

From: [REDACTED]
Sent: 08 April 2026 07:22
To: [REDACTED]
Subject: FW: Bin collections risk assessment

From: [REDACTED]
Sent: 08 April 2026 07:14
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: FW: Bin collections risk assessment

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 20 January 2026 14:06
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Bin collections risk assessment

Great, thank you!

Best regards

[REDACTED]
[REDACTED]
[#MyNameIs](#) [REDACTED]

[REDACTED] | Health and Safety Advisor | Health, Safety and Wellbeing Team | People and Innovation | [Brighton & Hove City Council](#)
Telephone [REDACTED]

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From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 20 January 2026 12:19

To: [redacted] <[redacted]@brighton-hove.gov.uk>; [redacted]
<[redacted]@brighton-hove.gov.uk>
Cc: [redacted] <[redacted]@brighton-hove.gov.uk>; [redacted] <[redacted]@brighton-hove.gov.uk>; [redacted] <[redacted]@brighton-hove.gov.uk>
Subject: Re: Bin collections risk assessment

Hi [redacted]

The risk assessments for the Collections team are currently stored on SharePoint. Please find the link below, which includes all the previous records of RA :  [1.Risk Assessment](#)

There is a separate folder containing risk assessments that are still under review which I am currently following up on. You can access these here:

 [RA for Collections 2025](#)

Best regards,

[redacted]
Health & Safety Officer | Environmental Services
Brighton & Hove City Council
Hollingdean Depot, Upper Hollingdean Road, Brighton BN1 7GA
[redacted] | E [redacted]@brighton-hove.gov.uk

From: [redacted] <[redacted]@brighton-hove.gov.uk>
Sent: 20 January 2026 09:49
To: [redacted] <[redacted]@brighton-hove.gov.uk>; [redacted] <[redacted]@brighton-hove.gov.uk>
Cc: [redacted] <[redacted]@brighton-hove.gov.uk>; [redacted] <[redacted]@brighton-hove.gov.uk>; [redacted] <[redacted]@brighton-hove.gov.uk>
Subject: Bin collections risk assessment

Hi all

[redacted] and [redacted] have indicated that your refuse collection risk assessment will be shared at the public consultation regarding the proposed changes at Auckland Drive. I have requested these documents directly from you as well, but I have not received anything to date.

The work I completed was a risk analysis only. Without visibility of the controls you currently have in place, and without direct liaison with your team, I am unable to produce a full risk assessment. Please could you share your relevant risk assessments and method statements/work instructions/task instructions as soon as possible so we can determine whether a new assessment is required. If a new assessment is needed, I will need to meet with you to complete it together.

Best regards

[redacted]

#MyNameIs [REDACTED]

[REDACTED] [REDACTED] | Health and Safety Advisor | Health, Safety and Wellbeing Team | People and Innovation | [Brighton & Hove City Council](#)

Telephone [REDACTED]

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From: [redacted]
Sent: 08 April 2026 07:22
To: [redacted]
Subject: FW: For checking only
Attachments: H&S risk analysis for waste collection in Auckland Drive - Hornby Place.docx

From: [redacted]
Sent: 08 April 2026 07:15
To: [redacted] <[redacted]@brighton-hove.gov.uk>; [redacted] <[redacted]@brighton-hove.gov.uk>
Subject: FW: For checking only

From: [redacted] <[redacted]@brighton-hove.gov.uk>
Sent: 14 January 2026 15:39
To: [redacted] <[redacted]@brighton-hove.gov.uk>
Cc: [redacted] <[redacted]@brighton-hove.gov.uk>
Subject: RE: For checking only

Hi [redacted]

Please see the final document attached. I have shared this with [redacted] and [redacted]

Best regards

[redacted]
[redacted]
[#MyNameIs](#) [redacted]

[redacted] | Health and Safety Advisor | Health, Safety and Wellbeing Team | People and Innovation | [Brighton & Hove City Council](#)
Telephone [redacted]

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From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 14 January 2026 15:35
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: FW: For checking only

Hi

It looks fine to the two of us.

Let us know if you need anything else.

Regards

[REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 14 January 2026 07:34
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: For checking only

Hi both

Please could you have a scan of the attached and send me comments on anything I have missed or you think needs changing.

Please **do not** share on as I need the document sense checked by my manager before it's shared.

Many thanks!

