

Waste Management

2008/2009

Orkney Islands

		Source	Contextual	Performance information	05/06	PI values 06/07	07/08	
REFUSE COLLECTION								
1	a) i.	Net cost of refuse collection per premise		£ 56.59	£76.04	£65.80	£51.52	
	ii.	Net cost of refuse collection	£ 599,215					
	iii.	Number of premises for refuse collection (household and commercial)	10,589					
	b) i.	Net cost of refuse disposal per premise		£ 79.33	£83.08	£87.89	£84.74	
	ii.	Net cost of disposal (Includes landfill tax element)	£ 840,041					
	iii.	Cost of capping landfill site (to be included in bii) (This is a one off capping cost which affects comparison with previous years)	£ 0					
REFUSE COLLECTION COMPLAINTS								
2		Number of complaints and per 1,000 households	Number of households 10,000	Number of complaints 57	5.7	3.8	1.1	6.3
REFUSE RECYCLING								
3	MUNICIPAL WASTE							
	SEPA no longer undertake a LA waste arisings survey, however, councils should ensure figures reported for this indicator are consistent with the new Waste Data Flow return.							
	i.	total tonnes of municipal waste collected	14,776					
	ii.	tonnes of municipal waste composted		1,940.0				
	iii.	tonnes of municipal waste recycled		2,425.0				
iv.	percentage of municipal waste composted/recycled			29.5 %	-	-	-	

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		Source	Contextual	Performance information	PI values		
					05/06	06/07	07/08
CLEANLINESS							
4	The cleanliness index achieved following inspection of a sample of streets and other land						
	Cleanliness measurement						
	a) Local authority						
	i. Inspection one	70					
	ii. Inspection two	77					
	iii. Inspection three	77					
	iv. Inspection four	68					
	b) Partner authority						
	v. Inspection one	74					
	vi. Inspection two	72					
	c) Keep Scotland Beautiful inspection						
	vii. Validation inspection	77					
	Overall cleanliness index			74	73	74	74
ABANDONED VEHICLES							
5	Number and proportion of abandoned vehicles removed within 14 days	Number that require removal 4	Number removed within 14 days 0	%	-	0.0	0.0

Waste Management

Refuse Collection

WM 1: The net cost of:

- a) collection (combined domestic, commercial and domestic bulky uplift) per premise
- b) disposal per premise.

Definition

The net cost of collection is gross cost i.e. all costs incurred by the local authority including any external contractor charges for a) waste collection and b) disposal, less any income generated from commercial and domestic services for which charges are levied.

The total landfill tax cost to a council in any year is the figure that should be included in the gross cost. Any money, which goes to an environmental body, should not be deducted.

The proceeds from the sale of equipment (e.g. wheeled bins) or other goods (e.g. recyclable materials, - paper, cans etc) do not constitute charges for services and should not therefore be netted off.

The money that a council receives as part of the Scottish Executive strategic waste fund should not be netted off.

The numerator is the net cost and the denominator is the number of premises in the council area.

Councils should follow the CIPFA guidance, as endorsed by LASAAC and apportion overhead costs when determining the cost. The indicator should be calculated using capital charges in accordance with the Best Value Accounting Code of Practice. If difficulty is experienced apportioning capital charges for the indicator, a reasonable basis of apportionment should be agreed with the auditor.

Refuse disposal includes the treatment of waste collected by the council and destined for final disposal in landfill. It includes sorting, compacting, baling, shredding, composting (exclusive of material not landfilled) recycling and incineration. The operation of transfer-loading stations and the provision of civic amenity sites or skips should be regarded as disposal.

Refuse disposal includes any treatment of waste collected by the council which is recycled e.g. paper, cardboard, glass, textiles, ferrous and non-ferrous metal, books, wood etc.

For the purpose of this indicator, it is assumed that 'collection' ends when the specialised refuse collection vehicles discharge waste at either a transfer station, a treatment plant, a material recycling facility or at landfill

The cost of 'capping' at a waste disposal site should be included in the gross cost. However, where there is a one-off cost for capping which makes comparison with previous years look strange, we are asking councils to advise us of this cost separately within the data collection proforma. This will allow us to comment, as appropriate, when we publish the performance data.

Over the next few years it is anticipated that there will be a significant increase in the amount of recycling undertaken by councils. The cost of wheelie bins to collect different recycling materials is likely to increase significantly. Councils will have different methods of funding these bins, through, for example, capital or leasing. These costs should be included in the indicator. If appropriate, capital charges should be calculated in accordance with the CIPFA guidance – see p 42.

Source

Council's records - contract record of premises.

Interpretation

Most councils use the wheeled bin method of collection. The alternative methods are the uplift of static bins or sacks from either backdoor or kerbside.

The frequency of uplift may affect costs. The great majority of councils collect domestic refuse once a week, though a very small number operate a twice-weekly uplift. Generally,

The frequency of uplift may affect costs. The great majority of councils collect domestic refuse once a week, though a very small number operate a twice-weekly uplift. Generally, commercial uplifts are carried out two or three times a week. Some councils undertake separate collections of garden refuse and waste paper.

A council that has a population which is scattered over a wide geographical area is likely to incur a higher cost of refuse collection than one where the population is relatively concentrated. However, in urban areas the impact of restricted access to collection points can affect costs.

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 also have access to existing landfills which 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.

Refuse collection complaints

WM 2: The number of complaints per 1,000 households regarding the household waste collection service.

Definitions

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.

