

Request 9890 – Waste Collections

I am writing to request information under the Freedom of Information Act 2000. In order to help you with this request, I am outlining my query as specifically as possible.

Please can you provide me with the following information with regards to Garden Waste Collection:-

1. The Head/Manager of Garden Waste Collection, their contact details including their job title, email address and telephone number.
2. How many subscriptions the council currently has on their system?
3. How much do you charge for this service?
4. The duration of the service, i.e. weekly, fortnightly, how weeks/ months of the year do you operate?
5. How does the council receive Garden Waste applications? Online or paper format?
6. What software platform do you use to manage your customers applications, i.e. .GOV.UK, Idox, Civica?
7. If you use a software platform, how long is the contract for and what is the value of the contract?
8. Who is your payment platform provider? i.e Worldpay.
9. Does your current system allow automated payments?
10. Is your payment platform integrated with your Garden Waste system to allow automated payments?
11. Are you planning to increase/ expand the current Garden Waste service?
12. How many members of staff do you have managing Garden Waste applications?

Response

The Head/Manager of Garden Waste Collection, their contact details including their job title, email address and telephone number.
Rebecca Weymouth-Wood, Waste Policy, Manager, Rebecca.WeymouthWood@scams.gov.uk, 01954 713612.

2. How many subscriptions the council currently has on their system?

4,069 subscribers (4,827 permits) As at 03.11.21. Our service is for additional bins for garden waste only

3.How much do you charge for this service?

£40 from 1 October 2021 for each additional green bin collection.

4. The duration of the service, i.e. weekly, fortnightly, how weeks/ months of the year do you operate?

Residents receive a fortnightly collection from March to November and a monthly collection between December and February.

5. How does the council receive Garden Waste applications? Online or paper format?

Online

6. What software platform do you use to manage your customers applications, i.e. GOV.UK, Idox, Civica?

IEG4

7. If you use a software platform, how long is the contract for and what is the value of the contract?

The online subscription service is only one part of wider on-line bin request system and so it is not possible to say the value of this element alone The contract ends in March 2023.

8. Who is your payment platform provider? i.e Worldpay.

Capita

9. Does your current system allow automated payments?

Yes