

Waste Management

These pages contain a range of performance information from across Inverclyde Council's Waste Services which will allow you to assess how we are performing in this area.

The performance information that is provided here comes from a number of sources:

- Local Government Benchmarking Framework (LGBF)
- Inverclyde Council Citizens' Panel (CP)
- Service key performance indicators (KPIs)

Quarterly performance on our waste services is reported to the Environment & Regeneration Committee. You can view our performance reports by following the link below:

<https://www.inverclyde.gov.uk/meetings/committees/29>

You can also access more information on our waste management services on our website:

<https://www.inverclyde.gov.uk/environment/recycling-and-waste-services>

You can also view more information on the LGBF indicators on the Improvement Service website:

<http://www.improvementservice.org.uk/benchmarking/>

Performance Overview 2017/18

The performance information in this section comes from the LGBF. The most recent data shows that Inverclyde's waste management performance continues to be amongst the best in Scotland and we have been successful in exceeding the Scottish Government's 2013 target of 50% household waste recycling performance. Recycling performance is consistently better than the Scottish average.

The percentage of adults satisfied with both refuse collection and street cleaning is higher in Inverclyde than on average across Scotland.

In 2017/18, Inverclyde had the second lowest refuse collection costs in Scotland.

Awards

Inverclyde Council won a silver award winner in the COSLA Excellence Awards 2016 in the Service Innovation and Improvement category for its recycling performance.

The Council was also awarded COSLA's Excellent People, Excellent Outcomes Award in recognition of the fact the Inverclyde Council consistently achieves the lowest combined costs of waste management services across Scotland focusing on the highest quality of service at the lowest cost to customers.

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Net Refuse Collection Costs (LGBF)

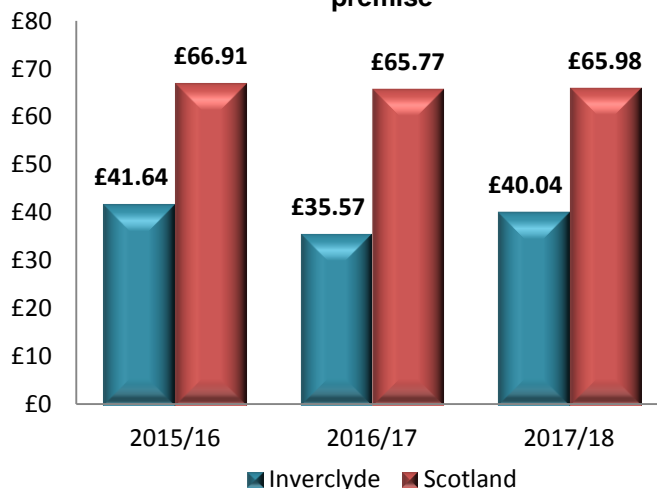
This indicator measures the net cost of refuse collection per premise in Inverclyde and is part of the LGBF.

Net refuse collection costs increased from £35.57 in 2016/17 to £40.04 in 2017/18.

This is an area in which Inverclyde performs very well in terms of efficiency of costs. In 2017/18 we had the second lowest costs for refuse collection in Scotland.

Our target for the net cost of refuse collection is £51.00 and our costs are well below this, representing high performance. Costs are also significantly below the Scottish average.

Net cost of refuse collection per premise



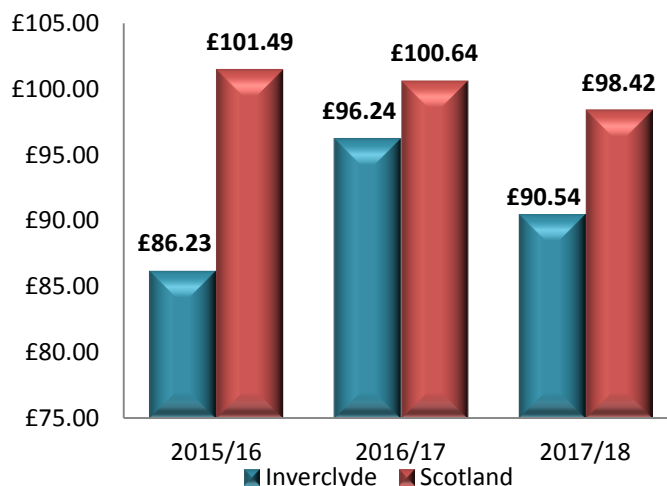
Net Refuse Disposal Costs (LGBF)

This indicator measures the net cost of refuse disposal per premise.

Collection costs decreased in 2017/18 after rising the previous year.

In 2017/18 Inverclyde Council had the 12th lowest refuse disposal costs in Scotland.

Net cost of refuse disposal per premise



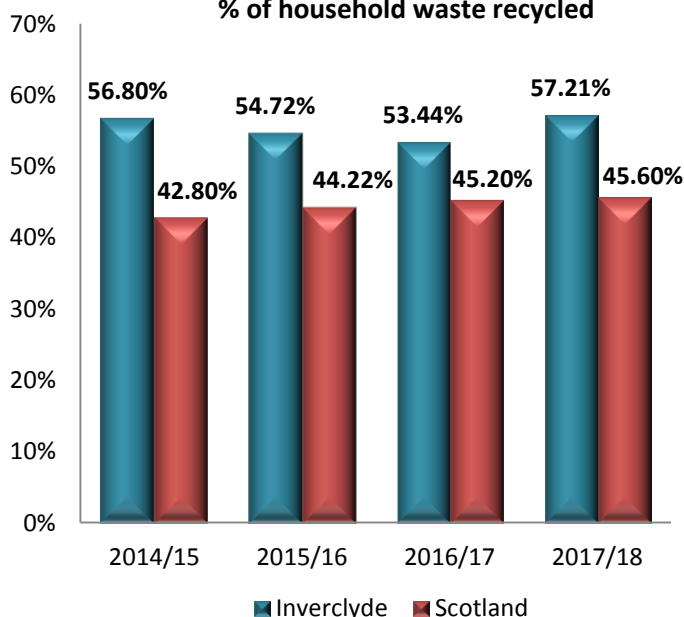
Percentage of Household Waste Recycled (LGBF & KPI)

This indicator measures percentage of household waste that is recycled in Inverclyde. The recycling service is reliant on appropriate collection and treatment infrastructure. Levels of recycling are directly linked to investment in service delivery and new services are planned which we hope will further improve our recycling performance. These are detailed in our Waste Strategy.

In 2017/18 Inverclyde Council's recycling performance improved to 57.2%, its highest ever level. Performance is well above the recycling target of 50% and is the Scottish average. Inverclyde ranked in 5th position out of 32 for recycling.

Quarterly recycling performance is reported to our Environment & Regeneration Committee.

% of household waste recycled



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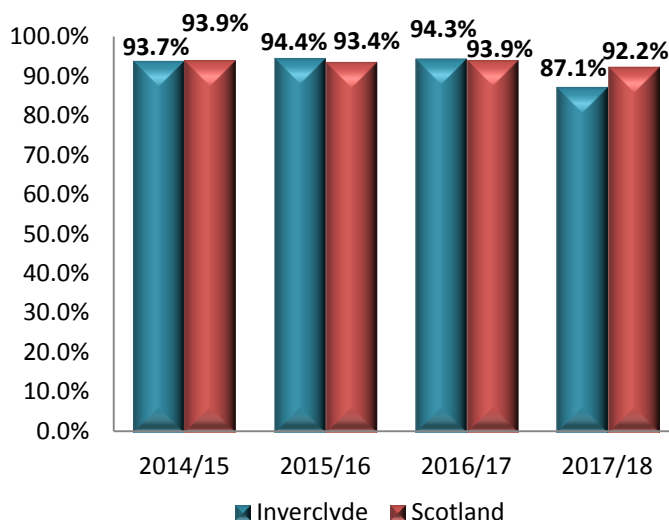
Overall Cleanliness Index (LGBF)

This is a measure of the quality of street cleansing services provided by Councils.

Inverclyde's percentage acceptability score in 2017/18 was 87.1%, a drop from previous years. Our cleanliness score is lower than the Scottish average for the first time in 3 years.

In 2017/18, Inverclyde ranked in 29th place out of 32 local authorities for the overall cleanliness score.

