

Highways Benchmarking 2020/21

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What is Benchmarking Data Providing ?

- Demonstrate the impact and consequences of COVID-19
- Learn how comparable local authorities are meeting the challenges
- Evidence gathering for service reviews
- Following any Service review, demonstrate the achieved changes in cost, operational, network condition and customer satisfaction
- Facilitates the compilation of annual action/improvement plans
- Is The Service providing “ Value For Money “ ?
- Evidence of effective delivery

2020/21 A Challenging Year !!

- Access To Centrally Held Data
- Ability To Collate Data From Different Specialisms
- Pressure On Staff In Maintaining Some Performance Framework Information
- Departure Of Key/Experienced Staff

Training Available

- Data Input
- Data Analysis
- 2 hour Sessions : held Virtually Or In Person
- Free To APSE Performance Networks

Considerations For Submitting Your Data

- Identify The “Responsible Officer “
- Identify Data Owners (different specialisms)
- Inform Data Owners Of Deadline Dates
- Finalise Your Methodology Identify data input
- Formulate Contingency Plan For Absence
- Attend Knowledge Exchange Meetings

Building cleaning performance indicator standings: Family group report

Name of authority
PIN
Family group

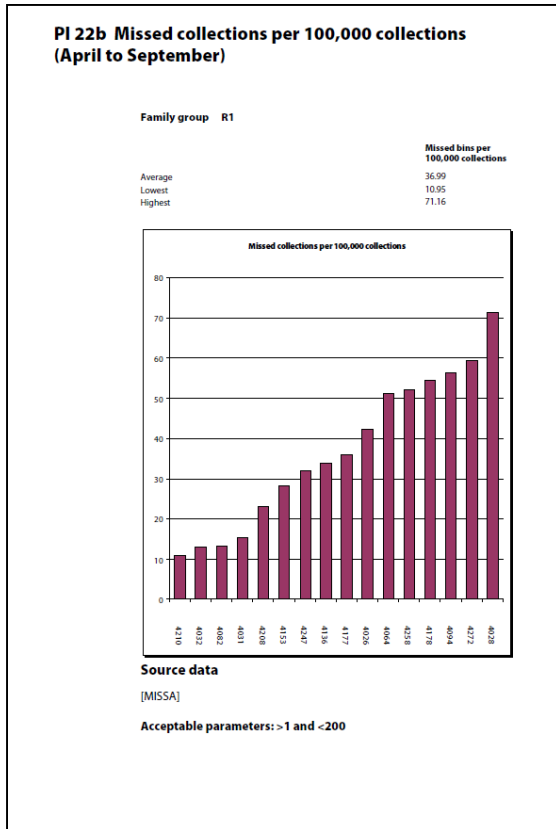
Sample Authority
5999
C1/2

Performance indicator


Performance indicator	Number in group	Highest in group	Average for group	Lowest in group	Your output/score	Standing in group	Top quartile mark	Quartile achieved	Ten percentile mark	High/Low/Neutral
Key performance indicators										
PI 01 - Cost per square metre for all areas cleaned (excluding CEC)	10	£22.23	£14.74	£8.60	£15.34	6	£11.34	3	£10.83	L
PI 02 - Cost per square metre for all areas cleaned (including CEC)	10	£22.37	£15.54	£9.12	£16.88	7	£11.59	3	£11.00	L
PI 09 - Ratio of square metres to annual scheduled hours (large offices)	7	1.27	1.05	0.84	1.19	3	-	-	1.25	H
PI 12 - Ratio of square metres to annual scheduled hours (small offices)	8	1.00	0.60	0.29	-	-	0.73	-	0.81	H
PI 13 - Ratio of square metres to annual scheduled hours (all offices)	11	1.79	1.08	0.66	1.22	3	1.22	1	1.25	H
PI 10 - Ratio of square metres to annual scheduled hours (libraries)	10	1.77	1.06	0.47	1.25	4	1.42	2	1.73	H
PI 11 - Ratio of square metres to annual scheduled hours (secondary schools)	8	1.47	1.02	0.79	0.79	8	1.37	4	1.40	H
PI 23 - Ratio of square metres to annual scheduled hours (primary schools)	9	1.29	0.93	0.66	0.66	9	0.98	4	1.22	H
PI 26 - Ratio of square metres to annual scheduled hours (special schools)	6	1.31	0.85	0.37	0.74	5	-	-	1.16	H
PI 16 - Total square metres (excluding outdoor areas) cleaned per FTE employee	11	2,071	1,625	1,450	1,554	7	1,710	3	1,740	H
PI 20a - Percentage staff absence (front line staff)	6	10.06%	5.53%	3.54%	5.12%	5	-	-	4.07%	L
PI 20c - FTE Staff absence days per FTE (front line staff) - Scotland	3	14.09	11.15	8.12	-	-	-	-	8.74	L
PI 24a - Percentage staff absence (all employees)	7	10.33%	4.67%	0.00%	5.00%	6	-	-	2.04%	L
PI 24c - Staff absence days per FTE (all employees) - Scotland	3	13.87	11.06	8.13	-	-	-	-	8.74	L
PI 22 - Customer satisfaction surveys	-	-	-	-	-	-	-	-	-	H
PI 14 - Quality assurance and consultation process	11	162	102.36	26	135	3	135	1	146	H
Other cost performance indicators										
PI 03 - Cost per FTE front-line employee	11	£22,936	£19,266	£15,985	£21,567	10	£18,221	4	£16,865	L
PI 17 - Front line staff cost per square metre cleaned (excluding outdoor areas)	9	£14.09	£12.32	£10.47	£13.65	7	£11.06	3	£10.91	L
PI 27 - Cost per scheduled input hour (excluding CEC)	5	£14.46	£12.61	£10.38	£11.61	2	-	-	£10.87	L
PI 06 - Cleaning materials cost as a percentage of total cost	9	4.77%	2.38%	1.22%	3.05%	-	-	-	-	N
PI 07 - Cleaning equipment cost as a percentage of total cost	11	2.59%	1.10%	0.13%	0.42%	-	-	-	-	N
PI 29 - Materials and equipment cost as a percentage of total cost	9	7.36%	3.61%	1.36%	3.46%	-	-	-	-	N
PI 32 - Charge per housing void cleaned	2	£106.74	£97.85	£88.97	£88.97	1	-	-	£90.75	L

