

# Performance indicators

2018-19

---

*May 2020*



## Building Cleaning

### Performance indicators 2018-19

#### Key performance indicator

- PI 01a Cost per square metre for all areas cleaned (excluding CEC) (LA only)
- PI 01b Cost per square metre for all areas cleaned (excluding CEC) (All work)
- PI 13a Ratio of square metres to annual scheduled hours (all offices) (LA only)
- PI 13b Ratio of square metres to annual scheduled hours (all offices) (All work)
- PI 10 Ratio of square metres to annual scheduled hours (libraries) (LA only)
- PI 11a Ratio of square metres to annual scheduled hours (secondary schools) (LA only)
- PI 11b Ratio of square metres to annual scheduled hours (secondary schools) (All work)
- PI 23a Ratio of square metres to annual scheduled hours (primary schools) (LA only)
- PI 23b Ratio of square metres to annual scheduled hours (primary schools) (All work)
- PI 26 Ratio of square metres to annual scheduled hours (special schools) (LA only)
- PI 16a Total square metres cleaned per FTE employee (excluding outdoor areas) (LA only)
- PI 16b Total square metres cleaned per FTE employee (excluding outdoor areas) (All work)
- PI 20a Staff absence percentage (front line staff)
- PI 20c Staff absence days per FTE (front line staff) - Scotland only
- PI 22 Customer satisfaction surveys
- PI 14 Quality assurance and consultation process
- PI 35 Customer perception and satisfaction

#### Other cost performance indicators

- PI 03a Cost per FTE front-line employee (All work)
- PI 17a Front line staff cost per square metre cleaned (excluding outdoor areas) (LA only)
- PI 17b Front line staff cost per square metre cleaned (excluding outdoor areas) (All work)
- PI 27a Cost per scheduled input hour (excluding CEC) (LA only)
- PI 27b Cost per scheduled input hour (excluding CEC) (All work)
- PI 06** Cleaning materials cost as a percentage of total cost
- PI 07** Cleaning equipment cost as a percentage of total cost
- PI 29** Materials and equipment costs as a percentage of total cost
- PI 32a** Charge per housing void cleaned (LA only)
- PI 05a** All staff costs as a percentage of total cost (All work)
- PI 05b** All staff costs as a percentage of total cost (LA only)
- PI 28a Front line staff costs as a percentage of total cost (All work)
- PI 08a** Other costs as a percentage of total cost (All work)

#### Other productivity performance indicators

- PI 04a** Number of paid staff hours per measured square metre cleaned (LA only)
- PI 04b** Number of paid staff hours per measured square metre cleaned (All work)
- PI 30a Ratio of square metres cleaned to annual scheduled hours (public conveniences) (LA only)
- PI 30b Ratio of square metres cleaned to annual scheduled hours (public conveniences) (All work)

#### Other staffing performance indicators

- PI 21a** Starters as a percentage of total operational staff
- PI 21b** Starters (employed for at least 12 weeks) as a percentage of total operational staff
- PI 25a** Leavers as a percentage of total operational staff
- PI 25b** Leavers (employed for at least 12 weeks) as a percentage of total operational staff
- PI 15 Human resources and people management
- PI 20b Staff absence percentage excluding long-term (front line staff)
- PI 20d Staff absence days excluding long-term per FTE (front line staff) – Scotland only

## Building Cleaning

### Other business performance indicators

PI 18a table – Primary/special schools market share (LA only)

PI 18b table – Secondary schools market share (LA only)

PI 33 Percentage change in square metres cleaned for all areas (LA only)

PI 34 Percentage change in turnover

**PI 19** Additional works/variations orders as a percentage of scheduled work

### Commercial business performance indicators

PI 36a Operational recovery ratio (excluding CEC) (Commercial work only)

PI 37a Income generated per FTE (Commercial work only)

PI 38a Commercial work as a percentage of all work (square metres cleaned)

PI 39a Commercial work as a percentage of all work (turnover)

# Building maintenance

## Performance indicators 2018-19

### Key performance indicators

PI 01	Table (01a – 01f) appointments made and appointments kept
PI 01a	Percentage of non-emergency jobs undertaken by appointment (PI standings only)
PI 01b	Percentage of appointments kept (PI standings only)
PI 01c	Percentage of responsive repairs (non-emergency) where authority made and kept appointment (BVPI 185) (PI standings only)
PI 01e	Percentage of housing jobs appointed (PI standings only)
PI 01f	Percentage of appointments failed (no access / tenant cancelled) (PI standings only)
PI 35	Gas safety checks (within 365 days)
PI 14a	Percentage of day to day jobs completed on time – housing only
PI 14b	Percentage of day to day jobs completed on time (excluding voids) – housing only
PI 14c	Percentage of voids completed on time
PI 25a	Percentage of all housing repairs completed within target time (Scotland only)
PI 25b	Percentage of emergency housing repairs completed within target time (Scotland only)
PI 25c	Percentage of all housing repairs completed within government time limits (England/Wales only)
PI 24	Average time taken to complete a routine repair
PI 90a	Average length of time taken (hours) to complete emergency repairs (SSHC ARC Charter Indicator 11 – housing only)
PI 90b	Average length of time taken (days) to complete non-emergency, reactive repairs (SSHC ARC Charter Indicator 12 b – housing only)
PI 36	Percentage of non-emergency jobs not subject to call back/complaint (right first time)
PI 20a	Average re-let times for local authority dwellings
PI 20b	Void turnaround (average total number of days keys held by contractor)
PI 16	Table – staff absence
PI 16a	Percentage staff absence (operational staff) (PI standings only)
PI 16d	Staff absence - days lost per operational FTE (Scotland only) (PI standings only)
PI 29a	Percentage staff absence (all staff) (PI standings only)
PI 29c	Staff absence - days lost per FTE (Scotland only) (PI standings only)
PI 37	Overall percentage of customer satisfaction
PI 89	Percentage of housing stock at or above the appropriate NHER (National Home Energy Rating) or SAP (Standard Assessment Procedure) ratings specified in element 35 of the SHQS (Scotland only)

### Other cost performance indicators

PI 07a	Average cost of vehicles
PI 07b	Average cost of council vehicles
PI 12b	Average value of all housing jobs completed
PI 21	Average value per job undertaken under call out
PI 10	Average value of work per operational full time employee
PI 09a	Average value per job – direct contractors (housing jobs)
PI 09b	Average value per job – direct contractors (non housing jobs)
PI 28	Average value per FTE employee housing jobs completed by direct contractors (housing jobs)
PI 08b	Average wage/earnings per operational employee:
PI 08a	Productive labour costs as a percentage of total labour costs
PI 05	Non productive labour costs as a percentage of total labour costs
PI 11	Central establishment charges as a percentage of total expenditure
PI 26	Sub-contracting as a percentage of contract value
PI 86a	Table - planned/ reactive maintenance spend (housing)

## Building maintenance

- PI 86b Table - planned/reactive maintenance spend (non housing)
- PI 91 Percentage of income which is raised from undertaking work for external customers
- PI 92a Revenue budget spend per property
- PI 92b Capital budget spend per property
- PI 92c Total budget spend per property
- PI 93a Revenue budget spend per void
- PI 93b Capital budget spend per void
- PI 93c Total budget spend per void

