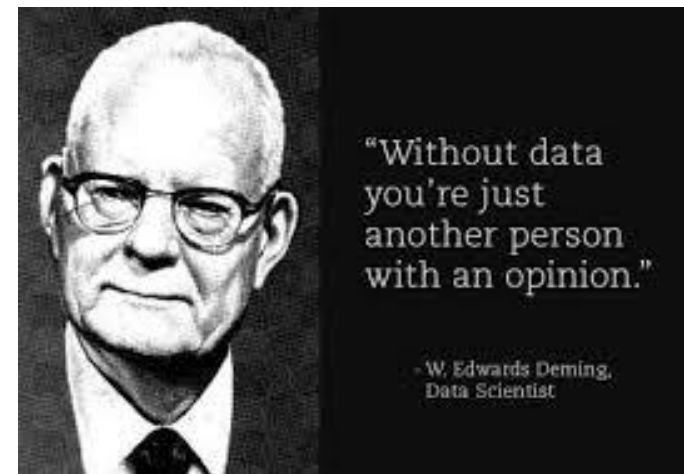


Performance in Highways, Lighting & Winter Maintenance



Why do councils benchmark?

- Monitoring the impact of change (e.g. re-organisation)
- Demonstrate value for money to stakeholders
- Demonstrate progression on carbon reduction/ecological actions
- Impact of service changes on cost, quality, productivity and customer satisfaction
- Learn how comparable local authorities are meeting the challenges
- Making decisions on how to change and transform your services
- Service reviews / efficiency savings
- To manage your services effectively



Performance Networks

- The largest public sector benchmarking service in the UK
- Used by over 200 authorities
- 25th year of data collection
- 19 service areas (including 4 inspection apps)
- Developed and reviewed by practitioners
- Range of cost, quality, productivity and outcome measures
- Like-for-like comparisons through profiling
- Independently validated
- Flexibility in comparisons)
- Monitoring progress on climate change



Building cleaning performance indicator standings: Family group report

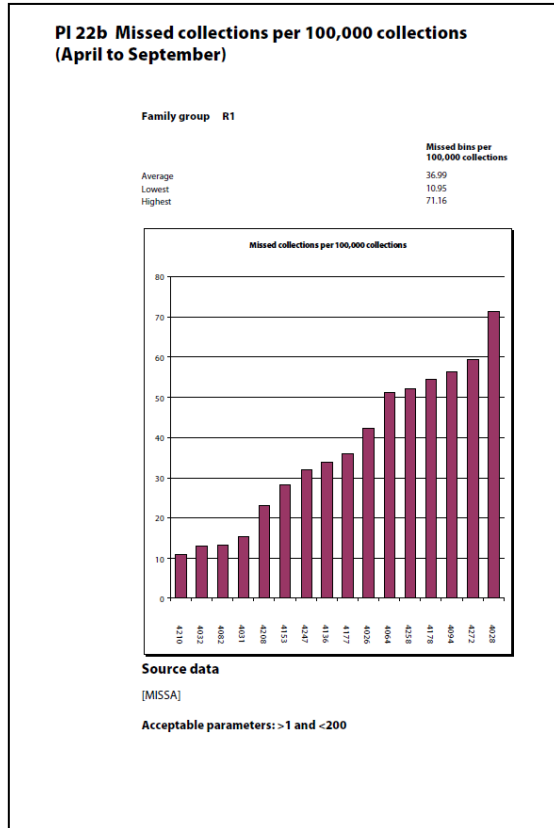
Name of authority **Sample Authority**
PIN **5999**
Family group **C1/2**