Notes:

- a. The authority will only be ranked in family group if it has shown an output / score within the set parameters for the performance indicator.
- b. Quartile / percentile marks are only shown for those performance indicators for which there is a desirable achievement.
- c. Quartile marks are only shown for those performance indicators for which there are a minimum of 8 outputs / scores within the set parameters.



Performance Graphs



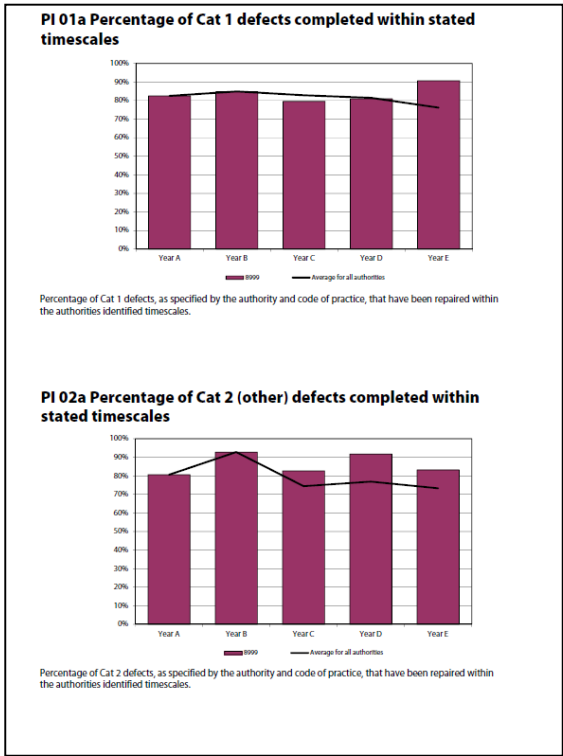
Environmental Health performance at a glance

Sample Authority 70999

These pages show your authority's performance for each performance indicator against the current year average performance of your family group. Whether your result has improved or not from previous year is also shown. Icons are used to display this information and the idea of this report is that authorities can see 'at a glance' where improvements may need to be made. Where the box is blank, this indicates that there is no authority score available for this performance indicator or that there were less than three participants in this PI, meaning we are unable to produce a meaningful average score. The key to the icons are displayed below each table.

Performance indicators	Performance in current year	Improved since previous year?*
PI 01a Net cost of service per head of population	◆	—
PI 01b Net cost of service per head of population (including CEC)	◆	▲
PI 02 Inspection/operational staff cost per head of population	◆	—
PI 05 Total income as a percentage of total expenditure	●	▲
PI 06 Customer satisfaction index	●	▲
PI 08a / PI 09a Staff absence (all staff)	●	▲
PI 08b / PI 09b Staff absence (excl long term)		▲
Food hygiene performance indicators		
PI 10 Net cost of food hygiene service per head of population	●	▲
PI 12 Total number of inspections (category A to E premises) per FTE	●	▼
PI 13 Number of Broadly Compliant Premises as a percentage of all premises	▲	▼
PI 14a / PI 14b Percentage of food premises assessed and awarded a pass under FHIS / a rating 1-5 under FHFS	●	—
PI 16a Number of food hygiene complaints (excluding food poisoning) per 1,000 premises	◆	▼
Food standards performance indicators		
PI 16b Number of food standards complaints per 1,000 premises	●	▲
PI 17 Net cost of food standards service per head of population	●	▲
PI 19 Total number of inspections (category A - C premises) per FTE	◆	▼
Health and safety performance indicators		
PI 20 Net cost of health and safety service per head of population	●	▲
PI 23 Number of non-inspection interventions as a percentage of total premises within jurisdiction	▲	
Noise performance indicators		
PI 29a Net cost of noise service per head of population (excluding ASB)	●	▼
PI 34 Average time (in days) between time of complaint and attendance on site, for those requiring attendance	●	▲

