

Request

1. How many household waste or recycling collections were recorded by the council as missed or not completed on their scheduled collection date for each financial year 2023/24, 2024/25 and 2025/26?
2. Where recorded, provide a breakdown of these collections by the length of the delay before collection was completed: one day; two days; three to seven days; eight to 14 days; more than 14 days; not subsequently collected or completion date not recorded.
3. Provide a street-level breakdown of confirmed missed or delayed collections. Street names only; no house numbers, residents' names or complete addresses.
4. How many complaints did the council receive concerning missed or delayed household waste or recycling collections?

Response

Please see accompanying Excel file.

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In 23-24, there were 43 formal complaints for missed collections.

In 24-25, there were 58 formal complaints for missed collections.

In 25-26, there were 59 formal complaints for missed collections.

In 24-25, there were also 23 assisted collection complaints, however this will include some requests to be added to the list.

In 25-26, there were also 14 assisted collection complaints which would include some requests to be added to the list.