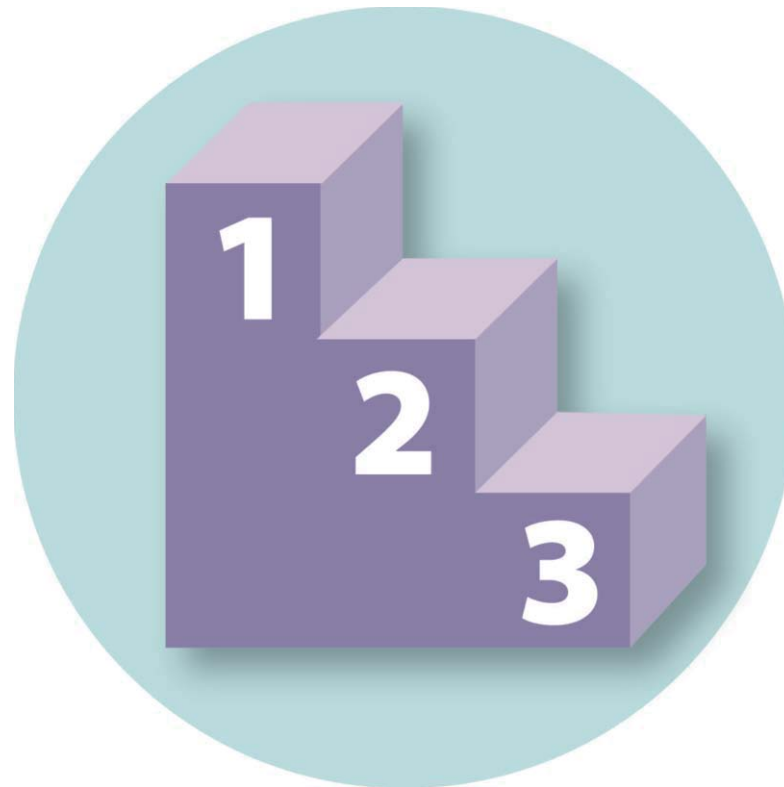


Building cleaning

Sample report

Performance indicator standings



Family group comparison

Building cleaning performance indicator standings

Name of authority
PIN
Family group

Sample Authority
5999
C1/2

Performance indicator

Key performance indicators

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
PI 01 - Cost per square metre for all areas cleaned (excluding CEC)	10	£22.60	£16.21	£12.08	£15.81	7	£13.74	3	£12.95	L
PI 02 - Cost per square metre for all areas cleaned (including CEC)	10	£23.31	£16.59	£12.08	£16.41	7	£13.74	3	£12.95	L
PI 13 - Ratio of square metres to annual scheduled hours (all offices)	8	1.00	0.83	0.60	0.60	8	0.92	4	0.94	H
PI 10 - Ratio of square metres to annual scheduled hours (libraries)	7	1.40	0.95	0.66	0.70	6	-	-	1.22	H
PI 11 - Ratio of square metres to annual scheduled hours (secondary schools)	9	1.40	1.02	0.86	1.03	4	1.06	2	1.15	H
PI 23 - Ratio of square metres to annual scheduled hours (primary schools)	9	1.07	0.89	0.68	0.91	5	1.00	2	1.03	H
PI 26 - Ratio of square metres to annual scheduled hours (special schools)	8	1.08	0.93	0.61	1.08	2	1.08	1	1.08	H
PI 16 - Total square metres (excluding outdoor areas) cleaned per FTE employee	9	1,684	1,525	1,315	1,355	8	1,597	4	1,648	H
PI 20a - Percentage staff absence (front line staff)	7	7.11%	4.74%	0.30%	6.18%	5	-	-	0.92%	L
PI 20c - FTE Staff absence days per FTE (front line staff) - Scotland	5	19.35	13.43	7.08	13.20	3	-	-	9.05	L
PI 22 - Customer satisfaction surveys	-	-	-	-	-	-	-	-	-	H
PI 14 - Quality assurance and consultation process	11	117	78.36	47	65	7	101	3	114	H
PI 35 - Customer perception and satisfaction	3	96.34%	90.78%	85.00%	96.34%	1	-	-	1	H

Notes:

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

Family group comparison

Building cleaning performance indicator standings

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
Other cost performance indicators										
PI 03 - Cost per FTE front-line employee	7	£22,473	£18,434	£16,446	£17,935	5	-	-	£16,701	L
PI 17 - Front line staff cost per square metre cleaned (excluding outdoor areas)	10	£17.59	£13.33	£10.30	£13.04	5	£12.11	2	£11.15	L
PI 27 - Cost per scheduled input hour (excluding CEC)	8	£14.44	£12.95	£10.97	£14.44	8	£12.18	4	£11.57	L
PI 06 - Cleaning materials cost as a percentage of total cost	7	5.80%	3.23%	1.66%	1.81%	-	-	-	-	N
PI 07 - Cleaning equipment cost as a percentage of total cost	9	2.94%	1.20%	0.02%	0.94%	-	-	-	-	N
PI 29 - Materials and equipment cost as a percentage of total cost	9	8.04%	4.53%	1.82%	2.75%	-	-	-	-	N
PI 32 - Charge per housing void cleaned	2	£141.94	£125.57	£109.20	£141.94	2	-	-	£112.47	L
PI 05 - All staff costs as a percentage of total cost	9	97.09%	92.63%	87.90%	91.04%	-	-	-	-	N
PI 28 - Front line staff costs as a percentage of total cost	11	93.20%	83.00%	62.20%	81.92%	-	-	-	-	N
PI 08 - Other costs as a percentage of total cost	8	6.21%	3.26%	0.67%	6.21%	-	-	-	-	N
PI 31 - Central establishment charges as a percentage of total cost	6	9.56%	5.42%	3.08%	3.55%	-	-	-	-	N
Other productivity performance indicators										
PI 04 - Number of paid staff hours per measured square metre cleaned	8	1.40	1.10	0.71	1.15	5	1.02	3	0.88	L
PI 30 - Ratio of square metres to annual scheduled hours (public conveniences)	2	0.96	0.60	0.24			-		0.89	H
Other staffing performance indicators										
PI 21a - Starters as a percentage of total operational staff	5	9.71%	3.86%	0.00%	0.93%	2	-	-	0.37%	L
PI 21b - Starters (employed for at least 12 weeks) as a percentage of total operational staff	5	6.31%	3.15%	0.00%	0.74%	2	-	-	0.30%	L
PI 25a - Leavers as a percentage of total operational staff	6	17.70%	7.30%	0.00%	6.15%	3	-	-	2.65%	L
PI 25b - Leavers (employed for at least 12 weeks) as a percentage of total operational staff	6	17.70%	7.06%	0.00%	6.15%	3	-	-	2.65%	L
PI 15 - Human resources and people management	11	61	40.55	14	45	5	55	2	60	H
PI 20b - Percentage staff absence excluding long term (front line staff)	6	3.56%	1.70%	0.47%	2.25%	5	-	-	0.81%	L
PI 20d - Staff absence days excluding long-term per FTE (front line staff) – Scotland only	5	9.27	4.88	1.28	4.80	3	-	-	2.37	L
Other business performance indicators										
PI 33 - Percentage change in square metres cleaned	9	10.45%	-2.28%	-15.03%	-5.18%	-	-	-	-	N
PI 34 - Percentage change in turnover	11	5.13%	-0.26%	-15.33%	-0.56%	-	-	-	-	N
PI 19 - Additional works/variation orders as a percentage of scheduled work	6	5.76%	2.12%	0.05%	5.76%	-	-	-	-	N

Whole service comparison

Building cleaning performance indicator standings

Name of authority
PIN

Sample Authority
5999

Performance indicator

Key performance indicators

Performance indicator	Number in service	Highest in service	Average for service	Lowest in service	Your output/score	Standing in service	Top quartile mark	Quartile achieved	Ten percentile mark	High/Low/Neutral
PI 01 - Cost per square metre for all areas cleaned (excluding CEC)	32	£22.60	£14.44	£9.87	£15.81	24	£12.08	3	£11.28	L
PI 02 - Cost per square metre for all areas cleaned (including CEC)	32	£23.31	£15.10	£10.27	£16.41	24	£12.72	3	£11.73	L
PI 13 - Ratio of square metres to annual scheduled hours (all offices)	27	1.73	0.98	0.52	0.60	25	1.09	4	1.38	H
PI 10 - Ratio of square metres to annual scheduled hours (libraries)	24	1.79	0.93	0.43	0.70	19	1.07	4	1.32	H
PI 11 - Ratio of square metres to annual scheduled hours (secondary schools)	29	1.40	1.04	0.81	1.03	14	1.09	2	1.28	H
PI 23 - Ratio of square metres to annual scheduled hours (primary schools)	30	1.42	0.93	0.64	0.91	17	1.01	3	1.12	H
PI 26 - Ratio of square metres to annual scheduled hours (special schools)	24	1.42	0.94	0.51	1.08	5	1.08	1	1.14	H
PI 16 - Total square metres (excluding outdoor areas) cleaned per FTE employee	29	2,093	1,598	1,081	1,355	26	1,684	4	1,860	H
PI 20a - Percentage staff absence (front line staff)	25	13.16%	5.22%	0.00%	6.18%	16	3.15%	3	0.71%	L
PI 20c - FTE Staff absence days per FTE (front line staff) - Scotland	12	19.35	12.10	3.18	13.20	8	10.84	3	6.56	L
PI 22 - Customer satisfaction surveys	1	78.25%	78.25%	78.25%			-		78.25%	H
PI 14 - Quality assurance and consultation process	34	161	94.97	41	65	26	117	3	135	H
PI 35 - Customer perception and satisfaction	15	100.00%	93.22%	84.00%	96.34%	7	1	2	1	H

