



Freedom of Information Request FOI2352

Request:

I wish to request, under the Freedom of Information Act, that you supply me with:

- Data on how often bin collections in your area are missed (as a percentage)
- The rate of collection in your area (are they every week, every two weeks?)
- Information on how satisfied local residents are about the bin services you provide

Submitted on 26/02/20.

Response:

I wish to request, under the Freedom of Information Act, that you supply me with:

1. Data on how often bin collections in your area are missed (as a percentage)
 - There were 5,127 bin collections reported as being missed during 2019. There are 96,860 households on an alternate weekly collection schedule for refuse and recycling, and also a fortnightly collection schedule for garden waste for 9 months of the year. This equates to 6,780,200 household collections per year, so the percentage of missed bins as a total of all household bin collections is 0.076%.
2. The rate of collection in your area (are they every week, every two weeks?)
 - Refuse and recycling are alternate weekly and garden waste is fortnightly from March to November.
3. Information on how satisfied local residents are about the bin services you provide. This will have to be provided from the residents survey.
 - In the latest Residents' Survey 2018* satisfaction with refuse and waste collections was 47%, satisfaction with local tips/recycling centres was 59% and satisfaction with doorstep/kerbside recycling was 51%.
 - It is worth noting that satisfaction dropped significantly with waste collection services during 2018 following the introduction of alternate weekly waste collections in North Tyneside. The fieldwork for the Residents Survey was conducted only one/two months after the new collections schedules were introduced. Satisfaction is expected to improve in the next survey conducted.