### Other operational performance indicators

- PI 06a Vehicles per operational employee
- PI 12a Day to day housing jobs completed per full time operational employee
- PI 12c All housing jobs completed per full time operational employee
- PI 22a All day to day jobs completed per full time operational employee including housing and non-housing only
- PI 22b All jobs completed per full time operational employee including housing and non-housing only
- PI 23a Percentage of work undertaken under call out
- PI 85 Percentage of housing dwellings that received four or more maintenance visits during the year
- PI 87 Percentage of dwellings surveyed for condensation / dampness by 31st March
- PI 02 Percentage of post inspections carried out (all jobs)
- PI 03a Percentage of post inspections meeting the required standard
- PI 06b Council vehicles per operational employee
- PI 15a Target times (urgent jobs)
- PI 15b Target times (non urgent jobs)
- PI 34 Emergency jobs as a percentage of day to day maintenance jobs completed (excluding voids)

### Other staffing performance indicators

- PI 16b Average days absence per employee (operational staff)
- PI 16c Percentage staff absence excluding long term (operational staff) (PI standings only)
- PI 16e Staff absence - days lost per operational FTE excluding long term (Scotland only) (PI standings only)
- PI 29b Percentage staff absence excluding long term (all staff) (PI standings only)
- PI 29d Staff absence excluding long term - days lost per FTE (Scotland only) (PI standings only)
- PI 18 Average training days per operational full time employee
- PI 32 Number of reportable accidents per 100 FTE employees
- PI 33 Number of days lost per FTE employee through reportable accidents
- PI 19 Human resources and people management process

### Other quality performance indicators

- PI 17 Quality assurance and consultation process

### Non housing performance indicators

- PI 13a Day to day non housing jobs completed per full time operational employee
- PI 13b Average value of all non housing jobs completed
- PI 13c All non housing jobs completed per full time operational employee
- PI 55 Percentage of maintenance spend which is service contracts
- PI 56 Cost of property management as percentage of portfolio value
- PI 57 Cost of property management as a percentage of total expenditure on investment and maintenance
- PI 39 Planned investment as a percentage of property value (town halls/civic centres)

## Building maintenance

PI 40	Planned investment as a percentage of property value (other civic buildings/offices)
PI 41	Planned investment as a percentage of property value (schools)
PI 42	Planned investment as a percentage of property value (libraries)
PI 43	Planned investment as a percentage of property value (leisure centres/halls)
PI 44	Planned investment as a percentage of property value (social services facilities)
PI 45	Planned investment as a percentage of property value (public conveniences)
PI 46	Planned investment as a percentage of property value (workshops/depots)
PI 47	Responsive maintenance as a percentage of property value (town halls/civic centres)
PI 48	Responsive maintenance as a percentage of property value (other civic buildings/offices)
PI 49	Responsive maintenance as a percentage of property value (schools)
PI 50	Responsive maintenance as a percentage of property value (libraries)
PI 51	Responsive maintenance as a percentage of property value (leisure centres/halls)
PI 52	Responsive maintenance as a percentage of property value (social services facilities)
PI 53	Responsive maintenance as a percentage of property value (public conveniences)
PI 54	Responsive maintenance as a percentage of property value (workshops/depots)
PI 58	Average cost per job (town halls/civic centres)
PI 59	Average cost per job (other civic buildings/offices)
PI 60	Average cost per job (schools)
PI 61	Average cost per job (libraries)
PI 62	Average cost per job (leisure centres/halls)
PI 63	Average cost per job (social services facilities)
PI 64	Average cost per job (public conveniences)
PI 65	Average cost per job (workshops/depots)
PI 66	Incidence of vandalism/arson per property (town halls/civic centres)
PI 67	Incidence of vandalism/arson per property (other civic buildings/offices)
PI 68	Incidence of vandalism/arson per property (schools)
PI 69	Incidence of vandalism/arson per property (libraries)
PI 70	Incidence of vandalism/arson per property (leisure centres/halls)
PI 71	Incidence of vandalism/arson per property (social services facilities)
PI 72	Incidence of vandalism/arson per property (public conveniences)
PI 73	Incidence of vandalism/arson per property (workshops/depots)

### **Performance indicators (Stores operations)**

PI 74	Total number of lines held in stores
PI 75	(Table) - Value of stock utilised per annum
PI 76	Total value of stock held in the stores at any one time (31 <sup>st</sup> March)
PI 77	Percentage of the total stock value issued (held in stores as at March 31 <sup>st</sup> ) which is imprest stock
PI 78	Number of storekeeper posts
PI 79a	Number of storekeepers per manager/supervisor
PI 80	Percentage of store item returns made over the year
PI 81	Percentage of returns made due to poor quality or faults
PI 82	Percentage of returns made due to over-ordering
PI 83	Number of items of stock issued during the year
PI 84	Write off value of stock at the end of year

### Performance indicators 2018-19

#### Key performance indicators

- PI 01c** Percentage of bodies cremated the same day as service
- PI 01d** Percentage of bodies held over for cremation on a following day
- PI 02** Human resources and people management
- PI 03** Quality assurance and consultation process score
- PI 18** Hectares of cemetery land maintained per 10,000 head of population
- PI 19** Hectares of crematoria land maintained per 100 cremations
- PI 23a** Percentage of memorials inspected per year
- PI 23b** Percentage of memorials requiring inspection per year
- PI 23c** Percentage of memorials inspected during the year which required remedial work
- PI 23d** Percentage of memorials which required remedial work which were subsequently made safe
- PI 31a** Number of burials per FTE (all staff)
- PI 31b** Number of cremations per FTE (all staff)

#### Staff absence performance indicators (PI stacked bar chart / table)

- PI 24a** Percentage staff absence (all staff)
- PI 25a** Percentage staff absence (all staff excluding long term)
- PI 24b** Staff absence days (all staff) – Scotland only
- PI 24c** Percentage of staff that have no incidences of sickness absence in the year
- PI 25b** Staff absence days (all staff excluding long term) – Scotland only

#### Financial performance indicators

- PI 05** All staff costs as a percentage of total cost
- PI 06a** Front line staff costs as a percentage of total staff cost
- PI 06b** Management and admin staff costs as a percentage of total staff cost
- PI 07** All staff costs per disposal
- PI 10a** Net cost per disposal
- PI 10b** Net cost per disposal (burials)
- PI 10c** Net cost per disposal (cremations)
- PI 10d** Total (gross) cost per disposal (burials) (including CECs)
- PI 10e** Total (gross) cost per disposal (cremations) (including CECs)
- PI 10f** Total (gross) cost per disposal (burials) (excluding CECs)
- PI 10g** Total (gross) cost per disposal (cremations) (excluding CECs)
- PI 11a** Average income from all disposals
- PI 11b** Average income from all disposals (burials)
- PI 11c** Average income from all disposals (cremations)
- PI 12a** Memorial income per disposal
- PI 12b** Memorial income per disposal (burials)
- PI 12c** Memorial income per disposal (cremations)
- PI 13b** Price of exclusive rights of burial for 2 (per year)
- PI 14b** Price of a cremated remains plot (TABLE)
- PI 15** Price of a woodland grave
- PI 16** Price of an adult full body burial (6 foot)
- PI 17** Price of an adult cremation

## Cems and Crems

- PI 26** Cost of contracted grounds maintenance service per hectare of cemeteries and crematoria land
- PI 27a** Net cost of cemeteries service per head of population (including CEC)
- PI 27b** Net cost of crematoria service per head of population (including CEC)
- PI 27c** Net cost of total service per head of population (including CEC)
- PI 27d** Total (gross) cost of cemeteries service per head of population (including CEC)
- PI 27e** Total (gross) cost of crematoria service per head of population (including CEC)
- PI 27f** Total (gross) cost of cemeteries service per head of population (excluding CEC)
- PI 27g** Total (gross) cost of crematoria service per head of population (excluding CEC)
- PI 28a** Net cost of cemeteries service per household (including CEC)
- PI 28b** Net cost of crematoria service per household (including CEC)
- PI 28c** Net cost of total service per household (including CEC)
- PI 29** Central establishment charges as a percentage of total expenditure
- PI 30a** Memorial income as a percentage of total income for cemeteries
- PI 30b** Memorial income as a percentage of total income for crematoria
- PI 32** Cremator maintenance cost per cremation



