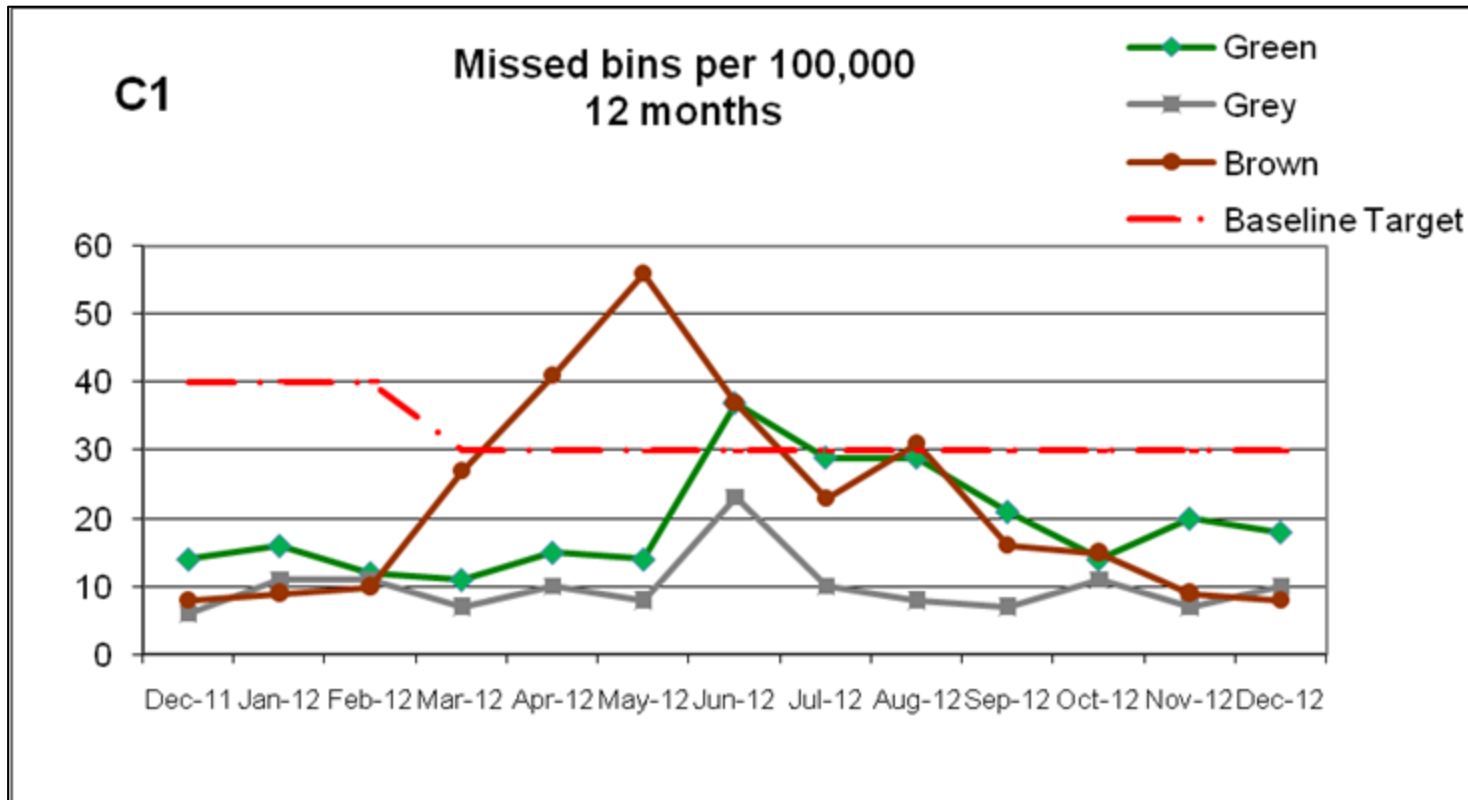


Biffa Wirral KPI Report

2012

Appendix 1

Collection 1:



