

EAST AYRSHIRE COUNCIL

GOVERNANCE & SCRUTINY COMMITTEE – 11 MARCH 2011

2009/10 STATUTORY PERFORMANCE INDICATORS

Report by the Executive Director of Finance and Corporate Support

1. PURPOSE OF REPORT

- 1.1 To present the Council's 2009/10 Statutory Performance Indicators (SPIs), with comparative performance information for previous years, and contextual information on performance trends.
- 1.2 To provide the Committee with summary information on the Council's position in relation to all other Scottish councils for the 2009/10 SPIs as reported by Audit Scotland.

2. BACKGROUND

2009/10 SPIs – new arrangements in East Ayrshire

- 2.1 The Local Government Act 1992 requires the Accounts Commission to issue an annual Direction to Local Authorities to publish performance information across a broad range of services. The Commission issued the 2008 Direction in February 2009 and this set out the 25 National Statutory Performance Indicators for financial year 2009/10 upon which councils are now required to report.
- 2.2 At this time, the Commission also requested that Councils create their own, tailored local performance measures based around the two main headings of 'Corporate Management' and 'Service Performance'. In response to this, a further 52 Local SPIs were established by this Council, providing an overall SPI suite of 77 indicators.
- 2.3 The Council's 2009/10 Annual Performance Report, which incorporated the 2009/10 audited National and Local SPIs, was presented to the 24 June 2010 meeting of Council. It is made available to the general public via the Council's website and in hard copy from our network of local offices and libraries.
- 2.4 The Committee should note that the suite of SPIs will be subject to an annual "fit for purpose" review by Audit Scotland in the case of the 25 NPIs, and by the Best Value & Performance Section in respect of the 52 LPIs. The review of the 52 LPIs is currently underway, and the results of this exercise will be included in a separate paper to Cabinet for approval and to Governance & Scrutiny for information.

2009/10 SPIs - benchmarking

- 2.5 In December 2010, Audit Scotland published full details of performance against the 25 National SPIs for every local authority in Scotland.

- 2.6 In previous years, these have been produced in the form of profiles for all Scottish local authorities, showing trends in performance against all Statutory Performance Indicators specified by the Accounts Commission. These profiles provided a summary of a council's position in relation to all other Scottish councils over the last 3 financial years.
- 2.7 Audit Scotland introduced radical changes in 2009/10, the most notable of which was the reduction in the number of prescriptive national SPIs from 58 to 25. In their place, councils were expected to introduce their own tailored performance data, which would be more reflective of local circumstances.
- 2.8 The adoption of this new format by Audit Scotland represents a move away from the 'league table' or 'compliance' approach. At the same time, the ability to compare our performance with other Scottish councils remains via the 25 national SPIs, and continues to provide an impetus for all councils to continually improve their service delivery through performance benchmarking.

3. PERFORMANCE INFORMATION

- 3.1 Details of this Council's performance against the Statutory Performance Indicators are attached as appendices to this report. Appendix 1 provides a complete breakdown of performance for all 77 indicators (25 national and 52 local SPIs), along with comparative figures for the previous 2 years where these are available, and a commentary on performance. This appendix is structured by Council department.
- 3.2 Appendices 2 to 7 provide a breakdown of this Council's performance and ranking position relative to other Scottish councils, in respect of the 25 national SPIs only, but representing a total of 54 constituent performance measures, on which the analysis is based.
- 3.3 It should be noted that in the case of a number of measures (see measures 5, 6, 10, 24, 25 – 30 and 40 – 45 in Appendix 7), data is only provided from 2008/09 onwards. This is due to the change in definition of the measures by Audit Scotland. The data is therefore only comparable over a two year period. All other indicators are comparable over a three year period.
- 3.4 Each SPI measure is ranked out of 32. East Ayrshire Council has 18 measures in the first quartile (best in class), 9 measures in the second quartile, 13 measures in the third quartile and 14 measures in the bottom quartile. In other words, exactly half of our 54 performance measures appear in the top two quartiles (See Appendix 2 for more details, including a breakdown by service category).
- 3.5 Appendix 3 shows trend information for those indicators within the top quartile. There has been an increase in the number of top quartile measures since 2007/08. In 2009/10, 33% of our measures were in the first quartile, compared with 28% in 2007/08. The number of measures appearing in the top two quartiles decreased from 59% to 50% over the same time period.

- 3.6 As Appendix 4 illustrates, East Ayrshire Council's performance has improved by 15% or more on 7 measures. Conversely, our performance worsened by 15% or more on 6 measures, as shown in Appendix 5.
- 3.7 The 2007/08 'Council Profiles' document shows that East Ayrshire had a total of 9 indicators ranked 25 (out of 32 Councils) or lower in 2007/08 that were still in use in 2009/10. By 2009/10, only 2 of these had not shown improvement of 5% or more. These indicators are detailed in Appendix 6.
- 3.8 Appendix 7 provides the full list of 54 individual measures (2009/10 rankings and performance data for the last three years) as contained in Audit Scotland's Council Compendium for East Ayrshire.
- 3.9 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.

4. STATUTORY PERFORMANCE INDICATORS FOR 2010/11

- 4.1 There are now two reviews carried out each year on the Council's suite of SPIs. They are as follows:
- The review carried out by Audit Scotland to establish whether or not the 25 National SPIs are appropriate and fit for purpose (as mentioned in Paragraph 2.7 above).
 - The review carried out by the Council's Best Value and Performance Section making use of the same criteria for the additional 52 Local SPIs.
- 4.2 An additional paper will be submitted to this meeting, the main purpose of which will be to approve the Council's 2010/11 reporting framework.

5. FINANCIAL / LEGAL / POLICY IMPLICATIONS

- 5.1 There are none arising from this report.

6. RECOMMENDATIONS

- 6.1 It is recommended that the Committee:-
- (i) note the Council's performance for 2009/10 in relation to the national and local Statutory Performance Indicators and the performance trends for each;
 - (ii) note East Ayrshire's comparative performance in respect of the national Statutory Performance Indicators, relative to other Scottish councils, as reported by Audit Scotland in the Council Compendium;
 - (iii) note the changes to Audit Scotland's reporting arrangements for 2009/10;

(iv) otherwise note the content of this report.

Alex McPhee
Executive Director of Finance and Corporate Support
10 March 2011

LIST OF BACKGROUND PAPERS

“Statutory Performance Indicators: 2009/10 Outturn Data” - Accounts Commission, October 2010

“Council Compendium” – Audit Scotland, December 2010

Any person wishing further information should contact Jim Farrell, tel.: (01563) 576223, or Robert Moore, tel.: (01563) 576110.

Implementation Officer: Jim Farrell, Performance, Development and Projects Manager

**EAST AYRSHIRE COUNCIL
AUDITED NATIONAL AND LOCAL STATUTORY PERFORMANCE INDICATORS
(NSPI AND LSPI) 2009/10**

DEPARTMENT OF FINANCE & CORPORATE SUPPORT

Indicator 1: Complaints (LSPI)

Complaints:	07/08	08/09	09/10
Number of Customers expressing dissatisfaction formally.	148	122	145
Percentage of formal complaints classed as "justified" following investigation	-	48%	44.8%
Percentage of formal complaints responded to within agreed time-scale.	-	82.5%	64.1%
Number of positive comments received.	1,134	1,021	1,241
Number of improvements implemented as a result of complaints.	22	31	28

During 2009/10 there were no complaints upheld against East Ayrshire Council by the Scottish Public Services Ombudsman. Heads of Service and Executive Directors continue to review systems and procedures in response to complaints and suggestions received from the public.

At corporate level, a review of the Council's arrangements for dealing with customer feedback is currently underway and will be the subject of a report to Cabinet in 2011.

Indicator 2: Freedom of Information (LSPI)

Freedom of Information:	07/08	08/09	09/10
Percentage of FOI requests responded to in 20 working days	-	-	91.7%

This is a new indicator for 2009/10. Prior to 2009/10, Freedom of Information performance was reported internally through the Chief Executive's Annual Performance Report based on the calendar year.

Since the FOI legislation was introduced in 2005, there has been a steady and consistent increase in the number of requests received by the Council.

Indicator 3: Council Tax (NSPI)

Council Tax:	07/08	08/09	09/10
Cost of collecting Council Tax per dwelling	£17.08	£11.24	£11.45

There was a marginal increase in 2009/10 on the previous year. The apparent decrease which took place between 2007/08 and 2008/09 was mainly as a result of a revision to the methodology for allocating payments received between statutory costs and underlying debts.

Efforts will continue (as outlined in Indicator 4 below) to ensure that Council Tax receipts are maximised. In doing so, this should have a positive impact on the overall cost of the service.

Indicator 4: Council Tax (NSPI)

Council Tax:	07/08	08/09	09/10
Percentage of income due that was received during the year	92.4	94.1	94.1

The ongoing recession means that this indicator is becoming ever more challenging. However, a tightening up of procedures, coupled with further pro-active debt recovery work (including quicker intervention and some evening/weekend working to pursue customers for payment) has allowed the Council to maintain 2008/09 performance levels.

Recently, the Council has strengthened protocols to further improve the quality of information received by Sheriff Officers.

Indicator 5: Invoices (NSPI)

Invoices:	07/08	08/09	09/10
Number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid	(86.9)	81.5 (87.4)	80.7 (88.7)

The Council takes very seriously its responsibility to help all the companies we deal with by paying invoices promptly. Between 2008/09 and 2009/10, the calculation methodology for this indicator has changed; only payments to VAT registered companies are included (previously, all invoices were included). Both figures are shown in the table above for comparison (the figures in brackets represent the previous methodology).

Further analysis has been carried out to identify those service areas of the Council that perform less well against this indicator. Departmental and service statistics are being reviewed as part of the regular budget scrutiny meetings with Executive Directors in support of these efforts.

Indicator 13: Sickness absence (NSPI)

Average number of days lost for:	07/08	08/09	09/10
Teachers	-	5.8	5.7
Other local government employees	-	12.0	12.0

The sickness absence policy was revised and issued to all employees within the Council in April 2009. Staff were made aware of the changes via updated Employee and Manager Guideline Booklets, Council's intranet site, Eastwords (employee newsletter), the issue of a relevant Personnel Circular and through workplace team briefings. Changes have included the introduction of a more formalised return to work meeting which must be documented. Manager's guidelines now include practical guidance on unacceptable levels of short and long term absences and unauthorised absences.

