

The Moray Council

Council Key Indicators 2012/13



Key indicator results should be read in conjunction with the Council's Corporate Public Performance Report to help readers form a view as to how the Council performed in 2012/13. Key indicators provide comparison with performance in previous years, national and minimum/maximum results across all other Scottish local authorities where available. Performance indicators are monitored half yearly by Service Committees in our commitment to provide Best Value services to the people in Moray.

CORPORATE MANAGEMENT

Responsiveness to our Communities

Short Name	2010/11	2011/12				2012/13			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
1 Web Access									
Percentage availability of the Moray Council website against target (99% availability 24 hours a day, 7 days a week)	99.6%		99.9%			99.6%			
2 Complaints and Freedom of Information									
Complaints received per 1,000 population (change to complaints process nationally in 2012/13, therefore comparison with previous years not possible)	4.5		3.8			5.6			
Number of Freedom of Information requests received	793		622			728			
Percentage of Freedom of Information requests replied to within 20 working days (Local target 2012/13 - 95%)	96.7%		89.5%			94.5%			
3 Customer results									
Percentage of adults satisfied with social care or social work services	46.9%		Published biennially			60%	-	40%	82%
Percentage of adults satisfied with leisure facilities	80.6%					80%	-	52%	98%

N/A - Not available – data either not collected or publication due during 2014

N/A¹ - Not available at time of publication, results due December 2013

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Short Name	2010/11	2011/12				2012/13			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
Percentage of adults satisfied with museums and galleries	56.5%	Published biennially				62%	-	39%	96%
Percentage of adults satisfied with libraries	86.9%					89%	-	61%	95%
Percentage of adults satisfied with parks and open spaces	86.3%					93%	-	65%	96%
Percentage of adults satisfied with local schools	81.2%					83%	-	72%	94%
Percentage of adults satisfied with refuse collection	83.7%					88%	-	73%	95%
Percentage of adults satisfied with street cleaning	78.1%					79%	-	65%	89%
Percentage of carers satisfied with their involvement in the design of the care package (Local target 2012/13 – 90%)	97.9%	97.2%				98.7%			
Percentage of carers who feel supported and capable to continue their role as a carer (Local target 2012/13 – 90%)	96.6%	94.5%				95.1%			
Percentage of Occupation Therapy Service users satisfied with equipment provision (Local target 2012/13 – 80%)	88.6%	98.2%				95.2%			
Percentage of community learning disability service users satisfied with their involvement in the development of their care plan	N/A	N/A				100%			
Percentage of community mental health service users satisfied with their involvement in the design of their care plan (Local target 2012/13 – 100%)	N/A	N/A				100%			
Percentage of parents of primary / secondary school pupils that are happy overall with the school attended (based on 542 responses)	N/A	N/A				77%			
Percentage of tenants satisfied with the standard of their home when moving in	N/A	69.4%				80.4%			
Percentage of businesses who were 'very satisfied' or 'fairly satisfied' with conduct of business inspection and provision of business advice (Local target 2012/13 – 95%)	98.4%	100%				100%			
Percentage of clients who were 'very satisfied' or 'fairly satisfied' with the consumer complaint service (Local target 2012/13 – 95%)	96.6%	95.3%				96.1%			
Percentage of money advice clients who were 'very satisfied' or 'fairly satisfied' with service received (Local target 2012/13 – 95%)	100%	99%				100%			

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Revenues and Service Costs									
Short Name	2010/11	2011/12				2012/13			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
4 Efficiency Savings									
Total cash efficiency savings (£000's)	2,226	4,480				6,085			

