

64374 Missed and Delayed Household Waste Collections

Please provide the following information for each of these financial years: 2023/24, 2024/25 and 2025/26:

How many household waste or recycling collections were recorded by the council as missed or not completed on their scheduled collection date?

Where recorded, please provide a breakdown of these collections by the length of the delay before collection was completed:

- a. One day
- b. Two days
- c. Three to seven days
- d. Eight to 14 days
- e. More than 14 days
- f. Not subsequently collected or completion date not recorded

Please provide a street-level breakdown of confirmed missed or delayed collections. I am requesting street names only and do not require house numbers, residents' names or complete addresses.

(For questions 1–3, please provide confirmed missed or delayed collections where possible, rather than all reports submitted by residents.)

[We are not currently able to provide the information broken down to this level. The Neighbourhood Environmental Service are working with a new system provider so that this data may be reported in the future.](#)

How many complaints did the council receive concerning missed or delayed household waste or recycling collections?

[Rather than 'complaints', we hold a central record of 'Missed Bin Service Requests'. This will include missed and delayed collections and are provided below.](#)

[2023/24 - 22,106 Service Requests](#)

[2024/25 - 30,254 Service Requests](#)

[2025/26 - 20,616 Service Requests](#)