

## **EAST AYRSHIRE COUNCIL**

### **CORPORATE GOVERNANCE COMMITTEE MEETING –16 FEBRUARY 2006**

#### **2004/05 STATUTORY PERFORMANCE INDICATORS – COUNCIL PROFILES**

##### **Report by Chief Executive**

### **1. PURPOSE OF REPORT**

- 1.1 To provide the Committee with summary information relating to the Council's relative position in respect of the 2004/05 Statutory Performance Indicators as reported by Audit Scotland.

### **2. BACKGROUND**

- 2.1 In previous years, Audit Scotland has published information relating to Statutory Performance Indicators in the form of a series of service-related pamphlets which were issued over the period between December and February of the following year and culminated in the publication of Council and Service profiles at the end of the process in March.
- 2.2 This year, Audit Scotland announced that they no longer intended to publish the service-related pamphlets and that instead, full details of all Statutory Performance Indicators would be made available on Audit Scotland's website from the start of December 2005. This is much earlier than in previous years when full comparative results were not available until March.
- 2.3 Previously, briefing notes in relation to the service-related pamphlets published by Audit Scotland were prepared for Elected Members and placed with the pamphlets in the Members' Information Point. In view of the new reporting arrangements now put in place by Audit Scotland, the Corporate Management Team, in considering a report on this matter at their meeting held on 18 January 2006 agreed that a report on the Council's relative performance should also be submitted to this Committee for consideration.

### **3. COUNCIL AND SERVICE PROFILES**

- 3.1 The Council profiles and the Service profiles, published on Audit Scotland's website give a summary of a council's position over financial years 2002/03, 2003/04 and 2004/05 and they also give an indication of a council's relative position for each indicator when compared with all other Scottish Local Authorities. The Profiles highlight the extent to which councils recorded a significant decline or improvement in their level of performance over the three years between 2002/03 and 2004/05. Not all measures were applicable throughout this period because some SPI's have been deleted, some have been modified and a number of new SPI's have been introduced. Of the 79 measures in the Profiles, 46 facilitate comparison with performance over time.
- 3.2 The Profiles are based on 79 measures, and exclude a small number of SPI's where national standards are largely being met, problems are very rare, reported numbers are very small or where a large number of councils are not providing robust information.

#### **4. CONTEXTUAL SETTING**

- 4.1 All Local Authorities have a statutory requirement to collect and report on their performance against SPI's. However, it should be recognised that Statutory Performance Information forms only a limited part of the Council's wider Performance Management Framework. Members, through the respective Committees on which they serve, receive regular reports throughout the year on the Council's performance. The figures published in relation to SPI's provide a retrospective picture of how the Council performed during 2004/05.
- 4.2 It should also be recognised that some of the indicators are more useful than others and that the percentage improvement parameters determined by Audit Scotland for reporting purposes may for some indicators be very difficult to achieve. As a consequence, any subsequent analysis and comparison across the 32 Scottish Authorities can at times be of limited value. Nonetheless, SPI's are clearly important as they allow for a comparison of the Council's performance within the wider national picture and there is an expectation that all Councils will seek to continually improve their performance against SPI's.

#### **5. EAST AYRSHIRE COUNCIL'S PERFORMANCE**

- 5.1 The Profiles information indicates a ranking out of 32 for each measure considered, as set out at Appendix 1. East Ayrshire Council had 19 measures which were in the first quartile (best in class), 23 measures in the second quartile, 16 measures in the third quartile and 21 measures in the bottom quartile. This represents an overall improvement in comparison to last year's figures with 3 more indicators now attaining best in class levels of performance.
- 5.2 East Ayrshire Council's performance has improved by 5% or more on 16 measures and worsened by 5% or more on 11 measures, which again shows a positive trend in performance. By way of analysis, the report sets out 12 measures that have improved by more than 15% in 2004/05; details of which are provided in Appendix 2. The report also highlights 6 measures that have worsened by more than 15% in 2004/05. Details of these indicators, together with Audit Scotland's comments on potential influencing factors and the appropriate Executive Director's explanatory notes (in italics) on the reasons for such a variance in performance are provided within Appendix 3 of this report.
- 5.3 The Profiles also draw attention to five specific indicators which, in 2002/03 had a ranking of 25 (out of 32 Councils) or below and, by 2004/05 had not improved by at least 5%. Again, details of these indicators, together with Audit Scotland's comments on potential influencing factors and an explanatory note from the responsible Executive Director (in italics) are summarised in Appendix 4 of this report.
- 5.4 It should be noted that East Ayrshire Council has had no indicators classified as failure to report (FTR) and no indicators where there was found to be unreliable data in 2002/03, 2003/04 or 2004/05.
- 5.5 The Profiles also contain a table indicating the extent to which Councils have improved in poorly performing service areas. East Ayrshire had a total of 9 indicators ranked 25 (out of 32 Councils) or lower in 2002/03 and 4 of these

