Refuse collection performance indicators

**Key performance indicators**

PI 01c Cost of refuse collection service per household (excluding landfill tax and waste disposal)
PI 02c Cost of refuse collection service per household (excluding landfill tax and waste disposal and CEC)
PI 03a Net cost of recycling per household
PI 03b Tonnes of domestic waste sent for recycling per household
PI 03c Kg of domestic waste sent for recycling per head of population
PI 03d Cost of recycling per household covered by kerbside recycling collections (including CEC)
PI 03e Tonnes of domestic waste recycled per household
PI 03f Kg of domestic waste recycled per head of population
PI 11 Percentage of households covered by kerbside recycling collections
PI 12a Percentage of total domestic waste collected which is sent for recycling
PI 12b Percentage of household waste collected which is composted
PI 12c Percentage recovery of energy from waste collected (England and Scotland only)
PI 12f Percentage of total waste collected which is recycled
PI 12g Percentage recovery of energy from waste collected (Wales only)
PI 32a Kg of residual waste sent to landfill per annum per head of Population (Unitary only)
PI 32d Kg of residual waste sent to landfill per annum per household (Unitary only)

**Other cost performance indicators**

PI 01d Cost of refuse collection service per head of population (excluding landfill tax & waste disposal)
PI 02d Cost of refuse collection service per head of population (excluding landfill tax and waste disposal and CEC)
PI 08b Total labour costs as a percentage of total expenditure (excluding waste disposal costs)
PI 10b Transport cost as a percentage of total expenditure (excluding waste disposal costs)
PI 18b Front line labour costs as a percentage of total expenditure (excluding waste disposal costs)
PI 29b Central establishment charges as a percentage of total expenditure
PI 30 Average cost per front line vehicle
PI 31a Cost of recycling per tonne (tonnes sent for recycling)
PI 31b Cost of recycling per tonne (tonnes actually recycled)
PI 07 Trade waste – operational recovery ratio
PI 27 Cost per household excluding trade waste cost
PI 37 Cost of domestic waste disposal per household
PI 38 Cost of municipal waste disposal per household
Refuse collection performance indicators

**Customer service 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 22a Missed collections per 100,000 collections
- PI 22b Missed collections per 100,000 collections (April to September)
- 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
- PI 34 Average number of lifts per collection round
- PI 35 Litres of fuel used annually in refuse collection vehicles per 1,000 head of population
- PI 35b Table – Average distance in mile to disposal site
- PI 20a Staff absence (all employees)
- PI 20b Staff absence – days lost per FTE (Scotland only)

**Other recycling performance indicators**
- PI 32b Percentage of household waste sent to landfill per annum (England and Scotland only; Unitary only)
- PI 32c Percentage of municipal waste sent to landfill per annum (Wales and Scotland only)
- PI 26 Kerbside recycling recovered per property (kgs) (England and Wales only)
- PI 12d Percentage of recycled organic waste which constitutes garden waste
- PI 12e Percentage of recycled organic waste which constitutes food