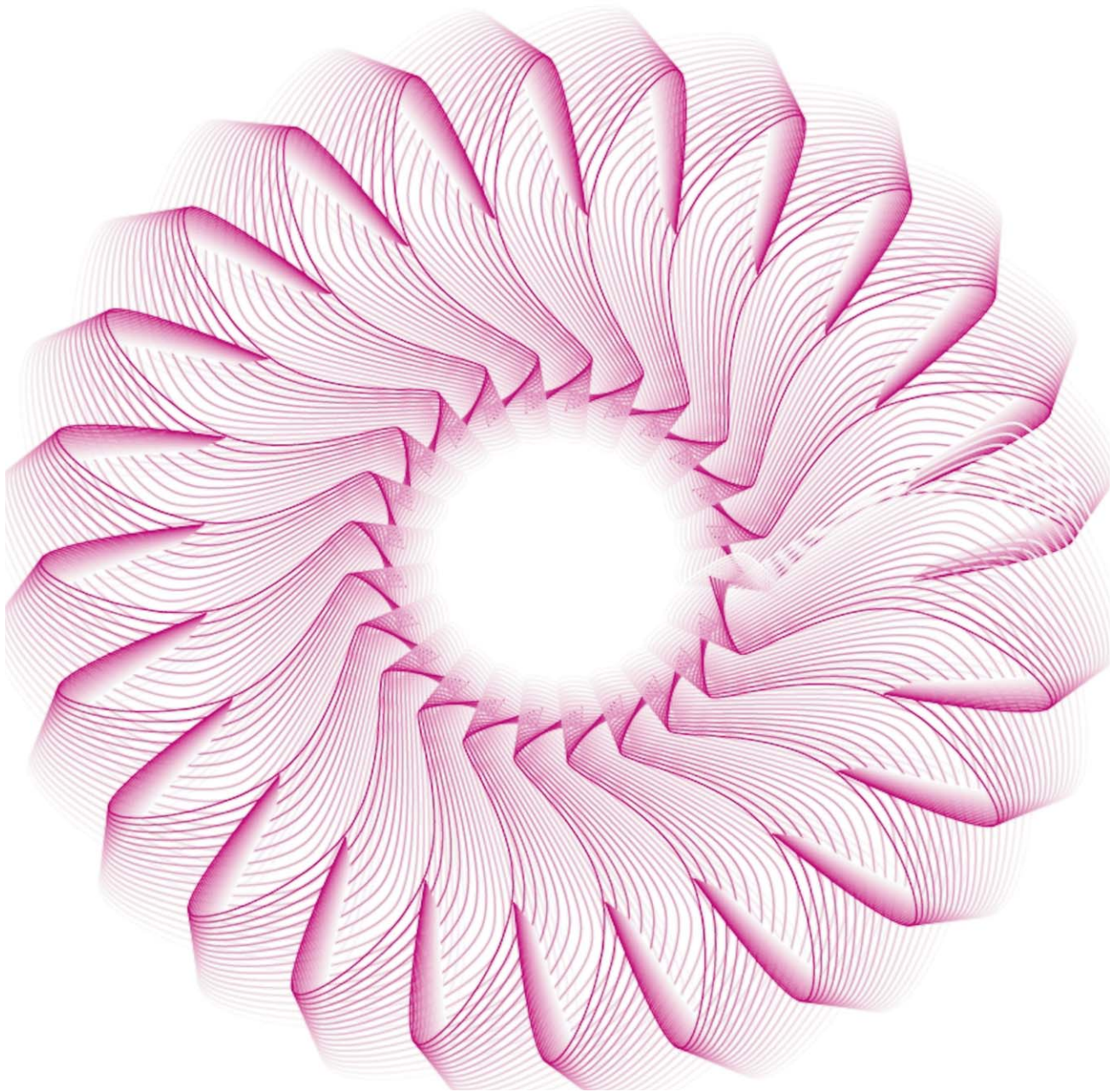


Performance indicators

Year 15



Building cleaning

Key performance indicators

PI 01	Cost per square metre for all areas cleaned (excluding CEC)
PI 02	Cost per square metre for all areas cleaned (including CEC)
PI 09	Ratio of square metres to annual scheduled hours (large offices)
PI 12	Ratio of square metres to annual scheduled hours (small offices)
PI 13	Ratio of square metres to annual scheduled hours (all offices)
PI 10	Ratio of square metres to annual scheduled hours (libraries)
PI 11	Ratio of square metres to annual scheduled hours (secondary schools)
PI 23	Ratio of square metres to annual scheduled hours (primary schools)
PI 26	Square metres cleaned (special schools) per scheduled hour
PI 16	Total square metres (excluding outdoor areas) cleaned per FTE employee
PI 20a	Staff absence (front-line staff)
PI 24a	Staff absence (all employees)
PI 22	Customer satisfaction surveys

Band a performance indicators

PI 03	Cost per FTE front-line employee
PI 17	Front line staff cost per square metre cleaned (excluding outdoor areas)
PI 27	Cost per scheduled input hour (excluding CEC)
PI 04	Number of paid staff hours per measured square metre cleaned
PI 06	Cleaning materials cost as a percentage of total cost
PI 07	Cleaning equipment cost as a percentage of total cost
PI 29	Materials and equipment costs as a percentage of total cost
PI 19	Additional works/variations orders as a percentage of scheduled work
PI 20b	Staff absence excluding long-term (front line staff)
PI 24b	Staff absence excluding long-term (all employees)
PI 32	Charge per housing void cleaned

Band b performance indicators

PI 05	All staff costs as a percentage of total cost
PI 28	Front line staff costs as a percentage of total cost
PI 08	Other costs as a percentage of total cost
PI 31	Central establishment charges as a percentage of total cost

- PI 14 Quality assurance and consultation process
- PI 15 Human resources and people management
- PI 21a Starters as a percentage of total operational staff
- PI 21b Starters (employed for at least 12 weeks) as a percentage of total operational staff
- PI 25a Leavers as a percentage of total operational staff
- PI 25b Leavers (employed for at least 12 weeks) as a percentage of total operational staff
- PI 18 LEA schools cleaned as a percentage of all LEA schools
- PI 30 Ratio of square metres to annual scheduled hours (public conveniences)
- PI 33 Percentage change in square metres cleaned
- PI 34 Percentage change in turnover

Building maintenance

Key performance indicators

- PI 01a Percentage of non-emergency jobs undertaken by appointment
- PI 01b Percentage of appointments kept
- PI 01c Percentage of responsive repairs (non emergency) where authority made and kept appointment (BVPI 185, England housing only)
- PI 01e Percentage of housing jobs appointed
- PI 01f Percentage of appointments failed (no access / tenant cancelled)
- PI 04 Gas servicing (financial year)
- PI 08a Productive labour costs as a percentage of total labour costs
- PI 10 Average value of work per operational full time employee
- PI 14a Percentage of day to day jobs completed on time
- PI 14b Percentage of day to day jobs completed on time (excluding voids)
- PI 14c Percentage of voids completed on time
- PI 16a Percentage staff absence (operational staff)
- PI 20a Average re-let times for local authority dwellings
- PI 20b Voids turnaround (average total number of days keys held by contractor)
- PI 24 Average time taken to complete a routine repair
- PI 25a Percentage of all housing repairs completed within target time (Scotland only)
- PI 25b Percentage of emergency housing repairs completed within target time (Scotland only)
- PI 25c Percentage of all housing repairs completed within government time limits (England/Wales only)
- PI 29a Percentage staff absence (all staff)
- PI 35 Gas servicing (within 365 days)
- PI 36 Percentage of non emergency jobs not subject to call back/complaint (right first time)
- PI 37 Overall percentage of customer satisfaction

Band a performance indicators

- PI 06a Vehicles per operational employee
- PI 07a Average cost of vehicles
- PI 12a Day to day housing jobs completed per full time operational employee
- PI 12c All housing jobs completed per full time operational employee
- PI 16b Average days absence per employee (operational staff)
- PI 16c Percentage staff absence excluding long term (operational staff)
- PI 18 Average training days per operational full time employee
- PI 22a All day to day jobs completed per full time operational employee
- PI 22b All jobs completed per full time operational employee:
- PI 23a Percentage of work undertaken under call out
- PI 29b Percentage staff absence excluding long term (all staff)

- PI 32 Number of reportable accidents per 100 FTE employees
- PI 33 Number of days lost per FTE employee through reportable accidents
- PI 85 Percentage of housing dwellings that received four or more maintenance visits during the year

Band b performance indicators

- PI 02 Percentage of post inspections carried out (all jobs)
- PI 03 Percentage of post inspections to required standard
- PI 06b Council vehicles per operational employee
- PI 07b Average cost of council vehicles
- PI 08b Average wage/earnings per operational employee
- PI 11 Central establishment charges as a percentage of total expenditure
- PI 12b Average value of all housing jobs completed
- PI 15a Target times (urgent jobs)
- PI 15b Target times (non urgent jobs)
- PI 21 Average value per job undertaken under call out
- PI 34 Emergency jobs as a percentage of day to day maintenance jobs completed (excluding voids)
- PI 86a Planned reactive maintenance spend (housing)
- PI 86b Planned reactive maintenance spend (non housing)

Band c performance indicators

- PI 05 Non productive labour costs as a percentage of total labour costs
- PI 09a Average value per job – direct contractors (housing jobs)
- PI 09b Average value per job – direct contractors (non housing jobs)
- PI 17 Quality assurance and consultation process
- PI 19 Human resources and people management process
- PI 23b Number of jobs completed per hour under call out
- PI 26 Subcontracting as a percentage of contract value
- PI 27 Average value per job completed by direct contractors (housing jobs)
- PI 28 Average value per FTE employee (housing jobs completed by direct contractors)

Non housing performance indicators

- PI 13a Day to day non housing jobs completed per full time operational employee
- PI 13b Average value of all non housing jobs completed
- PI 13c All non housing jobs completed per full time operational employee
- PI 55 Percentage of maintenance spend which is service contracts
- PI 56 Cost of property management as percentage of portfolio value
- PI 57 Cost of property management as a percentage of total expenditure on investment and maintenance
- PI 39 Planned investment as a percentage of property value (town halls/civic centres)

- PI 40 Planned investment as a percentage of property value (other civic buildings/offices)
- PI 41 Planned investment as a percentage of property value (schools)
- PI 42 Planned investment as a percentage of property value (libraries)
- PI 43 Planned investment as a percentage of property value (leisure centres/halls)
- PI 44 Planned investment as a percentage of property value (social services facilities)
- PI 45 Planned investment as a percentage of property value (public conveniences)
- PI 46 Planned investment as a percentage of property value (workshops/depots)
- PI 47 Responsive maintenance as a percentage of property value (town halls/civic centres)
- PI 48 Responsive maintenance as a percentage of property value (other civic buildings/offices)
- PI 49 Responsive maintenance as a percentage of property value (schools)
- PI 50 Responsive maintenance as a percentage of property value (libraries)
- PI 51 Responsive maintenance as a percentage of property value (leisure centres/halls)
- PI 52 Responsive maintenance as a percentage of property value (social services facilities)
- PI 53 Responsive maintenance as a percentage of property value (public conveniences)
- PI 54 Responsive maintenance as a percentage of property value (workshops/depots)
- PI 58 Average cost per job (town halls/civic centres)
- PI 59 Average cost per job (other civic buildings/offices)
- PI 60 Average cost per job (schools)
- PI 61 Average cost per job (libraries)
- PI 62 Average cost per job (leisure centres/halls)
- PI 63 Average cost per job (social services facilities)
- PI 64 Average cost per job (public conveniences)
- PI 65 Average cost per job (workshops/depots)
- PI 66 Incidence of vandalism/arson per property (town halls/civic centres)
- PI 67 Incidence of vandalism/arson per property (other civic buildings/offices)
- PI 68 Incidence of vandalism/arson per property (schools)
- PI 69 Incidence of vandalism/arson per property (libraries)
- PI 70 Incidence of vandalism/arson per property (leisure centres/halls)
- PI 71 Incidence of vandalism/arson per property (social services facilities)
- PI 72 Incidence of vandalism/arson per property (public conveniences)
- PI 73 Incidence of vandalism/arson per property (workshops/depots)

Performance indicators (Stores operations)

- PI 74 Total number of lines held in stores
- PI 75 Value of stock utilised per annum
- PI 76 Total value of stock held in the stores at any one time (31st March)
- PI 77 Percentage of the total stock value issued (held in stores as at March 31st) which is imprest stock
- PI 78 Number of storekeeper posts
- PI 79 Ratio of storekeeper posts to their immediate manager or supervisor
- PI 80 Percentage of store item returns made over the year
- PI 81 Percentage of returns made due to poor quality or faults
- PI 82 Percentage of returns made due to over-ordering
- PI 83 Number of items of stock issued during the year
- PI 84 Write off value of stock at the end of year

Civic cultural and community venues

Key performance indicators

PI 01	Net cost per user (excluding CEC)
PI 18	Net cost per user (including CEC)
PI 04	Net cost per household - catchment area (excluding CEC)
PI 21	Net cost per household - catchment area (including CEC)
PI 05	Total income per user
PI 08	Operational recovery ratio (including CEC)
PI 09	Operational recovery ratio (excluding CEC)
PI 17a	Visits per household - catchment area
PI 17b	Visits per household - catchment area (bookings)
PI 27	Staff absence
PI 31	Customer satisfaction performance indicator
PI 38	Usage per opening hour

Band a performance indicators

PI 06	Primary income per user
PI 10	Staffing cost per letting hour
PI 11	Staffing cost as a percentage of total cost
PI 15a	Visits per 1,000 head of population
PI 15b	Visits per 1,000 head of population (bookings)
PI 39	Percentage of (attendance) annual letting hours attributable to target groups - youth and children
PI 40	Percentage of (attendance) annual letting hours attributable to target groups - life long learning
PI 41	Percentage of (attendance) annual letting hours attributable to target groups - health and healthy living
PI 42	Percentage of (attendance) annual letting hours attributable to target groups - sports development
PI 43	Percentage of (attendance) annual letting hours attributable to target groups - arts development
PI 44	Percentage of (attendance) annual letting hours attributable to target groups - other community/statutory agencies

Band b performance indicators

PI 02	Net cost per head of population (excluding CEC)
PI 19	Net cost per head of population (including CEC)
PI 03	Net cost per household - whole authority (excluding CEC)
PI 16a	Visits per household - whole authority
PI 16b	Visits per household - whole authority (bookings)
PI 29	Quality assurance and community consultation

Key performance indicators

PI 01c	Percentage of bodies cremated the same day as service
PI 01d	Percentage of bodies held over for cremation on a following day
PI 02	Human resources and people management
PI 03	Quality assurance and consultation process score
PI 18	Hectares of cemetery land maintained per 10,000 head of population
PI 19	Hectares of crematoria land maintained per 100 cremations
PI 21	Hectares of cemetery land maintained per FTE
PI 23	Percentage of memorials inspected per year
PI 24	Percentage staff absence
PI 25	Percentage staff absence (excluding long term)

Financial performance indicators

PI 05	All staff costs as a percentage of total cost
PI 06a	Front line staff costs as a percentage of total cost
PI 06b	Management and admin staff costs as a percentage of total cost
PI 07	All staff costs per disposal
PI 10a	Net cost per disposal
PI 10b	Net cost per disposal (burials)
PI 10c	Net cost per disposal (cremations)
PI 11a	Average income from all disposals
PI 11b	Average income from all disposals (burials)
PI 11c	Average income from all disposals (cremations)
PI 12a	Memorial income per disposal
PI 12b	Memorial income per disposal (burials)
PI 12c	Memorial income per disposal (cremations)
PI 13	Price of a traditional grave for 2
PI 14	Price of a cremated remains plot
PI 15	Price of a woodland grave
PI 16	Price of an adult full body burial
PI 17	Price of an adult cremation
PI 26	Cost of contracted grounds maintenance service per hectare of cemeteries and crematoria land
PI 27a	Cost of cemeteries service per head of population (including CEC)
PI 27b	Cost of crematoria service per head of population (including CEC)
PI 27c	Net cost of total service per head of population (including CEC)
PI 28a	Cost of cemeteries service per household (including CEC)
PI 28b	Cost of crematoria service per household (including CEC)
PI 28c	Net cost of total service per household (including CEC)
PI 29	Central establishment charges as a percentage of total expenditure
PI 30a	Memorial income as a percentage of total income for cemeteries
PI 30b	Memorial income as a percentage of total income for crematoria

Culture, leisure and sport

Generic performance indicators

- PI 11a Sport and recreation usage per head of population
- PI 11b All usage per head of population
- PI 12 Number of organisations represented by CLS department per 50,000 head of population
- PI 13 Number of organisations financially supported by CLS department per 50,000 head of population
- PI 17 Net cost of service (including CEC) per head of population
- PI 21a Subsidy per head (sports & recreation usage)
- PI 21b Subsidy per head (all direct usage)
- PI 22 Subsidy per head of population

Sports facility based performance indicators

- PI 06 Aggregate spending on sports facilities as a percentage of CLS budget
- PI 07 a Sports facility based income as a percentage of total service income
- PI 07 b Operational recovery ratio - facilities
- PI 09 Sports facility usage per head of population
- PI 10 Subsidy per head (sports facility usage)

Sports development performance indicators

- PI 01 Total staff numbers involved in sports development per 50,000 head of population
- PI 02 Dedicated sports development expenditure per head of population
- PI 15 Sports development usage as a percentage of total usage
- PI 16 Subsidy per head (sports development usage)
- PI 20 Sports development usage per head of population
- PI 23 Percentage of assisted grant/funding applications ultimately successful
- PI 24 Level of external funding accessed as a percentage of sports development expenditure
- PI 25 Percentage of young people at risk of offending referred to sports & recreation service and continuing to participate
- PI 26 Hours of coaching/teaching/supervision courses per 1000 head of population
- PI 27 Number of people successfully completing coaching/teaching/supervision courses per 1000 head of population
- PI 28 Percentage of coaching/teaching/supervision course participants that have remained active
- PI 29 Percentage of year 6 pupils achieving Key Stage 2 in swimming
- PI 41 Percentage of sports development budget targeted to high priority areas

Education catering performance indicators with parameters

Price performance indicators

- PI 01a Price of a primary school meal (infant): \geq £1.20
- PI 01b Price of a primary school meal (junior): \geq £1.20
- PI 01c Average price of a breakfast meal (all schools)
- PI 01d Average price of an after school meal (all schools)
- PI 02 Secondary school free meal allowance: \geq £1.20
- PI 19 Average spend per paying pupil (secondary schools): $>$ £0.40 and $<$ 1.30
- PI 25 Average spend per paying pupil (dedicated all age schools): no parameters

