

Angus Council Performs

Waste Management

In the following pages we provide information on a range of indicators around Waste Management in Angus. For each indicator we provide not only data but also a short explanation of our performance.

Numbers can only tell us so much about performance so every year we also publish a range of other things, such as news releases, web-pages and committee reports that might give you a better picture of the services we provide and the level of service that is delivered.

More information on Waste Management in Angus can be found in the following:

[Waste and Recycling Services](#) web-page

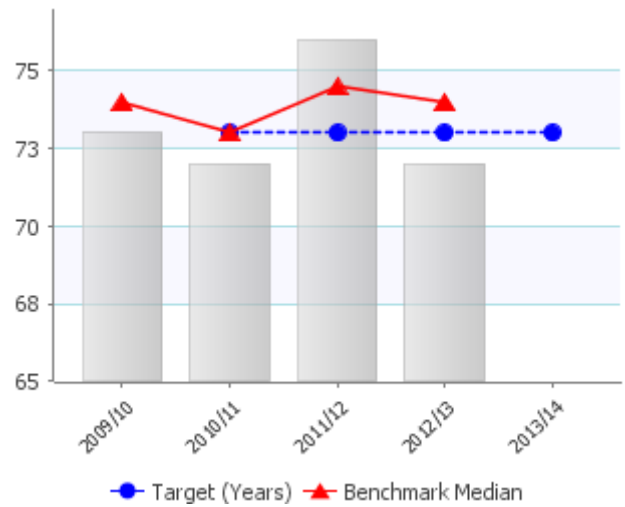
[Household Bins](#) web- page

[Environment](#) committee reports

[Neighbourhood Services Annual Report 2012/2013](#)

Overall cleanliness index (SPI) (LGBF)

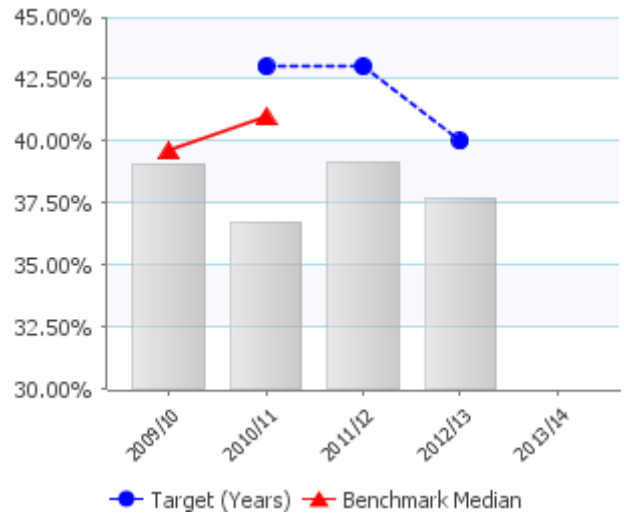
The cleanliness index has suffered a drop of 4 points due to an increase in the number of unacceptable transects surveyed ("D" grade), and a decrease in the number of litter free transects observed (grade "A"). D grades rose from 3.3% of transects during 2011/12 to 5.3% during 2012/13, and A grades fell from 32.2% of transects to 21.1% during the same timeframe. It is considered that the number of A grades recorded in 2011/12 was unusually high, and while the increase in unacceptable transects will not be ignored, the index is reflective of the random nature of the transect selection and does not suggest a dramatic decline in the cleanliness of streets in Angus.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	73	Blank	74
2	2010/11	72	73	73
3	2011/12	76	73	75
4	2012/13	72	73	74
5	2013/14	Blank	73	Blank

% of municipal waste composted/recycled (SOA) (KPI)

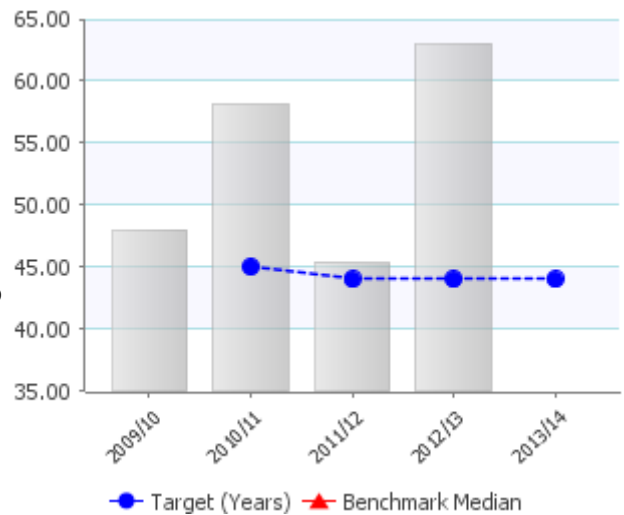
The municipal waste recycling rate has dropped by 1.43% from the previous year. This is the result of a drop in the amount recycled across several waste streams, but paper and glass in particular. This could be linked to changing consumer trends. Also a factor has been that the DERL waste to energy plant has been out of commission since May 2012 and therefore no metals have been getting recovered from the residual waste stream. There has been no significant changes to service provision other than trial of new kerbside recycling service to approx 5,000 households. This trial will now be rolled out across Angus and will lead to a significant increase in the amount of waste recycled, but roll-out will not commence until March 2014. It should be noted that the Council's waste data returns for 2012/13 have not yet been verified by SEPA.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	39.08%	Blank	39.60%
2	2010/11	36.73%	43.00%	41.00%
3	2011/12	39.14%	43.00%	Blank
4	2012/13	37.71%	40.00%	Blank
5	2013/14	Blank	Blank	Blank

The number of complaints per 1000 households regarding the household waste collection service (KPI)

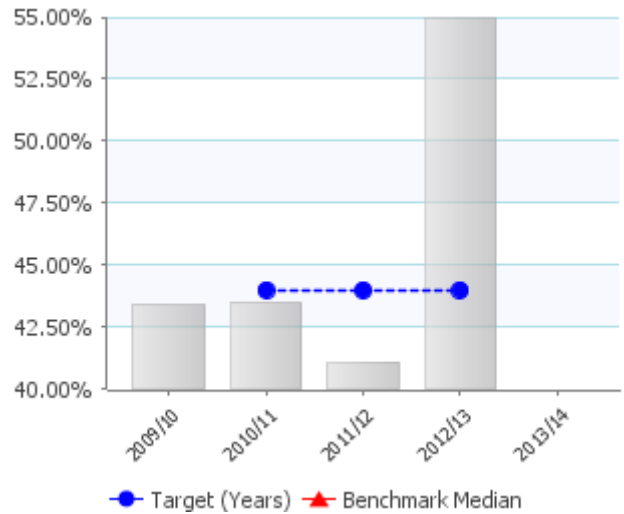
Adverse weather has again had an impact with significantly elevated levels of missed general waste bins. Improvements to wheel-out lists have been completed but despite this the number of missed wheel-outs has increased by 35%- further refinement required to ensure improvement achieved. Number of green boxes missed has risen by 14%; a large proportion of this rise can be attributed to severe weather event, however access problems in some streets causing on-going problems. The introduction of the Trial recycling Service in September 2012 has resulted in an increased level of complaints; this is to be expected - the more services we have, the more complaints will be received. Refuse collection vehicles have suffered from an increased level of break-down in later months which has had an effect on missed bins, particularly within the trial area. To summarise, rise in complaints can be attributed to adverse weather, provision of additional services, and vehicle break-downs.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	48.00	Blank	Blank
2	2010/11	58.10	45.00	Blank
3	2011/12	45.30	44.00	Blank
4	2012/13	63.00	44.00	Blank
5	2013/14	Blank	44.00	Blank

The % of municipal waste landfilled (SOA) (KPI)

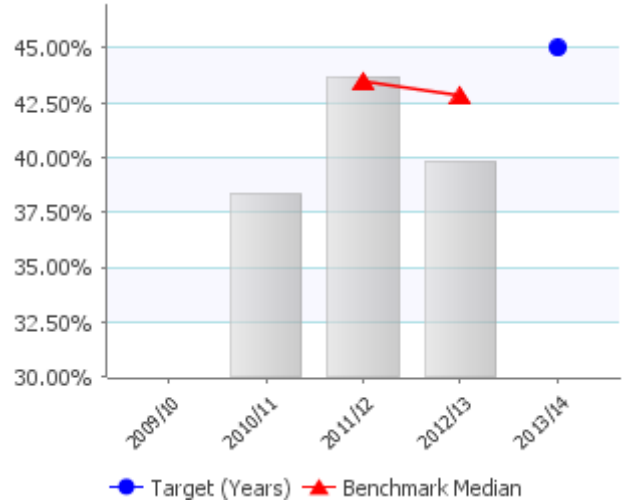
The amount of municipal waste landfilled significantly increased this year due to the DERL waste-to-energy plant in Dundee being out of commission since a fire damaged the plant during May 2012. The plant is expected to be operational again from Autumn 2013. Improvements have been made to plant, which will hopefully reduce breakdowns/closures at the plant.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	43.39%	Blank	Blank
2	2010/11	43.48%	44.00%	Blank
3	2011/12	41.10%	44.00%	Blank
4	2012/13	54.95%	44.00%	Blank
5	2013/14	Blank	Blank	Blank

% of household waste composted/recycled (SPI) (LGBF)

The household waste recycling rate has dropped significantly from the previous year. This is the result of a drop in the amount recycled across several waste streams, but paper and glass in particular. This could be linked to changing consumer trends. Also a factor has been that the DERL waste to energy plant has been out of commission since May 2012 and therefore no metals have been getting recovered from the residual waste stream. There has been no significant changes to service provision other than trial of new kerbside recycling service to approx 5,000 households. This trial will now be rolled out across Angus and will lead to a significant increase in the amount of waste recycled, but roll-out will not commence until March 2014. It should be noted that the Council's waste data returns for 2012/13 have not yet been verified by SEPA.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	Blank	Blank	Blank
2	2010/11	38.33%	Blank	Blank
3	2011/12	43.68%	Blank	43.52%
4	2012/13	39.81%	Blank	42.84%
5	2013/14	Blank	45.00%	Blank

Net cost of refuse disposal per premise (SPI)

The increase in disposal costs from previous year was mainly due to significant increase in transportation costs (fuel and more accurate recharge for transport costs and increase breakdowns due to tipping at Restenneth).

In addition, as a result of the economic downturn the overall amount of waste collected fell. This resulted in reduced income from private and commercial use of Restenneth Landfill Site.

Similarly there was a significant drop in the income from sale of recyclables due the smaller quantities collected and the lower prices for the recycle collected on the trial.

Finally the closure of DERL also contributed to increase costs with increase in landfill cost over the gate fee for DERL.



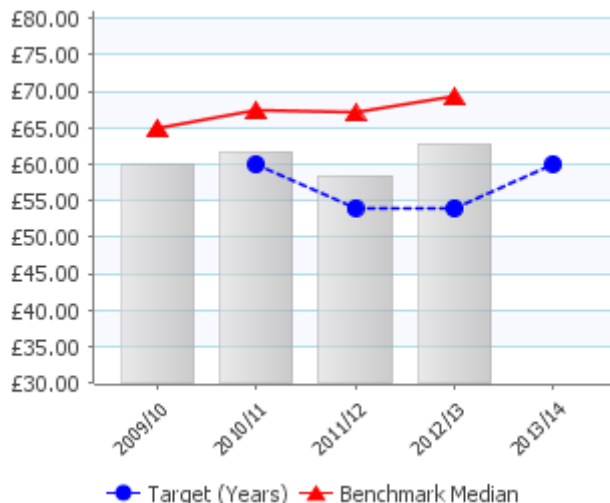
ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	£53.50	Blank	£82.96
2	2010/11	£68.37	£53.50	£86.36
3	2011/12	£71.10	£53.50	£89.16
4	2012/13	£78.82	£53.50	£93.27
5	2013/14	Blank	£70.00	Blank

Net cost of refuse collection per premise (SPI)

In 2012/13 net cost of refuse collection increased to £62.65 from £58.34 in 2011/12 exceeding the target of £53.97 but below the cost for the average Scottish council of £69.28.

