

2010-11 performance indicators

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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 Square metres cleaned (large offices) per scheduled hour
- PI 12 Square metres cleaned (small offices) per scheduled hour
- PI 13 Square metres cleaned (all offices) per scheduled hour
- PI 10 Square metres cleaned (libraries) per scheduled hour
- PI 11 Square metres cleaned (secondary schools) per scheduled hour
- PI 23 Square metres cleaned (primary schools) per scheduled hour
- 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 of overall service 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 Square metres cleaned (public conveniences) per scheduled hour
- 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 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 31 Percentage of creditor invoices paid within 30 days
- 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

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)

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

Performance indicators (Stores operations)

- PI 74 Total number of lines held in stores
- 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 annual letting hours attributable to target groups - youth and children
- PI 40 Percentage of annual letting hours attributable to target groups - lifelong learning
- PI 41 Percentage of annual letting hours attributable to target groups - health and healthy living
- PI 42 Percentage of annual letting hours attributable to target groups - sports and arts development
- PI 43 Percentage of annual letting hours attributable to target groups - arts development
- PI 44 Percentage of 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

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

- PI 42 Percentage of sports development staff hours targeted to high priority areas
- PI 43 Percentage of sports development usage in high priority areas

Cultural services performance indicators

- PI 31 a Subsidy per head (museums and galleries users)
- PI 31 b Subsidy per head (arts activity users)
- PI 31 c Subsidy per head (library users)
- PI 32 a Usage per head of population (museums and galleries)
- PI 32 b Usage per head of population (arts activities)
- PI 32 c Usage per head of population (libraries)

Civic, cultural and community venue performance indicators

- PI 36 Aggregate spending on civic, cultural and community venues as a percentage of CLS budget
- PI 37 Civic, cultural and community venue based income as a percentage of total service income
- PI 38 Civic, cultural and community venues operational recovery ratio

Children's play performance indicators

- PI 33 Playgrounds per 1,000 children
- PI 34 Average NPFA play value score of children's playgrounds
- PI 35 Spend per head of population under 14 (children's play)

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 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 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 57 Dedicated all age schools free meal uptake (all authorities)
- 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 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 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 58 Dedicated all age schools paid meal uptake (all authorities)
- PI 36d All meal uptake (secondary schools)
- PI 36e All meal uptake (primary and special schools)
- 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)
- PI 12 Total cost per lunchtime meal (including CEC)
- 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

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)

Highways and winter maintenance

Highways key performance indicators

- PI 03 Damaged roads and pavements made safe within target time
- PI 201a Percentage staff absence front line manual operatives
- PI 202a Percentage staff absence - all staff
- PI 203a Community consultation and quality assurance
- PI 204a Human resources and people management
- PI 207a Number of days lost through reportable accidents per FTE employee
- PI 208a Customer satisfaction surveys

Highways secondary performance indicators

- 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 02e Condition of all non principal roads (Scotland only)
- PI 15 Percentage of total highways function cost (revenue and capital) spent directly on highways repairs
- PI 16 Percentage of actual maintenance expenditure which is planned/proactive
- PI 17 Percentage of actual maintenance expenditure that is reactive
- PI 23 Percentage of highways fabric maintenance expenditure that was spent on carriageways
- PI 24 Percentage of highways fabric maintenance expenditure that was spent on footpaths
- PI 28 Number of category one defects per km of maintained road
- PI 29 Percentage change in number of category one defects
- PI 30 Number of accidents reported to HSE per 100 FTE employees
- PI 205a Staff absence – front-line manual operatives (excluding long-term absence)
- PI 206a Staff absence – all employees (excluding long-term absence)
- PI 31 Percentage change in number of non-repudiated third party claims in last 3 years compared to previous 3 year period

Winter maintenance key performance indicators

- PI 107 Annual cost of salting per km of network salted
- PI 115 Cost of salting per km of road treated (planned routes)
- 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 201b Staff absence (front line manual operatives)
- PI 202b Staff absence (all staff)
- PI 203b Community consultation and quality assurance
- PI 204b Human resources and people management
- PI 207b Number of days lost through reportable accidents per FTE employee
- PI 208b Customer satisfaction surveys

Winter maintenance secondary performance indicators

- 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
- 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 management fees and contract subsidy
- PI 09a Trading profit/loss
- PI 09b Trading profit/loss excluding management fees and contract subsidy
- PI 10a Gross profit/loss
- PI 10b Gross profit/loss excluding management fees and contract subsidy

Other cost and ratio performance indicators

- PI 11 Front line staff costs as a 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 18	Playgrounds per 1,000 children
PI 36	Number of dog fouling penalty notices issued

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

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
- 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)
- PI 42 ENCAMS LEQSE score achieved

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 41 Number of educational/publicity campaigns organised or supported
- 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

Street lighting

Key performance indicators

- PI 01a Average cost of maintaining street light
- PI 01b Average cost of maintaining street lights excluding bulk/capital replacement
- PI 02 Percentage of street lamps not working as planned
- PI 03 Percentage of lamps restored to working condition within 7 days
- PI 18b Average annual electricity consumption per street light
- PI 35 Actual capital investment as a percentage of planned
- PI 36 Depreciated replacement cost (DRC) as a percentage of gross replacement cost (GRC)

Secondary performance indicators

- PI 04 Average time to repair lamps (authority only)
- PI 05 Average time to repair lamps (electricity supplier)
- PI 06a/b Energy cost per street lamp and cost per street lamp and illuminated sign
- PI 11 Percentage staff absence (front line staff)
- PI 12 Percentage staff absence (all staff)
- PI 13 Quality assurance and community consultation processes
- 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)
- PI 18a Average lamp circuit wattage
- PI 19 Percentage of street lamps that are controlled by electronic gear
- PI 20 Average time to restore lamps to working order
- PI 21 Percentage of faults repaired by regional electricity supplier
- PI 22 Percentage of faults repaired by regional electricity supplier within SLA/agreed timescale
- PI 23 Percentage of works orders (excluding faults) completed by regional electricity supplier
- PI 24 Percentage of works orders (excluding faults) completed by regional electricity supplier within SLA/agreed timescale
- PI 25 Number of accidents reported to HSE per 10 FTE employees
- PI 26 Customer satisfaction performance indicator
- PI 27 Public telephone calls/contacts as a percentage of faults
- PI 28 Public telephone calls/contacts as a percentage of street lights
- 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
- PI 33 Average cost of repairing routine faults
- PI 34 Individual cost of night inspecting a street light
- PI 37 CO2 emissions (tonnes) per head of population
- PI 38 Percentage of street lamps that are dimmable or part night lighting

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
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 and 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 and 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)