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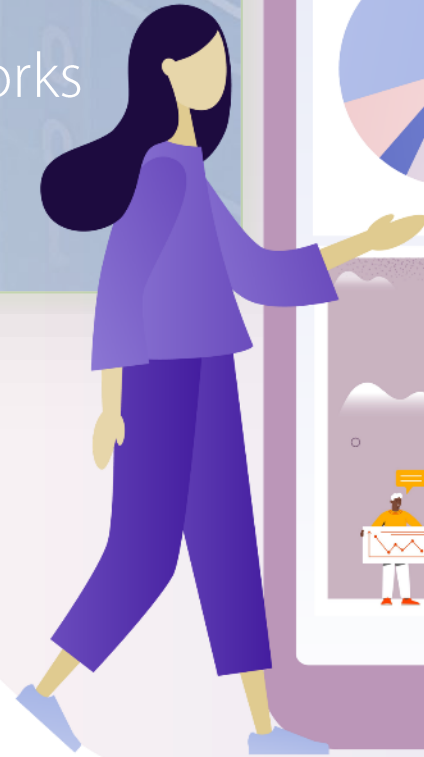
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What's happening in frontline services

Debbie Johns | APSE Head of Performance Networks





Expenditure

Since 21-22

| | | |
|----------------------|---|------|
| Building maintenance | Total annual expenditure | +22% |
| Street cleansing | Cost of street cleansing service per household | +19% |
| Refuse collection | Cost of refuse collection service per household | +18% |
| Parks | Maintenance investment per hectare of maintained land | +15% |
| Catering | Total cost per lunchtime meal - primary schools | +13% |
| Building cleaning | Cost per scheduled input hour | +11% |
| Street lighting | Cost per streetlight | -7% |



Benchmarking unit costs – carriageway planned maintenance schemes

23-24

11.2 million sq meters treated for planned maintenance schemes
Cost of £234 million
£20.84 per sq meter

21-22

16.8 million sq meters treated for planned maintenance schemes
Cost of £263 million
£15.66 per sq meter

Comparison between the years

33% reduction in sq meters of carriageway planned maintenance schemes
11% reduction in budget





Income

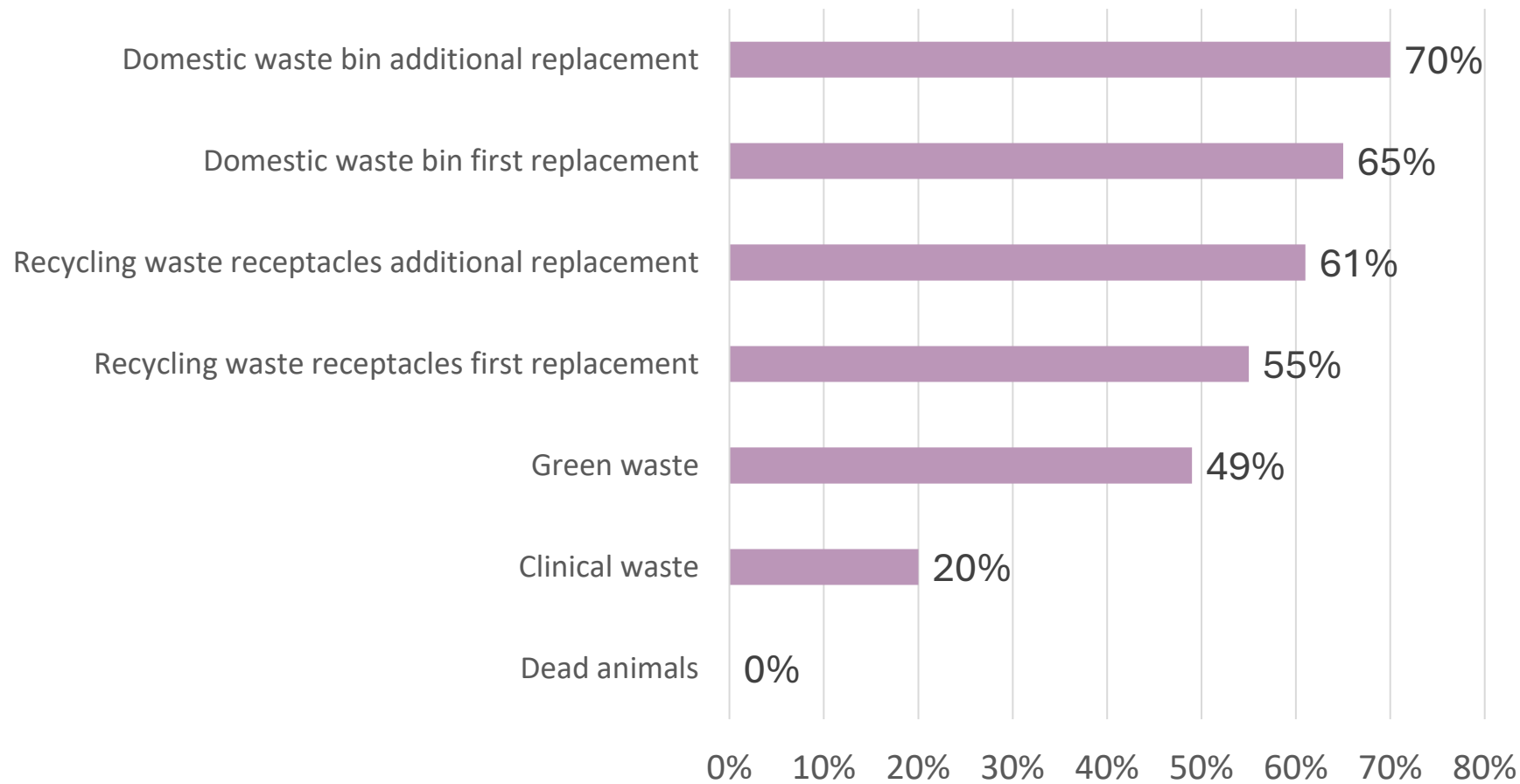
| | | |
|--------------------------|---|---------------|
| Building cleaning | % expenditure recovered through commercial income | 2.65% |
| Parks | % operational expenditure covered by discountable income and external funding | 11.68% |
| Street cleansing | % operational expenditure covered by discountable income | 2.53% |

Since 21-22

| | | |
|---------------------------|---|------------|
| Parks | Discountable / non-contract income | 38% |
| Refuse collection | Discountable / non-contract income | 3% |
| Education catering | Total income (cash / actual / free meal income) | 14% |



% who charge for the following services (refuse collection)





Productivity

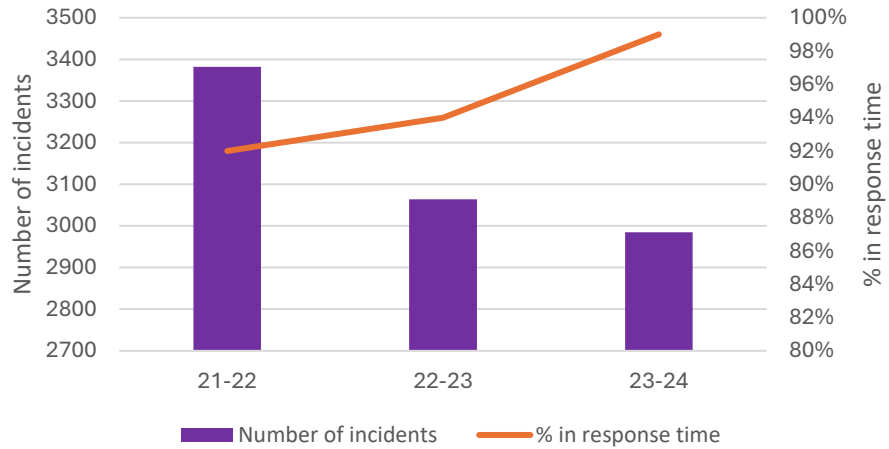
| | | 21-22 | 22-23 | 23-24 |
|-----------------------------|--|---------------|---------------|---------------|
| Building cleaning | Total square metres cleaned per FTE employee | 1417 | 1603 | 1673 |
| Building maintenance | All jobs completed per full time operational employee | 211 | 239 | 264 |
| Catering | Primary and special school lunchtime meals served per staff hour | 8.3 | 9.3 | 9.8 |
| Roads/highways | Number of cat 1 defects (carriageways and footpaths) | 23,220 | 27,581 | 29,853 |
| | Number of the above dealt with in target time | 21,827 | 25,357 | 26,055 |
| Street lighting | Percentage of lamps restored to working condition within target time | | 82 | 84 |
| Sports and leisure | Usage per staff hour | 6.0 | 7.4 | 8.8 |



