

EAST AYRSHIRE COUNCIL

GOVERNANCE AND SCRUTINY COMMITTEE - 13 FEBRUARY 2009

2007/08 STATUTORY PERFORMANCE INDICATORS – COUNCIL PROFILES

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 2007/08 Statutory Performance Indicators (SPIs) as reported by Audit Scotland.

2. BACKGROUND

- 2.1 Audit Scotland published full details of all 2007/08 Statutory Performance Indicators in December 2008.
- 2.2 These have been produced in the form of profiles for all Scottish local authorities, and show trends in performance against the Statutory Performance Indicators specified by the Accounts Commission.

3. COUNCIL AND SERVICE PROFILES

- 3.1 The Council profiles and the Service profiles published on Audit Scotland's website, give a summary of a council's position over the 3 financial years 2005/06 to 2007/08, and an indication of a council's relative position for each SPI when compared with all other Scottish Local Authorities. The Profiles highlight the extent to which councils recorded a significant decline or improvement in their level of performance over the three years between 2005/06 and 2007/08. Not all measures were applicable throughout this period due to the deletion of some SPIs, the modification of others and the introduction of new indicators. Of the 82 measures in the Profiles, 69 allow comparison of relative performance over time.
- 3.2 The Profiles are based on 82 measures, and exclude a small number of SPI's where national standards are largely being met, problems are very rare, reported numbers are very small or where a large number of councils are not providing robust information.

4. CONTEXTUAL SETTING

- 4.1 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 2007/08.
- 4.2 It should also be recognised that some of the indicators are more useful than others and that the percentage improvement parameters determined by Audit Scotland for reporting purposes may, for some indicators, be very difficult to achieve. As a consequence, any subsequent analysis and comparison across the 32 Scottish Authorities can at times be of limited value. Nonetheless, SPI's are clearly important as they allow for a comparison of the Council's performance within the wider national picture and provide an impetus for all councils to continually improve their service performance.

5. EAST AYRSHIRE COUNCIL'S PERFORMANCE

- 5.1 The Profile information indicates a ranking out of 32 for each measure considered, as set out at Appendix 9. East Ayrshire Council has 23 measures in the first quartile (best in class), 25 measures in the second quartile, 15 measures in the third quartile and 18 measures in the bottom quartile. Analysis by Council service for 2007/08 reveals a number of high-performing services that have significant proportions of their indicators appearing in the upper two quartiles, particularly Adult Social Work, Housing and Protective Services (see Appendix 1).
- 5.2 Appendix 2 shows trend information on the number of indicators within the top quartile. There has been a slight decline since 2006/07. In 2007/08, 23 of our measures were in the first quartile, compared with 26 in 2006/07 and 23 in 2005/06.
- 5.3 Under the duty of Best Value, there is a requirement to demonstrate continuous improvement in performance. Audit Scotland produces a summary report which looks at overall performance across Scotland's 32 councils and highlights key trends. The 2007/08 report shows that in terms of the overall ratio of improvement to decline between 2005/06 – 2007/08, East Ayrshire is ranked as the seventh best performing local authority in Scotland. As Appendix 3 shows, over this period the Council's performance in 36 indicators improved by more than 5%, with 16 indicators declining by the same amount. This gives an overall ratio of improvement to decline of 2.25, compared to the Scottish average ratio of 1.70.

