

Somerset Waste Partnership reference: 2016 - 102

Enquiries regarding introduction of van, pick-up and trailer permits at Somerset Recycling sites

Date of response: 18.10.2016

Dear XXX

I am writing regarding your recent request for information from Somerset Waste Partnership, which has been dealt with under the provisions of the Freedom of Information Act 2000. Somerset Waste Partnership is a partnership of Mendip, Sedgemoor, South Somerset and West Somerset District Councils, Taunton Deane Borough Council and Somerset County Council. This response covers all those partner authorities.

In response to your questions: -

The leaflet I was given at Frome Recycling Centre today says that "a majority of site users want controls on large vehicles and out-of-county visitors". Would you please provide:

- the results of any surveys, including the number of respondents, the questions and answers which led to this conclusion
- the number of comments, complaints or other contact from users of Somerset recycling sites which make these points which have been received in the last three years (broken down by year)
- any reports or assessments carried out by SWP, or on behalf of SWP, which led to this conclusion

Thank you for your enquiry. In response to your question regarding the quote 'majority of site users want controls..'. I attach a link to the results of an independent public survey undertaken in late 2015. This was reported to the Somerset Waste Board in February 2016 and formed one of the planks in deciding to investigate and latterly adopt a van and trailer permit scheme in Somerset;

Public Survey Results

<http://www1.somerset.gov.uk/council/meetings/reports.asp?item=1386> (See Item 5)

With regard to your question on the level of formal customer contact we've received over the past 3 years on this subject, we very rarely get formal customer contact that lead on the issue of oversized vehicles being on site and they tend to focus more on the length of queues, the need to shut gates for compaction when it's been busy etc. These types of enquiry generally root to those residents (and covertly hidden commercial users) that spend above average time unloading their waste from larger capacity vehicles. Through observation of the CCTV images and reports from site staff, it is certainly the case that the larger less manoeuvrable vehicles add to the likelihood of these issues being present on site at any given time.

To address your final question, I attach a link to the decision taken by the Somerset Waste Board to implement the permits
<http://www1.somerset.gov.uk/council/meetings/reports.asp?item=1388> (See Item 9) in June 2016, leading to the scheme introduction from 3rd October 2016.

If you feel your request has not been answered in sufficient detail or if you wish to clarify the information given please contact me and I will be happy to address the issues you raise.

If you are not satisfied with the way in which your request has been dealt with, or the information you have received, you can ask for an internal review of our decision.

Please send your request to:

Peter Grogan
Corporate Information Governance Manager
Information Governance Team
Resources Directorate
County Hall
Taunton
TA1 4DY or email informationgovernance@Somerset.gov.uk

An internal review will then be carried out and we will write to you with the results of our investigation. If you are not content with the outcome of our review, you may then apply directly to the Information Commissioner's Office (<https://ico.org.uk>) for an appeal: The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF Tel: 0303 123 1113

Please quote the reference numbers at the top of this e-mail in any future correspondence with Somerset Waste Partnership.

Yours sincerely