Employees									
Short Name	2010/11	2011/12				2012/13			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
5 Sickness Absence									
Sickness Absence Rates - Average number of working days per employee lost through sickness absence - Teachers	9.2	8.0	6.2	4.2	8.7	6.6	6.6	4.9	15.7
Sickness Absence Rates - Average number of working days per employee lost through sickness absence - all other local government employees	9.9	9.9	10.4	7.9	16.1	10.8	10.9	9.2	21.1
Employee Survey – Overall satisfaction with present job (% satisfied)	N/A	77%	Public Sector - 67%			68%			
Employee Survey – I take pride in working for the Moray Council (% agree)	N/A	70%	Public Sector - 50%			65%			

Assets									
Short Name	2010/11	2011/12				2012/13			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
6 Assets									
The proportion of operational accommodation that is in a satisfactory condition	46.7%	49.7%	82.7%	39.3%	98%	53.5%	82.6%	50.5%	97.9%
The proportion of operational accommodation that is suitable for its current use	89.5%	91.9%	74.8%	46.2%	92.3%	87.4%	75.9%	46%	94.2%
Annual property costs per m ² (General Portfolio: non-school operational property)	N/A	£48.06				£52.91			
Overall cost of required maintenance per m ² (General Portfolio: non-school operational property)	N/A	£75.05				£74.53			

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Short Name	2010/11	2011/12			2012/13				
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
7 Fleet Services									
Percentage of occasions where vehicles were available for use (Local target 2012/13 – 94.5%)	96.4%		95.9%			95.7%			
Average mileage of pool cars (Local target – 12,000 miles pa)	N/A		10,200			12,045			
Pool car savings (£000,s)	N/A		N/A			£176			

Procurement

Short Name	2010/11	2011/12			2012/13				
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
8 Payment of Invoices									
Percentage of invoices sampled paid within 30 days (Local target 2012/13 – 85%)	89.0%	85.8%	90.2%	79.6%	97%	81.9%	90.5%	78.5%	98.8%
9 Procurement									
Total cash savings achieved through procurement for all procurement projects delivered for Financial Year (£000's)	£1,011		£1,307			£1,738			

Sustainable Development

Short Name	2010/11	2011/12			2012/13				
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
10 Energy and emissions									
Local Authority Carbon Dioxide emissions per capita (tonnes)	10.02	9.1	6.8	-2.7	19.2		N/A		
Carbon emissions annual savings – financial (£000's) based on a 30% reduction in emissions (Local target 2012/13 - £338)	N/A		N/A				£504		
Carbon emissions annual savings – tonnage based on a 30% reduction in emissions (Local target 2012/13 – 10,810 tonnes)	N/A		N/A				14,554		

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Short Name	2010/11	2011/12				2012/13			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
Annual energy (gas, electricity and fuel oil) consumption kWh per m ² (General Portfolio: non-school operational property)	N/A	240				269			
Annual CO ² emissions tonnes per m ² (General Portfolio: non-school operational property)	N/A	0.075				0.081			
Percentage area of local authority classified as derelict	0.001%	0.001%	N/A	0%	3.8%	0.001%	N/A	0%	3.7%
Derelict land in hectares	3	2				2			

Equalities and Diversity

Short Name	2010/11	2011/12				2012/13			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
11 Equal Opportunities									
Equal Opportunities - Percentage of highest paid 2% of earners that are women	31.8%	31.4%	41.2%	24.6%	54.8%	33%	43.1%	24.2%	52.8%
Equal Opportunities - Percentage of highest paid 5% of earners that are women	40.5%	41.6%	48.5%	21.3%	60.1%	43.7%	48.7%	23.8%	55.5%
12 Public Access									
Percentage of council buildings in which all public areas are suitable for and accessible to disabled people	89.7%	89.7%	70.7%	16.3%	96.4%	91%	74%	30.2%	96.4%
13 School Catering									
Percentage of Primary School Pupils taking School Meals - Uptake in Primary School Meals (Local target 2012/13 - 46%)	46.5%	48.5%				50.5%			
Average Spend per Smart Card in Secondary Schools (Local target 2012/13 - £1.60)	£1.62	£1.68				£1.83			

