

Performance indicators

2022-23



Building Cleaning

Performance indicators 2022-23

Key performance indicators

- PI 01a Investment per square metre for all areas cleaned (excluding CEC) (LA only)
- PI 01b Investment per square metre for all areas cleaned (excluding CEC) (All work)
- PI 13a Ratio of square metres to annual scheduled hours (all offices) (LA only)
- PI 13b Ratio of square metres to annual scheduled hours (all offices) (All work)
- PI 10 Ratio of square metres to annual scheduled hours (libraries) (LA only)
- PI 11a Ratio of square metres to annual scheduled hours (secondary schools) (LA only)
- PI 11b Ratio of square metres to annual scheduled hours (secondary schools) (All work)
- PI 23a Ratio of square metres to annual scheduled hours (primary schools) (LA only)
- PI 23b Ratio of square metres to annual scheduled hours (primary schools) (All work)
- PI 26 Ratio of square metres to annual scheduled hours (special schools)
- PI 16a Total square metres cleaned per FTE employee (excluding outdoor areas) (LA only)
- PI 16b Total square metres cleaned per FTE employee (excluding outdoor areas) (All work)
- PI 20a Staff absence (front line staff)
- PI 20c Staff absence (Scotland only) – front line employees only
- PI 22 Customer satisfaction surveys
- PI 14 Quality assurance and consultation process
- PI 35 Customer perception and satisfaction

Financial performance indicators

- PI 03a Investment per FTE front-line employee (All work)
- PI 17a Front line staff cost per square metre cleaned (excluding outdoor areas) (LA only)
- PI 17b Front line staff cost per square metre cleaned (excluding outdoor areas) (All work)
- PI 27a Investment per scheduled input hour (excluding CEC) (LA only)
- PI 27b Investment per scheduled input hour (excluding CEC) (All work)
- PI 06 Cleaning materials investment as a percentage of total investment
- PI 07 Cleaning equipment investment as a percentage of total investment
- PI 29 Materials and equipment investment as a percentage of total investment
- PI 32a Charge per housing void cleaned (LA only)
- PI 05a All staff costs as a percentage of total investment (All work)
- PI 05b All staff costs as a percentage of total investment (LA only)
- PI 28a Front line staff costs as a percentage of total investment (All work)
- PI 08a Other costs as a percentage of total investment (All work)

Productivity performance indicators

- PI 04a Number of paid staff hours per measured square metre cleaned (LA work)
- PI 04b Number of paid staff hours per measured square metre cleaned (All work)
- PI 30a Ratio of square metres cleaned to annual scheduled hours (public conveniences) (LA only)
- PI 30b Ratio of square metres cleaned to annual scheduled hours (public conveniences) (All work)

Staffing performance indicators

- 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

Building Cleaning

- PI 25b Leavers (employed for at least 12 weeks) as a percentage of total operational staff
- PI 25c Leavers (employed for at least 26 weeks) as a percentage of total operational staff
- PI 15 Human resources and people management
- PI 20b Staff absence excluding long term (front line staff)
- PI 20d Staff absence(excluding long term) (Scotland only) - front line employees only

Business performance indicators

- PI 18a Primary/special schools market share – table
- PI 18b Secondary schools market share – table
- PI 33 Percentage change in square metres cleaned
- PI 34 Percentage change in turnover
- PI 19 Additional works/variation orders as a percentage of scheduled work

Commercial business performance indicators

- PI 36a Operational recovery ratio (excluding CEC) (Commercial work only)
- PI 37a Income generated per FTE (Commercial work only)
- PI 38a Commercial work as a percentage of all work (square metres cleaned)
- PI 39a Commercial work as a percentage of all work (turnover)

Building Maintenance

Performance indicators 2022-23

Key performance indicators

- PI 01 Appointments made and appointments kept - Table
- PI 01a Percentage of non-emergency jobs undertaken by appointment (PI standings only)
- PI 01b Percentage of appointments kept (PI standings only)
- PI 01c Percentage of responsive repairs (non-emergency) where authority made and kept appointment (formerly BVPI 185) (PI standings only)
- PI 01e Percentage of housing jobs appointed (PI standings only)
- PI 01f Percentage of appointments failed (no access / tenant cancelled (PI standings only)
- PI 35 Gas safety checks (within 365 days)
- PI 14a Percentage of day to day jobs completed on time – housing only
- PI 14b Percentage of day to day jobs completed on time (excluding voids) – housing only
- PI 14c Percentage of voids completed on time
- 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 24 Average time taken to complete a routine repair
- PI 90a Average length of time taken (hours) to complete emergency repairs (SSHC ARC Charter Indicator 11 – housing only)
- PI 90b Average length of time taken (days) to complete non-emergency, reactive repairs (SSHC ARC Charter Indicator 12 – housing only)
- PI 36 Percentage of non-emergency jobs not subject to call back/complaint (right first time)
- PI 20a Average re-let times for local authority dwellings
- PI 20b Voids turnaround (average total number of days keys held by contractor)
- PI 16a Percentage staff absence (operational staff) (PI standings only)
- PI 16d Staff absence – days lost per operational FTE (Scotland only)
- PI 29a Percentage staff absence (all staff) (PI standings only)
- PI 29c Staff absence – days lost per FTE (Scotland only)
- PI 37 Overall percentage of customer satisfaction
- PI 89 Percentage of housing stock at or above the appropriate NHER (National Home Energy Rating) or SAP (Standard Assessment Procedure) ratings specified in element 35 of the SHQS
- PI 94a Customer satisfaction score
- PI 16f Percentage staff absence (operational staff) (Award PI only)

Financial performance indicators

- PI 07a Average cost of vehicles
- PI 07b Average cost of council vehicles
- PI 12b Average value of all housing jobs completed
- PI 21 Average value per job undertaken under call out
- PI 10 Average value of work per operational full-time employee
- PI 09a Average value per job – direct contractors (housing jobs)
- PI 09b Average value per job – direct contractors (non-housing jobs)
- PI 28 Average value per FTE employee (housing jobs completed by direct contractors)
- PI 08b Average wage/earnings per operational employee
- PI 08a Productive labour costs as a percentage of total labour costs

