

FOI Ref
9881

Response sent
04 Nov 2021

(CCC) Missed Bins

Request 1. How many missed bin collections did the council experience in the past financial year (2020 to 2021).

How many missed bin collections complaints has the council received in the past financial year? (2020-2021).

Is the bin collection company council or a private company?

Request 2. Can you share with me information about what happens with the bins/recycling that is collected?

Is recycling delivered to a dedicated place to process recycling? Is recycling taken to the same place as general waste?

If you could explain, that would be great.

Response

How many missed bin collections did the council experience in the past financial year (2020 to 2021).

Cambridge City and South Cambs run a shared waste service. Therefore, the answers are combined for the service area.

The Shared Waste Service made 8,587,760 collections in the period 01 April 2020 and 31 March 2021. Of these collections, 13,973 were reported missed. This represents a successful collection rate of 99.84%

How many missed bin collections complaints has the council received in the past financial year? (2020-2021).

In 2020_21 we had 135 complaints about missed collections across the shared service.

Is the bin collection company council or a private company?

The council runs the collection itself

Request 2. Can you share with me information about what happens with the bins/recycling that is collected?

Yes this is captured on our website here inc some videos:

<https://www.cambridge.gov.uk/what-happens-to-your-recycling-and-rubbish>

Is recycling delivered to a dedicated place to process recycling?

Yes Amey waste management park at Waterbeach. see the above link

Is recycling taken to the same place as general waste? If you could explain, that

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would be great.

Yes the waste management park has 3 facilities. MBT for general waste. MRF for recycling and IVC for composing organic waste. see above link.

Further queries on this matter should be directed to foi@cambridge.gov.uk