

EAST AYRSHIRE COUNCIL

GOVERNANCE AND SCRUTINY COMMITTEE - 19 MARCH 2010

2008/09 STATUTORY PERFORMANCE INDICATORS – COUNCIL COMPENDIUM

Report by Executive Head of Finance & Asset Management

1. PURPOSE OF REPORT

- 1.1 To provide the Committee with summary information relating to the Council's relative position in respect of the 2008/09 Statutory Performance Indicators (SPIs) as reported by Audit Scotland.

2. BACKGROUND

- 2.1 Audit Scotland published full details of all 2008/09 Statutory Performance Indicators in December 2009 for all 32 local authorities in Scotland.
- 2.2 In previous years, these have been produced in the form of profiles for all Scottish local authorities, showing trends in performance against the Statutory Performance Indicators specified by the Accounts Commission. These profiles provided a summary of a council's position over the last 3 financial years and an indication of a council's relative position for each SPI when compared with all other Scottish Local Authorities.
- 2.3 Audit Scotland took the decision that it would not be producing the Council Profiles for the 2008/09 reporting period. In anticipation of the radical changes being introduced from 2009/10 onwards (most notably a significant reduction in the number of prescriptive national SPIs from 58 to 25, and a greater reliance on tailored performance data which is relevant to individual councils) all appropriate measures have instead been ranked in a council and service compendium. The result of this is that for the first time there is no analysis accompanying the data provided. Responsibility for analysis of the SPIs now lies with local authorities.
- 2.4 The adoption of this new format by Audit Scotland represents a move away from the 'league table' or 'compliance' approach. In its place, it is hoped that councils will use the 2008/09 Council compendium in a way which is more flexible and suited to their own local circumstances. At the same time, the ability to compare our performance with other Scottish councils remains, and continues to provide an impetus for all councils to continually improve their service delivery through performance benchmarking.
- 2.5 All local authorities have a statutory requirement to collect and report on their performance against SPI's; however it should be recognised that Statutory Performance Information forms only a limited part of the Council's wider

Performance Management Framework. Members receive regular reports throughout the year on the Council's performance. The figures published in relation to SPI's provide a retrospective picture of how the Council performed during 2008/09.

- 2.6 It should be noted that 2008/09 SPIs have now been uploaded to the Council's Electronic Performance Management System (EPMS). This will allow staff to produce trend reports and benchmarking reports for most SPIs.

3. EAST AYRSHIRE COUNCIL'S PERFORMANCE

- 3.1 The new Council and Service Compendiums contain significantly more data than the Council Profiles. Containing 101 measures in total compared to 82 in last year's Profile, East Ayrshire reported on 97 of these (see Appendix 8 for the full list). The four exceptions (measures 1, 5, 6 and 8) are those Social Work indicators covering council and voluntary sector residential care homes where, since 2007/08, this service has been provided via the private sector within East Ayrshire.
- 3.2 It should also be noted that Audit Scotland took the decision nationally not to report on Benefits Administration indicators for 2008/09 due to changes to the Department of Work and Pensions' method of collecting information and subsequent concerns raised.
- 3.3 In the case of three other measures which cover sickness absence and housing repairs (see measures 23, 24 and 71 in Appendix 8), data is only provided for 2008/09. This is due to the change in definition of the measures by Audit Scotland. The data is therefore not comparable.
- 3.4 Each SPI measure is ranked out of 32. East Ayrshire Council has 29 measures in the first quartile (best in class), 25 measures in the second quartile, 19 measures in the third quartile and 24 measures in the bottom quartile. Analysis by Council service for 2008/09 reveals a number of high-performing services that have significant proportions of their indicators appearing in the upper two quartiles, particularly Adult Social Work, Protective Services, and Housing and Waste Management (see Appendix 1).
- 3.5 Appendix 2 shows trend information on the number of indicators within the top quartile. There has been a slight increase since 2007/08. In 2008/09, 30% of our measures were in the first quartile, compared with 28% in 2007/08 and 32% in 2006/07. The number of measures appearing in the top two quartiles decreased from 61% to 56% over the same time period.
- 3.6 As Appendix 3 illustrates, East Ayrshire Council's performance has improved by 15% or more on 25 measures. Of the 25 measures demonstrating this level of improvement, 4 have improved by at least 50%, as shown in Appendix 4. Conversely, our performance worsened by 15% or more on 13 measures, as shown in Appendix 5. Details of these indicators, together with Audit Scotland's comments on potential influencing factors and an explanatory note

from the appropriate Executive Director (in italics) on the reasons for the improvement or decline in performance are provided within Appendices 4 and 5 respectively.

- 3.7 Analysis of the 2006/07 'Council Profiles' document reveals that there were eight indicators which were ranked in the bottom quartile (25th – 32nd) and, by 2008/09 had not improved by at least 5%. Details of these indicators, together with Audit Scotland's comments on potential influencing factors and an explanatory note from the appropriate Executive Director (in italics) are contained in Appendix 6.
- 3.8 Appendix 7 sets out those indicators whose average ranking over the last five years (2004/05 – 2008/09) was 20 or lower, and includes comments and improvement actions. There were 13 such indicators.
- 3.9 Appendix 8 provides the full list of measures (2008/09 rankings and performance data for the last three years) as contained in Audit Scotland's Council Compendium for East Ayrshire.
- 3.10 It should be noted that East Ayrshire Council had no indicators classified as failure to report (FTR) or where unreliable data was found. This is the ninth consecutive year in which East Ayrshire Council has maintained this position.
- 3.11 In terms of this Council's poorly performing service areas, the 2006/07 'Council Profiles' document shows that East Ayrshire had a total of 13 indicators ranked 25 (out of 32 Councils) or lower in 2006/07. By 2008/09, 9 of these had shown improvement.

4. RECOMMENDATIONS

- 4.1 It is recommended that the Governance & Scrutiny Committee:
 - (i) note East Ayrshire Council's performance in relation to the 2008/09 Statutory Performance Indicators, as reported in Audit Scotland's SPI Council Compendium;
 - (ii) note the changes to Audit Scotland's reporting arrangements for 2008/09; and,
 - (iii) otherwise note the contents of this report.

Alex McPhee
Executive Head of Finance & Asset Management
5 March 2010

Background Information

Council Performance Information for 2008/09 can be accessed at:
www.audit-scotland.gov.uk/performance/council

Any person wishing to inspect the above background papers or seeking further information on this report should contact Jim Farrell, Performance, Development & Projects Manager (Tel: 01563 576223) or Robert Moore, Best Value & Performance Officer (Tel: 01563 576110).