# DMG Project

## Performance indicators – 2017/18

### Operational PIs

- PI 01a Percentage of urgent defects completed within stated timescales
- PI 02a Percentage of non-urgent defect repairs (Cat 2 – other) completed within stated timescales
- PI 02b Percentage of non-urgent defect repairs (Cat 2 – high) completed within stated timescales
- PI 02c Percentage of non-urgent defect repairs (Cat 2 - med) completed within stated timescales
- PI 02d Average number of days to repair non-urgent defects (Cat 2 - other)
- PI 03a Average number of days to repair street lighting fault
- PI 04a Percentage of street lights that are LED
- PI 05a Carriageway defects recorded per annum / km of network
- PI 06a All public enquiries per annum / km of network
- PI 06b Public enquiries on management system per annum / km of network
- PI 07a Third party claims received / km of network
- PI 08a Percentage of third party claims repudiated in current financial year
- PI 09a Percentage of third party claims settled/paid in current financial year
- PI 10a Total sum paid out to third parties as a result of third party claims in current financial year
- PI 11a Number of KSI casualties / km of network

### Revenue spend

- PI 12a Winter maintenance expenditure / length of treated network
- PI 13a Percentage of network treated - priority 1 & 2 networks
- PI 13b Percentage of network treated - priority 1 networks
- PI 13c Percentage of network treated - priority 2 networks
- PI 14a Revenue works budget / network length

### Capital spend

- PI 15a Bridges and structures capital spend / number of bridges & structures
- PI 16a LTP integrated transport block funding (DfT) / network length
- PI 17a Capital maintenance block funding (DfT) / network length
- PI 17b Total revenue/capital maintenance budget / network length

### Network condition

- PI 18a Percentage of routine safety inspections completed within the required time limit
- PI 19a Percentage of principal roads where maintenance should be planned (red)
- PI 20a Percentage of principal roads where maintenance should be investigated (amber)
- PI 21a Percentage of non principal B roads where maintenance should be planned (red)
- PI 22a Percentage of non principal B roads where maintenance should be investigated (amber)
- PI 23a Percentage of non principal C roads where maintenance should be planned (red)
- PI 24a Percentage of non principal C roads where maintenance should be investigated (amber)
- PI 25a Percentage of unclassified roads where maintenance should be planned (red)
- PI 26a Percentage of unclassified roads where maintenance should be investigated (amber)
- PI 27a Percentage of principal roads with skidding resistance above investigatory level (requiring investigation)
- PI 28a Percentage of non-principal roads with skidding resistance above investigatory level
- PI 29a Percentage of bridges requiring increase in live load capacity (requiring investigation)
- PI 30a Percentage of bridges with increased live load capacity in last 12 months

## **Staff**

- PI 31a Staff absence days / FTE
- PI 32a Operational staff only absence days / FTE
- PI 33a Training days / FTE

## **Health and safety**

- PI 34a RIDDOR accidents
- PI 35a RIDDOR accidents / FTE
- PI 36a Total accidents / FTE
- PI 37a Total days lost through accidents / FTE
- PI 38a Accident Incident Rate (AIR)

## **National Highways and Transport Survey**

- PI 39a NHT - More potholes and damaged roads compared to a year ago
- PI 40a NHT - Condition of road surfaces
- PI 41a NHT - Speed of repair to damaged roads and pavements
- PI 42a NHT - Quality of repair to damaged roads and pavements
- PI 43a NHT - How the council deals with potholes and damaged roads
- PI 44a NHT - How the council undertakes cold weather gritting and snow clearance
- PI 45a NHT - Provision of street lighting where needed
- PI 46a NHT - Speed of repair to street lights
- PI 47a NHT - Condition of pavements
- PI 48a NHT - Advanced warning of road works
- PI 49a NHT - Time taken to complete road works
- PI 50a NHT - Maintenance of highway verges/trees/shrubs
- PI 51a NHT - How the council deals with flooding on roads & pavements
- PI 52a NHT - Compared to a year ago would you say the council is doing more to repair local roads
- PI 53a NHT - How well informed do you feel about actions the council takes to repair roads

## **Apprentices**

- PI 54a Percentage of directly employed operation staff trained within apprenticeship schemes
- PI 54b Percentage of directly employed non-operation staff trained within apprenticeship schemes

## Catering – M PIs

### Performance indicators 2018-19

#### Uptake performance indicators

PI 04c	Primary school free meal uptake (all authorities)
PI 04d	Primary school free meal uptake absence adjusted (all authorities)
PI 05c	Special schools free meal uptake (all authorities)
PI 05d	Special schools free meal uptake absence adjusted (all authorities)
PI 06c	Secondary school free meal uptake (all authorities)
PI 06d	Secondary school free meal uptake absence adjusted (all authorities)
PI 08c	Primary school paid meal uptake (all authorities)
PI 08d	Primary school paid meal uptake absence adjusted (all authorities)
PI 09c	Special schools paid meal uptake (all authorities)
PI 09d	Special schools paid meal uptake absence adjusted (all authorities)
PI 10c	Secondary school paid meal uptake (all authorities)
PI 10d	Secondary school paid meal uptake absence adjusted (all authorities)
PI 36d	All meal uptake (secondary schools) – NI 52
PI 36e	All meal uptake (primary and special schools) – NI 52
PI 36f	All free meal uptake infants (KS1 / P1 – P3) (primary schools only)
PI 36g	All free meal uptake juniors (KS2 / P4 – P7) (primary schools only)
PI 36h	All paid meal uptake juniors (KS2 / P4 – P7) (primary schools only)
PI 41	Breakfast meal uptakes (TABLE)

#### Key cost performance indicators

PI 60a	Primary/special schools market share (TABLE)
PI 60b	Secondary schools market share (TABLE)
PI 11a	Total cost per lunchtime meal (excluding CEC)
PI 11b	Total cost per lunchtime meal (excluding premises costs and CEC)
PI 11c	Total cost per lunchtime meal - primary and special schools (excluding CEC)
PI 11d	Total cost per lunchtime meal - primary and special schools (excluding premises costs and CEC)
PI 11e	Total cost per lunchtime meal – secondary schools (excluding CEC)
PI 11f	Total cost per lunchtime meal - secondary schools (excluding premises costs and CEC)
PI 11g	Total cost per lunchtime meal - primary schools (excluding CEC)
PI 11h	Total cost per lunchtime meal - primary schools (excluding premises costs and CEC)
PI 12a	Total cost per lunchtime meal (including CEC)
PI 12b	Total cost per lunchtime meal (excluding premises costs but including CEC)
PI 12c	Total cost per lunchtime meal - primary and special schools (including CEC)
PI 12d	Total cost per lunchtime meal - primary and special schools (excluding premises costs but including CEC)
PI 12e	Total cost per lunchtime meal – secondary schools (including CEC)
PI 12f	Total cost per lunchtime meal – secondary schools (excluding premises costs but including CEC)
PI 12g	Total cost per lunchtime meal - primary schools (including CEC)
PI 12h	Total cost per lunchtime meal - primary schools (excluding premises costs but including CEC)
PI 43	Total cost per breakfast meal
PI 17a	Food only cost per lunchtime meal (primary and special schools)
PI 45	Food only cost per breakfast meal (excluding drinking milk)
PI 18	Direct costs per lunchtime meal (primary and special schools)
PI 31a	Subsidy per meal (all meals)
PI 31b	Subsidy per meal (excluding free meals)