Best regards

[REDACTED]

[REDACTED]

[#MyNamels](#) [REDACTED]

[REDACTED] | Health and Safety Advisor | Health, Safety and Wellbeing Team | People and Innovation | [Brighton & Hove City Council](#)
Telephone [REDACTED]

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[REDACTED] [REDACTED]

From: [REDACTED] [REDACTED]
Sent: 08 April 2026 07:21
To: [REDACTED] [REDACTED]
Subject: FW: Auckland Drive and Hornby Road referred to as "Bevendean Place" risk analysis task

From: [REDACTED] [REDACTED]
Sent: 08 April 2026 07:16
To: [REDACTED] [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: FW: Auckland Drive and Hornby Road referred to as "Bevendean Place" risk analysis task

From: [REDACTED] [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 09 January 2026 05:26
To: [REDACTED] [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Cc: [REDACTED] [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Auckland Drive and Hornby Road referred to as "Bevendean Place" risk analysis task

Morning

I would like in the first instance to speak with [REDACTED] [REDACTED] who manages REC 9, they work on the same roads you have noted above, as the risk analysis involves both crews.

Can we organise a teams call for circa 11am on Monday.

Regards

[REDACTED]

From: [REDACTED] [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 08 January 2026 15:28
To: [REDACTED] [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: Auckland Drive and Hornby Road referred to as "Bevendean Place" risk analysis task

Hi [REDACTED]

Our team have been asked to look at the risks operatives are facing with bin collections in the above street. Would you have some time to discuss this with me so we can agree on next steps?

I'm happy to visit the area tomorrow if you or a member of your team are available. However, I'd like to get a better understanding of the current situation first.
Please let me know your earliest availability to arrange this.

Many thanks!

Best regards

[Redacted]

[Redacted]

[#MyNameIs](#) [Redacted]

[Redacted] | Health and Safety Advisor | Health, Safety and Wellbeing Team | People and Innovation | [Brighton & Hove City Council](#)
Telephone [Redacted]

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From: [REDACTED]
Sent: 08 April 2026 07:20
To: [REDACTED]
Subject: FW: Auckland Drive - Options Appraisal - updated
Attachments: Options table - updated 30.6.25 [REDACTED].docx

From: [REDACTED]
Sent: 08 April 2026 07:17
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: FW: Auckland Drive - Options Appraisal - updated

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 01 July 2025 11:27
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: FW: Auckland Drive - Options Appraisal - updated

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 30 June 2025 16:46
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] Gilbert <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Auckland Drive - Options Appraisal - updated

Hi All

I have had a response from Highways regarding the Options Appraisal and our preferred being option 4 which they are particularly in favour of and prefer option 5 (cutting into the banks). Plus, they have come up with another suggestion:

- Locate bins belonging to residents on top of the bank onto the opposite pavement along with existing bins belonging to residents living on this side of the road . Although this is not great from a pedestrian accessibility perspective.

Feedback from a highways point of view:

Preferred solution is Option 5: Three communal bin store areas cut into the bank at roadside level

- Ideally near the existing stairs
- Appreciating the cost may be prohibitive

Response to Option 4: Bins in parking bays on opposite side of the road

- From a highway perspective placing bins in a live carriageway is not appropriate and not the right solution
- Will cause obstructions
- It's very tight with the parking on one side of the road

- Already a squeeze for two-way traffic
- A small part of Auckland Drive is a bus route which is narrow with parked cars
- There doesn't appear to be any parking restrictions along this road
- Bay markings: There is a risk cars will park opposite the bins and block the road entirely.
- Bins will not be properly visible / reflective at night causing hazards.

I have updated the options Appraisal table to factor this lot in so waiting to hear back from housing and for [REDACTED] to return from leave before we can progress any further.

Thanks

[REDACTED]

From: [REDACTED]
Sent: 26 June 2025 15:33
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Auckland Drive - Options Appraisal - updated

Hi All

I have made a couple of changes to the Options Appraisal as in tidying up typos, spelling and copy and paste errors!

New version attached.

I have also sent an email to [REDACTED] [REDACTED] in Highways asking for their thoughts on the feasibility of option 4 if that is what we end up deciding on.

I'll arrange a meeting when [REDACTED] is back from leave in Mid July.

Thanks

[REDACTED]

From: [REDACTED]
Sent: 25 June 2025 17:31
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: Auckland Drive - first draft of suggestions

Hi All

Attached is quite a lot of info but please can you take a look at let me know what you think and any comments and mistakes.

Attached Docs:

Images of the slopes per locations

Map of the slopes, houses number and proposed communal bin areas based on option 4 within the Options Appraisal, also attached.

