

Response to Request for Information

Reference FOI 0316159
Date 31 March 2016

Waste Collection

Request:

I am writing to request the following information under the Freedom of Information Act from the Council.

I would like to know:

- i) The total number of complaints received by the Council regarding waste collection annually over the past 5 years. I would therefore request the number of complaints annually in 2011; 2012, 2013; 2014 and 2015.

2013	Number
Stage 1	51
Stage 2	1
LGO	0
2014	Number
Stage 1	66
Stage 2	1
LGO	0
2015	Number
Stage 1	55
Stage 2	0
LGO	0

Please note: No information held prior to 2013.

- ii) A break down of the complaints indicated in i) : how many of them in each year relate to failed collection of household rubbish? What do the other complaints relate to?

2013	Number
Stage 1	11
Stage 2	1
LGO	0
2014	Number
Stage 1	10

Stage 2	1
LGO	0
2015	Number
Stage 1	8
Stage 2	0
LGO	0

What do the other complaints relate to?

	Dissatisfaction Council policies	Failure to consider relevant matters	Conduct individual employees	Delays in responding, or administrative	Failure to provide service	Failure to achieve standards / quality
2013 Stage 1	13	2	7	0	16	2
2014 Stage 1	22	1	11	1	19	2
2015 Stage 1	2	1	11	0	33	0

2013	
Stage 2	0
LGO	0

2014	
Stage 2	0
LGO	0

2015	
Stage 2	0
LGO	0

iii) How often are household bins collected by the Council?

Residual – Weekly

Recycling - Fortnightly

Food - Weekly

Garden - Fortnightly (April to Nov)

iv) How many different categories of household bin does the Council collect? What are they?

Residual – 140litre

Recycling – 240litre

Food caddy – 23litre

Garden - 240 litre

The approximate number of collections in a year is **10,058,000** which is based on 107,000 households receiving 52 domestic collections (and food), 26 recycling collections and 16 garden waste collections in a year.