There may be instances of complaints by residents where it is not clear whether the refuse was put out for collection on time. These occasions should be included and should not distort the figures unduly. There may also be justifiable reasons why bins were not collected, for example, the refuse vehicle could not gain access because of parked cars, these complaints should also be counted.

All complaints received by the council about missed collections should be recorded, even where the council operates a same day collection service.

Complaints made directly to contractors of the council who provide the refuse service should be included.

Positive customer feedback (eg from surveys) should not be included; neither should complaints which reflect policy decisions by the council e.g. no collection on public holidays.

Source

Waste management complaints records

Interpretation

The indicator measures the number of complaints about the refuse collection service. Council policy on, for example, type of containers, collection frequency, no public holiday collections, are not included.

Complaints may arise from a number of causes. However it is recognised that for a service such as refuse collection, they can be seen as a direct measure of the extent to which households

Category zone	Cleanliness standard grade			
	A	B	C	D
1	Town centres	6 hours	3 hours	1 hour
	High	12 hours		

1	centres	12 hours	6 hours	3 hours
2	High density residential	2 weeks	12 hours	6 hours
3	Low density residential			

Keep Scotland Beautiful (KSB) has developed criteria against which cleanliness is to be measured. The process is known as the 'local environmental audit and management system' (LEAMS). All councils have received training on the LEAMS process in terms of relevant legislation, survey methodology and calculating the cleanliness index.

All councils will receive seven inspections each year. Four inspections are undertaken by the council's own staff who have been trained in the LEAMS process, a further two inspections are undertaken by the staff of a partner council and KSB undertake an annual validation survey.

The three inputs to the method of calculating the cleanliness index are as follows:

Each council carries out bi-monthly surveys; 4 within their own council's area and two at a partner council. These surveys cover a random sample of 2% of the streets and other relevant sites. KSB randomly samples the 2% from lists of streets and other sites provided by each council.

At six monthly intervals (and at least twice during the reporting year) a partner council undertakes a survey of a random sample of 2% of the streets and other relevant sites. KSB determine who the partner councils are, and also select the random sample of streets for survey.

Keep Scotland Beautiful carries out an annual validation survey. This survey covers a random sample of 2% of the streets and other relevant sites.

At the end of each financial year the overall marks from each survey are totalled and a final cleanliness index figure is calculated for the year.

Total counts of grades A, B, C, and D sites achieved throughout the surveys are used to calculate a cleanliness index between 0 and 100. An area with a cleanliness index of 0 would consist of heavily littered (grade D) sites, whereas a cleanliness index of 100 would represent an area completely free of litter or refuse (all grade A sites).

Sources

Waste management street cleanliness records.

Interpretation

The indicator shows the cleanliness index of a local authority's streets and other relevant land. Various factors will affect the overall cleanliness within a council's area. These will include:

- Council policy on litter picking to a greater extent rather than street sweeping.
- The lack of litter bins, especially in town centres.
- Awareness and education of the public is a key priority and this will be done through actions and campaigns to alert the general public to the problems associated with cleanliness and in particular dog fouling.

Abandoned vehicles - implementation of enforcement powers available to councils.

WM 5: The number of abandoned vehicles that require to be removed by the council, and the percentage removed within 14 days.

Definitions

This indicator reports the number of abandoned vehicles made known to the council that require to be removed and the percentage of these removed within 14 calendar days.

The time to remove vehicles commences when the council becomes aware of an abandoned

require to be removed and the percentage of these removed within 14 calendar days.

The time to remove vehicles commences when the council becomes aware of an abandoned vehicle through notification received from a member of the public or the police, or any other source. Vehicles which are the subject of a police investigation (i.e. stolen or burnt out) should be included if applicable, but the time will not start until the police advise the council that the vehicle should be removed.

This does not mean when the council puts the appropriate notice on the vehicle. Where it is subsequently established that a vehicles has not been abandoned it should not be counted as part of the indicator.

Abandoned vehicles include trailers and caravans. An abandoned vehicle is one which:

- appears to a local authority to have been abandoned without lawful authority, and
- the authorised officer at the local authority decides that it is abandoned.

Abandoned vehicles that require to be removed should be counted regardless of whether they are on public or private land. Some vehicles may take longer to remove from private land as permission from the landowner may have to be obtained.

'Removed' means by the council or a contractor operating on behalf of the council.

'Require to be removed' means those vehicles which fall within the Refuse Disposal (Amenity) Act 1978 and require to be removed by the council. Not all abandoned vehicles will require to be removed, for example, where an abandoned vehicle is on private land and the council has made contact with the landowner, it may be that the landowner does not want the vehicle removed by the council.

Councils are permitted direct access to the DVLA which speeds up identification of abandoned vehicles.

Source

The council's abandoned vehicles records

Interpretation

The removal of abandoned vehicles is dependent on the council working with its partners. The police have an important role to play and councils will want to ensure that procedures are in place which minimise delay in the removal of abandoned vehicles.

The Refuse Disposal (Amenity) Act 1978 placed a duty on councils to remove abandoned vehicles and this duty has been reinforced as an explicit concern in both '*A Partnership for a Better Scotland*' and the Scottish Executive's anti-social behaviour agenda. Also, the treatment and standards set by the European Union End of Life Vehicles Directive came into force in Scotland in 2004 and these regulations require that vehicles be scrapped and recycled to high standards, protecting the environment and increasing the sustainable use of materials.

The Directive makes provision for the majority of these costs to be the producer's responsibility for new cars, and from 2007 for all cars that are scrapped. However, the cost of disposing of most vehicles scrapped before 2007 will need to be met by the last owner, which gives rise to a concern that there could be additional pressure on the number of abandoned vehicles.

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