

# Performance indicators

2024-25

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## Performance indicators 2024-25

### 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 44a	Ratio of square metres to annual scheduled hours (LA only, DAA 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
PI 41a	Environmental sustainability
PI 42a	Recruitment & retention
PI 43a	Proportion of unpaid staff absence to paid staff hours

### 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)

# Building Cleaning

## 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
- 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 2024-25

### 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
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### 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 2024-25

### 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 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 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 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 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)

## Catering Services

- 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 47 Subsidy 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 70a Front line staff costs as a percentage of total staff costs
- 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 53 Primary and special school breakfast 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

## Catering Services

### **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

### **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 69a    [Percentage of schools that use disposable cutlery/crockery which is environmentally friendly](#)
- PI 56     Percentage of schools that have set targets for reductions in energy consumption
- PI 68a    [Environmental sustainability](#)



# Cemetery and Crematorium Services

## Performance indicators 2024-25

### 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 (excluding NVF)
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)

## Cemetery and Crematorium Services

PI 10g	Total (gross) cost per disposal (cremations) (excluding CEC)
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 2024-25

### 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)
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

## Core Highways

### 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
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

### Performance indicator list 2024-25

**A = proposed award PI**

#### Whole service

PI 40 table	Total investment in Environmental Health service (Management, Operational staff, admin staff, Transport, Premises, Supplies & services, Subcontractors, Departmental admin, Income)
PI 41 table	Net investment by service areas
PI 01a	Net investment in service per head of population <b>A</b>
PI 02a	Inspection/operational staff cost per head of population
PI 03a	Total staff cost as a percentage of total expenditure
PI 04a	Total transport cost as a percentage of total expenditure
PI 05a	Total income as a percentage of total expenditure <b>A</b>
PI 06a	Customer satisfaction score <b>A</b>
PI 08a	Percentage staff absence (excl Scotland)
PI 08b	Percentage staff absence - (excluding long term absence) (excl Scotland) <b>A</b>
PI 09a	Staff absence days per FTE – Scotland only
PI 09b	Staff absence days per FTE – Scotland only (excluding long term) <b>A</b>
PI 18a	FTE staff resources by Env Health service area - Table

#### Food

PI 17b	Net investment in food service per head of population
PI 10a	Net investment in food hygiene service per head of population (excl Scotland)
PI 10b	Net investment in food standards service per head of population (excl Scotland)
PI 60a	Net investment in food hygiene service per operating food business (excl Scotland)
PI 11a	Total number of category A, B and C premises per FTE (excl Scotland)
PI 12a	Total number of inspections (category A – E premises) per FTE (excl Scotland)
PI 12b	Total number of inspections (category A – C premises) per FTE (excl Scotland) <b>A</b>
PI 64a	Percentage of compliant food premises (awarded a rating of 3, 4 or 5 under FHRS) (excl Scotland)
PI 13a	Number of broadly compliant premises as a percentage of all premises (excl Scotland)
PI 14b	Percentage of food premises assessed and awarded rating 1-5 under FHRS (excl Scotland)
PI 15a	Number of suspected food poisoning cases report per 1,000 premises (excl Scotland)
PI 15b	Number of confirmed food poisoning cases report per 1,000 premises (excl Scotland)
PI 67a	Percentage of food poisoning cases reported that were confirmed (excl Scotland)
PI 15c	Number of food poisoning notifications per 1,000 premises – Scotland only
PI 16c	Number of other food complaints (excluding food poisoning) per 1,000 premises – Scotland only
PI 16d	Number of food hygiene complaints (excluding food poisoning) per 1,000 (excl Scotland)
PI 16e	Number of food complaints (including food poisoning) per 1,000 premises (excl Scotland)
PI 16f	Number of food complaints per premises (excl Scotland)
PI 16g	Number of food complaints (including food poisoning) per 1,000 premises – Scotland only
PI 24a	Number of inspections, interventions and revisits per 1,000 premises (all premises) – excl Scotland

