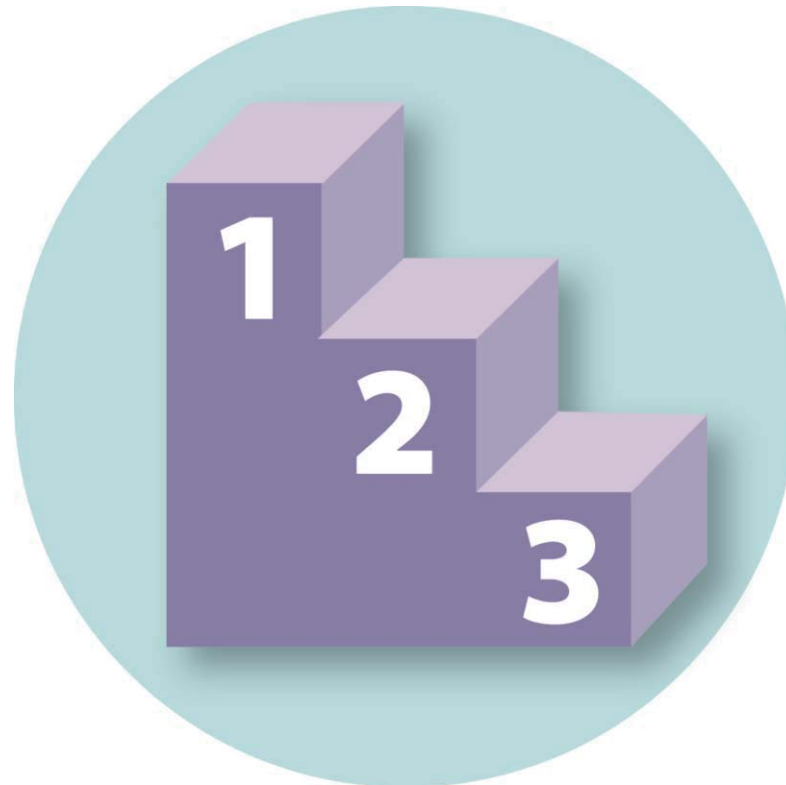


Building maintenance

Sample report

Performance indicator standings



Family group comparison

Building maintenance performance indicator standings

Name of authority

PIN

Family group

Sample Authority

6999

BM4/5/6

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 01a - Percentage of non emergency jobs undertaken by appointment	12	99.22%	73.60%	22.13%	94.74%	3	94.74%	1	96.67%	H
PI 01b - Percentage of appointments kept	12	100.00%	96.40%	86.05%	99.13%	7	99.77%	3	99.86%	H
PI 01c - Percentage of responsive repairs (non emergency) where authority made and kept appointment	12	100.00%	96.40%	86.05%	99.13%	7	99.77%	3	99.86%	H
PI 01e - Percentage of housing jobs appointed	10	100.00%	83.11%	31.07%			99.87%		100.00%	H
PI 01f - Percentage of appointments failed (no access / cancelled by tenant)	12	14.85%	4.01%	0.00%	5.71%	9	0.00%	3	0.00%	L
PI 35 - Gas safety checks (within 365 days)	11	100.00%	99.43%	95.54%	99.63%	9	100.00%	3	100.00%	H
PI 14a - Percentage of day to day jobs completed on time - housing only	11	99.47%	91.70%	70.30%	96.72%	5	98.39%	2	99.40%	H
PI 14b - Percentage of day to day jobs completed on time (excluding voids) - housing only	10	99.93%	93.67%	69.86%	98.51%	4	99.40%	2	99.55%	H
PI 14c - Percentage of voids completed on time	11	100.00%	82.55%	50.77%	60.66%	9	99.31%	3	99.69%	H
PI 25a - Percentage of all housing repairs completed within target time (Scotland only)	8	99.93%	95.59%	89.39%	97.34%	3	99.40%	2	99.56%	H
PI 25b - Percentage of emergency housing repairs completed within target time (Scotland only)	8	100.00%	95.69%	86.62%	93.62%	6	99.63%	3	99.74%	H
PI 25c - Percentage of all housing repairs completed within government time limits (England / Wales only)	3	100.00%	99.27%	98.34%			-		99.89%	H
PI 24 - Average time taken to complete a routine repair	12	12	8	5	8	8	7	3	6	L
PI 90a - Average length of time taken (hours) to complete emergency repairs (SSHC ARC Charter Indicator 11 - housing only)	11	9	4	2	2.43	3	2	1	2	L
PI 90b - Average length of time taken (days) to complete non-emergency, reactive repairs (SSHC ARC Charter Indicator 12 - housing only)	11	11	8	5	9	7	7	3	6	L
PI 36 - Percentage of non emergency jobs not subject to call back / complaint (right first time)	13	99.99%	97.33%	83.09%	99.81%	5	99.82%	2	99.98%	H
PI 20a - Average re-let times for local authority dwellings	11	96	43	17	36	7	24	3	20	L
PI 20b - Voids turnaround (average total number of days keys held by contractor)	11	46	21	12	18	8	15	3	13	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.

