

FOI number: **HBC\_FOI\_20210125**  
Date FOI Received: **1/03/2021**  
Department: **Waste and recycling**  
Title: **Refuse collection operations costs and missed bins**  
Description: **Refuse collection cost and missed bins**

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

- The number of households who received refuse waste collections in 2018, 2019 and 2020
- The cost of refuse collection operations for 2018, 2019 and 2020
- The percentage of bins missed during refuse collection rounds in 2018, 2019 and 2020

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

1. The number of households for 18/19 = 37,926 and the households for 19/20 = 38,388
2. Please follow the link below for the cost of refuse collection operations for 2018, 2019 and 2020:

<https://www.hertsmere.gov.uk/Your-Council/Other-council-departments/Finance-and-Business-Services/Financial-Documents.aspx>

3. Hertsmere Borough Council does not keep separate records for refuse bins. Our records cover all bins that have been missed in a particular week across all collection streams. The figures below are for the calendar year.

Year	% bins missed
2018	3.00%
2019	3.50%
2020	4.90%

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

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