Performance At A Glance



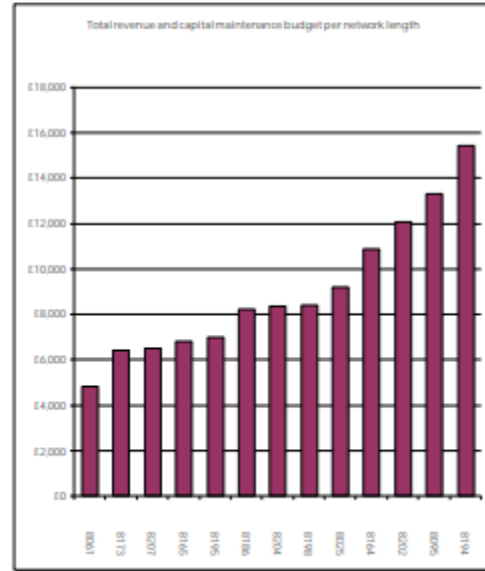
Five Year Trends

PI 17b Total revenue and capital maintenance budget per kilometre of carrlageway network length

Family group DM1

Total revenue and capital maintenance budget per network length

Average £9,032
 Lowest £4,812
 Highest £15,436



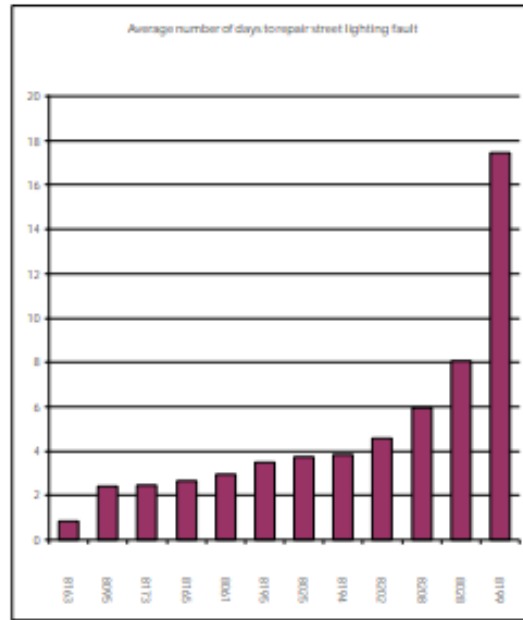
Source data

PI 03a Average number of days to repair street lighting fault

Family group **DM1**

Average number of days to repair street lighting fault

Average 4.87
 Lowest 0.85
 Highest 17.45

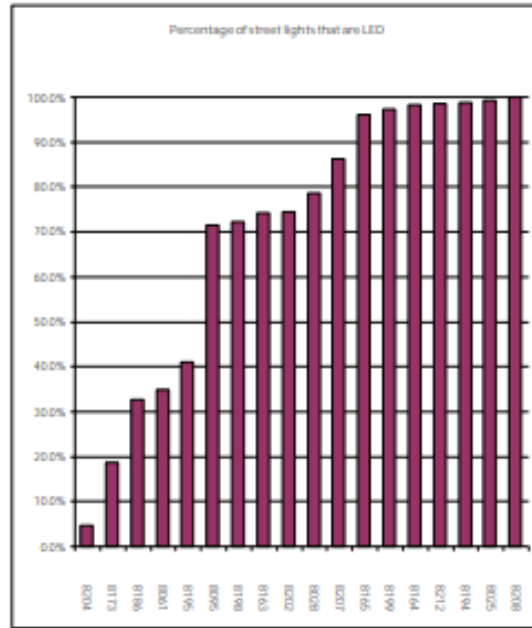


PI 04a Percentage of street lights that are LED

Family group DM1

Percentage of street lights that are LED

