



Information Governance Team

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI749263042

Thank you for your request for information relating to Follow up to FOI745553913 - Waste Management.

You have requested the following information:

Clarification - I would be glad if you can avail me all the requested data between 2010-2024. (I apologize for the confusion regarding the dates in my previous request. To clarify, I am not asking for data that will be collected in the future.

Operational Waste Collection Data

- **Daily or weekly waste collection logs by ward, postcode, or route**

We are a Tuesday to Friday service.

- **Vehicle ID, route ID, crew info**

After careful consideration, we are refusing your request under Section 38(1)(a) and (b) of the Freedom of Information Act 2000. This section provides an exemption from disclosure where the release of information would, or would be likely to:

*Endanger the physical or mental health of any individual, or
Endanger the safety of any individual.*

In this case, disclosing specific details about lorry crew, their members and their operational routes could expose individuals to targeted threats, harassment, or other safety risks. Given the nature of the work and the potential for confrontation or misuse of such information, we consider there to be a real and significant risk to the health and safety of those individuals.

As Section 38 is a qualified exemption, we have conducted a public interest test. While we acknowledge the general public interest in transparency and accountability, we believe that this is outweighed by the need to protect individuals from harm. Therefore, the exemption is engaged, and the information will not be disclosed.

Service Complaints and Missed Collections

- **Records of missed bin collections: date, location, and cause**

Please see below for the information we can provide. We advise that all requested information is not held and therefore we are advising you as per Section 1(1) of the Act.

- **Service complaints and/or requests (e.g. delays, fly-tipping)**

In addition to the below, some of the requested information falls under the exemption(s) in Section 21 of the Freedom of Information Act 2000, which relates to 'information reasonably accessible to the applicant by other means.'

The exemption applies as the information is published and publicly available to view by accessing the Council website, please use the following link:

Flytipping:

https://www.coventry.gov.uk/downloads/download/4822/environmental_services_notices

- **Response times and satisfaction metrics (if available).**

This information is not recorded and therefore we are informing you as per Section 1(1) of the Act.

Missed Bins

2016/2017 (Partial): 902

2017/2018: 14031

2018/2019: 7696

2019/2020: 26724

2020/2021: 78732

2021/2022: 11581

2022/2023: 6562

2023/2024: 3774

Vehicle and Crew Operations

- **Number of active vehicles and crew per day**

- **Staff shift patterns and/or scheduling information**

We operate:

10 Domestic Waste crews Tuesday to Friday

3 Bulk Communal crews Tuesday to Friday

10 Recycling Waste crews Tuesday to Friday

6 Garden crews Tuesday to Friday Summer and 5 in winter (November to March)

Our crews work a 37-hour week over a 4-day period - 9.25 hrs a day

- **Vehicle downtime, breakdown logs, and maintenance records**

We are legally required to keep 15 months of maintenance records as a minimum which includes all driver defect reports, as well as scheduled preventative maintenance and services (in practice we keep maintenance records from the commissioning of the vehicle onto fleet until at least 15 months after it has been decommissioned from fleet – i.e. sold, scrapped etc).

With regards to this part of your request, 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, locating, retrieving and extracting it.

This is not held in a reportable format. There is a significant amount of data held in multiple formats on multiple systems. To collate this information will require an officer to spend more than 18 hours and therefore this part of your request has been refused under section 12(2) of the Act.

Population and Housing Data

- **Annual population estimates per ward and/or postcode (2015–2025)**
- **Number of households and breakdown by housing type**

Please find attached report showing breakdown of residential property types from the Local Land and Property Gazetteer.

Population data is also available from the Office of National Statistics:

<https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates>

Waste from Commercial Sources and Events

- **Commercial/business waste volumes (if tracked separately)**

Not applicable. We do not operate a Commercial/business service

- **Waste collected during large-scale public events (e.g. Godiva Festival, sports events)**

Not applicable for the date period

Resource Allocation and Financial Data

- **Annual operational budget for waste management**
- **Costs: labour, vehicle maintenance, fuel, tipping/recycling**
- **Depot and waste processing site information (location, hours, capacity)**

It is our view that the information is exempt from disclosure under Section 43(2) – Commercially Sensitive Information. Section 43(2) exempts information from disclosure where disclosure of that information would, or would be likely to, prejudice the commercial interests of any person (an individual, a company, the public authority itself or any other legal entity).

It is the Council's position that the third-party providers and its own commercial interests would be prejudiced and/or would be likely to be prejudiced by the disclosure of the requested information.

Once the information is disclosed this means that it will be in the public domain and it could not only be used by the requester but also any other providers in a similar market.

Arguments in favour of disclosure.

- Promote accountability and transparency for the Council's decisions and in its spending of public money.
- Assist the public to understand and challenge our decisions.
- Inform the public of the activities carried out on their behalf, allowing for more user involvement and collaborative decision making.
- Enable the public to better scrutinise the public monies spent

Arguments against disclosure.

- There is a public interest in allowing public authorities to withhold information which if disclosed, would reduce providers' ability to compete in a commercial environment.
- The successful providers operate in a competitive market. If prejudicing the commercial interests of the successful providers in the market would distort competition in that market, this would not be in the public interest.
- Disclosure of information may cause unwarranted reputational damage or loss of confidence in the Council.
- Revealing information such as a pricing mechanism can be detrimental to a provider's commercial interest. If an organisation has knowledge of a provider's business model, it can exploit this for its own commercial interest. This would also have a detrimental impact on the Council on other contracts and procurements by distorting the market, for the reasons stated above.

Having considered the arguments for and against disclosure, the Council has decided that the public interest in this case is best served by maintaining the exemption under section 43(2) FOIA and by not disclosing the information requested.

The decision to withhold the information requested is therefore upheld on the basis that Section 43(2) in relation to commercially sensitive information has been applied correctly.

The supply of information in response to a FOI/EIR 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

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.

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

Yours faithfully

Information Governance