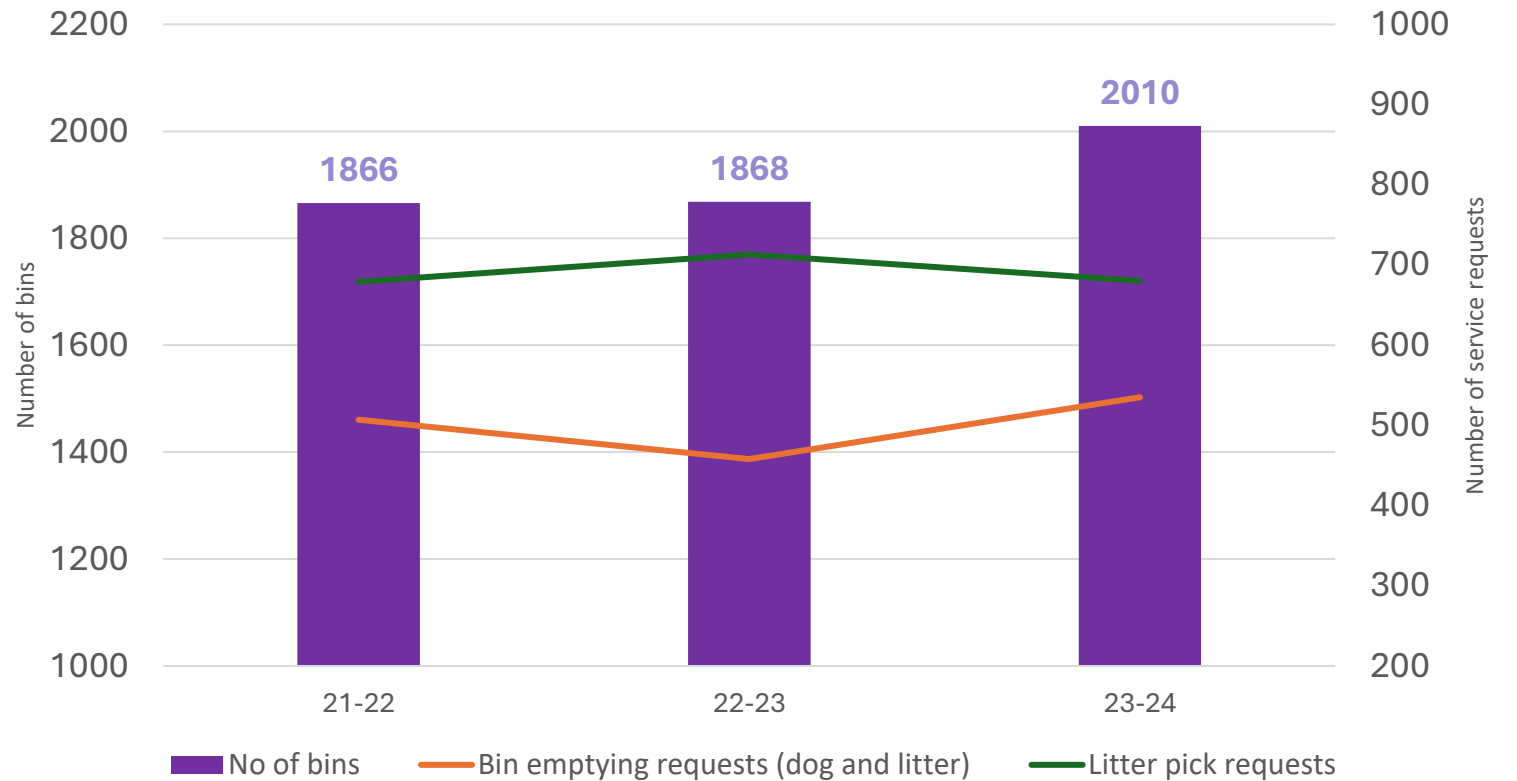


Street cleansing continuing demands on service

Fly-tipping

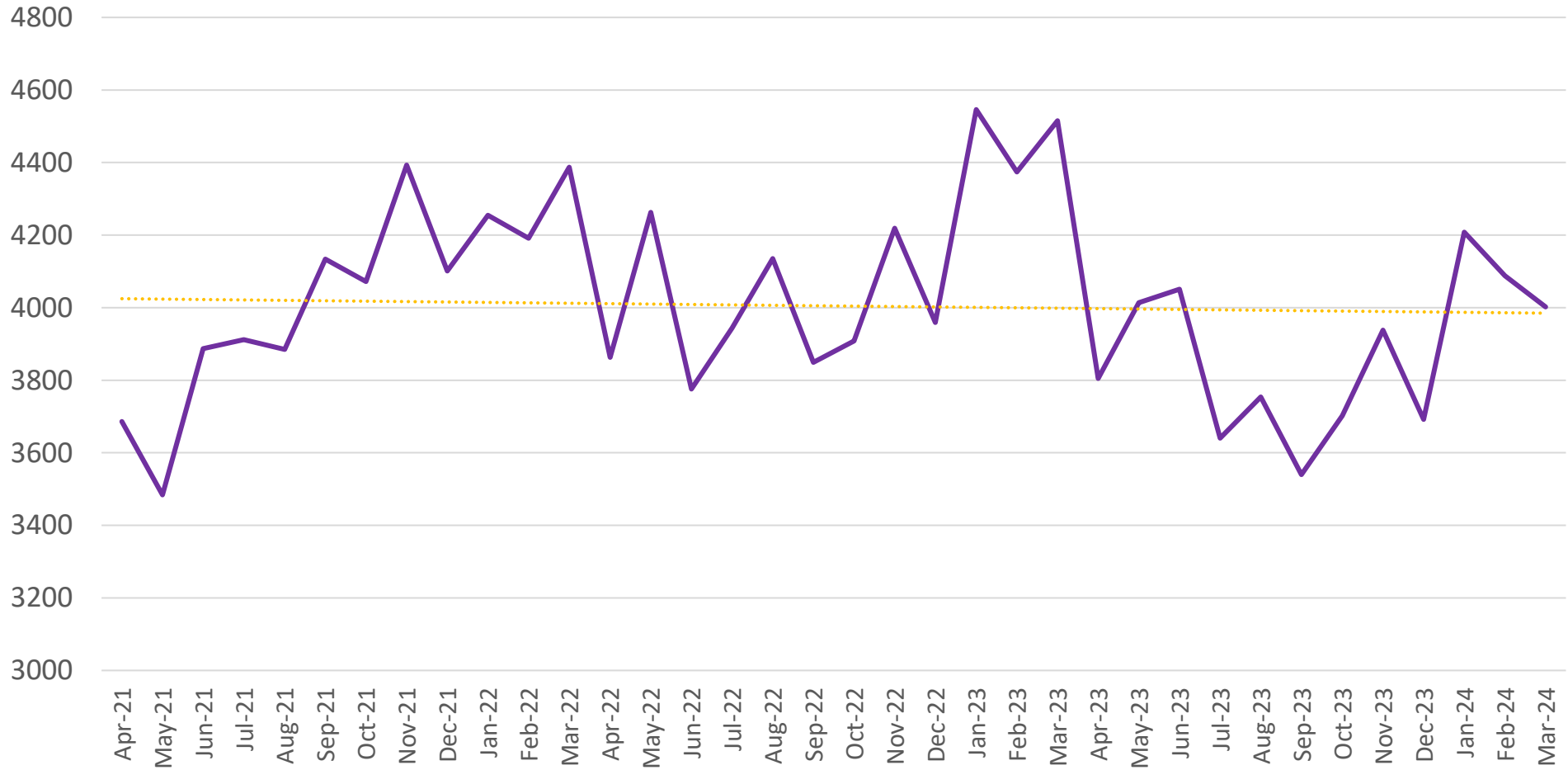


Dealing with litter and dog waste





Burials and cremations by month

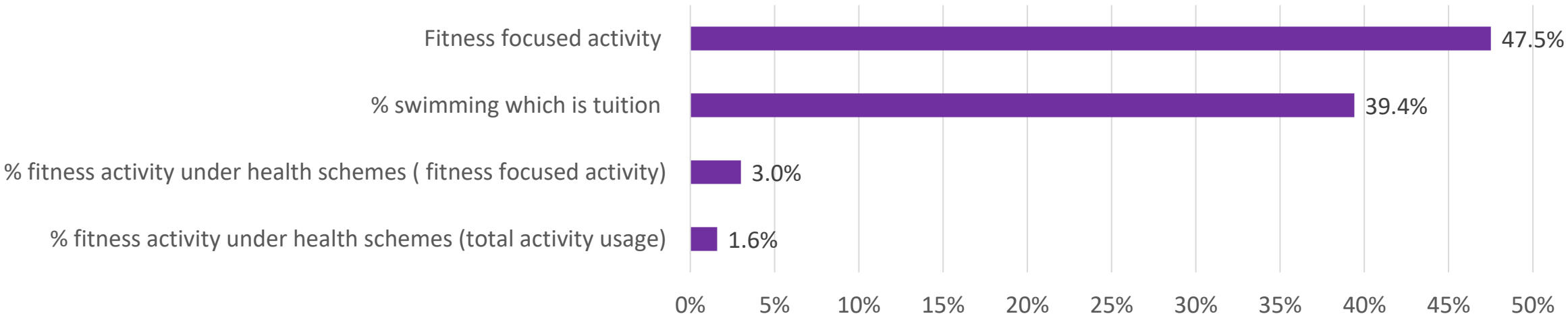




The changing face of leisure

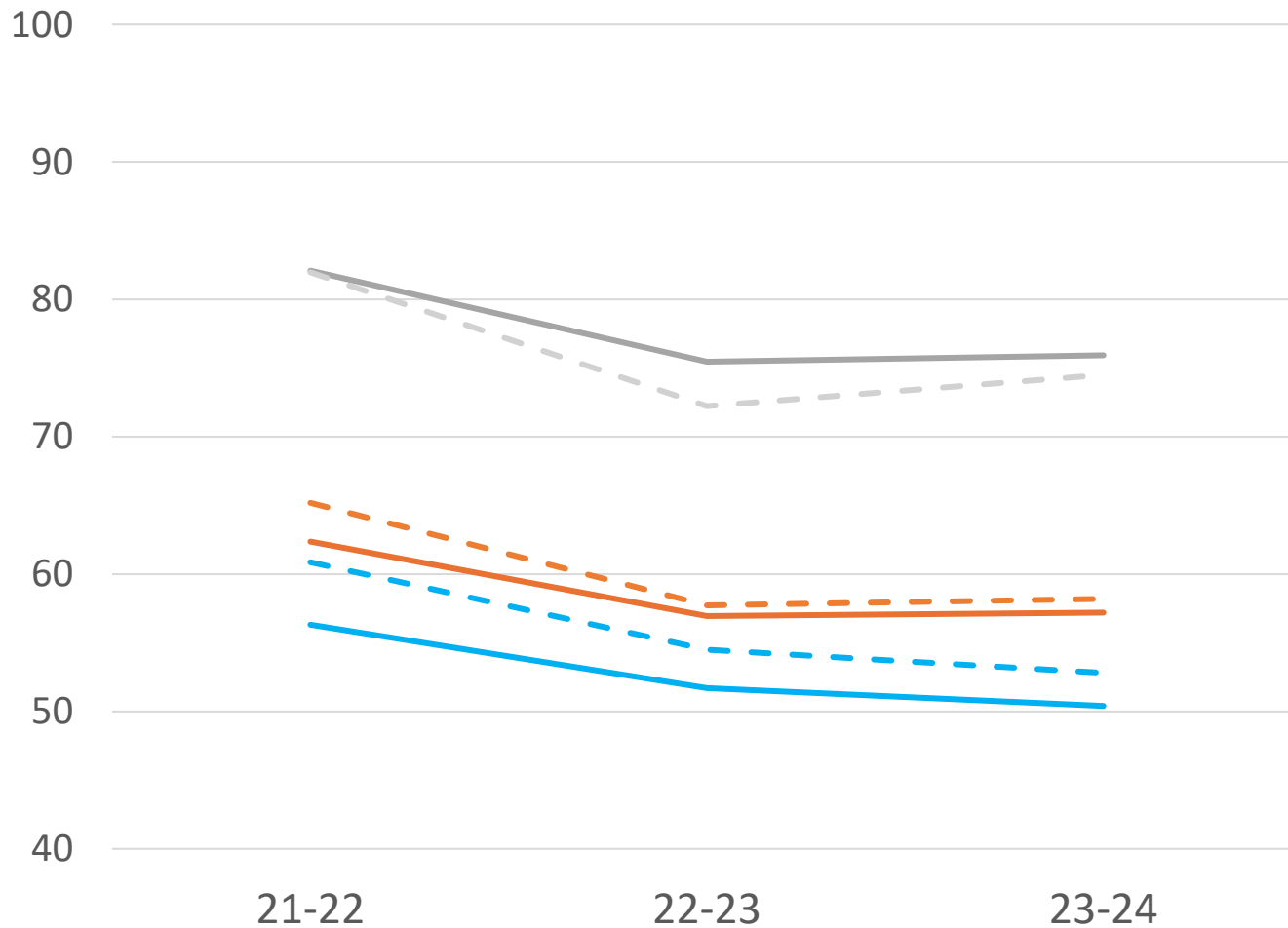


| | 21-22 | 22-23 | 23-24 |
|----------------------|----------|------------|------------|
| Expenditure increase | | | 7.80% |
| Energy cost | £131,471 | £270,921 | £271,344 |
| Usage recovery | 223,841 | 302,633 | 332,139 |
| Income recovery | £772,568 | £1,048,570 | £1,231,020 |
| Opening hours | 4,700 | 4,738 | 4,711 |
| Staffing hours | 37,230 | 38,507 | 37,911 |





Missed bin collections

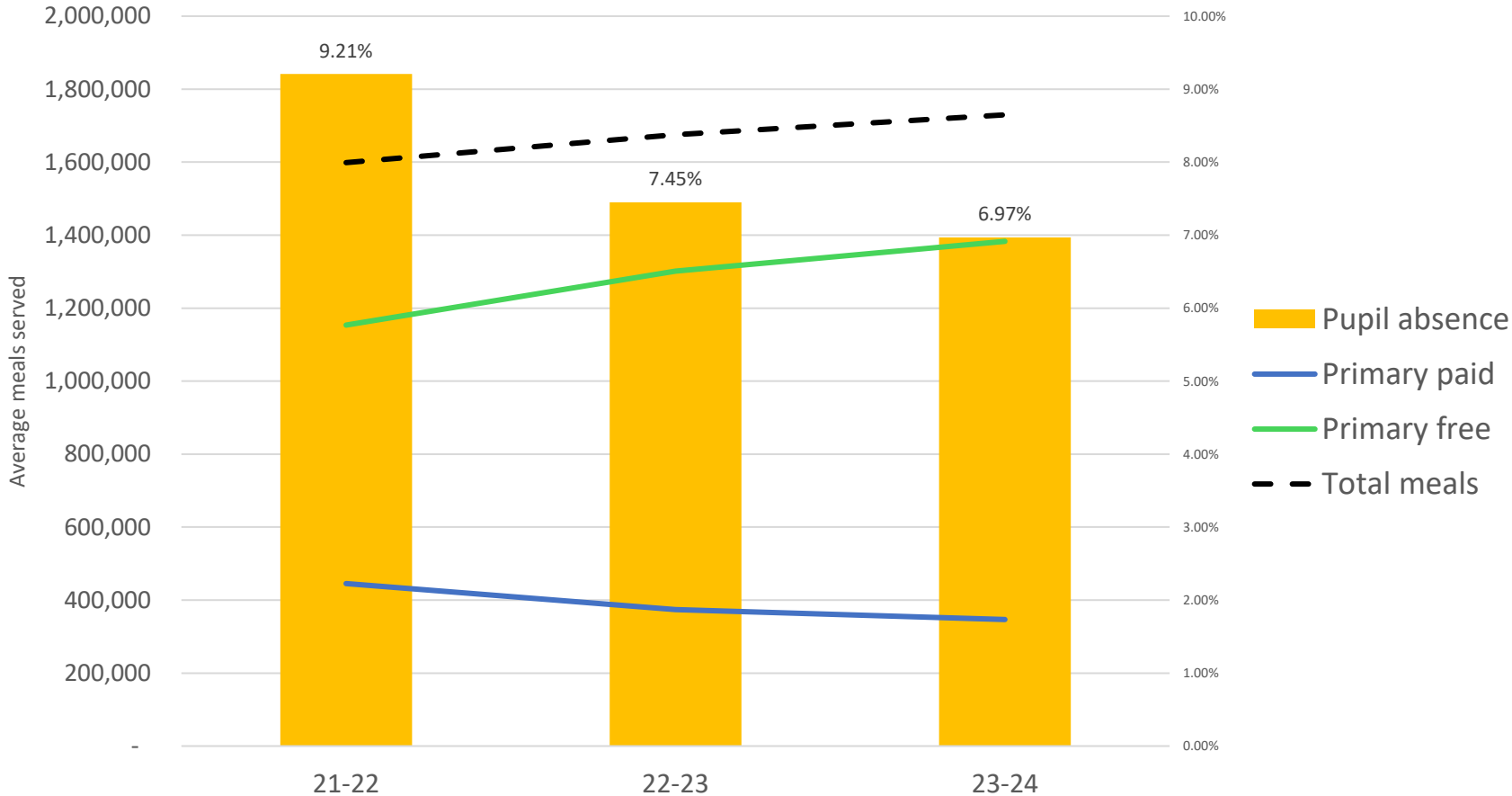


- Full year (all)
- Apr-Sept (all)
- Full year (residual)
- Apr-Sept (residual)
- Full year (recycling)
- Apr-Sept (recycling)





