

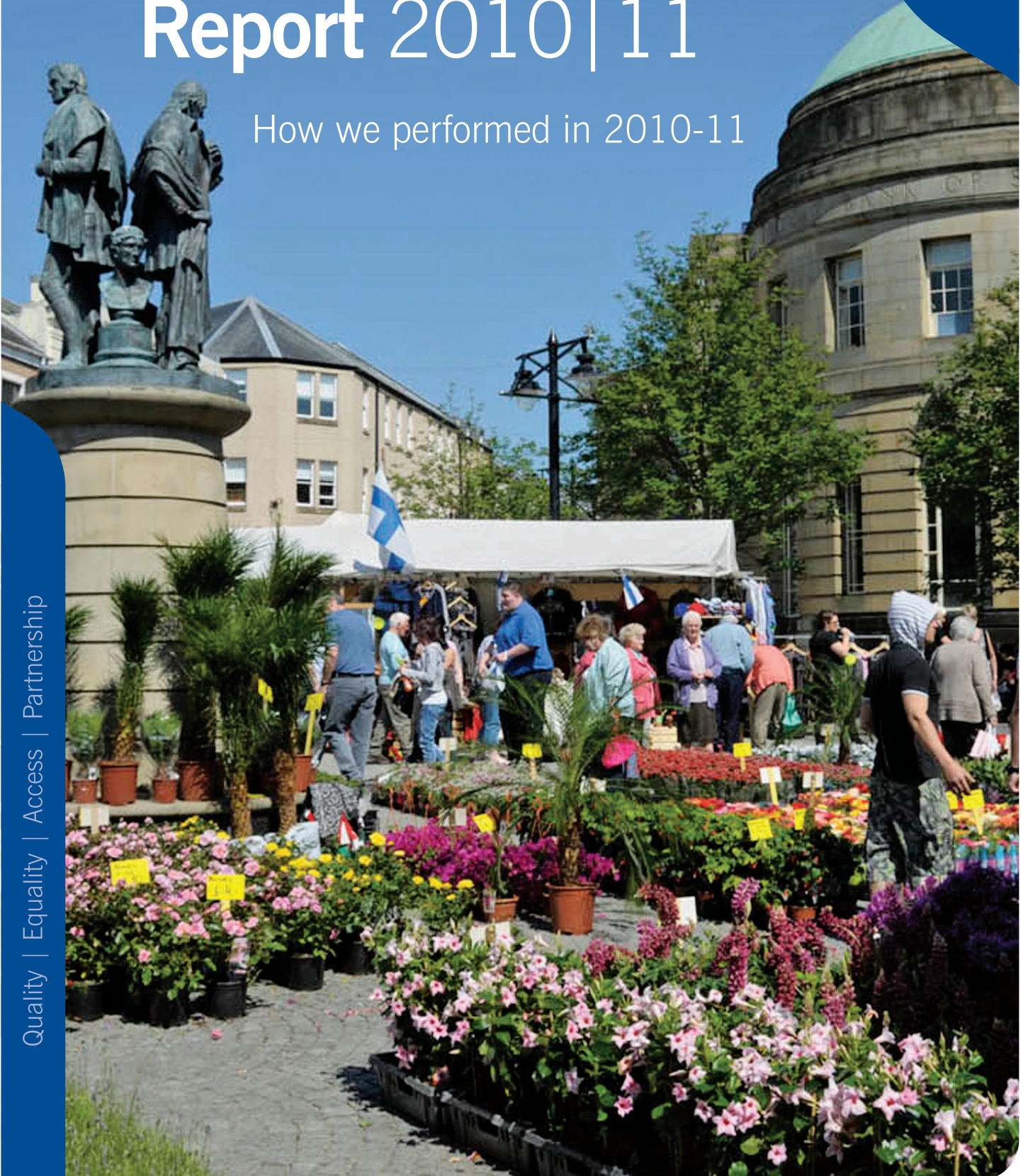
EAST AYRSHIRE COUNCIL



Annual Performance Report 2010|11

How we performed in 2010-11

Quality | Equality | Access | Partnership



Welcome

Welcome to East Ayrshire Council's Annual Performance Report for 2010/11.



This report sets out to tell you how we performed during the year. Our aims are enshrined in the updated Community Plan and the new East Ayrshire Community Planning Partnership Single Outcome Agreement 2011-2014.

These aims are based around four central themes:

- Promoting Lifelong Learning
- Delivering Community Regeneration
- Improving Community Safety
- Improving Health and Wellbeing

This report gives you some indication of how we've progressed against each theme, including key achievements, performance data and some comparisons with other Scottish councils. This information can be found on Audit Scotland's website:

www.audit-scotland.gov.uk.

The Council continued to improve on its performance in 2010/11 across a number of key service areas. For example, 71% of our housing has been brought up to the Housing Quality Standard and we remain on track to achieve the objective by 2015. In waste management, we managed to recycle 43.9% of our municipal waste, significantly ahead of European and national targets. In leisure, attendances at local swimming pools and other sports facilities have seen a year-on-year increase since 2008/09.

Of course, as a Council, there are always areas where we can improve. Figures indicate that the overall condition of the area's road network has deteriorated, partly due to severe winter weather. Significant investment is planned to address this issue. Another area where we need to improve is in the re-letting of council housing; 2010/11 data reveals that, on average, it took longer to re-let houses than it did in the previous year. I am confident that the new management arrangements within the Housing Service will improve communication lines and help us to achieve this goal.