Building Maintenance

- PI 05 Non-productive labour costs as a percentage of total labour costs
- PI 26 Sub-contracting as a percentage of contract value
- PI 86a Planned/ reactive maintenance spend (housing) - Table
- PI 86b Planned/reactive maintenance spend (non-housing) - Table
- PI 91 Percentage of income which is raised from undertaking work for external customers
- PI 92a Revenue budget spend per property
- PI 92b Capital budget spend per property
- PI 92c Total budget spend per property
- PI 93a Revenue budget spend per void
- PI 93b Capital budget spend per void
- PI 93c Total budget spend per void

Operational performance indicators

- PI 06a Vehicles per operational employee
- PI 06b Council vehicles per operational employee
- 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 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 85 Percentage of housing dwellings that received four or more maintenance visits during the year
- PI 87 Percentage of dwellings surveyed for condensation / dampness by 31st March
- PI 02 Percentage of post inspections carried out (all jobs)
- PI 03a Percentage of post inspections meeting the required standard
- PI 15c Target time in days for an urgent responsive job – Table
- PI 15d Target time in days for a non-urgent responsive job - Table
- PI 34 Emergency jobs as a percentage of day to day maintenance jobs completed (excluding voids)

Staffing performance indicators

- PI 16b Average days absence per employee (operational staff)
- PI 16c Percentage staff absence excluding long term (operational staff) (PI standings only)
- PI 16e Staff absence excluding long term - days lost per operational FTE (Scotland only)
- PI 29b Percentage staff absence excluding long term (all staff) (PI standings only)
- PI 29d Staff absence excluding long term - days lost per FTE (Scotland only)
- PI 18 Average training days per operational full time employee
- PI 32 Number of reportable accidents per 100 FTE employees
- PI 33 Number of days lost per FTE employee through reportable accidents
- PI 19 Human resources and people management process

Quality performance indicators

- PI 17 Quality assurance and consultation process

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

Performance indicators 2022-23

Uptake performance indicators

- PI 04c Primary schools free meal uptake (all authorities)
- PI 04d Primary schools free meal uptake absence adjusted (all authorities)
- PI 05c Special schools free meal uptake (all authorities)
- PI 05d Special schools free meal uptake absence adjusted (all authorities)
- PI 06c Secondary schools free meal uptake (all authorities)
- PI 06d Secondary schools free meal uptake absence adjusted (all authorities)
- PI 08c Primary schools paid meal uptake (all authorities)
- PI 08d Primary schools paid meal uptake absence adjusted (all authorities)
- PI 09c Special schools paid meal uptake (all authorities)
- PI 09d Special schools paid meal uptake absence adjusted (all authorities)
- PI 10c Secondary schools paid meal uptake (all authorities)
- PI 10d Secondary schools paid meal uptake absence adjusted (all authorities)
- PI 36d All meal uptake (secondary schools)
- PI 66d All meal uptake absence adjusted (secondary schools)
- PI 36e All meal uptake (primary and special schools)
- PI 66e All meal uptake absence adjusted (primary and special schools)
- PI 36f All free meal uptake infants (KS1 / P1 – P3) (primary schools only)
- PI 66f All free meal uptake infants absence adjusted (KS1 / P1 – P3) (primary schools only)
- PI 36g All free meal uptake juniors (KS2 / P4 – P7) (primary schools only)
- PI 66g All free meal uptake juniors absence adjusted (KS2 / P4 – P7) (primary schools only)
- PI 36l All meal uptake (dedicated all age schools)
- PI 66l All meal uptake absence adjusted (dedicated all age schools)
- PI 36h All paid meal uptake juniors (KS2 / P4 – P7) (primary schools only)
- PI 66h All paid meal uptake juniors absence adjusted (KS2 / P4 – P7) (primary schools only)
- PI 41 Percentage uptake breakfast meals

Key cost performance indicators

- PI 11a Total cost per lunchtime meal (excluding CEC)
- PI 11b Total cost per lunchtime meal (excluding premises costs and CEC)
- PI 11c Total cost per lunchtime meal - primary and special schools (excluding CEC)
- PI 11d Total cost per lunchtime meal - primary and special schools (excluding premises costs and CEC)
- PI 11e Total cost per lunchtime meal - secondary schools (excluding CEC)
- PI 11f Total cost per lunchtime meal - secondary schools (excluding premises costs and CEC)
- PI 11g Total cost per lunchtime meal - primary schools (excluding CEC)
- PI 11h Total cost per lunchtime meal - primary schools (excluding premises costs and CEC)
- PI 43 Total cost per breakfast meal
- PI 17a Food only cost per lunchtime meal (primary and special schools)
- PI 45 Food only cost per breakfast 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 31c Subsidy per lunchtime meal (excluding premises cost)
- PI 31d Subsidy per lunchtime meal (excluding free meals and premises cost)

Catering Services

- PI 47 Subsidy per breakfast meal
- PI 48 Cost to service provider per breakfast meal

Cost performance indicators

- PI 16a Direct costs as a percentage of total cost
- PI 16e Direct costs as a percentage of total cost (primary and special schools)
- PI 16f Direct costs as a percentage of total cost (secondary schools)
- PI 16b Overhead percentage
- PI 16g Overhead percentage (primary and special schools)
- PI 16h Overhead percentage (secondary schools)
- PI 16c Direct costs as a percentage of total cost (excluding client costs)
- PI 16d Overhead percentage (excluding client costs)
- PI 20 Unit staff cost percentage (secondary schools)
- PI 21 Food only cost percentage (secondary schools)
- PI 22 Management costs as a percentage of total staff costs
- PI 26 Unit cost percentage (dedicated all age schools)
- PI 27 Food only cost percentage (dedicated all age schools)
- PI 60a Primary / special schools market share - Table
- PI 60b Secondary schools market share – Table
- PI 63a Trading deficit for year (Expenditure - Income)
- PI 64a Free Meal Entitlement from Day of Count (% change)

Price performance indicators

- PI 19 Average spend per paying pupil (secondary schools)
- PI 01 All prices - Table

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 29a Staff absence (front line staff)
- PI 29b Staff absence - days lost per front line FTE (Scotland only)
- PI 30a Staff absence (all staff)
- PI 30b Staff absence - days lost per FTE (Scotland only)
- PI 30c Staff absence excluding long term (front line staff)
- PI 30d Staff absence - days lost per front line FTE excluding long term (Scotland only)

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
- PI 61 Customer perception and satisfaction

