



Data Protection Officer  
Freedom of Information  
NW Leicestershire District Council  
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Date: 21 September 2020

## **FREEDOM OF INFORMATION REQUEST 1267**

I write further to your email dated 22 August 2020.

Your request has been dealt with under the terms of the Freedom of Information Act 2000 (FOIA), explained on our [freedom of information](#) page.

Your request:

- The number of missed bin collections in 2018, 2019 and 2020.  
*2018/19 – 1212*  
*2019/20 – 1266*  
*2020/21 – 440 (as of 17 September 2020)*
- How many extra bin lorries had to be sent out to pick up bins missed during their routine collections in 2018, 2019, 2020.  
*We use a back-up crew deployed each day to support scheduled crews and return for justified missed collection, within 2 working days.*
- The additional costs to the council resulting from missed bin collections in 2018, 2019 and 2020.  
*Information not held.*
- The average weekly and annual costs to the council of collecting domestic waste, as in the regular landfill waste, food waste and recycling created by homes which is collected by the council.  
*The budgeted costs are:*
  - o *18/19 annual £3,125,120 weekly £60,098*
  - o *19/20 annual £3,475,460 wkly £66,836*
  - o *20/21 annual £3,727,350 wkly £71,680.*

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## **GOING FORWARD**

If you are dissatisfied with the information supplied please feel free to contact me on the number above for any queries in relation to this response. Please note that in responding to further enquiries I can only comment on the information contained within this correspondence and cannot provide any further information that may pertain to an additional FOIA request.

Please remember to quote the Authority's four digit reference number given at the top of this email in any future communications.

If you remain dissatisfied following the conclusion of the above informal review, you have the right to ask for an internal review. A request for a review whether formal or informal should be submitted within two calendar months of the date of receipt of the response to your original letter and should be sent to [DPO@NWLeicestershire.gov.uk](mailto:DPO@NWLeicestershire.gov.uk) or the address above.

Further details on our appeals and complaints procedure can be found on our website [here](#).

If you remain dissatisfied following the conclusion 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 [accessicoinformation@ico.org.uk](mailto:accessicoinformation@ico.org.uk).

Yours sincerely

Mackenzie Keatley  
Information Governance Officer