



My Ref: FOI5581  
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: -

**The total number of missed bin collections recorded by Barnsley Council for each month from January 2025 to the most recent available date.**

**The number of missed collections for the same period in 2024, for comparison.**

The table below presents the number of missed collections\* across all four waste streams for which the council is responsible comparing the figures between 2025 and 2024.

Month	Residual Waste/Grey Bin Collections		Mixed Dry Recyclables (MDR)/Brown Bin		Paper and Cardboard/Blue Bin		Garden Waste/Green Bin	
	2024	2025	2024	2025	2024	2025	2024	2025
January		218		32		38		
February		277		85		167		
March		235		111		88		
April	202	234	88	89	58	49	202	133
May	150	181	108	103	66	71	211	117
June	155	142	74	65	56	34	178	91
July	165	139	129	55	79	61	182	92
August	170	167	152	58	73	44	195	95
September	222	128	74	54	86	43	149	56
October	229	162	94	46	68	35	230	60
November	263	101	53	27	53	20	163	53
December	320	163	110	67	109	16,213		

\* These are collections that were missed on their scheduled date and were not completed before the next scheduled collection.

Please note we have not included figures prior to April 2024. In April, we amended the way that we measure delayed and missed collections. This was to align it to the current industry standards which consider resident reported missed collections.

**The number of complaints received by the council relating to missed bin collections over the same period.**

After considering your request I have decided to refuse it under Section 12(1) of the Freedom of Information Act. This is because it is estimated that the time taken to provide the information would exceed the appropriate limit of £450, equivalent to 18 hours of staff time.

Section 12(1) of the Freedom of Information Act is a provision which allows a public authority to refuse to comply with the request for information where the cost of compliance is estimated to exceed a set limit known as the appropriate limit.

Our complaints are not categorised by the specific nature of the issue. All complaints submitted to us fall under the broad service areas of Waste, Recycling, and Neighbourhood Services. To identify how many of these relate specifically to missed collections, we would need to manually open and review each complaint individually. It is estimated that it would take 10 minutes per record of which there are over 250 and this would equate to over 40 hours of staff time.

**The number of temporary or agency staff brought in to support waste collection services in 2024 and 2025, and the total cost of employing those staff.**

The number of agency staff varies throughout the year due to the seasonal nature of waste collections, particularly as garden waste services operate for only six months. On 28 May 2025, the Council published a cabinet report outlining the additional agency expenditure associated with the Household Waste and Recycling Collections, Safety and Quality Programme. You can view this report on the Council's website using the link below:

<https://barnsleymbc.moderngov.co.uk/ieDecisionDetails.aspx?ID=2996>

**The number of vacant posts within the council's waste collection service at the most recent available date**

15 (Accurate as of 16/03/2026)

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**