



Quality | Equality | Access | Partnership

EAST AYRSHIRE COUNCIL

Annual Performance Report 2009 | 10

How We Performed In 2009-10

Welcome

Welcome to East Ayrshire Council's Annual Performance Report for 2009/10.



This report is designed to tell you how we performed during the year. Our aims are set out in the East Ayrshire Community Planning Partnership Single Outcome Agreement 2008-2011. These aims are based around four central themes:

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

This report is set around these themes and gives you some indication of 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

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 published on the Council's website: www.east-ayrshire.gov.uk. Hard copies of this information are also freely available at 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: Jim Farrell, Performance, Development and Projects Manager on 01563 576223 or email jim.farrell3@east-ayrshire.gov.uk

A handwritten signature in black ink that reads "Fiona Lees".

Fiona Lees Chief Executive of East Ayrshire Council

Improving health and wellbeing

Social Work

East Ayrshire Council has a duty to care for older people 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 number of people aged 65 and over who receive homecare services:

| | |
|----------|-------|
| 2008/09: | 1,588 |
| 2009/10: | 1,561 |

In total, 11,600 homecare hours were delivered during 2009/10. The last year also saw an increase in services provided on an 'out of hours' basis, both in the evening and at weekends.

The Council is continuing to review its care at home services, to ensure that the most vulnerable members of our communities receive the most support.

The Council also provides respite care services. These are intended to benefit carers, and the person being cared for, by providing a short break from caring tasks. The last year has seen a significant increase in the number of respite hours provided.

Total number of daytime respite hours provided for adults (18-64) per 1,000 population:

| | |
|----------|-------|
| 2008/09: | 1,882 |
| 2009/10: | 2,076 |

Total number of daytime respite hours provided for older people (65+) per 1,000 population:

| | |
|----------|-------|
| 2008/09: | 4,292 |
| 2009/10: | 4,047 |

Sports & Leisure

The Council helps local people to live more active lives by providing parks, pitches, play areas and open spaces across East Ayrshire for everyone to enjoy. We also manage swimming pools and indoor sports and leisure facilities for our residents.

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

| | |
|----------|-------|
| 2008/09: | 2,433 |
| 2009/10: | 2,393 |

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

| | |
|----------|-------|
| 2008/09: | 6,035 |
| 2009/10: | 7,070 |

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):

| | |
|----------|-----|
| 2008/09: | 1.3 |
| 2009/10: | 1.1 |

Performance here has improved in the last year; however the Council is aware of the impact debt has on the lives of tenants and has arrangements in place to support them.

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

Promoting Lifelong Learning

School Attendance

Increasing school attendance levels and reducing exclusions is important when trying to improve examination results. 2009/10 saw a decrease in exclusions at primary schools, but an increase at secondary level. Our schools use a number of innovative strategies which are designed to tackle this problem.

Number of exclusion incidents per 1,000 pupils

| | |
|----------|------------------------------------|
| 2008/09: | Primary – 19.1 Secondary – 86.2 |
| 2009/10: | Primary – 15.9 Secondary – 94.7 |

Staff to Pupil Ratios

Reducing class sizes within primary classes 1 to 3 is a key policy commitment of the Scottish government. As the figures below demonstrate, positive progress is evident in primary schools, with a slight increase in the ratio in secondary schools.

Staff to pupil ratios in educational establishments:

| | |
|----------|------------------------------------|
| 2008/09: | Primary – 16.4 Secondary – 11.8 |
| 2009/10: | Primary – 15.5 Secondary – 12.2 |

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.

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

| | |
|----------|------|
| 2008/09: | 5.6% |
| 2009/10: | 5.2% |

There has been no significant increase in demand for these services, possibly as a result of more people having access to PCs at home.

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.

