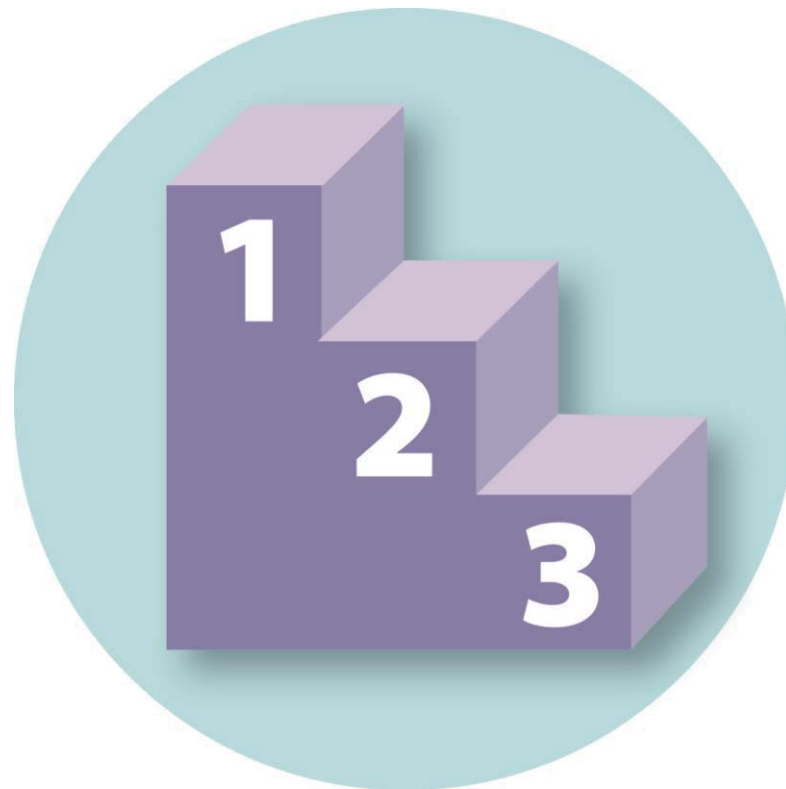


Market operations

ES_bWwWadF

Performance indicator standings



Whole service comparison

Market operations PI standings

**Name of authority
PIN**

**Sample Authority
90999 Sample Market**

Performance indicator

	Number in service	Highest in service	Average for service	Lowest in service	Your output/score	Standing in service	Top quartile mark	Quartile achieved	Ten percentile mark	High / Low / Neutral
Performance indicators										
PI 02a - Occupancy levels (percentage of units let / units available)	15	100.00%	72.81%	34.04%	68.16%	8	99.95%	2	99.99%	H
PI 06a - Percentage of businesses new to the market during the year	16	35.29%	9.74%	0.00%	0.00%	1	2.86%	1	0.00%	L
PI 07a - Percentage of businesses leaving the market during the year	13	20.59%	10.21%	0.00%	9.09%	6	5.45%	2	1.62%	L
PI 08a - Recycling rates	8	69.21%	48.07%	33.54%	33.95%	7	66.67%	4	67.43%	H
PI 13a - Quality assurance and consultation processes	20	92	41.75	6	92	1	71	1	92.00	H
PI 14a - Human resources and people management processes	20	82	48.00	11	73	4	73	1	80.20	H
PI 17a - Customer satisfaction surveys undertaken	4	100%	96%	95%	95%	2	-	-	99%	H
Financial performance indicators										
PI 01b - Financial performance (percentage over/under financial target) - excluding CECs	13	538.58%	-160.25%	-1255.65%	-1255.65%	1	-165.35%	1	-500.30%	L
PI 09a - Cost per square metre cleaned	11	£56.10	£28.49	£11.36	£23.52		£12.20		£11.86	
PI 11a - Staff costs as a percentage of total cost	14	47.89%	37.06%	25.28%	34.42%	-	-	-	-	N
PI 12a - CEC as a percentage of total cost	16	28.30%	11.62%	0.80%	15.25%	-	-	-	-	N
PI 16a - Waste disposal cost as a percentage of total cost	10	11.63%	5.47%	2.18%	5.18%	-	-	-	-	N
PI 19a - Advertising and marketing costs as a percentage of total costs	9	2.32%	1.41%	0.39%	1.29%	-	-	-	-	N

Notes:

- The authority will only be ranked in family group if it has shown an output / score within the set parameters for the performance indicator.
- Quartile / percentile marks are only shown for those performance indicators for which there is a desirable achievement.
- Quartile marks are only shown for those performance indicators for which there are a minimum of 8 outputs / scores within the set parameters.

Whole service comparison

Market operations PI standings

Name of authority
PIN

Sample Authority
90999 Sample Market

Performance indicator

Performance indicator	Number in service	Highest in service	Average for service	Lowest in service	Your output/score	Standing in service	Top quartile mark	Quartile achieved	Ten percentile mark	High / Low / Neutral
Indoor market only performance indicators										
PI 03a - Void levels (indoor)	8	21.00%	4.75%	0.00%	4.48%	6	0.01%	3	0.00%	L
PI 04b - Void turnaround times (days) (indoor)	6	2	1.20	0			-		0	L
PI 15a - Number of indoor market visits per operating day	8	7,354	4,451	1,250	6,859	2	6859.43	1	7008	H
PI 15b - Number of indoor market visits per trader	8	39,474	27,895	11,471	26,822	5	38032.20	3	38465	H
PI 15c - Number of indoor market visits per lettable unit	8	23,353	13,902	7,075	10,409	5	22058.82	3	22447	H
PI 15d - Number of indoor market visits per let unit	7	67.94	45.26	23.12	50.07	3	-	-	67.14	H
PI 15e - Number of indoor market visits per head of population	7	5.29	3.01	0.78	4.00	2	-	-	4.52	H
Staffing Performance Indicators										
PI 10a - FTE staff per 1,000 square metre of trading area	17	15.25	4.24	0.58	0.92	-	-	-	-	N
PI 18a - Percentage staff absence	14	6.60%	2.39%	0.00%	3.04%	9	0.00%	3	0.00%	L

Notes:

- a. The authority will only be ranked in family group if it has shown an output / score within the set parameters for the performance indicator.
- b. Quartile / percentile marks are only shown for those performance indicators for which there is a desirable achievement.
- c. Quartile marks are only shown for those performance indicators for which there are a minimum of 8 outputs / scores within the set parameters.