Implementation Officer: Jim Farrell, Performance,
Development & Projects Manager.

2008/09 STATUTORY PERFORMANCE INDICATORS – COUNCIL PROFILES

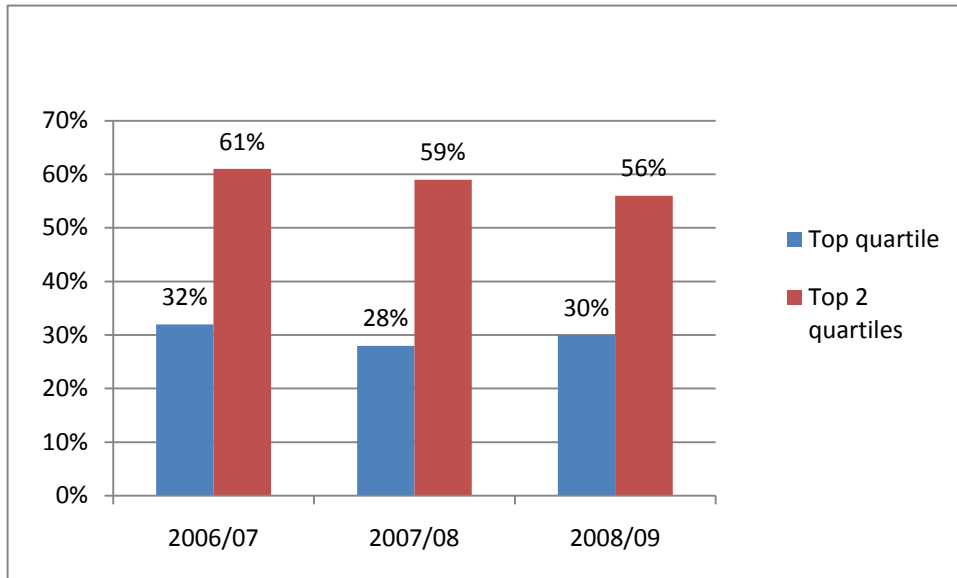
Quartiles Table of SPI Data 08/09 – East Ayrshire Council

Service	No of Indicators	First Quartile	Second Quartile	Third Quartile	Fourth Quartile	Total
		1-8	9-16	17-24	25-32	
Adult Social work	18	7	8	1	2	18
		83%		17%		
Corporate Management	12	3	4	2	3	12
		58%		42%		
Cultural and Community Services	12	6	1	2	3	12
		58%		42%		
Development Services	5	0	0	1	4	5
		0%		100%		
Education and Children's Services	19	3	2	5	9	19
		26%		74%		
Housing	12	5	3	3	1	12
		67%		33%		
Protective Services	5	3	1	0	1	5
		80%		20%		
Roads & Lighting	8	1	3	3	1	8
		44%		56%		
Waste management	6	1	3	2	0	6
		67%		33%		
Totals	97	29	25	19	24	97
		56%		44%		

APPENDIX 2

2008/09 STATUTORY PERFORMANCE INDICATORS – COUNCIL PROFILES

Indicators where East Ayrshire Council is ranked in the top two quartiles (1st – 8th and 1st to 16th out of 32 Councils) – Performance since 2006/07



APPENDIX 3

2008/09 STATUTORY PERFORMANCE INDICATORS – COUNCIL COMPENDIUM

East Ayrshire Council: 25 measures have improved by more than 15% since 2006/07 and these were:-

Measure		08/09 1 to 32 Rank	06/07	07/08	08/09
1	Percentage of occupied private sector places for other adults that have en suite facilities	14	54.1%	59.2%	67.2%
2	Percentage of home care clients receiving a service at weekends	3	68.2	77.4	80.7
3	Number of daytime respite hours provided per 1,000 population (aged 65+)	12	3235.8	3925.6	4292.8
4	Number of overnight respite nights provided per 1,000 population (aged 18-64)	3	46.2	77	65.6
5	Number of daytime respite hours provided per 1,000 population (aged 18-64)	4	301.6	399.2	1881.6
6	Number of civil liability claims incurred by 31 March in reporting year per 10,000 population	27	44.2	37.6	36.9
7	Percentage of public service buildings that are suitable and accessible to disabled people	16	45.9	47.1	64.2
8	Proportion of internal floor area of operational buildings in satisfactory condition	1	79.7	83.4	96.8
9	Proportion of operational buildings that are suitable for their current use	1	71.6	72.7	96.3
10	Number of attendances per 1,000 population for indoor sports and leisure facilities excluding pools in a combined complex	9	4869	5254	6035
11	Number of visits to/usages of council funded or part funded museums expressed per 1,000 population	4	2060	2376	2785
12	Number of additions per 1,000 population to adult lending book and audio-visual stock	3	205	231	253
13	Number of additions per 1,000 population to children's and teenager's stock	6	74	83	105
14	Successful appeals as a percentage of determinations that went to appeal	22	61.5	33.3	40.0
15	Percentage of 16 or 17 year olds ceasing to be looked after attaining at least one SCQF level 3 in any subject away from home	28	33.3	75.0	45.5
16	Percentage of 16 or 17 year olds ceasing to be looked after attaining at least one SCQF level 3 in English and Maths away from home	29	22.2	50.0	27.3
17	Percentage of care staff in local authority residential homes for children who have appropriate qualifications for the level of post held	3	72.2	73.8	86.7
18	Number of daytime respite hours provided per 1,000 population aged 0-17	30	103.3	88.7	205.2
19	Average time to re-let low demand houses	10	139	82	58
20	Average time that low demand houses remaining un-let at year end remained un-let	21	907	607	512

21	Current tenants' arrears as a percentage of net rent due	2	4.1	2.9	3.1
22	Percentage of former tenant arrears written off or collected during the year	12	22.1	8.3	33.6
23	Average time to sell houses (weeks)	5	20	21	10
24	Average time (hours) between the time of the domestic noise complaint and attendance on site, for those requiring attendance on site	1	0.7	0.5	0.5
25	Number of refuse collection complaints per 1,000 households	10	27.8	29.0	21.8

APPENDIX 4

East Ayrshire Council: 4 measures have improved by more than 50% since 2006/07:-

Of the 25 measures highlighted in appendix 3 that have improved by more than 15% since 2006/07, 4 of them have recorded improvements of at least 50%. These represent significant and ongoing improvements. These 4 measures are detailed below along with an explanation of the indicators, Audit Scotland's comments on potential influencing factors and supporting contextual analysis (written at time of submission of SPI figures).

