

FOI number: **HBC\_FOI\_20200229**  
Date FOI Received: **13/03/2020**  
Department: **Waste and recycling**  
Title: **Municipal waste collections Software**  
Description: **Information on the IT systems used to support waste collection services.**

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

Under the Freedom of Information Act 2000, I kindly request the following information in the context of domestic waste bin/sack collection services, as opposed to trade/commercial collections or waste disposal.

1. Are you currently in a partnership with other councils for waste IT system operations or procurement? If in a partnership please name the partner councils?
2. Do you currently operate waste services (collections) directly, or through a waste contractor such as Biffa, Suez or Veolia. If through a contractor, please name them.
3. Which of the IT systems below do you use for the management of day to day municipal bin collections:
  - a. Yotta
  - b. Bartec Collective
  - c. AMCS Clear
  - d. Whitespace/Powersuite
  - e. Contender/Swift Datapro/Agile
  - f. Selected Interventions / Echo
  - g. Core (Suez)
  - h. Webaspx
  - i. Microsoft Excel or similar
  - j. No IT system
  - k. Other: [please name]

Response:

4. When is your current contract for the IT system OR outsourced waste contract for waste collections management due to expire?
5. Please provide contact information for the service manager responsible for waste collections.

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

1. No.
2. In-house
3. Microsoft Excel or similar
4. N/A

5. The information is exempt under Section 40 (2) Freedom of Information Act 2000 (FOI). The council refuses to disclose information which relates to identified or identifiable members of staff as this would be in contravention of the data protection principles contained in the General Data Protection Regulation.

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