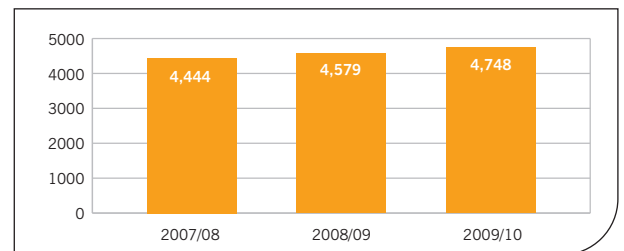
Number of visits per 1,000 population:

| | |
|----------|-------|
| 2008/09: | 4,579 |
| 2009/10: | 4,748 |

Encouragingly, the number of visits to our libraries increased by almost 4% over the past year. The Council has increased the profile of our libraries via a sustained marketing campaign, and this is clearly having some success. This improvement is a continuation of the excellent figures over the last few years, as can be seen below:

Library Usage:

Number of visits per 1,000 population



Delivering Community Regeneration

Providing good quality housing

By 2015, all our council homes are required to meet the Scottish Housing Quality Standard.

This means that our houses must be:

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

and a plan is in place to achieve this.

By the end of 2009/10, 58% of our council houses had met the Quality Standard.

| Council house stock being brought up to the Scottish Housing Quality Standard | 2009/10 |
|---|---------|
| Tolerable standard | 100% |
| Free from serious disrepair | 83.9% |
| Energy efficient | 89.2% |
| Modern facilities and services | 77.7% |
| Healthy, safe and secure | 98.0% |
| Total dwellings meeting the Standard | 58.4% |

We also measure the number of response repairs to our housing stock that are carried out over the year, and the percentage of these that are completed within the targeted time. Almost 45,000 repairs were carried out in 2009/10, of which 87% were completed within the allocated target time.

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 an improvement in the condition of our highways over the last two years:

Percentage of road network considered for maintenance treatment:

| | |
|----------|-------|
| 2008/09: | 40.5% |
| 2009/10: | 40.1% |

Significant investment in our roads network is planned over the next ten years, and this should ensure further improvement in this position.

The Council is also responsible for maintenance of the area's traffic lights and street lighting infrastructure. Over 600 new street lighting columns were installed in 2009/10.

Percentage of all traffic light repairs completed within 48 hours:

| | |
|----------|-------|
| 2008/09: | 98.3% |
| 2009/10: | 99.1% |

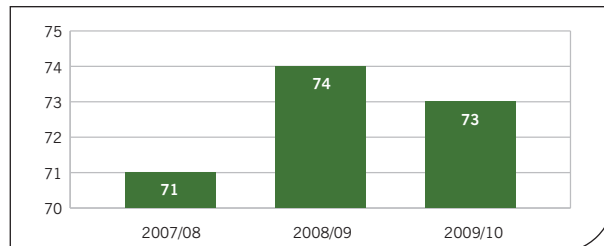
Percentage of all street light repairs completed within 7 days:

| | |
|----------|-------|
| 2008/09: | 96.9% |
| 2009/10: | 98.1% |

Keeping our streets clean

Clean streets and a reduction in littering is a top priority for the Council. Seven surveys are carried out 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.

Street Cleanliness index scores



The Council strives to keep refuse collection and disposal costs to a minimum. In 2009/10, collection and disposal costs both increased slightly. This was mainly as a result of increased landfill tax charges, the purchase of new refuse collection vehicles and additional overtime costs for staff as a result of the severe winter weather.

Refuse collection & disposal costs per household

| | 2008/09 | 2009/10 |
|-------------------|---------|---------|
| Refuse collection | £56.02 | £60.87 |
| Refuse disposal | £84.44 | £89.09 |

Waste Recycling

In 2009/10 we recycled or composted 43% of our waste, an increase on the 2008/09 figure of 42%. We aim to meet the national target of 50% by 2013, and with this in mind, improvements will be made to the collection infrastructure in 2010/11. These will include the trialled introduction of a kerbside food and mixed plastics collection to around 9,000 households.

Improving Community Safety

Antisocial behaviour

New legislation gives Scottish councils greater powers to deal with domestic noise incidents. Over 1,000 complaints regarding domestic noise in East Ayrshire were made in 2009/10. 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:

| | |
|----------|-----------|
| 2008/09: | 0.7 hours |
| 2009/10: | 0.6 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. 12 such ASBOs were raised in 2009/10.

