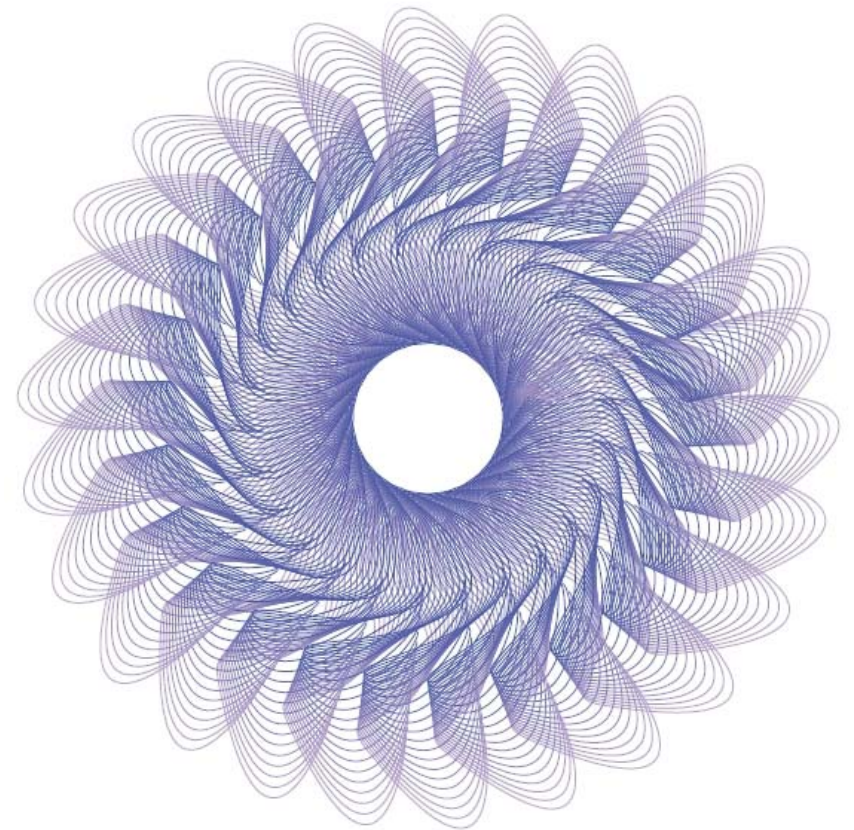




Refuse collection

PI standings report, 2013/14

Issue 2, March 2015



Refuse collection performance indicator standings 2013/14 : Family group report

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 | Ten percentile mark |
|--|-----------------|------------------|-------------------|-----------------|-------------------|-------------------|-------------------|-------------------|---------------------|
| Key performance indicators | | | | | | | | | |
| PI 01c - Cost of refuse collection service per household (excluding landfill tax & waste disposal) | 14 | £104.15 | £60.76 | £35.30 | £51.80 | 8 | £38.85 | 3 | £37.11 |
| PI 02c - Cost of refuse collection service per household (excluding landfill tax & waste disposal and CEC) | 14 | £98.56 | £56.27 | £27.18 | £50.70 | 8 | £37.06 | 3 | £33.85 |
| PI 03a - Net cost of recycling per household | 9 | £33.94 | £22.18 | £11.88 | | | £16.46 | | £13.16 |
| PI 03b - Tonnes of domestic waste sent for recycling per household | 15 | 0.57 | 0.39 | 0.22 | 0.36 | 9 | 0.44 | 3 | 0.50 |
| PI 03c - Kg of domestic waste sent for recycling per head of population | 15 | 251.78 | 175.01 | 102.09 | 180.89 | 8 | 200.16 | 2 | 231.72 |
| PI 03d - Cost of recycling per household covered by kerbside recycling collections (including CEC) | — | — | — | — | | | £16.46 | — | — |
| PI 03e - Tonnes of domestic waste recycled per household | 15 | 0.56 | 0.38 | 0.23 | 0.36 | 8 | 0.44 | 2 | 0.50 |
| PI 03f - Kg of domestic waste recycled per head of population | 15 | 247.63 | 169.97 | 105.65 | 180.06 | 7 | 191.88 | 2 | 227.69 |
| PI 11 - Percentage of households covered by kerbside recycling collections | 15 | 100.00% | 98.50% | 91.97% | 100.00% | 1 | 100.00% | 1 | 100.00% |
| PI 12a - Percentage of total domestic waste collected which is sent for recycling | 15 | 46.98% | 37.34% | 28.96% | 36.88% | 7 | 43.19% | 2 | 44.62% |
| PI 12b - Percentage of household waste collected which is composted | 15 | 21.38% | 13.26% | 3.68% | 14.10% | 7 | 16.47% | 2 | 18.93% |
| PI 12c - Percentage recovery of energy from waste collected (England and Scotland; Unitary only) | 8 | 69.21% | 30.58% | 1.28% | 23.22% | 5 | 66.09% | 3 | 67.02% |
| PI 12g - Percentage recovery of energy from waste collected (Wales only) | 0 | 0.00% | 0.00% | 0.00% | | | | | |
| PI 12f - Percentage of total waste collected which is recycled | 15 | 45.95% | 36.64% | 27.67% | 36.71% | 6 | 42.88% | 2 | 44.41% |
| PI 17 - Customer satisfaction surveys | — | — | — | — | | — | — | — | — |
| PI 32a - Kg of residual waste sent to landfill per annum per head of population (Unitary only) | 11 | 285.86 | 146.37 | 1.51 | 131.15 | 5 | 35.68 | 2 | 31.53 |
| PI 32d - Kg of residual waste sent to landfill per annum per household (Unitary only) | 11 | 625.35 | 321.74 | 3.43 | 263.00 | 5 | 75.59 | 2 | 67.82 |

