



**Information Governance**

Coventry City Council  
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[www.coventry.gov.uk](http://www.coventry.gov.uk)

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Please contact Information Governance  
Direct line 024 7697 5408  
infogov@coventry.gov.uk

Dear Sir/ Madam

**Freedom of Information Act 2000 (FOIA)  
Request ID: REQ006682**

Thank you for your request for information relating to missed bin collections 2012-2019.

Your request and our responses are outlined below:

**The Percentage per annum of missed bin collections throughout Coventry 2012-2019?**

2012/13 – Please see below

2013/14 - 10,562 / 0.1%

2014/15 - 11,082 / 0.1%

2015/16 - 9,349 / 0.1%

2016/17 - 18,133 / 0.2 %

2017/18 - 12,689 / 0.2%

2018/19 - 1 April 2019 to 10 Jan 2020 – 11,606 / 0.1%

These are all reported by residents as a missed Domestic, Recycling or Garden collection, they are not confirmed as actually “missed”.

Regarding 2012/13, we can confirm that we do not hold this information and are advising you as per Section 1(1) of the Act, due to a change in computer system this data is not available.

The supply of information in response to a freedom of information request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

Should you wish to make any further requests for information, you may find what you are looking for is already published on the [Council's web site](#) and in particular its FOI/EIR [Disclosure log](#), [Council's Publication Scheme](#), [Open Data](#) and [Facts about Coventry](#).

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: [infogov@coventry.gov.uk](mailto:infogov@coventry.gov.uk)

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email [casework@ico.org.uk](mailto:casework@ico.org.uk).

Please remember to quote the reference number above in your response.

Yours faithfully

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