

Gaining insight from intelligence

Debbie Johns | APSE Head of Performance Networks





Last year



Your reports

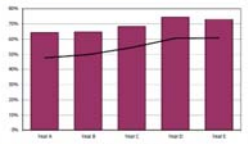
apse performance networks

Building cleaning performance at a glance

Sample Authority
 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. Here we used to display this information and the date of this report so 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 the PI, meaning we were unable to produce a meaningful average score. The key to the icons are displayed below each table.

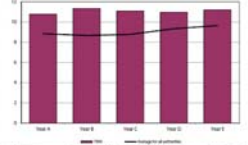
| Performance indicators | Performance in current year | Improved since previous year? |
|---|-----------------------------|-------------------------------|
| Key performance indicators | | |
| PI 01 Cost per square metre for all areas (excluding CEG) | 🟢 | 🟢 |
| PI 02 Cost per square metre for all areas (including CEG) | 🟡 | 🟡 |
| PI 13 Ratio of square metres to annual scheduled hours (all offices) | 🟡 | 🟡 |
| PI 14 Ratio of square metres to annual scheduled hours (libraries) | 🟢 | 🟢 |
| PI 15 Ratio of square metres to annual scheduled hours (secondary schools) | 🟢 | 🟢 |
| PI 22 Ratio of square metres to annual scheduled hours (primary schools) | 🟢 | 🟢 |
| PI 26 Ratio of square metres to annual scheduled hours (special schools) | 🟢 | 🟢 |
| PI 28 Total square metres (including outdoor areas) (based on P13 completion) | 🟡 | 🟡 |
| PI 29a PI 28a Total absence from free call | 🟡 | 🟡 |
| PI 22 Customer satisfaction survey | 🟢 | 🟢 |
| PI 23 Quality assurance self-completion process | 🟢 | 🟢 |
| PI 24 Customer perception and satisfaction | 🟢 | 🟢 |
| Other cost performance indicators | | |
| PI 03 Cost per P13 from free completion | 🟢 | 🟢 |
| PI 04 From free call cost per square metre (based on including outdoor areas) | 🟢 | 🟢 |
| PI 07 Cost per scheduled input hour (including CEG) | 🟡 | 🟡 |
| PI 08 Change per housing unit (based) | 🟡 | 🟡 |
| Other productivity performance indicators | | |
| PI 04 Number of paid staff hours per measured square metre (based) | 🟡 | 🟡 |
| PI 06 Ratio of square metres to annual scheduled hours (public conveniences) | 🟡 | 🟡 |

PI 36b All meal uptake (primary schools)



This performance indicator shows all meal uptake for primary schools. The indicator is calculated by adding together the number of primary paid meals. Based on full meal equivalent to the number of primary paid free meals served (lunchtime services). This figure is then divided by the total school roll for the year.

PI 13 Primary school lunchtime meals served per staff hour



This performance indicator measures the number of lunchtime meals served for every productive staff hour worked.



Whole service comparison Catering services performance indicator standings

Name of authority
 PIN

Sample authority
 7999

Performance indicator

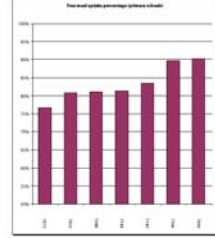
Uptake performance indicators

| Performance indicator | Number in service | Highest in service | Average for service | Lowest in service | Year output score | Standing in service | Top quartile mark | Quartile achieved | Ten percentile mark | High/Low/Neutral |
|--|-------------------|--------------------|---------------------|-------------------|-------------------|---------------------|-------------------|-------------------|---------------------|------------------|
| PI 04c - Primary schools free meal uptake (all authorities) | 33 | 94.42% | 77.30% | 61.48% | 70.86% | 30 | 82.67% | 4 | 85.19% | H |
| PI 04d - Primary schools free meal uptake absence adjusted (all authorities) | 21 | 94.42% | 81.71% | 72.24% | | | 87.16% | | 89.74% | H |
| PI 05c - Special schools free meal uptake (all authorities) | 22 | 100.00% | 76.73% | 52.53% | 80.94% | 8 | 83.24% | 2 | 93.18% | H |
| PI 05d - Special schools free meal uptake absence adjusted (all authorities) | 14 | 100.00% | 78.97% | 58.65% | | | 88.90% | | 92.09% | H |
| PI 06c - Secondary schools free meal uptake (all authorities) | 30 | 88.67% | 64.97% | 49.73% | 63.40% | 17 | 70.97% | 3 | 78.40% | H |
| PI 06d - Secondary schools free meal uptake absence adjusted (all authorities) | 21 | 93.77% | 66.02% | 40.90% | | | 73.30% | | 78.01% | H |
| PI 08c - Primary schools paid meal uptake (all authorities) | 35 | 55.95% | 42.65% | 24.05% | 41.50% | 18 | 49.03% | 2 | 54.19% | H |
| PI 08d - Primary schools paid meal uptake absence adjusted (all authorities) | 23 | 58.84% | 44.30% | 31.12% | | | 49.00% | | 56.76% | H |
| PI 09c - Special schools paid meal uptake (all authorities) | 16 | 76.76% | 50.04% | 33.09% | 41.59% | 13 | 58.15% | 4 | 64.58% | H |
| PI 09d - Special schools paid meal uptake absence adjusted (all authorities) | 9 | 84.13% | 51.29% | 36.76% | | | 54.07% | | 60.61% | H |
| PI 10c - Secondary schools paid meal uptake (all authorities) | 32 | 76.48% | 45.56% | 25.66% | 32.59% | 28 | 54.15% | 4 | 70.72% | H |
| PI 10d - Secondary schools paid meal uptake absence adjusted (all authorities) | 21 | 75.20% | 44.81% | 26.30% | | | 48.28% | | 52.74% | H |
| PI 36d - All meal uptake (secondary schools) NI 52 | 32 | 75.47% | 48.32% | 29.49% | 38.18% | 24 | 56.79% | 3 | 70.96% | H |
| PI 36e - All meal uptake (primary and special schools) NI 52 | 34 | 70.39% | 58.87% | 39.62% | 59.35% | 19 | 65.38% | 3 | 68.94% | H |
| PI 36f - All free meal uptake infants (KS1 / P1 - P3) (primary schools only) | 40 | 92.46% | 44.21% | 0.00% | 66.88% | 22 | 78.39% | 3 | 82.18% | H |
| PI 36g - All free meal uptake juniors (KS2 / P4 - P7) (primary schools only) | 40 | 90.42% | 37.32% | 0.00% | 90.37% | 2 | 78.88% | 1 | 83.32% | H |
| PI 36h - All paid meal uptake juniors (KS2 / P4 - P7) (primary schools only) | 40 | 55.95% | 32.16% | 0.00% | 41.50% | 17 | 48.34% | 2 | 54.07% | H |

