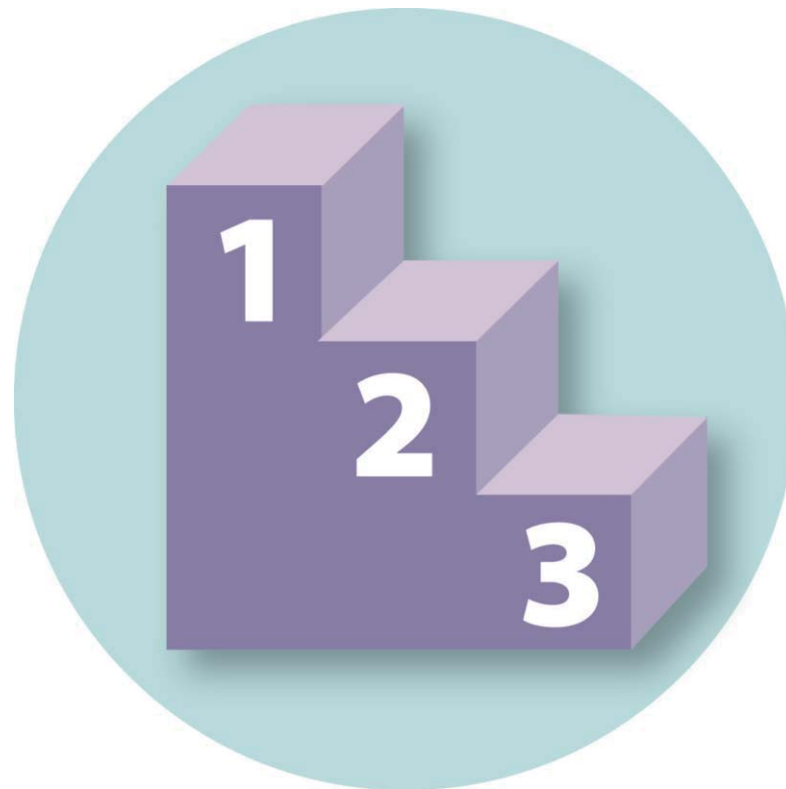


Environmental health

Sample report

Performance indicator standings



Family group comparison

Environmental health performance indicator standings

Name of authority
PIN
Family group

Sample Authority
70999
E2

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
Key performance indicators										
PI 01a - Net cost of service per head of population	11	£10.52	£6.74	£3.73	£9.00	9	£4.32	3	£4.17	L
PI 01b - Net cost of service per head of population (including CEC)	9	£12.93	£8.19	£4.65	£11.08	8	£5.03	4	£4.85	L
PI 02 - Inspection/operational staff cost per head of population	12	£9.93	£5.68	£2.78	£8.13	10	£3.83	4	£3.03	L
PI 03 - Total staff cost as a percentage of total expenditure	12	96.30%	85.09%	68.59%	84.91%	-	-	-	-	N
PI 04 - Total transport cost as a percentage of total expenditure	11	3.05%	1.67%	0.14%	1.78%	-	-	-	-	N
PI 05 - Total income as a percentage of total expenditure	11	57.36%	17.50%	0.84%	18.80%	4	26.92%	2	29.93%	H
PI 06 - Customer satisfaction index	6	97.78%	90.99%	82.27%	96.00%	2	-	-	96.89%	H
PI 08a - Percentage staff absence (all staff)	6	7.70%	3.29%	0.00%	0.00%	1	-	-	0.85%	L
PI 08b - Percentage staff absence (all staff) (excl long term)	6	1.23%	0.75%	0.00%	0.00%	1	-	-	0.30%	L
PI 09a - Staff absence days per FTE – Scotland only	3	21.47	8.99	2.18	2.18	1	-	-	2.41	L
PI 09b - Staff absence days per FTE - Scotland only (excl long term)	2	9.79	5.51	1.22	1.22	1	-	-	2.08	L
Food hygiene performance indicators										
PI 10 - Net cost of food hygiene service per head of population	11	£3.33	£1.66	£0.74	£1.28	3	£1.28	1	£1.25	L
PI 11 - Total number of category A, B and C premises per FTE	13	178.37	125.59	72.93	168.36	-	-	-	-	N
PI 12 - Total number of inspections (category A to E premises) per FTE	13	262.50	190.27	63.04	192.93	8	229	3	245	H
PI 13 - Number of Broadly Compliant Premises as a percentage of all premises	11	97.57%	86.45%	72.46%	72.46%	11	93.17%	4	96.70%	H
PI 14a - Percentage of food premises assessed and awarded a pass under FHIS	10	96.86%	84.40%	66.49%	91.19%	5	94.95%	2	96.23%	H
PI 14b - Percentage of food premises assessed and awarded rating 1-5 under FHFS (excl Scotland)	3	96.12%	91.20%	84.12%			-		95.57%	H
PI 16a - Number of food hygiene complaints (excluding food poisoning) per 1,000 premises	12	202.75	98.03	22.19	182.74	11	70	4	52	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

