

**Missed bin analysis**

Week ending	Missed bin page	Missed bin page	Bin collection	Bin collection	Waste landing page	Waste landing page	Bin status page	Customer First Missed Collection Enquiries	Customer First Missed Collection reports	Customer First Missed Collection reports	Online reports	Online reports	Reports via Contact us
	2016	2015	s 2016	s 2015	page 2016	page 2015		2016	2016	2016	2015	2016	
08 November 2015	75	127	305	269	276	275			57		55	21	20
15 November 2015	90	81	355	184	277	482			64		66	30	15
22 November 2015	100	108	329	197	283	285			56		40	25	14
29 November 2015	66	90	317	247	204	271			44		47	18	9
06 December 2015	85	102	378	223	278	255			41		62	16	21
13 December 2015	79	137	486	353	287	317			55		69	18	12
20 December 2015	92	115	727	409	250	258			49		58	30	21
27 December 2015	110	204	1156	729	255	347			62		100	60	34
03 January 2016	114	209	1389	762	405	388			0			28	41
10 January 2016	149	196	624	447	412	469			112		134	33	32
17 January 2016	75	166	427	345	348	426			56		67	22	20
24 January 2016	92	144	374	368	484	396	658	19	11		29	10	16
31 January 2016	145	121	349	327	485	328	647	33	23		40	7	15
07 February 2016	142	59	352	267	487	384	701	31	18		46	8	8
14 February 2016	85	79	315	301	449	304	686	22	19		32	11	10
21 February 2016	111	66	331	304	484	345	771	30	17		56	7	20
28 February 2016	111	104	257	302	502	382	649	40	21		39	5	17
06 March 2016	95	85	305	327	904	313	719	26	14		34	2	21
13 March 2016	150	94	478	283	1525	289	860	41	26		41	16	21
20 March 2016	181	93	755	271	1369	352	709	39	24		51	3	21
27 March 2016	153	99	2194	320	1864	371	2803	23	14		39	5	27
03 April 2016	140	103	917	565	1266	469	1142	29	17		31	6	16
10 April 2016	142	136	688	444	1047	522	843	38	19		25	5	32
17 April 2016	152	125	576	372	1043	476	720	15	7		31	6	24
24 April 2016	122	95	913	322	1929	415	1002	29	19		36	8	15
01 May 2016	155	92	899	292	1539	364	1012	19	12		31	4	20
08 May 2016	202	123	987	362	1911	416	1061	23	12		36	8	26
<b>Total</b>	<b>3213</b>	<b>3153</b>	<b>17183</b>	<b>9592</b>	<b>20563</b>	<b>9899</b>	<b>14983</b>	<b>457</b>	<b>869</b>	<b>1295</b>	<b>412</b>	<b>548</b>	

Missed bin reports difference 27 March - 24 April			Good to be
Total reports	On previous year	-72%	↓
Back office reports	On previous year	-53%	↓
Online reports	On previous year	-74%	↓

Connected waste pages difference - 27 March - 24 April			Good to be
Missed bins	On previous year	27%	↑
Bin collections	On previous year	161%	↑
Waste landing	On previous year	217%	↑