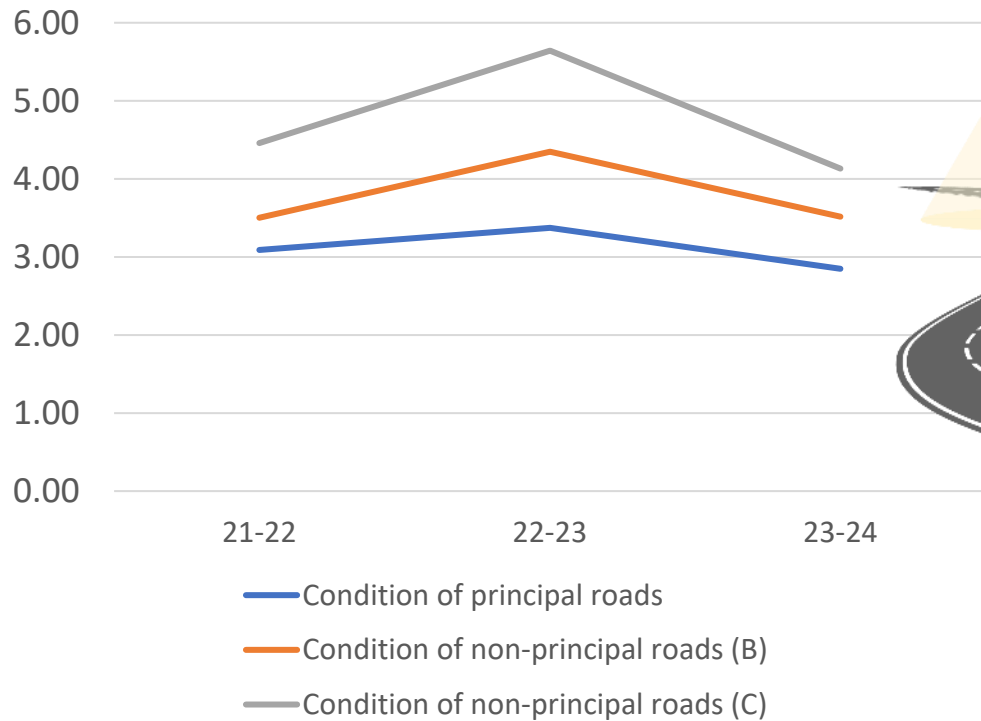
Catering primary school meals served



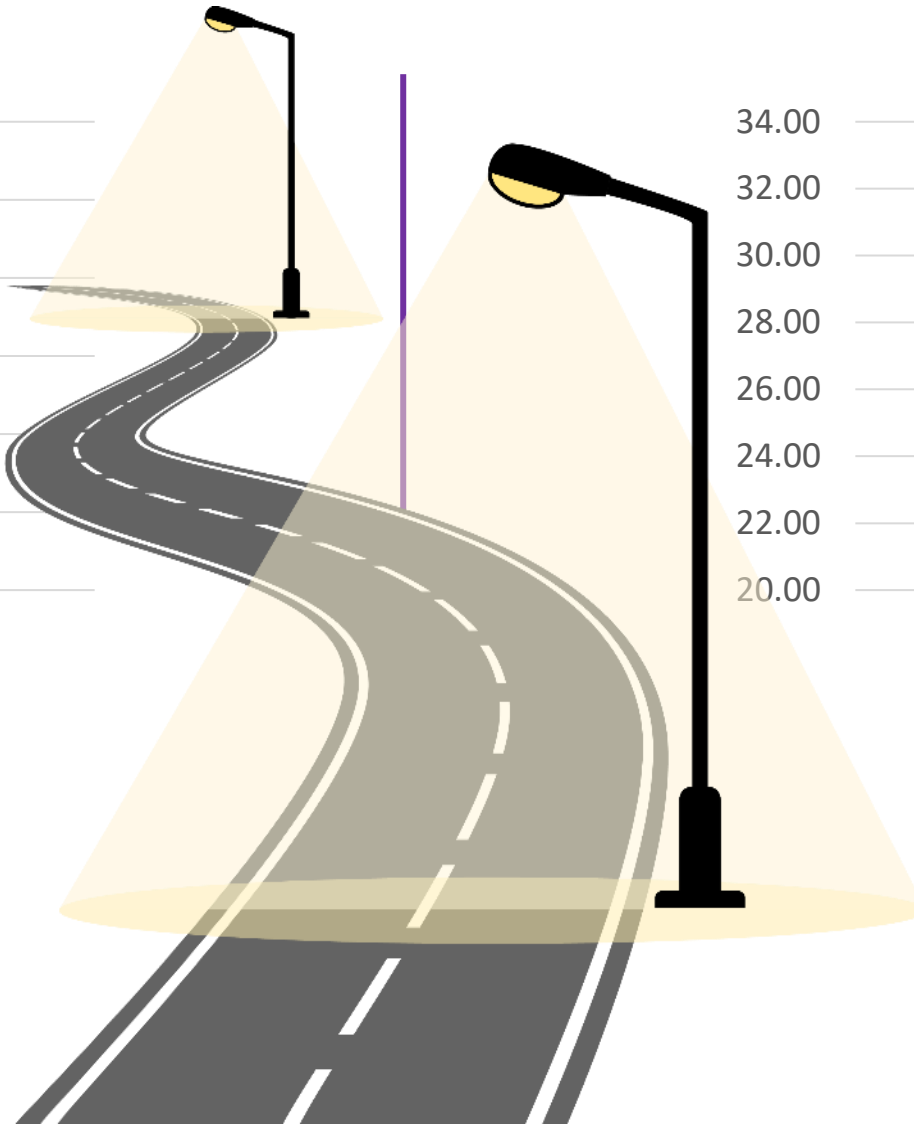
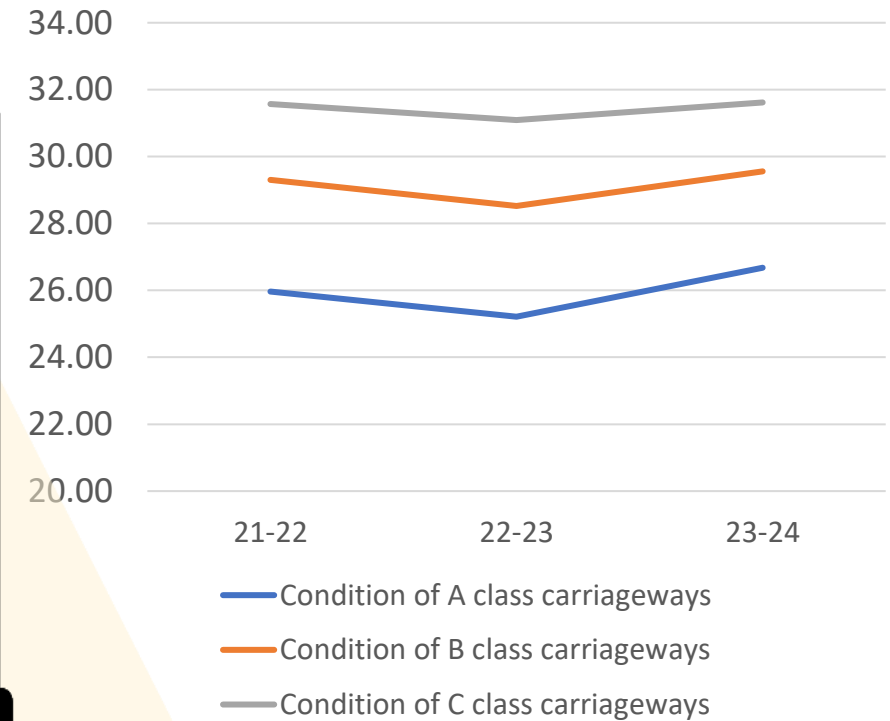