Averages:
 Year 2011
 Year 2012
 Change

*Green (2 bin project)
 13
 20
 53%

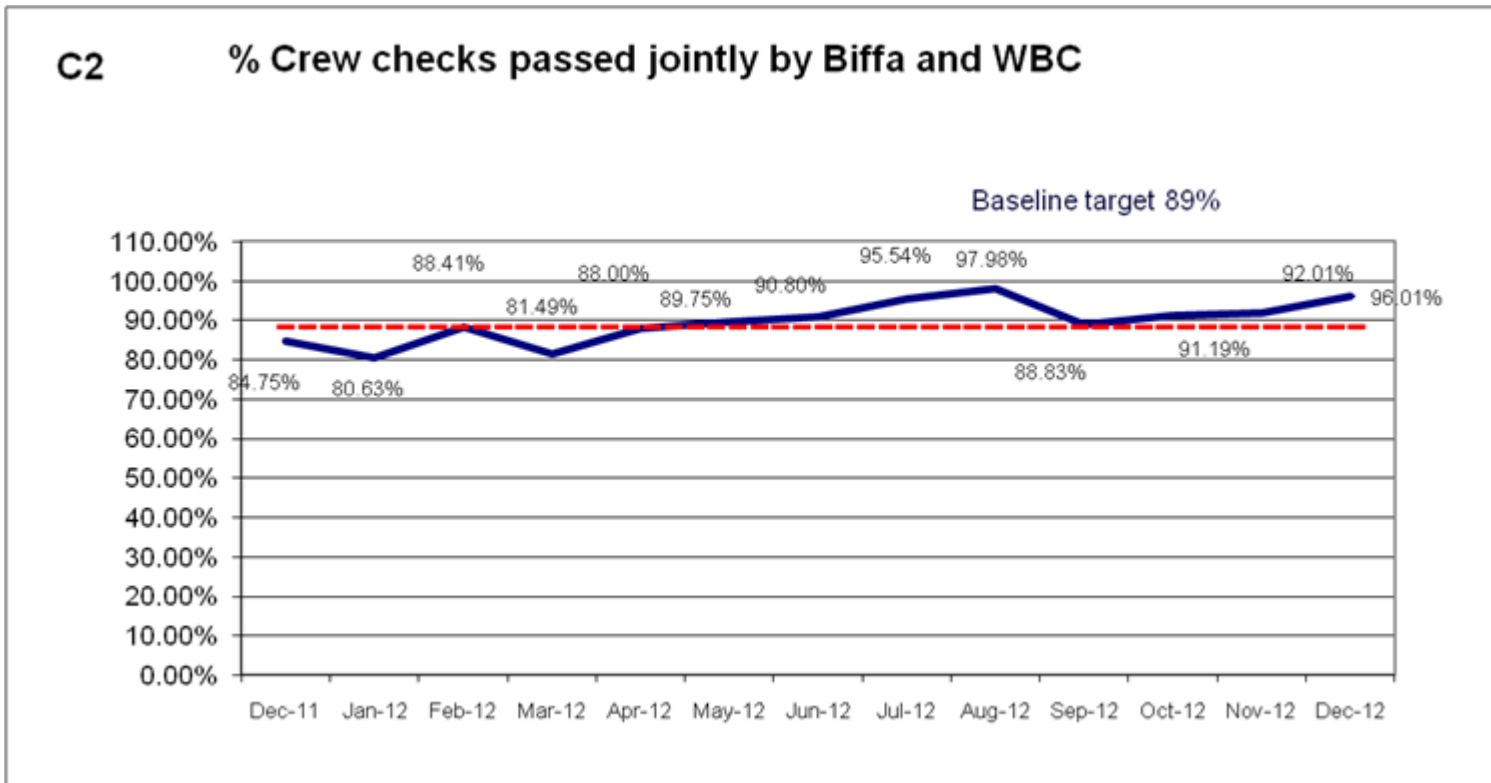
Grey
 8
 10
 25%

*Brown (round change mid year)
 13
 24
 84%



Direction of travel

Collection 2:



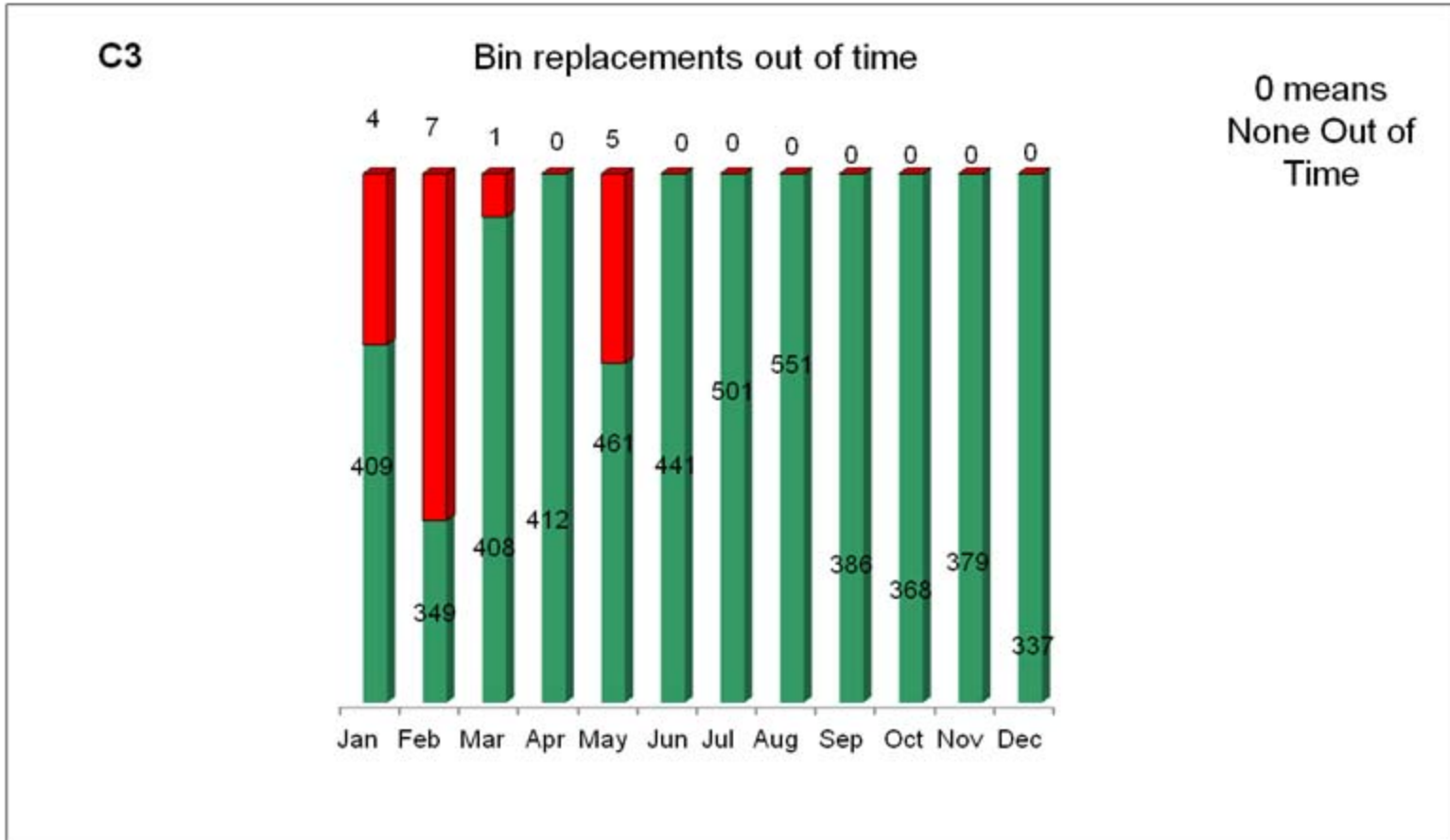
Average score (high is good)