Notes:
 a. The authority will only be ranked in service 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.

04d Primary school free meal uptake absence adjusted (all authorities)

| Family group | Free meal attendance | Free meal uptake | Percentage uptake |
|------------------|----------------------|------------------|-------------------|
| Average | | | 83.24% |
| Lowest | | | 80.94% |
| Highest | | | 86.17% |
| Current score | 124,800 | 103,000 | |
| Highest in group | 129,970 | 1,007,000 | |



Source data
 (PI04D) / (PI04D)A
 Acceptable parameters: >70% and <100%
 (goal) parameters: 0 or confirmed as 0



Case study report 2024 Best and most improved performer award finalists and winners





Expenditure

| | | Since 19-20 | Since 21-22 |
|-------------------|---|-------------|-------------|
| Building cleaning | Cost per scheduled input hour | +19% | +6% |
| Catering | Total cost per lunchtime meal - primary schools | +12% | +6% |

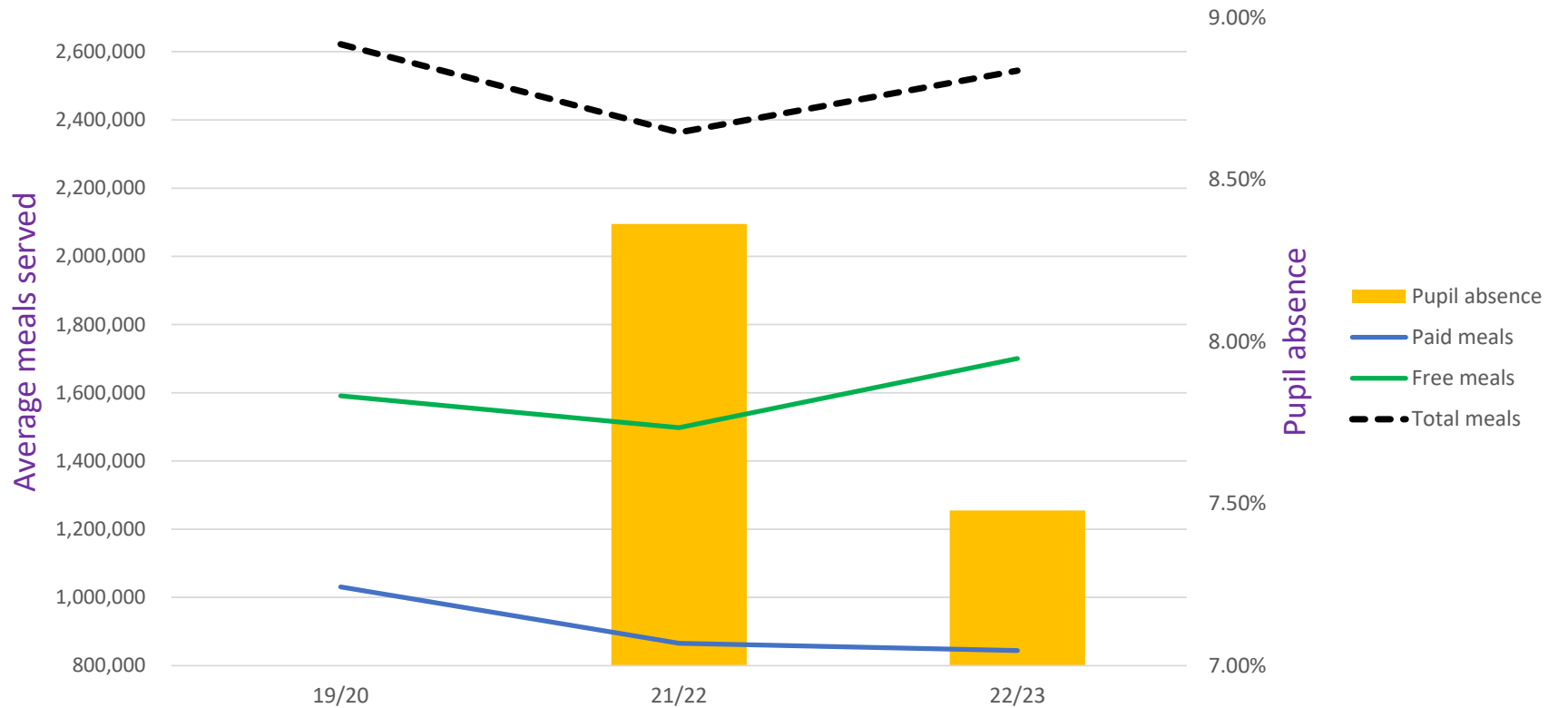




Catering primary school meals served



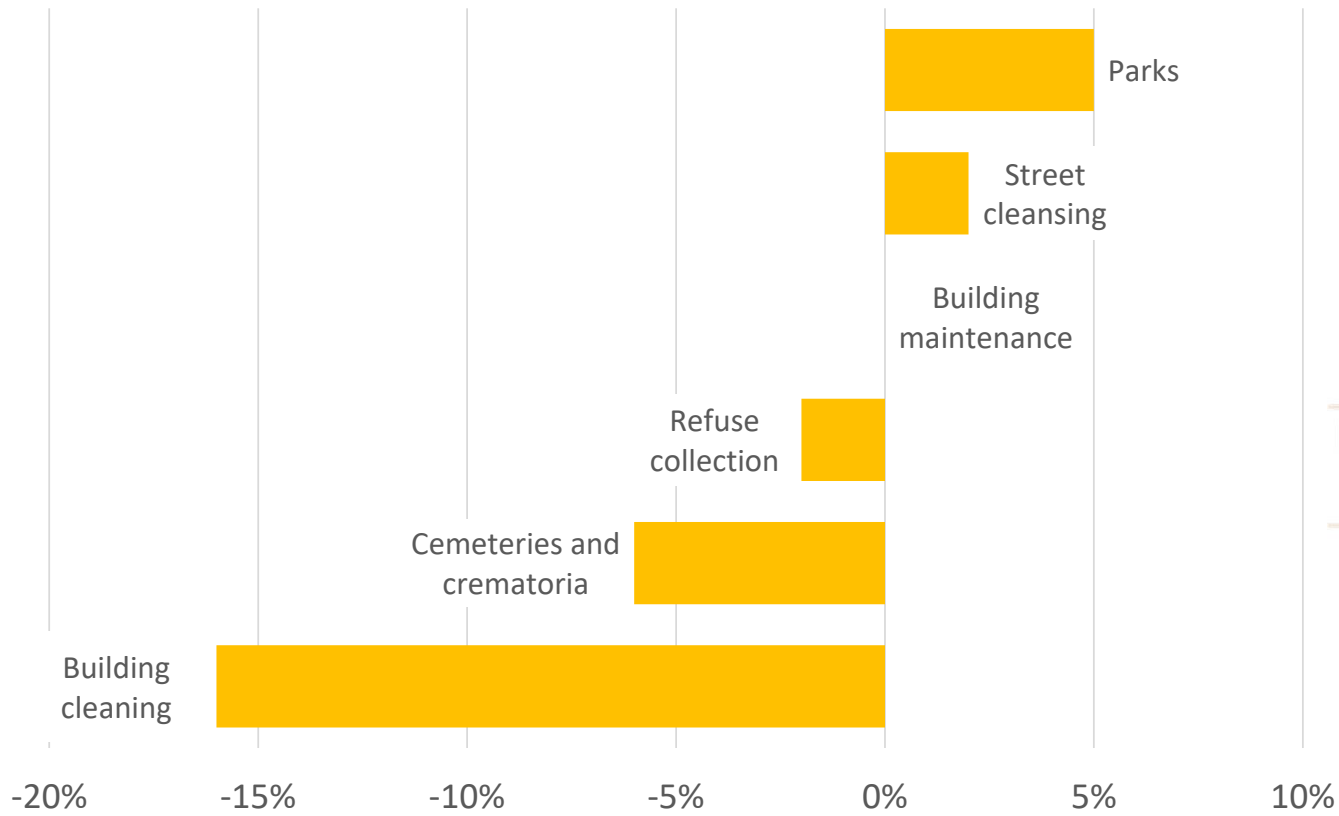
Primary school meals served





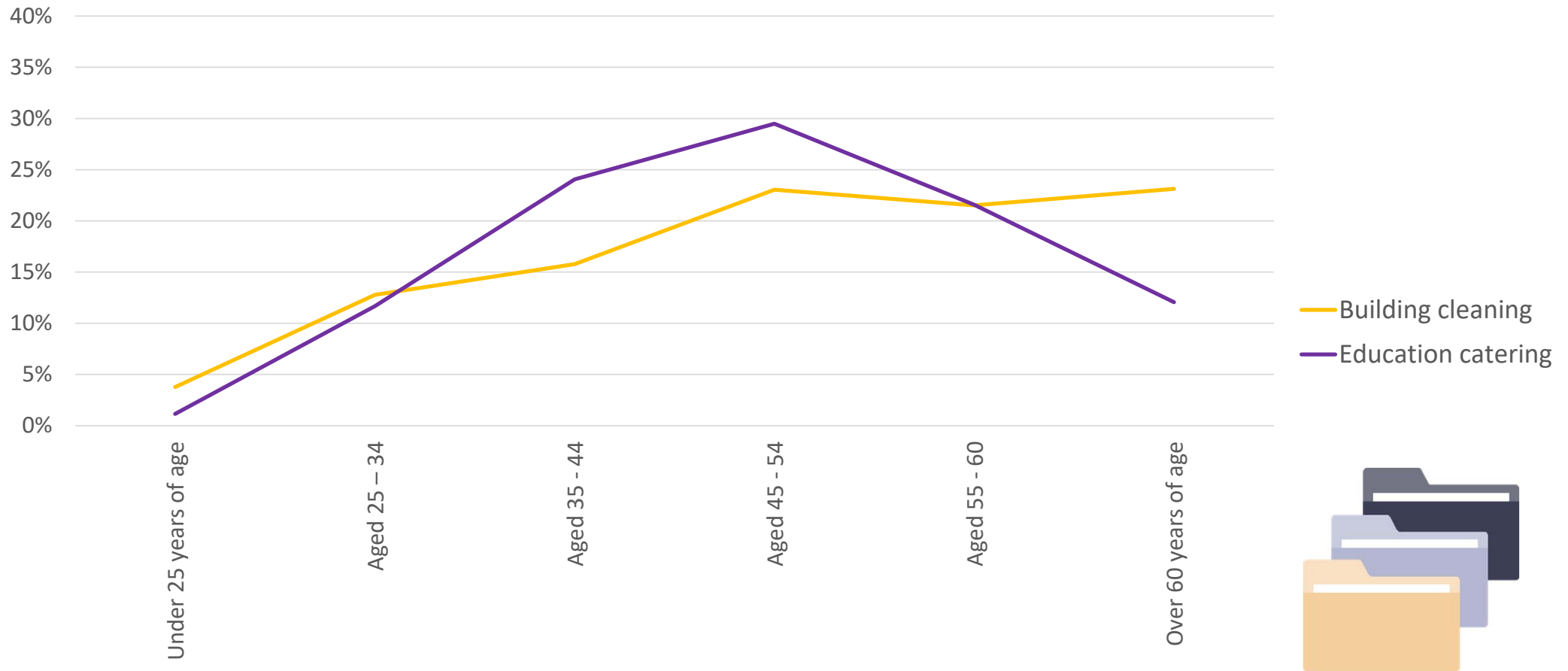
Front line staff numbers

Front line staff numbers since 21-22





Age profile of the workforce – catering and cleaning





Environmental Sustainability



13% Utilising equipment with reduced energy consumption



28% Provisions purchased / sourced from local suppliers



38% Use any form of renewable energy sources
100% Recycle metal body parts left after cremation
69% Re-use energy from cremation process