The increase in cost for 2012/13 was linked to the roll-out of a trial kerbside collection service across 5000 households which resulted in a new bins for dry mixed recyclates and food waste and consequent increase in collections / household on the trial.

Due to health and safety requirements, the council had to increase manning on the remaining kerbside recycling collections with an additional loader going from 2 to 3 staff per collection lorry.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	£59.91	Blank	£65.05
2	2010/11	£61.68	£59.97	£67.38
3	2011/12	£58.34	£53.97	£67.00
4	2012/13	£62.65	£53.97	£69.28
5	2013/14	Blank	£60.00	Blank

Gross cost of Waste collection per premise (LGBF)

The gross cost of waste collection pre premise in Angus increased from £80.69 in 2011/12 to £98.99 in 2012/13. In 2012/13 the cost for the average Scottish council was £77.59.

This measure is part of the Local Government Benchmarking Framework first published in March 2013. We're working with other Scottish councils to make sure we're all measuring the same costs, to learn from each other and to improve services.

We haven't set targets for this indicator.



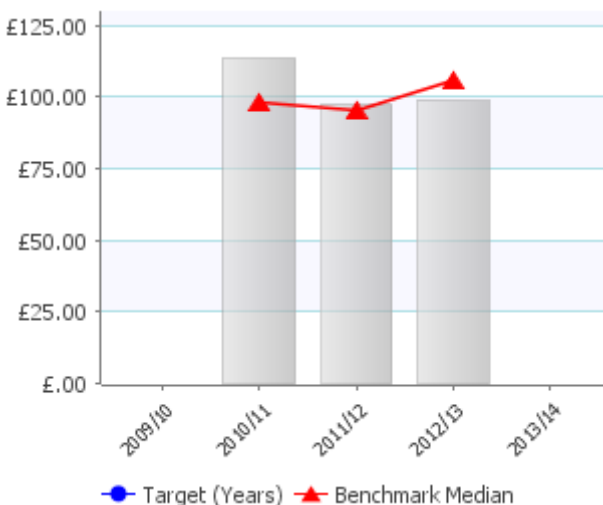
ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	Blank	Blank	Blank
2	2010/11	£79.25	Blank	£80.01
3	2011/12	£80.69	Blank	£80.05
4	2012/13	£98.99	Blank	£77.59
5	2013/14	Blank	Blank	Blank

Gross cost per Waste disposal per premise (LGBF)

The gross cost of waste disposal pre premise increased from £97.15 in 2011/12 to £98.52 in 2012/13. In 2012/13 the cost per premise for the average Scottish council was £105.95.

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We haven't set targets for this indicator.



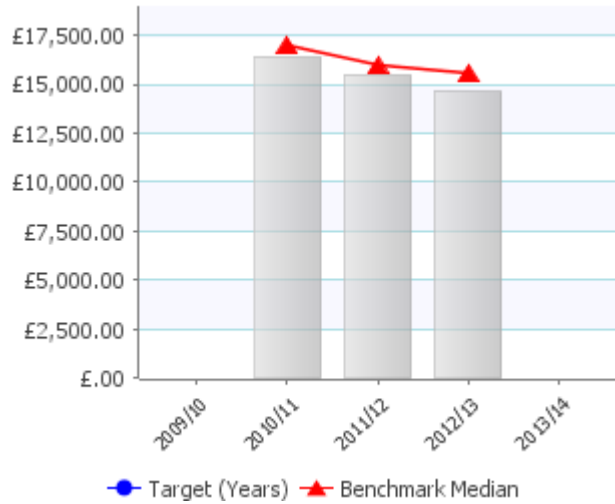
ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	Blank	Blank	Blank
2	2010/11	£113.35	Blank	£98.35
3	2011/12	£97.15	Blank	£95.55
4	2012/13	£98.52	Blank	£105.95
5	2013/14	Blank	Blank	Blank

Net cost of street cleaning per 1,000 population (LGBF)

The net cost of street cleaning per 1,000 people in Angus fell from £15,448 in 2011/12 to £14,611 in 2012/13. In 2012/13 the cost for the average Scottish council was £15,573.

