



My Ref: FOI 5735  
Enquiries to: Information Requests  
E-Mail: [informationrequests@barnsley.gov.uk](mailto:informationrequests@barnsley.gov.uk)

Dear Requester,

**Re: Request for Information – Freedom of Information Act 2000**

I wish to confirm that the council has completed its search for the information which you requested.

The information requested and our findings are as follows: -

**This request relates to wheelie bins and other types of waste bin, box or bag and household waste and recycling collections within your local authority area.**

**For the purposes of this request, “wheelie bin issues” means reports, complaints or service requests about bins or bags being left on the footway or pavement, obstructing pedestrian access, creating accessibility hazards, or similar obstruction concerns, including where the concern relates to disabled people (for example blind or partially sighted people, wheelchair users, or people using mobility aids).**

**Please provide the following information:**

**1. Policies and guidance on bins and obstructions**

**Please provide copies of any current policies, procedures, guidance, or staff instructions that relate to keeping pavements and footways clear on or around refuse and recycling collection days, including any specific instructions about the placement or return of wheelie bins and preventing obstructions.**

Policies approved at Cabinet on 28<sup>th</sup> May 2025.

**2. Operational responsibility**

**Is refuse and recycling collection carried out directly by the local authority or by an external contractor (or contractors)? If an external contractor is used, please provide the contractor name(s) and the start date of the current contract(s).**

Local Authority.

**3. Staff training on disability and accessibility**

**Please provide details of any training provided to refuse and recycling collection staff (including contractors) that relates to disability awareness, visual impairment awareness, or accessibility, including:**

- a) training/course title(s) and who provides them (internal or external),**
- b) the frequency of training (for example induction only, annual refresher), and**
- c) copies of any training materials, slides, handouts, or guidance documents currently used.**

Service induction includes where to replace wheeled bins after emptying.

Service seeks to undertake a minimum re-induction of every two years.

Under Section 43(2) of the Freedom of Information Act 2000, the waste service doesn't release training information.

#### **4. Volume of disability and obstruction related contacts**

**Please provide the number of reports, complaints, or service requests recorded by the council (or on its behalf) that relate specifically to wheelie bins, other bins or waste bags causing obstruction or accessibility issues for pedestrians, including disabled people (for example blind or partially sighted people, wheelchair users, or people using mobility aids), for each of the following periods:**

**a) 1 January 2025 to 31 December 2025, and**

**b) 1 January 2024 to 31 December 2024.**

**Where records are categorised or searchable, please provide: the category label(s) used (for example "obstruction", "access", "pavement blocked"), and the search terms, tags, or filters you used to identify the relevant records.**

**If you do not record a specific "disability" marker, please provide the number of wheelie bin reports that are categorised as "obstruction", "accessibility", "pavement/footway blocked", or equivalent. If none of these categories exist, please provide the closest available proxy measure you hold (for example cases recorded under "street obstruction" where the narrative references a wheelie bin), and briefly describe what that proxy is.**

We do not hold this information.

#### **5. How the public can report bin issues**

**Please provide details of the methods currently available for members of the public to report bin issues (for example online form, telephone, email, webchat, in person), including:**

**a) the relevant contact points (for example the email address or web page title), and**

**b) copies of any published guidance the council provides to the public on reporting these issues.**

[www.barnsley.gov.uk /services/bins-rubbish-and-recycling/](http://www.barnsley.gov.uk/services/bins-rubbish-and-recycling/)

#### **6. Accessibility of reporting routes (information held)**

**Please provide copies of any documents you hold that relate to the accessibility of the above reporting methods for disabled users, including blind and partially sighted people, such as accessibility statements, WCAG compliance information, audits, equality impact assessments, and any policy on reasonable adjustments or alternative formats for reporting.**

N/A

If you have any queries about this letter, please contact Information Requests Via email.

Please remember to quote the reference number above in any future communications.

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If you are unhappy with the way the Directorate has handled your request, you may ask for an internal review. Please clearly mark your correspondence 'Complaint' and address it to:

Barnsley MBC  
Information Requests Team  
PO Box 634  
Barnsley  
S70 9GG  
email: [informationrequests@barnsley.gov.uk](mailto:informationrequests@barnsley.gov.uk)

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: -

Customer Services Team  
Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Email: <http://www.ico.org.uk/foicomplaints>

Kind regards,

Information Requests Team, Barnsley MBC

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**PO Box 634, Barnsley, South Yorkshire S70 9GG**