













FM 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
Facilities Management Stage 1 Complaints actioned < 5 days	86%	83%	81%	84%	93%		
Facilities Management Stage 2 Complaints actioned < 20 days	50%	DIV/0	100%	0%	100%		













Resources

Performance Indicator	2019/20	2020/21	2021/22	2022/23	2023/24	Status	Long Trend
Facilities Management - Average WDL per FTE	12.45	DIV/0	15.88	16.61	15.69		
Facilities Management - Average Long Term WDL per FTE	8.28	DIV/0	13.16	12.66	11.36		
Facilities Management Workforce who are Female (%)	77.40%	77.20%	78.10%	78.10%	77.20%		

Resources

Performance Indicator	2019/20	2020/21	2021/22	2022/23	2023/24	Status	Long Trend
Facilities Management Workforce who are Full-time (%)	18.40%	18.40%	12.60%	13.10%	13.10%		
Facilities Management Workforce who are Permanent Employees (%)	94.30%	92.20%	96.90%	97.80%	98.50%		
Facilities Management Employees aged 24 and under (%)	2.20%	2.40%	2.20%	2.80%	2.80%		
Facilities Management Employees aged 29 and under (%)	5.60%	5.70%	5.70%	6.20%	7.10%		
Facilities Management Employees aged 55 and over (%)	44.40%	44.60%	46.10%	43.80%	44.60%		

Service Operations

Performance Indicator	2019/20	2020/21	2021/22	2022/23	2023/24	Status	Long Trend
Primary School Free Meal Uptake (%)	69.30%	36.50%	68%	82.80%	68%		
Secondary School Free Meal Uptake (%)	38.60%	16.10%	29.50%	31.90%	38%		
Average number of MOW clients delivered to per day - Fife Wide	495	725	705	632	606		
Primary School Meal Uptake (%)	52.80%	30%	58.80%	68%	53%		
Secondary School Meal Uptake (%)	33.70%	14.40%	28.10%	25.70%	31%		
Food Only Cost per Meal (Primary Schools) (£)	0.69	1.01	0.8	0.79	1.31		
Food Only Cost per Meal (Secondary Schools) (£)	1.12	1.38	1.26	1.65	1.71	