



Information Governance
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Please contact Information Governance
Direct line 024 7697 5408
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Dear Sir/ Madam

Freedom of Information Act 2000 (FOIA)
Request ID: REQ06376

Thank you for your request for information relating to Refuse Collection and enforcement.

Your request and our responses are outlined below:

1. The total number (or nearest estimate) of residential recycling bins (see definition below)

The current figures of recycling bins are 127,169.

2. The total number of residents for which you organise refuse collection.

The Domestic Waste team currently conduct 126,376 number of collections from residences 126,376.

3. The total number of residential properties for which no recycling collection is offered.

Recycling services are offered to all residents; however, they must have sufficient storage for the bin. This is assessed on a case by case basis when the team look to deliver. Some flats have bin stores, but no recycling due to the management of the block not being able to allocate sufficient space for bulk recycling bins. Also, in some cases recycling services have been removed at the request of the management of the building due to continual contamination by residents.

4. What enforcement action do you have at your disposal if residents place rubbish in the incorrect bin, for example, but not limited to, non-recyclable rubbish in the recycling bin?

We take a staged approach to any enforcement and look to educate in the first instance. Officers will look to speak to any residents who are not following the guidance set out by waste services. If this is not successful, then the residents and also the landlord can be served with a Community Protection Warning letter advising them that what they are doing is not acceptable and the reasons why. This also stipulates what we expect for them to comply. If this approach doesn't have the desired effect, then the next step is the issuing of a Community Protection Notice. This advises the same as the warning letter, but there is also a financial penalty for non-compliance.

5. How many incidents of using the enforcement action described in point 4 have there been in the 12 months leading up to September 30th, 2019.

There have been 502 cases raised where we have engaged with residents or served Community Protection Warnings. To date, we have not had to serve a Community Protection Notice as the education route has achieved the desired result.

6. Please provide details of each enforcement action listed in response to point 5. If the action is a fine, please include the amount fined, and whether this has been paid. If required, please assign each action an anonymous reference number for data protection purposes.

The actions were not deemed to warrant a fine as compliance was achieved.

7. Do you have a "timed waste collection" system? For the purposes of this FOI "timed waste collection" means specific times during the day when bins are collected, and it is not permitted for bins to be placed outside out of this time.

There are no current "timed waste collection" system in Coventry. Residents are advised to put their bins out for collection by 7am at the kerbside with the handles facing the road. Bins should then be removed from the highway as soon as possible following collection (maximum 24 hours) and returned to their properties.

8. What enforcement action do you have at your disposal if residents place rubbish outside for collection at the incorrect time within a day (if applicable), or day?

Any waste left out on the highway is deemed to be fly-tipped waste and therefore the actions taken will depend on the severity of the issue. All incidents are investigated and if any evidence is found or brought to our attention then we look to take action against those responsible. Warnings, fines and ultimately prosecutions are available options depending on the severity.

9. How many incidents of using the enforcement action described in point 8 have there been in for each month in the 12 months leading up to September 30th 2019.

1352 incidents were investigated by street-based personnel and subsequently referred onto the amenities crews to arrange removal (if there was no evidence or intelligence as to who had left the waste on the site). Of these, 123 cases were deemed to have enough intelligence or evidence to warrant being referred onto the enforcement team to follow up with warnings or formal action if appropriate.

10. Please provide details of each enforcement action listed in response to point 9. If the action is a fine, please include the amount fined, and whether this has been paid. If required, please assign each action an anonymous reference number for data protection purposes.

We hold the information which you have asked for, but we have estimated that the cost of meeting your request would exceed the cost limit of £450 specified in the Freedom of Information and Data Protection (Appropriate Limit and Fees Regulations 2004). This represents the estimated cost of one person spending 18 hours or more, in determining whether the information is held.

This is because this information is not readily available from our systems. To obtain the information and to determine which cases resulted in what outcome, this would involve looking at each individual Neighbourhood Enforcement Officer case and cross referencing it with the corresponding SET case and manually reading each of the case files.

The supply of information in response to a freedom of information request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

Should you wish to make any further requests for information, you may find what you are looking for is already published on the [Council's web site](#) and in particular its [FOI/EIR Disclosure log](#), [Council's Publication Scheme](#), [Open Data](#) and [Facts about Coventry](#).

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email casework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance