

## **Email from Senior Manager Waste Collection in Response to Complaint**

Hello Susan

We don't hold statistics on a ward level, the routes are based on making them as efficient as possible taking a series of factors into account (topography, distance, accessibility and number of households to name but a few). What I can say is there is one front line recycling crew (by this I mean larger vehicle, not the landrover type referred to in our earlier exchange) predominantly in the Todmorden area all week and this round has not been deployed on 6 days in the last 20 weeks, in other words it has been out to make collections 94% of the time - although this does not necessarily mean that they have been able to complete collections each day. I imagine this will be one of the higher rates and compares more than favourably with other areas, largely due to the fact that the crew are the first to set off from the depot and therefore have often gone before the level of staff shortages is fully known.

Regards