was put in place-it was very frustrating.
The only downside to booking is that you can't just pop in-no more spontaneous DIY! I had to book a week in advance. Maybe a late opening in the summer until 9pm once a week.
- I found the new system far better than the old way, no queues, in and out very quickly. Well organised
- I had good service at Perry Barr when I utilised my slot there.
- I have not used the booking system yet myself, but have seen a MASSIVE improvement to the traffic around Lifford Lane, the Recycling Centre and the Island at the Kings Norton Factory Centre. For years we've had to avoid the area when wanting to travel to Stirchley or the City Centre (even though this was our most convenient route) The traffic jams and hold ups used to be horrific. Now, I can go about my daily needs without having to think of, out of the way, alternative routes to avoid all the congestion. Please please please keep this booking in system in place. I know it is there when I need it and it does make such a difference to all the people who live in the local community. Many thanks.
- I have tried to book a space for a number of weeks (since the tip re-opened) and this week (w.b. 16/08/20) was the first week I have managed to get a slot. Maybe this is an issue with which search engine you use (a problem with council websites) or just not enough spaces available. Has this issue led to others fly-tipping locally as there has been an increase in this.
- I have used the system twice and found it very good
No waiting to get in and no problem unloading
- I hope the system stays, if booking doesn't need so much pre-planning - I had to book at 1am to get a slot 7 days later. The other Birmingham tips seem to have a lot more availability.
- I hope this system remains!

- I know people who have used the system and say it is very easy. I live just around the corner and the improvement on the traffic makes such a huge difference when I drive it's brilliant. Also it is no longer dangerous when I cycle down Lifford Lane. Previously I had nearly been knocked off on a number of occasions due to the traffic at the blind spot by the bridge and impatient motorists.
- I like the idea of having a bookable slot but it seems you can't get one in less than 7 days from the current day, which is quite some wait. It just about works OK as it is but it would be annoying if this were to become more than 7 days.
- I much preferred using the tip via the booking. I was in and out and no stupid queuing to get in and also when going past for work the queues have now gone. Keep the booking system I think it works and 100% much better.
- I needed to cancel but was unable to
- I own a van and the restrictions are unfair. I am not a business, I am an ordinary resident with the same items to dispose of as anyone with a car yet I am discriminated against because of my vehicle. I want to be able to use the tip like anyone else without restrictions of when I can go and how many times I can go. I have battled with BCC for years over this. I pay the same council tax as people with cars yet don't have access to the same service
- I really like it, so much more efficient and traffic reduced
- I saw no additional cleaning measures in place despite the claims on regular sanitisation. There seemed to be just a reduction in staffing leading to a poorer availability of access to use the service.
- I think booking system should be kept, the traffic is so much less and a walk along the canal is much improved because of it. Would be nice if there was a way for cyclists or pedestrians to use the site aswell
- I think it is a much better way and stops the awful traffic jams in the area. If it goes back to the queueing it would be better if there was no right turn into the tip and traffic had to go up to the island and back down that way.
- I think people are avoiding the tip and fly tipping more.
- I think the booking system is a great improvement for the area no queuing and no congestion on the roads , should have been introduced years ago , downside there seems to be more fly tipping cruel people charging others to remove rubbish and then bumping where ever , this is where improvements need to be made , cctv in areas constantly having issues and those caught hefty fines , if they can't afford it , lock them up
Hope this helps
- I think the new system is awful and will lead to more fly tipping. We have done a lot of garden work and decorating and have so much stuff to get rid of but just can't do it with the new booking system. As long as people social distance then i can't see the issue with doing it thr normal way.
- I think the new system is very organised and so much better , only had to queue for about 10 minutes , very efficient and felt safe
- I think the system is great. Staff were really helpful
- I think the system should continue
- I think this system has been successful mainly from not having to wait for hours. The staff overall have been really good. There is always one though who has to have a bad attitude mainly when expressing dissatisfaction that I hadn't included my middle name on the request and told 'make sure you do it next time' I've been there twice since and this wasn't mentioned.
This isn't a major point but feel i needed to mention it as it's not like I'm applying for a passport!

