

FOI number: **HBC\_FOI\_20190160**  
 Date FOI Received: **21/02/2019**  
 Department: **Waste and recycling**  
 Title: **Waste collection spend**  
 Description: **Spending on general waste collection and recycling waste collection each year 2009-10 to 2018/19 and number of complaints.**

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

Under the Freedom of Information Act 2000, I would like to request the following information:

- How much has the council spent on (a) general waste collection and (b) recycling waste collection in each year since 2009-10?
- Please can you tell me the frequency of (a) general waste collection and (b) recycling waste collection in each year since 2009-10?
- How many complaints did the council receive in relation to refuse collection in each year since 2009-10?

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

1. Please see table below:

	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Budget
	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
	£	£	£	£	£	£	£	£	£	£
Net Cost of Waste Services*	492,187	489,908	485,502	453,635	478,120	533,230	509,692	513,708	512,793	546,067
Est Split:										
Recycling Collections 2/3rds	328,125	326,605	323,668	302,423	318,747	355,487	339,795	342,472	341,862	364,045
*Note: waste and recycling collections are not split on the finance ledger therefore an estimated split has been made. It also excludes overheads such as depot costs										

2. This information is available on the council's website, [www.hertsmere.gov.uk](http://www.hertsmere.gov.uk)

3. Please see table below:

March to April	Number of waste complaints
2009/10	49
2010/11	59
2011/12	24
2012/13	41
2013/14	84
2014/15	109
2015/16	108
2016/17	118
2017/18	125
2018-14/3/19	124

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