Nutrition and healthy eating performance indicators

- PI 35 Percentage of front line staff trained in food nutrition and health
- PI 54 Percentage of schools offering a breakfast service

Catering Services

Sustainable procurement and the environment performance indicators

- PI 37 Percentage of food sourced from local suppliers
- 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 01c Average price of a breakfast meal (all schools)
- PI 25 Average spend per paying pupil (dedicated all age schools)
- PI 03c All free meal uptake (all authorities)
- PI 03d All free meal uptake absence adjusted (all authorities)
- PI 07c All paid meal uptake (all authorities)
- PI 07d All paid meal uptake absence adjusted (all authorities)
- PI 36a All meal uptake (all schools)
- PI 66a All meal uptake absence adjusted (all schools)
- PI 36b All meal uptake (primary schools)
- PI 66b All meal uptake absence adjusted (primary schools)
- PI 36c All meal uptake (special schools)
- PI 66c All meal uptake absence adjusted (special schools)
- PI 53 Primary and special school breakfast meals served per staff hour
- PI 57a Dedicated all age schools free meal uptake (all authorities)
- PI 57b Dedicated all age schools free meal uptake absence adjusted (all authorities)
- PI 58a Dedicated all age schools paid meal uptake (all authorities)
- PI 58b Dedicated all age schools paid meal uptake absence adjusted (all authorities)
- PI 36i All free meal uptake infants (KS1 / P1 – P3) (primary, special and DAA schools)
- PI 66i All free meal uptake infants absence adjusted (KS1 / P1 – P3) (primary, special and DAA schools)
- PI 36j All free meal uptake juniors (KS2 / P4 – P7) (primary, special and DAA schools)
- PI 66j All free meal uptake juniors absence adjusted (KS2 / P4 – P7) (primary, special and DAA schools)
- PI 36k All paid meal uptake juniors (KS2 / P4 – P7) (primary, special and DAA schools)
- PI 66k All paid meal uptake juniors absence adjusted (KS2 / P4 – P7) (primary, and special schools)

Cemetery and Crematorium Services

Performance indicators 2022-23

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 23a Percentage of memorials inspected per year (excluding closed churchyards)
- PI 23b Percentage of memorials requiring inspection per year (excluding closed churchyards)
- PI 23c Percentage of memorials inspected during the year which required remedial work (excluding closed churchyards)
- PI 23d Percentage of memorials which required remedial work which were subsequently made safe (excluding closed churchyards)
- PI 23e Percentage of memorials inspected per year (including closed churchyards)
- PI 23f Percentage of memorials requiring inspection per year (including closed churchyards)
- PI 23g Percentage of memorials inspected during the year which required remedial work (including closed churchyards)
- PI 23h Percentage of memorials which required remedial work which were subsequently made safe (including closed churchyards)
- PI 31a Number of burials per FTE (all staff)
- PI 31b Number of cremations per FTE (all staff)
- PI 33 Customer satisfaction
- PI 43a Percentage of burials that were natural / green burials
- PI 44a Percentage of cremations that were abated
- PI 35a Table - Month by month number of burials
- PI 36a Percentage change in burials
- PI 37a Table - Month by month number of cremations
- PI 38a Percentage change in cremations

Staff absence performance indicators

- PI 24a Percentage staff absence - all staff
- PI 25a Percentage staff absence - all staff excluding long term
- PI 24b Staff absence days - all staff (Scotland only)
- PI 24c Percentage of staff that have no incidences of sickness absence in the year
- PI 25b Staff absence days - all staff excluding long term (Scotland only)

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 staff cost
- PI 06b Management and admin staff costs as a percentage of total staff cost
- PI 07 All staff costs per disposal
- PI 10a Net value per disposal
- PI 10b Net value per disposal (burials)
- PI 10c Net value per disposal (cremations)
- PI 10f Total (gross) cost per disposal (burials) (excluding CEC)
- PI 10g Total (gross) cost per disposal (cremations) (excluding CEC)

Cemetery and Crematorium Services

- 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 13b Price of exclusive right of burial for two (per year)
- PI 14b Table - Price of a cremated remains interment
- PI 15 Price of a woodland grave
- PI 16 Price of an adult full body burial (6 foot)
- PI 17 Price of an adult cremation
- PI 26 Cost of contracted grounds maintenance service per hectare of cemeteries and crematoria land
- PI 27f Total (gross) value of cemeteries service per head of population (excluding CEC)
- PI 27g Total (gross) value of crematoria service per head of population (excluding CEC)
- PI 30a Memorial income as a percentage of total income for cemeteries
- PI 30b Memorial income as a percentage of total income for crematoria
- PI 32 Cremator maintenance costs per cremation

Core Highways

Performance indicators 2022-23

Operational

PI 55a	Percentage of emergency defects (Cat 1, Priority 1) made safe within target time
PI 57a	Percentage of urgent defects (Cat 2 high, Priority 2) made safe within target time
PI 58a	Percentage of non-urgent defects (Cat 2 medium/Cat 3, Priority 3) made safe within target time
PI 03a	Average number of days to repair street lighting fault
PI 03b	Percentage of street lighting faults fixed on time
PI 04a	Percentage of street lights that are LED
PI 04b	Percentage of total light sources that are LED
PI 04c	Percentage of total light sources that are obsolete light sources
PI 62a	Percentage of street lighting columns which are 40 and above years old
PI 05b	Total carriageway defects recorded per kilometre of carriageway network length
PI 06a	Total enquiries recorded per kilometre of carriageway network length
PI 06b	Public enquiries recorded on management system per kilometre of carriageway network length
PI 07a	Third party claims received per kilometre of carriageway network length
PI 08b	Percentage of closed third party claims in the financial year which were repudiated
PI 10a	Total sum paid out to third parties as a result of third party claims in current financial year
PI 11a	Number of KSI casualties per kilometre of network length
PI 60a	Percentage of carriageways network treated per kilometre of network length
PI 61a	Percentage of footways network treated per kilometre of network length
PI 67a	Table - DfT self-assessment score banding

Financial

PI 59a	Winter maintenance expenditure per kilometre of treated carriageway and footway network length
PI 14a	Revenue works budget per carriageway network length
PI 15a	Bridges and structures capital spend per the number of bridges & structures
PI 16a	LTP integrated transport block funding (DfT) per kilometre of carriageway network length
PI 17a	Capital maintenance block funding (DfT) per kilometre of carriageway network length
PI 17b	Total revenue and capital maintenance budget per kilometre of carriageway network length