2011 : 92%

2012 : 96%

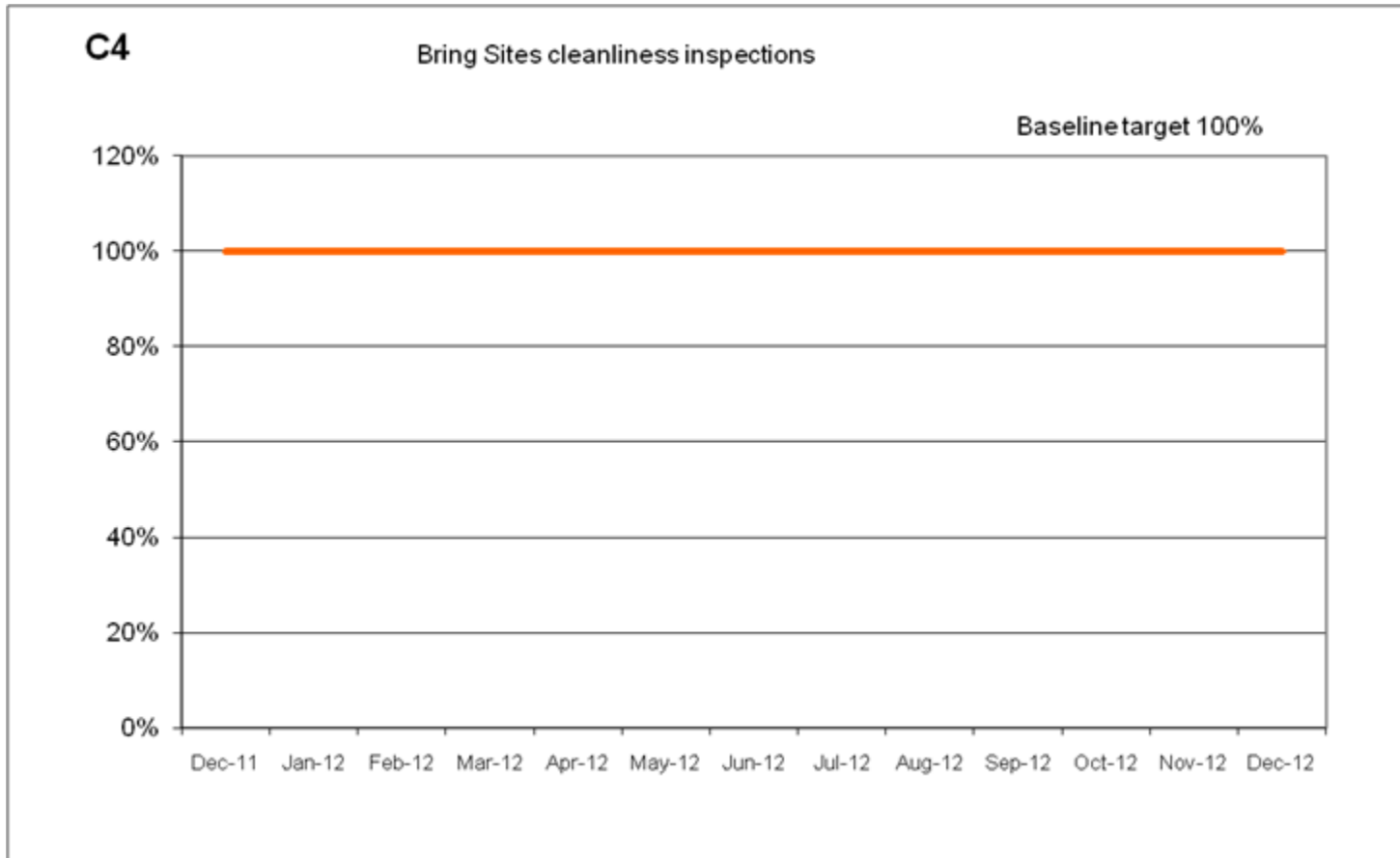
Direction of travel: 4% improvement 

Collection 3:



Direction of travel compared 2011 62% improvement 

Collection 4:

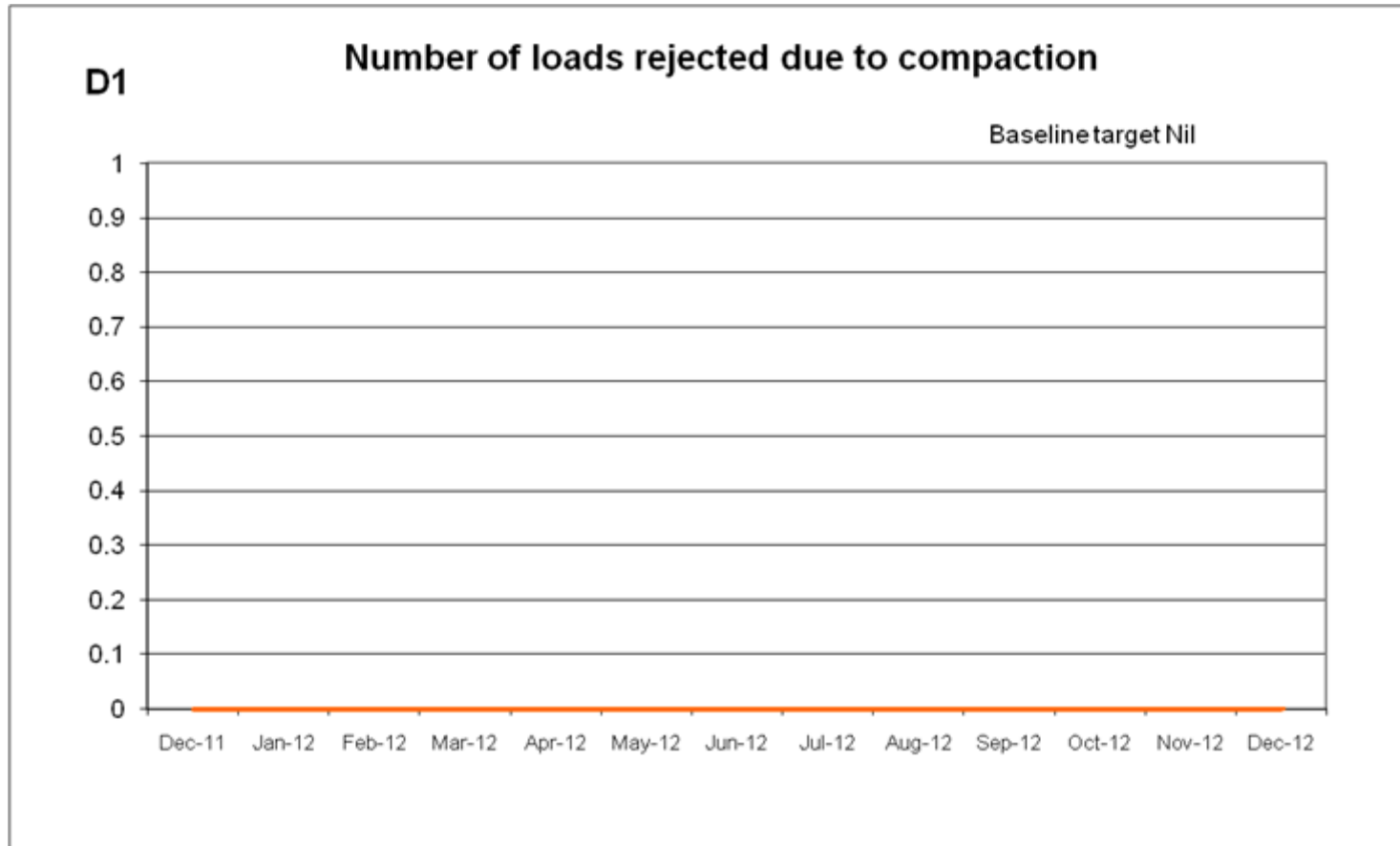


Direction of travel compared to 2011



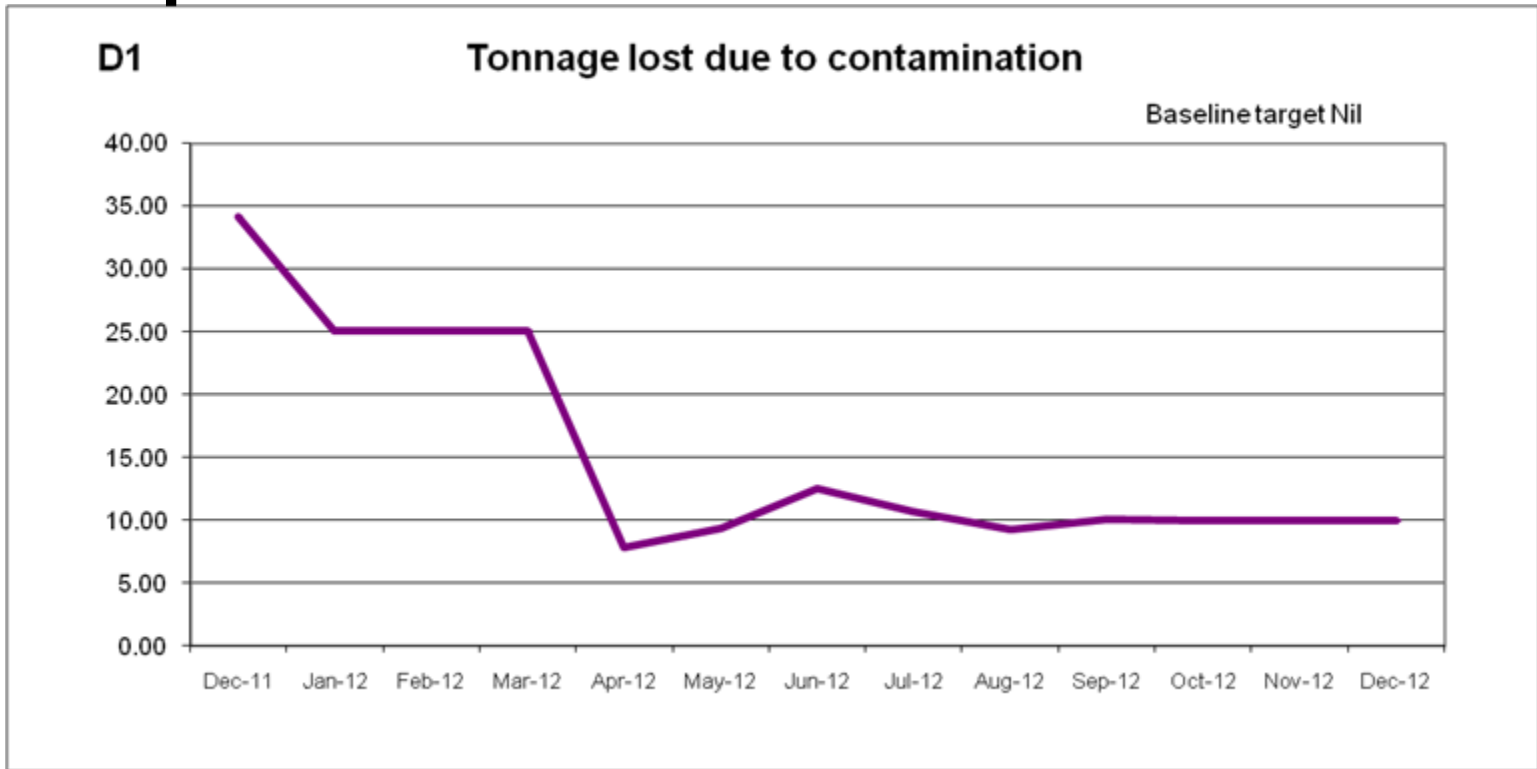
(optimised)