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SERVICE PERFORMANCE

Benefits Administration

Short Name	2010/11	2011/12				2012/13			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
14 Benefit Administration									
Weighted rent rebate caseload	4,488	4,503				4,590			
Weighted private rented sector caseload	2,334	2,439				2,464			
Weighted registered social landlord caseload	2,210	2,420				2,538			
Weighted Council Tax Benefit caseload	10,328	10,497				10,512			
Gross administration cost per benefits case (Local target 2012/13 - £71.00)	£70.82	£75.34	£42.8	£26.7	£76.4	£68.09	£41.7	£24.8	£75.8
The average time taken in calendar days to process all new claims and change events in HB/CTB (the Right Time Indicator) (Local target 2012/13 - 15.00)	17.44	17.85				12.72			
15 Council Tax Collection									
Cost of collecting council tax per dwelling (Local target 2012/13 - £14.70)	£13.83	£14.05	£13.15	£2.98	£24.20	£11.58	£13.29	£7.52	£29.23
16 Council Tax Income									
Income due from council tax for the year net reliefs and rebates (£000's)	£33,818	£34,178				£34,634			
Percentage of current year council tax received (Local target 2012/13 - 97.3%)	97%	97.3%	95.1%	92.6%	97.9%	95.6%	95.2%	93.1%	98.1%

Community Care

Short Name	2010/11	2011/12				2012/13			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
17 Services for Older People									
The number of people age 65+ receiving homecare	1,034	1,052				1,035	-	211	5,761
The number of homecare hours provided as a rate per 1,000 population age 65+	493.1	512	482.3	13	814.7	485	482	233.7	745.4

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Short Name	2010/11	2011/12				2012/13			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
As a proportion of home care clients age 65+, the percentage receiving: - personal care	87.2%	88.9%	92.4%	55.8%	99.9%	89.3%	93.8%	56.3%	100%
As a proportion of home care clients age 65+, the percentage receiving: - a service during evenings/overnight	30.4%	42.2%	44.8%	15.7%	65.5%	43.8%	46.8%	16.2%	68.2%
As a proportion of home care clients age 65+, the percentage receiving: - a service at weekends	65%	72.9%	77.1%	42.7%	90.1%	73.6%	79.5%	41.2%	91.1%
Home care costs per hour for people aged 65 or over	£18.42	£19.06	£19.22	£8.76	£29.98	£23.58	£20.48	£9.70	£43.11
Percentage of people 65+ with intensive needs receiving care at home (Local target 2012/13 > 33%)	38.4%	38.6%	33.3%	12.2%	51.3%	39.8%	34.1%	12.3%	53.6%
Percentage of carers of older people satisfied with their involvement in the design of the care package (Local target 2012/13 – 90%)	97.94%	97.21%				98.74%			

Criminal Justice and Social Work

Short Name	2010/11	2011/12				2012/13			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
18 Social Work									
Self directed support spend for people aged over 18 as a percentage of total social work spend on adults	2.9%	2.8%	3.1%	0.4%	18%	2.29%	5.92%	0.77%	29.82%
19 Criminal Justice									
Percentage of social enquiry reports submitted to courts by the due date (Local target 2012/13 – 100%)	100%	100%				100%			
Percentage of new probationers seen by a supervising officer within one week (Local target 2012/13 – 100%)	93%	99%				99%			
Reconviction rates of offenders in the first year being released from custody or being given a non-custodial sentence	53.9%	50.5%	47.8%	24%	75.7%	N/A			

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Cultural & Community Services

