























EBS Scrutiny PI Report









Please note that some data may have changed since it was presented to the scrutiny committee. This is primarily due to updates from the Improvement Service, which is responsible for maintaining the LGBF data. Additionally, there are a few instances where new data became available after the initial submission.

PI Status		Long Term Trends	
	Alert		Improving
	Warning		No Change
	OK		Getting Worse
	Unknown		
	Data Only		



























Customer

Performance Indicator	2019/20	2020/21	2021/22	2022/23	2023/24	Status	Long Trend
Tenants surveyed satisfied with the housing repairs service generally (%)	99.30%	99.28%	99.70%	99.83%	98.04%		
Building Services Stage 1 Complaints actioned < 5 days	81%	92%	91%	90%	90%		
Building Services Stage 2 Complaints actioned < 20 days	89%	90%	82%	96%	82%		
DW&SC Stage 2 Complaints actioned < 20 days	95%	96%	100%	96%	100%		
Grounds Maintenance Stage 2 Complaints actioned < 20 days	100%	100%	100%	73%	67%		
Domestic Waste & Street Cleansing - Stage 1 Complaints actioned < 5 days	89%	95%	97%	97%	99%		
Grounds Maintenance Stage 1 Complaints actioned < 5 days	79%	89%	83%	80%	90%		





























LGBF

Performance Indicator	2019/20	2020/21	2021/22	2022/23	2023/24	Status	Long Trend
Parks & Open Spaces cost per 1,000 population (LGBF)	£24,641.95	£15,069.63	£18,106.37	£24,556.35	N/A		
Adults satisfied with parks and open spaces (%) (LGBF)	86%	86.70%	89.70%	87.70%	N/A		
Net waste collection cost per premises (£) (LGBF)	£49.33	£46.97	£55	£61.92	N/A		
Net waste disposal cost per premises (£) (LGBF)	£78.48	£85.52	£87.10	£85.11	N/A		
Cost of street cleaning per 1,000 population (£) (LGBF)	£7,733.90	£12,046.61	£14,554.48	£17,132.34	N/A		
Total household waste that is recycled (%) (LGBF)	44%	43.70%	43.60%	46%	N/A		
Adults satisfied with refuse collection (%) (LGBF)	79.77%	80.77%	80.33%	79.67%	N/A		
Adults satisfied with street cleaning (%) (SHS) (LGBF)	72.50%	70.17%	69.33%	66.67%	N/A		



























Resources

Performance Indicator	2019/20	2020/21	2021/22	2022/23	2023/24	Status	Long Trend
Building Services - Average WDL per FTE	14.5	DIV/0	15.26	13.72	15.76		
Building Services - Average Long Term WDL per FTE	9.58	DIV/0	11.65	9.53	11.52		
Building Services Workforce who are Female (%)	5.50%	5.60%	5.70%	6.10%	5.70%		
Building Services Workforce who are Full-time (%)	95.50%	95.50%	94.50%	94%	93.90%		
Building Services Workforce who are Permanent Employees (%)	82.30%	85.10%	88.30%	88.60%	88%		
Building Services Employees aged 24 and under (%)	14.70%	15.30%	13.30%	15.40%	13.40%		
Building Services Employees aged 29 and under (%)	23.60%	24.20%	22.50%	22.90%	23.90%		
Building Services Employees aged 55 and over (%)	21.20%	21.50%	25.20%	24.80%	25.70%		
Building Services Number of Voluntary Redundancies (FTEs)	0	2	0	0	0		
Building Services Number of WYI Bids	0	0	0	1	0		
Building Services Number of WYI Programme new starts	0	0	0	1	0		
Apprentices becoming fully trained tradespersons (%)	100%	100%	100%	100%	27%		
Number of apprentices recruited annually	30	29	32	30	28		