Disposal 1a:



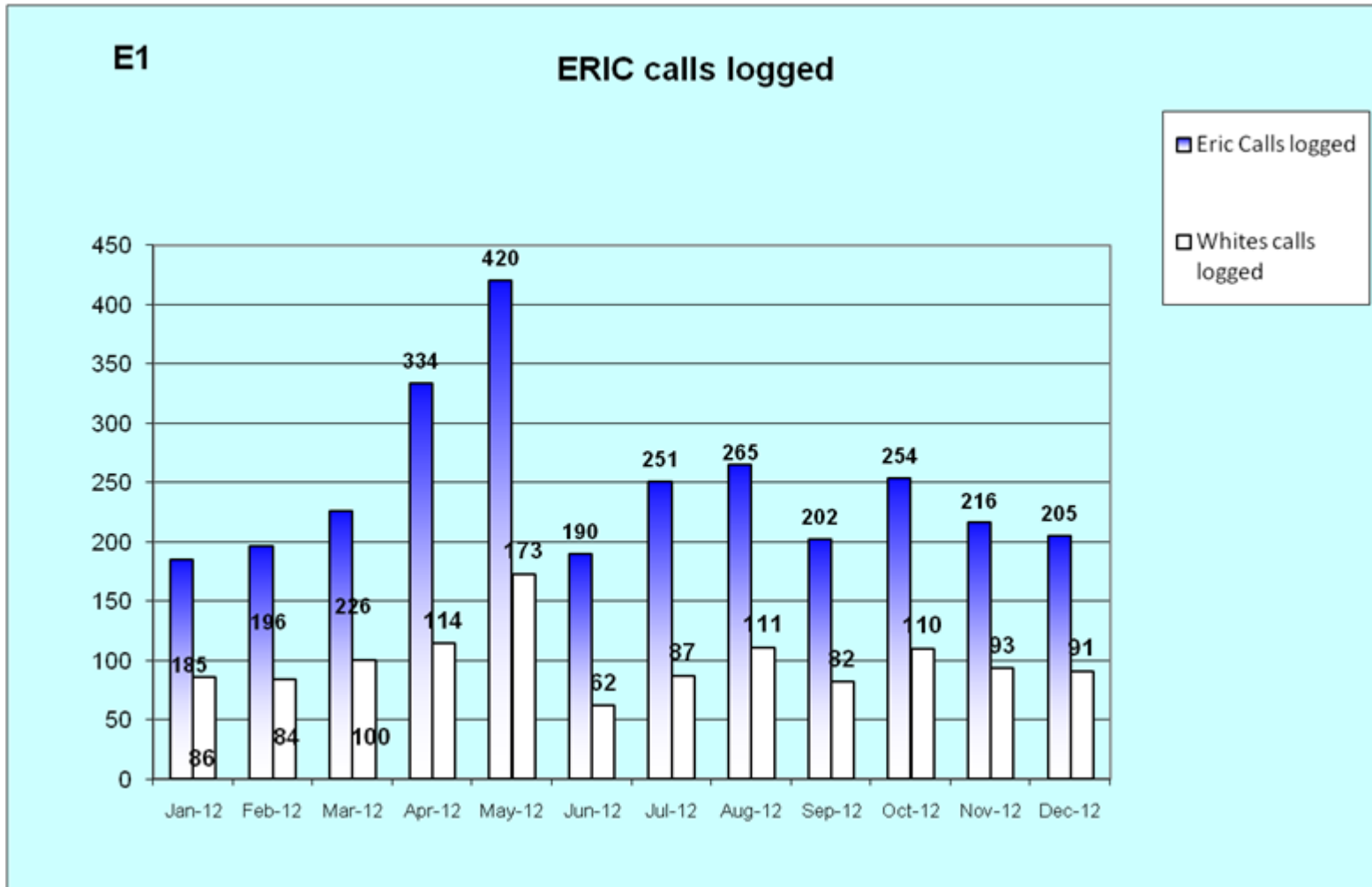
Direction of travel compared to 2011  (optimised)