Uptake performance indicators

- PI 04a Primary school free meal uptake (authorities with no extended free school meals criteria): $>$ 70% and $<$ 95%
- PI 04b Primary school free meal uptake (authorities with extended free school meals criteria): $>$ 70% and $<$ 95%
- PI 04c Primary school free meal uptake (all authorities): $>$ 70% and $<$ 95%
- PI 04d Primary school free meal uptake absence adjusted (all authorities): $>$ 70% and $<$ 100%
- PI 05a Special schools free meal uptake (authorities with no extended free school meals criteria): $>$ 60% and \leq 100%
- PI 05b Special schools free meal uptake (authorities with extended free school meals criteria): $>$ 60% and \leq 100%
- PI 05c Special schools free meal uptake (all authorities): $>$ 60% and \leq 100%
- PI 05d Special schools free meal uptake absence adjusted (all authorities): $>$ 60% and \leq 100%
- PI 06a Secondary school free meal uptake (authorities with no extended free school meals criteria): $>$ 45% and $<$ 95%
- PI 06b Secondary school free meal uptake (authorities with extended free school meals criteria): $>$ 45% and $<$ 95%
- PI 06c Secondary school free meal uptake (all authorities): $>$ 45% and $<$ 95% (extended entitlement)
- PI 06d Secondary school free meal uptake (all authorities absence adjusted): $>$ 45% and $<$ 100%
- PI 57a Dedicated all age schools free meal uptake (all authorities): $>$ 45% and $<$ 95%
- PI 57b Dedicated all age schools free meal uptake (all authorities absence adjusted): $>$ 45% and $<$ 100%
- PI 08a Primary school paid meal uptake (authorities with no extended free school meals criteria): \geq 30% and $<$ 80%
- PI 08b Primary school paid meal uptake (authorities with extended free school meals criteria): \geq 30% and $<$ 80%
- PI 08c Primary school paid meal uptake (all authorities): \geq 30% and $<$ 80%
- PI 08d Primary school paid meal uptake (all authorities absence adjusted): \geq 30% and $<$ 85%

- PI 09a Special schools paid meal uptake (authorities with no extended free school meals criteria): =>30% and <100%
 - PI 09b Special schools paid meal uptake (authorities with extended free school meals criteria): =>30% and <100%
 - PI 09c Special schools paid meal uptake (all authorities): =>30% and <100%
 - PI 09d Special schools paid meal uptake (all authorities absence adjusted): =>30% and <100%
 - PI 10a Secondary school paid meal uptake (authorities with no extended free school meals criteria): =>20% and <80%
 - PI 10b Secondary school paid meal uptake (authorities with extended free school meals criteria): =>20% and <80%
 - PI 10c Secondary school paid meal uptake (all authorities): =>20% and <80%
 - PI 10d Secondary school paid meal uptake (all authorities): =>20% and <85%
 - PI 58a Dedicated all age schools paid meal uptake (all authorities): =>20% and <80% [was PI 10b]
 - PI 58b Dedicated all age schools paid meal uptake (all authorities adjusted for absence): =>20% and <85%
 - PI 36d All meal uptake (secondary schools) – NI 52: >25% and <70%
 - PI 36e All meal uptake (primary and special schools) – NI 52: >30% and <70%
 - PI 41a Breakfast meal uptake (primary schools):>0% and <30%
 - PI 41b Breakfast meal uptake (special schools) :>0% and <35%
 - PI 41c Breakfast meal uptake (secondary schools) :>0% and <5%
 - PI 42a After school meal uptake (primary schools)
 - PI 42b After school meal uptake (special schools)
 - PI 42c After school meal uptake (secondary schools)
- Suggest one table for all 6 PIs and DNU these PIs

Key cost performance indicators

- PI 11 Total cost per lunchtime meal (excluding CEC): =>£1.75 and <=£3.50
Scotland only =>£1.75 and <=£4.00
- PI 12 Total cost per lunchtime meal (including CEC): =>£1.80 and <=£4.25
Scotland only =>£1.80 and <=£4.60
- PI 43 Total cost per breakfast meal
- PI 44 Total cost per after school meal
- PI 17a Food only cost per lunchtime meal (primary and special schools): =>£0.55 and <£1.10
- PI 17b Food only cost per lunchtime meal excluding milk (primary and special schools): =>£0.55 and <=£1.05
- PI 45 Food only cost per breakfast meal (excluding drinking milk)
- PI 46 Food only cost per after school meal (excluding drinking milk)
- PI 18 Direct costs per lunchtime meal (primary and special schools): =>£1.50 and <=£2.80
Scotland only =>£1.50 and <=£3.40
- PI 31a Subsidy per lunchtime meal (all meals): <£2.50
- PI 31b Subsidy per lunchtime meal (excluding free meals): >£0 and <£2.80
- PI 47 Subsidy per breakfast meal

- PI 48 Cost to service provider per breakfast meal
- PI 49 Subsidy per after school meal
- PI 50 Cost to service provider per after school meal

Other cost and ratio performance indicators

- PI 16a Direct costs as a percentage of total cost: =>70% and <95%
- PI 16b Overhead ratio: >5% and <30%
- PI 20 Unit staff cost ratio (secondary schools): =>35% and <=60%
- PI 21 Food only cost ratio (secondary schools): =>30% and <=50%
- PI 22 Management costs as a percentage of total staff costs: <20%
- PI 26 Unit cost ratio (dedicated all age schools): =>40% and <=60%
- PI 27 Food only cost ratio (dedicated all age schools): >30% and <55%
- PI 32 Percentage mark-up for distribution of products where price is directly negotiated with the primary producer: >0% and <15%

Productivity performance indicators

- PI 13 Primary school lunchtime meals served per staff hour: =>7 and <=14
Scotland only =>5 and <=12
- PI 14 Special school lunchtime meals served per staff hour: >4 and <=12
Scotland only >3 and <=12
- PI 15a Primary and special school lunchtime meals served per staff hour: >5 and <=12
Scotland only >3 and <=12
- PI 15b Dedicated all age school lunchtime meals served per staff hour: >4 and <=12
- PI 51 Primary school breakfast meals served per staff hour:>0
- PI 52 Special school breakfast meals served per staff hour:>0
- PI 53 Primary and special school breakfast meals served per staff hour:>0
- PI 29 Staff absence (front line staff): >2% and <7%
- PI 30 Staff absence (all staff): >2% and <7%

Quality and personnel performance indicators

- PI 23 Quality assurance and stakeholder consultation process: >0
- PI 24 Human resources and people management: >0
- PI 33 Stakeholder consultation surveys: no parameters

Nutrition and healthy eating performance indicators

- PI 34 Percentage of schools holding a food safety/health award: >0%
- PI 35 Percentage of front line staff trained in food nutrition and health: >0%
- PI 54 Percentage of schools offering a breakfast service
- PI 55 Percentage of schools offering an after schools service

Sustainable procurement and the environment performance indicators

- PI 37 Percentage of food sourced from local suppliers: >0
- PI 38 Percentage of food sourced from regional SMEs: >0
- PI 39 Percentage of all staff trained in environmental issues: >0
- PI 40 Percentage of schools that do not use any disposable cutlery / crockery: >0
- PI 56 Percentage of schools that have set targets for reductions in energy consumption: >0

Optional (on request) uptake performance indicators

- PI 03a All free meal uptake (authorities with no extended free school meals criteria): >65% and <95%
- PI 03b All free meal uptake (authorities with extended free school meals criteria): >65% and <95%
- PI 03c All free meal uptake (all authorities): >65% and <95%
- PI 07a All paid meal uptake (authorities with no extended free school meals criteria): =>25% and <70%
- PI 07b All paid meal uptake (authorities with extended free school meals criteria): =>25% and <70%
- PI 07c All paid meal uptake (all authorities): =>25% and <70%
- PI 36a All meal uptake (all schools): >25% and <70%
- PI 36b All meal uptake (primary schools): >25% and <70%
- PI 36c All meal uptake (special schools): >25% and <100%

Education catering

Price performance indicators

- PI 01a Price of a primary school meal (infant)
- PI 01b Price of a primary school meal (junior)
- PI 01c Average price of a breakfast meal (all schools)
- PI 01d Average price of an after school meal (all schools)
- PI 02 Secondary school free meal allowance
- PI 19 Average spend per paying pupil (secondary schools)
- PI 25 Average spend per paying pupil (dedicated all age schools)

Uptake performance indicators

- PI 04a Primary school free meal uptake (authorities with no extended free school meals criteria)
- PI 04b Primary school free meal uptake (authorities with extended free school meals criteria)
- PI 04c Primary school free meal uptake (all authorities)
- PI 04d Primary school free meal uptake absence adjusted (all authorities)
- PI 05a Special schools free meal uptake (authorities with no extended free school meals criteria)
- PI 05b Special schools free meal uptake (authorities with extended free school meals criteria)
- PI 05c Special schools free meal uptake (all authorities)
- PI 05d Special schools free meal uptake absence adjusted (all authorities)
- PI 06a Secondary school free meal uptake (authorities with no extended free school meals criteria)
- PI 06b Secondary school free meal uptake (authorities with extended free school meals criteria)
- PI 06c Secondary school free meal uptake (all authorities)
- PI 06d Secondary school free meal uptake (all authorities absence adjusted)
- PI 57a Dedicated all age schools free meal uptake (all authorities)
- PI 57b Dedicated all age schools free meal uptake (all authorities absence adjusted)
- PI 08a Primary school paid meal uptake (authorities with no extended free school meals criteria)
- PI 08b Primary school paid meal uptake (authorities with extended free school meals criteria)
- PI 08c Primary school paid meal uptake (all authorities)
- PI 08d Primary school paid meal uptake (all authorities absence adjusted)
- PI 09a Special schools paid meal uptake (authorities with no extended free school meals criteria)
- PI 09b Special schools paid meal uptake (authorities with extended free school meals criteria)
- PI 09c Special schools paid meal uptake (all authorities)
- PI 09d Special schools paid meal uptake (all authorities absence adjusted)
- PI 10a Secondary school paid meal uptake (authorities with no extended free school meals criteria)