Performance indicator	Number in group	Highest in group	Average for group	Lowest in group	Your output/score	Standing in group	Top quartile mark	Quartile achieved	Ten percentile mark	High/Low/Neutral
Key performance indicators										
PI 01 - Cost per square metre for all areas cleaned (excluding CEC)	10	£22.23	£14.74	£8.60	£15.34	6	£11.34	3	£10.83	L
PI 02 - Cost per square metre for all areas cleaned (including CEC)	10	£22.37	£15.54	£9.12	£16.88	7	£11.59	3	£11.00	L
PI 09 - Ratio of square metres to annual scheduled hours (large offices)	7	1.27	1.05	0.84	1.19	3	-	-	1.25	H
PI 12 - Ratio of square metres to annual scheduled hours (small offices)	8	1.00	0.60	0.29	-	-	0.73	-	0.81	H
PI 13 - Ratio of square metres to annual scheduled hours (all offices)	11	1.79	1.08	0.66	1.22	3	1.22	1	1.25	H
PI 10 - Ratio of square metres to annual scheduled hours (libraries)	10	1.77	1.06	0.47	1.25	4	1.42	2	1.73	H
PI 11 - Ratio of square metres to annual scheduled hours (secondary schools)	8	1.47	1.02	0.79	0.79	8	1.37	4	1.40	H
PI 23 - Ratio of square metres to annual scheduled hours (primary schools)	9	1.29	0.93	0.66	0.66	9	0.98	4	1.22	H
PI 26 - Ratio of square metres to annual scheduled hours (special schools)	6	1.31	0.85	0.37	0.74	5	-	-	1.16	H
PI 16 - Total square metres (excluding outdoor areas) cleaned per FTE employee	11	2,071	1,625	1,450	1,554	7	1,710	3	1,740	H
PI 20a - Percentage staff absence (front line staff)	6	10.06%	5.53%	3.54%	5.12%	5	-	-	4.07%	L
PI 20c - FTE Staff absence days per FTE (front line staff) - Scotland	3	14.09	11.15	8.12	-	-	-	-	8.74	L
PI 24a - Percentage staff absence (all employees)	7	10.33%	4.67%	0.00%	5.00%	6	-	-	2.04%	L
PI 24c - Staff absence days per FTE (all employees) - Scotland	3	13.87	11.06	8.13	-	-	-	-	8.74	L
PI 22 - Customer satisfaction surveys	-	-	-	-	-	-	-	-	-	H
PI 14 - Quality assurance and consultation process	11	162	102.36	26	135	3	135	1	146	H
Other cost performance indicators										
PI 03 - Cost per FTE front-line employee	11	£22,936	£19,266	£15,985	£21,567	10	£18,221	4	£16,865	L
PI 17 - Front line staff cost per square metre cleaned (excluding outdoor areas)	9	£14.09	£12.32	£10.47	£13.65	7	£11.06	3	£10.91	L
PI 27 - Cost per scheduled input hour (excluding CEC)	5	£14.46	£12.61	£10.38	£11.61	2	-	-	£10.87	L
PI 06 - Cleaning materials cost as a percentage of total cost	9	4.77%	2.38%	1.22%	3.05%	-	-	-	-	N
PI 07 - Cleaning equipment cost as a percentage of total cost	11	2.59%	1.10%	0.13%	0.42%	-	-	-	-	N
PI 29 - Materials and equipment cost as a percentage of total cost	9	7.36%	3.61%	1.36%	3.46%	-	-	-	-	N
PI 32 - Charge per housing void cleaned	2	£106.74	£97.85	£88.97	£88.97	1	-	-	£90.75	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.

Performance Indicator Standings



Performance Graphs

apse performance networks

Environmental Health performance at a glance

Sample Authority **70999**

These pages show your authority's performance for each performance indicator against the current year average performance of your family group. Whether your result has improved or not from previous year is also shown. Icons are used to display this information and the idea of this report is that authorities can see 'at a glance' where improvements may need to be made. Where the box is blank, this indicates that there is no authority score available for this performance indicator or that there were less than three participants in this PI, meaning we are unable to produce a meaningful average score. The key to the icons are displayed below each table.

Performance indicators	Performance in current year	Improved since previous year?*
PI 01a Net cost of service per head of population	🔴	—
PI 01b Net cost of service per head of population (including CEC)	🔴	▲
PI 02 Inspection/operational staff cost per head of population	🔴	—
PI 05 Total income as a percentage of total expenditure	🟢	▲
PI 06 Customer satisfaction index	🟢	▲
PI 08a / PI 09a Staff absence (all staff)	🟢	▲
PI 08b / PI 09b Staff absence (excl long term)	▲	▲
Food hygiene performance indicators		
PI 10 Net cost of food hygiene service per head of population	🟢	▲
PI 12 Total number of inspections (category A to E premises) per FTE	🟢	▼
PI 13 Number of Broadly Compliant Premises as a percentage of all premises	🟡	▼
PI 14a / PI 14b Percentage of food premises assessed and awarded a pass under FHIS / a rating 1-5 under FHFS	🟢	—
PI 16a Number of food hygiene complaints (excluding food poisoning) per 1,000 premises	🔴	▼
Food standards performance indicators		
PI 16b Number of food standards complaints per 1,000 premises	🟢	▲
PI 17 Net cost of food standards service per head of population	🟢	▲
PI 19 Total number of inspections (category A - C premises) per FTE	🔴	▼
Health and safety performance indicators		
PI 20 Net cost of health and safety service per head of population	🟢	▲
PI 23 Number of non-inspection interventions as a percentage of total premises within jurisdiction	🟡	
Noise performance indicators		
PI 29a Net cost of noise service per head of population (excluding ASB)	🟢	▼
PI 34 Average time (in days) between time of complaint and attendance on site, for those requiring attendance	🟢	▲

Performance At A Glance

Considerations For Submitting Your Data

- Identify The “Responsible Officer “
- Identify Data Owners (different specialisms)
- Inform Data Owners Of Deadline Dates
- Finalise Your Methodology Identify data input
- Formulate Contingency Plan For Absence
- Attend Knowledge Exchange Meetings

