Northern Ireland Performance Indicators

Core Performance Indicators

PI 04a   Staff leaving (calendar year) as a percentage of average total staff for financial year (excluding voluntary severance)

PI 04b   New starters as a percentage of average total staff for financial year (excluding voluntary severance)

PI 05d   Days staff absence per employee – short term

PI 05e   Days staff absence per employee – long term

PI 05f   Percentage of staff that have no incidences of sickness absence in the year

PI 21a   Number of days per employee spent on training

PI 37a   Percentage customer satisfaction with the overall service provided by the authority (percentage of users that were 'Satisfied' or 'Very Satisfied')

PI 38a   Net cost of council service per head of population

PI 53a   Percentage of Stage I complaints rectified within target time (5 days)

PI 54a   Percentage of Stage II complaints rectified within target time (20 days)

PI 55a   Percentage change in Greenhouse gas emissions from base year (2018/19) to current financial year

PI 49b   Number of public / stakeholder users registered to corporate social media per head of population

PI 06a   W1. The percentage of household waste collected by the district council that is sent for recycling (including waste prepared for re-use)

PI 09a   Customer satisfaction with parks, open spaces & horticultural services (% of users that were 'Satisfied' or 'Very Satisfied')

PI 30a   Percentage of undisputed creditor invoices paid on time within 10 days

PI 31a   Percentage of undisputed creditor invoices paid on time within 30 day

Arts & Heritage

PI 01a   Net cost of direct delivery for venue-based Arts and Heritage events per head of population (excluding CEC)

PI 01b   Net cost of direct delivery for non venue-based Arts and Heritage events per head of population (excluding CEC)

PI 03a   Number of ticketed audience for Arts events per head of population

PI 03b   Number of ticketed audience for Heritage events per head of population

PI 03e   Number of ticketed audience for Arts events per 1,000 head of population per venue

PI 03f   Number of ticketed audience for Heritage events per 1,000 head of population per venue

PI 04a   Active participants in Arts events per head of population

PI 04b   Active participants in Heritage events per head of population

PI 05a   Number of users of Arts facilities per head of population

PI 05b   Number of users of Heritage facilities per head of population

PI 07a   Percentage of available occupancy for ticketed events

PI 07b   Ticketed audience per ticketed event

Stat 01   Number of venue based services which are directly supported for Arts and Heritage

Stat 02   Number of non venue based services which are directly supported for Arts and Heritage

Building Control

PI 01	Percentage of valid domestic full plan applications assessed with a substantive response sent within 21 days of validation
PI 02	Percentage of valid non domestic full plan applications assessed with a substantive response sent within 35 days of validation
PI 03	Percentage of resubmissions assessed with a substantive response within 14 days
PI 04	Percentage of all full plan applications assessed with a substantive response sent within 56 days of validation
STAT 01	Number of valid domestic full plan applications received in the financial year
STAT 02	Number of valid non-domestic full plan applications received in the financial year
STAT 03	Number of resubmissions received during the financial year

Community Development

PI 05c	Total REVENUE grant-aid awarded to the community and voluntary sector per head of population
PI 06a	Total cost of staff and direct operational expenditure per head of population
PI 07a	Cost per user for directly manged centres
PI 07b	Cost per user per project for directly-managed centres
PI 08a	Cost per user for supported centres
PI 08b	Cost per user per project for supported centres
PI 12d	Net investment for the 3 community support services per head of population
PI 13a	Net cost of directly-managed centres per centre per 1000 head of the population
PI 14b	Average value of revenue/activity grants awarded to the community and voluntary sector
PI 18a	Cost per contact to the advice service
PI 18b	Cost per enquiry to the advice service
PI 10a	Number of users per directly-managed project
PI 11a	Number of users per supported project
PI 16a	Number of bookings per Centre (Directly Managed)
PI 16b	Number of bookings per Centre (Supported Centres)