- PI 10b Secondary school paid meal uptake (authorities with extended free school meals criteria)
- PI 10c Secondary school paid meal uptake (all authorities)
- PI 10d Secondary school paid meal uptake (all authorities)
- PI 58a Dedicated all age schools paid meal uptake (all authorities)
- PI 58b Dedicated all age schools paid meal uptake (all authorities adjusted for absence)
- PI 36d All meal uptake (secondary schools) – NI 52
- PI 36e All meal uptake (primary and special schools) – NI 52
- PI 41a Breakfast meal uptake (primary schools)
- PI 41b Breakfast meal uptake (special schools)
- PI 41c Breakfast meal uptake (secondary schools)
- PI 42a After school meal uptake (primary schools)
- PI 42b After school meal uptake (special schools)
- PI 42c After school meal uptake (secondary schools)

Key cost performance indicators

- PI 11 Total cost per lunchtime meal (excluding CEC) Scotland only
- PI 12 Total cost per lunchtime meal (including CEC) Scotland only
- PI 43 Total cost per breakfast meal
- PI 44 Total cost per after school meal
- PI 17a Food only cost per lunchtime meal (primary and special schools)
- PI 17b Food only cost per lunchtime meal excluding milk (primary and special schools)
- PI 45 Food only cost per breakfast meal (excluding drinking milk)
- PI 46 Food only cost per after school meal (excluding drinking milk)
- PI 18 Direct costs per lunchtime meal (primary and special schools)
- PI 31a Subsidy per lunchtime meal (all meals)
- PI 31b Subsidy per lunchtime meal (excluding free meals)
- PI 47 Subsidy per breakfast meal
- PI 48 Cost to service provider per breakfast meal
- PI 49 Subsidy per after school meal
- PI 50 Cost to service provider per after school meal

Other cost and ratio performance indicators

- PI 16a Direct costs as a percentage of total cost
- PI 16b Overhead ratio
- PI 20 Unit staff cost ratio (secondary schools)
- PI 21 Food only cost ratio (secondary schools)
- PI 22 Management costs as a percentage of total staff costs
- PI 26 Unit cost ratio (dedicated all age schools)
- PI 27 Food only cost ratio (dedicated all age schools)
- PI 32 Percentage mark-up for distribution of products where price is directly negotiated with the primary producer

Productivity performance indicators

- PI 13 Primary school lunchtime meals served per staff hour
- PI 14 Special school lunchtime meals served per staff hour
- PI 15a Primary and special school lunchtime meals served per staff hour
- PI 15b Dedicated all age school lunchtime meals served per staff hour
- PI 51 Primary school breakfast meals served per staff hour
- PI 52 Special school breakfast meals served per staff hour
- PI 53 Primary and special school breakfast meals served per staff hour
- PI 29 Staff absence (front line staff)
- PI 30 Staff absence (all staff)

Quality and personnel performance indicators

- PI 23 Quality assurance and stakeholder consultation process
- PI 24 Human resources and people management
- PI 33 Stakeholder consultation surveys: no parameters

Nutrition and healthy eating performance indicators

- PI 34 Percentage of schools holding a food safety/health award
- PI 35 Percentage of front line staff trained in food nutrition and health
- PI 54 Percentage of schools offering a breakfast service
- PI 55 Percentage of schools offering an after schools service

Sustainable procurement and the environment performance indicators

- PI 37 Percentage of food sourced from local suppliers
- PI 38 Percentage of food sourced from regional SMEs
- PI 39 Percentage of all staff trained in environmental issues
- PI 40 Percentage of schools that do not use any disposable cutlery / crockery
- PI 56 Percentage of schools that have set targets for reductions in energy consumption

Optional (on request) uptake performance indicators

- PI 03a All free meal uptake (authorities with no extended free school meals criteria)
- PI 03b All free meal uptake (authorities with extended free school meals criteria)
- PI 03c All free meal uptake (all authorities)
- PI 07a All paid meal uptake (authorities with no extended free school meals criteria)
- PI 07b All paid meal uptake (authorities with extended free school meals criteria)
- PI 07c All paid meal uptake (all authorities)
- PI 36a All meal uptake (all schools)
- PI 36b All meal uptake (primary schools)
- PI 36c All meal uptake (special schools)

Parks, open spaces and horticultural services

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 15 Quality assurance and consultation process score
- PI 16 Human resources and people management
- PI 22 Customer satisfaction performance indicator
- PI 38 Community/customer surveys undertaken
- PI 23 Output specification
- PI 34 Environmental practices indicator
- PI 18 Playgrounds per 1,000 children

Key cost performance indicators

- PI 02 Cost of service per hectare of maintained land (including CEC)
- PI 17 Cost of service per 1,000 head of population (including CEC)
- PI 21 Cost of service per household (including CEC)
- PI 41 Maintenance cost per hectare of maintained land (including CEC)
- PI 42 Maintenance cost per 1,000 head of population
- PI 43 Maintenance cost per household (including CEC)

Secondary performance indicators

- PI 07 Charge per hectare (category B parks)
- PI 08 Charge per hectare (secondary schools)
- PI 09 Charge per hectare (primary schools)
- PI 10 Charge per hectare (housing land)
- PI 11 Charge per hectare (high maintenance highways land)
- PI 25 Charge per hectare (high maintenance country parks and estates)
- PI 13b Percentage staff absence (excluding long term)
- PI 14 Total staff costs as a percentage of total cost
- PI 26 Front line staff costs as a percentage of total cost
- PI 27 Number of FTE non front-line employees per 100 hectares maintained
- PI 31 Central establishment charges as a percentage of total expenditure
- PI 32 Hectareage of local nature reserves (LNR) per 1,000 head of population
- PI 37 Average NPFA play value score of children's playgrounds
- PI 40 Number of public events per 1000 head of population
- PI 33 Audit commission community/customer survey results (BV 119)
- PI 39 Countryside management performance indicator

Optional performance indicators (no family group)

- PI 03 Charge per hectare (Countryside areas)
- PI 04 Charge per hectare (Woodland)
- PI 05 Charge per hectare (Beaches)
- PI 24 Charge per hectare (Low maintenance country parks/estates)
- PI 28 Charge per hectare (low maintenance highways land)
- PI 29 Charge per hectare (all highways land)

Refuse collection

Key performance indicators

- PI 01a Cost of refuse collection service per household (including CEC)
- PI 01c Cost of refuse collection service per household (excluding landfill tax & waste disposal)
- PI 03a Net cost of recycling per household
- PI 03b Tonnes of domestic waste sent for recycling per household
- PI 03c Kg of domestic waste sent for recycling per head of population
- PI 03d Cost of recycling per household covered by kerbside recycling collections (including CEC)
- PI 03e Tonnes of domestic waste recycled per household
- PI 03f Kg of domestic waste recycled per head of population
- PI 11 Percentage of households covered by kerbside recycling collections
- PI 12a Percentage of total waste collected which is sent for recycling
- PI 12b Percentage of household waste collected which is composted
- PI 12c Percentage recovery of energy from waste collected (England and Scotland only)
- PI 12g Percentage recovery of energy from waste collected (Wales only)
- PI 12f Percentage of total waste collected which is recycled
- PI 17 Customer satisfaction surveys: no parameters

Band a Performance Indicators

- PI 01b Cost of refuse collection service per head of population (including CEC)
- PI 01d Cost of refuse collection service per head of population (excluding landfill tax & waste disposal)
- PI 08 Total labour costs as a percentage of total expenditure
- PI 10 Transport cost as a percentage of total expenditure
- PI 15 Quality assurance and consultation process
- PI 16 Human resources and people management
- PI 18 Front line labour costs as a percentage of total expenditure
- PI 20a Staff absence (all employees)
- PI 22 Missed collections per 100,000 collections
- PI 29 Central establishment charges as a percentage of total expenditure
- PI 30 Average cost per front line vehicle
- PI 31a Cost of recycling per tonne (tonnes sent for recycling)
- PI 31b Cost of recycling per tonne (tonnes actually recycled)
- PI 32a Kg of residual waste sent to landfill per annum per head of population
- PI 32b Percentage of household waste sent to landfill per annum (England and Scotland only)
- PI 32c Percentage of municipal waste sent to landfill per annum (Wales only)
- PI 33 Community / customer surveys undertaken
- PI 35 Litres of fuel used annually in refuse collection vehicles per 1,000 head of population

Band b Performance Indicators

- PI 04 Trade waste contracts as a percentage of available market
- PI 07 Trade waste – operational recovery ratio
- PI 26 Kerbside recycling recovered per property (kgs)
- PI 27 Cost per household excluding trade waste cost
- PI 28 Cost of waste disposal per tonne of municipal waste
- PI 34 Average number of lifts per collection round
- PI 12d Percentage of recycled organic waste which constitutes garden waste
- PI 12e Percentage of recycled kerbside collected organic waste which constitutes food waste
- PI 36 Percentage of street cleansing arisings which are recycled