Short Name	2010/11	2011/12				2012/13			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
20 Sport and Leisure Management									
Number of attendances per 1,000 population to all pools (Local target 2012/13 – 5,214)	5,056	5,219	3,466	2,175	10,783	5,378	3,585	2,029	10,341
Number of attendances per 1,000 population for indoor sports and leisure facilities (Local target 2012/13 – 5,224)	5,221	5,498	5,655	1,535	14,950	5,446	6,239	1,564	14,915
Cost per attendance at sport facilities	£2.77	£3.30	£4.15	£1.41	£10.23	£3.70	£3.80	£1.80	£9.40
The proportion of sports accommodation (by gross internal area) that is in a satisfactory condition (categories A and B) (2012/13 GIA 12,262)	N/A	29.2%				30.9%			
The proportion of sports accommodation (by gross internal area) graded as good or satisfactory (categories A and B) (2012/13 GIA 12,262)	N/A	100%				100%			
21 Museum Services									
The number of visits to/usages of council funded or part funded museums per 1000 population	818	797	2,314	158	9,391	746	2,180	188	9,696
The number of visits to/usages of council funded or part funded museums that were in person per 1000 population	407	441	1,547	157	6,288	379	1,492	211	5,828
Cost of museums per visit	£3.42	£3.38	£3.81	£0.24	£24.35	£3.98	£3.94	£0.34	£18.92
22 Use of Libraries									
The number of visits to libraries per 1,000 population	7,665	8,072	6,127	2,970	10,040	7,755	6,274	2,974	9,674
Cost per library visit	£3.02	£2.98	£3.43	£1.41	£7.29	£3.18	£3.31	£2.00	£6.42
Percentage of the resident population that are borrowers from public libraries (Local target 2012/13 – 23.85%)	24.99%	23.84%				22.33%			
Number of accredited learners	715	735				992			
23 Playground Inspections / Lands and Parks									
Cost of parks and open spaces per 1,000 population	£22,435	£20,490	£34,237	£4,640	£58,725	£20,245	£32,256	£1,851	£52,994
Percentage of Lands and Parks planned works completed as scheduled (Local target 2012/13 – 99%)	99.5%	100%				99%			

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Short Name	2010/11	2011/12			2012/13			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value
Percentage of Playground inspections completed to schedule (Local target 2012/13 – 100%)	100%	100%			100%			

Planning (*both environmental and development management*)

Short Name	2010/11	2011/12			2012/13				
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
24 Processing Time – Planning Applications									
Average time (weeks) to deal with major planning applications determined during the year		New indicator			48.1	67.3	3.4	195	
Average time (weeks) to deal with local planning applications determined during the year		New indicator			23.1	12.2	7.7	23.1	
Average time (weeks) to deal with major and local planning applications determined during the year		New indicator			23.3	12.8	7.7	23.3	
25 Development Plans									
Percentage of planning applications that are determined in accordance with the Development Plan (Local target 2012/13 – 90%)	98.2%	96%			94.7%				
26 Building Standards									
Percentage of Completion Certificates dealt with within 10 working days or such longer period as agreed (Local target 2012/13 – 85%)	92%	90%			87%				
Average number of days taken to respond to Fast Track applications (Local target 2012/13 – 10 days)	10	8.4			7.5				
Average number of days taken to respond to Mid Range applications (Local target 2012/13 – 20 days)	19	15			14.5				
Average number of days taken to respond to Major applications (Local target 2012/13 – 25 days)	26	14			12.5				
Average number of days taken to respond to amended plans (Local target 2012/13 – 15 days)	13	6			5				

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Short Name	2010/11	2011/12			2012/13				
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
27 Environmental Health									
Food Safety – percentage of registered food premises which are broadly compliant with food law	N/A	N/A			83%				

