Further to your Freedom of Information request ER67791 please find your questions and our responses below:

1. Is residual waste collection for your authority carried out by in house resources or is it outsourced to a third party? It is outsourced.

2. Is recycling collection carried out by in house resources or is it outsourced to a third party? (Please advise if there are separate contracts for dry recycling and organic recycling) It is outsourced, there is one contract for waste, dry recycling and organic recycling collections.

3. If waste collection is managed in house, what is the approximate expenditure per annum? Please provide gross expenditure (before any income). Please include expenditure on collection only (i.e. no disposal costs). N/A the collection is outsourced.

4. If it is outsourced:
a. Which outsourcing firm(s) are used? Veolia Environmental Services.

b. When did the contract(s) start? April 2005.

c. When is the contract(s) due to terminate? March 31st 2019.

d. Can the contract(s) be extended, and if so by how many months? The contract cannot be extended.

e. What is the total annual value of the contract(s)? £5.5 million

f. Where spend is part of a broader multi-service contract, please provide an estimate of spend on waste services only.

g. Does your current refuse collection contract contain targets for the diversion of waste from landfill? If so, please specify the target for each year of the contract.
h. Does the contract(s) cover just your authority or any neighbouring authorities? The contract does not include a target for waste from landfill.

i. Who was responsible for waste collection before the start of the current contract(s)? If previously outsourced, please specify which outsourcing firm and the annual value of the previous contract – Information not known.

5. Which of the following services do you offer customers?
a. Waste services
i. Collection- provided
ii. Disposal of general refuse- provided
iii. Disposal of recyclates- provided.
b. Type of waste collected  
i. Residual waste- collected  
ii. Food waste- collected  
iii. Co-mingled recycling- collected  

viii. If you outsource your waste collection, are any non-waste services included in the contract? E.g. Grounds maintenance, Street cleaning, etc. Street cleaning is a separate contract held by the same contractor, the waste and recycling contract also includes management of the HWRC and the waste transfer station.

6. Over the latest available period, what proportion of total collections were ‘missed’? (please state the period provided) a. A ‘missed’ collection is any collection which is known by the authority not to have taken place on the prescribed day due to a failure of the authority or its contractor

7. Does the authority receive rebates from recycling? (A rebate is defined as any payment received by the authority in respect to the disposal of recyclates) a. If so, what has been the annual value of all rebates over the last three years? (please specify the years covered) Yes, the authority receives a rebate of £40,000 per annum, the amount received for the last three years is £120,000, this is for the years, 2012/13, 2013/14 and 2014/15.

8. Does the authority take the risk of changes in commodity prices for recyclates? a. Please state the nature of any risk sharing mechanisms that the authority has in place with any provider of waste management There is no risk sharing mechanism in the current contract.

9. If garden waste is collected in your authority, which of the following options apply:  
b. Garden waste collections are free of charge to residents (i.e. the authority cover the full cost of this service) c. Garden waste is collected and paid for by residents (i.e. residents cover the full cost of this service) d. Residents pay a contribution to garden waste collection but it is partially subsidised by the authority Residents pay a contribution to garden waste but it is subsidised by the authority.

If you are unhappy with the information we have provided in response to your request please write to:

Information Management Team Manager  
Royal Borough of Windsor & Maidenhead  
Town Hall, St Ives Road  
Maidenhead  
SL6 1RF
or send an e-mail to martin.tubbs@rbwm.gov.uk

We are proud to be one of the leading authorities in England for consistently responding to information requests within the 20 working days set down by statute. Information about our performance and summaries of requests received can be found on our website:

http://www.rbwm.gov.uk/web/foi_information_requests.htm

We are keen to hear about your experience with the Information Management Team here at the Royal Borough of Windsor & Maidenhead and look forward to receiving any comments you have about the way your information request was processed.

Please send any feedback to the Information Management Team Manager either by e-mail martin.tubbs@rbwm.gov.uk or in writing to the address above.

Yours sincerely

David Davies
Information Management Officer
Legal Department
Corporate Directorate
Royal Borough of Windsor & Maidenhead
Town Hall, St.Ives Road
Maidenhead SL6 1RF