## Environmental health

- PI 24b Number of inspections, interventions and revisits per 1,000 premises (Category A, B & C premises only) - (excl Scotland)
- PI 25a [Number of inspections, re-audits, re-inspections and other interventions per 1,000 premises \(all premises\) \(excl Scotland\)](#)
- PI 26a [Number of inspections, re-audits, re-inspections and other interventions per FTE \(all premises\) \(excl Scotland\)](#)
- PI 27a Number of inspections, interventions and revisits per 1,000 premises (all premises) (Scotland only)
- PI 27b Number of inspections, interventions and revisits per 1,000 premises (Group 1 & 2 premises only) (Scotland only)
- PI 27c Number of inspections, interventions and revisits per 1,000 Band E premises (all Band E premises) (Scotland only)
- PI 27d Number of inspections, interventions and revisits per 1,000 Band E premises (Group 1 & 2 premises only) (Scotland only)
- PI 27e Number of inspections, interventions and revisits per 1,000 Band D & E premises (all Band D & E premises) (Scotland only)
- PI 27f Number of inspections, interventions and revisits per 1,000 Band D & E premises (Group 1 & 2 premises only) (Scotland only)
- PI 28a Number of inspections, interventions and revisits per FTE (all premises) (Scotland only)
- PI 28b Number of inspections, interventions and revisits per FTE (Group 1 & 2 premises only) (Scotland only)
- PI 28c Number of inspections, interventions and revisits per FTE (Group 1 & 2 Band D & E premises only) (Scotland only) **A**

## Health and safety

- PI 19a Number of proactive inspections, non-inspection interventions and reactive visits per FTE **A**
- PI 19b Number of proactive inspections, non-inspection interventions and reactive visits per "premises within jurisdiction" – Scotland only
- PI 21a Total number of premises within H&S jurisdiction per FTE – Scotland only
- PI 22a Number of proactive premise inspections as a percentage of total premises within jurisdiction – Scotland only
- PI 23a Number of non-inspection interventions as a percentage of total premises within jurisdiction – Scotland only **A**
- PI 61a [Percentage of public safety complaints are dealt with within your target response time \(excl Scotland\)](#)
- PI 72a Percentage of investigations that were mandatory – excl Scotland
- PI 73a Other health and Safety complaints procedure percentage score

## Noise, ASB and Community Protection

- PI 29a Net investment in noise service per head of population (excluding ASB) – Scotland only
- PI 29b [Net investment in ASB noise service per head of population – Scotland only](#)
- PI 37a Net investment in community protection and antisocial behaviour service per head of population (excl Scotland)
- PI 30a Percentage of ASB noise complaints received requiring attendance on site
- PI 31a [Percentage of noise \(excl ASB\) complaints resolved without need for attendance \*\*A\*\*](#)
- PI 32a [Percentage of noise \(excl ASB\) complaints received requiring attendance on site](#)
- PI 33a Percentage of ASB noise complaints received that were dealt with under the antisocial behavior act (Part V) in Scotland – Scotland only
- PI 34a Average time (in days) to respond to service requests (noise excl ASB) where a visit was necessary from the date of receipt – Scotland only

## Environmental health

- PI 35a Average time (in hours) to respond to ASB service requests where a visit was necessary from the time/date of receipt – Scotland only
- PI 39a Average time (in days) to respond to service requests (noise) where a visit was necessary from the date of receipt (excl Scotland)

### Enforcement

- PI 36 Table - Notices and fly tipping
- PI 38 Table - Nuisance vehicles reported, inspected, assessed as abandoned, removed and notices issued
- PI 42a Number of incidents of fly-tipping/dumps per 1,000 households
- PI 42b Percentage change in incidents of fly-tipping/dumps (from previous year)
- PI 42c Percentage change in incidents of fly-tipping/dumps (from two years before)

### Public Health / Environmental nuisances / Environmental protection / Statutory nuisance

- PI 43a Number of Public Health / Environmental nuisances / Environmental protection / Statutory nuisance service requests where further investigation was required per FTE
- PI 43b Percentage of Public Health / Environmental nuisances / Environmental protection / Statutory nuisance service requests where further investigation was required
- PI 44a Percentage of service requests which required an urgent response which were responded to within target time **A**
- PI 45a Percentage of communicable diseases notifications dealt with within target time **A**
- PI 46a Net investment in Public Health / Environmental nuisances / Environmental protection / Statutory nuisance service per head of population
- PI 47a Percentage of confirmed nuisances resolved formally
- PI 47b Percentage of confirmed nuisances resolved informally **A**
- PI 48a Average number of days taken to resolve confirmed nuisances (those dealt with informally)
- PI 48b Average number of days taken to resolve confirmed nuisances (those dealt with formally)
- PI 49a Number of smoking FPNs issued per 1,000 head of population

### Other performance indicators

- PI 50a Percentage of CL FTE resources that were allocated to operational staff involved in development management
- PI 50b Percentage of CL FTE resources that were allocated to operational staff involved in Part IIA investigation strategy implementation
- PI 51a Number of service requests received per FTE allocated to Housing
- PI 52a Number of service requests received per FTE allocated to Pest Control
- PI 53a Percentage of Animal Health service requests dealt with within target time **A**
- PI 54a Number of service requests received per FTE allocated to Animal Health
- PI 55a Number of service requests received per FTE allocated to Licensing Standards enforcement
- PI 56a **Percentage of planned programmed visits to licensed premises which were completed**  
**A**
- PI 57a **Number of service requests received per FTE allocated to Landlord Registration**
- PI 58a Percentage of Environmental health FTE allocated to Planning Consultation (excl Scotland)
- PI 59a Percentage of Environmental health FTE allocated to commercial business (excl Scotland)