1

Measure	08/09 1 to 32 Rank	06/07	07/08	08/09
Number of daytime respite hours provided per 1,000 population (aged 18-64)	4	301.6	399.2	1881.6
<p>The indicator measures one aspect of the quality of respite care services provided.</p> <p><u>Audit Scotland comments</u> Performance in this area will be affected primarily by the pattern of need and services required, and by the availability of respite care.</p> <p><u>Executive Director comments</u></p> <ul style="list-style-type: none"> ▪ <i>Day centre provision is now increasingly targeted towards providing services to adults with challenging behaviour or with complex needs, many of whom are supported by older parents in the same household who require access to respite more frequently to assist them to remain at home. There is also an increase in the complexity of support needs of young disabled adults. As such, day service provision constitutes an important form of respite provision that enables carers to continue in their caring role.</i> 				

2

Measure	08/09 1 to 32 Rank	06/07	07/08	08/09
Number of daytime respite hours provided per 1,000 population aged 0-17	30	103.3	88.7	205.2

The indicator measures the Council's performance in providing respite care for carers and the child or young person the carer cares for (by providing alternative care arrangements).

Audit Scotland comments

Performance in this area will be affected primarily by the pattern of need and services required, and by the availability of respite care.

Executive Director comments

- *The department continues to source and provide a wide range of supports including respite, providing choice and ensuring individual needs are met. The significant increase in daytime respite hours can be attributed to the 50% increase in the use of direct payments (90 hours per week in total) to more flexibly meet the needs of children with additional support needs.*

3

Measure	08/09 1 to 32 Rank	06/07	07/08	08/09
Average time to re-let low demand houses	10	139	82	58

The indicator shows the efficiency of a council in re-letting properties.

Audit Scotland comments

Low demand and non-low demand properties are separated out so that councils can be compared on an equal basis.

Executive Director comments

- *The calculation of low demand within this indicator is complex and has been further refined over the last two years to produce a more accurate reflection of the supply and demand for council houses.*

Measure	08/09 1 to 32 Rank	06/07	07/08	08/09
Percentage of former tenant arrears written off or collected during the year	12	22.1	8.3	33.6

The indicator measures the Council's performance in managing arrears owed by former tenants.

Audit Scotland comments

Effective management of the rent arrears recovery process is a significant factor. This can include the timing of action on arrears cases, the effectiveness of communications with tenants and the efficiency of monitoring procedures.

Executive Director comments

- *The variance for former tenant arrears is largely attributable to debt which has been written off. The economic downturn will continue to present challenges to the council in the effective management of rent arrears.*

APPENDIX 5

2008/09 STATUTORY PERFORMANCE INDICATORS – COUNCIL COMPENDIUM

East Ayrshire Council: 13 measures worsened by more than 15% between 2006/07 - 2008/09. These are detailed below along with an explanation of the indicators, Audit Scotland's comments on potential influencing factors and supporting reports contextual analysis (written at time of submission of SPI figures).

1

Measure	08/09 1 to 32 Rank	06/07	07/08	08/09
Percentage of householder applications dealt with within two months	31	79.2	82.2	51.2

The indicator, which is based on national targets as set by the Scottish Government, measures the Council's performance in dealing with householder planning applications.

Audit Scotland comments

Performance in this area will be affected primarily by a range of factors, including the extent to which councillors have delegated responsibility for approving planning applications to officers, the number and type of applications received, the council's policy with regard to negotiations with applicants and the extent to which applications involve listed building consent or conservation area consent.

Executive Director comments

- *During 2008/09 there has been a marked decline in the numbers of applications determined in under two months. The reduction in performance has been as a result of a number of factors, including reduced staffing levels due to budgetary constraints arising from the significantly reduced income from planning application fees. These reductions have been proportionately greater than the reduction in the number of applications.*
- *In addition, adoption and implementation, by the team, of a new computer case work system and new business procedures to facilitate the Scottish Government's e-planning system which went live on 29 April 2009 contributed to the decline in performance.*
- *A number of procedural efficiencies within the Section have been implemented which have ensured improvement to outputs and subsequent performance outcomes. Performance continues to be monitored on a monthly basis by the Depute Chief Executive/Executive Director of Corporate Support.*

Measure	08/09 1 to 32 Rank	06/07	07/08	08/09
Percentage of non-householder applications dealt with within two months	31	38.0	43.2	31.0

The indicator, which is based on national targets as set by the Scottish Government, measures the Council's performance in dealing with non-householder planning applications.

Audit Scotland comments

Performance in this area will be affected primarily by a range of factors, including the extent to which councillors have delegated responsibility for approving planning applications to officers, the number and type of applications received, the council's policy with regard to negotiations with applicants and the extent to which applications involve listed building consent or conservation area consent.

Executive Director comments

- *During 2008/09 there has been a marked decline in the numbers of applications determined in under two months. The reduction in performance has been as a result of a number of factors, including reduced staffing levels due to budgetary constraints arising from the significantly reduced income from planning application fees. These reductions have been proportionately greater than the reduction in the number of applications.*
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- *A number of procedural efficiencies within the Section have been implemented which have ensured improvement to outputs and subsequent performance outcomes. Performance continues to be monitored on a monthly basis by the Depute Chief Executive/Executive Director of Corporate Support.*

Measure	08/09 1 to 32 Rank	06/07	07/08	08/09
Percentage of all planning applications dealt with within two months	31	55.4	61.2	39.7

The indicator, which is based on national targets as set by the Scottish Government, measures the Council's performance in dealing with planning applications.

Audit Scotland comments

Performance in this area will be affected primarily by a range of factors, including the extent to which councillors have delegated responsibility for approving planning applications to officers, the number and type of applications received, the council's policy with regard to negotiations with applicants and the extent to which applications involve listed building consent or conservation area consent.

