



PERFORMANCE INDICATORS

Supplement to the
Annual Report & Accounts

2007

2008



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ADULT SOCIAL WORK

Performance Information

07/08 06/07 05/06 04/05

COMMUNITY CARE SERVICES

Average time (median) taken to provide CCS from first identification of need to first service provision

Unable to report 6 days 7 days -

Note - Reporting for this indicator was subject to the collation of a wider range of data for reporting to the Scottish Government to meet other requirements. However, these requirements were withdrawn after the Direction was given by the Accounts Commission. Local authorities not in a position to provide information, without undue resource use, were advised to state that they were 'unable to report'.

RESIDENTIAL ACCOMMODATION: STAFF QUALIFICATIONS

Care staff in Local Authority residential homes, who have appropriate qualifications for the level of post held

Performance Information

07/08 07/08 06/07 05/06 04/05

	07/08	Percentage qualified			
	Number of qualified staff	07/08	06/07	05/06	04/05
Older people (aged 65+)	76	56.3%	58.6%	43.5%	-
Other adults (aged 18-64)	26	70.3%	53.7%	43.9%	-
Overall totals for older people and other adults	102	59.3%	57.4%	43.6%	-

RESIDENTIAL ACCOMMODATION: PRIVACY

Single rooms	Total number of occupied places	Percentage of places that are single rooms			
Older people - council	95	100.0%	100.0%	100.0%	100.0%
Older people - voluntary sector	38	100.0%	100.0%	97.4%	95.0%
Older people - private sector	445	97.1%	97.7%	97.1%	95.2%
Other adults - council	40	100.0%	100.0%	100.0%	100.0%
Other adults - voluntary sector	23	100.0%	100.0%	100.0%	100.0%
Other adults - private sector	69	78.3%	68.3%	70.5%	66.7%

Rooms with en-suite facilities	Total number of occupied places	Percentage of places with en-suite facilities			
Older people - council	95	60.0%	60.0%	62.8%	54.7%
Older people - voluntary sector	38	65.8%	0.0%	0.0%	0.0%
Older people - private sector	445	89.0%	89.6%	91.9%	93.6%
Other adults - council	40	2.5%	0.0%	0.0%	0.0%
Other adults - voluntary sector	23	56.5%	45.5%	47.8%	64.3%
Other adults - private sector	69	88.4%	88.3%	90.2%	88.9%

HOME CARE/HOME HELPS

Level of service

Number of people aged 65+ receiving homecare 1,611 1,693 1,700 1,771

Total volume of service
 Total number of homecare hours per 1,000 population 65+ 5,347 257.9 273.5 259.3 274.7

Number and percentage of homecare clients aged 65+ receiving:	Number of homecare clients	Percentage of homecare clients			
Personal care	749	46.5%	46.1%	47.6%	44.6%
A service during evening/overnight	253	15.7%	18.4%	17.3%	14.3%
A service at weekends	577	35.8%	33.5%	33.6%	32.2%

ADULT SOCIAL WORK

	07/08	Performance Information			
		07/08	06/07	05/06	04/05
RESPITE CARE					
Older people - aged 65+					
Total overnight respite nights provided	Nights 5,829	Number per 1,000 population (65+) 281.2	336.4	283.5	-
Number and percentage of respite nights not in a care home	0	Percentage 0.0%	0.0%	0.0%	-
People aged 18-64					
Total overnight respite nights provided	Nights 1,635	Number per 1,000 population (18-64) 24.6	22.5	29.0	-
Number and percentage of respite nights not in a care home	0	Percentage 0.0%	0.4%	0.2%	-
Total daytime respite hours provided	Hours 25,649	Number per 1,000 population (65+) 1,237.2	848.9	578.5	-
Number and percentage of daytime respite hours not in a day centre	25,649	Percentage 100.0%	100.0%	100.0%	-
Total daytime respite hours provided	Hours 9,380	Number per 1,000 population (18-64) 141.4	119.7	123.1	-
Number and percentage of daytime respite not in a day centre	9,380	Percentage 100.0%	100.0%	100.0%	-
CRIMINAL JUSTICE					
Social enquiry reports					
Number of reports submitted to court during year	854				
Proportion of reports submitted by due date		87.9%	90.9%	86.4%	94.0%
Probation					
Number of new probation orders issued during the year	178				
Number and proportion of new probationers seen by a supervising officer within one week	97	81.5%	81.6%	90.3%	81.2%
Community service					
Number of new community service orders issued during year	173				
Average number of hours per week to complete community orders		3.4	2.5	3.1	2.5
Total community orders completed during the year	66				