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

| | |
|----------|-------|
| 2008/09: | 80.0% |
| 2009/10: | 91.7% |

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:

| | |
|----------|-------|
| 2008/09: | 62.6% |
| 2009/10: | 65.0% |

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 more important to customers.

Percentage of business advice requests completed within 14 days:

| | |
|----------|-------|
| 2008/09: | 100% |
| 2009/10: | 99.5% |

Child Protection

The Council 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.

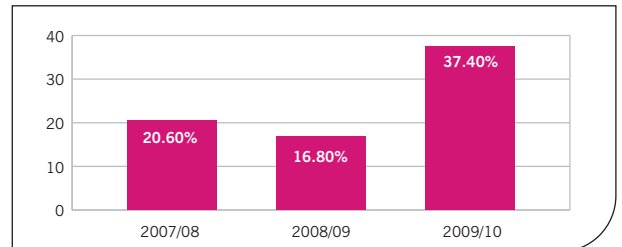
Number of reports submitted to the Children's Reporter:

| | |
|----------|-----|
| 2008/09: | 594 |
| 2009/10: | 436 |

Proportion of Child Protection Orders made within 24 hours:

| | |
|----------|------|
| 2008/09: | 100% |
| 2009/10: | 100% |

Proportion of Reports: Percentage of reports submitted to SCRA by the due date:



The Council recognised a need to improve performance in this area. A review of the operating model took place, with a number of new staff being appointed. This resulted in a much improved position in 2009/10.

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:

| | |
|----------|-------|
| 2008/09: | 94.1% |
| 2009/10: | 94.1% |

As one of our key efficiency measures, each year we measure the cost of collecting council tax. Our costs increased marginally over the last year.

Cost of collecting Council Tax per dwelling:

| | |
|----------|--------|
| 2008/09: | £11.24 |
| 2009/10: | £11.45 |

Our buildings

The Council delivers services to the public from a range of buildings across East Ayrshire. As well as the Council headquarters and local offices, this includes schools, libraries, leisure centres and arts and museums facilities.

We have a responsibility to ensure that these buildings are kept in reasonable working order. We also strive to ensure that our buildings meet or exceed the requirements of disability access.

Proportion of operational buildings that are in a satisfactory condition:

| | |
|----------|-------|
| 2008/09: | 96.8% |
| 2009/10: | 94.1% |

Percentage of buildings that are suitable for their current use:

| | |
|----------|-------|
| 2008/09: | 96.3% |
| 2009/10: | 96.6% |

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

Payment of Invoices

The Council takes very seriously its responsibility to help all the companies we deal with by paying invoices promptly. Between last year and this, we have changed the way we calculate the indicator from including all payments made (in brackets) to including only VAT registered companies. Both figures are shown below for comparison:

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

| | |
|----------|-------------|
| 2008/09: | 81.5 (87.4) |
| 2009/10: | 80.7 (88.7) |

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 Inspection of Education and the Social Work Inspection Agencies.

In the last year, the Council underwent a number of important inspections and audits, including:

- The Best Value 2 Pathfinder Audit (Audit Scotland)
- Performance Inspection of Social Work Services (Social Work Inspection Agency)
- Joint Inspection - Services to Protect Children and Young People (HMIE)

The Best Value 2 Pathfinder Audit found that East Ayrshire Council 'is improving well and is well placed to deliver future improvement'. It also stated that 'the Council and its partners have a clear and ambitious vision for East Ayrshire, based on a sound understanding of the area and the needs of local communities'.

Copies of this report and other 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.

2009/10 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, 2009/10 performance data is not yet available. This is due to a time lag in production of the data.

