



**Information Governance Team**

Postal Address:  
Coventry City Council  
PO Box 7097  
Coventry  
CV6 9SL

[www.coventry.gov.uk](http://www.coventry.gov.uk)

E mail: [infogov@coventry.gov.uk](mailto:infogov@coventry.gov.uk)

Phone: 024 7697 5408

02 September 2025

Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)**

**Request ID: FOI740568215**

Thank you for your request for information relating to Software used by municipal waste collection operations.

You have requested the following information:

**Under the Freedom of Information Act 2000, I kindly request the following information in the context of domestic waste bin/sack collection services, as opposed to trade/commercial collections or waste disposal.**

**1. Do you currently operate waste services (collections) directly, or through a waste contractor such as Biffa, Suez or Veolia. If through a contractor, please name them.**

We confirm we currently operate waste services in-house.

**2. Which of the IT systems below do you use for the management of day to day municipal bin collections:**

- a. Yotta / Causeway**
- b. Bartec Collective**
- c. AMCS Clear**
- d. Whitespace/Powersuite**
- e. Contender**
- f. Selected Interventions / Echo**
- g. Core (Suez)**
- h. Webaspx / Routeware**
- i. Routesmart**
- j. MS Office**

**k. No IT system**

**l. Other: [please name]**

**3. Which IT system do you use for each of the following in your refuse collection vehicle fleet and associated staff:**

**3a. Fleet management system.**

**3b. HR system.**

**3c. RCV on-board camera system.**

**3d. Telematics / vehicle tracking provider.**

**4. What IT system(s) do you use to manage the following service areas:**

**4a. Grounds/Parks maintenance.**

**4b. Street cleansing.**

In response to Questions 2 to 4, please note the Council under Section 31(3) neither confirms nor denies whether the information you have requested exists or is held by us.

The information you have requested is exempt from disclosure under Section 31(1)(a) and Section 31 (3) of the FOIA Act 2000. Section 31 of the FOIA relates to Law Enforcement and Section 31(3) removes the public authority's duty to confirm or deny whether information is held if to do so would, or would be likely to prejudice law enforcement.

It is the Council's view that the confirmation or denial of the possession of information relating to the Council's cyber resilience, would be likely to compromise the Council's information security strategies by giving cyber criminals insight into vulnerabilities which may, or may not, exist.

Section 31(3) is a qualified exemption, as such we have gone on to perform a public interest test in order to assess the public interest arguments for and against declaring whether or not the requested information is held.

For Disclosure:

- Confirmation of possession would demonstrate a commitment to transparency with regard to the Council's undertaking and could provide assurance that the council have robust IT infrastructure in place.

Against Disclosure:

- Maintaining the integrity and security of the Council's systems.
- Preventing cyber attacks and similar against the Council systems.

Revealing the information may assist cyber criminal's insight into not only the strengths of the Council's cyber security, but also any potential weaknesses that may exist. This could ultimately result in a future cyber-attack. Cyber security measures are in place to protect the integrity of personal and sensitive personal information.

The occurrence of a future cyber attack would prejudice the Council's legal duty to safeguard personal information from loss, theft, inappropriate access or destruction, which is why Section 31 has been employed in this case.

On balance the public interest in maintaining the exemption outweighs that in confirming or denying

whether information is held and therefore the Council neither confirms nor denies, whether this information is held.

However, in order to fulfil our obligation as per Section 16 of the FOIA to advise and assist you, information relating to the contracts we have in place with IT providers are available for you to access on our Contracts Register. Please use the following link:

[https://www.coventry.gov.uk/downloads/download/1362/contracts\\_register](https://www.coventry.gov.uk/downloads/download/1362/contracts_register)

## **5. How many Electric Vehicles do you have in your waste collections fleet?**

We confirm we currently operate a total of two EVs. However, they are both electric vans used by supervisors to support the waste collection operation. We currently have no electric vehicles for collecting waste.

The supply of information in response to a FOI 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.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

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](mailto: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 [icocasework@ico.org.uk](mailto:icocasework@ico.org.uk).

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

Yours faithfully

**Information Governance**