Network condition

PI 18a	Percentage of routine safety inspections completed within the required time limit
PI 19a	Percentage of principal roads where maintenance should be planned (red)
PI 20a	Percentage of principal roads where maintenance should be investigated (amber)
PI 21a	Percentage of non principal B roads where maintenance should be planned (red)
PI 22a	Percentage of non principal B roads where maintenance should be investigated (amber)
PI 23a	Percentage of non principal C roads where maintenance should be planned (red)
PI 24a	Percentage of non principal C roads where maintenance should be investigated (amber)
PI 25a	Percentage of unclassified roads where maintenance should be planned (red)
PI 26a	Percentage of unclassified roads where maintenance should be investigated (amber)

Core Highways

- PI 27b Percentage of principal roads where skid resistance required investigation (at or below investigatory level)
- PI 28b Percentage of non-principal roads where skid resistance required investigation (at or below investigatory level)
- PI 29a Percentage of bridges requiring increase in live load capacity
- PI 30a Percentage of bridges with increased live load capacity in last 12 months

Staff

- PI 31a Staff absence days per FTE
- PI 32a Operational staff only absence days per FTE
- PI 33a Training days per FTE
- PI 54a Percentage of directly employed operational staff trained within apprenticeship schemes
- PI 54b Percentage of directly employed non-operational staff trained within apprenticeship schemes

Health and safety

- PI 34a RIDDOR accidents
- PI 35a RIDDOR accidents per FTE
- PI 36a Total accidents per FTE
- PI 37a Total days lost through accidents per FTE
- PI 38a Accident Incident Rate (AIR)

National Highways and Transport Survey

- PI 39a NHT - Percentage of customers who thought there were more potholes and damaged roads
- PI 63a NHT - Informed about council actions on climate change
- PI 40a NHT - Condition of road surfaces
- PI 64a NHT - Speed of repair to damaged pavements
- PI 64b NHT - Quality of repair to damaged pavements
- PI 65a NHT - Speed of repair to damaged roads
- PI 65b NHT - Quality of repair to damaged roads
- PI 43a NHT - How the council deals with potholes and damaged roads
- PI 66a NHT - Undertakes cold weather gritting (salting)
- PI 66b NHT - Undertakes snow clearance:
- PI 45a NHT - Provision of street lighting where needed
- PI 46a NHT - Speed of repair to street lights
- PI 47a NHT - Condition of pavements
- PI 50a NHT - Maintenance of highway verges/trees/shrubs
- PI 51a NHT - How the council deals with flooding on roads & pavements
- PI 52a NHT - Percentage of customers (from what they know, have heard and compared to previous year) who say the council is doing more to repair local roads
- PI 53a NHT - Percentage of customers who feel "very" or "fairly" well informed about the actions the council is taking to repair roads

Environmental health services – Scotland only

Performance indicator list 2022-23

***Scotland Only**

****England and Wales**

Whole service

PI 40 table* Total investment in Environmental Health service (Management, Operational staff, admin staff, Transport, Premises, Supplies & services, Sub contractors, Departmental admin, Income)

PI 41 table* Net investment by service areas

PI 01a* Net investment in service per head of population (excluding CEC)

PI 02* Inspection/operational staff cost per head of population

PI 03* Total staff cost as a percentage of total expenditure

PI 04* Total transport cost as a percentage of total expenditure

PI 05* Total income as a percentage of total expenditure

PI 08a** Percentage staff absence (excluding Scotland)

PI 08b** Percentage staff absence - (excluding long term absence) (excluding Scotland)

PI 09a* Staff absence days per FTE – Scotland only

PI 09b* Staff absence days per FTE – Scotland only (excluding long term)

Food

PI 10 Net investment in food hygiene service per head of population

PI 17b* Net investment in food service per head of population

PI 60a** Net investment in food hygiene service per operating food business

PI 11a** Total number of category A, B and C premises per FTE

PI 12a** Total number of inspections (category A – E premises) per FTE

PI 64a** Percentage of compliant food premises (awarded a rating of 3, 4 or 5 under FHRS)

PI 13a** Number of broadly compliant premises as a percentage of all premises

PI 14b** Percentage of food premises assessed and awarded rating 1-5 under FHRS

PI 15a** Number of suspected food poisoning cases report per 1,000 premises

PI 15b** Number of confirmed food poisoning cases report per 1,000 premises

PI 67a** Percentage of food poisoning cases reported that were confirmed

PI 15c* Number of food poisoning notifications per 1,000 premises

PI 16d** Number of food hygiene complaints (excluding food poisoning) per 1,000 premises

PI 16c* Number of other food complaints (excluding food poisoning) per 1,000 premises

Health and safety

PI 20 Net investment in health and safety service per head of population

PI 21 Total number of premises per FTE

Environmental health services – Scotland only

- PI 22 Number of proactive premise inspections as a percentage of total premises within jurisdiction
- PI 23 Number of non-inspection interventions as a percentage of total premises within jurisdiction
- PI 71a** Percentage of RIDDOR reportable accidents per number of businesses
- PI 72a** Percentage of investigations that were mandator
- PI 73a** Health and Safety complaints procedure percentage score

Noise

- PI 29a* Net investment in noise service per head of population (excluding ASB)
- PI 31* Number of noise complaints resolved without need for attendance
- PI 32* Number of noise complaints received requiring attendance on site
- PI 34* Average time (in days) between time of complaint and attendance on site, for those requiring attendance

Anti-social behaviour noise

- PI 29b* Net investment in ASB noise service per head of population
- PI 33* Number of noise complaints received that were dealt with under the antisocial behaviour act (part V in Scotland)
- PI 35* Average time (hours) between time of complaint and attendance on site, for those dealt with under the ASB Act 2004

Enforcement

- PI 36* Table - Notices and fly tipping
- PI 38* Table - Nuisance vehicles reported, inspected, assessed as abandoned, removed and notices issued
- PI 42* Number of incidents of fly-tipping/dumps per 1,000 households

Public Health / Environmental nuisances

- PI 43a* Number of public health / environmental nuisance service requests where further investigation was required per FTE
- PI 44a* Percentage of service requests which required an urgent response which were resolved within target time
- PI 45a* Percentage of communicable diseases notifications dealt with within target time