Timetable 2022/23

January - March

Feedback and revisions to manuals and templates

April

Templates available

April – October

Data collection period

July 2024

Return deadline for data

September

Circulation of draft exclusion reports

August/September

Data Validation / Knowledge Exchange meetings

October 2024

Final deadline for amendments or additional data

November

Circulation of Performance Reports

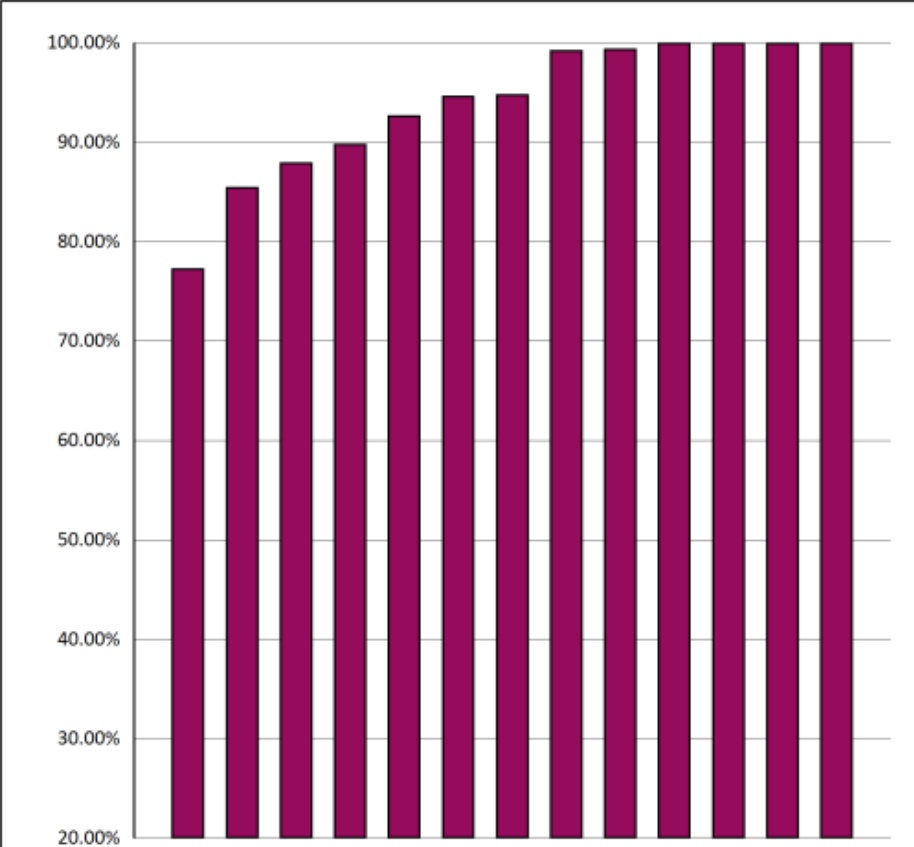
December 2023

Performance networks annual seminar / PN Awards

PI 03a Percentage of emergency (cat 1) defects made safe within response times

Family group H1

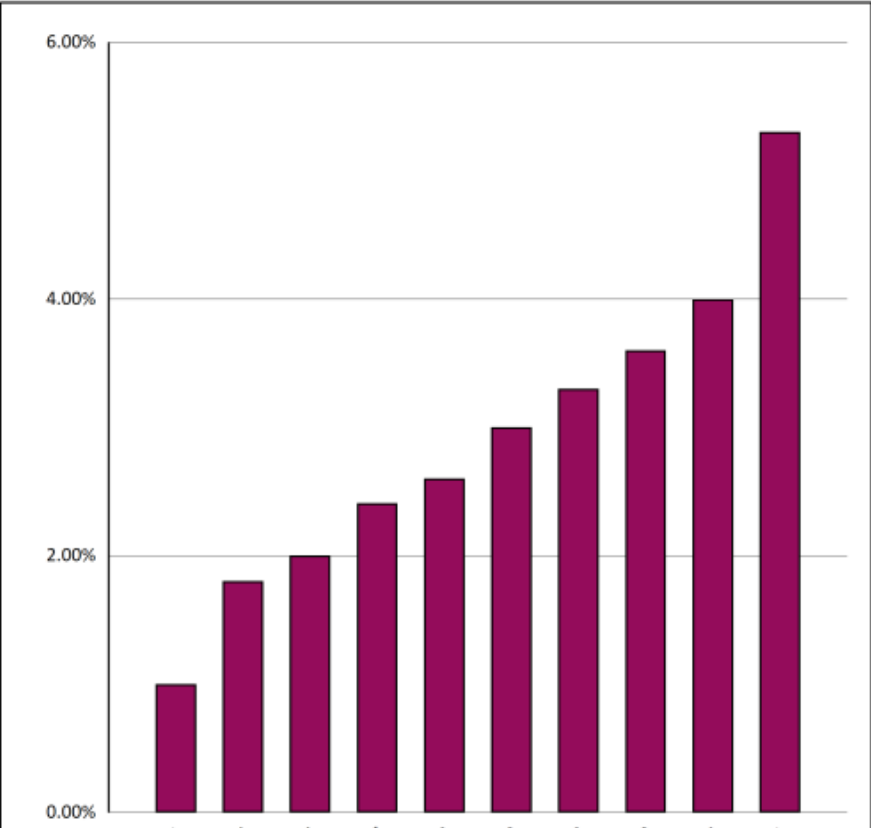
	Number of emergency defects	Incidents made safe	Percentage made safe
Average	344	302	93.97%
Lowest	1	1	77.32%
Highest	1,574	1,217	100.00%