- I think this system should stay. We have found it easy and more convenient than spending hours in queues. Always felt sorry for the residents by the tip entrance as well. When social distancing eases and the tip can accommodate more people at once I would imagine getting a slot would be easy.
- I want to be able to use the tip. I am disappointed
- I wanted to book a slot but there were none available. I am happy to not have the congestion in the area though. I'm hopeful that appointments will be easier to obtain once the backlog has cleared.
- I was very impressed with the booking system
- I would prefer longer hours
- I'm glad to see clear roads rather than the usual congestion / queues
- I've been asked for varying amounts of ID. The first booking I made said I needed proof of name & address so I took my driving licence - when I got there I was told I needed 2 separate forms of ID - luckily I had my phone with an email on it showing my address so this was acceptable along with my driving licence. Since then I've taken an old council tax bill (we are paperless as far as possible !) and my driving licence however today (August 23rd) they just wanted proof of address!!
- I've never been able to access Lifford Lane tip online.. I can't see why it can't go back to the old system now with all the safety measures in place, masks worn etc. It would be very easy to social distance at the tip.
- I'd like to see it become a permanent feature
- If people visiting tips are wearing masks the number of slots available should be increased.
- If the system ends, you need to put those big road dividers back up to stop people trying to overtake on the blind hill by the island. It's a fatal accident waiting to happen. Don't know why this stopped.
- If they allowed 2 people to empty their vehicle's surly this would cut slot times it's not difficult needs time putting in not just guessing what will work it's very important to get this right if this is to be the new norm the queues all started with the change in green waste completely shutting down roads and affecting many businesses and folk alike if this was not council they would have shut private business DOWN so no way can it return back to the way it's been prior covid 19
- Improved driving around there 100%. Have to look early in the mornings for Kings Norton otherwise are offered Perry Barr etc
- It has made going to the tip a much easier experience...just straight in and straight out!
- It is improved especially the traffic. When we got a slot it was completely painless getting in, dumping rubbish and leaving. But the booking system is bad
- It is so much better, I don't know why it's not been done before! Yes you may have to wait a few days for your appointment but it's a quick in and out when it's your time slot and the traffic is so much better around there now!
- It makes going to the tip and driving down Lifford Lane a much more relaxing experience. It was very dangerous before with cars trying to skip the queues. Have had more flexibility during covid on when I can visit and only had to wait about 7 days which is fine with me. When I am back at work will only be able to go at weekends and I suspect a much longer wait.
- It should continue to stay as a booking system even after covid is finished as it works well
- it should stay this way. Much easier all round
- It takes too long for an available slot you need to just reopen the tip
- It was better when there was no appointments
- It was great! So much better!
- It was less chaotic at the tip itself