had shown improvement by 2004/05. The table at Appendix 5 shows the extent to which all councils have improved in poorly performing service areas between 2002/03 and 2004/05. Whilst Audit Scotland acknowledge within their report that not all indicators which were poorly ranked will necessarily be a priority for improvement or of equal importance to the Council or our service users, East Ayrshire was nevertheless highlighted as a Council which had improved in fewer than 50% of the service areas where our ranking was 25 or lower in 2002/03.

- 5.6 Under the duty of Best Value, there is a requirement to demonstrate continuous improvement in performance. Audit Scotland's report shows that in terms of the overall ratio of improvement to decline between 2002 – 2005, East Ayrshire was placed 8<sup>th</sup> highest of all Authorities in Scotland. Full details of all councils' ratio of improvement to decline over this period are contained within Appendix 6 of this report.
- 5.7 In certain service areas for certain performance information, the Scottish Executive often group Councils into 'Family Groups'. In preparation for the Audit of Best Value and Community Planning, Professor Arthur Midwinter was engaged by the Council as a 'critical friend' to assist in undertaking the strategic self assessment of the Council's performance. During this process, Professor Midwinter, based on a comparison of certain demographic factors such as population size, geographic area and deprivation indices, suggested that an appropriate family grouping for East Ayrshire would be – Inverclyde, Clackmannanshire and North Ayrshire Councils.
- 5.8 Clearly, comparison of our own performance against the identified councils within our Family Group provides more meaningful information than national comparison with all Councils. As a consequence, Appendix 7 shows how we are ranked against our family grouping in terms of a quartile-breakdown of SPI results and also provides a comparison of our overall ratio of improvement to decline against that of our comparator authorities.
- 5.9 As indicated previously, however, any analysis against SPI data in isolation will be unlikely to provide a complete picture of performance in any one service area. This was demonstrated clearly from the work undertaken as part of the Strategic Self Assessment process, which highlighted that East Ayrshire Council was closing the opportunity gap faster than our Family Group when issues such as health and educational attainment were considered.

## **6. LEGAL, FINANCIAL AND POLICY IMPLICATIONS**

- 6.1 The collection and publication of this information is a statutory requirement. The publication of this data by Audit Scotland enhances the Council's accountability and facilitates comparisons between the standards of performance achieved by this Council and all other Scottish authorities between 2002 and 2005.
- 6.2 There are no financial implications associated with this report.

## **7. RECOMMENDATIONS**

7.1 The Committee is asked to:

- (i) note East Ayrshire Council's relative performance in the 2004/05 Statutory Performance Indicators; and
- (ii) otherwise, to note the contents of this report.

**Fiona Lees**  
**Chief Executive**  
*24 January 2006*

### **BACKGROUND PAPERS**

Statutory Performance Indicators Council Profiles as published on Audit Scotland's web-site, December 2005 – **Copy at Members' Information Point**

Any person wishing to inspect the above background papers or seeking further information on this report should contact John Clayton, Head of Corporate Development and Communication (Tel: 01563 576165) or Martin O'Rourke, Best Value and Performance Manager (Tel: 01563 576223)