PI 02b Condition of principal roads (England and Wales only)

Family group H1

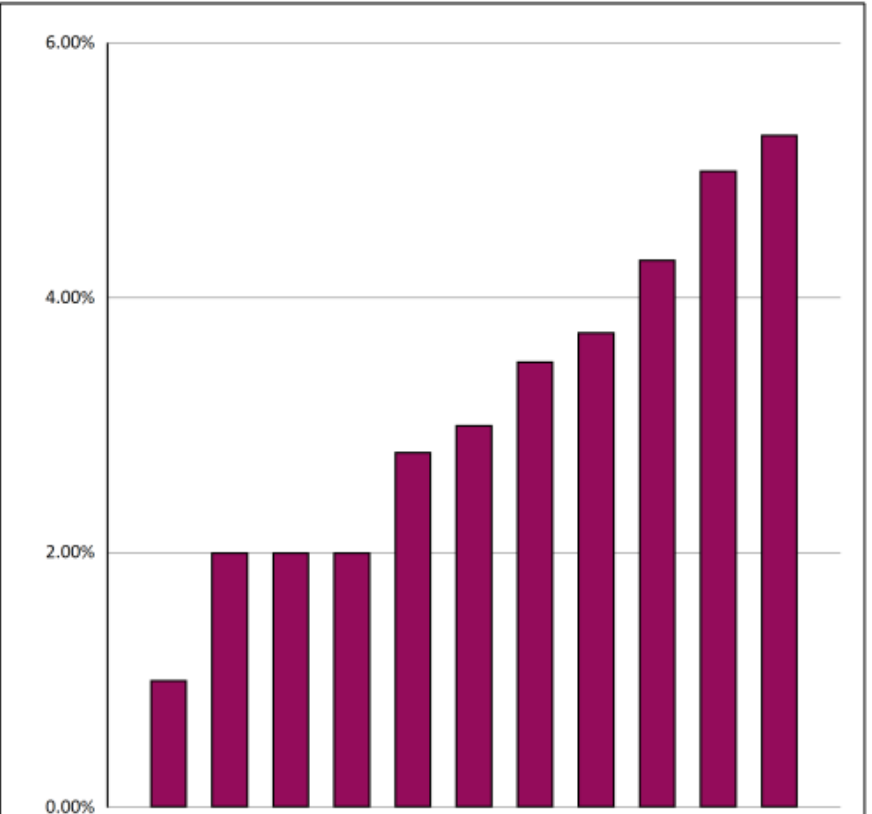
	Total Km of principal roads maintained	Percentage of principal roads where maintenance should be considered
Average	103.77	2.90%
Lowest	54.00	1.00%
Highest	138.30	5.30%



PI 02c Condition of all non principal roads (England and Wales only)

