

Family group comparison

Refuse Collection PI standings

Name of authority

PIN

Family group

Sample Authority

4999

R1

Performance indicator

Key performance indicators

Performance indicator	Number in group	Highest in group	Average for group	Lowest in group	Your output/score	Standing in group	Top quartile mark	Quartile achieved	Ten percentile mark	High / Low / Neutral
PI 01c - Cost of refuse collection service per household (excluding landfill tax & waste disposal)	7	£91.00	£64.02	£31.98	£89.76	6	-	-	£34.44	L
PI 02c - Cost of refuse collection service per household (excluding landfill tax & waste disposal and CEC)	13	£112.32	£67.53	£23.51	£81.82	9	£38.04	3	£33.61	L
PI 03a - Net cost of recycling per household	7	£57.30	£36.11	£14.51	£50.25	5	-	-	£14.96	L
PI 03b - Tonnes of domestic waste sent/collected for recycling per household (Scotland only)	6	0.65	0.50	0.25	0.65	1	-	-	0.63	H
PI 03g - Tonnes of domestic waste sent/collected for recycling per 1000 head of population (Scotland only)	6	290.39	231.60	126.32	267.04	2	-	-	278.71	H
PI 03d - Cost of recycling per household covered by kerbside recycling collections (including CEC)	7	£57.30	£36.15	£14.51	£50.25	5	-	-	£14.96	L
PI 03e - Tonnes of domestic waste recycled per household	13	0.75	0.48	0.28	0.75	1	0.60	1	0.61	H
PI 03f - Kg of domestic waste recycled per head of population	13	310.34	224.91	136.37	308.43	2	285.10	1	304.52	H
PI 03h - Tonnes of domestic waste recycled per 1000 head of population (Scotland only)	6	310.34	287.71	260.48	308.43	2	-	-	309.39	H
PI 03i - Net cost of recycling per household (excluding CEC)	13	£74.60	£36.37	£5.69	£46.77	8	£18.08	3	£10.20	L
PI 11 - Percentage of households covered by kerbside recycling collections	12	100.00%	99.23%	95.19%	100.00%	1	100.00%	1	100.00%	H
PI 12a - Percentage of total domestic waste collected which is sent for recycling (Scotland only)	6	54.55%	44.79%	23.08%	53.76%	2	-	-	54.16%	H
PI 12b - Percentage of household waste collected which is actually composted	13	27.01%	20.45%	4.05%	25.15%	3	24.22%	1	25.22%	H
PI 12c - Percentage recovery of energy from household waste collected (excluding Scotland; Unitary only)	-	-	-	-	-	-	-	-	-	H
PI 12g - Percentage recovery of energy from total waste collected (Wales only)	-	-	-	-	-	-	-	-	-	H
PI 12f - Percentage of total waste collected which is actually recycled (Unitary only)	6	65.54%	58.29%	51.44%	65.54%	1	-	-	63.63%	H
PI 17 - Customer satisfaction surveys	-	-	-	-	-	-	-	-	-	H

Notes:

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- Quartile / percentile marks are only shown for those performance indicators for which there is a desirable achievement.
- Quartile marks are only shown for those performance indicators for which there are a minimum of 8 outputs / scores within the set parameters.

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Key performance indicators (continued)