Family group comparison

Building maintenance performance indicator standings

Name of authority

PIN

Family group

Sample Authority

6999

BM4/5/6

Performance indicator

Key performance indicators continued

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 16a - Percentage staff absence (operational staff)	8	7.56%	4.72%	3.24%	4.94%	5	3.91%	3	3.32%	L
PI 16d - Staff absence - days lost per operational FTE (Scotland only)	8	17.14	12.93	9.93	13.67	5	11.82	3	10.24	L
PI 29a - Percentage staff absence (all staff)	9	7.69%	4.68%	3.32%	5.42%	8	4.18%	4	3.78%	L
PI 29c - Staff absence - days lost per FTE (Scotland only)	8	17.77	12.34	9.32	12.26	5	10.90	3	10.31	L
PI 37 - Overall percentage of customer satisfaction	11	99.81%	97.02%	94.22%	98.02%	5	98.80%	2	98.81%	H
PI 89 - Percentage of housing stock at or above the appropriate NHER or SAP ratings specified in element 35 of the SHQS (Scotland only)	8	100.00%	99.35%	96.55%	100.00%	1	100.00%	1	100.00%	H

Other cost performance indicators

PI 07a - Average cost of vehicles	12	£11,042	£6,453	£4,388	£7,618	10	£5,072	4	£4,540	L
PI 07b - Average cost of council vehicles	12	£11,042	£7,164	£4,340	£7,414	8	£5,399	3	£4,540	L
PI 12b - Average value of all housing jobs completed	11	£457	£340	£245	£276	-	-	-	-	N
PI 21 - Average value per job undertaken under call out	5	£133	£83	£38		-	-	-	-	N
PI 10 - Average value of work per operational full time employee	14	£85,633	£64,060	£39,362	£63,695	8	£78,121	3	£82,899	H
PI 09a - Average value per job - direct contractors (housing jobs)	7	£343	£257	£210	£267	-	-	-	-	N
PI 09b - Average value per job - direct contractors (non housing jobs)	3	£378	£329	£233		-	-	-	-	N
PI 28 - Average value per FTE employee (housing jobs completed by direct contractors)	12	£101,580	£71,475	£41,792	£76,955	6	£88,012	2	£88,954	H
PI 08b - Average wage/earnings per operational employee	6	£35,525	£27,166	£22,823	£35,525	-	-	-	-	N
PI 08a - Productive labour costs as a percentage of total labour costs	15	89.36%	77.76%	64.14%	85.18%	5	86.19%	2	87.01%	H
PI 05 - Non productive labour costs as a percentage of total labour costs	14	35.86%	20.51%	9.71%	14.82%	7	13.45%	2	11.25%	L
PI 11 - Central establishment charges as a percentage of total expenditure	12	8.24%	4.45%	1.06%		-	-	-	-	N
PI 26 - Sub contracting as a percentage of contract value	14	53.87%	22.38%	2.19%	20.65%	8	10.25%	3	6.42%	L
PI 91 - Percentage of income which is raised from undertaking work for external customers	15	6.37%	1.71%	0.00%	0.00%	-	-	-	-	N
PI 92a - Revenue budget spend per property	12	£1,410.04	£919.31	£262.58	£1,392.04	-	-	-	-	N
PI 92b - Capital budget spend per property	10	£1,184.42	£704.62	£273.91		-	-	-	-	N
PI 92c - Total budget spend per property	15	£2,496.94	£1,596.46	£777.38	£1,392.04	-	-	-	-	N
PI 93a - Revenue budget spend per void	8	£4,482.46	£2,827.01	£1,552.05	£2,866.32	-	-	-	-	N
PI 93b - Capital budget spend per void	6	£3,811.15	£1,732.06	£259.07		-	-	-	-	N
PI 93c - Total budget spend per void	8	£6,687.75	£4,126.06	£1,552.05	£2,866.32	-	-	-	-	N