Departments have been applying the Council's new Managing Absence Policy and managers continue to receive sickness absence information to enable them to manage absences within their own workgroup.

Regular reports are submitted to Corporate Management Team and the Governance & Scrutiny Committee. In addition a Corporate Absence Management Group meets on a monthly basis to review absence, identify problem areas and actions. These meetings are attended by Occupational Health representatives and provide an opportunity for managers to share best practice and address areas of concern. The group is chaired by the Executive Director of Finance and Corporate Support.

Indicator 14: Equal opportunities (NSPI)

Equal opportunities:	07/08	08/09	09/10
Percentage of highest paid 2% of earners among council employees that are women	27.5%	26.9%	29.4%
Percentage of highest paid 5% of earners among council employees that are women	39.4%	38.8%	39.8%

The Council has in place a range of policies to reflect its commitment to equal opportunities. The Corporate Equalities Strategy Group is chaired by the Chief Executive, and each department has its own Equalities Group. All of these forums have a monitoring role in equalities matters at corporate and departmental levels respectively.

Performance against both categories improved in 2009/10 over the previous year; indeed, 2009/10 performance was better than in any of the last six years.

Indicator 15: Turnover (LSPI)

Turnover:	07/08	08/09	09/10
Leavers in the last year as a percentage of the average total staff	-	7.2%	6.3%

Whilst the actual number of leavers decreased in 2009/10, so too did the average number of employees in-year. Variance rates vary markedly between departments.

Indicator 16: Assets (NSPI)

Detail	07/08	08/09	09/10
The proportion of operational accommodation that is in a satisfactory condition	83.4%	96.8%	94.1%
The proportion of operational accommodation that is suitable for its current use	72.7%	96.3%	96.6%

Following the dramatic increase witnessed in 2008/09, there was a marginal decrease in the proportion of operational accommodation classed as satisfactory. This is partly due to the introduction of more detailed data collection procedures.

Performance is expected to improve next year as some category C & D properties have been identified for replacement or improvement works.

Indicator 17: Energy performance (LSPI)

Energy performance:	07/08	08/09	09/10
Percentage of buildings rated 'F' or above	-	-	85%

This is a new indicator for 2009/10. The recommendations produced from the Energy Performance Certificate surveys are being reviewed and followed up by our Energy Advice Unit.

Indicator 18: Occupancy (LSPI)

Occupancy:	07/08	08/09	09/10
Occupancy rates for office accommodation expressed as square metres per FTE	-	-	21.9

This is a new indicator for 2009/10, the purpose of which is to ensure that corporate office accommodation is utilised in an efficient manner. This will require a degree of rationalisation, and this is planned to take place during the next 3 to 5 years (allowing for lease constraints).

It is anticipated that the implementation of the office accommodation strategy will increase the ratio of full time equivalents to square metres, as some buildings are rendered surplus to requirements.

Indicator 19: Operational portfolio (LSPI)

Operational portfolio:	07/08	08/09	09/10
Extent of operational portfolio expressed in square metres	-	-	318,801

This is a new indicator for 2009/10. By maximising occupancy in core properties, the reduction in the total gross internal area (GIA) should result in reduced running costs across our operational portfolio.

It is anticipated that the implementation of the office accommodation strategy will reduce the operational floor area.

Indicator 22: Procurement (LSPI)

PECOS:	07/08	08/09	09/10
Value of spend through PECOS as a percentage of council (non-pay) spend	-	-	21.6%

This is a new indicator for 2009/10. Its objective is to track and monitor increased usage of the Councils e-procurement system, in line with our new Corporate Procurement Strategy.

An analysis of non-PECOS spend is being undertaken by the Central Purchasing Unit. This will establish areas of opportunity to increase the use of PECOS. The CPU has been realigned to better reflect the current service structure of the Council, with dedicated staff for each service. This realignment is supported by regular liaison and feedback

session with departments. In particular, liaison sessions with Educational and Social Services are being utilised to refine process flows in secondary schools with a view to making the procurement process more efficient.

Indicator 24: Accessibility (NSPI)

Detail	07/08	08/09	09/10
Percentage of council buildings in which all public areas are suitable for and accessible to disabled people	47.1%	64.2%	66.0%

The increase during 2009/10 reflects new build properties that have been completed, additional properties that have been identified as publicly accessible and lower graded properties that have either been closed or demolished.

The Council will continue to identify opportunities to further enhance the accessibility of our buildings portfolio.

Indicator 25: Ethnic minority (LSPI)

Equal opportunities:	07/08	08/09	09/10
Percentage of the local population who are from an ethnic minority	-	-	0.7%
Percentage of the total workforce who are from an ethnic minority	-	-	0.4%

The percentage of the Local Population who are from an ethnic minority is taken from Scotland's Census 2001. An updated Census will take place in 2011.

The workforce figure is taken as a percentage of those who have declared their ethnicity rather than as a percentage of the total workforce.

The Council is fully committed to equal opportunities. Employment monitoring figures form part of the annual report of employee statistics, which were most recently reported to the Governance and Scrutiny Committee in February 2011.

Employment procedures and practices will continue to be reviewed and amended where the potential for unlawful discrimination or adverse impacts are shown. Our policies are enshrined in the East Ayrshire Race Equality Scheme.

Indicator 26: Disabilities (LSPI)

Equal opportunities:	07/08	08/09	09/10
Percentage of workforce who have declared they are disabled under the terms of the Disability Discrimination Act 1995	-	-	0.7%

This is a new indicator for 2009/10. The number of employees who had declared they are disabled was reported as 46 at end of March 2010. This figure excludes temporary employees, in line with guidance published by the Public Audit Forum.

The Council is fully committed to ensuring that our workforce is representative of our community. Council policies are enshrined in the East Ayrshire Disability Equality Scheme, and employment procedures and practices will continue to be reviewed and amended where the potential for unlawful discrimination or adverse impacts are shown.

East Ayrshire Council continue to sign up to the Employment Service's Double Tick Symbol 'Positive about Disabled People' which demonstrates to disabled job seekers and disabled employees that it has agreed to make commitments designed to ensure that people with a disability have the opportunity to access employment and develop their careers with the Council.

Indicator 27: Discrimination (LSPI)

Equal opportunities:	07/08	08/09	09/10
Percentage of formal complaints relating to any form of discrimination.	-	0.8%	2%

This is a new indicator for 2009/10. There were 3 discrimination-related complaints in 2009/10 relating to verbal abuse of school pupils by other pupils, compared to 1 during the previous year. None of these complaints were upheld.

In 2011/12, this indicator will be changed to record only those complaints which were upheld.

Indicator 65: Domestic Noise Complaints (NSPI)

Detail	2007/08	2008/09	2009/10
a)i) The number of complaints settled without the need for attendance on site	440	491	531
a)ii) The number of complaints requiring attendance on site	7	8	9
a)iii) The number of complaints dealt with under Part V of the Antisocial Behaviour Act	393	408	535
b)i) For those in a)ii, the average time (hours) between the time of the complaint and attendance on site requiring attendance on site	0.5	0.5	0.6
b)ii) For those in a)iii, the average time (hours) between the time of the complaint and attendance on site dealt with under Part V of the Antisocial Behaviour Act	0.5	0.6	0.7

The vast majority of complaints are dealt with by the Ayrshire-wide Out of Hours Noise Service. The Service has three teams, with one team operating on Thursday and Sunday evenings, and two teams operating on Friday and Saturday evenings. The Service is reactive and officers can find themselves having to respond to complaints in different areas of Ayrshire on the same night. On occasion, the team may also have to wait for Police back up to serve a formal notice and this can increase response times.

The number of complaints handled by the Service increased from 907 in 2008/09 to 1,075 in 2009/10, an increase of 18%. The increase can be attributed to increased public awareness of the service, which itself is a result of promotional campaigns at local and national level.

For both categories, the increase equates to less than an additional 10 minutes in the average time taken between the time of the complaint and attendance on site; however, the overall response time remains well below 1 hour. The increased response time is simply as a result of the increased number of complaints.

Indicator 66: Trading Standards Complaints and Advice (NSPI)

Consumer complaints	07/08	08/09	09/10
---------------------	-------	-------	-------

% dealt with:			
Within 14 days	60.6%	62.6%	65.0%

Business advice requests % dealt with:	07/08	08/09	09/10
Within 14 days	98.9%	100%	99.5%

There has been an increase in the number of complex consumer complaints being passed from Consumer Direct (the government-funded telephone and online service offering advice and information on consumer issues) to the Council's Trading Standards section. Such complaints, by their nature, are time consuming and can necessitate a considerable amount of correspondence as well as telephone calls and visits from the investigating officer. As a result, there have been times when it has been necessary to exceed the 14 day target to ensure advice is of the highest order.

During the year, team meetings were used to discuss the more complex consumer complaints, with a view to identifying timeous and effective resolution.

The indicator for business advice requests reflects the efficiency and effectiveness of the service delivered. Only 1 enquiry (from a total of 187) took longer than 14 days.

Indicator 67: Non domestic noise complaints (LSPI)

Detail	2007/08	2008/09	2009/10
a)i) The number of complaints settled without the need for formal action	62	48	66
a)ii) The number of complaints requiring formal action	3	1	1
b) For those in a)ii), the average time (calendar days) to institute formal action	10 days	74 days	1 day

The increased number of complaints has resulted from greater public awareness of the availability of the Out of Hours Noise Service.

During 2009/10 only one complaint required formal action. This complaint required the serving of an abatement notice which was completed in one day. In 2008/09, there was also only one complaint needing formal action; however, the investigation which followed required the instigation of formal procedures and submission of a report to the Procurator Fiscal, resulting in a considerably longer time to institute formal action.

Indicator 68: Antisocial behaviour (LSPI)

Detail	2007/08	2008/09	2009/10
Number of Antisocial Behaviour Orders Applications.	-	5	12
Percentage of Antisocial Behaviour Orders Applications raised within 7 working days from agreeing instruction with Housing.	-	80%	91.7%

Monitoring of the time taken for Legal Services to raise an application helps to ensure that delays are reduced in the time taken. In both 2008/09 and 2009/10, only one application fell outwith the timeframe of 7 working days. In 2009/10 the application which fell outwith the timeframe took 10 working days. The delay occurred because an additional police report was required before submitting the application to court.