At the back of the report, our full list of performance indicator results are reproduced in summary format, along with data for the previous two years (where available), showing longer term trends.

All our Statutory Performance Indicators are also published on the Council's website: www.east-ayrshire.gov.uk. Hard copies of this information are also freely available at all our libraries and local offices across East Ayrshire.

We would like to hear what you think of our Annual Performance Report. If you have any comments or suggestions, please contact me on 01563 576019 or email fiona.lees@east-ayrshire.gov.uk. Alternatively you can write to me at the address on the back page of this report.

Fiona Lees *Chief Executive of East Ayrshire Council*

Promoting Lifelong Learning

Educational Attainment

Exam performance in East Ayrshire secondary schools has been impressive. At Higher Grade level, 22% of our S5 pupils achieved three or more passes (just below the national average of 24%) and 9% of S5 pupils achieved five or more passes (again, just short of the national average of 11%).

Percentage of S5 pupils achieving 3 or more Higher passes:

2008/09:	19%
2009/10*:	22%

Percentage of S5 pupils achieving 5 or more Higher passes:

2008/09:	8%
2009/10*:	9%

** 2010/11 attainment data will not be published until September 2011*

In terms of S4 pupils, performance was more mixed. 70% managed to achieve five or more Standard Grade passes at General/Intermediate level. This represents a decline on the 74% figure recorded in the previous year. The Council is committed to raising attainment levels across all our schools; each of our secondary schools has its own Improvement Plan which sets out the key strategies that are focussed on improving achievement, taking account of their own local circumstances.

Eco-schools

All East Ayrshire schools participate in the Eco-schools programme, an internationally recognised award scheme that accredits schools who make a commitment to improving their environmental performance. It is also used to raise awareness of environmental issues among our school pupils. Significant strides have been made in the last year, and over a quarter of East Ayrshire schools are accredited to Green Flag status, the highest accolade possible.

Percentage of schools achieving Bronze/Silver/Green Flag status:

2009/10: Green Flag	15.8%
Silver	59.6%
Bronze	71.9%

2010/11: Green Flag	26.3%
Silver	64.9%
Bronze	77.2%

Learning Centres

All libraries in East Ayrshire are equipped with learning centres where visitors can take advantage of free access to the Internet on PCs and other learning opportunities.

Number of times Learning Centres terminals are used per 1,000 population:

2009/10:	476.0
2010/11:	598.4

Learning centre and learning access point users as a percentage of the population:

2009/10:	5.2%
2010/11:	4.8%

There has been an increase in usage of terminals over the last year, although the overall number of users actually decreased. This is possibly as a result of more people having access to PCs at home; figures suggest that over half of all households in the area had internet access in 2008, compared with just 34% five years earlier.

Libraries

The Council aims to encourage all its residents to use our libraries. We recognise their important role in encouraging reading and improving literacy levels amongst residents of all ages in East Ayrshire.

Number of visits per 1,000 population:

2009/10:	4,748
2010/11:	4,624

The number of visits to our libraries fell by almost 3% over the past year. This was partly due to the severe winter weather and winter closures in some branches; visitor numbers actually increased between April to December of 2010. The Council will continue to seek out new and innovative ways to attract people into our library facilities.

Delivering Community Regeneration

Providing good quality housing

The Council intends that all its houses meet the Scottish Housing Quality Standard by 2015.

This means that our houses will be:

- Free from serious disrepair
- Energy efficient
- Provided with modern facilities and services; and
- Healthy, safe and secure.

By the end of 2010/11, 71% of our council housing stock had been brought up to the Quality Standard and the programme is on track to achieve the objective by 2015.

Council house stock being brought up to the Scottish Housing Quality Standard	2010/11
Tolerable standard	99.5%
Free from serious disrepair	90.1%
Energy efficient	95.2%
Modern facilities and services	89.5%
Healthy, safe and secure	98.7%
Total dwellings meeting the Standard	71.0%

We also measure the number of response repairs to our housing stock that are carried out over the year, and the percentage of these which are completed within the targeted time. Almost 52,000 repairs were carried out in 2010/11, of which 89% were completed within the allocated target time (a 3% improvement on the previous year's performance).

Roads

Each year, the condition of our roads is independently surveyed by the Society of Chief Officers of Transport in Scotland and ranked against other local authority areas.

Performance figures show a deterioration in the condition of our highways over the last two years, partly as a result of the severe winter weather experienced over this period.

Percentage of road network considered for maintenance treatment:

2009/10:	40.1%
2010/11:	45.3%

Significant investment in our roads network is planned over the next ten years. This includes a realignment of budgets, recognising that carriageway structural maintenance is the top priority within this important service area. The Council has also allocated additional resources of £3 million over the last 2 years to address the damage caused by ice and snow.

The Council is also responsible for maintenance of the area's traffic lights and street lighting infrastructure. 648 new street lighting columns were installed in 2010/11, 46% of which were funded by the Council (new private housing developments accounted for the remainder).

