

EAST AYRSHIRE COUNCIL - 24 JUNE 2004

STATUTORY PERFORMANCE INDICATORS 2003/04

Report by the Chief Executive

1. PURPOSE OF REPORT

- 1.1** To submit the draft Statutory Performance Indicators for 2003/04 and to seek agreement to forward these for audit to the Council's External Auditor in line with established practice.

2. BACKGROUND

- 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 2002 Direction in November 2002 and this set out the Statutory Performance Indicators for financial year 2003/04 upon which councils are now required to report.

3. 2003/04 STATUTORY PERFORMANCE INFORMATION

- 3.1** The performance data included within the appendix to this report has been submitted by the Departments responsible for reporting on each Statutory Performance Indicator. The Head of Corporate Development and Communication has undertaken a co-ordinating role between Departments and the Council's Internal and External Auditors to ensure a consistency of approach and effective communication. Following completion of the audit of selected indicators by the Internal Auditors, the draft performance information will thereafter be forwarded to the Council's External Auditors.
- 3.2** It should be noted that for 2003/04, the Council is able to report reliably on all indicators.
- 3.3** Once the audit of the draft performance information has been completed by the Council's External Auditors and any revisions to the data contained in the appendix have been made, further reports will be submitted to Service Committees in due course. In line with amendments in relation to the reporting of performance information introduced by the Local Government in Scotland Act, 2003, it is the intention to ensure that the data is placed within the public domain by 30 September 2004.

4. LEGAL IMPLICATIONS

- 4.1** The Local Government Act 1992 lays a duty upon each council to ensure that it has in place such arrangements for collecting, recording and publishing performance data as are required to comply with the Direction and to ensure that, so far as practicable, everything published is accurate and complete.

4.2 The External Auditors have a statutory duty to ensure that they are satisfied that the Council has made such arrangements as required.

5. FINANCIAL IMPLICATIONS

5.1 The cost of production of the 2003/2004 Statutory Performance Indicators can be met from the existing Department of Corporate Support budget. Through the utilisation of the Departmental network of PI Co-ordinators, this can be achieved at no additional cost to the Council.

6. RECOMMENDATIONS

6.1 The Committee is asked to:-

- (i) note the draft performance information submitted by Departments as contained within the appendix to this report;
- (ii) agree to submit the draft performance information to the Council's External Auditor;
- (iii) note that following the audit of the performance information, further reports will be submitted by Directors to their respective Service Committees; and
- (iv) otherwise, to note the contents of this report.

Fiona Lees
Chief Executive

CF 15 June 2004

LIST OF BACKGROUND PAPERS

1. Accounts Commission Standards of Performance Guide 2003/04

Anyone wishing further information should contact David Mitchell, Acting Executive Director of Corporate Support or John Clayton, Head of Corporate Development and Communication on Tel No (01563) 576061 and (01563) 576195 respectively.

Implementation Officer: Carole Foote, Principal Officer

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EDUCATIONAL AND SOCIAL SERVICES									
Department	Service	Indicator No	Indicator	Performance Data					
ADULT SOCIAL WORK	Community Care Assessments	1	Persons assessed or reviewed and services provided:	<u>Persons receiving an assessment or review</u>		<u>Persons Receiving a Service</u>			
				<u>Number</u>	Rate per 1000 relevant population	<u>Number</u>	Rate per 1000 relevant population		
				(a)	elderly people aged 65+	5687 (4394)	291.6 (226.7)	6813 (3098)	349.3 (159.9)
				(b)	elderly people aged 65+ with dementia	517 (402)	26.5 (20.7)	655 (322)	33.6 (16.6)
				(c)	people aged 18-64 with mental health problems/dementia	494 (344)	6.7 (4.7)	558 (119)	7.6 (1.6)
				(d)	people aged 18-64 with physical disability	3308 (1385)	44.9 (18.7)	2018 (996)	27.4 (13.5)
				(e)	people aged 18-64 with learning disability	453 (304)	6.2 (4.1)	532 (397)	7.2 (5.4)
				(f)	people aged 18-64 with HIV/AIDS	0 (0)	0 (0)	0 (0)	0 (0)
				(g)	people aged 18-64 with drug/alcohol abuse problems	728 (834)	9.9 (11.3)	1022 (988)	13.9 (13.4)
				(h)	total	11187 (7663)	120.1 (82.1)	11598 (5920)	124.5 (63.4)
	Expenditure	2	Expenditure on services for adults in community care client groups	<u>Actual Expenditure</u> £		<u>Cost per head of population aged 18+</u>			
			Service group			<u>Expenditure as percentage of Social Work total</u>			
		(a)	Home and Community based services	£19477582 (£16328299)	a) £209.14 (£174.98)	52.4% (51.8%)			
		(b)	Long-term residential and nursing home care	£17724190 (£15179007)	b) £190.31 (£162.66)	47.6% (48.2%)			
			Total expenditure	£37201772 (£31507306)		100% (100%)			

