



Brighton & Hove City Council
Information Rights Team
Room 233
Hove Town Hall
Norton Road
Hove
BN3 3BQ

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FOI Reference: 17277221
Direct Dial: ###
Email: ###
Date: 11 December 2024

Dear ###

Freedom of Information Act 2000

Thank you for your request for information to Brighton & Hove City Council ('the council') that was received on 15 November 2024. We have now processed your request and our response is below.

Your request:

I would like to request data under the Freedom of Information Act regarding complaints about bin collections.

Can you please provide me with the number of missed bin collections reported to your authority in 2023 and also the number so far in 2024.

The number of complaints your authority has received regarding bin collections 2023 and also the number so far in 2024.

Could you also provide, if possible, the number of domestic recycling bins used within your local authority.

Our response:

In processing your request, we liaised with colleagues within City Clean, as they would hold the information in relation to your request were this information to be held by the council.

We can confirm that the information requested is held by the council. The information you requested is detailed below.

Can you please provide me with the number of missed bin collections reported to your authority in 2023 and also the number so far in 2024.

Response: The Council defines a missed bin as a bin not collected on the scheduled day we told the resident we would collect it. Bins are sometimes not collected for operational reasons (e.g. vehicle or crew availability) or because we are unable to access a street (e.g. parked cars or roadworks) to make the collection on time.

Whenever we miss a collection for operational or access issues most missed bins are picked up within 24 hours of the scheduled collection time. Sometimes we are unable to collect a bin because contaminated materials have been placed in the bin and this material needs to be removed before we can collect it, these instances are included in the total numbers of missed bins too.

The following figures cover missed domestic “kerbside” bin collections carried out in 2023 and 2024:

Year	Missed kerbside refuse	Missed kerbside recycling	Missed garden waste	Combined total
2023	25,834	11,558	4,904	42,296
2024 (to end of November)	25,356	13,373	5,445	44,174
TOTAL	51,190	24,931	10,349	86,470

The number of complaints your authority has received regarding bin collections 2023 and also the number so far in 2024.

Response: The following table gives the figures for Stage 1 complaints regarding missed collections received in these years –

Year*	Refuse	Recycling	Garden	Total
2023	125	79	22	226
2024	69	39	19	127

*Please note that this data is only collated once a quarter, so these figures cover the period 1 Jan 23 – 15 Sep 24.

Could you also provide, if possible, the number of domestic recycling bins used within your local authority.

Response: There are approximately 90,000 council distributed domestic recycling wheelie bins within the local authority area of Brighton & Hove.

Please quote the reference number **17277221** in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for an Internal Review. Internal Review requests should be submitted within 40 working days of the date of receipt of this response and should be addressed to:

freedomofinformation@brighton-hove.gov.uk

or by post to the address at the top of this letter.

If you are still dissatisfied with the Council's response after the Internal Review you have a right of appeal to the Information Commissioner at:

<https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/foi-and-eir-complaints/>

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF.
Telephone: 0303 123 1113
Website: www.ico.org.uk

We will now close your request as of this date.

Yours sincerely

Information Rights Team