

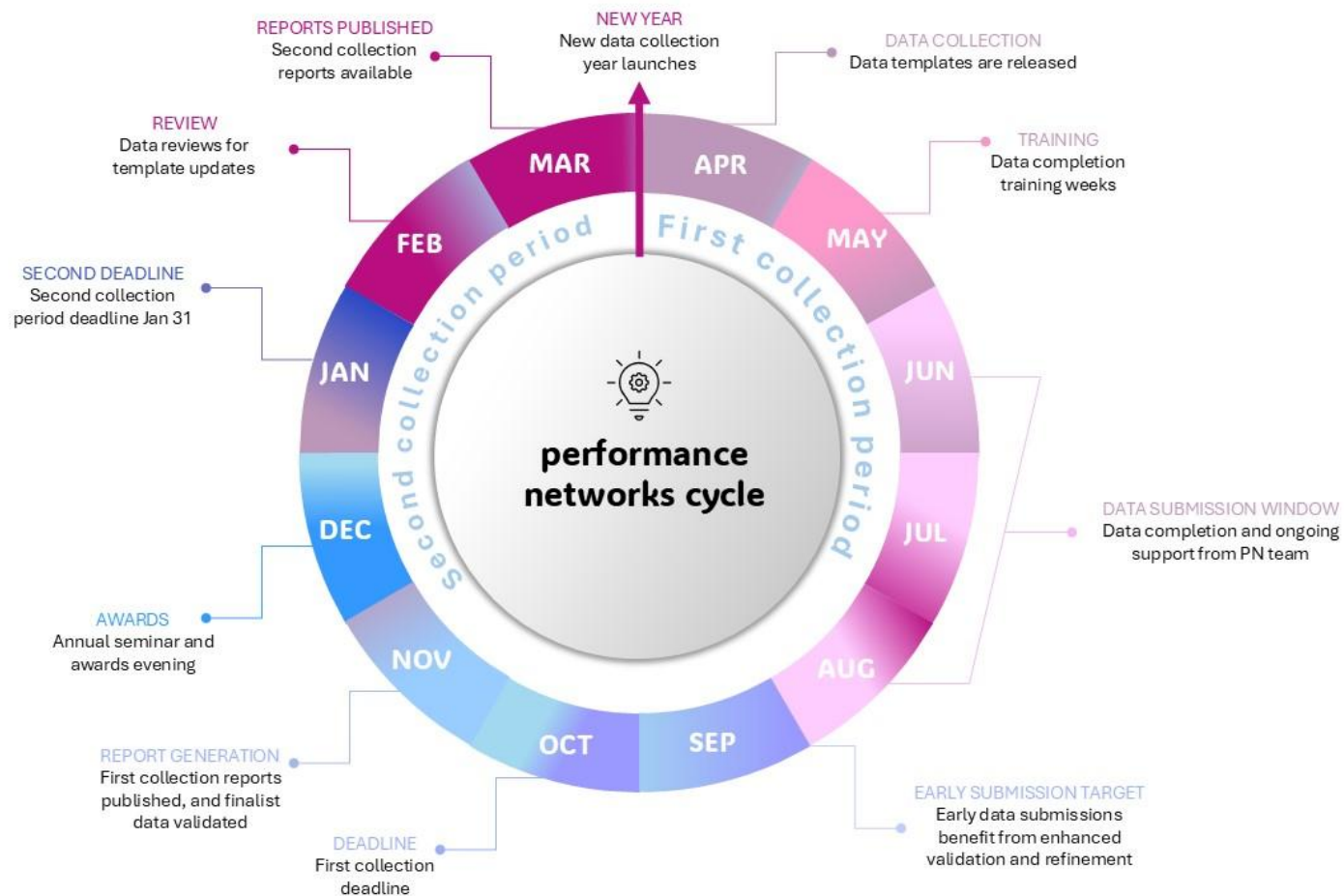
Performance networks update

Debbie Johns | APSE Head of Performance Networks





Performance Networks Membership Cycle





Types of reports

Family group comparison
Transport operations & vehicle maintenance performance indicator standings