Family group comparison

Building maintenance performance indicator standings

Name of authority

Sample Authority

PIN

6999

Family group

BM4/5/6

Performance indicator

Other operational 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 06a - Vehicles per operational employee	12	0.87	0.71	0.40	0.74	4	0.74	2	0.47	L
PI 12a - Day to day housing jobs completed per full time operational employee	9	236	149	99	158	3	158	1	189	H
PI 12c - All housing jobs completed per full time operational employee	9	395	250	161	289	2	260	1	310	H
PI 22a - All day to day jobs completed per full time operational employee	8	210	152	112	151	5	177	3	187	H
PI 22b - All jobs completed per full time operational employee	8	345	256	199	293	2	293	1	309	H
PI 23a - Percentage of work undertaken under call out	10	12.66%	8.21%	5.07%	6.26%	4	6.19%	2	5.63%	L
PI 85 - Percentage of housing dwellings that received four or more maintenance visits during the year	10	43.82%	22.10%	7.16%	31.12%	9	15.22%	4	7.17%	L
PI 87 - Percentage of dwellings surveyed for condensation / dampness by 31st March	10	11.74%	4.98%	0.52%	9.16%	2	7.96%	1	9.42%	H
PI 02 - Percentage of post inspections carried out (all jobs)	13	23.14%	10.55%	2.63%	4.92%	9	15.40%	3	22.35%	H
PI 03a - Percentage of post inspections meeting the required standard	9	100.00%	99.11%	96.49%	100.00%	1	100.00%	1	100.00%	H
PI 06b - Council vehicles per operational employee	12	0.82	0.63	0.36	0.74	7	0.51	3	0.40	L
PI 15a - Target time (urgent jobs)	11	7.00	3.91	1.00	3.00	2	3.00	1	3.00	L
PI 15b - Target time (non urgent jobs)	11	30.00	20.36	7.00	20.00	5	15.00	2	10.00	L
PI 34 - Emergency jobs as percentage of day to day maintenance jobs completed (excluding voids)	14	50.53%	30.38%	11.49%	40.40%	12	22.39%	4	16.53%	L

Other staffing performance indicators

PI 16b - Average days absence per employee (operational staff)	7	14.87	11.36	0.62	13.88	6	-	-	6.79	L
PI 16c - Percentage staff absence excluding long term (operational staff)	6	3.46%	2.48%	1.16%	2.77%	3	-	-	1.42%	L
PI 16e - Staff absence excluding long term - days lost per operational FTE (Scotland only)	8	9.27	5.81	2.30	7.29	6	3.79	3	3.20	L
PI 29b - Percentage staff absence excluding long term (all staff)	6	3.81%	2.60%	1.66%	2.90%	5	-	-	1.82%	L
PI 29d - Staff absence excluding long term - days lost per FTE (Scotland only)	7	9.46	5.54	3.38	7.00	6	-	-	3.57	L
PI 18 - Average training days per operational full time employee	9	5.33	2.58	0.57	1.75	6	4.43	3	4.95	H
PI 32 - Number of reportable accidents per 100 FTE employees	11	6.11	2.26	0.00	0.00	1	1.23	1	1.03	L
PI 33 - Number of days lost per FTE employee through reportable accidents	11	2.56	0.57	0.00	0.00	1	0.16	1	0.13	L
PI 19 - Human resources and people management process	15	92	52	6	83	3	80	1	85	H

Other quality performance indicators

PI 17 - Quality assurance and consultation process	15	148	83	31	46	13	114	4	123	H
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Family group comparison