Percentage of all traffic light repairs completed within 48 hours:

2009/10:	99.1%
2010/11:	95.7%

Percentage of all street light repairs completed within 7 days:

2009/10:	98.1%
2010/11:	97.4%

Keeping our streets clean

Clean streets and a reduction in littering is a top priority for the Council. Seven surveys are carried out (4 by this Council, 2 by a partner council and 1 by Keep Scotland Beautiful) over the year to measure how clean East Ayrshire streets are. On the street cleanliness index, '0' is the lowest score, reflecting a poor level of cleanliness, and '100' is the highest and cleanest score possible. The Council improved its performance in 2010/11.

**Cleanliness index achieved following inspection
of a sample of streets and other relevant land:**

2009/10:	73
<i>(Scotland average</i>	<i>74)</i>
2010/11:	74
<i>(Scotland average – published December 2011)</i>	

The Council strives to keep refuse collection and disposal costs to a minimum. In 2010/11, collection and disposal costs both increased slightly. This was mainly as a result of increased landfill tax charges, the replacement of refuse collection vehicles and additional overtime costs for staff as a result of the severe winter weather.

Refuse collection & disposal costs per household		
	2009/10	2010/11
Refuse collection	£60.87	£63.59
Refuse disposal	£89.09	£93.13

Waste Recycling

In 2010/11 we recycled or composted 43.9% of our waste, an increase on the 2009/10 figure of 43.0%. The national target is 50% by 2013. 2010/11 also saw the successful pilot introduction of a kerbside food and mixed plastics collection and it is intended to further roll out this programme in the year ahead after evaluation.

Improving Community Safety

Child Protection

The protection of children and young people remains a top priority for the Council's Social Work service. Data on child protection re-registrations is closely monitored, since re-registration of a child can indicate the potential failure of their child protection plan. Whilst the number has increased over the last year, the overall number remains small and is largely attributable to groups of siblings being put back on the register.

Number of child protection re-registrations:

2009/10:	9
2010/11:	18

The Council also monitors the number of children that are referred to the Children's Reporter. Referrals are normally made because children are 'at risk', because they have committed an offence or due to concerns over their welfare.

Number of reports submitted to the Children's Reporter:

2009/10:	436
2010/11:	393

Proportion of reports requested by the Children's Reporter submitted within target time:

2009/10:	37.4%
2010/11:	68.0%

The Council recognised a need to improve performance in this area in 2008/09. A review of the operating model took place, with a number of new staff being appointed. This has resulted in a steady improvement over the last two years.

Antisocial behaviour

Legislation gives Scottish councils powers to deal with domestic noise incidents. Almost 1,200 complaints regarding domestic noise in East Ayrshire were made in 2010/11 (*a 10% increase on the previous year, which is itself a contributory factor in the increased response time highlighted below*). The majority of these were dealt with by the Ayrshire-wide Out of Hours Noise Team.

Average time between time of complaint* and attendance on site:

2009/10:	0.6 hours
2010/11:	0.9 hours

* complaints dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004

The Council can, in consultation with the Police, apply to the Sheriff Court for an Antisocial Behaviour order (ASBO) where there is evidence that a person has behaved in an antisocial manner and that an order is necessary in the interests of public protection. 5 such ASBOs were raised in 2010/11, compared to 12 in the previous 12 months.

Percentage of Antisocial Behaviour Applications raised within 7 working days from agreeing instruction with Housing:

2009/10:	91.7%
2010/11:	100%

Trading Standards

The Council monitors closely its performance in dealing satisfactorily with consumer complaints and business advice requests.

Percentage of consumer complaints completed within 14 days:

2009/10:	65.0%
2010/11:	71.1%

Percentage of business advice requests completed within 14 days:

2009/10:	99.5%
2010/11:	100%

Performance in dealing with consumer complaints has improved over the last year. The need to deliver a quality service by spending the appropriate time on each complaint can make the 14 day target time difficult to achieve. In this area a good outcome is of most importance to customers.

Improving health and wellbeing

Home Care

East Ayrshire Council's Home Care Service looks after older people who need help and we constantly measure our performance to ensure that we are fulfilling this important duty.

We aim to support older people to remain in their own homes for as long as it is safe and practical to do so. Homecare services can include help with using the toilet, washing and bathing, getting in and out of bed and taking food and medication.

The Council's Homecare services were recently subject to redesign. The new model which has emerged aims to be more targeted at the most vulnerable elderly people within our communities, as evidenced by the year-on-year increase in take-up of personal care, evening and weekend services.

As a proportion of home care clients aged 65+, the number receiving:

2009/10:	
Personal care	97.1%
Night time service	39.7%
Weekend service	84.7%
2010/11:	
Personal care	98.2%
Night time service	46.2%
Weekend service	88.0%

It is important that the personal carers employed by the Council work towards achievement of the appropriate Scottish Vocational Qualification (SVQ) level. Significant progress was made towards increasing the number of qualified carers in 2010/11, as evidenced by the figures below.

Percentage of personal carers who are qualified to the appropriate standard (SVQ Level 2 or equivalent):

2009/10:	52.2%
2010/11:	67.1%

Sports & Leisure

The Council provides and manages a wide range of community facilities, including games halls, sports centres, leisure centres, community halls, football pavilions and seasonal facilities. 2010/11 saw an increase in recorded attendance across a wide range of our sports facilities.

The number of attendances per 1,000 population for swimming pools:

2009/10:	2,393
2010/11:	2,517

The number of attendances per 1,000 population for other indoor sports and leisure facilities:

2009/10:	7,070
2010/11:	7,391

Rent Arrears

The Council strives to ensure high levels of efficiency in managing its housing stock so that rent levels are kept as low as possible.