Notes:

- The authority will only be ranked in family group if it has shown an output / score within the set parameters for the performance indicator.
- 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.

Refuse collection performance indicator standings 2013/14 : Family group report

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 | Ten percentile mark |
|---|-----------------|------------------|-------------------|-----------------|-------------------|-------------------|-------------------|-------------------|---------------------|
| Other cost performance indicators | | | | | | | | | |
| PI 01d - Cost of refuse collection per head of population (excluding landfill tax & waste disposal) | 14 | £49.16 | £27.85 | £15.38 | £25.83 | 8 | £16.60 | 3 | £15.79 |
| PI 02d - Cost of refuse collection per head of population (excluding landfill tax & waste disposal and CEC) | 14 | £46.79 | £25.82 | £11.42 | £25.28 | 9 | £15.16 | 3 | £14.78 |
| PI 08b - Total labour costs as a percentage of total expenditure (excluding waste disposal costs) | 14 | 52.80% | 44.32% | 29.01% | 29.01% | | | | |
| PI 10b - Transport costs as a percentage of total expenditure (excluding waste disposal costs) | 13 | 42.75% | 31.01% | 20.57% | | | | | |
| PI 18b - Front line labour costs as a percentage of total expenditure (excluding waste disposal costs) | 13 | 47.18% | 40.73% | 35.41% | | | | | |
| PI 29b - Central establishment charges as a percentage of total expenditure | 13 | 11.03% | 4.82% | 1.58% | 1.58% | | | | |
| PI 30 - Average cost per front line vehicle | 12 | £99,171 | £70,099 | £51,203 | | | £64,963 | | £63,877 |
| PI 31a - Cost of recycling per tonne (tonnes sent for recycling) | 8 | £108.16 | £57.30 | £31.88 | | | £37.07 | | £33.36 |
| PI 31b - Cost of recycling per tonne (tonnes actually recycled) | 8 | £109.36 | £58.33 | £32.49 | | | £37.07 | | £33.54 |
| PI 07 - Trade waste - operational recovery ratio | 10 | 302.63% | 147.22% | 87.00% | 107.02% | 7 | 166.05% | 3 | 220.22% |
| PI 27 - Cost per household excluding trade waste costs | 13 | £110.96 | £61.54 | £35.26 | £53.06 | 8 | £45.63 | 3 | £37.45 |
| PI 37 - Cost of domestic waste disposal per household | 6 | £84.24 | £59.75 | £43.20 | | | | | £44.82 |
| PI 38 - Cost of municipal waste disposal per household | 6 | £84.24 | £60.12 | £43.20 | | | | | £45.91 |
| Efficiency performance indicators | | | | | | | | | |
| PI 22a - Missed collections per 100,000 collections (full year) | 13 | 82.86 | 42.97 | 0.47 | 32.65 | 5 | 31.94 | 2 | 19.48 |
| PI 22b - Missed collections per 100,000 collections (April - Sept) | 13 | 100.02 | 45.65 | 0.52 | 32.65 | 3 | 34.18 | 1 | 21.16 |
| PI 04a - Trade waste contracts (charged) as a percentage of available market | 13 | 43.42% | 20.35% | 4.67% | 43.42% | 1 | 25.64% | 1 | 32.56% |
| PI 04b - Number of trade waste agreements for recycling (free or charged) | 11 | 1,034 | 332 | 0 | 2 | 8 | 714 | 3 | 875 |
| PI 04c - Percentage change in trade waste contracts | 12 | 27.83% | 0.63% | -41.27% | -9.49% | 11 | 12.03% | 4 | 23.54% |
| PI 34 - Average number of lifts per collection round | 7 | 1,987 | 1,418 | 559 | | | | | 1,863 |
| PI 35 - Litres of fuel used annually in refuse collection vehicles per 1,000 head of population | 11 | 2860.01 | 1762.33 | 873.20 | 1277.61 | 3 | 1277.61 | 1 | 1261.44 |
| PI 20a - Staff absence (all employees) | 14 | 14.10% | 6.40% | 2.60% | 7.00% | 9 | 4.57% | 3 | 3.87% |
| PI 20b - Staff absence - days lost per FTE (Scotland only) | 2 | 16.90 | 9.94 | 2.97 | | | | | 4.36 |