Performance indicator	Number in group	Highest in group	Average for group	Lowest in group	Your output/score	Standing in group	Top quartile mark	Quartile achieved	Ten percentile mark	High / Low / Neutral
PI 32a - Kg of residual household waste landfilled per annum per head of population (Unitary only)	6	241.49	171.97	123.98	144.51	3	-	-	134.10	L
PI 32e - Tonnage of residual household waste sent to landfill per annum per 1000 head of population (Scotland only)	6	400.08	251.78	194.54	194.54	1	-	-	200.49	L
PI 32d - Kg of residual household waste landfilled per annum per household (Unitary only)	6	471.12	360.66	285.67	350.13	4	-	-	285.99	L
PI 32f - Tonnage of residual household waste sent to landfill per annum per household (Scotland only)	6	0.78	0.53	0.44	0.47	3	-	-	0.44	L
Other cost performance indicators										
PI 01d - Cost of refuse collection per head of population (excluding landfill tax and waste disposal)	7	£43.59	£29.31	£14.48	£37.05	5	-	-	£16.02	L
PI 02d - Cost of refuse collection per head of population (excluding landfill tax and waste disposal and CEC)	13	£51.83	£31.52	£10.64	£33.77	7	£17.86	2	£15.81	L
PI 08b - Total labour costs as a percentage of total expenditure (excluding waste disposal costs)	6	55.87%	50.68%	43.29%	50.98%	-	-	-	-	N
PI 08c - Total labour costs as a percentage of total expenditure (excluding waste disposal costs and CEC)	11	64.73%	54.51%	46.14%	54.83%	-	-	-	-	N
PI 10b - Transport costs as a percentage of total expenditure (excluding waste disposal costs)	6	29.04%	20.05%	13.02%	13.02%	-	-	-	-	N
PI 10c - Transport costs as a percentage of total expenditure (excluding waste disposal costs and CEC)	10	33.07%	23.15%	14.00%	14.00%	-	-	-	-	N
PI 18b - Front line labour costs as a percentage of total expenditure (excluding waste disposal costs)	6	48.94%	44.04%	40.51%	40.51%	-	-	-	-	N
PI 18c - Front line labour costs as a percentage of total expenditure (excluding waste disposal costs and CEC)	11	52.29%	47.80%	42.43%	43.57%	-	-	-	-	N
PI 29b - Central establishment charges as a percentage of total expenditure	7	15.87%	8.51%	2.43%	7.56%	-	-	-	-	N
PI 30b - Average cost per FTE front line vehicle	10	£92,447	£46,440	£21,549	£32,439	2	£33,021	1	£31,350	L
PI 31c - Cost of recycling household waste per tonne (tonnes sent/collected for recycling) (Scotland only)	2	£125.91	£101.79	£77.67	£77.67	1	-	-	£82.50	L
PI 31d - Cost of recycling household waste per tonne (tonnes actually recycled)	5	£101.46	£65.43	£35.32	£67.25	3	-	-	£36.92	L
PI 07b - Percentage profit achieved by providing trade waste service	11	88.47%	36.01%	-24.57%	85.79%	4	86.70%	2	86.73%	H
PI 27 - Cost per household excluding trade waste costs	13	£113.36	£73.62	£35.05	£94.61	9	£46.35	3	£36.38	L
PI 37 - Cost of domestic waste disposal per household	4	£62.95	£43.38	£34.06	£62.95	4	-	-	£34.99	L
PI 38 - Cost of municipal waste disposal per household	5	£66.97	£42.28	£22.70	£66.97	5	-	-	£29.35	L

Customer service performance indicators

PI 15 - Quality assurance and consultation process	13	138.00	53.15	4.00	79.00	4	79.00	1	113.00	H
PI 16 - Human resources and people management	13	96.00	46.23	14.00	66.00	3	65.00	1	74.80	H
PI 33 - Community / customer surveys undertaken	6	98.80%	83.78%	67.00%	78.00%	5	-	-	94.20%	H