# Parks, open spaces & horticultural services

## Performance indicators 2024-25

### 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
PI 29a	<a href="#">Environmental sustainability</a>

### 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 overall service per 1,000 head of population (excluding CEC)
PI 24a	<a href="#">Percentage of operational grounds maintenance investment covered by discountable income and external funding</a>



## Parks, open spaces & horticultural services

### 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
- 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
- PI 56a Percentage change in number of Third-party claims settled
- PI 56b Percentage change in value of all Third-party claims settled
- PI 57a Estimated number of inspections to ensure public safety for users of parks / other open spaces / play areas / other pathways per 1000 head of population
- PI 57b Estimated cost of inspections to ensure public safety for users of parks / other open spaces / play areas / other pathways per household
- PI 58a Total percentage of tree canopy (entire local authority area)
- PI 58b Percentage of safety rectification tree works completed within the given response time
- PI 58c Percentage of new / replacement trees (planted within the last three years) which have survived
- PI 24a Percentage of operational grounds maintenance investment covered by discountable income and external funding

## Performance indicators 2024-25

### 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
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

# Refuse collection

## 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 2023-24

### 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

- 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

#### Financial performance indicators

- PI 15b Percentage of total carriageways function cost (revenue and capital) spent directly on carriageway repairs
- PI 15e Percentage of total carriageways investment (revenue and capital) spent directly on carriageways repairs (excluding CEC)
- PI 42a Total carriageway maintenance expenditure by carriageway network length (6.1.01)

# Roads highways asset management

- 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 percentage 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

- 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)

# Roads highways asset management

- 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)

## 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

# Roads highways asset management

## 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

- 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 2023-24

### 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 – **DNU**
- PI 20d Overall satisfaction level with value for money – **DNU**
- 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 62a 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 – **DNU**
- 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) – **DNU**
- 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 – **DNU**
- 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) – **DNU**
- PI 58d Percentage change in water cost (current year vs previous year) – **DNU**

## 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

## Performance indicators 2024-25

### 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 39b 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 over flowing
- 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 09a Discountable income generated as percentage of operational expenditure
- PI 14 Cost per gully per annum
- 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

# Street cleansing

## 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 26a Percentage of reported fly-tipping incidents responded to within target time
- PI 27a Percentage of all fly-tipping incidents responded to / dealt with within target time
- PI 28a Percentage of bins which have been single / double wrapped
- 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 reported fly-tipping incidents (current year vs last year)
- PI 52b Percentage change in reported fly-tipping incidents (current year vs 2 years ago)
- PI 52c [Percentage change in all fly-tipping incidents responded to / dealt with within target time \(current year vs previous year\)](#)
- PI 52d [Percentage change in all fly-tipping incidents responded to / dealt with within target time \(current year vs 2 years ago\)](#)
- 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

## Performance indicators 2024-25

### 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 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
- 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

# Street lighting

## 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

### Performance indicators 2024-25

#### Key performance indicators

- PI 01a Hectares of maintained public open space per 1,000 head of population
- PI 17b Hectares maintained per FTE employee
- PI 04b Fly tipping, litter and dog fouling: tables
- PI 05b Inspection standards: tables
- PI 10b Number of litter offence fixed penalty notices issued per 1,000 head of population
- PI 11b Community / customer surveys undertaken (Street cleansing)
- PI 11d Community / customer surveys undertaken (Parks)
- PI 22b APSE Customer Satisfaction surveys undertaken (Street Cleansing)
- PI 22d APSE Customer Satisfaction surveys undertaken (Parks)
- PI 12b Percentage of streetscene waste recycled
- PI 14b HR and People Management processes (Streetscene)
- PI 14c HR and People Management processes (Parks)
- PI 14d HR and People Management processes (Street Cleansing)
- PI 15b QA and Consultation processes (Parks)
- PI 15d QA and Consultation processes (Street Cleansing)
- PI 18b Quality Inspection Surveys indicator (Street Cleansing)
- PI 19b Street Cleansing Quality KPI
- PI 20b Parks Quality KPI
- PI 21b Environmental Practices (Parks)
- PI 23b Percentage of sites surveyed falling below grade b for cleanliness (England only)
- PI 24b Percentage of sites surveyed falling below grade b for cleanliness (England only)-  
(Using LeqsPro with reduced number or other survey system)
- PI 25b Percentage of sites surveyed which were assessed as acceptably clean by Keep Wales Tidy (Wales only)
- PI 26b Percentage of sites surveyed which were assessed as acceptably clean by Keep Scotland Beautiful (Scotland only)

