

Waste management

Refuse collection – the net 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 net cost per property (£) of refuse collection

Group A - Rural councils	PI measurement			Better ✓ or worse ✗ since 02/03		
	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeenshire	-	-	28.89			
Argyll & Bute	-	-	68.76			
Dumfries & Galloway	-	-	67.62			
Eilean Siar	-	-	52.44			
Highland	-	-	56.91			
Orkney Islands	-	-	67.65			
Perth & Kinross	-	-	31.76			
Scottish Borders	-	-	51.32			
Shetland Islands	-	-	33.52			
Group Average						
	-	-	49.01			
Scotland						
	-	-	49.20			

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Data features for this Group	Symbol	02/03	03/04	04/05
PI not applicable	(-)	9	9	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 net cost per property (£) of refuse collection

Group B - Mixed councils		PI measurement			Better ✓ or worse ✗ since 02/03		
		02/03	03/04	04/05	5-9%	10-14%	>15%
Angus		-	-	35.32			
Clackmannanshire		-	-	64.21			
East Ayrshire		-	-	74.48			
East Lothian		-	-	57.00			
East Renfrewshire		-	-	55.76			
Fife		-	-	42.20			
Inverclyde		-	-	26.67			
Midlothian		-	-	42.76			
Moray		-	-	38.87			
North Ayrshire		-	-	51.06			
South Ayrshire		-	-	63.16			
South Lanarkshire		-	-	64.18			
Stirling		-	-	69.30			
West Lothian		-	-	52.88			
		Group Average					
		-	-	52.60			
		Scotland					
		-	-	49.20			

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Data features for this Group	Symbol	02/03	03/04	04/05
PI not applicable	(-)	14	14	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 net cost per property (£) of refuse collection

Group C - Urban councils		PI measurement			Better ✓ or worse ✗ since 02/03		
		02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City		-	-	55.68			
Dundee City		-	-	45.70			
East Dunbartonshire		-	-	63.28			
City of Edinburgh		-	-	58.42			
Falkirk		-	-	36.45			
Glasgow City		-	-	37.08			
North Lanarkshire		-	-	45.23			
Renfrewshire		-	-	36.92			
West Dunbartonshire		-	-	50.15			

Group Average		
-	-	46.60
Scotland		
-	-	49.20

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Data features for this Group	Symbol	02/03	03/04	04/05
PI not applicable	(-)	9	9	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 net 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 net cost per property (£) of refuse disposal

Group A - Rural councils		PI measurement			Better ✓ or worse ✗ since 02/03		
		02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeenshire		-	-	68.89			
Argyll & Bute		-	-	115.38			
Dumfries & Galloway		-	-	64.72			
Eilean Siar		-	-	58.36			
Highland		-	-	101.05			
Orkney Islands		-	-	86.12			
Perth & Kinross		-	-	70.19			
Scottish Borders		-	-	31.98			
Shetland Islands		-	-	47.00			

Group Average		
-	-	75.40
Scotland		
-	-	55.08

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Data features for this Group	Symbol	02/03	03/04	04/05
PI not applicable	(-)	9	9	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 net cost per property (£) of refuse disposal

Group B - Mixed councils		PI measurement			Better ✓ or worse ✗ since 02/03		
		02/03	03/04	04/05	5-9%	10-14%	>15%
Angus		-	-	37.58			
Clackmannanshire		-	-	68.37			
East Ayrshire		-	-	58.61			
East Lothian		-	-	56.40			
East Renfrewshire		-	-	50.43			
Fife		-	-	39.15			
Inverclyde		-	-	39.34			
Midlothian		-	-	52.60			
Moray		-	-	71.34			
North Ayrshire		-	-	41.14			
South Ayrshire		-	-	77.16			
South Lanarkshire		-	-	56.06			
Stirling		-	-	38.31			
West Lothian		-	-	55.84			
		Group Average					
		-	-	51.03			
		Scotland					
		-	-	55.08			

