



# **Group discussion – productivity, specifications and meeting customer expectations**

**Vickie Hacking, Principal Advisor, APSE**



Association for Public Service Excellence

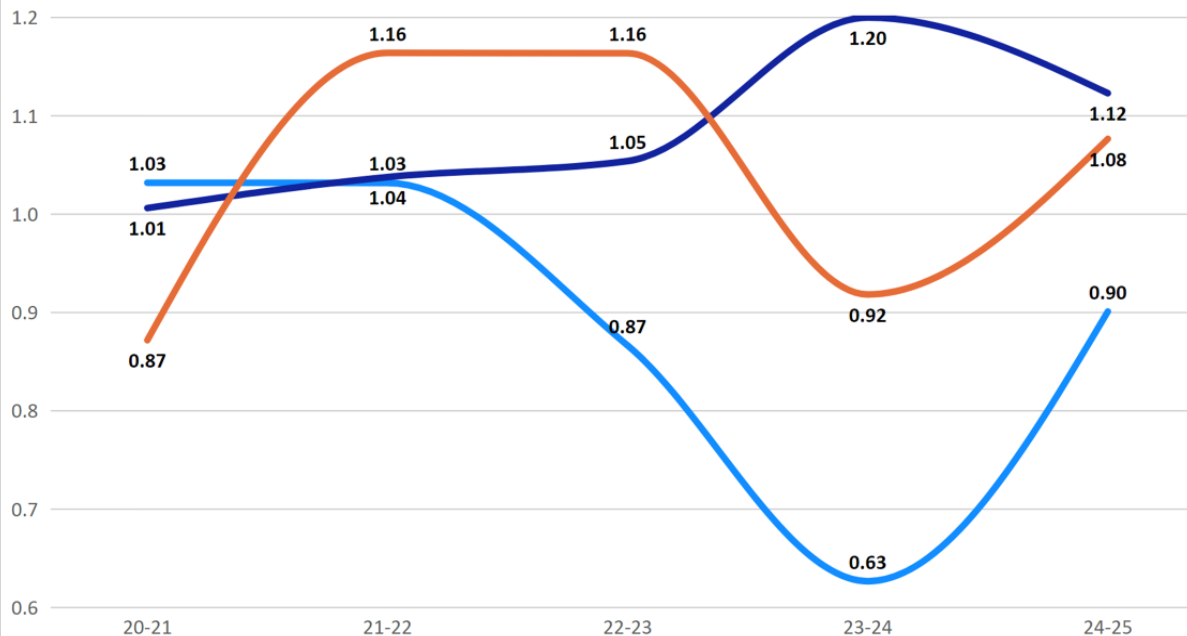
# Productivity

[www.apse.org.uk](http://www.apse.org.uk)

# Ratio of square metres cleaned to annual scheduled hours (secondary schools)

PI 11a - Ratio of square metres to annual scheduled hours (secondary schools) (LA only)

Country ● England ● Scotland ● Wales



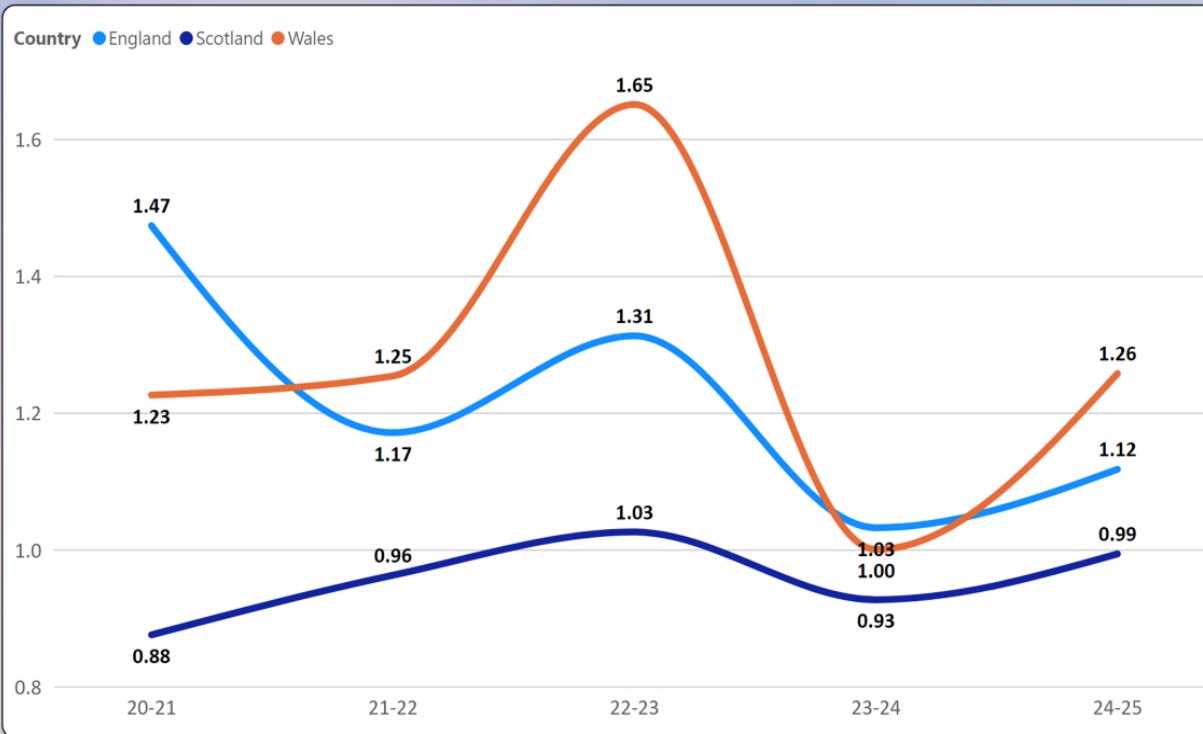
Financial year	Average	Max	Min
20-21	1.05	1.81	0.26
21-22	1.08	1.81	0.64
22-23	1.01	1.37	0.65
23-24	1.02	1.64	0.62
24-25	1.08	1.39	0.85

