Appendix A Part 1

Customer

- % of residents satisfied with waste collection
- No. of complaints upheld / not upheld
- No. of calls to CCC

Financial

- % year end predicted costs v budget
- Net cost of waste collection per premises
- Net cost of waste disposal per premises
- % of staff absence
- Overtime/agency costs

Outcomes

- % Waste Diverted from landfill

Processes

- No. of premises for refuse collection
- No. of missed bin collections in month
- % of recovery of energy from total waste collected
- % household waste recycled/composted
- No. of reportable H&S incidents
- No. of vehicle, plant and equipment Accidents

Learning and Improvement

- Staff engagement levels
- % of staff who have undergone required training