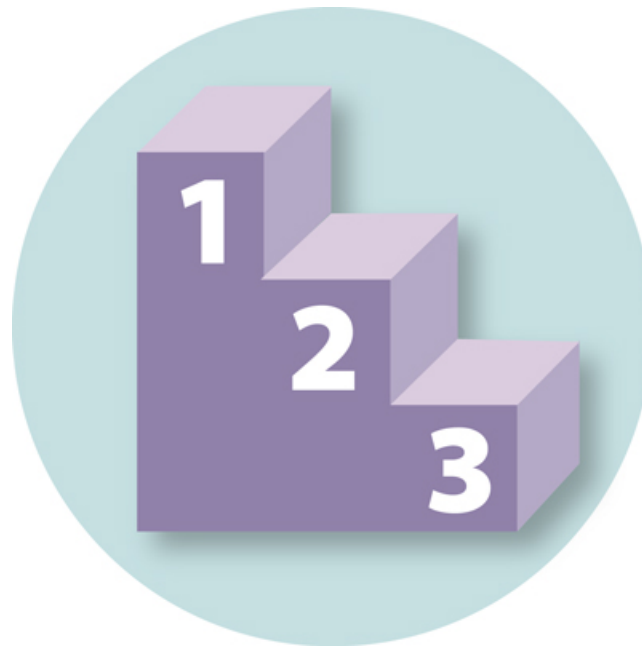


## Refuse collection

2020-21, Issue 2

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### *Performance indicator standings*



## Family group comparison

### Refuse collection performance indicator standings 2020/21

Name of authority	Birmingham City Council									
PIN	4056									
Family group	R4									
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)	11	£157.30	£84.01	£50.11	-	-	£52.45	-	£30.29	L
PI 03b - Tonnes of domestic waste sent/collected for recycling per household (Scotland only)	1	0.45	0.45	0.45	-	-	-	-	-	H
PI 03g - Tonnes of domestic waste sent/collected for recycling per 1,000 head of population (Scotland only)	1	203.49	203.49	203.49	-	-	-	-	-	H
PI 03e - Tonnes of domestic waste recycled per household	11	0.55	0.39	0.22	0.22	11	0.50	4	0.23	H
PI 03f - Kg of domestic waste recycled per head of population	11	241.25	169.55	79.74	79.74	11	227.08	4	84.88	H
PI 03h - Tonnes of domestic waste recycled per 1,000 head of population (Scotland only)	1	239.57	239.57	239.57	-	-	-	-	-	H
PI 03i - Net cost of recycling per household (excluding CEC)	11	£137.97	£49.11	£17.85	-	-	£33.05	-	£8.39	L
PI 11 - Percentage of households covered by kerbside recycling collections	13	100.00%	96.76%	86.22%	86.40%	12	100.00%	4	78.68%	H
PI 12a - Percentage of total municipal waste collected which is sent for recycling (Scotland only)	1	40.91%	40.91%	40.91%	-	-	-	-	-	H
PI 12b - Percentage of household waste collected which is actually composted	11	24.18%	16.74%	6.40%	6.40%	11	21.70%	4	8.07%	H
PI 12c - Percentage recovery of energy from household waste collected (England and Wales only - unitary authorities only)	3	51.21%	41.91%	24.40%	-	-	-	-	-	H
PI 12g - Percentage recovery of energy from total municipal waste collected (Wales only)	1	47.61%	47.61%	47.61%	-	-	-	-	-	H
PI 12f - Percentage of total municipal waste collected which is actually recycled (Unitary only)	4	50.64%	41.54%	21.93%	-	-	-	-	-	H
PI 17 - Customer satisfaction surveys	-	-	-	-	-	-	-	-	-	H
PI 32a - Kg of residual household waste landfilled per annum per head of population (Unitary authorities only)	4	190.20	60.30	0.11	-	-	-	-	-	L
PI 32e - Tonnage of residual household waste sent to landfill per annum per 1,000 head of population (Scotland only)	1	272.01	272.01	272.01	-	-	-	-	-	L
PI 32d - Kg of residual household waste landfilled per annum per household (Unitary authorities only)	4	365.56	119.84	0.25	-	-	-	-	-	L
PI 32f - Tonnes of residual household waste sent to landfill per annum per household (Scotland only)	1	0.61	0.61	0.61	-	-	-	-	-	L

