

Just a few days left to fill out EUIPO's user satisfaction survey

January 29, 2018 [About the EUIPO](#)

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Our annual user satisfaction survey can be filled out before February 4.

We would like to take this opportunity to thank the users that have already taken the time to fill out the 2017 survey. Their feedback will help us shape our future objectives and measure our performance in various areas including:

- Legal practice
- Online tools
- European Union trade mark registration
- Community design registration
- Customer and information services

How you can give us your opinion

The 2017 User Satisfaction Survey has been sent via e-mail to the users of EUIPO's services.

Via this link provided, they are able to access a secure web-based questionnaire which can be completed in any of the five working languages of the Office (English, Spanish, German, French and Italian) with deadline February 4.

Are you a EUIPO user and you have not received the e-mail yet?

[Get in contact with our information centre staff.](#)

More on our quality management system

User feedback is paramount in all of EUIPO's activities. That is why our quality management policy is based on ISO 9001, an international standard for which organisations need to demonstrate their ability to meet user expectations and establish continual improvement procedures.

We have been measuring levels of satisfaction with our services and decisions relating to the registration of trade marks and designs since 2005.

[More information on EUIPO's management system standards.](#)

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Press release: Fishing licence money funds Severn Rivers Trust 'tool bank'

The Environment Agency, through its Fisheries Improvement Fund, has provided a wide selection of tools to help fishing clubs improve river habitats and access to fishing.

A wide range of hand tools including saws, hammers and spades make up a 'tool bank' which will be managed by the Severn Rivers Trust. Local angling clubs and volunteers can borrow the tools for small habitat projects. A number of habitat days will also run to show clubs techniques for creating natural habitat features to benefit fish.

Ieuan Davies, from the Severn Rivers Trust said:

We're delighted to receive these tools, and we'll be opening up a loan based system to allow angling interests in the River Severn catchment to borrow and use them for their projects.

We hope having access to these tools will allow a diverse set of improvement works to be carried out, and we will be happy to back up this resource with advice from our in house experts, as well as links to volunteer helpers where needed. We look forward to engaging with locals, volunteers and anglers on a wide range of fisheries improvement projects.

Fisheries experts from the Environment Agency and the Severn Rivers Trust work in partnership to give angling clubs and volunteers advice on how to improve habitats, but often small improvements that can really make a difference don't go ahead because people don't have access to tools and materials.

Ed Noyes, Fisheries Technical Officer from the Environment Agency said:

We're pleased to be able to use Angling Improvement Fund money, which comes directly from fishing licence sales, in this way.

Access to the tool bank will help fishing clubs and volunteers carry out low cost, small improvements which across the whole Severn catchment will really enhance the environment for many species of fish.

The tools can be hired by contacting the Severn Rivers Trust.

For more information on tools or training days please contact the Severn Rivers Trust on 01886 888394 or admin@severnriverstrust.com

[Council to make changes to recycling collections](#)



Dundee City Council is to alter the recycling arrangements for thousands of Dundee households from April in order to ensure that the recycling offer is consistent across the city.

I recently asked for an update on the recycling roll-out as Phases 1 and 2 undertaken in 2015 are done differently than the later phases. Phases 1 and 2 includes all of the West End Ward apart from the area around the Perth Road Lanes, together with parts of Broughty Ferry, Menzieshill, Lochee and Charleston and affects some 24 000 households.

In Phases 1 and 2, paper, card, plastics and tins were recycled together in the same blue recycling bin with a burgundy bin used for glass recycling. However, since then the Scottish Government's 'Charter for Household Recycling in Scotland' has insisted that paper and card should not be collected along with tins and plastics, so from April, the 24 000 households on the 'old' method of separation of recyclables will be switched to putting tins, metals and plastics into the burgundy bin. Glass will no longer be collected in a household recycling bin but at nearby neighbourhood recycling points.

It is unfortunate that a change is necessary to what goes into each recycling bin for 24 000 households in the early phases of the recycling rollout back in 2015 but the government's 'Charter for Household Recycling in Scotland' did change the goalposts in terms of what can be collected together. It is necessary to ensure that the recycling offer is the same for everyone right across Dundee – the later phases' households rolled out last year are already on the new method of recycling and use of bins.