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Data features for this Group	Symbol	02/03	03/04	04/05
PI not applicable	(-)	14	14	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 net cost per property (£) of refuse disposal

Group C - Urban councils		PI measurement			Better ✓ or worse ✗ since 02/03		
		02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City		-	-	55.87			
Dundee City		-	-	68.31			
East Dunbartonshire		-	-	52.29			
City of Edinburgh		-	-	52.04			
Falkirk		-	-	50.72			
Glasgow City		-	-	46.13			
North Lanarkshire		-	-	32.94			
Renfrewshire		-	-	52.36			
West Dunbartonshire		-	-	47.57			

Group Average		
-	-	49.24
Scotland		
-	-	55.08

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Data features for this Group	Symbol	02/03	03/04	04/05
PI not applicable	(-)	9	9	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 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 04/05		PI measurement			Better ✓ or worse ✗ since 02/03		
	1-32	✓1-8 ✗ 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	5	✓	87.1	93.0	98.6		✓	
Aberdeenshire	10		94.4	95.4	96.4			
Angus	9		97.0	98.0	97.6			
Argyll & Bute	22		71.8	80.5	74.5			
Clackmannanshire	16		90.4	90.2	87.4			
Dumfries & Galloway	3	✓	71.6	91.0	99.2			✓
Dundee City	2	✓	99.2	98.7	99.6			
East Ayrshire	8	✓	97.8	98.8	97.8			
East Dunbartonshire	26	✗	44.2	40.4	53.4			✓
East Lothian	23		74.6	72.5	72.9			
East Renfrewshire	4	✓	98.3	98.4	98.8			
City of Edinburgh	19		21.0	35.8	83.4			✓
Eilean Siar	29	✗	81.2	74.5	46.8			✗
Falkirk	21		58.4	64.7	77.2			✓
Fife	18		81.6	86.6	84.1			
Glasgow City	12		93.3	95.8	95.1			
Highland	20		66.8	80.2	81.3			✓
Inverclyde	17		82.2	61.4	87.0	✓		
Midlothian	15		90.1	88.7	91.7			
Moray	30	✗	60.7	65.8	46.7			✗
North Ayrshire	6	✓	99.0	99.1	98.4			
North Lanarkshire	28	✗	80.9	45.1	49.3			✗
Orkney Islands	25	✗	47.9	49.7	56.1			✓
Perth & Kinross	1	✓	99.6	99.6	99.8			
Renfrewshire	13		95.8	95.3	93.1			
Scottish Borders	7	✓	93.4	98.0	98.2	✓		
Shetland Islands	NS		NS	NS	NS			
South Ayrshire	24		81.6	77.4	66.5			✗
South Lanarkshire	11		95.1	95.6	95.4			
West Dunbartonshire	27	✗	60.2	70.9	51.1			✗
West Lothian	14		98.3	97.2	92.6	✗		
			Scotland					
			78.6	78.8	82.9			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	99.6	99.6	99.8
Upper quartile	95.6	96.9	97.8
Median	84.7	89.5	89.6
Lower quartile	71.7	71.3	73.3
Lowest ranked performance	21.0	35.8	46.7

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	0	0	0
No service	(NS)	1	1	1

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	2
10-14%	1
>15%	6
Decline	
5-9%	1
10-14%	-
>15%	5

Unreliable/Unreported Data in 2004/05

Council	02/03	03/04	04/05
Stirling	82.4	81.4	<u>78.8</u>

Reason for Unreliable Determination in 2004/05

Stirling - Insufficient supporting documentation provided.

Notes

An underlined PI measurement indicates unreliable data.

