

FOI number: **HBC_FOI_20200465**
Date FOI Received: **18/08/2020**
Department: **Waste and recycling**
Title: **Missed bin collections data 2018-2020**
Description: **Missed bin collections data 2018-2020**

Request: (As Redacted sent by requestor)

Under the Freedom Of Information Act I would like to request the following data:

- The number of missed bin collections in 2018, 2019 and 2020
- How many extra bin lorries had to be sent out to pick up bins missed during their routine collections in 2018, 2019, 2020 ?
- The additional costs to the council resulting from missed bin collections in 2018, 2019 and 2020
- The average weekly and annual costs to the council of collecting domestic waste, as in the regular landfill waste, food waste and recycling created by homes which is collected by the council.

Response: (Response as Redacted sent by service)

1. Please follow the link below:

Link to the 2018/19 figure: <https://www.hertsmere.gov.uk/Documents/11-Your-Council/Official-Publications--Guides--Policies/Annual-Report-2018-19.pdf> (see page 3)

Link to the 2019/20

figure: <http://www5.hertsmere.gov.uk/democracy/documents/g10606/Public%20reports%20pack%20Wednesday%2008-Jul-2020%2016.00%20Executive.pdf?T=10> page 51

2. We operate one missed bin vehicle that is utilised on an as and when basis.
3. These costs are not recorded separately as the vehicle can be used for other tasks.
4. Please follow the link below:

<https://www.hertsmere.gov.uk/Documents/11-Your-Council/How-the-council-works/Finance/Budget-Book/Budget-Book-2019-20.pdf>

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

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