**IMPLEMENTATION OFFICER:** Head of Corporate Development and Communication

## 2004/05 STATUTORY PERFORMANCE INDICATORS – COUNCIL PROFILES

Quartiles Table of SPI Data 04/05 – East Ayrshire Council

<b>Service</b>	<b>No of Indicators</b>	<b>First Quartile</b> <b>1-8</b>	<b>Second Quartile</b> <b>9-16</b>	<b>Third Quartile</b> <b>17-24</b>	<b>Fourth Quartile</b> <b>25-32</b>	<b>Total</b>
<b>Adult Social work</b>	15	4	4	4	3	<b>15</b>
<b>Benefits Admin</b>	3	1	1	1	0	<b>3</b>
<b>Education and Children's Services</b>	9	2	4	2	1	<b>9</b>
<b>Corporate Management</b>	11	3	3	1	4	<b>11</b>
<b>Cultural and Community Services</b>	9	3	2	0	4	<b>9</b>
<b>Development Services</b>	6	0	1	3	2	<b>6</b>
<b>Housing</b>	7	4	1	1	1	<b>7</b>
<b>Protective Services</b>	8	1	3	1	3	<b>8</b>
<b>Roads &amp; Lighting</b>	5	0	3	1	1	<b>5</b>
<b>Waste management</b>	6	1	1	2	2	<b>6</b>
<b>Totals</b>	<b>79</b>	<b>19</b>	<b>23</b>	<b>16</b>	<b>21</b>	<b>79</b>

## APPENDIX 2

### 2004/05 STATUTORY PERFORMANCE INDICATORS – COUNCIL PROFILES

**East Ayrshire Council: 12 measures improved by more than 15% in 2004/05 and these were:-**

	Measure	04/05 1 to 32 Rank	02/03	03/04	04/05
1	<b>Adult Social Work –Staff Qualification – the percentage of care staff who are qualified , working in care homes for older people</b>	13	44	46	55.4
2	<b>Adult Social Work –Staff Qualification – the percentage of care staff who are qualified, working in care homes for other adults</b>	11	52	39	71.4
3	<b>Adult Social Work – Probation – the proportion of new probationers seen by a supervising officer within one week</b>	10	66.5	65.7	81.2
4	<b>Benefits Administration – New claims- the average time (days) taken to process new claims</b>	6	59	40	27
5	<b>Education and Children’s Services – staff qualification – the percentage of care staff in residential homes for children who are qualified</b>	3	72	78	88.6
6	<b>Cultural and Community Services – Learning Centre and Learning access points - number of users as a percentage of the resident population</b>	26	2.6	3.6	4.7
7	<b>Cultural and Community Services – Learning Centre and Learning access points - number of time terminals are used per 1000 population</b>	28	254.9	403.9	401.9
8	<b>Housing – percentage of rent loss due to voids</b>	13	3.90	3.10	1.90
9	<b>Housing – tenancy Changes – the percentage of empty houses that were re-let within four weeks</b>	6	49.0	50.4	58.7
10	<b>Housing – Rent Arrears – current tenant arrears as the percentage of the net amount of rent due in the year</b>	8	7.8	4.9	4.6
11	<b>Housing – Rent Arrears – percentage of current tenants owing more than 13 weeks rent</b>	2	4.8	1.3	0.9
12	<b>Protective Services – Consumer Complaints – the percentage of complaints processed within 14 days of receipt</b>	29	52.3	58.1	63.4

## 2004/05 STATUTORY PERFORMANCE INDICATORS – COUNCIL PROFILES

**East Ayrshire Council: 6 measures worsened by more than 15% - 2004/005. These are detailed below along with an explanation of indicators, Audit Scotland's comments on potential influencing factors and variance reports contextual analysis.**

1					
	Measure	04/05 1 to 32 Rank	02/03	03/04	04/05
	<b>Adult Social Work – Probation - the proportion of people subject to a probation order who were reported to the court for breach of probation during the year</b>	25	18.3	16.7	26.1
<p>'Breach reports submitted in the reporting year' includes all breaches, whenever the order was made. Breach reports exclude applications for early termination of probation for positive reasons.</p> <p>Audit Scotland explain that the indicator is intended to assist councils to assess their performance by provoking questions about the level of breached orders compared with other authorities, or changes over time. However, high breach levels do not necessarily indicate poor performance. A high level of breach reports being submitted may indicate that the service is not able to encourage offenders or supervisors to comply with the terms of the probation order. Alternatively, it may indicate the strictness with which the probation service follows breach protocols'.</p> <ul style="list-style-type: none"> <li><i>The variance report explains that there was an increase in breaches of probation in 2004/2005 which corresponded to 9 cases. This should be seen in the context of an overall increase in the number of new people subject to probation orders (an increase in 13.8%).</i></li> </ul>					