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

Refuse collection

Performance indicators 2022-23

Key performance indicators

- PI 02c Investment in refuse collection service per household (excluding landfill tax & waste disposal & CEC)
- PI 03b Tonnes of domestic waste sent/collected for recycling per household (Scotland only)
- PI 03g Tonnes of domestic waste sent/collected for recycling per 1,000 head of population (Scotland only)
- PI 03e Tonnes of domestic waste recycled per household
- PI 03f Kg of domestic waste recycled per head of population
- PI 03h Tonnes of domestic waste recycled per 1,000 head of population (Scotland only)
- PI 03i Net investment in recycling per household (excluding CECs)
- PI 11 Percentage of households covered by kerbside recycling collections
- PI 12a Percentage of total waste collected which is sent for recycling (Scotland only)
- PI 12b Percentage of household waste collected which is actually composted
- PI 12c Percentage recovery of energy from household waste collected (Excluding Scotland; Unitary only)
- PI 12g Percentage recovery of energy from total waste collected (Wales only)
- PI 12f Percentage of total waste collected which is actually recycled (Unitary only)
- PI 17b Customer satisfaction surveys
- PI 32a Kg of residual household waste landfilled per annum per head of population (Unitary authorities only)
- PI 32e Tonnage of residual household waste sent to landfill per annum per 1,000 head of population (Scotland only)
- PI 32d Kg of residual household waste landfilled per annum per household (Unitary authorities only)
- PI 32f Tonnage of residual household waste sent to landfill per annum per household (Scotland only)

Other financial performance indicators

- PI 02d Investment in refuse collection service per head of population (excluding landfill tax & waste disposal & CEC)
- PI 08c Total labour costs as a percentage of total expenditure (excluding waste disposal costs & CEC)
- PI 10c Transport cost as a percentage of total expenditure (excluding waste disposal costs & CEC)
- PI 18c Front line labour costs as a percentage of total expenditure (excluding waste disposal costs & CEC)
- PI 27 Investment per household excluding trade waste costs
- PI 37 Cost of domestic waste disposal per household
- PI 38 Cost of municipal waste disposal per household
- PI 41a Percentage change in total annual income generated
- PI 41b Percentage change in income generated from recycling
- PI 42a Agency / temporary / casual staff costs as percentage of total staff costs

Refuse collection

- PI 42b Agency / temporary / casual staff costs as percentage total expenditure
- PI 45a Percentage change in net operational expenditure
- PI 46b Percentage change in cost of operational vehicles deployed

Customer Services performance indicators

- PI 15 Quality assurance and consultation process
- PI 16 Human resources and people management
- PI 33 Community / customer surveys undertaken

Efficiency performance indicators

- PI 04a Trade waste contracts (charged) as a percentage of available market
- PI 04b Number of trade waste agreements for recycling (free or charged)
- PI 04c Percentage change in trade waste contracts (charged / non recycling)
- PI 04d Percentage change in trade waste contracts (all)
- PI 20a Staff absence (all employees)
- PI 20b Staff absence - days lost per FTE (Scotland only) (all employees)
- PI 22a Missed collections per 100,000 collections (full year)
- PI 22b Missed collections per 100,000 collections (Apr – Sep)
- PI 22c Missed domestic residual waste collections (full year) per 100,000 collections
- PI 22d Missed domestic residual waste collections (April - September) per 100,000 collections
- PI 22e Missed separate recycling collections (full year) per 100,000 collections
- PI 22f Missed separate recycling collections (April - September) per 100,000 collections
- PI 35a Litres of fuel used annually in refuse collection vehicles per 1,000 head of population
- PI 35b Table - Average distance in miles to disposal site
- PI 46c Percentage change in number of operational vehicles deployed

Other recycling performance indicators

- PI 32b Percentage of residual household waste landfilled per annum (Unitary authorities only)
- PI 32g Percentage of residual household waste collected for/sent to landfill per annum (Scotland only)
- PI 32c Percentage of municipal waste collected for/sent to landfill per annum (Scotland only)

Roads highways asset management

Performance indicators 2022-23

Carriageway asset

Safety performance indicators

- PI 03a Percentage of emergency (cat 1) defects made safe within response times (1.1.01)
- PI 03b Percentage of emergency (cat 1) and "find & fix" defects made safe within response times-
- PI 39a Percentage of safety inspections completed on time (1.2.01)
- PI 39b Percentage of planned KM of safety inspections completed
- PI 114 Percentage of maintained network subject to salting regime (1.4.01)
- PI 62 Kg of salt used per km of road treated
- PI 211a Customer Satisfaction Surveys – Percentage satisfaction with the way the Council undertakes gritting / snow clearance on roads

Condition/Asset Preservation performance indicators

- PI 40 Percentage of carriageway length to be considered for maintenance treatment (Scotland only) (2.1.01)
- PI 41a Percentage of carriageway length treated (2.1.02)
- PI 41b Percentage of carriageway length treated (calculated from treatment types
- PI 41c Percentage of carriageway square metres treated (calculated from treatment types)
- PI 02b Condition of principal roads (England and Wales only)
- PI 02c Condition of all non principal roads (England and Wales only)
- PI 02e Condition of non principal roads (Class B - England and Wales only)
- PI 02f Condition of non principal roads (Class C - England and Wales only)
- PI 02g Condition of unclassified roads (England and Wales only)
- PI 02d Condition of 'A' class carriageways (Scotland only)
- PI 02h Condition of 'B' class carriageways (Scotland only)
- PI 02i Condition of 'C' class carriageways (Scotland only)
- PI 02j Condition of unclassified carriageways (Scotland only)
- PI 28 Number of emergency (cat 1) defects per km of maintained carriageway (*emergency defects separated from footways*)
- PI 29 Percentage change in number of emergency (cat 1) defects
- PI 34 Percentage of urgent (cat 2 high) defects repaired within timescale
- PI 209a Customer Satisfaction Surveys – Percentage satisfaction with the condition of roads
- PI 209b Customer Satisfaction Surveys – Percentage dissatisfaction with the condition of roads

Third party claims performance indicators

Roads highways asset management

- PI 31b Percentage change in number of non-repudiated third party claims in last 3 years compared to previous 3 year period (carriageways)
- PI 210a Customer Satisfaction Surveys – Percentage satisfaction with the condition of footways
- PI 210b Customer Satisfaction Surveys – Percentage dissatisfaction with the condition of footways