Building maintenance performance indicator standings

Name of authority

PIN

Family group

Sample Authority

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BM4/5/6

Performance indicator

Non housing 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 13a - Day to day non housing jobs completed per full time operational employee	4	258	180	111	113	3	-	-	252	H
PI 13b - Average value of all non housing jobs completed	5	£543.07	£355.20	£230.36	£230.36	-	-	-	-	N
PI 13c - All non housing jobs completed per full time operational employee	4	364	283	156	319	2	-	-	351	H
PI 55 - Percentage of maintenance spend which is service contracts	3	5.86%	3.70%	0.00%	0.00%	-	-	-	-	N
PI 56 - Cost of property management as a percentage of portfolio value	-	-	-	-			-	-	-	L
PI 57 - Cost of property management as a percentage of total expenditure on investment and maintenance	1	4.03%	4.03%	4.03%			-	-	4.03%	L
PI 39 - Planned investment as a percentage of property value (town halls / civic centres)	2	15.98%	8.49%	1.01%	1.01%	2	-	-	14.48%	H
PI 40 - Planned investment as a percentage of property value (other civic buildings / offices)	3	12.32%	4.82%	0.77%	0.77%	3	-	-	10.13%	H
PI 41 - Planned investment as a percentage of property value (schools)	3	1.10%	0.67%	0.24%	0.24%	3	-	-	1.02%	H
PI 42 - Planned investment as a percentage of property value (libraries)	2	0.46%	0.34%	0.21%	0.46%	1	-	-	0.44%	H
PI 43 - Planned investment as a percentage of property value (leisure centres / halls)	3	2.19%	1.26%	0.72%	0.72%	3	-	-	1.93%	H
PI 44 - Planned investment as a percentage of property value (social services facilities)	2	0.98%	0.91%	0.84%	0.98%	1	-	-	0.97%	H
PI 45 - Planned investment as a percentage of property value (public conveniences)	2	1.06%	0.68%	0.30%	0.30%	2	-	-	0.99%	H
PI 46 - Planned investment as a percentage of property value (workshops / depots)	2	3.23%	1.99%	0.76%	0.76%	2	-	-	2.98%	H
PI 47 - Responsive maintenance as a percentage of property value (town halls / civic centres)	3	2.02%	0.86%	0.10%	0.46%	2	-	-	0.17%	L
PI 48 - Responsive maintenance as a percentage of property value (other civic buildings / offices)	3	1.46%	0.88%	0.33%	0.33%	1	-	-	0.43%	L
PI 49 - Responsive maintenance as a percentage of property value (schools)	3	0.46%	0.21%	0.08%	0.08%	1	-	-	0.08%	L
PI 50 - Responsive maintenance as a percentage of property value (libraries)	3	0.29%	0.20%	0.10%	0.22%	2	-	-	0.12%	L
PI 51 - Responsive maintenance as a percentage of property value (leisure centres / halls)	3	0.39%	0.26%	0.11%	0.11%	1	-	-	0.15%	L
PI 52 - Responsive maintenance as a percentage of property value (social services facilities)	3	1.04%	0.73%	0.39%	0.39%	1	-	-	0.47%	L
PI 53 - Responsive maintenance as a percentage of property value (public conveniences)	3	4.71%	1.71%	0.02%	0.02%	1	-	-	0.10%	L
PI 54 - Responsive maintenance as a percentage of property value (workshops / depots)	3	1.71%	0.73%	0.09%	0.09%	1	-	-	0.15%	L

Family group comparison

Building maintenance performance indicator standings

Name of authority

PIN

Family group

Sample Authority

6999

BM4/5/6

Performance indicator

Non housing performance indicators continued

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 58 - Average cost per job (town halls / civic centres)	3	£735.81	£425.61	£155.15	£385.88	2	-	-	£201.30	L
PI 59 - Average cost per job (other civic buildings / offices)	3	£564.79	£353.30	£152.05	£152.05	1	-	-	£190.25	L
PI 60 - Average cost per job (schools)	3	£767.59	£485.44	£243.30	£243.30	1	-	-	£283.72	L
PI 61 - Average cost per job (libraries)	5	£504.60	£332.17	£141.92	£141.92	1	-	-	£148.05	L
PI 62 - Average cost per job (leisure centres / halls)	4	£1,370.83	£713.94	£41.48	£281.72	2	-	-	£113.55	L
PI 63 - Average cost per job (social services facilities)	4	£341.10	£228.44	£117.25	£206.68	2	-	-	£144.08	L
PI 64 - Average cost per job (public conveniences)	5	£333.40	£183.86	£32.77	£32.77	1	-	-	£63.44	L
PI 65 - Average cost per job (workshops / depots)	3	£291.90	£230.62	£190.72	£190.72	1	-	-	£194.43	L
PI 66 - Incidence of vandalism / arson per property (town halls / civic centres)	2	9.93	5.01	0.09			-		1.07	L
PI 67 - Incidence of vandalism / arson per property (other civic buildings / offices)	3	0.66	0.27	0.06	0.06	1	-	-	0.06	L
PI 68 - Incidence of vandalism / arson per property (schools)	3	3.74	1.58	0.08	0.08	1	-	-	0.25	L
PI 69 - Incidence of vandalism / arson per property (libraries)	1	0.50	0.50	0.50			-		0.50	L
PI 70 - Incidence of vandalism / arson per property (leisure centres / halls)	2	8.00	4.01	0.01	0.01	1	-	-	0.81	L
PI 71 - Incidence of vandalism / arson per property (social services facilities)	3	0.59	0.44	0.25	0.25	1	-	-	0.30	L
PI 72 - Incidence of vandalism / arson per property (public conveniences)	3	0.50	0.38	0.21	0.21	1	-	-	0.26	L
PI 73 - Incidence of vandalism / arson per property (workshops / depots)	2	1.15	0.62	0.08			-		0.18	L

Performance indicators (Stores operations)

