

## Waste management

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### **Refuse collection – the gross cost per property (£) of refuse collection**

This indicator shows how much it costs the council to collect refuse from domestic and commercial premises, and domestic bulky uplifts.

Most councils use the wheeled bin method of refuse collection. The alternatives are the uplift of static bins or sacks.

### **Points to bear in mind**

More frequent collections are likely to cause higher costs. The great majority of councils collect domestic refuse once a week, though a very small number operate a twice-weekly uplift. Commercial uplifts are generally carried out two or three times a week. Some councils undertake separate collections of garden refuse and waste paper.

A council whose population is widely dispersed is likely to incur a higher collection cost than one where the population is more concentrated. However, in urban areas restricted access to collection points can affect costs.

## Waste management

### Refuse collection - the gross cost per property (£) of refuse collection

Group A - Rural councils		PI measurement			Better ✓ or worse X since 01/02		
		01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeenshire		33.63	35.45	37.25	X		
Argyll & Bute		66.58	73.99	70.01	X		
Dumfries & Galloway		<u>45.12</u>	49.12	49.38			
Eilean Siar		86.57	73.96	64.45	✓		
Highland		51.55	53.70	56.43	X		
Orkney Islands		67.65	72.43	66.99			
Perth & Kinross		53.58	58.10	59.58	X		
Scottish Borders		38.56	44.87	49.92	X		
Shetland Islands		59.75	73.06	64.02	X		
		<b>Scotland</b>					
		46.94	50.43	52.59			

Count of councils showing significant change since 2001/02	
<b>Improvement</b>	
5-9%	-
10-14%	-
>15%	1
<b>Decline</b>	
5-9%	3
10-14%	2
>15%	1

Data features for this Group	Symbol	01/02	02/03	03/04
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

#### Notes

An underlined PI measurement indicates unreliable data.  
 Family groups were defined in consultation with councils and professional bodies.  
 All Scotland figures above cover all councils rather than those in the group.

#### The following councils were ranked 25th or below in 2001/02:

Argyll & Bute  
 Eilean Siar  
 Orkney Islands  
 Shetland Islands

#### The following councils did not make any material improvement in their performance by 2003/04:

Argyll & Bute  
 Orkney Islands  
 Shetland Islands

## Waste management

### Refuse collection - the gross cost per property (£) of refuse collection

Group B - Mixed councils		PI measurement			Better ✓ or worse X since 01/02		
		01/02	02/03	03/04	5-9%	10-14%	>15%
Angus		44.46	47.80	50.66	X		
Clackmannanshire		52.11	57.76	69.59	X		
East Ayrshire		49.16	52.72	53.50	X		
East Lothian		43.94	47.68	50.24	X		
East Renfrewshire		42.23	43.72	43.49			
Fife		<u>38.03</u>	45.43	53.09			
Inverclyde		43.55	45.57	44.13			
Midlothian		40.93	43.00	48.98	X		
Moray		35.26	43.89	44.14	X		
North Ayrshire		46.19	47.58	49.46	X		
South Ayrshire		45.00	35.93	32.58	✓		
South Lanarkshire		39.79	41.07	54.33	X		
Stirling		62.52	58.21	62.57			
West Lothian		48.57	52.73	51.35	X		
		<b>Scotland</b>					
		46.94	50.43	52.59			

Count of councils showing significant change since 2001/02	
<b>Improvement</b>	
5-9%	-
10-14%	-
>15%	1
<b>Decline</b>	
5-9%	3
10-14%	2
>15%	4

Data features for this Group	Symbol	01/02	02/03	03/04
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

#### Notes

An underlined PI measurement indicates unreliable data.

Family groups were defined in consultation with councils and professional bodies.

All Scotland figures above cover all councils rather than those in the group.

#### The following councils were ranked 25th or below in 2001/02:

Stirling

#### The following councils did not make any material improvement in their performance by 2003/04:

Stirling

## Waste management

### Refuse collection - the gross cost per property (£) of refuse collection

Group C - Urban councils		PI measurement			Better ✓ or worse ✗ since 01/02		
		01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City		41.98	45.85	46.94	✗		
Dundee City		47.65	55.70	57.45	✗		
East Dunbartonshire		46.20	49.17	51.68	✗		
City of Edinburgh		54.41	60.78	61.99	✗		
Falkirk		37.60	39.61	41.70	✗		
Glasgow City		<u>49.95</u>	54.26	55.01			
North Lanarkshire		49.11	52.07	51.59	✗		
Renfrewshire		45.93	49.00	52.16	✗		
West Dunbartonshire		41.58	48.87	46.56	✗		
		<b>Scotland</b>					
		46.94	50.43	52.59			