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## Family group comparison

### Refuse collection performance indicator standings 2020/21

Name of authority	Birmingham City Council									
PIN	4056									
Family group	R4									
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>Other cost performance indicators</b>										
PI 02d - Cost of refuse collection service per head of population (excluding landfill tax, waste disposal and CEC)	11	£63.15	£36.46	£22.76	-	-	£22.90	-	£11.90	L
PI 08c - Total labour costs as a percentage of total expenditure (excluding waste disposal costs and CEC)	8	65.26%	49.15%	37.84%	-	-	-	-	-	N
PI 10c - Transport costs as a percentage of total expenditure (excluding waste disposal costs and CEC)	9	31.78%	22.77%	12.31%	-	-	-	-	-	N
PI 18c - Front line labour costs as a percentage of total expenditure (excluding waste disposal costs and CEC)	9	54.83%	40.50%	24.88%	-	-	-	-	74.12%	N
PI 27 - Cost per household excluding trade waste costs	11	£155.42	£85.62	£52.72	-	-	£55.48	-	£35.53	L
PI 37 - Cost of domestic waste disposal per household	2	£61.12	£51.47	£41.82	-	-	-	-	-	L
PI 38 - Cost of municipal waste disposal per household	6	£164.76	£69.29	£29.25	-	-	-	-	-	L
PI 41a - Percentage change in total annual income generated vs. previous year	9	23.23%	-7.83%	-22.16%	-	-	-	-	-	N
PI 41b - Percentage change in income generated from recycling vs. previous year	5	36.23%	18.85%	3.41%	-	-	-	-	-	N
<b>Customer Services performance indicators</b>										
PI 15 - Quality assurance and consultation process	11	50.00%	19.68%	3.00%	-	-	30.00%	-	-	H
PI 16 - Human resources and people management	10	56.00%	38.70%	10.00%	-	-	54.00%	-	6.00%	H
PI 33 - Community / customer surveys undertaken	3	95.00%	77.50%	47.50%	-	-	-	-	-	H
<b>Efficiency performance indicators</b>										
PI 22a - Missed collections per 100,000 collections (full year)	9	162.48	92.09	18.38	-	-	60.75	-	-	L
PI 22b - Missed collections per 100,000 collections (April - September)	9	167.01	107.35	19.49	165.35	8	81.15	4	-	L
PI 22c - Missed domestic residual waste collections per 100,000 collections (full year)	10	249.44	99.88	5.51	-	-	46.43	-	238.31	L
PI 22d - Missed domestic residual waste collections per 100,000 collections (April - September)	10	242.93	107.81	3.95	125.10	6	51.20	3	-	L
PI 22e - Missed separate recycling collections per 100,000 collections (full year)	9	246.89	87.72	0.39	246.89	9	68.03	4	-	L
PI 22f - Missed separate recycling collections per 100,000 collections (April - September)	8	234.43	95.99	0.31	234.43	8	27.84	4	-	L

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## Family group comparison

### Refuse collection performance indicator standings 2020/21

<b>Name of authority</b>	<b>Birmingham City Council</b>									
<b>PIN</b>	<b>4056</b>									
<b>Family group</b>	<b>R4</b>									
<b>Performance indicator</b>	<b>Number in group</b>	<b>Highest in group</b>	<b>Average for group</b>	<b>Lowest in group</b>	<b>Your output/score</b>	<b>Standing in group</b>	<b>Top quartile mark</b>	<b>Quartile achieved</b>	<b>Previous year score</b>	<b>High/Low/Neutral</b>
PI 04a - Trade waste contracts (charged) as a percentage of available market	9	47.34%	22.91%	12.00%	-	-	24.00%	-	-	H
PI 04b - Number of trade waste agreements for recycling (free or charged)	11	2,613	748	0	-	-	1,356	-	-	H
PI 04c - Percentage change in trade waste contracts (charged / non recycling)	10	9.02%	-6.55%	-22.59%	-	-	-2.32%	-	-	H
PI 04d - Percentage change in trade waste contracts (all)	9	8.38%	-2.66%	-14.28%	-	-	-	-	-	N
PI 35a - Litres of fuel used annually in refuse collection vehicles per 1,000 head of population	9	2,334	1,662	1,202	-	-	1,419	-	-	L
PI 20a - Staff absence (all employees)	8	15.00%	8.49%	5.93%	-	-	6.21%	-	-	L
<b>Other recycling performance indicators</b>										
PI 32b - Percentage of household waste sent to landfill per annum (Unitary authorities only)	4	39.20%	12.48%	0.03%	-	-	-	-	-	L
PI 32g - Percentage of household waste collected for landfill per annum (Scotland only)	1	57.20%	57.20%	57.20%	-	-	-	-	-	L
PI 32c - Percentage of municipal waste collected for landfill per annum (Scotland only)	1	59.09%	59.09%	59.09%	-	-	-	-	-	L
<b>Covid impact performance indicators</b>										
PI 39a - Percentage of fleet which constituted additional vehicles for Covid precautions	5	42.25%	21.56%	3.45%	-	-	-	-	-	N
PI 40a - PPE and other covid related equipment as percentage of total expenditure	8	16.16%	5.44%	0.01%	-	-	-	-	-	N
PI 42a - Agency/temporary/casual staff costs as percentage of total staff costs	7	27.41%	14.65%	4.40%	-	-	-	-	-	N
PI 42b - Agency/temporary/casual staff costs as percentage of total expenditure	8	12.34%	5.40%	0.37%	-	-	-	-	-	N
PI 45a - Percentage change in net operational expenditure	10	46.48%	8.14%	-17.77%	-	-	-	-	-	N
PI 46a - Percentage change in number of operational vehicles deployed	11	53.10%	15.08%	-4.76%	-	-	-	-	-	N
PI 46b - Percentage change in cost of operational vehicles deployed	9	14.48%	-3.50%	-54.06%	-	-	-	-	-	N