Waste management

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

The following councils were ranked 25th or below in 2002/03:

East Dunbartonshire
City of Edinburgh
Falkirk
Highland
Moray
Orkney Islands
West Dunbartonshire

The following councils did not make any material improvement in their performance by 2004/05:

Moray
West Dunbartonshire

Waste management

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 04/05		PI measurement			Better ✓ or worse ✗ since 02/03		
	1-32	✓1-8 ✗ 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	8	✓	-	10.5	12.3			
Angus	9		-	4.1	12.4			
Argyll & Bute	11		-	9.0	13.7			
Clackmannanshire	28	✗	-	44.0	147.4			
Dumfries & Galloway	3	✓	-	4.3	5.8			
Dundee City	18		-	23.4	22.3			
East Ayrshire	20		-	13.2	27.3			
East Dunbartonshire	24		-	40.4	60.9			
East Lothian	13		-	21.4	16.0			
East Renfrewshire	16		-	33.8	20.2			
City of Edinburgh	25	✗	-	36.8	77.4			
Falkirk	23		-	39.9	59.0			
Fife	6	✓	-	8.1	7.9			
Highland	7	✓	-	<u>6.5</u>	8.1			
Inverclyde	19		-	22.6	24.3			
Midlothian	17		-	22.1	20.6			
Moray	14		-	20.2	16.3			
North Ayrshire	21		-	16.3	29.2			
North Lanarkshire	22		-	43.5	30.8			
Orkney Islands	5	✓	-	5.7	6.1			
Perth & Kinross	2	✓	-	27.8	5.4			
Renfrewshire	12		-	10.4	15.2			
Scottish Borders	4	✓	-	6.4	5.9			
Shetland Islands	1	✓	-	1.9	1.7			
South Ayrshire	15		-	13.7	16.6			
South Lanarkshire	26	✗	-	65.9	99.8			
West Dunbartonshire	10		-	26.3	13.3			
West Lothian	27	✗	-	24.0	104.0			
			Scotland					
			-	28.8	35.9			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	-	2	1.7
Upper quartile	-	9	11.3
Median	-	21	16.5
Lower quartile	-	29	29.6
Lowest ranked performance	-	66	147.4

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	28	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Unreliable/Unreported Data in 2004/05

Council	02/03	03/04	04/05
Aberdeenshire	-	<u>32.6</u>	<u>0.1</u>
Eilean Siar	-	0.0	<u>0.5</u>
Glasgow City	-	51.3	<u>45.8</u>
Stirling	-	30.0	<u>242.0</u>

Reason for Unreliable Determination in 2004/05

Aberdeenshire - The IT system was not capable of providing reliable data.

Eilean Siar - The data was incomplete.

Glasgow City - Incorrect classification of complaints.

Stirling - Insufficient supporting documentation provided.

Notes

An underlined PI measurement indicates unreliable data.

Waste management

Refuse recycling –the percentage of municipal waste that is recycled

The indicator shows the proportion of municipal waste that is recycled. Municipal waste is waste collected by councils from households and commercial premises in their area.

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.

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.

Points to bear in mind

Methods used to recycle waste include:

- composting centrally by the council
- recycling ash 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 municipal waste collected by the authority, the percentage that was recycled

Council	Rank in 04/05		PI measurement			Better ✓ or worse ✗ since 02/03		
	1-32	✓1-8 ✗ 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	21		-	-	13.3			
Aberdeenshire	22		-	-	12.7			
Angus	3	✓	-	-	29.0			
Argyll & Bute	14		-	-	18.4			
Clackmannanshire	1	✓	-	-	37.9			
Dumfries & Galloway	29	✗	-	-	5.7			
Dundee City	5	✓	-	-	26.5			
East Ayrshire	14		-	-	18.4			
East Dunbartonshire	13		-	-	18.5			
East Lothian	11		-	-	19.7			
East Renfrewshire	2	✓	-	-	30.6			
City of Edinburgh	19		-	-	15.8			
Falkirk	12		-	-	19.1			
Fife	7	✓	-	-	25.1			
Glasgow City	24		-	-	9.5			
Highland	26	✗	-	-	9.0			
Inverclyde	25	✗	-	-	9.2			
Midlothian	30	✗	-	-	4.7			
Moray	8	✓	-	-	25.0			
North Ayrshire	9		-	-	23.9			
North Lanarkshire	18		-	-	17.8			
Orkney Islands	16		-	-	18.1			
Perth & Kinross	6	✓	-	-	25.9			
Renfrewshire	20		-	-	15.0			
Scottish Borders	27	✗	-	-	7.9			
Shetland Islands	23		-	-	9.7			
South Ayrshire	10		-	-	22.2			
South Lanarkshire	4	✓	-	-	28.6			
West Dunbartonshire	28	✗	-	-	7.1			
West Lothian	16		-	-	18.1			
			Scotland					
			-	-	17.6			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	-	-	37.9
Upper quartile	-	-	24.7
Median	-	-	18.3
Lower quartile	-	-	10.5
Lowest ranked performance	-	-	4.7