## Catering – M PIs

PI 31c	Subsidy per lunchtime meal (excluding premises costs)
PI 31d	Subsidy per lunchtime meal (excluding free meals and premises costs)
PI 47	Subsidy per breakfast meal
PI 48	Cost to service provider per breakfast meal

### Price performance indicators

PI 01	Table – School pupil meal prices
PI 19	Average spend per paying pupil (secondary schools)

### Other cost and ratio performance indicators

PI 16a	Direct costs as a percentage of total cost
PI 16e	Direct costs as a percentage of total cost (primary and special schools)
PI 16f	Direct costs as a percentage of total cost (secondary schools)
PI 16b	Overhead ratio
PI 16g	Overhead ratio (primary and special schools)
PI 16h	Overhead ratio (secondary schools)
PI 16c	Direct costs as a percentage of total cost (excluding client costs)
PI 16d	Overhead ratio (excluding client costs)
PI 20	Unit staff cost ratio (secondary schools)
PI 21	Food only cost ratio (secondary schools)
PI 22	Management costs as a percentage of total staff costs
PI 26	Unit cost ratio (dedicated all age schools)
PI 27	Food only cost ratio (dedicated all age schools)
PI 59	CEC as a percentage of total cost

### Productivity performance indicators

PI 13	Primary school meals served per staff hour
PI 14	Special school meals served per staff hour
PI 15a	Primary and special school meals served per staff hour
PI 15b	Dedicated all age school meals served per staff hour
PI 29a	Staff absence (front line staff)
PI 29b	Staff absence - days lost per front line FTE (Scotland only)
PI 30a	Staff absence (all staff)
PI 30b	Staff absence - days lost per FTE (Scotland only)
PI 30c	Staff absence excluding long term (front line staff)
PI 30d	Staff absence – days lost per front line FTE excluding long term (Scotland only)

### Quality and personnel performance indicators

PI 23	Quality assurance and stakeholder consultation process
PI 24	Human resources and people management
PI 33	Stakeholder consultation surveys
PI 61	Customer perception and satisfaction

### Nutrition and healthy eating performance indicators

PI 35	Percentage of front line staff trained in food nutrition and health
PI 54	Percentage of schools offering a breakfast service

### Sustainable procurement and the environment performance indicators

PI 37	Percentage of food sourced from local suppliers
PI 39	Percentage of all staff trained in environmental issues
PI 40	Percentage of schools that do not use any disposable cutlery / crockery
PI 56	Percentage of schools that have set targets for reductions in energy consumption

## Catering – M PIs

### **Optional (on request) uptake performance indicators**

PI 01c	Average price of a breakfast meal (all schools)
PI 25	Average spend per paying pupil (dedicated all age schools)
PI 03c	All free meal uptake (all authorities)
PI 07c	All paid meal uptake (all authorities)
PI 07d	All paid meal uptake absence adjusted (all authorities)
PI 36a	All meal uptake (all schools)
PI 36b	All meal uptake (primary schools)
PI 36c	All meal uptake (special schools)
PI 53	Primary and special school breakfast meals served per staff hour
PI 57a	Dedicated all age schools free meal uptake (all authorities) <i>[was PI 06b]</i>
PI 57b	Dedicated all age schools free meal uptake absence adjusted (all authorities)
PI 58a	Dedicated all age schools paid meal uptake (all authorities) <i>[was PI 10b]</i>
PI 58b	Dedicated all age schools paid meal uptake absence adjusted (all authorities)
PI 36i	All free meal uptake infants (KS1 / P1 – P3) (primary, special and DAA schools)
PI 36j	All free meal uptake juniors (KS2 / P4 – P7) (primary, special and DAA schools)
PI 36k	All paid meal uptake juniors (KS2 / P4 – P7) (primary, and special schools)

# Environmental health

## Performance indicators 2018-19

### Whole service

- PI 40 table** Total cost of Environmental Health service (Management, Operational staff, admin staff, Transport, Premises, Supplies & services, Sub contractors, Departmental admin, Income)
- PI 41 table** Net cost by service areas
- PI 01a** Net cost of service per head of population
- PI 01b** Net cost per head of population (including CEC)
- PI 02** Inspection/operational staff cost per head of population
- PI 03** Total staff cost as a percentage of total expenditure
- PI 04** Total transport cost as a percentage of total expenditure
- PI 05** Total income as a percentage of total expenditure
- PI 06** Customer satisfaction index
- PI 08a** Percentage staff absence (all staff)
- PI 09a** Staff absence days per FTE – Scotland only
- PI 08b** Percentage staff absence (all staff) (excluding long term)
- PI 09b** Staff absence days per FTE – Scotland only (excluding long term)

### Food hygiene

- PI 10** Net cost of food hygiene service per head of population
- PI 50** [Net cost of food hygiene service per registered premises](#)
- PI 11** Total number of category A, B and C premises per FTE
- PI 12** Total number of inspections (category A - E premises) per FTE
- PI 13** Number of broadly compliant premises as a percentage of all premises
- PI 14a** Percentage of food premises assessed and awarded a pass under FHIS
- PI 14b** Percentage of food premises assessed and awarded rating 1-5 under FHFS (excluding Scotland)
- PI 16a** Number of food hygiene complaints (excluding food poisoning) per 1,000 premises

### Food standards

- PI 16b** Number of food standards complaints per 1,000 premises
- PI 17** Net cost of food standards service per head of population
- PI 51** [Net cost of food standards service per registered premises](#)
- PI 18** Total number of category A and B premises per FTE
- PI 19** Total number of inspections (category A - C premises) per FTE

### Health and safety

- PI 20** Net cost of health and safety service per head of population
- PI 21** Total number of premises per FTE
- PI 22** Number of Proactive Premise Inspections as a percentage of total premises within jurisdiction
- PI 23** Number of non-inspection interventions as a percentage of total premises within jurisdiction

### Noise

- PI 29a** Net cost of noise service per head of population (excluding ASB)
- PI 31** Number of noise complaints resolved without need for attendance
- PI 34** Average time (in days) between time of complaint and attendance on site, for those requiring attendance
- PI 32** Number of noise complaints received requiring attendance on site

## Environmental health

### Anti-social behaviour noise

- PI 29b** Net cost of ASB noise service per head of population: ASB Noise income
- PI 33** Number of noise complaints received that were dealt with under the antisocial behaviour act (part V in Scotland / part IV in England and Wales)
- PI 35** Average time (hours) between time of complaint and attendance on site, for those dealt with under the ASB Act 2004

### Enforcement

- PI 36** Notices and fly tipping - table
- PI 38** Nuisance vehicles reported, inspected, assessed as abandoned, removed and notices issued – table
- PI 42** Number of incidents of fly-tipping/dumps per 1,000 households

# Market operations

## Performance indicators 2018-19

### Key performance indicators

- PI 02a Occupancy levels (percentage of units let / units available)
- PI 06a Percentage of businesses new to the market during the year
- PI 07a Percentage of businesses leaving the market during the year
- PI 08a Recycling rates
- PI 13a Quality assurance and consultation processes
- PI 14a Human resources and people management processes
- PI 17a Customer satisfaction surveys undertaken

### Financial performance indicators

- PI 01b Financial performance (percentage over/under financial target) excluding CEC's
- PI 09a Cost per square metre cleaned
- PI 09b Cost per square metre cleaned/trading days (TABLE ONLY)
- PI 11a Staff costs as a percentage of total cost
- PI 12a CEC as a percentage of total cost
- PI 16a Waste disposal cost as a percentage of total cost
- PI 19a Advertising and marketing costs as a percentage of total costs
- PI 20a Net cost per let unit (annualised)