At 1.08, 24-25 had the highest PI value average and was 7.13% higher than 22-23, which had the lowest PI value average at 1.01.

Across all 5 financial years, PI value average ranged from 1.01 to 1.08.

# Ratio of square metres cleaned to annual scheduled hours (all offices )

PI 13a - Ratio of square metres to annual scheduled hours (all offices) (LA only)



Financial year	Average	Max	Min
20-21	1.11	2.14	0.15
21-22	1.05	1.74	0.45
22-23	1.17	2.04	0.61
23-24	0.96	1.53	0.54
24-25	1.05	1.67	0.56

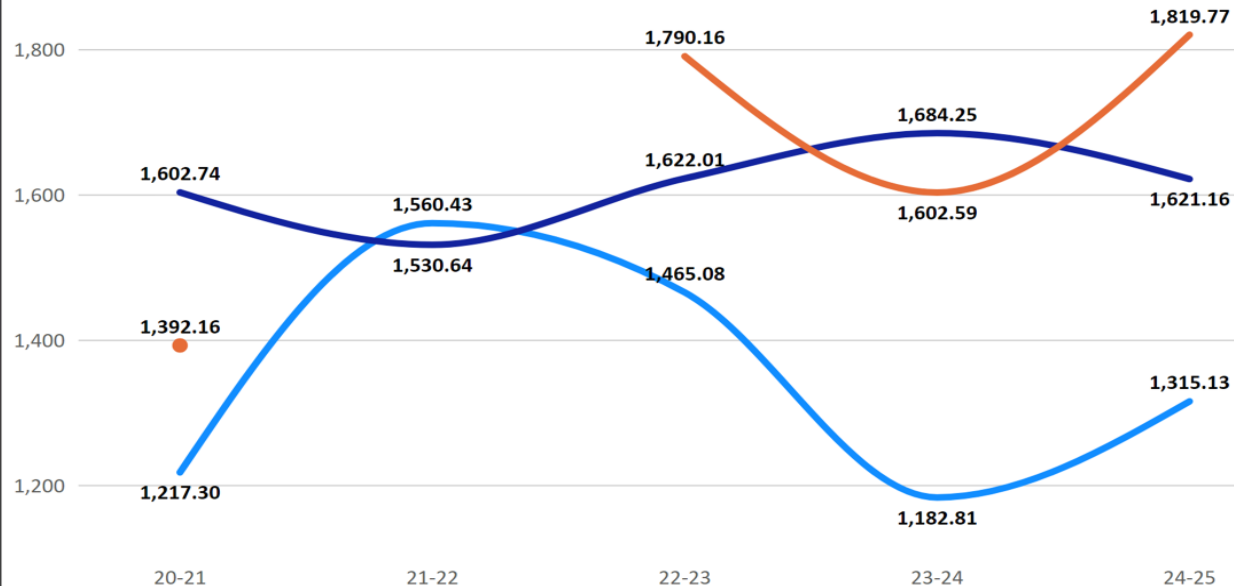
At 1.17, 22-23 had the highest PI value average and was 21.17% higher than 23-24, which had the lowest PI value average at 0.96.