Disposal 1b:



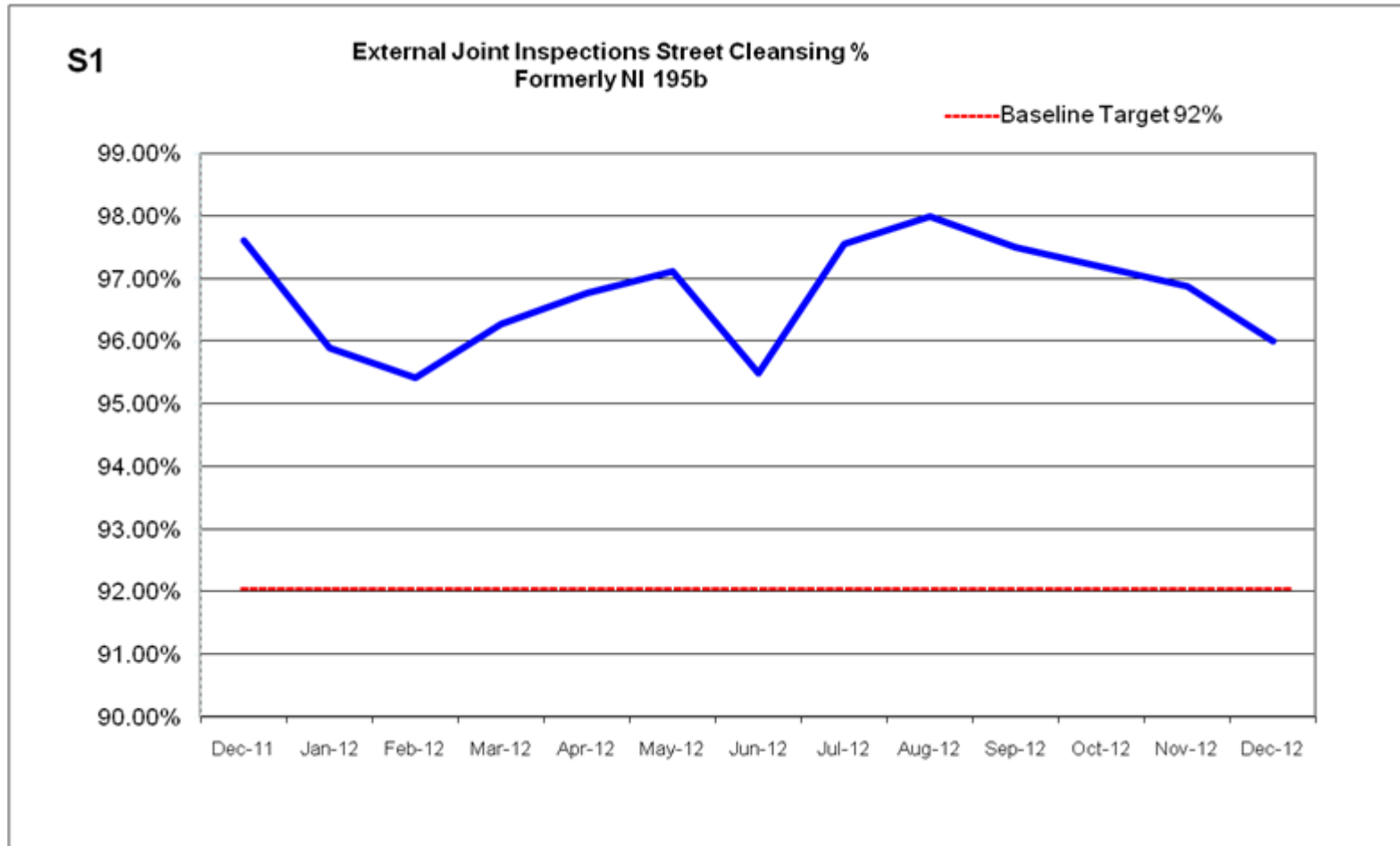
No annual comparison available due to changes in reporting.
To date the direction of travel is positive (lower is better) 

ERIC 1



Direction of travel compared to 2011  (optimised)
No reported service failures reported in 2012

