

# Building Cleaning

## Performance indicators 2022-23

### Key performance indicators

- PI 01a Investment per square metre for all areas cleaned (excluding CEC) (LA only)
- PI 01b Investment 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)
- 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 (front line staff)
- PI 20c Staff absence (Scotland only) – front line employees only
- PI 22 Customer satisfaction surveys
- PI 14 Quality assurance and consultation process
- PI 35 Customer perception and satisfaction

### Financial performance indicators

- PI 03a Investment 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 Investment per scheduled input hour (excluding CEC) (LA only)
- PI 27b Investment per scheduled input hour (excluding CEC) (All work)
- PI 06 Cleaning materials investment as a percentage of total investment
- PI 07 Cleaning equipment investment as a percentage of total investment
- PI 29 Materials and equipment investment as a percentage of total investment
- PI 32a Charge per housing void cleaned (LA only)
- PI 05a All staff costs as a percentage of total investment (All work)
- PI 05b All staff costs as a percentage of total investment (LA only)
- PI 28a Front line staff costs as a percentage of total investment (All work)
- PI 08a Other costs as a percentage of total investment (All work)

### Productivity performance indicators

- PI 04a Number of paid staff hours per measured square metre cleaned (LA work)
- 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)

### 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

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- PI 25b Leavers (employed for at least 12 weeks) as a percentage of total operational staff
- PI 25c Leavers (employed for at least 26 weeks) as a percentage of total operational staff
- PI 15 Human resources and people management
- PI 20b Staff absence excluding long term (front line staff)
- PI 20d Staff absence(excluding long term) (Scotland only) - front line employees only

### **Business performance indicators**

- PI 18a Primary/special schools market share – table
- PI 18b Secondary schools market share – table
- PI 33 Percentage change in square metres cleaned
- PI 34 Percentage change in turnover
- PI 19 Additional works/variation 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)