- It was so easy. And quick. Loved it.
- It was the most stress free visit I've ever had to that tip and first time I've never had to queue. I was in and out in 5 mins. Pre-covid, I've got stuck in an hour+ queue before. They should keep this system.
- It works presently, but once I'm back to a 9-5 I may find getting a slot difficult.
- It would be useful if the tip would accept visitors who are using cargo bikes.
- It's a few weeks since I used the system so apologies if it's improved already.. website said keep window closed but had to wind down window to explain what I had to offload. Otherwise well organised, glad ID & car reg etc being checked.
- It's better.
- It's very unsafe to enter on foot and difficult to get to the correct recycling bays without getting run over.
- It's a good system however for those that can't be bothered to pre book it just encourages more local fly tipping I do not want this to become a permanent way of disguising rubbish people should eventually be allowed to queue again or more smaller recycling points in place across Bham to spread the load and maybe take some pressure of queues for the tip, only for larger items.
- It's a no brainer, keep the booking system
- It's almost impossible to get a slot at Lifford Lane but other tips have entry of slots
- It's been easy to use for us & much better experience at the tip but we have elderly friends & relatives who have found the system difficult to use and we have made bookings on their behalf. There didn't appear to be another method of booking for people who may not be able to use the online system.
- It's eased the traffic and so much safer to drive, walk or cycle nearby. Just the difficulty in getting a slot
- It's hard to book a slot for last minute needs. Also seen a lot more dumping of rubbish around the neighbourhood.
- It's worked really well
- I've not been able to access the tip as we don't have a car and pedestrian bookings are not accepted. We got a skip in the end. This was frustrating!
- Keep a booking system!
- keep it as it is now with booking service
- Keep it going.
- Keep it much better
- Keep it permanently!
- Keep the booking system!
- Keep the booking system, but keep it to people who live on the south side of the city.
- Keep the system after pandemic
- Keep the system in place for the future, it's a massive improvement
- Keep this system
- Keep up the hard work in these trying times
- Leave as it is ... booking
- Less traffic and congestion in the area has made it much easier to get around. You don't have to avoid the road anymore !
- Let more cars in during the time slots, open the other areas where the skips are instead of closing them off, stay open longer there's will be 3 million people looking for work soon, so don't use we haven't got staff as an excuse, ask the workers to be sociable in their work, if they don't like the job and have a problem communicating with people tell them to find other work.
- Lifford tip is never available, people say get up at 6am to book which is ridiculous. Ended up booking Castle Bromwich and taking up a resident's slot from there.

- Living so close to the tip it's brilliant that having to sit in traffic to get to my own home or drive the long way round to avoid Lifford Lane is no longer an issue with the booking system. It was so dangerous before with drivers overtaking long queues of traffic. Perhaps also allow phone bookings too for the elderly without internet access. I would hate to see the traffic return because it's so bad for pollution for the area as well as the issues mentioned above.
- Longer hrs while booking system in place
- Longer opening hours, I can not get a slot that suits my working hours and yours partly because the slots go so quickly. Longer hours would mean more slots
- Love the new system. I hope it stays like this.
- Make Lifford Lane more available to local residents Especially elderly and those without their own transport
- Make the tip pedestrian friendly
- Makes me angry that I pay loads of council tax and can't use the local facilities especially when we are being encouraged to shop local to reduce pollution. I just keep breaking stuff up and mixing it with food waste in the dustbin.
- Massively reduced traffic in the area. I regularly travel through Cotterage High Street to visit my parents and I can actually drive through the area now which is great.
- Maybe also need to look at a phone booking service for those without internet.
- Maybe confirm you are going to use the slot on the same day as if not it could be re-let
- Maybe if we could be aware which sites have available appointments before filling in details. I would only go to the Kings Norton tip.
- Maybe more slots please
- More cars per 15min slot, or extended opening hours.
- More dates, slots available more than a week in advance
- More slots need to be made available. Original system was appropriate when COVID-19 was rife; to not make it more accessible when disease was in abeyance (even temporarily) was a mistake. If I can sit for an hour in a pub or restaurant safely, then 15 minutes walking about outside isn't a higher risk to the public or employees.
- More slots required. You could only book on line very early in the morning - 6am to get a slot! Also Lifford Lane very rarely becomes available to book.
- Much better being able to book a slot, better for the environment (it's not good cars idling with engines running). No traffic build up therefore better for residents who live in the area.
- Much better for congestion
- Much better system but wait times can be frustrating.
- Much better system for many reasons- environmental benefits, individual time queuing, much safer in tip, easier to park car to unload Hope it continues after lockdown
- Much better system than before, as it is safer on Lifford Lane, as well as allowing for social distancing.
- Much better system than just turning up.
- Much better than the queuing horrors we used to be faced with
- Much better to have the booking system rather than people queuing for hours clogging up and polluting the roads.
- Much improved service, safer access, less road rage, makes people plan ahead, much better all round.
- Much prefer the booking system. No problem getting a slot. Traffic congestion 100% improved.
- Much prefer the booking system than queuing
- Much. Enter system. Keep it
- Needs to be advertised for people who do not have the internet & a way they can make an appointment

