

Somerset Waste Partnership reference: 2017-113  
Enquiries regarding refuse and recycling incidents  
Date of response 07.02.2017

Dear XXX

I am writing regarding your recent request for information from Somerset Waste Partnership, which has been dealt with under the provisions of the Freedom of Information Act 2000. Somerset Waste Partnership is a partnership of Mendip, Sedgemoor, South Somerset and West Somerset District Councils, Taunton Deane Borough Council and Somerset County Council. This response covers all those partner authorities.

In response to your questions: -

1.

For the years 2013/14, 2014/15 and 2015/16, please can you disclose the total number of incidents involving residents recorded by the council related to the refuse collections service, recycling collection service and bulk waste collection service? For example, these may include but not be limited to reports of negative behaviour, aggressive or abusive behaviour, issues with bins including overfilling, lids not being shut, bins not placed on the property boundary, bins containing incorrect items and residents throwing bin bags directly into the lorries.

2013/14 – we do not hold this information

2014/15 – 1

2015/16 – none.

2.

Please can you list each of these recorded incidents individually, and for each include:

- Which service it relates to (refuse, recycling or bulk waste) – Recycling.
- The nature of the issue (was it negative behaviour, aggressive behaviour, bin overfilling etc) – Aggressive behaviour.
- A description of the incident and why the incident was recorded. – Member of the public briefly grabbed HGV driver by the throat.
- Whether surveillance footage taken on the lorry relating to the incident was saved as evidence. – Vehicles do not hold surveillance footage.
- Whether a still picture or still pictures taken on the lorry relating to the incident were saved as evidence. – Still pictures not taken.
- If footage or pictures were recorded, how this was captured (by an inbuilt CCTV system on the lorry, individual cameras held by staff etc)- Footage not taken.
- What action was taken as a result of the incident (for instance, a warning letter sent to the resident) – Police attended scene.
- Whether the resident was fined as a result and the value of the fine. – Unknown.
- Whether the incident was referred to the police. – Referred to the police.
- If known, what action was taken by the police. – No action taken.
- Whether staff received any follow up support after the incident. – Employee offered Employee Assistance Programme.

-What kind of support staff received after the incident (for instance, some councils offer counselling after serious incidents with residents) – Employee offered Employee Assistance Programme.

3.

Do the council's refuse, recycling and/or bulk waste vehicles have surveillance systems? If so, please include an explanation of the system, which vehicles have this and where the cameras are on the vehicles. - No.

4.

Does the council offer counselling to workers on the vehicles following incidents? If so, what is the nature of the support offered. - Yes.

5.

Do staff on the vehicles carry log books so they can record incidents with residents? - Yes.

6.

How frequently do residents in your council area have their recycling and general waste collected? - Dry recycling and food waste is collected weekly, refuse is collected fortnightly.

If you feel your request has not been answered in sufficient detail or if you wish to clarify the information given please contact me and I will be happy to address the issues you raise.

If you are not satisfied with the way in which your request has been dealt with, or the information you have received, you can ask for an internal review of our decision.

Please send your request to:

Peter Grogan  
Information Governance Team  
Somerset County Council  
County Hall  
Taunton  
TA1 4DY or email [informationgovernance@Somerset.gov.uk](mailto:informationgovernance@Somerset.gov.uk)

An internal review will then be carried out and we will write to you with the results of our investigation. If you are not content with the outcome of our review, you may then apply directly to the Information Commissioner's Office (<https://ico.org.uk>) for an appeal: The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF Tel: 0303 123 1113

Please quote the reference numbers at the top of this e-mail in any future correspondence with Somerset Waste Partnership.

Yours sincerely