

FOI Ref
11287

Response sent
26 Jul 22

(CCC) Waste and Recycling

I am requesting the following information:

- How missed waste and recycling collections have been reported to Cambridge City Council, by the type of collections missed (general waste, green, recycling)
- How many reports received were responded to at the time, and in what format?
- How many resulted in subsequent collection?

Response

The following stats are true for the month of May 22:

Total missed collections: 1,935
Total planned collections: 758,215

By Stream:

Refuse (black bin): 528
Organic (green bin): 540
Recycling (blue bin): 867

As we are a shared service, the above figures apply to both authority collection areas – i.e. SCDC and City.

Every correctly reported incident was satisfactorily managed in accordance with our service level agreement – within 48 hours of receipt via online reporting form or call to our service desk.

We aim to provide a high-quality service to you and hope that you are satisfied with this response. If you have any further questions, please do not hesitate to contact us.

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