

Nicola Hesketh  
Project and Information Co Ordinator

**Our Ref: FOI3918/NH/02**  
**Please ask for: Nicola Hesketh**  
**Direct dial: 01827 709 587**  
**E-mail: FOImailbox@tamworth.gov.uk**

[name redacted]

11<sup>th</sup> May 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. *Do you charge for garden waste collections?*
2. *If yes:*
  - a. *How much do you charge?*
  - b. *Do you have an online offer?*
  - c. *What payment mechanisms do you offer to your customers? Please also confirm which payment providers you use and/or IT systems to facilitate payments.*
  - d. *When does your scheme run from and to?*
  - e. *How many customers use your scheme? If possible, please break this down across each channel*
  - f. *On average, how many garden waste bins does each property have*
  - g. *Is there a maximum number of bins permitted per property, and if so, how many.*
3. *If no, are you planning to charge in future years and if so when?*
4. *Which back office IT waste system(s) do you use to manage your waste collection services?*
5. *Which CRM solution do you use?*

**The response to your request as follows:**

1. **No**
2. **N/a**
3. **Nothing planned**
4. **Bartec**
5. **Lagan**

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Tamworth Borough Council,  
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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