Executive Director comments

- *During 2008/09 there has been a marked decline in the numbers of applications determined in under two months. The reduction in performance has been as a result of a number of factors, including reduced staffing levels due to budgetary constraints arising from the significantly reduced income from planning application fees. These reductions have been proportionately greater than the reduction in the number of applications.*
- *In addition, adoption and implementation, by the team, of a new computer case work system and new business procedures to facilitate the Scottish Government's e-planning system which went live on 29 April 2009 contributed to the decline in performance.*
- *A number of procedural efficiencies within the Section have been implemented which have ensured improvement to outputs and subsequent performance outcomes. Performance continues to be monitored on a monthly basis by the Depute Chief Executive/Executive Director of Corporate Support.*

4

Measure	08/09 1 to 32 Rank	06/07	07/08	08/09
Successful appeals as a percentage of determinations	25	0.8	0.4	1.3

The indicator is one measure of the quality of council planning services.

Audit Scotland comments

The lower the percentage of determinations appealed, and the lower the percentage of these found in favour of the appellant, the better the quality of decisions taken by the council.

Executive Director comments

- *In as much as relatively small numbers of appeals are being compared, the percentage variance can change markedly. In 2008/09, 25 appeals were determined compared with 12 in the previous year. Of the 25 appeals, 10 were allowed and 15 were dismissed, last year the respective figures were 4 and 8.*

5

Measure	08/09 1 to 32 Rank	06/07	07/08	08/09
Percentage of social background reports submitted within target time	32	22.4	20.6	16.8

The indicator shows how well councils are meeting the national standard times for submitting reports to the Children's Reporter.

Audit Scotland comments

This indicator is based on National Standard 3 as defined in Blueprint for the Processing of Children's Hearing Cases: Inter-agency Code of Practice and National Standards, which was developed by the multi-agency Time Intervals Monitoring & Performance Group.

Executive Director comments

- *A review of the frontline duty system has taken place and an Initial Response Team has been established in the north of East Ayrshire with plans for a similar team in the South. These teams will assume responsibility for all new reports from the Children's Hearing. The Time Intervals timescales will be clearly emphasised by the team managers. Figures available for 2009/2010 indicate a significant improvement in performance as a result of management action.*

Measure	08/09 1 to 32 Rank	06/07	07/08	08/09
Percentage of 16 or 17 year olds ceasing to be looked after attaining at least one SCQF level 3 in any subject at home	31	41.4	45.0	34.8

The indicator reflects how well councils meet the targets established and provide for the educational needs of young people in their care.

Audit Scotland comments

The indicator does not measure the length of time a young person has been looked after by the local authority or whether individual young people have reached their educational potential. Rather, it reflects the achievement of the council in ensuring that those young people leaving its care are equipped with basic skills for the future.

Executive Director comments

- *This year's results emphasise the challenge being faced by councils when engaging with this group of children. The problem of disengagement has been increasingly recognised and has prompted a review of how additional support was targeted to looked after children. Supports being provided now to children in P5 are designed to help prevent disengagement with education, but will need to be sustained over the long term if their impact is to be seen in terms of exam attainment.*
- *The figures reflect an increasing number of young people who are looked after staying on at school to gain further qualifications. These young people are not included in the attainment statistics.*
- *The small numbers of young people involved make year on year comparisons difficult. In session 2007/08 there were only 24 leavers as opposed to 34 in 2008/09. This is a 42% increase in the number of leavers which has a significant effect on the attainment percentages. These fluctuations are always likely with this group of young people.*
- *The statistics for 2008/09 reflect exams sat in May 2008. Since then further investment and improvements in support programmes have taken place which it is anticipated will bear fruit in the 2009/10 results.*
- *Schools in East Ayrshire work closely with Kilmarnock and Ayr Colleges on alternative curriculum programmes and a number of looked after children are part of these programmes. Their attainment will therefore be recorded through the College and not through the schools. This will be reviewed for session 2010-2011 to ensure that, for the sake of accuracy, all of the SCQF credits gained by looked after young people in link college courses are recorded on East Ayrshire statistics.*

Measure	08/09 1 to 32 Rank	06/07	07/08	08/09
Percentage of 16 or 17 year olds ceasing to be looked after attaining at least one SCQF level 3 in English and Maths at home	29	20.7	25.0	13.0

The indicator reflects how well councils meet the targets established and provide for the educational needs of young people in their care.

Audit Scotland comments

The indicator does not measure the length of time a young person has been looked after by the local authority or whether individual young people have reached their educational potential. Rather, it reflects the achievement of the council in ensuring that those young people leaving its care are equipped with basic skills for the future.

Executive Director comments

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Measure	08/09 1 to 32 Rank	06/07	07/08	08/09
Percentage of 16 or 17 year olds ceasing to be looked after attaining at least SCQF level 3 in English and Maths	29	21.1	29.2	17.6

The indicator reflects how well councils meet the targets established and provide for the educational needs of young people in their care.

Audit Scotland comments

The indicator does not measure the length of time a young person has been looked after by the local authority or whether individual young people have reached their educational potential. Rather, it reflects the achievement of the council in ensuring that those young people leaving its care are equipped with basic skills for the future.

Executive Director comments

- *This year's results emphasise the challenge being faced by councils when engaging with this group of children. The problem of disengagement has been increasingly recognised and has prompted a review of how additional support was targeted to looked after children. Supports being provided now to children in P5 are designed to help prevent disengagement with education, but will need to be sustained over the long term if their impact is to be seen in terms of exam attainment.*
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9

Measure	08/09 1 to 32 Rank	06/07	07/08	08/09
Average time to re-let not low demand houses	18	31	38	46

This indicator shows the efficiency of a council in re-letting properties. It separates out low demand from other properties to allow councils to be compared on an equal basis.

Audit Scotland comments

Some properties are less desirable than others and will remain empty for longer. Some of the factors that may affect the re-letting process include the condition of the property, the type of property, location and level of demand in an area.

Executive Director comments

- *The calculation of 'low demand' and 'not low demand' is complex and has been further refined over the last two years to produce a more accurate reflection of the supply and demand for council houses. The changes to the calculation methodology have impacted on performance results. Also Audit Scotland provided clarity on re-let bandings which changed the criteria of performance reporting and impacted on reported results.*

10

Measure	08/09 1 to 32 Rank	06/07	07/08	08/09
Percentage of current tenants owing more than 13 weeks rent excluding those owing less than £250	1	0.7	0.5	1.3

This indicator shows the level of serious rent arrears cases.

Audit Scotland comments

Good rent management processes will help to keep the level of serious rent arrears down and therefore, reduce the extent to which tenants either leave their tenancies in arrears or are evicted as a result of those arrears.