Street cleansing

Key performance indicators

- PI 03 Cost of street cleansing service per household (including CEC)
- PI 04 Cost of street cleansing service per household (excluding CEC)
- PI 20 Customer satisfaction surveys
- PI 39 Community/customer survey undertaken
- PI 37b NI 195 percentage of sites surveyed falling below grade b for cleanliness (England only)
- PI 37d LEAMS cleanliness index score assessed by Keep Scotland Beautiful
- PI 37e LEAMS cleanliness index score assessed by Keep Wales Tidy
- PI 37f LEAMS cleanliness index score from self inspections (Scotland only)
- PI 37g LEAMS cleanliness index score from self inspections (Wales only)

Band a performance indicators

- PI 06 Total staff costs as a percentage of total expenditure
- PI 08 Transport costs as a percentage of total expenditure
- PI 17 Quality assurance and community consultation
- PI 18 Human resources and people management
- PI 21 Front-line staff costs as percentage of total staff costs
- PI 22a Staff absence (all staff)
- PI 29b Number of litter bins provided per 1000 head of population
- PI 29c Number of dog bins provided per 1000 head of population
- PI 38 Central establishment charges as a percentage of total expenditure
- PI 40 Percentage of the street cleansing budget allocated to education and publicity of initiatives
- PI 19 Cost of street cleansing service per head of population (including CEC)
- PI 05 Cost of street cleansing service per head of population (excluding CEC)
- PI 33 Front-line staff costs as a percentage of total expenditure
- PI 25 Notices and fly tipping

Band b performance indicators

- PI 15 Net cost per public convenience site
- PI 16 Nuisance vehicles reported, inspected, assessed as abandoned, removed and notices issued
- PI 25d Number of incidents of fly-tipping/dumps per 1,000 households (from DEFRA fly-capture database)

Available on request performance indicators

- PI 14 Cost per gully per annum

Highways and winter maintenance

Carriageway asset PIs

Safety

- PI 03a Percentage of Category 1 defects made safe within response times
- PI 39 Percentage of safety inspections completed on time
- PI 33 The percentage of reported incidents regarded as dangerous and repaired within 24 hours
- PI 03b Percentage of Cat 1 defects made safe within 24 hours
- PI 03c Damaged carriageways and footways made safe within target time

Condition/asset preservation

- PI 40 Percentage of carriageway length to be considered for maintenance treatment
- PI 41 Percentage of carriageway length treated
- PI 02b Condition of principal roads (TRACS type surveys - England and Wales only)
- PI 02c Condition of all non principal roads (England and Wales only)
- PI 02d Condition of principal roads (SRMCS type surveys - Scotland only)
- PI 28 Number of category one defects per km of maintained carriageway
- PI 29 Percentage change in number of category one defects
- PI 34 Percentage of category 2 repairs repaired within timescale

Financial

- PI 15b Percentage of total carriageways function cost (revenue and capital) spent directly on carriageway repairs
- PI 42 Total carriageway maintenance expenditure by carriageway length
- PI 44 Actual investment as a % of steady state figure (Scotland only)
- PI 23 Percentage of roads/highways fabric maintenance expenditure that was spent on carriageways

Footway asset PIs

Safety

- PI 45a Percentage of Category 1 defects made safe within response times:
- PI 46 Percentage of safety inspections completed on time
- PI 45b Percentage of Category 1 defects made safe within 24 hours

Condition/asset preservation

- PI 47 Percentage of footway length to be considered for maintenance treatment
- PI 48 Percentage of footway length treated

Financial

- PI 15c Percentage of total footways function cost (revenue and capital) spent directly on footways repairs
- PI 49 Total footway maintenance expenditure by footway length
- PI 51 Actual investment as a percentage of planned funding expenditure (from RAMP) - Scotland only
- PI 24 Percentage of roads/highways fabric maintenance expenditure that was spent on footways

Bridges and structures PIs

Safety

- PI 300 Percentage of principal inspections carried out on time
- PI 301 Percentage of general inspections carried out on time

Condition/asset preservation

- PI 302 Bridge Stock Condition Indicator - average BSCLav
- PI 303 Bridge Stock Condition Indicator - critical BSCcrit

Functionality

- PI 304 Percentage of Council owned bridges failing European standards
- PI 305 Percentage of Council road bridges with unacceptable height, weight or width restriction

Financial

- PI 306 Annual budget allocated as a percentage of cost of identified work (from AMP) - Scotland only
- PI 307 Percentage of allocated budget spent per annum - Scotland only
- PI 308 Cost of identified potential work as a percentage of total structures valuation - Scotland only

Carriageways, footways, bridges and structures amalgamated PIs

Customer service

- PI 37 Percentage of customer enquiries/requests for service closed off within Council's own identified response times.
- PI 38 Percentage of abnormal load notifications dealt with in time.

Financial

- PI 15a Percentage of total roads/highways function cost (revenue and capital) spent directly on roads/highways repairs
- PI 16 Percentage of actual maintenance expenditure (carriageways and footways) which is planned
- PI 17 Percentage of actual maintenance (carriageways and footways) expenditure that is reactive
- PI 52 Percentage of actual maintenance (carriageways and footways) expenditure that is routine
- PI 35 Commissioner cost ratio
- PI 32 Service cost per gully
- PI 36 Ratio of annual claims costs to structural expenditure

Quality assurance

- PI 203a Community consultation and quality assurance
- PI 208a Customer satisfaction surveys
- PI 31 Percentage change in number of non-repudiated third party claims in last 3 years compared to previous 3 year period

Human resources

- PI 201a Percentage staff absence front line manual operatives
- PI 202a Percentage staff absence - all staff
- PI 205a Staff absence – front-line manual operatives (excluding long-term absence)
- PI 206a Staff absence – all employees (excluding long-term absence)
- PI 204a Human resources and people management
- PI 207a Number of days lost through reportable accidents per FTE employee
- PI 30 Number of accidents reported to HSE per 100 FTE employees

Winter maintenance performance indicators

Process indicators

- PI 116 Average actual response time in hours for completion of planned pre-salting
- PI 117 Average actual response time in hours (including allowed mustering time) for non planned salting (priority routes)
- PI 110 Actual number of planned pre-salting runs per annum
- PI 111 Actual days per annum where non-planned winter maintenance was carried out
- PI 112 Km length of footways where precautionary gritting was undertaken
- PI 113 Percentage of total footways where precautionary gritting undertaken
- PI 114 Percentage of maintained network subject to salting regime

Financial performance indicators

- PI 43 Total cost for carriageway winter maintenance treatment over the entire winter period divided by the total carriageway network length
- PI 50 Total cost for footway winter maintenance treatment over the entire winter period divided by the total footway network length
- PI 107 Annual cost of salting per km of network salted
- PI 115 Cost of salting per km of road treated (planned routes)

Quality assurance

- PI 203b Community consultation and quality assurance
- PI 208b Customer satisfaction surveys

Human resources

- PI 201b Staff absence (front line manual operatives)
- PI 202b Staff absence (all staff)
- PI 204b Human resources and people management
- PI 207b Number of days lost through reportable accidents per FTE employee
- PI 205b Staff absence – front-line manual operatives (excluding long-term absence)
- PI 206b Staff absence – all employees (excluding long- term absence)

Other (civic and commercial catering)

Customer spend performance indicators

- PI 01 Average spend per cash paying customer
- PI 02 Average spend per account customer (based on covers)
- PI 03 Average spend per internal recharge customer
- PI 04 Average spend per customer (cash and account)
- PI 05 Average spend per customer (all customers excluding vending)
- PI 06 Average spend per customer

Key cost performance indicators

- PI 07 Operational recovery ratio
- PI 08a Operating profit/loss
- PI 08b Operating profit/loss excluding mngt fees and contract subsidy
- PI 09a Trading profit/loss
- PI 09b Trading profit/loss excluding mngt fees and contract subsidy
- PI 10a Gross profit/loss
- PI 10b Gross profit/loss excluding mngt fees and contract subsidy:

Other cost and ratio performance indicators

- PI 11 Front line staff costs as percentage of total expenditure
- PI 12 Central establishment charges as a percentage of total expenditure
- PI 15 Vending income as a percentage of total income

Qualitative performance indicators

- PI 13 Percentage staff absence (front line staff)
- PI 14 Percentage staff absence (all staff)
- PI 17 Quality assurance and consultation process
- PI 18 Human resources and people management

Parks, open spaces and horticultural services

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 15	Quality assurance and consultation process score
PI 16	Human resources and people management
PI 22	Customer satisfaction performance indicator
PI 38	Community/customer surveys undertaken
PI 23	Output specification
PI 34	Environmental practices indicator
PI 18a	LA playgrounds per 1,000 children
PI 18b	LA and community playgrounds per 1,000 children

Key cost performance indicators

PI 02	Cost of service per hectare of maintained land (including CEC)
PI 17	Cost of service per 1,000 head of population (including CEC)
PI 21	Cost of service per household (including CEC)
PI 41	Maintenance cost per hectare of maintained land (including CEC)
PI 42	Maintenance cost per 1,000 head of population
PI 43	Maintenance cost per household (including CEC)

