

# What's Happening in Refuse Collection and what are the trends identifying



Up to and including 2017/2018

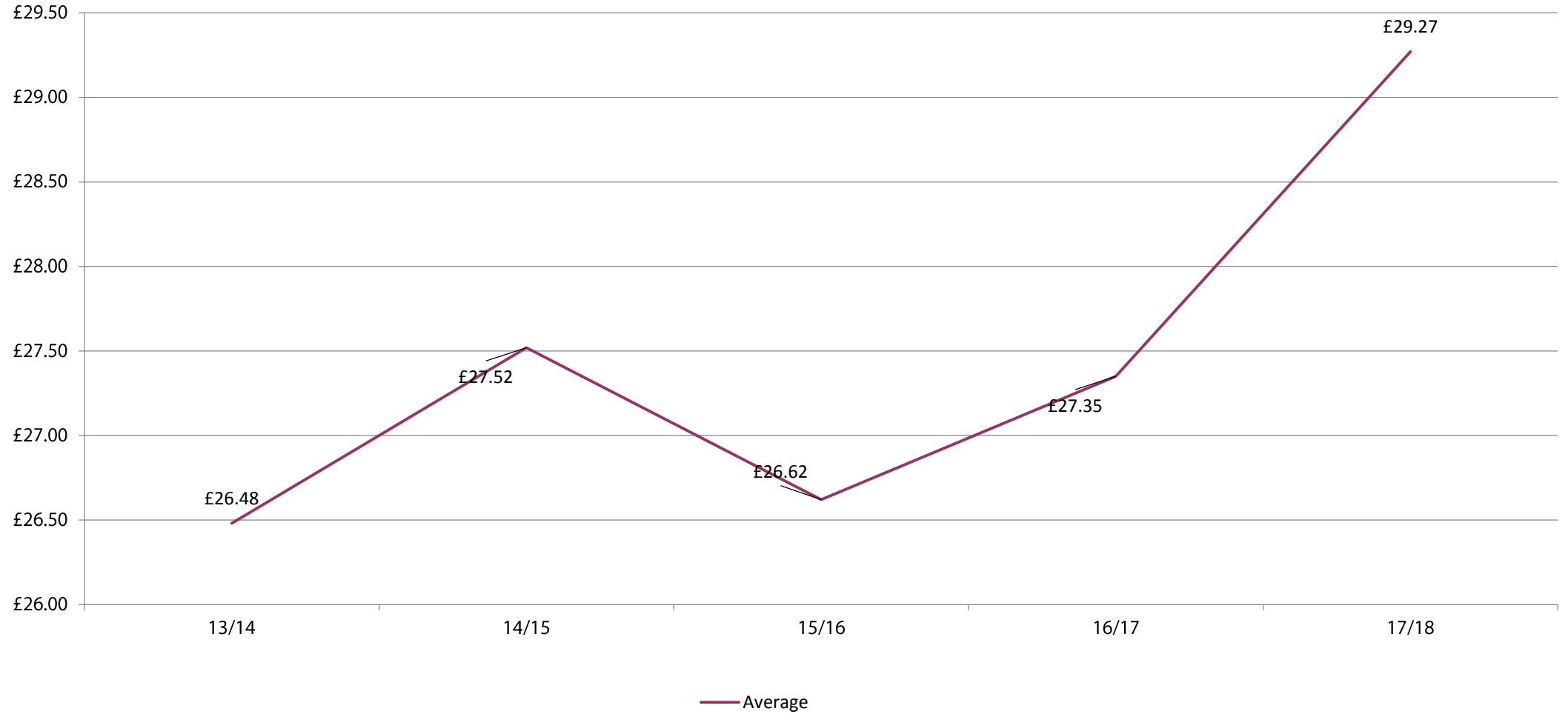
# Cost of refuse collection service

PI 01c (excluding landfill tax and waste disposal, including CEC)

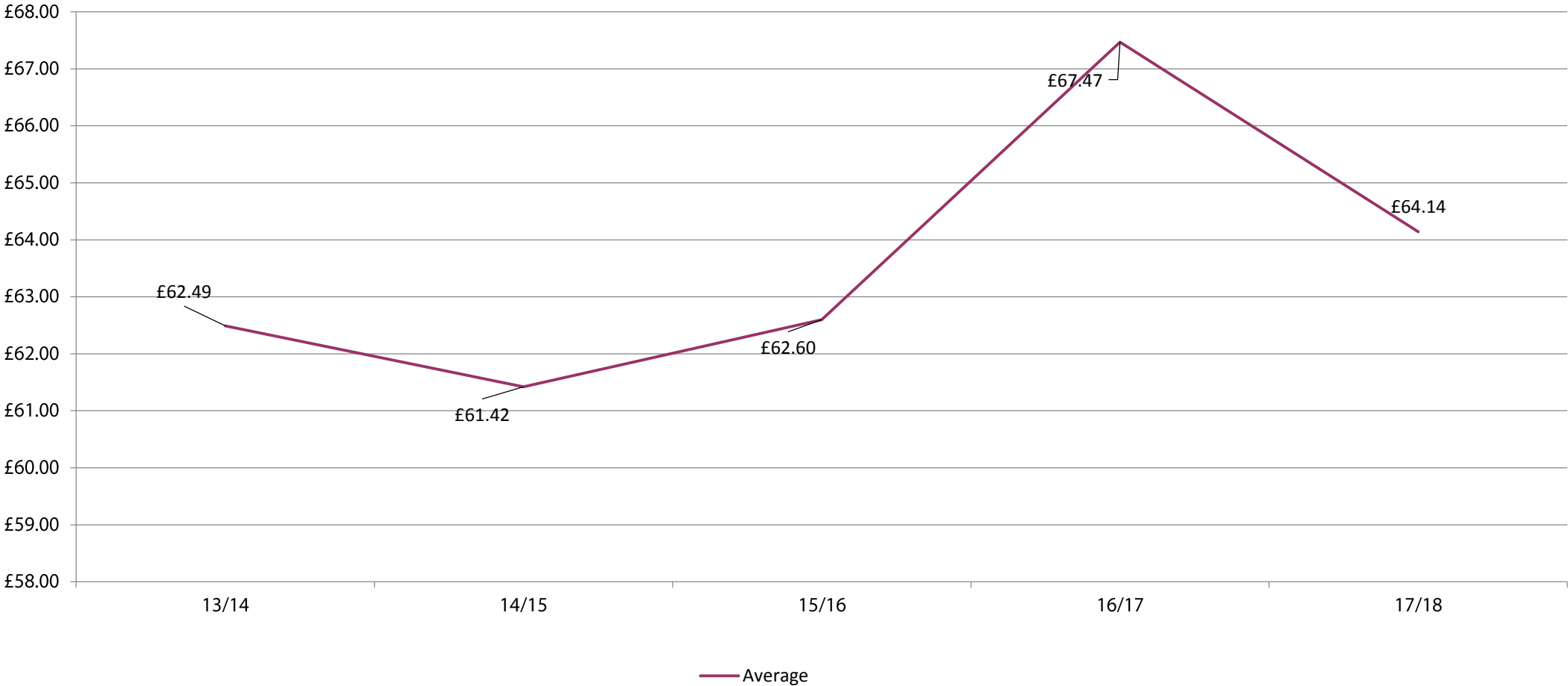
PI 02c (excluding landfill tax and waste disposal and CEC)



