

## 60056 Missed Bin Collection Service Requests (2025)

Please provide the following information.

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

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

In 2025 there were 19,808 'Domestic Missed Bin' Service Requests (not including 'Communal Bins Full' Service Requests).

We cannot advise if these were on the day or a different day than scheduled.

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 collection service requests by exception reports, performance dashboards, or contractor KPIs, the headline figure from those sources is sufficient.

Definition:

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.