



BATH & NORTH EAST SOMERSET

Audit and Risk Management
Guildhall, High St, Bath BA1 5AW
Main switchboard ph: 01225 477000

Date: 21/7/2006
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Your ref:
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Mr Martyn Daniels
Via email

Dear Mr Daniels,

Thank you for your recent request, reproduced below for your reference. We can now respond as follows.

Health and Safety

1. How many accidents have occurred to rubbish collectors in the Bath area in the past five years?

Please find this information attached.

2. How many of these accidents happened on domestic premises (ie within the cartilage of a house or flats building where we can no longer leave rubbish for collection)?

3. How many of these accidents happened on the public roadway?

4. How many of these accidents happened on public footpaths?

5. How many of these accidents happened on access roads to the rear of premises?

The attached list also shows the location of each incident. This shows the number of accidents which have occurred at private dwellings. Unfortunately the level of detail you have requested in Q3-5 above is not available, as the accident reports do not record the precise location of the accident.

6. Of the accidents that happened on domestic premises, how many were found, on formal investigation, to have been avoidable simply by changing the place where the rubbish was left to the footpath outside the premises. (This would not include injuries such as strained backs that could just as easily have occurred wherever the rubbish was picked up.)

The accident reports do not record this detail, therefore the Council does not hold the information you have requested.

7. Can we please have a copy of any formal Risk Assessment?

The risk of not implementing the decision detailed in the report was discussed with the Council Executive. The key risks identified were financial and health & safety risks. Had the decision not been implemented then a financial saving would still need to be made to meet allocated budgets, and this saving could not be identified within the Waste Services budget. In addition the Trade Unions and the Health & Safety Executive would recommend that each area of concern (such as narrow lanes, back alleys, basement cellars) be individually assessed and mitigations introduced in line with operational risk assessments on a case by case basis."

I also enclose a copy of a generic risk assessment for waste collection.

8. What is the impact of the change on the council's public liability insurance?

There is currently no impact on the Council's public liability insurance.

9. Can we have a copy of the H&S review report resulting from the review of the 13th and 14th December 2005

A copy of the HSE report back to Officers is enclosed. This letter backs up observations made to Officers by the Inspector during his visit.

Communication

1. What official communication has been communicated to households notifying them of the transfer of H&S risk and the liability implications of such change

There has been no official communication to residents regarding issues of liability should compensation for an injury be sought. Each case must be assessed on its individual circumstances in order to ascertain liability. A copy of advice supplied by our legal department is enclosed.

2. What official communication has been communicated to households to inform them of the additional security and crime risk resulting in personal documents being disposed of by kerbside collections

No information has specifically been circulated regarding any perceived increase in security and crime in relation to personal documents. We offer residents advice when asked.

3. What exceptions were identified re kerbside collections and when and how were these communicated to the impacted residents

There are currently 126 areas where alternative arrangements have been made. These were communicated in writing to residents in these areas in

advance of the 5th June where they were identified at the outset, and subsequently residents have been spoken to directly, or written to at the point that these arrangements have been agreed with Operational staff and residents.

Monitoring

The call in meeting clearly identified a 6 month monitoring process

1. *Who is performing this role and when are their findings to be produced?*

Monitoring of the implementation is being carried out by a Waste Services Officer who will report back to the appropriate Overview & Scrutiny Panel meeting after the 6 months implementation.

2. *How many streets, post implementation, have been offered twice weekly collections as offered to the Royal Crescent?*

No other streets have been offered twice weekly collections post-implementation. The Royal Crescent Society is the only residents association that has requested further meetings with Officers to discuss issues arising from the implementation.

3. *How many requests for assisted collections have been received and how many have been sanctioned?*

To date (17th July 06) there have been 1369 applications for assisted collections. 2 of these have been rejected.

4. *How many complaints have been received (phone, fax, post, email)*

Formal complaints received to date (17th July 06) by phone, fax and email total 131. This does not include missed bin complaints which total 2,732.

4. *How many queries have been received from households post implementation (phone, fax, post, email)*

Enquiries logged onto the computerized system total 364 (including fax, post, email and phone) to date (17th July), however not all calls were logged at peak times to enable operators to deal with calls more quickly.

The majority of enquiries are received by phone. In June 14,703 callers to Council Connect pressed the 'Highways and Waste' option on our answering service. (There is no specific 'refuse' option, so not all of these enquiries would have been refuse enquiries). Council Connect also processed 1295 emails in June, but again, not all of these would have related to refuse.

Up to the 19th of July, 7763 callers to Council Connect have pressed the 'Highways and Waste' option. Council Connect also processed 678 emails in total up to the 19th.

If you have any further queries please do not hesitate to contact us.

If you are unhappy with the way the Council has handled your request, you may ask for an internal review. Please contact the Council's Chief Internal Auditor, Mr Jeff Wring at: The Guildhall, High St, Bath BA1 5AW
mailto:jeff_wring@bathnes.gov.uk.

If you are not content with the outcome of the internal review, you have the right to appeal directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
www.informationcommissioner.gov.uk.

Kind regards,

Amanda Osborne
Information Compliance Manager
Audit and Risk Management