Road condition

Road condition: England and Wales



Road condition: Scotland





Street Cleansing LAMS



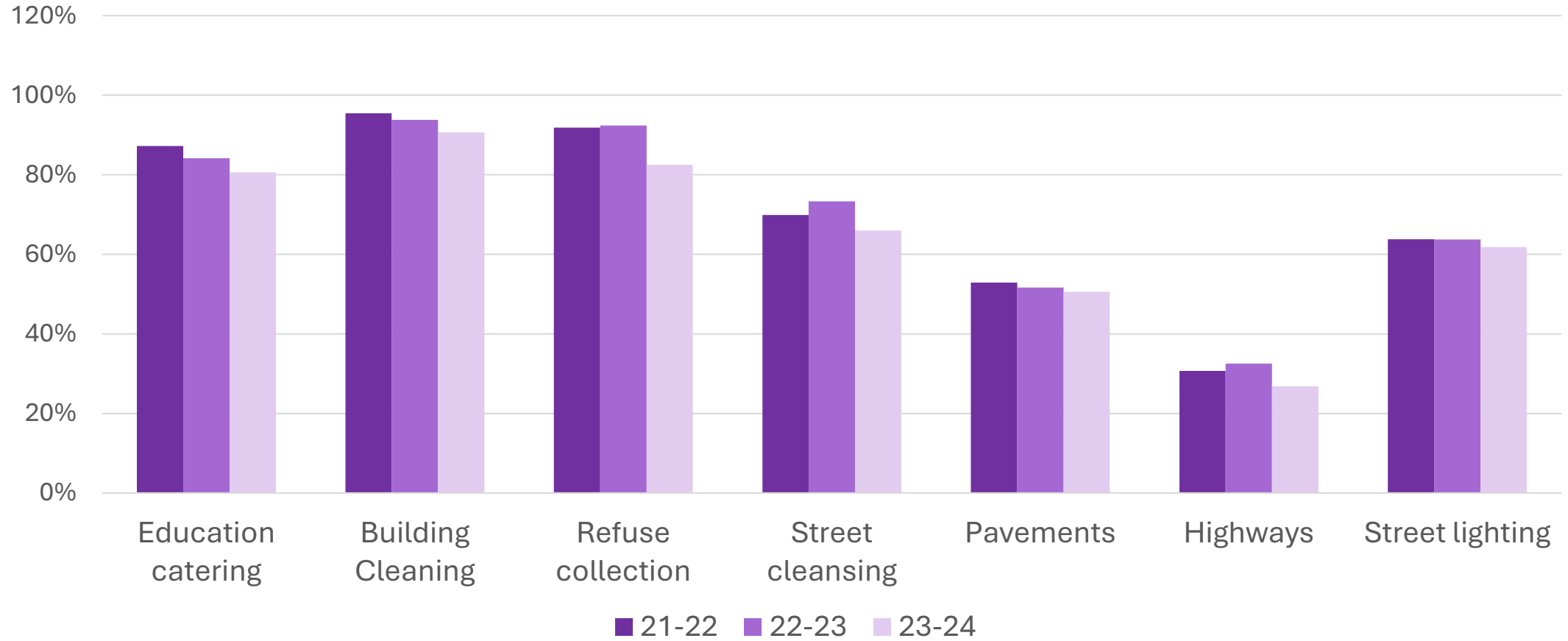


Grounds Maintenance LAMS





Customer satisfaction

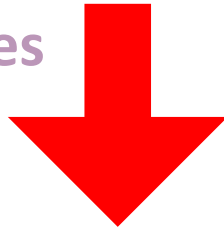




Customer complaints and enquiries

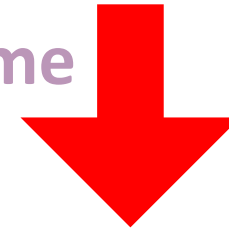
Dealing with complaints scores

Building cleaning 65% to 55%
Refuse collection 26.5% to 26.3%



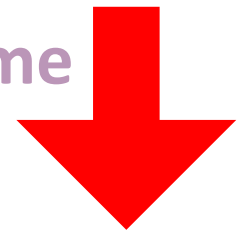
Complaints dealt with in target time

Street cleansing 94% to 93%



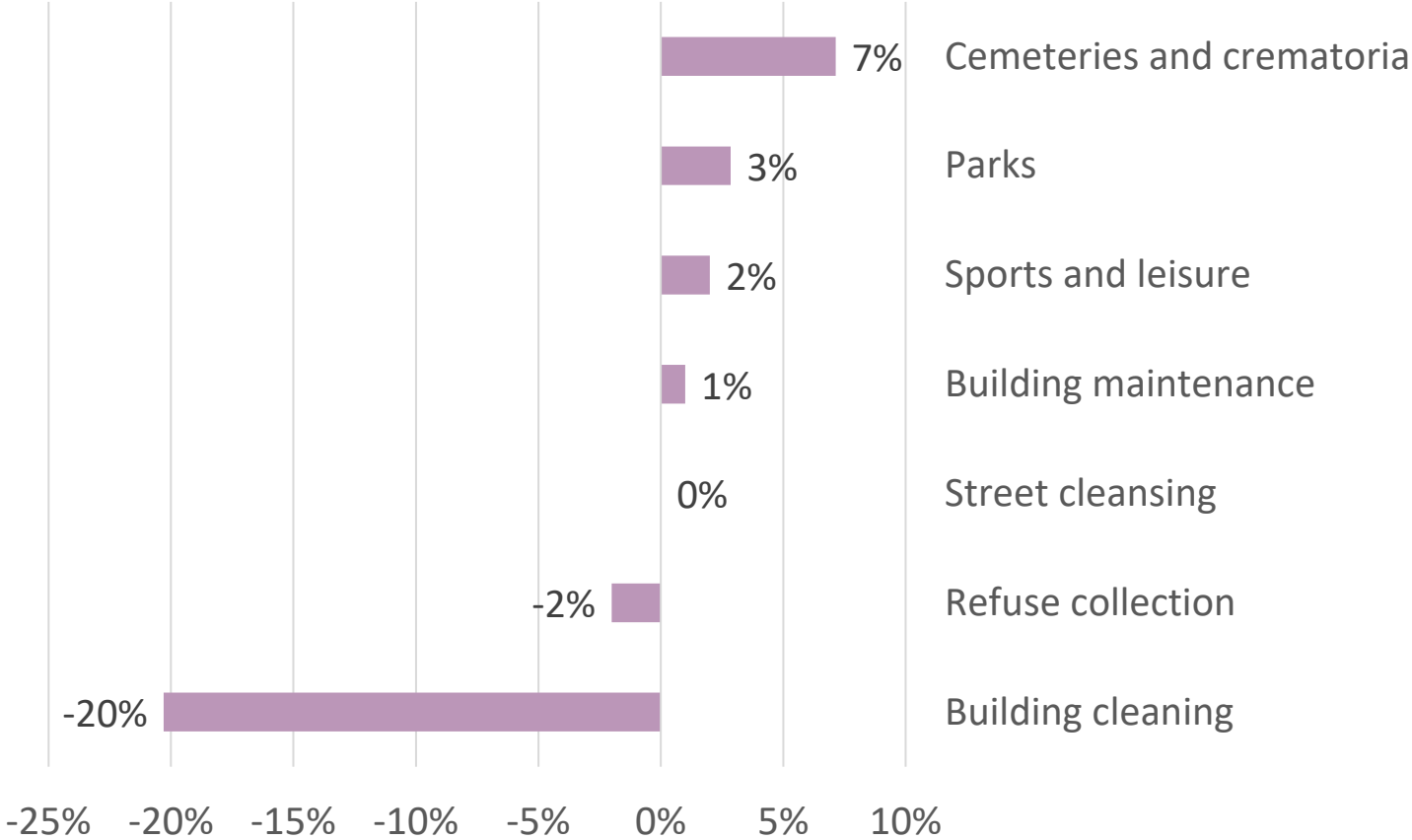
Enquiries dealt with in target time

Roads/highways 82% to 77%





Front line staff numbers





Recruitment and retention

| | % vacancies | % filled | % stayed beyond probation, induction and training | % stayed at least 12 weeks | % leavers |
|-------------------------------|-------------|----------|---|----------------------------|-----------|
| Parks | 12% | *96% | 97% | | 6% |
| Refuse drivers | 11% | 71% | | | |
| Refuse loaders | 12% | 63% | | | |
| Street cleansing | 16% | 63% | 98% | | 12% |
| Cemetery and crematorium | 5% | 63% | 100% | | 7% |
| Leisure recreation assistants | 31% | 83% | 86% | | |
| Building cleaning | 5% | | | 85% | 13% |
| Building maintenance | 7% | 55% | 55% | | |

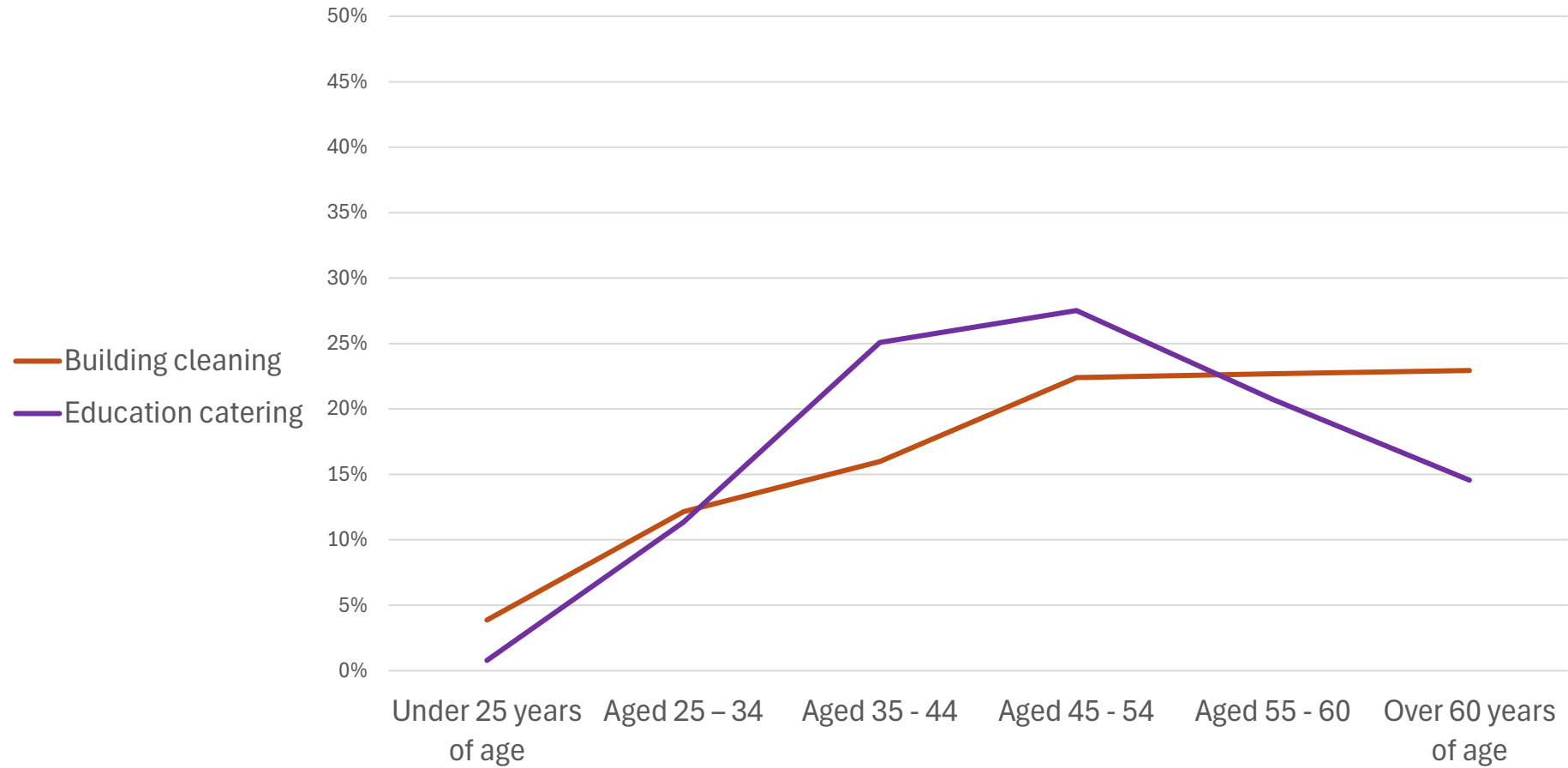


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*from those advertised



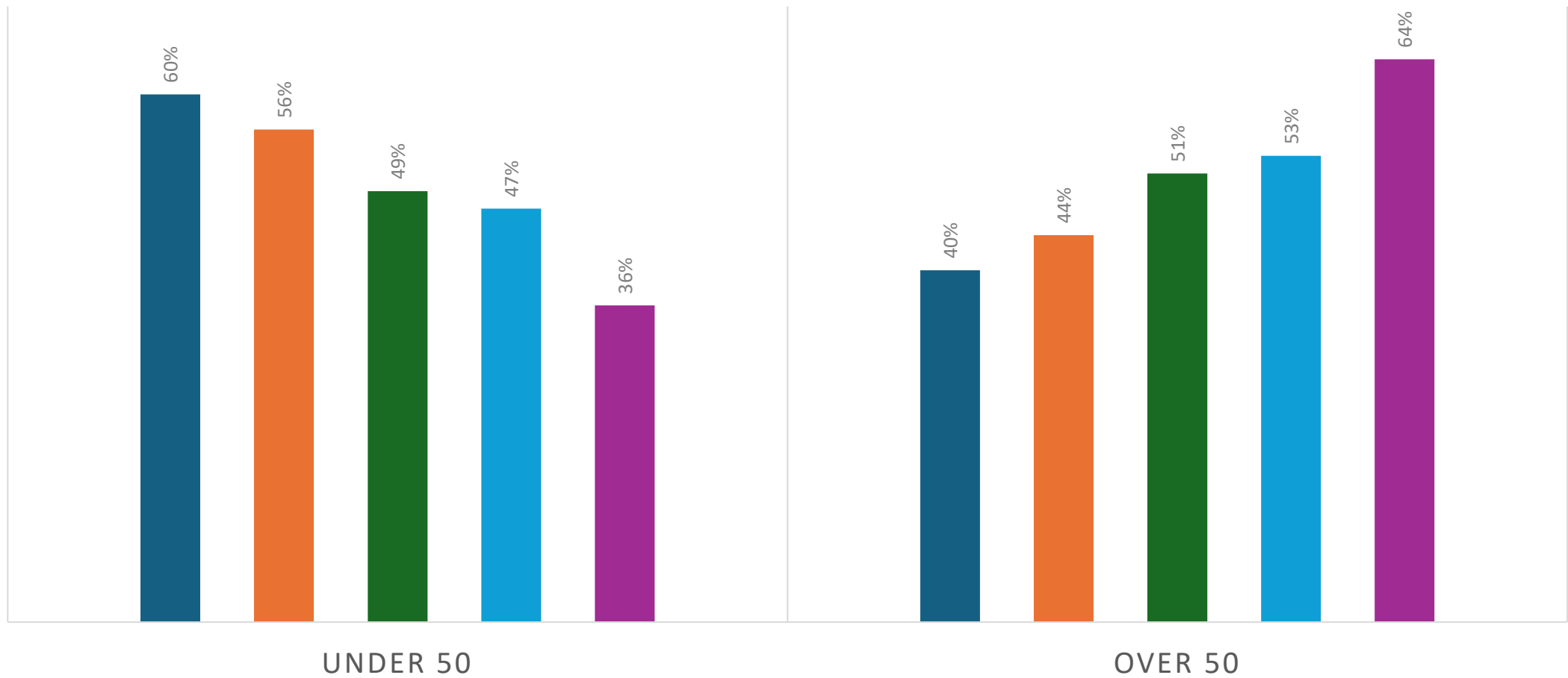
Age profile of the workforce – catering and cleaning





