



PERFORMANCE INDICATORS

2005
2006



CORPORATE MANAGEMENT

	Performance Information			
	05/06	04/05	03/04	02/03
SICKNESS ABSENCE				
Number of days lost through sickness absence expressed as a percentage of total working days available for the following groups of staff:-				
Chief officers and local government employees	4.5%	4.7%	NR	NR
Craft employees	2.8%	4.7%	NR	NR
Teachers	4.0%	3.8%	3.6%	4.4%
LITIGATION CLAIMS				
The number and value of civil liability claims incurred by the council in the year				
Number of claims per 10,000 population	21.6	20.8	18.1	NR
Claims as a percentage of revenue budget	0.1%	0.1%	0.1 %	NR
Updated position for 2004/05				
Number of claims per 10,000 population (2004/05)	20.5	20.2	NR	NR
2004/05 claims as a percentage of revenue budget	0.1%	0.1%	NR	NR
EQUAL OPPORTUNITIES POLICY				
The number and percentage of the highest paid 2% and 5% of earners among council employees, that are women				
Percentage of women employees in top 2%	23.2%	22.7%	7.0%	NR
Percentage of women employees in top 5%	25.0%	22.7%	16.8 %	-
PUBLIC ACCESS				
Number and percentage of buildings from which the council delivers services that are suitable for, and accessible to, disabled people	76.2%	72.9%	NR	NR
COUNCIL TAX COLLECTION				
Cost of collecting council tax per dwelling (All dwellings, not just chargeable)	£13.95	£12.46	NR	NR
COUNCIL TAX INCOME				
Income				
Income due from council tax for the year excluding reliefs and rebates	£37,118,346	£34,634,209	£32,562,000	£30,452,427
Percentage of income due from council tax for the year that was received by the end of the year	95.8%	95.6%	95.0%	94.7%
NON-DOMESTIC RATES INCOME				
Percentage of income due from non-domestic rates that was received by the end of the year	98.4%	98.3%	98.1%	96.6%
PAYMENT OF INVOICES				
Percentage of invoices sampled and paid within 30 days	85.2%	84.2%	83.5%	NR

NOTE - THROUGHOUT NR REPRESENTS DATA NOT REQUIRED.

For comparison, further information is available on the Audit Scotland web-site at <http://www.audit-scotland.gov.uk/performance/council/>

WASTE MANAGEMENT

	Performance Information			
	05/06	04/05	03/04	02/03
REFUSE COLLECTION				
Net cost of refuse collection per premise	£51.10	£35.32	NR	NR
Net cost of refuse disposal per premise	£47.71	£37.58	NR	NR
REFUSE COLLECTION COMPLAINTS				
Complaints per 1,000 households	34.1	12.4	4.1	NR
REFUSE RECYCLING				
MUNICIPAL WASTE				
Landfilled	44.9%	NR	NR	NR
Composted	8.4%	NR	NR	NR
Recycled	23.7%	NR	NR	NR
Other recovery including energy from waste	23.0%	NR	NR	NR
Total tonnes	100.0%	NR	NR	NR
Total biodegradable municipal waste landfilled	60.2%	NR	NR	NR
CLEANLINESS				
The cleanliness index achieved following inspection of a sample of streets and other land				
Overall cleanliness index	72	69	NR	NR