Bin number per site, again as per option 4

If you could take a look and then I can arrange a get to gather to discuss further. I haven't as yet got costs or made contact with [REDACTED] in Housing as I don't know here full contact details (could someone share that with me and apologies if I have missed it)

Thanks

[REDACTED]

[REDACTED] [REDACTED]

From: [REDACTED] [REDACTED]
Sent: 08 April 2026 07:12
To: [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Cc: [REDACTED] [REDACTED]
Subject: FW: Auckland Drive info
Attachments: Project Mandate V1 [REDACTED] 16.6.25.docx; Option using 1100L bins 3.9.25.docx; Option 4 - detail 14.8.25.docx; Location Map - 2 Sites for 1100L Communal Waste Bins 12.12.25.docx; Auckland Drive Slopes - images 23.6.25.docx

From: [REDACTED] [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 09 January 2026 12:13
To: [REDACTED] [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Cc: [REDACTED] [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: Auckland Drive info

Hi [REDACTED]

I have copied in [REDACTED] [REDACTED] and [REDACTED] [REDACTED] as I feel they will be best placed to do a site visit with you at Auckland Drive and I have copied them in so hopefully this will come back to you re visiting on Monday. I see [REDACTED] has said he can go too, email cross over!

I have attached some documents that may be useful.

Thanks

[REDACTED]

[REDACTED] [REDACTED]

From: [REDACTED] [REDACTED]
Sent: 07 April 2026 14:50
To: [REDACTED] [REDACTED]
Subject: FW: Important - Auckland Drive

From: [REDACTED] [REDACTED]
Sent: 09 January 2026 11:20
To: [REDACTED] [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Cc: [REDACTED] [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Important - Auckland Drive

Thank you, [REDACTED]
Please can you make sure we have the new H&S opinion before the Thursday visit?

Regards
[REDACTED]

From: [REDACTED] [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 09 January 2026 11:08
To: [REDACTED] [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Cc: [REDACTED] [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Important - Auckland Drive

Hi [REDACTED]

That is so appreciated and yes to Teams call. Might be worth doing that early next week with [REDACTED] as well as she is the Lead. For now, I will get the letter to include the date and time.

Thank you so much for coming back to me so quickly, very much appreciated.

Kind regards
[REDACTED]

From: [REDACTED] [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 09 January 2026 11:05

To: [REDACTED] [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Subject: RE: Important - Auckland Drive

Hi [REDACTED]

I can attend on Thursday.

Would it be okay to have a quick Teams call with you at some point today please so I can get a clear understanding on the situation and planned actions?

Many thanks!

Best regards

[REDACTED]
[REDACTED]
[#MyNameIs](#) [REDACTED]

[REDACTED] [REDACTED] | Health and Safety Advisor | Health, Safety and Wellbeing Team | People and Innovation | [Brighton & Hove City Council](#)
Telephone [REDACTED]

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From: [REDACTED] [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Sent: 09 January 2026 10:33

To: [REDACTED] [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Cc: [REDACTED] [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Subject: Important - Auckland Drive

Importance: High

Hi [REDACTED]

[REDACTED] [REDACTED] has passed me you contacted details as the H&S person taking on the Auckland Drive issue where we are moving their individual waste bin collection service over to communal bins because of the banks, slopes and steps our crews are having to move bins up and down.

Councillors have requested an on site walk around next Thursday at 3pm which will require someone from your team to attend. I need to send the letters to residents informing them of this, by lunch time today to catch the post in time. If I can't confirm someone from H&S will attend on that date then I will have to send out the letter saying we will inform you once we have the date.

The urgency is that we have informed residents we will be changing their bins on Monday so we need to let them know asap that this is now on pause until the on site walk about and then a public meeting (to be held on a separate date) has been held.

For now, if you could confirm attendance so I can get the letter done to include Thursday's date, that would be very much appreciated and then I can start gathering all the info for you.

Feel free to teams me.

Kind regards



  | Project Development Officer | Environmental Services | [Brighton & Hove City Council](#) The Hub, Hollingdean Depot, Upper Hollingdean Road, Brighton BN1 7GA

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[REDACTED]
[REDACTED]

From: [REDACTED]
Sent: 06 March 2026 10:05
To: [REDACTED]
Subject: FW: H&S Report – Auckland Drive
Attachments: 2026 HS risk analysis review for waste collection in Auckland Drive - Hornby Place.pdf; RA+SSOW review.docx

Best regards

[REDACTED]
[REDACTED]
[#MyNamels](#) [REDACTED]

[REDACTED] | Health and Safety Advisor | Health, Safety and Wellbeing Team | People and Innovation | [Brighton & Hove City Council](#)
Telephone [REDACTED]

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From: [REDACTED]
Sent: 04 March 2026 11:17
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: H&S Report – Auckland Drive

Hello

Hope all well.