- 5.4 As Appendix 4 illustrates, East Ayrshire Council's performance has improved by 15% or more on 22 measures. Of the 22 measures demonstrating this level of improvement, 4 had improved by at least 50%, as shown in Appendix 5. Conversely, our performance worsened by 15% or more on 10 measures, as shown in Appendix 6. 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 5 and 6 respectively.
- 5.5 The Profiles also draw attention to four specific indicators which, in 2005/06 were ranked in the bottom quartile (25th – 32nd) and, by 2007/08 had not improved by at least 5%. Again, 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 7.
- 5.6 It should be noted that East Ayrshire Council is one of eighteen authorities in Scotland that had no indicators classified as failure to report (FTR) or where unreliable data was found (see Appendix 10). This is the eighth consecutive year in which East Ayrshire Council has maintained this position.
- 5.7 The Profiles also contain analysis indicating the extent to which councils have improved in poorly performing service areas. East Ayrshire had a total of 15 indicators ranked 25 (out of 32 Councils) or lower in 2005/06 and 11 of these had shown improvement by 2007/08. The table at Appendix 8 shows the extent to which all councils have improved in poorly performing service areas between 2005/06 and 2007/08.
- 5.8 Comparison of our own performance against the councils within our extended family group provides additional focused analysis. Appendix 9 shows how we are ranked in terms of a quartile breakdown of SPI results.
- 5.9 Analysis of our performance against our comparator councils reveals that East Ayrshire has the fourth highest proportion of its indicators appearing in the top two quartiles (48 out of 81 possible indicators are in the top two quartiles, representing 59% of all indicators). The best performance in this area was recorded by Clackmannanshire, with 52 out of 81 possible indicators appearing in the top two quartiles (representing 64% of all indicators).

6. RECOMMENDATIONS

6.1 It is recommended that the Governance & Scrutiny Committee:

- (i) note East Ayrshire Council's performance in the 2007/08 Statutory Performance Indicators, as reported in Audit Scotland's SPI Council Profiles document; and
- (ii) otherwise note the contents of this report.

Alex McPhee
Executive Head of Finance & Asset Management
30 January 2009

Background Information

The full SPI Profiles document can be accessed at:
www.audit-scotland.gov.uk/performance/profiles

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.

2007/08 STATUTORY PERFORMANCE INDICATORS – COUNCIL PROFILES

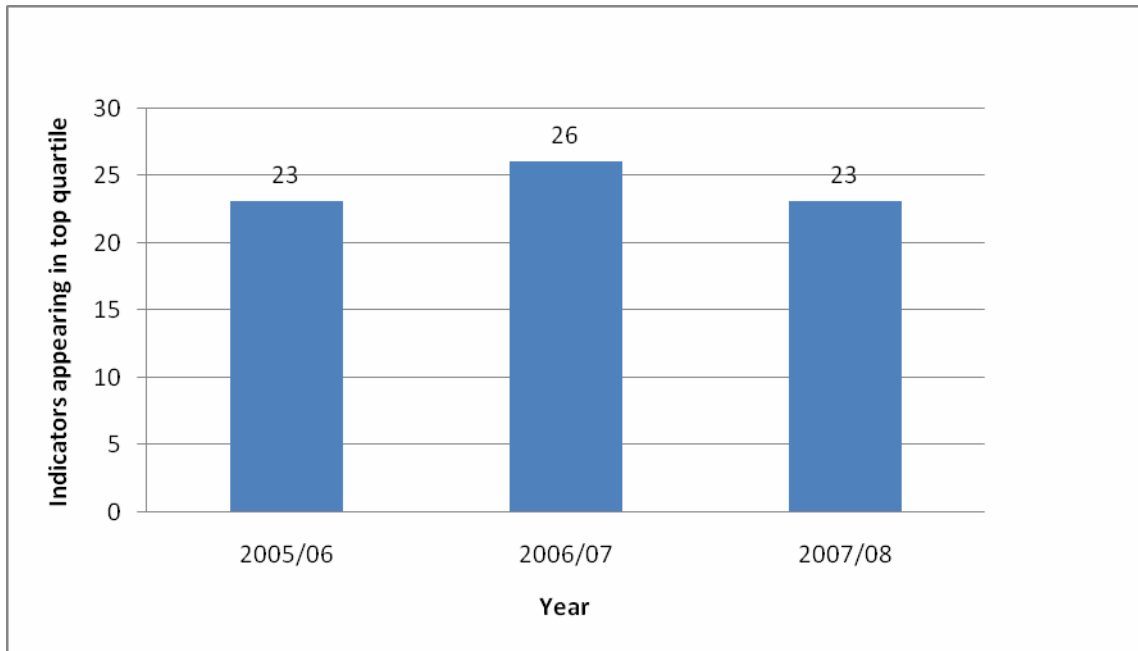
Quartiles Table of SPI Data 07/08 – East Ayrshire Council

