

Family group comparison

Street cleansing performance indicator standings

Name of authority

PIN

Family group

Sample Authority

40999

C2

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	Previous year score	High/Low/Neutral
PI 04 - Cost of street cleansing service per household (excluding CEC)	17	£81.59	£30.89	£6.92	£45.46	15	£18.36	4	£45.67	L
PI 20 - APSE customer satisfaction surveys	-	-	-	-	-	-	-	-	-	H
PI 39a - Community / customer surveys undertaken	3	96.00%	78.50%	61.00%	-	-	-	-	-	H
PI 44e - Quality inspections	20	100.00%	53.65%	3.00%	75.50%	7	79.00%	2	75.50%	H
PI 46a - Key Quality performance indicator	13	92.50%	44.83%	9.00%	42.50%	7	56.25%	2	40.50%	H
PI 37a - Percentage of sites surveyed falling below grade b for cleanliness (England only) (LeqsPro survey carried out with requisite numbers)	1	10.50%	10.50%	10.50%	-	-	-	-	-	L
PI 37b - Percentage of sites surveyed falling below grade b for cleanliness (England only) (LeqsPro survey with reduced survey numbers or other survey type)	6	10.26%	3.45%	0.66%	1.25%	3	-	-	7.57%	L

LAMS performance indicators

PI L02 - Percentage of sites classed as acceptable (combined litter and detritus)	4	99.59%	99.01%	98.34%	98.75%	3	-	-	90.42%	H
PI L04 - Percentage of sites classed as acceptable (litter)	4	99.83%	99.19%	97.79%	99.67%	2	-	-	97.49%	H
PI L05 - Percentage of sites classed as grade A (fly tipping)	4	100.00%	96.13%	88.56%	96.63%	3	-	-	92.94%	H
PI L14 - Percentage of sites classed as acceptable (fly posting)	4	100.00%	99.85%	99.63%	99.78%	3	-	-	99.09%	H
PI L06 - Percentage of sites classed as acceptable (dog fouling)	4	100.00%	99.95%	99.89%	99.89%	4	-	-	99.89%	H
PI L07 - Percentage of sites where bins were overflowing	4	4.44%	2.30%	0.00%	3.54%	3	-	-	3.85%	L
PI L08 - Percentage of sites classed as acceptable (bin structure)	4	100.00%	99.07%	98.63%	98.63%	4	-	-	93.82%	H
PI L09 - Percentage of sites classed as acceptable (bin cleanliness)	4	99.55%	98.29%	97.14%	99.55%	1	-	-	95.58%	H
PI L10 - Percentage of sites classed as unacceptable (hard surface weeds)	4	4.00%	2.41%	0.52%	1.78%	2	-	-	8.10%	L
PI L11 - Percentage of sites classed as unacceptable (detritus)	4	2.17%	1.18%	0.66%	2.17%	4	-	-	16.63%	L
PI L12 - Percentage of sites classed as unacceptable (graffiti)	4	0.66%	0.22%	0.00%	0.22%	3	-	-	1.14%	L
PI L13 - Percentage of sites classed as unacceptable (staining / gum)	4	1.11%	0.36%	0.00%	0.22%	3	-	-	3.81%	L

Other cost performance indicators

PI 06 - Total staff costs as a percentage of total expenditure	15	93.59%	70.25%	49.71%	86.42%	-	-	-	85.70%	N
PI 08 - Transport costs as a percentage of total expenditure	14	37.14%	19.18%	6.75%	6.75%	-	-	-	11.00%	N
PI 21 - Front line staff costs as a percentage of total staff costs	11	97.09%	87.14%	79.24%	-	-	-	-	-	N
PI 05 - Cost of street cleansing service per head of population (excluding CEC)	17	£36.69	£13.38	£3.16	£19.14	15	£7.85	4	£19.25	L
PI 33 - Front line staff costs as a percentage of total expenditure	14	86.42%	61.57%	44.25%	86.42%	-	-	-	-	N
PI 15 - Net cost per public convenience site	3	£6,005	£4,580	£2,204	-	-	-	-	£3,870	L
PI 14 - Cost per gully per annum	-	-	-	-	-	-	-	-	-	L
PI 40 - Percentage of street cleansing budget spent on education and publicity of initiatives	6	18.31%	5.59%	1.32%	-	-	-	-	0.40%	H

Customer service performance indicators

PI 47a - Quality assurance and community consultation	18	60.00%	26.93%	3.33%	40.00%	7	45.33%	2	36.00%	H
PI 48a - Human resources and people management	14	85.00%	48.43%	25.00%	49.00%	7	61.00%	2	64.00%	H

