BARNSLEY
Metropolitan Borough Council

My Ref: FOI/4411
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:-

1. **How many domestic bin household waste collections were missed on the due date for collection between 2nd January 2025 and 5th April 2025?**

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. **How many domestic household waste collections were collected during this time?**

Please see table above for the number of collections.

3. **How many were collected within 7 days of their due date?**

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.

4. **How many were collected within 14 days of their due date?**

Same 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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