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## Whole service comparison

### Refuse collection performance indicator standings 2020/21

Name of authority	Birmingham City Council									
PIN	4056									
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)	49	£200.28	£83.64	£20.36	-	-	£51.81	-	£30.29	L
PI 03b - Tonnes of domestic waste sent/collected for recycling per household (Scotland only)	8	0.55	0.38	0.15	-	-	0.48	-	-	H
PI 03g - Tonnes of domestic waste sent/collected for recycling per 1,000 head of population (Scotland only)	8	260.29	174.35	67.29	-	-	217.02	-	-	H
PI 03e - Tonnes of domestic waste recycled per household	50	0.69	0.42	0.17	0.22	49	0.52	4	0.23	H
PI 03f - Kg of domestic waste recycled per head of population	50	324.06	185.89	77.95	79.74	49	231.66	4	84.88	H
PI 03h - Tonnes of domestic waste recycled per 1,000 head of population (Scotland only)	8	273.65	211.52	77.95	-	-	245.56	-	-	H
PI 03i - Net cost of recycling per household (excluding CEC)	49	£137.97	£44.73	£4.90	-	-	£21.65	-	£8.39	L
PI 11 - Percentage of households covered by kerbside recycling collections	56	100.00%	98.59%	84.50%	86.40%	54	100.00%	4	78.68%	H
PI 12a - Percentage of total municipal waste collected which is sent for recycling (Scotland only)	8	51.57%	37.96%	17.42%	-	-	50.39%	-	-	H
PI 12b - Percentage of household waste collected which is actually composted	49	34.14%	18.46%	3.43%	6.40%	48	22.53%	4	8.07%	H
PI 12c - Percentage recovery of energy from household waste collected (England and Wales only - unitary authorities only)	15	74.01%	45.40%	8.65%	-	-	51.21%	-	-	H
PI 12g - Percentage recovery of energy from total municipal waste collected (Wales only)	4	47.61%	31.13%	0.00%	-	-	-	-	-	H
PI 12f - Percentage of total municipal waste collected which is actually recycled (Unitary only)	23	61.51%	44.29%	19.74%	-	-	52.80%	-	-	H
PI 17 - Customer satisfaction surveys	1	70.48%	70.48%	70.48%	-	-	-	-	-	H
PI 32a - Kg of residual household waste landfilled per annum per head of population (Unitary authorities only)	23	206.97	49.51	0.11	-	-	0.89	-	-	L
PI 32e - Tonnage of residual household waste sent to landfill per annum per 1,000 head of population (Scotland only)	8	331.92	259.95	144.27	-	-	222.20	-	-	L
PI 32d - Kg of residual household waste landfilled per annum per household (Unitary authorities only)	23	440.01	106.09	0.25	-	-	2.00	-	-	L
PI 32f - Tonnes of residual household waste sent to landfill per annum per household (Scotland only)	8	0.72	0.56	0.32	-	-	0.47	-	-	L