69% Cover any/all swimming pools with pool covers at night
37% Use 'heat recycling pump' technology to recycle heat/energy from pool halls



53% Have target for moving to Electric Vehicles or other non-petrol/diesel
8% Vehicles are currently Electric Vehicles or other non-petrol/diesel



71% Reduced the amount of glyphosate used from 5 years ago
80% Composting material used which is non-peat based



12% Have 12 tonne sweepers which are neither petrol or diesel
10% Total fleet make up those vehicles



3% Refuse fleet on alternative fuels
20% Have at least 1 electric vehicle



£17,236 Average cost of road drainage scheme
22% Use thermal mapping data

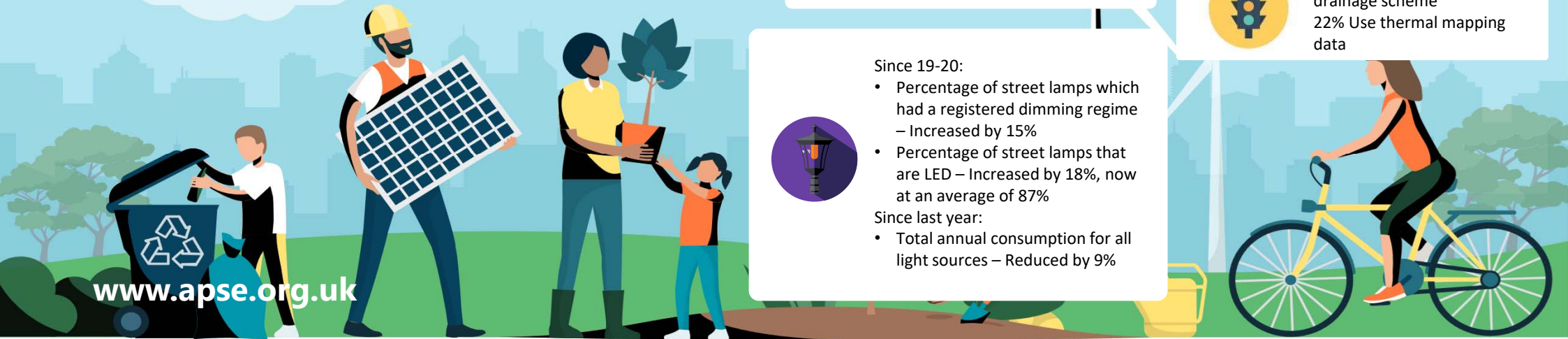


Since 19-20:

- Percentage of street lamps which had a registered dimming regime – Increased by 15%
- Percentage of street lamps that are LED – Increased by 18%, now at an average of 87%

Since last year:

- Total annual consumption for all light sources – Reduced by 9%



Climate change data

Catering:

Staff who have undergone formal 'Carbon Literacy' training - Management / Admin / Office / Support – 5%

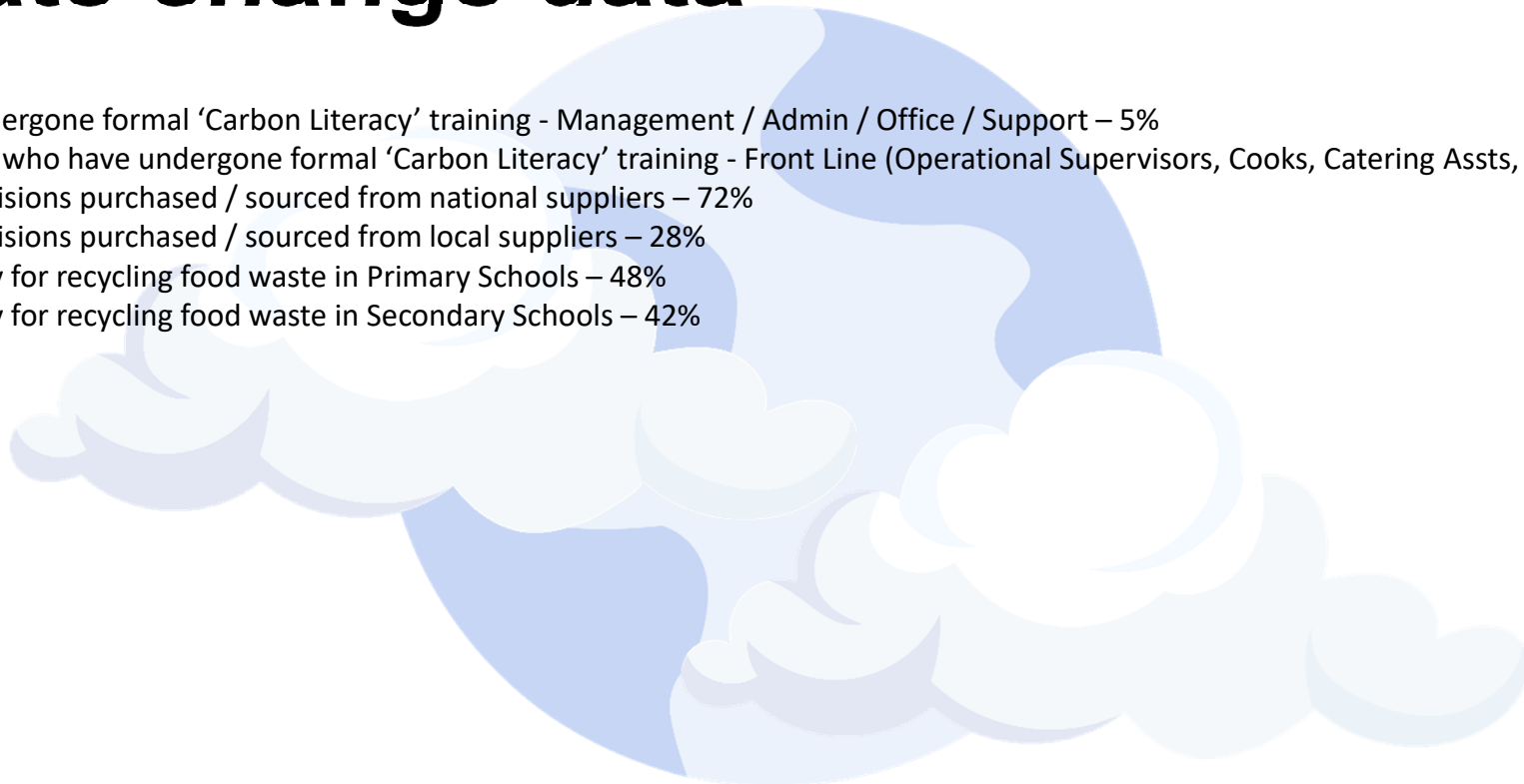
Percentage of staff who have undergone formal 'Carbon Literacy' training - Front Line (Operational Supervisors, Cooks, Catering Assts, Drivers) – 2%