Executive Director comments

- *The Council remains the best performing council in Scotland against this indicator, despite the decline. The calculation methodology was changed in 2008/09 to comply with recommendations put forward by Internal Audit.*

11

Measure	08/09 1 to 32 Rank	06/07	07/08	08/09
Percentage of council bridges failing European standard	27	4.5	11	11.8

This indicator shows the proportion of an authority's bridges that have failed to meet the European standard.

Audit Scotland comments

Reduction in the value of the indicator with time will be a measure of how well the Council has obtained funding for and progressed with bridge strengthening.

Executive Director comments

The Council's 10 year bridge and culvert strengthening programme was approved in April 2009. The programme provides for a £9 million investment in the Council's bridge stock over the next ten years. The apparent decline is largely attributable to an increase in the number of bridges being assessed.

12

Measure	08/09 1 to 32 Rank	06/07	07/08	08/09
Percentage of all bridges failing European standard	21	5.1	10.7	11.5

This indicator shows the proportion of an authority's bridges that have failed to meet the European standard.

Audit Scotland comments

Reduction in the value of the indicator with time will be a measure of how well the Council has obtained funding for and progressed with bridge strengthening.

Executive Director comments

- *The Council's 10 year bridge and culvert strengthening programme was approved in April 2009. The programme provides for a £9 million investment in the Council's bridge stock over the next ten years.*

Measure	08/09 1 to 32 Rank	06/07	07/08	08/09
Percentage of abandoned vehicles requiring removal that were removed within 14 days	23	83.5	82.2	56.3

This indicator reports the number of abandoned vehicles made known to the council that require to be removed and the percentage of these removed within 14 calendar days.

Audit Scotland comments

The removal of abandoned vehicles is dependent on the council working with its partners. The police have an important role to play and councils will want to ensure that procedures are in place which minimise delay in the removal of abandoned vehicles.

Executive Director comments

- *The main contractor for uplifting abandoned vehicles no longer charges the Council for the service due to the increased value of scrap metals. Removal of vehicles on our behalf is therefore given lower priority. This issue is being addressed, and if necessary the Council will consider changing contractor. In a number of cases, the Council has given owners who have contacted the Council a period of grace to remove their vehicle. Subsequent non-removal has led to failure to meet the target.*

2008/09 STATUTORY PERFORMANCE INDICATORS – COUNCIL COMPENDIUM

In the 2006/07 'Council Profiles' document, there were 8 specific indicators in which East Ayrshire Council was ranked 25 (out of 32 Councils) or below and, by 2008/09 had not improved by at least 5%. These are detailed below along with an explanation of indicators, Audit Scotland's comments on potential influencing factors and variance reports contextual analysis (written at time of submission of SPI figures).

1

Measure	08/09 1 to 32 Rank	06/07	07/08	08/09
Percentage of occupied private sector places for older people that are single rooms	29	77.3	78.7	80.6
<p>The indicator measures one aspect of the quality of residential services purchased by councils.</p> <p><u>Audit Scotland comments</u> Performance in this area will be affected limitations in capital resources available to improve homes, the physical layout of an existing home which may limit the scope for creating single rooms and design standards for new homes which encourage greater provision for privacy.</p> <p><u>Executive Director comments</u></p> <ul style="list-style-type: none"> ▪ <i>The Council does not directly provide care home accommodation for older people. However, the slight increase in the private sector represents a continued accrual of benefits from the imposition of national care standards, and the improvement agenda set out in the nationally negotiated care home contract.</i> 				

2

Measure	08/09 1 to 32 Rank	06/07	07/08	08/09
Percentage of income due from council tax for the year that was received by the end of the year	22	92.4	92.4	94.1

This indicator looks at how efficient councils are at collecting the council tax due to them.

Audit Scotland comments

Audit Scotland explains that the efficiency of the council's collection systems may be affected by the ability and willingness of taxpayers to pay, and the extent of enforcement action taken by the council to recover tax due to it.

Executive Director comments

- *2008/09 has seen a significant improvement in our performance, with a 1.8% increase in income collected. The Council is now ranked 22nd nationally (3rd quartile), and is only marginally behind the Scottish average (94.3%), reflecting the tight margins between councils against this indicator.*
- *The increase in income reflects an increase in the numbers of dwellings, exemptions and reductions. The increase in the collection level is due to a tightening up of procedures, coupled with quicker intervention and some evening working to pursue customers for payment.*

3

Measure	08/09 1 to 32 Rank	06/07	07/08	08/09
Number of attendances per 1,000 population for all pools	29	2,689	2,507	2,433

This indicator measures the extent to which pools are used.

Audit Scotland comments

This indicator is affected by a number of factors, including number and size of facilities, the age, quality and range of facilities, the extent to which facilities and activities are publicised, the opening hours, variety, programming and cost of activities on offer and the location of pools in relation to other competing leisure facilities.

Executive Director comments

- *A combination of factors have resulted in the current position. The closure of Doon Valley pool for major refurbishment work, a decrease at New Cumnock outdoor pool which was only open for 12 weeks during the year, and a decrease at Auchinleck pool due to swimming clubs reducing their attendance levels, have had a major effect.*

4

Measure	08/09 1 to 32 Rank	06/07	07/08	08/09
Number of visits to libraries expressed per 1,000 population	24	4550	4444	4579

This indicator shows the extent to which people use library facilities.

Audit Scotland comments

'Visits' means visits by members of the public, including group visits and school visits. Visits should be counted individually and only estimated as a last resort.

Executive Director comments

- *East Ayrshire Library Registration and Information Services (EALRIS), through their revised Marketing Plan 2007-10, have focused on customer acquisition and retention. In 2008/2009 Library events and projects concentrated on gaining and retaining customers and encouraging customers into our facilities.*
- *The increase in visitor numbers is partly due to the opening of Stewarton Library in September 2008 and the Imprint Book Festival 2008. This is despite the closure of the Baird Institute for refurbishment in September 2008, well before the opening of the Burns Monument Centre in March 2009.*

5

Measure	08/09 1 to 32 Rank	06/07	07/08	08/09
Percentage of the resident population that are borrowers from public libraries	23	17.9	17.7	18.5

This indicator shows the average extent of borrowing by those persons who make use of library lending facilities.

Audit Scotland comments

'Borrower' means a library member who has taken an item out on loan during the year. A borrower who has taken out more than one loan is to be counted only once.

