


































## Building cleaning performance at a glance

### Orkney Islands Council

**5048**

These pages show your authority's performance for each performance indicator against the 2015/16 average performance of your family group. Whether your result has improved or not from 2014/15 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. The key to the icons are displayed below each table.

Performance indicators	Performance in 2015/16	Improved since 2014/15?^
<b>Key performance indicators</b>		
<b>PI 01</b> Cost per square metre for all areas cleaned (excluding CEC)		
<b>PI 02</b> Cost per square metre for all areas cleaned (including CEC)		
<b>PI 09</b> Ratio of square metres to annual scheduled hours (large offices)		
<b>PI 12</b> Ratio of square metres to annual scheduled hours (small offices)		
<b>PI 13</b> Ratio of square metres to annual scheduled hours (all offices)		
<b>PI 10</b> Ratio of square metres to annual scheduled hours (libraries)		
<b>PI 11</b> Ratio of square metres to annual scheduled hours (secondary schools)		
<b>PI 23</b> Ratio of square metres to annual scheduled hours (primary schools)		
<b>PI 26</b> Ratio of square metres to annual scheduled hours (special schools)		
<b>PI 16</b> Total square metres (excluding outdoor areas) cleaned per FTE employee		
<b>PI 20a / PI 20c</b> Staff absence (front line staff)		
<b>PI 24a / PI 24c</b> Staff absence (all employees)		
<b>PI 22</b> Customer satisfaction surveys		
<b>PI 14</b> Quality assurance and consultation process		
<b>Other costs performance indicators</b>		
<b>PI 03</b> Cost per FTE front-line employee		
<b>PI 17</b> Front line staff cost per square metre cleaned (excluding outdoor areas)		
<b>PI 27</b> Cost per scheduled input hour (excluding CEC)		
<b>PI 32</b> Charge per housing void cleaned		
<b>Other productivity performance indicators</b>		
<b>PI 04</b> Number of paid staff hours per measured square metre cleaned		
<b>PI 30</b> Ratio of square metres to annual scheduled hours (public conveniences)		

<b>Other staffing performance indicators</b>	<b>Performance in 2015/16</b>	<b>Improved since 2014/15?<sup>^</sup></b>
<b>PI 21a</b> Starters as a percentage of total operational staff	◆	▼
<b>PI 21b</b> Starters (employed for at least 12 weeks) as a percentage of total operational staff	◆	▼
<b>PI 25a</b> Leavers as a percentage of total operational staff	◆	▼
<b>PI 25b</b> Leavers (employed for at least 12 weeks) as a percentage of total operational staff	◆	▼
<b>PI 15</b> Human resources and people management	▲	—
<b>PI 20b / PI 20d</b> Staff absence excluding long term (front line staff)	●	▲
<b>PI 24b / PI 24d</b> Staff absence excluding long term (all employees)	●	▲

- Performance for 2015/16 is better than the family group average
- ▲ Performance for 2015/16 is within 25% of the family group average
- ◆ Performance for 2015/16 is not as good as the family group average range above
- ▲ Performance for 2015/16 has improved from the 2014/15 result
- Performance for 2015/16 is within 5% of the 2014/15 result
- ▼ Performance for 2015/16 has deteriorated from the 2014/15 result

<sup>^</sup> Please note that the cost performance may be affected by inflation and this should be taken into account

The following performance indicators are those where there is no preference to have a higher or lower result. However, for the purpose of this report, we have indicated for you whether your result is above or below the family group average.

<b>Profile performance indicators</b>	<b>Performance in 2015/16</b>
<b>Other costs performance indicators</b>	
<b>PI 06</b> Cleaning materials cost as a percentage of total cost	↑
<b>PI 07</b> Cleaning equipment cost as a percentage of total cost	↓
<b>PI 29</b> Materials and equipment cost as a percentage of total cost	↑
<b>PI 05</b> All staff costs as a percentage of total cost	↓
<b>PI 28</b> Front line staff costs as a percentage of total cost	↓
<b>PI 08</b> Other costs as a percentage of total cost	↓
<b>PI 31</b> Central establishment charges as a percentage of total cost	↓
<b>Other business performance indicators</b>	
<b>PI 33</b> Percentage change in square metres cleaned	↑
<b>PI 34</b> Percentage change in turnover	↑
<b>PI 19</b> Additional works/variation orders as a percentage of scheduled work	↓

- ↓ Performance for 2015/16 is below the family group average
- ↑ Performance for 2015/16 is above the family group average

**Data produced on 02/02/2017**