Family group H1

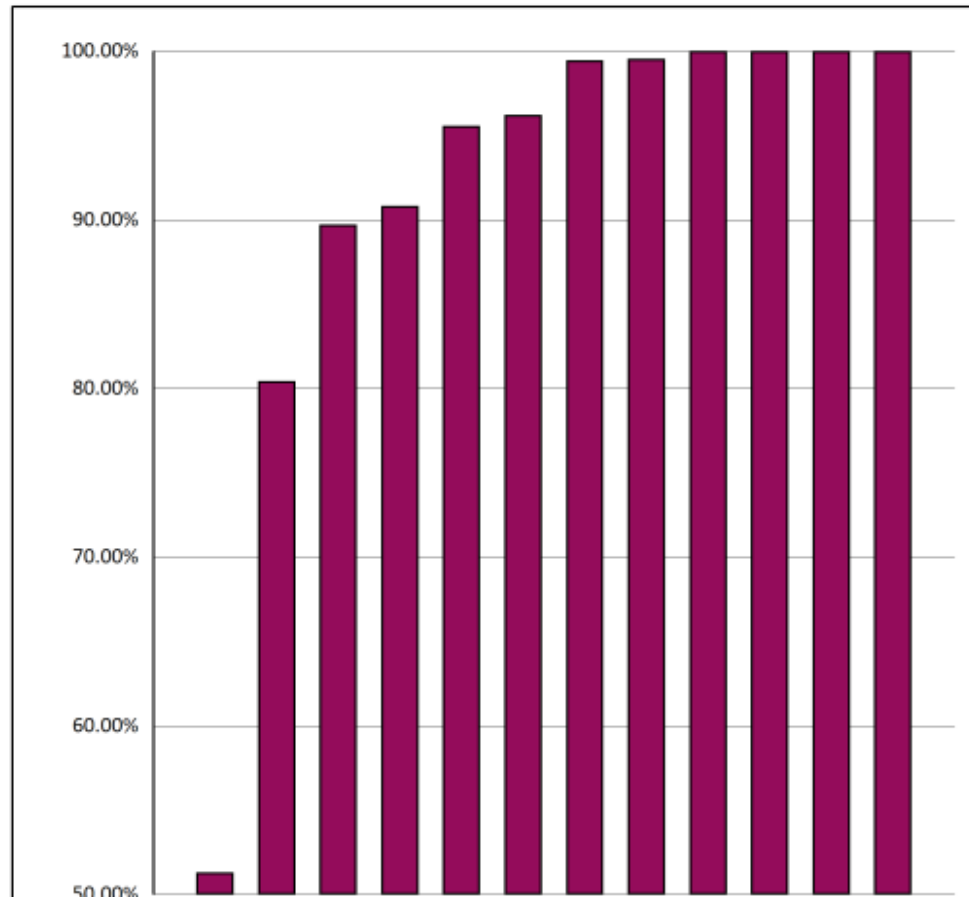
	Total Km of non-principal roads maintained	Percentage of all non principal roads where maintenance should be considered
Average	59.10	3.15%
Lowest	31.80	1.00%
Highest	102.10	5.28%



PI 39a Percentage of safety inspections completed on time

Family group H1

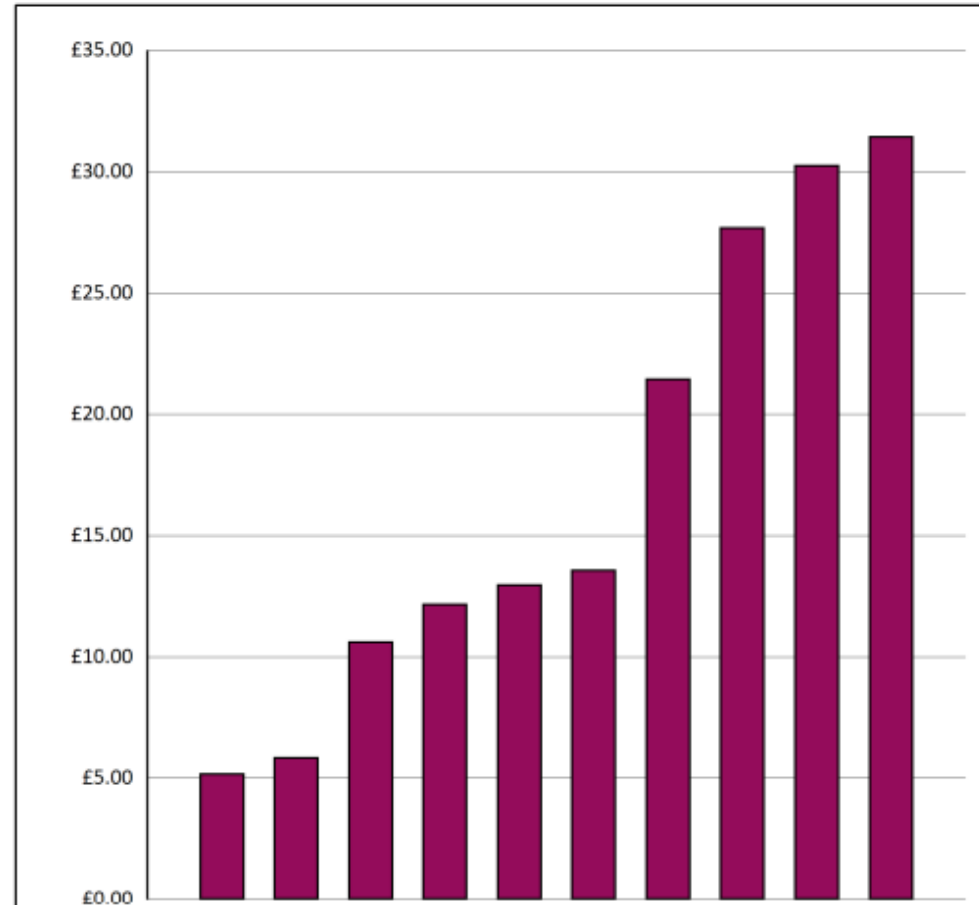
	Number of safety inspections	Number completed on time	Percentage on time
Average	8,280	7,327	91.92%
Lowest	68	61	51.29%
Highest	58,465	53,092	100.00%