Executive Director comments

- *East Ayrshire Library Registration and Information Services (EALRIS), through their revised Marketing Plan 2007-10, have focused on customer acquisition and retention. In 2008/2009 Library events and projects concentrated on gaining and retaining customers and encouraging customers into our facilities.*
- *Although the number of active borrowers has continued to reduce nationally with an 11.7% drop over the last 5 years, EALRIS has succeeded in bucking the national trend by increasing the number of active borrowers in 2008/09. This can be attributed to a number of factors, including the introduction of SmartSM, an evidence based stock management system, investment in resources, and the opening of a new library in Stewarton.*

6

Measure	08/09 1 to 32 Rank	06/07	07/08	08/09
Learning centre and learning access point users as a percentage of the population	30	6.1	5.5	5.6

This indicator reflects the use being made of the learning opportunities and access to electronic information provided through councils' library services, as part of the government's commitment to lifelong learning and improving information technology and communications skills.

Audit Scotland comments

The proportion of the population using the learning centres and access points will reflect the extent to which each council is developing its provision across its area in accordance with the needs of its population.

Executive Director comments

- *The Council and its community planning partners operate a significant number of learning centres outwith the Library Service. For example, Community Learning and Development operate a number of learning centres, resulting in an increased choice of service provider. This affects the performance of the library service in this performance measure as only the usage figures from the library network can be counted.*

7

Measure	08/09 1 to 32 Rank	06/07	07/08	08/09
Number of occasions the terminals are accessed per 1,000 population	27	547.1	549.3	516.3

This indicator reflects the use being made of the learning opportunities and access to electronic information provided through councils' library services, as part of the government's commitment to lifelong learning and improving information technology and communications skills.

Audit Scotland comments

The proportion of the population using the learning centres and access points will reflect the extent to which each council is developing its provision across its area in accordance with the needs of its population.

Executive Director comments

- *The Council and its community planning partners operate a significant number of learning centres outwith the Library Service. For example, Community Learning and Development operate a number of learning centres, resulting in an increased choice of service provider. This affects the performance of the library service in this performance measure as only the usage figures from the library network can be counted. The wider availability of broadband and home computers also affects performance.*

Measure	08/09 1 to 32 Rank	06/07	07/08	08/09
Percentage of all planning applications dealt with within two months	31	55.4	61.2	39.7

The indicator, which is based on national targets as set by the Scottish Government, measures the Council's performance in dealing with planning applications.

Audit Scotland comments

Performance in this area will be affected primarily by a range of factors, including the extent to which councillors have delegated responsibility for approving planning applications to officers, the number and type of applications received, the council's policy with regard to negotiations with applicants and the extent to which applications involve listed building consent or conservation area consent.

Executive Director comments

- *During 2008/09 there has been a marked decline in the numbers of applications determined in under two months. The reduction in performance has been as a result of a number of factors, including reduced staffing levels due to budgetary constraints arising from the significantly reduced income from planning application fees. These reductions have been proportionately greater than the reduction in the number of applications.*
- *In addition, adoption and implementation, by the team, of a new computer case work system and new business procedures to facilitate the Scottish Government's e-planning system which went live on 29 April 2009 contributed to the decline in performance.*
- *A number of procedural efficiencies within the Section have been implemented which have ensured improvement to outputs and subsequent performance outcomes. Performance continues to be monitored on a monthly basis by the Depute Chief Executive/Executive Director of Corporate Support.*

APPENDIX 7

2008/09 STATUTORY PERFORMANCE INDICATORS – COUNCIL COMPENDIUM

This appendix sets out those indicators whose average ranking over the last five years (2004/05 – 2008/09) was 20 or lower. There were 14 such indicators. Details of these indicators, together with comments and/or improvement actions, are provided below.

Measure	Average rank, 2004/05 -2008/09	Comment / Improvement Action
Number of civil liability claims incurred by 31 March in reporting year per 10,000 population	25	The incidence of claims is outwith our control and may vary from year to year as well as vary over time for any particular year. The figures for East Ayrshire Council are within the range of those reported by other authorities.
Percentage of employees in the highest 2% of earners that are female	26	In previous reviews of third and fourth quartile SPIs, it was noted that there was no appropriate action which could be taken to impact directly on this indicator. However, this indicator has continued to decrease over two consecutive years. A number of councils that have made improvements in this indicator in recent years have been contacted to explore what, if any, specific actions they have taken to improve their performance. In addition, the top 5 Councils for each element of the indicator were identified and their best practice, if any, will be taken into consideration. The Council has in place a range of policies to reflect its commitment to equal opportunities and will consider opportunities to ensure the issue of gender balance within the Council's top earners is addressed.
Percentage of public service buildings that are suitable and accessible to disabled people	20	There is an issue of consistency between councils. It is the case, however, that we have moved from 26.6% in 2004/05 to 64.2% in 2008/09.
Percentage of income due from council tax for the year that was received by the end of the year	27	The increase in income reflects an increase in the numbers of dwellings, exemptions and reductions. The increase in the collection level is due to a tightening up of procedures, coupled with quicker intervention and some evening working to pursue customers for payment. Performance has improved from 91.3% in 2004/05 to 94.1% in 2008/09.

Number of attendances per 1,000 population for all pools	29	A combination of factors have resulted in the current position. The closure of Doon Valley pool for major refurbishment work, a decrease at New Cumnock outdoor pool which was only open for 12 weeks during the year, and a decrease at Auchinleck pool due to swimming clubs reducing their attendance levels, have had a major effect.
Percentage of the resident population that are borrowers from public libraries	27	Although the number of active borrowers has continued to reduce nationally with an 11.7% drop over the last 5 years, EALRIS has succeeded in bucking the national trend by increasing the number of active borrowers in 2008/09. This can be attributed to a number of factors, including the introduction of SmartSM, an evidence based stock management system, investment in resources, and the opening of a new library in Stewarton.
Learning centre and learning access point users as a percentage of the population	29	The Council and its community planning partners operate a significant number of learning centres outwith the Library Service. For example, Community Learning and Development operate a number of learning centres, resulting in an increased choice of service provider. This affects the performance of the library service in this performance measure as only the usage figures from the library network can be counted.
Number of occasions that terminals are accessed per 1,000 population	27	
Percentage of householder applications dealt with within 2 months	22	In contrast to improvements in performance between 2005/06 and 2007/08, during 2008/09 there was a marked decline in the numbers of applications determined in under two months. These very disappointing figures were the result of a number of factors including reduced staffing levels due to budgetary constraints arising from the significantly reduced income from planning application fees. These reductions have been proportionately greater than the reduction in the number of applications. In addition, adoption and implementation of a new computer case work system and new business procedures to facilitate the Scottish Governments e-planning system which went live on 29 April 2009 contributed to the decline in performance. A number of procedural efficiencies within the Section have been implemented which have ensured improvement to outputs and subsequent performance outcomes. Performance will now be monitored on a weekly basis by the Depute Chief Executive/Executive Director of Corporate Support
Percentage of all applications dealt with within 2 months	23	