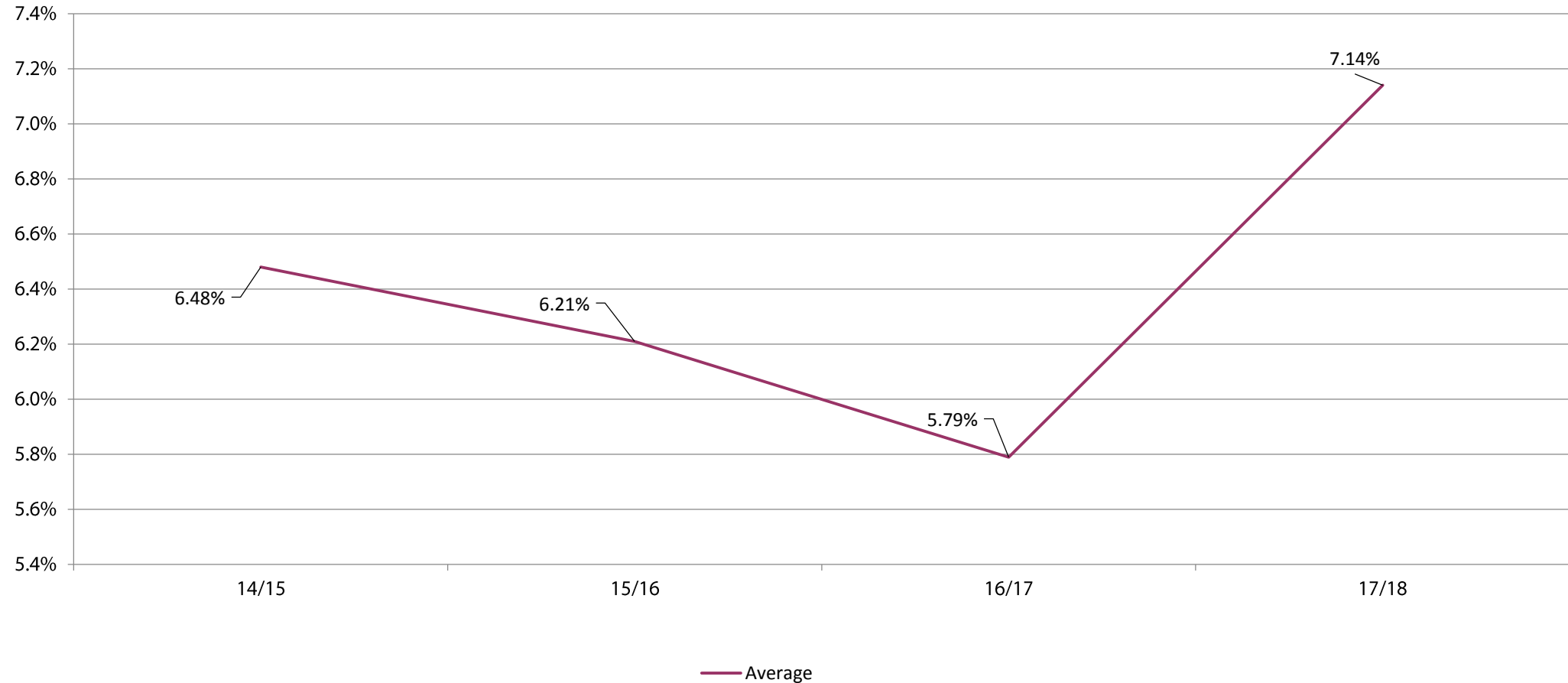
# PI 03a Net cost of recycling per household