Average 70.96%
 Lowest 4.64%
 Highest 100.00%



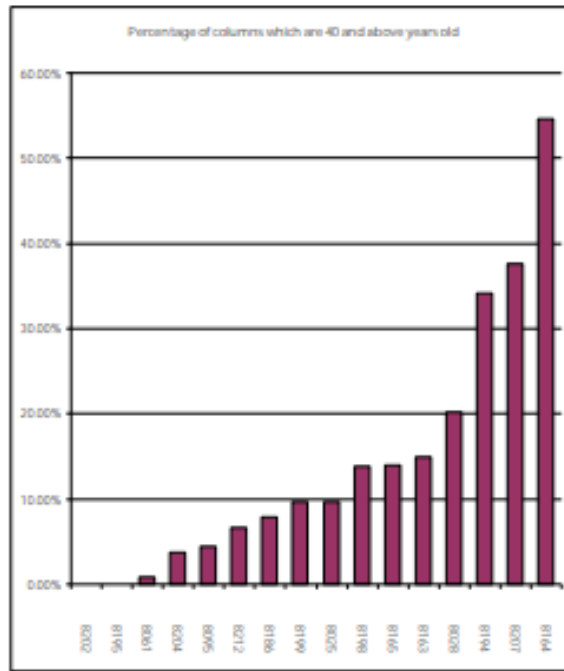
Source data

PI 62a Percentage of street lighting columns which are 40 and above years old

Family group **DM1**

Percentage of columns which are 40 and above years old

Average 14.51%
 Lowest 0.00%
 Highest 54.58%



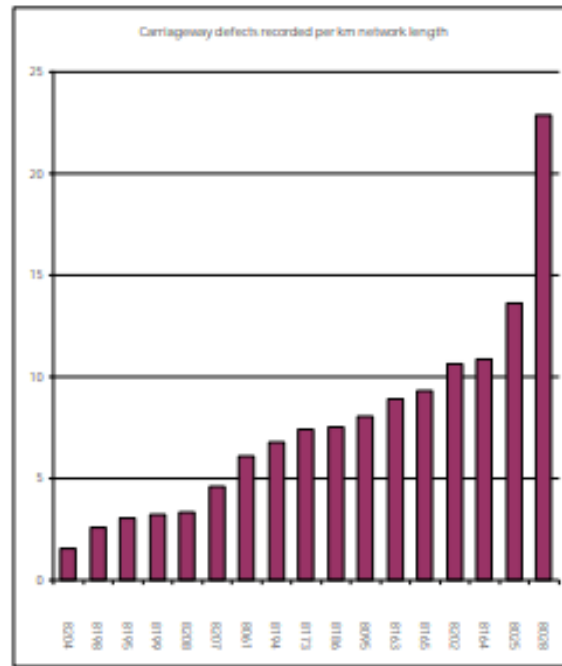
Source data

PI 05b Total carriageway defects recorded per kilometre of carriageway network length

Family group DM1

Total carriageway defects recorded per km network length

Average 7.67
 Lowest 1.55
 Highest 22.85

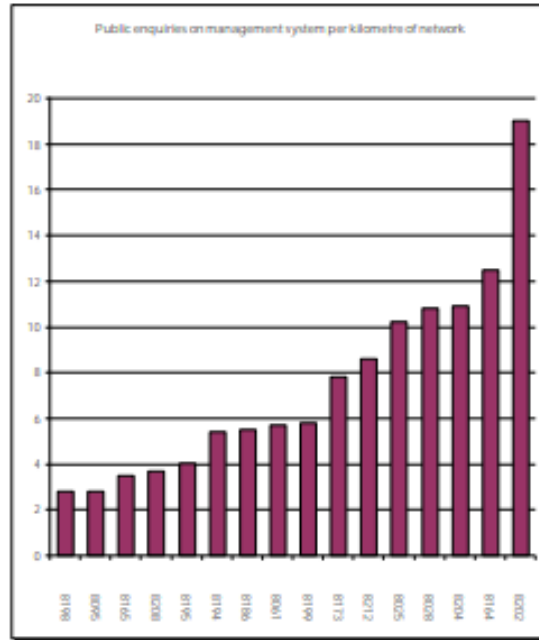


PI 06b Public enquiries recorded on management system per kilometre of carriageway network length