Secondary performance indicators

PI 07	Charge per hectare (category B parks)
PI 08	Charge per hectare (secondary schools)
PI 09	Charge per hectare (primary schools)
PI 10	Charge per hectare (housing land)
PI 11	Charge per hectare (high maintenance highways land)
PI 25	Charge per hectare (high maintenance country parks and estates)
PI 13 b	Percentage staff absence (excluding long term)
PI 14	Total staff costs as a percentage of total cost
PI 26	Front line staff costs as a percentage of total cost
PI 27	Number of FTE non front-line employees per 100 hectares maintained
PI 31	Central establishment charges as a percentage of total expenditure

- PI 32 Hectarage of local nature reserves (LNR) per 1,000 head of population
- PI 37 Average NPFA play value score of children's playgrounds
- PI 40 Number of public events per 1000 head of population
- PI 39 Countryside management performance indicator

Optional performance indicators (no family group)

- PI 03 Charge per Hectare (Countryside Areas)
- PI 04 Charge per Hectare (Woodland)
- PI 05 Charge per Hectare (Beaches)
- PI 24 Charge per Hectare (Low Maintenance Country Parks/Estates)
- PI 28 Charge per Hectare (Low Maintenance Highways Land)
- PI 29 Charge per Hectare (All Highways Land)

Refuse collection

Key performance indicators

- PI 01a Cost of refuse collection service per household (including CEC)
- PI 01c Cost of refuse collection service per household (excluding landfill tax & waste disposal)
- PI 02a Cost of refuse collection service per household (excluding CEC)
- PI 02c Cost of refuse collection service per household (excluding landfill tax & waste disposal & CEC)
- PI 03a Net cost of recycling per household
- PI 03b Tonnes of domestic waste sent for recycling per household (England and Wales only)
- PI 03c Kg of domestic waste sent for recycling per head of population (England and Wales only)
- PI 03d Cost of recycling per household covered by kerbside recycling collections (including CEC)
- PI 03e Tonnes of domestic waste recycled per household
- PI 03f Kg of domestic waste recycled per head of population
- PI 11 Percentage of households covered by kerbside recycling collections
- PI 12a Percentage of total domestic waste collected which is sent for recycling (England and Wales only)
- PI 12b Percentage of household waste collected which is composted
- PI 12c Percentage recovery of energy from waste collected (England and Scotland; Unitary only)
- PI 12g Percentage recovery of energy from waste collected (Wales only)
- PI 12f Percentage of total waste collected which is recycled
- PI 17 Customer satisfaction surveys: no parameters
- PI 32a Kg of residual waste sent to landfill per annum per head of population (Unitary only)
- PI 32d Kg of residual waste sent to landfill per annum per household (Unitary only)

Band a performance indicators

- PI 01b Cost of refuse collection service per head of population (including CEC)
- PI 01d Cost of refuse collection service per head of population (excluding landfill tax & waste disposal)
- PI 02b Cost of refuse collection service per head of population (excluding CEC)
- PI 02d Cost of refuse collection service per head of population (excluding landfill tax & waste disposal & CEC)
- PI 08 Total labour costs as a percentage of total expenditure

PI 10	Transport cost as a percentage of total expenditure
PI 15	Quality assurance and consultation process
PI 16	Human resources and people management
PI 18	Front line labour costs as a percentage of total expenditure
PI 20a	Staff absence (all employees)
PI 22	Missed collections per 100,000 collections
PI 29	Central establishment charges as a percentage of total expenditure
PI 30	Average cost per front line vehicle
PI 31a	Cost of recycling per tonne (tonnes sent for recycling)
PI 31b	Cost of recycling per tonne (tonnes actually recycled)
PI 32b	Percentage of household waste sent to landfill per annum (England and Scotland; Unitary only)
PI 32c	Percentage of municipal waste sent to landfill per annum (Wales and Scotland only)
PI 33	Community / customer surveys undertaken
PI 35	Litres of fuel used annually in refuse collection vehicles per 1,000 head of population

Band b performance indicators

PI 04	Trade waste contracts as a percentage of available market
PI 07	Trade waste – operational recovery ratio
PI 26	Kerbside recycling recovered per property (kgs) (England and Wales only)
PI 27	Cost per household excluding trade waste costs
PI 28	Cost of waste disposal per tonne of municipal waste
PI 34	Average number of lifts per collection round
PI 12d	Percentage of recycled organic waste which constitutes garden waste
PI 12e	Percentage of recycled organic waste which constitutes food

Roads, bridges & structures, street lighting, gullies & winter maintenance

Carriageway asset PIs

Safety

- PI 03a % of Cat 1 defects made safe within response times
- PI 39 % of safety inspections completed on time
- PI 33 The percentage of reported incidents regarded as dangerous and repaired within 24 hours
- PI 03b % of Cat 1 defects made safe within 24 hours
- PI 03c Damaged carriageways and footways made safe within target time

Condition/Asset Preservation

- PI 40 % of carriageway length to be considered for maintenance treatment
- PI 41 % of carriageway length treated
- PI 02b Condition of principal roads (TRACS type surveys - England and Wales only)
- PI 02c Condition of all non principal roads (England and Wales only)
- PI 02d Condition of principal roads (SRMCS type surveys - Scotland only)
- PI 28 Number of category one defects per km of maintained carriageway
- PI 29 Percentage change in number of category one defects
- PI 34 Percentage of category 2 repairs repaired within timescale

Financial

- PI 15b Percentage of total carriageways function cost (revenue and capital) spent directly on carriageway repairs
- PI 42 Total carriageway maintenance expenditure by carriageway length
- PI 44 Actual investment as a % of steady state figure (Scotland only)
- PI 23 Percentage of roads/highways fabric maintenance expenditure that was spent on carriageways

Footway asset PIs

Safety

- PI 45a % of Cat 1 defects made safe within response times
- PI 46 % of safety inspections completed on time
- PI 45b % of Cat 1 defects made safe within 24 hours

Condition/Asset Preservation

- PI 47 % of footway length to be considered for maintenance treatment
- PI 48 % of footway length treated

Financial

- PI 15c Percentage of total footways function cost (revenue and capital) spent directly on footways repairs
- PI 49 Total footway maintenance expenditure by footway length
- PI 24 Percentage of roads/highways fabric maintenance expenditure that was spent on footways

Bridges and structures PIs

Safety

- PI 300 % of principal inspections carried out on time
- PI 301 % of general inspections carried out on time

Condition/Asset Preservation

- PI 302 Bridge Stock Condition Indicator - average BSCLav
- PI 303 Bridge Stock Condition Indicator - critical BSCLcrit

Functionality

- PI 304 % of Council owned bridges failing European standards
- PI 305 % of Council road bridges with unacceptable height, weight or width restriction

Financial

- PI 306 Annual budget allocated as a % of cost of identified work (from AMP) - Scotland only
- PI 307 % of allocated budget spent per annum - Scotland only
- PI 308 Cost of identified potential work as a % of total structures valuation - Scotland only

Carriageways, footways, bridges and structures amalgamated PIs

Customer service

- PI 37 % of customer enquiries/requests for service closed off within Council's own identified response times
- PI 38 % of abnormal load notifications dealt with in time

Financial

- PI 15a Percentage of total roads/highways function cost (revenue and capital) spent directly on roads/highways repairs
- PI 16 Percentage of actual maintenance expenditure (carriageways and footways) which is planned
- PI 17 Percentage of actual maintenance (carriageways and footways) expenditure that is reactive
- PI 52 Percentage of actual maintenance (carriageways and footways) expenditure that is routine
- PI 35 Commissioner cost ratio
- PI 32 Service cost per gully
- PI 36 Ratio of annual claims costs to structural expenditure

Quality Assurance

- PI 203a Community consultation and quality assurance
- PI 208a Customer satisfaction surveys
- PI 31 Percentage change in number of non-repudiated third party claims in last 3 years compared to previous 3 year period

Human resources

- PI 201a Percentage staff absence front line manual operatives
- PI 202a Percentage staff absence - all staff
- PI 205a Staff absence – front-line manual operatives (excluding long-term absence)
- PI 206a Staff absence – all employees (excluding long-term absence)
- PI 204a Human resources and people management
- PI 207a Number of days lost through reportable accidents per FTE employee
- PI 30 Number of accidents reported to HSE per 100 FTE employees

Winter maintenance performance indicators

Process indicators

- PI 116 Average actual response time in hours for completion of planned pre-salting
- PI 117 Average actual response time in hours (including allowed mustering time) for non planned salting (priority routes)
- PI 110 Actual number of planned pre-salting runs per annum
- PI 111 Actual days per annum where non-planned winter maintenance was carried out
- PI 112 Km length of footways where precautionary gritting was undertaken
- PI 113 Percentage of total footways where precautionary gritting undertaken
- PI 114 Percentage of maintained network subject to salting regime

Financial performance indicators

- PI 43 Total cost for carriageway winter maintenance treatment over the entire winter period divided by the total carriageway network length
- PI 50 Total cost for footway winter maintenance treatment over the entire winter period divided by the total footway network length
- PI 107 Annual cost of salting per km of network salted
- PI 115 Cost of salting per km of road treated (planned routes)

Quality assurance

- PI 203b Community consultation and quality assurance
- PI 208b Customer satisfaction surveys

Human resources

- PI 201b Staff absence (front line manual operatives)
- PI 202b Staff absence (all staff)
- PI 204b Human resources and people management
- PI 207b Number of days lost through reportable accidents per FTE employee

- PI 205b Staff absence – front-line manual operatives (excluding long-term absence)
- PI 206b Staff absence – all employees (excluding long-term absence)