Count of councils showing significant change since 2001/02	
<b>Improvement</b>	
5-9%	-
10-14%	-
>15%	-
<b>Decline</b>	
5-9%	1
10-14%	6
>15%	1

Data features for this Group	Symbol	01/02	02/03	03/04
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

#### Notes

An underlined PI measurement indicates unreliable data.  
 Family groups were defined in consultation with councils and professional bodies.  
 All Scotland figures above cover all councils rather than those in the group.

## Waste management

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### **Refuse collection – the gross cost per property (£) of refuse disposal**

This indicator shows how much it costs the council to dispose of refuse collected from domestic and commercial premises, and domestic bulky uplifts.

Refuse disposal includes the treatment of waste collected by the council and destined for final disposal in landfill. It involves:

- sorting, compacting, baling, shredding, composting, recycling and incineration.
- the operation of transfer-loading stations and the provision of civic amenity sites or skips
- any treatment of waste collected by the council and which is recycled.

### **Points to bear in mind**

The method of treatment and/or disposal may affect gross disposal costs depending on the process/procedure used. Councils using transfer stations for access to more distant landfills may have higher disposal costs than if collection vehicles had direct access to the landfill. In the former case however, the higher disposal cost might contribute to a lower comparable collection cost.

Some councils may have access to existing landfills that although unable to meet the standards prescribed by forthcoming legislation, have sufficient remaining capacity to provide lower disposal costs. In these cases the disposal costs will likely rise in the future when new, more expensive sites are required.

It is recognised that intermediary treatment such as shredding, baling, composting, etc, will attract higher costs as a result of the capital and running costs.

Some councils may generate income from recycled materials.

## Waste management

### Refuse collection - the gross cost per property (£) of refuse disposal

Group A - Rural councils		PI measurement			Better ✓ or worse X since 01/02		
		01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeenshire		65.56	74.74	84.03			X
Argyll & Bute		119.99	118.88	115.30			
Dumfries & Galloway		<u>50.80</u>	59.95	58.04			
Eilean Siar		84.58	96.62	84.41			
Highland		43.15	47.70	81.30			X
Orkney Islands		98.77	102.77	77.38			✓
Perth & Kinross		72.57	78.27	79.69	X		
Scottish Borders		33.88	40.32	37.06	X		
Shetland Islands		63.90	105.37	111.39			X
		<b>Scotland</b>					
		49.53	55.22	58.43			

Count of councils showing significant change since 2001/02	
<b>Improvement</b>	
5-9%	-
10-14%	-
>15%	1
<b>Decline</b>	
5-9%	2
10-14%	-
>15%	3

Data features for this Group	Symbol	01/02	02/03	03/04
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

#### Notes

An underlined PI measurement indicates unreliable data.  
 Family groups were defined in consultation with councils and professional bodies.  
 All Scotland figures above cover all councils rather than those in the group.

#### The following councils were ranked 25th or below in 2001/02:

Aberdeenshire  
 Argyll & Bute  
 Eilean Siar  
 Orkney Islands  
 Perth & Kinross

#### The following councils did not make any material improvement in their performance by 2003/04:

Aberdeenshire  
 Argyll & Bute  
 Eilean Siar  
 Perth & Kinross

## Waste management

### Refuse collection - the gross cost per property (£) of refuse disposal

Group B - Mixed councils		PI measurement			Better ✓ or worse ✗ since 01/02		
		01/02	02/03	03/04	5-9%	10-14%	>15%
Angus		50.58	57.42	55.36	✗		
Clackmannanshire		42.52	56.60	64.47	✗		
East Ayrshire		51.07	56.38	58.08	✗		
East Lothian		46.30	50.80	52.80	✗		
East Renfrewshire		45.94	50.35	78.28	✗		
Fife		50.75	45.92	53.25			
Inverclyde		36.26	38.94	41.90	✗		
Midlothian		37.23	43.32	50.99	✗		
Moray		48.74	70.39	69.18	✗		
North Ayrshire		36.22	33.89	35.47			
South Ayrshire		42.42	49.92	58.32	✗		
South Lanarkshire		37.68	38.77	49.70	✗		
Stirling		47.00	48.68	55.04	✗		
West Lothian		43.20	51.64	46.24	✗		
		<b>Scotland</b>					
		49.53	55.22	58.43			

Count of councils showing significant change since 2001/02	
<b>Improvement</b>	
5-9%	-
10-14%	-
>15%	-
<b>Decline</b>	
5-9%	2
10-14%	2
>15%	8

Data features for this Group	Symbol	01/02	02/03	03/04
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

#### Notes

An underlined PI measurement indicates unreliable data.