- Never go back to the free for all!!
- No - apart from please please PLEASE extend the scheme forever!!!!
- No one was there other than me, why is empty when people want to go and I don't like being restricted to one visit. I don't go weekly so want the flexibility of multiple trips on the same day. I also can't get rid of my green waste now and can't even buy a bin. This system is not working and I believe will lead to an unsightly area or fly tipping
- No would prefer not to have to book
- No would prefer not to have to book
- no.
- None
- Nope
- Not driving as much as working from home mostly but when passing Lifford Lane it's certainly not gridlocked most of the time as before. Although not 100% as a lot of the traffic will still be reduced until everything is back to normal.
- Not easy getting a slot.
- Not ever had Lifford as an option
- Not practical, I've noticed an increase in fly tipping around the area. No consideration for people who do not have access to the internet.
- ok when you can sort out the sites
- Once I understood that I needed to go on early morning to get a slot it was easy to use the system. I prefer to have an allotted time and avoiding ridiculous queues. Must be better for local residents too.
- Only allowing cars to visit seems strangely archaic- let the cargo bikes and walkers go in too. At least they are not polluting the atmosphere unlike us drivers
- Open the tip for longer hours. The booking system helps to relieve traffic. We need better recycling at the tip selling items funds can go back to council. We need to allow pedestrians to visit tip or how can the cyclists take their additional rubbish. The booking system should be in an app with a code for each booking which you tap a reader for entry rather than a gate man looking at your documents.
- Overall I'm happy that there is a booking system and would like to see it retained. Not having to suffer traffic congestion due to the queues is great!! Particularly that it avoids the dangers and stresses caused by the impatient idiots who overtake "blindly" long lines of stationary traffic by driving against any oncoming traffic, eg those turning left out of Ebury Road.
- Pity this system was not applied well before Covid 19
- Please continue with this scheme! Saves so much time, hassle, air pollution etc etc
- Please don't start charging for using the tip!
- Please keep a booking system - I live near Lifford Lane and the improvement in the traffic has been wonderful. For years I have had to either face queues by Lifford Lane tip driving to and from work or take a large detour to avoid it. Since this new system has come in I have had no problems and it is much less congested in the area. So much better for local residents and also people who need to use the tip!
- Please keep the booking system. Don't make us go back to queues stopping us driving home without long detours.
- Please keep the booking system. We live near the recycling centre and the roads are so much more pleasant.
- Please keep this system permanently, I live close to Lifford and the positive impact on traffic and congestion on Lifford Lane is wonderful.
- Please keep this system, traffic queues in Lifford Lane were so dangerous.
- Please leave the booking system in place
- Please open the tip to all residents and not just motorists

- Please stop that rolling feature of the booking website and I usually have to book a slot at Lifford lane in the early hours of the morning
- Pleased there is a booking system
- Prefer new system
- Preferred to usual system
- Pretty sure we could have more cars now,
- Quality service, much appreciated
- Quality service, much appreciated
- Really good system, quick no queues but need to be allowed to go more times
- sadly I have only managed to secure one slot at lifford lane although I have tried numerous times to get one!
- Sadly my husband cannot drive. I can drive but have a weak left shoulder and severe arthritis in my spine so cannot lift the bags of garden waste. So we cannot use the tip :(
- should keep the new booking system permanently made a huge difference to major traffic jams on lifford Lane
- Slots not easily available but the system is brilliant!
- So much easier now for travelling no queues please keep this system going
- Some people do not have access to a computer so other access to booking needs publicising
- Soooooo much better!
- Superb booking process and it's like a breath of fresh air when using the tip. Long may it continue!
- System doesn't cater for those with no car
- Thank you for introducing the booking system!
- Thank you for the support offered whilst there
- The appointment system has really helped traffic and congestion in the area, I am really grateful that it was brought in. :)
- The best thing to happen to Lifford Lane. No more blocked roundabout, traffic queues. less pollution of running engines. Prevents non Birmingham residents using the refuse. Booking should be the only access now.
- The booking system allocates a centre based on what's available. Twice I had to go to Tyseley. Once it was sending me to perry barr. I've always gone to lifford Lane before covid, but I've brr had it come up as an option now.
Also, we're told to only bring proof of address, but once there you're told that you have to have the booking confirmation email printed and with you as well. Instructions aren't clear.
- The booking system has obviously improved the safety of the roads around Lifford, the way that it was I was just waiting to hear of a serious RTC and civil unrest in the form of extreme road rage.
- The booking system is so much better than before. Please do NOT stop it. Kiddies Lane is always passable. Plus it is so much better to access the tip. No queues no waiting. We were in and out within 10 minutes a
- the booking systems is excellent, making visits to the tip a pleasant experience and far easier to plan waste disposal at home
- The current booking system is a much better system from before (the queues and waiting times were awful).
- The lack of appointments will be contributing to fly tipping.
- The new system works don't change it.
- The queues immediately after opening were farcical. I visited shortly after booking started. Minimal queues. Good spacing.
- The roads around the tip were heavily clogged with traffic before the booking system. This caused various dangers and forced residents to use "long way around" routes to get