Percentage of tenants owing more than 13 weeks rent (over £250):

2009/10:	1.1%
2010/11:	1.3%

Our performance in 2009/10 was the best of all 32 Scottish councils, and although it has declined marginally in the last year, the Council is aware of the impact debt has on the lives of tenants and has arrangements in place to support them to make sure they can pay their rent.

We provide benefits and debt advice and make early contact with tenants in arrears to establish repayment arrangements. This targeted approach will not only help to improve rent collection and reduce arrears, but will also prevent evictions and homelessness.

Managing Our Services

Council Tax

Your Council Tax helps us to pay for all the services we provide to the residents of East Ayrshire. We make every effort to collect all council tax which is owed, acknowledging the difficulties which some in our communities face in making payments.

The Council Tax collection performance of all Scottish councils is measured annually.

Percentage of Council Tax Income due that was received by year end:

2009/10:	94.1%
2010/11:	94.2%

We will of course continue to pursue the remaining debts.

Benefits Administration

The Council is responsible for processing of Housing and Council Tax benefits for residents. Although there has been an improvement in the percentage of claims processed within 14 days, the average time for processing all claims increased over the last year, from 10.6 to 14 days. The introduction of new and streamlined procedures within the service will ensure that performance remains good.

Percentage of benefits claims processed within 14 days of receiving all information:

2009/10:	81.1%
2010/11:	85.3%

Average time for processing claims:

2009/10:	10.6 days
2010/11:	14.0 days

Our buildings

The Council delivers services to the public from a range of buildings across East Ayrshire, including schools, libraries, leisure centres and arts and museums facilities.

We aim to ensure that these buildings are kept in reasonable working order. The slight decrease in the number of our buildings deemed 'satisfactory' is mainly due to the Council vacating properties currently classed as satisfactory as part of our rationalisation programme. We also strive to ensure that our buildings meet or exceed the requirements of the Disability Discrimination Act 1995.

Proportion of operational buildings that are in a satisfactory condition:

2009/10:	94.1%
2010/11:	92.7%

Percentage of buildings in which all public areas are suitable for and accessible to disabled people:

2009/10:	66.0%
2010/11:	66.7%

Work is currently ongoing to maximise efficiencies in relation to our office space.

Comments, Suggestions and Complaints

The Council welcomes all comments, suggestions and complaints about our services. By listening to local people, we can continually improve our services.

Across the Council, 155 formal complaints were received during 2010/11, compared to 145 in the previous year. Of this total, 74 were considered to have been justified. It should be noted that none of these complaints were upheld against the Council by the Scottish Public Services Ombudsman (in fact, no complaints have been upheld since 2004).

Sickness Absence

The average number of working days lost through sickness absence decreased in both key categories, as the figures below demonstrate. This reflects the work that has been undertaken via the Council's revised sickness absence policy. However, we are aware that more can be done and we will redouble our efforts to continue this improvement in 2011/12 and beyond.

Average number of days lost for teachers:

2009/10:	5.7
2010/11:	5.6

Average number of days lost for other local government employees:

2009/10:	12.0
2010/11:	10.9

Payment of Invoices

The Council takes very seriously its responsibility to help all the companies we deal with by paying invoices promptly. Over the last year, our performance against the target below improved by almost 6%.

Number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid:

2009/10:	80.7%
2010/11:	85.2%

Audits and inspections

The Council's performance is subject to scrutiny by a range of external audit and inspection agencies including Audit Scotland, Her Majesty's Inspectorate of Education and the Social Work Inspection Agency.

The Council has recently been the subject of a number of important inspections and audits, including:

- The East Ayrshire Adoption Service (Care Commission)
- Follow-up to Performance Inspection of Social Work Services (Social Work Inspection Agency)
- Joint Inspection – Services to Protect Children and Young People (HMIE)

The Joint Inspection of Child Protection Services was generally positive, identifying a number of key strengths. In particular, the report highlighted the early support provided which prevented difficulties arising or increasing; the commitment by staff to reviewing their own work to improve services; and the effective support provided to parents of pre-school children.

A small number of areas for improvement were identified, and these are being progressed by the East Ayrshire Child Protection Committee.

Copies of audit and inspection reports are published on the Council's website: www.east-ayrshire.gov.uk.

Independent audits and inspections provide assurance that services are well managed, fit for purpose and represent good value for money. They are also intended to check whether services are meeting national and local performance standards, legislative and professional requirements and the needs of service users.

As a Council which is fully committed to continuous improvement, it is our business to ensure that any recommendations flowing from audits and inspections are acted upon.

2010/11 Statutory Performance Indicators

Council Compendium

In the pages which follow, you will find detailed information on the full range of performance information that is reported by the Council. This data falls into two categories, based on guidance from Audit Scotland. The first of these categories is 'Corporate Management' and the second is 'Service Performance'.

Readers should note that in a small number of indicators, 2010/11 performance data is not yet available. This is due to a time lag in production of the data, and relates mainly to indicators which are collected by agencies external to East Ayrshire Council.

Where possible, performance data covering the last three financial years is included in the Compendium.

