

COUNCIL – 26 JUNE 2008

**UNAUDITED STATUTORY PERFORMANCE INDICATORS 2007/08**

**Report by Chief Executive**

**1. PURPOSE OF REPORT**

- 1.1 To submit the unaudited Statutory Performance Indicators for 2007/08 and to seek agreement to forward these for audit to the Council's External Auditor in line with established practice.

**2. BACKGROUND**

- 2.1 The Local Government Act 1992 requires the Accounts Commission to issue an annual Direction to Local Authorities to publish performance information across a broad range of services. The Commission issued the 2006 Direction in December 2006 and this set out the Statutory Performance Indicators for financial year 2007/08 upon which councils are now required to report.

**3. 2007/08 STATUTORY PERFORMANCE INFORMATION**

- 3.1 The performance data included within the appendix to this report has been submitted by the Departments responsible for reporting on each Statutory Performance Indicator. The Best Value and Performance Section, within the Finance and Asset Management Division, has undertaken a co-ordinating role between Departments and the Council's Internal and External Auditors to ensure a consistency of approach and effective communication. Following completion of the audit of selected indicators by the Internal Auditors, the draft performance information will thereafter be forwarded to the Council's External Auditors.
- 3.2 It should be noted that two performance indicators are missing (Children's Services 4: Social Background Reports and Housing 1: Response Repairs). The Council will report on Children's Services 4 (which considers how well councils are meeting standard times for submitting reports to the Children's Reporter) in July, as this indicator is awaiting figures that will be released by the Scottish Children's Reporters Administration. In respect of Housing 1, changes to the collection methods have been introduced as a result of the full implementation of the repairs by appointment system. These were agreed on 30 May 2008, which has caused a delay in the verification & sign-off of the indicator. It is anticipated that the indicator will be available by late June at the latest. The Council will then be in a position to report reliably on all Statutory Performance Indicators for 2007/08.
- 3.3 Once the audit of the statutory performance information has been completed by the Council's External Auditors, further individual departmental reports will be submitted to Cabinet. In line with amendments in relation to the reporting of performance information introduced by the Local Government in Scotland Act, 2003, it is the intention to ensure that the data is placed within the public domain by 30 September 2008.

#### **4. POLICY IMPLICATIONS**

- 4.1** It is the Council's policy to publish the information relating to Statutory Performance Indicators by 30 September each year. This is achieved by placing the information on the Council's web-site and by making available printed copies of the data in Local Offices and libraries.

#### **5. LEGAL IMPLICATIONS**

- 5.1** The Local Government Act 1992 lays a duty upon each council to have in place such arrangements for collecting, recording and publishing performance data to comply with SPI Direction Notices and to ensure that, so far as is practicable, everything published is accurate and complete. The Local Government in Scotland Act 2003, requires councils to make public the information relating to the previous year's Statutory Performance Indicators by 30 September each year.
- 5.2** The External Auditors have a statutory duty to ensure that they are satisfied that the Council has made such arrangements as required.

#### **6. FINANCIAL IMPLICATIONS**

- 6.1** The cost of production of the 2007/2008 Statutory Performance Indicators will be met from the Finance & Asset Management budget.

#### **7. RECOMMENDATIONS**

- 7.1** The Committee is asked to:-

- (i) note the draft 2007/08 performance information submitted by Departments as contained within the appendix to this report;
- (ii) agree to submit the draft performance information to the Council's External Auditor, following the audit of selected indicators by Internal Audit;
- (iii) note that following the audit of the performance information, a further report on the audited figures will be submitted to Cabinet; and
- (iv) otherwise, to note the contents of this report.

**Fiona Lees**  
**Chief Executive**  
**5 June 2008**

#### **LIST OF BACKGROUND PAPERS**

1. Audit Scotland, Statutory Performance Indicators Guide 2007/08

Anyone wishing further information should contact Jim Farrell, Performance, Development & Projects Manager, on Tel. No. (01563) 576223.

Implementation Officer: Robert Moore, Best Value and Performance Officer



**East Ayrshire**  
COUNCIL

## ***Publication of Statutory Performance Information 2007|2008***

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Each year the Council produces Statutory Performance Indicators (SPI's) which provide performance information across a broad range of council services. The figures contained in this Appendix have not yet been audited and may be subject to change.