2					
	Measure	04/05 1 to 32 Rank	02/03	03/04	04/05
	<b>Adult Social Work – Community Service – the average hours per week taken to complete community service orders</b>	20	3.9	3.3	3.1
<p>'Orders completed during the year' are orders where the originally imposed hours have been successfully completed. The orders in question may have been imposed at any time, not just within the last year. It is the date of completion that qualifies them for inclusion in the indicator.</p> <p>Audit Scotland explain that research has also shown that community service tends to be more effective the shorter the time required to complete the hours ordered by the court. However, it is also important that councils match the programme of community service to the needs and abilities of the client. Unless the service programme is of a suitable quality it is unlikely that the order will be successful in reducing re-offending. There will, therefore, be occasions when it is inappropriate to work through the order too quickly.</p> <ul style="list-style-type: none"> <li><i>The variance report explains that there was a 12% increase (28) in the number of new Community Service Orders issued in the same period and a lack of immediately suitable placements resulted in offenders, on average, requiring longer periods of time to complete their Orders.</i></li> </ul>					

**APPENDIX 3 cont.**

3				
Measure	04/05 1 to 32 Rank	02/03	03/04	04/05
<b>Education and Children's Services - Primary Schools – the percentage of schools in which the ratio of pupils to available places is between 61% and 100%</b>	29	54.3	54.3	41.3

The indicator reflects the extent to which each council's primary schools are properly occupied.

Audit Scotland explains that Councils have some discretion in the way they measure occupancy levels and there may, therefore, be minor differences between them. Some of the factors that may be important are: how non-teaching rooms are treated, how rooms used for only part of the curriculum are treated, whether surplus accommodation is given over to community and other use and is no longer treated as available for school use, whether or not gymnasiums are counted as teaching rooms. Occupancy rates may vary between years due to a range of factors, including changes in the number of children starting primary school each year. A school may be considered viable despite low occupancy levels for a number of reasons, including: the lack of suitable alternative provision locally, the desirability of maintaining a school within a given community, the effect of closure on travelling time for pupils.

- The variance report explains that East Ayrshire Council continues to closely monitor occupancy levels in all primary schools. The council continues to focus on the need for the ongoing rationalisation of surplus spaces through a range of innovative measures, which includes the implementation of the schools PPP project.*

4				
Measure	04/05 1 to 32 Rank	02/03	03/04	04/05
<b>Development Services – Building Warrants – percentage of requests for a building warrant responded to within 15 days</b>	31	39.4	32.3	25.3

A building warrant is issued when a proposed development complies with the building regulations. The building regulations specify the required standard of construction. The indicator shows the average time it takes to process a request for a building warrant, once any concerns that the application raises have been dealt with.

- The variance report explains that during the 2004/05 accounting period, three principal factors continued the difficulty to meet the targets specified within the statutory performance Indicator. Specifically, the implementation of the Building (Scotland) Act 2003 and a new computer system with its associated training of staff. This coupled with the increased numbers of applications along with reduced staff availability due to staff vacancies contributed to the downturn in performance of the Building Standards Service. Consequently, concentrated efforts took place to recruit three experienced Building surveyors to fill the vacancies and stabilise the staffing levels during the current accounting period.*
- In order to meet our statutory obligations for service delivery under the Building (Scotland) Act 2003 a staff training programme was prepared for the preceding 6 months prior to the start of the act on the 1<sup>st</sup> May 2005. The ongoing staff training has also impacted on the staff time availability to meet the statutory PIs. Additionally, in an attempt to reduce the backlog of applications requiring to be processed various measures were undertaken, including overtime*

*and home working to assist with meeting these demands*

- *The stabilisation of the staffing resources along with continuous monitoring and changes to working practices aimed to both enhance the service delivery and increase the performance levels for the 2004/2005 period. However, due to the difficulty in recruiting experienced and qualified staff one appointment could not be made until November 2004 with the other two appointments were made during February and March 2005.*
- *During the period there had also been a continuous upward trend of development resulting in 1712 applications. This has resulted in an additional 270 Building Warrant applications received within the year, which has seen an increase in development costs within the area from £94.8 Million to £113.2 Million. Together, the increased development opportunities have resulted in a 15.77% increase in the number of applications that the Service has had to process and survey.*
- *As a result of these factors which included the anticipated workload from the new Building (Scotland) Act 2003 a review of the service was undertaken. The outcome of the review concluded the need for an additional 6 new posts to be created within the service targeting the administrative and surveying elements of the function. The recruitment strategy commenced in March 2005.*
- *The commencement of new staff during the current year has allowed the Lugar staff temporarily based in Kilmarnock to be re-deployed back to the Lugar office, thus reinstating the two offices. During the amalgamation of the two offices, Building Standards processes have been streamlined to enhance the service delivery and assist with meeting the highest ever recorded volume of applications and development within East Ayrshire.*