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Department	Service	Indicator No	Indicator	Performance Data		
	Residential Accommodation - Staff Qualifications	3	Percentage of care staff in residential homes who have Appropriate qualifications for : (a) older people (age 65+) (b) other adults (c) Overall totals for elderly and other adults	45.6% (44%) 39% (52%) 43.3% (46%)		
	Residential Accommodation -Privacy (changed)	4	The number of single rooms and the number of rooms with en-suite facilities, expressed as a percentage of all residential care places used by the council for each client group			
			Older people (aged 65+)	Number of places occupied	Single rooms %	Rooms with en-suite facilities %
			Council homes	71	100%	0%
			Voluntary sector	N/A	N/A	N/A
			Private sector	627	68.1%	67.5%
			Other adults			
			Council homes	19	100%	0%
			Voluntary sector	N/A	N/A	N/A
			Private sector	27	100%	11.1%

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Department	Service	Indicator No	Indicator	Performance Number
	Home Care (changed)	5		
		(a)	The number of people age 65+ receiving homecare	1395
		(b)	The number of homecare hours per 1,000 population age 65+	59.64
		(c)	As a proportion of home care clients age 65+, the number receiving:-	
			- personal care	79%
			- a service during evening/overnight	30%
			- a service at weekends	54%

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Department	Service	Indicator No	Indicator	Performance Data	
				Per 1,000 older people	Per 1,000 other adults (16-64)
	Respite Care	6	Provision of respite care:		
		(a)	Residential respite care, the number of respite care bed-nights	286.94	43.53
		(b)	Respite care at home, the number of respite care hours	917.36	128.76
		(c)	Other respite care:		
		(i)	day services – number of hours	2976.42	N/A
		(ii)	overnight services – number of nights	N/A	N/A

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Department	Service	Indicator No	Indicator	Performance Data
	Criminal Justice Social Enquiry Reports	7	(a) the number of reports submitted to the courts during the year (b) a expressed as a rate per 1,000 adult population (c) the proportion of reports allocated to social work staff within 2 working days of receipt by the Social Work department (d) the proportion of reports submitted to the courts by the due date	954 (754) 9.9 (7.8) 66.9% (90.9%) 98.83% (96.8%)
	Probation	8	(a) the number of new probation orders issued during the year (b) a expressed as a rate per 1,000 adult population (c) the proportion of new probationers seen by a supervising officer within one week (d) the proportion of people subject to a probation order who were reported to the court for breach of probation during the year	316 (300) 3.28 (3.1) 65.7% (66.5%) 16.7% (18.3%)
	Community Service	9 (a) (b)	Number of new community service orders issued during the year The average number of hours per week taken to complete orders	227 (215) 3.3 (N/A)

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Department	Service	Indicator No	Indicator	Performance Data
CHILDREN'S SERVICES	Pre-School Experience (changed)	1 (a)	The percentage of children for whom a pre-school place was requested, who are: (i) in their pre-school year (ii) 3 year-olds in the year before their pre-school year who received government grant-aided education.	100% 100%
		(b)	The percentage of those grant-aided children who received fewer than five education sessions per week during the period they were eligible: (i) pre-school year children (ii) 3 year-olds in the year before the pre-school year	1.8% 24.6%