**This information can be made available in different formats upon request. Please contact the Performance, Development and Projects Manager on 01563 576223 for details.**

SERVICE	INDICATOR NO.	INDICATOR	PERFORMANCE DATA
Community Care Assessments	1	The average time taken to provide community care services from first identification of need to first service provision: (a) Total Persons with service (b) Average time (median) taken to provide Community Care Services from first identification of need to first service provision	170 (251) 2 days (3 days)
Residential Accommodation - Staff Qualifications	2	Percentage of care staff in residential homes who have appropriate qualifications for the level of post held, working in Council residential homes for: (a) older people (age 65+) (b) other adults (age 18 - 64) (c) Overall totals for older people and other adults	N/A (72.2%) 56.3% (76.2%) 56.3% (73.3%)

NOTE: 2006/2007 Figures shown in brackets for comparison purposes

SERVICE	INDICATOR NO.	INDICATOR	PERFORMANCE DATA		
Residential Accommodation - Privacy	3	The number of single rooms and the number of rooms with en-suite facilities, expressed as a percentage of all residential care places used by the council for each client group			
		Older people (aged 65+)	Number of places occupied	Single rooms %	Rooms with en-suite facilities %
		Council homes	N/A (1)	N/A (100%)	N/A (100%)
		Voluntary sector	N/A (N/A)	N/A (N/A)	N/A (N/A)
Private sector	701 (701)	78.7% (77.3%)	77.9% (73.2%)		
Other adults					
Council homes		18 (19)	100% (100%)	0% (0%)	
Voluntary sector		N/A (N/A)	N/A (N/A)	N/A (N/A)	
Private sector		49 (37)	95.9% (94.6%)	59.2% (54.1%)	
Home Care	4	(a) The number of people age 65+ receiving homecare	1,583 (1,481)		
		(b) The number of homecare hours per 1,000 population age 65+	709.4 (684.2)		
		(c) As a proportion of home care clients age 65+, number receiving:-	92.4% (88.8%)		
		- personal care	40.9% (35.8%)		
		- a service during evening/overnight	77.4% (68.2%)		
		- a service at weekends			
Respite Care	5		Per 1,000 older people (65+)	Per 1,000 other adults (18-64)	
		(a) Total overnight respite nights provided	303.8 (325.5)	77.0 (46.2)	
		(b) % overnight respite nights not in a care home	27.8% (25.4%)	0% (0%)	
		(c) Total hours daytime respite provided	3925.6 (3235.8)	399.2 (301.6)	
		(d) % daytime respite hours provided not in a day care centre	16.6% (22.5%)	92.9% (85.8%)	

NOTE: 2006/2007 Figures shown in brackets for comparison purposes

SERVICE	INDICATOR NO.	INDICATOR	PERFORMANCE DATA
Criminal Justice Social Enquiry Reports	6	(a) the number of reports submitted to the courts during the year	1,099 (1,181)
		(b) the proportion of reports submitted to the courts by the due date	99% (98.3%)
Probation	7	(a) the number of new probation orders issued during the year	260 (263)
		(b) the proportion of new probationers seen by a supervising officer within one week	79.3% (78%)
Community Service	8	(a) Number of new community service orders issued during the year	348 (305)
		(b) The average number of hours per week taken to complete orders	4.0 (4.1)