PI 74 - Total number of lines held in stores	10	3,950	2,380	878	2,768	-	-	-	-	N
PI 76 - Total value of stock held in the stores at any one time (31st March)	10	£720,000	£406,609	£215,265	£253,365	-	-	-	-	N
PI 77 - Percentage of the total stock value issued (held in stores as at 31st March) which is imprest stock	7	52.00%	24.05%	3.00%	16.48%	-	-	-	-	N
PI 78 - Number of storekeeper posts	11	45.0	9.7	1.4	4.0	-	-	-	-	N
PI 79a - Number of storekeeper per manager / supervisor	11	8.04	4.36	1.00	4.00	-	-	-	-	N
PI 80 - Percentage of store item returns made over the year	7	4.96%	1.64%	0.01%	1.78%	5	-	-	0.22%	L
PI 81 - Percentage of returns made due to poor quality or faults	2	74.07%	39.54%	5.00%		-	-	-	-	N
PI 82 - Percentage of returns made due to over ordering	2	95.00%	47.96%	0.93%		-	-	-	-	N
PI 83 - Number of items of stock issued during the year	8	4,175,879	921,035	4,500	92,129	-	-	-	-	N
PI 84 - Write off value of stock at the end of the year	4	£5,369.00	£2,825.00	£1,268.32		-	-	-	-	N

Whole service comparison

Building maintenance performance indicator standings

Name of authority
PIN

Sample Authority
6999

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 01a - Percentage of non emergency jobs undertaken by appointment	17	99.22%	76.51%	22.13%	94.74%	5	94.74%	1	96.83%	H
PI 01b - Percentage of appointments kept	19	100.00%	94.61%	76.82%	99.13%	7	99.30%	2	99.79%	H
PI 01c - Percentage of responsive repairs (non emergency) where authority made and kept appointment	17	100.00%	96.14%	86.05%	99.13%	7	99.30%	2	99.81%	H
PI 01e - Percentage of housing jobs appointed	13	100.00%	84.28%	31.07%			99.87%		100.00%	H
PI 01f - Percentage of appointments failed (no access / cancelled by tenant)	19	14.85%	4.19%	0.00%	5.71%	13	0.00%	3	0.00%	L
PI 35 - Gas safety checks (within 365 days)	16	100.00%	99.28%	95.54%	99.63%	12	100.00%	3	100.00%	H
PI 14a - Percentage of day to day jobs completed on time - housing only	17	99.47%	90.91%	70.30%	96.72%	5	96.72%	1	98.79%	H
PI 14b - Percentage of day to day jobs completed on time (excluding voids) - housing only	15	99.93%	92.81%	69.86%	98.51%	4	98.51%	1	99.46%	H
PI 14c - Percentage of voids completed on time	19	100.00%	81.37%	50.77%	60.66%	15	99.31%	3	100.00%	H
PI 25a - Percentage of all housing repairs completed within target time (Scotland only)	12	99.93%	93.40%	86.21%	97.34%	3	97.34%	1	99.19%	H
PI 25b - Percentage of emergency housing repairs completed within target time (Scotland only)	11	100.00%	94.29%	85.30%	93.62%	7	99.08%	3	99.63%	H
PI 25c - Percentage of all housing repairs completed within government time limits (England / Wales only)	4	100.00%	98.33%	95.50%			-		99.84%	H
PI 24 - Average time taken to complete a routine repair	16	12	8	5	8	8	7	2	6	L
PI 90a - Average length of time taken (hours) to complete emergency repairs (SSHC ARC Charter Indicator 11 - housing only)	15	11	5	2	2	3	3	1	2	L
PI 90b - Average length of time taken (days) to complete non-emergency, reactive repairs (SSHC ARC Charter Indicator 12 - housing only)	17	14	8	5	9	11	7	3	5	L
PI 36 - Percentage of non emergency jobs not subject to call back / complaint (right first time)	21	100.00%	98.05%	83.09%	99.81%	8	99.85%	2	99.98%	H
PI 20a - Average re-let times for local authority dwellings	15	96	46	17	36	7	27	2	22	L
PI 20b - Voids turnaround (average total number of days keys held by contractor)	13	46	23	12	18	8	15	3	14	L

Notes:

- The authority will only be ranked in service 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.