BENEFITS ADMINISTRATION

	07/08	Performance Information		04/05
		06/07	05/06	
ADMINISTRATION COSTS				
Weighted rent rebate caseload	6,747	6,947	4,635	4,614
Weighted private rented sector caseload	2,620	2,750	3,414	3,416
Weighted registered social landlord caseload	3,451	3,489	3,240	3,152
Weighted Council Tax Benefit caseload	14,328	14,688	10,522	10,217
Gross administration cost per case	£61.51	£55.93	£77.19	£77.72
PROCESSING TIME				
Average time to process new claims	26.2 days	30.4 days	42.9 days	53.4 days
Average time to process changes of circumstances	10.9 days	14.9 days	17.3 days	15.6 days
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.	98.4%	98.6%	99.0%	97.6%
Overpayments recovered expressed as a percentage of housing benefit overpayments identified	83.2%	87.0%	84.0%	-
Overpayments recovered expressed as a percentage of total overpayments debt at the start of the year plus the in-year overpayments	32.0%	34.2%	31.3%	-
Amount and percentage of housing benefit overpayments written off	6.1%	8.0%	3.7%	-

CULTURAL AND COMMUNITY SERVICES

	07/08	Performance Information		04/05
		06/07	05/06	
SPORT AND LEISURE MANAGEMENT				
All pools: number of attendances per 1,000 population	3,016	3,911	3,767	3,470
ATTENDANCE AT INDOOR SPORTS FACILITIES EXCLUDING POOLS				
Indoor sports and leisure facilities, excluding pools in a combined complex: number of attendances per 1,000 population	7,830	7,991	6,620	7,930
MUSEUM SERVICES				
Visits to/usages of council funded or part funded museums per 1,000 population	897	769.0	-	-
Visits that were in person per 1,000 population	678	613.0	-	-
LIBRARY STOCK TURNOVER				
Changes in adult library lending stock of books and audio-visual material				
Additions per 1,000 population	141	158	124	151
Total number of closing stock items per 1,000 population	1,868	1,909	2,027	2,259
Changes in children's & teenage library lending stock of books and audio-visual material				
Additions per 1,000 population	57	61	64	58
Total number of closing stock items per 1,000 population	594	610	663	645
USE OF LIBRARIES				
Number of visits to libraries per 1,000 population	5,416	4,395	-	-
Borrowers as a percentage of the resident population	21.8%	24.0%	25.7%	26.7%
LEARNING CENTRE AND LEARNING ACCESS POINT USERS				
Number of users as a percentage of the resident population	14.7%	12.9%	11.1%	9.3%
Occasions that terminals were accessed per 1,000 population	760.6	802.8	859.9	760.9