Refuse collection performance indicator standings 2013/14 : Family group report

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 | Ten percentile mark |
|--|-----------------|------------------|-------------------|-----------------|-------------------|-------------------|-------------------|-------------------|---------------------|
| Other Recycling performance indicators | | | | | | | | | |
| PI 32b - Percentage of household waste sent to landfill per annum (England and Scotland; Unitary only) | 11 | 60.53% | 33.13% | 0.35% | 29.82% | 5 | 8.48% | 2 | 8.03% |
| PI 32c - Percentage of municipal waste sent to landfill per annum (Wales and Scotland only) | 3 | 60.18% | 55.19% | 45.77% | | | | | 48.54% |
| PI 26 - Kerbside recycling recovered per property (kgs) (England and Wales only) | 12 | 323.04 | 254.81 | 137.53 | 254.22 | 9 | 304.97 | 3 | 305.73 |
| PI 12d - Percentage recycled organic waste which constitutes garden waste | 9 | 100.00% | 60.82% | 3.97% | 18.33% | | | | |
| PI 12e - Percentage recycled organic waste which constitutes food waste | 3 | 21.52% | 10.48% | 3.28% | | | | | |
| Customer Services performance indicators | | | | | | | | | |
| PI 15 - Quality assurance and consultation process | 15 | 135.00 | 76.40 | 26.00 | 98.00 | 4 | 98.00 | 1 | 128.20 |
| PI 16 - Human resources and people management | 14 | 78.00 | 57.00 | 24.00 | 52.00 | 7 | 71.00 | 2 | 76.50 |
| PI 33 - Community / customer surveys undertaken | 11 | 97.00% | 86.36% | 74.00% | 85.00% | 7 | 92.00% | 3 | 93.00% |