NOTE: 2006/2007 Figures shown in brackets for comparison purposes

SERVICE	INDICATOR NO.	INDICATOR	PERFORMANCE DATA																						
Primary Schools - Occupancy	1	(a) Occupancy: Percentage of primary schools where ratio of pupils to places is: (i) 0% - 40% (ii) 41 - 60% (iii) 61 - 80% (iv) 81 - 100% (v) 101% or more	15.2% (13.0%) 28.3% (32.6%) 39.1% (30.4%) 17.4% (23.9%) 0% (0%)																						
		(b) The total number of primary schools	46 (46)																						
Secondary Schools - Occupancy	2	(a) Occupancy: Percentage of secondary schools where ratio of pupils to places is: (i) 0% - 40% (ii) 41 - 60% (iii) 61 - 80% (iv) 81 - 100% (v) 101% or more	0.0% (0%) 0.0% (0%) 44.4% (44.4%) 55.6% (55.6%) 0.0% (0%)																						
		(b) The total number of secondary schools	9 (9)																						
Teaching Staff - Equal Opportunities	3	The number and percentage of head and deputy head teachers who are women compared with the percentage of all teachers that are women																							
		<table border="1"> <thead> <tr> <th colspan="2">Head and Depute Head women teachers</th> <th colspan="2">All women teachers</th> </tr> <tr> <th></th> <th>Number</th> <th>%</th> <th>% of all teachers</th> </tr> </thead> <tbody> <tr> <td>Secondary Schools</td> <td>19 (17)</td> <td>40.4 (38.6)</td> <td>58.6 (58.3)</td> </tr> <tr> <td>Primary Schools</td> <td>67 (72)</td> <td>87.0 (87.8)</td> <td>93.1 (93.3)</td> </tr> <tr> <td>Special Schools</td> <td>5 (4)</td> <td>62.5 (57.1)</td> <td>91.1 (94.2)</td> </tr> <tr> <td>Total</td> <td>91 (93)</td> <td>68.9 (69.9)</td> <td>75.9 (75.7)</td> </tr> </tbody> </table>		Head and Depute Head women teachers		All women teachers			Number	%	% of all teachers	Secondary Schools	19 (17)	40.4 (38.6)	58.6 (58.3)	Primary Schools	67 (72)	87.0 (87.8)	93.1 (93.3)	Special Schools	5 (4)	62.5 (57.1)	91.1 (94.2)	Total	91 (93)
Head and Depute Head women teachers		All women teachers																							
	Number	%	% of all teachers																						
Secondary Schools	19 (17)	40.4 (38.6)	58.6 (58.3)																						
Primary Schools	67 (72)	87.0 (87.8)	93.1 (93.3)																						
Special Schools	5 (4)	62.5 (57.1)	91.1 (94.2)																						
Total	91 (93)	68.9 (69.9)	75.9 (75.7)																						
Children's Reporter Liaison; Social background reports	4	(a) No of reports submitted to the Reporter during the year	TBC (813)																						
		(b) Proportion of reports requested by the Reporter which were submitted within target time	TBC (22.4%)																						

NOTE: 2006/2007 Figures shown in brackets for comparison purposes

SERVICE	INDICATOR NO.	INDICATOR	PERFORMANCE DATA					
Looked after children; Supervision	5	(a) No. of new supervision requirements made during the year  (b) The proportion of children seen by a supervising officer within 15 days	85 (87)  90.6% (88.5%)					
Children Being Looked After - Academic attainment	6	(a) Number of 16 or 17 year olds ceasing to be looked after:  (b) Number and percentage attaining at least one SCQF Level 3 (any subject)  (c) Number and percentage attaining at least SCQF Level 3 in English and Maths	At Home 20 (29)		Away from Home 4 (9)		Total 24 (38)	
Staff Qualifications	7	The percentage of care staff with appropriate qualifications for the level of post held, working in Council residential children's homes	73.8% (72.2%)					
Respite Care	8	Provision of Respite Services (a) Total overnight respite nights provided (b) The percentage of overnight respite nights not in a care home (c) Total hours daytime respite provided (d) The percentage of daytime respite hours provided not in a day care centre	<p style="text-align: center;"><b>Per 1,000 children (0-17 yrs)</b></p> 53.6 (56.2) 0% (0%) 101.5 (103.3) 100% (100%)					

NOTE: 2006/2007 Figures shown in brackets for comparison purposes

**BENEFITS ADMINISTRATION**

SERVICE	INDICATOR NO.	INDICATOR	PERFORMANCE DATA
Housing Benefit and Council Tax Benefit	1	The gross administration cost per case	£46.63 (£47.83)
Processing Time	2	(a) Average time to process new claims (b) Average time to process notifications of change of circumstances	27.9 days (36.2 days) 11.1 days (8.3 days)
Accuracy of processing	3	(a) The 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, for a sample of cases checked post-determination (b) The percentage of Housing Benefit overpayments recovered expressed as a percentage of housing benefits overpayments identified: (i) in the year (ii) for total overpayments debt at the start of the year plus the in-year overpayments (c) The amount of Housing Benefit overpayments written off as a percentage of total overpayment debt outstanding	96.2% (97.0%)  72.8% (76.9%) 30.2% (35.0%)  2.0% (7.6%)