The Education of Children

Short Name	2010/11	2011/12			2012/13				
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
28 Pre-school Education									
Cost per Pre-School Place	£2,246	£2,201	£3,091	£2,105	£4,769	£1,967	£3,106	£1,967	£5,062
Percentage of pre-school centres receiving an evaluation of satisfactory or better in HMIE inspection reports (Local target 2012/13 – 100%)	89%	90%			100%				
29 Primary and Secondary Education									
Percentage of levels of attendance - Primary	95.3%	Published biennially			94.7% 94.9% 91.9% 95.7%				
Percentage of levels of attendance - Secondary	92.4%	Published biennially			90.8% 91.9% 86.2% 91.7%				
Pupil/Teacher Ratio (Primary & Secondary)	13.5	13.4			13.7 13.5 9.7 15.1				
Percentage of Co-ordinated Support Plans created and reviewed within required timescales – secondary education (Local target 2012/13 – 100%)	68%	78.8%			96.1%				
Percentage of school leavers in positive and sustained destinations	88.4%	91.8%	89.9%	85.4%	95.5%	N/A			
Cost per Primary School Pupil	£4,443	£4,435	£4,792	£4,101	£8,765	£4,398	£4,752	£4,084	£8,527
Cost per Secondary School Pupil	£5,630	£5,635	£6,321	£5,346	£12,826	£5,654	£6,427	£5,425	£13,657
Percentage of Primary Schools receiving an evaluation of satisfactory or better in HMIE Inspection reports (Local target 2012/13 – 100%)	100%	100%			100%				
Percentage of secondary schools receiving an evaluation of satisfactory or better in HMIE inspection reports (Local target 2012/13 – 100%)	100%	100%			No inspections were carried out in 2012/13				

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Short Name	2010/11	2011/12			2012/13		
	Value	Value	National	Comparator Group	Value	National	Comparator Group
Attainment Results							
NB: Attainment results are reported in arrears, i.e. 2012/13 results relate to 2011/12 attainment							
S4 Results: Percentage of pupils attaining Level 3 or better in English and Maths (Local target 2012/13 – 95%)	95%	94%	93%	94%	96%	94%	94%
S4 Results: Percentage of pupils attaining 5 or more awards at Level 3 or better (Local target 2012/13 – 93%)	93%	94%	93%	93%	95%	94%	94%
S4 Results: Percentage of pupils attaining 5 or more awards at Level 4 or better (Local target 2012/13 – 82%)	83%	82%	79%	81%	84%	80%	82%
S4 Results: Percentage of pupils attaining 5 or more awards at Level 5 or better (Local target 2012/13 – 37%)	37%	37%	36%	38%	40%	37%	38%
S4 Results: Percentage of pupils in 20% most deprived areas getting 5+ awards at level 5	N/A	*	16%	16%	*	18%	15%
S5 Results: Percentage of pupils attaining 1 or more awards at Level 6 or better (Local target 2012/13 – 43%)	46%	44%	45%	46%	47%	47%	47%
S5 Results: Percentage of pupils attaining 3 or more awards at Level 6 or better (Local target 2012/13 – 22%)	25%	23%	26%	26%	26%	27%	28%
S5 Results: Percentage of pupils attaining 5 or more awards at Level 6 or better (Local target 2012/13 – 10%)	9%	11%	12%	11%	11%	13%	13%
S5 Results: Percentage of pupils in 20% least deprived areas getting 5+ awards at level 6	N/A	0%	8%	11%	*	9%	8%
S6 Results: Percentage of pupils attaining 1 or more awards at Level 6 or better (Local target 2012/13 – 47%)	46%	51%	50%	51%	52%	52%	53%
S6 Results: Percentage of pupils attaining 3 or more awards at Level 6 or better (Local target 2012/13 – 33%)	33%	35%	35%	37%	35%	37%	38%
S6 Results: Percentage of pupils attaining 5 or more awards at Level 6 or better (Local target 2012/13 – 20%)	20%	22%	24%	25%	24%	26%	26%
S6 Results: Percentage of pupils attaining 1 or more awards at Level 7 or better (Local target 2012/13 – 14%)	14%	16%	16%	17%	14%	16%	16%

Note an asterisk denotes that due to small numbers values have had to be suppressed to reduce the risk of identification of an individual

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Child Protection and Children's Social Work