Measure	08/09 Performance	09/10 Performance	10/11 Performance
CORPORATE MANAGEMENT			
RESPONSIVENESS TO COMMUNITIES			
1 Complaints:			
Number of Customers expressing dissatisfaction formally.	122	145	155
Percentage of formal complaints classed as "justified" following investigation.	54.5%	44.8%	47.7%
Percentage of formal complaints responded to within agreed time-scale.	82.5%	64.1%	71.0%
Number of formal complaints relating to any form of discrimination and percentage of those classed as justified.	0.8%	2%	0%
Number of positive comments received.	1041	1241	1966
Number of improvements implemented as a result of complaints.	31	28	30
2 Freedom of Information: percentage of FOI requests responded to in 20 working days	-	91.7%	90.3%
REVENUES AND SERVICE COSTS			
3 Council Tax: cost of collecting Council Tax per dwelling	£11.24	£11.45	£12.89
4 Council Tax: percentage of income due that was received during the year	94.1	94.1	94.2
5 Invoices: number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid	87.4	80.7	85.2
6 Home care: the unit cost of home care	-	£14.30	£14.55
7 Arts & museums: cost per visit across Arts and Museums facilities	£2.61	£2.95	£2.87
8 School transport: cost per pupil per day			
Primary	-	£3.76	£4.36
Secondary	-	£3.25	£2.89
Special school	-	£18.73	£15.61

2010/11 Statutory Performance Indicators

Council Compendium

Measure	08/09 Performance	09/10 Performance	10/11 Performance
9 School meals:			
Average cost of producing school meals	-	£2.66	£2.43
Satisfaction levels	-	95.8%	96.6%
10 Winter maintenance:			
Cost of winter maintenance per km of road network	£1,357	£1,360	£1,224
Cost per gritted km of priority roads network	£2,323	£2,427	£2,974
11 Road maintenance expenditure:			
Percentage of actual maintenance expenditure that is planned/proactive	86%	82%	89%
Percentage of actual maintenance expenditure that is reactive	14%	18%	11%
12 Recycling: net cost of recycling	-	£862,018	£507,434
EMPLOYEES			
13 Sickness absence:			
Average number of days lost for teachers	5.8	5.7	5.6
Average number of days lost for other local government employees	12.0	12.0	10.9
14 Equal opportunities:			
Percentage of highest paid 2% of earners among council employees that are women	26.9%	29.4%	33.6%
Percentage of highest paid 5% of earners among council employees that are women	38.8%	39.8%	40.4%
15 Turnover: Leavers in the last year as a percentage of the average total staff	7.2%	6.3%	9.4%
ASSETS			
16 Assets:			
Proportion of operational accommodation that is in a satisfactory condition	96.8%	94.1%	92.7%
Proportion of operational accommodation that is suitable for its current use	96.3%	96.6%	80.1%
17 Energy performance: Percentage of buildings rated 'F' or above	-	85%	85.2%
18 Occupancy: Occupancy rates for office accommodation expressed as square metres per FTE	-	21.9	22.8
19 Operational Portfolio: External of operational portfolio expressed in square metres	-	318,801	320,764
20 Condition of School Estate:			
Percentage of schools graded A (Good)	-	19.3	19.3
Percentage of schools graded B (Satisfactory)	-	59.6	61.4

2010/11 Statutory Performance Indicators

Council Compendium

Measure	08/09 Performance	09/10 Performance	10/11 Performance
Percentage of schools graded C (Poor)	-	19.3	15.8
Percentage of schools graded D (Bad)	-	1.8	3.5
21 School capacity:			
Percentage of primary schools where ratio of pupils to places is:			
0-40%	11.4%	11.6%	16.3%
41-60%	31.8%	32.6%	25.6%
61-80%	43.2%	39.5%	41.9%
81-100%	13.6%	16.3%	16.3%
101% or more	0%	0%	0%
Percentage of secondary schools where ratio of pupils to places is:			
0-40%	0%	0%	0%
41-60%	0%	0%	0%
61-80%	66.7%	77.8%	77.8%
81-100%	33.3%	22.2%	22.2%
101% or more	0%	0%	0%
PROCUREMENT			
22 PECOS: Value of spend through PECOS as a percentage of council (non-pay) spend	-	21.6%	47.5 %
SUSTAINABLE DEVELOPMENT			
23 Eco-schools: Percentage of schools achieving:			
Bronze	-	71.9%	77.2%
Silver	-	59.6%	64.9%
Green Flag status	-	15.8%	26.3%
EQUALITIES AND DIVERSITY			
24 Accessibility: Percentage of council buildings in which all public areas are suitable for and accessible to disabled people	64.2%	66.0%	66.7%
25 Ethnic minority:			
Percentage of the local population who are from an ethnic minority	-	0.7%	0.7%
Percentage of the total workforce who are from an ethnic minority	-	0.4%	0.5 %
26 Disabilities: percentage of workforce who have declared they are disabled under the terms of the Disability Discrimination Act 1995	-	0.7%	0.6%