NOTE: 2006/2007 Figures shown in brackets for comparison purposes

SERVICE	INDICATOR NO.	INDICATOR	PERFORMANCE DATA					
Sickness Absence	1	The number of days lost through sickness absence expressed as a percentage of the total working days available, for the following groups of staff:  (a) Chief officers and local government employees	6.42% (5.99%)					
		(b) Craft employees	4.67% (4.52%)					
		(c) Teachers	3.68% (3.27%)					
Litigation Claims	2	The number and value of civil liability claims incurred by the council in the year:  (a) the number of claims per 10,000 population  (b) claims as a percentage of revenue budget	37.6 (49.4)  0.2% (0.2%)					
	3	The number and percentage of the highest paid 2% and 5% of earners among council employees, that are women	Top 2%					
			<table border="1"> <thead> <tr> <th>Number</th> <th>%</th> <th>Number</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>28 (31)</td> <td>27.5% (28.4%)</td> <td>104 (107)</td> <td>39.4% (39.5%)</td> </tr> </tbody> </table>	Number	%	Number	%	28 (31)
Number	%	Number	%					
28 (31)	27.5% (28.4%)	104 (107)	39.4% (39.5%)					
Public Access	4	The number of Council buildings from which the council delivers services to the public  The percentage of those in which all public areas are suitable for and accessible to disabled people	157 (159)  47.1% (45.9%)					

NOTE: 2006/2007. Figures shown in brackets for comparison purposes

SERVICE	INDICATOR NO.	INDICATOR	PERFORMANCE DATA
Council Tax Collection	5	Cost of collecting Council tax per dwelling	£17.08 (£10.53)
	6	Income: (a) Income due from Council Tax for the year, excluding reliefs and rebates  (b) The percentage of (a) received during year	£39,089,114 (£37,437,001)  92.4% (92.4%)
Payment of Invoices	7	The number of invoices paid within 30 calendar days of receipt, as a percentage of all invoices paid	86.9% (85.1%)
Asset Management	8	(a) The proportion of operational accommodation that is in a satisfactory condition  (b) The proportion of operational accommodation that is suitable for its current use	83.4% (79.7%)  72.7% (71.6%)

NOTE: 2006/2007 Figures shown in brackets for comparison purposes

**CULTURAL AND COMMUNITY SERVICES**

SERVICE	INDICATOR NO.	INDICATOR	PERFORMANCE DATA	
Sport and Leisure Management	1	Number of attendances per 1,000 population for pools	2,614 (2,689)	
	2	Number of attendances per 1,000 for other indoor sports and leisure facilities. (Excluding Pools in a combined complex)	5,164 (4,869)	
Museums	3	(a) The number of visits to/ usages of council funded or part funded museums per 1,000 population	2,376 (2,060)	
		(b) The number of those visits that were in person per 1,000 population	1,658 (1,676)	
Library Stock turnover	4	Changes in library stock:	Adult lending stock	Children and teenage lending stock
		(a) Recommended national target for annual number of additions per 1,000 population	280 (280)	100 (100)
		(b) Actual additions per 1,000 population	231 (205)	83 (74)
		(c) Stock at year end per 1,000 population	2,326 (2,294)	969 (926)
Use of Libraries	5	Borrowers from Public Libraries:		
		(a) Number of visits to libraries per 1,000 population	4444 (4550)	
		(b) Borrowers as percentage of resident population	17.7% (17.9%)	
Lifelong Learning	6	Learning centre and learning access point users:		
		(a) Number of users as percentage of the resident population	5.5% (6.1%)	
		(b) Number of times the terminals are used per 1,000 population	549.3 (547.1)	

