

# Resident Questions for Housing Area Panel

Reference: C3.3

<b>Question Title</b>	Refuse Collection at Sylvan Hall
<b>Date question raised</b>	19/12/2022
<b>Week of Area Panel</b>	13/2/2023
<b>Area in city</b>	Central
<b>Star rating applied by residents</b>	3 stars – city wide
<b>Deadline for officer response</b>	9am on 19 <sup>th</sup> January
<b>Name of officer responding</b>	Melissa Francis
<b>Officer job title</b>	Head of CityClean

## Resident Question

<b>Issue:</b>	The refuse collection service for the whole of Sylvan Hall was closed down for several weeks because of a health and safety concern which just affected one block. A private company was then brought in to partially restore the service.
<b>Background:</b>	None supplied.
<b>Action requested:</b>	Raise the following questions at Area Panel: a. Why was the service stopped for the whole estate when only one block was affected? b. What constitutes a health and safety issue and who decides this? c. Why were private firms able to collect rubbish but not CityClean?

## Officer Response

<b>Officer contact details:</b>	Melissa.Francis@brighton-hove.gov.uk
<b>Officer Response:</b>	<p>Thank you for your query regarding Sylvan Hall.</p> <p>Q. Why was the service stopped for the whole estate when only one block was affected?</p> <p>A. Following the incident where a staff member sustained an injury collecting bins, an initial assessment was undertaken and as a result bin stores were closed where it was identified there was a health and safety risk. Collections continued from bin stores where it was determined safe to continue collecting.</p> <p>Q. What constitutes a health and safety issue and who decides this.</p> <p>A. If there is an incident or near miss, a review of the task is completed, and a risk assessment is undertaken. The employer (Brighton &amp; Hove</p>

	<p>City Council) has a duty to protect the health, safety and welfare of employees. Therefore, the Council makes the decision on what constitutes a health and safety issue to protect staff and not expose them to risks.</p> <p>Q. Why were private firms able to collect rubbish but not CityClean?</p> <p>A. Private firms are responsible for the health and safety of their employees, and we cannot comment on their health and safety practices. The Council has a duty to protect the health, safety and welfare of its employees.</p>
<b>Action:</b>	N/A
<b>Start date:</b>	N/A
<b>End date:</b>	N/A