



Data Protection Officer  
Freedom of Information  
NW Leicestershire District Council  
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Date: 12 January 2021

## FREEDOM OF INFORMATION REQUEST 1439

I write further to your email dated 04 January 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:

1: How many missed bin collections does the council have to deal with annually?

<i>Financial year</i>	<i>No. of missed collections</i>	<i>Notes</i>
2018/19	1,212	
2019/20	1,267	
2020/21	988*	<i>*Please note this number is up until and including 08/01/21</i>

2: What is the annual cost of missed bin collections to the council?

*The cost of returning for missed bins is covered within the total budget for providing a waste, recycling and garden waste collection service. For 2020/21, the total budget to provide this service is £2,886,420.00.*

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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