

Stirling Council 2024 Community Council Briefing

New collection schedule (March 2025)



Dear community councils,

Waste services would like to notify you of a new collection schedule due to take place in March 2025. The purpose of this document is to provide you with key information prior to the change so that you and the community you represent are informed. Please see below, the key points relating to the change of waste collection days. Should you have any further questions a member of the waste team will be able to help, contact details will be included in this briefing.

What change is taking place?

Waste services are moving from a 7-day collection service model to a 4-day collection service model. Following a review of the current service, we have identified changes in our service delivery, to improve performance, efficiency, resilience, and cost. This modification to the service will result in a change in the waste schedule for residents across the entire council. This change also applies to our commercial waste customers.

When is it taking place?

The transition to the new service model will take place from Saturday 1st March 2025. There will be no waste collections on Sunday 2nd March or Monday 3rd March, the new collection schedule will commence Tuesday 4th March.

How will this affect our communities?

From Tuesday 4th March, residents will have a different collection day for their waste and recycling and will follow a different collection schedule. Bins will no longer be collected on a Saturday, Sunday, and Monday. Instead, collections will only run from Tuesday – Friday.

- Those that receive an assisted pull-out will still get this service
- Those that receive the additional healthcare bin collection will still get this service.
- Collection frequencies will remain the same
- Opening times and access to the council's Household Waste Recycling Centres will not change

Residents who are scheduled to have their grey and blue bins collected on Sunday 2nd March will receive an alternative one-off collection.

Some residents will also receive a separate one-off collection for their grey bin and/or brown bin; this is to prevent anyone waiting longer than 4 weeks for their grey bin and 3 weeks for their brown. Some may also experience a delay in the collection of recycling bins and brown bin; this is to prioritise the collection of grey bins. Advice will be provided for residents should their recycling be delayed.

Residents will see no loss of quality of their service through the new collection schedule and there will be no loss of jobs among existing Waste Service staff.

How will residents be informed of this change?



There will be a news release on 24th January to notify residents of the changes due to take place in March 2025. Residents can expect direct and online communications relating to their collection schedule changes. All residents and commercial waste customers will receive a letter from w/c Monday 27th January, through the post about the change; paper-based calendar(s) for the new schedule will be enclosed in this letter and this will also be available to view or download closer to the time on our webpage www.stirling.gov.uk/newwasteschedule .

Those residents that are due a one-off and/or receive any healthcare waste collections will also receive direct written communications, to inform them when this will be scheduled.

Social media posts will be shared online, via our official council pages, on the run-up to the collection day change in March. These posts will direct residents to relevant online information sources and contact details.

Online resources include:

- Webpage dedicated to the service change providing narrative
- Frequently Asked Questions for both residents and commercial waste customers
- Waste collections postcode finder
- Service contact details
- Feedback form

Who should our communities contact if they have a query relating to the waste collections day change?

If residents have any queries relating to the waste collection day change, they should contact wastecollectiondaychange@stirling.gov.uk in the first instance. Any commercial waste customers with enquiries can email wastecommercial@stirling.gov.uk

We would like to use this opportunity to thank our communities for their cooperation and valued participation in reaching Stirling Councils waste and recycling targets.

Yours Faithfully,

The Waste Team