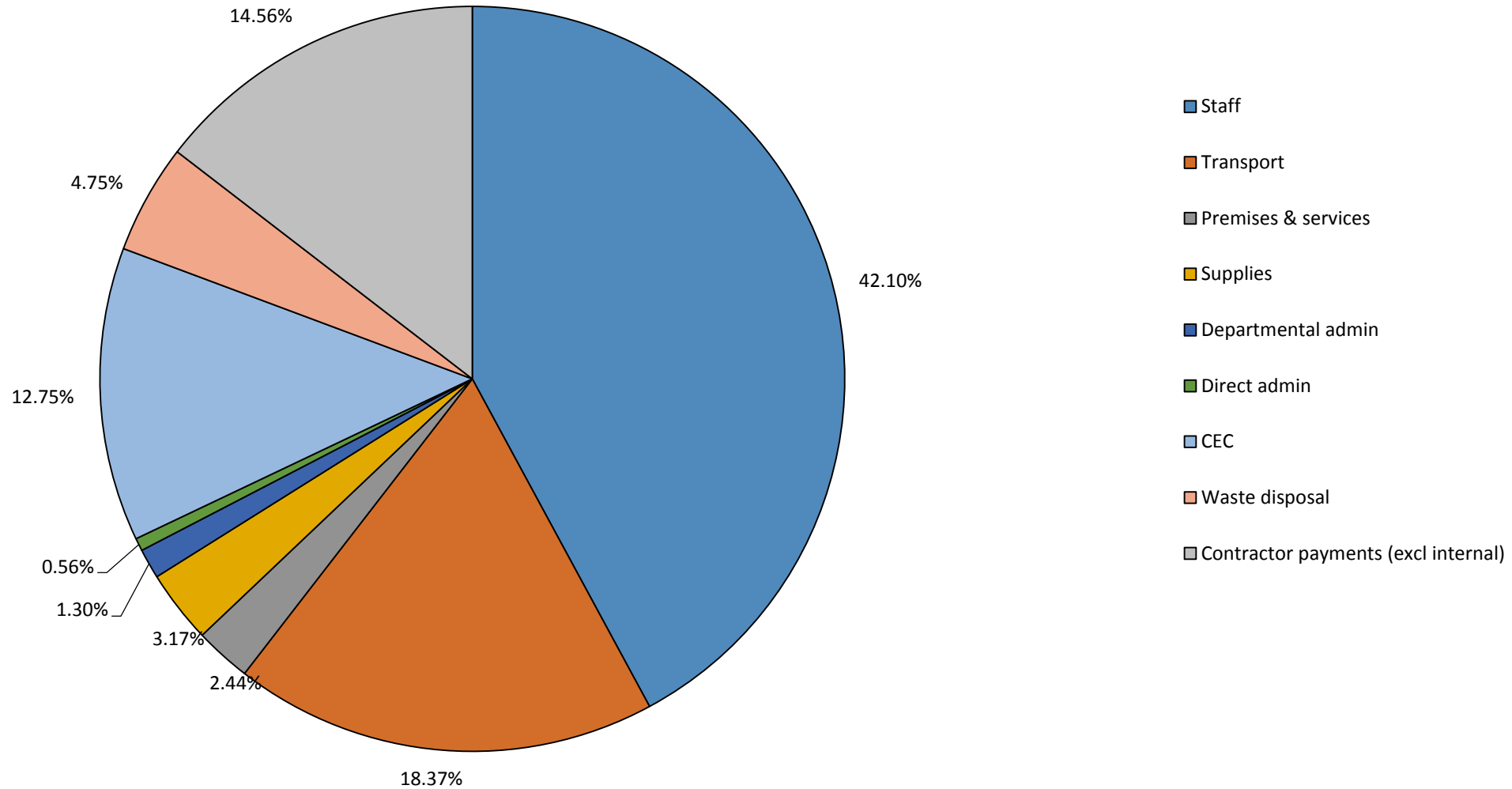
# PI 27 Cost per household (Excluding trade waste costs)