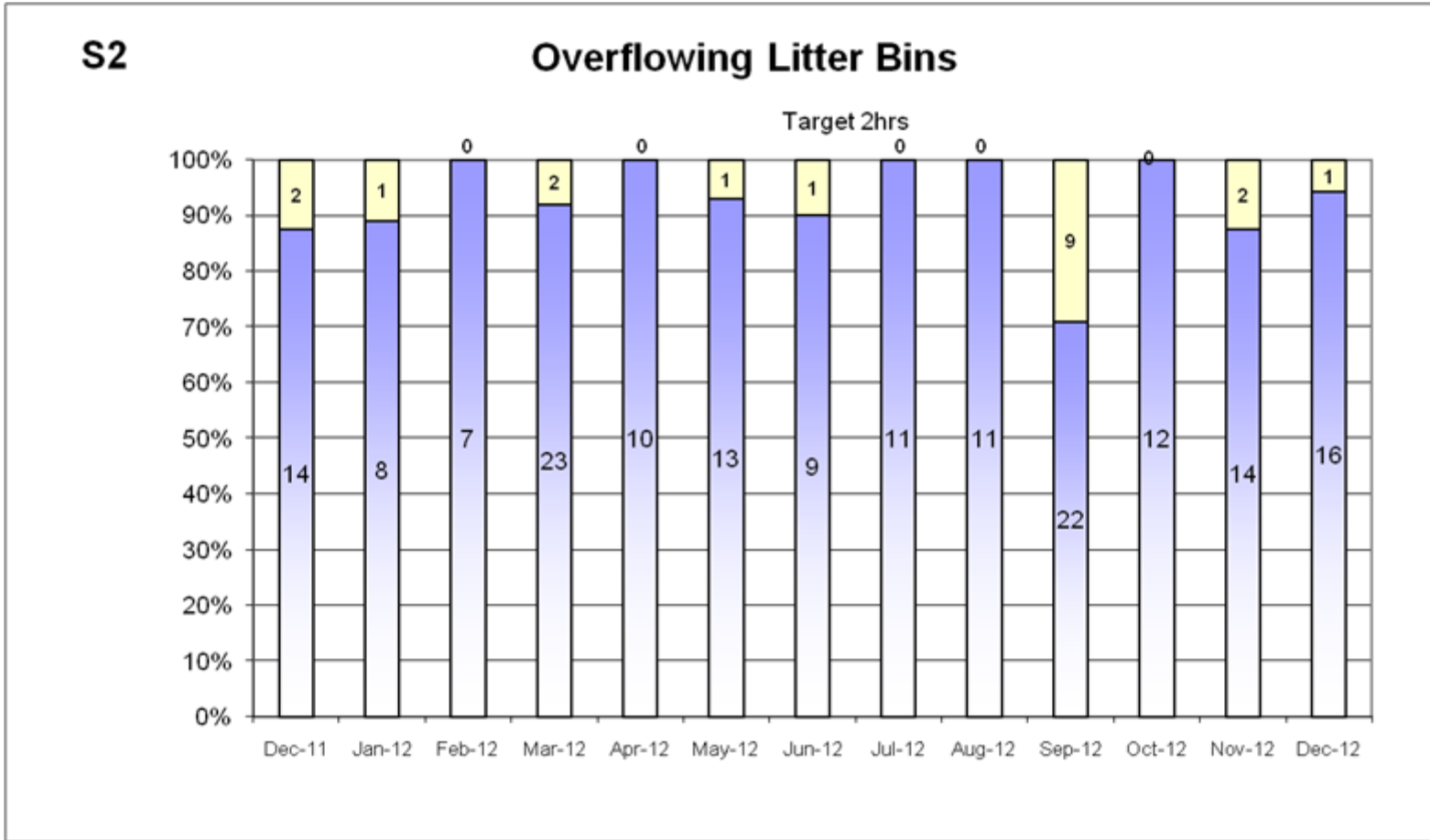
Streets 1:



Direction of travel compared to 2011: 0.87% increase



Streets 2:



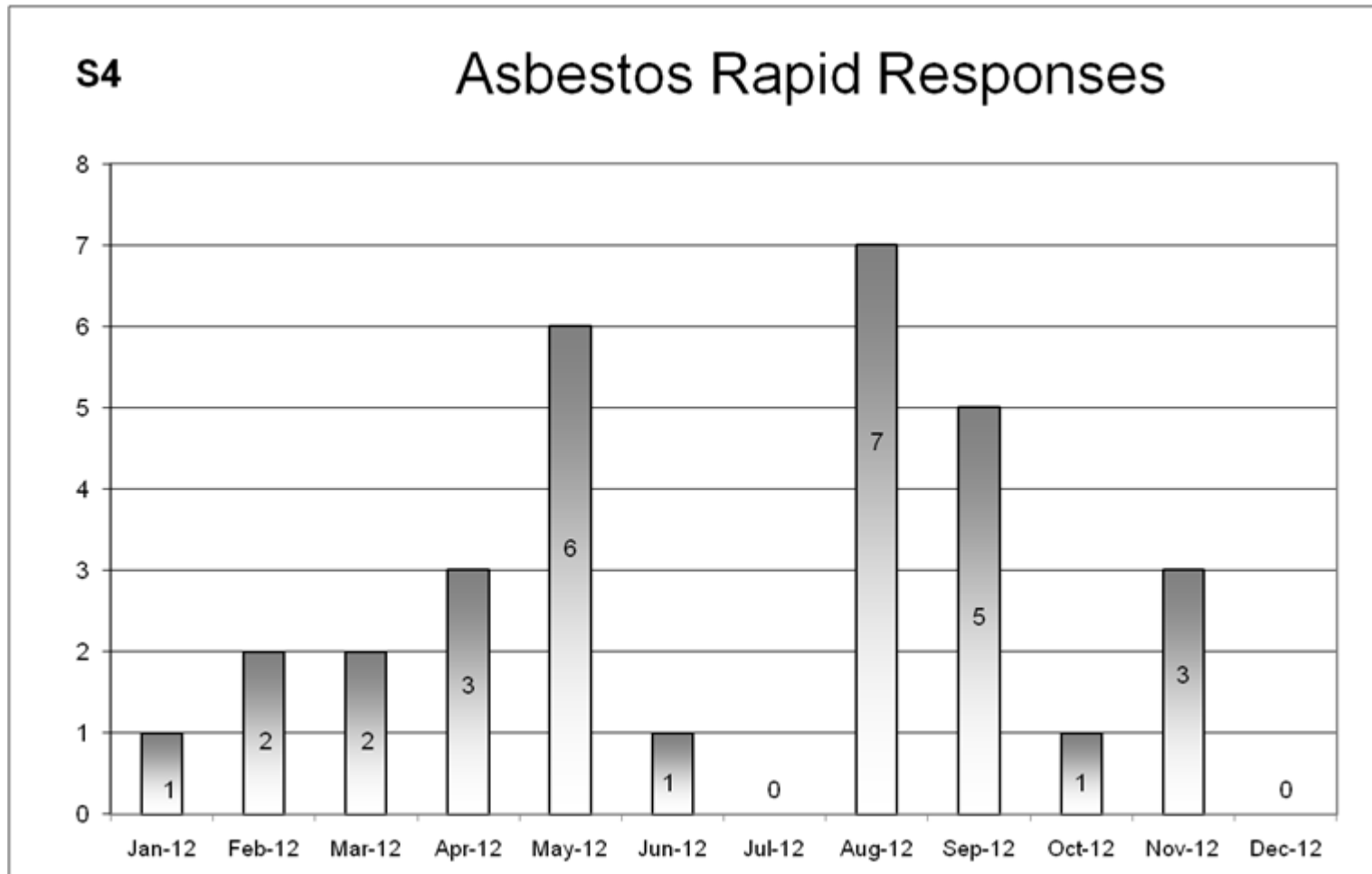
This KPI report is not available in the period December 2010 to December 2011 for comparison. Most 2012 service failures were results of Biffa reporting procedures – operationally almost all service requests were responded to in time.