Indicator 69: Food Hygiene inspections (LSPI)

Percentage of premises with a minimum inspection frequency of 12 months or less, that were inspected on time:	2007/08	2008/09	2009/10
6 months	-	-	100%
12 months	-	-	97%

This indicator reports the Council's planned food hygiene inspection workload and its success in achieving its own inspection targets for the two frequency categories detailed. Reduced performance in relation to the 12 months category relates to just two inspections that were not undertaken on time.

DEPARTMENT OF EDUCATIONAL & SOCIAL SERVICES

Indicator 6: Home care (LSPI)

Home care:	07/08	08/09	09/10
The unit cost of home care per hour	-	-	£14.30

This is a new indicator for 2009/10. Demographic trends reinforce the need for strong social care services in the community with more people wishing to be cared for at home, carers themselves becoming older and a significant growth anticipated in the numbers of older people in East Ayrshire.

The 'Reshaping Care for Older People' agenda requires a shift in the balance of care from institution to community-based provision, consequently requiring modern home care services and innovative solutions.

Unit costs are based on a calculation which amalgamates the three pay rates for personal carers (based on Grade 3 pay structure).

Indicator 8: School transport (LSPI)

Cost per pupil per day:	07/08	08/09	09/10
Primary	-	-	£3.76
Secondary	-	-	£3.25
Special school	-	-	£18.73

This is a new indicator for 2009/10. The comparison between primary and secondary figures shows that secondary school provision is more efficient due to a larger number of children being transported to a smaller number of locations and on fewer vehicles. The average number of children on secondary transport is 28, whilst the average for primaries is just 10.

The transport package for children with additional support needs is subject to individual assessment and matched to what the child requires. Given the complexity of needs of some children this may require contracting an individual vehicle, or one with specialist adaptations such as a tail lift, or additional supervision, all of which leads to increased costs. The transport needs of children are reviewed as part of the annual review process.

Indicator 9: School meals (LSPI)

Equal opportunities:	07/08	08/09	09/10
Average cost of producing school meals	-	-	£2.66
Satisfaction levels	-	-	95.8%

This is a new indicator for 2009/10. The overall satisfaction level for school meals is high and supports the evidence of the quality provision of healthy nutritious school meals. The cost per meal provides an overall indicator of cost and meal volumes to determine an overall value of the service provided.

Indicator 20: Condition of school estate (LSPI)

Percentage of schools graded:		07/08	08/09	09/10
A (Good)		-	-	19.3
B (Satisfactory)		-	-	59.6
C (Poor)				
<ul style="list-style-type: none"> • Bellsbank PS • New Cumnock PS (Cairnhill Campus) • Crossroads PS • Greenmill PS • Hurlford PS • Muirkirk PS 	<ul style="list-style-type: none"> • Patna PS • Sorn PS • St Sophias PS • New Cumnock Nursery • Darvel Nursery 	-	-	19.3
D (Bad)		-	-	1.8
<ul style="list-style-type: none"> • St Xavier's PS 				

This is a new indicator for 2009/10. The condition surveys are carried out annually in line with Scottish Government Guidance. A detailed list of property elements are assessed and a cumulative score is provided resulting in an overall category per school.

The Council's approach to addressing improvements in the school estate is formally agreed through Cabinet via the annual School Estates Management Plan and Capital Budget planning.

As part of the capital programme, the Council has agreed to the replacement of St Xavier's Primary School (in band D), Patna Primary School, and Darvel Nursery School; New Cumnock Primary School (Cairnhill campus) will be disposed of once the children have moved back to the refurbished site on the Castle campus along with New Cumnock Nursery.

In June 2010, Cabinet agreed to the closure of Crossroads Primary School which has now been demolished.

A refurbishment programme will start at Sorn Primary School in Easter 2011.

Indicator 21: School capacity (LSPI)

Occupancy: the percentage of primary schools where the ratio of pupils to places is:			
	2007/08	2008/09	2009/10
0% - 40%	15.2%	11.4%	11.6%
41% - 60%	28.3%	31.8%	32.6%
61% - 80%	39.1%	43.2%	39.5%
81% - 100%	17.4%	13.6%	16.3%
101% or more	0	0	0

Occupancy: the percentage of secondary schools where the ratio of pupils to places is:			
	2007/08	2008/09	2009/10
0% - 40%	0%	0%	0%
41% - 60%	0%	0%	0%
61% - 80%	44.4%	66.7%	77.8%
81% - 100%	55.6%	33.3%	22.2%
101% or more	0%	0%	0%

The Council recognises the need for the ongoing rationalisation of surplus spaces through a range of measures, whilst maintaining the priority of local service provision. This rationale is reflected in the Council's desire to improve occupancy levels while keeping schools at the heart of their communities.

Indicator 23: Eco-schools (LSPI)

Percentage of schools registered to become eco schools:	07/08	08/09	09/10
Primary	-	100%	97.7%
Secondary	-	100%	100%
Special	-	100%	100%

This is a new indicator for 2009/10. The Eco-Schools programme is an international initiative designed to encourage whole-school action for the environment. It is a recognised award scheme that accredits schools who make a commitment to continuously improve their environmental performance. It is also a learning resource that raises awareness of environmental and sustainable development issues throughout activities linked to curricular areas.

External funding has been awarded from Learning and Teaching Scotland to support the sharing of good practice between North and East Ayrshire for 2009/10.

Some schools have been awarded their second Green Flag and Loudoun Academy is the first secondary school to be awarded a Green Flag.

Indicator 32: Homecare (NSPI)

Detail:	07/08	08/09	09/10
The number of homecare hours per thousand of the population age 65+	709.4	689.9	558.5
The proportion of service users receiving:			
Personal Care	92.4%	95.3%	97.1%
Evening/overnight	40.9%	38.7%	39.7%
Weekend Service	77.4%	80.7%	84.7%

Performance reflects the Council's ongoing focus on shifting the balance of care to support older people to remain at home. The increase in personal care hours is in line with the Council's priority for delivery of the home care service.

As part of the sustainability action plan, a comprehensive review of all service users in receipt of a care at home service was undertaken using a re-enablement framework. This has resulted in a reduction in the number of homecare hours provided in line with assessed needs of individuals in conjunction with a continued shift towards evening/overnight and weekend provision. There has been no significant change in the number of people receiving services.

The reduction evidenced has been an important element of the Social Work Sustainability programme agreed by Cabinet in February 2009. Having achieved an equitable baseline for the delivery of Care at Home through this review, a further report to Cabinet (May 2010) recognised the service and resource pressures arising from demographic change and provision has been made for this in the 2011/12 budget.

Indicator 33: Accessibility (LSPI)

Accessibility:	07/08	08/09	09/10
Number of people waiting longer than target for assessment per '000 population.	-	-	3.4
Number of people waiting longer than target time for service per '000 population.	-	-	0.6

This is a new indicator for 2009/10. It measures the efficiency of the Council in providing community care services quickly to those older people who have been identified and assessed as being in need of them in accordance with national standards.

The indicator is derived from the National Community Care Outcomes Framework. This was introduced to demonstrate how joint working between local authorities and their NHS partners is improving outcomes for people who use community care services.

The majority of those individuals who wait longer than the target times are those waiting for Occupational Therapy assessments/services. Demand for these services is particularly high. In response to this demand, the Council has implemented a mobile Occupational Therapy service which will result in speedier processing of requests and reduced waiting times. The issue will also be addressed through development of local integrated services through the Reshaping Care for Older People programme.

Indicator 34: Staff qualifications (LSPI)

Staff qualifications:	07/08	08/09	09/10
The percentage of personal carers who are qualified to SSSC standard	-	-	52.2%

This is a new indicator for 2009/10. To ensure the Social Work service meets the needs and aspirations of people in the community, the Council is committed to employing a trained workforce; the qualification required for personal carers is SVQ level 2 or equivalent in a social care subject.

A five year training programme is currently in place to ensure all personal carers are qualified to SVQ Level 2.

Indicator 35: Respite care (LSPI)

Respite care:	07/08	08/09	09/10
Total number of daytime respite hours provided for adults (18-64) per 1,000 population.	399	1882	2076
Total number daytime respite hours provided for older people (65+) per 1,000 population.	3926	4292	4047
Total number of overnight respite nights provided for adults (18-64) per 1,000 population.	77	66	66
Total number of overnight respite nights provided for older people (+65) per 1,000 population.	304	310	315

Performance data for both services to adults and older people demonstrate the Council's continued commitment to shifting the balance of care.

In respect of daytime respite services, the significant increase in daytime respite hours (15%) provided for adults reflects a continued commitment to supporting family carers.

The slight reduction in daytime respite hours for 65+ reflects the increased use of telecare equipment and the refocusing of direct home care provision towards the most vulnerable service users in line with the Council's revised eligibility criteria.

In respect of overnight respite, services for adults have been maintained with no reduction in provision, whilst there has been a slight increase for older people.

We will continue to develop personalised support arrangements to meet the assessed needs of people who use services and carers, and where appropriate utilise overnight respite as a resource.

Indicator 36: Social Enquiry Reports (LSPI)

Detail	07/08	08/09	09/10
a) The number of reports submitted to the courts during the year	1099	1136	1092
b) The proportion of reports submitted to the courts by the due date	99%	99.4%	99.2%

There was a slight drop in the number of reports submitted in 2009/10, and a similarly marginal decrease in the proportion that were submitted on time.

The Scottish Government are currently piloting a new template across 4 pilot sites, including Ayr Sheriff Court. If successful, the new template will be rolled out nationally, and it is expected to lead to more concise social enquiry reports.

Indicator 46: Additional support (LSPI)

Additional support:	07/08	08/09	09/10
Percentage of pupils with Individual Education Plans meeting targets.	79.8%	84.3%	85%

This indicator measures the extent to which pupils with additional support needs (ASN) meet the targets set within an Individual Education Plan (IEP) agreed between the school, the parent/carer and the child. The number of IEPs in a school is a weighted factor in the allocation of classroom assistants to schools to provide additional support for learning. The targets set should be meaningful and attainable in the context of the child's ability.