I don't have any new documents for Auckland Drive, just a copy of your risk assessment that I commented on and the risk analysis we completed. I have attached both, although you will have the most up to date copy of your risk assessment & SSOW.

I've copied [REDACTED] in so he can share anything he might have.

Hope that helps.

Best regards

[#MyNamels](#)

| Health and Safety Advisor | Health, Safety and Wellbeing Team | People and Innovation | [Brighton & Hove City Council](#)
Telephone

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From: <> [brighton-hove.gov.uk](mailto: Brighton-hove.gov.uk)>
Sent: 03 March 2026 15:44
To: <> [brighton-hove.gov.uk](mailto: Brighton-hove.gov.uk)>
Cc: <> [brighton-hove.gov.uk](mailto: Brighton-hove.gov.uk)>
Subject: H&S Report – Auckland Drive

Hi

I hope you're well.

Would you be able to share the most recent H&S report for Auckland Drive with me when you have a moment please?

We've had a FOI query recently in relation to this site and I just want to have access to the latest documented information.

Many thanks,

Health & Safety Officer | Environmental Services
Brighton & Hove City Council
Hollingdean Depot, Upper Hollingdean Road, Brighton BN1 7GA
| E [brighton-hove.gov.uk](mailto: Brighton-hove.gov.uk)

[REDACTED]

From: [REDACTED]
Sent: 04 March 2026 20:20
To: [REDACTED]
Subject: Re: Auckland Drive waste collections

Yes, that works. Thank you!

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: Wednesday, March 4, 2026 4:28:16 PM
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Auckland Drive waste collections

Hi [REDACTED]
Thanks for coming back so quickly - I can do 9.30am on Friday if this is good with [REDACTED]

From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Sent: 04 March 2026 15:58
To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: RE: Auckland Drive waste collections

Hi [REDACTED]

Thank you for your email and I hope you are well.

I can't do 8am but can anytime after 09:30, I'll move some things around after 09:30 to accommodate.

[REDACTED]
[REDACTED]
[REDACTED]
Health, Safety, Wellbeing, Facilities and Building Services
People and Innovation | Brighton and Hove City Council

[REDACTED]
W: [Brighton & Hove City Council](#)
A: Room B81, Hove Town Hall, Norton Road, Brighton and Hove, Hove BN3 3BQ

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From: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Sent: 04 March 2026 09:00

To: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>; [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Subject: FW: Auckland Drive waste collections

Hi

Would you be able to help me with Auckland Drive. [REDACTED] was leading on this but is on leave. I have collected the refuse and recycling from this area and I have some thoughts. Ali would like us to explore cutting into the verge for storing bins. I appreciate you might not normally get involved in operational issues within Environmental Services but I would appreciate your help. Are you free for an online meeting 8am on Friday?

Thanks.

[REDACTED]

From: Alison Mcmanamon <Alison.McManamon@brighton-hove.gov.uk>

Sent: 03 March 2026 21:19

To: [REDACTED] <[REDACTED]@gmail.com>

Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>

Subject: RE: Auckland Drive waste collections

Dear Mr [REDACTED]

Thank you for your response, and we will be certainly working hard to regain the trust of the community. That is what we will be aiming to do and are committed to being a listening council.

I will stay in touch with [REDACTED] on this.

Kind Regards

Alison McManamon (My pronouns are she/her) Corporate Director, City Operations

Mobile [REDACTED]

[Brighton & Hove City Council](#)

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From: [REDACTED] <[REDACTED]@gmail.com>
Sent: 03 March 2026 10:31
To: Alison Mcmanamon <Alison.McManamon@brighton-hove.gov.uk>
Cc: [REDACTED] <[REDACTED]@brighton-hove.gov.uk>
Subject: Re: Auckland Drive waste collections

This email originates from outside of Brighton & Hove City Council. Please think carefully before opening attachments or clicking on links.

Dear Alison,

Thank you for your email and for confirming that a full investigation into my formal Corporate Complaint is now underway. I genuinely appreciate your prompt intervention.