Environmental health performance indicator standings

Name of authority
PIN
Family group

Sample Authority
70999
E2

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
Food standards performance indicators										
PI 16b - Number of food standards complaints per 1,000 premises	11	61.49	29.81	0.00	3.75	2	6	1	4	L
PI 17 - Net cost of food standards service per head of population	9	£2.44	£0.68	£0.31	£0.40	3	£0.40	1	£0.33	L
PI 18 - Total number of category A and B premises per FTE	10	781.00	308.68	22.29	93.39	-	-	-	-	N
PI 19 - Total number of inspections (category A - C premises) per FTE	10	1,276.67	478.57	28.00	192.63	7	606.00	3	834.47	H
Health and safety performance indicators										
PI 20 - Net cost of health and safety service per head of population	10	£1.44	£0.75	£0.22	£0.74	6	£0.37	3	£0.35	L
PI 21 - Total number of premises per FTE	14	3,049	1,379.21	204	725	-	-	-	-	N
PI 22 - Number of Proactive Premise Inspections as a percentage of total premises within jurisdiction	10	5.63%	1.73%	0.03%	1.05%	-	-	-	-	N
PI 23 - Number of non-inspection interventions as a percentage of total premises within jurisdiction	13	26.42%	8.74%	0.22%	7.46%	6	9.79%	2	20.93%	H
Noise performance indicators										
PI 29a - Net cost of noise service per head of population (excluding ASB)	10	£1.42	£0.63	£0.15	£0.26	2	£0.27	1	£0.25	L
PI 34 - Average time (in days) between time of complaint and attendance on site, for those requiring attendance	6	3.00	1.63	0.03	0.03	1	-	-	0.54	L
Anti-social behaviour noise										
PI 29b - Net cost of ASB noise service per head of population	3	0.92	0.63	0.35	0.35	-	-	-	-	N
PI 31 - Number of noise complaints resolved without the need for attendance	7	549	180.00	0	120	-	-	-	-	N
PI 32 - Number of noise complaints received requiring attendance on site	8	1,208	398.75	0	14	-	-	-	-	N
PI 33 - Number of noise complaints received that were dealt with under the antisocial behaviour act (part V in Scotland / part IV in England and Wales)	8	4,340	810.25	0	4	5	1,133	3	2,095	H
PI 35 - Average time (hours) between time of complaint and attendance on site, for those dealt with under the ASB Act 2004	5	4.30	1.27	0.35	0.80	4	-	-	0.37	L
Enforcement performance indicators										
PI 42 - Number of incidents of fly-tipping/dumps per 1,000 households	7	51.03	14.90	0.96	1.80	2	-	-	1.46	L