Name of authority **Sample authority**
 PIN

Family group **T1/2**

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	Previous year score	High/Low/Neutral
Qualitative performance indicators										
PI 66b - Number of weighted vehicles (units - adjusted for direct maintenance) maintained per fitter per annum	16	172.81	123.70	86.09	103.01	11	162.14	3	117.78	H
PI 72b - Number of weighted vehicles (units - adjusted for direct maintenance) maintained per fitter per annum (excluding miscellaneous group)	16	196.68	125.40	82.16	95.97	15	169.09	4	100.66	H
PI 67a - Percentage staff absence (fitters / tradespeople) - Excluding Scotland	7	12.72%	5.38%	0.00%	-	-	-	-	5.99%	L
PI 67b - FTE staff absence days (fitters / tradespeople) - Scotland only	4	21.00	11.96	4.26	9.00	2	-	-	-	L
PI 68 - Number of days hire vehicles used (per vehicle on fleet) to cover for vehicles in workshop (fair wear & tear)	12	3.64	0.56	0.00	0.31	9	0.00	3	0.41	L
PI 70b - Quality assurance and stakeholder consultation	16	70.00%	30.55%	2.00%	20.00%	10	50.00%	3	20.00%	H
PI 71 - Human resources and people management	16	94.00%	70.36%	37.00%	76.00%	7	85.77%	2	55.00%	H
PI 78 - Good practice and consultation	16	100.00%	81.53%	63.64%	90.91%	3	90.91%	1	90.91%	H
Transport operations performance indicators										
PI 73b - Percentage of vehicles passing DVSA test first time (DVSA statistics)	16	100.00%	94.56%	85.71%	94.29%	9	98.00%	3	95.12%	H
PI 74 - Percentage of vehicles serviced within 7 days of schedule	14	100.00%	96.72%	87.17%	97.10%	10	100.00%	3	95.08%	H
PI 110 - Percentage of council vehicles requiring an operator licence	16	35.63%	19.31%	0.64%	10.19%	-	-	-	9.11%	N
PI 111 - Number of PG9 notices issued by DVSA per 100 council vehicles	16	0.00	0.00	0.00	0.00	1	0.00	1	0.00	L
PI 116 - Number of motor vehicle accidents/incidents reported per 100 vehicles	16	56.04	24.99	4.62	12.22	5	7.76	2	11.59	L
Environmental performance indicators										
PI 140 - Tonnes of CO2 produced from all petrol vehicles	6	226.91	101.43	6.33	85.55	3	-	-	-	L
PI 141 - Tonnes of CO2 produced from all diesel vehicles	16	8,310	2,610	677	760	2	1,267	1	6,176	L
PI 143 - Tonnes of CO2 produced from all carbon fuel based vehicles	16	8,310	2,648	683	846	2	1,267	1	6,176	L
Group 1 vehicles - cars and car derived vans										
PI 27 - Annual maintenance cost per weighted vehicle	11	£1,274	£777	£541	£866	9	£592	3	£1,194	L
PI 118 - Percentage of maintenance cost attributable to non fair wear & tear	11	28.54%	16.13%	2.48%	-	-	8.06%	-	23.39%	L
PI 128 - Labour input hours (fair wear and tear) per weighted vehicle (adjusted for direct maintenance)	13	19.50	10.45	3.24	7.00	3	8.05	1	14.24	L