While I am not a resident of Auckland Drive myself, I am very close to the Bevendean community. Speaking with parents on the school playground and monitoring our community groups, I can tell you that residents are furious. The trust between Environmental Services and the wider community has never been brilliant, and this incident has cemented concerns that the service prioritizes cutting costs and misleading residents over doing what is best for the public.

Thank you for offering to put me in touch with [REDACTED] [REDACTED] regarding arrangements for the upcoming meeting. As I do not live on the street, it is vital that this is an open, minuted meeting with the residents of Auckland Drive, with our Ward Councillors in attendance.

To help rebuild the trust that has been lost, my strong suggestion for that meeting would be to formally adopt "**Option 1**" from your internal Options Appraisal document (dated 26 June 2025). This option proposes making "No structural changes to the location with crews collecting following a H&S site specific Method Statement to collect and return bins directly to each property".

I want to be clear: if the Local Authority gets this right, by conducting a transparent investigation, issuing a genuine apology, and implementing a safe kerbside scheme like Option 1. I will be the first to publicly advocate for you. I am more than happy to celebrate the Council's successes just as fiercely as I hold it to account.

Finally, I must note that I currently have another FOI request (Ref: 22375833) waiting for release, requesting the Health & Safety documentation and accident logs for this area over the last six years. If this data shows minimal or no accidents to justify the sudden "safety" narrative that prompted this scheme, there are going to be even more serious questions that need answering.

I look forward to hearing the date for the meeting, and to receiving the findings of your formal complaint investigation.

Yours sincerely,

[REDACTED] [REDACTED]

On Tue, Mar 3, 2026 at 7:44 AM Alison Mcmanamon <Alison.McManamon@brighton-hove.gov.uk> wrote:

Dear Mr [REDACTED]

I am writing following the submission of your formal complaint which has been passed onto me by Jacob Taylor. The complaint will now be fully investigated. I am sorry that you have had to use our formal complaints process and can assure you that we will fully investigate the issues you raise and get a response to you.

Whilst we consider the detail of your complaint, I wanted to update you on the work that is ongoing in regard to Auckland Drive bin collection. We have paused any changes to the current model of delivery, to discuss the situation further with residents and staff. I am aware that there has been a walkabout with residents, and my colleague, [REDACTED] Head of Operations, has visited the site with the crews to assess the situation. She is optimistic that we can find a solution, and we are very mindful and aware that the very strong preference is to keep this street as a kerbside collection and not to move to communal bins.

My reason for emailing, is to put you in touch with [REDACTED] so that she can update you further, and to ensure you are included in any arrangements for a future meeting that is due to take place following our walkabouts and visits with staff. This won't cut across the investigation into your complaint. You raise some very important issues that we will investigate and respond to.

Thank you for getting in touch,

Kind Regards

Alison McManamon (My pronouns are she/her) Corporate Director, City Operations

Mobile [REDACTED]

[Brighton & Hove City Council](http://www.brighton-hove.gov.uk)

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[REDACTED]

From: [REDACTED]
Sent: 19 February 2026 16:28
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Draft with comments ES-Collections-RA15 Collections on uphill terrain

Hi [REDACTED]

If all residents are bringing their bins to the road and staff no longer need to bump the bins down and up the stairs, then this would eliminate some of the musculoskeletal hazards. Are you considering keeping the bin collections the way they are in light of residents now bringing their bins to the road or is that still going ahead? I expect the residents will argue that there isn't a need to change if operatives are no longer having to navigate slopes?

Of course I'm always happy to discuss, I've copied [REDACTED] in for his opinion.

Best regards

[REDACTED]
[REDACTED]
[#MyNameIs](#) [REDACTED]

[REDACTED] [REDACTED] | [Health and Safety Advisor](#) | [Health, Safety and Wellbeing Team](#) | [People and Innovation](#) | [Brighton & Hove City Council](#)
Telephone [REDACTED]

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Our People Promise
Supporting your wellbeing at work

From: [REDACTED]
Sent: 19 February 2026 14:43
To: [REDACTED]; [REDACTED]
Cc: [REDACTED]; [REDACTED]
Subject: RE: Draft with comments ES-Collections-RA15 Collections on uphill terrain

Hi [REDACTED]

I collected bins from Auckland Drive this week and the crew told me it is no longer an issue because most residents bring their bins down. It significantly reduces the number of trips along the path and stairs to collect bins. Can we discuss whether these factors impact the safety issues of collecting the bins from this location.