Short Name	2010/11	2011/12				2012/13			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
30 Looked after Children and Child Protection									
The gross cost of 'children looked after' in residential based services per child per week	£2,760	£2,872	£3,014	£1,697	£10,519	£3,953	£2,928	£1,846	£6,455
The gross cost of 'children looked after' in a community setting per child per week	£212.51	£231.18	£221	£52.15	£404.56	£232	£250	£99	£530
Balance of care for looked after children: Percentage of children being looked after in the community	86.5%	84.9%	91.2%	76.9%	94.8%	85%	91%	70%	95%
The number per thousand child population in Moray, looked after and accommodated by the local authority (Local target 2012/13 - 8)	7.3	7.8				8.2			
Rate per thousand population aged 0-15 of children on the child protection register	2.8	3.1	2.8	0.9	10.2	3.0	3.0	0.9	7.5
Percentage of initial case conferences held within planned timescales	100%	100%				96%			
Percentage of review case conferences held within planned timescales	87%	85%				75%			

Housing and Homelessness

Short Name	2010/11	2011/12				2012/13			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
31 Response Repairs									
Overall percentage of repairs completed during period within target times (excludes void repairs)	98%	96.1%	93.6%	82.3%	98.2%	92.6%	93.1%	84.7%	99.2%
32 Housing Quality									
The proportion of the council's housing stock being brought up to the Scottish Housing Quality Standard - Tolerable Standard	100%	100%	99.9%	97.4%	100%	100%	99.7%	93.6%	100%
The proportion of the council's housing stock being brought up to the Scottish Housing Quality Standard - Free from serious disrepair	94.3%	95.5%	93.2%	40.4%	100%	96.4%	96.9%	65.1%	100%
The proportion of the council's housing stock being brought up to the Scottish Housing Quality Standard -Energy Efficient	86.9%	94.1%	81.2%	42.9%	100%	94.3%	88.8%	72.9%	100%

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Short Name	2010/11	2011/12				2012/13			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
The proportion of the council's housing stock being brought up to the Scottish Housing Quality Standard - Modern Facilities and services	92.2%	94.2%	88.8%	51%	100%	96.9%	92.4%	67.9%	100%
The proportion of the council's housing stock being brought up to the Scottish Housing Quality Standard - Healthy, safe and secure	99.3%	99.7%	90.5%	46.1%	100%	99.8%	93.4%	78.5%	100%
Total dwellings meeting the Scottish Housing Quality Standard (Local target 2012/13 - 88.8%)	77.2%	86.0%	66.1%	15.1%	89%	89.1%	76.6%	32.3%	92.3%
Percentage of properties that are compliant with current Gas Regs (holding valid Landlords Gas Safety Record CP12) (Local target 2012/13 - 100%)	99.9%	99.9%				99.9%			
33 Managing Tenancy Changes									
Percentage of rent due in the year that was lost due to voids	0.7%	0.9%	1.3%	0.4%	3.7%	0.8%	1.2%	0.4%	4.1%
Not Low Demand - Average time to re-let houses (days)	37	38	33	13	61	27	33	12	56
Low Demand - Average time to re-let houses (days)	73	70	57	18	141	45	57	14	131
Low Demand - Average period these dwellings had been un-let at year end (days)	150	54	345	21	787	23	393	0	1,534
Amount of rent loss due to voids (£000's)	New indicator					£105	N/A		
Gross annual rent debit (rent due in the year) (£000's)	New indicator					£13,868	N/A		
34 Rent Management									
Current tenants' arrears as a percentage of net rent due in the year	3.5%	3.6%	6.1%	2.8%	11.2%	3.3%	6.8%	3.3%	11%
Percentage of current tenants owing more than 13 weeks rent excluding those owing less than £250	1.9%	2%	4.3%	1.4%	8.5%	2.2%	4.9%	1.9%	9.5%
The proportion of those tenants giving up their tenancy during the year that were in rent arrears.	26.2%	28%	39.2%	18.9%	59.1%	26.6%	39.4%	19.8%	57.2%
Average number of weeks rent owed by tenants leaving in arrears	7.6	7.9	9.2	4.8	15.7	8.7	8.3	4.4	13.6
Percentage of former tenants arrears written off or collected during the year	53.1%	42 %	35.7%	7.5%	60.7%	112.7%	34.6%	10.5%	112.7%
35 Homelessness									
Duty to secure permanent accommodation - Percentage of decision notifications issued within 28 days of date of initial presentation	85.8%	99.4%	89.1%	61.4%	100%	97.3%	89.9%	70.8%	100%
Duty to secure permanent accommodation - Percentage of cases open at the beginning of the year or assessed in the year who are housed into permanent accommodation	45.6%	53%	49.2%	18.8%	79.3%	60.3%	51.2%	26%	81.7%