Roads highways asset management

Financial performance indicators

- PI 15b Percentage of total carriageways function cost (revenue and capital) spent directly on carriageway repairs
- PI 15e Percentage of total footways investment (revenue and capital) spent directly on footway repairs (excluding CEC)
- PI 42a Total carriageway maintenance expenditure by carriageway network length (6.1.01)
- PI 42d Total carriageway maintenance investment expenditure by carriageway network length (excluding CEC)
- PI 42b Carriageway contractor maintenance expenditure by carriageway network length (6.1.03)
- PI 42c Total carriageway maintenance expenditure by square metres of carriageway area treated (6.1.04)
- PI 42e Total carriageway maintenance investment expenditure by square metres of carriageway area treated (excluding CEC)
- 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
- PI 32 Service cost per gully
- PI 43 Total cost for carriageway winter maintenance treatment over the entire winter period divided by the total carriageway network length
- PI 57a Total cost per km of carriageway travelled for precautionary treatment (6.1.02)
- PI 57b Total cost per Km of carriageway treated for precautionary salting
- PI 36b Ratio of annual carriageway claims costs to structural expenditure (pence per pound)
- PI 63a Total expenditure (all assets) by carriageway network length
- PI 63b Total investment expenditure (all assets) by carriageway network length (excluding CEC)
- PI 53a Target response time for emergency (cat 1) defects (carriageways) – PN awards only
- PI 53b Target response time for emergency (cat 1) defects (footways) – PN awards only

Footway asset PIs

Safety performance indicators

- PI 45a Percentage of emergency (cat 1) defects made safe within response times (11.1.01)
- PI 46a Percentage of safety inspections completed on time (11.2.01)
- PI 46b Percentage of planned KM of safety inspections completed
- PI 113 Percentage of footways subject to precautionary salting treatment (11.4.01)

Condition/Asset Preservation performance indicators

Roads highways asset management

- PI 47 Percentage of footway length to be considered for maintenance treatment (12.1.01)
- PI 48a Percentage of footway length treated (12.01.02)
- PI 48b Percentage of footway length treated (calculated from treatment types)
- PI 48c Percentage of footway square metres treated (calculated from treatment types)
- PI 210a Customer Satisfaction Surveys – Percentage satisfaction with the condition of footways
- PI 210b Customer Satisfaction Surveys – Percentage dissatisfaction with the condition of footways

Third party claims performance indicators

- PI 31c Percentage change in number of non-repudiated third party claims in last 3 years compared to previous 3 year period (Footways)

Financial performance indicators

- PI 15c Percentage of total footways function cost (revenue and capital) spent directly on footways repairs
- PI 15f Percentage of total footways investment (revenue and capital) spent directly on footway repairs (excluding CEC)
- PI 49a Total footway maintenance expenditure by footway network length (16.1.01)
- PI 49d Total footway maintenance investment expenditure by footway network length (excluding CEC)
- PI 49b Total footway contractor maintenance expenditure by footway network length (16.1.03)
- PI 49c Total footway maintenance expenditure by square metres of footway area treated (16.1.04)
- PI 49e Total footway maintenance investment expenditure by square metres of footway area treated (excluding CEC)
- PI 24 Percentage of roads/highways fabric maintenance expenditure that was spent on footways
- PI 50 Total cost for footway winter maintenance treatment over the entire winter period divided by the total footway network length
- PI 58 Total cost per km of footway travelled for precautionary treatment (16.1.02)
- PI 36c Ratio of annual footway claims costs to structural expenditure

Traffic management system PIs

Safety performance indicators

- PI 55 Percentage of faults rectified within target time (41.1.01)
- PI 56 Percentage of faults rectified on first visit (41.1.02)

Roads highways asset management

Bridges and structures PIs

Safety performance indicators

PI 300 Percentage of principal inspections completed on time (31.1.01)

PI 301 Percentage of general inspections completed on time (31.1.01)

Condition/Asset Preservation performance indicators

PI 302 Bridge Stock Condition Indicator - average BSCLav (32.1.01)

PI 303 Bridge Stock Condition Indicator - critical BSCLcrit (32.1.01)

Functionality performance indicators

PI 304 Percentage of Council owned bridges failing European standards (34.1.01)

PI 305 Percentage of Council road bridges with unacceptable height, weight or width restriction (34.2.01)

Financial performance indicators

PI 306 Annual budget allocated as a percentage of required investment for identified work (from AMP) - Scotland only (36.1.01)

PI 307 Percentage of allocated budget invested per annum - Scotland only (36.2.01)

PI 308 Cost of identified potential work as a percentage of total structures valuation - Scotland only (36.2.02)

All asset types amalgamated PIs

Customer service performance indicators

PI 37 Percentage of customer enquiries/requests for service closed off within Council's own identified response times (3.1.01)

PI 61 Percentage of enquiries made under the Freedom of Information Act that were dealt with within the allowable time (3.3.01)

PI 208a Customer Satisfaction Surveys – Percentage satisfaction with the overall service

PI 208b Customer Satisfaction Surveys – Percentage dissatisfaction with the overall service

Safety performance indicators

PI 59 Percentage of emergency (cat 1) defects made safe within response times (carriageways and footways)

PI 60 Km inspected per Safety Inspector (carriageways and footways)

PI 212 Customer Satisfaction Surveys – Percentage satisfaction with the Council's time taken to complete roadworks

Financial performance indicators

Roads highways asset management

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

Third party claims performance indicators

- PI 31a Percentage change in number of non-repudiated third party claims in last 3 years compared to previous 3 year period

Sports & Leisure Facility Management

Performance indicators 2022-23

Key performance indicators

- PI 02a Subsidy per visit excluding central / corporate costs (includes non participatory usage but excludes free school use)
- PI 02b Subsidy per visit excluding central / corporate costs (excludes non participatory usage and excludes free school use)
- PI 11a Subsidy per visit excluding central / corporate costs (includes non participatory usage and includes free school use)
- PI 11b Subsidy per visit excluding central / corporate costs (excludes non participatory usage but includes free school use)
- PI 03 Operational recovery ratio (excluding central / corporate costs)
- PI 04 Customer spend per head
- PI 06 Subsidy per opening hour (excluding central / corporate costs)
- PI 20b APSE Customer satisfaction
- PI 20c Overall satisfaction level with the leisure facility
- PI 20d Overall satisfaction level with value for money
- PI 50 Customer satisfaction surveys
- PI 31 Usage per opening hour
- PI 41 Management fee per visit (includes non participatory usage but excludes free school use)
- PI 45 Net Promoter Score