Whole service comparison

Building maintenance performance indicator standings

Name of authority
PIN

Sample Authority
6999

Performance indicator

Key performance indicators continued

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 16a - Percentage staff absence (operational staff)	19	7.56%	4.53%	0.00%	4.94%	12	3.35%	3	3.14%	L
PI 16d - Staff absence - days lost per operational FTE (Scotland only)	11	18.21	13.31	9.93	13.67	7	11.34	3	10.37	L
PI 29a - Percentage staff absence (all staff)	21	7.69%	4.49%	0.00%	5.42%	16	3.90%	3	3.13%	L
PI 29c - Staff absence - days lost per FTE (Scotland only)	12	17.77	12.16	8.98	12.26	7	10.74	3	9.44	L
PI 37 - Overall percentage of customer satisfaction	17	99.81%	96.93%	94.22%	98.02%	6	98.09%	2	99.13%	H
PI 89 - Percentage of housing stock at or above the appropriate NHER or SAP ratings specified in element 35 of the SHQS (Scotland only)	10	100.00%	98.73%	92.98%	100.00%	1	100.00%	1	100.00%	H

Other cost performance indicators

PI 07a - Average cost of vehicles	24	£11,042	£6,023	£2,868	£7,618	21	£4,831	4	£4,460	L
PI 07b - Average cost of council vehicles	24	£11,042	£6,446	£2,868	£7,414	19	£4,890	4	£4,460	L
PI 12b - Average value of all housing jobs completed	16	£458	£329	£178	£276	-	-	-	-	N
PI 21 - Average value per job undertaken under call out	6	£133	£79	£38		-	-	-	-	N
PI 10 - Average value of work per operational full time employee	24	£90,572	£64,305	£39,362	£63,695	12	£78,121	2	£83,488	H
PI 09a - Average value per job - direct contractors (housing jobs)	9	£343	£250	£181	£267	-	-	-	-	N
PI 09b - Average value per job - direct contractors (non housing jobs)	7	£445	£363	£233		-	-	-	-	N
PI 28 - Average value per FTE employee (housing jobs completed by direct contractors)	17	£118,558	£75,538	£41,792	£76,955	8	£88,012	2	£96,439	H
PI 08b - Average wage/earnings per operational employee	14	£37,561	£26,843	£22,398	£35,525	-	-	-	-	N
PI 08a - Productive labour costs as a percentage of total labour costs	31	92.48%	79.02%	64.14%	85.18%	8	85.18%	1	87.31%	H
PI 05 - Non productive labour costs as a percentage of total labour costs	27	35.86%	20.18%	7.52%	14.82%	10	13.45%	2	11.77%	L
PI 11 - Central establishment charges as a percentage of total expenditure	24	10.62%	4.64%	0.91%		-	-	-	-	N
PI 26 - Sub contracting as a percentage of contract value	24	53.87%	24.99%	2.19%	20.65%	11	13.82%	2	7.25%	L
PI 91 - Percentage of income which is raised from undertaking work for external customers	28	6.37%	1.17%	0.00%	0.00%	-	-	-	-	N
PI 92a - Revenue budget spend per property	19	£1,410.04	£828.30	£49.84	£1,392.04	-	-	-	-	N
PI 92b - Capital budget spend per property	17	£1,184.42	£502.28	£25.95		-	-	-	-	N
PI 92c - Total budget spend per property	25	£2,496.94	£1,306.80	£75.79	£1,392.04	-	-	-	-	N
PI 93a - Revenue budget spend per void	10	£4,482.46	£2,467.19	£342.94	£2,866.32	-	-	-	-	N
PI 93b - Capital budget spend per void	8	£5,077.17	£1,963.71	£240.16		-	-	-	-	N
PI 93c - Total budget spend per void	10	£6,687.75	£4,038.16	£1,552.05	£2,866.32	-	-	-	-	N

