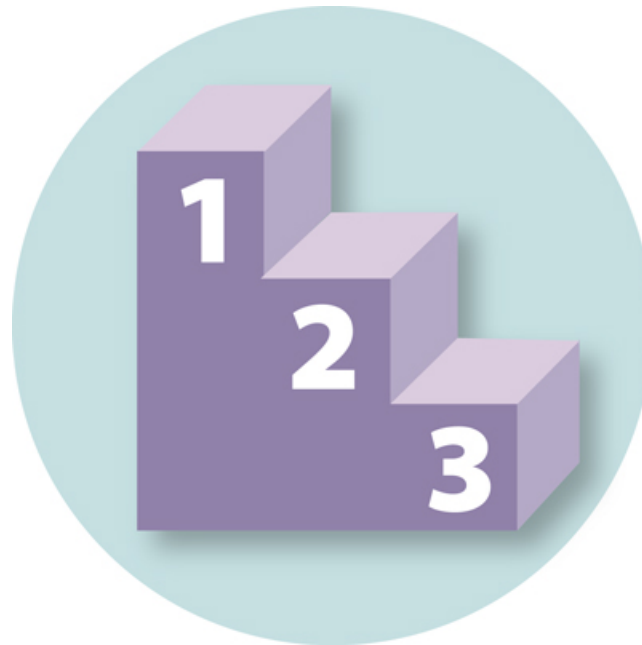


# Refuse collection

2021-22, Issue 1

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## *Performance indicator standings*



## Family group comparison

### Refuse collection performance indicator standings 2021/22

Name of authority	Blackpool Council									
PIN	4281									
Family group	R3									
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	Previous year score	High/Low/Neutral
<b>Key performance indicators</b>										
PI 02c - Cost of refuse collection service per household (excluding landfill tax, waste disposal and CEC)	10	£79.87	£65.66	£46.64	£58.18	3	£58.18	1	£67.13	L
PI 03i - Net cost of recycling per household (excluding CEC)	11	£62.94	£35.37	£16.13	£16.13	1	£17.29	1	£17.85	L
PI 11 - Percentage of households covered by kerbside recycling collections	17	100.00%	98.07%	86.82%	86.82%	17	100.00%	4	86.22%	H
<b>Other cost performance indicators</b>										
PI 02d - Cost of refuse collection service per head of population (excluding landfill tax, waste disposal and CEC)	10	£34.75	£28.90	£21.15	£30.27	7	£27.53	3	£34.93	L
PI 08c - Total labour costs as a percentage of total expenditure (excluding waste disposal costs and CEC)	11	60.44%	47.88%	37.07%	-	-	-	-	-	N
PI 10c - Transport costs as a percentage of total expenditure (excluding waste disposal costs and CEC)	10	30.83%	24.19%	16.66%	-	-	-	-	-	N
PI 18c - Front line labour costs as a percentage of total expenditure (excluding waste disposal costs and CEC)	11	56.08%	41.85%	31.75%	-	-	-	-	-	N
PI 27 - Cost per household excluding trade waste costs	11	£79.87	£61.80	£21.25	£62.75	4	£51.90	2	£64.30	L
PI 37 - Cost of domestic waste disposal per household	2	£61.61	£52.03	£42.44	-	-	-	-	-	L
PI 38 - Cost of municipal waste disposal per household	7	£71.40	£61.47	£30.66	-	-	-	-	-	L
PI 41a - Percentage change in total annual income generated vs. previous year	10	34.33%	11.25%	-8.29%	10.89%	-	-	-	-22.16%	N
PI 41b - Percentage change in income generated from recycling vs. previous year	6	120.11%	40.20%	-45.52%	-34.94%	-	-	-	-	N
<b>Customer Services performance indicators</b>										
PI 15 - Quality assurance and consultation process	14	43.00%	23.89%	4.00%	27.00%	8	33.50%	3	30.00%	H
PI 16 - Human resources and people management	14	66.00%	39.43%	10.00%	10.00%	13	54.00%	4	16.00%	H
PI 33 - Community / customer surveys undertaken	4	96.33%	78.33%	56.00%	-	-	-	-	-	H
<b>Efficiency performance indicators</b>										
PI 22a - Missed collections per 100,000 collections (full year)	13	149.21	75.82	11.56	-	-	55.87	-	-	L
PI 22b - Missed collections per 100,000 collections (April - September)	13	158.09	72.93	11.45	-	-	45.44	-	-	L