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

| Measure | 07/08 Performance | 08/09 Performance | 09/10 Performance |
|--|----------------------|----------------------|----------------------|
| CORPORATE MANAGEMENT | | | |
| RESPONSIVENESS TO COMMUNITIES | | | |
| 1 Complaints: | | | |
| Number of Customers expressing dissatisfaction formally. | 148 | 122 | 145 |
| Percentage of formal complaints classed as "justified" following investigation | - | 48% | 42% |
| Percentage of formal complaints responded to within agreed time-scale. | - | 82.5% | 66% |
| Percentage of formal complaints relating to any form of discrimination. | - | 0.8% | 2% |
| Number of positive comments received. | 1134 | 1021 | 1241 |
| Number of improvements implemented as a result of complaints. | 22 | 31 | 28 |
| 2 Freedom of Information: | | | |
| Percentage of FOI requests responded to in 20 working days | - | - | 91.7% |
| REVENUES AND SERVICE COSTS | | | |
| 3 Council Tax: cost of collecting Council Tax per dwelling | £17.08 | £11.24 | £11.45 |
| 4 Council Tax: percentage of income due that was received during the year | 92.4 | 94.1 | 94.1 |
| 5 Invoices: number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid | 86.9 | 81.5 (87.4) | 80.7 (88.7) |
| 6 Home care: the unit cost of home care | - | - | £14.30 |
| 7 Arts & museums: cost per visit across Arts and Museums facilities | £2.42 | £2.61 | £2.95 |
| 8 School transport: cost per pupil per day | | | |
| Primary | - | - | £3.76 |
| Secondary | - | - | £3.25 |
| Special school | - | - | £18.73 |
| 9 School meals: | | | |
| Average cost of producing school meals | - | - | £2.66 |
| Satisfaction levels | - | - | 95.8% |
| 10 Winter maintenance: | | | |
| Cost of winter maintenance per km of road network | £906 | £1,357 | £1,414 |
| Cost per gritted km of priority roads network | £1,784 | £2,323 | £2,426 |

2009/10 Statutory Performance Indicators

Council Compendium

| Measure | 07/08 Performance | 08/09 Performance | 09/10 Performance |
|--|-------------------|-------------------|-------------------|
| 11 Road condition: | | | |
| Percentage of actual maintenance expenditure that is planned/proactive | 68% | 86% | 83% |
| Percentage of actual maintenance expenditure that is reactive | 32% | 14% | 17% |
| 12 Recycling: net cost of recycling | - | - | £862,018 |
| EMPLOYEES | | | |
| 13 Sickness absence: | | | |
| Average number of days lost for teachers | - | 5.8 | 5.7 |
| Average number of days lost for other local government employees | | 12.0 | 12.0 |
| 14 Equal opportunities: | | | |
| Percentage of highest paid 2% of earners among council employees that are women | 27.5% | 26.9% | 29.4% |
| Percentage of highest paid 5% of earners among council employees that are women | 39.4% | 38.8% | 39.8% |
| 15 Turnover: Leavers in the last year as a percentage of the average total staff | - | 7.2% | 6.3% |
| ASSETS | | | |
| 16 Assets: | | | |
| Proportion of operational accommodation that is in a satisfactory condition | 83.4% | 96.8% | 94.1% |
| Proportion of operational accommodation that is suitable for its current use | 72.7% | 96.3% | 96.6% |
| 17 Energy performance: Percentage of buildings rated 'F' or above | - | - | 85% |
| 18 Occupancy: Occupancy rates for office accommodation expressed as square metres per FTE | - | - | 21.9 |
| 19 Operational Portfolio: External of operational portfolio expressed in square metres | - | - | 318,801 |
| 20 Condition of School Estate: | | | |
| Percentage of schools graded A (Good) | - | - | 19.3 |
| Percentage of schools graded B (Satisfactory) | - | - | 59.6 |
| Percentage of schools graded C (Poor) | - | - | 19.3 |
| Percentage of schools graded D (Bad) | - | - | 1.8 |
| 21 School capacity: | | | |
| Percentage of primary schools where ratio of pupils to places is: | | | |
| 0-40% | 15.2% | 11.4% | 11.6% |
| 41-60% | 28.3% | 31.8% | 32.6% |
| 61-80% | 39.1% | 43.2% | 39.5% |
| 81-100% | 17.4% | 13.6% | 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% | 44.4% | 66.7% | 77.8% |
| 81-100% | 55.6% | 33.3% | 22.2% |
| 101% or more | 0% | 0% | 0% |

