

Somerset Waste Partnership reference: 2017-143
 Enquiries relating to refuse collection
 Date of response 06.04.2018

Dear XXX

FOI request on refuse 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.

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

- How much has the council spent on (a) general waste collection, (b) recycling waste collection in each year since 2009-10?
 - Please can you tell me frequency of (a) general waste collection, (b) recycling waste collection in each year since 2009-10?
 - How many requests for replacement bins did you receive in each year since 2009-10?
 - How many replacement bins did you provide in each year since 2009-10?
 - How much money did the council receive as a result of providing replacement bins in each year since 2009-10?
 - How many complaints the council has received in relation to refuse collection in each year since 2009-10?
- How much has the council spent on (a) general waste collection, (b) recycling waste collection in each year since 2009-10?

Annual costs for kerbside collections as follows: -

In all tables the columns represent the cost per district partner in the following order:

Mendip District Council; Sedgemoor District Council; South Somerset District Council; Taunton Deane Borough Council; West Somerset Council.

2009/10 (£000s)

| Kerbside Recycling | £ | £ | £ | £ | £ |
|---------------------------------|---------|--------|---------|---------|--------|
| Weekly (TDBC;MDC;SSDC) | 1148.70 | 0.00 | 1709.28 | 1085.74 | 0.00 |
| Fortnightly (WSDC;SDC) | 0.00 | 355.37 | 0.00 | 0.00 | 143.86 |
| Cardboard Collection (WSDC) | | | | | 61.37 |
| Garden Waste Collections | 344.90 | 442.85 | 295.55 | 541.49 | 59.90 |
| Household Refuse | | | | | |

| | | | | | |
|-----------------------------|--------|---------|---------|--------|--------|
| Fortnightly (TDBC;MDC;SSDC) | 865.77 | 0.00 | 1288.27 | 818.31 | 0.00 |
| Weekly (WSDC;SDC) | 0.00 | 1389.44 | 0.00 | 0.00 | 562.48 |
| Weekly (TDBC;MDC) | 35.04 | 0.00 | 0.00 | 33.12 | 0.00 |
| Household Refuse - Communal | 70.04 | 34.82 | 21.49 | 6.78 | 0.00 |

2010/11

| | £ | £ | £ | £ | £ |
|---------------------------------|-----------|-----------|-----------|-----------|---------|
| Kerbside Recycling | | | | | |
| Sort it | 1,176,517 | | 1,741,493 | 1,124,681 | |
| Sort it+ | | | | | |
| Non Sort it | | 373,722 | | | 146,183 |
| Cardboard Collection (WSDC) | | | | | 62,691 |
| Communal Recycling | 7,818 | 19,328 | 13,247 | 14,116 | 9,773 |
| Garden Waste Collections | 358,825 | 463,534 | 439,962 | 455,767 | 60,803 |
| Household Refuse | | | | | |
| Fortnightly | 905,388 | | 1,340,164 | 868,954 | |
| Weekly Non Sort it | | 1,466,792 | | | 579,159 |
| Weekly Sort it | 36,248 | | | 34,189 | |
| Weekly Sort it+ | | | | | |
| Household Refuse - Communal | 45,636 | 45,941 | 60,899 | 69,537 | 9,463 |

2011/12 (£000s)

| | | | | | |
|-------------------------|------|------|------|------|-----|
| Kerbside Recycling | 1607 | 1579 | 2381 | 1526 | 370 |
| Green Waste Collections | 389 | 521 | 406 | 466 | 67 |
| Household Refuse | 1134 | 1045 | 1565 | 1034 | 547 |

2012/13 (£000s)

| | | | | | |
|-------------------------|------|------|------|------|-----|
| Kerbside Recycling | 1689 | 1666 | 2510 | 1603 | 663 |
| Green Waste Collections | 414 | 501 | 476 | 465 | 82 |
| Household Refuse | 1128 | 1176 | 1667 | 1110 | 449 |

2013/14 (£000s)

| | | | | | |
|-------------------------|------|------|------|------|-----|
| Kerbside Recycling | 1745 | 1732 | 2590 | 1652 | 681 |
| Green Waste Collections | 419 | 553 | 531 | 473 | 88 |
| Household Refuse | 1155 | 1199 | 1705 | 1130 | 454 |

2014/15 (£000s)

| | | | | | |
|--------------------|------|------|------|------|-----|
| Kerbside Recycling | 1759 | 1737 | 2610 | 1669 | 680 |
|--------------------|------|------|------|------|-----|

| | | | | | |
|-------------------------|------|------|------|------|-----|
| Green Waste Collections | 421 | 523 | 544 | 487 | 94 |
| Household Refuse | 1162 | 1206 | 1715 | 1142 | 456 |

2015/16 (£000s)

| | | | | | |
|-------------------------|------|------|------|------|-----|
| Kerbside Recycling | 1775 | 1779 | 2671 | 1718 | 696 |
| Green Waste Collections | 439 | 515 | 602 | 540 | 95 |
| Household Refuse | 1188 | 1222 | 1777 | 1188 | 465 |

- Please can you tell me frequency of (a) general waste collection, (b) recycling waste collection in each year since 2009-10?

In all years in the period requested refuse has been collected fortnightly and recycling has been collected weekly.

- How many requests for replacement bins did you receive in each year since 2009-10?

Please clarify what is meant by “bins”. Does this refer to wheeled refuse bins only or all waste containers?

- How many replacement bins did you provide in each year since 2009-10?
See above.

- How much money did the council receive as a result of providing replacement bins in each year since 2009-10?

Please clarify what is meant by “as a result of providing”? Does this mean was a charge levied to the resident prior to replacing a container, or is there a different assumption about revenue accrued post supply of a container?

- How many complaints the council has received in relation to refuse collection in each year since 2009-10?

Please clarify – does “Complaint” include missed collection reports, or is this just limited to complaints about crew behaviour and other serious incidents?

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