BARNSLEY
Metropolitan Borough Council

My Ref: FOI/4406
Your Ref:
Date: 19/05/2025
Enquiries to: Information Requests
E-Mail: 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: -

Your questions and my findings are as follows:-

Your questions and my findings are below:-

Please provide detailed information in relation to missed bin collections in the Barnsley Metropolitan Borough Council service area, particularly for Worsbrough.

Since January 2025 we have had missed bin waste collections every month. There has not been a month without one bin or another not being emptied.

The missed waste collections frequently extend beyond one week post scheduled collection day. Currently our brown bins are nearly two weeks overdue and we have been advised today that it will be another two weeks before these bins are emptied. I hear reports of one area of Barnsley where the black bins have not been emptied for almost two months.

I and other residents need to know why our bins are not being emptied on time.

To help us understand the issues, provide us with the following details:

1. The number of failed collections;

Month	Total Number of Bin Collections Scheduled / Required	Total Number of Collections Made	Number of Late Collections*
Jan-25	552,524	552,236	330,554
Feb-25	463,628	463,099	150,889
Mar-25	463,628	463,194	11,480
Apr-25	777,476	776,800	102,729

* Definition of a Late Collection:
A late collection is defined as a collection that is not made on the scheduled day published in the collection calendar.

2. The average length of time for bins to be emptied after a failed waste collection;

Waste Services strives to return for missed collections as soon as resources allow, excluding individually reported missed collections. Currently, there is no service level agreement specifying the timeframe within which we are required to return for collection. As a result, while we monitor the properties awaiting collection, we do not record the number of days between their scheduled collection date and the actual collection date.

3. The causes behind missed bin waste collections;

During January, we experienced a period of severe weather that significantly affected waste collections. The snowfall disrupted services on the day it occurred, while the subsequent days of sub-zero temperatures further hindered collections and our efforts to resume the scheduled service.

Other reasons for missed collections include vehicle breakdowns, staff illness, delays at transfer stations, road closures, and inaccessible streets due to parked cars, among other factors.

4. A breakdown of the number of staff working in refuse collection and management per each official job role for the years 2025, 2024, 2023, 2021, 2020 and 2019 so we can determine whether there is a staffing issue;

Year	Waste Collection Roles	Management
2019	101	5
2020	100	4
2021	106	6
2022	98	7
2023	102	6
2024	103	7
2025	98	6

5. Information related to whether the Barnsley refuse collections staff and refuse management staff or the equipment are being used outside of the borough;

All Barnsley refuse collection staff, refuse management personnel, and equipment are exclusively deployed within the borough. There are no instances where our staff or resources are allocated for operations outside of Barnsley.

6. Related to the information requested in list item 5 (above), if Barnsley refuse collection and management staff and equipment are being used outside of the Borough we need to know who is paying for those staff, who is paying for those items of equipment and who signed off on our staff and equipment being used outside of the borough, we also need costings for those items.

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The information requested is not applicable, as per the response to the previous question.

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.

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

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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