

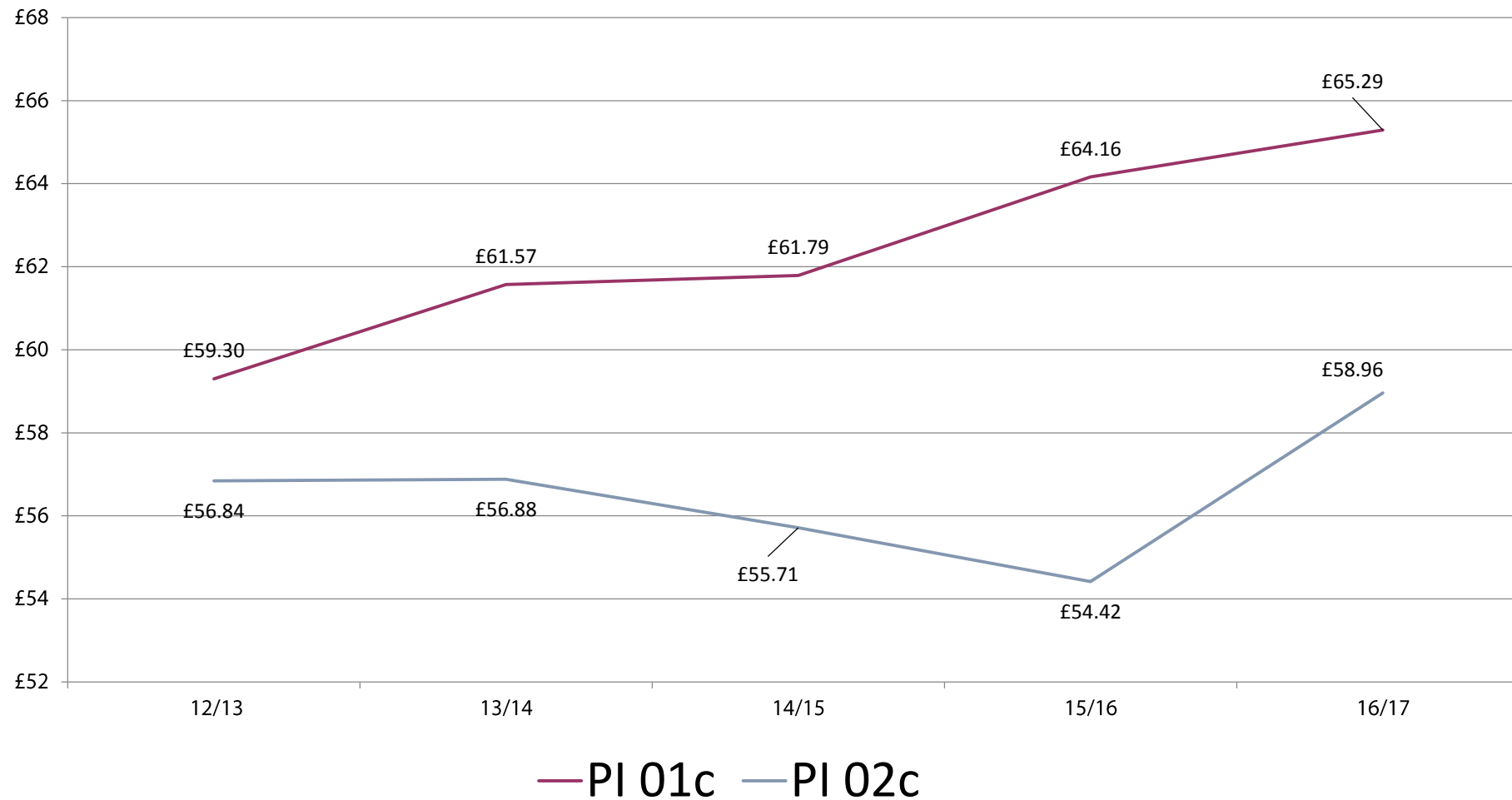
# What are the trends showing in Refuse Collection relating to



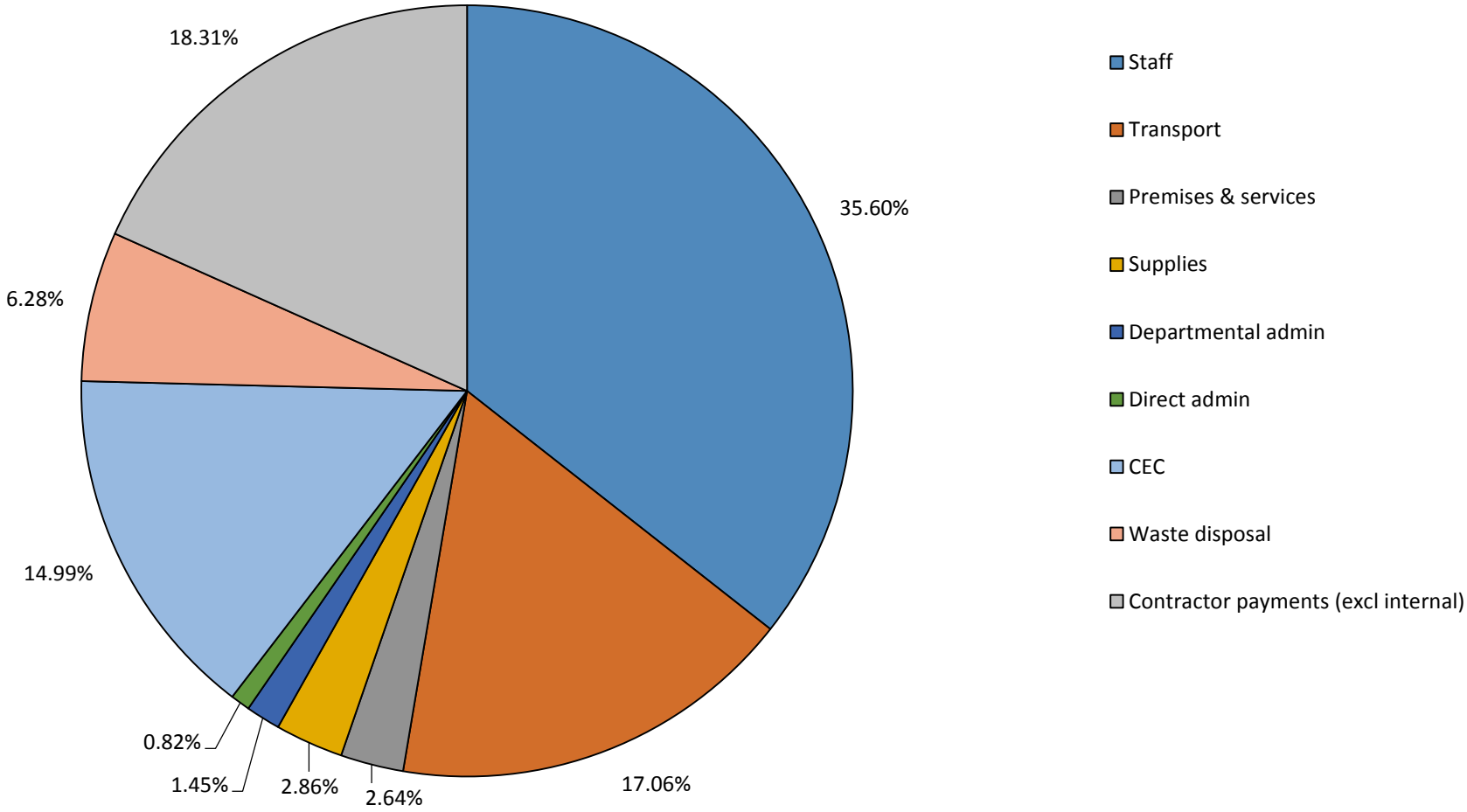
- Costs
- Performance
- Quality of Service
- Staff



