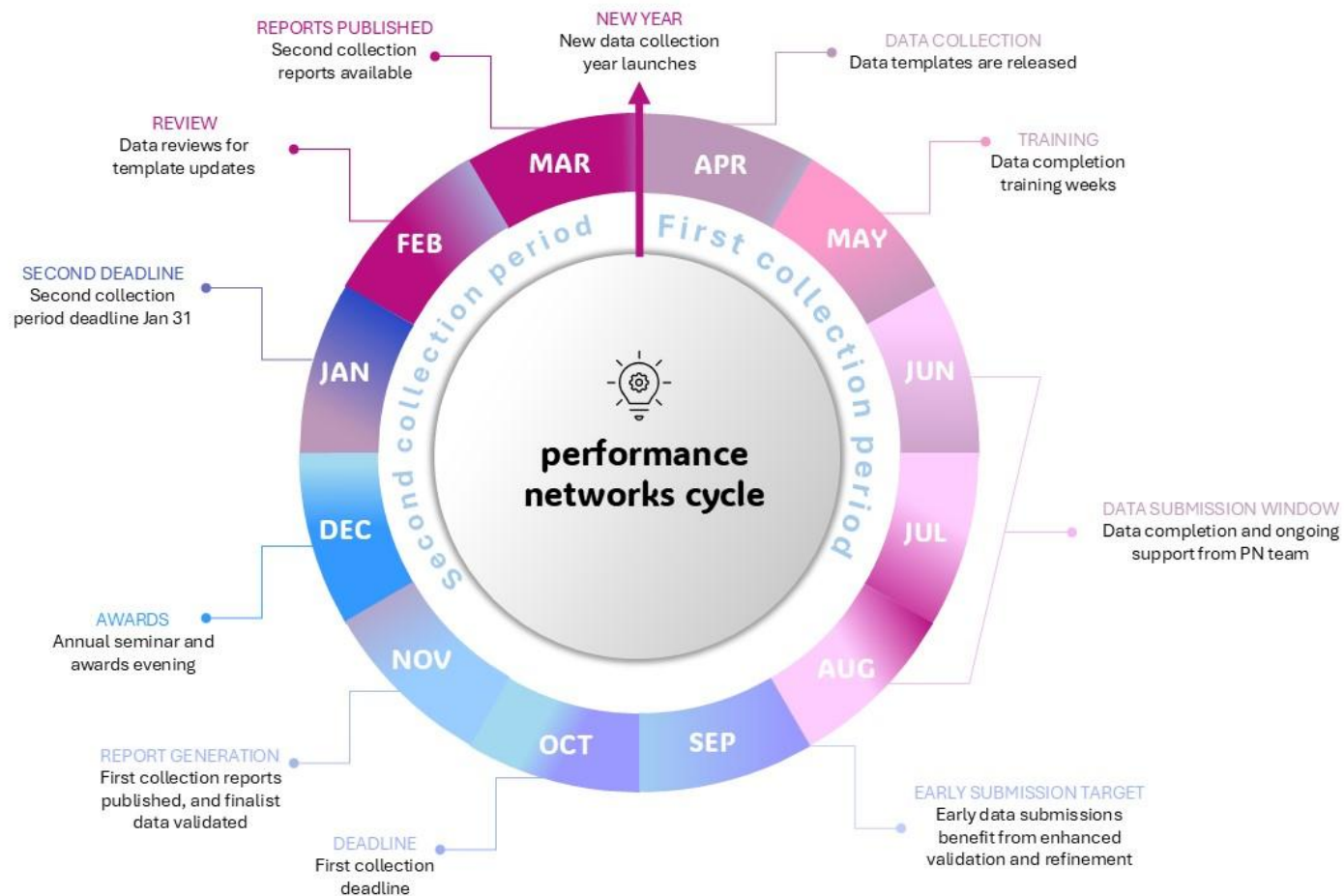


LGR and devolution – 27.03.26

Debbie Johns | APSE Head of Performance Networks



Performance Networks Membership Cycle





Types of reports

Family group comparison

Parks, open spaces and horticultural services performance indicator standings 2024/25

