



REQUEST 19270

For the calendar year 1 January 2025 to 31 December 2025, please confirm:

- The total number of scheduled household bin collections that were missed by the Council (i.e. not collected on the scheduled day).

If the Council does not yet hold a full-year figure for 2025, please instead provide:

- the total number of missed collections recorded to date in 2025, and
- the period that figure covers (e.g. January–June 2025).
- annualise or prorate the available figure to provide a full-year estimate for 2025

Clarifications to minimise effort

- This request is for a single total figure only.
- I am not requesting ward-level, route-level, street-level, or contractor-level data.
- I am not requesting explanations, causes, complaints, or remedial actions.
- The figure may be provided as recorded, without validation, reconciliation, or review.
- Where the Council records missed collections by exception reports, performance dashboards, or contractor KPIs, the headline figure from those sources is sufficient.

For the purposes of this request, a “missed collection” means:

- a scheduled household bin collection that did not take place on the scheduled day, including where the collection was later completed on a different day.

RESPONSE

The total for missed bin collections for calendar year 1 January 2025 to 31 December 2025 was: **12,982** and a breakdown of each waste stream as detailed below:

Missed Collection – Co-Mingled **2510**
Missed Collection – General Waste **5755**
Missed Collection – Garden/Food **2592**
Missed Collection – Paper/Cardboard **2125**