



Data Protection Officer
Freedom of Information
NW Leicestershire District Council
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Coalville
Leicestershire
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Telephone: 01530 454763

Date: 28 April 2021

FREEDOM OF INFORMATION REQUEST 1579

I write further to your email dated 12 April 2021.

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:

Under the Freedom Of Information Act I would like to request the following data:

The number of households who received refuse waste collections in 2018, 2019 and 2020.

- 2018: 44,681
- 2019: 45,615
- 2020: 46,448

The cost of refuse collection operations for financial years 2018 - 2019, 2019 - 2020 and 2020 – 2021.
Please note the costs below are for the refuse collection service, recycling collection service and garden waste collection service.

- 2018 – 2019: £3,190,160
- 2019 – 2020: £3,488,120
- 2020 – 2021: £3,764,250

The percentage of bins missed during refuse collection rounds in 2018, 2019 and 2020.

Percentages are not available, but the number of missed bins are provided below.

- 2018: 1,212
- 2019: 1,267
- 2020: 1,359

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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.

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 or the address above.

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

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 accesscoinformation@ico.org.uk.

Yours sincerely

Mackenzie Keatley
Information Governance Officer