Parks, horticulture and open spaces performance indicators

Key performance indicators

- PI 30 Hectares of maintained public open space per 1,000 head of population
- PI 12 Number of hectares maintained per FTE front line employee
- PI 13 a Percentage staff absence
- PI 13 c Staff absence days (Scotland only)
- PI 15 Quality assurance and consultation process score
- PI 16 Human resources and people management
- PI 22 Customer satisfaction performance indicator
- PI 38 Community/customer surveys undertaken
- PI 23 Output specification:
- PI 34 Environmental practices indicator
- PI 18a LA playgrounds per 1,000 children
- PI 18b LA and community playgrounds per 1,000 children

Key cost performance indicators

- PI 43 Maintenance cost per household (including CEC)
- PI 41 Maintenance cost per hectare of maintained land (including CEC)
- PI 42 Maintenance cost per 1,000 head of population
- PI 21 Cost of service per household (including CEC)
- PI 02 Cost of service per hectare of maintained land (including CEC)
- PI 17 Cost of service per 1,000 head of population (including CEC)

Secondary performance indicators

- PI 13 b Percentage staff absence (excluding long term)
- PI 13 d Staff absence days (excluding long term)
- PI 14 Total staff costs as a percentage of total cost
- PI 26 Front line staff costs as a percentage of total cost
- PI 27 Number of FTE non front-line employees per 100 hectares maintained
- PI 31 Central establishment charges as a percentage of total expenditure
- PI 32 Hectarage of local nature reserves (LNR) per 1,000 head of population
- PI 37 Average NPFA play value score of children's playgrounds
- PI 40 Number of public events per 1000 head of population
- PI 39 Countryside management performance indicator