Percentage of provisions purchased / sourced from national suppliers – 72%

Percentage of provisions purchased / sourced from local suppliers – 28%

Service has a policy for recycling food waste in Primary Schools – 48%

Service has a policy for recycling food waste in Secondary Schools – 42%

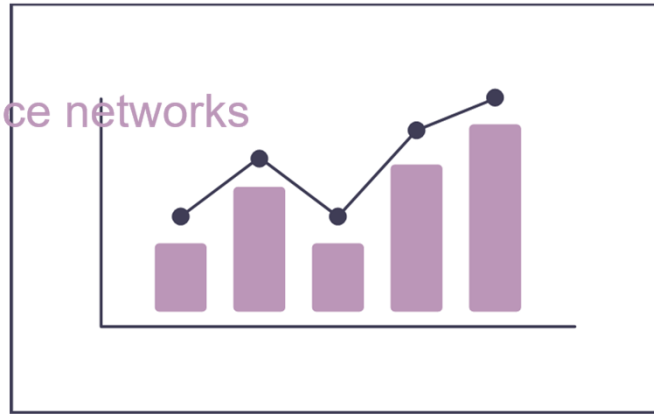




This year



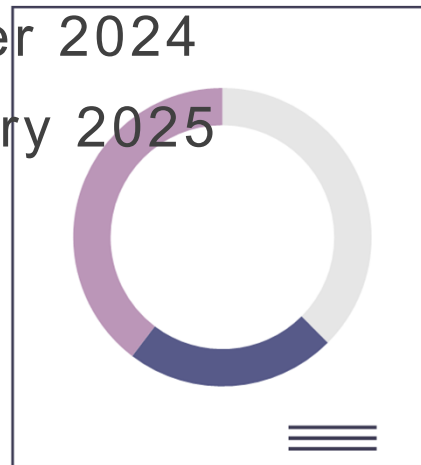
performance networks



What's happening?

Annual event 5-6 December 2024

Second deadline 31 January 2025



www.apse.org.uk



PN Induction and introduction to data completion training
APSE Year 25 (2022/23)
 Ian Jones, APSE Associate

www.apse.org.uk

PN Induction and introduction to the template with Ian Jones

APSE Association for Public Sector Bodies

Home / Performance Networks / Performance Networks Training / Data Completion Training

Data Completion Training

Click here to visit the Performance Networks Members Portal

APSE Association for Public Sector Bodies

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Performance Networks Training

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Why join Performance Networks?

Performance benchmarking

Member Experiences

- 2022/23 (Year 20)
- 2021/22 (Year 19)
- 2020/21 (Year 18)
- 2019/20 (Year 17)

Click here to visit the Performance Networks Members Portal

Home / Performance Networks / Information Hub / Why join Performance Networks?

Why join performance networks?

As local authorities continue to focus on efficiency, income generation and innovative working, performance measurement and management continues to be at the core of the agenda. Active performance networks members have a greater knowledge of their service which proves invaluable.

A word from Debbie Johns, Head of Performance Networks

apse performance networks

Click here to visit the Performance Networks Members Portal

What is performance benchmarking?

Performance benchmarking is the first step in identifying performance gaps - it allows you to look at current trends in your data and project future trends depending on your current performance. This level of insight allows you to monitor your progress over time and assess whether or not you are meeting your goals. Performance Networks can support you in this analysis - your membership fee includes data usage training and subject matter expert advice, wherever you need it.

Members of performance networks not only measure KPIs to monitor their own performance, but crucially benchmark against other local authorities allowing them to find new and innovative ways to improve their services. Current members have identified this pioneering aspect of their membership as one of the most valuable benefits.