CULTURAL AND COMMUNITY SERVICES

	Performance Information			
	05/06	04/05	03/04	02/03
SPORT AND LEISURE MANAGEMENT				
Number of attendances per 1,000 population for all pools	3,767	3,470	3,079	-
ATTENDANCE AT INDOOR SPORTS FACILITIES EXCLUDING POOLS				
Number of attendances per 1,000 population for indoor sport and leisure facilities excluding pools in a combined complex	6,620	7,930	8,361	7,810
MUSEUMS				
Total number of museums operated by or financially supported by the council	8	8	8	10
Percentage of museums registered under the museums and Galleries Commission (MGC) registration scheme	100.0%	100.0%	100.0%	80.0%
LIBRARY STOCK TURNOVER				
Changes in adult library lending stock of book and audio-visual material				
Additions per 1,000 population	124	151	140	204
Total number of closing stock items per 1,000 population	2,027	2,259	2,256	2,260
Changes in children's & teenage library lending stock of book and audio-visual material				
Additions per 1,000 population	64	58	47	60
Total number of closing stock items per 1,000 population	663	645	647	662
USE OF LIBRARIES				
Borrowers from public libraries				
Percentage of the resident population that are borrowers from public libraries	25.7%	26.7%	27.6%	28.3%
Average number of issues per library borrower	24.6	27.3	27.4	29.3
LEARNING CENTRE AND LEARNING ACCESS POINT USERS				
Users as a percentage of the population	11.1%	9.3%	7.9%	6.1%
Number of occasions that terminals are accessed per 1,000 population	859.9	760.9	597.7	388.4

HOUSING

	Performance Information			
	05/06	04/05	03/04	02/03
RESPONSE REPAIRS				
Name of first priority housing response repairs category	Emergency			
Target response time for this category	2 hours			
Percentage completed within target time	88.0%	93.8%	96.2%	92.4%
Name of second priority housing response repairs category	Urgent			
Target response time for this category	2 working days			
Percentage completed within target time	92.5%	88.5%	89.6%	86.2%
Name of third priority housing response repairs category	Routine			
Target response time for this category	10 working days			
Percentage completed within target time	92.4%	91.9%	89.4%	83.4%
Name of fourth priority housing response repairs category	Non Essential			
Target response time for this category	20 working days			
Percentage completed within target time	71.9%	70.1%	76.9%	67.8%
Name of fifth priority housing response repairs category	Complex			
Target response time for this category	3 months			
Percentage completed within target time	88.4%	100.0%	81.9%	81.5%
Name of sixth priority housing response repairs category	Priority gas heating			
Target response time for this category	24 hours			
Percentage completed within target time	94.7%	86.6%	80.8%	NS
All categories				
Percentage completed within 24 hours	91.7%	92.6%	88.7%	92.4%
MANAGING TENANCY CHANGES				
Percentage of rent due in the year that was lost due to voids	3.3%	2.8%	2.1%	1.8%
Dwellings which are not low demand				
Average time to re-let dwellings (days)	57	NR	NR	NR
Dwellings which are low demand				
Average time to re-let dwellings (days)	73	NR	NR	NR
Average time that these dwellings remained un-let	649	NR	NR	NR
RENT ARREARS				
Current tenants' arrears as a percentage of net rent due	7.9%	6.6%	5.8%	4.9%
Percentage of current tenants owing more than 13 weeks rent excluding those owing less than £250	4.9%	3.4%	3.2%	3.0%
COUNCIL HOUSE SALES				
The percentage of house sales completed within 26 weeks	84.0%	92.8%	94.9%	NR
Average time to sell houses (weeks)	26	23	23	23
HOMELESSNESS				
Average time to assess households as homeless or potentially homeless, per case	4.2	4.2	3.2	NR
% of cases reassessed as homeless or potentially homeless within 12 months of previous case being completed	0.1%	3.0%	0.1%	NR

DEVELOPMENT SERVICES

	Performance Information	Performance Information			
		05/06	04/05	03/04	02/03
PROCESSING TIME - PLANNING APPLICATIONS					
Number and percentage of householder and non-householder applications dealt with within two months					
	Number dealt with within two months	% dealt with within two months			
Householder	667	92.6%	90.7%	85.8%	NR
Non-householder	289	39.3%	46.7%	52.2%	57.5%
Total	956	65.7%	69.1%	68.6%	NR
APPEALS - PLANNING					
Number of planning determinations	1,455				
Number of planning determinations that went to appeal	27				
Number of successful appeals	6				
Successful appeals as a percentage of determinations		0.4%	0.7%	0.2%	0.2%
Successful appeals as a percentage of determinations that went to appeal		22.2%	52.6%	30.0%	15.4%
DEVELOPMENT PLANS					
Percentage of population covered by a Local Plan which has been adopted or finalised within the last five years		100.0	100.0 %	100.0 %	100.0 %