**PI 01c Cost of refuse collection service per household  
(excluding landfill tax & waste disposal, including CEC)**  
**PI 02c Cost of refuse collection service per household  
(excluding landfill tax, waste disposal & CEC)**



**Average percentage cost breakdown of total expenditure (2016/17)**



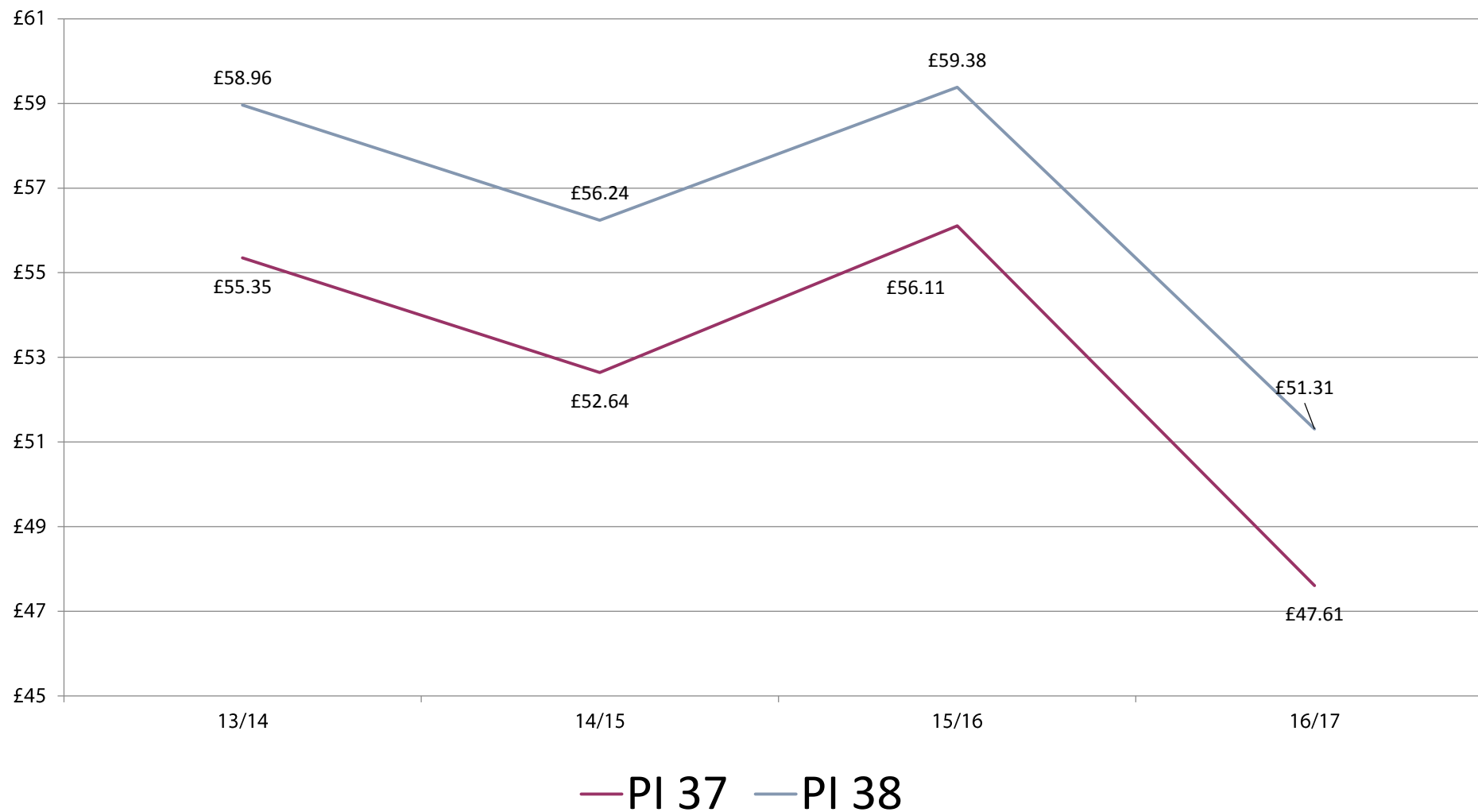
# PI 03a Net cost of recycling per household