Cost performance indicators

- PI 07 Staff costs per admission
- PI 13 Net cost per head of population (excluding central / corporate costs)
- PI 14 Net cost per household within catchment area (excluding central / corporate costs)
- 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 23 Secondary spend as a percentage of total income (including all catering income)
- PI 25 Catering income as a percentage of catering costs
- PI 53a Percentage change in current year expenditure compared to previous year
- PI 53b Percentage change in current year income compared to previous year

Usage performance indicators

- PI 29 Usage per household within catchment area
- PI 57a Swimming tuition percentage
- PI 57b Percentage change in swimming tuition
- PI 61a Health & fitness usage percentage
- PI 62b Percentage change in opening hours compared to previous year
- PI 63a Percentage change in usage (excluding free school use) compared to previous year
- PI 64a Percentage change in health & fitness usage compared to previous year
- PI 65a Fitness focused activity as a percentage of total activity usage
- PI 66a Fitness activity under health schemes as a percentage of total activity usage
- PI 66b Fitness activity under health schemes as a percentage of total fitness focused activity

Sports & Leisure Facility Management

Energy performance indicators

- PI 67a Electricity consumption per facility user
- PI 67b Gas consumption per facility user
- PI 67c Water usage per 1,000 facility users
- PI 67d Water usage per 1,000 swimming facility users
- PI 59d Energy cost per user
- PI 59a Electricity cost per user
- PI 59b Gas cost per user
- PI 59c Water cost per user
- PI 46a Electricity consumption per square metre of facility (kWh)
- PI 46b Gas consumption per square metre of facility (cubic metres)
- PI 46c Water consumption per square metre of facility (cubic metres)
- PI 60a Electricity consumption per opening hour
- PI 60b Gas consumption per opening hour
- PI 60c Water consumption per opening hour
- PI 56a Percentage change in electricity consumption (current year vs previous year)
- PI 56b Percentage change in gas consumption (current year vs previous year)
- PI 56c Percentage change in water consumption (current year vs previous year)
- PI 58a Percentage change in energy cost (current year vs previous year)
- PI 58b Percentage change in electricity cost (current year vs previous year)
- PI 58c Percentage change in gas cost (current year vs previous year)
- PI 58d Percentage change in water cost (current year vs previous year)

Staffing performance indicators

- PI 26a Percentage staff absence
- PI 26b Staff absence days lost per front line FTE (Scotland only)
- PI 30a Percentage staff absence (excluding long term)
- PI 30b Staff absence days per front line FTE excluding long term (Scotland only)
- PI 43 Staff hours per opening hour
- PI 44 Usage per staff hour

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

Street lighting

Performance indicators 2022-23

Safety performance indicators

- PI 39 Percentage of columns with a valid Structural Test Certificate
- PI 40 Percentage of street lights with a valid Electrical Test Certificate

Condition/asset preservation performance indicators

- PI 29a Routine faults as a percentage of street lighting stock

Asset information performance indicators

- PI 19 Percentage of street lamps that are controlled by electronic gear
- PI 44a Percentage of street lamps that are LED
- PI 44b Percentage of light sources (non-obsolete and obsolete) that are LED
- PI 44c Percentage of light sources (non-obsolete and obsolete) that are obsolete
- PI 47a Percentage of total columns which are concrete
- PI 47b Percentage of total columns which are ungalvanized steel
- PI 46a Percentage of street lighting columns which are 40 and above years old

Customer service performance indicators

- PI 03a Percentage of lamps restored to working condition within 7 days
- PI 03b Percentage of lamps restored to working condition within target time
- PI 03c Percentage of lamps restored to working condition within 21 days
- PI 20 Average time to restore lamps to working order
- PI 04 Average time to restore lamps (authority only)
- PI 05 Average time to restore lamps (electricity supplier)
- PI 22 Percentage of faults repaired by regional electricity supplier within SLA/agreed timescale
- PI 27 Public telephone calls/contacts as a percentage of faults
- PI 28 Public telephone calls/contacts as a percentage of street lights
- PI 45a Customer Satisfaction surveys – overall satisfaction

Financial performance indicators

- 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)
- PI 33 Average cost per routine fault repair
- PI 34a Annual cost of night inspecting a street light
- PI 34b Individual cost of night inspecting a street light
- PI 42 Revenue allocation per street light excluding electricity costs
- PI 43 Capital allocation per street light – replacement
- PI 01a Total investment per street light

Street lighting

- PI 01d Total investment per street light excluding CEC (providing and maintaining street lighting)
- PI 01b Total investment per street light excluding bulk/capital replacement (providing and maintaining street lighting)
- PI 01e Total investment per street light excluding bulk/capital replacement and CEC (providing and maintaining street lighting)
- PI 01c Total investment in infrastructure per street light (using Capital & Revenue spend)
- PI 06a Energy cost per street lamp
- PI 06b Energy cost per street lamp and illuminated sign

Environmental performance indicators

- PI 18b Average annual electricity consumption per street light (kWh)
- PI 18a Average annual electricity consumption (CMS and non-CMS) across all street lights, illuminated signs and bollards (kWh)
- PI 18c Average annual electricity consumption (CMS and non-CMS) per light source (kWh)
- PI 37a CO₂ emissions (kg) per head of population
- PI 37b CO₂ emissions (kg) per street light
- PI 37c CO₂ emissions (Kg) per light source
- PI 38d Percentage of street lamps which had a registered dimming regime

Trading standards

Performance indicators 2022-23

Investment performance indicators

- PI 01a Gross investment in Trading Standards service per 1,000 head of population (excluding CEC)
- PI 02a Net investment in Trading Standards service per 1,000 head of population (excluding CEC)

Customer / consumer relations

- PI 07b Percentage of notifications resolved within target time - DNU for Y25
- PI 08b Percentage of business requests completed within target time - DNU for Y25

