

Somerset Waste Partnership reference:2016-84
Enquiry regarding waste collection complaints
Date of response: 28.04.2016

Dear XXX

Complaints regarding waste collection

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: -

i) The total number of complaints received by the Council regarding waste collection annually over the past 5 years. I would therefore request the number of complaints annually in 2011; 2012, 2013; 2014 and 2015.

We hold this data in part.

We follow the definition of a complaint given here:

<http://www.somersetwaste.gov.uk/about/complaints/> .

We hold Collection Complaints data from 2013, as follows.

| Collection Complaints | |
|-----------------------|------|
| 2013 | 986 |
| 2014 | 1013 |
| 2015 | 1497 |

ii) a break down of the complaints indicated in i) : how many of them in each year relate to failed collection of household rubbish? What do the other complaints relate to?

We hold this data in part.

Collection Complaints Data held is not split down to subject matter so each complaint could cover any aspect of collections, from service issues to materials being spilled, crew behaviour or bins damaged by the collection lorry.

Missed Collection (as defined by our Complaint Procedure

<http://www.somersetwaste.gov.uk/about/complaints/>)

Data detailed below.

| Year | Total Missed Collections Reported |
|------|-----------------------------------|
| 2011 | 14641 |
| 2012 | 15280 |
| 2013 | 14632 |
| 2014 | 23703 |
| 2015 | 22865 |

Please note that Somerset Waste Partnership's contractor carries out well over 21 million collections a year, so the number of missed collections reported was just over 0.1%, with 99.9% attracting no missed collection complaints.

iii) How often are household bins collected by the Council?

We hold this data.

The standard service is

- Food waste and dry recycling is collected weekly
- General refuse is collected fortnightly

SWP also collects garden waste, bulky waste and clinical waste.

See <http://www.somersetwaste.gov.uk/>

iv) How many different categories of household bin does the Council collect? What are they?

We hold this data.

The standard collection containers are:

- One wheeled bin for general refuse or up to four black sacks for properties not suitable for refuse bins (collected fortnightly). See <http://www.somersetwaste.gov.uk/collections/refuse/>
- Two recycling boxes for dry recycling – see <http://www.somersetwaste.gov.uk/collections/recycling/>
- One kerbside food waste bin, with an internal kitchen caddy provided – see <http://www.somersetwaste.gov.uk/collections/food/>

Please feel free to pass this email on to whoever is best placed to meet this request. If any clarification of this request is required please do not hesitate to contact me using the contact details below to discuss (rather than waiting until the end of the 20-day period).

If some parts of this request are more difficult to answer than others please release material as it becomes available rather than hold up the entire request for the contested data.

Please can you also acknowledge receipt of this email as soon as possible.

I make this request under the Freedom of Information Act 2000. My preferred format to receive this information is by electronic means. Please email your response to: xxxxx

Many thanks and I look forward to hearing from you.

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
Information Governance Team
Somerset County Council

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