



## Response to Request for Information

Reference      FOI 091568  
Date            15 September 2015

### ***Bin Collections***

**Request:**

1. For the calendar years 2014 and 2015 to date (15th September 2015), all cases of people reported a missed bin collection online.

Please provide

- a) the first half of the postcode (e.g. L4, NE20) of the person making the complaint
- b) the date submitted
- c) the due collection date
- d) type of bin(s) missed

Following careful consideration, the Council regrets to inform you that it has decided not to disclose this information.

Information you have requested has been withheld from disclosure. The exemption engaged is Section 12 of the Freedom of Information Act 2000 (FOI).

Section 12 of the FOI exempts Public Authorities from providing information where the estimated cost of compliance exceeds the appropriate limit. Any estimate must be undertaken in accordance with the limits set in fees regulations made under Section 12 (5) of the FOI.

These Fees Regulations allow for a refusal where the cost of compliance, for local authorities such as the Council, would exceed £450. As a guide, staff time to identify and extract this information is charged at a rate of £25 per hour.

In this instance the Council estimates that the total cost of compliance in dealing with these aggregated requests would exceed the statutory limit.

In summary to provide you with the information requested would mean (due to the way our reports are produced) looking at each month individually, the postcodes separated out and a search on the collection day of each reported missed collection. This would take approximately 37 hours.