Refuse collection performance indicator standings 2013/14 : whole service report

Name of authority
PIN

Blackpool Council
4281

Performance indicator

| 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 |
|--|-------------------|--------------------|---------------------|-------------------|-------------------|---------------------|-------------------|-------------------|---------------------|
| Key performance indicators | | | | | | | | | |
| PI 01c - Cost of refuse collection service per household (excluding landfill tax & waste disposal) | 47 | £120.10 | £61.74 | £29.00 | £51.80 | 19 | £38.28 | 2 | £34.77 |
| PI 02c - Cost of refuse collection service per household (excluding landfill tax & waste disposal and CEC) | 47 | £113.85 | £57.18 | £25.62 | £50.70 | 20 | £36.41 | 2 | £28.32 |
| PI 03a - Net cost of recycling per household | 36 | £58.98 | £26.67 | £8.81 | | | £17.78 | | £12.68 |
| PI 03b - Tonnes of domestic waste sent for recycling per household) | 54 | 0.72 | 0.42 | 0.20 | 0.36 | 38 | 0.49 | 3 | 0.55 |
| PI 03c - Kg of domestic waste sent for recycling per head of population | 54 | 280.70 | 184.49 | 102.09 | 180.89 | 30 | 212.48 | 3 | 248.60 |
| PI 03d - Cost of recycling per household covered by kerbside recycling collections (including CEC) | 35 | £51.25 | £25.89 | £9.26 | | | £16.46 | | £12.37 |
| PI 03e - Tonnes of domestic waste recycled per household | 54 | 0.71 | 0.40 | 0.16 | 0.36 | 35 | 0.48 | 3 | 0.53 |
| PI 03f - Kg of domestic waste recycled per head of population | 54 | 261.23 | 179.07 | 83.45 | 180.06 | 29 | 206.65 | 3 | 238.78 |
| PI 11 - Percentage of households covered by kerbside recycling collections | 52 | 100.00% | 98.60% | 89.61% | 100.00% | 1 | 100.00% | 1 | 100.00% |
| PI 12a - Percentage of total domestic waste collected which is sent for recycling | 54 | 58.43% | 40.29% | 17.93% | 36.88% | 35 | 45.24% | 3 | 51.33% |
| PI 12b - Percentage of household waste collected which is composted | 52 | 35.13% | 16.28% | 3.68% | 14.10% | 31 | 20.66% | 3 | 25.05% |
| PI 12c - Percentage recovery of energy from waste collected (England and Scotland; Unitary only) | 19 | 69.21% | 31.88% | 0.32% | 23.22% | 11 | 57.13% | 3 | 65.66% |
| PI 12g - Percentage recovery of energy from waste collected (Wales only) | 0 | 0.00% | 0.00% | 0.00% | | | | | |
| PI 12f - Percentage of total waste collected which is recycled | 54 | 58.43% | 39.42% | 17.93% | 36.71% | 30 | 44.38% | 3 | 49.17% |
| PI 17 - Customer satisfaction surveys | 0 | 0.00% | 0.00% | 0.00% | | | | | |
| PI 32a - Kg of residual waste sent to landfill per annum per head of population (Unitary only) | 32 | 296.75 | 150.55 | 1.51 | 131.15 | 14 | 64.41 | 2 | 22.88 |
| PI 32d - Kg of residual waste sent to landfill per annum per household (Unitary only) | 32 | 650.96 | 336.21 | 3.43 | 263.00 | 11 | 140.12 | 2 | 56.06 |

Notes:

- The authority will only be ranked in service if it has shown an output / score within the set parameters for the performance indicator.
- 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.