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## Whole service comparison

### Refuse collection performance indicator standings 2020/21

Name of authority	Birmingham City Council									
PIN	4056									
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>Other cost performance indicators</b>										
PI 02d - Cost of refuse collection service per head of population (excluding landfill tax, waste disposal and CEC)	49	£77.90	£36.47	£9.05	-	-	£22.76	-	£11.90	L
PI 08c - Total labour costs as a percentage of total expenditure (excluding waste disposal costs and CEC)	42	83.33%	52.65%	31.77%	-	-	-	-	-	N
PI 10c - Transport costs as a percentage of total expenditure (excluding waste disposal costs and CEC)	42	35.15%	21.95%	12.01%	-	-	-	-	-	N
PI 18c - Front line labour costs as a percentage of total expenditure (excluding waste disposal costs and CEC)	43	78.94%	45.60%	24.88%	-	-	-	-	74.12%	N
PI 27 - Cost per household excluding trade waste costs	49	£206.80	£84.99	£23.34	-	-	£55.43	-	£35.53	L
PI 37 - Cost of domestic waste disposal per household	14	£95.58	£57.96	£38.29	-	-	£41.82	-	-	L
PI 38 - Cost of municipal waste disposal per household	24	£164.76	£64.17	£21.83	-	-	£45.05	-	-	L
PI 41a - Percentage change in total annual income generated vs. previous year	37	30.97%	-7.44%	-47.40%	-	-	-	-	-	N
PI 41b - Percentage change in income generated from recycling vs. previous year	22	43.91%	1.76%	-43.84%	-	-	-	-	-	N
<b>Customer Services performance indicators</b>										
PI 15 - Quality assurance and consultation process	54	63.00%	21.97%	3.00%	-	-	30.00%	-	-	H
PI 16 - Human resources and people management	53	93.00%	38.94%	6.00%	-	-	52.00%	-	6.00%	H
PI 33 - Community / customer surveys undertaken	15	98.87%	88.68%	47.50%	-	-	95.00%	-	-	H
<b>Efficiency performance indicators</b>										
PI 22a - Missed collections per 100,000 collections (full year)	43	351.54	103.54	11.08	-	-	37.58	-	-	L
PI 22b - Missed collections per 100,000 collections (April - September)	42	373.89	112.33	8.71	165.35	33	46.87	4	-	L
PI 22c - Missed domestic residual waste collections per 100,000 collections (full year)	44	448.08	105.13	2.36	-	-	47.79	-	238.31	L
PI 22d - Missed domestic residual waste collections per 100,000 collections (April - September)	43	469.41	111.34	2.43	125.10	26	51.20	3	-	L
PI 22e - Missed separate recycling collections per 100,000 collections (full year)	41	384.43	96.48	0.39	246.89	37	27.46	4	-	L
PI 22f - Missed separate recycling collections per 100,000 collections (April - September)	38	294.05	96.28	0.31	234.43	34	27.84	4	-	L
PI 04a - Trade waste contracts (charged) as a percentage of available market	41	100.00%	22.09%	1.76%	-	-	24.00%	-	-	H
PI 04b - Number of trade waste agreements for recycling (free or charged)	51	3,134	528	0	-	-	775	-	-	H

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## Whole service comparison

### Refuse collection performance indicator standings 2020/21

Name of authority	Birmingham City Council									
PIN	4056									
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 04c - Percentage change in trade waste contracts (charged / non recycling)	36	28.13%	-1.07%	-22.59%	-	-	3.64%	-	-	H
PI 04d - Percentage change in trade waste contracts (all)	36	25.27%	1.44%	-21.43%	-	-	-	-	-	N
PI 35a - Litres of fuel used annually in refuse collection vehicles per 1,000 head of population	40	4,481	2,275	1,202	-	-	1,643	-	-	L
PI 20a - Staff absence (all employees)	31	15.00%	6.51%	1.36%	-	-	3.94%	-	-	L
<b>Other recycling performance indicators</b>										
PI 32b - Percentage of household waste sent to landfill per annum (Unitary authorities only)	23	62.46%	11.79%	0.03%	-	-	0.20%	-	-	L
PI 32g - Percentage of household waste collected for landfill per annum (Scotland only)	8	83.15%	60.14%	45.71%	-	-	46.05%	-	-	L
PI 32c - Percentage of municipal waste collected for landfill per annum (Scotland only)	8	82.58%	62.04%	48.43%	-	-	49.61%	-	-	L
<b>Covid impact performance indicators</b>										
PI 39a - Percentage of fleet which constituted additional vehicles for Covid precautions	27	46.88%	22.24%	2.05%	-	-	-	-	-	N
PI 40a - PPE and other covid related equipment as percentage of total expenditure	33	23.88%	4.85%	0.00%	-	-	-	-	-	N
PI 42a - Agency/temporary/casual staff costs as percentage of total staff costs	35	33.96%	11.41%	0.04%	-	-	-	-	-	N
PI 42b - Agency/temporary/casual staff costs as percentage of total expenditure	38	21.84%	5.09%	0.02%	-	-	-	-	-	N
PI 45a - Percentage change in net operational expenditure	38	77.95%	11.64%	-29.87%	-	-	-	-	-	N
PI 46a - Percentage change in number of operational vehicles deployed	42	138.60%	20.10%	-15.79%	-	-	-	-	-	N
PI 46b - Percentage change in cost of operational vehicles deployed	36	40.50%	-0.04%	-54.06%	-	-	-	-	-	N

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