



My Ref: FOI/ 5030  
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: -

**On the 12th September 2025 a letter from Waste Management Team was sent out to multiple houses. The reference on the letter was 100050652616 and was delivered by Royal Mail 1st Class Postage to residents in the Rockingham Ward. The letter was sent out to apologise for 'the confusion caused with the wrong information being provided'.**

**How many households received this letter throughout Barnsley Borough?**  
9313

**How many of these letters were dispatched by Royal Mail 1st Class Postage throughout Barnsley Borough?**  
4833

**How many of these letters were dispatched by Royal Mail 2nd Class Postage throughout Barnsley Borough?**  
0

**How many of these letters were hand delivered throughout Barnsley Borough?**  
4480

**What was the total cost to the council tax payer to produce these letters including hours to produce, NI and Pensions?**  
We don't have this information. The waste collection service budget is not solely funded from council tax revenues.

**What was the total cost to the council tax payer for the consumables, paper, envelope etc, to produce this letter?**  
As above.

**What was the total cost to the council tax payer to deliver these letters to each household affected?**  
As above.

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

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**