CORPORATE MANAGEMENT

	07/08	Performance Information		04/05
		06/07	05/06	
SICKNESS ABSENCE				
Number of days lost through sickness absence expressed as a percentage of total working days available for the following:				
Chief officers and local government employees	5.5%	5.4%	4.5%	4.7%
Craft employees	4.3%	9.7%	2.8%	4.7%
Teachers	4.7%	4.3%	4.0%	3.8%
LITIGATION CLAIMS				
The number and value of civil liability claims incurred by the council in the year:				
Number of claims per 10,000 population	19.5	21.7	21.6	20.8
Claims value as a percentage of revenue budget	0.1%	0.1%	0.1%	0.1%
Updated position for 2006/07:				
Number of claims per 10,000 population (2006/07)	23.4	22.6	20.5	20.2
2006/07 claims as a percentage of revenue budget	0.1%	0.1%	0.1%	0.1%
EQUAL OPPORTUNITIES POLICY				
The percentage of the highest paid 2% and 5% of earners among council employees, that are women:				
Percentage of women employees in top 2%	27.5%	24.2%	23.2%	22.7%
Percentage of women employees in top 5%	35.3%	31.3%	25.0%	22.7%
PUBLIC ACCESS				
Percentage of buildings from which the council delivers services that are suitable for, and accessible to, disabled people	82.8%	79.0%	76.2%	72.9%
COUNCIL TAX COLLECTION				
Cost of collecting council tax per dwelling	£13.54	£13.85	£13.95	£12.46
COUNCIL TAX INCOME				
Income due from council tax for the year excluding reliefs and rebates	£39,672,960	£38,968,981	£37,118,346	£34,634,209
Percentage of income due from council tax for the year that was received by the end of the year	96.6%	96.4%	95.8%	95.6%
PAYMENT OF INVOICES				
Percentage of invoices paid within 30 days	80.6%	81.8%	85.2%	84.2%
ASSET MANAGEMENT				
Proportion of gross internal floor area that is in satisfactory condition	82.1%	80.8%	-	-
Number and percentage of operational buildings that are suitable for their current use	84.2%	80.0%	-	-

Note - Data shown against a grey background was deemed by the appointed auditor to be 'unreliable'

DEVELOPMENT SERVICES

		Performance Information		
	07/08	06/07	05/06	04/05
PLANNING APPLICATIONS PROCESSING TIME				
Percentage of householder and non-householder applications dealt with within two months				
Householder	82.0%	92.4%	92.6%	90.7%
Non-householder	43.0%	44.6%	39.3%	46.7%
Total	63.1%	69.3%	65.7%	69.1%
APPEALS - PLANNING				
Successful appeals as a percentage of determinations	0.9%	0.3%	0.4%	0.7%
Successful appeals as a percentage of determinations that went to appeal	45.2%	27.8%	22.2%	52.6%
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%

EDUCATION AND CHILDRENS' SERVICES

	07/08	Performance Information		
		06/07	05/06	04/05
PRIMARY SCHOOLS				
Occupancy: percentage of primary schools				
Schools with occupancy of: 40% or less	10.9%	7.0%	7.0%	10.2%
Schools with occupancy of: 41 - 60%	18.2%	17.5%	17.5%	18.6%
Schools with occupancy of: 61 - 80%	34.5%	45.6%	36.8%	40.7%
Schools with occupancy of: 81 - 100%	36.4%	28.1%	36.8%	28.8%
Schools with occupancy of: 101% or more	0.0%	1.8%	1.8%	1.7%
SECONDARY SCHOOLS				
Occupancy: percentage of secondary schools				
Schools with occupancy of: 40% or less	0.0%	0.0%	0.0%	0.0%
Schools with occupancy of: 41 - 60%	25.0%	25.0%	25.0%	25.0%
Schools with occupancy of: 61 - 80%	25.0%	12.5%	25.0%	25.0%
Schools with occupancy of: 81 to 100%	37.5%	50.0%	37.5%	37.5%
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	33.3%	27.8%	20.0%	22.2%
Primary	86.0%	82.6%	78.7%	79.3%
Special	No Service	No Service	No Service	No Service
Total	70.5%	66.4%	62.1%	63.3%
All teachers (including Head and Deputy Head teachers)				
Secondary	60.5%	60.5%	58.7%	60.8%
Primary	92.7%	92.8%	86.5%	90.9%
Special	No Service	No Service	No Service	No Service
Total	77.1%	77.5%	73.1%	76.1%
CHILDREN'S REPORTER LIAISON				
The percentage of Children's Hearing reports requested by the Reporter which were submitted within target time	44.4%	42.5%	38.8%	-
SUPERVISION				
Percentage of children made subject to a new supervision requirement during the year seen by a supervising officer within 15 working days	88.9%	100.0%	90.6%	83.8%
LOOKED AFTER CHILDREN - ACADEMIC ATTAINMENT				
Percentage attaining at least one SCQF level 3 (any subject):				
At home	50.0%	50.0%	-	-
Away from home	73.1%	81.3%	-	-
Total	68.8%	67.9%	-	-
Percentage attaining at least SCQF level 3 in English and Maths:				
At home	33.3%	41.7%	-	-
Away from home	61.5%	62.5%	-	-
Total	56.3%	53.6%	-	-
RESIDENTIAL ACCOMMODATION: STAFF QUALIFICATIONS				
Care staff in Local Authority residential children's homes, who have appropriate qualifications for the level of post held	38.1%	36.8%	47.4%	-