2010/11 Statutory Performance Indicators

Council Compendium

Measure	08/09 Performance	09/10 Performance	10/11 Performance
SERVICE PERFORMANCE			
BENEFITS ADMINISTRATION			
27 Administration costs: gross administration costs per benefits case	£43.08	£42.60	£39.74
28 Average time for processing claims	-	10.6 days	14.0 days
29 Percentage of claims processed within 14 days of receiving all information	-	81.1%	85.3%
30 Percentage of claims processed accurately	-	93.4%	95.6%
COMMUNITY CARE			
31 Homecare:			
The number of homecare hours per 1,000 population age 65+	689.9	558.5	517.5
As a proportion of home care clients age 65+, the number receiving:			
- personal care.	95.3%	97.1%	98.2%
- a service during evenings/overnight.	38.7%	39.7%	46.2%
- a service at weekends.	80.7%	84.7%	88.0%
32 Accessibility:			
Number of people waiting longer than target for assessment per '000 population.	-	3.4	3.8
Number of people waiting longer than target time for service per '000 population.	-	0.6	0.0
33 Staff qualifications: The percentage of personal carers who are qualified to SSSC standard	-	52.2%	67.1%
34 Respite care:			
Total number of overnight respite weeks provided:			
18-64	-	-	Available July
65+	-	-	2011
Total number of daytime respite weeks provided:			
18-64	-	-	Available July
65+	-	-	2011
Total number of respite weeks provided:			
18-64	-	-	Available July
65+	-	-	2011

2010/11 Statutory Performance Indicators

Council Compendium

Measure	08/09 Performance	09/10 Performance	10/11 Performance
CRIMINAL JUSTICE SOCIAL WORK			
35 Social Enquiry Reports:			
(a) The number of reports submitted to the courts during the year.	1136	1092	1028
(b) The percentage of these submitted by the due date.	99.4%	99.2%	99.3%
CULTURAL & COMMUNITY SERVICES			
36 Pools/other leisure facility attendances:			
Number of attendances per 1,000 population for			
- pools	2,433	2,393	2,517
- other indoor sports and leisure facilities, excluding pools in a combined complex.	6,035	7,070	7,391
37 Visits to and use of museums:			
The number of visits to/usages of council funded or part funded museums per 1,000 population.	2,785	2,184	2,231
The number of those visits that were in person per 1,000 population.	1,729	1,589	1,580
38 Library usage:			
a) Number of visits per 1,000 population.	4,579	4,748	4,624
b) Borrowers as a percentage of the resident population.	18.5%	18.1%	17.8%
39 Grounds Maintenance: cost per hectare of land maintained (including CEC).	£3,662	£3,825	£4,643
40 Adult Literacy: Number of adult literacy learners achieving intermediary outcomes as set in their Individual Learning Plans.	-	87%	87%
41 Learning Centres:			
Number of times Learning Centre terminals are used per 1,000 population.	516.3	476.0	598.4
Percentage of resident population who use Learning Centres.	5.6%	5.2%	4.8%
42 Playgrounds:			
Number of playgrounds per 1,000 Children.	4.03	4.03	4.03
PLANNING			
43 Planning applications: The percentage of planning applications dealt with within 2 months.	39.7%	51.5%	66.3%
44 Building warrants:			
Percentage of warrants determined within 6 days of receipt of all outstanding information.	91.0%	96.4%	96.4%
Percentage of applications responded to within 20 days of being valid	80.0%	97.2%	99.3%
Average income per warrant.	£401	£380	£672

2010/11 Statutory Performance Indicators

Council Compendium

Measure	08/09 Performance	09/10 Performance	10/11 Performance
Income as a percentage of the value of development plans submitted.	0.7%	0.8%	0.5%
EDUCATION OF CHILDREN			
45 Additional Support: Percentage of pupils with Individual Education Plans meeting targets.	-	86.5%	Available Nov 2011
46 Destination of school leavers (%):			
(a) Full-time higher education.	31%	34%	Available December 2011
(b) Full-time further education.	33%	32%	
(c) Training.	8%	8%	
(d) Employment.	13%	14%	
(e) Other known destination.	14%	12%	
(f) Destination unknown.	2%	0%	
47 Looked after children:			
Average tariff scores of all looked after children in S4 and S5 in the current academic year	-	-	Available September 2011
48 Exclusion rates:			
Number of exclusions incidents per 1,000 pupils			
Primary	15.9	12.9	Available
Secondary	94.7	85.1	September
Special	53.5	83.8	2011
49 Pupil to staff ratios: Pupil to staff ratio in educational establishments			
Primary	16.4	15.5	15.6
Secondary	11.8	12.0	12.7
Special	4.0	3.8	4.2
50 School transport:			
Percentage of primary school roll receiving school transport	-	12.8%	10.5%
Percentage of secondary school roll receiving school transport	-	51.8%	44.3%
Percentage of special school roll receiving school transport	-	100%	100%
CHILD PROTECTION AND CHILDREN'S SOCIAL WORK			
51 Child Protection re-registrations:			
Number of Child Protection re-registrations in-year	-	-	18
52 Children's Reporter Liaison:			
Percentage of reports submitted to SCRA by the due date.	16.8%	37.4%	68.0%

