

Nicola Hesketh
Project and Information Co Ordinator

Our Ref: FOI3884/NH/02
Please ask for: Nicola Hesketh
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[name redacted]
ITV
London Television Centre
London
SE1 9LT

23rd April 2016

Dear [name redacted]

Freedom of Information – Request for Information

With regards to your recent enquiry for information held by the Authority under the provisions of the Freedom of Information Act. Please find the information you requested below with reference in the box to your original enquiry for clarity where multiple answers are required.

Details of Your Request

1. *The total number of complaints received by the Council regarding waste collection annually over the past 5 years. I would therefore request the number of complaints annually in 2011; 2012, 2013; 2014 and 2015.*
2. *a break down of the complaints indicated in i) : how many of them in each year relate to failed collection of household rubbish? What do the other complaints relate to?*
3. *How often are household bins collected by the Council?*
4. *How many different categories of household bin does the Council collect? What are they?*

The response to your request as follows:

1) Number of complaints

2011 3

2012 1

2013 8

2014 4

2015 3

Total 19

2) In 2011

1 complaint was about bins being left at the bottom of the road after emptying,

1 complaint about the capacity of the bins,

1 about missed collection

2012 1 missed collection

**2013 4 missed collection,
1 about rubbish being dropped during collection,
2 cancellation of collection due to bad weather,
1 about the driving of the collection lorry**

**2014 1 about bins left blocking driveway,
1 about bins not being returned to presentation point,
2 missed collections,**

**2015 1 about non collection of excess waste over Christmas,
1 about missed collections,
1 about the removal of a neighbours bin**

- 3) All bins are collected fortnightly**
- 4) We collect refuse in one bin, dry recycling in another and garden waste in a third bin.**

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Project and Information Coordinator,
Tamworth Borough Council,
Marmion House,
Lichfield Street,
Tamworth,
B79 7BZ

Details of Tamworth Borough Council's internal review and complaints procedure are attached, in accordance with the provisions of the Act.

Yours Sincerely

Nicola Hesketh
Project and Information Coordinator