Family groups were defined in consultation with councils and professional bodies.

All Scotland figures above cover all councils rather than those in the group.

## Waste management

### Refuse collection - the gross cost per property (£) of refuse disposal

Group C - Urban councils		PI measurement			Better ✓ or worse ✗ since 01/02		
		01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City		50.87	55.53	52.83			
Dundee City		68.34	72.88	73.36	✗		
East Dunbartonshire		47.27	47.92	56.96			✗
City of Edinburgh		43.91	52.97	53.33			✗
Falkirk		49.87	51.53	52.35			
Glasgow City		<u>52.29</u>	57.91	59.46			
North Lanarkshire		41.06	52.52	37.92	✓		
Renfrewshire		44.66	47.11	52.26			✗
West Dunbartonshire		40.73	43.82	46.65		✗	
		<b>Scotland</b>					
		49.53	55.22	58.43			

Count of councils showing significant change since 2001/02	
<b>Improvement</b>	
5-9%	1
10-14%	-
>15%	-
<b>Decline</b>	
5-9%	1
10-14%	1
>15%	3

Data features for this Group	Symbol	01/02	02/03	03/04
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

#### Notes

An underlined PI measurement indicates unreliable data.  
 Family groups were defined in consultation with councils and professional bodies.  
 All Scotland figures above cover all councils rather than those in the group.

#### The following councils were ranked 25th or below in 2001/02:

Dundee City

#### The following councils did not make any material improvement in their performance by 2003/04:

Dundee City



## **Waste management**

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### **Refuse collection – the percentage of special uplifts of bulky domestic refuse completed within five days**

Most councils offer a special uplift service, within clearly specified timescales, for the purpose of uplifting bulky domestic refuse which would not normally be uplifted as part of the routine refuse collection service.

#### **Points to bear in mind**

The indicator reflects the existence of a special uplift service (as opposed to it being part of the standard service), and the proportion of uplifts carried out within a national benchmark time of five days.

## Waste management

### Refuse collection - the percentage of special uplifts of bulky domestic refuse completed within five days

Council	Rank in 03/04		PI measurement			Better ✓ or worse ✗ since 01/02		
	1-32	✓1-8 ✗ 25-32	01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City	13		90.9	87.1	93.0			
Aberdeenshire	11		93.7	94.4	95.4			
Angus	6	✓	93.4	97.0	98.0			
Argyll & Bute	19		75.5	71.8	80.5	✓		
Clackmannanshire	15		95.1	90.4	90.2	✗		
Dumfries & Galloway	14		<u>95.3</u>	71.6	91.0			
Dundee City	4	✓	99.4	99.2	98.7			
East Ayrshire	3	✓	98.1	97.8	98.8			
East Dunbartonshire	30	✗	53.1	44.2	40.4			✗
East Lothian	23		64.0	74.6	72.5		✓	
East Renfrewshire	5	✓	83.0	98.3	98.4			✓
City of Edinburgh	31	✗	22.4	21.0	35.8			✓
Eilean Siar	22		82.7	81.2	74.5	✗		
Falkirk	26	✗	72.4	58.4	64.7		✗	
Fife	17		66.3	81.6	86.6			✓
Glasgow City	9		82.2	93.3	95.8			✓
Highland	20		96.7	66.8	80.2			✗
Inverclyde	27	✗	95.9	82.2	61.4			✗
Midlothian	16		37.5	90.1	88.7			✓
Moray	25	✗	63.4	60.7	65.8			
North Ayrshire	2	✓	98.6	99.0	99.1			
North Lanarkshire	29	✗	89.2	80.9	45.1			✗
Orkney Islands	28	✗	48.4	47.9	49.7			
Perth & Kinross	1	✓	97.5	99.6	99.6			
Renfrewshire	12		97.2	95.8	95.3			
Scottish Borders	6	✓	92.9	93.4	98.0	✓		
Shetland Islands	NS		NS	NS	NS			
South Ayrshire	21		82.0	81.6	77.4	✗		
South Lanarkshire	10		94.2	95.1	95.6			
Stirling	18		85.9	82.4	81.4	✗		
West Dunbartonshire	24		72.4	60.2	70.9			
West Lothian	8	✓	97.4	98.3	97.2			
			<b>Scotland</b>					
			79.2	78.6	78.8			

