

Street cleansing

Performance indicators 2022-23

Key performance indicators

- PI 04 Annual investment in street cleansing service per household (excluding CEC)
- PI 20b APSE Customer satisfaction surveys
- PI 37a Percentage of sites surveyed falling below grade b for cleanliness (England only)
- PI 37b Percentage of sites surveyed falling below grade b for cleanliness (England only)-
(Using LeqsPro with reduced number or other survey system)
- PI 37e LEAMS cleanliness index score assessed by Keep Wales Tidy
- PI 37g LEAMS cleanliness index score from self inspections (Wales only)
- PI 37h LEAMS cleanliness index score assessed by Keep Scotland Beautiful (Rural/Mixed)
- PI 37i LEAMS cleanliness index score assessed by Keep Scotland Beautiful (Urban)
- PI 37j LEAMS cleanliness index score from self inspections (Scotland only – Rural/mixed)
- PI 37k LEAMS cleanliness index score from self inspections (Scotland only – Urban)
- PI 37l Percentage of sites surveyed which were assessed as acceptably clean by Keep Wales Tidy (Wales only)
- PI 37m Percentage of sites surveyed which were assessed as acceptably clean by Keep Scotland Beautiful (Scotland only)
- PI 39a Community/customer survey undertaken
- PI 44e Quality Inspection surveys indicator
- PI 46a Quality key performance indicator
- PI 47a Quality assurance and community consultation
- PI 48a Human resources and people management

LAMS performance indicators

- PI L02 Percentage of sites classed as acceptable (combined litter and detritus)
- PI L04 Percentage of sites classed as acceptable (litter)
- PI L05 Percentage of sites classed as grade A (fly tipping)
- PI L06 Percentage of sites classed as acceptable (dog fouling)
- PI L07 Percentage of sites where bins were overflowing
- PI L08 Percentage of sites classed as acceptable (bin structure)
- PI L09 Percentage of sites classed as acceptable (bin cleanliness)
- PI L10 Percentage of sites classed as unacceptable (hard surface weeds)
- PI L11 Percentage of sites classed as unacceptable (detritus)
- PI L12 Percentage of sites classed as unacceptable (graffiti)
- PI L13 Percentage of sites classed as unacceptable (staining / gum)
- PI L14 Percentage of sites classed as acceptable (fly posting)

Other financial performance indicators

- PI 05 Annual investments in street cleansing service per head of population (excluding CEC)
- PI 06 Total staff costs as a percentage of total annual investment
- PI 08 Transport costs as a percentage of total annual investment
- PI 14 Cost per gully per annum

Street cleansing

- PI 15 Net cleaning cost per public convenience site
- PI 21 Front-line staff costs as percentage of total staff costs
- PI 33 Front-line staff costs as a percentage of total annual investment
- PI 40 Percentage of the street cleansing budget allocated to education and publicity of initiatives

Staff absence performance indicators

- PI 22a Staff absence (all staff)
- PI 22b Staff absence - days lost per FTE (Scotland only)

Environmental performance indicators

- PI 16 Table - Nuisance vehicles reported, inspected, assessed as abandoned, removed and notices issued
- 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 (from DEFRA fly-capture database) (England Only)
- PI 43 Percentage of street cleansing waste that is recycled
- PI 45 Table - Graffiti removal and monitoring
- 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