EDUCATION AND CHILDRENS' SERVICES

Performance Information

	07/08	06/07	05/06	04/05
RESPITE CARE				
Children aged 0-17 with disabilities		Number per 1,000 population		
Total overnight respite nights provided	37.0	26.5	24.1	-
		Percentage		
Percentage of respite nights not in a care home	27.0%	41.8%	34.3%	-
		Number per 1,000 population		
Total hours daytime respite provided	189.8	198.6	185.3	-
		Percentage		
Percentage of daytime respite hours provided not in a day care centre	91.7%	98.8%	97.7%	-

HOUSING

	07/08	Performance Information		04/05
		06/07	05/06	
RESPONSE REPAIRS				
Name of first priority housing response repairs category	Emergency			
Target response time for this category	2 Hours			
Percentage completed within target time	96.8%	94.8%	88.0%	93.8%
Name of second priority housing response repairs category	Urgent			
Target response time for this category	2 Working Days			
Percentage completed within target time	95.0%	94.9%	92.5%	88.5%
Name of third priority housing response repairs category	Routine			
Target response time for this category	10 Working Days			
Percentage completed within target time	89.7%	87.6%	92.4%	91.9%
Name of fourth priority housing response repairs category	Non-Essential			
Target response time for this category	20 Working Days			
Percentage completed within target time	69.4%	63.7%	71.9%	70.1%
Name of fifth priority housing response repairs category	Complex			
Target response time for this category	3 Months			
Percentage completed within target time	81.7%	85.0%	88.4%	100.0%
Name of sixth priority housing response repairs category	Gas Heating Emergency			
Target response time for this category	24 Hours			
Percentage completed within target time	96.1%	96.9%	94.7%	86.6%
All categories - Percentage completed within 24 hours	96.4%	95.9%	91.7%	92.6%
MANAGING TENANCY CHANGES				
Percentage of rent due in the year that was lost due to voids	2.0%	1.8%	3.3%	2.8%
Average time to re-let houses:				
Dwellings which are not low demand	68 days	80 days	57 days	-
Dwellings which are low demand	142 days	91 days	73 days	-
Average time that low demand houses remaining un-let at year end had been un-let at year end	371 days	537 days	649 days	-
RENT MANAGEMENT				
Current tenants' arrears as a % of net rent due in the year	13.6%	11.9%	7.9%	6.6%
Percentage of current tenants owing more than 13 weeks rent excluding those owing less than £250	7.5%	7.1%	4.9%	3.4%
The proportion of those tenants giving up their tenancy during the year that were in rent arrears	29.0%	47.4%	-	-
The average debt owed by tenants leaving in arrears, as a proportion of the average weekly rent	1174.7%	1030.4%	-	-
Percentage of former tenant arrears written off or collected during the year	44.8%	39.5%	-	-
COUNCIL HOUSE SALES				
The percentage of house sales completed within 26 weeks	80.0%	75.9%	84.0%	92.8%
Average time for council house sales	26 weeks	26 weeks	26 weeks	23 weeks
HOMELESSNESS				
Average time to assess households as homeless or potentially homeless during the year	27.2 weeks	22.6 weeks	4.2 weeks	4.2 weeks
% of cases reassessed as homeless or potentially homeless during the year, within 12 months of previous case being completed	3.3%	3.7%	0.1%	3.0%