### Indoor market only performance indicators

- PI 03a Void levels (indoor)
- PI 04b Void turnaround times (indoor) (days)
- PI 15a Number of indoor market visits per operating day
- PI 15b Number of indoor market visits per trader
- PI 15c Number of indoor market visits per lettable unit
- PI 15d Number of indoor market visits per let unit (annualised)
- PI 15e Number of indoor market visits per head of population
- PI 15f Number of indoor market visits per head of population within catchment area (default 20 min drive time)

### Staffing Performance Indicators

- PI 10a FTE staff per 1,000 square metre of trading area
- PI 18a Percentage staff absence
- PI 18b Staff absence days (Scotland only)
- PI 18c Percentage staff absence excluding long term



# Parks, open spaces & horticultural services

## Performance indicators 2018-19

### Key performance indicators

- PI 30 Hectares of maintained public open space per 1,000 head of population
- PI 12 Number of hectares maintained per FTE front line employee
- PI 13a Percentage staff absence
- PI 13c Staff absence days – Scotland only
- PI 15 Quality assurance and consultation process score
- PI 16 Human resources and people management
- PI 22 Customer satisfaction
- PI 38 Community/customer surveys undertaken
- PI 23 Output specification
- PI 34 Environmental practices
- PI 18a Local authority playgrounds per 1,000 children
- PI 18b Local authority and community playgrounds per 1,000 children

### LAMS performance indicators

- PI L02 LAMS percentage of sites classed as acceptable (grounds maintenance)
- PI L03 LAMS percentage of sites classed as acceptable (litter)
- PI L04 LAMS percentage of sites classed as grade A (fly tipping)
- PI L05 LAMS percentage of sites classed as acceptable (dog fouling)
- PI L06 LAMS percentage of sites where bins were over flowing
- PI L07 LAMS percentage of sites containing bins classed as acceptable (bin structure)
- PI L08 LAMS percentage of sites containing bins classed as acceptable (bin cleanliness)
- PI L09 LAMS percentage of sites classed as unacceptable (hard surface weeds)

### Key cost performance indicators

- PI 43a Maintenance cost per household (including CEC)
- PI 43b Maintenance cost per household (excluding CEC)
- PI 41a Maintenance cost per hectare of maintained land (including CEC)
- PI 41b Maintenance cost per hectare of maintained land (excluding CEC)
- PI 42a Maintenance cost per 1,000 head of population (including CEC)
- PI 42b Maintenance cost per 1,000 head of population (excluding CEC)
- PI 21a Cost of service per household (including CEC)
- PI 21b Cost of service per household (excluding CEC)
- PI 02a Cost of service per hectare of maintained land (including CEC)
- PI 02b Cost of service per hectare of maintained land (excluding CEC)
- PI 17a Cost of service per 1,000 head of population (including CEC)
- PI 17b Cost of service per 1,000 head of population (excluding CEC)

### Secondary performance indicators

- PI 13b Percentage staff absence (excluding long term)
- PI 13d Staff absence days (excluding long term) – Scotland only
- PI 14 Total staff costs as a percentage of total cost
- PI 26 Front line staff costs as a percentage of total cost
- PI 27 Number of FTE non front line employees per 100 hectares maintained
- PI 31 Central establishment charges as a percentage of total expenditure
- PI 32 Hectareage of local nature reserves (LNR) per 1,000 head of population
- PI 37 Average NPFA play value score of children's playgrounds
- PI 40 Number of public events per 1000 head of population
- PI 39 Countryside management

# Refuse collection

## Performance indicators 2018-19

### Key performance indicators

- PI 01c** Cost of refuse collection service per household (excluding landfill tax & waste disposal)
- PI 02c** Cost of refuse collection service per household (excluding landfill tax & waste disposal & CEC)
- PI 03a** Net cost of recycling per household
- PI 03b** Tonnes of domestic waste sent/collected for recycling per household (Scotland only):
- PI 03g** Tonnes of domestic waste sent/collected for recycling per 1,000 head of population (Scotland only)
- PI 03d** Cost of recycling per household covered by kerbside recycling collections (including CEC)
- PI 03e** Tonnes of domestic waste recycled per household
- PI 03f** Kg of domestic waste recycled per head of population
- PI 03h** Tonnes of domestic waste recycled per 1,000 head of population (Scotland only)
- PI 03i** Net cost of recycling per household (excluding CECs)
- PI 11** Percentage of households covered by kerbside recycling collections
- PI 12a** Percentage of total waste collected which is sent for recycling (Scotland only)
- PI 12b** Percentage of household waste collected which is actually composted
- PI 12c** Percentage recovery of energy from household waste collected (Excluding Scotland; Unitary only)
- PI 12g** Percentage recovery of energy from total waste collected (Wales only)
- PI 12f** Percentage of total waste collected which is actually recycled (Unitary only)
- PI 17** Customer satisfaction surveys
- PI 32a** Kg of residual household waste landfilled per annum per head of population (Unitary authorities only)
- PI 32e** Tonnage of residual household waste sent to landfill per annum per 1,000 head of population (Scotland only)
- PI 32d** Kg of residual household waste landfilled per annum per household (Unitary authorities only)
- PI 32f** Tonnage of residual household waste sent to landfill per annum per household (Scotland only)

### Other cost performance indicators

- PI 01d** Cost of refuse collection service per head of population (excluding landfill tax & waste disposal)
- PI 02d** Cost of refuse collection service per head of population (excluding landfill tax & waste disposal & CEC)
- PI 08b** Total labour costs as a percentage of total expenditure (excluding waste disposal costs)
- PI 08c** **Total labour costs as a percentage of total expenditure (excluding waste disposal costs & CEC)**
- PI 10b** Transport cost as a percentage of total expenditure (excluding waste disposal costs)

## Refuse collection

**PI 10c Transport cost as a percentage of total expenditure (excluding waste disposal costs & CEC)**

**PI 18b** Front line labour costs as a percentage of total expenditure (excluding waste disposal costs)

**PI 18c Front line labour costs as a percentage of total expenditure (excluding waste disposal costs & CEC)**

**PI 29b** Central establishment charges as a percentage of total expenditure

**PI 30b** Average cost per FTE front line vehicle

**PI 31c** Cost of recycling household waste per tonne (tonnes sent/collected for recycling)(Scotland only)

**PI 31d** Cost of recycling household waste per tonne (tonnes actually recycled)

**PI 07b** Percentage profit achieved by providing trade waste service

**PI 27** Cost per household excluding trade waste costs

**PI 37** Cost of domestic waste disposal per household

**PI 38** Cost of municipal waste disposal per household

### Customer service performance indicators

**PI 15** Quality assurance and consultation process

**PI 16** Human resources and people management

**PI 33** Community / customer surveys undertaken

### Efficiency performance indicators

**PI 22a** Missed collections per 100,000 collections (full year)

**PI 22b** Missed collections per 100,000 collections (Apr – Sep)

**PI 22c** Missed domestic residual waste collections (full year) per 100,000 collections

**PI 22d** Missed domestic residual waste collections (April - September) per 100,000 collections

**PI 22e** Missed separate recycling collections (full year) per 100,000 collections

**PI 22f** Missed separate recycling collections (April - September) per 100,000 collections

**PI 04a** Trade waste contracts (charged) as a percentage of available market

**PI 04b** Number of trade waste agreements for recycling (free or charged)

**PI 04c** Percentage change in trade waste contracts

**PI 34** Average numbers of lifts per collection round

**PI 35a** Litres of fuel used annually in refuse collection vehicles per 1,000 head of population

**PI 35b** Table - Average distance in miles to disposal site

**PI 20a** Staff absence (all employees)

**PI 20b** Staff absence - days lost per FTE (Scotland only)

### Other recycling performance indicators

**PI 32b** Percentage of residual household waste landfilled per annum (Unitary authorities only)

**PI 32g** Percentage of residual household waste collected for/sent to landfill per annum (Scotland only)

**PI 32c** Percentage of municipal waste collected for/sent to landfill per annum (Scotland only)

# Road/highway asset management

## Performance indicators 2018-19

### Carriageway asset PIs

#### Safety

PI 03a	Percentage of Cat 1 defects made safe within response times
PI 39a	Percentage of safety inspections completed on time
PI 39b	Percentage of planned KM of safety inspections completed
PI 114	Percentage of maintained network subject to salting regime
PI 62	Kg of salt used per km of road treated