Family group comparison

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Performance indicator

Staff absence performance indicators

PI 22a - Staff absence (all staff)

Environmental performance indicators

PI 25a - Number of litter offence notices issued per 1,000 head of population

PI 25d - Number of incidents of fly-tipping/dumps per 1,000 households (England only)

PI 43 - Percentage of street cleansing waste that is recycled

Covid impact performance indicators

PI 50a - PPE and other covid related expenditure as percentage of total expenditure

PI 51a - Percentage change in tonnage of street cleansing waste generated per household

PI 52a - Percentage change in fly tipping

PI 53a - Percentage change in emptying litter bin requests

PI 54a - Percentage change in emptying dog bin requests

PI 55a - Percentage change in litter pick requests

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
PI 22a - Staff absence (all staff)	11	8.70%	4.00%	0.86%	4.09%	8	2.68%	3	10.98%	L
PI 25a - Number of litter offence notices issued per 1,000 head of population	16	1.94	0.23	0	0.46	-	-	-	2.97	N
PI 25d - Number of incidents of fly-tipping/dumps per 1,000 households (England only)	13	54.92	32.85	5.02	32.95	6	17.87	2	26.08	L
PI 43 - Percentage of street cleansing waste that is recycled	7	98.88%	52.34%	0.00%	-	-	-	-	-	H
PI 50a - PPE and other covid related expenditure as percentage of total expenditure	8	5.51%	1.99%	0.34%	-	-	-	-	-	N
PI 51a - Percentage change in tonnage of street cleansing waste generated per household	12	7.10%	-0.98%	-30.62%	0.00%	-	-	-	-	N
PI 52a - Percentage change in fly tipping	13	133.08%	12.58%	-69.96%	41.18%	-	-	-	-	N
PI 53a - Percentage change in emptying litter bin requests	9	75.00%	32.66%	-25.00%	-	-	-	-	-	N
PI 54a - Percentage change in emptying dog bin requests	6	162.50%	28.36%	-66.67%	-	-	-	-	-	N
PI 55a - Percentage change in litter pick requests	8	37.24%	-2.19%	-28.94%	-	-	-	-	-	N

