

Elected Member Technical Note

Report by: Ann Davie, Chief Executive

TN Number: 152-26

Date: 26th October 2026

Subject: Waste Services – Missed Collections

Responsible Officer: Thomas McMenamin, Executive Officer – Roads & Neighbourhood Services

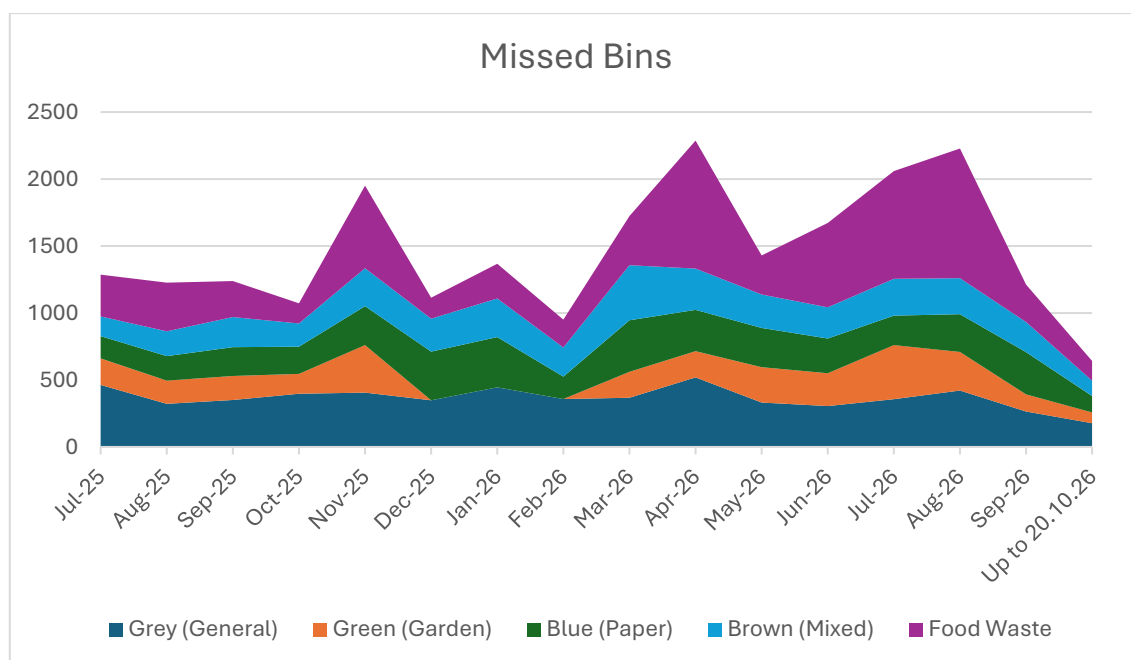
Publication: This Technical Note will be published on the Council's website following circulation to Members. Its contents may be disclosed or shared out with the Council.

Details:

1. The purpose of this Technical Note is to provide Elected Members with a further update on the numbers of reported missed bins across all Service areas since the previous communication on 19th August 2026.
2. The information below provides a breakdown of missed bins across each waste collection stream for the period of July 2025 to 20th October 2026.

Missed Bins	Grey (General)	Green (Garden)	Blue (Paper)	Brown (Mixed)	Food Waste	Monthly Total	Daily Average	Bins Missed (%)	Bins Collected (%)
Jul-25	463	198	166	147	312	1286	41	0.30	99.70
Aug-25	322	173	183	185	364	1227	40	0.28	99.72
Sep-25	351	179	215	225	268	1238	41	0.29	99.71
Oct-25	397	148	203	174	150	1072	35	0.25	99.75
Nov-25	405	356	290	283	617	1951	65	0.46	99.54
Dec-25	348	0	363	247	156	1114	36	0.26	99.74
Jan-26	445	0	375	288	259	1367	44	0.31	99.69
Feb-26	358	0	167	218	207	950	34	0.24	99.76
Mar-26	367	194	385	411	366	1723	56	0.40	99.6
Apr-26	519	196	308	309	955	2287	76	0.54	99.46
May-26	331	265	292	250	292	1430	46	0.33	99.67
Jun-26	305	245	259	234	629	1672	56	0.40	99.60
Jul-26	356	405	219	275	804	2059	66	0.47	99.53
Aug-26	421	288	282	269	968	2228	72	0.51	99.49
Sep-26	265	127	316	224	280	1212	40	0.28	99.72
Up to 20.10.26	177	81	123	114	147	642	32	0.01	99.99

**Percentages are based upon an average of 14000 collections taking place per day*



3. The data has been extracted from the Customer Relations Management system, Citizen Hub. This information incorporates all reports through the online web platform and via the Customer Service agents.
4. The number of missed bins is now evidently showing a downward trend, which strongly suggests that staffing levels have been the major contributing factor to the challenge of missed bins experienced in the past 16 months. As staffing levels improve, service delivery appears to become more consistent and reliable. This highlights the importance of maintaining adequate staffing levels within the essential frontline waste service.
5. Service vacancies have been filled promptly and in advance where possible, to address staffing gaps within the service, strengthen capacity, and enhance service delivery, ensuring continuity of the frontline operation. The Service have utilised all aspects of the current East Dunbartonshire Council Attendance Management Policy, with regular interventions and employee meetings.
6. The Waste and Recycling Service continues to maintain a high level of collection reliability. In the last 16 months, the reported missed bins peaked at 0.54% in April 2026. Most recent missed bin figures are now 0.01%. Missed bins will inevitably occur on occasions due to operational factors, including access restrictions, vehicle breakdowns and residents' late presentation.

7. Average Absent rate for frontline Waste Collection staff only per month.

	Frontline Structure	Total Staff Absent	%
Jun-25	92	10	10.87
Jul-25	92	15	16.30
Aug-25	92	10	10.87
Sep-25	92	13	14.13
Oct-25	92	10	10.87
Nov-25	84	16	19.05
Dec-25	84	12	14.29
Jan-26	84	12	14.29
Feb-26	84	16	19.05
Mar-26	84	18	21.43
Apr-26	92	15	16.30
May-26	92	13	14.13
Jun-26	92	18	19.56
Jul-26	92	20	21.73
Aug-26	91	19	20.87
Sep-26	91	14	15.38
21st October -26	90	8	8.88

8. The service has been able to progressively reduce its reliance on agency staff cover as absence levels have improved and vacancies filled. It is anticipated that remaining agency staff will be released in the coming weeks as substantive staffing levels continue to improve.
9. The service has experienced a significant staff turnover in the past 12 months, which has had an impact on service delivery. We are hopeful that staffing levels and service continuity will now begin to stabilise and the workforce more established, enabling greater continuity in the frontline teams.

Designation	Number	Update
Squad Leader	1	Currently advertised.
Waste Operative	1	Currently advertised.
Seasonal Squad Leader	3	Staff have gradually moved to permanent positions.
Seasonal Waste Operative	1	Due to a recent promotion to a permanent post
Mavis Valley	2	1 each shift / advertised twice with no success
Total as of 21.10.2026	8	

10. Finally, year-end annual leave requests now place pressure on staffing capacity, requiring careful workforce planning to maintain the current levels of service continuity and ensure the improvements in performance continues.

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