# PI 29b Cost of Central Establishment Charges as a percentage of total expenditure

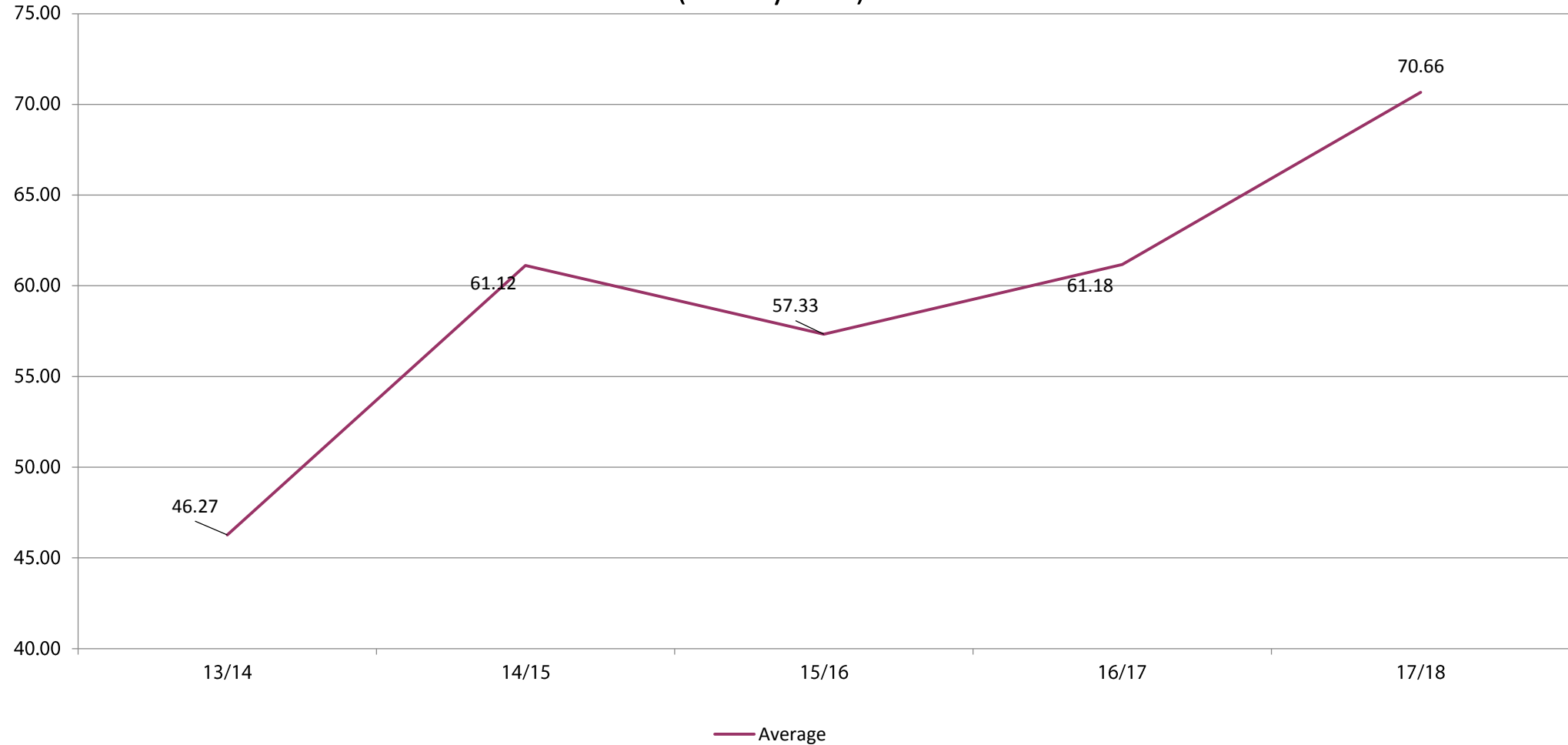


# Average % cost breakdown 2017/2018

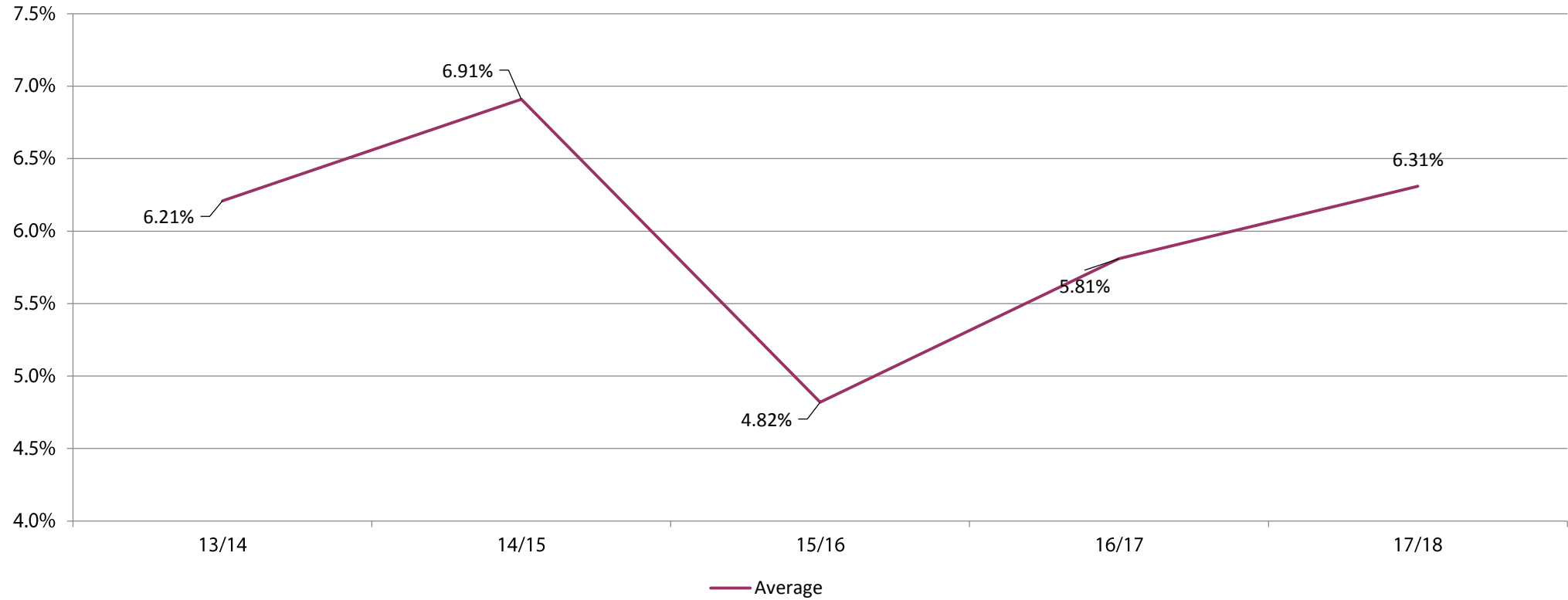


# PI 22a Missed collections per 100,00 collections

(Full year)



