

(CCC) Missed collections/Notifying Residents of Delay

Missed Collections:

1. How households receive waste collection services within the Council area?

2. How many missed collections for a) household, b) recycling or c) garden waste have there been in each month of the last two years?

3. How many times have you issues a council wide communication about delays to refuse collection services as a result of a shortage of drivers in each month of the last two years?

Response:

1. How households receive waste collection services within the Council area? - 126,840 HH

2. How many missed collections for

- a) household,
- b) recycling
- c) garden waste

have there been in each month of the last two years? - See attached information for both Cambridge and South Cambs

3. How many times have you issues a council wide communication about delays to refuse collection services as a result of a shortage of drivers in each month of the last two years? - We do not hold record of this. The service was impacted by the pandemic on Quarter 1 of 2020 and so there would have been about 4 occasions where communication about widespread disruption to green bin collections was sent during this time. This was not simply due to driver shortage itself however, but the need to change working practice to keep staff safe and prevent further staff shortages