

FM 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
Facilities Management Stage 1 Complaints actioned < 5 days	81%	84%	93%	86%	83%	90%		
Facilities Management Stage 2 Complaints actioned < 20 days	100%	0%	100%	67%	100%	85%		

Resources

Performance Indicator	2021/22	2022/23	2023/24	2024/25	2025/26	Target	Status	Long Trend
Facilities Management - Average WDL per FTE	15.88	16.61	15.69	16.08	17.15	17		
Facilities Management - Average Long Term WDL per FTE	13.16	12.66	11.36	12.31	13.28	12.2		
Facilities Management Workforce who are Female (%)	78.10%	78.10%	77.20%	76.40%	76.80%	Target not appropriate		
Facilities Management Workforce who are Full-time (%)	12.60%	13.10%	13.10%	11.20%	11.50%	Target not appropriate		
Facilities Management Workforce who are Permanent Employees (%)	96.90%	97.80%	98.50%	98.10%	98.40%	Target not appropriate		
Facilities Management Employee Turnover	Data not available	Data not available	14.99%	14.38%	15.62%	10%		
Facilities Management Employees aged 24 and under (%)	2.20%	2.80%	2.80%	4.40%	4.50%	Target not appropriate		
Facilities Management Employees aged 25 to 39 (%)	Data not available	19.29%	20.96%	22.40%	22.43%	Target not appropriate		
Facilities Management Employees aged 40 to 54 (%)	Data not available	34.13%	31.64%	31.42%	32.23%	Target not appropriate		
Facilities Management Employees aged 55 and over (%)	46.10%	43.80%	44.60%	42.10%	39.00%	Target not appropriate		

Service Operations

Performance Indicator	2021/22	2022/23	2023/24	2024/25	2025/26	Target	Status	Long Trend
Primary School Free Meal Uptake (%)	68%	82.80%	68.30%	74.00%	55.40%	Target to be reassessed		
Secondary School Free Meal Uptake (%)	29.50%	31.90%	39.20%	35.40%	41.30%	Target to be reassessed		
Average number of MOW clients delivered to per day - Fife Wide	705	632	606	618	584	Target not appropriate		
Primary School Meal Uptake (%)	58.80%	68%	48.36%	52.00%	47.60%	Target to be reassessed		
Secondary School Meal Uptake (%)	28.10%	25.70%	29%	33%	35.18%	37%		
Food Only Cost per Meal (Primary Schools) (£)	£0.80	£0.79	£1.15	£1.27	£1.22	£1.27		
Food Only Cost per Meal (Secondary Schools) (£)	£1.26	£1.34	£1.65	£1.80	£1.72	£1.80		