

FOI number: **HBC\_FOI\_20200349**  
Date FOI Received: **8/06/2020**  
Department: **Waste and recycling**  
Title: **Assaults on refuse collectors**  
Description: **Numbers of assaults on refuse collectors for 2019/2020**

**Request: (As Redacted sent by requestor)**

1. 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: (Response as Redacted sent by service)**

The numbers for 19/20;

9 Verbal Assaults - racist name calling and terms, swearing, intimidation

3 Physical Assaults – struck by object, struck by vehicle

If you have any queries about the processing of your request then please do not hesitate to contact me. Further information explaining the Council's process for responding to information requests together with a complaints/appeals procedure is available in our reception or via our website at:

<https://www.hertsmere.gov.uk/Your-Council/Official-Publications--Guides--Policies/Access-to-Information.aspx>

The Information Commissioner oversees the application of the Freedom of Information Act. You may contact the Information Commissioner at:

Information Commissioners Office  
Wycliffe House, Water Lane  
Wilmslow  
Cheshire SK9 5AF  
Telephone: 01625 545700  
Website: [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Please include the above reference number on all correspondence related to this request.

Thank you for your request.

Kind regards

Information Services

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