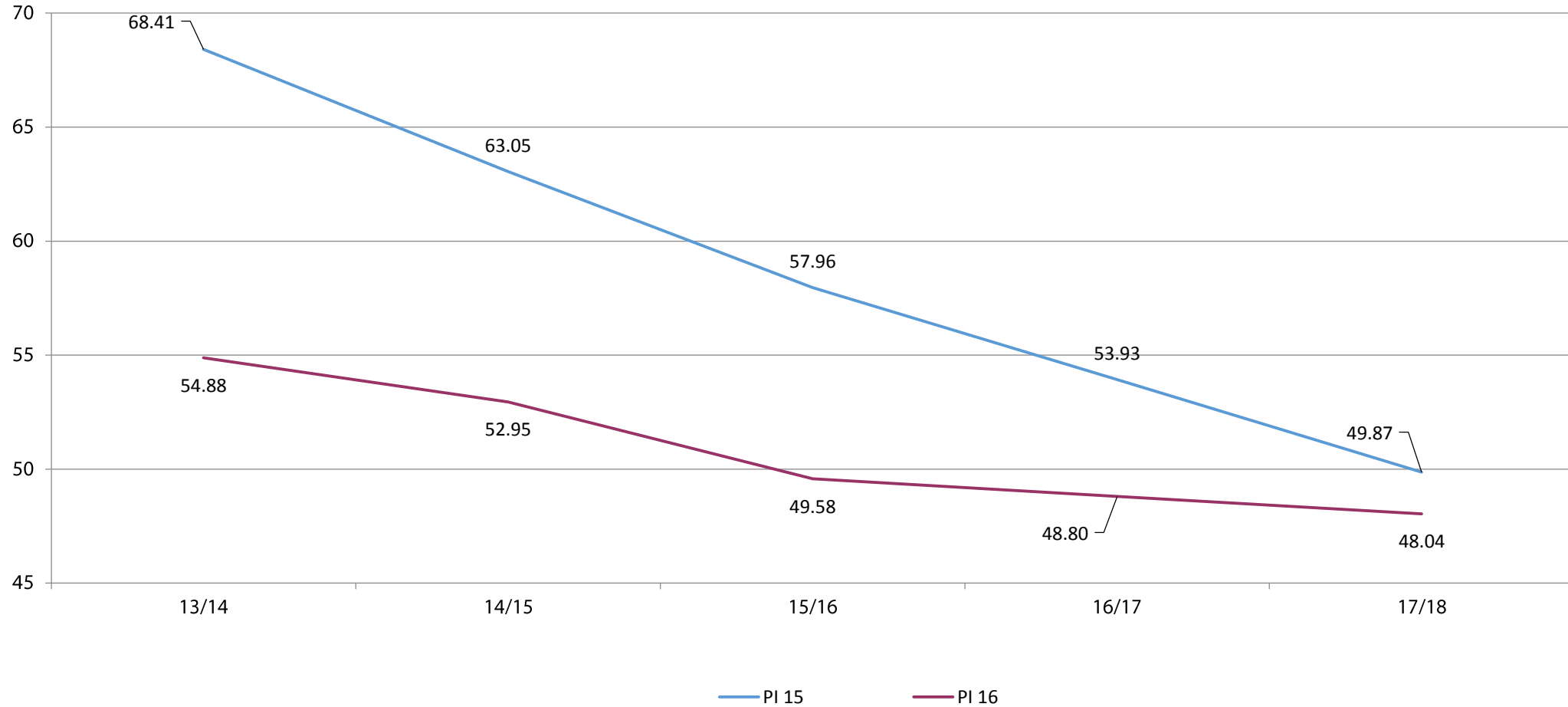
# PI 20a Staff Absence (all employees)



