

Performance indicators 2022-23

Key performance indicators

- PI 30 Hectares of maintained public open space per 1,000 head of population
- PI 12 Number of hectares maintained per FTE front line employee
- PI 13a Percentage staff absence
- PI 13c Staff absence days - Scotland only
- PI 45a Key Quality performance indicator
- PI 47a Quality assurance and consultation process score
- PI 48a Human resources and people management
- PI 22b APSE customer satisfaction
- PI 38b Public satisfaction surveys undertaken
- PI 49a Environmental practices
- PI 18a Local authority playgrounds per 1,000 children
- PI 18b Local authority and community playgrounds per 1,000 children

LAMS performance indicators

- PI L02 Percentage of sites classed as acceptable (grounds maintenance)
- PI L10 Percentage of sites class as acceptable (grass cutting)
- PI L11 Percentage of sites class as acceptable (shrub bed maintenance)
- PI L12 Percentage of sites class as acceptable (flower bed maintenance)
- PI L03 Percentage of sites classed as acceptable (litter)
- PI L04 Percentage of sites classed as grade A (fly tipping)
- PI L13 Percentage of sites classed as grade A (fly posting)
- PI L05 Percentage of sites classed as acceptable (dog fouling)
- PI L06 Percentage of sites where bins were over flowing
- PI L07 Percentage of sites containing bins classed as acceptable (bin structure)
- PI L08 Percentage of sites containing bins classed as acceptable (bin cleanliness)
- PI L09 Percentage of sites classed as unacceptable (hard surface weeds)

Key costs performance indicators

- PI 43b Maintenance investment per household (excluding CEC)
- PI 41b Maintenance investment per hectare of maintained land (excluding CEC)
- PI 42b Maintenance investment per 1,000 head of population (excluding CEC)
- PI 21b Annual investment in overall service per household (excluding CEC)
- PI 02b Annual investment in service per hectare of maintained land (excluding CEC)
- PI 17b Annual investment in service per hectare of maintained land (excluding CEC)

Secondary performance indicators

- PI 13b Percentage staff absence (excluding long term)
- PI 13d Staff absence days (excluding long term) - Scotland only
- PI 14 Total staff costs as a percentage of total annual investment
- PI 26 Front line staff costs as a percentage of total annual investment
- PI 55a [Vehicle and machinery costs as a percentage of total annual investment](#)
- PI 27 Number of FTE non front line employees per 100 hectares maintained

Parks

- PI 37 Average NPFA play value score of children's playgrounds
- PI 40 Number of public events per 1,000 head of population
- PI 50a Countryside management