#### Financial performance indicators

- PI 02b All staff costs as a percentage of total expenditure
- PI 03b Front line staff costs as a percentage of total expenditure
- PI 03d Management staff costs as a percentage of total staff costs
- PI 16b Cost of core streetscene service per household (excluding CEC)
- PI 09b Transport costs as a percentage of total expenditure
- PI 06b Percentage of street cleansing budget allocated to education and publicity initiatives

#### Staff absence performance indicators

- PI 13a Percentage staff absence including long term – all staff - table
- PI 13b Percentage staff absence including long term - all staff – Streetscene
- PI 13c Percentage staff absence including long term - all staff – Parks
- PI 13d Percentage staff absence including long term - all staff - Street cleansing
- PI 13e Days staff absence per FTE including long term - all staff – Streetscene
- PI 13f Days staff absence per FTE including long term - all staff – Parks
- PI 13g Days staff absence per FTE including long term - all staff - Street cleansing

## Street scene

### **LAMS performance indicators**

PI L01b Percentage of sites classed as acceptable (litter) - Grounds maintenance

PI L01d Percentage of sites classed as acceptable (litter) - Street cleansing

PI L02b Percentage of sites classed as acceptable (combined litter and detritus) - Street cleansing

PI L03b Percentage of sites classed as acceptable - grounds maintenance only

## Trading standards

### Performance indicators 2024-25

#### Investment performance indicators

PI 01a	Gross investment in Trading Standards service per 1,000 head of population (excluding CEC)
PI 01b	Gross investment in Trading Standards service per head of population (excluding CEC)
PI 01c	Gross investment in Trading Standards service per household (excluding CEC)
PI 02a	Net investment in Trading Standards service per 1,000 head of population (excluding CEC)
PI 02b	Net investment in Trading Standards service per head of population (excluding CEC)
PI 02c	Net investment in Trading Standards service per household (excluding CEC)
PI 03a	Operational expenditure recovery ratio

#### Customer / consumer relations

PI 07a	Notifications / referrals / complaints - Table
PI 07b	Percentage of notifications resolved within target time
PI 08a	Business requests - Table
PI 08b	Percentage of business requests completed within target time

#### Inspection and intervention

PI 09a	Businesses / visits / compliance – Table
PI 09b	Percentage of pro-active visits completed within the reporting period
PI 09c	Percentage of non-compliant premises at time of visit
PI 20a	Percentage of tobacco and NVP retailers from whom at least one test purchase was made
PI 20b	Percentage of tobacco retailers from whom at least one test purchase was made
PI 20c	Percentage of 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 22b	Percentage of failures under initial test purchase of tobacco
PI 22c	Percentage of failures under initial test purchase of NVPs
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
PI 24b	Percentage of tobacco retailers who failed an integrity test purchase
PI 24c	Percentage of NVP retailers who failed an integrity test purchase
PI 25a	Percentage of tobacco and NVP integrity test purchases that failed (i.e. no age verification was requested)
PI 25b	Percentage of tobacco integrity test purchases that failed (i.e. no age verification was requested)
PI 25c	Percentage of NVP integrity test purchases that failed (i.e. no age verification was requested)
PI 26a	Percentage of tobacco / NVP retailers where a sale was made to age restricted persons
PI 26b	Percentage of tobacco retailers where a sale was made to age restricted persons
PI 26c	Percentage of NVP retailers where a sale was made to age restricted persons
PI 04a	Value of counterfeit goods seized per 1000 head of population
PI 04b	Value of counterfeit goods seized per operational FTE
PI 27a	Investigations and Enforcement - Table



## Trading standards

PI 27b	Number of intelligence items or entries logged onto IDB per operational FTE
PI 28a	Scam prevention – Table
PI 29a	Prevention and pro-active actions – Table
PI 30a	Alcohol / Knife / Other retailers – Table
PI 30b	Percentage of alcohol test purchases that failed (excluding Scotland)
PI 30c	Percentage of knife test purchases that failed (excluding Scotland)
PI 30d	Percentage of other test purchases that failed (excluding Scotland)

## Staffing and staff development

PI 14	Average number of hours per officer per annum on continued professional development
PI 17a	Percentage of employees absence from sickness / industrial injury for year (exc long term absence)
PI 17b	Days per employee short term staff absence (all trading standards employees)
PI 18a	Percentage of employees absence from sickness / industrial injury for year (inc long term absence)
PI 18b	Days per employee staff absence (including long term absence) (all trading standards employees)

# Transport Operations & Vehicle Maintenance

## Performance indicators 2024-25

### 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)