

Ref: EIR / 6045

6th November 2025

Environmental Information Regulations Request - Bin Collection Efficiency Data (2024–2025)

I refer to your EIR request and respond as follows:

I am writing to request information under the Freedom of Information Act 2000 regarding the efficiency of your council's bin collection services.

Specifically, I would be grateful if you could provide the following data for the calendar year 2024 and separately for the period from 1 January 2025 to the present:

1. Types of bins collected

- **Please list all categories of bins your council collects (e.g. general waste, recycling, food waste, garden waste, glass, etc.)**

General Waste, Mixed Dry Recycling, Organic (mixed garden and food),
Separate Food (small number of properties)

2. Collection schedule and frequency

- **A brief outline of the standard collection schedule for each bin type**

General Waste, Mixed Dry Recycling, Mixed Garden and Food are collected fortnightly. Separate Food is collected weekly.

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98 Strand Road
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3. Missed collections

- **The number of times bin routes were fully missed or partially missed (e.g. specific streets or households) per month**
- **If available, please break this down by bin type and whether the route was fully or partially missed**

Council does not collate this data.

4. Complaints received

- **The number of complaints related to bin collection services per month**

There were 4 complaints in 2024. 1 each in January, February, March & June.
There is one complaint to date in 2025 (August).

5. Operational issues or service disruptions

- **Any reported issues that significantly affected bin collection (e.g. vehicle breakdowns, staffing shortages, weather-related delays)**

Council does not hold this data

6. Performance metrics or internal reviews

- **Any internal or public-facing performance indicators your council uses to assess bin collection efficiency**

Complaints are logged with Customer Services Team and reviewed regularly by Senior Leadership Team.

- **Any audits, reviews, or reports conducted on waste collection performance during the requested period**

Council does not hold this data

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