Resources

Performance Indicator	2019/20	2020/21	2021/22	2022/23	2023/24	Status	Long Trend
Fleet Operations Workforce who are Female (%)	16.70%	17.70%	14.50%	17.30%	16.30%		
Fleet Operations - Average WDL per FTE	9.46	DIV/0	11.18	13.69	19.26		
Fleet Operations Workforce who are Full-time (%)	97.40%	96.20%	96.40%	94.70%	93.80%		
Fleet Operations - Average Long Term WDL per FTE	4.35	DIV/0	8.33	9.32	14.48		
Fleet Operations Workforce who are Permanent Employees (%)	88.50%	89.90%	88%	86.70%	83.80%		
Fleet Operations Number of Voluntary Redundancies (FTEs)	0	0	0	0	0		
Fleet Operations Employees aged 24 and under (%)	15.40%	16.50%	13.30%	17.30%	18.80%		
Fleet Operations Employees aged 29 and under (%)	24.40%	25.30%	27.70%	29.30%	28.80%		
Fleet Operations Number of WYI Bids	0	0	0	0	0		
Fleet Operations Number of WYI Programme new starts	0	0	0	0	0		
Fleet Operations Employees aged 55 and over (%)	35.90%	36.70%	34.90%	37.30%	35%		
Grounds Maintenance- Average WDL per FTE	17.15	DIV/0	14.42	11.65	15.11		
Grounds Maintenance - Average Long Term WDL per FTE	11.6	DIV/0	10.7	7.57	9.59		
Grounds Maintenance Workforce who are Female (%)	2.70%	2%	2.80%	2.80%	2.90%		





Resources

Performance Indicator	2019/20	2020/21	2021/22	2022/23	2023/24	Status	Long Trend
Grounds Maintenance Workforce who are Full-time (%)	96.50%	96.50%	96.70%	97.20%	97.10%		
Grounds Maintenance Workforce who are Permanent Employees (%)	96.50%	94%	95.30%	90.10%	93.20%		
Grounds Maintenance Employees aged 24 and under (%)	5.10%	7.50%	7.90%	7.50%	6.80%		
Grounds Maintenance Employees aged 29 and under (%)	8.10%	14.40%	16.70%	17.40%	19%		
Grounds Maintenance Employees aged 55 and over (%)	34.10%	22.90%	27.40%	26.80%	32.70%		
Grounds Maintenance Number of Voluntary Redundancies (FTEs)	0	18	1	0	0		
Grounds Maintenance Number of WYI Bids	4	2	0	0	2		
Grounds Maintenance Number of WYI Programme new starts	1	0	2	0	2		
Waste Operations - Workforce who are Female (%)	0.50%	1.30%	1.80%	1.70%	0.80%		
Domestic Waste & Street Cleansing - Average WDL per FTE	21.18	DIV/0	20.56	24.52	18.88		
Waste Operations Workforce who are Full-time (%)	99.10%	98.40%	63.60%	99%	99.20%		
Domestic Waste & Street Cleansing - Average Long Term WDL per FTE	13.54	DIV/0	16.14	19.12	14.19		
Waste Operations Workforce who are Permanent Employees (%)	94.40%	92%	92.90%	89.10%	94%		

Resources

Performance Indicator	2019/20	2020/21	2021/22	2022/23	2023/24	Status	Long Trend
Waste Operations Number of Voluntary Redundancies (FTEs)	0	3	0	0	0		
Waste Operations Employees aged 24 and under (%)	6%	4.80%	3.20%	4.20%	5%		
Waste Operations Employees aged 29 and under (%)	11.60%	9.90%	9%	11.10%	12.30%		
Waste Operations Employees aged 55 and over (%)	27.40%	37.60%	40.90%	37.10%	39.60%		
Waste Operations Number of WYI Bids	0	0	0	0	0		
Waste Operations Number of WYI Programme new starts	0	0	0	0	0		

Service Operations

Performance Indicator	2019/20	2020/21	2021/22	2022/23	2023/24	Status	Long Trend
Total public buildings repairs completed on time (%)	93.15%	89.74%	90.30%	86.86%	80.85%		
Total Number of Items currently on Fife Council's Fleet	1,612	1,531	1,511	1,499	1,387		
Compliance with Vehicle Operator's Licensing Requirements	100%	97%	99%	97%	96%	