Service	No of Indicators	First Quartile 1-8	Second Quartile 9-16	Third Quartile 17-24	Fourth Quartile 25-32	Total
Adult Social work	20	5	11	3	1	20
		80%		20%		
Benefits Admin	2	0	1	1	0	2
		50%		50%		
Education and Children's Services	8	2	2	2	2	8
		50%		50%		
Corporate Management	12	2	2	3	5	12
		33%		67%		
Cultural and Community Services	10	3	2	0	5	10
		50%		50%		
Development Services	2	0	1	1	0	2
		50%		50%		
Housing	11	5	3	0	3	11
		73%		27%		
Protective Services	6	3	1	0	2	6
		67%		33%		
Roads & Lighting	4	2	0	2	0	4
		50%		50%		
Waste management	6	1	2	3	0	6
		50%		50%		
Totals	81	23	25	15	18	81
		59%		41%		

APPENDIX 2

2007/08 STATUTORY PERFORMANCE INDICATORS – COUNCIL PROFILES

Indicators where East Ayrshire Council is ranked in the top quartile (1st – 8th out of 32 Councils) – Improvement since 2005/06



2007/08 STATUTORY PERFORMANCE INDICATORS – COUNCIL PROFILES

Performance Change in Councils

	Performance change between 2005/2006 and 2007/2008		
	Total number that declined by >5%	Total Number that improved by >5%	Overall ratio of improvement to decline
Clackmannanshire	12	39	3.25
North Ayrshire	11	29	2.64
Scottish Borders	12	31	2.58
Fife	12	29	2.42
Stirling	12	29	2.42
West Dunbartonshire	15	36	2.40
East Ayrshire	16	36	2.25
East Dunbartonshire	17	36	2.12
Inverclyde	14	29	2.07
East Renfrewshire	15	30	2.00
Moray	17	32	1.88
City of Edinburgh	18	33	1.83
Aberdeen City	12	22	1.83
North Lanarkshire	17	31	1.82
West Lothian	15	27	1.80
South Lanarkshire	17	29	1.71
Shetland Islands	16	27	1.69
East Lothian	19	31	1.63
Glasgow City	16	26	1.63
South Ayrshire	19	31	1.63
Aberdeenshire	19	30	1.58
Argyll & Bute	16	24	1.50
Renfrewshire	16	24	1.50
Midlothian	20	29	1.45
Falkirk	19	27	1.42
Dundee City	17	24	1.41
Orkney Islands	19	26	1.37
Perth & Kinross	19	26	1.37
Highland	23	27	1.17
Eilean Siar	19	19	1.00
Dumfries & Galloway	18	17	0.94
Angus	26	20	0.77
Scotland	533	906	1.70

Source: Audit Scotland

Note: The higher the ratio = greater level of Improvement

APPENDIX 4

2007/08 STATUTORY PERFORMANCE INDICATORS – COUNCIL PROFILES

East Ayrshire Council: 22 measures have improved by more than 15% since 2005/06 and these were:-