ADULT SOCIAL WORK

COMMUNITY CARE SERVICES	Performance Information	Performance Information			02/03
		05/06	04/05	03/04	
Average time (median) taken to provide CCS from first identification of need to first service provision (days)		7	NR	NR	NR
RESIDENTIAL ACCOMMODATION: STAFF QUALIFICATION					
	Number of qualified staff (not whole time equivalent)	% qualified			
Older people					
Care staff in Local Authority residential homes, who have appropriate qualifications for the level of post held	54	43.5%	NR	NR	NR
Other adults					
Care staff in Local Authority residential homes, who have appropriate qualifications for the level of post held	18	43.9%	NR	NR	NR
Overall totals for older people and other adults					
Care staff in Local Authority residential homes, who have appropriate qualifications for the level of post held	72	43.6%	NR	NR	NR
RESIDENTIAL ACCOMMODATION: PRIVACY					
residential care places	Total number of occupied places (by sector)	Percentage of places that are single rooms (by sector)			
Older people - council	86	100.0%	100.0%	100.0%	NR
Older people - voluntary sector	38	97.4%	95.0%	100.0%	NR
Older people - private sector	419	97.1%	95.2%	91.0%	NR
Other adults - council	41	100.0%	100.0%	100.0%	NR
Other adults - voluntary sector	23	100.0%	100.0%	100.0%	NR
Other adults - private sector	61	70.5%	66.7%	97.8%	NR
	Total number of occupied places (by sector)	Percentage of places with en-suite facilities (by sector)			
Older people - council	86	62.8%	54.7%	55.8%	NR
Older people - voluntary sector	38	0.0%	0.0%	64.3%	NR
Older people - private sector	419	91.9%	93.6%	80.0%	NR
Other adults - council	41	0.0%	0.0%	0.0%	NR
Other adults - voluntary sector	23	47.8%	64.3%	14.6%	NR
Other adults - private sector	61	90.2%	88.9%	41.3%	NR

ADULT SOCIAL WORK

	Performance Information	05/06	04/05	03/04	02/03
HOME CARE/HOME HELPS					
Level of service					
Number of people aged 65+ receiving homecare		1,700	1,771	1,810	NR
Total volume of service					
	Number of home care hours	As a rate per 1,000 population aged 65+			
Total number of homecare hours per 1,000 population aged 65+	5,240	259.3	274.7	320.2	NR
Number and percentage of homecare clients aged 65+ receiving:					
Personal care	810	47.6%	44.6%	49.5%	NR
A service during evening/overnight	294	17.3%	14.3%	14.9%	NR
A service at weekends	572	33.6%	32.2%	34.4%	NR
RESPIRE CARE					
Older people - aged 65+					
	Volume of respite care	Number per 1,000 population (65+)			
Total overnight respite nights provided	5,730	283.5	NR	NR	NR
Number and percentage of respite nights not in a care home	0	0.0%	NR	NR	NR
Total daytime respite hours provided	11,693	578.5	NR	NR	NR
Number and percentage of daytime respite not in a day centre	11,693	100.0%	NR	NR	NR
People aged 18-64					
	Volume of respite care	Number per 1,000 population (65+)			
Total overnight respite nights provided	1,901	29.5	NR	NR	NR
Number and percentage of respite nights not in a care home	4	0.2%	NR	NR	NR
Total daytime respite hours provided	8,064	125.3	NR	NR	NR
Number and percentage of daytime respite not in a day centre	8,064	100.0%	NR	NR	NR
CRIMINAL JUSTICE					
Social enquiry reports					
Number of reports submitted to court during year	978				
Number and proportion of reports submitted to court by due date		86.4%	94.0%	97.1%	96.2%
Probation					
Number of new probation orders issued during the year	125				
Number and proportion of new probationers seen by a supervising officer within one week	102	90.3%	81.2%	80.4%	66.0%
Community service					
Number of new community service orders issued during the year	125				
Average number of hours per week to complete community orders		3.1	2.5	2.5	NR
Total community orders completed during the year	61				
Total hours for all community orders					
Total days for all community orders					

