

FOI number: **HBC\_FOI\_20200163**  
Date FOI Received: **20/02/2020**  
Department: **Waste and recycling**  
Title: **Bin collection rates and satisfaction rates**  
Description: **Levels of missed bin collection and the level of satisfaction with the service.**

**Request: (As Redacted sent by requestor)**

I wish to request, under the Freedom of Information Act, that you supply me with:

- Data on how often bin collections in your area are missed (as a percentage)
- The rate of collection in your area (are they every week, every two weeks?)
- Information on how satisfied local residents are about the bin services you provide

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

1. For 2018/19 the number of missed bin collections was approx. 3%
2. Please follow the link to our website:

<https://www.hertsmere.gov.uk/Environment-Refuse--Recycling/Recycling--Waste/Recycling-and-Waste.aspx>

3. Please follow the link to our website:

<https://www.hertsmere.gov.uk/Documents/11-Your-Council/Official-Publications--Guides--Policies/Hertsmere-Residents-Survey-2018-FINAL-REPORT.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](http://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