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	30	30	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Unreliable/Unreported Data in 2004/05

Council	02/03	03/04	04/05
Eilean Siar	-	-	<u>7.8</u>
Stirling	-	-	<u>24.8</u>

Reason for Unreliable Determination in 2004/05

Eilean Siar - The data could not be verified.
Stirling - Insufficient supporting documentation provided.

Notes

An underlined PI measurement indicates unreliable data.

Waste management

Cleanliness - overall cleanliness index achieved

The indicator shows the cleanliness index of a local authority's streets and other relevant land measured against criteria developed by Keep Scotland Beautiful. The index provides an indication of the standards of cleanliness in a council's area.

Cleanliness is a measure based on the amount of litter (eg smoking related, sweet wrappers, drinks related, fast food packaging and animal faeces). Weeds and detritus (eg sand, silt and other debris) do not form part of the cleanliness index.

The measurement process known as the 'local environmental audit and management system' is used by all councils and provides a consistent survey methodology and protocol for calculating the cleanliness index.

Interpretation

Various factors will affect overall street cleanliness within a council's area. These will include:

- council policy on the balance between litter picking and street sweeping.
- the availability of litter bins, especially in town centres.
- actions and campaigns to raise the awareness and education of the public to the problems associated with cleanliness and in particular dog fouling.
- the adoption and implementation of enforcement powers available to councils.

Waste management

Cleanliness - overall cleanliness index achieved

Council	Rank in 04/05		PI measurement			Better ✓ or worse ✗ since 02/03		
	1-32	✓1-8 ✗ 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	25	✗	-	-	67			
Aberdeenshire	7	✓	-	-	72			
Angus	16		-	-	69			
Argyll & Bute	16		-	-	69			
Clackmannanshire	12		-	-	70			
Dumfries & Galloway	16		-	-	69			
Dundee City	28	✗	-	-	66			
East Ayrshire	28	✗	-	-	66			
East Dunbartonshire	5	✓	-	-	73			
East Lothian	12		-	-	70			
East Renfrewshire	5	✓	-	-	73			
City of Edinburgh	28	✗	-	-	66			
Eilean Siar	2	✓	-	-	76			
Falkirk	31	✗	-	-	65			
Fife	20		-	-	68			
Glasgow City	32	✗	-	-	62			
Highland	12		-	-	70			
Inverclyde	20		-	-	68			
Midlothian	20		-	-	68			
Moray	1	✓	-	-	77			
North Ayrshire	9		-	-	71			
North Lanarkshire	12		-	-	70			
Orkney Islands	2	✓	-	-	76			
Perth & Kinross	9		-	-	71			
Renfrewshire	25	✗	-	-	67			
Scottish Borders	20		-	-	68			
Shetland Islands	2	✓	-	-	76			
South Ayrshire	9		-	-	71			
South Lanarkshire	7	✓	-	-	72			
Stirling	20		-	-	68			
West Dunbartonshire	16		-	-	69			
West Lothian	25	✗	-	-	67			
			Scotland					
			-	-	70			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	-	-	77
Upper quartile	-	-	71
Median	-	-	69
Lower quartile	-	-	68
Lowest ranked performance	-	-	62

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	32	32	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Notes

An underlined PI measurement indicates unreliable data.