

FOI Ref
7329

Response sent
30 Jun 20

(CCC) Complaints regarding refuse collectors

In the last financial year 2019/20 how many incidents did your authority record where refuse collectors were assaulted by members of the public while carrying out council duties? Please give a brief description of the circumstances of the incident.

NOTE: By refuse collectors I mean all employees whose main duties are involved in the collection of rubbish (all types) from homes and businesses with your authority.

NOTE: If the refuse collection duties are carried out by a third party company hired by the council the information is still HELD by the council, because it is information held on your behalf

Response:

Thank you for your request for information above, which we have dealt with under the terms of the Freedom of Information Act 2000.

I hope the following will answer your query:

During the period 2019/ 2020 we have had 2 incidents of assault against staff at Greater Cambridge Waste Services.

We have had one incident of a motorist allegedly pushing a refuse driver which is currently under investigation.

The other incident was a refuse operative that was allegedly struck by a member of the public for refusing a contaminated bin.

We aim to provide a high-quality service to you and hope that you are satisfied with this response. If you have any further questions please do not hesitate to contact us.

Further queries on this matter should be directed to foi@cambridge.gov.uk