Age profile of the workforce

■ Building maintenance ■ Refuse collection ■ Parks ■ Cemetery and crematorium ■ Street cleansing





Environmental sustainability

All services

5% of service teams are a certified 'Carbon Literate' organisation

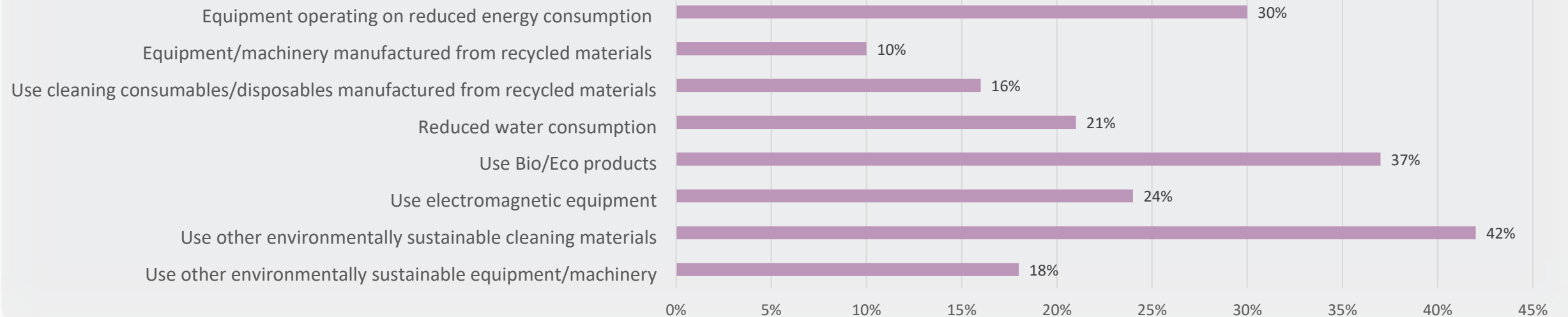
Management / Admin / Office / Professional / Support

9.2% have undergone formal 'Carbon Literacy' training and a further 7.2% have done climate awareness training

Front line/operational employees

2.1% have undergone formal 'Carbon Literacy' training and a further 4% have done climate awareness training

Building cleaning





75% have an identified budget for tree maintenance

94% of a quarter of a million new trees planted were new schemes

18% is the average current canopy

22% is the average target canopy



43% councils have new or ongoing BNG projects

67% intend to go fully peat free

36% have a 'Pollinator' strategy



14% sweepers (vehicles) are neither petrol or diesel

42% of motorised pedestrian sweepers are electric or battery



9% of refuse fleet is on alternative fuels

20% have at least 1 electric vehicle



32% have any forms of renewable energy sources

81% re-use energy generated by the cremation process

82% manage grounds in a manner which promotes biodiversity

14% have 'locally sourced / ecofriendly' memorials available

46% offer a natural / green / woodland burial

43% have dedicated green / woodland sites





Environmental sustainability

| The average who.... | Parks | Street cleansing | Roads/ highways |
|--|-------|------------------|-----------------|
| Have a weed control policy | 58% | 63% | 47% |
| Use glyphosate | 88% | 81% | 100% |
| Reduced the amount of glyphosate used from 5 years ago | 73% | 56% | |
| What has this on average reduced by? | 55% | 54% | |



Environmental sustainability



Since 21-22.....

- 10% increase in the number of streetlamps that are LED
- 89% are now LED
- Average annual electricity consumption per streetlight reduced by 19%
- 13% increase in streetlamps which had a registered dimming regime
- Now 62% on CMS or dimming regime



34% use thermal mapping data

Average number of flooding incidents resulting from highway surface water issues is 232



53% have target for moving to Electric Vehicles or other non-petrol/diesel vehicles

9% vehicles are currently Electric Vehicles or other non-petrol/diesel vehicles

Two thirds targeting getting 100% onto electric vehicles



30% of provisions purchased / sourced from local suppliers

45% schools have set targets for reductions in energy consumption

55% have a policy for recycling food waste in Primary Schools

45% have a policy for recycling food waste in Secondary Schools





Environmental sustainability

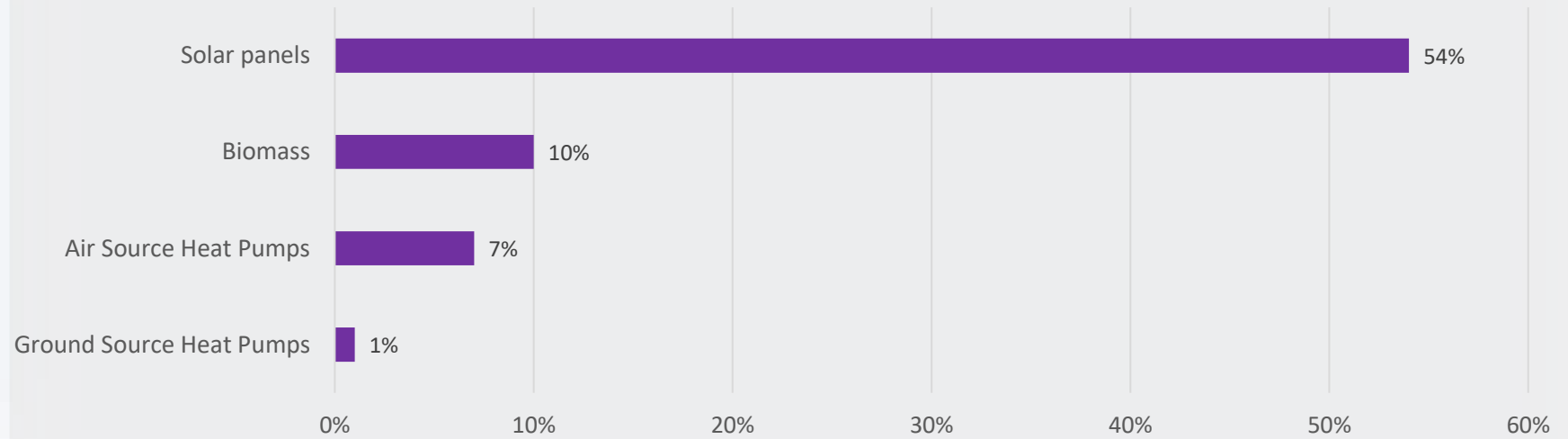


61% use renewable energy sources

75% cover swimming pools at night

31% use 'Heat recycling pump' technology

Sports and leisure renewable energy sources



Progress Report





On-line video library

apse A word from Debbie Johns, Head of Performance ... Share

apse performance networks

MORE VIDEOS

apse performance networks

Dave Knapman
APSE Associate Consultant



Training

Ian Jones
APSE Associate Consultant for parks

apse performance networks

Family group comparison
Direct observing performance indicator standings

Sample Authority
apss
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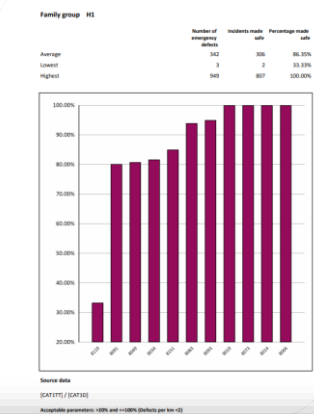
| Performance Indicator | Number in group | Highed in group | Average for group | Lowest in group | Year outperformers | Ranking in group | Top quartile mark | Quartile achieved | Percent year score | High/Low Result |
|--|-----------------|-----------------|-------------------|-----------------|--------------------|------------------|-------------------|-------------------|--------------------|-----------------|
| Key performance indicators | | | | | | | | | | |
| PI-01: Cost of direct charging service per household excluding CIG | 17 | 101.34 | 129.69 | 85.41 | 100.00 | 15 | 118.34 | 4 | 55.61 | L |
| PI-02: CIG customer self-test rate | 3 | 46.66% | 46.66% | 46.66% | 100% | 1 | 100% | 1 | 100% | M |
| PI-03: Quarterly customer survey satisfaction | 18 | 100.00% | 10.00% | 0.00% | 75.00% | 7 | 75.00% | 2 | 75.00% | M |
| PI-04: The Quality of Service Standard | 11 | 42.00% | 14.00% | 0.00% | 50.00% | 7 | 50.00% | 2 | 40.00% | L |
| PI-05: Percentage of sites located before grade 6 for electricity | 1 | 10.00% | 10.00% | 10.00% | 100% | 1 | 100% | 1 | 100% | M |
| PI-06: Percentage of sites located before grade 6 for gas | 1 | 10.00% | 10.00% | 10.00% | 100% | 1 | 100% | 1 | 100% | M |
| PI-07: Percentage of sites located before grade 6 for water | 1 | 10.00% | 10.00% | 10.00% | 100% | 1 | 100% | 1 | 100% | M |
| PI-08: Percentage of sites located in accessible (no heating) | 4 | 50.00% | 50.00% | 50.00% | 100% | 4 | 100% | 1 | 100% | M |
| PI-09: Percentage of sites located in accessible (no heating) | 4 | 50.00% | 50.00% | 50.00% | 100% | 4 | 100% | 1 | 100% | M |
| PI-10: Percentage of sites located in accessible (no heating) | 4 | 50.00% | 50.00% | 50.00% | 100% | 4 | 100% | 1 | 100% | M |
| PI-11: Percentage of sites located in accessible (no heating) | 4 | 50.00% | 50.00% | 50.00% | 100% | 4 | 100% | 1 | 100% | M |
| PI-12: Percentage of sites located in accessible (no heating) | 4 | 50.00% | 50.00% | 50.00% | 100% | 4 | 100% | 1 | 100% | M |
| PI-13: Percentage of sites located in accessible (no heating) | 4 | 50.00% | 50.00% | 50.00% | 100% | 4 | 100% | 1 | 100% | M |
| PI-14: Percentage of sites located in accessible (no heating) | 4 | 50.00% | 50.00% | 50.00% | 100% | 4 | 100% | 1 | 100% | M |
| PI-15: Percentage of sites located in accessible (no heating) | 4 | 50.00% | 50.00% | 50.00% | 100% | 4 | 100% | 1 | 100% | M |
| PI-16: Percentage of sites located in accessible (no heating) | 4 | 50.00% | 50.00% | 50.00% | 100% | 4 | 100% | 1 | 100% | M |
| PI-17: Percentage of sites located in accessible (no heating) | 4 | 50.00% | 50.00% | 50.00% | 100% | 4 | 100% | 1 | 100% | M |
| PI-18: Percentage of sites located in accessible (no heating) | 4 | 50.00% | 50.00% | 50.00% | 100% | 4 | 100% | 1 | 100% | M |
| PI-19: Percentage of sites located in accessible (no heating) | 4 | 50.00% | 50.00% | 50.00% | 100% | 4 | 100% | 1 | 100% | M |
| PI-20: Percentage of sites located in accessible (no heating) | 4 | 50.00% | 50.00% | 50.00% | 100% | 4 | 100% | 1 | 100% | M |
| PI-21: Percentage of sites located in accessible (no heating) | 4 | 50.00% | 50.00% | 50.00% | 100% | 4 | 100% | 1 | 100% | M |
| PI-22: Percentage of sites located in accessible (no heating) | 4 | 50.00% | 50.00% | 50.00% | 100% | 4 | 100% | 1 | 100% | M |
| PI-23: Percentage of sites located in accessible (no heating) | 4 | 50.00% | 50.00% | 50.00% | 100% | 4 | 100% | 1 | 100% | M |
| PI-24: Percentage of sites located in accessible (no heating) | 4 | 50.00% | 50.00% | 50.00% | 100% | 4 | 100% | 1 | 100% | M |
| PI-25: Percentage of sites located in accessible (no heating) | 4 | 50.00% | 50.00% | 50.00% | 100% | 4 | 100% | 1 | 100% | M |
| PI-26: Percentage of sites located in accessible (no heating) | 4 | 50.00% | 50.00% | 50.00% | 100% | 4 | 100% | 1 | 100% | M |
| PI-27: Percentage of sites located in accessible (no heating) | 4 | 50.00% | 50.00% | 50.00% | 100% | 4 | 100% | 1 | 100% | M |
| PI-28: Percentage of sites located in accessible (no heating) | 4 | 50.00% | 50.00% | 50.00% | 100% | 4 | 100% | 1 | 100% | M |
| PI-29: Percentage of sites located in accessible (no heating) | 4 | 50.00% | 50.00% | 50.00% | 100% | 4 | 100% | 1 | 100% | M |
| PI-30: Percentage of sites located in accessible (no heating) | 4 | 50.00% | 50.00% | 50.00% | 100% | 4 | 100% | 1 | 100% | M |
| PI-31: Percentage of sites located in accessible (no heating) | 4 | 50.00% | 50.00% | 50.00% | 100% | 4 | 100% | 1 | 100% | M |
| PI-32: Percentage of sites located in accessible (no heating) | 4 | 50.00% | 50.00% | 50.00% | 100% | 4 | 100% | 1 | 100% | M |
| PI-33: Percentage of sites located in accessible (no heating) | 4 | 50.00% | 50.00% | 50.00% | 100% | 4 | 100% | 1 | 100% | M |
| PI-34: Percentage of sites located in accessible (no heating) | 4 | 50.00% | 50.00% | 50.00% | 100% | 4 | 100% | 1 | 100% | M |
| PI-35: Percentage of sites located in accessible (no heating) | 4 | 50.00% | 50.00% | 50.00% | 100% | 4 | 100% | 1 | 100% | M |
| PI-36: Percentage of sites located in accessible (no heating) | 4 | 50.00% | 50.00% | 50.00% | 100% | 4 | 100% | 1 | 100% | M |
| PI-37: Percentage of sites located in accessible (no heating) | 4 | 50.00% | 50.00% | 50.00% | 100% | 4 | 100% | 1 | 100% | M |
| PI-38: Percentage of sites located in accessible (no heating) | 4 | 50.00% | 50.00% | 50.00% | 100% | 4 | 100% | 1 | 100% | M |
| PI-39: Percentage of sites located in accessible (no heating) | 4 | 50.00% | 50.00% | 50.00% | 100% | 4 | 100% | 1 | 100% | M |
| PI-40: Percentage of sites located in accessible (no heating) | 4 | 50.00% | 50.00% | 50.00% | 100% | 4 | 100% | 1 | 100% | M |
| PI-41: Percentage of sites located in accessible (no heating) | 4 | 50.00% | 50.00% | 50.00% | 100% | 4 | 100% | 1 | 100% | M |
| PI-42: Percentage of sites located in accessible (no heating) | 4 | 50.00% | 50.00% | 50.00% | 100% | 4 | 100% | 1 | 100% | M |
| PI-43: Percentage of sites located in accessible (no heating) | 4 | 50.00% | 50.00% | 50.00% | 100% | 4 | 100% | 1 | 100% | M |
| PI-44: Percentage of sites located in accessible (no heating) | 4 | 50.00% | 50.00% | 50.00% | 100% | 4 | 100% | 1 | 100% | M |
| PI-45: Percentage of sites located in accessible (no heating) | 4 | 50.00% | 50.00% | 50.00% | 100% | 4 | 100% | 1 | 100% | M |
| PI-46: Percentage of sites located in accessible (no heating) | 4 | 50.00% | 50.00% | 50.00% | 100% | 4 | 100% | 1 | 100% | M |
| PI-47: Percentage of sites located in accessible (no heating) | 4 | 50.00% | 50.00% | 50.00% | 100% | 4 | 100% | 1 | 100% | M |
| PI-48: Percentage of sites located in accessible (no heating) | 4 | 50.00% | 50.00% | 50.00% | 100% | 4 | 100% | 1 | 100% | M |
| PI-49: Percentage of sites located in accessible (no heating) | 4 | 50.00% | 50.00% | 50.00% | 100% | 4 | 100% | 1 | 100% | M |
| PI-50: Percentage of sites located in accessible (no heating) | 4 | 50.00% | 50.00% | 50.00% | 100% | 4 | 100% | 1 | 100% | M |