Whole service comparison

Building maintenance performance indicator standings

Name of authority
PIN

Sample Authority
6999

Performance indicator

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
Other operational performance indicators										
PI 06a - Vehicles per operational employee	24	1.38	0.81	0.40	0.74	7	0.74	2	0.53	L
PI 12a - Day to day housing jobs completed per full time operational employee	13	318	177	99	158	6	232	2	263	H
PI 12c - All housing jobs completed per full time operational employee	13	395	267	157	289	5	346	2	368	H
PI 22a - All day to day jobs completed per full time operational employee	17	318	156	52	151	9	183	2	248	H
PI 22b - All jobs completed per full time operational employee	17	373	237	52	293	6	314	2	346	H
PI 23a - Percentage of work undertaken under call out	20	12.66%	7.11%	2.92%	6.26%	10	4.97%	2	4.04%	L
PI 85 - Percentage of housing dwellings that received four or more maintenance visits during the year	17	49.24%	22.86%	3.92%	31.12%	14	14.45%	4	7.17%	L
PI 87 - Percentage of dwellings surveyed for condensation / dampness by 31st March	11	11.74%	4.54%	0.06%	9.16%	2	7.96%	1	9.16%	H
PI 02 - Percentage of post inspections carried out (all jobs)	19	60.97%	12.24%	1.03%	4.92%	12	18.34%	3	22.64%	H
PI 03a - Percentage of post inspections meeting the required standard	12	100.00%	98.95%	96.47%	100.00%	1	100.00%	1	100.00%	H
PI 06b - Council vehicles per operational employee	24	1.38	0.75	0.36	0.74	11	0.54	2	0.47	L
PI 15a - Target time (urgent jobs)	21	7.00	3.62	1.00	3.00	6	3.00	1	2.00	L
PI 15b - Target time (non urgent jobs)	23	90.00	24.54	7.00	20.00	8	15.00	2	10.50	L
PI 34 - Emergency jobs as percentage of day to day maintenance jobs completed (excluding voids)	27	50.53%	26.76%	11.49%	40.40%	25	17.91%	4	15.07%	L
Other staffing performance indicators										
PI 16b - Average days absence per employee (operational staff)	12	14.87	9.86	0.07	13.88	11	9.00	4	1.28	L
PI 16c - Percentage staff absence excluding long term (operational staff)	17	5.58%	2.36%	0.00%	2.77%	10	1.55%	3	0.97%	L
PI 16e - Staff absence excluding long term - days lost per operational FTE (Scotland only)	11	9.27	5.40	2.30	7.29	9	3.63	3	3.58	L
PI 29b - Percentage staff absence excluding long term (all staff)	18	4.09%	2.07%	0.00%	2.90%	16	1.57%	4	0.98%	L
PI 29d - Staff absence excluding long term - days lost per FTE (Scotland only)	9	9.46	5.31	3.38	7.00	8	3.97	4	3.63	L
PI 18 - Average training days per operational full time employee	17	8.92	3.30	0.57	1.75	12	4.86	3	6.23	H
PI 32 - Number of reportable accidents per 100 FTE employees	21	6.11	1.35	0.00	0.00	1	0.00	1	0.00	L
PI 33 - Number of days lost per FTE employee through reportable accidents	21	2.56	0.34	0.00	0.00	1	0.00	1	0.00	L
PI 19 - Human resources and people management process	31	92	51.06	6	83	5	80	1	86	H
Other quality performance indicators										
PI 17 - Quality assurance and consultation process	30	148	64.60	13	46	20	98	3	121	H

Whole service comparison

Building maintenance performance indicator standings

Name of authority
PIN

Sample Authority
6999

Performance indicator

Non housing 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 13a - Day to day non housing jobs completed per full time operational employee	10	279	148	52	113	5	238	2	260	H
PI 13b - Average value of all non housing jobs completed	11	£1,079.44	£486.60	£230.36	£230.36	-	-	-	-	N
PI 13c - All non housing jobs completed per full time operational employee	9	364	238	102	319	2	314	1	328	H
PI 55 - Percentage of maintenance spend which is service contracts	7	36.37%	8.98%	0.00%	0.00%	-	-	-	-	N
PI 56 - Cost of property management as a percentage of portfolio value	2	0.27%	0.14%	0.02%					0.04%	L
PI 57 - Cost of property management as a percentage of total expenditure on investment and maintenance	4	9.18%	5.78%	0.74%					1.73%	L
PI 39 - Planned investment as a percentage of property value (town halls / civic centres)	3	15.98%	5.98%	0.95%	1.01%	2	-	-	12.99%	H
PI 40 - Planned investment as a percentage of property value (other civic buildings / offices)	4	12.32%	6.30%	0.77%	0.77%	4	-	-	11.84%	H
PI 41 - Planned investment as a percentage of property value (schools)	5	2.77%	1.25%	0.24%	0.24%	5	-	-	2.25%	H
PI 42 - Planned investment as a percentage of property value (libraries)	3	2.60%	1.09%	0.21%	0.46%	2	-	-	2.17%	H
PI 43 - Planned investment as a percentage of property value (leisure centres / halls)	3	2.19%	1.26%	0.72%	0.72%	3	-	-	1.93%	H
PI 44 - Planned investment as a percentage of property value (social services facilities)	3	4.91%	2.24%	0.84%	0.98%	2	-	-	4.13%	H
PI 45 - Planned investment as a percentage of property value (public conveniences)	3	2.33%	1.23%	0.30%	0.30%	3	-	-	2.08%	H
PI 46 - Planned investment as a percentage of property value (workshops / depots)	3	8.03%	4.01%	0.76%	0.76%	3	-	-	7.07%	H
PI 47 - Responsive maintenance as a percentage of property value (town halls / civic centres)	4	2.02%	0.69%	0.10%	0.46%	3	-	-	0.12%	L
PI 48 - Responsive maintenance as a percentage of property value (other civic buildings / offices)	4	1.46%	0.91%	0.33%	0.33%	1	-	-	0.49%	L
PI 49 - Responsive maintenance as a percentage of property value (schools)	5	0.46%	0.24%	0.08%	0.08%	1	-	-	0.08%	L
PI 50 - Responsive maintenance as a percentage of property value (libraries)	4	0.42%	0.26%	0.10%	0.22%	2	-	-	0.14%	L
PI 51 - Responsive maintenance as a percentage of property value (leisure centres / halls)	3	0.39%	0.26%	0.11%	0.11%	1	-	-	0.15%	L
PI 52 - Responsive maintenance as a percentage of property value (social services facilities)	4	1.04%	0.76%	0.39%	0.39%	1	-	-	0.50%	L
PI 53 - Responsive maintenance as a percentage of property value (public conveniences)	4	4.71%	1.41%	0.02%	0.02%	1	-	-	0.14%	L
PI 54 - Responsive maintenance as a percentage of property value (workshops / depots)	4	1.71%	0.74%	0.09%	0.09%	1	-	-	0.18%	L