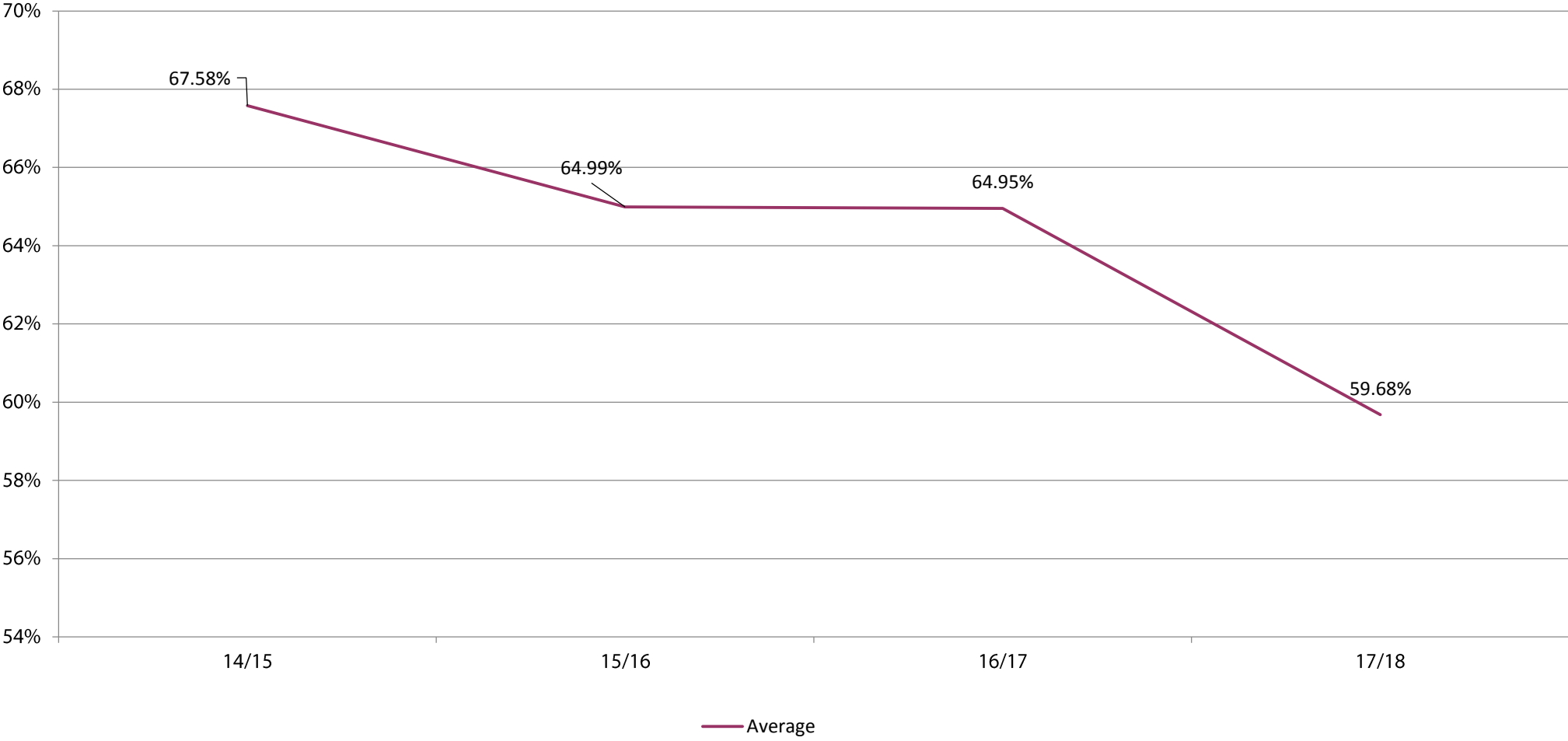


# PI 15 Quality assurance and consultation process

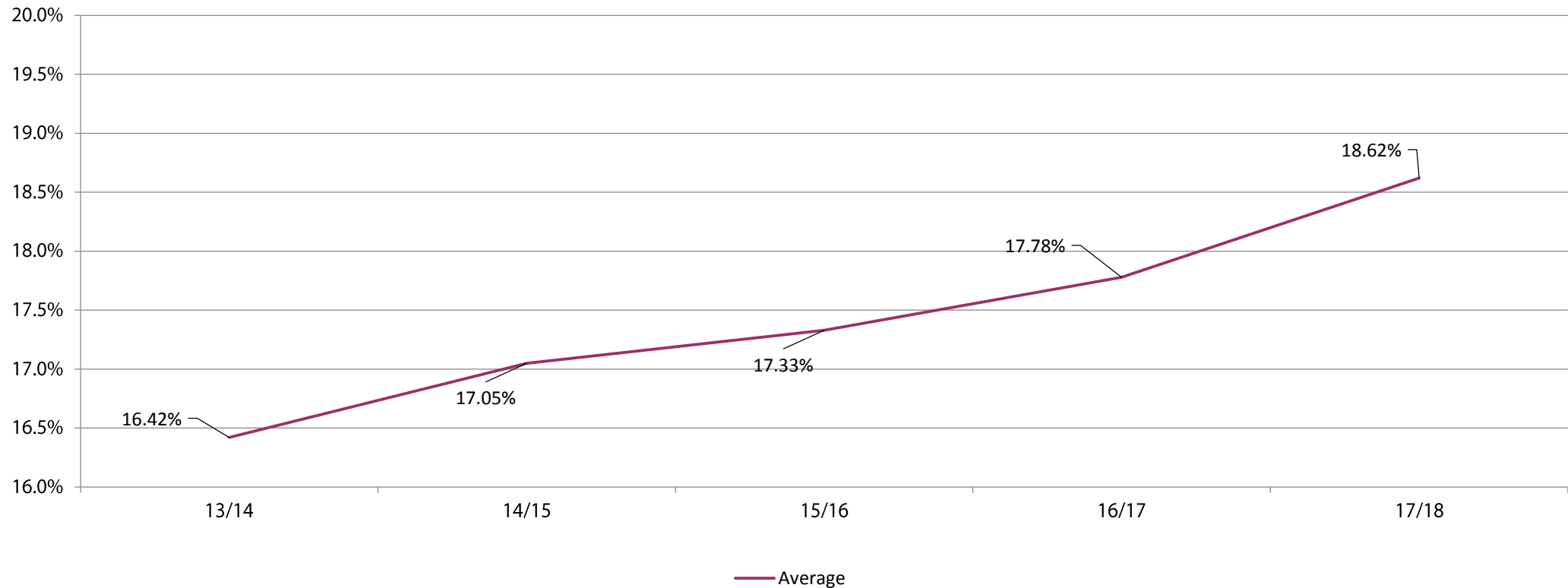
## PI 16 Human resources and people management