Within East Ayrshire procedures relating to IEPs are set out in Standard Circular 76: *A Staged Intervention Approach to the Management of Children with Additional Support Needs*.

ASN is now the remit of a recently appointed dedicated Principal Officer in collaboration with the Educational Psychological Service and the staff of the East Ayrshire Support Team (EAST).

Indicator 47: Destination of school leavers (%) (LSPI)

Respite care:	07/08	08/09	09/10
Full-time higher education.	31%	31%	34%
Full-time further education.	25%	33%	32%
Training.	8%	8%	8%
Employment.	19%	13%	14%
Other known destination.	15%	14%	12%
Destination unknown.	1%	2%	0%

The 2009/10 data represents the highest ever number of young people leaving school and entering a positive destination. This has been achieved against some of the highest rates of unemployment in East Ayrshire in recent years.

The East Ayrshire 'More Choice More Chances Strategy' (MCMC) is a partnership programme which has targetted improvements in a number of critical areas. These developments have, in no small part, led to the improving picture in this area.

Indicator 48: Looked after children (LSPI)

Additional support:	07/08	08/09	09/10
Percentage of young people ceasing to be looked after who achieved at least one SCQF level 3 in any subject.	17.6%	17.6%	30.9%
Percentage of young people ceasing to be looked after who achieved at least one SCQF level 3 in English and Maths.	50.0%	38.2%	57.1%

This indicator focuses only on those children who were aged 16 or 17 and who ceased to be looked after in the reporting year and does not report the actual number of looked after children who gained SCQF qualifications at any level. It takes no account of those young people who performed well in SQA examinations and then stayed on at school to pursue further qualifications.

The results emphasise the challenge that education authorities face in effectively engaging with this group of children. Several young people who were looked after did not attend mainstream schools during S4 and this has had a significant effect on their attainment. Those young people who attended alternative vocational provision on the Choices

programme run by Rathbone (a support organisation for young people) do not have SCQF Level 3 in English or Maths included in their vocational learning programme.

The Programme instead focuses on core skills in Literacy, Numeracy, Problem Solving and Working with others and delivers an SCQF Level 4 qualification in Personal Development and Employability. This will be addressed in the next academic session; Rathbone staff will work in partnership with East Ayrshire staff to deliver SCQF Level 3 in English and Maths. Schools are now planning to present young people who are looked after for SCQF Level 3 in English and Maths during S3.

Indicator 49: Exclusion rates (LSPI)

Number of exclusions incidents per 1,000 pupils:	07/08	08/09	09/10
Primary	-	19.1	12.9
Secondary	-	86.2	85.1
Special	-	104.4	83.8

Our schools utilise a range of strategies and programmes that are designed to reduce exclusions, including Nurture Classes, 'Cool in School', Framework for Intervention, Restorative Practices and Youth Strategy. The Council's Educational Psychologists and Quality Improvement Officers assist in the delivery of the various programmes.

The recorded number of incidents is highest in our secondary schools, and these have been the focus of considerable efforts. For example, Youth Strategy staff engage with those young people who have more challenging behavioural issues. Their aim is to keep them in the system and support their learning. The holistic and child-centred focus of all Youth Strategy personnel provides a flexible and innovative means to support young people, ideally within a child's school but with the added flexibility of a suitably resourced base.

Indicator 50: Pupil to staff ratios (LSPI)

Pupil to staff ratio in educational establishments:	07/08	08/09	09/10
Primary	16.6	16.4	15.5
Secondary	11.3	11.8	12.2
Special	4.2	4.0	3.8

The secondary pupil to teacher ratio, although diminishing slightly, is still close to the national average in 2009 of 11.9 and ensures that there is capacity in schools to run a full range of courses and programmes. Given the Council focus on 'early intervention', additional resource has been allocated to the primary sector to reduce class sizes and as a result reduce pupil/teacher ratios. As a result, the figure of 15.5 that was recorded by East Ayrshire in 2009/10 is a significant improvement on the previous year, and indeed, is lower than the national average in the primary sector (15.8).

Indicator 51: School transport (LSPI)

Percentage of school roll receiving school transport	07/08	08/09	09/10
---	--------------	--------------	--------------

Primary	-	-	12.8%
Secondary	-	-	51.8%
Special	-	-	100%

This is a new indicator for 2009/10. The number of children being transported will have an impact on cost but also identifies the workload volume of the service and helps to demonstrate trend information and comparisons with other authorities.

Under the Education (Scotland) Act 1980, each Local Authority is responsible for arranging school transport where it is considered necessary to ensure pupils are able to get to school.

The Act sets out the criteria based on the distance travelling from home to school; children under 8 years of age who travel more than 2 miles and children over 8 years that travel 3 miles or more are entitled to transport. In addition, the Council has discretion over a number of additional factors.

The current arrangements for school transport were approved by the Council's then Education Committee in 1995, where it was confirmed that the eligibility criteria for School Transport would be 1 mile for primary schools and 2 miles for secondary schools.

Indicator 52: Supervision (LSPI)

Supervision:	07/08	08/09	09/10
The number of new supervision requirements made in the year.	85	111	90
The percentage of children seen by their supervising officer within 15 days.	90.6%	100%	100%

The Multi-agency pre-referral group has ensured that all referrals to the reporters department in relation to domestic abuse are assessed and that children and families get the help they need when they need it. The establishment of initial response teams in children and families has contributed to a more co-ordinated response to need. This has contributed to the decrease in children subject to supervision requirements.

Social work managers are committed to working with partners from the Scottish Children's Reporter and liaise with them to ensure that national targets are met.

Indicator 53: Child protection registrations & deregistrations (LSPI)

Respite care:	07/08	08/09	09/10
Total number of children on Protection Register.	-	75	42
Number of Child Protection de-registrations per 1,000 population.	-	6.0	4.7
Number of Child Protection Referrals per 1,000 population.	-	7.6	7.8
Number of Child Protection referrals resulted in a case conference per 1,000 population.	-	4.0	4.4
Number of Child Protection registrations following a case conference per 1,000 population.	-	3.2	3.2

The protection of children and young people is a key priority for the Council and its partners. This indicator illustrates the level of activity undertaken in relation to the number of children on the child protection register.

The Child Protection Committee has commissioned a piece of research into fluctuations in the numbers of children on the Child Protection Register in East Ayrshire.

Indicator 54: Children's Reporter Liaison (LSPI)

Detail	07/08	08/09	09/10
Percentage of reports submitted to SCRA by the due date.	20.6%	16.8%	37.4%
Percentage of Child Protection Orders made within 24 hours.	-	100%	100%

There has been significant improvement in the number of reports submitted to the Scottish Children's Reporter within the 20 days timescale. This has been achieved through recruitment of staff to vacant posts, dedicated administrative staff, improved performance information and a Time Intervals Working Group chaired by the Senior Manager, Children and Families.

Whilst the significant increase in performance targeted by the Time Intervals Working Group has been achieved, nevertheless efforts will continue to be made to ensure further improvements are made. By November 2010, 77% of reports had been submitted by the due date.

DEPARTMENT OF NEIGHBOURHOOD SERVICES

Indicator 7: Arts & Museums (LSPI)

Arts & Museums:	07/08	08/09	09/10
Cost per visit across Arts and Museums facilities	£2.42	£2.61	£2.95

The service faced increased expenditure over the last year that included staff costs, utility costs, and the cost of exhibitions.

Visitor numbers for exhibitions at the Dick fell in 2009/10; however, the figures for the previous year were somewhat skewed due to the hugely successful Wallace and Gromit exhibition. The Palace and Grand Hall Complex was also closed for 4 months due to refurbishment.

Overall, costs have risen marginally whilst numbers have fallen due to the reasons highlighted above. Looking ahead, the Council aims to generate increased footfall via marketing campaigns and the emphasis on 'new music' at the Palace and Grand Hall. Where funding is available, enhancements to the programme on offer will be made.

Indicator 10: Winter maintenance (LSPI)

Winter maintenance:	07/08	08/09	09/10
Cost of winter maintenance per km of road network	£906	£1357	£1360
Cost per gritted km of priority roads network	£1784	£2323	£2427

The cost of winter maintenance per km of road network rose by 0.2% in 2009/10. The cost per gritted km of priority roads network rose by 4.5% in 2009/10. The increase in costs was due to a severe and an extended period of winter weather experienced in December and January, and the increased use in resources required to tackle this.

A review of the 2009/10 winter maintenance response was carried out by the Governance and Scrutiny Committee in June 2010. The report contained an action plan with 23 recommendations that are being progressed between June and September 2010 to improve the Councils resilience to severe winter weather. The outcomes of the completed action plan and revised winter service and improvement plan were presented to the Governance and Scrutiny Committee in October 2010.

Indicator 11: Road condition (LSPI)

Road condition	07/08	08/09	09/10
Percentage of actual maintenance expenditure that is planned/proactive	68%	86%	82%
Percentage of actual maintenance expenditure that is reactive	32%	14%	18%

The decrease in the percentage of actual maintenance expenditure which is planned or proactive is mainly due to the reduction in workforce availability as a result of the severe winter. Consequently, resources were targeted to winter maintenance over a prolonged time period.

The increase in reactive maintenance can be attributed to the introduction of the Streetscene system, fault reporting, and to the impact of the 2009/10 winter on the condition and performance of the public road network.

It is proposed to review the response repair categories to align with the Well Maintained Highways Code of Practice; this will improve the prioritisation and reporting of maintenance defects. A greater emphasis on the completion of Category 1 (highest priority) repairs will also contribute to improved performance.

Indicator 12: Recycling (LSPI)

Recycling	07/08	08/09	09/10
Net cost per recycling	-	-	£862,018

This is a new indicator for 2009/10. It measures the cost of delivering recycling services. The net cost is the annual total income derived from recycling activities subtracted from the annual total expenditure of recycling. It shows the financial commitment of the Council towards meeting national recycling obligations and targets.

The Council continues to comply with and exceed European and national landfill diversion and recycling/composting targets. We aim to meet the national recycling target of 50% by 2013, and with this in mind, further improvements will be made to the collection infrastructure. The Council is introducing a kerbside food and mixed plastics collection on a trial basis to approximately 9,000 households. Subject to the outcomes from the trial, the intentions is to rollout collections to all households.