Percentage of consumer complaints dealt with within 14 days of receipt	26	The Service has experienced an increase in the number of more complex enquiries/complaints referred from Consumer Direct. Such complaints, by their nature, are time consuming and necessitate considerable correspondence, telephone calls and visits by the investigating officer. In order to deliver a quality service there are occasions where it is extremely difficult to resolve complaints within the 14 day time frame.
Overall percentage of road network that should be considered for maintenance treatment	20	The Roads & Transportation Service has been allocated an investment programme of £45.64m over the next ten year period to reflect the challenges of meeting the current and backlog maintenance of the road and bridge infrastructure, improving road safety, improvements to the A70 and A71 strategic routes, and mitigating flooding.
Net cost of refuse collection per premise	20	A review of working practices (designed to reduce overtime costs) along with an increase in trade waste income has had an impact on this the net cost of collection this year.
Net cost of refuse disposal per premise	20	Increased landfill charges due to the landfill tax accelerator and contract increases has had an impact on the net cost of disposal this year.
Overall cleanliness index	20	Additional staff have received training in the operation of LEAMS (Local Environmental Audit and Management System) and are using this knowledge to target and improve the standard of street cleaning in East Ayrshire.

APPENDIX 8

2008/09 Statutory Performance Indicators – Council Compendium

Measure		Rank 08/09	06/07 Performance	07/08 Performance	08/09 Performance
ADULT SOCIAL WORK					
1	Percentage of staff in residential homes for older people who have appropriate qualifications for the level of post held	-	72.2%	NS	NS
2	Total Percentage of staff in residential homes for older people and other adults who have appropriate qualifications for the level of post held	11	73.3%	56.3%	69.7%
3	Percentage of occupied private sector places for older people that are single rooms	29	77.3%	78.7%	80.6%
4	Percentage of occupied private sector places for other adults that are single rooms	16	94.6%	95.9%	95.3%
5	Percentage of occupied council places for older people that have en suite facilities	-	100	NS	NS
6	Percentage of occupied voluntary sector places for older people that have en suite facilities	-	NS	NS	NS
7	Percentage of occupied private sector places for older people that have en suite facilities	20	73.2%	77.9%	79.1%
8	Percentage of occupied voluntary sector places for other adults that have en suite facilities	-	NS	NS	NS
9	Percentage of occupied private sector places for other adults that have en suite facilities	14	54.1%	59.2%	67.2%
10	Total number of homecare hours as a rate per 1,000 population aged 65+	6	684.2	709.4	689.9
11	Percentage of homecare clients receiving personal care	6	88.8	92.4	95.3

Measure		Rank 08/09	06/07 Performance	07/08 Performance	08/09 Performance
12	Percentage of homecare clients receiving a service during evening/overnight	7	35.8	40.9	38.7
13	Percentage of homecare clients receiving a service at weekends	3	68.2	77.4	80.7
14	Number of overnight respite nights provided per 1,000 population (aged 65+)	14	325.5	303.8	309.5
15	Percentage of respite nights provided not in a care home for older people	2	25.4	27.8	23.4
16	Number of daytime respite hours provided per 1,000 population (aged 65+)	12	3235.8	3925.6	4292.8
17	Number of overnight respite nights provided per 1,000 population (aged 18-64)	3	46.2	77	65.6
18	Percentage of respite nights provided not in a care home for other adults	25	0	0	0
19	Number of daytime respite hours provided per 1,000 population (aged 18-64)	4	301.6	399.2	1881.6
20	Proportion of social enquiry reports submitted to courts by due date	12	98.3	99	99.4
21	Proportion of new probationers seen by a supervising officer within one week	15	78	79.3	87.6
22	Average number of hours per week to complete community orders	14	4.1	4	3.5
CORPORATE MANAGEMENT					
23	Days lost per employee for teachers*	5	-	-	5.8
24	Days lost per employee for other Local Government employees*	11	-	-	12.0
25	Number of civil liability claims incurred by 31 March in reporting year per 10,000 population	27	44.2	37.6	36.9

	Measure	Rank 08/09	06/07 Performance	07/08 Performance	08/09 Performance
26	Total number of claims incurred by the council for the previous reporting year per 10,000 population	29	46.6	49.4	44.0
27	Percentage of employees in the highest 2% of earners that are female	28	28.4	27.5	26.9
28	Percentage of employees in the highest 5% of earners that are female	22	39.5	39.4	38.8
29	Percentage of public service buildings that are suitable and accessible to disabled people	16	45.9	47.1	64.2
30	Cost of collecting council tax per dwelling	10	£10.53	£17.08	£11.24
31	Percentage of income due from council tax for the year that was received by the end of the year	22	92.4	92.4	94.1
32	Percentage of invoices sampled that were paid within 30 days	13	85.1	86.9	87.4
33	Proportion of internal floor area of operational buildings in satisfactory condition	1	79.7	83.4	96.8
34	Proportion of operational buildings that are suitable for their current use	1	71.6	72.7	96.3
CULTURAL AND COMMUNITY SERVICES					
35	Number of attendances per 1,000 population for all pools	29	2689	2507	2433
36	Number of attendances per 1,000 population for indoor sports and leisure facilities excluding pools in a combined complex	9	4869	5254	6035
37	Number of visits to/usages of council funded or part funded museums expressed per 1,000 population	4	2060	2376	2785
38	Number of visits that were in person expressed per 1,000 population	3	1676	1658	1729
39	Number of additions per 1,000 population to adult	3	205	231	253