PI 32 Service cost per gully

Family group H1

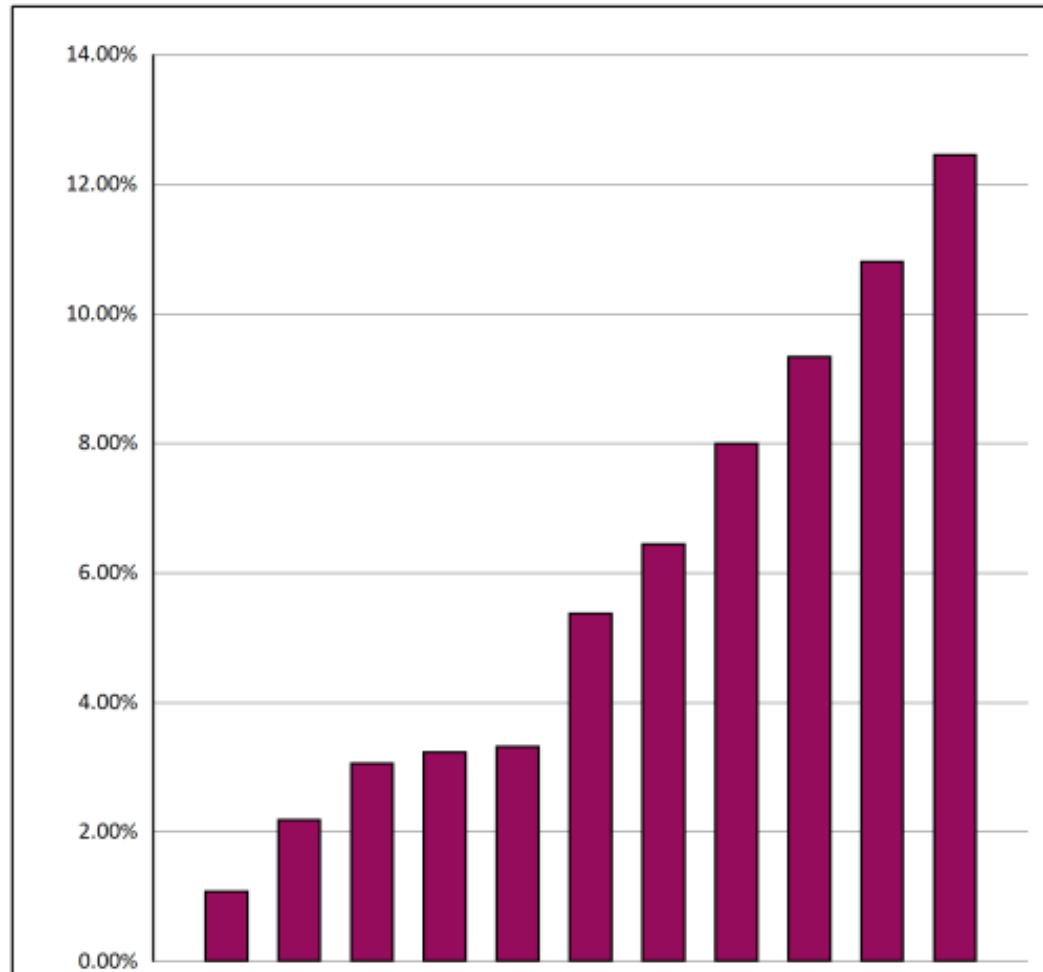
	Gullies emptied	Total cost	Cost per gully
Average	22,835	£301,388	£17.14
Lowest	6,299	£190,993	£5.19
Highest	36,823	£533,483	£31.46