Street Lighting performance indicators

Safety

- PI 39 % of columns with a valid Structural Test Certificate (Scotland only)
- PI 40 % of street lights with a valid Electrical Test Certificate (Scotland only)
- PI 25 Number of accidents reported to HSE per 10 FTE employees

Condition/Asset Preservation

- PI 29a Routine faults as a percentage of street lighting stock
- PI 29b Mean time between failures (MTBF) in years
- PI 31a Percentage of columns structurally tested over 6 year period
- PI 31b Percentage of structural inspections (year) where fault identified
- PI 32a Percentage of lamps electrically tested over 6 year period
- PI 32b Percentage of electrical tests (year) where fault identified

Asset information

- PI 19 Percentage of street lamps that are controlled by electronic gear
- PI 21 Percentage of faults repaired by regional electricity supplier
- PI 23 Percentage of works orders (excluding faults) completed by regional electricity supplier

Customer service

- PI 03 Percentage of lamps restored to working condition within 7 days

- PI 27 Public telephone calls/contacts as a percentage of faults
- PI 28 Public telephone calls/contacts as a percentage of street lights
- PI 20 Average time to restore lamps to working order
- PI 04 Average time to repair lamps (authority only)
- PI 05 Average time to repair lamps (electricity supplier)
- PI 22 Percentage of faults repaired by regional electricity supplier within SLA/agreed timescale
- PI 24 Percentage of works orders (excluding faults) completed by regional electricity supplier within SLA/agreed timescale

Availability

- PI 02a Percentage of street lamps not working as planned
- PI 02b Percentage of street lamps dark on any one evening

Financial

- PI 35 Actual capital investment as a percentage of annual depreciation (Scotland only)
- PI 36 Depreciated replacement cost (DRC) as a percentage of gross replacement cost (GRC) (Scotland only)
- PI 33 Average cost of repairing routine faults
- PI 34 Individual cost of night inspecting a street light
- PI 42 Revenue allocation per street light excluding electricity costs (Scotland only)
- PI 43 Capital allocation per street light – replacement (Scotland only)
- PI 01a Average cost of maintaining street lights
- PI 01b Average cost of maintaining street lights excluding bulk/capital replacement
- PI 01c Average cost of maintaining street lights (Scotland only)
- PI 06 Energy cost per street lamp and cost per street lamp and illuminated sign

Environmental

- PI 18b Average annual electricity consumption per street light
- PI 18a Average lamp circuit wattage
- PI 18c Average load connection per street light (watts)
- PI 37a CO2 emissions (tonnes) per head of population
- PI 37b CO2 emissions (tonnes) per street light

PI 38 Percentage of street lamps that are dimmable or part night lighting

Quality assurance

PI 13 Quality assurance and community consultation processes

PI 26 Customer satisfaction performance indicator

Human resources

PI 11 Percentage staff absence (front line staff)

PI 12 Percentage staff absence (all staff)

PI 14 Human resources and people management processes

PI 15 Staff absence excluding long term (front line)

PI 16 Staff absence excluding long term (all staff)

Sports and leisure facility management

Key performance indicators

- PI 01a Subsidy per visit including CEC (includes non-participatory usage but excludes free school use)
- PI 01b Subsidy per visit including CEC (excludes non-participatory usage and excludes free school use)
- PI 02a Subsidy per visit excluding CEC (includes non-participatory usage but excludes free school use)
- PI 02b Subsidy per visit excluding CEC (excludes non-participatory usage and excludes free school use)
- PI 03 Operational recovery ratio (excluding CEC)
- PI 04 Customer spend per head
- PI 05 Subsidy per opening hour (including CEC)
- PI 06 Subsidy per opening hour (excluding CEC)
- PI 10a Subsidy per visit including CEC (includes non-participatory usage and includes free school use)
- PI 10b Subsidy per visit including CEC (excludes non-participatory usage but includes free school use)
- PI 11a Subsidy per visit excluding CEC (includes non-participatory usage and includes free school use)
- PI 11b Subsidy per visit excluding CEC (excludes non-participatory usage but includes free school use)
- PI 12 Headline indicator for net cost per head of population (including CEC)
- PI 13 Headline indicator for net cost per head of population (excluding CEC)
- PI 14 Net cost per household within catchment area (excluding CEC)
- PI 15 Net cost per household within catchment area (including CEC)
- PI 17 Operational recovery ratio (including CEC)
- PI 20 Customer satisfaction performance indicator
- PI 26 Percentage Staff absence
- PI 29 Usage per household within catchment area

Band a performance indicators

- PI 07 Staff costs per admission
- PI 08 Staff costs as a percentage of earned income
- PI 09 Staff costs as a percentage of total expenditure
- PI 21 Customer spend per visit (including all catering income)
- PI 22 Customer spend per visit (excluding all catering income)
- PI 24 Secondary spend per user (catering income included)
- PI 30 Staff absence excluding long term
- PI 31 Usage per opening hour

Band b performance indicators

- PI 16 Households in catchment area (by income band)
- PI 18 Quality assurance and stakeholder consultation process
- PI 19 Human resources and people management
- PI 23 Secondary spend as a percentage of total income (including all catering income)
- PI 25 Catering income as a percentage of catering costs
- PI 01c Subsidy per visit including CEC and business rates (includes non-participatory usage but excludes free school use)
- PI 35 Facility usage per square metre
- PI 42a Electricity usage per square metre
- PI 42b Electricity usage per facility user
- PI 42c Gas usage per square metre
- PI 42d Gas usage per facility user
- PI 42d Water usage per 1,000 facility users
- PI 42e Energy cost per user
- PI 27 Usage per 1,000 head of population within catchment area – annual (tourist resorts only)
- PI 28 Usage per 1,000 head of population within catchment area – high season only (tourist resorts only)

Performance indicators from the user profile survey

- PI 36 Representative facility use by people from the most deprived socio-economic groups
- PI 37 Representative facility use by young people aged between 11 and 19 years
- PI 38 Representative facility use by people from black & minority ethnic groups
- PI 39 Representative facility use by people aged over 60 years
- PI 40 Representative facility use by disabled people under 60 years

Golf course only performance indicators

- PI 32 Marketing spend per golf course user
- PI 33 Annual maintenance spend per golf course user
- PI 34 Number of days lost per annum due to adverse weather conditions

Performance indicators for trust managed facilities only

- PI 41 Management fee per visit (includes non participatory usage but excludes free school use)

Street cleansing

Key performance indicators

PI 03	Cost of street cleansing service per household (including CEC)
PI 04	Cost of street cleansing service per household (excluding CEC)
PI 20	Customer satisfaction surveys: no parameters
PI 39	Community/customer survey undertaken
PI 37a	NI 195 percentage of sites surveyed falling below grade b for cleanliness (England only)
PI 37b	NI 195 percentage of sites surveyed falling below grade b for cleanliness (England only)
PI 37e	LEAMS cleanliness index score assessed by Keep Wales Tidy)
PI 37g	LEAMS cleanliness index score from self inspections (Wales only)
PI37h	LEAMS cleanliness index score assessed by Keep Scotland Beautiful (Rural/Mixed)
PI37i	LEAMS cleanliness index score assessed by Keep Scotland Beautiful (Urban)
PI37j	LEAMS cleanliness index score from self inspections (Scotland only – Rural/mixed)
PI 37k	LEAMS cleanliness index score from self inspections (Scotland only – Urban)
PI 44a	Quality Indicator (England)
PI 44b	Quality Indicator (Scotland) Rural / mixed
PI 44c	Quality Indicator (Scotland) Urban
PI 44d	Quality Indicator (Wales)

Band a performance indicators

PI 06	Total staff costs as a percentage of total expenditure
PI 08	Transport costs as a percentage of total expenditure
PI 17	Quality assurance and community consultation
PI 18	Human resources and people management
PI 21	Front-line staff costs as percentage of total staff costs
PI 22a	Staff absence (all staff)
PI 29b	Number of litter bins provided per 1000 head of population
PI 29c	Number of dog bins provided per 1000 head of population
PI 38	Central establishment charges as a percentage of total expenditure
PI 40	Percentage of the street cleansing budget allocated to education and publicity of initiatives
PI 19	Cost of street cleansing service per head of population (including CEC)
PI 05	Cost of street cleansing service per head of population (excluding CEC)

- PI 33 Front-line staff costs as a percentage of total expenditure
- PI 43 Percentage of street cleansing waste that is recycled
- PI 25 Notices and fly tipping

Band b performance indicators

- PI 15 Net cost per public convenience site
- PI 16 Nuisance vehicles reported, inspected, assessed as abandoned, removed and notices issued
- PI 25d Number of incidents of fly-tipping/dumps per 1,000 households (from DEFRA fly-capture database)

Available on request performance indicators

- PI 14 Cost per gully per annum

Street lighting performance indicators

Safety

- PI 39 Percentage of columns with a valid Structural Test Certificate
- PI 40 Percentage of street lights with a valid Electrical Test Certificate (Scotland only)
- PI 25 Number of accidents reported to HSE per 10 FTE employees

Condition/Asset Preservation

- PI 29a Routine faults as a percentage of street lighting stock
- PI 29b Mean time between failures (MTBF) in years
- PI 31a Percentage of columns structurally tested over 6 year period
- PI 31b Percentage of structural inspections (year) where fault identified
- PI 32a Percentage of lamps electrically tested over 6 year period
- PI 32b Percentage of electrical tests (year) where fault identified

