



# EAST CAMBRIDGESHIRE DISTRICT COUNCIL

THE GRANGE, NUTHOLT LANE,  
ELY, CAMBRIDGESHIRE CB7 4EE

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[www.eastcambs.gov.uk](http://www.eastcambs.gov.uk)

Further to your information request FOI/EIR 21/22-241 please find your question and our response below.

## Request:

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:

1. James Khan; Head of Street Scene; [james.khan@eastcambs.gov.uk](mailto:james.khan@eastcambs.gov.uk); Tel: 01353 665555
2. East Cambridgeshire District Council provides two wheelie bins per household, one blue bin for recycling and one green bin for garden / food waste. Black bags are provided for general rubbish. These are all provided as part of the waste service and there is not a subscription charge.
3. n/a
4. We collect green bins fortnightly (alternate weeks with the blue recycling wheelie bin)
5. n/a
6. n/a
7. n/a
8. Paris, but this is in the process of changing to Civica
9. No
10. n/a
11. No
12. n/a

This concludes your request FOI/EIR 21/22-241

If information has been refused please treat this as a Refusal Notice for the purposes of the Act.

If you disagree with our decision or are otherwise unhappy with how we have dealt with your request in the first instance you may approach [foi@eastcambs.gov.uk](mailto:foi@eastcambs.gov.uk) and request a review. A request for review must be made in no more than 40 working days from the date of this email.

Should you remain dissatisfied with the outcome you have a right under s50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.