Name of authority PIN Family group Performance indicator	Sample authority									
	H1									
	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
Key performance indicators										
PI 30 - Hectares of maintained public open space per 1,000 head of population	12	7.06	4.03	1.27	3.79	6	6.14	2	3.89	H
PI 31a - Hectares of maintained public open space per 100 households	12	1.62	0.99	0.33	1.01	6	1.40	2	-	H
PI 12 - Number of hectares maintained per FTE front line employee	5	22.58	13.55	7.71	7.71	5	-	-	8.43	H
PI 13a - Percentage staff absence (excluding Scotland)	8	7.07%	3.80%	0.00%	5.38%	7	0.59%	4	7.02%	L
PI 13c - Staff absence days (non covid only) (Scotland only)	-	-	-	-	-	-	-	-	-	L
PI 45a - Key Quality performance indicator	16	72.60%	35.63%	2.00%	72.60%	1	46.90%	1	71.70%	H
PI 47a - Quality assurance and consultation process score	15	80.00%	32.22%	13.33%	80.00%	1	40.00%	1	60.00%	H
PI 48a - Human resources and people management	11	69.00%	48.00%	20.00%	41.00%	8	60.00%	3	51.00%	H
PI 22b - APSE customer satisfaction	1	66.98%	66.98%	66.98%	66.98%	1	-	-	73.00%	H
PI 38b - Public satisfaction surveys undertaken	3	90.00%	85.25%	79.06%	86.68%	2	-	-	94.00%	H
PI 49a - Environmental practices	17	56.45%	26.90%	1.18%	43.53%	3	37.65%	1	38.82%	H
PI 18a - Local authority playgrounds per 1,000 children	12	5.81	3.04	0.86	3.32	5	3.88	2	3.39	H
PI 18b - Local authority and community playgrounds per 1,000 children	8	5.24	3.14	1.53	3.32	4	4.01	2	-	H
LAMS performance indicators										
PI L02 - Percentage of sites classed as acceptable (grounds maintenance)	4	98.17%	93.10%	81.37%	95.28%	3	-	-	97.04%	H
PI L10 - Percentage of sites classed as acceptable (grass cutting)	4	98.49%	92.57%	78.62%	95.61%	3	-	-	98.43%	H
PI L11 - Percentage of sites classed as acceptable (shrub bed maintenance)	3	97.44%	96.76%	96.02%	97.44%	1	-	-	-	H
PI L03 - Percentage of sites classed as acceptable (litter)	4	98.73%	93.77%	83.16%	96.84%	2	-	-	92.48%	H
PI L04 - Percentage of sites classed as grade A (fly tipping)	4	98.78%	77.06%	33.10%	82.28%	3	-	-	82.96%	H
PI L13 - Percentage of sites classed as grade A (fly posting)	4	100.00%	98.91%	96.47%	99.61%	2	-	-	100.00%	H
PI L05 - Percentage of sites classed as acceptable (dog fouling)	4	100.00%	97.30%	90.23%	100.00%	1	-	-	100.00%	H
PI L06 - Percentage of sites where bins were overflowing	2	9.62%	6.05%	2.48%	9.62%	2	-	-	-	L
PI L07 - Percentage of sites containing bins classed as acceptable (bin structure)	2	96.69%	92.62%	88.54%	88.54%	2	-	-	-	H



Case study report 2025

Best and most improved performer award finalists and winners





Types of reports



Parks, open spaces and horticultural services performance at a glance

Sample Authority - H1

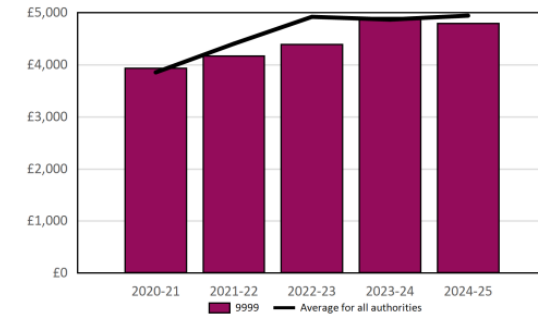
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These pages show your authority's performance for each performance indicator against the 2024/25 average performance of your family group. Whether your result has improved or not from 2023/24 is also shown. Icons are used to display this information 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.

