

Environment & Building Services Scrutiny PI Report

Key KPI Status: OK Warning Alert Data only Unknown Trend: Improving No change Getting worse

Customer								
Performance Indicator	2021/22	2022/23	2023/24	2024/25	2025/26	Target	Status	Long Trend
Tenants surveyed satisfied with the housing repairs service generally (%)	99.70%	99.83%	98.04%	98.36%	99.90%	90%		
Building Services Stage 1 Complaints actioned < 5 days	91%	90%	90%	89%	89%	90%		
Building Services Stage 2 Complaints actioned < 20 days	82%	96%	82%	80%	73%	85%		
Grounds Maintenance Stage 1 Complaints actioned < 5 days	83%	80%	90%	92%	92%	90%		
Grounds Maintenance Stage 2 Complaints actioned < 20 days	100%	73%	67%	83%	100%	85%		
Domestic Waste & Street Cleansing - Stage 1 Complaints actioned < 5 days	97%	97%	99%	99%	99%	90%		
Domestic Waste & Street Cleaning Stage 2 Complaints actioned < 20 days	100%	96%	100%	100%	100%	85%		

Service Operations								
Performance Indicator	2021/22	2022/23	2023/24	2024/25	2025/26	Target	Status	Long Trend
Total public buildings repairs completed on time (%)	90.30%	86.86%	80.85%	93.31%	90.12%	90%		
Total Number of Items currently on Fife Council's Fleet	1,511	1,499	1,387	1,355	1,304	100%		
Compliance with Vehicle Operator's Licensing Requirements	99%	97%	96%	100%	97%	100%		

LGBF

Performance Indicator	2021/22	2022/23	2023/24	2024/25	Family Group Target Av 2024-25		Status	Long Trend
Parks & Open Spaces cost per 1,000 population (LGBF)	£18,294.33	£24,777.19	£23,658.22	£25,512.33	£25,647	£24,172		
Proportion of adults satisfied with parks and open spaces (%) (LGBF)	89.70%	87.70%	85%	83.70%	84.70%	85%		
Net waste collection cost per premises (£) (LGBF)	£55	£61.92	£70.88	£76.64	£76.78	£81.63		
Net waste disposal cost per premises (£) (LGBF)	£87.10	£85.11	£97.42	£97.21	£103.26	£108.24		
Net cost of street cleaning per 1,000 population (LGBF)	£14,705.57	£17,286.41	£18,047.49	£18,574.55	£14,916.00	£17,635		
Proportion of total household waste arising that is recycled (LGBF)	43.60%	45.70%	45.90%	44.50%	52%	43.5%		
Proportion of adults satisfied with refuse collection (LGBF)	80.33%	79.67%	82.67%	85.33%	79.00%	78.30%		
Proportion of adults satisfied with street cleaning (%) (LGBF)	69.33%	66.67%	67.67%	65.67%	54.7%	58%		

Resources

Performance Indicator	2021/22	2022/23	2023/24	2024/25	2025/26	Target	Status	Long Trend
Building Services - Average WDL per FTE	15.26	13.72	15.76	16.05	17.31	15.9		
Building Services - Average Long Term WDL per FTE	11.65	9.53	11.52	11.69	12.89	11.6		
Apprentices becoming fully trained tradespersons (%)	100%	100%	98%	100%	100%	100%		
Number of apprentices recruited annually	32	30	28	29	27	25		
Fleet Operations - Average WDL per FTE	11.18	13.69	19.26	19.67	11.89	19.6		
Fleet Operations - Average Long Term WDL per FTE	8.33	9.32	14.48	13.24	7.18	13.1		
Grounds Maintenance- Average WDL per FTE	14.42	11.65	15.11	15.89	19.14	15.8		
Grounds Maintenance - Average Long Term WDL per FTE	10.7	7.57	9.59	10.48	14.42	10.4		
Domestic Waste & Street Cleansing - Average WDL per FTE	20.56	24.52	18.88	21.99	21.5	21.9		
Domestic Waste & Street Cleansing - Average Long Term WDL per FTE	16.14	19.12	14.19	16.58	15.77	16.5		
EBS Workforce who are Female (%)	4.90%	5.10%	4.60%	5.20%	5.60%	Target not appropriate		
EBS Workforce who are Full-time (%)	87.40%	95.70%	95.60%	95%	94.80%	Target not appropriate		
EBS Workforce who are Permanent Employees (%)	90.40%	88.80%	90%	90.30%	90.20%	Target not appropriate		
EBS Employee Turnover	N/A	N/A	13.27%	14.34%	11.84%	10%		
EBS Employees aged 24 and under (%)	10.10%	11.60%	10.70%	12.70%	13.50%	Target not appropriate		
EBS Employees aged 25 to 39 (%)	23.88%	24.19%	25.25%	25.57%	25.20%	Target not appropriate		
EBS Employees aged 40 to 54 (%)	36.27%	35.46%	33.52%	33.15%	32.15%	Target not appropriate		
EBS Number of Voluntary Redundancies (FTEs)	1	0	0	0	0	Target not appropriate		
EBS Employees aged 55 and over (%)	29.80%	28.80%	30.50%	28.70%	29%	Target not appropriate		
EBS Number of WYI Bids	0	1	2	4	0	Target not appropriate		
EBS Number of WYI Programme new starts	2	1	2	4	0	Target not appropriate		