ROADS AND LIGHTING

	Performance Information			
	05/06	04/05	03/04	02/03
CARRIAGEWAY CONDITION				
Percentage of the road network that should be considered for maintenance treatment				
Overall percentage represents red and amber categories				
		Overall		
A class roads	22.4%	26.4%	27.4%	NR
B class roads	41.1%	54.1%	45.9%	NR
C class roads	24.4%	30.5%	28.3%	NR
Unclassified roads	39.3%	38.9%	36.3%	NR
Overall	33.6%	37.4%	34.5%	NR
TRAFFIC LIGHT REPAIRS				
Traffic lights failure				
Percentage completed within 48 hours	95.4%	95.9%	94.4%	94.1 %
STREET LIGHT REPAIRS				
Street lights failure				
Percentage completed within 7 days	90.8%	81.5%	79.1%	75.7 %
STREET LIGHTING COLUMNS				
The proportion of street lighting columns that are over 30 years old	18.6%	20.1%	NR	NR
BRIDGES - ROAD NETWORK RESTRICTIONS				
Bridges failing to meet European standard of 40 tonnes or having weight or width restrictions placed on them				
Number and percentage of bridges failing European standard:				
(a) Council	0.0%	0.0 %	NR	NR
(b) Private	2.0%	2.0%	NR	NR
(c) All bridges	0.4%	0.4%	NR	NR
Number and percentage of bridges with a weight or width restriction:				
(a) Council	0.0%	0.0%	NR	NR
(b) Private	2.0%	2.0%	NR	NR
(c) All bridges	0.4%	0.4%	NR	NR

EDUCATION AND CHILDREN'S SERVICES

PRIMARY SCHOOLS	Performance Information			
	05/06	04/05	03/04	02/03
Occupancy: percentage of primary schools				
Percentage of schools with occupancy of: 40% or less	7.0%	10.2 %	10.0 %	6.7 %
Percentage of schools with occupancy of: 41 - 60%	17.5%	18.6 %	21.7 %	25.0 %
Percentage of schools with occupancy of: 61 - 80%	36.8%	40.7 %	38.3 %	38.3 %
Percentage of schools with occupancy of: 81 - 100%	36.8%	28.8 %	28.3 %	28.3 %
Percentage of schools with occupancy of: 101% or more	1.8%	1.7 %	1.7 %	1.7 %
SECONDARY SCHOOLS				
Occupancy: percentage of secondary schools				
Percentage of schools with occupancy of: 40% or less	0.0%	0.0 %	0.0 %	0.0 %
Percentage of schools with occupancy of: 41 - 60%	25.0%	25.0 %	25.0 %	25.0 %
Percentage of schools with occupancy of: 61 - 80%	25.0%	25.0 %	12.5 %	12.5 %
Percentage of schools with occupancy of: 81 to 100%	37.5%	37.5 %	50.0 %	50.0 %
Percentage of schools with occupancy of: 101% or more	12.5%	12.5 %	12.5 %	12.5 %
EQUAL OPPORTUNITIES POLICY				
The percentage of teachers in each of the following staff bands who are women:-				
Head and Deputy Head Teachers				
Secondary	20.0%	22.2 %	25.0 %	NR
Primary	78.7%	79.3 %	75.0 %	NR
Special	NS	NS	NS	NR
Total	62.1%	63.3 %	61.4 %	NR
All teachers (including Head and Deputy Head teachers)				
Secondary	58.7%	60.8 %	59.4 %	NR
Primary	86.5%	90.9 %	89.9 %	NR
Special	NS	NS	NS	NR
Total	73.1%	76.1 %	74.4 %	NR
CHILDREN'S REPORTER LIAISON				
The percentage of Children's Hearing reports requested by the Reporter which were submitted within target time	38.8%	NR	NR	NR
SUPERVISION				
Percentage of children seen by a supervising officer within 15 working days	90.6%	83.8 %	86.2 %	NR
LOOKED AFTER CHILDREN - ACADEMIC ATTAINMENT				
Percentage of 16 or 17 year olds ceasing to be looked after away from home attaining at least one SCQF level 3 (any subject)	62.5%	66.7%	NR	NR
Percentage attaining at least SCQF level 3 in English and Maths	62.5%	41.7%	NR	NR
Number and percentage attaining at least one Standard Grade	62.5%	58.3%	66.7%	50.0%
Number and percentage attaining Standard Grade English and Maths	62.5%	41.7%	44.4%	27.8%
RESIDENTIAL ACCOMMODATION: STAFF QUALIFICATION				
Care staff in Local Authority residential children's homes, who have appropriate qualifications for the level of post held	47.4%	NR	NR	NR