PROTECTIVE SERVICES

		Performance Information		
	07/08	06/07	05/06	04/05
FOOD SAFETY: HYGIENE INSPECTIONS				
Percentage actually inspected within time				
Approved premises	72.7%	92.9%	82.4%	-
Every 6 months	100.0%	100.0%	100.0%	100.0%
Every 12 months	98.4%	99.4%	97.9%	98.6%
Greater than 12 months	86.2%	77.9%	99.6%	98.2%
DOMESTIC NOISE COMPLAINTS				
The average time (hours) between the time of the complaint and attendance on site:				
Requiring attendance on site	50 hours	Not Reported	-	-
Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004	0 hours	1.2 hours	-	-
NON-DOMESTIC NOISE COMPLAINTS				
For those requiring formal action, the average time (calendar days) to institute formal action	0 days	0 days	-	-
TRADING STANDARDS - COMPLAINTS AND ADVICE				
Percentage of consumer complaints dealt with within 14 days of receipt	57.7%	58.9%	74.4%	80.0%
Percentage of business advice requests dealt with within 14 days of receipt	95.6%	95.0%	86.1%	88.0%
INSPECTION OF TRADING PREMISES				
Premises liable to inspection in the following categories:				
Percentage of inspections undertaken within time				
High risk (12 months)	89.7%	86.6%	88.6%	78.5%
Medium risk (2 years)	26.2%	61.9%	59.3%	56.0%

ROADS AND LIGHTING

	07/08	Performance Information		04/05
		06/07	05/06	
CARRIAGEWAY CONDITION				
Percentage of the road network that should be considered for maintenance treatment				
	Red and Amber classification			
A class roads	29.6%	-	-	-
B class roads	36.1%	-	-	-
C class roads	29.7%	-	-	-
Unclassified roads	29.1%	-	-	-
Overall	30.3%	-	-	-
TRAFFIC LIGHT REPAIRS				
Traffic light failure: the percentage of repairs completed within 48 hours	97.0%	96.2%	95.4%	95.9%
STREET LIGHT REPAIRS				
Street light failure: the percentage of repairs completed within 7 days	90.1%	92.3%	90.8%	81.5%
STREET LIGHTING COLUMNS				
The proportion of street lighting columns that are over 30 years old	18.2%	17.2%	18.6%	20.1%
BRIDGES - ROAD NETWORK RESTRICTIONS				
Percentage of bridges not meeting the European standard of 40 tonnes:				
(a) Council	0.0%	0.0%	0.0%	0.0%
(b) Private	2.0%	2.0%	2.0%	2.0%
(c) All bridges	0.3%	0.4%	0.4%	0.4%
Percentage of bridges that have a weight or width restriction placed on them:				
(a) Council	0.0%	0.0%	0.0%	0.0%
(b) Private	2.0%	2.0%	2.0%	2.0%
(c) All bridges	0.3%	0.4%	0.4%	0.4%

WASTE MANAGEMENT

	07/08	Performance Information		04/05
		06/07	05/06	
REFUSE COLLECTION				
Net cost of refuse collection per premise	£55.73	£55.17	£51.10	£35.32
Net cost of refuse disposal per premise	£66.23	£53.96	£47.71	£37.58
REFUSE COLLECTION COMPLAINTS				
Complaints per 1,000 households regarding the household waste collection service	43.0	47.4	34.1	12.4
REFUSE RECYCLING				
The amount of municipal waste collected by the authority during the year that was recycled or disposed of by the following methods:				
Landfilled	48.3%	61.1%	44.9%	-
Composted	14.7%	13.0%	8.4%	-
Recycled	20.0%	17.3%	23.7%	-
Other recovery including energy from waste	17.0%	8.6%	23.0%	-
Total tonnes	100.0%	100.0%	100.0%	-
Biodegradable municipal waste landfilled	26.6%	35.3%	60.2%	-
CLEANLINESS				
Overall cleanliness index	74	72	72	69
ABANDONED VEHICLES				
Proportion of abandoned vehicles removed within 14 days	68.8%	100.0%	-	-