	Measure	07/08 1 to 32 Rank	05/06	06/07	07/08
1	Adult Social Work –Privacy – the percentage of residential care places occupied by other adults that have en-suite facilities	23	23.3	35.7	42.0
2	Home care – total hours as a rate per 1,000 population aged 65+	7	609.4	684.2	709.4
3	Home care – number of home care clients aged 65+ receiving care in evenings/overnights as a percentage of clients	5	33.2	35.8	40.9
4	Home care – number of home care clients aged 65+ receiving care at weekends as a percentage of clients	3	63.9	68.2	77.4
5	Respite care – percentage of respite nights not in a care home aged 65+	2	20.5	25.4	27.8
6	Respite care – total daytime respite hours provided for older people aged 65+ per 1,000 population	10	3360.3	3235.8	3925.6
7	Respite care – percentage of daytime respite not in a day centre aged 65+	20	10.2	22.5	16.6
8	Respite care – total overnight respite nights provided for people aged 18-64 per 1,000 population	2	63.9	46.2	77.0
9	Respite care – total daytime respite hours provided for people aged 18-64 per 1,000 population	14	195.9	301.6	399.2
10	Primary schools – percentage of schools in which the ratio of pupils to available places is between 61% and 100%	22	41.3	54.3	56.5
11	Respite care – total daytime respite hours provided for children per 1,000 population	31	42.5	103.3	88.7
12	Public access – percentage of public service buildings that are suitable and accessible to disabled people	23	40.6	45.9	47.1
13	Stock turnover – percentage of national target	4	66.2	73.1	82.6

	met for replenishing lending stock for adults				
14	Learning centre and learning access points – number of times terminals are used per 1,000 population	27	460.1	547.1	549.3
15	Processing times – percentage of householder applications dealt with within 2 months	13	70.1	79.2	82.2
16	Processing times – percentage of all applications dealt with within 2 months	18	49.5	55.4	61.2
17	Tenancy changes – the average time (days) to re-let houses that are not low demand	8	59	31	38
18	Rent arrears – current tenant arrears as a percentage of the net amount of rent due in the year	4	4.3	4.1	2.9
19	Rent arrears – the percentage of current tenants owing more than 13 weeks at the year end, excluding those owing less than £250	1	0.8	0.7	0.5
20	Council house sales – percentage of sales completed within 26 weeks	9	62.2	93.3	89.2
21	Refuse collection – net cost per property (£) of refuse collection	16	75.65	59.54	59.51
22	Recycling – of the municipal waste collected by the authority, the percentage that was recycled	4	32.7	36.6	41.8

APPENDIX 5

East Ayrshire Council: 4 measures have improved by more than 50% since 2005/06:-

Of the 22 measures highlighted in appendix 4 that have improved by more than 15% since 2005/06, 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	07/08 1 to 32 Rank	05/06	06/07	07/08
Adult Social Work –Privacy – the percentage of residential places occupied by other adults that have en-suite facilities	23	23.3	35.7	42.0

The indicator measures one aspect of the quality of residential services purchased by councils.

Since 2005/06, performance has improved by 80%.

Audit Scotland comments

The measure is likely to be affected by a number of factors. Firstly, councils and the owners of homes have limited capital resources with which to improve homes by increasing the number of single rooms or by providing en-suite facilities. Furthermore, the physical layout of an existing home may limit the scope for creating single rooms. Lastly, greater provision of privacy is often built into the design standards of new homes.

Executive Director comments

- *The ability to place people in units with single rooms and en-suite facilities is influenced by the availability of units, suitability of the unit according to the persons needs and the person's right to exercise choice in where they wish to reside.*
- *Within the independent sector, there is a continuing upward trend in the provision of single rooms and a significant increase in the availability of ensuite rooms in accommodation for adults. This reflects both National Care Standards and demand through the individual needs and choices of service users.*

2				
Measure	07/08 1 to 32 Rank	05/06	06/07	07/08
Respite care – percentage of daytime respite not in a day centre aged 65+	20	10.2	22.5	16.6

The indicator measures the Council's performance in providing respite care for carers and the person he or she cares for by providing a short break from caring tasks.

Since 2005/06, performance has improved by 63%.

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 total number of daytime respite hours per thousand of the population has increased by 17% since 2005-06. In this period the Department has increased opportunities for respite in a range of settings and this is reflected in the overall increase in respite provision and the shift from home care to day care.*

3				
Measure	07/08 1 to 32 Rank	05/06	06/07	07/08
Respite care – total daytime respite hours provided for people aged 18-64 per 1,000 population	14	195.9	301.6	399.2

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

Since 2005/06, performance has improved by 104%.

