



Ms Lauren Smithson xxx@xxxxxxxxxxxxxxx

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Date: 14 September 2020 Our Ref: TWC-56064

Dear Ms Smithson,

Freedom of Information Act (FOIA) 2000

Further to your recent request, we are pleased to be able to provide you with the information you require, see below.

- The number of missed bin collections in 2018, 2019 and 2020.

2017 / 2018: 3,328 (0.056%) 2018 / 2019: 3,689 (0.067%) 2019 / 2020*: 6,588 (0.072%)

- * In 2019 / 2020 a new weekly food waste service was introduced for all properties resulting in roughly 320,000 extra collections a month compared to previous years.
- How many extra bin lorries had to be sent out to pick up bins missed during their routine collections in 2018, 2019, 2020.
 - 0 This is managed by Veolia fleet.
- The additional costs to the council resulting from missed bin collections in 2018, 2019 and 2020.
 - £0 This is managed through the Waste Contact as a service failure and therefore costs fall to Veolia.
- 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.

Weekly - £96,000. Annual - £4.9 million.



If you are not happy with the information you have received, you have the right to appeal. Please send us the reasons for your appeal to the above address and mark for the attention of Information Governance, Freedom of Information – Appeal on or before 14/12/2020.

Please remember to quote the above reference number in all related correspondence.

Yours sincerely,

Phoebe Bryan Information Governance