Cleanliness Score (percentage acceptable)

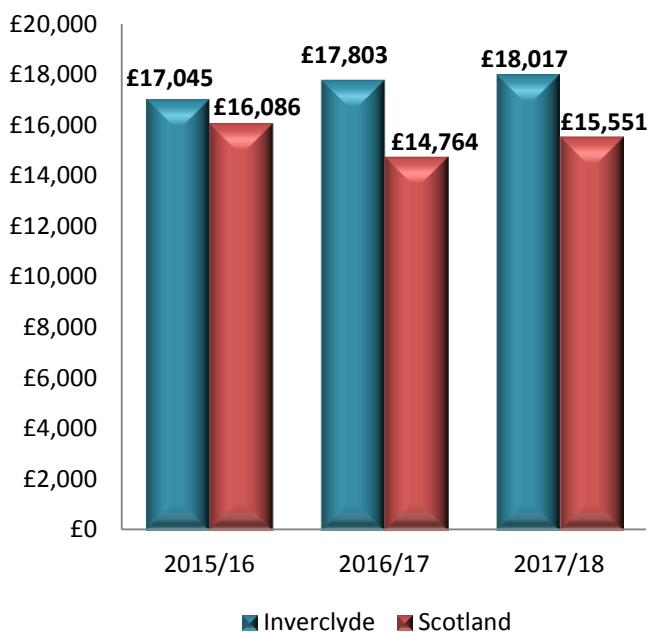


Net Cost of Street Cleaning per 1,000 population (LGBF)

This performance indicator is part of the Local Government Benchmarking Framework. The data shows that there was an increase in our street cleaning costs in 2017/18. Costs remain higher than the national average. Our national ranking remained unchanged at 28.

Costs relate to per 1,000 population and Inverclyde is one of only a few council areas where population is declining however the streets establishment is static, or in some instances, increasing. In partnership with the Improvement Service, Inverclyde Council is participating in a pilot benchmarking initiative on the subject of street cleaning. The project aims to assess performance and deliver improvements across a number of councils.

Net cost of street cleaning per 1,000 population



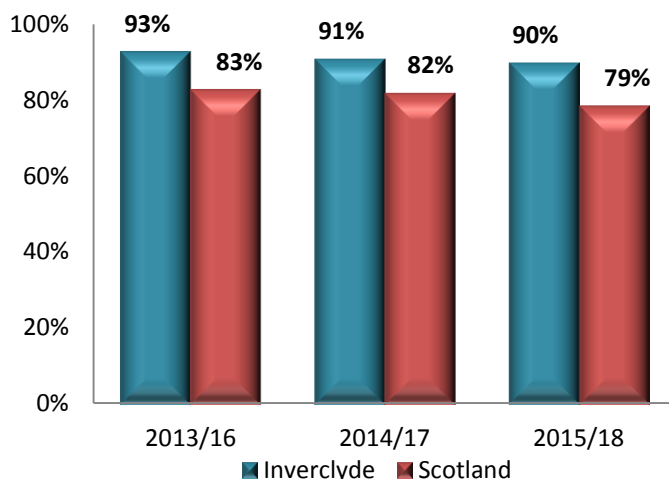
Percentage of Adults Satisfied with Refuse Collection (LGBF)

This indicator is part of the Local Government Benchmarking Framework.

Satisfaction levels have been derived from the Scottish Household Survey which is conducted by the Scottish Government. The most recent data shows that satisfaction levels with refuse collection are consistently higher in Inverclyde than the Scottish average. Across the period 2015/18 Inverclyde had the 3rd highest satisfaction level with refuse collection in Scotland. This reflects positively on the service.

The Council also measures how satisfied Inverclyde citizens are with Council services through our

% of adults satisfied with refuse collection



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Citizens' Panel surveys.

Percentage of Adults Satisfied with Street Cleaning (LGBF)

This indicator is part of the Local Government Benchmarking Framework.

Satisfaction levels are derived from the Scottish Household Survey which is conducted by the Scottish Government.

Data for 2015/18 shows that despite a drop in satisfaction levels in 2015/18, levels in Inverclyde remain higher than the Scottish average.

Across the period 2015/18, Inverclyde had the 13th highest satisfaction levels with street cleaning.