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

- *An increased level of support is being provided to individuals to allow them to stay within their own homes. Additionally, adults who are supported by older parents in the same household are more frequently accessing respite to assist them remain at home. There is also an increase in the complexity of support needs of young disabled adults.*

4				
Measure	07/08 1 to 32 Rank	05/06	06/07	07/08
Respite care – total daytime respite hours provided for children per 1,000 population	31	42.5	103.3	88.7

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).

Since 2005/06, performance has improved by 109%.

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 decrease in total daytime respite between 2006/07 and 2007/08 illustrates the fact that there is a range of alternative support services available that can more appropriately meet the needs of children with complex needs but which are not reflected in this indicator.*

APPENDIX 6

2007/08 STATUTORY PERFORMANCE INDICATORS – COUNCIL PROFILES

East Ayrshire Council: 10 measures worsened by more than 15% between 2005/06 - 2007/08. 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	07/08 1 to 32 Rank	05/06	06/07	07/08
Adult Social Work – Staff qualifications – percentage of care staff who are qualified, working in care homes for other adults	11	72.0	76.2	56.3
<p>This indicator measures an important aspect of the quality of residential care for older people and other adults. It reports the extent to which staff providing direct care to residents are appropriately qualified.</p> <p><u>Audit Scotland comments</u> Performance in this area will be affected by the availability of suitably qualified staff and national guidance to Councils on staff qualification.</p> <p><u>Executive Director comments</u></p> <ul style="list-style-type: none"> ▪ <i>Although there is a significant decrease from the last 2 years, there has been an overall increase in qualified staff working within the adult sector. The staffing establishment has been increased from the last reporting period (21 to 32), effectively reducing the overall percentage of qualified staff.</i> ▪ <i>There is an ongoing programme of training arranged via the Social Work Training Team to ensure that all staff will meet the necessary training requirements.</i> 				

2				
Measure	07/08 1 to 32 Rank	05/06	06/07	07/08
Adult Social Work – Respite care – total overnight respite nights provided for older people aged 65+ per 1,000 population	15	405.4	325.5	303.8
<p>The indicator measures the Council's performance in providing respite care for carers and the person the carer cares for (by providing alternative care arrangements).</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>In respect of services for older people aged 65+, the reduction in care at home respite reflects significant increases in the use of Smart Technology in the last year and generally reflects the change in the balance of care, which is focussed on supporting people to remain at home as long as it is safe and appropriate for them to do so.</i> 				

3				
Measure	07/08 1 to 32 Rank	05/06	06/07	07/08
Adult Social Work – Respite care – percentage of respite nights not in a care home aged 18-64	24	15.4	0.0	0.0
<p>The indicator measures the Council's performance in providing respite care for carers and the person he or she cares for by providing a short break from caring tasks.</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>The change from 2005-06 was the result of the reduction in care at home for people with learning disabilities who had previously lived with their parents, moving on to live with support in their own tenancies and the use of 'smart technology', which has also contributed to a reduction of the more conventional types of respite</i> ▪ <i>East Ayrshire continues to provide overnight care residential care in care homes and ranked 2 for all overnight respite provided in 07-08.</i> 				

4				
Measure	07/08 1 to 32 Rank	05/06	06/07	07/08
Education & Children's Services – Respite Care – total overnight respite nights provided per 1,000 population	18	52.9	56.2	44.1
<p>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).</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>The decrease reflects the other support services that are available and which are designed to more appropriately meet the needs of children with complex needs. The department continues to address the challenges of providing quality services to the community and to imaginatively support young people within their families in their own communities.</i> 				

5				
Measure	07/08 1 to 32 Rank	05/06	06/07	07/08
Corporate Management – Sickness absence – percentage of working days lost through sickness absence for teachers	11	2.9	3.3	3.7

The indicator measures the extent of sickness absence among teaching professionals.