Notes:

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Whole service comparison

Building cleaning performance indicator standings

Name of authority
PIN

Sample Authority
5999

Performance indicator

Other cost performance indicators

Performance indicator	Number in service	Highest in service	Average for service	Lowest in service	Your output/score	Standing in service	Top quartile mark	Quartile achieved	Ten percentile mark	High/Low/Neutral
PI 03 - Cost per FTE front-line employee	24	£23,769	£19,591	£15,347	£17,935	7	£17,935	2	£16,573	L
PI 17 - Front line staff cost per square metre cleaned (excluding outdoor areas)	29	£17.74	£12.98	£9.05	£13.04	16	£11.48	3	£10.44	L
PI 27 - Cost per scheduled input hour (excluding CEC)	26	£15.51	£12.90	£10.57	£14.44	23	£11.54	4	£10.83	L
PI 06 - Cleaning materials cost as a percentage of total cost	25	5.80%	2.49%	0.83%	1.81%	-	-	-	-	N
PI 07 - Cleaning equipment cost as a percentage of total cost	27	3.15%	1.22%	0.00%	0.94%	-	-	-	-	N
PI 29 - Materials and equipment cost as a percentage of total cost	26	8.04%	3.89%	1.82%	2.75%	-	-	-	-	N
PI 32 - Charge per housing void cleaned	7	£141.94	£103.29	£80.88	£141.94	7	-	-	£84.70	L
PI 05 - All staff costs as a percentage of total cost	31	98.09%	93.50%	87.90%	91.04%	-	-	-	-	N
PI 28 - Front line staff costs as a percentage of total cost	31	93.20%	84.98%	62.20%	81.92%	-	-	-	-	N
PI 08 - Other costs as a percentage of total cost	26	8.10%	3.05%	0.09%	6.21%	-	-	-	-	N
PI 31 - Central establishment charges as a percentage of total cost	21	10.04%	4.85%	1.74%	3.55%	-	-	-	-	N

Other productivity performance indicators

PI 04 - Number of paid staff hours per measured square metre cleaned	25	1.82	1.16	0.71	1.15	13	1.06	2	0.94	L
PI 30 - Ratio of square metres to annual scheduled hours (public conveniences)	11	0.96	0.33	0.06			0.53		0.92	H

Other staffing performance indicators

PI 21a - Starters as a percentage of total operational staff	19	17.34%	5.62%	0.00%	0.93%	6	0.33%	2	0.00%	L
PI 21b - Starters (employed for at least 12 weeks) as a percentage of total operational staff	18	23.24%	5.61%	0.00%	0.74%	6	0.19%	2	0.00%	L
PI 25a - Leavers as a percentage of total operational staff	20	23.24%	8.61%	0.00%	6.15%	9	5.30%	2	3.66%	L
PI 25b - Leavers (employed for at least 12 weeks) as a percentage of total operational staff	19	21.99%	7.15%	0.00%	6.15%	11	3.68%	3	1.24%	L
PI 15 - Human resources and people management	34	67	46.79	12	45	22	59	3	63	H
PI 20b - Percentage staff absence excluding long term (front line staff)	24	5.62%	2.06%	0.00%	2.25%	17	1.24%	3	0.59%	L
PI 20d - Staff absence days excluding long-term per FTE (front line staff) – Scotland only	12	9.27	4.05	1.13	4.80	10	3.96	4	1.37	L

Other business performance indicators

PI 33 - Percentage change in square metres cleaned	29	10.45%	-3.47%	-38.09%	-5.18%	-	-	-	-	N
PI 34 - Percentage change in turnover	29	19.63%	0.69%	-16.45%	-0.56%	-	-	-	-	N
PI 19 - Additional works/variation orders as a percentage of scheduled work	15	10.01%	2.36%	0.05%	5.76%	-	-	-	-	N