

Somerset Waste Partnership reference – 2018-19 - 165
Enquiries relating to Appliance recycling – Environmental Data Request
Date of response: 14.12.2018

Dear XXX

Environmental Data Request

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: -

Waste & Recycling Collections during the period April 16 – March 17

1. Number of Missed Collections:

A collection not completed on the specified day, where the container has been correctly set out by the resident, and has not been emptied.

2. Number of Repeat Missed Collections:

A second, and further, instance(s) of the same container not being collected, where the container has been correctly set out by the resident and has not been emptied, within four collection cycles (four weeks for weekly collections, 8 weeks for fortnightly collections etc.).

3. Number of Missed Collections not Rectified:

A reported missed collection not collected within 48 hours (or other specified timeframe) of the original collection date.

4. Number of Missed Assisted Collection:

An assisted collection not completed on the specified day, where access to the container was available as agreed with resident.

5. Number of Repeat Missed Assisted Collections:

A second, and further, instance(s) of the same container not being collected, where access to the container was available, within four collection cycles (four weeks for weekly collections, 8 weeks for fortnightly collections etc.).

6. Number of Missed Bulky Waste Collection

A confirmed booking for a bulky waste collection not complete on the agreed date, where the items were set out correctly by the resident for collection.

7. Number of Missed Bulky Waste Collections not Rectified:

A reported missed bulky waste collection not collected within 48 hours (or other specified timeframe) of the original collection date.

8. Number of complaints raised, and percentage upheld:

Number of complaints raised by residents regarding the waste and recycling collection service, and the percentage of complaints that were upheld by the

authority. 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.

Please see the attached Excel spreadsheet. This is the information we hold on missed collections for the five collection authorities within the Somerset Waste Partnership.

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