18:09 / 1:08:22

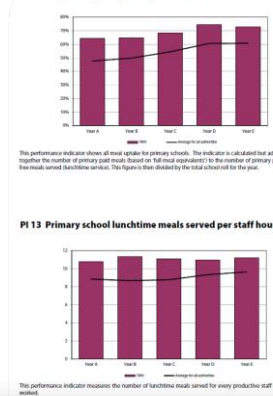
Year group comparison Street cleaning performance indicator standings

| Family group | Number in group | Highest in group | Average for group | Lowest in group | Year output/acre | Standing in group | Top quartile mark | Quartile achieved | Previous year score | High/Low/Neutral |
|---|-----------------|------------------|-------------------|-----------------|------------------|-------------------|-------------------|-------------------|---------------------|------------------|
| Sample Authority 4099 | | | | | | | | | | |
| Family group C2 | | | | | | | | | | |
| Performance indicators | | | | | | | | | | |
| Key performance indicators | | | | | | | | | | |
| PI 04 - Cost of street cleaning service per household (excluding CEC) | 17 | 481.59 | 430.89 | 66.92 | 445.46 | 15 | 478.34 | 4 | 445.67 | L |
| PI 20a - APSC customer satisfaction survey | 3 | 96.00% | 78.50% | 61.00% | - | - | - | - | - | H |
| PI 20b - Community customer survey undertaken | 20 | 100.00% | 53.65% | 3.00% | 75.50% | 7 | 75.50% | 2 | 75.50% | H |
| PI 40a - Quality inspection | 13 | 92.50% | 44.83% | 9.00% | 42.50% | 7 | 54.25% | 2 | 40.50% | H |
| PI 40a - Key Quality performance indicator | 1 | 10.50% | 10.50% | 10.50% | - | - | - | - | - | L |
| PI 52a - Percentage of sites surveyed falling below grade b for cleanliness (England only) (LeqPro survey carried out with requisite numbers) | 6 | 10.26% | 3.45% | 0.66% | 1.25% | 3 | - | - | 7.5% | L |
| PI 52b - Percentage of sites surveyed falling below grade b for cleanliness (England only) (LeqPro survey with reduced survey numbers or other survey type) | 6 | 10.26% | 3.45% | 0.66% | 1.25% | 3 | - | - | 7.5% | L |
| LAMS performance indicators | | | | | | | | | | |
| PI 102 - Percentage of sites cleaned as acceptable (combined litter and debris) | 4 | 99.99% | 99.01% | 98.34% | 98.79% | 3 | - | - | 90.42% | H |
| PI 104 - Percentage of sites cleaned as acceptable (litter) | 4 | 99.83% | 99.19% | 97.79% | 98.67% | 2 | - | - | 97.49% | H |
| PI 105 - Percentage of sites cleaned as acceptable (fly tipping) | 4 | 100.00% | 98.13% | 88.56% | 98.63% | 3 | - | - | 92.94% | H |
| PI 106 - Percentage of sites cleaned as acceptable (fly posting) | 4 | 100.00% | 99.85% | 96.63% | 99.79% | 3 | - | - | 99.00% | H |
| PI 107 - Percentage of sites cleaned as acceptable (dog fouling) | 4 | 100.00% | 99.95% | 99.89% | 99.89% | 4 | - | - | 99.89% | H |
| PI 108 - Percentage of sites cleaned as acceptable (bin overflowing) | 4 | 4.40% | 2.30% | 0.00% | 1.54% | 3 | - | - | 3.85% | L |
| PI 109 - Percentage of sites cleaned as acceptable (bin structure) | 4 | 100.00% | 99.07% | 98.63% | 98.63% | 4 | - | - | 93.22% | H |
| PI 110 - Percentage of sites cleaned as acceptable (bin cleanliness) | 4 | 99.00% | 98.29% | 97.14% | 98.55% | 1 | - | - | 95.54% | H |
| PI 111 - Percentage of sites cleaned as unacceptable (hard surface weeds) | 4 | 4.00% | 2.41% | 0.52% | 1.79% | 2 | - | - | 8.10% | L |
| PI 112 - Percentage of sites cleaned as unacceptable (graffiti) | 4 | 2.75% | 1.59% | 0.66% | 2.17% | 4 | - | - | 16.63% | L |
| PI 113 - Percentage of sites cleaned as unacceptable (staining / gum) | 4 | 0.66% | 0.22% | 0.00% | 0.32% | 3 | - | - | 1.14% | L |
| PI 114 - Percentage of sites cleaned as unacceptable (staining / gum) | 4 | 1.11% | 0.59% | 0.00% | 0.32% | 3 | - | - | 3.81% | L |
| Other cost performance indicators | | | | | | | | | | |
| PI 08 - Total staff costs as a percentage of total expenditure | 15 | 15.59% | 70.25% | 49.71% | 86.42% | - | - | - | 85.70% | N |
| PI 09 - Transport costs as a percentage of total expenditure | 14 | 21.64% | 119.58% | 6.79% | 6.79% | - | - | - | 11.02% | N |
| PI 21 - Front line staff costs as a percentage of total staff costs | 11 | 97.29% | 87.14% | 79.24% | - | - | - | - | - | N |
| PI 20 - Cost of street cleaning service per head of population (including CEC) | 17 | 436.40 | 413.38 | 421.4 | 410.14 | 15 | 419.25 | 4 | 419.25 | L |
| PI 18 - Front line staff costs as a percentage of total expenditure | 14 | 86.42% | 61.57% | 44.25% | 86.42% | - | - | - | - | N |
| PI 19 - Net cost per public convenience site | 3 | 16.00% | 14.50% | 12.50% | - | - | - | - | 13.07% | L |
| PI 14 - Cost per gully per annum | 6 | 18.31% | 5.59% | 1.32% | - | - | - | - | 0.40% | H |
| PI 4 - Percentage of street cleaning budget spent on education and publicity of initiatives | 6 | 18.31% | 5.59% | 1.32% | - | - | - | - | 0.40% | H |
| Customer service performance indicators | | | | | | | | | | |
| PI 40a - Quality assurance and consultation process | 18 | 60.00% | 26.93% | 3.33% | 40.00% | 7 | 45.33% | 2 | 36.00% | H |
| PI 40b - Human resources and people management | 14 | 85.00% | 48.43% | 25.00% | 49.00% | 7 | 61.00% | 2 | 64.00% | H |

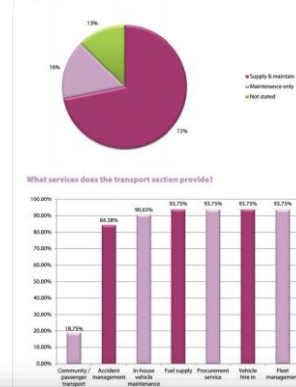
Percentage of emergency (cat 1) defects made safe within response



PI 30b All meal uptake (primary schools)



Authority profile Type of operation



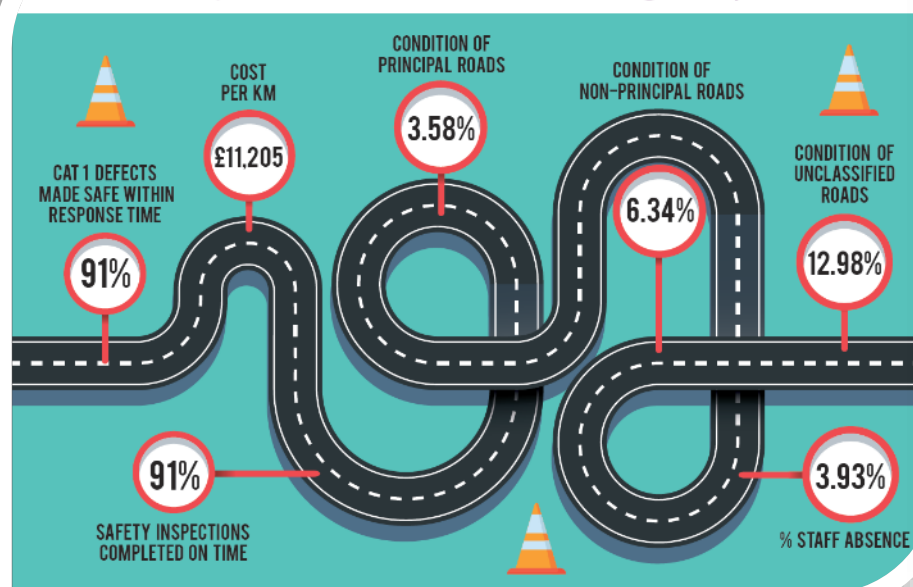
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Building cleaning performance at a glance