#### Notes:

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- Quartile / percentile marks are only shown for those performance indicators for which there is a desirable achievement.
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## Family group comparison

### Refuse collection performance indicator standings 2021/22

Name of authority	Blackpool Council									
PIN	4281									
Family group	R3									
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	Previous year score	High/Low/Neutral
PI 22c - Missed domestic residual waste collections per 100,000 collections (full year)	14	184.54	88.41	7.78	-	-	42.91	-	-	L
PI 22d - Missed domestic residual waste collections per 100,000 collections (April - September)	14	173.47	82.19	11.63	-	-	28.54	-	-	L
PI 22e - Missed separate recycling collections per 100,000 collections (full year)	13	107.11	55.30	0.35	-	-	32.90	-	-	L
PI 22f - Missed separate recycling collections per 100,000 collections (April - September)	13	108.68	53.40	0.48	-	-	29.38	-	-	L
PI 04a - Trade waste contracts (charged) as a percentage of available market	9	61.60%	25.66%	10.78%	-	-	25.21%	-	34.42%	H
PI 04b - Number of trade waste agreements for recycling (free or charged)	15	1,875	461	0	314	8	582	2	268	H
PI 04c - Percentage change in trade waste contracts (charged / non recycling)	8	18.46%	-4.23%	-22.21%	0.51%	3	3.94%	2	-3.15%	H
PI 04d - Percentage change in trade waste contracts (all)	7	23.42%	-0.72%	-16.82%	11.41%	-	-	-	5.52%	N
PI 35a - Litres of fuel used annually in refuse collection vehicles per 1,000 head of population	10	2,329	1,642	1,120	-	-	1,302	-	1,643	L
PI 20a - Staff absence (all employees)	7	17.76%	11.33%	5.77%	-	-	-	-	-	L
PI 20b - Staff absence - days lost per FTE non covid only (Scotland only)(all employees)	1	11.81	11.81	11.81	-	-	-	-	-	L
<b>Covid impact performance indicators</b>										
PI 39a - Percentage of fleet which constituted additional vehicles for Covid precautions	4	44.94%	26.71%	3.70%	-	-	-	-	-	N
PI 40a - PPE and other covid related equipment as percentage of total expenditure	9	12.23%	2.70%	0.00%	0.00%	-	-	-	0.01%	N
PI 42a - Agency/temporary/casual staff costs as percentage of total staff costs	10	32.03%	13.29%	1.30%	17.25%	-	-	-	10.99%	N
PI 42b - Agency/temporary/casual staff costs as percentage of total expenditure	10	12.41%	5.08%	0.67%	1.04%	-	-	-	1.34%	N
PI 45a - Percentage change in net operational expenditure	9	30.35%	3.61%	-15.88%	-13.33%	-	-	-	6.30%	N
PI 46a - Percentage change in number of operational vehicles deployed	13	109.30%	10.10%	-25.64%	0.00%	-	-	-	-4.76%	N
PI 46b - Percentage change in cost of operational vehicles deployed	12	30.82%	-5.47%	-99.79%	-50.95%	-	-	-	12.71%	N

