

Missed Bins Benchmarking

Authority	Description of PI(s) on missed bins	Data / Target	What is considered as 'missed'
Basildon	Not monitored		
Braintree	Number of missed bins not collected within 24 hours of being reported (per 100,000 collections).	Q4 2013/14 9.6 against a target of 12 (the outturn represents 186 missed bins from January to March) Q1 2014/15 5.27 against a target of 10 (the outturn represents 102 missed bins from April to June)	Missed bins have to be 'true' missed bins so they must be out on time, at the agreed collection point (which is usually the boundary of the property). Missed bins usually occur where there is agency staff on or the crews have been changed round and they are not familiar with agreed collection points or assisted collection customers (including new assisted collections) or just generally miss it as they think another crew member has dealt with it.
Brentwood	Not monitored		
Castle Point	Missed bins per 100,000 collections	Q1 2014/15 – 22.36 Q2 2014/15 – 25.37	The definition of missed is when someone calls to inform us that a collection has not been made. If on returning we find it has been left due to being contaminated or that it has not been out for collection, this would be removed from the list.

Chelmsford	Not monitored		
Colchester	Number of missed collections	2013/14 (i.e. end of Q4) Target 4,620 Actual 3,930 (missed bin collection rate of 0.035%) Q1 2014/15 Target 1,352 Actual 1,367	What counts as a missed bin is if the item is put out by 7am on collection day.
Epping Forest	Not monitored		
Harlow	Not monitored		
Maldon	Number of missed collections per 100,000	Q4 2013/14 Target 50 missed collections per 100,000. There were 511 validated missed collections in quarter 4. This equates to 50.37/100,000 for the quarter. Q1 2014/15 Target 50 missed collections per 100,000 There were 741 validated missed collections in quarter 1. This equates to 72.69/100,000 for the quarter.	Actual missed bins figure based on complaints received from residents. These complaints are referred to the contractor who advises whether it is a valid missed bin or not. Any invalid missed bins (so those not put out on time for example) will be removed from the figure reported.

Rochford	Missed bins as a percentage of the total bins collected = Total number of missed bins reported / Total Waste Collections	Q4 2013/14 - 0.006%	RDC counts any bin that is reported the day after collection as missed. Bins reported on the same day as collection are not counted as missed and they are dealt with on the same day as collection.
Tendring	Percentage of missed bins collected within a 24 hour period.	Q1 2014/15 - 99.4%. Our target is for 90% of missed collections to be collected within 24 hours.	A missed bin is a waste receptacle that isn't collected by the contractor on the day on which it should be. If the member of the public placed the wrong recycling out for collection it is not counted as a missed collection.