#### Condition/Asset Preservation

PI 40	Percentage of carriageway length to be considered for maintenance treatment (Scotland only)
PI 41a	Percentage of carriageway length treated
PI 41b	Percentage of carriageway length treated (calculated from treatment types)
PI 41c	Percentage of carriageway square metres treated (calculated from treatment types)
PI 02b	Condition of principal roads (TRACS type surveys - England and Wales only)
PI 02c	Condition of all non principal roads (England and Wales only)
PI 02e	Condition of non principal roads (Class B - England and Wales only)
PI 02f	Condition of non principal roads (Class C - England and Wales only)
PI 02g	Condition of unclassified roads (England and Wales only)
PI 02d	Condition of 'A' class carriageways (SRMCS type surveys - Scotland only)
PI 02h	Condition of 'B' class carriageways (SRMCS type surveys - Scotland only)
PI 02i	Condition of 'C' class carriageways (SRMCS type surveys - Scotland only)
PI 02j	Condition of unclassified carriageways (SRMCS type surveys - Scotland only)
PI 28	Number of category one defects per km of maintained carriageway
PI 29	Percentage change in number of category one defects
PI 34	Percentage of category 2 (high) repairs repaired within timescale

#### Third party claims

PI 31b	Percentage change in number of non-repudiated third party claims in last 3 years compared to previous 3 year period (carriageways)
--------	--

#### Financial

PI 15b	Percentage of total carriageways function cost (revenue and capital) spent directly on carriageway repairs
PI 42a	Total carriageway maintenance expenditure by carriageway network length
PI 42b	Carriageway contractor maintenance expenditure by carriageway network length
PI 42c	Total carriageway maintenance expenditure by square metres of carriageway area treated
PI 44	Actual investment as a % of steady state figure (Scotland only)
PI 23	Percentage of roads/highways fabric maintenance expenditure that was spent on carriageways
PI 32	Service cost per gully
PI 43	Total cost for carriageway winter maintenance treatment over the entire winter period divided by the total carriageway network length
PI 57a	Total cost per km of carriageway travelled for precautionary treatment
PI 57b	Total cost per Km of carriageway treated for precautionary salting
PI 36b	Ratio of annual carriageway claims costs to structural expenditure
PI 63	Total expenditure by carriageway network length

## Road/highway asset management

### Footway asset PIs

#### Safety

PI 45a	Percentage of Cat 1 defects made safe within response times
PI 46a	Percentage of safety inspections completed on time
PI 46b	Percentage of planned KM of safety inspections completed
PI 113	Percentage of footways subject to precautionary salting treatment

#### Condition/Asset Preservation

PI 47	Percentage of footway length to be considered for maintenance treatment
PI 48a	Percentage of footway length treated
PI 48b	Percentage of footway length treated (calculated from treatment types)
PI 48c	Percentage of footway square metres treated (calculated from treatment types)

#### Third party claims

PI 31c	Percentage change in number of non-repudiated third party claims in last 3 years compared to previous 3 year period (Footways)
--------	--

#### Financial

PI 15c	Percentage of total footways function cost (revenue and capital) spent directly on footways repairs
PI 49a	Total footway maintenance expenditure by footway network length
PI 49b	Total footway contractor maintenance expenditure by footway network length
PI 49c	Total footway maintenance expenditure by square metres of footway area treated
PI 24	Percentage of roads/highways fabric maintenance expenditure that was spent on footways
PI 50	Total cost for footway winter maintenance treatment over the entire winter period divided by the total footway network length
PI 58	Total cost per km of footway travelled for precautionary treatment
PI 36c	Ratio of annual footway claims costs to structural expenditure

### Traffic management system PIs

#### Safety

PI 55	Percentage of faults rectified within target time
PI 56	Percentage of faults rectified on first visit

### Bridges and structures PIs

#### Safety

PI 300	Percentage of principal inspections completed on time
PI 301	Percentage of general inspections completed on time

#### Condition/Asset Preservation

PI 302	Bridge Stock Condition Indicator - average BS <sub>Clav</sub>
PI 303	Bridge Stock Condition Indicator - critical BS <sub>Ccrit</sub>

## Road/highway asset management

### Functionality

- PI 304 Percentage of Council owned bridges failing European standards  
PI 305 Percentage of Council road bridges with unacceptable height, weight or width restriction

### Financial

- PI 306 Annual budget allocated as a % of cost of identified work (from AMP) - Scotland only  
PI 307 Percentage of allocated budget spent per annum - Scotland only  
PI 308 Cost of identified potential work as a % of total structures valuation - Scotland only

## All asset types amalgamated PIs

### Customer service

- PI 37 Percentage of customer enquiries/requests for service closed off within council's own identified response times  
PI 61 Percentage of enquiries made under the Freedom of Information Act that were dealt with within the allowable time

### Safety

- PI 59 Percentage of Cat 1 defects made safe within response times (carriageways and footways)  
PI 60 Km inspected per Safety Inspector (carriageways and footways)

### Financial

- PI 15a Percentage of total roads/highways function cost (revenue and capital) spent directly on roads/highways repairs  
PI 16 Percentage of actual maintenance expenditure (carriageways and footways) which is planned  
PI 17 Percentage of actual maintenance expenditure (carriageways and footways) that is reactive  
PI 52 Percentage of actual maintenance expenditure (carriageways and footways) that is routine  
PI 35 Client cost ratio  
PI 36a Ratio of annual claims costs to structural expenditure

### Staff absence

- PI 54a Percentage staff absence - all staff

### Third party claims

- PI 31a Percentage change in number of non-repudiated third party claims in last 3 years compared to previous 3 year period

# Sports and leisure

## Performance indicators 2018-19

### Key performance indicators

- PI 02a Subsidy per visit excluding central / corporate costs (includes non-participatory usage but excludes free school use)
- PI 02b Subsidy per visit excluding central / corporate costs (excludes non-participatory usage and excludes free school use)
- PI 11a Subsidy per visit excluding central / corporate costs (includes non-participatory usage and includes free school use)
- PI 11b Subsidy per visit excluding central / corporate costs (excludes non-participatory usage but includes free school use)
- PI 03 Operational recovery ratio (excluding central / corporate costs)
- PI 04 Customer spend per head
- PI 06 Subsidy per opening hour (excluding central / corporate costs)
- PI 20 Customer satisfaction
- PI 31 Usage per opening hour
- PI 41 Management fee per visit (includes non participatory usage but excludes free school use)

### Other cost performance indicators

- PI 07 Staff costs per admission
- PI 13 Net cost per head of population (excluding central / corporate costs)
- PI 14 Net cost per household within catchment area (excluding central / corporate costs)
- PI 08 Staff costs as a percentage of earned income
- PI 09 Staff costs as a percentage of total expenditure
- PI 21 Customer spend per visit (including all catering income)
- PI 22 Customer spend per visit (excluding all catering income)
- PI 24 Secondary spend per user (catering income included)
- PI 23 Secondary spend as a percentage of total income (including all catering income)
- PI 25 Catering income as a percentage of catering costs