It is vitally important that this change in recycling arrangements this coming April goes smoothly for households and is well-explained and

communicated to residents. This is particularly important as the later phases of recycling changes last year had not gone according to plan at implementation and had led to many complaints and concerns from residents.

I have also sought assurances that any outstanding issues from Phases 3 and 4 have now been implemented – such as the siting of Eurobins and requests from residents to move or site them better.

I am happy, as always, to speak with any West End resident with any outstanding bins or recycling problems or concerns.

Copy of detail sent to councillors by the council's Implementation Project Manager :

"I am writing to advise you of the forthcoming changes to recycling collections in parts of the West End, Broughty Ferry, Charleston, Menzieshill, Lochee and all surrounding areas which were previously included in Phases 1 & 2 of changes to waste services in 2015.

As you know, in recent months we have been introducing a slightly different version of the 2015 changes across other areas of the City. The reason for the difference was the 2016 introduction of the Scottish Government's "Charter for Household Recycling in Scotland" which details a preferred single collection methodology for all councils in Scotland.

The aim, in asking all Councils to adopt this standard collection model, is to make recycling systems easier for residents to use and understand as well as increasing the quality and quantity of recycling collected.

In order to comply with this Charter, Dundee City Council subsequently amended the collection model from the 2015 version and introduced this across other areas of the City in 2017.

We now wish to revisit the areas covered by the original changes and bring them in-line with the rest of Dundee.

These changes will commence on Monday 16th April and will comprise:

- Blue bins – these will revert to PAPER & CARDBOARD only & collection frequencies will be amended;**
- Burgundy bins – these will be repurposed from glass bins to METALS, PLASTICS & CARTONS & collection frequencies will be amended;**
- Glass collections – these will change from kerbside collections via a burgundy bin to bring site collections via an enhanced network of these sites.**

Information on the changes will be communicated to residents in the next few weeks by means of "teaser" letter which outlines the new system and lists the dates for a series of Drop-In information sessions which have been arranged.

A subsequent full information leaflet and revised collection calendar (where applicable) will then be delivered to affected households approximately 1

week prior to the new service starting. Copies of these communications will of course be forwarded to yourselves in due course.

These communications will fully explain what residents should do if their bins contain the OLD material mixes (e.g. glass in a burgundy bin) at the time of the first collections. There will be no requirement for residents to empty any materials out of the bins themselves."

[Recording of the week: echolocating birds](#)

This week's selection comes from Cheryl Tipp, Curator of Wildlife and Environmental Sounds.

Echolocation is a handy tool used by several groups of animals to understand the world around them. The major players are bats and cetaceans, who use the echoes of specialist calls to locate prey and navigate in conditions where visibility is poor, however a few other animals also possess their own biosonar systems.

Oilbirds (*Steatornis caripensis*) are one of only a handful of birds with the ability to echolocate. These nocturnal birds roost in caves across the tropical forests of northwestern South America and spend a considerable amount of their time in the dark. In conditions where eyesight is irrelevant, individuals use sequences of clicks to build up a 3D image of their surroundings. The rapid fire and variable nature of these sequences is captured in the following [recording](#) made in the Colombian Andes by wildlife sound recordist Ian Todd. Calls from nearby birds can also be heard, especially in the first half of the recording.

[Echolocating oilbirds recorded by Ian Todd in the Colombian Andes on 9 Feb 2009 \(BL ref 110359\)](#)



An Oilbird in the Asa Wright Nature Centre caves, Trinidad (courtesy of Alastair Rae)

As Ian explained in his accompanying notes, obtaining this recording was by no means a walk in the park.

"To gain access to the mouth of the cave we had to wade across the fast-flowing upland Rio Alicante, and then clamber up a series of huge boulders. The colony of Oilbirds was localised just within the cave entrance."

Hats off to you, sir.

Follow [@CherylTipp](#) and [@soundarchive](#) for all the latest news.