Audit Scotland comments

Performance in this area will be affected by the effectiveness of the HR function in terms of impact on the overall levels of sickness absence in the council through development of processes and procedures, and training for managers.

Executive Director comments

- *Departments have continued to comply with the Council's Managing Absence Policy. Regular reports on Absence Management are submitted to the Council through appropriate reporting mechanisms. The continued development of the Council's Corporate Managing Absence Information System has ensured that the gathering of accurate sickness information is a main priority.*
- *A working group has been established to review the current arrangements. The recommendations set out by the Group have been approved by the CMT and a report on the policy and procedural changes is being submitted to Cabinet for approval.*

6				
Measure	07/08 1 to 32 Rank	05/06	06/07	07/08
Corporate Management – Council Tax – cost of collecting Council Tax per dwelling	27	8.15	10.53	17.08

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

Audit Scotland comments

Performance in this area will 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

- *The increase is a result of a change in accounting practice. This indicator is calculated after deducting any surplus income received from summary warrants from costs. During the audit of the 2007/08 financial statements, the External Auditor recommended that the overall provisions for bad debts was reviewed. This was against a backdrop of a continuing improvement in collection.*
- *The methodology for allocating payments received between statutory costs and underlying debts was also revisited during the year. As a result, the overall provisions have now been amended in 2007/08, which resulted in an increase of £421,000 (or £7.61 per dwelling).*

7				
Measure	07/08 1 to 32 Rank	05/06	06/07	07/08
Housing – Homelessness – average time (weeks) between presentation and completion of duty by the council for those cases assessed as homeless or potentially homeless	5	11.4	16.6	16.3
<p>The indicator deals with aspects of the council's duty in relation to the current homelessness legislation.</p> <p><u>Audit Scotland comments</u> Performance in this area will be affected by the availability of appropriate accommodation.</p> <p><u>Executive Director comments</u></p> <ul style="list-style-type: none"> ▪ <i>Despite a decrease in the overall number of re-lets in 2007/08, the time taken from presentation to completion of duty has shown a small improvement. The trend in recent years has been for this indicator to deteriorate, both locally and nationally as the supply of available housing has decreased.</i> 				

8				
Measure	07/08 1 to 32 Rank	05/06	06/07	07/08
Housing – Homelessness – percentage of cases reassessed as homeless or potentially homeless within 12 months of previous case being completed	31	9.2	11.6	12.0
<p>The indicator deals with aspects of the council's duty in relation to the current homelessness legislation.</p> <p><u>Audit Scotland comments</u> Performance in this area will be affected by the availability of appropriate accommodation.</p> <p><u>Executive Director comments</u></p> <ul style="list-style-type: none"> ▪ <i>There has been a slight increase in repeat homelessness. Analysis of this indicator shows that almost a third of this grouping comprises applicants with whom we lose contact before our duty is discharged, whereas 29% have had a failed tenancy within the relevant period. It is intended to arrange for a more detailed study of this group to devise effective methods of dealing with this issue. It is, however, acknowledged that the method of calculating this indicator across Councils is not consistent and therefore the ranking is questionable.</i> 				

9				
Measure	07/08 1 to 32 Rank	05/06	06/07	07/08
Roads & Lighting – road network restrictions – percentage of council and private bridges assessed that failed to meet the European standard of 40 tonnes	21	7.3	5.1	10.7

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

Audit Scotland comments

Councils with a high percentage of bridges that fail the standard are likely to experience restrictions on their network in the future unless sufficient investment is made to bring them up to an acceptable standard.

Executive Director comments

- *Council bridges shows a significant increase in failures. This is due to the large number of structures determined in 2007/08. This has skewed the results and given the large number of bridges still to be assessed, the year-on-year comparison will likely be further affected as those structures not currently assessed are ultimately assessed and included in the SPI return.*

10				
Measure	07/08 1 to 32 Rank	05/06	06/07	07/08
Waste Management – refuse collection – net cost per property (£) of refuse disposal	23	57.59	76.51	78.91

The indicator shows how much it costs the council to collect and dispose of refuse.

