

Ref: FOI / 5876

13<sup>th</sup> August 2025

## **Freedom of Information Act 2000 Request - Missed Bin Collections & Complaints 2023 & 2024**

I refer to your FOI request and respond as follows:

### **1. Could you please provide information on the number of missed bin collections in your local authority area for the years 2023 and 2024**

Council does not hold the specific information requested. Council crews are expected to lift all bins presented on the run. Council estimate, however, that on average 2-3% of bins are not serviced on a weekly basis due to non-presentation, roadworks and weather such as ice and snow etc.... In the event of a breakdown, Council will look to collect bins on the same or following day.

### **2. Additionally, I would like to know how many complaints were made regarding missed domestic bin collections in both years.**

Please be advised that 6 complaints.

### **3. Finally, can you inform me about the total number of recycling bins of all types currently in circulation in your local authority area?**

<b>Type</b>	<b>Capacity Number</b>	<b>Capacity Number</b>
Blue Bins	240l – 62,541	
Brown Bins	240l – 54,109	120l - 360
Caddies	24 / 7l - 9173	

#### **Derry**

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98 Strand Road  
Derry  
BT48 7NN

#### **Strabane**

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f Derry City & Strabane District Council  
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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@derrystرابane.com](mailto:john.kelpie@derrystرابane.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](mailto: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

**Conor Canning**  
**Head of Environment & Building Control**