FREEDOM OF INFORMATION REQUEST – 63/19

Dear Sir/Madam

Your request for information has now been considered and the information requested is provided below.

Request / Response:
Waste & Recycling and Street Cleansing Contracts

1. Are your Waste & Recycling Collection and Street Cleansing services operated in-house, through a contractor, or other?

Answer:
Rutland County Council’s Waste & Recycling Collection and Street Cleansing services are operated through a contractor.

If a contractor:

2. What year did your current contract start?

Answer:
2008. This is a single (/integrated) contract covering Waste & Recycling and Street Cleansing operations.

Please specify if this is both Waste & Recycling and Street Cleansing under one contract, or provide details of both contracts if they’re separate.

a. If within the last 5 years, was your service previously operated in-house, or through a contractor?

Answer:
Not Applicable

b. If previously in-house, when was the service taken over by a contractor?

Answer:
Not Applicable

If in-house:

3. Within the last 5 years, has the service been operated through a contractor?
Please specify if this both Waste & Recycling and Street Cleansing are operated in-house or if only one service.

a. If yes, when was the service taken in-house?

Answer:
Not Applicable

Other:

4. How are your services operated?

Answer:
Not Applicable

5. Have you ever ran your service in-house, or through a contractor?

Answer:
Not Applicable

a. If yes, how was the service operated and when did this cease?

Answer:
Not Applicable

Waste & Recycling Collections during the period April 2016 – March 2017

1. Total annual number of Missed Collections, for each waste and recycling service:
A collection not completed on the specified day, where the container has been correctly set out by the resident, and has not been emptied. If this number is not held by the authority, please provide the number of missed collections reported by residents and state where this is the case.

Answer:
There were 390 missed collections in total during the specified period.

2. Total annual number of Missed Collections not Rectified for each waste and recycling service:
A reported missed collection not collected within 48 hours (or other specified timeframe) of the original collection date.

Answer:
All missed collections were rectified.

3. Total annual number of Missed Assisted Collection:
An assisted collection not completed on the specified day, where access to the container was available as agreed with resident. If this number is not held by the authority, please provide the number of missed collections reported by residents and state were this is the case.
Answer:
There were 54 missed assisted collections during the specified period.

4. Total annual number of Missed Bulky Waste Collection
A confirmed booking for a bulky waste collection not complete on the agreed date, where the items were set out correctly by the resident for collection.

Answer:
Three bulky waste collections were missed during the specified period.

5. Total annual number of Missed Bulky Waste Collections not Rectified:
A reported missed bulky waste collection not collected within 48 hours (or other specified timeframe) of the original collection date.

Answer:
All three missed bulky waste collections were rectified.

6. Total number of complaints raised regarding the waste & recycling service. 
Number of complaints raised by residents regarding the waste and recycling collection service.

Answer:
33 complaints were raised during the specified period.

7. Percentage of complaints regarding the waste & recycling service upheld.
Percentage of complaints raised by residents that were upheld by the authority.

Answer:
55% of the complaints were upheld (18 complaints).

Street Cleansing during the period April 2016 – March 2017

1. Total annual number of Fly-tip non-removal
A reported fly-tipping incident not removed within agreed time-limits.

Answer:
3

2. Total annual number of Street Cleaning Performance Failure
Street Cleanliness found not to meet standards criteria.

Answer:
None

3. Total annual number of Street Cleansing Performance Failure not Rectified
Street Cleanliness not returned to acceptable standards within given time frame of failure being reported.

Answer:
None

4. Total number of complaints raised regarding the street cleansing service.
Number of complaints raised by residents regarding the street cleansing service.
Answer:
1

5. Percentage of complaints regarding the street cleansing service upheld.

Percentage of complaints raised by residents that were upheld by the authority.

Answer:
None


Please provide details about frequency and level of monitoring of street cleansing operations undertaken.

Answer:
There are three street cleansing monitoring checks completed on a weekly basis.

Number of Staff required during the period April 2016 – March 2017

1. Total number of FTE employed broken down by service area, and stated whether they are employed directly by the authority or a contractor.

Total number of Full Time Equivalent staff employed Waste and Recycling collections, and Street Cleansing services. If helpful please use the table structure below, and amend as required.

Answer: For Council employed staff:

<table>
<thead>
<tr>
<th></th>
<th>Waste &amp; Recycling</th>
<th>Street Cleansing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operational</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Management &amp; Administration (inc. supervisors)</td>
<td>3.3</td>
<td>0.7</td>
</tr>
<tr>
<td>Agency Staff</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Total</td>
<td>3.3</td>
<td>1</td>
</tr>
</tbody>
</table>

For contractors’ employed staff: Rutland County Council does not hold this information.

2. Number of Staff Absence Days

Broken down between Waste and Recycling collections, and Street Cleansing services

Answer:
Rutland County Council does not hold this information.

3. Total Staff Hours Worked in between April 16 – March 17

Total number of hours, including overtime

Answer:
Rutland County Council does not hold this information.

4. Total Number of Overtime Hours worked
Broken down between Waste and Recycling collections, and Street Cleansing services for both employed staff and Agency

Answer:
Rutland County Council does not hold this information.

If you are dissatisfied with the handling of your request please contact the Head of Corporate Governance, Rutland County Council, Catmose, Oakham, Rutland LE15 6HP
You can also complain to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House, Water lane
Wilmslow, Cheshire
SK9 5AF
Tel: 01625 545700

Yours faithfully

FOI Administrator
Business Support Team
Rutland County Council