The performance networks process

Building Cleaning Profile Report



Type of Authority

- Select all
- Borough Council
- County Council
- District Council
- London Borough
- Metropolitan Borough
- Other
- Unitary Council

Financial Year

- Select all
- 2018/19
- 2019/20
- 2020/21
- 2021/22
- 2022/23

Households

0

762000



Population

22540

1811000



Family Group

C1

C2

Region/Area

Central



Northern



Northern Ireland



Scotland



Southern



Wales

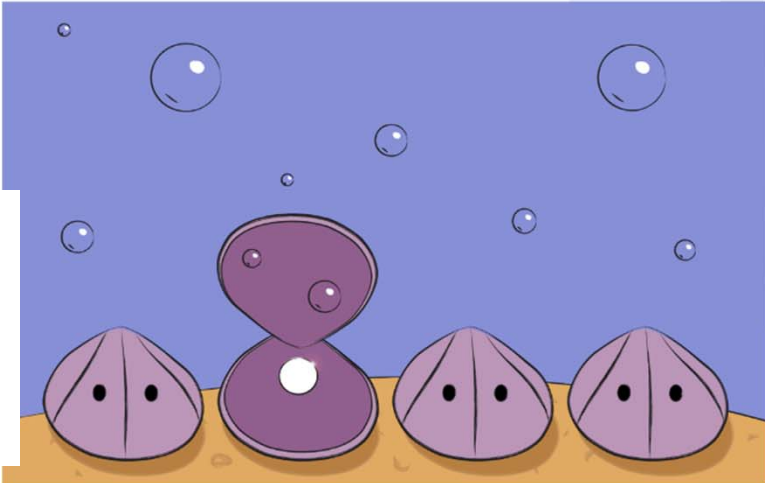




Inspection Apps



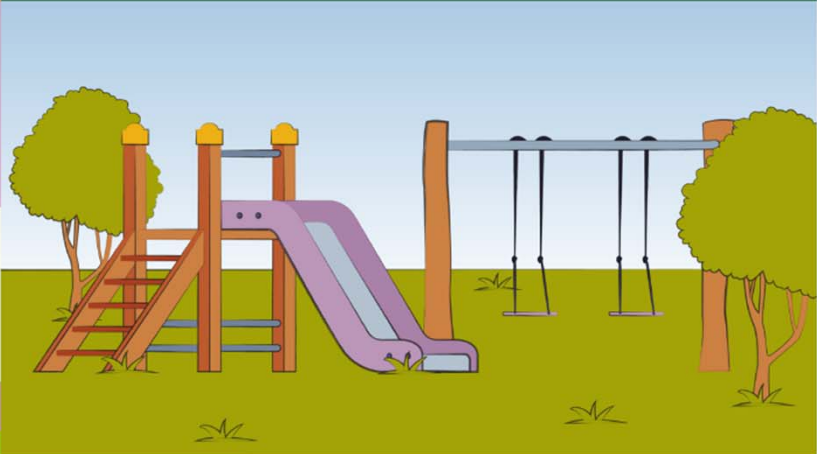
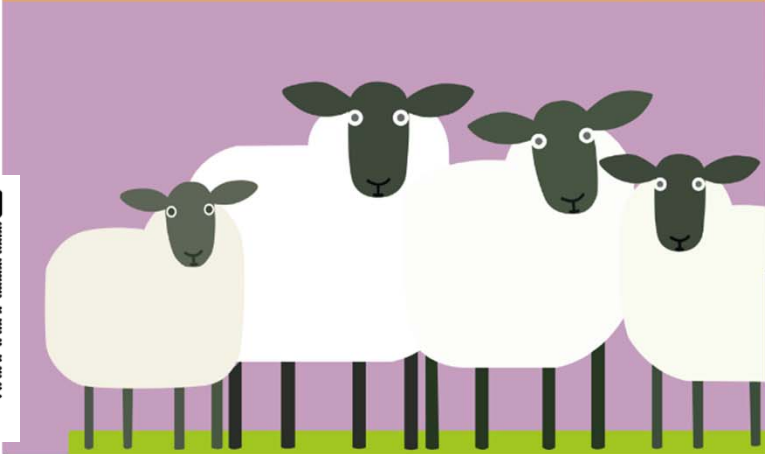
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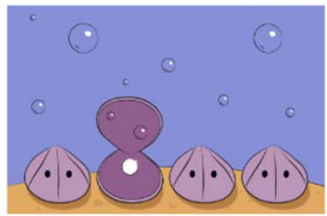



New Interactive report – filter page

Please note that filters applied on this page will affect the rest of the report

Inspection date ▼

01/03/2021: 19/01/2021:



Building Type ▼

Attended

Not attended

UserEmail

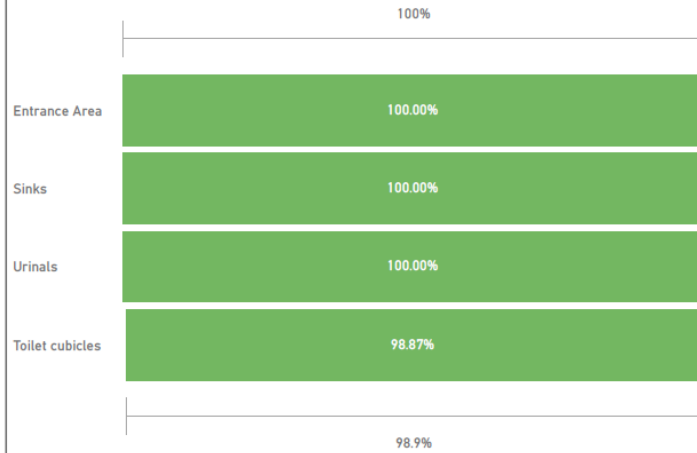
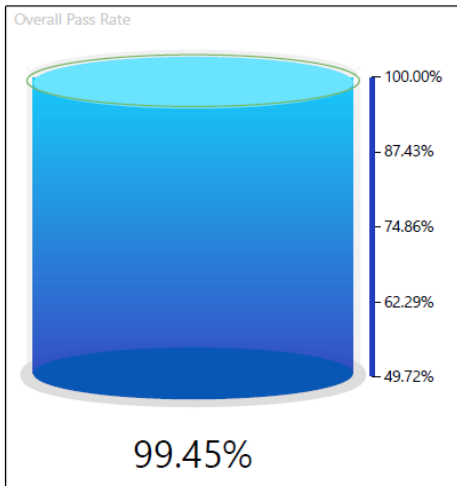
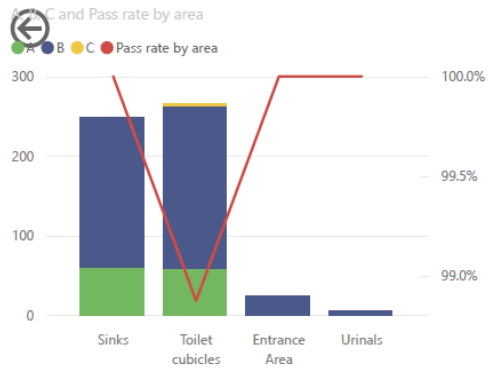
| | | | | | | | |
|--------------|--------------|--------------|--------------|--------------|--------------|-------------|-------------|
| Inspector 1 | Inspector 12 | Inspector 15 | Inspector 18 | Inspector 20 | Inspector 23 | Inspector 5 | Inspector 8 |
| Inspector 10 | Inspector 13 | Inspector 16 | Inspector 19 | Inspector 21 | Inspector 3 | Inspector 6 | Inspector 9 |
| Inspector 11 | Inspector 14 | Inspector 17 | Inspector 2 | Inspector 22 | Inspector 4 | Inspector 7 | |