2010/11 Statutory Performance Indicators

Council Compendium

Measure	08/09 Performance	09/10 Performance	10/11 Performance
53 Child Protection Orders:			
Number and percentage of Child Protection Orders made within 24 hours	24 (100%)	6 (100%)	3 (100%)
HOUSING AND HOMELESSNESS			
54 Repairs to council dwellings: the overall percentage of repairs completed within target	81.5%	86.7%	89.2%
55 Housing Quality: proportion of the council's housing stock which meets the Scottish Housing Quality Standard	55.1%	58.4%	71.0%
56 Voids: total annual rent loss (from council dwellings) due to voids, expressed as a percentage of the total amount of rent due in the year.	1.6%	1.8%	1.9%
57 Re-lets:			
Average re-let time for non low demand stock	46 days	41 days	46 days
Average re-let time for low demand stock	58 days	61 days	71 days
Average period that low demand properties were void	512 days	464 days	377 days
58 Tenant arrears:			
Current tenant arrears as a percentage of the net amount of rent due in the year.	3.1%	2.5%	2.6%
Percentage of current tenants owing more than 13 weeks rent at year end, excluding those owing less than £250.	1.3%	1.1%	1.3%
Proportion of those tenants giving up their tenancy during the year that were in rent arrears.	57.3%	60.2%	60.5%
Average debt owed by tenants leaving in arrears as a proportion of the average weekly rent.	7.6 weeks	7.2 weeks	7.4 weeks
Proportion of arrears owed by former tenants that was either written off or collected during the year.	33.6%	39.7%	57.1%
59 Homelessness:			
Permanent accommodation			
Number of households assessed during the year.	534	523	460
% of decision notifications issued within 28 days of initial presentation.	54.1%	62.0%	98.7%
% who are housed.	73.5%	64.0%	49.9%
% of cases reassessed within 12 months of completion of duty.	7.9%	10.9%	7.8%
Temporary accommodation			
Number of households assessed during the year.	239	182	205
% of decision notifications issued within 28 days of initial presentation.	48.5%	63.7%	100%
% of cases reassessed within 12 months of completion of duty.	13.5%	17.2%	10.2%

2010/11 Statutory Performance Indicators

Council Compendium

Measure	08/09 Performance	09/10 Performance	10/11 Performance
Proportion of those provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months.	67.1%	71.7%	66.2%
60 Repairs: The % of repairs appointment kept.	-	96.8%	94.8%
61 Repairs: Average End to end time taken to complete a repair, from the time that the repair is logged to completion of the job to the tenants' satisfaction.	-	3.4 days	3.0 days
62 Gas Safety: The % of gas safety checks carried out within 12 months.	-	99.7%	99.8%
63 Council House Sales:			
Percentage of Council House Sales concluded within 26 weeks.	92.7%	92.8%	98%
Average timescale for conclusion of Council House Sales.	19 weeks	21 weeks	16.5 weeks
PROTECTIVE SERVICES			
64 Domestic noise complaints:			
a) The number of domestic noise complaints received during the year:			
i) Settled without the need for attendance on site.	491	531	620
ii) Requiring attendance on site.	8	9	6
iii) Dealt with under part V of the Antisocial Behaviour Scotland Act 2004.	408	535	555
b) For those in a)ii above, the average time (hours) between the time of the complaint and attendance on site.	0.5	0.6	0.9
For those in a)iii above, the average time (hours) between the time of the complaint and attendance on site.	0.6	0.7	0.8
65 Trading Standards:			
Percentage of consumer complaints completed within 14 days	62.6%	65.0%	71.1%
Percentage of business advice requests completed within 14 days	100%	99.5%	100%
66 Non domestic noise complaints:			
The number of complaints of non domestic noise received during the year:			
(i) Settled without the need for formal action.	48	66	65
(ii) Requiring formal action.	1	1	2
(b) For those in (a) (ii) above, the average time (calendar days) to institute formal action.	74 days	1 day	2 days
67 Antisocial behaviour:			
Number of Antisocial Behaviour Orders Applications.	5	12	5
Percentage of Antisocial Behaviour Orders Applications raised within 7 working days from agreeing instruction with Housing.	80%	91.7%	100%

2010/11 Statutory Performance Indicators

Council Compendium

Measure	08/09 Performance	09/10 Performance	10/11 Performance
68 Food Hygiene Inspections:			
Percentage of premises with a minimum inspection frequency of 12 months or less, that were inspected on time:			
6 months	-	100%	100%
12 months	-	97%	100%
ROADS & LIGHTING			
69 Roads maintenance: Percentage of the road network that should be considered for maintenance treatment.	40.5%	40.1%	45.3%
70 Street Lighting Failure: the percentage of repairs completed within 7 days.	96.9%	98.1%	97.4%
71 Bridges:			
The percentage of council bridges not meeting the European Standard of 40 tonnes	11.8%	11.7%	12.0%
The percentage of council bridges that have a weight or width restriction placed on them	2.0%	1.9%	1.9%
The percentage of private bridges not meeting the European Standard of 40 tonnes	9.1%	9.1%	5.9%
The percentage of private bridges that have a weight or width restriction placed on them	3.0%	3.0%	2.9%
72 Street Lighting and Traffic Lights:			
Percentage of street lighting columns over 30 years old.	15.7%	46.3%	43.7%
Percentage of Traffic Light repairs completed within 48 hours.	98.3%	99.1%	95.7%
73 Road Condition:			
Number of reactive maintenance repairs.	100	84	74
Percentage of emergency maintenance repairs responded to within target	89%	83%	88%
WASTE MANAGEMENT SERVICES			
74 Refuse collection and disposal:			
Net cost per premises of refuse collection.	£56.02	£60.87	£63.59
Net cost per premises of refuse disposal.	£84.44	£89.09	£93.13
75 Waste Recycling: Percentage of municipal waste collected that was recycled and composted.	42.1%	43.0%	43.9%
76 Cleanliness: The cleanliness index achieved following inspection of a sample of streets and other relevant land.	74	73	74

Sustainable Development

In delivering our services, the Council aims to ensure that it is contributing to the long-term sustainability of East Ayrshire communities. A Sustainable Development strategy is now in place, the aims of which are to promote the sustainability agenda and to allow the Council to respond to the challenges presented by climate change.