### Other usage performance indicators

- PI 29 Usage per household within catchment area
- PI 47 Average length of membership
- PI 49 Membership attrition rate

### Energy performance indicators

- PI 42b Electricity usage per facility user
- PI 42d Gas usage per facility user
- PI 42e Water usage per 1,000 facility users
- PI 42f Energy cost per user
- PI 46a Electricity consumption per square metre
- PI 46b Gas consumption per square metre
- PI 46c Water consumption per square metre

### Other staffing performance indicators

- PI 26a Percentage staff absence
- PI 26b Staff absence days per front line FTE (Scotland only)
- PI 30a Percentage staff absence excluding long term
- PI 30b Staff absence days per front line FTE excluding long term (Scotland only)
- PI 43 Staff hours per opening hour
- PI 44 Usage per staff hour

### Customer satisfaction performance indicators

- PI 45 Net Promoter Score
- PI 50 Customer satisfaction surveys

# Street cleansing

## Performance indicators 2018-19

### Key performance indicators

- PI 03 Cost of street cleansing service per household (including CEC)
- PI 04 Cost of street cleansing service per household (excluding CEC)
- PI 20 Customer satisfaction surveys
- PI 39 Community/customer survey undertaken
- PI 37a Percentage of sites surveyed falling below grade b for cleanliness (England only)
- PI 37b Percentage of sites surveyed falling below grade b for cleanliness (England only)
- PI 37e LEAMS cleanliness index score assessed by Keep Wales Tidy
- PI 37g LEAMS cleanliness index score from self inspections (Wales only)
- PI 37h LEAMS cleanliness index score assessed by Keep Scotland Beautiful (Rural/Mixed)
- PI 37i LEAMS cleanliness index score assessed by Keep Scotland Beautiful (Urban)
- PI 37j LEAMS cleanliness index score from self inspections (Scotland only – Rural/mixed)
- PI 37k LEAMS cleanliness index score from self inspections (Scotland only – Urban)
- PI 37l Percentage of sites surveyed which were assessed as acceptably clean by Keep Wales Tidy (Wales only)
- PI 37m Percentage of sites surveyed which were assessed as acceptably clean by Keep Scotland Beautiful (Scotland only)
- PI 44a Quality Indicator (England)
- PI 44b Quality Indicator (Scotland) Rural / mixed
- PI 44c Quality Indicator (Scotland) Urban
- PI 44d Quality Indicator (Wales)

### LAMS performance indicators

- PI L02 LAMS percentage of sites classed as acceptable (combined litter and detritus)
- PI L04 Percentage of sites classed as acceptable (litter)
- PI L05 Percentage of sites classed as grade A (fly tipping)
- PI L06 Percentage of sites classed as acceptable (dog fouling)
- PI L07 Percentage of sites where bins were over flowing
- PI L08 Percentage of sites classed as acceptable (bin structure)
- PI L09 Percentage of sites classed as acceptable (bin cleanliness)
- PI L10 Percentage of sites classed as unacceptable (hard surface weeds)**
- PI L11 Percentage of sites classed as unacceptable (detritus)**

### Other cost performance indicators

- PI 06 Total staff costs as a percentage of total expenditure
- PI 08 Transport costs as a percentage of total expenditure
- PI 21 Front-line staff costs as percentage of total staff costs
- PI 19 Cost of street cleansing service per head of population (including CEC)
- PI 05 Cost of street cleansing service per head of population (excluding CEC)
- PI 33 Front-line staff costs as a percentage of total expenditure
- PI 15 Net cost per public convenience site
- PI 14 Cost per gully per annum
- PI 38 Central establishment charges as a percentage of total expenditure
- PI 40 Percentage of the street cleansing budget allocated to education and publicity of initiatives



# Street cleansing

## **Customer service performance indicators**

- PI 17 Quality assurance and community consultation
- PI 18 Human resources and people management

## **Staff absence performance indicators**

- PI 22a Staff absence (all staff)
- PI 22b Staff absence - days lost per FTE (Scotland only)

## **Environmental performance indicators**

- PI 16 Nuisance vehicles reported, inspected, assessed as abandoned, removed and notices issued – table

### **PI 25a Number of litter offence notices issued per 1,000 head of population (reintroduced for 18-19)**

- PI 25 Fly tipping incidence, litter offences and dog fouling notices
- PI 25d Number of incidents of fly-tipping/dumps per 1,000 households (from DEFRA fly-capture database)
- PI 43 Percentage of street cleansing waste that is recycled
- PI 45 Graffiti removal and monitoring – table

## Street lighting

### Performance indicators 2018-19

#### Safety

PI 39 Percentage of columns with a valid Structural Test Certificate

PI 40 Percentage of street lights with a valid Electrical Test Certificate

#### Condition/Asset Preservation

PI 29a Routine faults as a percentage of street lighting stock

#### Asset information

PI 19 Percentage of street lamps that are controlled by electronic gear

PI 44 Percentage of street lamps that are LED

#### Customer service

PI 03 Percentage of lamps restored to working condition within 7 days

PI 20 Average time to restore lamps to working order

PI 04 Average time to restore lamps (authority only)

PI 05 Average time to restore lamps (electricity supplier)

PI 22 Percentage of faults repaired by regional electricity supplier within SLA/agreed timescale

PI 27 Public telephone calls/contacts as a percentage of faults

PI 28 Public telephone calls/contacts as a percentage of street light

#### Financial

PI 35 Actual capital investment as a percentage of annual depreciation (Scotland only)

PI 36 Depreciated replacement cost (DRC) as a percentage of gross replacement cost (GRC)

PI 33 Average cost per routine fault repair

PI 34a Annual cost of night inspecting a street light

PI 34b Individual cost of night inspecting a street light

PI 42 Revenue allocation per street light excluding electricity costs

PI 43 Capital allocation per street light – replacement

PI 01a Average cost of maintaining street lights

PI 01b Average cost of maintaining street lights excluding bulk/capital replacement

PI 01c Total investment in infrastructure per street light

PI 06a Energy cost per street lamp

PI 06b Energy cost per street lamp and illuminated sign

#### Environmental

PI 18b Average annual electricity consumption per street light

PI 37a CO2 emissions (Kg) per head of population:

PI 37b CO2 emissions (Kg) per street light

PI 38b Percentage of street lamps that are dimmable only

PI 38d Percentage of street lamps which had a registered dimming regime

PI 38c Percentage of street lamps that are part night lighting

## Trading standards

### Performance indicators 2018-19

#### Key performance indicators

- PI 01a** Gross cost of Trading Standards service per 1,000 head of population (excluding CECs)
- PI 01b** Gross cost of Trading Standards service per 1,000 head of population (including CECs)
- PI 02a** Net cost of Trading Standards service per 1,000 head of population (excluding CECs)
- PI 02b** Net cost of Trading Standards service per 1,000 head of population (including CECs)

#### Customer / consumer relations

- PI 05** Percentage of customers satisfied with service ('very satisfied' or 'fairly satisfied') provided by the consumer complaint service
- PI 06** Percentage of customers who felt that our intervention helped them to better manage their business
- PI 07** Percentage of consumer complaints completed within 14 days where an intervention took place
- PI 08** Percentage of business requests completed within 14 days