5				
Measure	04/05 1 to 32 Rank	02/03	03/04	04/05
<b>Development Services – Completion certificates – average time (days) taken to respond to a request for a completion certificate</b>	18	3	4	5

The time to respond to a request for a certificate of completion or an authorisation of temporary occupation/use is the period from receipt of a formal application together with a duly completed Compliance Certificate for Electrical Installation if appropriate, to the date of an inspection being carried out to determine whether or not a completion certificate can be issued.

- *The details provided at 4 above also apply to this indicator.*

6				
<b>Measure</b>	<b>04/05 1 to 32 Rank</b>	<b>02/03</b>	<b>03/04</b>	<b>04/05</b>
<b>Housing – Council house sales- the percentage of sales completed within 26 weeks</b>	23	69.0	36.0	56.0

This measure gives an indication of the overall performance of a council in processing council house sales against the national target time of 26 weeks. The time taken covers the period from the date the council receives the formal purchase application to the date on which payment of the purchase price is made in exchange for delivery of a valid title.

Audit Scotland explains that the period after the council makes an offer to sell is included in the indicator and, therefore, applicants' responses to offers is a factor that affects the time taken. However, it is the council's own management processes (resting primarily with legal staff), and the level of resources devoted to this activity which are the more significant in determining performance.

- *The variance report explains that revised processes/procedures introduced in 2003/2004 in response to the legislative changes introduced by the Housing (Scotland) Act 2001 linked with the ongoing monitoring/review of the Orchard Housing management system to account for process difficulties and monthly management monitoring meeting to review performance/targets has resulted in an overall improved performance in the financial year 2004/2005. This has been offset by the requirement to further revise processes/procedures in response to the legislative changes introduced by the Abolition of Feudal Tenure (Scotland) Act 2000 and the Title Conditions (Scotland) Act 2003.*
- *The negative impact arising from the implementation of the Abolition of Feudal Tenure (Scotland) Act 2000 and the Title Conditions (Scotland) Act 2003 on 28<sup>th</sup> November 2004 on performance in the latter half of 2004/2005 exacerbated with an increase in the rate of applications again contributed to delay in the first 2 quarters of 2005/2006 where performance outturned at 53.2% within 26 weeks and an average wkly timescale of 27.5 weeks as reported to the Housing Committee on 25.01.06. There has now been a reduction in the application rate which coupled with a comprehensive review of systems should allow for an overall improvement within the remainder of this financial year, and continuing into future years. This is reflected in the figures for quarter 3 which outturned at 59.5% within 26 weeks with an average weekly timescale of 26 weeks.*

## 2004/05 STATUTORY PERFORMANCE INDICATORS – COUNCIL PROFILES

The Profiles draw attention to five specific indicators in which East Ayrshire Council, in 2002/03 had a ranking of 25 (out of 32 Councils) or below and, by 2004/05 had not improved by at least 5%. These are detailed below along with an explanation of indicators, Audit Scotland's comments on potential influencing factors and variance reports contextual analysis.

Indic. no.	Measure	04/05 1 to 32 Rank	02/03	03/04	04/05
36	<b>Council Tax – the percentage of council tax income for the year that was collected in the year</b>	26	88.3	90.1	91.3

This indicator shows the proportion of the council tax (net of council tax benefit) due in the financial year that was collected by 31 March at the end of the year. This is a measure of how effective councils are at collecting the council tax due to them.

Audit Scotland explains that the variation in collection levels of council tax between councils can be explained in part by factors such as social deprivation and population density that are mainly outwith their control. However, other factors such as the accuracy of the records and the speed with which recovery procedures are initiated are directly within councils' control. Much of the tax uncollected by the end of the financial year will be collected in later years because councils continue to pursue debts. However, early collection reduces a council's borrowing and increases the amount ultimately collected.

Audit Scotland also concedes that it is more difficult to improve if performance is already relatively high.