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Short Name	2010/11	2011/12				2012/13			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
Duty to secure permanent accommodation - Percentage of cases reassessed within 12 months of completion of duty	5%	5.6%	5.4%	1.2%	12.1%	3.9%	5.4%	1.5%	12.1%
Duty to secure temporary accommodation - Percentage of decision notifications issued within 28 days of date of initial presentation	82.1%	100%	87.1%	52.8%	100%	96.9%	85.3%	56.5%	100%
Duty to secure temporary accommodation - Percentage of cases reassessed within 12 months of completion of duty - temporary accommodation, provide advice and guidance or take reasonable measures to retain accommodation	7.3%	8.6%	4.3%	0%	25.8%	7.7%	3.9%	0%	16.7%
Duty to secure permanent accommodation - The proportion of those provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months	88.4%	90.4%	86.2%	63.4%	97.5%	87.6%	85.2%	57.2%	99%
Percentage of allocations by list - Homeless Priority List (Local target 2012/13 - 40%)	50.7%	40.2%				41.5%			
Percentage of allocations by list - Waiting List (Local target 2012/13 - 40%)	33.8%	40%				38.4%			
Percentage of allocations by list - Transfer List (Local target 2012/13 - 20%)	15.5%	19.9%				20.1%			
36 Planning and Development									
Number of Affordable house completions	290	145				172			
37 Housing - Building Services									
Rate of return on investment (%) (Local target 2012/13 - 5.97%)	0.91%	0.37%				3.84%			

Protective Services including Environmental Health and Trading Standards

Short Name	2010/11	2011/12				2012/13			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
38 Anti Social Behaviour									
Average time (hours) between the time of the complaint and attendance on site	99.3	138.7	30.5	0.1	255	95.2	43.2	0.4	599
Average time (hours) of complaint and attendance on site dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004	NS	NS	0.6	0.3	1	NS	0.5	0.2	1.2
Number of instances of vandalism (Local target 2012/13 - 1,008)	1,011	871				798			

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Short Name	2010/11	2011/12				2012/13			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
39 Trading Standards – Complaints and Advice									
Percentage of consumer complaints completed within 14 days of receipt (Local target 2012/13 – 80% within 10 working days)	88%	85.3%	81.4%	50.2%	100%	86.1%	80.1%	59.2%	95.2%
Percentage of business advice requests completed within 14 days of receipt (Local target 2012/13 – 95% within 10 working days)	99%	95.4%	96.3%	71.7%	100%	95.6%	95.8%	86%	100%
Cost of trading standards and environmental health per 1,000 population	£27,200	£24,880	£23,117	£10,751	£81,778	£23,356	£22,441	£13,129	£88,712
40 Environmental Health									
Environmental Health - Food Safety - Percentage of category A (6 month) premises inspected within time during quarter (Local target 2012/13 – 100%)	94%		92%				95%		
Environmental Health - Food Safety - Percentage of category B (12 months) premises inspected within time during quarter (Local target 2012/13 – 100%)	93%		85.3%				92%		
Environmental Health - Percentage of responses for high-priority pest control services which met the national target (Local target 2012/13 – 90%)	100%		100%				100%		
Environmental Health - Health & Safety - Percentage of high-risk (12 months) premises inspected within time during quarter (Local target 2012/13 – 100%)	81%		78.3%				100%		