Cemeteries

PI 01a	Net cost per disposal (burials)(excluding CEC)
PI 02b	Cost of cemetery service per household (excluding CEC)
PI 03a	Front-line labour costs as a percentage of total expenditure (excluding CEC)
PI 03b	Total labour costs as a percentage of total expenditure (excluding CEC)
PI 06b	Average income per burial (excluding memorials)
PI 07a	Hectares of cemetery land maintained per 1,000 head of population
PI 08a	Percentage of headstones inspected per year
PI 09a	Percentage staff absence for cemetery service (all staff)
PI 09b	Percentage long term absenteeism / lost time rate for cemetery service
PI 09c	Percentage short term absenteeism / lost time rate for cemetery service
PI 09d	Days staff absence per cemetery employee
PI 11a	Price of an adult full body burial (6 foot) (Resident)
PI 12a	Total staff costs per disposal (burials) (excluding CEC)
PI 31a	Number of burials per FTE (all staff)
Stat 01	Number of active Cemeteries

PI 32a	Number of years of burial ground assessed to be left within the authority with relevant planning permission
PI 33a	Percentage of grass areas being left for bio-diversity

Corporate Services

PI 01b	Staffing cost per employee
PI 04a	Staff leaving as a percentage of average total staff for financial year (excluding voluntary severance)
PI 05a	Percentage staff absence for all council staff (all staff)
PI 05d	Days staff absence per employee – short term
PI 05e	Days staff absence per employee – long term
PI 05f	Percentage of staff that have no incidences of sickness absence in the year
PI 51a	Percentage of advertised posts filled during the year
Stat 19	Number of training courses attended by council employees
Stat 20	Number of training courses attended by councillors
PI 07a	Cost of ICT service per head of population
PI 08a	Cost of ICT service per employee
PI 09a	Percentage of overall net expenditure on ICT
PI 10a	Percentage of time (24/7) that network is fully available
PI 11a	Percentage of incidents requested / reported and resolved within agreed target times
Stat 01	Number of services available electronically
Stat 02	Number of visits to corporate website
Stat 03	Measure of use of social media. Number of public / stakeholder users registered to corporate social media (e.g. Twitter followers, Facebook likes, LinkedIn contacts, etc)
Stat 04	Measure of use of social media. Number of social media notifications to public / stakeholder users via corporate social media (e.g. posts, tweets, etc) excluding e-mail circulars
PI 12a	Gross cost of Registration Service per head of population
PI 47a	Net cost of Registration Service per head of population
PI 16b	Service user satisfaction with registration services (Percentage of users that were 'Satisfied' or 'Very Satisfied')
Stat 09	Number of births registered
Stat 10	Number of deaths registered
Stat 11	Number of marriages and civil partnerships registered
Stat 12	Number of outside venues approved for marriages / civil partnerships
Stat 15	Total net expenditure on Registration Services
Stat 16	Number of full-time equivalent (FTE) staff for Registration Services (including Agency staff)
PI 14a	Cost of Legal Services per head of population
PI 16a	Service user satisfaction with legal services (Percentage of users that were 'Satisfied' or 'Very Satisfied')
PI 17a	Cost of Training / Learning service per employee
PI 18a	Percentage of budget (overall net expenditure) on Training / Learning
PI 21a	Number of days per employee spent on training
PI 22a	Number of days per councillor spent on training
PI 23b	Cost of financial services as % of overall council expenditure
PI 24a	Cost of Financial Services per employee
PI 25a	Payroll costs per employee per annum
PI 48a	Payroll costs per FTE payroll employee

