

Refuse collection

Performance indicators 2022-23

Key performance indicators

- PI 02c Investment in refuse collection service per household (excluding landfill tax & waste disposal & CEC)
- PI 03b Tonnes of domestic waste sent/collected for recycling per household (Scotland only)
- PI 03g Tonnes of domestic waste sent/collected for recycling per 1,000 head of population (Scotland only)
- PI 03e Tonnes of domestic waste recycled per household
- PI 03f Kg of domestic waste recycled per head of population
- PI 03h Tonnes of domestic waste recycled per 1,000 head of population (Scotland only)
- PI 03i Net investment in recycling per household (excluding CECs)
- PI 11 Percentage of households covered by kerbside recycling collections
- PI 12a Percentage of total waste collected which is sent for recycling (Scotland only)
- PI 12b Percentage of household waste collected which is actually composted
- PI 12c Percentage recovery of energy from household waste collected (Excluding Scotland; Unitary only)
- PI 12g Percentage recovery of energy from total waste collected (Wales only)
- PI 12f Percentage of total waste collected which is actually recycled (Unitary only)
- PI 17b Customer satisfaction surveys
- PI 32a Kg of residual household waste landfilled per annum per head of population (Unitary authorities only)
- PI 32e Tonnage of residual household waste sent to landfill per annum per 1,000 head of population (Scotland only)
- PI 32d Kg of residual household waste landfilled per annum per household (Unitary authorities only)
- PI 32f Tonnage of residual household waste sent to landfill per annum per household (Scotland only)

Other financial performance indicators

- PI 02d Investment in refuse collection service per head of population (excluding landfill tax & waste disposal & CEC)
- PI 08c Total labour costs as a percentage of total expenditure (excluding waste disposal costs & CEC)
- PI 10c Transport cost as a percentage of total expenditure (excluding waste disposal costs & CEC)
- PI 18c Front line labour costs as a percentage of total expenditure (excluding waste disposal costs & CEC)
- PI 27 Investment per household excluding trade waste costs
- PI 37 Cost of domestic waste disposal per household
- PI 38 Cost of municipal waste disposal per household
- PI 41a Percentage change in total annual income generated
- PI 41b Percentage change in income generated from recycling
- PI 42a Agency / temporary / casual staff costs as percentage of total staff costs

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- PI 42b Agency / temporary / casual staff costs as percentage total expenditure
- PI 45a Percentage change in net operational expenditure
- PI 46b Percentage change in cost of operational vehicles deployed

Customer Services performance indicators

- PI 15 Quality assurance and consultation process
- PI 16 Human resources and people management
- PI 33 Community / customer surveys undertaken

Efficiency performance indicators

- PI 04a Trade waste contracts (charged) as a percentage of available market
- PI 04b Number of trade waste agreements for recycling (free or charged)
- PI 04c Percentage change in trade waste contracts (charged / non recycling)
- PI 04d Percentage change in trade waste contracts (all)
- PI 20a Staff absence (all employees)
- PI 20b Staff absence - days lost per FTE (Scotland only) (all employees)
- PI 22a Missed collections per 100,000 collections (full year)
- PI 22b Missed collections per 100,000 collections (Apr – Sep)
- PI 22c Missed domestic residual waste collections (full year) per 100,000 collections
- PI 22d Missed domestic residual waste collections (April - September) per 100,000 collections
- PI 22e Missed separate recycling collections (full year) per 100,000 collections
- PI 22f Missed separate recycling collections (April - September) per 100,000 collections
- PI 35a Litres of fuel used annually in refuse collection vehicles per 1,000 head of population
- PI 35b Table - Average distance in miles to disposal site
- PI 46c Percentage change in number of operational vehicles deployed

Other recycling performance indicators

- PI 32b Percentage of residual household waste landfilled per annum (Unitary authorities only)
- PI 32g Percentage of residual household waste collected for/sent to landfill per annum (Scotland only)
- PI 32c Percentage of municipal waste collected for/sent to landfill per annum (Scotland only)