Inspection and intervention

- PI 09 Percentage of premises due an inspection that were inspected within the reporting period
- PI 20a Percentage of tobacco and NVP retailers from whom at least one test purchase was made
- PI 21a Percentage of tobacco sales made to age restricted persons
- PI 21b Percentage of NVP sales made to age restricted persons
- PI 22a Percentage of failures under initial test purchase of tobacco/NVP's
- PI 23a Percentage of tobacco and NVP retailers given advice
- PI 24a Percentage of tobacco and / or NVP retailers who failed an integrity test purchase

Staffing and staff development

- PI 14 Average number of hours per officer per annum on continued professional development
- PI 17b Days per employee short term staff absence (all trading standards employees)
- PI 18b Days per employee staff absence (including long term absence) (all trading standards employees)

Transport Operations & Vehicle Maintenance

Performance indicators 2022-23

Qualitative performance indicators

- PI 66b Number of weighted vehicles (units - adjusted for direct maintenance) maintained per fitter per annum
- PI 72b Number of weighted vehicles (units - adjusted for direct maintenance) maintained per fitter per annum (excluding miscellaneous group)
- PI 67a Percentage staff absence (fitters / tradespeople) - Excluding Scotland
- PI 67b FTE staff absence days (fitters / tradespeople) - Scotland only
- PI 68 Number of days hire vehicles used (per vehicle on fleet) to cover for vehicles in workshop (fair wear & tear)
- PI 70b Quality assurance and stakeholder consultation
- PI 71 Human resources and people management
- PI 78 Good practice and consultation

Transport operations performance indicators

- PI 73b Percentage of vehicles passing DVSA test first time (DVSA statistics)
- PI 74 Percentage of vehicles serviced within 7 days of schedule
- PI 110 Percentage of council vehicles requiring an operator licence
- PI 111 Number of PG9 notices issued by DVSA per 100 council vehicles
- PI 116 Number of motor vehicle accidents/incidents reported per 100 vehicles

Environmental performance indicators

- PI 140 Tonnes of CO2 produced from all petrol vehicles
- PI 141 Tonnes of CO2 produced from all diesel vehicles
- PI 142 Tonnes of CO2 produced from all LPG (liquid petroleum gas) vehicles
- PI 143 Tonnes of CO2 produced from all carbon fuel based vehicles

Group 1 vehicles - cars and car derived vans

- PI 27 Annual maintenance cost per weighted vehicle
- PI 118 Percentage of maintenance cost attributable to non fair wear & tear
- PI 128 Labour input hours (fair wear and tear) per weighted vehicle (adjusted for direct maintenance)

Group 2 vehicles - vans up to 3,500kg GVW

- PI 28 Annual maintenance cost per weighted vehicle
- PI 119 Percentage of maintenance cost attributable to non fair wear & tear
- PI 129 Labour input hours (fair wear and tear) per weighted vehicle (adjusted for direct maintenance)

Group 3 vehicles - trucks and tippers up to 3,500kg GVW

- PI 29 Annual maintenance cost per weighted vehicle
- PI 120 Percentage of maintenance cost attributable to non fair wear & tear
- PI 130 Labour input hours (fair wear and tear) per weighted vehicle (adjusted for direct maintenance)

Group 4 vehicles - vans, trucks and tippers 3,501 to 7,500kg GVW

- PI 30 Annual maintenance cost per weighted vehicle
- PI 121 Percentage of maintenance cost attributable to non fair wear & tear

Transport Operations & Vehicle Maintenance

PI 131 Labour input hours (fair wear and tear) per weighted vehicle (adjusted for direct maintenance)

Group 5 vehicles - vans, trucks and tippers 7,501 to 18,000kg GVW

PI 31 Annual maintenance cost per weighted vehicle

PI 122 Percentage of maintenance cost attributable to non fair wear & tear

PI 132 Labour input hours (fair wear and tear) per weighted vehicle (adjusted for direct maintenance)

Group 7 vehicles - minibuses up to 17 seater

PI 33 Annual maintenance cost per weighted vehicle

PI 123 Percentage of maintenance cost attributable to non fair wear & tear

PI 133 Labour input hours (fair wear and tear) per weighted vehicle (adjusted for direct maintenance)

Group 8 vehicles - medium coaches including welfare accessible buses

PI 34 Annual maintenance cost per weighted vehicle

PI 124 Percentage of maintenance cost attributable to non fair wear & tear

PI 134 Labour input hours (fair wear and tear) per weighted vehicle (adjusted for direct maintenance)

Group 9 vehicles - sweepers over 12,000kg GVW

PI 35 Annual maintenance cost per weighted vehicle

PI 125 Percentage of maintenance cost attributable to non fair wear & tear

PI 135 Labour input hours (fair wear and tear) per weighted vehicle (adjusted for direct maintenance)

Group 11 vehicles - 3 axle refuse collection vehicles with bin lift

PI 37 Annual maintenance cost per weighted vehicle

PI 126 Percentage of maintenance cost attributable to non fair wear & tear

PI 136 Labour input hours (fair wear and tear) per weighted vehicle (adjusted for direct maintenance)

Group 16 vehicles - sweepers up to 12,000kg GVW

PI 38 Annual maintenance cost per weighted vehicle

PI 127 Percentage of maintenance cost attributable to non fair wear & tear

PI 137 Labour input hours (fair wear and tear) per weighted vehicle (adjusted for direct maintenance)

Labour input hours (fair wear & tear) per weighted vehicle (adjusted for direct maintenance)

PI 138 Average labour input hours per weighted vehicle (all reporting groups)

Passenger transport performance indicators (all family groups)

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

Transport Operations & Vehicle Maintenance

Available on request performance indicators

- 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 14 Contract maintenance hire charge - supply and maintain (group 1)
- PI 15 Contract maintenance hire charge – supply and maintain (group 2)
- PI 16 Contract maintenance hire charge - supply and maintain (group 3)
- PI 17 Contract maintenance hire charge - supply and maintain (group 4)
- PI 18 Contract maintenance hire charge – supply and maintain (group 5)
- PI 20 Contract maintenance hire charge – supply and maintain (group 7)
- PI 21 Contract maintenance hire charge – supply and maintain (group 8)
- PI 22 Contract maintenance hire charge - supply and maintain (group 9)
- PI 24 Contract maintenance hire charge – supply and maintain (group 11)
- PI 25 Contract maintenance hire charge – supply and maintain (group 16)