Indicator 37: Pools/other leisure facility attendances (NSPI)

Number of attendances per 1,000 population for	07/08	08/09	09/10
Pools.	2,507	2,433	2,393
Other indoor sports and leisure facilities, excluding pools in a combined complex.	5,254	6,035	7,070

Community Recreation

Community Recreation is responsible for one swimming pool and ten community sports facilities.

The Doon Valley Leisure Centre reopened in September 2008 following major refurbishment. The 2009/10 season was the leisure centre's first full year of operation. This saw attendances at the pool increase by 71.9%.

In the other community recreation facilities, attendances at non pool activities rose by 37.3%. The significant rise in attendances is almost entirely due to the facilities at the Grange and at St Joseph's which have seen their first full year of operation.

Galleon Centre

The Galleon Centre saw a 3.5% decrease in pool attendance in 2009/10 compared to 2008/09. This was due to a decrease in attendances from clubs and groups.

There was also a 2.6% decrease in attendances at the other facilities within the Galleon Centre. This was due to a fall in membership numbers and a decrease in attendances at aerobic classes, 5-a-sides, badminton and kids clubs.

New Cumnock Outdoor Pool

The New Cumnock outdoor pool, which opens during the summer only, saw a decrease in attendances of 18.6%. This was mainly due to the inclement weather of summer 2009.

Visions

Visions saw a decrease of 18.6% in pool attendance in 2009/10 compared to 2008/09. At the same time there was a 23.2% increase in attendance for their non-pool activities (mainly due to the popularity of the fitness suite and aerobics classes).

School Pools

A 2.7% fall in attendances was recorded at Auchinleck Pool. Attendance figures at Loudoun Pool fell by 27.2%; this was attributed to the Irvine Valley Swimming Club reducing the number of lets it took during the year.

Indicator 38: Museums (NSPI)

Visits to and use of museums:	07/08	08/09	09/10
The number of visits to/usages of council funded or part funded museums per 1,000 population.	2,376	2,785	2,184
The number of those visits that were in person per 1,000 population.	1,658	1,729	1,589

The Baird Institute reopened following major refurbishment in July 2009. However it was closed to the public during late December 2009 and January 2010 due to a failure of the heating system.

Dean Castle was closed to the public during the first part of January 2010 due to dangerous conditions caused by the extreme cold weather. However the extended opening hours between April and September and the 'Kilmarnock Edition' festival helped to increase visitor figures.

The Dick Institute saw a drop of 25,305 visits in 2009/10 when compared to the previous year (indeed, 2008/09 figures were somewhat skewed due to the very successful Wallace and Gromit exhibition). The harsh winter weather also had a negative impact. From October 2009 to January 2010 the visitor figures dropped by almost 13,000 in comparison to the same period during 2008/09.

A technical problem within the metadata of the Future Museum website was identified which meant that the site was not listed highly on search engine results. There was a drop of over 54,000 'hits' from the previous year.

Looking ahead, the Council intends to generate more press through creative campaigns. The Palace and Grand Hall will benefit from our 'new music' emphasis, which should generate increased footfall. Our aim in these challenging times will be to maintain our current visitor/user levels throughout the service and seek new sources of funding in order to enhance the programme.

Indicator 39: Libraries (NSPI)

Library usage:	07/08	08/09	09/10*
Number of visits per 1,000 population.	4,444	4,579	4,748
Borrowers as a percentage of the resident population.	17.7%	18.5%	18.1%

* This year represents the first in which virtual visits have been included in the overall figures. Overall, 477 virtual visits per 1,000 population were recorded in 2009/10.

Visitor figures have dropped in general across the service. The severe weather conditions in December and January resulted in a number of libraries having to close due to lack of heating, flooding and dangerous road conditions. This affected visitor figures at Auchinleck, Catrine and Patna Libraries as well as both mobile libraries. Patna Library was particularly badly hit, being closed for 6 weeks during January and February. Visitor numbers at Patna during this time decreased by 95% on the same period last year.

Newmilns Library was closed for refurbishment in December and a vastly reduced service was relocated to the Morton Hall. Although due to open after the Christmas break, the temporary library did not open until February due to lack of heating in the Morton Hall.

The opening of the Burns Monument Centre resulted in the relocation of Imprint and the Christmas Fayre from the Dick Institute. This, along with the relocation of local and family history archives, had a substantial detrimental effect on visitor numbers at the Dick Institute.

Indicator 40: Grounds maintenance (LSPI)

Grounds maintenance:	07/08	08/09	09/10
Cost per hectare of land maintained	£3,877	£3,666	£3,825

The 2009/10 figure is a provisional figure provided by APSE. The differential is due to an increase in capital charges of £360,000.

It should be noted, for comparison, that the average cost in the UK for 2009/10 was £6,610. Our costs are therefore 42% lower than the national average.

A review of operational activities within the Outdoor Amenities section is ongoing. This includes a number of draft proposals which, if accepted, will result in significant savings.

Indicator 42: Learning Centres (LSPI)

Learning Centres:	07/08	08/09	09/10
Number of times Learning Centre terminals are used per 1,000 population.	549.3	516.3	476.0
Percentage of resident population who use Learning Centres.	5.5%	5.6%	5.2%

Library closures caused by severe weather conditions, lack of heating and burst pipes had an impact on the use of learning centres. Catrine, Auchinleck and Patna Library all closed for a period during January and February 2010 and all suffered a downturn in usage of public PCs.

Newmilns Library closed for refurbishment in December 2009 and provided a reduced service only (with no public access to PCs) from Morton Hall from February 2010.

A decrease also took place at the Dick Institute, partly due to the relocation of local/family history services to the Burns Monument Centre.

At other facilities (including New Cumnock, Darvel, Galston and Stewarton libraries), performance improved.

The Council intends to launch an extended range of computer classes which is expected to positively impact on usage figures. The Library Service is in the process of becoming eligible to offer SQA accredited courses to holders of Individual Learning Accounts (ILA). Courses include PC Passport, Internet Safety and European Computer Driving Licence (ECDL). The charge that would be levied for these courses is paid for with the £200 ILA credit. There is therefore no cost to the learner and the Library Service generates additional income and additional customers.

Indicator 43: Playgrounds (LSPI)

Playgrounds:	07/08	08/09	09/10
Number of playgrounds per 1,000 Children.	4.0	4.0	4.0

There has been no change from the previous year. An external inspector was employed to carry out risk assessments and a detailed review of existing play parks within the East Ayrshire area. The resulting report formed part of a full review of provision and a consultation was also carried out.

A full upgrade programme was agreed at Cabinet in June 2010 and is currently being implemented.

Indicator 44: Planning Applications (NSPI)

Planning applications:	07/08	08/09	09/10
The percentage of planning applications dealt with within 2 months	61.2%	39.7%	51.5%

Despite the decline over the three year period, performance has improved significantly between 2008/09 and 2009/10. This reflects a review of business processes and structure and a renewed focus on speed of determination. Although Development Management is delivered from two offices, a key improvement has been the reorganisation of work teams, based on the nature of the application, rather than its geographic location. The Council now operates a Delegated/ Performance team and a Committee/Regeneration team.

Benchmarking work is currently ongoing to compare our performance with that of other planning authorities. This will include an in depth review of a high performing neighbouring authority.

Indicator 55: Repairs to council dwellings (NSPI)

Repairs to council dwellings:	07/08	08/09	09/10
The overall percentage of repairs completed within target	-	81.5%	86.7%

The repairs service has been undergoing incremental change, whilst positioning itself to accommodate more fundamental changes arising from the Best Value Service Review of Property Maintenance.

Increasing numbers of response repairs now come within the scope of 'Repair by Appointment'. Systems to support this have been developed to closely manage and maximise available resources.

The volume of repairs increased as a result of the exceptional weather conditions in December 2009 and January 2010. During this time, an unprecedented number of repairs to frozen and burst pipes and central heating breakdown were carried out.

Indicator 56: Housing Quality (NSPI)

Housing Quality:	07/08	08/09	09/10
Proportion of the council's housing stock which meets the Scottish Housing Quality Standard	-	55.1%	58.4%

All councils in Scotland are required to bring their council house stock up to the Scottish Housing Quality Standard by 2015. The Council has been working systematically towards improving all council house stock through the Housing Improvement programme. It has also embarked on a comprehensive stock condition survey, the aim of which is to have comprehensive information on all council houses by 2013.

The Best Value Service Review of Property Maintenance, which was approved by Cabinet in July 2008, set out the future arrangements for the Housing Improvement Programme, relocating this service into a new Housing Asset Service. This service reconfiguration will allow a greater flexibility of resource allocation, ensuring that our priorities (including the successful delivery of national targets) are delivered.

Indicator 57: Voids (NSPI)

Voids	07/08	08/09	09/10
Total annual rent loss (from council dwellings) due to voids, expressed as a percentage of the total amount of rent due in the year.	1.6%	1.6%	1.8%

Performance in this area is linked with performance in re-letting. This was adversely affected by the bad weather in December and January when resources were diverted towards the recovery process arising from frozen/burst pipes and the provision of decant accommodation. This indicator has remained relatively static for some time, having improved significantly some years ago when an imbalance between supply and demand was addressed through a programme of demolition.

A new calculation methodology was introduced for this indicator in 2009/10. This automated the calculation of exception, superseding the previous manual count and increasing the accuracy of the result.

A review of procedures for carrying out void repairs was introduced in April 2010 and as a result, the time taken to carry these repairs out has decreased.

Negotiations with power suppliers have delivered further improvements and other initiatives are ongoing with utility suppliers.

During 2010/11 more properties in the long-term void category will be returned to the letting pool following the completion of remedial works to bring them up to lettable standard.

A flexible approach to minimising terminations due to breaches in tenancy, including management of rent arrears, will contribute not only to the prevention of homelessness but to a reduction in void rent loss.

Indicator 58: Re-lets (NSPI)

Re-lets:	07/08	08/09	09/10
Average re-let time for non low demand stock	38 days	46 days	41 days
Average re-let time for low demand stock	82 days	58 days	61 days
Average period that low demand properties were void	607 days	512 days	464 days

Overall performance was affected by the extraordinary weather conditions in December and January. During this period, resources were diverted to dealing with reinstatement works and no properties were let for a two week period.

