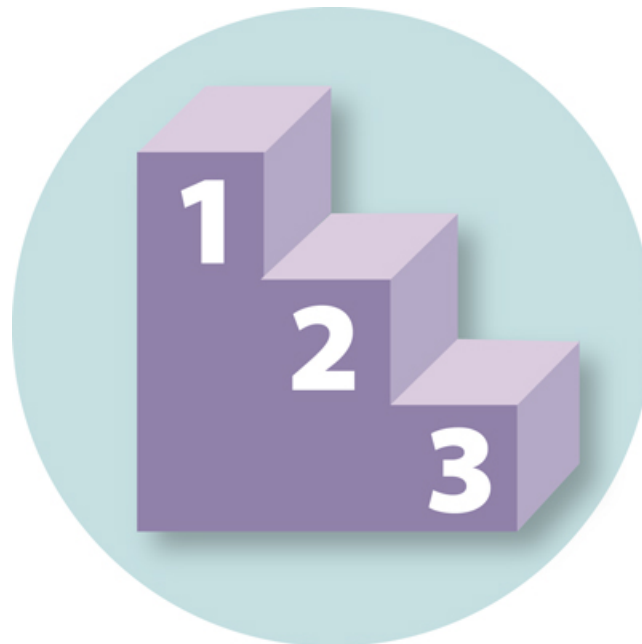


Parks, open spaces and horticultural services

2020-21, Issue 2

Performance indicator standings



Family group comparison

Parks, open spaces and horticultural services performance indicator standings 2020/21

Name of authority PIN Family group	Sample authority									
	H4									
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	Previous year score	High/Low/Neutral
Key performance indicators										
PI 30 - Hectares of maintained public open space per 1,000 head of population	10	9.62	4.43	1.93	2.82	8	4.90	3	2.82	H
PI 12 - Number of hectares maintained per FTE front line employee	8	35.49	17.28	9.01	13.76	5	25.69	3	13.64	H
PI 13a - Percentage staff absence	6	5.62%	3.07%	1.25%	2.85%	4	-	-	2.34%	L
PI 45a - Key Quality performance indicator	11	63.20%	25.86%	3.10%	59.90%	2	38.00%	1	64.40%	H
PI 47a - Quality assurance and consultation process score	12	40.00%	21.39%	6.67%	30.00%	4	33.33%	2	23.33%	H
PI 48a - Human resources and people management	13	77.00%	38.85%	12.00%	67.00%	2	58.00%	1	67.00%	H
PI 22 - APSE customer satisfaction	1	94.20%	94.20%	94.20%	-	-	-	-	-	H
PI 38 - Public satisfaction surveys undertaken	4	99.00%	81.23%	61.00%	99.00%	1	-	-	99.70%	H
PI 49a - Environmental practices	13	50.00%	17.23%	3.00%	26.00%	3	24.00%	1	26.00%	H
PI 18a - Local authority playgrounds per 1,000 children	7	6.74	3.36	1.30	3.57	3	-	-	3.57	H
PI 18b - Local authority and community playgrounds per 1,000 children	6	6.74	4.57	2.17	4.07	4	-	-	4.07	H
LAMS performance indicators										
PI L02 - Percentage of sites classed as acceptable (grounds maintenance)	2	99.80%	99.58%	99.35%	99.35%	2	-	-	96.88%	H
PI L10 - Percentage of sites classed as acceptable (grass cutting)	2	99.75%	99.69%	99.62%	99.62%	2	-	-	97.06%	H
PI L11 - Percentage of sites classed as acceptable (shrub bed maintenance)	2	99.65%	99.56%	99.46%	99.65%	1	-	-	97.97%	H
PI L12 - Percentage of sites classed as acceptable (flower bed maintenance)	2	100.00%	97.68%	95.35%	95.35%	2	-	-	96.67%	H
PI L03 - Percentage of sites classed as acceptable (litter)	2	100.00%	99.51%	99.02%	99.02%	2	-	-	99.21%	H
PI L04 - Percentage of sites classed as grade A (fly tipping)	2	100.00%	99.61%	99.21%	100.00%	1	-	-	98.95%	H
PI L05 - Percentage of sites classed as acceptable (dog fouling)	2	100.00%	100.00%	100.00%	100.00%	1	-	-	100.00%	H
PI L06 - Percentage of sites where bins were overflowing	2	2.21%	1.56%	0.91%	2.21%	2	-	-	2.03%	L
PI L07 - Percentage of sites containing bins classed as acceptable (bin structure)	2	98.95%	98.74%	98.53%	98.53%	2	-	-	99.48%	H
PI L08 - Percentage of sites containing bins classed as acceptable (bin cleanliness)	2	98.95%	98.57%	98.18%	98.18%	2	-	-	99.48%	H
PI L09 - Percentage of sites classed as unacceptable (hard surface weeds)	2	2.95%	1.80%	0.65%	0.65%	1	-	-	2.74%	L

Notes:

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Family group comparison

Parks, open spaces and horticultural services performance indicator standings 2020/21