PI 26a	Processing cost per sale invoice raised (debtor accounts)
PI 27a	Processing cost per purchase invoice received (creditor accounts)
PI 28a	Percentage underspend / overspend on budgets at year end (negative figure indicates % overspend)
PI 29a	Total energy costs per annum (annual council expenditure on energy) per head of population
PI 30a	Percentage of undisputed creditor invoices paid on time within 10 days
PI 31a	Percentage of undisputed creditor invoices paid on time within 30 days
PI 32a	Average number of days for receipt of payment (debtor days)
PI 32b	Average (median) time taken to pay undisputed invoices in calendar days
Stat 05	Total amount of external funding secured for revenue projects (all service areas)
Stat 06	Total amount of external funding secured for capital projects (all service areas)
Stat 07	Value of completed capital projects completed during financial year
PI 33a	Cost of Democratic services per head of population
PI 34c	Number of Stage I complaints received per 1000 head of population
PI 34d	Number of Stage II complaints received per 1000 head of population
PI 34e	Percentage of Stage I complaints rectified within target time (5 days)
PI 34f	Percentage of Stage II complaints rectified within target time (20 days)
Stat 08	Target response time (in working days) to deal with complaints from public / service users / stakeholders
PI 37a	Percentage customer satisfaction with the overall service provided by the authority (Percentage of users that were 'Satisfied' or 'Very Satisfied')
PI 38a	Net cost of council service per head of population
PI 40b	Percentage total gross council expenditure spent on corporate / central support services
PI 39a	Percentage of council buildings accessible to people with a disability
PI 39b	Percentage of accessible buildings that also have a toilet that is accessible to people with a disability
PI 49a	Number of recorded visits (hits) to council's corporate website during year per head of population
PI 49b	Number of public / stakeholder users registered to corporate social media per head of population
PI 49c	Number of social media notifications to public / stakeholder users via corporate social media per 1000 head of population
PI 52a	Percentage of staff who have received formal Carbon Literacy training
PI 55a	Percentage change in Greenhouse gas emissions from base year to current financial year

Economic Development

PI 01a	Number of business plan applications approved per 1,000 head of population
PI 02c	Percentage of business plan applications approved for 'a business start-up' against number of business start-up enquiries made within the financial year
PI XX	Average value of initial grants issued under 'Go Succeed' programme
PI XX	Percentage of target grants actually issued during the year
Stat 01	Number of full-time equivalent employees

Environmental Health

PI 01b   Percentage of service requests responded to within 3 days

PI 05a   Percentage of general planning applications processed within 15 working days of receipt by Environmental Health

PI 02c   Net cost of the 5 core services per head of population (excluding CEC)

PI 09a   Percentage of total costs which were management and admin staff costs (excluding CEC)

PI 03a   Percentage of premises within the scope of the Food Hygiene Scheme that meet the standard of 'broadly compliant'

PI 06a   Percentage of planned inspections carried out within 28 calendar days for higher priority premises (Cat A and B)

PI 07b   Number of planned food hygiene inspections carried out per FTE food hygiene inspector (Cat A & B premises)

PI 07c   Number of premises within jurisdiction per FTE food hygiene inspector

PI 07d   Number of planned food hygiene inspections carried out per FTE food hygiene inspector (All premises)

Stat 01   Number of full-time equivalent food hygiene inspectors

PI 04c   Percentage of total premises within jurisdiction where a planned inspection was carried out

PI 04d   Percentage of scheduled inspections where actual planned inspections were carried out

PI 07a   Total number of visits undertaken per FTE health & safety inspector

Stat 02   Number of full-time equivalent Health & Safety inspectors

Planning

PI 02a   The average processing time (weeks) of major planning applications (New Indicator 1)

PI 04a   The average processing time (weeks) of local planning applications (New Indicator 2)

PI 05a   Percentage of enforcement cases processed and concluded within the 39 weeks (New Indicator 3)

Parks, open spaces & horticultural services

PI 01b   Maintenance cost per hectare of maintained land (excluding CEC)

PI 02b   Maintenance cost per household (excluding CEC)

PI 03a   Front line labour costs as a percentage of total expenditure

PI 03b   Total labour costs as a percentage of total expenditure (excluding CEC)

PI 06a   Number of hectares maintained per FTE front line employee

PI 07a   Local Authority and community playgrounds per 1,000 children under 14 years old