Roads and Lighting

Short Name	2010/11	2011/12				2012/13			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
41 General and Planned Maintenance – Carriageway Condition									
Percentage of A class roads that should be considered for maintenance treatment	23.4%	22.6%	30.5%	17.9%	51.8%	22.3%	29.4%	17.9%	46.8%
Percentage of B class roads that should be considered for maintenance treatment	22%	21.3%	36.3%	18.7%	67.4%	18.9%	35%	18.9%	65.1%
Percentage of C class roads that should be considered for maintenance treatment	23.1%	23.5%	36%	14.2%	64.8%	23.3%	34.8%	12.2%	62.3%

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Short Name	2010/11	2011/12				2012/13			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
Percentage of unclassified roads that should be considered for maintenance treatment	33%	30.2%	38.3%	24.5%	55.9%	31.3%	39%	23.4%	58%
Overall percentage of road network that should be considered for maintenance treatment	27.5%	26.1%	36.4%	21.4%	58.8%	26.1%	36.2%	20.4%	57.6%
Cost of maintenance per kilometre of roads	£5,032	£4,209	£6,211	£2,351	£18,018	£4,153	£6,655	£2,620	£25,598
Percentage of actual maintenance expenditure that is reactive (Local target 2012/13 – 30%)	30.2%	25.2%				16.1%			
Percentage of Emergency repairs - made safe within 2 hours (Local target 2012/13 – 92.5%)	97.2%	98.5%				98.9%			
Percentage of Priority 1 repairs completed within 3 working days (Local target 2012/13 – 87.5%)	94.2%	94.8%				95.6%			
Percentage of Priority 2 repairs completed within 28 days (Local target 2012/13 – 75%)	86.3%	89.2%				86.8%			
42 Street Lighting									
Percentage of Street Lighting Emergency repairs responded to and on site within 2 hours (Local target 2012/13 – 100%)	100%	100%				100%			
Percentage of Street Lighting - Priority 1 repairs completed within 1 working day (Local target 2012/13 – 100%)	100%	100%				97.1%			
Percentage of Street Lighting - Priority 3 repairs completed within 28 working days	72.79%	80.38%				72.4%			
43 Winter Maintenance									
Percentage of Priority 1 Carriageway routes treated within 2.5 hours of start (Local target 2012/13 – 95%)	96.5%	98.2%				98.5%			

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Waste Management

Short Name	2010/11	2011/12				2012/13			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
44 Refuse Collection									
Net cost of refuse collection per premise (<i>Revenues and Service Costs</i>)	£61.51	£66.49	£66.15	£45.02	£106.51	£77.40	£65.95	£38.53	£153.98
Net cost of refuse disposal per premise (<i>Revenues and Service Costs</i>)	£105.73	£103.82	£98.11	£47.90	£262.35	£95.29	£103.12	£58.14	£285.59
Gross cost of waste collection per premise	£73.16	£68.99	£81.06	£50.18	£184.94	£76.92	£77.78	£45.45	£176.72
Gross cost of waste disposal per premise	£106.08	£118.30	£105.40	£51.71	£279.08	£122.68	£108.65	£66.29	£325.69
Short Name	2010/11	2011/12				2012/13			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
45 Refuse Recycling									
Waste recycled against target (Local target 2012/13 – 50%)	42.4%	45.4%	-	17%	54.5%	52.7%	N/A	14.1%	57%
46 Cleanliness									
The Cleanliness Index score achieved following inspection (Local target 2012/13 – 75)	84	80	75	72	82	84	75	69	84
Net cost of street cleaning per 1,000 population	£13,440	£9,730	£19,380	£6,689	£33,957	£7,868	£17,534	£7,327	£28,904

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