Family group **DM1**

Public enquiries on management system per kilometre of network

Average 7.45
 Lowest 2.80
 Highest 19.02

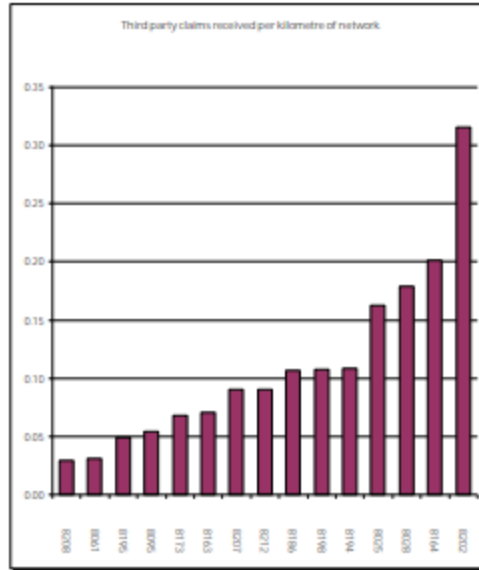


PI 07a Third party claims received per kilometre of carriageway network length

Family group DM1

Third party claims received per kilometre of network

Average	0.11
Lowest	0.03
Highest	0.32



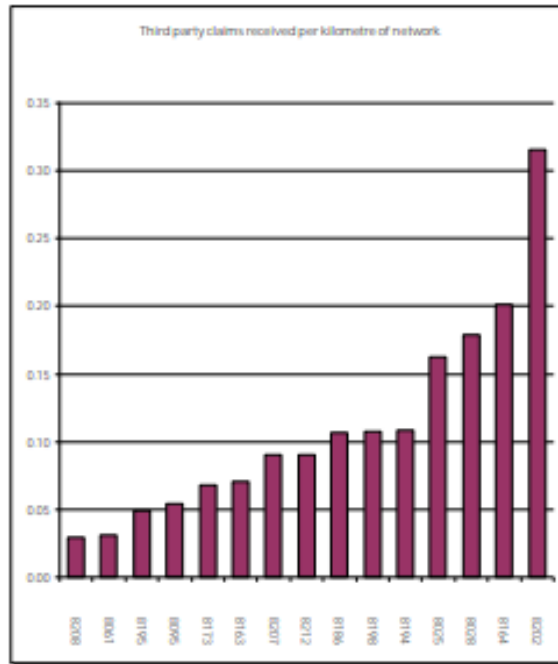
Crusina data

**PI 07a Third party claims received per kilometre of
carriageway network length**

Family group DM1

**Third party claims
received per kilometre of
network**

Average 0.11
Lowest 0.03
Highest 0.32

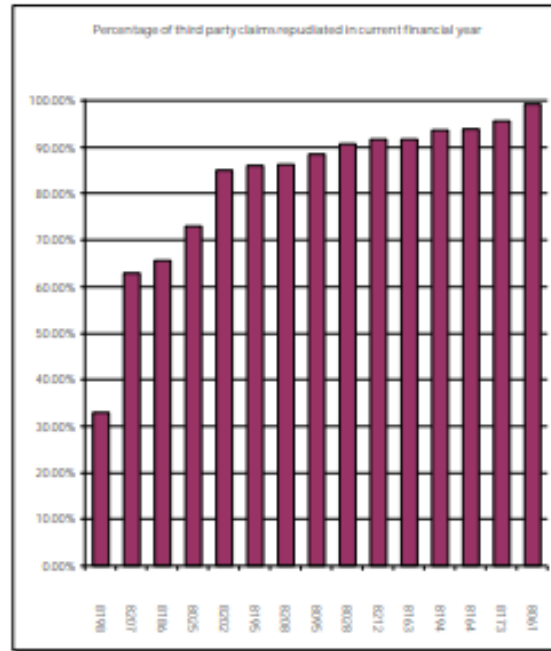


PI 08b Percentage of closed third party claims in the financial year which were repudiated

Family group DM1

Percentage of closed third party claims in the financial year which were repudiated

Average 82.43%
 Lowest 32.95%
 Highest 99.15%

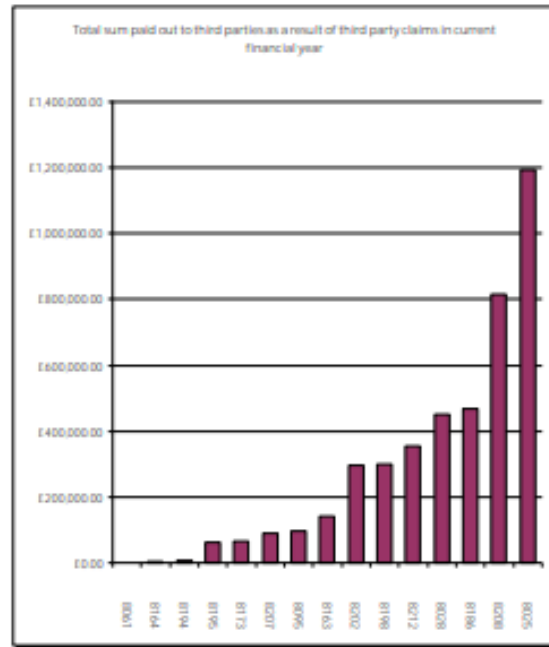


PI 10a Total sum paid out to third parties as a result of third party claims in current financial year

Family group DM1

Total sum paid out to third parties as a result of third party claims in current financial year