Refuse collection performance indicator standings 2013/14 : whole service report

Name of authority

Blackpool Council

PIN

4281

Performance indicator

| 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 |
|---|-------------------|--------------------|---------------------|-------------------|-------------------|---------------------|-------------------|-------------------|---------------------|
| Other cost performance indicators | | | | | | | | | |
| PI 01d - Cost of refuse collection per head of population (excluding landfill tax & waste disposal) | 48 | £61.31 | £28.23 | £12.93 | £25.83 | 24 | £16.83 | 2 | £15.18 |
| PI 02d - Cost of refuse collection per head of population (excluding landfill tax & waste disposal and CEC) | 49 | £62.85 | £26.96 | £11.42 | £25.28 | 27 | £15.51 | 3 | £13.03 |
| PI 08b - Total labour costs as a percentage of total expenditure (excluding waste disposal costs) | 49 | 62% | 46% | 20% | 29% | | | | |
| PI 10b - Transport costs as a percentage of total expenditure (excluding waste disposal costs) | 46 | 43% | 27% | 16% | | | | | |
| PI 18b - Front line labour costs as a percentage of total expenditure (excluding waste disposal costs) | 47 | 55.80% | 41.18% | 26.88% | | | | | |
| PI 29b - Central establishment charges as a percentage of total expenditure | 47 | 15.54% | 5.87% | 0.11% | 1.58% | | | | |
| PI 30 - Average cost per front line vehicle | 41 | £99,171 | £63,181 | £28,615 | | | £51,203 | | £43,298 |
| PI 31a - Cost of recycling per tonne (tonnes sent for recycling) | 35 | £128.79 | £66.32 | £24.42 | | | £37.35 | | £32.72 |
| PI 31b - Cost of recycling per tonne (tonnes actually recycled) | 34 | £124.59 | £66.03 | £24.44 | | | £37.35 | | £32.94 |
| PI 07 - Trade waste - operational recovery ratio | 38 | 302.63% | 119.74% | 46.55% | 107.02% | 21 | 132.16% | 3 | 190.73% |
| PI 27 - Cost per household excluding trade waste costs | 49 | £132.30 | £62.70 | £30.21 | £53.06 | 21 | £40.72 | 2 | £34.47 |
| PI 37 - Cost of domestic waste disposal per household | 24 | £84.24 | £55.79 | £23.80 | | | £43.35 | | £34.40 |
| PI 38 - Cost of municipal waste disposal per household | 24 | £84.24 | £59.18 | £33.45 | | | £48.62 | | £43.39 |
| Efficiency performance indicators | | | | | | | | | |
| PI 22a - Missed collections per 100,000 collections (full year) | 40 | 102.89 | 44.67 | 0.47 | 32.65 | 14 | 24.36 | 2 | 9.54 |
| PI 22b - Missed collections per 100,000 collections (April - Sept) | 39 | 108.19 | 44.25 | 0.52 | 32.65 | 14 | 21.83 | 2 | 8.03 |
| PI 04a - Trade waste contracts (charged) as a percentage of available market | 41 | 74.67% | 23.50% | 3.66% | 43.42% | 3 | 29.42% | 1 | 34.55% |
| PI 04b - Number of trade waste agreements for recycling (free or charged) | 44 | 2,423 | 410 | 0 | 2 | 31 | 714 | 3 | 1,024 |
| PI 04c - Percentage change in trade waste contracts | 35 | 27.83% | -2.87% | -41.27% | -9.49% | 28 | 5.89% | 4 | 12.24% |
| PI 34 - Average number of lifts per collection round | 32 | 1,987 | 1,206 | 559 | | | 1,533 | | 1,736 |
| PI 35 - Litres of fuel used annually in refuse collection vehicles per 1,000 head of population | 39 | 3169.98 | 1950.67 | 873.20 | 1277.61 | 5 | 1451.07 | 1 | 1274.38 |
| PI 20a - Staff absence (all employees) | 46 | 14.10% | 6.10% | 0.94% | 7.00% | 31 | 4.80% | 3 | 3.55% |
| PI 20b - Staff absence - days lost per FTE (Scotland only) | 10 | 24.09 | 15.23 | 2.97 | | | 12.17 | | 5.75 |

Refuse collection performance indicator standings 2013/14 : whole service report

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 | Ten percentile mark |
|--|-------------------|--------------------|---------------------|-------------------|-------------------|---------------------|-------------------|-------------------|---------------------|
| Other Recycling performance indicators | | | | | | | | | |
| PI 32b - Percentage of household waste sent to landfill per annum (England and Scotland; Unitary only) | 29 | 73.72% | 34.16% | 0.35% | 29.82% | 12 | 10.01% | 2 | 5.68% |
| PI 32c - Percentage of municipal waste sent to landfill per annum (Wales and Scotland only) | 12 | 78.47% | 52.09% | 5.24% | | | 45.77% | | 40.87% |
| PI 26 - Kerbside recycling recovered per property (kgs) (England and Wales only) | 41 | 501.71 | 308.40 | 84.26 | 254.22 | 31 | 380.69 | 3 | 416.08 |
| PI 12d - Percentage recycled organic waste which constitutes garden waste | 29 | 100.00% | 68.06% | 0.20% | 18.33% | | | | |
| PI 12e - Percentage recycled organic waste which constitutes food waste | 8 | 42.84% | 19.06% | 3.28% | | | | | |
| Customer Services performance indicators | | | | | | | | | |
| PI 15 - Quality assurance and consultation process | 50 | 135.00 | 67.70 | 16.00 | 98.00 | 7 | 83.00 | 1 | 100.40 |
| PI 16 - Human resources and people management | 51 | 90.00 | 54.51 | 20.00 | 52.00 | 28 | 66.00 | 3 | 74.00 |
| PI 33 - Community / customer surveys undertaken | 28 | 97.00% | 86.31% | 71.00% | 85.00% | 18 | 92.00% | 3 | 94.94% |