to and from their homes almost every day in warmer months. So for local residents it really is a great improvement from the road safety and usability point of view. I have yet to make a trip to the tip, but I think the system will be much better than waiting in long queues and adding to pollution levels. Definitely a huge improvement which we hope will be permanently retained. Thank you.

- The service is much improved
- The staff at Lifford Lane are always super pleasant
- The system does not allow appointment within a week or 2 took me several attempts exactly 3 weeks to get an appointment had to try every day not user friendly. If you request Lifford Lane then all appts should show up for that tip and allow you to book the appt should not redirect to other tips. System needs tweaking
- The system is clearly unfair as some people seem to manage to go several times yet we have not managed to book a single slot. We're paying for a skip as we have so much rubbish to get rid of - yet we ALL are paying our council tax!
- The tip is always very quiet. I would question if they are working to their true COVID capacity given how difficult it is to book a slot (at least a week's wait and have to be online at 7am when the new slots are released) and how empty it is.
- The traffic around Lifford has been perfect since the booking system started. It used to be a nightmare trying to get to and from my home, often making me late for school pick ups etc. It was also a serious accident waiting to happen. I witnessed many near misses.

I just wish it was easier to book a slot at Lifford Lane.

I've twice had to go to Tysley because no slots available at Lifford Lane and I practically live next door to Lifford Lane.

- The traffic has always been a problem for Lifford Lane tip. I understand that there were proposals to put a road at the rear of the tip to take the extra traffic. Other suggestions include tip to move to Longbridge on the old Rover factory site or bins and street cleaning to move to Longbridge to free up Lifford Lane site for public only access. Longer opening hours would help to relieve the immediate needs. Perhaps you could have one day a week where no booking needed and open until midnight? When there were long queues you could have had dustbin wagons parked on the factory centre to take rubbish directly from the public or even have a rubbish amnesty - where on the first week of the month you could put out as many extra bags of rubbish as you want for collection. Long term this would be a better solution, and more cost effective than clearing up dumped rubbish.
- The traffic management for Lifford Lane tip has needed a rethink for a long time.
- There needs to be more appointments available.
- There was no one at the tip when I visited unaware of the booking system, but I was sent away
- There was not an option to book Lifford Lane as there were no slots available.
- There were very few people using the tip when I went, despite the difficulty of booking a slot. Even while maintaining social distancing there is scope to increase the number of users at any one time. If people cannot book slots, the result will be flytipping. Also people should be able to access without a car
- Think appointment system is very good.
- Think it's worked well. Only question would be if the booking 7 days in advance could be reduced any?
- Think the booking system needs to stay as it has resolved the traffic issues
- This booking system has transformed Lifford Lane. Keep this system in place, great improvement, thanks to everyone who works there. 10/10

