

Response to Request for Information

Reference EIR 000214
Date 15 March 2018

Refuse Collection

Request:

Under the Freedom of Information Act 2000, I would like to request the following information:

The response to your request, has been treated as a request made under the Environmental Information Regulations 2004 (EIR), as opposed to a Freedom of Information Act, as this refers to matters that are to do with, or have an impact on, the environment. Our response has been marked in 'blue':

- How much has the council spent on (a) general waste collection, (b) recycling waste collection in each year since 2009-10?

The services are provided by an external contractor, the figures below are the annual contract values:

	Waste Collection	Waste Recycling
	£000	£000
2009/10	5,543	2,968
2010/11	5,664	3,034
2011/12	6,263	3,108
2012/13	6,338	3,781
2013/14	5,659	4,068
2014/15	5,659	4,068
2015/16	5,659	4,068
2016/17	5,659	4,068

- Please can you tell me frequency of (a) general waste collection ([weekly collection](#)), (b) recycling waste collection in each year since 2009-10 ([fortnightly collection](#))
- How many requests for replacement bins did you receive in each year since 2009-10?

Year	Requests for replacement bins	Replacement bins provided
2009 - 2010	No data held	No data held
2010 - 2011	No data held	No data held
2011 - 2012	No data held	No data held
2012 - 2013	No data held	No data held
2013 - 2014	No data held	No data held
2014 - 2015	4,821	4,283
2015 - 2016	4,768	4,264
2016 - 2017	4,545	4,116
2017 - 2018	4,615	4,157

- 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?
[None the council does not charge for replacement bins.](#)
- How many complaints the council has received in relation to refuse collection in each year since 2009-10?
[We can only supply corporate stage 1 complaint data from 2013 as follows](#)

[2013 – 53](#)
[2014 - 66](#)
[2015 - 55](#)
[2016 - 39](#)
[2017 – 48](#)
[2018 to present - 11](#)