

Somerset Waste Partnership reference: 2017-134  
Enquiries relating to Garden Waste  
Date of response: 14.09.2017

Dear XXX

**Freedom of Information request - Garden Waste**

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.

I confirm we hold the information you request. In response to your questions: -

Please provide the following information for your last green bin subscription period.

Does the Council operate a garden waste collection service? Yes.  
If so, does the Council charge residents for this service? How much?

Please see <http://www.somersetwaste.gov.uk/collections/garden-waste/> for details or garden waste collections across Somerset.

The total number of households subscribed? Across Somerset, approximately 44,000.

The total number of bins subscribed? Approximately 46,500.

Can you pay by Direct Debit? - No  
If yes:

Do you offer a discount for paying by Direct debit?

How many collection dates do you have and what are they? Eg, 1<sup>st</sup>, 15<sup>th</sup>  
Garden waste collections are made 25 times a year, once every fortnight. There are no garden waste collections for a two week period during the Christmas and New Year period. In South Somerset (only), residents can subscribe for a two-year period, following the same collection pattern. Garden waste collections are made in the alternate week to refuse collections.

The number of subscribers that pay by Direct Debit? Not applicable.  
Which company processes the direct debit payments? Eg Internal, Go Cardless, Eazipay  
The number of reversed direct debit payments

Do you provide a sticker for the bin? Yes.  
If yes:

Which company provides the sticker? – MailaDoc

Can you provide a pdf copy of the sticker? Please mark as example or Void – See attached.

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](mailto: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