



Telford & Wrekin
COUNCIL

Ms Evans
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Date: 20/06/2019 Our Ref: TWC-52274 Your Ref:

Dear Ms Evans,

Freedom of Information Act (FOIA) 2000 – Information Request -TWC-52274

Further to your recent request, please see below.

I would like to make a FOI request as follows please.

I am interested in the policy and procedure around a member of the public residing within the Borough applying for an additional red topped wheelie bin.

1. Is there a written policy or procedure that the council adhere to in deciding whether or not to provide an additional bin? If so could you please provide it or direct me to it on your website?

If there are more than 6 people living at the property permanently and you are recycling as much as possible, you may be able to apply for an additional smaller red top bin (140L), this will be subject to approval and there will be a standard administration charge of £25.

The application process can take a maximum of 6 weeks for a decision and you will be contacted by a member of the Recycling and Refuse team to confirm the outcome of your application.

All additional bins supplied will be subject to review and can be removed if you are not recycling sufficiently.

Information on our waste policies and criteria for an additional red top bin is available on our website, please see links below.

https://www.telford.gov.uk/downloads/file/2392/policies_for_the_waste_management_service

http://www.telford.gov.uk/info/20376/problems_with_bins_or_collections/222/request_a_additional_or_replacement_bins_bags_and_containers



2. Your website states that an additional green bin can be provided within 5 days, but a red lidded bin takes up to 10 weeks to be provided. Can you please explain why the decision making process is so much longer?

An additional red top bin request process takes longer than the 5 working days as the householders participation in the recycling services is monitored to ensure they meet criteria. Although we advise up to 6 weeks requests are normally managed and resolved much sooner.

3. Is there an appeals process if the application for an additional red bin is rejected?

Householders can appeal through the Customer Experience Team if they believe they are participating as much as they can through the other collection services and minimising the waste that is deposited into their red top bin. A member of the waste team will then offer to carry out an audit on the waste produced by the household.

4. For each of the last 3 years 2016, 2017, 2018 can you please provide the number of applications that were made for an additional red bin?

- **2016/17- 210**
- **2017/18- 217**
- **2018/19- 170**

5. For each of the last 3 years 2016, 2017, 2018 can you please provide the number of applications that were successful for an additional red bin?

- **2016-17 - 44**
- **2017-18 - 48**
- **2018-19 - 39**

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 21/09/2019.

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

Yours sincerely,

Sasha Hickman
Information Governance