Name of authority PIN Family group	Sample authority									
	H4									
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	Previous year score	High/Low/Neutral
Key cost performance indicators										
PI 43b - Maintenance cost per household (excluding CEC)	9	£28.79	£22.65	£11.42	£19.61	3	£19.61	1	£16.58	L
PI 41b - Maintenance cost per hectare of maintained land (excluding CEC)	8	£5,881	£3,193	£1,142	£2,980	4	£2,425	2	£2,519	L
PI 42b - Maintenance cost per 1,000 head of population (excluding CEC)	9	£13,139	£10,286	£5,593	£8,400	3	£8,400	1	£7,101	L
PI 21b - Cost of service per household (excluding CEC)	9	£28.79	£22.86	£13.13	£19.61	-	-	-	£16.58	N
PI 02b - Cost of service per hectare of maintained land (excluding CEC)	8	£5,881	£3,215	£1,313	£2,980	-	-	-	£2,519	N
PI 17b - Cost of service per 1,000 head of population (excluding CEC)	9	£13,139	£10,387	£6,430	£8,400	-	-	-	£7,101	N
Secondary performance indicators										
PI 13b - Percentage staff absence (excluding long term)	6	2.14%	1.35%	0.30%	1.42%	3	-	-	1.53%	L
PI 14 - Total staff costs as a percentage of total cost	10	77.34%	68.18%	57.30%	64.76%	-	-	-	69.54%	N
PI 26 - Front line staff costs as a percentage of total cost	10	65.16%	52.48%	40.89%	47.48%	-	-	-	51.55%	N
PI 27 - Number of FTE non front line employees per 100 hectares maintained	9	1.93	0.80	0.13	0.31	-	-	-	0.31	N
PI 37 - Average NPFA play value score of children's playgrounds	3	34.69	31.46	26.92	-	-	-	-	-	H
PI 50a - Countryside management	11	50.00%	25.45%	5.00%	20.00%	7	38.00%	3	20.00%	H
Covid impact performance indicators										
PI 51a - PPE and other covid related expenditure as a percentage of total expenditure	3	3.46%	2.17%	0.49%	-	-	-	-	-	N
PI 52a - Percentage change in cost per household (overall)	10	24.53%	0.83%	-23.39%	6.01%	-	-	-	-	N
PI 52b - Percentage change in cost per household (maintenance)	10	27.07%	1.28%	-23.39%	6.01%	-	-	-	-	N
PI 53a - Percentage change in cost per 1,000 head of population (overall)	10	24.64%	1.66%	-24.04%	6.01%	-	-	-	-	N
PI 53b - Percentage change in cost per 1,000 head of population (maintenance)	10	27.18%	2.16%	-24.04%	6.01%	-	-	-	-	N
PI 54a - Percentage change in cost per hectare (overall)	7	35.36%	4.96%	-23.34%	6.01%	-	-	-	-	N
PI 54b - Percentage change in cost per hectare (maintenance)	7	35.36%	5.62%	-23.34%	6.01%	-	-	-	-	N

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Whole service comparison

Parks, open spaces and horticultural services performance indicator standings 2020/21

Name of authority PIN	Sample Authority									
	Number in service	Highest in service	Average for service	Lowest in service	Your output/score	Standing in service	Top quartile mark	Quartile achieved	Previous year score	High/Low/Neutral
Key performance indicators										
PI 30 - Hectares of maintained public open space per 1,000 head of population	42	10.51	4.50	0.70	2.82	30	5.89	3	2.82	H
PI 12 - Number of hectares maintained per FTE front line employee	31	39.43	16.59	4.77	13.76	16	21.85	2	13.64	H
PI 13a - Percentage staff absence	32	11.23%	4.34%	0.76%	2.85%	11	2.17%	2	2.34%	L
PI 45a - Key Quality performance indicator	44	74.70%	21.96%	1.82%	59.90%	4	35.50%	1	64.40%	H
PI 47a - Quality assurance and consultation process score	48	83.33%	28.54%	3.33%	30.00%	19	40.00%	2	23.33%	H
PI 48a - Human resources and people management	51	81.00%	44.90%	12.00%	67.00%	5	61.00%	1	67.00%	H
PI 22 - APSE customer satisfaction	2	94.20%	84.87%	75.53%	-	-	-	-	-	H
PI 38 - Public satisfaction surveys undertaken	12	99.00%	80.51%	61.00%	99.00%	1	97.16%	1	99.70%	H
PI 49a - Environmental practices	51	66.00%	23.85%	2.00%	26.00%	18	33.00%	2	26.00%	H
PI 18a - Local authority playgrounds per 1,000 children	42	10.59	3.21	0.43	3.57	14	4.11	2	3.57	H
PI 18b - Local authority and community playgrounds per 1,000 children	30	6.74	3.22	0.43	4.07	11	4.48	2	4.07	H
LAMS performance indicators										
PI L02 - Percentage of sites classed as acceptable (grounds maintenance)	16	100.00%	72.76%	0.88%	99.35%	8	99.80%	2	96.88%	H
PI L10 - Percentage of sites classed as acceptable (grass cutting)	11	100.00%	99.15%	94.94%	99.62%	6	100.00%	2	97.06%	H
PI L11 - Percentage of sites classed as acceptable (shrub bed maintenance)	10	100.00%	88.82%	50.00%	99.65%	3	99.65%	1	97.97%	H
PI L12 - Percentage of sites classed as acceptable (flower bed maintenance)	7	100.00%	97.82%	94.12%	95.35%	5	-	-	96.67%	H
PI L03 - Percentage of sites classed as acceptable (litter)	11	100.00%	97.41%	82.89%	99.02%	8	100.00%	3	99.21%	H
PI L04 - Percentage of sites classed as grade A (fly tipping)	11	100.00%	96.75%	90.00%	100.00%	1	100.00%	1	98.95%	H
PI L05 - Percentage of sites classed as acceptable (dog fouling)	11	100.00%	99.87%	99.34%	100.00%	1	100.00%	1	100.00%	H
PI L06 - Percentage of sites where bins were overflowing	10	3.90%	1.48%	0.00%	2.21%	7	0.00%	3	2.03%	L
PI L07 - Percentage of sites containing bins classed as acceptable (bin structure)	10	100.00%	95.83%	80.00%	98.53%	6	100.00%	3	99.48%	H
PI L08 - Percentage of sites containing bins classed as acceptable (bin cleanliness)	11	100.00%	95.76%	74.29%	98.18%	7	100.00%	3	99.48%	H
PI L09 - Percentage of sites classed as unacceptable (hard surface weeds)	11	49.67%	11.66%	0.47%	0.65%	2	1.64%	1	2.74%	L

