

Councillor Lynda Marshall – Cabinet Member for Street Scene and Green Spaces

Riverside House
Main Street
Rotherham
S60 1AE
Email: lynda_marshall@rotherham.gov.uk
Email the Council for free @ your local library

Our ref	Please Contact	Direct Line
LM/LH	Cllr Lynda Marshall	01709 822465

7th August 2025

Cllr Michael Bennett-Sylvester
Elected Member

Via email: michael.sylvester@rotherham.gov.uk

Dear Cllr Bennett-Sylvester

Supplementary question at Council – Wednesday 16th July 2025

Thank you for your supplementary question that you raised at the Council meeting on Wednesday 16th July. You raised the issues of refunds for residents in relation to brown bins and asked for improved communication for ward members as you had to chase the Council for information rather than information being provided to you as a ward member.

I can advise that with regards to refunds for residents who subscribe to the garden waste service, we are currently exploring options and will contact affected customers in due course.

Ward members recently received an update from Assistant Director Sam Barstow, which I hope addresses your concerns around communication. Officers recognise the importance of keeping members informed and are working to improve this going forward when any prominent updates are required. Officers have undertaken to keep Members informed as to any further updates.

I understand that delays to bin collections are frustrating and sincerely apologise for the inconvenience caused over recent collection dates.

Officers are actively working to resolve these issues by:

- Recruiting and training temporary staff to strengthen the collection teams
- Advertising permanent roles to improve overall service capacity

To help residents stay informed, I've provided a link below to the Missed Bin Street Directory.

If the street is listed, a return visit is planned. If the issue is specific to the property, residents can also use the link to log a new missed bin request:

[Missed bin collection – Rotherham Metropolitan Borough Council](#)

I hope you find this information helpful.

Yours sincerely



Cllr Lynda Marshall
Cabinet Member for Street Scene and Green Spaces