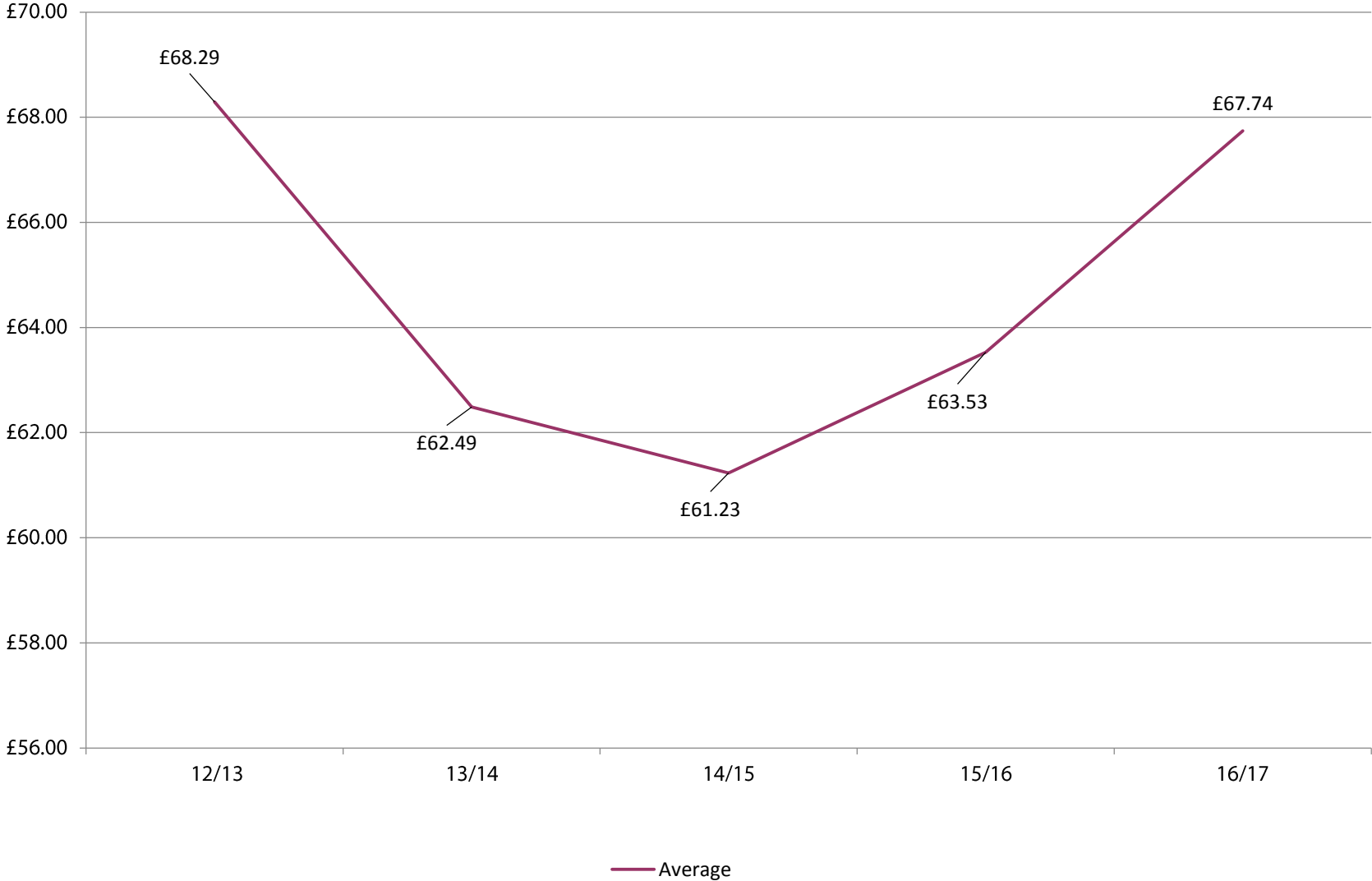
— Average



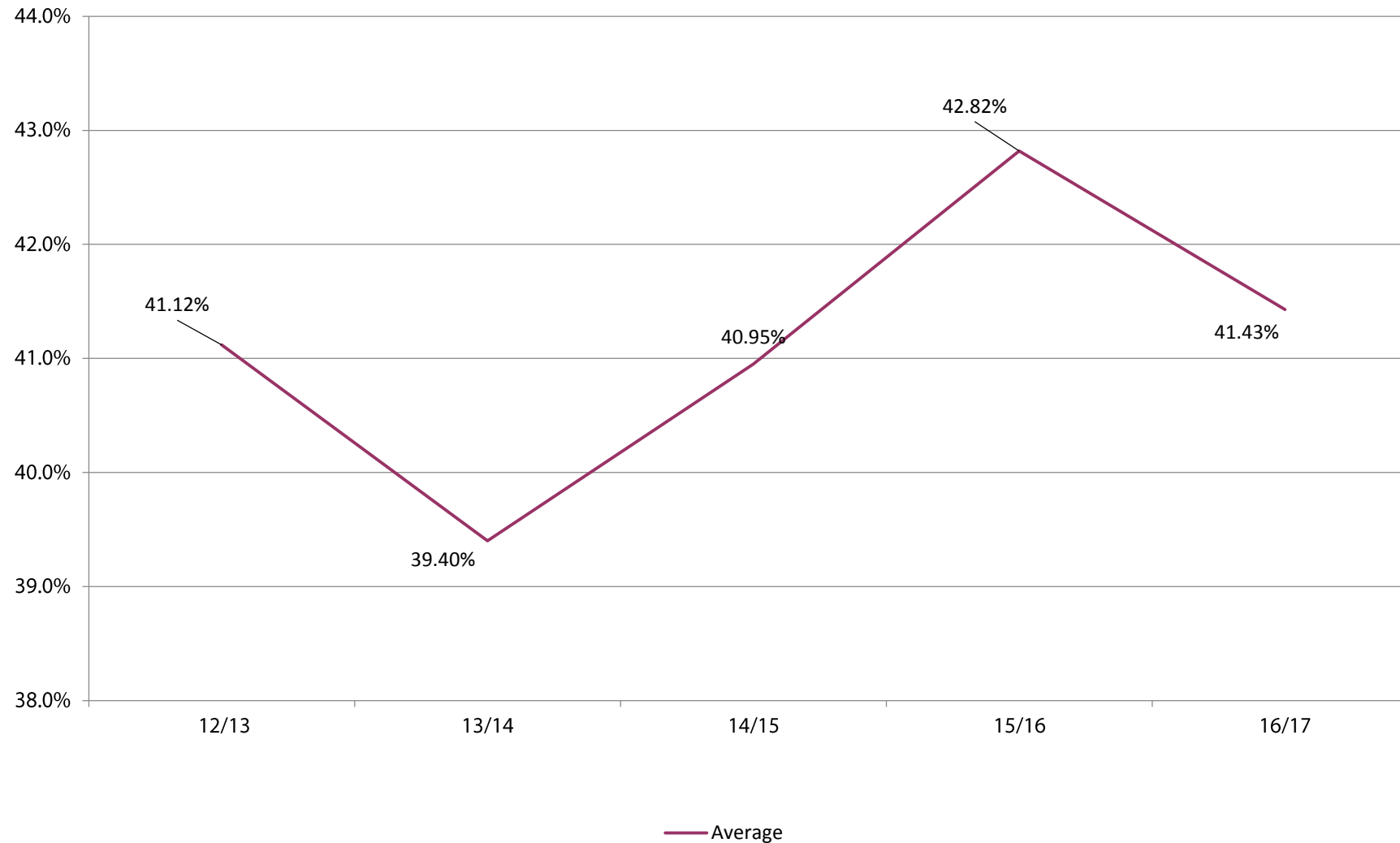
## PI 01c Cost of domestic waste disposal per household PI 02c Cost of municipal waste disposal per household