Audit Scotland comments

A number of factors influence this indicator, including frequency of uplift, population dispersal, methods of treatment, access to existing landfills and intermediary treatments used.

Executive Director comments

- *Additional expenditure was incurred due to the landfill tax accelerator, increased landfill contract charges and increased costs at the Material Recovery Facility reflecting increased throughput due to the successful implementation of the Strategic Waste Fund. This is partly offset by the increased number of properties serviced.*

APPENDIX 7

2007/08 STATUTORY PERFORMANCE INDICATORS – COUNCIL PROFILES

The Profiles draw attention to four specific indicators in which East Ayrshire Council, in 2005/06 had a ranking of 25 (out of 32 Councils) or below and, by 2007/08 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	07/08 1 to 32 Rank	05/06	06/07	07/08
Education & Children's Services – respite care – percentage of respite nights not in a care home	29	0.0	0.0	0.0
<p>The indicator measures the Council's performance in providing respite care for carers and the child or young person he or she cares for by providing a short break from caring tasks.</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> <ul style="list-style-type: none"> All East Ayrshire's night time respite care is currently provided in a specialist residential respite facility commissioned in the independent sector. The indicator splits overnight care as 'at home' and 'away from home', and residential care is described in the indicator as 'in a care home'. This is the preferred model of care for many carers of children with disabilities. </p>				

2				
Measure	07/08 1 to 32 Rank	05/06	06/07	07/08
Corporate Management - Council Tax – the percentage of council tax income for the year that was collected in the year	30	92.0	92.4	92.4
<p>This indicator looks at how efficient councils are at collecting the council tax due to them.</p> <p><u>Audit Scotland comments</u> 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.</p> <p><u>Executive Director comments</u> <ul style="list-style-type: none"> The Council has maintained its performance in this area, allowing for increased council tax charges of 1.5% combined with changes in the numbers of dwellings, exemptions and reductions. Whilst East Ayrshire is ranked 30th on this indicator, it should be noted that the Scottish average is 94.2%, reflecting the tight margins between top and bottom quartile performing councils. </p>				

3				
Measure	07/08 1 to 32 Rank	05/06	06/07	07/08
Cultural and community services – sport & leisure management – number of attendances per 1,000 population for all pools	29	2,568	2,689	2,507

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, 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 due to poor summer weather, and a decrease at Auchinleck pool due to two swimming pools reducing their attendance levels, have had a major effect.*

4				
Measure	07/08 1 to 32 Rank	05/06	06/07	07/08
Cultural & Community Services – use of libraries – number of borrowers as a percentage of the resident population	28	18.7	17.9	17.7

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

- *A revised Library, Registration & Information Services Marketing Plan was implemented in 2007/08. This sets out the 2007-10 Action Plan, including plans for Customer Acquisition and Retention. The past year has seen Libraries concentrating on events like Imprint 2007 and introducing the top 20 bestsellers to all libraries throughout 2007/08.*
- *The number of active borrowers from libraries has continued to fall in 2007/08 down 0.2%. The reduction in active borrowers is a national issue with libraries across the UK seeing year on year decline in the number of people borrowing from libraries. EALRIS rate of decline in active borrowers was 4.3% in 2006/07 compared to 6.7% nationally. It is anticipated that the gap in performance between East Ayrshire and the national figure will narrow in 2007/08.*

2007/08 STATUTORY PERFORMANCE INDICATORS – COUNCIL PROFILES

The extent to which councils have improved in poorly performing service areas

The extent to which problem areas have improved varies among councils. The figures in brackets show the number of indicators that were ranked 25 or lower in 2005/06 and the number of these that had improved in 2007/2008.