Key performance indicators	Performance in 2024/25	Improved since 2023/24?^
PI 30 Hectares of maintained public open space per 1,000 head of population	▲	■
PI 31a Hectares of maintained public open space per 100 households	●	
PI 12 Number of hectares maintained per FTE front line employee	◆	▼
PI 13a Percentage staff absence (excluding Scotland)	◆	▲
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	●	
LAMS performance indicators		
PI L02 Percentage of sites classed as acceptable (grounds maintenance)	●	■
PI L10 Percentage of sites classed as acceptable (grass cutting)	●	■
PI L11 Percentage of sites classed as acceptable (shrub 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 overflowing		
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)	●	▲

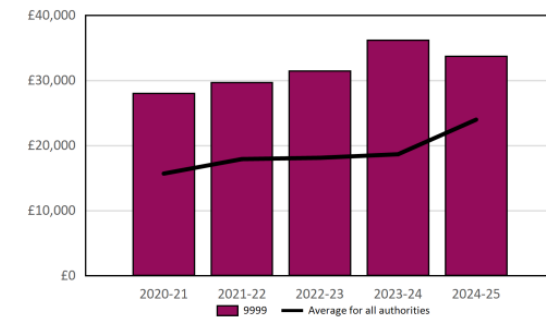
Parks, open spaces and horticultural services

PI 41b Maintenance investment per hectare of maintained land (excluding CEC)



This performance indicator measures the maintenance cost per hectare of maintained land. The indicator excludes discountable/non-contract income and non horticultural service provisions and excludes central recharges (CEC) such as central payroll, finance and IT support costs. Maintained land includes adopted land but excludes low maintenance areas.

PI 42b Maintenance investment per 1,000 head of population (excluding CEC)



This performance indicator measures the maintenance cost per 1,000 head of population. The indicator excludes discountable/non-contract income and non horticultural service provisions and excludes central recharges (CEC) such as central payroll, finance and IT support costs.