Across all 5 financial years, PI value average ranged from 0.96 to 1.17.

# Total square metres cleaned per FTE

PI 16a - Total square metres cleaned per FTE employee (excluding outdoor areas) (LA only)

Country ● England ● Scotland ● Wales



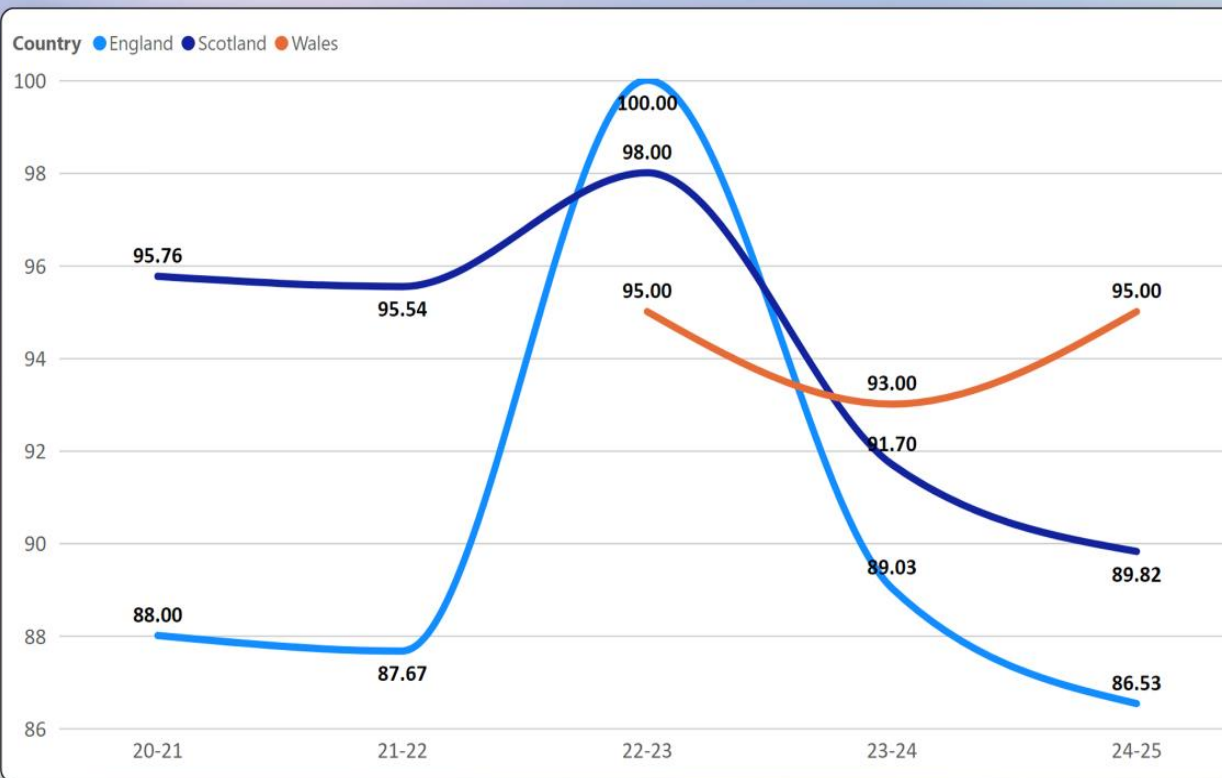
Financial year	Average	Max	Min
20-21	1,422.72	2,243.09	487.02
21-22	1,501.34	2,349.80	824.53
22-23	1,560.63	2,025.37	904.07
23-24	1,521.50	2,365.66	771.40
24-25	1,554.52	2,359.86	962.48

At 1,560.63, 22-23 had the highest PI value average and was 9.69% higher than 20-21, which had the lowest PI value average at 1,422.72.

Across all 5 financial years, PI value average ranged from 1,422.72 to 1,560.63.

# Customer perception and satisfaction

PI 35 - Customer perception and satisfaction



Financial year	Average	Max	Min
20-21	94.54	100.00	87.30
21-22	92.59	100.00	80.00
22-23	97.86	100.00	95.00
23-24	90.65	100.00	80.00
24-25	89.39	100.00	64.00

At 97.86, 22-23 had the highest PI value average and was 9.47% higher than 24-25, which had the lowest PI value average at 89.39.

Across all 5 financial years, PI value average ranged from 89.39 to 97.86.