

FOI number: **HBC_FOI_2019002**
Date FOI Received: **02/01/2019**
Department: **Waste and recycling**
Title: **Missed bin and waste collections**
Description: **Total number of missed bin/waste collections, reported to your council in each of the individual calendar years 2014-2018**

Request: *(As Redacted sent by requestor)*

In each of the individual calendar years: 2014, 2015, 2016 2017 and 2018.

- 1) The total number of missed bin/waste collections, reported to your council in each of the individual calendar years requested.

For clarity I request that you provide me with the total number of missed bin /waste collections reported to your council for all types of waste collection. This is inclusive of household waste, garden waste and recyclable material collection.

Response: *(Response as Redacted sent by service)*

Please note; the figures provided are by reports received and not actual missed bin occurrences.

Year	Total
2014	1780
2015	1706
2016	2623
2017	1822
2018	2322

If you have any queries about the processing of your request then please do not hesitate to contact me. Further information explaining the Council's process for responding to information requests together with a complaints/appeals procedure is available in our reception or via our website at:

<https://www.hertsmere.gov.uk/Your-Council/Official-Publications--Guides--Policies/Access-to-Information.aspx>

The Information Commissioner oversees the application of the Freedom of Information Act. You may contact the Information Commissioner at:

Information Commissioners Office
Wycliffe House, Water Lane
Wilmslow
Cheshire SK9 5AF
Telephone: 01625 545700
Website: www.informationcommissioner.gov.uk

Please include the above reference number on all correspondence related to this request.

Thank you for your request.

Kind regards

Information Services