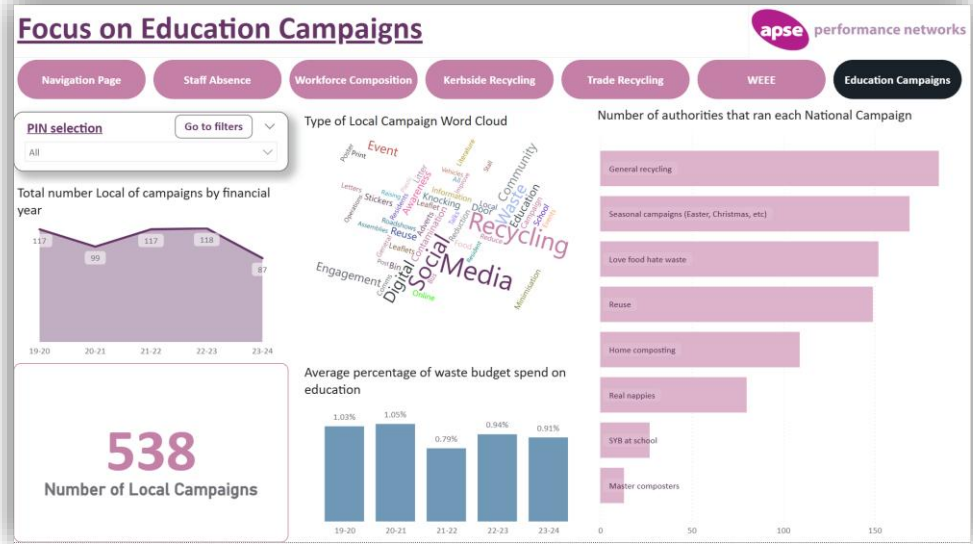


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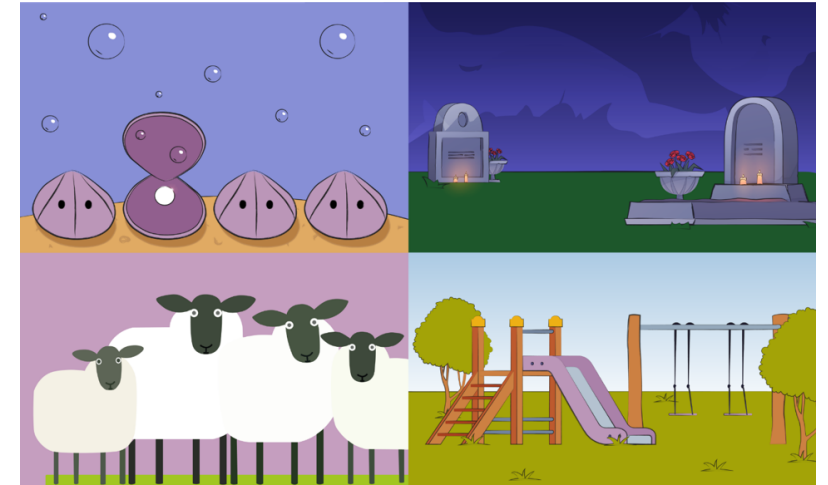


Recent developments

Enhanced platforms



Digitalisation





New PN 'light' edition for LGR

- Previous performance networks' experience
- Views of members who have already gone through the transition
- Steering group input
- Evidencing the impact of change
- Over the next 3-4 years
- Reduce the burden and provide value
- Avoid sensitivities



PN 'light' edition

Core PI set rather than asking you to complete individual templates

Succinct, robust set of tried and tested measures from APSE to gauge performance overall

Can opt-in and opt-out of sets of measures

Allow all the component parts to contribute data even if they're not current members – through a 'lead' council

What years are of interest?

Base year when decision has been made

Shadow LA year

Vesting day year

Post transition



Comparator groups

- Service delivery models
- Compare own performance over time, against comparable councils and what you would 'expect' for new council
- Similar sized unitary and key drivers – what would you expect?
 - Population density
 - Urban/rural
 - Population centres
 - Deprivation
 - Factors for specific services



Performance indicators

Corporate services

Net cost of council service per head of population

Total energy costs per annum (annual council expenditure on energy) per head of population

Percentage customer satisfaction with the overall service provided by the authority (Percentage of users that were 'Satisfied' or 'Very Satisfied')

Recycling and waste collection

Investment per household excluding trade waste costs

Total domestic waste collected (Recycled and residual) excluding trade waste per household

Total municipal waste collected (Recycled and residual) excluding trade waste per 1000 head of population

Refuse collection customer satisfaction surveys

Tonnes of domestic waste recycled per household



Performance indicators

Street cleansing

Annual investment in street cleansing service per household

Percentage of sites surveyed falling below grade b for cleanliness

Street cleansing customer satisfaction surveys

Parks

Maintenance investment per household

Cleanliness of open spaces e.g. LAMS

Parks customer satisfaction surveys



Performance indicators

Highways

Total expenditure (all assets) by carriageway network length

Total carriageway maintenance investment expenditure by carriageway network length

Percentage of emergency (cat 1) defects made safe within response times (roads)

Condition of principal roads

Condition of all non-principal roads

Highways customer satisfaction surveys

Street lighting

Total investment per street light excluding bulk/capital replacement (providing and maintaining street lighting)

Total investment per light source excluding bulk/capital replacement (providing and maintaining lighting)

Percentage of streetlamps restored to working condition within target time

Average time to restore lamps to working order

Street lighting customer satisfaction survey



Performance indicators

Housing and Building maintenance

Percentage of all housing repairs completed within government time limits

Overall percentage of customer satisfaction

Environmental services

Table - Nuisance vehicles reported, inspected, assessed as abandoned, removed and notices issued

Table - Graffiti removal and monitoring

Environmental health

Net investment in service per head of population

Net investment in community protection and antisocial behaviour service per head of population

Average time (in days) to respond to service requests (noise) where a visit was necessary from the date of receipt



Next steps

- Register your interest in the model:

<https://apse.org.uk/index.cfm/apse/performance-networks/information-hub/new-projects/local-government-reorganisation/>

- Data completion session for LGR June 2026
- Deadlines
 - Return stage to be included in all checking and exclusion reports - 31 July - 1 October 2026
 - Final deadline - 1 October 2026
 - Report production - November 2026

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