Types of reports



performance networks

Transport operations and vehicle maintenance performance at a glance

Sample Authority

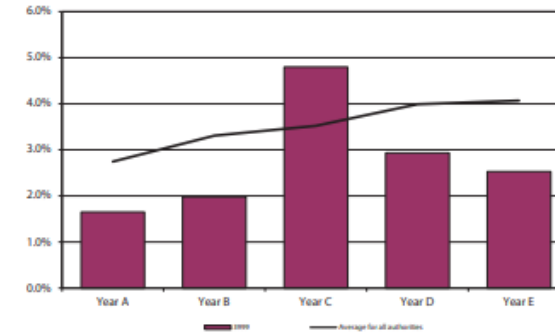
3999

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?^
Qualitative performance indicators		
PI 66b Number of weighted vehicle (units - adjusted for direct maintenance) maintained per fitter per annum	▲	▲
PI 72b Number of weighted vehicle (units - adjusted for direct maintenance) maintained per fitter per annum (excluding miscellaneous group)	▲	▲
PI 67a/b Staff absence (fitters / tradespeople)	▲	▲
PI 68 Number of days hire vehicles' used (per vehicle on fleet) to cover for vehicles in workshop as a result of no fair wear and tear	●	
PI 70 Quality assurance and consultation	●	—
PI 71 Human resources and people management	●	—
PI 78 Good practice and consultation	●	—
Transport operations performance indicators		
PI 73b Percentage of vehicles passing DVSA test first time (DVSA statistics)	●	—
PI 74 Percentage of vehicles serviced within 7 days of schedule	▲	—
PI 76 Percentage of all workshop jobs completed within 24 hours	▲	▲
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	◆	▼
Group 1 vehicles - cars and car derived vans		
PI 14 Contract maintenance hire charge - supply and maintain	●	▼
PI 27 Annual maintenance cost per weighted vehicle unit	●	▲
PI 118 Percentage of maintenance cost attributable to non fair wear & tear	◆	▼
PI 128 Labour input hours per weighted vehicle	●	▲
Group 2 vehicles - vans up to 3,500kg GVW		
PI 15 Contract maintenance hire charge - supply and maintain	●	
PI 28 Annual maintenance cost per weighted vehicle unit	●	▼

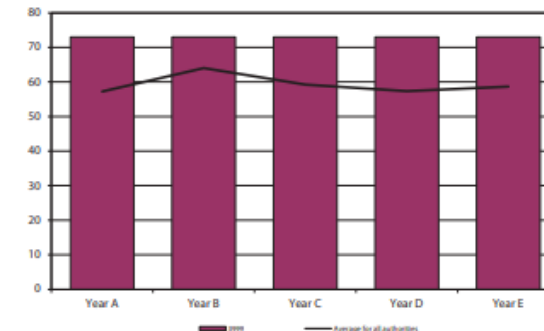
Transport operations and vehicle maintenance

PI 67a Percentage staff absence (fitters / tradespeople)



This performance indicator measures the percentage of fitter and tradespeople absence. This indicator only applies to staff who are directly involved in the maintenance of vehicles including fitters, electricians and body shop specialists. Long term, certified and self-certified sickness absence and absence for other health related or injury reasons, for all permanent employees plus all industrial injuries are included in this performance indicator. Temporary staff or those on maternity or paternity leave are excluded.

PI 70 Quality assurance and consultation process



This performance indicator measures the quality assurance and consultation process. This indicator is scored according to the responses given to questions on customer consultation, quality systems, participation and awards, publication of service standards and complaints procedures.

