

ANNEXE 1- Participation and Yield of the food waste service

	Participation (%)						Yield (Tonnes)					
	Wk 1	Wk 2	Wk 3	Wk 4	Wk 5	Ave %	Wk 1	Wk 2	Wk 3	Wk 4	Wk 5	Total
Monday	49%	49%	59%	60%	67%	56.8	1.54	1.48	1.6	1.7	1.64	7.96
Tuesday	59%	60%	62%	64%	64%	61.8	1.24	1.02	1.2	1.22	1.42	6.1
Wednesday	60%	58%	64%	65%	64%	62.2	1.70	1.4	1.48	1.46	1.6	7.64
Thursday	49%	57%	60%	61%	59%	57.2	1.36	1.2	1.32	1.38	1.46	6.72
Friday	?	?	?	?	?	?	0.44	0.42	0.5	0.48	0.56	2.4
	54	56	61.3	62.5	63.5		6.28	5.52	6.1	6.24	6.68	30.82

ANNEXE 2- Customer contacts relating to the food waste service

	11/06	18/06	25/06	02/07	09/07	19/07	30/07	06/08
Have not received my caddies	19	11	2	5	2	1	0	1
Collection day enquiry	5	2	1	3	0	1	1	0
What goes into food waste caddies	3	4	0	0	1	2	0	0
My caddy has gone missing, what should I do?	0	0	0	0	1	0	2	4
Missed food waste collection	0	25	15	14	9	6	4	1
Why am I not on the food waste service yet?	4	2	1	3	4	4	3	0
Other	53	31	18	12	11	3	6	3
Others (are included in above 'Others' total)								
Do not want service	4	2	0	0	0	1	0	1
How to line container?	17	10	5	2	2	0	1	1
Misreading letter	12	1	0	0	1	0	0	0
How do you keep it clean?	0	0	0	0	0	0	2	1
Who'll clean the communal bins	8	0	0	0	0	0	0	0
Positive comments	0	0	1	1	0	0	0	0
Have put containers out	4	0	0	0	0	0	0	0
Where to dispose of food waste	1	0	0	0	0	0	0	0
Which container to put out	1	0	0	0	0	0	0	0
Exemptions	3	2	0	0	0	0	0	0
Flats query	0	6	2	0	0	0	0	0
Maggots	0	2	0	7	7	0	0	0
Progress chasing	0	6	2	0	0	0	0	0
What happens to it?	0	0	2	1	0	0	0	0
Sacks falling in	0	0	1	0	1	0	2	0
contamination	0	0	3	0	0	0	0	0
Unknown	3	1	2	1	0	2	0	0
Week Total	84	75	37	37	28	17	16	9