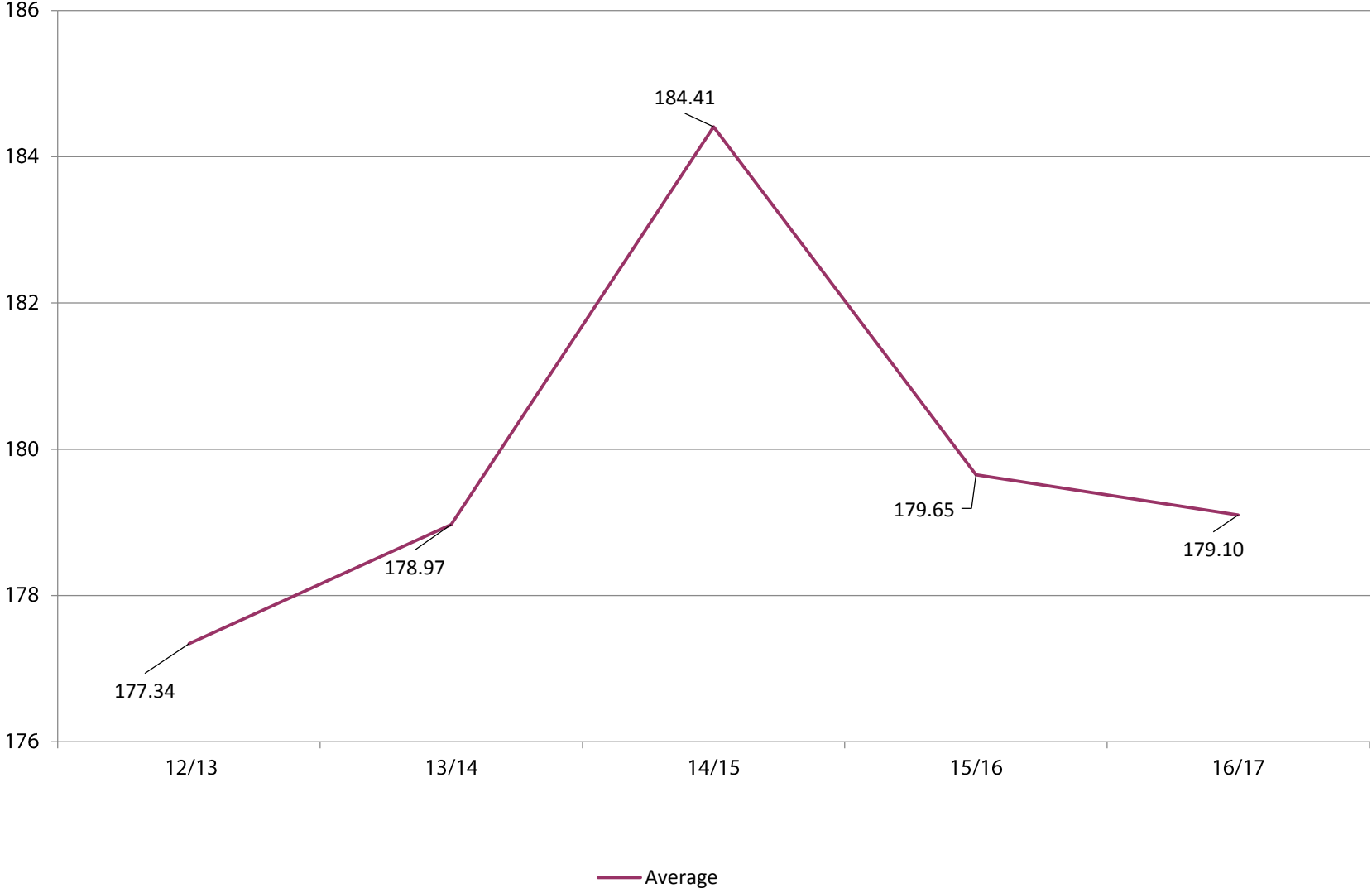
# PI 27 Cost per household (excluding trade waste costs)