Average £289,294.33
 Lowest £250.00
 Highest £1,192,674.00

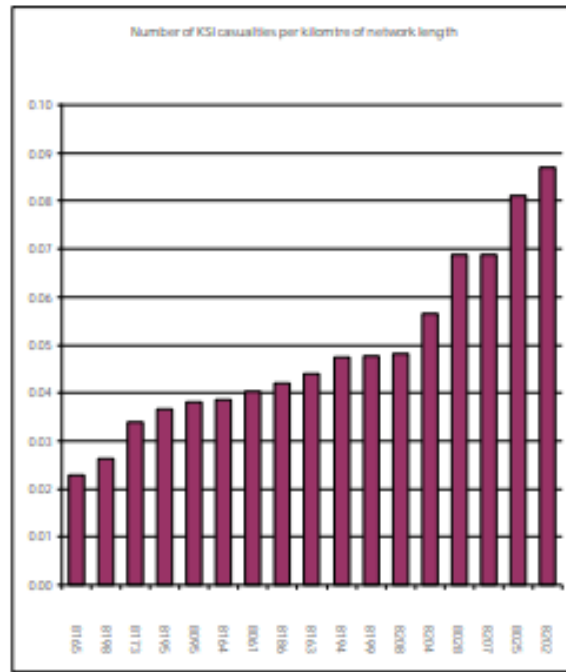


PI 11a Number of KSI casualties per kilometre of network length

Family group DM1

Number of KSI casualties per kilometre of network length

Average 0.05
 Lowest 0.02
 Highest 0.09

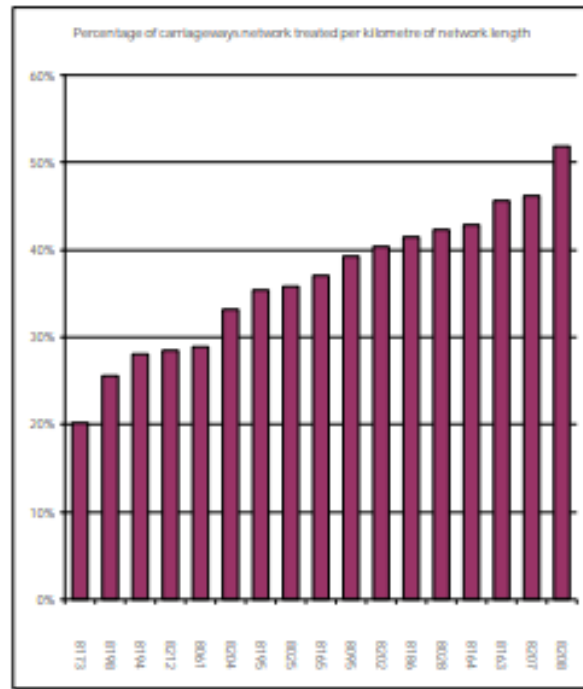


PI 60a Percentage of carriageways network treated per kilometre of network length

Family group DM1

Percentage of carriageways network treated per kilometre of network length

Average 36.63%
 Lowest 20.21%
 Highest 51.85%

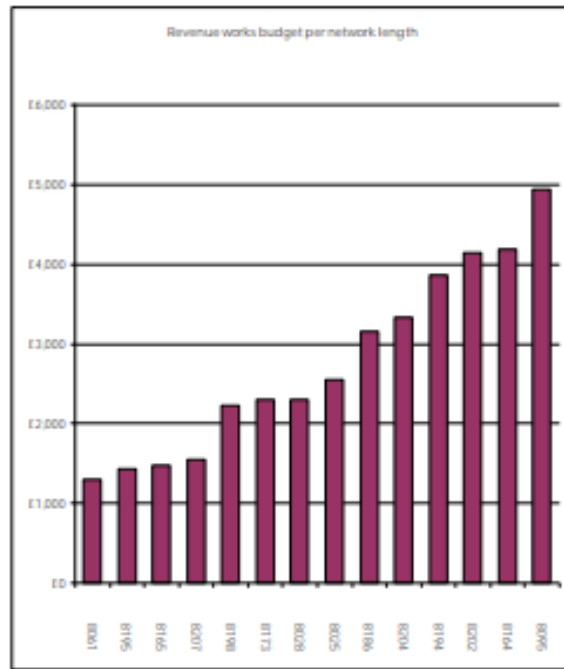


PI 14a Revenue works budget per carriageway network length

Family group DM1

Revenue works budget per network length

Average £2,766.85
 Lowest £1,303.96
 Highest £4,939.16

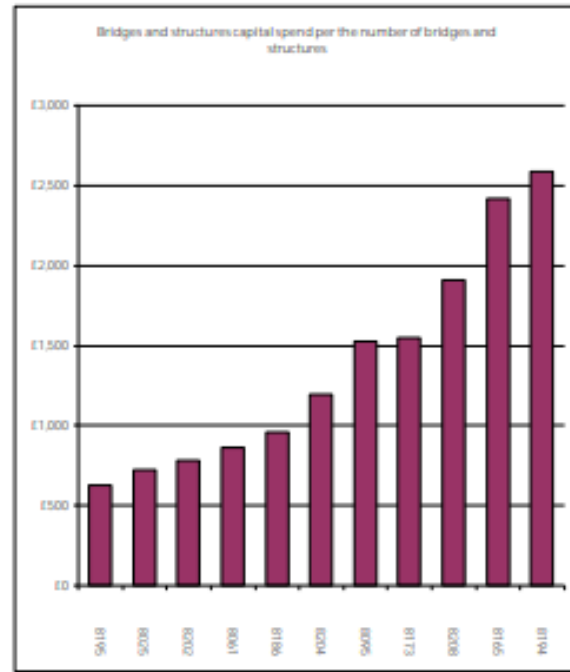


PI 15a Bridges and structures capital spend per the number of bridges and structures

Family group DM1

Bridges and structures capital spend per the number of bridges and structures

Average £1,376
 Lowest £629
 Highest £2,584

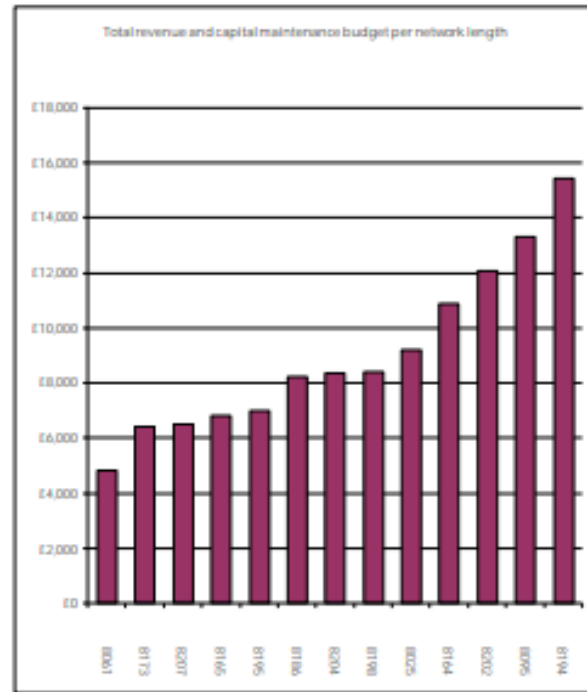


PI 17b Total revenue and capital maintenance budget per kilometre of carriageway network length