Asset information

- PI 19 Percentage of street lamps that are controlled by electronic gear
- PI 21 Percentage of faults repaired by regional electricity supplier
- PI 23 Percentage of works orders (excluding faults) completed by regional electricity supplier

Customer service

- PI 03 Percentage of lamps restored to working condition within 7 days
- PI 27 Public telephone calls/contacts as a percentage of faults
- PI 28 Public telephone calls/contacts as a percentage of street lights
- PI 20 Average time to restore lamps to working order
- PI 04 Average time to repair lamps (authority only)
- PI 05 Average time to repair lamps (electricity supplier)

- PI 22 Percentage of faults repaired by regional electricity supplier within SLA/agreed timescale
- PI 24 Percentage of works orders (excluding faults) completed by regional electricity supplier within SLA/agreed timescale

Availability

- PI 02a Percentage of street lamps not working as planned
- PI 02b Percentage of street lamps dark on any one evening (Scotland only)

Financial

- PI 35 Actual capital investment as a percentage of annual depreciation (Scotland only)
- PI 36 Depreciated replacement cost (DRC) as a percentage of gross replacement cost (GRC) (Scotland only)
- PI 33 Average cost of repairing routine faults
- PI 34 Individual cost of night inspecting a street light
- PI 42 Revenue allocation per street light excluding electricity costs (Scotland only)
- PI 43 Capital allocation per street light – replacement (Scotland only)
- PI 01a Average cost of maintaining street lights
- PI 01b Average cost of maintaining street lights excluding bulk/capital replacement
- PI 01c Average cost of maintaining street lights (Scotland only)
- PI 06 Energy cost per street lamp and cost per street lamp and illuminated sign

Environmental

- PI 18b Average annual electricity consumption per street light
- PI 18a Average lamp circuit wattage
- PI 18c Average load connection per street light (watts)
- PI 37a CO2 emissions (tonnes) per head of population
- PI 37b CO2 emissions (tonnes) per street light
- PI 38 Percentage of street lamps that are dimmable or part night lighting

Quality assurance

- PI 13 Quality assurance and community consultation processes
- PI 26 Customer satisfaction performance indicator

Human resources

- PI 11 Percentage staff absence (front line staff)
- PI 12 Percentage staff absence (all staff)
- PI 14 Human resources and people management processes
- PI 15 Staff absence excluding long term (front line)
- PI 16 Staff absence excluding long term (all staff)

Transport operations and vehicle maintenance

Vehicle time in workshops – unavoidable maintenance

PI 01	Group 01 -	Cars and car derived vans
PI 02	Group 02 -	Vans up to 3,500 kg GVW
PI 03	Group 03 -	Trucks and tippers up to 3,500 kg GVW
PI 04	Group 04 -	Vans, trucks and tippers 3,501 to 7,500 kg GVW
PI 05	Group 05 -	Vans, trucks and tippers 7,501 to 18,000 kg GVW
PI 07	Group 07 -	Minibuses up to 17 seater
PI 08	Group 08 -	Medium coaches 3,500 to 6,000 kg GVW
PI 09	Group 09 -	Sweepers over 12,000 kg GVW
PI 11	Group 11 -	3 axle refuse collection vehicles with bin lift

Contract maintenance hire charge – supply and maintain vehicle

PI 14	Group 01 -	Cars and car derived vans
PI 15	Group 02 -	Vans up to 3,500 kg GVW
PI 16	Group 03 -	Trucks and tippers up to 3,500 kg GVW
PI 17	Group 04 -	Vans, trucks and tippers 3,501 to 7,500 kg GVW
PI 18	Group 05 -	Vans, trucks and tippers 7,501 to 18,000 kg GVW
PI 20	Group 07 -	Minibuses up to 17 seater
PI 21	Group 08 -	Medium coaches between 3,500 and 6,000 kg GVW
PI 22	Group 09 -	Sweepers over 12,000 kg GVW
PI 24	Group 11 -	3 axle refuse collection vehicles with bin lift

Annual maintenance cost per weighted vehicle

PI 27	Group 01 -	Cars and car derived vans
PI 28	Group 02 -	Vans up to 3,500 kg GVW
PI 29	Group 03 -	Trucks and tippers up to 3,500 kg GVW
PI 30	Group 04 -	Vans, trucks and tippers 3,501 to 7,500 kg GVW
PI 31	Group 05 -	Vans, trucks and tippers 7,501 to 18,000 kg GVW
PI 33	Group 07 -	Minibuses up to 17 seater
PI 34	Group 08 -	Medium coaches 3,500 to 6,000 kg GVW
PI 35	Group 09 -	Sweepers over 12,000 kg GVW
PI 37	Group 11 -	3 axle refuse collection vehicles with bin lift

Annual maintenance cost per vehicle

PI 40	Group 01 -	Cars and car derived vans
PI 41	Group 02 -	Vans up to 3,500 kg GVW
PI 42	Group 03 -	Trucks and tippers up to 3,500 kg GVW
PI 43	Group 04 -	Vans, trucks and tippers 3,501 to 7,500 kg GVW
PI 44	Group 05 -	Vans, trucks and tippers 7,501 to 18,000 kg GVW
PI 46	Group 07 -	Minibuses up to 17 seater
PI 47	Group 08 -	Medium coaches 3,500 to 6,000 kg GVW
PI 48	Group 09 -	Sweepers over 12,000 kg GVW
PI 50	Group 11 -	3 axle refuse collection vehicles with bin lift

Maintenance cost including CEC (excl non fair wear and tear)

PI 53	Group 01 -	Cars and car derived vans
PI 54	Group 02 -	Vans up to 3,500 kg GVW
PI 55	Group 03 -	Trucks and tippers up to 3,500 kg
PI 56	Group 04 -	Vans, trucks and tippers 3,501 to 7,500 kg GVW
PI 57	Group 05 -	Vans, trucks and tippers 7,501 to 18,000 kg GVW
PI 59	Group 07 -	Minibuses up to 17 seater
PI 60	Group 08 -	Medium coaches - 3,500 to 6,000 kg GVW
PI 61	Group 09 -	Sweepers over 12,000 kg GVW
PI 63	Group 11 -	3 axle refuse collection vehicles with bin lift

Qualitative performance indicators

PI 66	No of weighted vehicle (units) maintained per fitter per annum
PI 72	No of weighted vehicle (units) maintained per fitter per annum (excluding miscellaneous group)
PI 67	Percentage staff absence (fitters / tradesmen)
PI 68	Number of days hire vehicles' used (per vehicle on fleet) to cover for vehicles in workshop
PI 70	Quality assurance and consultation
PI 71	Human resources and people management
PI 78	Good practice and consultation

Transport operations performance indicators

PI 73b	Percentage of vehicles passing DOE test first time (VOSA statistics)
PI 74	Percentage of vehicles serviced within 7 days of schedule
PI 76	Percentage of all workshop jobs completed within 24 hours
PI 110	Percentage of council vehicles requiring an Operators Licence
PI 111	Number of PG9 notices issued by VOSA per 100 council vehicles
PI 112	Number of overloading incidents identified per 100 council vehicles monitored
PI 113	Number of overloading prosecutions per 100 council vehicles
PI 114	Number of speeding fines / penalties per 100 council vehicles
PI 115	Number of parking tickets / notices per 100 council vehicles
PI 116	Number of motor vehicle accidents / incidents reported per 100 vehicles
PI 77	Average maintenance cost per weighted vehicle (excl non fair wear and tear) – groups 01 to 13)

Passenger transport performance indicators

PI 106	Percentage of people who spend less than 1 hour on board day care transport per trip
PI 107	Percentage of journeys to school on time
PI 108	Percentage of fleet capacity used
PI 109	Percentage of referrals for transport that are assessed and with provision of transport within 3 to 5 days of receipt of referral

Welfare catering

Key cost performance indicators

- PI 01a Total cost per delivered meal excluding delivery costs (including departmental admin and CEC)
- PI 01b Total cost per delivered meal (including departmental admin and CEC)
- PI 02a Total cost per delivered meal excluding delivery costs (excluding departmental admin and CEC)
- PI 02b Total cost per delivered meal (excluding departmental admin and CEC)
- PI 08 Food costs only (per prime cooked meal)
- PI 10 Food cost only (per bought in frozen meal)
- PI 05b Direct operating cost per meal
- PI 03 Subsidy per delivered meal (including departmental admin and CEC)
- PI 04 Subsidy per delivered meal (excluding departmental admin and CEC)

Quality & personnel performance indicators

- PI 15 Quality assurance and stakeholder consultation process
- PI 16 Human resources and people management
- PI 17 Percentage staff absence (front line staff)
- PI 18 Percentage staff absence (all staff)

Other cost & ratio performance indicators

- PI 05a Production unit controlled cost per meal
- PI 06a Percentage of indirect overheads excluding delivery costs (including departmental admin and CEC)
- PI 06b Percentage of indirect overheads (including departmental admin and CEC)
- PI 07a Percentage of indirect overheads excluding delivery costs (excluding departmental admin and CEC)
- PI 07b Percentage of indirect overheads (excluding departmental admin and CEC)
- PI 09 Indirect operating costs per delivered meal
- PI 11a Direct labour costs excluding delivery costs (per delivered meal)
- PI 11b Direct labour costs (per delivered meal)

Productivity performance indicators

- PI 12 Meals despatched per production staff hour
- PI 13 Meals delivered per driver hour
- PI 14 Stock holding (days)