Ranked performance	01/02	02/03	03/04
Highest ranked performance	99.4	99.6	99.6
Upper quartile	95.6	95.5	96.5
Median	89.2	82.4	88.7
Lower quartile	72.4	71.7	71.7
Lowest ranked performance	22.4	21.0	35.8

Data features	Symbol	01/02	02/03	03/04
PI not applicable	(-)	0	0	0
No service	(NS)	1	1	1

Count of councils showing significant change since 2001/02	
<b>Improvement</b>	
5-9%	2
10-14%	1
>15%	5
<b>Decline</b>	
5-9%	4
10-14%	1
>15%	4

#### Notes

An underlined PI measurement indicates unreliable data.

## Waste management

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### Refuse collection - the percentage of special uplifts of bulky domestic refuse completed within five days

The following councils were ranked 25th or below in 2001/02:

East Dunbartonshire  
East Lothian  
City of Edinburgh  
Midlothian  
Moray  
Orkney Islands

The following councils did not make any material improvement in their performance by 2003/04:

East Dunbartonshire  
Moray  
Orkney Islands

## **Waste management**

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### **Refuse collection - the number of complaints per 1,000 households**

For a service such as refuse collection, complaints can be seen as a direct measure of the extent to which householders express dissatisfaction with the service they receive.

This indicator shows the recorded incidence of complaints to the council arising from its refuse collection service. These may be due to missed collections or other matters such as spillage of refuse or complaints about an operative's attitude.

### **Points to bear in mind**

Complaints relating to council policy on, for example, type of containers, collection frequency, no public holiday collections, are not included.

## Waste management

### Refuse collection - the number of complaints per 1,000 households

Council	Rank in 03/04		PI measurement			Better ✓ or worse ✗ since 01/02		
	1-32	✓1-8 ✗ 25-32	01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City	10		-	-	10.5			
Angus	3	✓	-	-	4.1			
Argyll & Bute	8	✓	-	-	9.0			
Clackmannanshire	28	✗	-	-	44.0			
Dumfries & Galloway	4	✓	-	-	4.3			
Dundee City	18		-	-	23.4			
East Ayrshire	11		-	-	13.2			
East Dunbartonshire	26	✗	-	-	40.4			
East Lothian	15		-	-	21.4			
East Renfrewshire	23		-	-	33.8			
City of Edinburgh	24		-	-	36.8			
Eilean Siar	1	✓	-	-	0.0			
Falkirk	25	✗	-	-	39.9			
Fife	7	✓	-	-	8.1			
Glasgow City	29	✗	-	-	51.3			
Inverclyde	17		-	-	22.6			
Midlothian	16		-	-	22.1			
Moray	14		-	-	20.2			
North Ayrshire	13		-	-	16.3			
North Lanarkshire	27	✗	-	-	43.5			
Orkney Islands	5	✓	-	-	5.7			
Perth & Kinross	21		-	-	27.8			
Renfrewshire	9		-	-	10.4			
Scottish Borders	6	✓	-	-	6.4			
Shetland Islands	2	✓	-	-	1.9			
South Ayrshire	12		-	-	13.7			
South Lanarkshire	30	✗	-	-	65.9			
Stirling	22		-	-	30.0			
West Dunbartonshire	20		-	-	26.3			
West Lothian	19		-	-	24.0			
			<b>Scotland</b>					
			-	-	28.8			

Ranked performance	01/02	02/03	03/04
Highest ranked performance	-	-	0.0
Upper quartile	-	-	9.4
Median	-	-	21.8
Lower quartile	-	-	32.9
Lowest ranked performance	-	-	65.9

Data features	Symbol	01/02	02/03	03/04
PI not applicable	(-)	30	30	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2001/02	
<b>Improvement</b>	
5-9%	-
10-14%	-
>15%	-
<b>Decline</b>	
5-9%	-
10-14%	-
>15%	-

#### Unreliable/Unreported Data in 2003/04

Council	01/02	02/03	03/04
Aberdeenshire	-	-	<u>32.6</u>
Highland	-	-	<u>6.5</u>

#### Notes

An underlined PI measurement indicates unreliable data.