Improvement in at least 75%	Improvement in between 50 and 75%	Improvement in fewer than 50%
Aberdeen City (10 of 12) Clackmannanshire (14 of 15) East Renfrewshire (7 of 9) City of Edinburgh (11 of 13) Fife (10 of 12) Midlothian (8 of 10) Moray (7 of 9)	Aberdeenshire (7 of 10) Argyll & Bute (11 of 19) Dumfries & Galloway (7 of 14) Dundee City (9 of 13) East Ayrshire (11 of 15) East Dunbartonshire (10 of 16) East Lothian (8 of 14) Eilean Siar (10 of 17) Falkirk (5 of 7) Glasgow City (12 of 18) Highland (6 of 11) Inverclyde (11 of 17) North Lanarkshire (10 of 15) Orkney Islands (11 of 19) Scottish Borders (10 of 16) Shetland Islands (14 of 20) South Ayrshire (5 of 10) Stirling (6 of 9) West Dunbartonshire (11 of 15) West Lothian (7 of 12)	Angus (7 of 15) North Ayrshire (2 of 7) Perth & Kinross (6 of 14) Renfrewshire (3 of 8) South Lanarkshire (3 of 7)

Source: Audit Scotland

APPENDIX 9

2007/08 STATUTORY PERFORMANCE INDICATORS – COUNCIL PROFILES

'Extended Family Group' Comparisons

	No of indicators reported on (out of possible 82)	Upper Quartile 1-8	Second Quartile 9-16	Third Quartile 17-24	Fourth Quartile 25-32	Explanation of missing results
East Ayrshire	81	23	25	15	18	81 (1 No service)
West Lothian	79	28	17	22	12	79 (1 No Service, 2 Unreliable data)
North Ayrshire	82	18	31	25	8	82
East Renfrewshire	78	22	26	23	7	78 (4 No Service)
Clackmannanshire	81	34	18	19	10	81 (1 No Service)
South Ayrshire	80	20	21	19	20	80 (2 Unreliable data)
Inverclyde	70	16	16	19	19	70 (11 No Service, 1 Unreliable data)

2007/08 STATUTORY PERFORMANCE INDICATORS – COUNCIL PROFILES

Total number of indicators declared as ‘no service’, ‘failure to report’ ‘unreliable data’ or ‘not required’ by individual council

Council	No. of indicators reported on	No service*	Failure to report**	Unreliable**	Not required
East Ayrshire	81	1	0	0	0
Falkirk	82	0	0	0	0
Fife	82	0	0	0	0
North Ayrshire	82	0	0	0	0
North Lanarkshire	81	1	0	0	0
Dundee City	80	0	0	2	0
East Lothian	81	1	0	0	0
Perth & Kinross	80	1	0	0	1
South Lanarkshire	81	1	0	0	0
Stirling	81	0	0	1	0
Aberdeenshire	78	1	0	3	0
Angus	81	0	0	1	0
East Dunbartonshire	79	1	0	2	0
Midlothian	79	3	0	0	0
South Ayrshire	80	0	0	2	0
West Dunbartonshire	81	1	0	0	0
West Lothian	79	1	0	2	0
Inverclyde	70	11	0	1	0
Highland	81	1	0	0	0
Moray	76	3	1	2	0
Renfrewshire	82	0	0	0	0
City of Edinburgh	78	0	1	3	0
Clackmannanshire	81	1	0	0	0
East Renfrewshire	78	4	0	0	0
Shetland Islands	81	1	0	0	0
Dumfries & Galloway	71	10	1	0	0
Glasgow	71	10	0	0	1
Orkney Islands	77	4	1	0	0
Scottish Borders	71	11	0	0	0
Argyll & Bute	71	11	0	0	0
Aberdeen City	70	0	0	12	0
Eilean Siar	65	11	0	7	0

* There are a few instances where a council did not provide a particular service and therefore did not report a corresponding PI measurement.

** For services that were provided, the PI data reported by each council may have been qualified by its external auditor in one of two ways. Firstly, where a council failed to report specific items of data, relevant cells within tables are marked FTR (failure to report). Secondly, the external auditor may have expressed reservations about the council's arrangements for producing reliable performance information.