

Somerset Waste Partnership reference: 2016-92
Enquiries regarding green waste collection service
Date of response: 29.06.2016

Dear XXX

In response to your questions: -

We are in the process of reviewing our green waste collection scheme with the intention of introducing charges. Could you please assist by responding to the questions below, by the 1st July 2016. Thank you in advance for your assistance in this matter.

What is the subscription amount?

Garden waste collection service charges for 2016/17 are:

District	Wheeled Bin	Sacks (10)
Mendip	£50.00	£26.00
Sedgemoor	£53.00	£26.00
South Somerset (new trial for a two year option)	£50.00 (12 months) or £95.00 (24 months)	£26.00
Taunton Deane	£53.00	£26.00
West Somerset	£53.00	£26.00

Please see: <http://www.somersetwaste.gov.uk/collections/garden-waste/>

How many properties are in the council area?

Mendip – 50,230
Sedgemoor – 53,240
South Somerset – 75,260
Taunton Deane – 51,410
West Somerset – 17,830

= Somerset 247, 970

How many properties are offered the scheme?

The subscription based service is offered to all residents.

What percentage uptake did your scheme have in the first year and subsequent years retention and new subscribers?

We do not hold that information as the original schemes pre-date the formation of Somerset Waste Partnership.

If you went from a free scheme to a subscribed scheme, how did you deal with the unwanted containers?

N/A

How do you identify subscribers from non subscribers?

Colour-coded dated stickers are issued annually on subscription renewal for use on garden waste bins.

If a resident was to subscribe part way through the year do you offer a reduced fee based on the number of weeks left in the subscription year?

No.

How many collections is the scheme offered over? i.e 26 collections

25 collections. The service is suspended over the Christmas fortnight.

Do you collect green waste on the same day as refuse/ recycling?

Collections are normally on the alternate week to refuse collections.

Would please supply a copy of your terms and conditions and any literature regarding the scheme?

Please view the terms and conditions at:

<http://www.somersetwaste.gov.uk/collections/garden-waste/tc-201516/>

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