The Council, in conjunction with Tenants' Groups, has agreed a demanding set of lettable standards. This can lead to a fairly onerous work package when the house is empty, with longer periods associated with void repairs than some other authorities. However, there is room for improvement in this area and a review of processes has delivered some promising early results.

During 2009/10, the number of area offices with a management presence was reduced from 6 to 4, whilst the number of staff dedicated to allocating houses was reduced from 7 to 5. It is expected that this realignment of resources will result in a more efficient service.

Indicator 59: Tenant Arrears (NSPI)

Tenant Arrears	07/08	08/09	09/10
Current tenant arrears as a percentage of the net amount of rent due in the year	2.9%	3.1%	2.5%
The percentage of current tenants owing more than 13 weeks rent at year end, excluding those owing less than £250	0.5%	1.3%	1.1%
The proportion of tenants giving up their tenancy during the year that were in arrears	57.5%	57.3%	60.2%
The average debt owed by tenants leaving in arrears, as a proportion of the average weekly rent	7.2 wks	7.6 wks	7.2 weeks
The proportion of arrears owed by former tenants that was either written	8.3%	33.6%	39.7%

off or collected during the year			
----------------------------------	--	--	--

The Council has, over several years, delivered impressive performance and continuous improvement in management of rent arrears. The focus has been on early intervention, robust management information and face to face contact with service users.

Performance across these indicators has shown improvement with the exception of the relatively high number of tenants leaving with arrears, which is presented in stark contrast to the comparatively strong performance in average weeks rent owed by tenants leaving in arrears. There is no obvious reason for this anomaly. Post termination protocols will be reviewed to seek to address this.

The Service has also successfully managed to minimise evictions during 2009/10.

Whilst performance appears to have improved in relation to the final part of the indicator, write-offs account for the vast majority of the arrears that were either written off or collected.

Indicator 60: Homelessness (NSPI)

Permanent Accommodation	08/09	09/10
No. of households assessed during the year	534	523
% of decision notifications issued within 28 days of initial presentation	54.1%	62.0%
% who are housed	73.5%	64.0%
The percentage of cases reassessed within 12 months of completion of duty	7.9%	10.9%

Temporary Accommodation	08/09	09/10
No. of households assessed during the year	239	182
% of decision notifications issued within 28 days of initial presentation	48.5%	63.7%
The percentage of cases reassessed within 12 months of completion of duty	13.5%	17.2%

Tenancy maintenance	08/09	09/10
The proportion of those provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months	67.1%	71.7%

There was a decline in the overall number of homeless households during 2009/10. More applicants in this area have been accorded priority need status, in accordance with national policy guidelines. Locally, the policy of offering all homeless applicants a housing option has also led to a reduction.

In terms of decision notifications within 28 days, closer monitoring of caseload management, along with a reduced number of presentations has resulted in performance improvements in both categories.

Repeat homelessness remains high. A detailed internal study has shown that a significantly high proportion of repeat homeless are individuals suffering from drug and alcohol addictions, and prisoners with relatively short custodial sentences, who lose or give up their accommodation, mainly because of unpaid arrears.

Proposals to amend the Allocations Policy, including the introduction of a responsible surrender policy, are being considered to tackle the problem of repeat presentations associated with prisoners.

It is anticipated that the improvement in tenancy sustainment can be improved further by re-aligning support arrangements within the Neighbourhood Teams.

Indicator 61: Repairs Appointments Kept (LSPI)

Repairs Appointments Kept:	07/08	08/09	09/10
The % of repairs appointment kept.	-	-	96.8%

This is a new indicator for 2009/10. This indicator reports information on the response repairs by appointment service for repairs to council houses. It includes all repair works that are appointed through the 'Optitime' system. These repairs are assigned as morning or afternoon appointments for a particular day in agreement with tenants. The repair is considered to have been in target if the tradesman started work on the repair at the day and time of the appointment.

Further work is being undertaken to better understand the reasons behind the small minority of cases where appointments were not met despite appointment times being agreed with tenants.

Indicator 62: Repairs End to End Times (LSPI)

Repairs End to End Times:	07/08	08/09	09/10
Average end to end time taken to complete a repair, from the time that the repair is logged to completion of the job to the tenants' satisfaction.	-	-	3.4 days

This is a new indicator for 2009/10. It measures the average taken from the repair being reported to the work being carried out.

An end to end time measure has been added to the suite of indicators collected by the Scottish Housing Best Value Network in 2009/10.

Indicator 63: Gas Safety (LSPI)

Gas Safety:	07/08	08/09	09/10
The % of gas safety checks carried out within 12 months.	-	-	99.7%

This is a new indicator for 2009/10. It shows the effectiveness of systems in place to conduct gas safety checks within council house stock, fulfilling the Council's statutory obligations under the Gas Safety (Installation & Use) Regulations 1998. There have been marked improvements in performance in the last two years. This is borne out by the April 2008 inspection undertaken by the Scottish Housing Regulator, which showed that only 76.4% of safety checks were carried out within the target time.

Indicator 64: Council House Sales (LSPI)

Council House Sales:	07/08	08/09	09/10
Percentage of Council House Sales concluded within 26 weeks.	89.2%	92.7%	92.8%
Average timescale for conclusion of Council House Sales.	21 weeks	19 weeks	21 weeks

The last three years has seen a significant reduction in sales, mainly as a result of the economic downturn. Processing times have increased, as applicants experience greater difficulties in accessing mortgage finance. With fewer applications being received, valuations have been delayed, as the District Valuer visits areas less often.

Indicator 70: Roads Maintenance (NSPI)

Carriageway Condition	07/08	08/09	09/10
The percentage of the road network that should be considered for maintenance	43.5%	40.5%	40.1%

The SCANNER Road Condition Indicator (RCI) has been developed to characterise the overall condition of the carriageway.

Different parts of the B, C Class and Unclassified (U) routes of the Network are surveyed each year. Utilising the Road Condition Indicator (RCI) results shows that the rural parts of the Network have more than double the lengths for maintenance treatment considerations than urban. Within the rural lengths, the C and U class of routes currently show the carriageway to be in poorer condition than the A and B routes, an expected outcome.

Although the RCI for 2009/10 shows a marginal reduction, it is not possible to produce valid trend information for unclassified roads, and by extension for the road network as a whole, given the influence of the unclassified results on the network RCI. However, as survey data is now being collected on a consistent basis across all road categories, it is hoped to re-establish the trend information on unclassified roads and on the total road network in the future.

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.

In particular over the next ten years, £21m of the investment programme has been allocated for carriageway structural maintenance with a three year rolling programme being brought forward to address the worst areas. Based on current working practices, this investment has been shown to be insufficient to maintain the road network in its present condition over the next ten years resulting in a gradual deterioration of the network.

Indicator 71: Street Lighting Failure (LSPI)

Street Lighting Failure	07/08	08/09	09/10
The percentage of repairs completed within 7 days	95.6%	96.9%	98.1%

Once again, there were no real difficulties with vandalism or weather conditions this year. In comparison to 2008/09, there was a further reduction of 10% (16.9% in the previous year) in the number of faults. The reduction in the number of failures may also be due to the use over the last three years of better quality lamps and the gradual reduction of overhead distribution systems.

Indicator 72: Bridges (LSPI)

Bridge – Road Network Restrictions	07/08	08/09	09/10
The percentage of council bridges failing European Standard	11.0%	11.8%	11.7%
The percentage of council bridges with a weight or width restriction	1.0%	2.0%	1.9%
The percentage of private bridges failing European Standard	8.3%	9.1%	9.1%
The percentage of private bridges with a weight or width restriction	4.2%	3.0%	3.0%

Council bridges performance shows a slight increase in failures but a very slight decrease when expressed as a percentage of the total number of assessed bridges. This is mainly due to the fact that the results of a significant number of structures were determined in 2009/10, skewing the results. Given the large number of bridges still to be assessed, the year-on-year comparison may be further skewed as these assessments take place.

Private bridges performance in relation to “failing the European standard” shows no change from the previous year. This is due to the fact that Network Rail was unable to action the outstanding rail bridge assessments despite the Council allocating funding in 2009-10.

A report was submitted to Cabinet in June 2008 advising of the current status of the bridge assessment programme and the significant investment that is required to strengthen the Council’s bridge stock.

A 10 year Bridge and Culvert Strengthening Programme was approved by Cabinet in April 2009. The programme provides for a £9 million investment in the Council’s bridge stock over 10 years.

While a funding gap exists between the allocated £9 million over 10 years and the £16 million identified backlog of bridge and culvert work, all of the structures are being managed to minimise risk of failure. Funding for structures which deteriorate further during the life of the 10 year programme will be identified.

Funds from the Bridges Capital budget are currently being used to progress the completion of the Council’s outstanding bridge assessments. Assessment packages are being carried out by consultants along with some in-house assessments. These packages will be completed in 2010. One further package will be issued in 2010 to conclude the

Council assessment programme. The results of these assessments will feed into future performance results.

Four Council bridges that failed their load assessment were strengthened in 2009/10. In 2010/11 there are further planned bridge strengthening/replacements.

Indicator 73: Street Lighting/Traffic Lights (NLPI)

Street Lighting Columns/Traffic Lights	07/08	08/09	09/10
The proportion of street lighting columns that are over 30 years old	-	-	46.3%
Percentage of traffic light repairs completed within 48 hours	98.6%	98.3%	99.1%

The street lighting part of this indicator is a changed indicator for 2009/10, and is not comparable with the previous year. The previous method involved updating the results of a survey carried out in 2004/05, which totalled the number of columns estimated to be over 30 years old in each street.

In 2008, Glasgow City Council, on behalf of the Society of Chief Officers of Transportation in Scotland (SCOTS) appointed a consultant to develop road asset management practice within Scottish Road Authorities. The project covers a 4 year period. 2009/10 saw the introduction of the Road Asset Management Plan's Street Lighting Valuation process.

The revised method now estimates the age of each individual column in the Council's street lighting inventory, bringing it into line with the method used to calculate the Road Asset Management Plan's Street Lighting Valuation. While the work is not yet complete, this represents a much more reliable basis to provide information for performance and asset valuations in the future.