Whole service comparison

Environmental health performance indicator standings

**Name of authority
PIN**

**Sample Authority
70999**

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
Key performance indicators										
PI 01a - Net cost of service per head of population	25	£17.64	£8.47	£2.39	£9.00	16	£6.32	3	£4.23	L
PI 01b - Net cost of service per head of population (including CEC)	19	£24.04	£10.53	£4.42	£11.08	13	£5.03	3	£4.60	L
PI 02 - Inspection/operational staff cost per head of population	26	£12.36	£6.37	£2.20	£8.13	20	£3.86	3	£2.92	L
PI 03 - Total staff cost as a percentage of total expenditure	27	96.30%	79.53%	65.25%	84.91%	-	-	-	-	N
PI 04 - Total transport cost as a percentage of total expenditure	26	4.21%	2.09%	0.14%	1.78%	-	-	-	-	N
PI 05 - Total income as a percentage of total expenditure	25	57.44%	17.01%	0.84%	18.80%	7	18.80%	1	30.52%	H
PI 06 - Customer satisfaction index	12	98.65%	87.75%	52.63%	96.00%	3	96.00%	1	97.60%	H
PI 08a - Percentage staff absence (all staff)	8	7.70%	3.28%	0.00%	0.00%	1	1.96%	1	1.19%	L
PI 08b - Percentage staff absence (all staff) (excl long term)	8	2.31%	1.08%	0.00%	0.00%	1	0.73%	1	0.42%	L
PI 09a - Staff absence days per FTE - Scotland only	11	21.47	10.69	1.14	2.18	2	3.31	1	2.18	L
PI 09b - Staff absence days per FTE - Scotland only (excl long term)	10	13.10	4.48	0.16	1.22	3	1.22	1	1.04	L
Food hygiene performance indicators										
PI 10 - Net cost of food hygiene service per head of population	20	£5.35	£2.13	£0.74	£1.28	3	£1.35	1	£1.28	L
PI 11 - Total number of category A, B and C premises per FTE	28	178.37	113.29	67.47	168.36	-	-	-	-	N
PI 12 - Total number of inspections (category A to E premises) per FTE	28	272.86	173.07	63.04	192.93	12	222	2	252	H
PI 13 - Number of Broadly Compliant Premises as a percentage of all premises	27	99.29%	88.85%	72.46%	72.46%	27	95.00%	4	97.95%	H
PI 14a - Percentage of food premises assessed and awarded a pass under FHIS	24	99.71%	83.63%	45.29%	91.19%	11	96.04%	2	97.70%	H
PI 14b - Percentage of food premises assessed and awarded rating 1-5 under FHFS (excl Scotland)	5	99.94%	94.64%	84.12%			-		99.82%	H
PI 16a - Number of food hygiene complaints (excluding food poisoning) per 1,000 premises	28	202.75	79.29	3.72	182.74	27	35	4	21	L

Notes:

- a. The authority will only be ranked in service 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.**

Whole service comparison

Environmental health performance indicator standings

Name of authority
PIN

Sample Authority
70999

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
Food standards performance indicators										
PI 16b - Number of food standards complaints per 1,000 premises	25	67.06	21.75	0.00	3.75	5	5	1	1	L
PI 17 - Net cost of food standards service per head of population	16	£2.44	£0.80	£0.19	£0.40	5	£0.40	2	£0.32	L
PI 18 - Total number of category A and B premises per FTE	23	781.00	220.23	21.93	93.39	-	-	-	-	N
PI 19 - Total number of inspections (category A - C premises) per FTE	23	1,276.67	350.14	19.79	192.63	12	592.16	2	749.47	H
Health and safety performance indicators										
PI 20 - Net cost of health and safety service per head of population	18	£1.44	£0.73	£0.22	£0.74	11	£0.48	3	£0.37	L
PI 21 - Total number of premises per FTE	27	3,881	1,565.80	204	725	-	-	-	-	N
PI 22 - Number of Proactive Premise Inspections as a percentage of total premises within jurisdiction	21	9.87%	2.82%	0.02%	1.05%	-	-	-	-	N
PI 23 - Number of non-inspection interventions as a percentage of total premises within jurisdiction	28	26.42%	7.78%	0.22%	7.46%	10	9.92%	2	16.90%	H
Noise performance indicators										
PI 29a - Net cost of noise service per head of population (excluding ASB)	18	£1.78	£0.63	£0.14	£0.26	6	£0.20	2	£0.17	L
PI 34 - Average time (in days) between time of complaint and attendance on site, for those requiring attendance	14	8.68	1.95	0.03	0.03	1	1.05	1	0.50	L
Anti-social behaviour noise										
PI 29b - Net cost of ASB noise service per head of population	6	2.23	0.78	0.09	0.35	-	-	-	-	N
PI 31 - Number of noise complaints resolved without the need for attendance	16	549	145.25	0	120	-	-	-	-	N
PI 32 - Number of noise complaints received requiring attendance on site	15	1,237	314.00	0	14	-	-	-	-	N
PI 33 - Number of noise complaints received that were dealt with under the antisocial behaviour act (part V in Scotland / part IV in England and Wales)	17	4,340	464.12	0	4	7	171	2	1,175	H
PI 35 - Average time (hours) between time of complaint and attendance on site, for those dealt with under the ASB Act 2004	8	4.30	1.48	0.35	0.80	5	0.40	3	0.35	L
Enforcement performance indicators										
PI 42 - Number of incidents of fly-tipping/dumps per 1,000 households	11	51.03	12.87	0.88	1.80	3	1.80	1	0.96	L