

FOI number: **HBC\_FOI\_2019045**  
Date FOI Received: **16/01/2019**  
Department: **Waste and recycling**  
Title: **Waste and Recycling**  
Description: **Whether waste and recycling and street cleansing has been outsourced at any point within 5 years, missed bin collections, fly tipping and staffing levels.**

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

**Waste & Recycling and Street Cleansing Contracts**

1. Are your Waste & Recycling Collection and Street Cleansing services operated in-house, through a contractor, or other?

**If a contractor:**

2. What year did your current contract start?

*Please specify if this is both Waste & Recycling and Street Cleansing under one contract, or provide details of both contracts if they're separate.*

- a. If within the last 5 years, was your service previously operated in-house, or through a contractor?
- b. If previously in-house, when was the service taken over by a contractor?

**If in-house:**

3. Within the last 5 years, has the service been operated through a contractor?

*Please specify if this both Waste & Recycling and Street Cleansing are operated in-house or if only one service.*

- a. If yes, when was the service taken in-house?

**Other:**

4. How are your services operated?
5. Have you ever ran your service in-house, or through a contractor?
  - a. If yes, how was the service operated and when did this cease?

**Waste & Recycling Collections during the period April 2016 – March 2017**

1. Total annual number of Missed Collections, for each waste and recycling service:  
*A collection not completed on the specified day, where the container has been correctly set out by the resident, and has not been emptied. If this number is not held by the authority, please provide the number of missed collections reported by residents and state where this is the case.*

2. Total annual number of Missed Collections not Rectified for each waste and recycling service:

*A reported missed collection not collected within 48 hours (or other specified timeframe) of the original collection date.*

3. Total annual number of Missed Assisted Collection:

*An assisted collection not completed on the specified day, where access to the container was available as agreed with resident. If this number is not held by the authority, please provide the number of missed collections reported by residents and state where this is the case.*

4. Total annual number of Missed Bulky Waste Collection

*A confirmed booking for a bulky waste collection not complete on the agreed date, where the items were set out correctly by the resident for collection.*

5. Total annual number of Missed Bulky Waste Collections not Rectified:

*A reported missed bulky waste collection not collected within 48 hours (or other specified timeframe) of the original collection date.*

6. Total number of complaints raised regarding the waste & recycling service.

*Number of complaints raised by residents regarding the waste and recycling collection service.*

7. Percentage of complaints regarding the waste & recycling service upheld.

*Percentage of complaints raised by residents that were upheld by the authority.*

### **Street Cleansing during the period April 2016 – March 2017**

1. Total annual number of Fly-tip non-removal

*A reported fly-tipping incident not removed within agreed time-limits.*

2. Total annual number of Street Cleaning Performance Failure

*Street Cleanliness found not to meet standards criteria.*

3. Total annual number of Street Cleansing Performance Failure not Rectified

*Street Cleanliness not returned to acceptable standards within given time frame of failure being reported.*

4. Total number of complaints raised regarding the street cleansing service.

*Number of complaints raised by residents regarding the street cleansing service.*

5. Percentage of complaints regarding the street cleansing service upheld.

*Percentage of complaints raised by residents that were upheld by the authority.*

6. Street Cleansing monitoring frequency.

*Please provide details about frequency and level of monitoring of street cleansing operations undertaken.*

### **Number of Staff required during the period April 2016 – March 2017**

1. Total number of FTE employed broken down by service area, and stated whether they are employed directly by the authority or a contractor.

*Total number of Full Time Equivalent staff employed Waste and Recycling collections, and Street Cleansing services. If helpful please use the table structure below, and amend as required.*

	<b>Waste &amp; Recycling</b>	<b>Street Cleansing</b>
<b>Operational</b>		
<b>Management &amp; Administration (inc. supervisors)</b>		
<b>Agency Staff</b>		
<b>Total</b>		

2. Number of Staff Absence Days

*Broken down between Waste and Recycling collections, and Street Cleansing services*

3. Total Staff Hours Worked in between April 16 – March 17

*Total number of hours, including overtime*

4. Total Number of Overtime Hours worked

*Broken down between Waste and Recycling collections, and Street Cleansing services for both employed staff and Agency*

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

#### Waste & Recycling and Street Cleansing Contracts

1. In-house
2. N/A
3. No

#### Waste & Recycling Collections during the period April 2016 – March 2017

1. The total missed bins for 2016/17 was 1501.
2. Missed bins are reported weekly across all streams. The number of bins collected outside of 48 hours in 2016/17 was 27.
3. Information not held
4. None
5. N/A
6. Information not held
7. Information not held

#### Street Cleansing during the period April 2016 – March 2017

1. The total number of fly tipping incidents not removed within the agreed time-limits for 2016/2017 was 23.
2. Information not held
3. Information not held
4. Information not held
5. Information not held
6. Area dependant can be daily, weekly, monthly, six monthly and on ad-hoc basis.

#### Number of Staff required during the period April 2016 – March 2017

1. 11 Management and administration employees. No split to service area applicable. Agency employees vary in numbers.

	Waste & Recycling	Street Cleansing
Operational	46	22
Management & Administration (inc. supervisors)		
Agency Staff		
Total		

2. Information not held
3. Information not held
4. Information not held

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