Of the 328 traffic light faults reported, only three were repaired outwith the 48 hour time period. Two of the three were passed to the reporting officer more than 48 hours after the fault was reported. The remaining fault was corrected after the signals contractor initially attended the wrong site.

Indicator 74: Road condition - repairs (NLPI)

Reactive maintenance repairs:	07/08	08/09	09/10
Number of reactive maintenance repairs	5,072	5,534	4,650
Percentage of reactive maintenance repairs responded to within target	65%	52%	51%

This indicator gives an indication of the overall condition of the road network, through the number of reactive maintenance requests received.

The decline in the number of reactive maintenance repairs responded to within target between 2007/08 and 2009/10 was due to two severe winters in 2008/09 and 2009/10. In response, the roads service reprioritised its workforce to winter maintenance duties to keep the road network operational. This resulted in a reduction in resources for reactive maintenance. Reactive maintenance repairs were subsequently targeted after the winter maintenance issues had been addressed.

It is proposed to review the response repair categories to align with the Well Maintained Highways Code of Practice; this will improve the prioritisation and reporting of maintenance defects. A greater emphasis on the completion of Category 1 (highest priority) repairs will also contribute to improved performance.

Indicator 75: Refuse Collection and Disposal Costs (NSPI)

Refuse Collection:	07/08	08/09	09/10
Net cost of collection per premise	£59.51	£56.02	£60.87
Net cost of disposal per premise	£78.91	£84.44	£89.09

Increased landfill charges due to the landfill tax accelerator and contract increases along with increased debt charges resulting from the purchase of refuse collection vehicles, with additional Central Support Recharges and overtime costs due to severe winter weather have all had a negative impact. In addition, costs were incurred in relation to the Zero Waste Fund. The Council also operates a material recovery facility at significant cost.

In terms of refuse collection, the Council is conducting a review of existing collection rounds to identify opportunities to increase service delivery and efficiency. This review will also inform the development of collection rounds for the new food and mixed plastics collections which commenced in late 2010. The Council is also evaluating the impact of introducing storage bays for collected materials in the Cumnock area. This would reduce the requirement for collection vehicles to travel on a daily basis to Western Road in Kilmarnock to deposit materials, enabling further efficiency gains in both time incurred and associated costs.

In terms of refuse disposal, the introduction of a kerbside food waste and mixed plastics collection will reduce the amount of waste presented for disposal to landfill. Initially this collection system will be offered on a trial basis to around 9,000 households in the north of the area. The outcomes from the trial will be evaluated and will detail actual savings in refuse disposal costs from the trial households. In turn, this will inform estimated savings if rolled out across East Ayrshire.

Indicator 76: Waste recycling (NSPI)

Waste Recycling:	07/08	08/09	09/10
Percentage of municipal waste that was recycled and composted	-	42.1%	43.0%

The Council continues to comply with and exceed European and national landfill diversion and recycling/composting targets. We aim to meet the national recycling target of 50% by 2013, and with this in mind, further improvements will be made to the collection infrastructure. The Council is introducing a kerbside food and mixed plastics collection on a trial basis to approximately 9,000 households. Subject to the outcomes from the trial, the intentions is to rollout collections to all households.

Indicator 77: Cleanliness (NSPI)

Cleanliness:	07/08	08/09	09/10
The cleanliness index achieved following inspection of a sample of streets and other relevant land	71	74	73

The decrease in this year's score is largely as a result of the validation audit carried out by Keep Scotland Beautiful in the early part of 2010. East Ayrshire, in common with many other authorities, directed many of their street cleaning operatives to gritting and snow removal during the months of February and March when the survey was carried out. This resulted in a drop of 1 point from the previous year's Cleanliness Index score.

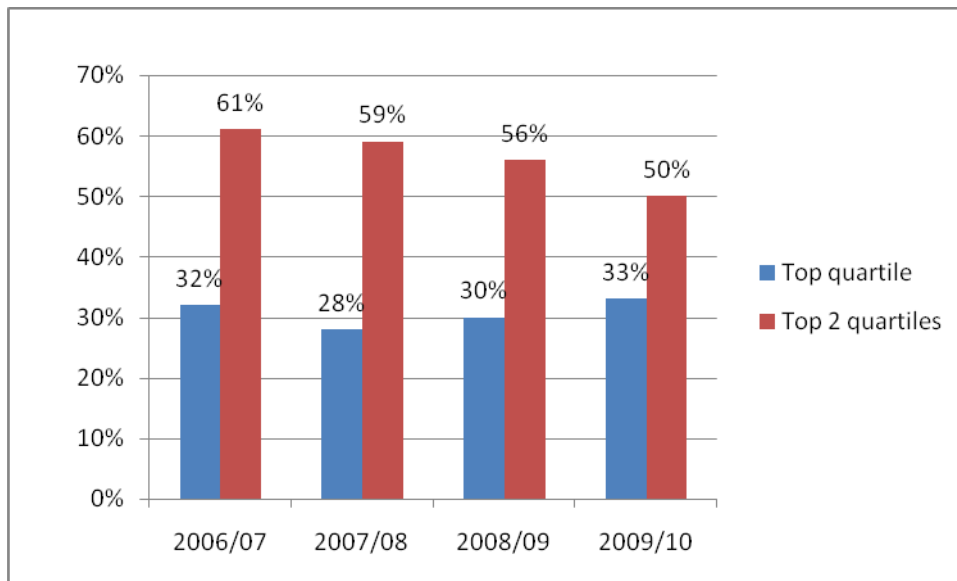
**2009/10 NATIONAL STATUTORY PERFORMANCE INDICATORS – COUNCIL
COMPENDIUM**

Quartiles Table of SPI Data 09/10 – 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	4	2	2	0	0	4
		100%		0%		
Corporate Management	11	3	2	4	2	11
		45%		55%		
Cultural & Community Services	5	3	0	0	2	5
		60%		40%		
Development Services	3	0	0	0	3	3
		0%		100%		
Housing	22	7	4	5	6	22
		50%		50%		
Protective Services	4	2	0	1	1	4
		50%		50%		
Roads & Lighting	1	0	0	1	0	1
		0%		100%		
Waste Management	4	1	1	2	0	4
		50%		50%		
Totals	54	18	9	13	14	54
		50%		50%		

2009/10 NATIONAL 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



2009/10 NATIONAL STATUTORY PERFORMANCE INDICATORS – COUNCIL COMPENDIUM

East Ayrshire Council: 7 measures have improved by more than 15% since 2007/08 and these were:-

Measure		09/10 1 to 32 Rank	07/08	08/09	09/10	% change
1	<p>Percentage of public service buildings that are suitable and accessible to disabled people</p> <p><i>The increase during 2009/10 reflects new build properties that have been completed, additional properties that have been identified as publicly accessible and lower graded properties that have either been closed or demolished.</i></p>	18	47.1	64.2	66.0	+40.1%
2	<p>Cost of collecting council tax per dwelling</p> <p><i>There was a marginal increase in 2009/10 on the previous year. The apparent decrease which took place between 2007/08 and 2008/09 was mainly as a result of a revision to the methodology for allocating payments received between statutory costs and underlying debts.</i></p> <p><i>Pro-active debt recovery work will continue to ensure that Council Tax receipts are maximised. In doing so, this should have a positive impact on the overall cost of the service.</i></p>	10	£17.08	£11.24	£11.45	-33.0%
3	<p>Proportion of operational buildings that are suitable for their current use</p> <p><i>Following the dramatic increase witnessed in 2008/09, there was a marginal decrease in the proportion of operational accommodation classed as satisfactory. This is partly due to the introduction of more detailed data collection procedures.</i></p> <p><i>Performance is expected to improve next year as some category C & D properties have been identified for replacement or improvement works.</i></p>	1	72.7	96.3	96.6	+32.9%
4	<p>Number of attendances per 1,000 population for indoor sports and leisure facilities excluding pools in a combined complex</p>	6	5,254	6,035	7,070	+34.6%

	<p><i>In our community recreation facilities, attendances at non pool activities rose by 37.3%. The significant rise in attendances is almost entirely due to the facilities at the Grange and at St Joseph's which have seen their first full year of operation.</i></p> <p><i>There was also a 2.6% decrease in attendances at the other facilities within the Galleon Centre. This was due to a fall in membership numbers and a decrease in attendances at aerobic classes, 5-a-sides, badminton and kids clubs.</i></p> <p><i>At Visions, there was a 23.2% increase in attendance for their non-pool activities (mainly due to the popularity of the fitness suite and aerobics classes).</i></p>					
5	Average time to re-let low demand houses	11	82	58	61	-25.6%
6	<p>Average time that low demand houses remaining un-let at year end remained un-let</p> <p><i>Overall performance was affected by the extraordinary weather conditions in December and January. During this period, resources were diverted to dealing with reinstatement works and no properties were let for a two week period.</i></p> <p><i>The Council, in conjunction with Tenants' Groups, has agreed a demanding set of lettable standards. This can lead to a fairly onerous work package when the house is empty, with longer periods associated with void repairs than some other authorities. However, there is room for improvement in this area and a review of processes has delivered some promising early results.</i></p> <p><i>During 2009/10, the number of area offices with a management presence was reduced from 6 to 4, whilst the number of staff dedicated to allocating houses was reduced from 7 to 5. It is expected that this realignment of resources will result in a more efficient service.</i></p>	22	607	512	464	-23.6%
7	<p>Percentage of former tenant arrears written off or collected during the year</p> <p><i>Whilst performance appears to have improved in relation to the final part of the indicator,</i></p>	10	8.3	33.6	39.7	+378.3%

	<i>write-offs account for the vast majority of the arrears that were either written off or collected.</i>					
--	---	--	--	--	--	--

2009/10 NATIONAL STATUTORY PERFORMANCE INDICATORS – COUNCIL COMPENDIUM

East Ayrshire Council: 6 measures worsened by more than 15% between 2007/08 - 2009/10. These are detailed below.

