

Appendix 1: Statutory Performance Indicators 2011-12

Key Used

X - Worse on the previous year

= - Stayed the same as the previous year

√ - Better than the previous year

Indicator	Measure	Year / measurement				Better, worse or stayed the same since 10/11
		08/09	09/10	10/11	11/12	
Corporate Management						
1.a.	Sickness Absence - the average number of working days per employee lost through sickness absence for teachers	5.3	6.9	6.2	6.7	X
1.b.	Sickness Absence - the average number of working days per employee lost through sickness absence for all other local government employees	13.3	12.2	12.2	13.0	X
2.a.	Equal opportunities - percentage of highest paid 2% of earners among Council employees that are women	12.7	13.0	12.1	24.6	√
2.b.	Equal opportunities - percentage of highest paid 5% of earners among Council employees that are women	21.2	20.3	23.8	21.3	X
3.	Public access - percentage of public access buildings that are suitable and accessible to disabled people	62.9	63.9	63.9	63.9	=
5.	Council tax collection – the cost of collecting council tax per dwelling (£)	15.52	16.21	16.21	12.81	√
6.a.	Council Tax Income - the income due from council tax for the year	7,655,874	7,784,814	7,784,814	8,033,710	√
6.b.	Council Tax Income - the percentage of council tax income for the year that was collected in the year	96.5	96.5	96.5	96.5	=
7.	Invoice payment - the percentage of invoices sampled and paid within 30 days	86.4	87.1	85.5	81.9	X
8.a.	Asset management - proportion of Gross Internal floor Area that is in satisfactory condition (operational buildings)	80.7	78.8	90.7	94.1	√
8.b.	Asset management - number and percentage of operational buildings that are suitable for their current use	66.2	66.4	70.5	72.2	√

Benefit Administration						
4.a.	Weighted rent rebate caseload	1,203	1,199	1,170	1,143	√
4.b.	Weighted private rented sector caseload	117	141	147	119	√
4.c.	Weighted registered social landlord caseload	208	270	306	360	X
4.d.	Weighted Council Tax Benefit caseload	1,979	2,028	1,997	1926	√
4.e.	Gross administration cost per case	70.22	74.39	77.31	76.36	√

Adult Social Work						
9.a.	Home care - number of people aged 65+ receiving homecare	423	415	450	419	X

9.b.	Home care - total hours as a rate per 1,000 population aged 65+	802	819.6	923.7	740.1	X
9.c.i.	Home care - number of home care clients aged 65+ receiving personal care as a percentage of clients	52.2	55.4	57.1	55.8	X
9.c.ii.	Home care - number of home care clients aged 65+ receiving care in evenings/ overnight as a percentage of clients	24.6	28.7	31.3	27.2	X
9.c.iii.	Home care - number of home care clients aged 65+ receiving care at weekends as a percentage of clients	43.5	46.5	46.7	42.7	X

Cultural and Community Services						
10.a.	Sport and Leisure Management - all pools – the number of attendances expressed per 1,000 population	12,105	11,210	11,768	10,783	X
10.b.	Sport and Leisure Management - indoor sports facilities (excluding pools in combined complex) – the number of attendances expressed per 1,000 population	14,718	14,537	15,016	14,950	X
11.a.	Museums – number of visits to/usages of council funded or part funded museums and expressed per 1,000 population	289	6,052	8,174	9,391	√
11.b.	Museums – number of visits in part a) that were in person and expressed per 1,000 population	184	3,919	4,121	4,045	X
12.a.	Use of Libraries - the number of visits to libraries and expressed per 1,000 population	8,398	8,597	7,920	10,040	√

Development Services						
13.a.i.	Planning applications processing time – percentage of householder applications dealt with within two months	50.5	80.6	64.6	60.4	X
13.a.ii.	Planning applications processing time – percentage of non-householder applications dealt with within two months	31.6	38.0	35.2	28.7	X