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Whole service comparison

Parks, open spaces and horticultural services performance indicator standings 2020/21

Name of authority PIN	Sample Authority									
	Number in service	Highest in service	Average for service	Lowest in service	Your output/score	Standing in service	Top quartile mark	Quartile achieved	Previous year score	High/Low/Neutral
Performance indicator										
Key cost performance indicators										
PI 43b - Maintenance cost per household (excluding CEC)	41	£93.49	£36.51	£11.42	£19.61	8	£21.98	1	£16.58	L
PI 41b - Maintenance cost per hectare of maintained land (excluding CEC)	31	£9,014	£3,738	£1,042	£2,980	11	£2,374	2	£2,519	L
PI 42b - Maintenance cost per 1,000 head of population (excluding CEC)	41	£42,455	£15,982	£4,789	£8,400	7	£8,930	1	£7,101	L
PI 21b - Cost of service per household (excluding CEC)	41	£93.49	£37.72	£13.13	£19.61	-	-	-	£16.58	N
PI 02b - Cost of service per hectare of maintained land (excluding CEC)	32	£9,014	£3,736	£1,081	£2,980	-	-	-	£2,519	N
PI 17b - Cost of service per 1,000 head of population (excluding CEC)	41	£42,455	£16,497	£5,989	£8,400	-	-	-	£7,101	N
Secondary performance indicators										
PI 13b - Percentage staff absence (excluding long term)	26	3.13%	1.29%	0.00%	1.42%	17	0.87%	3	1.53%	L
PI 14 - Total staff costs as a percentage of total cost	41	86.36%	68.75%	42.66%	64.76%	-	-	-	69.54%	N
PI 26 - Front line staff costs as a percentage of total cost	38	79.06%	56.49%	37.91%	47.48%	-	-	-	51.55%	N
PI 27 - Number of FTE non front line employees per 100 hectares maintained	35	9.10	1.43	0.00	0.31	-	-	-	0.31	N
PI 37 - Average NPFA play value score of children's playgrounds	10	54.41	33.35	19.64	-	-	34.69	-	-	H
PI 50a - Countryside management	49	84.00%	42.20%	5.00%	20.00%	44	56.00%	4	20.00%	H
Covid impact performance indicators										
PI 51a - PPE and other covid related expenditure as a percentage of total expenditure	18	5.61%	1.58%	0.05%	-	-	-	-	-	N
PI 52a - Percentage change in cost per household (overall)	38	33.07%	0.90%	-23.39%	6.01%	-	-	-	-	N
PI 52b - Percentage change in cost per household (maintenance)	37	54.56%	2.59%	-23.46%	6.01%	-	-	-	-	N
PI 53a - Percentage change in cost per 1,000 head of population (overall)	38	37.95%	1.45%	-24.04%	6.01%	-	-	-	-	N
PI 53b - Percentage change in cost per 1,000 head of population (maintenance)	37	65.03%	3.26%	-24.04%	6.01%	-	-	-	-	N
PI 54a - Percentage change in cost per hectare (overall)	31	35.36%	-6.56%	-99.78%	6.01%	-	-	-	-	N
PI 54b - Percentage change in cost per hectare (maintenance)	30	44.57%	-6.28%	-99.76%	6.01%	-	-	-	-	N

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