Measure		09/10 1 to 32 Rank	07/08	08/09	09/10	% change
1	<p>The number of homecare hours per 1,000 population aged 65+</p> <p><i>This Performance reflects two key drivers:</i></p> <ul style="list-style-type: none"> <i>The Council's maintains its ongoing focus on shifting the balance of care to support older people to remain at home.</i> <i>As part of the sustainability action plan, a comprehensive review of all service users in receipt of a care at home service was undertaken using an enablement framework. This has resulted in a reduction in the number of homecare hours provided in line with assessed client needs.</i> 	9	709.4	689.9	558.5	-21.3%
2	<p>Percentage of householder applications dealt with within 2 months</p>	31	82.2	51.2	66.9	-18.6%
3	<p>Percentage of all planning applications dealt with within 2 months</p> <p><i>Despite the decline over the three year period, performance has improved significantly between 2008/09 and 2009/10. This reflects a review of business processes and structure and a renewed focus on speed of determination. Although Development Management is delivered from two offices, a key improvement has been the reorganisation of work teams, based on the nature of the application, rather than its geographic location. The Council now operates a Delegated/ Performance team and a Committee/Regeneration team.</i></p> <p><i>Benchmarking work is currently ongoing to compare our performance with that of other planning authorities. This will include an in depth review of a high performing</i></p>	29	61.2	39.7	51.5	-15.8%

	<i>neighbouring authority.</i>					
4	<p>Percentage of current tenants owing more than 13 weeks rent excluding those owing less than £250</p> <p><i>The apparent decline in performance here can be explained by a change in the calculation methodology which took place following a review by External Audit in 2007/08. Despite this, East Ayrshire remains the best performing authority in Scotland.</i></p>	1	0.5	1.3	1.1	+120%
5	<p>Average time (hours) between time of complaint and attendance on site, for those requiring attendance on site</p>	3	0.5	0.5	0.6	+20%
6	<p>Average time (hours) between time of complaint and attendance on site, for those dealt with under part V of the Antisocial Behaviour (Scotland) Act 2004</p> <p><i>The number of complaints handled by the Service increased from 907 in 2008/09 to 1,075 in 2009/10, an increase of 18%. The increase can be attributed to increased public awareness of the service, which itself is a result of promotional campaigns at local and national level.</i></p> <p><i>For both of the above categories, the increase equates to less than an additional 10 minutes in the average time taken between the time of the complaint and attendance on site; however, the overall response time remains well below 1 hour. The increased response time is simply as a result of the increased number of complaints.</i></p>	18	0.5	0.6	0.7	+40%

APPENDIX 6

2009/10 NATIONAL STATUTORY PERFORMANCE INDICATORS – COUNCIL COMPENDIUM

In the 2007/08 'Council Profiles' document, there were 2 specific indicators in which East Ayrshire Council was ranked 25 (out of 32 Councils) or below and, by 2009/10 had not improved by at least 5%. These are detailed below.

	Measure	09/10 1 to 32 Rank	07/08	08/09	09/10	% change
1	<p>Number of attendances per 1,000 population for all pools</p> <p><i>The Doon Valley Leisure Centre reopened in September 2008 following major refurbishment. The 2009/10 season was the leisure centre's first full year of operation. This saw attendances at the pool increase by 71.9%.</i></p> <p><i>The Galleon Centre saw a 3.5% decrease in pool attendance in 2009/10 compared to 2008/09. This was due to a decrease in attendances from clubs and groups.</i></p> <p><i>The New Cumnock outdoor pool, which opens during the summer only, saw a decrease in attendances of 18.6%. This was mainly due to the inclement weather of summer 2009.</i></p> <p><i>Visions saw a decrease of 18.6% in pool attendance in 2009/10 compared to 2008/09.</i></p> <p><i>A 2.7% fall in attendances was recorded at Auchinleck Pool. Attendance figures at Loudoun Pool fell by 27.2%; this was attributed to the Irvine Valley Swimming Club reducing the number of lets it took during the year.</i></p>	31	2,507	2,433	2,393	-4.5%
2	<p>Proportion of those tenants giving up their tenancy during the year that were in rent arrears</p> <p><i>Although this figure has increased, it should be noted that the amount of arrears that tenants leave behind is low, relative to many other councils.</i></p> <p><i>In an attempt to address this situation, post termination protocols have been adjusted to regularise tenancy management arrangements. This includes the introduction of a new tenancy arrears termination letter.</i></p>	26	57.5	57.3	60.2	+4.7%

APPENDIX 7

2009/10 National Statutory Performance Indicators –

Measure		Rank 09/10	07/08 Performance	08/09 Performance	09/10 Performance
ADULT SOCIAL WORK					
1	Total number of homecare hours as a rate per 1,000 population aged 65+	9	709.4	689.9	558.5
2	Percentage of homecare clients receiving personal care	6	92.4	95.3	97.1
3	Percentage of homecare clients receiving a service during evening/overnight	12	40.9	38.7	39.7
4	Percentage of homecare clients receiving a service at weekends	3	77.4	80.7	84.7
CORPORATE MANAGEMENT					
5	Days lost per employee for teachers*	2	-	5.8	5.7
6	Days lost per employee for other Local Government employees*	19	-	12.0	12.0
7	Percentage of employees in the highest 2% of earners that are female	28	27.5	26.9	29.4
8	Percentage of employees in the highest 5% of earners that are female	23	39.4	38.8	39.8
9	Percentage of public service buildings that are suitable and accessible to disabled people	18	47.1	64.2	66.0
10	Gross administration cost per benefits case	12	-	-	£42.60
11	Cost of collecting council tax per dwelling	10	£17.08	£11.24	£11.45
12	Percentage of income due from council tax for the year that was received by the end of the year	22	92.4	94.1	94.1
13	Percentage of invoices sampled that were paid within 30 days	27	86.9	87.4	80.7
14	Proportion of internal floor area of operational	6	83.4	96.8	94.1

Measure		Rank 09/10	07/08 Performance	08/09 Performance	09/10 Performance
	buildings in satisfactory condition				
15	Proportion of operational buildings that are suitable for their current use	1	72.7	96.3	96.6
CULTURAL AND COMMUNITY SERVICES					
16	Number of attendances per 1,000 population for all pools	31	2507	2433	2393
17	Number of attendances per 1,000 population for indoor sports and leisure facilities excluding pools in a combined complex	6	5254	6035	7070
18	Number of visits to/usages of council funded or part funded museums expressed per 1,000 population	7	2376	2785	2184
19	Number of visits that were in person expressed per 1,000 population	5	1658	1729	1589
20	Number of visits to libraries expressed per 1,000 population	25	4444	4579	4748
DEVELOPMENT SERVICES					
21	Percentage of householder applications dealt with within 2 months	31	82.2	51.2	66.9
22	Percentage of non-householder applications dealt with within 2 months	25	43.2	31.0	40.3
23	Percentage of all planning applications dealt with within 2 months	29	61.2	39.7	51.5
HOUSING					
24	Percentage of repairs completed within target times*	22	-	81.5	86.7
25	Scottish Housing Quality Standard –proportion of housing stock that is of tolerable standard	1	-	100.0%	100.0%
26	Scottish Housing Quality Standard –proportion of	20	-	83.9%	83.9%

	Measure	Rank 09/10	07/08 Performance	08/09 Performance	09/10 Performance
	housing stock that is free from serious disrepair				
27	Scottish Housing Quality Standard –proportion of housing stock that is energy efficient	5	-	86.0%	89.2%
28	Scottish Housing Quality Standard –proportion of housing stock with modern facilities and services	16	-	74.1%	77.7%
29	Scottish Housing Quality Standard –proportion of housing stock that is healthy, safe and secure	3	-	97.9%	98.0%
30	Total dwellings meeting the Scottish Housing Quality Standard	7	-	55.1%	58.4%
31	Percentage of rent due in the year that was lost due to voids	18	1.6	1.6	1.8
32	Average time to re-let not low demand houses	17	38	46	41
33	Average time to re-let low demand houses	11	82	58	61
34	Average time that low demand houses remaining un-let at year end remained un-let	22	607	512	464
35	Current tenants' arrears as a percentage of net rent due	1	2.9	3.1	2.5
36	Percentage of current tenants owing more than 13 weeks rent excluding those owing less than £250	1	0.5	1.3	1.1
37	Proportion of those tenants giving up their tenancy during the year that were in rent arrears	26	57.5	57.3	60.2
38	Average debt owed by tenants leaving in arrears, as a proportion of the average weekly rent	6	7.2	7.6	7.2
39	Percentage of former tenant arrears written off or collected during the year	10	8.3	33.6	39.7
40	Homelessness - Percentage of decision notifications issued within 28 days of initial presentation for permanent accommodation	31	-	54.1	62.0
41	Percentage who are housed into permanent accommodation	10	-	73.5	64.0
42	Percentage of permanent accommodation cases	30	-	7.9	10.9

	Measure	Rank 09/10	07/08 Performance	08/09 Performance	09/10 Performance
	who are reassessed				
43	Homelessness - Percentage of decision notifications issued within 28 days of initial presentation for temporary accommodation	30	-	48.5	63.7
44	Percentage of temporary accommodation cases who are reassessed	32	-	13.5	17.2
45	Percentage of those provided with permanent accommodation who maintained their tenancy for at least 12 months	26	-	67.1	71.7
PROTECTIVE SERVICES					
46	Average time (hours) between time of complaint and attendance on site, for those requiring attendance on site	3	0.5	0.5	0.6
47	Average time (hours) between time of complaint and attendance on site, for those dealt with under the ASB Act 2004	18	0.5	0.6	0.7
48	Percentage of consumer complaints dealt with within 14 days of receipt	29	60.6	62.6	65.0
49	Percentage of business advice requests dealt with within 14 days of receipt	7	98.9	100	99.5
ROADS & LIGHTING					
50	Overall percentage of road network that should be considered for maintenance treatment*	22	43.5	40.5	40.1
WASTE MANAGEMENT					
51	Net cost of refuse collection per premise	12	£59.51	£56.02	£60.87
52	Net cost of refuse disposal per premise	20	£78.91	£84.44	£89.09

Measure		Rank 09/10	07/08 Performance	08/09 Performance	09/10 Performance
53	Percentage of municipal waste recycled and composted	5	41.8	42.1	43.0
54	Overall cleanliness index	17	71	74	73

** Changed or simplified indicators for 2009/10, where comparisons with previous years are not possible*