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

Family group L3

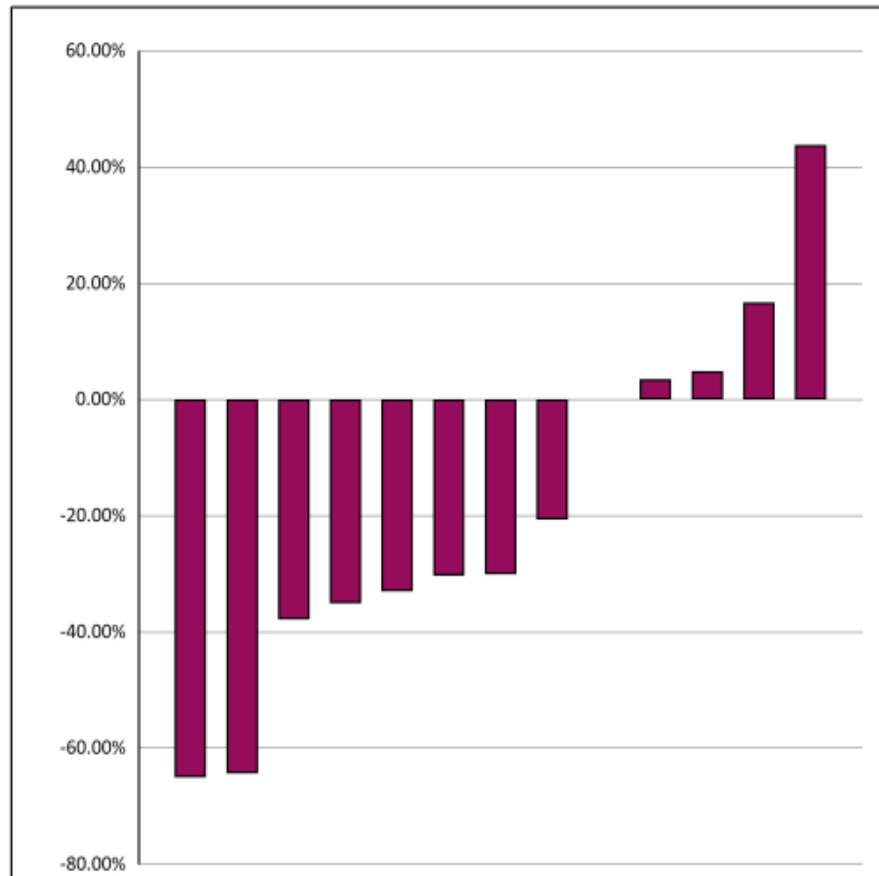
	Number of faults	Number of lights	Fault percentage
Average	2,422	36,774	5.95%
Lowest	281	13,158	1.10%
Highest	7,071	79,987	12.47%



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

Family group H1

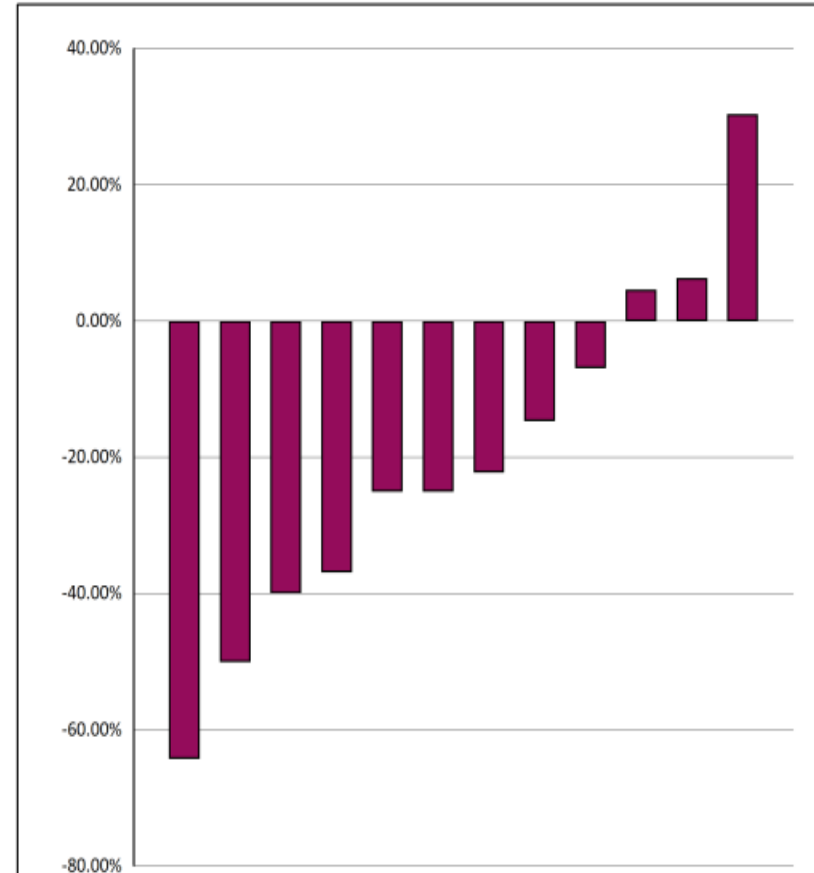
	2019/20 to 2021/22	2020/21 to 2022/23	Percentage change
Average	171	189	(19.00)%
Lowest	12	13	(64.94)%
Highest	957	1,376	43.78%



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

Family group H1

	2019/20 to 2021/22	2020/21 to 2022/23	Percentage change
Average	55	50	(20.31)%
Lowest	2	1	(64.21)%
Highest	241	252	30.34%