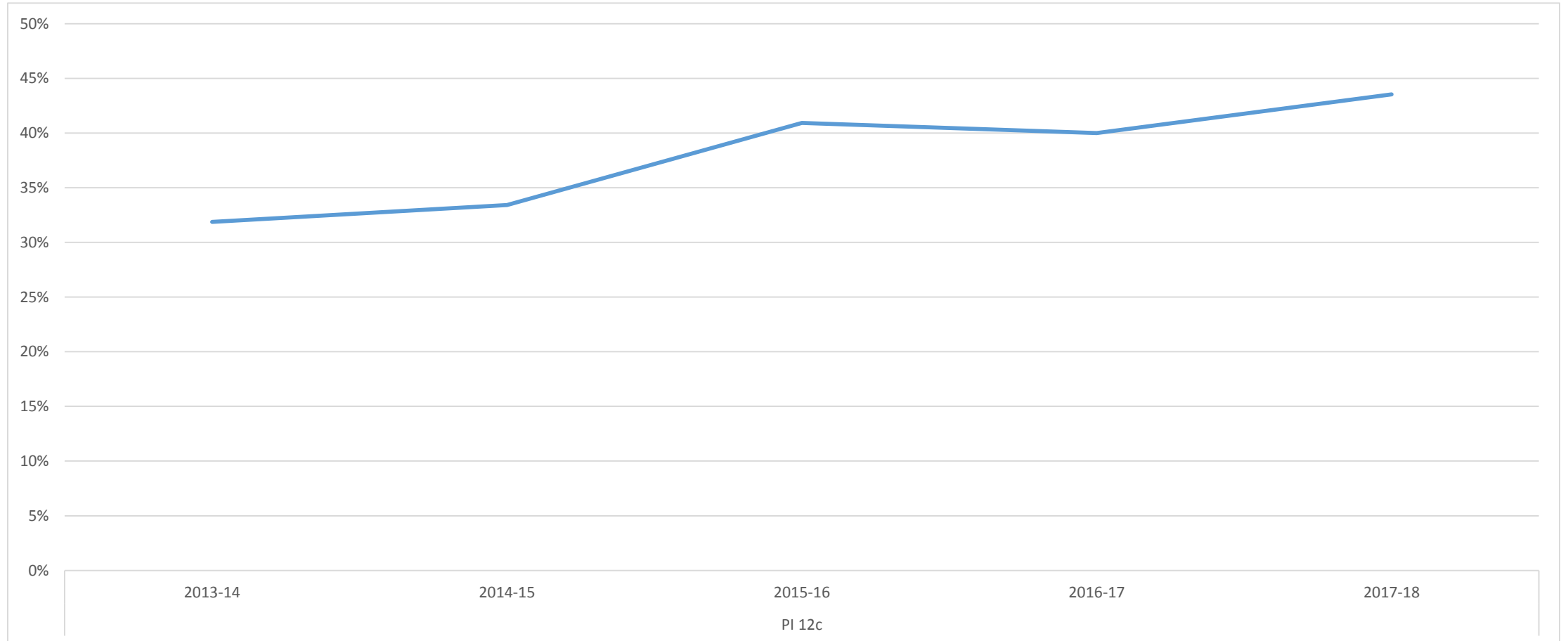
# PI 17 Customer Satisfaction Surveys



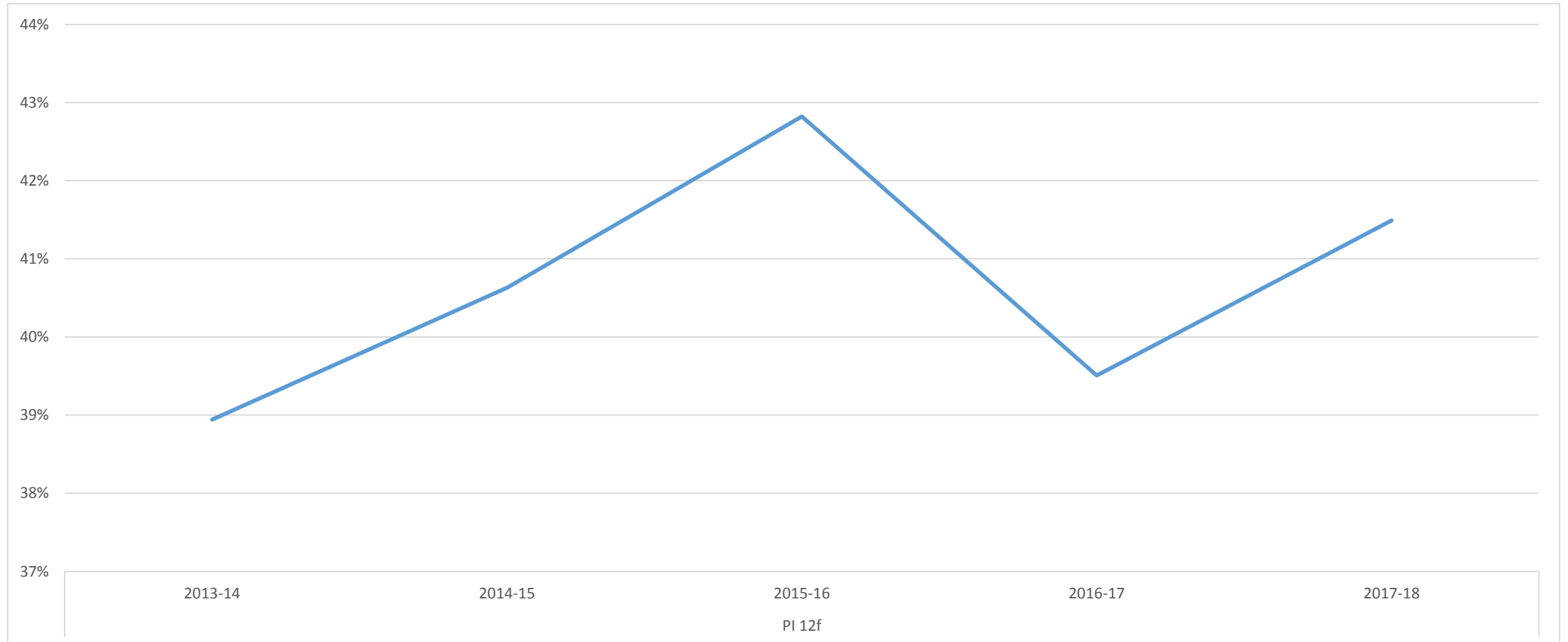
# PI 12b Percentage of household waste which is actually composted



