Derry City & Strabane
District Council
Comhairle
Chathair Dhoire &
Cheantar an tSratha Báin
Derry Cittie & Stràbane
Destrick Cooncil

Ref: EIR / 6609

27th August 2026

Environmental Information Regulations Request - Missed and Delayed Household Waste Collections

I refer to your EIR request and respond as follows:

Please provide the following information for each of these financial years:

- **2023/24**
- **2024/25**
- **2025/26**

For questions 1–3, please provide confirmed missed or delayed collections where possible, rather than all reports submitted by residents.

If the council cannot distinguish between reported and confirmed missed collections, please state this and provide the figures held.

Please supply the information electronically in CSV or Excel format where possible.

If providing a street-level breakdown would exceed the appropriate cost limit. Please do not reject the entire request without advising which information can be supplied within the cost limit.

1. **How many household waste, or recycling collections were recorded by the council as missed or not completed on their scheduled collection date?**

   Data on the exact number of missed bins is not available for the periods requested. However, it is estimated that approximately 20 missed collections occur each week.

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98 Strand Road
Derry
BT48 7NN

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2. **Where recorded, please provide a breakdown of these collections by the length of the delay before collection was completed:**

   - **One day**
   - **Two days**
   - **Three to seven days**
   - **Eight to 14 days**
   - **More than 14 days**
   - **Not subsequently collected or completion date not recorded**

   No data held

3. **Please provide a street-level breakdown of confirmed missed or delayed collections. I am requesting street names only and do not require house numbers, residents' names or complete addresses.**

   No data held

4. **How many complaints did the council receive concerning missed or delayed household waste or recycling collections?**

   While there are no registered complaints, Council's Customer Services Team deal with service requests on a daily basis. No data is held on the number or nature of these contacts unless an official complaint is made.

If you are dissatisfied with our response, you have rights of review and appeal; these rights consist of two review processes.

Firstly, our internal review procedure is available by contacting:

John Kelpie
Chief Executive
Derry City and Strabane District Council
98 Strand Road
Derry BT48 7NN

Tel: 028 71253253 or email: john.kelpie@derrystrabane.com

Secondly, you can appeal directly by contacting the Information Commissioner at:

Information Commissioner
Wycliffe House
Water Lane
Wilmslow
CHESHIRE SK9 5AF
Tel: 0303 123 1113 (local rate) or email: casework@ico.org.uk

I would however advise that the Information Commissioner has indicated that a review will not be undertaken unless the Council has first had an opportunity to re-consider its decision.

Yours sincerely

Niall McLaughlin
Waste Enforcement