

Somerset Waste Partnership reference – 2018-19 - 171
Enquiries relating to – missed bin collections for 2018 and 2019
Date of response: 08/02/2019

Dear XXX

FOI – Missed bin collections

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: -

1. The number of missed bin collections in 2018, broken down by month
 2. The number of missed bin collections so far in 2019.
 3. The total number of bins the council (or its service provider) is responsible for collecting
 4. The number of missed collections per 100,000 possible collections
- I'd be grateful if you could provide the information in the form of a Microsoft Excel spreadsheet.

Please see the attached Microsoft Excel spreadsheet. However please note:

1. We have included all reported missed collections for refuse, recycling and garden waste collection services.
2. For January 2019. As above. Please note that garden waste collections were suspended over the festive period, between 24 December 2018 – 4 January - 2019.
3. We do not hold information on the total number of bins at each property. Our standard collection service is: For refuse: residents can use either a wheeled bin or present up to four black sacks per collection. For recycling, the standard service is 1 x black box, 1 x green box and 1 x food container. Residents can have additional containers on request. For garden waste, residents, can either subscribe and present garden waste in a wheeled bin or can they can purchase branded sacks. However, our contractors make collections from 256,010 Somerset households. For information on our collection services, please visit www.somersetwaste.gov.uk
4. Please see the attached spreadsheet.

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:

Lucy Wilkins
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