Sample Authority 5999
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 is 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 cleaned (excluding CEC) | ● | → |
| PI 02 Cost per square metre for all areas cleaned (including CEC) | ● | → |
| PI 13 Ratio of square metres to annual scheduled hours (all offices) | ● | → |
| PI 10 Ratio of square metres to annual scheduled hours (libraries) | ● | → |
| PI 11 Ratio of square metres to annual scheduled hours (secondary schools) | ● | → |
| PI 23 Ratio of square metres to annual scheduled hours (primary schools) | ● | → |
| PI 26 Ratio of square metres to annual scheduled hours (special schools) | ● | → |
| PI 16 Total square metres (excluding outdoor areas) cleaned per FTE employee | ● | → |
| PI 20a / PI 20c Staff absence (front line staff) | ● | → |
| Other costs performance indicators | | |
| PI 03 Cost per FTE front-line employee | ● | → |
| PI 17 Front line staff cost per square metre cleaned (excluding outdoor areas) | ● | → |
| PI 27 Cost per scheduled input hour (excluding CEC) | ● | → |
| PI 32 Charge per housing void cleaned | ● | → |
| Other productivity performance indicators | | |
| PI 04 Number of paid staff hours per measured square metre cleaned | ● | → |
| PI 30 Ratio of square metres to annual scheduled hours (public conveniences) | ● | → |

APSE performance networks highways data



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Case study report 2024

Best and most improved performer award finalists and winners





New Interactive report



performance networks

Climate Change report (pilot data)





New Interactive report – filter page



performance networks

Climate Change

Authority filters

Authority hectareage

7,461 286,403

Authority population

96,580 522,068

Authority type

Unitary Council District Council Borough Council

Data filters

Net zero target year

All

Coastal percentage

0.00% 32.30%

PIN selection

All



New Interactive report - content



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Climate Change

[A summary of all emissions](#)

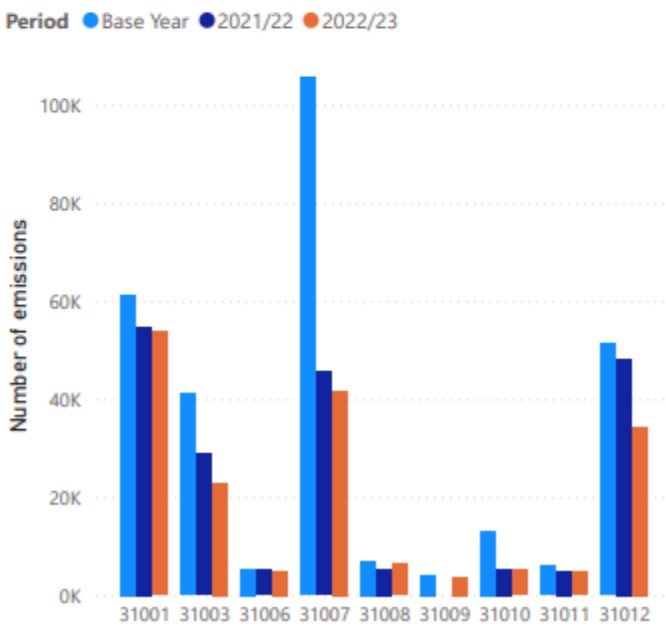
Scope selection

Scope 1 Scope 2 Scope 3

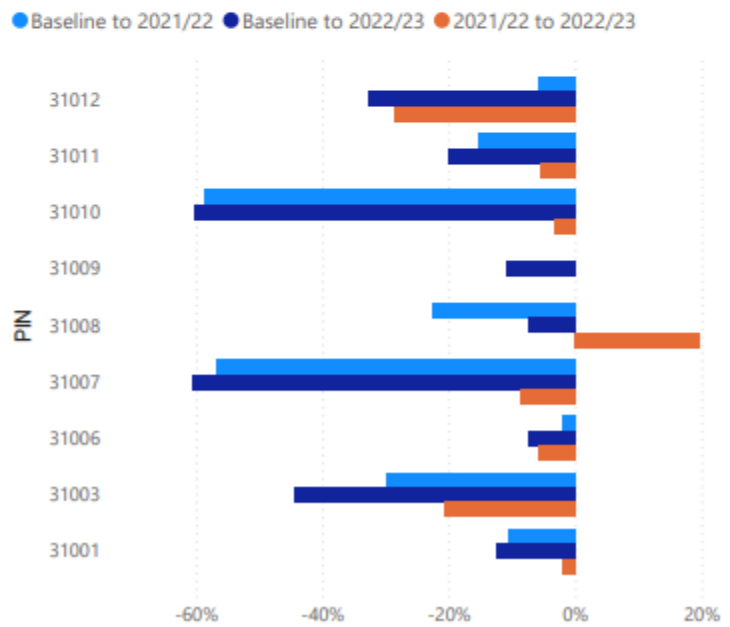
| PIN | Base Year | 2021/22 | 2022/23 | Total |
|--------------|----------------|----------------|----------------|----------------|
| 31001 | 61,403 | 54,884 | 53,701 | 169,988 |
| 31003 | 41,222 | 28,897 | 22,880 | 92,999 |
| 31006 | 5,370 | 5,264 | 4,963 | 15,597 |
| 31007 | 105,645 | 45,704 | 41,773 | 193,122 |
| 31008 | 7,001 | 5,415 | 6,481 | 18,897 |
| 31009 | 4,209 | 0 | 3,752 | 7,961 |
| 31010 | 13,100 | 5,406 | 5,221 | 23,728 |
| 31011 | 6,039 | 5,114 | 4,824 | 15,977 |
| Total | 295,303 | 198,948 | 178,052 | 672,303 |

| PIN | % change in emissions from Baseline to 2021/22 | % change in emissions from Baseline to 2022/23 | % change in emissions from 2021/22 to 2022/23 |
|-------|--|--|---|
| 31001 | -10.62% | -12.54% | -2.16% |
| 31003 | -29.90% | -44.50% | -20.82% |
| 31006 | -1.97% | -7.58% | -5.72% |
| 31007 | -56.74% | -60.46% | -8.60% |
| 31008 | -22.66% | -7.43% | 19.70% |
| 31009 | | -10.86% | |

Total number of emissions by period



Percentage change in emissions between years





Climate Change

[Climate adaptation](#)

PIN selection ▼

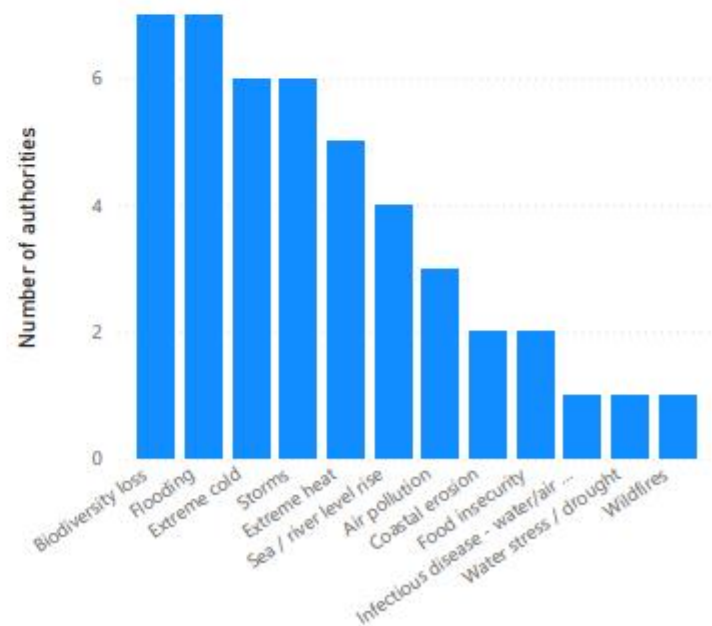
All ▼

| Climate Hazard | 31001 | 31003 | 31006 | 31007 | 31008 | 31009 |
|--------------------------------------|-------|-------|-------|-------|-------|-------|
| Air pollution | - | Y | - | N | N | N |
| Biodiversity loss | - | Y | - | Y | Y | Y |
| Coastal erosion | - | N | - | Y | Y | N |
| Extreme cold | - | Y | - | Y | Y | Y |
| Extreme heat | - | Y | - | Y | N | N |
| Flooding | - | Y | - | Y | Y | Y |
| Food insecurity | - | Y | - | N | N | N |
| Infectious disease - water/air borne | - | N | - | N | N | N |
| Mass movement of people | - | N | - | N | N | N |
| Other | - | - | - | - | - | - |
| Sea / river level rise | - | N | - | N | Y | Y |

Adaptation goals



Most significant climate hazards faced by authorities



6

Number of authorities with adaption goals



The Transition from Print to Online

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Sports and leisure facility management customer satisfaction survey

How do you think that we are doing?

Please tell us how you think we are performing with regard to each of the following aspects. For each question please place a X in the box that best represents what you think, if the question is applicable.

Please answer 'Not applicable' if the site does not contain these facilities or if the question asked is not relevant to you.

| Staff and information | Not applicable | Excellent | Good | Acceptable | Poor | Very poor |
|--------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Friendliness of staff | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Helpfulness of staff | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Knowledge of staff | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Information provided | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Prices clearly displayed | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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Public Realm (Parks and Streets) customer satisfaction survey

For each question please place a cross X within the box that best represents what you think.

How do you think that we are doing?

Please tell us how you think we are performing with regard to each of the following aspects

Please answer 'Not applicable' if you have not had any direct experience of any of the questions asked; or if the site(s) that you use do not contain these amenities.

| | Not applicable | Excellent | Good | Acceptable | Poor | Very poor |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Satisfaction with clearing street litter & detritus | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Satisfaction with clearing footway litter, detritus & dog fouling | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Overall satisfaction with the standards of road maintenance that you experience in your local authority area | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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Education catering services customer satisfaction survey

For each question please place a cross X within the box that best represents what you think.

How do you think that we are doing?

Please tell us how you think we are performing with regard to each of the following aspects

Please answer 'Not applicable' if you have not had any direct experience of any of the questions asked.

| Staff and relations | Not applicable | Excellent | Good | Satisfactory | Poor | Very Poor |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Responsiveness of on-site catering staff | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Access to c: site manager to resolve issues | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Care shown by catering staff to pupils | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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Building cleaning services customer satisfaction survey

How do you think that we are doing?

Please tell us how you think we are performing with regard to each of the following aspects. For each question please place a X within the box that best represents what you think, if the question is applicable.

