

Statutory Performance Indicators 2009/2010

Adult Social Work

Home Care / Home Helps

- a) The number of people age 65+ receiving homecare
- b) The number of homecare hours per 1,000 population age 65+
- c) As a proportion of home care clients age 65+, the number receiving:
 - personal care
 - a service during evenings/overnight
 - a service at weekends

Benefits Administration

Administration costs

The gross administration cost per benefits case

Corporate Management

Sickness Absence

The average number of working days per employee lost through sickness absence for:

- Teachers
- All other local government employees

Equal opportunities policy

The number and percentage of the highest paid 2% and 5% of earners among council employees, that are women:

- In top 2% of all employees
- In top 5% of all employees

Public Access

The number of council buildings from which the council delivers services to the public and percentage of these in which all public areas are suitable for and accessible to disabled people

Council Tax Collection

The cost of collecting Council Tax per dwelling

Current year income from Council Tax:

- a) The income due from Council Tax for the year, net of reliefs and rebates
- The percentage of a) that was received during the year

Payment of Invoices

The number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid

Asset Management

Condition and suitability of operational accommodation

- a) The proportion of operational accommodation that is in a satisfactory condition
- The proportion of a) that is suitable for its current use

Cultural and Community Services

Sport and Leisure Management

The number of attendances per 1,000 population for

- pools
- other indoor sports and leisure facilities, excluding pools in a combined complex

Museum services

Visits to and use of Museums

- a) The number of visits to/usages of council funded or part funded museums per 1,000 population
- The number of those visits that were in person per 1,000 population

Library usage:

- number of visits per 1,000 population
- borrowers as a percentage of the resident population

Development Services

Planning applications processing time

The percentage of planning applications dealt with within two months

- Householder
- Non-householder
- Total

Housing

Response Repairs

Repairs to council dwellings

- The number of response repairs completed during the year
 - The overall percentage of repairs completed within the target times
- The repairs categories used by the councils and the target times for each

The number and proportion of the council's housing stock being brought up to the Scottish Housing Quality Standard by criteria

- Tolerable standard
- Free from serious disrepair
- Energy efficient
- Modern facilities and services
- Healthy, safe and secure
- Total dwellings meeting SHQS

Total number of dwellings owned by the council

Managing Tenancy Changes

The total annual rent loss (from council dwellings) due to voids, expressed as a percentage of the total amount of rent due in the year

Housing

- a) Stock which is not low demand – the number of dwellings that were re-let within the following time bands
- Less than 2 weeks
 - 2-4 weeks
 - 5-8 weeks
 - 9-16 weeks
 - More than 16 weeks
 - Average re-let times
- b) Low demand stock – the number of dwellings that were re-let within the following time bands
- Less than 2 weeks
 - 2-4 weeks
 - 5-8 weeks
 - 9-16 weeks
 - 17-32 weeks
 - 33-52 weeks
 - More than 52 weeks
 - Average re-let times
- c) For low demand stock,
- i. the number remaining un-let at the year end
 - ii. the average period these dwellings had been un-let at the year end
- d) The number of dwellings considered to be low demand at the year end? (includes both void and occupied properties)
- e) The number at d) above considered to be low demand at the start of the year? (includes both void and occupied properties)
- f) The number at d) above that were not actively being re-let because they were subject to a disposal strategy

Housing

Rent Management

- a) Current tenant arrears as a percentage of the net amount of rent due in the year
 - b) The percentage of current tenants owing more than 13 weeks rent at the year end, excluding those owing less than £250
 - c) The proportion of those tenants giving up their tenancy during the year that were in rent arrears
- The proportion of arrears owed by former tenants that was either written off or collected during the year

Homelessness

- a) Council duty to secure; permanent accommodation for household; temporary accommodation, provide advice and guidance or take reasonable measures to retain accommodation
 - i. Number of households assessed during year
 - ii. % decision notifications issued within 28 days of date of initial presentation
 - iii. the % who are housed
 - iv. % of cases reassessed within 12 months of completion of duty
- b) The proportion of those provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months

Protective Services

Noise Complaints

Domestic noise complaints

- a) The number of complaints of domestic noise received during the year:
- i. settled without the need for attendance on site
 - ii. requiring attendance on site
 - iii. dealt with under Part V of the Antisocial Behaviour etc (Scotland) Act 2004
- b) For those in a) ii and a) iii above, the average time (hours) between the time of the complaint and attendance on site

Trading Standards

Complaints and advice

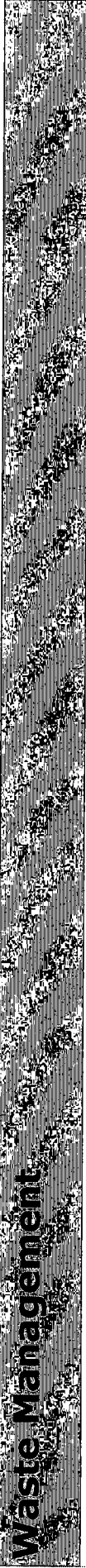
The number of (Trading Standards) consumer complaints and business advice requests received, and the proportion completed in the following time bands:

- Consumer complaints
- Business advice requests

Roads and Lighting

Carriageway condition

The percentage of the road network that should be considered for maintenance treatment



Refuse Collection

The net cost per premises of:

- a) refuse collection (combined domestic, commercial and domestic bulky uplift) refuse disposal

Refuse Recycling

The percentage of municipal waste collected by the authority during the year that was recycled and composted

Cleanliness

The cleanliness index achieved following inspection of a sample of streets and other relevant land