## PI 12f Percentage of total waste collected which is actually recycled (Unitary only)

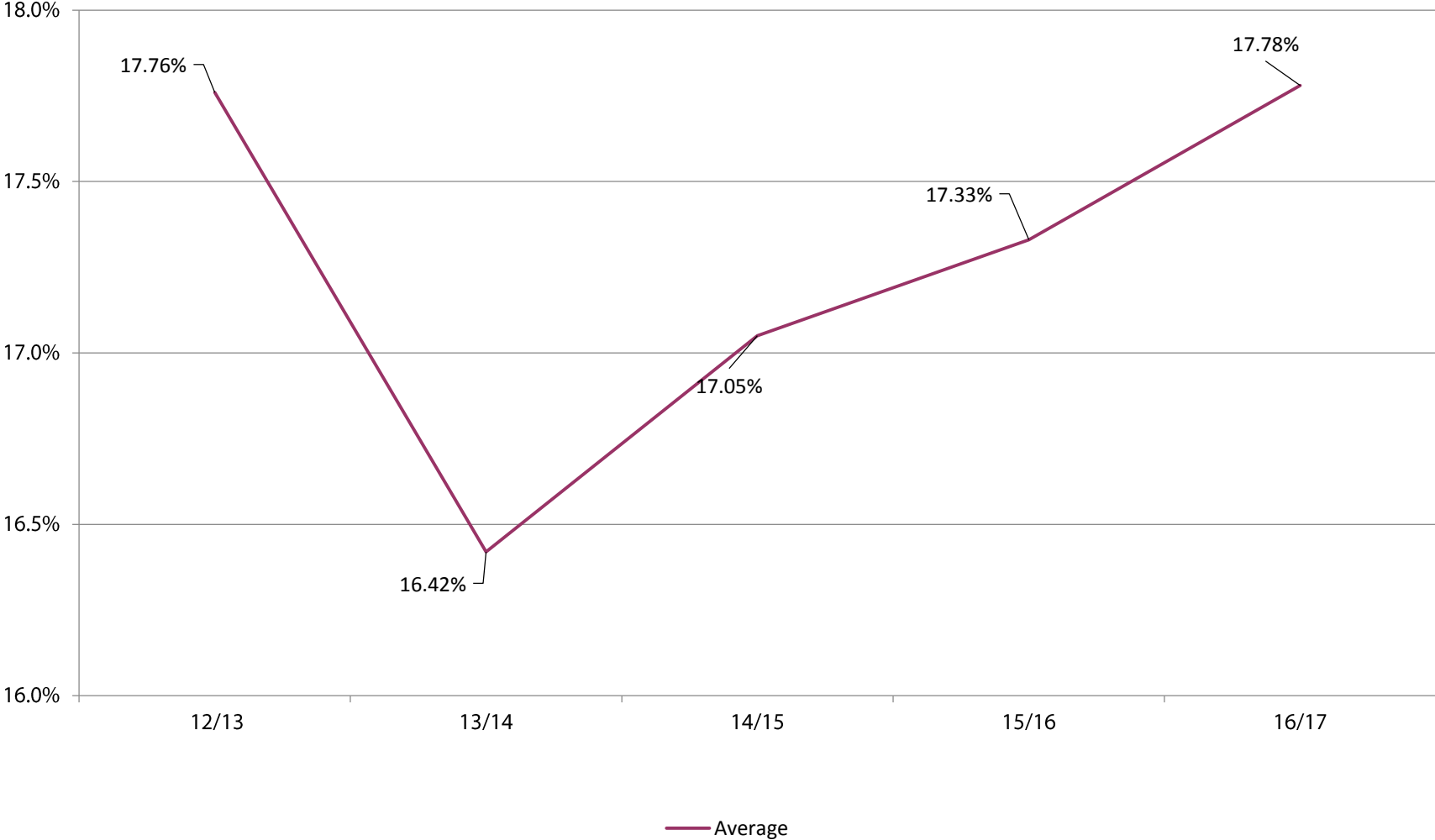


# PI 03f Kg of domestic waste recycled per head of population

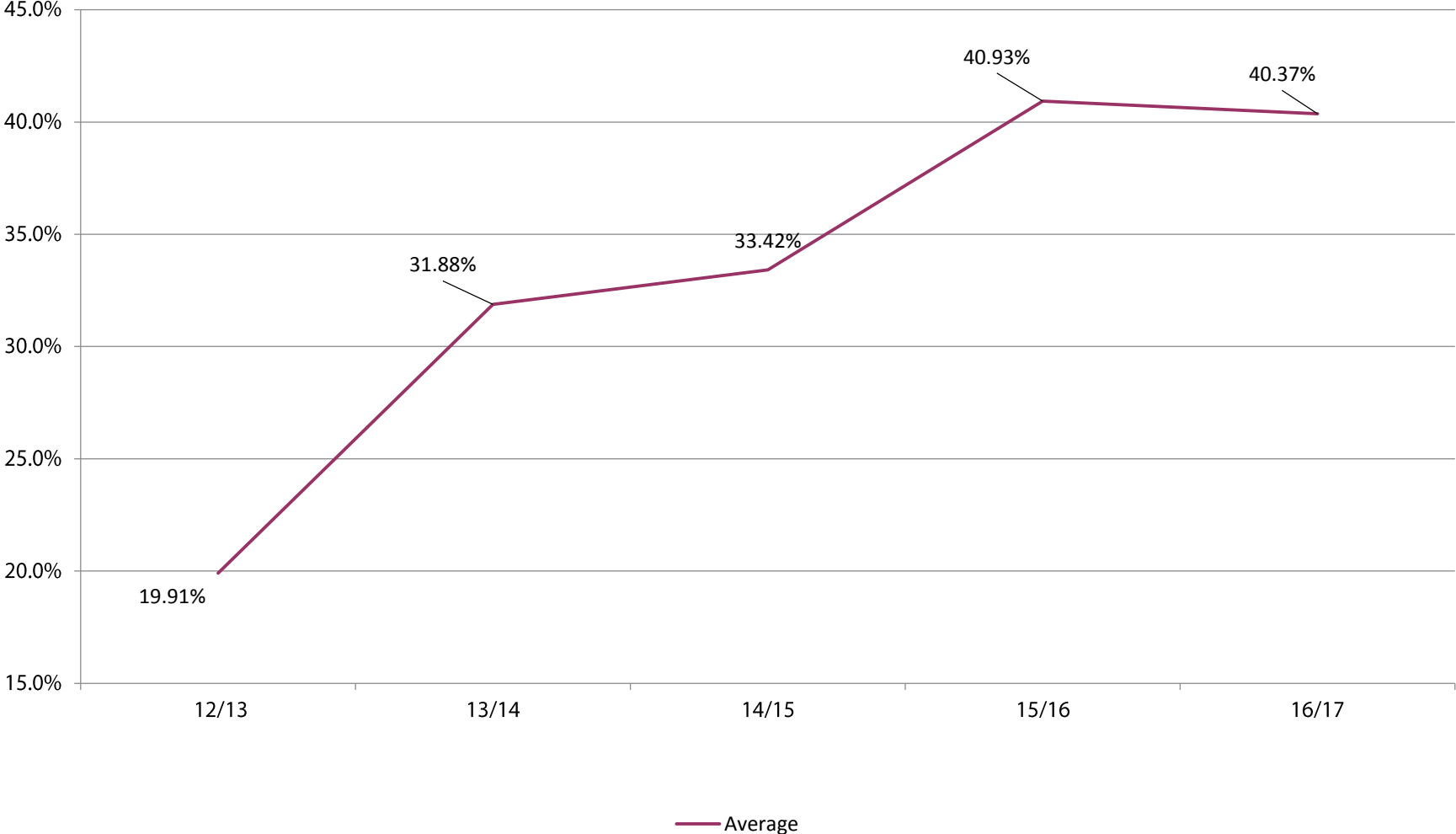




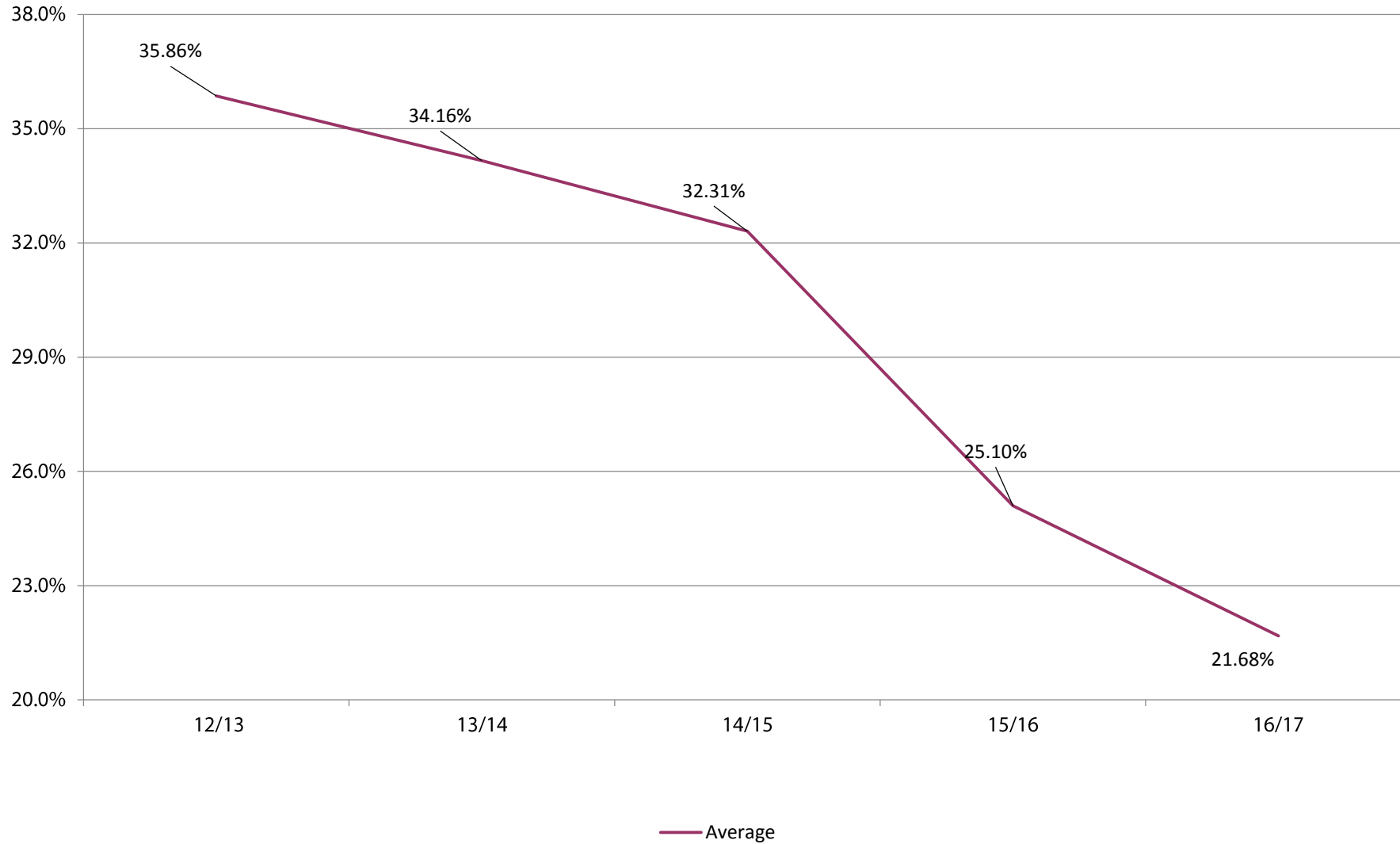
