

From: [Foi Enquiries](#)
To: [REDACTED]
Subject: EIR-17-0207 - Risk Assessments
Date: 28 February 2017 11:39:57
Attachments: [Special Risk Assessment.pdf](#)
[Further Information - Right to Review & Appeal.pdf](#)

Dear [REDACTED]

Reference number LC/DOCHERTY/Y15G0276

Thank you for your request for information, made under Section 1(1) of the Freedom of Information (Scotland) Act (FOISA), and received on 6 February 2017.

1. The correct procedures to be followed by refuse collectors when collecting refuse from resident's gardens?

We don't enter gardens unless authorisation has been granted by the resident and only for assisted uplifts or as per agreement for special collections. If collection crews have authorisation to enter the property they will follow the collection procedure / guidance provided by their supervisor. The guidance is to collect the waste receptacle(s), empty them and return them back to the agreed location and then clear up any residual debris and close all gates.

2. Risk assessments conducted for refuse collectors when collecting refuse residents gardens.

There is a generic risk assessment for this advising the crews of all potential risks involved in the collection (see attached).

3. Guidance on when wheelie bins ought to be used by residents.

The authorised receptacles issued by the Council should be used at all times.

4. Guidance on when wheelie bins ought to leave their refuse for collection by refuse collectors.

Residents should leave their waste receptacles out for collection between 7.00am and 3.00pm on the days their collection is due. If it's a special collection then the timings will be clarified during the booking or for an assisted collection this would be as per instructions given by household.

5. Guidance on when it is appropriate for residents to use bin bags rather than a wheelie bin.

Waste should not be presented outside of the authorised waste receptacle, this would be classed as fly tipping.

6. Details of any other bins used.

No other bins should be used for collections unless they are authorised and / or approved by Aberdeen City Council.

The requested information would cover the time period 1st June 2015 to 6th February 2017

We hope this helps with your request.

Yours sincerely,

Information Compliance Team

INFORMATION ABOUT THE HANDLING OF YOUR REQUEST

ACC handled your request for information in accordance with the provisions of the Freedom of Information (Scotland) Act 2002. Please refer to the attached PDF for more information about your rights under FOISA.

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