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Department	Service	Indicator No	Indicator	Performance Data	
				Number	%
	Primary Schools - Class Size	2 (a)	The number and percentage of classes which fall within the following categories:-		
			(i) classes with P1 and P3 pupils that have 30 pupils or less	180	100%
			(ii) single-year P4 to P7 classes with 33 or fewer pupils	311	76.4%
			(iii) composite P1 to P7 classes with 25 or fewer pupils	94	23.1%
		(b)	The total number of primary school classes of each type:		
			Single-year	311 (321)	
			Composite	96 (97)	
			P1 to P3 pupils.	180 (186)	
	Primary Schools - Occupancy	3 (a)	Occupancy: Percentage of primary schools where ratio of pupils to places is:		
			(i) 0% - 40%		13% (13.0%)
			(ii) 41 - 60%		32.6% (32.6%)
			(iii) 61 - 80%		32.6% (32.6%)
			(iv) 81 - 100%		21.7% (21.7%)
			(v) 101% or more		0% (0%)
			(b) The total number of primary schools.		46 (46)

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Department	Service	Indicator No	Indicator	Performance Data
	Secondary Schools	4	Occupancy: Percentage of secondary schools where ratio of pupils to places is:	
		(a)		
		(i)	0% - 40%	0% (0%)
		(ii)	41 - 60%	0% (0%)
		(iii)	61 - 80%	88.9% (88.9)
		(iv)	81- 100%	11.1% (0%)
		(v)	101% or more	0 (11.1)
		(b)	The total number of secondary schools.	9 (9)
	Special Educational Needs	5	The average time (in weeks) taken to complete an assessment of special educational needs and the percentage completed in the following time bands:	
			Time Band	% of total assessments completed
			Up to 18 weeks	26.9% (33.3%)
			19 to 26 weeks	30.8% (28.6%)
			27 to 39 weeks	30.8% (19%)
			40 to 52 weeks	3.8% (14.3%)
			More than 1 year	7.7% (4.8%)
			Average time for completion of all assessments	28 weeks(32 weeks)
	Children Being Looked After - Academic attainment	6		% of children discharged from care
		(a)	Number of young people age 16 or 17 ceasing to be looked after.	10 (7)
		(b)	Number attaining at least one Standard Grade	5 (4) 50% (57%)
		(c)	Number attaining Standard Grade English and Maths	4 (2) 40% (29%)

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Department	Service	Indicator No	Indicator					Performance Data
	Teaching Staff – Equal Opportunities (changed)	7	The number and percentage of head and deputy head teachers who are women compared with the percentage of all teachers that are women.					
			Head and Depute Head women teachers		All women teachers			
				Number	%	Number	% of all teachers	
			Secondary Schools	14	33.3	420	57.2	
			Primary Schools	70	84.3	648	93.9	
			Special Schools	5	71.4	52	94.5	

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Department	Service	Indicator No	Indicator	Performance Data		
	Child Protection	8				
		(a)	Number of children referred over the 12 months to 31 March	119 (79)		
		(b)	Percentage of children on the register in the year who had previously been on the register	13.3% (9.5%)		
		(c)	Total number of children on child protection register at 31 March	35 (31)		
		(d)	The number of children on the child protection register at 31 March per 1,000 population aged under 16 years	1.4 (1.3)		
		(e)	Percentage of children on the register at 31 March who had been on the register for			
		(i)	Less than 6 months	66% (38.7%)		
		(ii)	6 months but under 1 year	34% (32.3%)		
		(iii)	one year but under two years	0% (25.8%)		
		(iv)	two years or more	0% (3.2%)		
	Children Being Looked After – Placements	9	The number and percentage of children being looked after by the council in the following types of placement:	<u>No of Children</u>	<u>Percentage of total being looked after</u>	<u>As a rate per 1,000 population aged 0 – 17</u>
		(a)	At Home	148 (186)	44.8% (55.0%)	5.6 (6.9)
		(b)	In other community placements	152 (126)	46.1% (37.3%)	5.7 (4.7)
		©	In residential accommodation	30 (26)	9.1% (7.7%)	1.1 (1.0)
		(d)	Total number being looked after	330 (338)	100% (100%)	12.4 (12.5)
		(e)	Children aged under 12 in residential accommodation	4 (5)	2.1% (2.8%)	-
		(f)	Total children aged under 12 looked after, excluding respite	188 (180)	57%	-
		(g)	Children receiving respite excluded from a) to f)	67 (68)	-	2.5 (2.5)
		(h)	Total children looked after including respite	397 (406)	-	14.9 (15.0)