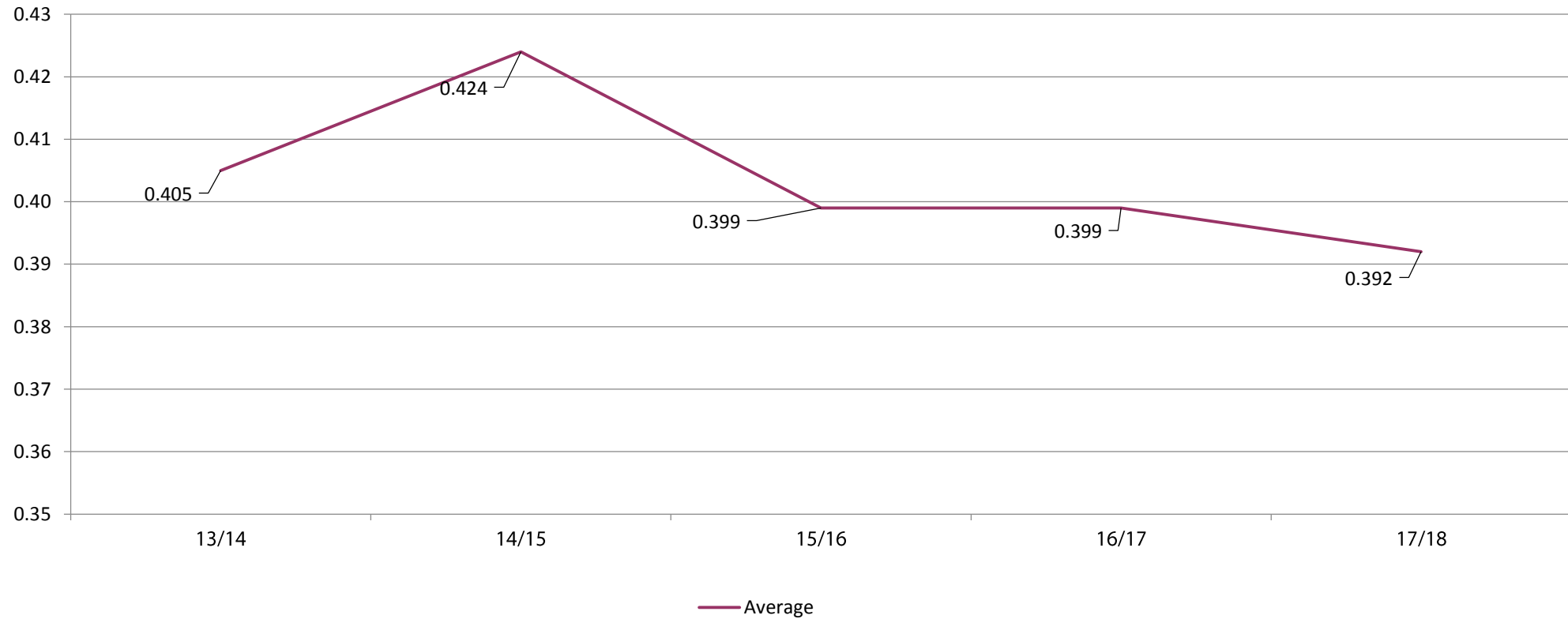
# PI 12c Percentage recovery of energy from household waste collected (unitary only)



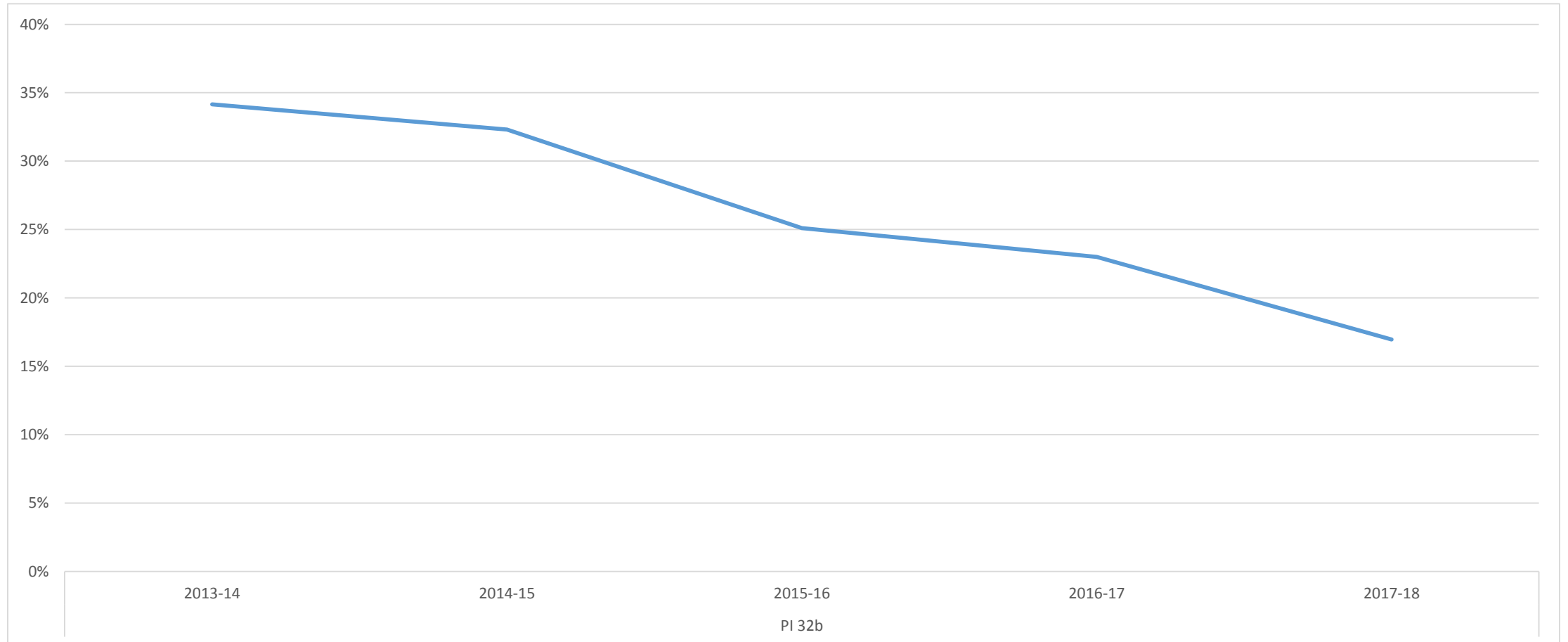
# PI 12f Percentage of total waste collected which is actually recycled (Unitary Only)



# PI 03e Tonnes of domestic waste recycled per household



# PI 32b Percentage of residual household waste land filled per annum (Unitary Only)





Any Questions?