Whole service comparison

Building maintenance performance indicator standings

Name of authority
PIN

Sample Authority
6999

Performance indicator

Non housing performance indicators continued

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 58 - Average cost per job (town halls / civic centres)	6	£735.81	£404.38	£155.15	£386	4	-	-	£243.58	L
PI 59 - Average cost per job (other civic buildings / offices)	7	£880.80	£484.15	£152.05	£152	1	-	-	£218.21	L
PI 60 - Average cost per job (schools)	6	£1,014.41	£556.00	£243.30	£243	1	-	-	£271.99	L
PI 61 - Average cost per job (libraries)	8	£594.30	£360.33	£141.92	£142	1	£210	1	£152.65	L
PI 62 - Average cost per job (leisure centres / halls)	5	£1,370.83	£593.15	£41.48	£282	3	-	-	£68.89	L
PI 63 - Average cost per job (social services facilities)	6	£502.60	£274.77	£117.25	£207	2	-	-	£161.97	L
PI 64 - Average cost per job (public conveniences)	8	£333.40	£158.66	£32.77	£33	1	£109	1	£83.81	L
PI 65 - Average cost per job (workshops / depots)	7	£868.97	£353.26	£190.72	£191	1	-	-	£196.37	L
PI 66 - Incidence of vandalism / arson per property (town halls / civic centres)	3	9.93	3.44	0.09			-		0.13	L
PI 67 - Incidence of vandalism / arson per property (other civic buildings / offices)	4	0.66	0.25	0.06	0.06	1	-	-	0.07	L
PI 68 - Incidence of vandalism / arson per property (schools)	5	3.74	0.98	0.02	0.08	2	-	-	0.04	L
PI 69 - Incidence of vandalism / arson per property (libraries)	2	0.50	0.34	0.18			-		0.22	L
PI 70 - Incidence of vandalism / arson per property (leisure centres / halls)	3	8.00	2.80	0.01	0.01	1	-	-	0.09	L
PI 71 - Incidence of vandalism / arson per property (social services facilities)	4	0.59	0.41	0.25	0.25	1	-	-	0.27	L
PI 72 - Incidence of vandalism / arson per property (public conveniences)	5	0.50	0.26	0.07	0.21	3	-	-	0.08	L
PI 73 - Incidence of vandalism / arson per property (workshops / depots)	3	1.15	0.50	0.08			-		0.11	L

Performance indicators (Stores operations)

PI 74 - Total number of lines held in stores	18	4,400	2,508	550	2,768	-	-	-	-	N
PI 76 - Total value of stock held in the stores at any one time (31st March)	17	£1,218,342	£407,180	£5,001	£253,365	-	-	-	-	N
PI 77 - Percentage of the total stock value issued (held in stores as at 31st March) which is imprest stock	10	52.00%	23.73%	3.00%	16.48%	-	-	-	-	N
PI 78 - Number of storekeeper posts	21	45.0	6.4	1.0	4.0	-	-	-	-	N
PI 79a - Number of storekeeper per manager / supervisor	21	9.00	4.04	1.00	4.00	-	-	-	-	N
PI 80 - Percentage of store item returns made over the year	11	7.89%	2.36%	0.01%	1.78%	6	0.56%	2	0.36%	L
PI 81 - Percentage of returns made due to poor quality or faults	3	74.07%	27.39%	3.11%		-	-	-	-	N
PI 82 - Percentage of returns made due to over ordering	3	95.00%	45.43%	0.93%		-	-	-	-	N
PI 83 - Number of items of stock issued during the year	12	4,175,879	646,626	4,500	92,129	-	-	-	-	N
PI 84 - Write off value of stock at the end of the year	7	£7,388.45	£3,247.29	£1,073.58		-	-	-	-	N