Family group comparison

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Performance indicator

Efficiency performance indicators

Performance indicator	Number in group	Highest in group	Average for group	Lowest in group	Your output/score	Standing in group	Top quartile mark	Quartile achieved	Ten percentile mark	High / Low / Neutral
PI 22a - Missed collections per 100,000 collections (full year)	11	97.48	49.10	8.54	37.25	5	25.98	2	9.38	L
PI 22b - Missed collections per 100,000 collections (April - Sept)	9	127.72	58.74	9.30	38.81	4	35.55	2	25.76	L
PI 22c - Missed domestic residual waste collections (full year) per 100,000 collections	11	179.44	78.43	6.81	134.66	10	46.13	4	31.32	L
PI 22d - Missed domestic residual waste collections (April - September) per 100,000 collections	11	182.36	84.51	7.25	157.36	10	52.72	4	18.21	L
PI 22e - Missed separate recycling collections (full year) per 100,000 collections	11	60.82	30.15	1.95	17.85	5	9.77	2	3.13	L
PI 22f - Missed separate recycling collections (April - September) per 100,000 collections	10	142.70	35.22	0.06	15.19	4	10.73	2	2.20	L
PI 04a - Trade waste contracts (charged) as a percentage of available market	11	95.13%	29.41%	14.57%	95.13%	1	30.37%	1	34.20%	H
PI 04b - Number of trade waste agreements for recycling (free or charged)	11	1238	383	0	25	8	784	3	1067	H
PI 04c - Percentage change in trade waste contracts	7	20.15%	6.85%	-2.40%	-2.40%	7	-	-	16.02%	H
PI 34 - Average number of lifts per collection round	11	1,441	898	483			1,145		1,180	H
PI 35a - Litres of fuel used annually in refuse collection vehicles per 1,000 head of population	8	2,824	2,067	1,122	2,130	5	1,922	3	1,485	L
PI 20a - Staff absence (all employees)	8	7.11%	5.12%	2.40%			4.48%		2.54%	L
PI 20b - Staff absence - days lost per FTE (Scotland only)	5	18.00	15.47	11.90	18.00	5	-	-	12.74	L

Other recycling performance indicators

PI 32b - Percentage of household waste sent to landfill per annum (Unitary only)	6	45.88%	35.30%	26.01%	31.31%	2	-	-	28.66%	L
PI 32g - Percentage of residual household waste collected for / sent to landfill per annum (Scotland only)	6	76.00%	51.68%	41.55%	42.15%	2	-	-	41.85%	L
PI 32c - Percentage of municipal waste sent to landfill per annum (Scotland only)	6	76.92%	55.21%	45.45%	46.24%	2	-	-	45.84%	L

Whole service comparison

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Performance indicator

Key performance indicators

Performance indicator	Number in service	Highest in service	Average for service	Lowest in service	Your output/score	Standing in service	Top quartile mark	Quartile achieved	Ten percentile mark	High / Low / Neutral
PI 01c - Cost of refuse collection service per household (excluding landfill tax & waste disposal)	42	£142.71	£70.40	£28.86	£89.76	32	£45.92	3	£41.03	L
PI 02c - Cost of refuse collection service per household (excluding landfill tax & waste disposal and CEC)	56	£140.24	£64.87	£21.87	£81.82	41	£42.90	3	£33.71	L
PI 03a - Net cost of recycling per household	34	£62.44	£32.24	£10.08	£50.25	30	£19.29	4	£15.44	L
PI 03b - Tonnes of domestic waste sent/collected for recycling per household (Scotland only)	12	0.65	0.44	0.17	0.65	1	0.55	1	0.61	H
PI 03g - Tonnes of domestic waste sent/collected for recycling per 1000 head of population (Scotland only)	12	290.39	207.34	83.28	267.04	2	240.00	1	264.33	H
PI 03d - Cost of recycling per household covered by kerbside recycling collections (including CEC)	33	£57.30	£31.75	£10.08	£50.25	29	£19.29	4	£15.38	L
PI 03e - Tonnes of domestic waste recycled per household	64	0.75	0.41	0.21	0.75	1	0.46	1	0.61	H
PI 03f - Kg of domestic waste recycled per head of population	64	321.88	183.55	87.62	308.43	3	211.39	1	273.50	H
PI 03h - Tonnes of domestic waste recycled per 1000 head of population (Scotland only)	12	310.34	251.29	111.79	308.43	2	288.87	1	306.47	H
PI 03i - Net cost of recycling per household (excluding CEC)	54	£92.52	£31.95	£5.39	£46.77	42	£15.89	4	£7.93	L
PI 11 - Percentage of households covered by kerbside recycling collections	60	100.00%	98.79%	83.81%	100.00%	1	100.00%	1	100.00%	H
PI 12a - Percentage of total domestic waste collected which is sent for recycling (Scotland only)	12	54.55%	41.49%	20.34%	53.76%	2	47.94%	1	53.18%	H
PI 12b - Percentage of household waste collected which is actually composted	63	33.23%	18.48%	4.05%	25.15%	10	23.29%	1	27.55%	H
PI 12c - Percentage recovery of energy from household waste collected (excluding Scotland; Unitary only)	26	75.78%	48.90%	13.05%			64.45%		67.61%	H
PI 12g - Percentage recovery of energy from total waste collected (Wales only)	2	34.04%	32.02%	30.00%			-		33.63%	H
PI 12f - Percentage of total waste collected which is actually recycled (Unitary only)	39	67.62%	44.44%	21.38%	65.54%	2	54.30%	1	61.44%	H
PI 17 - Customer satisfaction surveys	2	59.68%	58.88%	58.09%			-		59.52%	H