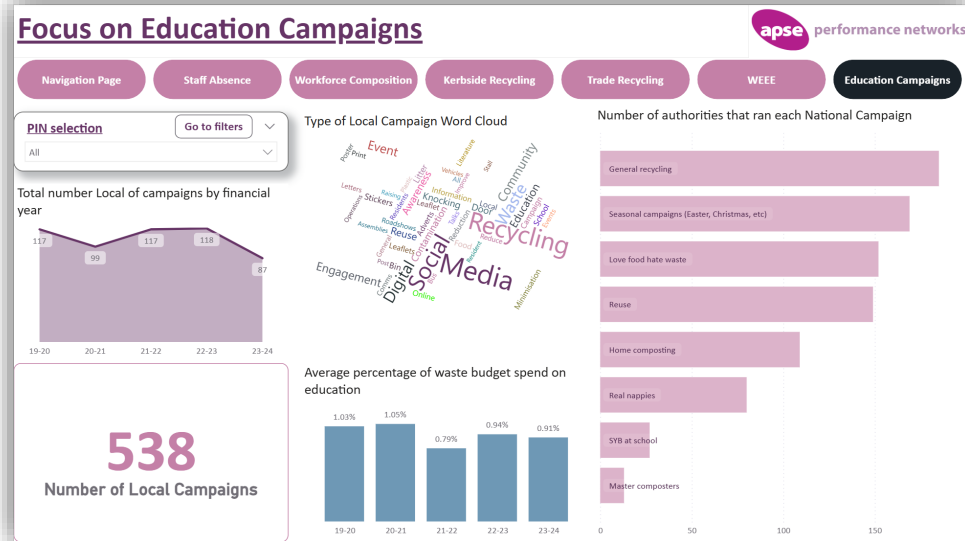
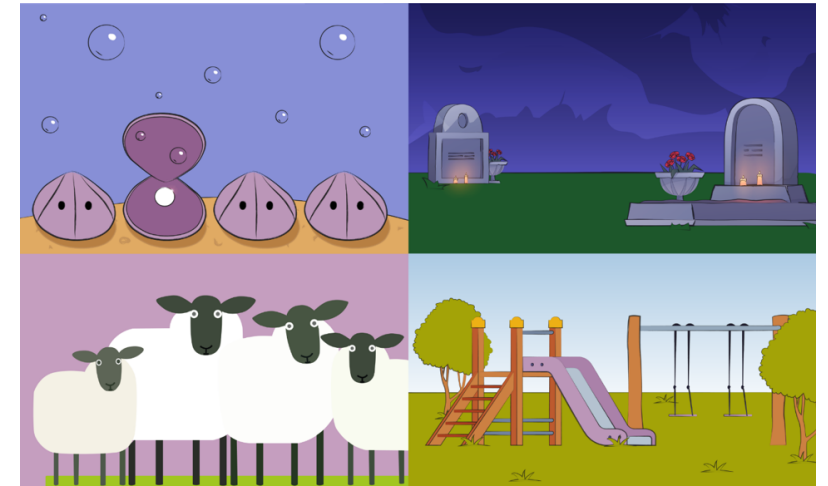


Developments

Enhanced platforms



Digitalisation





New Interactive reports

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Refuse Collection Services Insight Report




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Roads and Highways Insight Report



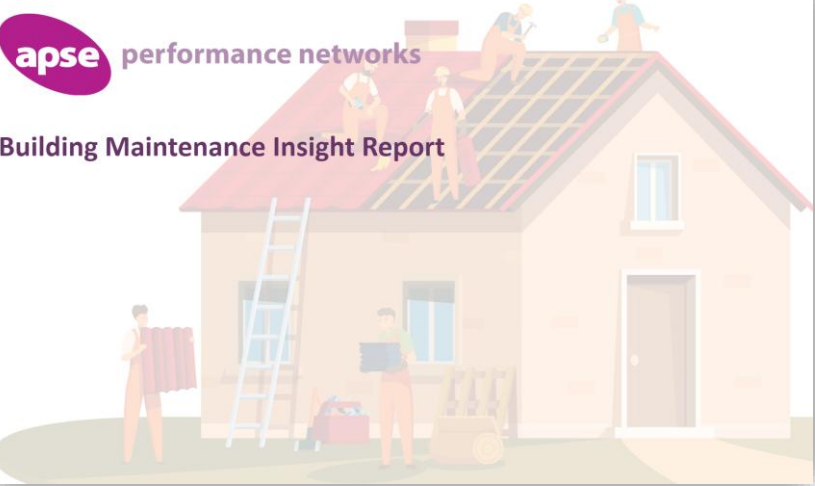
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Building Cleaning Insight Report




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Building Maintenance Insight Report






New Interactive report – filter pages

 **Back**

Filters and Slicers



PIN selection

Property Types

Population
22920
1142494

Households
10500
423456

Service provider is

Predominant method of domestic collections (not recycling)

FamilyGroup

Is the refuse service part of a street scene / town care operation

Which best describes your authority? Waste collection authority, waste disposal authority or both.