Streets 3:

	Total Reported Current 12 month period	Missed Deadline Total
Fly Tip	928	5 = 0.5%
Rapid responses	153	8 = 5%
Dead Animals	238	18 = 7.5%

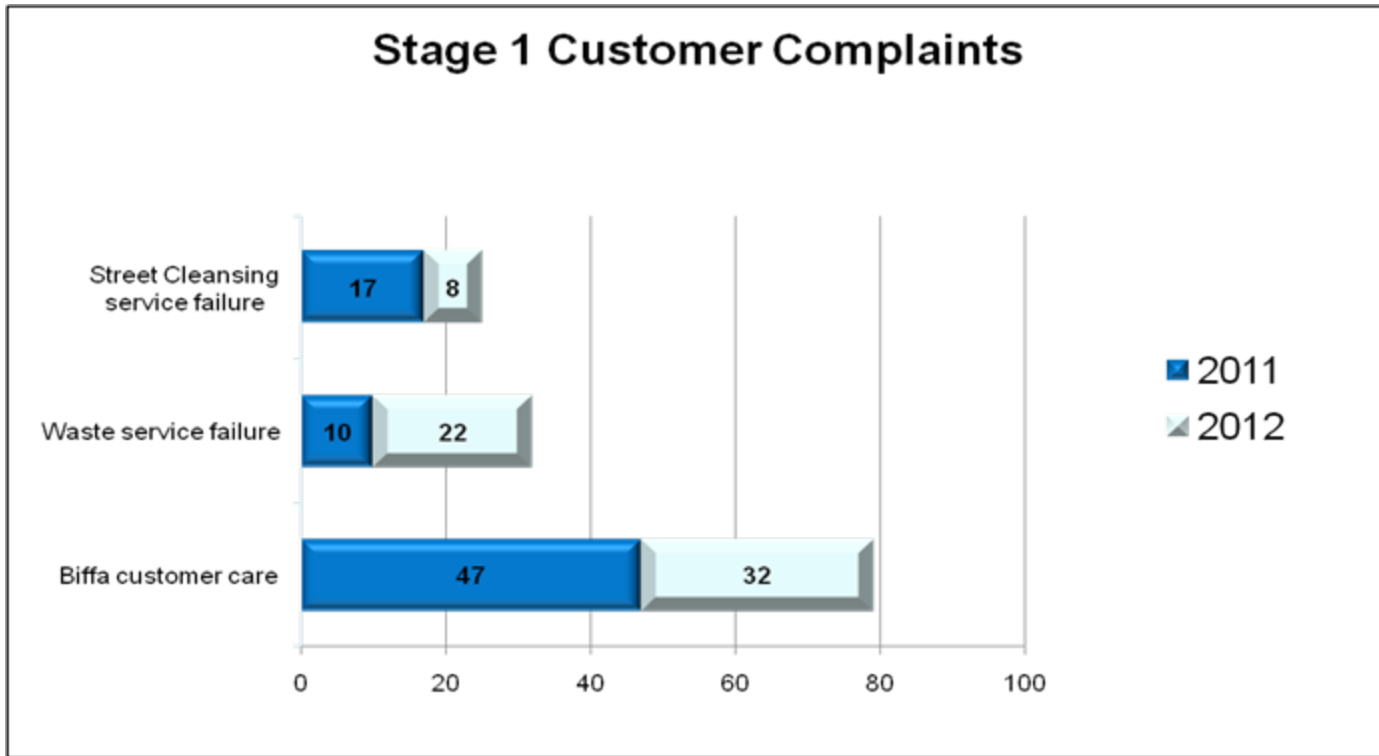
Total incidents were not reported in previous year so no direct comparison available.

Streets 4:



There was only one service failure within the period (Jan 12), out of a total of 31 service requests.

Customer 1:



Performance direction of travel: Lower is better

Street Cleansing 52% decrease



Waste Service failure 120% increase



Biffa Customer Care 32% decrease

