



Service Area	Policy Description	Version
Recycling and Waste Collection	Missed Bins	1

Purpose of Policy

This policy sets out how the Council will respond to reports of missed refuse, recycling and green waste collections.

Procedure

Missed bins can be reported on line or via the Customer Contact Centre.

Residents reporting a missed bin on the day of collection will be asked to contact the Council again the next working day. This is to ensure that crews are not just running late.

All crews complete a daily report sheet which records any bins which were not presented for collection or in the case of recycling / green waste bins, which were contaminated.

We will not return to empty bins which were not presented at the time of collection or which the crew has recorded as contaminated. Where bins are contaminated, the contamination will need to be removed by the resident before the next scheduled collection.

Missed collections must be reported by 5pm two working days after the scheduled collection. E.g. bins missed on a Monday must be reported by 5pm on the Wednesday. We will not return to bins reported as missed after this time.

We aim to return to any missed bins by the end of the following working day.

Where a street or larger area has been missed due to road works, vehicle breakdown or adverse weather conditions we will return as soon as feasibly possible. We will inform the relevant District Councillor and Parish Council Clerk and where appropriate share the information via our social media channels.