













## FM Scrutiny PI Report

















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

## Resources

Performance Indicator	2019/20	2020/21	2021/22	2022/23	Status	Long Trend
Facilities Management - Average WDL per FTE	12.45	DIV/0	15.88	16.61		
Facilities Management - Average Long Term WDL per FTE	8.28	DIV/0	13.16	12.66		
Facilities Management Workforce who are Female (%)	77.40%	77.20%	78.10%	78.10%		
Facilities Management Workforce who are Full-time (%)	18.40%	18.40%	12.60%	13.10%		
Facilities Management Workforce who are Permanent Employees (%)	94.30%	92.20%	96.90%	97.80%		
Facilities Management Employees aged 24 and under (%)	2.20%	2.40%	2.20%	2.80%		
Facilities Management Employees aged 29 and under (%)	5.60%	5.70%	5.70%	6.20%		
Facilities Management Employees aged 55 and over (%)	44.40%	44.60%	46.10%	43.80%		

## Service Operations

Performance Indicator	2019/20	2020/21	2021/22	2022/23	Status	Long Trend
Primary School Free Meal Uptake (%)	69.30%	36.50%	68%	82.80%		
Secondary School Free Meal Uptake (%)	38.60%	16.10%	29.50%	31.90%		
Average number of MOW clients delivered to per day - Fife Wide	639	776	705	701		
Primary School Meal Uptake (%)	52.80%	30%	58.80%	68%		
Secondary School Meal Uptake (%)	33.70%	14.40%	28.10%	25.70%		
Food Only Cost per Meal (Primary Schools) (£)	£0.69	£1.01	£0.8	£0.79		
Food Only Cost per Meal (Secondary Schools) (£)	£1.12	£1.38	£1.26	£1.34	