































FM PI Report

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













Objective Customer

Performance Indicator	2020/21	2021/22	2022/23	2023/24	2024/25	Target	Status	Long Trend
Facilities Management Stage 1 Complaints actioned < 5 days	83%	81%	84%	93%	86%	90%		
Facilities Management Stage 2 Complaints actioned < 20 days	DIV/0	100%	0%	100%	67%	85%		

Objective Resources

Performance Indicator	2020/21	2021/22	2022/23	2023/24	2024/25	Target	Status	Long Trend
Facilities Management - Average WDL per FTE	DIV/0	15.88	16.61	15.69	16.08	15.6		
Facilities Management - Average Long Term WDL per FTE	DIV/0	13.16	12.66	11.36	12.31	11.3		
Facilities Management Workforce who are Female (%)	77.20%	78.10%	78.10%	77.20%	76.40%	N/A		
Facilities Management Workforce who are Full-time (%)	18.40%	12.60%	13.10%	13.10%	11.20%	N/A		
Facilities Management Workforce who are Permanent Employees (%)	92.20%	96.90%	97.80%	98.50%	98.10%	N/A		
Facilities Management Employees aged 24 and under (%)	2.40%	2.20%	2.80%	2.80%	4.40%	N/A		
Facilities Management Employees aged 29 and under (%)	5.70%	5.70%	6.20%	7.10%	9.70%	N/A		
Facilities Management Employees aged 55 and over (%)	44.60%	46.10%	43.80%	44.60%	42.10%	N/A		
Facilities Management Employee Turnover				14.99%	14.38%	10%		

Objective Service Operations

Performance Indicator	2020/21	2021/22	2022/23	2023/24	2024/25	Target	Status	Long Trend
Primary School Free Meal Uptake (%)	36.50%	68%	82.80%	68.30%	74%	83%		
Secondary School Free Meal Uptake (%)	16.10%	29.50%	31.90%	39.32	35.40%	51%		
Average number of MOW clients delivered to per day - Fife Wide	725	705	632	606	618			
Primary School Meal Uptake (%)	30%	58.80%	68%	48.36	52%	60%		
Secondary School Meal Uptake (%)	14.40%	28.10%	25.70%	29	32.80%	37%		
Food Only Cost per Meal (Primary Schools) (£)	£1.01	£0.80	£0.79	1.15	£1.27	£0.80		
Food Only Cost per Meal (Secondary Schools) (£)	£1.38	£1.26	£1.34	1.65	£1.80	£0.95	