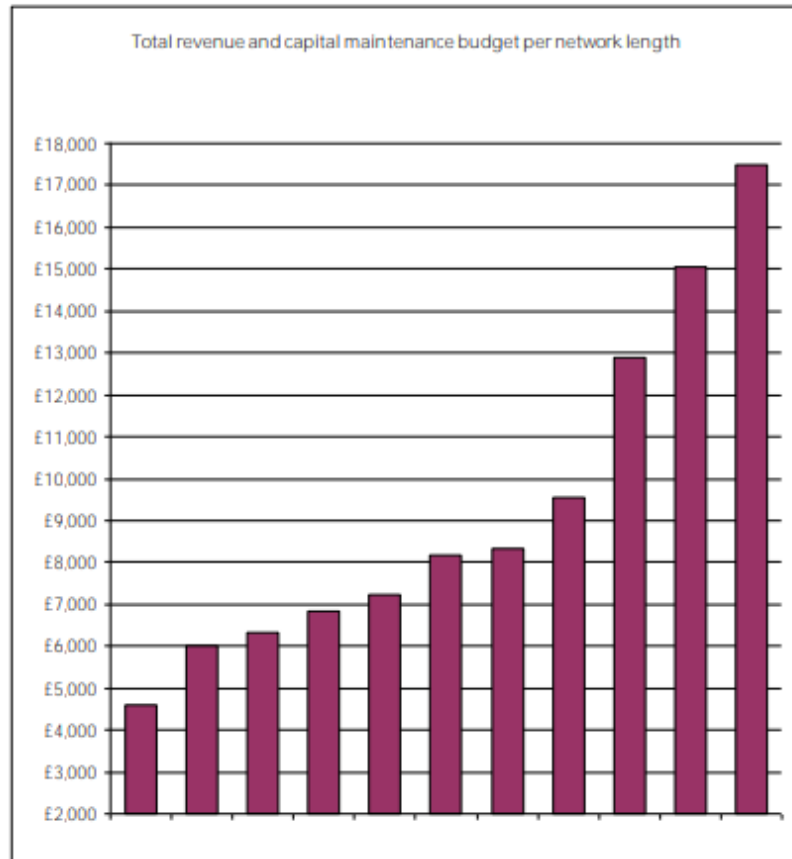


PI 17b Total revenue and capital maintenance budget per kilometre of carriageway network length

Family group DM1

Total maintenance budget per network length

Average	£9,321
Lowest	£4,611
Highest	£17,506

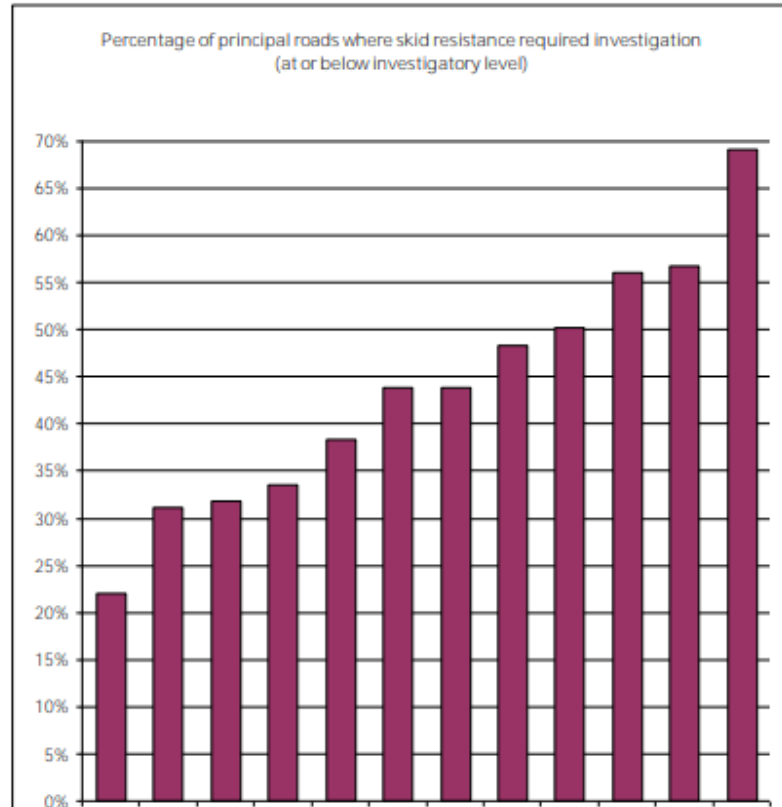


Variation In Funding remains

PI 27b Percentage of principal roads where skid resistance required investigation (at or below investigatory level)

Family group DM2

	Percentage of principal roads
Average	43.75%
Lowest	22.09%
Highest	69.14%



CONCERN OVER CARRIAGEWAY CONDITION REMAINS

Using Benchmarking Data Effectively



Factors Influencing The Coming Year

- Budget Funding
- Construction Inflation
- Energy Costs
- Recruitment and Retention
- Continued Effects Of Climate Change

Emerging Issues For The Highway Sector In 2024

- **Introduction Of Alternative Techniques To Maximise Available Budget**

Rejuvenation

Retexturing

Surface Dressing/Lockchip

- **Carbon Measurement**

ADEPT /FHRC Carbon Calculator

- **Government Funding**

HS2 Dividend ... but beware of timescales ! (5-10 years) and possible change of Government

Training Available

- Data Input
- Data Analysis
- 2 hour Sessions : held Virtually Or In Person
- Free To APSE Performance Networks

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