#### Inspection and intervention

- PI 09** Percentage of premises due an inspection that were inspected within the reporting period
- PI 10** Percentage of new [traded services](#) which have been risk-rated (e.g. by inspection, desk-top assessment, self-audit etc.) within 3 months of coming to the attention of the authority
- PI 19** Percentage of non-compliant businesses brought into compliance within 30 days
- PI 20a** [Percentage of tobacco and NVP retailers from whom at least one test purchase was made](#)
- PI 21a** [Percentage of tobacco sales made to age restricted persons](#)
- PI 21b** [Percentage of NVP sales made to age restricted persons](#)
- PI 22a** [Percentage of failures under initial test purchase of tobacco/NVP's](#)
- PI 23a** [Percentage of tobacco and NVP retailers given advice](#)

#### Staffing and staff development

- PI 14** Average number of hours per officer per annum on continued professional development
- PI 15b** Percentage short term staff absence (all trading standards employees) - excluding Scotland
- PI 16b** Percentage long term staff absence (all trading standards employees) - excluding Scotland
- PI 17b** Days per employee short term staff absence (all trading standards employees) - Scotland only
- PI 18b** [Days per employee staff absence \(including long term absence\)](#) (all trading standards employees) - Scotland only

# Transport operations and vehicle maintenance

## Performance indicators 2018-19

### Qualitative performance indicators

PI 66b	No of weighted vehicle units (adjusted for direct maintenance) maintained per fitter per annum
PI 72b	No of weighted vehicle units (adjusted for direct maintenance) maintained per fitter per annum (excluding miscellaneous group)
PI 67a	Percentage staff absence (fitters / tradespeople)
PI 67b	FTE staff absence days (fitters / tradespeople) - Scotland only
PI 68	Number of days hire vehicles' used (per vehicle on fleet) to cover for vehicles in workshop as a result of non fair wear & tear
PI 70	Quality assurance and consultation
PI 71	Human resources and people management
PI 78	Good practice and consultation:

### Transport operations performance indicators

PI 73b	Percentage of vehicles passing DVSA test first time (DVSA statistics)
PI 74	Percentage of vehicles serviced within 7 days of schedule
PI 110	Percentage of council vehicles requiring an Operators Licence
PI 111	Number of PG9 notices issued by DVSA per 100 council vehicles
PI 116	Number of motor vehicle accidents/incidents reported per 100 vehicles

Available on request

PI 112	Number of overloading incidents identified per 100 council vehicles monitored
PI 113	Number of overloading prosecutions per 100 council vehicles
PI 114	Number of speeding fines / penalties per 100 council vehicles
PI 115	Number of parking tickets / notices per 100 council vehicles

### Group 1 vehicles – cars and car derived vans

PI 14	Contract maintenance hire charge – supply and maintain
PI 27	Annual maintenance cost per weighted vehicle unit
PI 118	Percentage of maintenance cost attributable to non fair wear & tear
PI 128	Labour input hours per weighted vehicle

### Group 2 vehicles – vans up to 3,500kg GVW

PI 15	Contract maintenance hire charge – supply and maintain
PI 28	Annual maintenance cost per weighted vehicle unit
PI 119	Percentage of maintenance cost attributable to non fair wear & tear
PI 129	Labour input hours per weighted vehicle

### Group 3 vehicles – trucks and tippers up to 3,500kg GVW

PI 16	Contract maintenance hire charge – supply and maintain
PI 29	Annual maintenance cost per weighted vehicle unit
PI 120	Percentage of maintenance cost attributable to non fair wear & tear
PI 130	Labour input hours per weighted vehicle

### Group 4 vehicles – vans, trucks and tippers 3,501 to 7,500kg GVW

PI 17	Contract maintenance hire charge – supply and maintain
PI 30	Annual maintenance cost per weighted vehicle unit
PI 121	Percentage of maintenance cost attributable to non fair wear & tear
PI 131	Labour input hours per weighted vehicle

## Transport operations and vehicle maintenance

### **Group 5 vehicles – vans, trucks and tippers 7,501 to 18,000kg GVW**

PI 18	Contract maintenance hire charge – supply and maintain
PI 31	Annual maintenance cost per weighted vehicle unit
PI 122	Percentage of maintenance cost attributable to non fair wear & tear
PI 132	Labour input hours per weighted vehicle

### **Group 7 vehicles – minibuses up to 17 seater**

PI 20	Contract maintenance hire charge – supply and maintain
PI 33	Annual maintenance cost per weighted vehicle unit
PI 123	Percentage of maintenance cost attributable to non fair wear & tear
PI 133	Labour input hours per weighted vehicle

### **Group 8 vehicles – medium coaches including welfare accessible buses**

PI 21	Contract maintenance hire charge – supply and maintain
PI 34	Annual maintenance cost per weighted vehicle unit
PI 124	Percentage of maintenance cost attributable to non fair wear & tear
PI 134	Labour input hours per weighted vehicle

### **Group 9 vehicles – sweepers over 12,000kg GVW**

PI 22	Contract maintenance hire charge – supply and maintain
PI 35	Annual maintenance cost per weighted vehicle unit
PI 125	Percentage of maintenance cost attributable to non fair wear & tear
PI 135	Labour input hours per weighted vehicle

### **Group 11 vehicles – 3 axle refuse collection vehicles with bin lift**

PI 24	Contract maintenance hire charge – supply and maintain
PI 37	Annual maintenance cost per weighted vehicle unit
PI 126	Percentage of maintenance cost attributable to non fair wear & tear
PI 136	Labour input hours per weighted vehicle

### **Group 16 vehicles – sweepers up to 12,00kg GVW**

PI 25	Contract maintenance hire charge – supply and maintain
PI 38	Annual maintenance cost per weighted vehicle unit
PI 127	Percentage of maintenance cost attributable to non fair wear & tear
PI 137	Labour input hours per weighted vehicle

### **Labour input hours (fair wear and tear) per weighted vehicle (adjusted for direct maintenance)**

PI 138	Average labour input hours (fair wear and tear) per weighted vehicle (adjusted for direct maintenance) all groups
--------	---

### **Passenger transport performance indicators**

PI 106	Percentage of people who spend less than 1 hour on board day care transport per trip
PI 107	Percentage of journeys to school on time
PI 108	Percentage of fleet capacity used
PI 109	Percentage of referrals for transport that are assessed and with provision of transport within 3 to 5 days of receipt of referral

## Transport operations and vehicle maintenance

### **Pence per mile (contract maintenance) performance indicator tables**

PI 80	Group 1 - Cars and car derived vans
PI 81	Group 2 - Vans up to 3,500 kg
PI 82	Group 3 - Trucks and tippers up to 3,500 kg
PI 83	Group 4 - Vans, trucks and tippers between 3,501 and 7,500 kg
PI 84	Group 5 - Vans, trucks and tippers between 7,501 and 18,000 kg
PI 86	Group 7 - Minibuses up to 17 seater
PI 87	Group 8 - Medium coaches including welfare and accessible buses
PI 88	Group 9 - Sweepers over 12,000 kg
PI 90	Group 11 - 3 axle refuse vehicles (with bin lift)
PI 91	Group 16 - Sweepers up to 12,000 kg GVW

### **Pence per mile (maintenance cost only) performance indicator tables**

PI 93	Group 1 - Cars and car derived vans
PI 94	Group 2 - Vans up to 3,500 kg
PI 95	Group 3 - Trucks and tippers up to 3,500 kg
PI 96	Group 4 - Vans, trucks and tippers between 3,501 and 7,500 kg
PI 97	Group 5 - Vans, trucks and tippers between 7,501 and 18,000 kg
PI 99	Group 7 - Minibuses up to 17 seater
PI 100	Group 8 - Medium coaches including welfare and accessible buses
PI 101	Group 9 - Sweepers over 12,000 kg
PI 103	Group 11 - 3 axle refuse vehicles (with bin lift)
PI 104	Group 16 - Sweepers up to 12,000 kg GVW