2009/10 Statutory Performance Indicators

Council Compendium

| Measure | 07/08 Performance | 08/09 Performance | 09/10 Performance |
|---|----------------------|----------------------|----------------------|
| PROCUREMENT | | | |
| 22 PECOS: Value of spend through PECOS as a percentage of council (non-pay) spend | - | - | 21.6% |
| SUSTAINABLE DEVELOPMENT | | | |
| 23 Eco-schools: Percentage of schools registered to become eco schools: | | | |
| Primary | - | 100% | 97.7% |
| Secondary | - | 100% | 100% |
| Special | - | 100% | 100% |
| EQUALITIES AND DIVERSITY | | | |
| 24 Accessibility: Percentage of council buildings in which all public areas are suitable for and accessible to disabled people | 47.1% | 64.2% | 66.0% |
| 25 Ethnic minority: | | | |
| Percentage of the local population who are from an ethnic minority | - | - | 0.7% |
| Percentage of the total workforce who are from an ethnic minority | - | - | 0.4% |
| 26 Disabilities: percentage of workforce who have declared they are disabled under the terms of the Disability Discrimination Act 1995 | - | - | 0.7% |
| 27 Discrimination: Percentage of formal complaints relating to any form of discrimination | - | 0.8% | 2% |

2009/10 Statutory Performance Indicators

Council Compendium

| Measure | 07/08 Performance | 08/09 Performance | 09/10 Performance |
|--|----------------------|----------------------|----------------------|
| SERVICE PERFORMANCE | | | |
| BENEFITS ADMINISTRATION | | | |
| 28 Administration costs: gross administration costs per benefits case | £46.63 | £43.08 | £42.60 |
| 29 Average time to process change events | - | 11.6 days | 8.0 days |
| 30 Average time to process new claims and change events | - | 16.7 days | 10.6 days |
| 31 Average time to process new benefit claims | - | 26.4 days | 24.4 days |
| COMMUNITY CARE | | | |
| 32 Homecare: | | | |
| The number of homecare hours per 1,000 population age 65+ | 709.4 | 689.9 | 558.5 |
| As a proportion of home care clients age 65+, the number receiving: | | | |
| - personal care. | 92.4% | 95.3% | 97.1% |
| - a service during evenings/overnight. | 40.9% | 38.7% | 39.7% |
| - a service at weekends. | 77.4% | 80.7% | 84.7% |
| 33 Accessibility: | | | |
| Number of people waiting longer than target for assessment per '000 population. | - | - | 3.4 |
| Number of people waiting longer than target time for service per '000 population. | - | - | 0.6 |
| 34 Staff qualifications: The percentage of personal carers who are qualified to SSSC standard | - | - | 52.2% |
| 35 Respite care: | | | |
| Total number of daytime respite hours provided for adults (18-64) per 1,000 population. | 399 | 1882 | 2076 |
| Total number daytime respite hours provided for older people (65+) per 1,000 population. | 3926 | 4292 | 4047 |
| Total number of overnight respite nights provided for adults (18-64) per 1,000 population. | 77 | 66 | 66 |
| Total number of overnight respite nights provided for older people (+65) per 1,000 population. | 304 | 310 | 315 |
| CRIMINAL JUSTICE SOCIAL WORK | | | |
| 36 Social Enquiry Reports: | | | |
| (a) The number of reports submitted to the courts during the year. | 1,099 | 1136 | 1092 |
| (b) The percentage of these submitted by the due date. | 99.0% | 99.4% | 99.2% |
| CULTURAL & COMMUNITY SERVICES | | | |
| 37 Pools/other leisure facility attendances: | | | |
| Number of attendances per 1,000 population for: | | | |
| - Pools | 2,507 | 2,433 | 2,393 |
| - Other indoor sports and leisure facilities, excluding pools in a combined complex. | 5,254 | 6,035 | 7,070 |
| 38 Visits to and use of museums: | | | |
| The number of visits to/usages of council funded or part funded museums per 1,000 population. | 2,376 | 2,785 | 2,184 |
| The number of those visits that were in person per 1,000 population. | 1,658 | 1,729 | 1,589 |