Do you offer any staff favourable working hours (e.g. task & finish)

Do you operate a zonal round system

Does the service include collection of both domestic and non domestic (trade) waste collection



New Interactive report - content

Focus on Education Campaigns

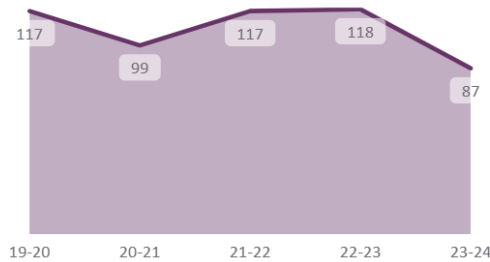


- Navigation Page
- Staff Absence
- Workforce Composition
- Kerbside Recycling
- Trade Recycling
- WEEE
- Education Campaigns**

PIN selection Go to filters

All

Total number Local of campaigns by financial year

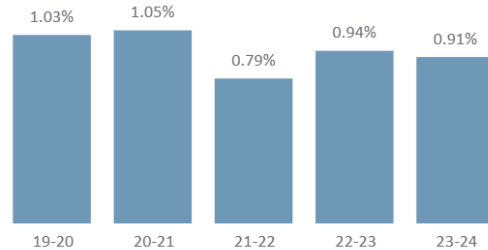


538
Number of Local Campaigns

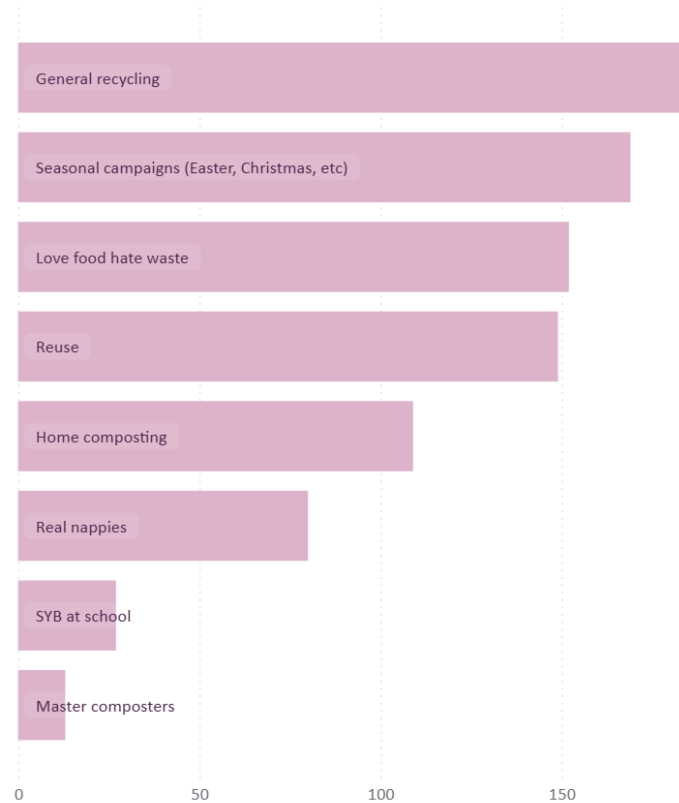
Type of Local Campaign Word Cloud



Average percentage of waste budget spend on education



Number of authorities that ran each National Campaign



association for public service excellence

apse performance networks

A network of over 250 UK local councils
owned by our member authorities

**What impact does winning a PN award have
on staff morale?**



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