

**APPENDIX 1:APSE Performance Networks performance indicators standings 2015/16 (Issue 1)**

**Street Cleansing**

**Whole Service: Summary**

Indicator	HBBC score	Highest in service	Average in service	Lowest in service	Standing	Quartile achieved
Cost of cleansing service per household (incl CEC)	£16.94	£62.91	£30.70	£13.20	9(48)	1
Cost of cleansing service per household (excl CEC)	£14.73	£78.46	£29.54	£11.51	7(52)	1
Customer satisfaction	81%	97%	71%	43%	7 (26)	1
Percentage staff absence	3%	11%	5	1%	9(34)	1

**Family group summary**

Indicator	HBBC score	Highest in service	Average in service	Lowest in service	Standing	Quartile achieved
Cost of cleansing service per household (incl CEC)	£16.94	£51.42	£25.29	£13.62	5(17)	1
Cost of cleansing service per household (excl CEC)	£14.73	£49.73	£23.33	£11.51	5(17)	1
Customer satisfaction	81%	97%	65%	48%	4 (9)	2
Percentage staff absence	3%	11%	4%	1%	2(11)	2

## Parks, open spaces and horticultural services

### Whole service summary

Indicator	HBBC score	Highest in service	Average in service	Lowest in service	Standing	Quartile achieved
Number of hectares maintained per FTE front line employee	9.45	27.79	10.87	2.66	21 (44)	2
Percentage staff absence	2.62%	9.00%	4.00%	1%	9 (37)	1
Maintenance cost per hectare of maintained land (incl CEC)	£5,334	£9,277	£5,273	£2,331	20(40)	2
Average NPFA play value score of childrens playgrounds	37	54	33.5	19	4(16)	1

### Family group summary

Indicator	HBBC score	Highest in service	Average in service	Lowest in service	Standing	Quartile achieved
Number of hectares maintained per FTE front line employee	9.45	19.23	10.91	5.96	8 (16)	2
Percentage staff absence	2.62%	8.11%	4.80%	2.23%	2(18)	1
Maintenance cost per hectare of maintained land (incl CEC)	£5,334	£9,277	£5,310	£2,845	9 (14)	3
Average NPFA play value score of childrens playgrounds	37	54	36	28	2 (5)	