2009/10 Statutory Performance Indicators

Council Compendium

| Measure | 07/08 Performance | 08/09 Performance | 09/10 Performance |
|--|-------------------|-------------------|-------------------------------|
| 39 Library usage: | | | |
| a) Number of visits per 1,000 population. | 4444 | 4,579 | 4,748 |
| b) Borrowers as a percentage of the resident population. | 17.7% | 18.5% | 18.1% |
| 40 Grounds Maintenance: cost per hectare of land maintained (including CEC). | £3,877 | £3,666 | £3,180 |
| 41 Adult Literacy: Number of adult literacy learners achieving intermediary outcomes as set in their Individual Learning Plans. | - | - | 87% |
| 42 Learning Centres: | | | |
| Number of times Learning Centre terminals are used per 1,000 population. | 549.3 | 516.3 | 477.2 |
| Percentage of resident population who use Learning Centres | 5.5% | 5.6% | 5.2% |
| 43 Playgrounds: | | | |
| Number of playgrounds per 1,000 Children | 4.0 | 4.0 | 3.9 |
| PLANNING | | | |
| 44 Planning applications: The percentage of planning applications dealt with within 2 months | 61.2% | 39.7% | 51.5% |
| 45 Building warrants: | | | |
| Percentage of warrants determined within 6 days of receipt of all outstanding information. | - | 91.0% | 96.4% |
| Percentage of applications responded to within 20 days of being valid | - | 80.0% | 97.2% |
| Average income per warrant | - | £401 | £380 |
| Income as a percentage of the value of development plans submitted | - | 0.7% | 0.8% |
| EDUCATION OF CHILDREN | | | |
| 46 Additional Support: Percentage of pupils with Individual Education Plans meeting targets | 79.8% | 84.3% | Available Nov 2010 |
| 47 Destination of school leavers (%): | | | |
| (a) Full-time higher education | 31% | 31% | Available December 2010 |
| (b) Full-time further education | 25% | 33% | |
| (c) Training | 8% | 8% | |
| (d) Employment | 19% | 13% | |
| (e) Other known destination | 15% | 14% | |
| (f) Destination unknown | 1% | 2% | |
| 48 Looked after children: | | | |
| Percentage of young people ceasing to be looked after who achieved at least one SCQF level 3 in any subject. | 50.0% | 38.2% | 57.1% |
| Percentage of young people ceasing to be looked after who achieved at least one SCQF level 3 in English and Maths. | 17.6% | 17.6% | 30.9% |
| 49 Exclusion rates: Number of exclusions incidents per 1,000 pupils | | | |
| Primary | - | 19.1 | 15.9 |
| Secondary | - | 86.2 | 94.7 |
| Special | - | 104.4 | 53.5 |