Please answer 'Not applicable' if the question asked is not relevant to you.

| Staff and relations | Not applicable | Excellent | Good | Satisfactory | Poor | Very Poor |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Good understanding of customer requirements | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cleaning service provider communications | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Responsiveness of cleaning service provider | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Satisfactory resolution of problems | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Efficiency of cleaning staff | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Social Media Real Time Access E-version KPI's Comparative Reports

| | | | | | | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Enjoyment of the activity | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Value for money from the activity | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Catering / vending value for money | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Procedures | | | | | | |
| The facility queuing system / time | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Speed and efficiency of booking system | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| | | | | | | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Satisfaction with street lighting | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Satisfaction with gully (road drain) emptying | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Overall satisfaction with the standards of road maintenance that you experience in your local authority area | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| Service development | Not applicable | Excellent | Good | Satisfactory | Poor | Very Poor |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Value for money of the lunchtime service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Maximising free meal uptake | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Maximising paid meal uptake | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Addressing environmental considerations | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Promotion of the school meal service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| | | | | | | |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Invoicing * | | | | | | |
| Invoicing process for cleaning services | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| * not included in performance score | | | | | | |

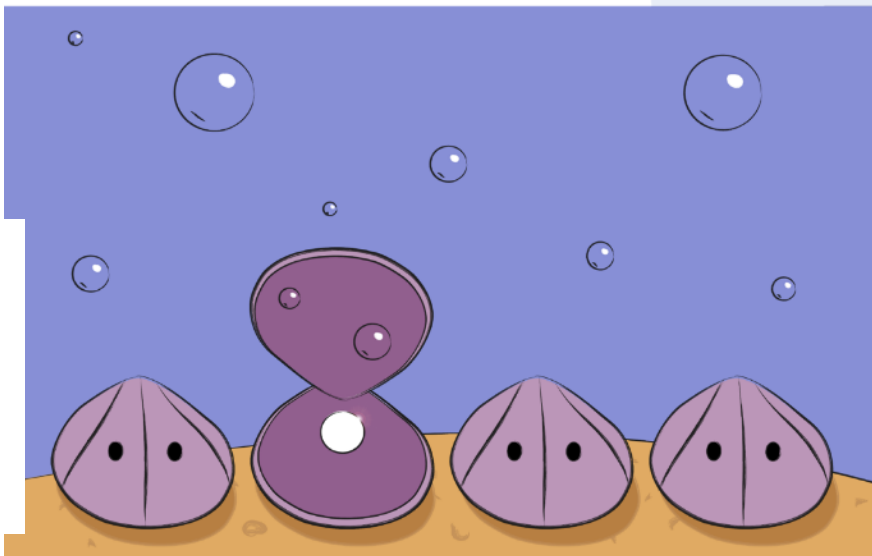


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Inspection Apps



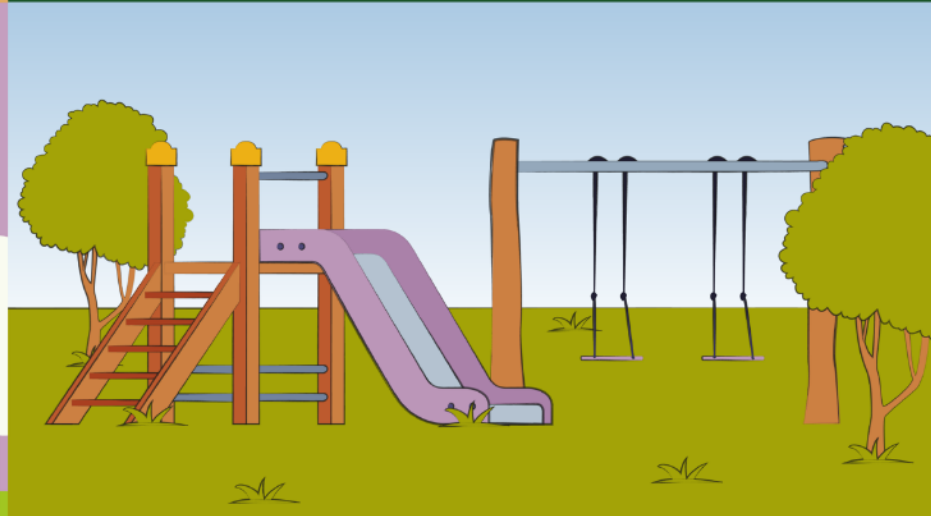
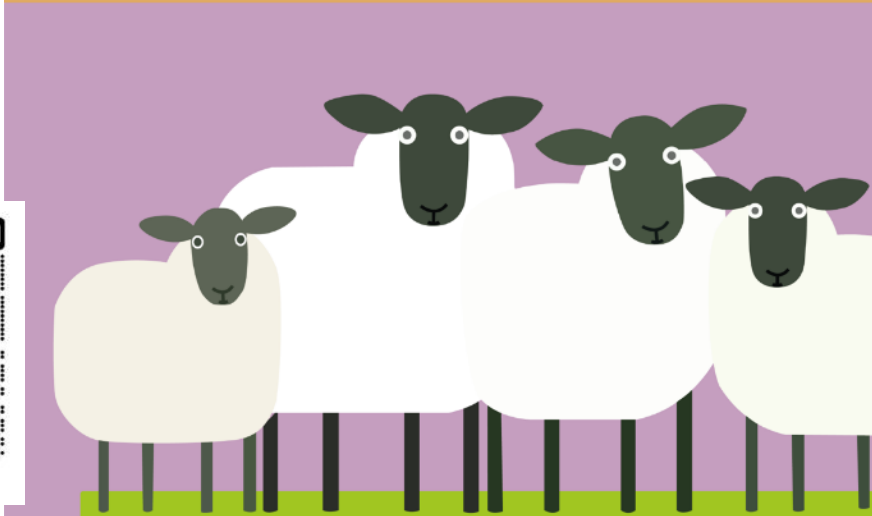
bit.ly/APSECLAMS



bit.ly/40Cjptr



bit.ly/APSELAMS



bit.ly/3ZIOJMj



Who we work with

Government and audit bodies



Suppliers



Professional bodies



Scottish Collaboration of Transportation Specialists



Core Highways



CSS (Cymru)



www.apse.org.uk

SOCIETY OF CHIEF OFFICERS OF ENVIRONMENTAL HEALTH IN SCOTLAND



Collaborations and partnerships





Collaborations and partnerships





Scottish Collaboration of
Transportation Specialists

Power Data





ASSOCIATES

hHums

HALF HOURLY UNMETERED SYSTEM

Monthly Energy Report for: [REDACTED] Data to end of: September 2023

| September Energy Consumption | September Carbon Emissions | Oldest Current Inventory | Defaulting CMS Assets |
|--|---|---|--|
|  <p>2.4%</p> <p>a Decrease compared with September last year</p> <p>Total for September 2023</p> <p>636,084 kWh</p> |  <p>4.1%</p> <p>an Increase compared with September last year</p> <p>Total for September 2023</p> <p>142 tonnes CO₂</p> |  <p>18 days</p> <p>Effective from: 12/09/2023</p> |  <p>1% all month</p> <p>966 out of 69,212 assets</p> |


Contents

- Annual Energy** - total energy table and graph
- Annual Carbon** - total carbon emissions table and graph
- Power Demand Profile** - showing average consumption over a month
- Daily Total** - graph showing daily total consumptions over month
- PECU Burn Hours** - graph showing daily burn hours for each cell type (where applicable)
- Inventory Headline** - summary and key parameters
- Inventory Overview** - summary of equipment within inventory
- Inventory** - listing of all equipment from summary and control files
- CMS Under Reporting** - listing of CMS IDs not reporting within month (where applicable)
- CMS Over Reporting** - listing of CMS IDs reporting but not in control file (where applicable)
- Energy Breakdown** - breakdown of energy and carbon by Sub Meter and MPAN
- DUoS Breakdown** - breakdown on energy by Distribution Use of System (DUoS) time bands
- HH Data** - listing of half hourly data by Sub Meter

Contact

ums@PowerDataAssociates.com
01525 601201
www.PowerDataAssociates.com
[LinkedIn](#)
[Click here to meet the PDA team!](#)
We are happy to explain any aspect of this report

working in collaboration with*

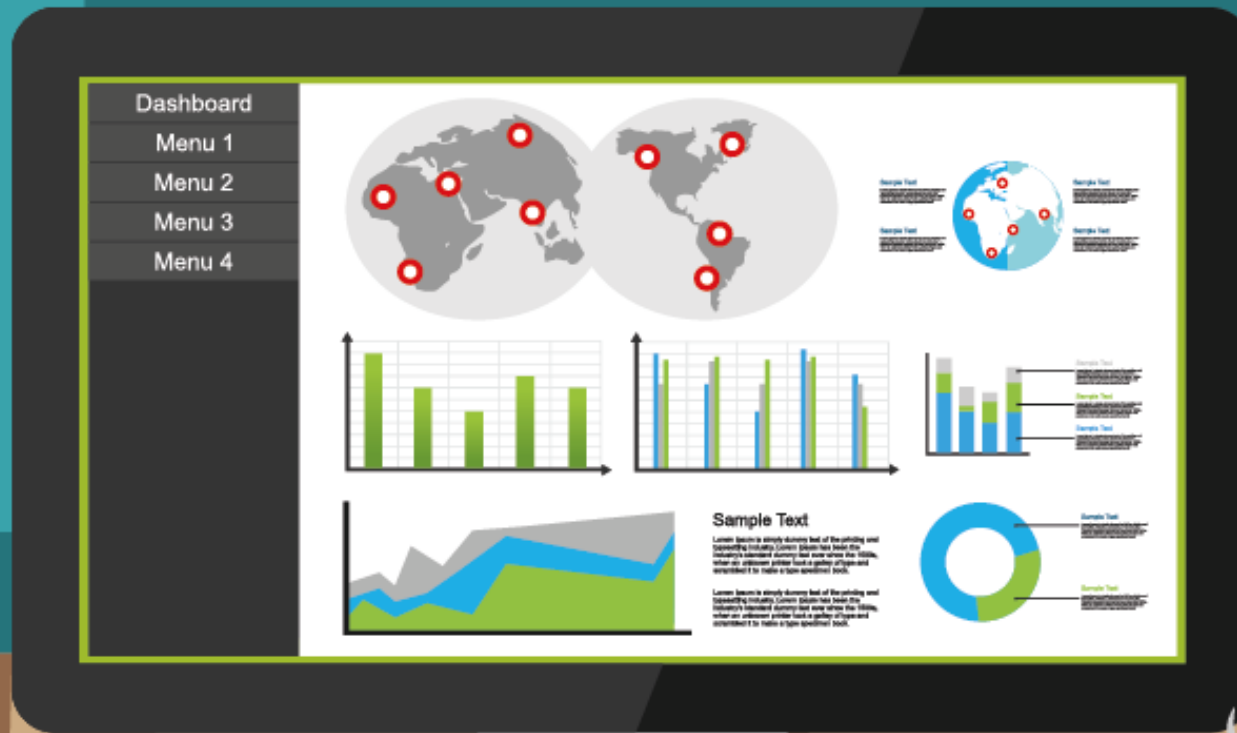


Association for Public Service Excellence

*APSE do not contribute to or validate the data within this report

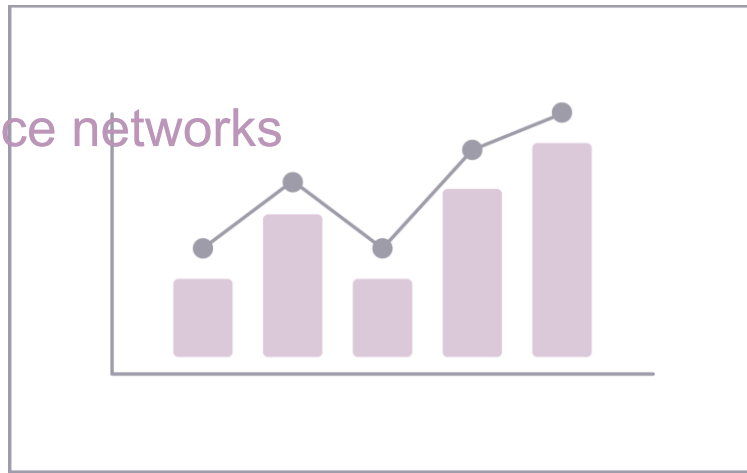
Care is required when printing this report as some tabs contain large volumes of data

Data completion training week – w/c 13 January 2025





performance networks

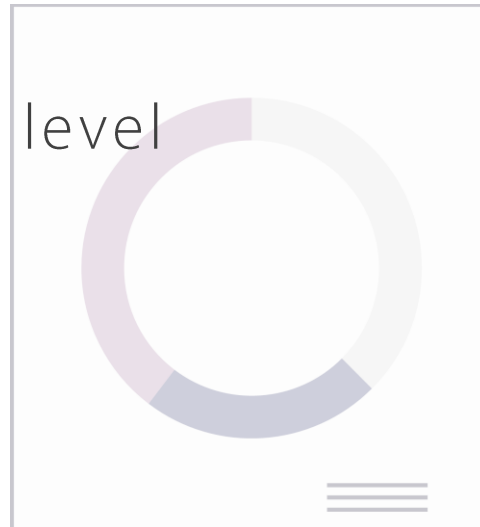


Final words from me

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