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Whole service comparison

Refuse Collection PI standings

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Performance indicator

Key performance indicators (continued)

Performance indicator	Number in service	Highest in service	Average for service	Lowest in service	Your output/score	Standing in service	Top quartile mark	Quartile achieved	Ten percentile mark	High / Low / Neutral
PI 32a - Kg of residual household waste landfilled per annum per head of population (Unitary only)	38	248.89	69.00	1.59	144.51	31	8.34	4	2.21	L
PI 32e - Tonnage of residual household waste sent to landfill per annum per 1000 head of population (Scotland only)	12	400.08	251.99	186.67	194.54	2	221.09	1	195.73	L
PI 32d - Kg of residual household waste landfilled per annum per household (Unitary only)	38	499.71	146.89	3.41	350.13	32	19.00	4	4.83	L
PI 32f - Tonnage of residual household waste sent to landfill per annum per household (Scotland only)	12	0.78	0.53	0.42	0.47	5	0.46	2	0.44	L

Other cost performance indicators

PI 01d - Cost of refuse collection per head of population (excluding landfill tax and waste disposal)	43	£62.29	£31.20	£10.62	£37.05	31	£20.17	3	£17.27	L
PI 02d - Cost of refuse collection per head of population (excluding landfill tax and waste disposal and CEC)	56	£61.21	£29.37	£10.15	£33.77	37	£18.96	3	£15.10	L
PI 08b - Total labour costs as a percentage of total expenditure (excluding waste disposal costs)	35	64.45%	51.01%	35.83%	50.98%	-	-	-	-	N
PI 08c - Total labour costs as a percentage of total expenditure (excluding waste disposal costs and CEC)	48	65.53%	53.79%	35.94%	54.83%	-	-	-	-	N
PI 10b - Transport costs as a percentage of total expenditure (excluding waste disposal costs)	37	34.08%	21.73%	12.18%	13.02%	-	-	-	-	N
PI 10c - Transport costs as a percentage of total expenditure (excluding waste disposal costs and CEC)	50	36.44%	24.25%	13.26%	14.00%	-	-	-	-	N
PI 18b - Front line labour costs as a percentage of total expenditure (excluding waste disposal costs)	37	56.82%	44.40%	29.27%	40.51%	-	-	-	-	N
PI 18c - Front line labour costs as a percentage of total expenditure (excluding waste disposal costs and CEC)	49	59.37%	47.07%	26.26%	43.57%	-	-	-	-	N
PI 29b - Central establishment charges as a percentage of total expenditure	44	17.35%	6.35%	0.30%	7.56%	-	-	-	-	N
PI 30b - Average cost per FTE front line vehicle	43	£92,447	£54,116	£21,549	£32,439	7	£35,231	1	£30,263	L
PI 31c - Cost of recycling household waste per tonne (tonnes sent/collected for recycling) (Scotland only)	5	£194.36	£139.46	£77.67	£77.67	1	-	-	£90.55	L
PI 31d - Cost of recycling household waste per tonne (tonnes actually recycled)	30	£190.56	£93.52	£21.70	£67.25	11	£63.62	2	£38.91	L
PI 07b - Percentage profit achieved by providing trade waste service	46	91.17%	27.19%	-75.24%	85.79%	5	50.80%	1	83.18%	H
PI 27 - Cost per household excluding trade waste costs	58	£134.67	£67.56	£16.58	£94.61	45	£44.74	4	£35.87	L
PI 37 - Cost of domestic waste disposal per household	20	£96.07	£53.01	£31.40	£62.95	16	£39.33	4	£36.86	L
PI 38 - Cost of municipal waste disposal per household	21	£91.00	£51.38	£22.70	£66.97	18	£40.22	4	£36.92	L