Whole service comparison

Street cleansing performance indicator standings

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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	Previous year score	High/Low/Neutral
Key performance indicators										
PI 04 - Cost of street cleansing service per household (excluding CEC)	44	£81.59	£30.19	£6.92	£45.46	38	£18.48	4	£45.67	L
PI 20 - APSE customer satisfaction surveys	2	93.25%	79.16%	65.08%	-	-	-	-	-	H
PI 39a - Community / customer surveys undertaken	8	99.10%	72.17%	42.00%	-	-	96.00%	-	-	H
PI 44e - Quality inspections	54	100.00%	55.43%	2.00%	75.50%	18	79.00%	2	75.50%	H
PI 46a - Key Quality performance indicator	42	92.50%	35.21%	4.75%	42.50%	15	46.00%	2	40.50%	H
PI 37a - Percentage of sites surveyed falling below grade b for cleanliness (England only) (LeqsPro survey carried out with requisite numbers)	3	10.50%	7.56%	5.47%	-	-	-	-	-	L
PI 37b - Percentage of sites surveyed falling below grade b for cleanliness (England only) (LeqsPro survey with reduced survey numbers or other survey type)	16	10.26%	3.40%	0.50%	1.25%	6	0.66%	2	7.57%	L
LAMS performance indicators										
PI L02 - Percentage of sites classed as acceptable (combined litter and detritus)	12	99.59%	96.85%	87.62%	98.75%	7	99.35%	3	90.42%	H
PI L04 - Percentage of sites classed as acceptable (litter)	12	100.00%	98.27%	93.07%	99.67%	4	99.83%	2	97.49%	H
PI L05 - Percentage of sites classed as grade A (fly tipping)	12	100.00%	88.75%	0.00%	96.63%	8	99.34%	3	92.94%	H
PI L14 - Percentage of sites classed as acceptable (fly posting)	11	100.00%	99.95%	99.63%	99.78%	10	100.00%	4	99.09%	H
PI L06 - Percentage of sites classed as acceptable (dog fouling)	11	100.00%	99.86%	99.32%	99.89%	9	100.00%	3	99.89%	H
PI L07 - Percentage of sites where bins were overflowing	11	4.44%	1.88%	0.00%	3.54%	8	0.00%	3	3.85%	L
PI L08 - Percentage of sites classed as acceptable (bin structure)	11	100.00%	97.01%	92.00%	98.63%	6	98.82%	2	93.82%	H
PI L09 - Percentage of sites classed as acceptable (bin cleanliness)	11	100.00%	97.63%	92.00%	99.55%	2	99.00%	1	95.58%	H
PI L10 - Percentage of sites classed as unacceptable (hard surface weeds)	12	9.04%	3.58%	0.52%	1.78%	3	1.78%	1	8.10%	L
PI L11 - Percentage of sites classed as unacceptable (detritus)	12	17.96%	4.57%	0.00%	2.17%	7	0.78%	3	16.63%	L
PI L12 - Percentage of sites classed as unacceptable (graffiti)	12	4.72%	0.53%	0.00%	0.22%	9	0.00%	3	1.14%	L
PI L13 - Percentage of sites classed as unacceptable (staining / gum)	10	7.00%	1.22%	0.00%	0.22%	5	0.10%	2	3.81%	L
Other cost performance indicators										
PI 06 - Total staff costs as a percentage of total expenditure	39	93.59%	70.11%	43.80%	86.42%	-	-	-	85.70%	N
PI 08 - Transport costs as a percentage of total expenditure	37	37.14%	18.83%	5.09%	6.75%	-	-	-	11.00%	N
PI 21 - Front line staff costs as a percentage of total staff costs	35	97.87%	85.29%	54.75%	-	-	-	-	-	N
PI 05 - Cost of street cleansing service per head of population (excluding CEC)	44	£36.69	£13.16	£3.16	£19.14	37	£7.85	4	£19.25	L
PI 33 - Front line staff costs as a percentage of total expenditure	38	90.86%	60.29%	34.36%	86.42%	-	-	-	-	N
PI 15 - Net cost per public convenience site	8	£39,008	£14,123	£2,204	-	-	£3,383	-	£3,870	L
PI 14 - Cost per gully per annum	4	£8.77	£6.14	£2.28	-	-	-	-	-	L
PI 40 - Percentage of street cleansing budget spent on education and publicity of initiatives	15	18.31%	3.21%	0.03%	-	-	3.97%	-	0.40%	H
Customer service performance indicators										
PI 47a - Quality assurance and community consultation	52	83.33%	24.77%	3.33%	40.00%	12	40.00%	1	36.00%	H
PI 48a - Human resources and people management	43	85.00%	43.98%	11.00%	49.00%	16	53.00%	2	64.00%	H

Whole service comparison

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Performance indicator

Staff absence performance indicators

PI 22a - Staff absence (all staff)

Environmental performance indicators

PI 25a - Number of litter offence notices issued per 1,000 head of population

PI 25d - Number of incidents of fly-tipping/dumps per 1,000 households (England only)

PI 43 - Percentage of street cleansing waste that is recycled

Covid impact performance indicators

PI 50a - PPE and other covid related expenditure as percentage of total expenditure

PI 51a - Percentage change in tonnage of street cleansing waste generated per household

PI 52a - Percentage change in fly tipping

PI 53a - Percentage change in emptying litter bin requests

PI 54a - Percentage change in emptying dog bin requests

PI 55a - Percentage change in litter pick requests

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	Previous year score	High/Low/Neutral
PI 22a - Staff absence (all staff)	35	13.83%	4.89%	0.00%	4.09%	16	2.68%	2	10.98%	L
PI 25a - Number of litter offence notices issued per 1,000 head of population	43	15.32	0.84	0	0.46	-	-	-	2.97	N
PI 25d - Number of incidents of fly-tipping/dumps per 1,000 households (England only)	35	131.01	38.53	5.02	32.95	19	17.87	3	26.08	L
PI 43 - Percentage of street cleansing waste that is recycled	28	100.00%	55.55%	0.00%	-	-	93.94%	-	-	H
PI 50a - PPE and other covid related expenditure as percentage of total expenditure	23	5.51%	1.41%	0.11%	-	-	-	-	-	N
PI 51a - Percentage change in tonnage of street cleansing waste generated per household	38	128.06%	-0.72%	-48.83%	0.00%	-	-	-	-	N
PI 52a - Percentage change in fly tipping	36	205.64%	45.42%	-69.96%	41.18%	-	-	-	-	N
PI 53a - Percentage change in emptying litter bin requests	27	105.47%	28.28%	-56.73%	-	-	-	-	-	N
PI 54a - Percentage change in emptying dog bin requests	17	200.00%	27.47%	-66.67%	-	-	-	-	-	N
PI 55a - Percentage change in litter pick requests	24	91.55%	3.64%	-78.84%	-	-	-	-	-	N