Ward Name ▼

| | | | | |
|---------|---------|---------|---------|--------|
| Ward 1 | Ward 14 | Ward 19 | Ward 23 | Ward 7 |
| Ward 10 | Ward 15 | Ward 2 | Ward 3 | Ward 8 |
| Ward 11 | Ward 16 | Ward 20 | Ward 4 | Ward 9 |
| Ward 12 | Ward 17 | Ward 21 | Ward 5 | |
| Ward 13 | Ward 18 | Ward 22 | Ward 6 | |

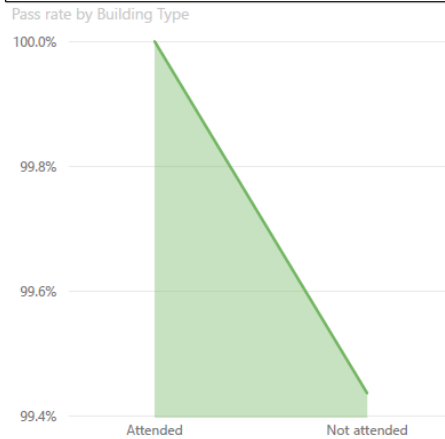
89

Number of inspections

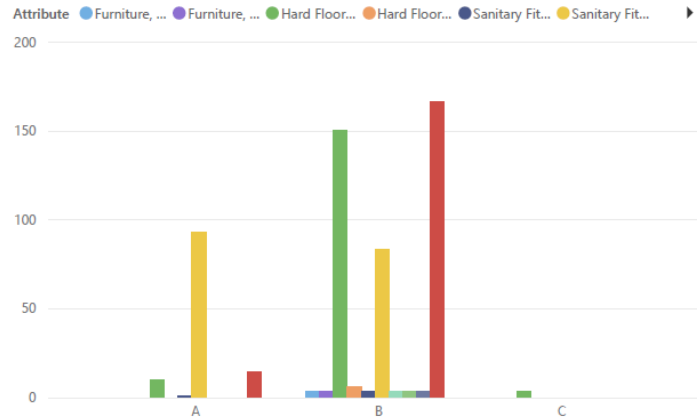


Overall gradings

| Name | All Area Pass rate | A | B | C |
|--------------|--------------------|------------|------------|----------|
| Toilet 18 | 95.65% | 6 | 16 | 1 |
| Toilet 23 | 94.12% | 7 | 9 | 1 |
| Toilet 8 | 95.65% | 2 | 20 | 1 |
| Toilet 1 | 100.00% | 6 | 18 | |
| Toilet 10 | 100.00% | 4 | 18 | |
| Toilet 11 | 100.00% | 6 | 18 | |
| Toilet 12 | 100.00% | 6 | 17 | |
| Toilet 13 | 100.00% | 2 | 21 | |
| Toilet 14 | 100.00% | 2 | 21 | |
| Toilet 15 | 100.00% | 4 | 19 | |
| Toilet 16 | 100.00% | 14 | 10 | |
| Toilet 17 | 100.00% | 4 | 19 | |
| Toilet 19 | 100.00% | 6 | 17 | |
| Toilet 2 | 100.00% | 6 | 18 | |
| Toilet 20 | 100.00% | 2 | 53 | |
| Toilet 21 | 100.00% | 6 | 5 | |
| Toilet 22 | 100.00% | 2 | 16 | |
| Toilet 3 | 100.00% | 7 | 16 | |
| Toilet 4 | 100.00% | 3 | 21 | |
| Toilet 5 | 100.00% | 6 | 17 | |
| Total | 99.45% | 118 | 423 | 3 |

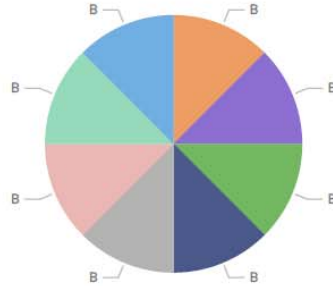


Grading by fixture type

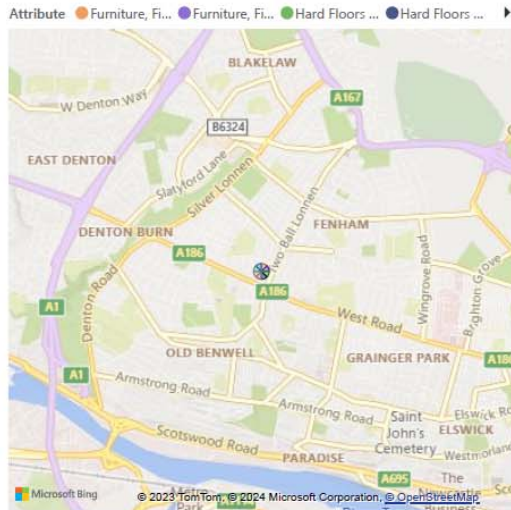


Count of gradings by surface type

- Grade
- Furniture, Fixtures and Fittings – Dust
 - Furniture, Fixtures and Fittings – Pol...
 - Hard Floors - Mopped/scrubbed
 - Hard Floors - Polished/Burnished
 - Soft Floors - Deep Cleaned
 - Soft Floors - General cleaned
 - Soft Floors - Spot cleaned
 - Vertical surfaces