- This system has improved the traffic congestion in The area at peek times, and has also made it more accessible to all within the area. I have also found all the staff to be extremely helpful and polite on every visit I have made.
- This system is way better than the 3 hour traffic jams but more slots are needed.
- Too few slots. Having to plan a week ahead and one per week is too restrictive. One per week average over a longer period would be better. Maybe we need more tips.
- Traffic has improved 100% haven't been stuck there once should keep it this way
- Traffic is better, but more slots could be released on the day and more slots overall.
- Traffic is notably reduced
Idling cars reduced. Please allow bikes and trailers.
- Traffic is so much better as is the ease of using the place. Stricter checking of appointments too. I have been twice and there were cars that hadn't booked and were let in anyway! The lads did tell them it is booking only but of people get to hear about this then I feel the system will be more abused.
- traffic on Lifford Lane is a lot better since the booking system was introduced. The long queue was causing drivers to be impatient and drive dangerously to leave the queue or avoid it
- Two allowed bookings per week would be more realistic
- Unsure why all slots go quickly as it seems empty when you get there
- Using the tip with the booking system was brilliant. No queues, no pressure, quick and simple. I loved it.
- Very satisfied
- Very well organised when got there. Helpful staff.
- Wait time should improve as social distancing eases but I'm in favour of keeping this system in place to prevent horrendous traffic on nice days/holidays.
- waiting a week is to long
- We don't want to wait more than a week for our second slot at times and it's a pest to add all the details only to find no slots available or offered the other side of the city; it often means that it's 10 days before next slot can be booked. Would be great to pre book weekly slots if needed in advance and to be able to take on cancelled slots if they came up within a week. Otherwise, great procedure on site and staff. Great to have cars off the road and no queues for local traffic
- We like the new system, it's pretty easy to use & cuts down the traffic on Lifford Lane immensely. I think they should keep the new system permanently.
- We need to keep Lifford Lane clear of queues especially as buses etc get diverted along there when roadworks are blocking Parsons Hill or Pershore road which has happened twice over the last few weeks.
Also the queues must be dreadful for the people who live on Lifford Lane, also access for businesses.
It is essential that the queues don't come back!!
- We've used the new system a couple of times and have found it much more efficient. Less traffic, fewer/next to no queues, the staff have been helpful and responsive and the site itself feels much safer with the new system and social distancing in place. We'd be happy for it to continue.
- What an inspirational idea, even when the current pandemic situation is over maintain the booking system.
- What is happening with all the fly tipping in the area???
- What is the point to have a tip if you cannot use it
- When I try and book online they keep sending me to Perry Barr .
- Why is there no pedestrian access to tip and recycling - especially now fewer council collections for big clearouts.
- Would be happy with this arrangement when back to normal.

- Would like to be able to walk in or go by bike. Access should only be via one direction, ie, not from the McDonald's direction. Queues build up both sides.
- Would like to keep it that way, stops congestion, less traffic, more people planning their trips is always a positive improvement
- Would like to keep it that way, stops congestion, less traffic, more people planning their trips is always a positive improvement
- Would like to see the booking system kept. I live on Frances Road, off Lifford Lane, and the traffic congestion related to the tip has been a nightmare for local residents in the past.
- Yes making everyone book in advance is really time consuming and lots of people are just not bothering making fly tipping a very easy alternative for some people I've noticed how much more stuff is just dumped in Cotteridge and Stirchley since the tips introduced this measure
- Yes, if you are local you should be able to book your own tip. It appears empty most of the time, but yet you can't book a slot. Very disappointed.
- Yes, please continue to use booking only for Lifford tip to help traffic congestion.
- You could let different cars use from same address ,my battery went flat on the day of visit .could have swapped my car reg to wife's reg but your system wouldn't let me .
- you have to get on at midnight or early hours of morning to get a slot for a week's time or all the slots fill up. Its not great.
- You should be able to cancel if you know you can't make it to free up slots for others.
- You should be able to visit the tip more than once a week at this time, as long as you have an appointment.