NOTE: 2006/2007 Figures shown in brackets for comparison purposes



SERVICE	INDICATOR NO.	INDICATOR	PERFORMANCE DATA
<b>Managing Tenancy Changes; Re-let times</b>	3 cont.	<p>(d) The number of dwellings considered to be low demand at the year end (includes both void and occupied properties)</p> <p>(e) The number of dwellings considered to be low demand at the year end that were also considered to be low demand at the start of year (includes both void and occupied properties)</p> <p>(f) The number of dwellings considered to be low demand at the year end that were not actively being re-let because they were subject to a disposal strategy</p>	1,214 (1,034)  401 (443)  1 (0)
<b>Rent arrears</b>	4	<p>Current tenant arrears:</p> <p>(a) As a percentage of net amount of rent due in the year</p> <p>(b) The percentage of tenants owing more than 13 weeks rent at year end excluding those owing less than £250</p> <p>(c) The proportion of tenants giving up their tenancy during the year that were in arrears</p> <p>(d) Average debt owed by tenants leaving in arrears as a proportion of the average weekly rent</p> <p>(e) Proportion of arrears owed by former tenants that were written off or collected during the year</p>	2.9% (4.1%) 0.5% (0.7%) 57.5% (60.7%) 7.20 wks (8.30 wks) 8.3% (22.1%)

NOTE: 2006/2007 Figures shown in brackets for comparison purposes

SERVICE	INDICATOR NO.	INDICATOR	PERFORMANCE DATA
Council House Sales	5	(a) The percentage of house sales completed within 26 weeks  (b) The average time for council house sales	89.2% (93.3%)  20.69 wks (20.09 wks)
Homelessness	6	(a) The number of households assessed as homeless or potentially homeless during the year  (b) The average time between presentation and completion of duty by the council for those cases assessed as homeless or potentially homeless  (c) The number of cases reassessed as homeless or potentially homeless within 12 months of the previous case being completed as a proportion of all cases assessed as homeless or potentially homeless during the year	698 (851)  16.3wks (16.6wks)  12.0% (11.6%)

NOTE: 2006/2007 Figures shown in brackets for comparison purposes

**PROTECTIVE SERVICES**

SERVICE	INDICATOR NO.	INDICATOR	PERFORMANCE DATA	
			No to be inspected in the year	% of inspections undertaken within time
Food Safety	1	Hygiene Inspections: The number of establishments in each of the following three categories requiring inspection during the year and the percentage of these which were inspected within the prescribed period:		
		Minimum inspection frequency (i) approved premises (ii) 6 months (iii) 12 months (iv) More than 12 months	8 (8) 25 (21) 72 (55) 416 (379)	75.0% (94.4%) 100% (100%) 98.6% (100%) 99.5% (98.4%)
Domestic noise complaints	2	(a) The number of complaints: (i) settled without the need for attendance on site (ii) requiring attendance on site (iii) dealt with under part V of the Antisocial Behaviour Act	440 (665) 7 (17) 393 (475)	
		b(i) For those in (a)(ii), the average time (hours) between the time of the complaint and attendance on site b(ii) For those in (a)(iii), the average time (hours) between the time of the complaint and attendance on site	0.5 (0.7) 0.5 (0.6)	
Non-domestic noise complaints	3	(a) The number of complaints: (i) Settled without the need for formal action (ii) Requiring formal action	62 (80) 3 (1)	
		(b) For those in (a)(ii), the average time (calendar days) to institute formal action	10 days (11 days)	

NOTE: 2006/2007 Figures shown in brackets for comparison purposes

SERVICE	INDICATOR NO.	INDICATOR	PERFORMANCE DATA		
Trading Standards Complaints and Advice	4	Number of consumer complaints and business advice requests received and the % completed in the following time bands:	Number of consumer complaints and business advice requests received and the % completed in the following time bands:		
		Consumer complaints Business advice requests	Number Received 1,073 (1,081) 174 (158)	No. to be inspected in the year 45 (50) 403 (399)	% dealt with Within 14 days - 60.6% (64.4%) Within 14 days - 98.9% (100%)
Inspection of Trading Premises	5	Premises liable to inspection: Target and actual coverage  Minimum Inspection Frequency  12 Months (High Risk) 2 Years (Medium Risk)	No of Premises in risk category 50 (50) 454 (909)	No. to be inspected in the year 45 (50) 403 (399)	% of inspections undertaken within time 95.6% (100%) 97.3% (95.7%)