Building sustainability into what we do is a guiding principle of the Community Plan. In broad terms, our work is focussed on a number of key areas. These include:-

- Litter and waste minimisation
- Energy consumption
- Transport
- Procurement
- Carbon management

The Council has implemented a range of measures to further reduce carbon emissions. For example, in addition to the installation of energy efficiency measures within our buildings, we are undertaking a new programme which includes the replacement of inefficient heating plant, replacement of oil boilers with gas systems and the installation of renewable technologies, such as the deployment of air source heat pumps at 2 changing pavilions at Netherthird and Knockentiber. A planned new sports facility will incorporate a sedum roof and solar thermal cells for hot water.

The Council's vehicle fleet conforms to the highest standards in terms of emission control and fuel efficiency. Regular maintenance of these vehicles ensures that the vehicles are continuously operating at these high emission standards, helping the Council to meet carbon reduction targets. Furthermore, dual-fuel options are being pursued across the Council's fleet with 7 vehicles currently on order.

In terms of waste management, we intend to optimise and extend kerbside recycling and 'bring site' recycling to further increase waste diversion from landfill, including the removal of biodegradable wastes from the residual waste stream. Longer term, the Council continues to work in partnership with our neighbouring Ayrshire authorities to identify and implement the best waste treatment solution for Ayrshire.



All Scottish councils have signed up to Scotland's Climate Change Declaration. This declaration is an acknowledgement of the reality and potential impact of climate change. Importantly, it allows this Council to demonstrate local leadership and commitment in taking action. The need to encourage property users to become more energy efficient in their behaviour has also been identified.

Our 'Sustainability Roadmap' focuses on 3 core strategic work strands which require to be addressed. Firstly, we aim to increase the sustainability of our procurement practices. Secondly, we aim to increase our energy efficiency and reduce our carbon emissions. Thirdly, we aim to subject all of our key strategies to a rigorous process of Strategic Environmental Assessment.

A small number of performance measures have been developed under each of the above headings. Next year's report will include an update on progress.

Finance Matters

The Council's summary financial accounts provide an explanation of the main sources of Council income and expenditure. They can be accessed from the Council's website at the following address:

www.east-ayrshire.gov.uk/finance/publications.asp

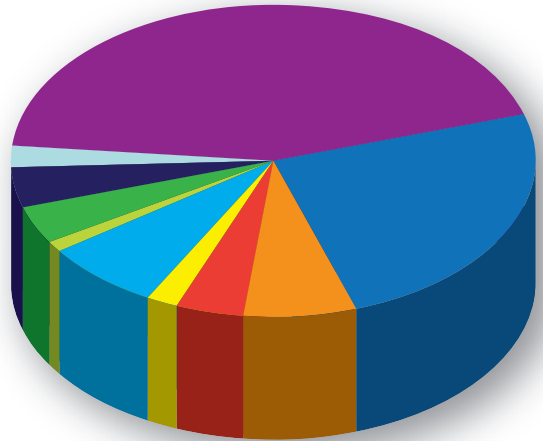
The information set out in the graph below provides a high level summary of how the Council spent its money in providing services throughout 2010/11.

2010-11 Net Cost Of Services (Million)

Education Services	126,075	43%
Social Work	70,583	24%
Cultural & Related Services	20,891	7%
Police Services	10,993	4%
Fire Services	6,088	2%
Roads & Transport Services	21,561	7%
Central Services	4,113	1%
Housing Services	12,824	4%
Environmental Services	12,795	4%
Planning & Development Services	7,113	2%
	293,036	100%

The Council's annual financial statements are the subject of external scrutiny by Audit Scotland. Our financial statements are an essential means by which we account for our stewardship of the resources which are made available to us, and our financial performance in the use of those resources.

In their report (which was published in October 2010), Audit Scotland concluded that our financial statements provided a fair view of the financial position of the Council for the year. Audit Scotland also certified that the Council's accounts were prepared properly in accordance with relevant legislation, applicable accounting standards and other reporting requirements.



Annual Performance Report 2010|11



East Ayrshire
COUNCIL

East Ayrshire Council
Council Headquarters
London Road
Kilmarnock KA3 7BU
Tel: 01563 576000
www.east-ayrshire.gov.uk

This document is also available, on request, in braille, large print or recorded on to tape, and can be translated into Chinese, Punjabi, Urdu, Gaelic and Polish.

Ma tha sibh airson fiosrachadh fhaighinn ann an cànan sam bith eile, cuiribh brath thugainnaig an t-seòladh a leanas.

اگر آپ یہ معلومات کسی اور زبان میں چاہتے ہیں تو براہ مہربانی نیچے دیے گئے پتے پر ہم سے رابطہ کریں۔

閣下如需要這份資料的其他語言版本，請透過以下的地址與我們聯絡。

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ
ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰ ਕੇ ਹੇਠ ਦਿੱਤੇ ਗਏ ਪਤੇ ਤੇ
ਸੰਪਰਕ ਕਰੋ ।

Dokument dost pny jest również w alfabecie Braille'a, w wersji z powi kszonym drukiem lub w formie nagrania d wi kowego na kasecie. Na uczenie oferujemy tak e tłumaczenie dokumentu na wybrany j zyk.