EDUCATION AND CHILDREN'S SERVICES

	Performance Information			
	05/06	04/05	03/04	02/03
RESIDENTIAL ACCOMMODATION: PRIVACY				
Council	100.0%	100.0%	100.0%	NR
Voluntary sector	94.7%	91.7%	72.7%	NR
Private sector	NS	100.0%	NS	NR
En-suite facilities (by sector)				
Council	0.0%	16.7%	0.0%	NR
Voluntary sector	26.3%	25.0%	9.1%	NR
Private sector	NS	0.0%	NS	NR
RESPITE CARE				
Children aged 0-17 with disabilities				
Overnight respite nights provided	24.1	NR	NR	NR
Percentage of respite nights not in a care home	34.3%	NR	NR	NR
Hours daytime respite provided	185.3	NR	NR	NR
Percentage of daytime respite hours provided not in a day centre	97.7%	NR	NR	NR

PROTECTIVE SERVICES

	Performance Information			
	05/06	04/05	03/04	02/03
FOOD SAFETY: HYGIENE INSPECTIONS				
Approved premises				
Percentage actually inspected within time	82.4%	NR	NR	NR
Every 6 months				
Percentage actually inspected within time	100.0%	100.0%	100.0%	88.2%
Every 12 months				
Percentage actually inspected within time	97.9%	98.6%	100.0%	91.7%
Greater than 12 months				
Percentage actually inspected within time	99.6%	98.2%	97.2%	77.1%
NOISE COMPLAINTS				
Percentage settled on day of receipt	68.0%	91.4%	80.0%	NR
Percentage of complaints requiring further action that were completed within 14 days	62.3%	54.1%	36.3%	NR
TRADING STANDARDS - ENQUIRIES, COMPLAINTS AND ADVICE				
Percentage of consumer complaints dealt with within 14 days of receipt	74.4%	80.0%	80.5%	NR
Percentage of business advice requests dealt with within 14 days of receipt	86.1%	88.0%	88.5%	NR
INSPECTION OF TRADING PREMISES				
Premises liable to inspection in the following categories				
High risk (12 months)				
Percentage of inspections undertaken within time	88.6%	78.5%	58.9%	67.9%
Medium risk (2 years)				
Percentage of inspections undertaken within time	59.3%	56.0%	43.0%	34.5%
Low risk (5 years)				
Percentage of inspections undertaken within time	7.7%	51.7%	6.7%	0.0%

BENEFITS ADMINISTRATION

	Performance Information			
	05/06	04/05	03/04	02/03
ADMINISTRATION COSTS				
Weighted rent rebate caseload	4,635	4,614	4,361	4,343
Weighted private rented sector caseload	3,414	3,416	2,977	2,922
Weighted registered social landlord caseload	3,240	3,152	2,861	2,624
Weighted Council Tax Benefit caseload	10,522	10,217	9,307	9,009
Gross administration cost per case	£77.19	£77.72	£78.80	£70.61
PROCESSING TIME				
Processing times				
Average time to process new claims (days)	42.9	53.4	76.9	78.9
Average time to process changes of circumstances (days)	17.3	15.6	19.2	18.2
ACCURACY AND SECURITY OF PROCESSING				
Percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available at the determination.	99.0%	97.6%	96.8%	97.4%
Overpayments recovered expressed as a percentage of housing benefit overpayments identified	84.0%	NR	NR	NR
Overpayments recovered expressed as a percentage of total overpayments debt at the start of the year plus the in-year overpayments	31.3%	NR	NR	NR
Amount and percentage of housing benefit overpayments written off	3.7%	NR	NR	NR