Family group DM1

Total revenue and capital maintenance budget per network length

Average £9,032
 Lowest £4,812
 Highest £15,436

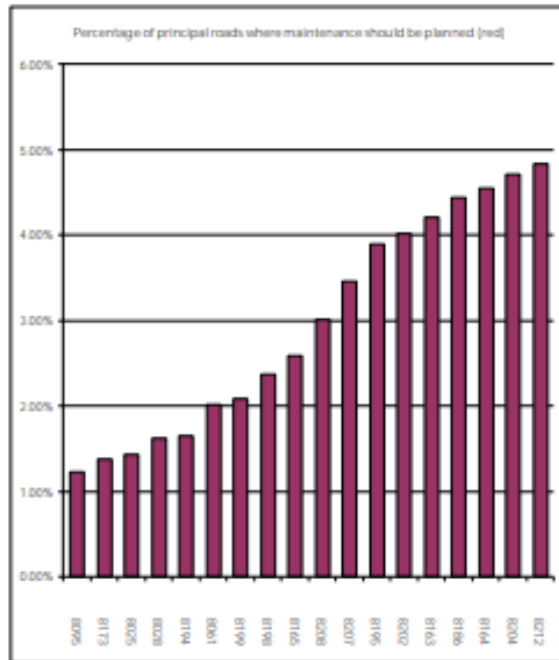


PI 19a Percentage of principal roads where maintenance should be planned (red)

Family group DM1

Percentage of principal roads where maintenance should be planned (red)

Average 2.97%
 Lowest 1.23%
 Highest 4.83%

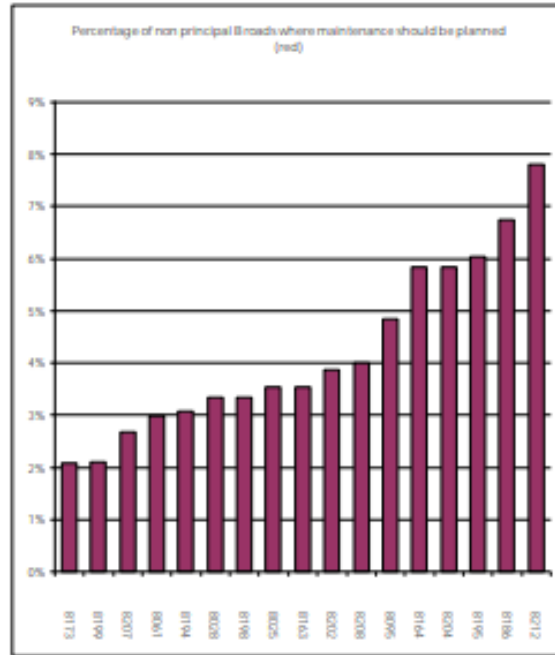


PI 21a Percentage of non principal B roads where maintenance should be planned (red)

Family group DM1

Percentage of non principal B roads where maintenance should be planned (red)

Average 4.21%
 Lowest 2.07%
 Highest 7.81%

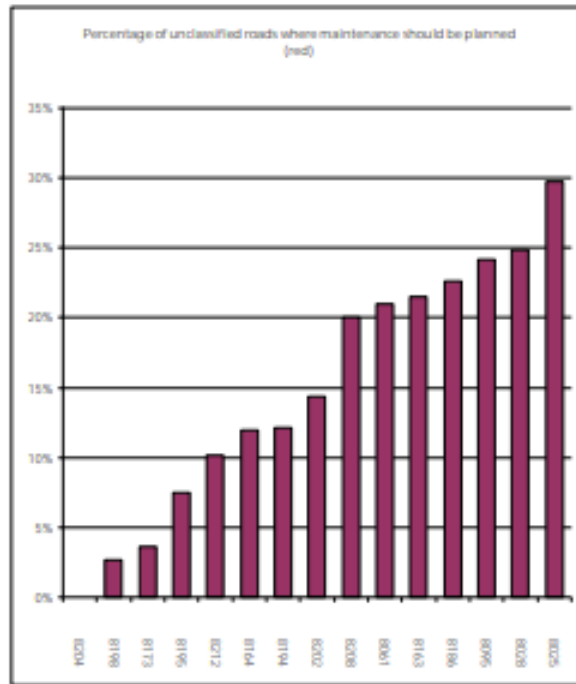


PI 25a Percentage of unclassified roads where maintenance should be planned (red)

Family group DM1

Percentage of unclassified roads where maintenance should be planned (red)