- *The variance report explains that whilst the level of deprivation means that achieving high levels of in-year collection represents a significant challenge, the Council's performance against this indicator has improved every year since 1998.*

Indic. no.	Measure	04/05 1 to 32 Rank	02/03	03/04	04/05
37	<b>Non-domestic rates- percentage of income due from non-domestic rates that was received by the end of the year</b>	31	89.5	94.6	93.4

This indicator shows the proportion of the non-domestic rates due in the financial year that was collected by 31 March at the end of the year. This is a measure of how effective councils are at collecting the non-domestic rates due to them.

Audit Scotland explains that much of the tax uncollected by the end of the financial year will be collected in later years because councils continue to pursue debts.

- *The variance report explains that although it is disappointing that the collection rate was lower than for 2003/04 it remains considerably above the 2002/03 level.*

**APPENDIX 4 cont.**

Indic. no.	Measure	04/05 1 to 32 Rank	02/03	03/04	04/05
39	<b>Sport and Leisure Management – the number of attendances per 1,000 population for all pools</b>	32	2293	2183	2179

Attendance figures indicate the extent to which pools are used. This indicator does not record the number of users; a particular figure may reflect high usage by a small number of individuals or low usage by a large number of individuals. The indicator may also conceal wide variations in usage between different facilities within a council.

Audit Scotland explains that important factors that influence attendance levels include: number and size of facilities available for use, the age, quality and range of these facilities, the extent to which facilities and activities are publicised, the opening hours, variety, programming and cost of activities on offer, the location of pools in relation to other competing leisure facilities. The characteristics of the catchment area for a facility may also have an influence on this indicator.

- *The variance reports explain that in terms of the Galleon Centre, Cumnock Visions and New Cumnock Pool, there has been a small deterioration in the number of attendances per 1000 population despite the opening of the new swimming pool in Cumnock in October 2004. This is due to the fact that the Cumnock outdoor pool was closed for the summer of 2004. With regard to School Pools there has been a 14.2% decrease in the attendance at school pools from the previous year. This is mainly due to Loudoun Academy pool being closed from August 2004 for Refurbishment.*

Indic. no.	Measure	04/05 1 to 32 Rank	02/03	03/04	04/05
48	<b>Building warrants – percentage of requests for a building warrant responded to within 15 days</b>	31	39.4	32.3	25.3

This indicator and the attached variance report is already detailed on page 8 of this report.

Indic. no.	Measure	04/05 1 to 32 Rank	02/03	03/04	04/05
53	<b>Planning Processing Times – the percentage of household applications dealt with within 2 months</b>	24	55.8	55.3	57.7

This indicator provides information on how long it takes each council to deal with planning applications by householders seeking approval to build extensions to their homes, or to make other alterations to their properties that need permission. In dealing with planning applications, councils: take a number of steps to consult on and assess the application, decide whether to approve the application, notify the applicant of the decision. People have

## APPENDIX 4 cont.

to notify their neighbours that they have submitted an application and councils are usually required to carry out only limited consultations before a decision is reached. Many of the applications are straightforward and result in permission being granted. This indicator does not deal with applications by builders and developers.

Audit Scotland explains that the time taken to deal with an application will be affected by: the extent to which councillors delegate responsibility for approving applications to staff (greater delegation will generally allow applications to be processed more quickly), whether there are any objections to the application (e.g. from neighbouring property owners), the proportion of cases where an applicant needs to submit amended plans before the planning officer feels able to recommend approval. Some cases, particularly those in conservation areas or affecting listed buildings, may take longer to deal with because of the need for additional advertising and consultation. The proportion of such applications varies between councils.

- *The variance report explains that the Council delivers a Development (DP) Promotion service from two decentralised offices in accordance with a scheme of delegation that placed 15.8 % of applications during this period before a Committee. This figure is not dissimilar to that for the previous year reflecting the Council's increased delegation of powers to Officers, to address performance concerns. During the period under consideration these measures continued to be offset, however, by a marginal increase in the numbers of applications received; 1067 (2004/05) compared to 1054 (2004/04); and for information 799 (2000/1). More significantly, performance is offset by difficulties in attracting and retaining staff. At the time of submitting the 2004/05 performance information in relation to this indicator, there were four vacant posts in the Development Promotion compliment of eleven and a half Planning Officers. The four post vacancy situation has continued for much of 2005.*
- *The continuing emphasis on Development "Promotion" reflects the Council's desire to enable appropriate development and as a consequence solutions are sought to render applications acceptable rather than early "refusals" issued. It remains the case as previously stated that replacing officers is not readily achieved at present and securing experienced staff is even more difficult.*
- *The Head of Function is actively pursuing with Members a further, more fundamental review of the Scheme of Delegation to ease the burdens derived from servicing three local planning committees and the main Development Services Committee.*

## 2004/05 STATUTORY PERFORMANCE INDICATORS – COUNCIL PROFILES

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

The extent to which problem areas have improved varies among councils. The figures in brackets show the number of indicators that were ranked 25 or lower in 2002/03 and the number of these that had improved in 2004/2005.