# PI 12b Percentage of household waste collected which is actually composted



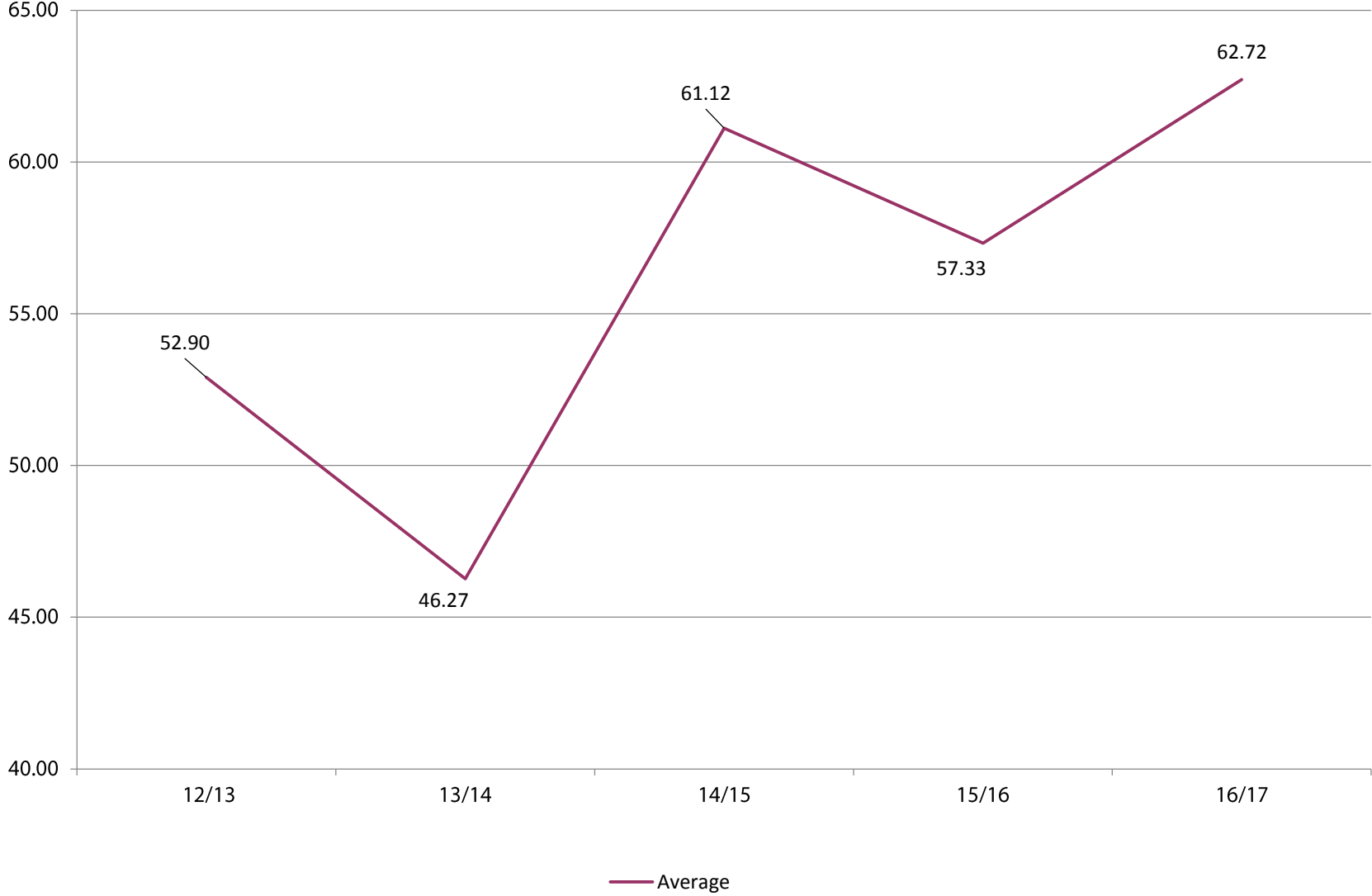
# PI 12c Percentage recovery of energy from household waste collected (England and Wales - unitary authorities only)