## Waste management

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### **Refuse recycling –the percentage of household, commercial and industrial waste that is recycled**

The indicator shows the proportion of household, commercial and industrial waste that is recycled.

The European Commission landfill directive sets targets for the amount of biodegradable municipal waste going to landfill. The first of these targets is that by 2006 the amount of biodegradable municipal waste that a council sends to landfill must be reduced to three-quarters of the 1995 level. Therefore, councils will need to find alternative methods of disposing of refuse, and recycling will become an even higher priority.

The Scottish Executive has set two targets for local authorities:

- to increase the amount of waste that is recycled or composted to 25% by 2006
- to reduce landfilling of biodegradable waste to 1.5 million tonnes by 2006.

### **Points to bear in mind**

Methods used to recycle waste include:

- composting centrally by the authority
- ash recycled following incineration
- other recycling or recovery methods.

In some cases councils estimate the weight of waste because they have no direct weighing facility.

## Waste management

Recycling - of the household, commercial and industrial waste collected by the authority, the percentage that was recycled

Council	Rank in 03/04		PI measurement			Better ✓ or worse ✗ since 01/02		
	1-32	✓1-8 ✗ 25-32	01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City	22		5.7	7.5	9.3			✓
Aberdeenshire	15		17.0	13.0	12.6			✗
Angus	1	✓	20.3	24.3	25.1			✓
Argyll & Bute	19		7.7	9.1	10.3			✓
Clackmannanshire	23		4.4	6.6	7.9			✓
Dumfries & Galloway	32	✗	<u>3.5</u>	3.6	3.8			
Dundee City	3	✓	21.1	21.9	20.8			
East Ayrshire	26	✗	4.0	5.0	6.6			✓
East Dunbartonshire	12		7.7	10.4	13.7			✓
East Lothian	13		5.6	11.6	13.6			✓
East Renfrewshire	2	✓	12.2	14.5	21.0			✓
City of Edinburgh	16		5.0	7.7	11.5			✓
Eilean Siar	30	✗	1.9	5.0	5.7			✓
Falkirk	17		5.6	6.8	11.2			✓
Fife	8	✓	2.2	5.2	16.9			✓
Glasgow City	27	✗	4.8	6.2	6.3			✓
Highland	29	✗	2.0	3.5	5.8			✓
Inverclyde	28	✗	4.0	5.8	6.0			✓
Midlothian	31	✗	3.8	4.1	4.9			✓
Moray	6	✓	6.6	12.2	18.3			✓
North Ayrshire	4	✓	5.8	12.3	20.3			✓
North Lanarkshire	10		7.3	13.8	14.7			✓
Orkney Islands	9		16.0	13.3	14.8	✗		
Perth & Kinross	5	✓	15.8	17.7	18.9			✓
Renfrewshire	21		5.0	8.4	9.9			✓
Scottish Borders	20		13.6	9.7	10.0			✗
Shetland Islands	24		10.3	5.6	7.4			✗
South Ayrshire	14		5.1	10.7	12.8			✓
South Lanarkshire	7	✓	11.1	12.4	17.4			✓
Stirling	11		8.4	10.2	14.3			✓
West Dunbartonshire	25	✗	6.1	6.6	7.0			✓
West Lothian	18		5.8	9.8	11.1			✓
			<b>Scotland</b>					
			7.4	9.6	12.3			

Ranked performance	01/02	02/03	03/04
Highest ranked performance	21.1	24.3	25.1
Upper quartile	10.5	12.3	15.3
Median	5.8	9.4	11.4
Lower quartile	4.7	6.1	7.3
Lowest ranked performance	1.9	3.5	3.8

Data features	Symbol	01/02	02/03	03/04
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2001/02		
<b>Improvement</b>		
5-9%	-	
10-14%	-	
>15%	26	
<b>Decline</b>		
5-9%	1	
10-14%	-	
>15%	3	

### Notes

An underlined PI measurement indicates unreliable data.

## Waste management

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### Recycling - of the household, commercial and industrial waste collected by the authority, the percentage that was recycled

**The following councils were ranked 25th or below in 2001/02:**

Clackmannanshire  
East Ayrshire  
Eilean Siar  
Fife  
Highland  
Inverclyde  
Midlothian

**The following councils did not make any material improvement in their performance by 2003/04:**

None