

**Request for information: CAS-2163002-P3Q6C3 - Missed bin Collection**  
**(as at 7 September 2020)**

**1. The number of missed bin collections in 2018, 2019 and 2020**

2018 – 2269  
2019 – 1830  
2020 to July – 890

For context, our contractor Veolia completes 10.9 million collections per year.

**2. The number of extra bin lorries had to be sent out to pick up bins missed during their routine collections in 2018, 2019, 2020.**

No additional vehicles are used to pick up missed collections. The collection crew/vehicle responsible divert from their route to pick these up as soon as possible, often on the same day.

**3. The additional costs to the council resulting from missed bin collections in 2018, 2019 and 2020.**

Any additional costs fall to the contractor.

**4. The average weekly and annual costs to the council of collecting domestic waste, as in the regular landfill waste, food waste and recycling created by homes which is collected by the council.**

We have an integrated waste management contract which covers collection, transport, bulking, processing and disposal. The payment to the contractor is via a Unitary Charge which does not separately list the cost of each element. Therefore, we are unable to provide the costs of collection specifically.