Improvement in at least 75%	Improvement in between 50 and 75%	Improvement in fewer than 50%
East Lothian (2 of 2) Fife (6 of 7) North Lanarkshire (7 of 9) Orkney Islands (6 of 7) Shetland Islands (7 of 9) South Ayrshire (7 of 9) Stirling (8 of 10) West Lothian (3 of 4)	Aberdeenshire (6 of 9) Angus (3 of 6) Clackmannanshire (5 of 9) Dumfries & Galloway (5 of 8) East Dunbartonshire (6 of 11) City of Edinburgh (5 of 10) Falkirk (4 of 6) Midlothian (3 of 5) Moray (5 of 7) North Ayrshire (4 of 6) Perth & Kinross (6 of 9) Renfrewshire (5 of 8) West Dunbartonshire (8 of 13)	Aberdeen City (5 of 11) Argyll & Bute (2 of 5) Dundee City (2 of 7) <b>East Ayrshire (4 of 9)</b> East Renfrewshire (1 of 3) Eilean Siar (4 of 11) Glasgow City (2 of 11) Highland (3 of 7) Inverclyde (9 of 20) Scottish Borders (2 of 5) South Lanarkshire (4 of 9)

Audit Scotland

## 2004/05 STATUTORY PERFORMANCE INDICATORS – COUNCIL PROFILES

## Performance Change in Councils

	Performance change between 2002/2003 and 2004/2005		
	Total number that declined by >5%	Total Number that improved by >5%	Overall ratio of improvement to decline
Aberdeen City	15	14	0.93
Aberdeenshire	14	10	0.71
Angus	16	12	0.75
Argyll & Bute	13	10	0.77
Clackmannanshire	12	16	1.33
Dumfries & Galloway	13	12	0.92
Dundee City	15	11	0.73
East Ayrshire	11	16	1.45
East Dunbartonshire	15	17	1.13
East Lothian	15	12	0.80
East Renfrewshire	10	12	1.20
City of Edinburgh	9	13	1.44
Eilean Siar	14	11	0.79
Falkirk	6	21	3.50
Fife	8	17	2.13
Glasgow City	9	10	1.11
Highland	14	12	0.86
Inverclyde	13	16	1.23
Midlothian	7	15	2.14
Moray	14	13	0.93
North Ayrshire	13	15	1.15
North Lanarkshire	6	19	3.17
Orkney Islands	10	12	1.20
Perth & Kinross	14	10	0.71
Renfrewshire	10	16	1.60
Scottish Borders	14	9	0.64
Shetland Islands	14	18	1.29
South Ayrshire	12	22	1.83
South Lanarkshire	12	15	1.25
Stirling	10	20	2.00
West Dunbartonshire	15	17	1.13
West Lothian	13	14	1.08
<b>Scotland</b>	<b>386</b>	<b>457</b>	<b>1.18</b>

Audit Scotland

Note: The higher the ratio = greater level of Improvement

APPENDIX 7

2004/05 STATUTORY PERFORMANCE INDICATORS – COUNCIL PROFILES

'Family Group' Comparisons

	No of indicators reported on (out of possible 79)	Upper Quartile 1-8	Second Quartile 9-16	Third Quartile 17-24	Fourth Quartile 25-32	Explanation of missing results
East Ayrshire	79	19	23	16	21	79
Clackmannanshire	77	28	17	17	15	77 (2 No Service)
Inverclyde	76	14	11	23	28	76 (2 No Service and 1 unreliable data)
North Ayrshire	79	20	23	29	7	79

The overall ratio of improvement to decline

	Overall Ratio of Improvement to Decline
East Ayrshire	1.45
Clackmannanshire	1.33
Inverclyde	1.23
North Ayrshire	1.15
Scotland Average	1.18

Note: The higher the ratio = greater level of Improvement.