Average 15.09%
 Lowest 0.00%
 Highest 29.76%

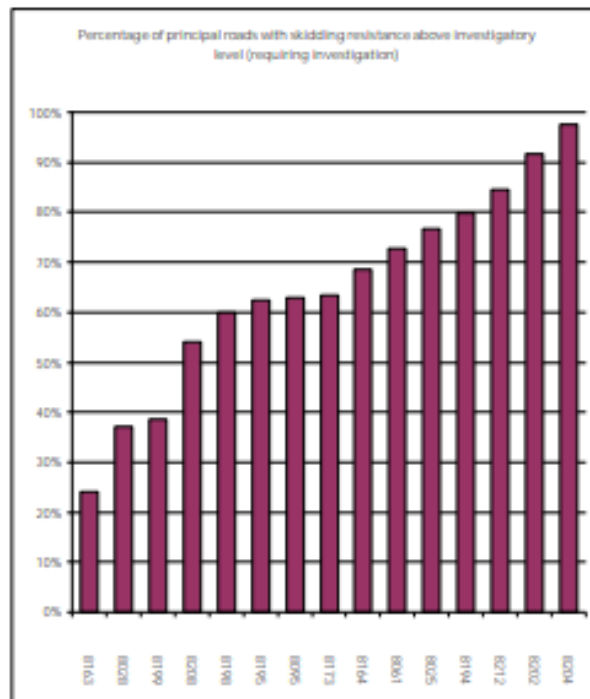


PI 27a Percentage of principal roads with skidding resistance above Investigatory level (requiring Investigation)

Family group DM1

Percentage of principal roads with skidding resistance above Investigatory level (requiring investigation)

Average 64.95%
 Lowest 23.99%
 Highest 97.64%

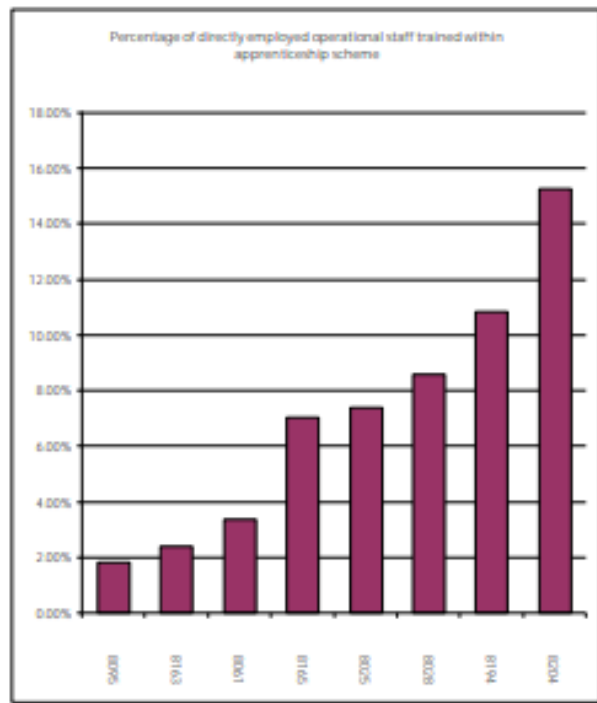


PI 54a Percentage of directly employed operational staff trained within apprenticeship scheme

Family group DM1

Percentage of directly employed operational staff trained within apprenticeship scheme

Average 7.09%
 Lowest 1.82%
 Highest 15.28%

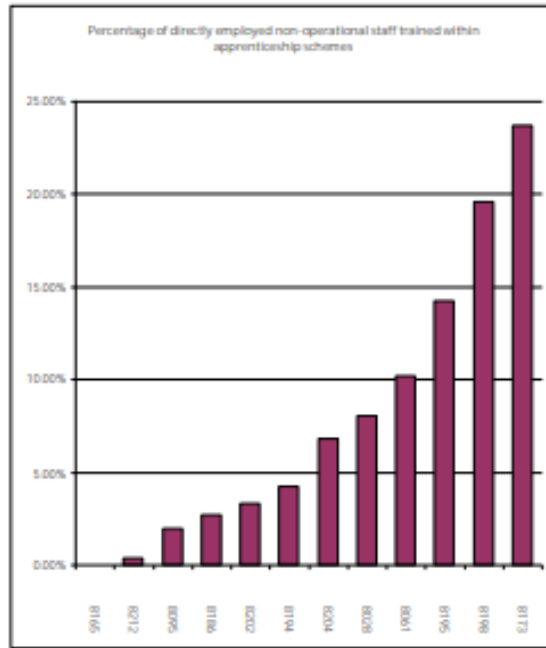


PI 54b Percentage of directly employed non-operational staff trained within apprenticeship schemes

Family group DM1

Percentage of directly employed non-operational staff trained within apprenticeship schemes

Average 7.94%
 Lowest 0.00%
 Highest 23.73%



Using The Data

- APSE Training In Data Analysis Available
- APSE Can Facilitate Meetings With Best Performers
- Case Studies From Award Winners Published

Timetable 2021/22

January - March	Feedback and revisions to manuals and templates
April	Templates available
April – October	Data collection period
July 2022	Return deadline for data
September	Circulation of draft exclusion reports
August/September	Data Validation /Knowledge Exchange meetings
October	Final deadline for amendments or additional data
November	Circulation of Performance Reports
December 2022	Performance networks annual seminar / PN Awards

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