Total Entrance Area Gradings by location



100.00%
Entrance Area Pass Rate

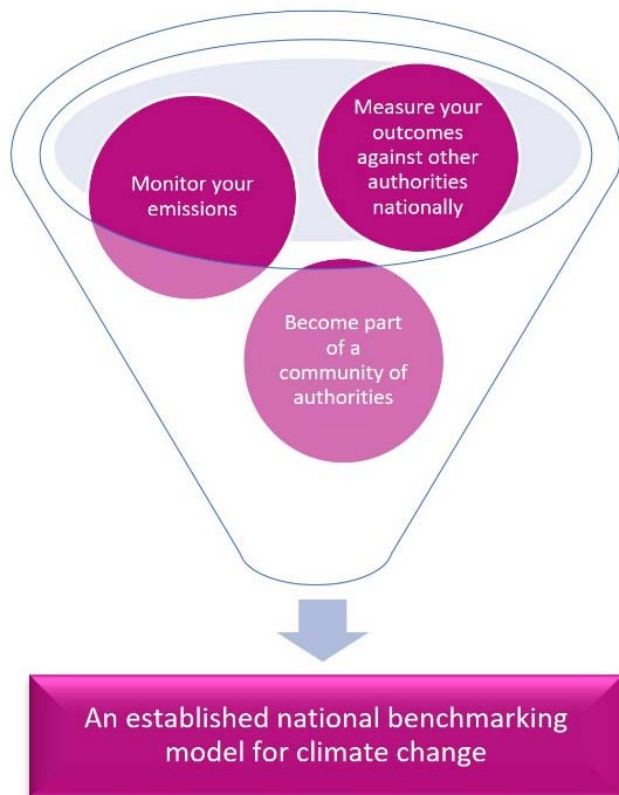
Entrance Area - Total Grade A, B, C

| Name | Entrance Area Pass Rate | A | B | C | Total Entrance Area Gradings | Number of pictures | Number of inspections |
|--------------|-------------------------|----------|-----------|----------|------------------------------|--------------------|-----------------------|
| Toilet 20 | 100.00% | 0 | 24 | 0 | 24 | 3 | 1 |
| Total | 100.00% | 0 | 24 | 0 | 24 | 3 | 1 |

| Entrance Area - Image | Entrance Area - Room/Area Name | Entrance Area - Is the Toilet, Female (F), Male (M) or Unisex (U)? | Entrance Area - Comments | Date of inspection |
|-----------------------|--------------------------------|--|--|--------------------|
| | tougal | Unisex | can't check this disabled toilet as it's been locked | 21 June 2022 |
| | tougal | Gents | | 21 June 2022 |
| | tougal | Ladies | | 21 June 2022 |

Pass rate by surface type





Measure your progress on climate change: A free tool for APSE members

Benefits of participation

Participatory councils will enjoy:

- ❖ Compare with similar UK-wide authorities in your family group
- ❖ Option for you to select your own list of authorities to compare with
- ❖ Identify good practice
- ❖ Raise the profile of any groundbreaking innovations
- ❖ Compare emissions
- ❖ Demonstrate your progress over time and how you compare with peers
- ❖ Drill into the individual service areas which APSE already monitor
- ❖ Receive comparative reports
- ❖ Become part of a community within networking groups



Blackpool 5-6 December 2024

- **Climate change and environmental cleanliness in Stockholm** - Jonathan Pertot, Manager of street operations, Sofia Nordström, Communications and Sara Alves, System Administrator, City of Stockholm
- **Statistical insights into local government in the UK** - Jennet Woolford, Director of Public Policy Analysis, Office for National Statistics (ONS)
- **Post-election – what do the public think about public service spending and the economy?** – Damian Lyons-Lowe, Chief Executive, Survation
- **Workforce matters** - Chris Ross, Chair and Nicky Joiner Vice Chair, Assist FM
- **Proving Value for Money in financially difficult times** – Andy Vaughan, APSE associate
- **Digitalisation: New Power BI reports and Inspection Apps** – Paul Naylor, Eastleigh Borough Council
- **Local government finance: financial outlook and key challenges following the October Budget and Spending Review** – David Phillips, Associate Director, Institute of Fiscal Studies
- **Panel: post-election, what's the direction of local government front-line services?**
 - Workforce issues – President of the PPMA, Pam Parkes
 - Managing demand and productivity – Mike Cockburn, Assistant Director – Climate Emergency & Environment, Wirral Council
 - Climate change, energy and net zero - Patrick Allcorn, Head of Local Net Zero Delivery and Demonstration, DESNZ
 - Local government finance – David Phillips, Associate Director, Institute of Fiscal Studies
 - Digitalisation and technology - David Ogden, Engagement Director, SOCITM
 - Impact on culture and leisure – Iain Varah, Chief Executive, Vision Redbridge Culture and Leisure

Workshop A – Building cleaning and catering :

- **Challenges and fairer funding for school catering** - Anita Brown, Service Manager, Stockton-on-Tees Borough Council and Immediate Past Chair of LACA
- **Horizon scanning: what's next for Local Authority Soft FM services?** - Joanne Moore, Operations Manager and Victoria Lamb Commercial Manager, Gateshead Council
- **Using data to improve performance in Soft FM** - Kate Evans, APSE Associate
- **Environmental sustainability and carbon reduction - Group discussion** – Facilitated by Vickie Hacking, Principal Advisor, APSE
- **Challenges and Innovations: an opportunity for to discuss any the challenges and issues impacting the services and to discuss how the challenges are being meet and any innovations that are being developed in the sector** - Facilitated by: - Vickie Hacking, APSE Principal Advisor

NEW MUNICIPALISM

Delivering for local people and local economies



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