	Measure	Rank 08/09	06/07 Performance	07/08 Performance	08/09 Performance
	lending book and audio-visual stock				
40	Total number of closing stock items per 1,000 population for adult lending book and audio-visual stock	5	2294	2326	2272
41	Number of additions per 1,000 population to children's and teenagers' stock	6	74	83	105
42	Total number of closing stock items per 1,000 population for children's and teenagers' stock	5	926	969	957
43	Number of visits to libraries expressed per 1,000 population	24	4550	4444	4579
44	Percentage of the resident population that are borrowers from public libraries	23	17.9	17.7	18.5
45	Learning centre and learning access point users as a percentage of the population	30	6.1	5.5	5.6
46	Number of occasions that terminals are accessed per 1,000 population	27	547.1	549.3	516.3
DEVELOPMENT SERVICES					
47	Percentage of householder applications dealt with within 2 months	31	79.2	82.2	51.2
48	Percentage of non-householder applications dealt with within 2 months	31	38.0	43.2	31.0
49	Percentage of all planning applications dealt with within 2 months	31	55.4	61.2	39.7
50	Successful appeals as a percentage of determinations	25	0.8	0.4	1.3
51	Successful appeals as a percentage of determinations that went to appeal	22	61.5	33.3	40.0

Measure		Rank 08/09	06/07 Performance	07/08 Performance	08/09 Performance
EDUCATIONAL & CHILDREN'S SERVICES					
52	Percentage of secondary head and deputy head teachers that are female	19	38.6	40.4	40.9
53	Percentage of primary head and deputy head teachers that are female	15	87.8	87.0	86.7
54	Percentage of all head and deputy head teachers that are female	23	69.9	68.9	69.3
55	Percentage of secondary school teachers that are female	22	58.3	58.6	60.2
56	Percentage of primary school teachers that are female	16	93.3	93.1	92.8
57	Percentage of special school teachers that are female	7	94.2	91.1	91.1
58	Percentage of all teachers that are female	21	75.7	75.9	76.5
59	Percentage of social background reports submitted within target time	32	22.4	20.6	16.8
60	Percentage of children seen by a supervising officer within 15 days	1	88.5	90.6	100
61	Percentage of 16 or 17 year olds ceasing to be looked after attaining at least one SCQF level 3 in any subject at home	31	41.4	45.0	34.8
62	Percentage of 16 or 17 year olds ceasing to be looked after attaining at least one SCQF level 3 in any subject away from home	28	33.3	75.0	45.5
63	Percentage of 16 or 17 year olds ceasing to be looked after attaining at least one SCQF level 3 (any subject)	29	39.5	50.0	38.2
64	Percentage of 16 or 17 year olds ceasing to be	29	20.7	25.0	13.0

Measure		Rank 08/09	06/07 Performance	07/08 Performance	08/09 Performance
	looked after attaining at least one SCQF level 3 in English and Maths at home				
65	Percentage of 16 or 17 year olds ceasing to be looked after attaining at least one SCQF level 3 in English and Maths away from home	29	22.2	50.0	27.3
66	Percentage of 16 or 17 year olds ceasing to be looked after attaining at least SCQF level 3 in English and Maths	29	21.1	29.2	17.6
67	Percentage of care staff in local authority residential homes for children who have appropriate qualifications for the level of post held	3	72.2	73.8	86.7
68	Number of overnight respite nights provided per 1,000 population aged 0-17	18	56.2	44.1	52.6
69	Percentage of overnight respite nights provided not in a care home	29	0.0	0.0	1.7
70	Number of daytime respite hours provided per 1,000 population aged 0-17	30	103.3	88.7	205.2
HOUSING					
71	Percentage of repairs completed within target times*	23	-	-	81.5
72	Percentage of rent due in the year that was lost due to voids	16	1.6	1.6	1.6
73	Average time to re-let not low demand houses	18	31	38	46
74	Average time to re-let low demand houses	10	139	82	58
75	Average time that low demand houses remaining un-let at year end remained un-let	21	907	607	512
76	Current tenants' arrears as a percentage of net rent due	2	4.1	2.9	3.1

Measure		Rank 08/09	06/07 Performance	07/08 Performance	08/09 Performance
77	Percentage of current tenants owing more than 13 weeks rent excluding those owing less than £250	1	0.7	0.5	1.3
78	Proportion of those tenants that were in rent arrears	25	60.8	57.5	57.3
79	Average number of weeks rent owed by tenants leaving in arrears	4	8.3	7.2	7.6
80	Percentage of former tenant arrears written off or collected during the year	12	22.1	8.3	33.6
81	Percentage of house sales completed within 26 weeks	6	93.3	89.2	92.7
82	Average time to sell houses (weeks)	5	20	21	10
PROTECTIVE SERVICES					
83	Average time (hours) between time of complaint and attendance on site, for those requiring attendance on site	1	0.7	0.5	0.5
84	Average time (hours) between time of complaint and attendance on site, for those dealt with under the ASB Act 2004	12	0.6	0.5	0.6
85	Percentage of consumer complaints dealt with within 14 days of receipt	26	64.4	60.6	62.6
86	Percentage of business advice requests dealt with within 14 days of receipt	1	100	98.9	100
87	Percentage of target visits to premises in the medium risk inspection category achieved	6	95.7	97.3	99.2
ROADS & LIGHTING					
88	Overall percentage of road network that should be considered for maintenance treatment*	24	-	43.5	40.5

Measure		Rank 08/09	06/07 Performance	07/08 Performance	08/09 Performance
89	Percentage of all traffic light repairs completed within 48 hours	11	96.5	98.6	98.3
90	Percentage of all street light repairs completed within 7 days	9	91.8	95.6	96.9
91	Proportion of street lighting columns that are over 30 years old	5	17.3	16.8	15.7
92	Percentage of council bridges failing European standard	27	4.5	11	11.8
93	Percentage of private bridges failing European standard	12	8.3	8.3	9.1
94	Percentage of all bridges failing European standard	21	5.1	10.7	11.5
95	Percentage of all bridges with a weight or width restriction	17	1.9	1.3	2.2
WASTE MANAGEMENT					
96	Net cost of refuse collection per premise	9	£59.54	£59.51	£56.02
97	Net cost of refuse disposal per premise	22	£76.51	£78.91	£84.44
98	Number of refuse collection complaints per 1,000 households	10	27.8	29	21.8
99	Percentage of municipal waste recycled	4	36.6	41.8	42.1
100	Overall cleanliness index	12	70	71	74
101	Percentage of abandoned vehicles requiring removal that were removed within 14 days	23	83.5	82.2	56.3

* Changed or simplified indicators for 2008/09, where comparisons with previous years are not possible