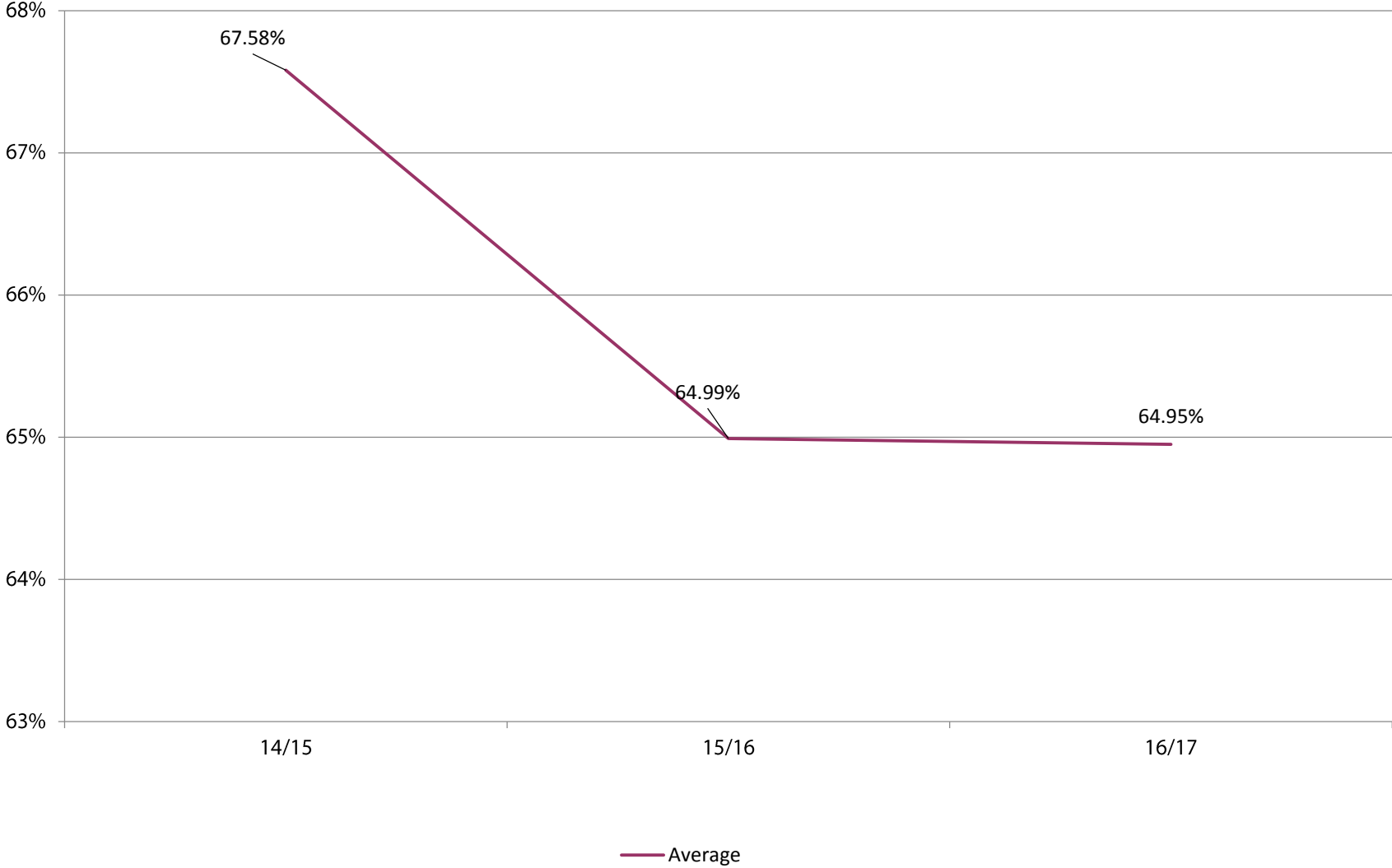
# PI 32b Percentage of residual household waste landfilled per annum (unitary authorities only)