2009/10 Statutory Performance Indicators

Council Compendium

| Measure | 07/08 Performance | 08/09 Performance | 09/10 Performance |
|--|----------------------|----------------------|----------------------|
| 50 Staff to pupil ratios: Staff to pupil ratio in educational establishments | | | |
| Primary | 16.6 | 16.4 | 15.5 |
| Secondary | 11.3 | 11.8 | 12.2 |
| Special | 4.2 | 4.0 | 3.8 |
| 51 School transport: | | | |
| Percentage of primary school roll receiving school transport | - | - | 12.8% |
| Percentage of secondary school roll receiving school transport | - | - | 51.8% |
| Percentage of special school roll receiving school transport | - | - | 100% |
| CHILD PROTECTION AND CHILDREN'S SOCIAL WORK | | | |
| 52 Supervision: | | | |
| The number of new supervision requirements made in the year | 85 | 111 | 90 |
| The percentage of children seen by their supervising officer within 15 days. | 90.6% | 100% | 100% |
| 53 Child Protection registrations & deregistrations: | | | |
| Total number of children on Protection Register | - | 75 | 42 |
| Number of Child Protection de-registrations per 1,000 population | - | 6.0 | 4.7 |
| Number of Child Protection Referrals per 1,000 population. | - | 7.6 | 8.0 |
| Number of Child Protection referrals resulted in a case conference per 1,000 population. | - | 4.0 | 4.3 |
| Number of Child Protection registrations following a case conference per 1,000 population. | - | 3.2 | 3.2 |
| 54 Children's Reporter Liaison: | | | |
| Percentage of reports submitted to SCRA by the due date. | 20.6% | 16.8% | 37.4% |
| Percentage of Child Protection Orders made within 24 hours | - | 100% | 100% |
| HOUSING AND HOMELESSNESS | | | |
| 55 Repairs to council dwellings: the overall percentage of repairs completed within target | - | 81.5% | 86.7% |
| 56 Housing Quality: proportion of the council's housing stock which meets the Scottish Housing Quality Standard | - | 55.1% | 58.4% |
| 57 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% | 1.6% | 1.8% |
| 58 Re-lets: | | | |
| Average re-let time for non low demand stock | 38 days | 46 days | 41 days |
| Average re-let time for low demand stock | 82 days | 58 days | 61 days |
| Average period that low demand properties were void | 607 days | 512 days | 464 days |
| 59 Tenant arrears: | | | |
| Current tenant arrears as a percentage of the net amount of rent due in the year. | 2.9% | 3.1% | 2.5% |
| Percentage of current tenants owing more than 13 weeks rent at year end, excluding those owing less than £250. | 0.5% | 1.3% | 1.1% |
| Proportion of those tenants giving up their tenancy during the year that were in rent arrears. | 57.5% | 57.3% | 60.2% |
| Average debt owed by tenants leaving in arrears as a proportion of the average weekly rent. | 7.2 weeks | 7.6 weeks | 7.2 weeks |

2009/10 Statutory Performance Indicators

Council Compendium

| Measure | 07/08 Performance | 08/09 Performance | 09/10 Performance |
|--|-------------------|-------------------|-------------------|
| Proportion of arrears owed by former tenants that was either written off or collected during the year. | 8.3% | 33.6% | 39.7% |
| 60 Homelessness: | | | |
| Permanent accommodation | | | |
| Number of households assessed during the year | - | 534 | 523 |
| % of decision notifications issued within 28 days of initial presentation | - | 54.1% | 61.8% |
| % who are housed | - | 73.5% | 64.0% |
| % of cases reassessed within 12 months of completion of duty | - | 7.9% | 10.9% |
| Temporary accommodation | | | |
| Number of households assessed during the year | - | 239 | 182 |
| % of decision notifications issued within 28 days of initial presentation | - | 48.5% | 63.7% |
| % who are housed | - | 73.5% | 64.0% |
| % of cases reassessed within 12 months of completion of duty | - | 13.5% | 17.2% |
| Proportion of those provided with permanent accommodation in Council stock who maintained their tenancy for at least 12 months | - | 67.1% | 71.7% |
| 61 Repairs: The % of repairs appointment kept | - | - | 96.8% |
| 62 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 |
| 63 Gas Safety: The % of gas safety checks carried out within 12 months | - | - | 99.7% |
| 64 Council House Sales: | | | |
| Percentage of Council House Sales concluded within 26 weeks | 89.2 | 92.7% | 92.8% |
| Average timescale for conclusion of Council House Sales | 21 weeks | 19 weeks | 21 weeks |
| PROTECTIVE SERVICES | | | |
| 65 Domestic noise complaints: | | | |
| a) The number of domestic noise complaints received during the year: | 840 | 907 | 1,075 |
| i) Settled without the need for attendance on site | 440 | 491 | 531 |
| ii) Requiring attendance on site | 7 | 8 | 9 |
| iii) Dealt with under part V of the Antisocial Behaviour Scotland Act 2004 | 393 | 408 | 535 |
| b) For those in a)ii above, the average time (hours) between the time of the complaint and attendance on site. | 0.5 | 0.5 | 0.6 |
| For those in a)iii above, the average time (hours) between the time of the complaint and attendance on site | 0.5 | 0.6 | 0.7 |
| 66 Trading Standards: | | | |
| Percentage of consumer complaints completed within 14 days | 60.6% | 62.6% | 65.0% |
| Percentage of business advice requests completed within 14 days | 98.9% | 100% | 99.5% |
| 67 Non domestic noise complaints: | | | |
| The number of complaints of non domestic noise received during the year: | | | |
| (i) Settled without the need for formal action | 62 | 48 | 66 |
| (ii) Requiring formal action | 3 | 1 | 1 |
| (b) For those in (a) (ii) above, the average time (calendar days) to institute formal action | 10 days | 74 days | 1 day |

