



## Response to Request for Information

Reference      FOI 1015109  
Date            22 October 2015

### ***Recycling Collections in October 2015***

#### **Request:**

1. how many recycling bins were not emptied last Thursday in the roads in the WV4 postcode  
395
2. what the governance procedures are to ensure that all roads are visited and the majority of bins are emptied  
Every collection vehicle has an "in cab" device which contains all property details within the city. The information is sourced from the Councils LLPG updates. Crews have to mark as complete collections from all properties on the device each day.
3. what the procedures are for ensuring that customers whose bins are not emptied are informed of the reason  
If a bin has a legitimate reason for not being emptied i.e. contaminated, not presented, too heavy etc. it is recorded on the "in cab" device. For contamination on the recycling rounds, a card is filled out and marked with which item has caused the bin not to be emptied. This is then posted through the door of the property. Customer Services have access to the "in cab" data via Client CMS and this allows them to view a read only version of the information and inform residents of what is recorded if they call up.
4. the number of complaints received from the WV4 region about bins not being emptied in October compared to previous months  
The corporate complaints team has received one corporate complaint in October 2015 in the WV4 region regarding a bin not being emptied.
5. whether there was a campaign or instruction in place at the time to enforce more appropriate use of the bins.  
Engagement Team are continually out visiting those properties that call in regarding their bins and also those that are reported as contaminating on a regular basis. In addition, monitoring work was being undertaken with two particular crews during October as part of their training.