PI 08a   Hectares of maintained public open space per 1,000 head of population

PI 09a   Customer satisfaction with parks, open spaces & horticultural services (% of users that were 'Satisfied' or 'Very Satisfied')

PI 10a   Percentage staff absence for parks, open spaces and horticultural service (all staff)

PI 10b   Percentage long term absenteeism / lost time rate for parks, open spaces and horticultural service

PI 10c   Percentage short term absenteeism / lost time rate for parks, open spaces and horticultural service

PI 10d   Days staff absence per parks, open spaces and horticultural employee

PI 12a   Environmental practices indicator

Refuse Collection

PI 01c   Cost of refuse collection service per household (excluding domestic waste disposal and CEC)

PI 02b   Transport costs as a percentage of total expenditure (excluding domestic waste disposal and CEC)

PI 03b   Front line staff costs as a percentage of total expenditure (excluding domestic waste disposal and CEC)

PI 04b   Total labour costs as a percentage of total expenditure

PI 06a   W 1. The percentage of household waste collected by the district council that is sent for recycling (including waste prepared for re-use)

Stat 01b   W 2. Percentage of allowed biodegradable waste which is landfilled

Stat 02b   W 3. Percentage of municipal waste arisings per household

PI 07a   Percentage staff absence for refuse collection service (all staff)

PI 07b   Percentage long term absenteeism / lost time rate for Refuse Collection

PI 07c   Percentage short term absenteeism / lost time rate for Refuse Collection

PI 07d   Days staff absence per refuse employee

PI 05a   Customer satisfaction with refuse collection services (% of users that were 'Satisfied' or 'Very Satisfied')

Sports and Leisure

PI 02a   Subsidy per visit (excluding CEC and free school use)

PI 13a   Net cost per head of population (excluding CEC)

PI 04   Customer spend per head

PI 07a   Staff costs per admission

PI 07b   Staff cost as a percentage of gross expenditure

PI 42f   Energy cost per user

PI 49a   Operational recovery ratio (income divided by expenditure)

PI 31   Usage per opening hour

PI 29a   Usage per household within catchment area

PI 26a   Percentage staff absence for Leisure services (all staff)

PI 30a   Percentage short term absenteeism / lost time rate for Leisure services

PI 48a   Percentage long term absenteeism / lost time rate for Leisure services

Street Cleansing

PI 01c   Net cost of street cleansing service per household (excluding CEC)

PI 02b   Front-line staff costs as a percentage of the total street cleansing service expenditure (excluding CEC)

PI 02c   Total labour costs as a percentage of total expenditure (excluding CEC)

PI 03b   Transport costs as a percentage of total expenditure (excluding CEC)

PI 11a   Percentage of expenditure which is spent on education and publicity

PI 06a   Percentage of nuisance vehicles reported, inspected, assessed as abandoned, removed and notices issued

PI 07a   Number of incidents of fly-tipping/dumps per 1,000 households

PI 07b   Number of litter offence notices issued per 1,000 head of population

PI 08a   Customer satisfaction with street cleansing services (% of users that were 'Satisfied' or 'Very Satisfied')

PI 09a   Keep Northern Ireland beautiful cleanliness index (CI) score

PI 10a   Percentage staff absence for street cleansing service (all staff)

PI 10b	Percentage long absenteeism / lost time rate for street cleansing service
PI 10c	Percentage short term absenteeism / lost time rate for street cleansing service
PI 10d	Days staff absence per street cleansing employee
Stat 01	Number of litter offence notices issued
Stat 02	Number of dog fouling notices issued
Stat 03	Percentage of overall area cleaned that is categorised as "high density"
Stat 04	High density tourist area
Stat 05	Regular major events / shows
Stat 06	High density student population
Stat 07	Wide catchment area retail / leisure / entertainment centre(s)
Stat 08	Wide catchment / intensive night time economy / night entertainment area(s)
Stat 09	High volume / regular conference / exhibition centre