NOTE: 2006/2007 Figures shown in brackets for comparison purposes

# WASTE MANAGEMENT

SERVICE	INDICATOR NO.	INDICATOR	PERFORMANCE DATA	
Refuse Collection	1	Net cost of		
		(a) collection (combined domestic, commercial and domestic bulky uplift) per premise	£59.51 (£59.54)	
		(b) disposal per premise	£78.91 (£76.51)	
Complaints	2	The number of complaints per 1,000 households regarding the household waste collection service	29.0 (27.8)	
Refuse recycling	3	The amount of municipal waste collected by the authority during the year that was recycled or disposed of by the following methods:		
		(a) Waste Management Method	Tonnes	%
		(i) Landfill	42,988.860 tonnes (47,826.073)	58.2% (63.4%)
		(ii) Composted	8,544.250 tonnes (6,254.904)	11.6% (8.3%)
		(iii) Recycled	22,274.760 tonnes (21,318.923)	30.2% (28.3%)
		(iv) Other recovery including energy from waste	0 tonnes (0)	0% (0%)
		(v) Total tonnes	73,807.870 tonnes (75,399.900)	100% (100%)
(vi) Total biodegradable municipal waste landfilled	26,600.241 tonnes (29,920.329)	36% (39.7%)		
Street Cleanliness	4	(b) Number of household and Commercial premises	Household Premises 55,442 (54,577)	
		The cleanliness index achieved following inspection of a sample of streets and other relevant land	71 (70)	
Abandoned vehicles	5	(a) Number of abandoned vehicles that require to be removed by the council	45 (85)	
		(b) the percentage of abandoned vehicles that require to be removed by the council, that were removed within 14 days	82.2% (83.5 %)	

NOTE: 2006/2007 Figures shown in brackets for comparison purposes

SERVICE	INDICATOR NO.	INDICATOR	PERFORMANCE DATA		
			Type	Number of applications	% dealt with within two months
Planning application processing time	1	Percentage of applications dealt with within two months:	(i) householder	437 (443)	82.2% (79.2%)
			(ii) non-householder	507 (608)	42.6% (38.0%)
			(iii) total	944 (1,051)	60.9% (55.4%)
Appeals	2	Number of appeals which were successful			
		(a) As a percentage of the number of planning determinations made by the council		0.4% (0.8%)	
Development Plans	3	(b) As a percentage of the number of determinations that went to appeal		33.3% (61.5%)	
		Percentage of population covered by a Local Plan that has been adopted or finalised within the last 5 years		100% (100%)	

NOTE: 2006/2007 Figures shown in brackets for comparison purposes

# ROADS AND LIGHTING

SERVICE	INDICATOR NO.	INDICATOR	PERFORMANCE DATA								
Carriageway condition (changed)	1	The percentage of the road network that should be considered for maintenance treatment	43.5% (N/A)								
Traffic Light Repairs	2	Percentage of traffic light repairs completed within 48 hours	98.6% (96.5%)								
Street Lighting	3	Percentage of street light repairs completed within 7 days	95.8% (91.8%)								
Street Lighting	4	The proportion of street lighting columns that are over 30 years old	16.8% (17.3%)								
Bridges - Road Network Restrictions	5	As a percentage of the total number of assessed bridges, the number of Council and private bridges which:									
		a) fail to meet the European Standard of 40 tonnes Council Private  b) have a weight or width restriction placed on them Council Private	<table border="1"> <thead> <tr> <th>Number</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>22 (6)</td> <td>11.0% (4.5%)</td> </tr> <tr> <td>2 (2)</td> <td>8.3% (8.3%)</td> </tr> <tr> <td>2 (2)</td> <td>1.0% (1.5%)</td> </tr> <tr> <td>1 (1)</td> <td>4.2% (4.2%)</td> </tr> </tbody> </table>	Number	Percentage	22 (6)	11.0% (4.5%)	2 (2)	8.3% (8.3%)	2 (2)	1.0% (1.5%)
Number	Percentage										
22 (6)	11.0% (4.5%)										
2 (2)	8.3% (8.3%)										
2 (2)	1.0% (1.5%)										
1 (1)	4.2% (4.2%)										

NOTE: 2006/2007 Figures shown in brackets for comparison purposes