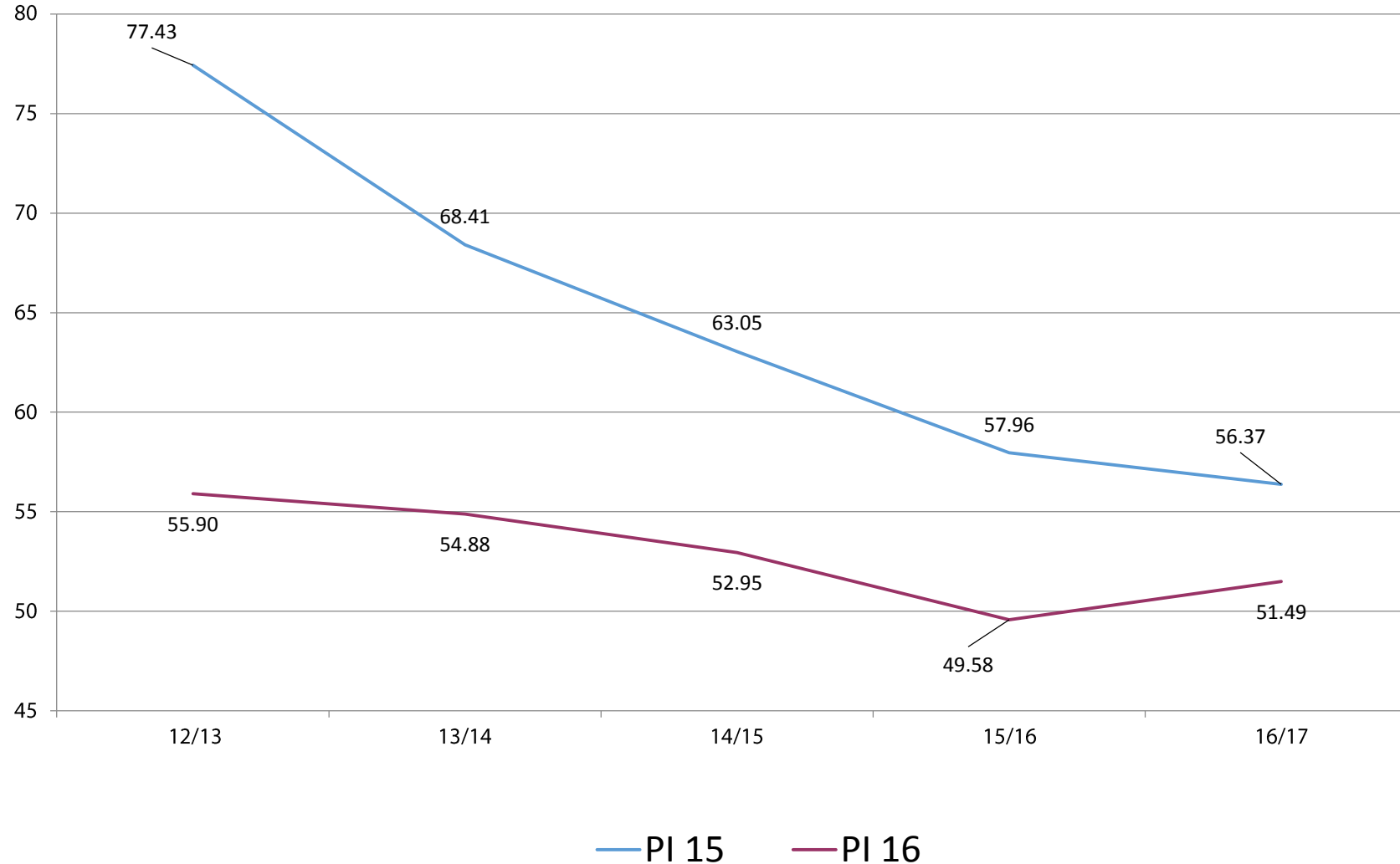
# PI 22a Missed collections per 100,000 collections (full year)



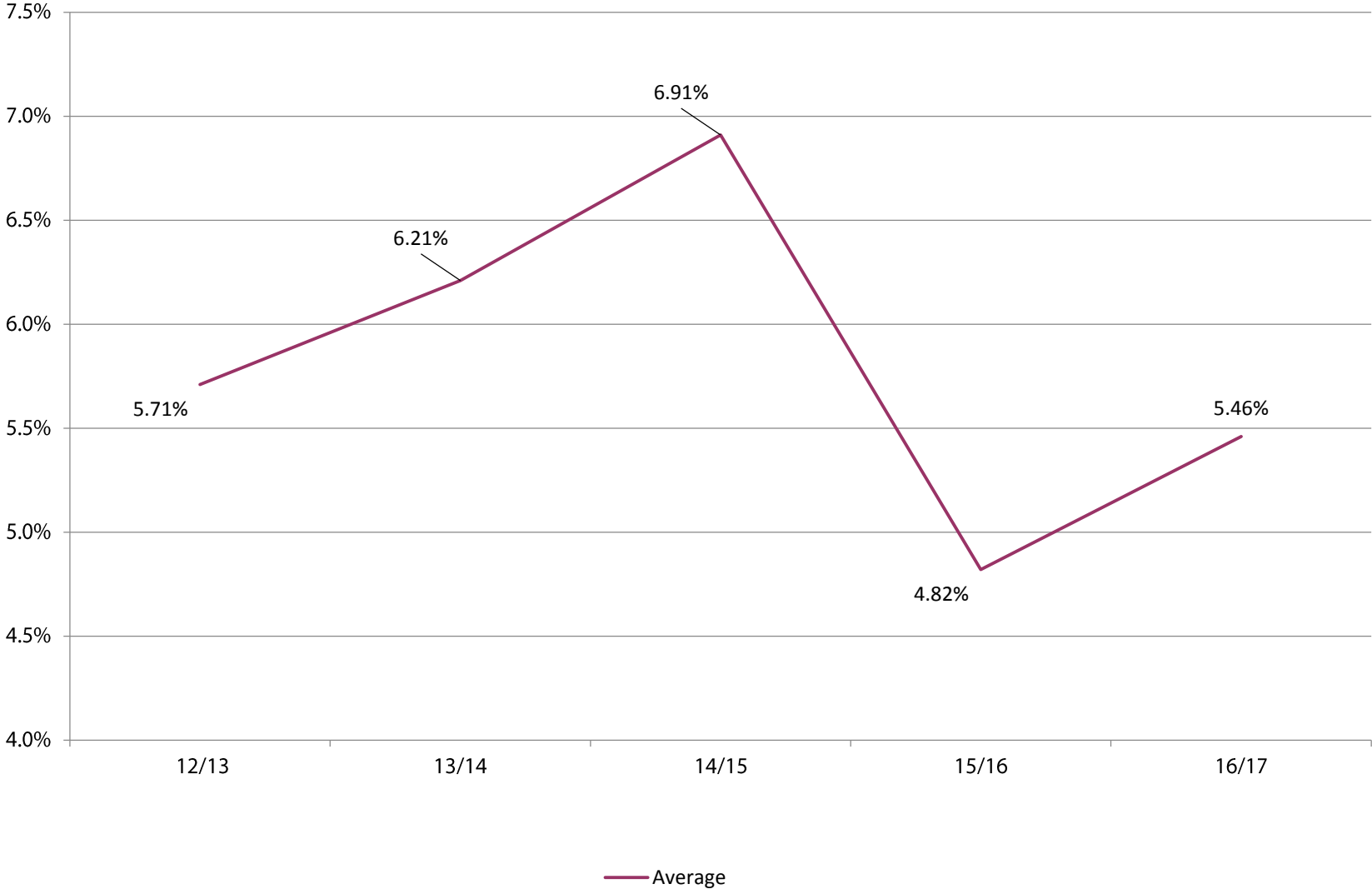
# PI 17 Customer satisfaction surveys



# PI 15 Quality assurance and consultation process PI 16 Human resources and people management



# PI 20a Staff absence (all employees)





**Thank You**

Any Questions?