

Market operations

Performance indicators 2018-19

Key performance indicators

- PI 02a Occupancy levels (percentage of units let / units available)
- PI 06a Percentage of businesses new to the market during the year
- PI 07a Percentage of businesses leaving the market during the year
- PI 08a Recycling rates
- PI 13a Quality assurance and consultation processes
- PI 14a Human resources and people management processes
- PI 17a Customer satisfaction surveys undertaken

Financial performance indicators

- PI 01b Financial performance (percentage over/under financial target) excluding CEC's
- PI 09a Cost per square metre cleaned
- PI 09b Cost per square metre cleaned/trading days (TABLE ONLY)
- PI 11a Staff costs as a percentage of total cost
- PI 12a CEC as a percentage of total cost
- PI 16a Waste disposal cost as a percentage of total cost
- PI 19a Advertising and marketing costs as a percentage of total costs
- PI 20a Net cost per let unit (annualised)

Indoor market only performance indicators

- PI 03a Void levels (indoor)
- PI 04b Void turnaround times (indoor) (days)
- PI 15a Number of indoor market visits per operating day
- PI 15b Number of indoor market visits per trader
- PI 15c Number of indoor market visits per lettable unit
- PI 15d Number of indoor market visits per let unit (annualised)
- PI 15e Number of indoor market visits per head of population
- PI 15f Number of indoor market visits per head of population within catchment area (default 20 min drive time)

Staffing Performance Indicators

- PI 10a FTE staff per 1,000 square metre of trading area
- PI 18a Percentage staff absence
- PI 18b Staff absence days (Scotland only)
- PI 18c Percentage staff absence excluding long term