Customer service performance indicators

PI 15 - Quality assurance and consultation process	60	143.00	47.67	4.00	79.00	12	73.00	1	98.20	H
PI 16 - Human resources and people management	59	96.00	44.73	6.00	66.00	8	60.00	1	71.20	H
PI 33 - Community / customer surveys undertaken	23	98.80%	85.20%	67.00%	78.00%	18	90.00%	3	94.20%	H

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Efficiency performance indicators

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PI 22a - Missed collections per 100,000 collections (full year)	44	200.45	72.19	6.44	37.25	15	26.45	2	11.04	L
PI 22b - Missed collections per 100,000 collections (April - Sept)	39	168.59	66.97	8.39	38.81	14	29.87	2	12.93	L
PI 22c - Missed domestic residual waste collections (full year) per 100,000 collections	48	281.23	92.25	2.44	134.66	39	36.20	4	19.26	L
PI 22d - Missed domestic residual waste collections (April - September) per 100,000 collections	45	209.93	81.68	2.49	157.36	43	35.34	4	15.98	L
PI 22e - Missed separate recycling collections (full year) per 100,000 collections	41	189.00	58.20	0.23	17.85	11	17.85	1	7.98	L
PI 22f - Missed separate recycling collections (April - September) per 100,000 collections	37	181.89	58.76	0.06	15.19	8	17.91	1	6.89	L
PI 04a - Trade waste contracts (charged) as a percentage of available market	45	100.00%	27.20%	2.61%	95.13%	3	28.72%	1	36.54%	H
PI 04b - Number of trade waste agreements for recycling (free or charged)	51	2352	467	0	25	41	800	4	1238	H
PI 04c - Percentage change in trade waste contracts	35	28.57%	2.40%	-27.08%	-2.40%	25	11.51%	3	18.34%	H
PI 34 - Average number of lifts per collection round	56	1,789	1,004	414			1,225		1,418	H
PI 35a - Litres of fuel used annually in refuse collection vehicles per 1,000 head of population	41	2,824	1,942	1,122	2,130	26	1,586	3	1,319	L
PI 20a - Staff absence (all employees)	41	12.43%	5.30%	0.00%			2.60%		1.43%	L
PI 20b - Staff absence - days lost per FTE (Scotland only)	10	27.45	17.31	11.90	18.00	7	14.00	3	13.25	L

Other recycling performance indicators

PI 32b - Percentage of household waste sent to landfill per annum (Unitary only)	38	63.50%	15.47%	0.32%	31.31%	30	1.69%	4	0.52%	L
PI 32g - Percentage of residual household waste collected for / sent to landfill per annum (Scotland only)	12	78.75%	54.93%	41.55%	42.15%	2	49.36%	1	42.50%	L
PI 32c - Percentage of municipal waste sent to landfill per annum (Scotland only)	12	79.66%	58.51%	45.45%	46.24%	2	53.74%	1	46.82%	L