This measure is part of the Local Government Benchmarking Framework first published in March 2013. We're working with other Scottish councils to make sure we're all measuring the same costs, to learn from each other and to improve services.

We haven't set targets for this indicator.



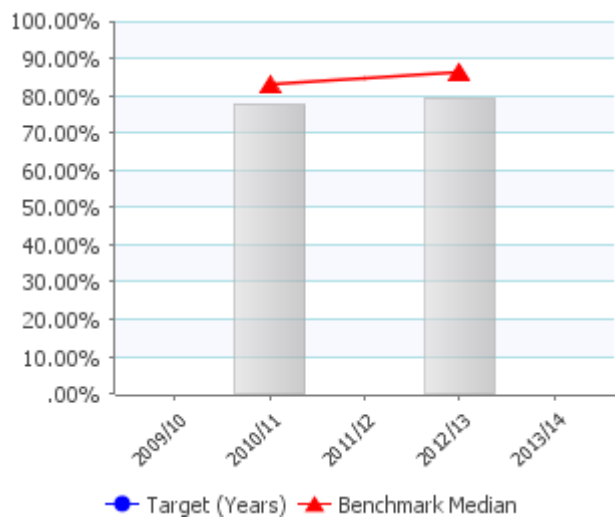
ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	Blank	Blank	Blank
2	2010/11	£16,360.68	Blank	£17,010.58
3	2011/12	£15,447.89	Blank	£15,959.38
4	2012/13	£14,611.48	Blank	£15,573.18
5	2013/14	Blank	Blank	Blank

% of adults satisfied with refuse collection (LGBF)

In 2012/13 79% of people surveyed were satisfied or very satisfied with refuse collection compared with 77.4% in 2010/11. In the average Scottish council 86.5% were satisfied with them.

This measure is part of the Local Government Benchmarking Framework first published in March 2013. We're working with other Scottish councils to learn from each other and to improve services.

Data for the measure comes from the Scottish Household Survey which is conducted across Scotland. For Angus the sample size is small which means the results can be unreliable. We haven't set targets for this indicator.



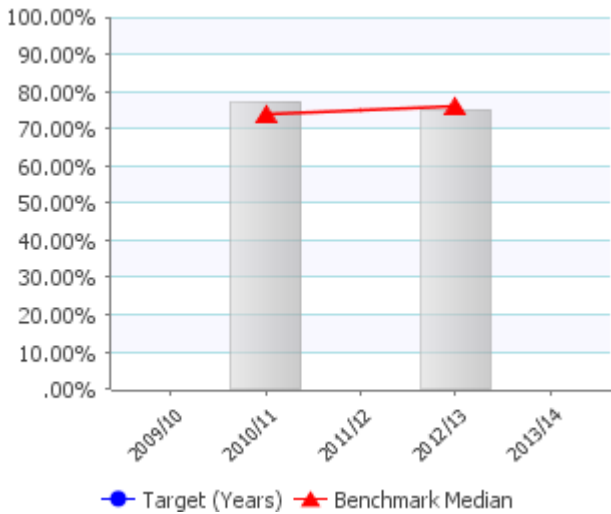
ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	Blank	Blank	Blank
2	2010/11	77.40%	Blank	82.90%
3	2011/12	Blank	Blank	Blank
4	2012/13	79.00%	Blank	86.50%
5	2013/14	Blank	Blank	Blank

% of adults satisfied with street cleaning (LGBF)

In 2012/13 75% of people surveyed were satisfied or very satisfied with street cleaning compared with 77.3% in 2010/11. In the average Scottish council 76% were satisfied with them.

This measure is part of the Local Government Benchmarking Framework first published in March 2013. We're working with other Scottish councils to learn from each other and to improve services.

Data for the measure comes from the Scottish Household Survey which is conducted across Scotland. In Angus the sample is small which means the results can be unreliable. We haven't set targets for this indicator.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	Blank	Blank	Blank
2	2010/11	77.30%	Blank	73.80%
3	2011/12	Blank	Blank	Blank
4	2012/13	Blank	Blank	76.00%
5	2013/14	Blank	Blank	Blank