Housing						
14.	Response repairs - percentage of housing response repairs completed within target times	76.2	83.6	84.7	92.1	√
15.a.i.	Housing quality - percentage of council dwellings that are of tolerable standard	100	100	100	100	=
15.a.ii.	Housing quality - percentage of council dwellings that are free from serious disrepair	100	100	100	100	=
15.a.iii.	Housing quality - percentage of council dwellings that are energy efficient	87.9	86.5	86.8	86.6	X
15.a.iv.	Housing quality - percentage of council dwellings that have modern facilities and services	99.6	98.9	98.9	98.9	=
15.a.v.	Housing quality - percentage of council dwellings that are healthy, safe and secure	93.8	100	100	100	=
15.a.vi.	Housing quality - percentage of council dwellings that meet the Scottish Housing Quality Standard	80.8	84.5	85.9	85.7	X
16.	Tenancy changes – percentage of rent due in the year that was lost due to voids	2.3	1.9	2.2	1.9	√
17.a.	Tenancy changes – the average time taken to re-let housing not in low demand, in days	48	34	31	20	√
17.b.	Tenancy changes – the average time taken to re-let housing in low demand, in days	161	203	189	115	√

17.c.	Tenancy changes – the number of days that low demand housing had been un-let for, at year end	328	244	216	142	√
18.a.	Rent Arrears - current tenants' arrears as a percentage of net rent due in the year	4.0	3.7	3.5	2.8	√
18.b.	Rent Arrears - the percentage of current tenants owing more than 13 weeks rent excluding those owing less than £250	4.3	4.0	3.9	5.3	X
18.c.	Rent Arrears - the proportion of tenants giving up their tenancy during the year that were in rent arrears	-	44.1	42.0	45.2	X
18.d.	Rent Arrears – the average number of weeks rent owed by tenants leaving in arrears	-	9.0	7.9	9.4	X
18.e.	Rent Arrears - percentage of former tenant arrears written off or collected during the year	-	59.1	61.6	52.0	X
19.a.i.	Homelessness - permanent accommodation - the percentage of decision notifications issued within 28 days of date of initial presentation	72	82.8	78.4	89.2	√
19.a.ii.	Homelessness - permanent accommodation - percentage who are housed into permanent accommodation	59	66.7	68.4	74.7	√
19.a.iii.	Homelessness - permanent accommodation - percentage of cases reassessed within 12 months	21	8.6	9.2	3.8	√
19.a.iv.	Homelessness - temporary accommodation - the percentage of decision notifications issued within 28 days of date of initial presentation	81.6	79.7	77.8	79.2	√
19.a.v.	Homelessness - temporary accommodation – percentage of cases reassessed within 12 months	11.8	16	14.6	8	√
19.b.	Homelessness - the proportion of those provided with permanent accommodation in Council stock who maintained their tenancy for at least 12 months	-	90	72	88	√

Protective Services						
20.a.	Domestic Noise Complaints:					
20.a.i.	Settled without the need for attendance on site	309	261	296	371	X
20.a.ii.	Requiring attendance on site	0	2	1	2	X
20.a.iii.	Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004	0	0	0	0	=
20.b.	Average time in hours between the time of the complaint and attendance on site:					
20.b.i.	Requiring attendance on site	0	12	0	0.1	X
20.b.ii.	Dealt with under Part V of the antisocial Behaviour (Scotland) Act 2004	0	No Service	0	0	=
21.a.	Consumer complaints – the percentage of complaints processed within 14 days of receipt	90.8	84.8	90.9	91.8	√
21.b.	Business advice requests – the percentage of requests dealt with within 14 days of receipt	94.8	91.7	92.4	90.9	X

Roads and Lighting						
22.	Carriageway condition - the percentage of the road network that should be considered for maintenance treatment	38.4	39.3	40.7	43.7	X

Waste Management						
23.a.	Refuse Collection - the net cost per property (£) of refuse collection	60.09	76.43	77.97	106.51	X

23.b.	Refuse Collection - the net cost per property (£) of refuse disposal	56.63	64.39	54.95	47.90	√
24.	Refuse Recycling - the percentage of municipal waste composted/recycled	22.6	19.3	17.8	17.0	X
25.	Cleanliness - overall cleanliness index achieved	79	76	73	75	√