2009/10 Statutory Performance Indicators

Council Compendium

| Measure | 07/08 Performance | 08/09 Performance | 09/10 Performance |
|--|-------------------|-------------------|-------------------|
| 68 Antisocial behaviour: | | | |
| Number of Antisocial Behaviour Orders Applications | - | 5 | 12 |
| Percentage of Antisocial Behaviour Orders Applications raised within 7 working days from agreeing instruction with Housing | - | 80% | 91.7% |
| 69 Food Hygiene Inspections: | | | |
| Percentage of premises with a minimum inspection frequency of 12 months or less, that were inspected on time: | | | |
| 6 months | - | - | 100% |
| 12 months | - | - | 97% |
| ROADS & LIGHTING | | | |
| 70 Roads maintenance: Percentage of the road network that should be considered for maintenance treatment | 43.5% | 40.5% | 40.1% |
| 71 Street Lighting Failure: the percentage of repairs completed within 7 days | 95.6% | 96.9% | 98.1% |
| 72 Bridges: | | | |
| The percentage of council bridges not meeting the European Standard of 40 tonnes | 11.0% | 11.8% | 11.7% |
| The percentage of council bridges that have a weight or width restriction placed on them | 1.0% | 2.0% | 1.9% |
| The percentage of private bridges not meeting the European Standard of 40 tonnes | 8.3% | 9.1% | 9.1% |
| The percentage of private bridges that have a weight or width restriction placed on them | 4.2% | 3.0% | 3.0% |
| 73 Street Lighting: | | | |
| Percentage of street lighting columns over 30 years old | - | - | 46.3% |
| Percentage of Traffic Light repairs completed within 48 hours | 98.6% | 98.3% | 99.1% |
| 74 Road Condition: | | | |
| Number of reactive maintenance repairs | 5,072 | 5,195 | 4,650 |
| Percentage of reactive maintenance repairs responded to within target | 65% | 55% | 51% |
| WASTE MANAGEMENT SERVICES | | | |
| 75 Refuse collection and disposal: | | | |
| Net cost per premises of refuse collection | £59.51 | £56.02 | £60.87 |
| Net cost per premises of refuse disposal | £78.91 | £84.44 | £89.09 |
| 76 Waste Recycling: Percentage of municipal waste collected that was recycled and composted | - | 42.1% | 43.0% |
| 77 Cleanliness: The cleanliness index achieved following inspection of a sample of streets and other relevant land | 71 | 74 | 73 |
| | | | |

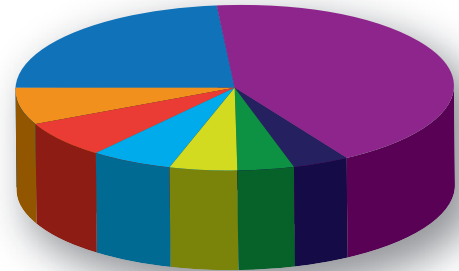
Finance Matters

The Council is committed to providing the residents of East Ayrshire with financial information that will explain the main sources of Council income and how that money is spent. These summary accounts 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 2009/10.

2009-10 Net Cost Of Services (Million)

| | | |
|---------------------------------|----------------|-------------|
| Education Services | 127,463 | 42% |
| Social Work | 69,443 | 23% |
| Cultural & Related Services | 22,063 | 7% |
| Police Services | 21,372 | 7% |
| Roads & Transport Services | 17,189 | 6% |
| Central Services | 16,153 | 5% |
| Housing Services | 13,380 | 4% |
| Environmental Services | 12,286 | 4% |
| Planning & Development Services | 753 | 0% |
| | 300,102 | 100% |



Annual Performance Report 2009|10



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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۔

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

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