

Ref: FOI / 6228

26th February 2026

Freedom of Information Act 2000 Request - Missed Bin Collections 2025

I refer to your FOI request and respond as follows:

1. The total number of missed household bin collections recorded by the council in 2025.

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

2. Any internal targets or KPIs relating to missed collections for that year.

Council crews endeavour to collect all bins on any given collection route however no defined KPIs are set in relation to this.

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 advise however, 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

Conor Canning

Head of Environment & Building Control