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## Whole service comparison

### Refuse collection performance indicator standings 2021/22

Name of authority	Blackpool Council									
PIN	4281									
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	Previous year score	High/Low/Neutral
<b>Key performance indicators</b>										
PI 02c - Cost of refuse collection service per household (excluding landfill tax, waste disposal and CEC)	34	£150.36	£74.44	£41.89	£58.18	11	£55.85	2	£67.13	L
PI 03i - Net cost of recycling per household (excluding CEC)	32	£92.80	£41.90	£11.73	£16.13	3	£20.62	1	£17.85	L
PI 11 - Percentage of households covered by kerbside recycling collections	43	100.00%	99.07%	86.82%	86.82%	43	100.00%	4	86.22%	H
<b>Other cost performance indicators</b>										
PI 02d - Cost of refuse collection service per head of population (excluding landfill tax, waste disposal and CEC)	33	£53.31	£32.22	£18.83	£30.27	16	£24.42	2	£34.93	L
PI 08c - Total labour costs as a percentage of total expenditure (excluding waste disposal costs and CEC)	33	69.59%	50.93%	35.34%	-	-	-	-	-	N
PI 10c - Transport costs as a percentage of total expenditure (excluding waste disposal costs and CEC)	33	33.51%	22.49%	10.94%	-	-	-	-	-	N
PI 18c - Front line labour costs as a percentage of total expenditure (excluding waste disposal costs and CEC)	36	64.03%	44.06%	25.04%	-	-	-	-	-	N
PI 27 - Cost per household excluding trade waste costs	35	£123.02	£68.97	£21.25	£62.75	14	£53.70	2	£64.30	L
PI 37 - Cost of domestic waste disposal per household	14	£71.13	£53.03	£36.85	-	-	£43.09	-	-	L
PI 38 - Cost of municipal waste disposal per household	20	£81.60	£60.53	£30.66	-	-	£47.80	-	-	L
PI 41a - Percentage change in total annual income generated vs. previous year	27	34.33%	9.27%	-9.23%	10.89%	-	-	-	-22.16%	N
PI 41b - Percentage change in income generated from recycling vs. previous year	20	188.91%	28.75%	-45.52%	-34.94%	-	-	-	-	N
<b>Customer Services performance indicators</b>										
PI 15 - Quality assurance and consultation process	42	56.00%	20.42%	4.00%	27.00%	13	28.50%	2	30.00%	H
PI 16 - Human resources and people management	40	74.00%	43.45%	10.00%	10.00%	39	54.00%	4	16.00%	H
PI 33 - Community / customer surveys undertaken	10	96.33%	84.42%	56.00%	-	-	93.00%	-	-	H
<b>Efficiency performance indicators</b>										
PI 22a - Missed collections per 100,000 collections (full year)	35	199.05	79.41	9.86	-	-	43.74	-	-	L
PI 22b - Missed collections per 100,000 collections (April - September)	33	162.62	70.93	11.45	-	-	45.44	-	-	L
PI 22c - Missed domestic residual waste collections per 100,000 collections (full year)	35	184.54	73.68	0.45	-	-	29.02	-	-	L

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## Whole service comparison

### Refuse collection performance indicator standings 2021/22

Name of authority	Blackpool Council									
PIN	4281									
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	Previous year score	High/Low/Neutral
PI 22d - Missed domestic residual waste collections per 100,000 collections (April - September)	35	173.47	69.05	0.22	-	-	28.54	-	-	L
PI 22e - Missed separate recycling collections per 100,000 collections (full year)	36	189.53	62.30	0.35	-	-	21.66	-	-	L
PI 22f - Missed separate recycling collections per 100,000 collections (April - September)	34	152.45	58.06	0.11	-	-	19.11	-	-	L
PI 04a - Trade waste contracts (charged) as a percentage of available market	32	100.00%	22.80%	3.28%	-	-	25.06%	-	34.42%	H
PI 04b - Number of trade waste agreements for recycling (free or charged)	42	3,526	528	0	314	22	713	3	268	H
PI 04c - Percentage change in trade waste contracts (charged / non recycling)	27	33.33%	-0.14%	-22.21%	0.51%	10	3.94%	2	-3.15%	H
PI 04d - Percentage change in trade waste contracts (all)	25	26.22%	1.68%	-16.82%	11.41%	-	-	-	5.52%	N
PI 35a - Litres of fuel used annually in refuse collection vehicles per 1,000 head of population	36	4,811	2,154	1,120	-	-	1,467	-	1,643	L
PI 20a - Staff absence (all employees)	27	17.76%	8.26%	0.00%	-	-	5.77%	-	-	L
PI 20b - Staff absence - days lost per FTE non covid only (Scotland only)(all employees)	8	30.00	18.43	9.52	-	-	11.59	-	-	L
<b>Covid impact performance indicators</b>										
PI 39a - Percentage of fleet which constituted additional vehicles for Covid precautions	15	44.94%	21.02%	2.00%	-	-	-	-	-	N
PI 40a - PPE and other covid related equipment as percentage of total expenditure	21	12.31%	3.84%	0.00%	0.00%	-	-	-	0.01%	N
PI 42a - Agency/temporary/casual staff costs as percentage of total staff costs	34	34.34%	10.37%	0.02%	17.25%	-	-	-	10.99%	N
PI 42b - Agency/temporary/casual staff costs as percentage of total expenditure	34	12.41%	4.59%	0.01%	1.04%	-	-	-	1.34%	N
PI 45a - Percentage change in net operational expenditure	30	33.34%	1.55%	-28.36%	-13.33%	-	-	-	6.30%	N
PI 46a - Percentage change in number of operational vehicles deployed	36	114.29%	11.53%	-29.69%	0.00%	-	-	-	-4.76%	N
PI 46b - Percentage change in cost of operational vehicles deployed	34	72.64%	-0.50%	-99.79%	-50.95%	-	-	-	12.71%	N

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