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Department	Service	Indicator No	Indicator			Performance Data		
	Staff Qualifications	10	The percentage of care staff in local authority residential children's homes, who have appropriate care qualifications.			78% (72%)		
	Privacy (changed)	11	The number of rooms expressed as a percentage of all residential care places					
				No of places occupied	Total number of places	Percentage		
			i) Children – single rooms	38	43	88.4%		
			ii) Children – rooms with en-suite	7	43	16.3%		
	Respite Care	12	Provision of respite care:			Volume	Per 1,000 children (0-17 yrs)	
		(a)	Residential respite care, the number of respite care bed-nights			2,202	82.8	
		(b)	Respite care at home, the number of respite care hours			1,542	58.0	
		©	Other respite care:					
			(i) day services – the number of hours			4,793	180.1	
			(ii) overnight services – number of nights			0	0	
	Social background reports (new)	13	a) No of reports submitted to the reporter during the year			1222		
			b) Proportion of reports requested by the reporter which were submitted within 20 days			33.6%		
	Supervision (new)	14	a) No of new supervision requirements made during the year			54		
			b) The proportion of children seen by a supervising officer within 15 days			100%		

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CORPORATE SUPPORT				
Department	Service	Indicator No	Indicator	Performance Data
BENEFITS ADMINISTRATION	Housing Benefit and Council Tax Benefit	1	The gross administration cost per case	£49.77 (£49.91)
	Processing Time	2 (a) (b) (c)	Average time to process new claims Average time to process notifications of change of circumstances Percentage of renewal claims processed on time	39.8 days (58.5 days) 9.2 days (12.4 days) 78.9% (80.2%)
	Accuracy and Security of processing.	3 (a) (b)	Percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available at the determination, for a sample of cases checked post-determination The percentage of recoverable over payments (excluding Council Tax Benefit) that were recovered in the year	96.0% (96.4%) 58.1% (56.7%)
CORPORATE MANAGEMENT	Sickness Absence	1	The number of days lost through sickness absence expressed as a percentage of the total working days available, for the following groups of staff: Chief officers, administrative, professional, technical and clerical employees Craft and manual employees Teachers	 5.1% (5.3%) 6.8% (7.1%) 3.8% (3.3%)

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Department		Indicator No	Indicator		Performance Data		
	Litigation Claims (changed)	2	The number and value of civil liability claims incurred by the council in the year: (a) the number of claims per 10,000 population (b) claims as a percentage of revenue budget		33.4	0.2	
	Equal Opportunities (changed)	3	The number and percentage of the highest paid 2% and 5% of earners among council employees, that are women.	Top 2%		Top 5%	
				<u>Number</u>	<u>%</u>	<u>Number</u>	<u>%</u>
				17	17.2%	83	33.3%

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Department		Indicator No	Indicator	Performance Data
	Council Tax Collection	4	Cost of collecting Council tax per dwelling	£15.32 (£14.55)
		5	Income:	
		(a)	Income due from Council Tax for the year, excluding reliefs and rebates	£31,540,555 (£30,004,199)
		(b)	The percentage of (a) received during year	90.1% (88.3%)
	Non-domestic rates	6		
		(a)	Income due from non-domestic rates for the year	£26,313,238 (£27,221,140)
		(b)	Percentage of (a) that was received	94.7% (89.5%)
	Payment of Invoices (changed)	7	The number of invoices paid within 30 calendar days of receipt, as a percentage of all invoices paid	83.6% (82 %)

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NEIGHBOURHOOD SERVICES				
Department	Service	Indicator No	Indicator	Performance Data
CULTURAL AND COMMUNITY SERVICES	Sport Facilities Management	1 (changed)	Number of attendances per 1,000 population for pools	2,183
		2	Number of attendances per 1,000 for other indoor sports and leisure facilities. (Excluding Pools in a combined complex)	4,867 (5,045)
	Museums	3 (a)	Number of museums operated by or financially supported by the council.	6 (6)
		(b)	Percentage of these which are registered under the Museums and Galleries Commission (MGC) registration scheme.	66.7% (50%)
	Library Book Processing time	4	Average time taken to satisfy book requests	15 (16)

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Department		Indicator No	Indicator			Performance Data
	Library Stock turnover	5	Changes in library stock:		<u>Adult lending stock</u>	<u>Children and teenage lending stock</u>
		(a)	Recommended national target for annual number of additions per 1,000 population		280 (280)	100 (100)
		(b)	Actual additional per 1,000 population		160 (185)	81 (89)
		(c)	Stock at year end per 1,000 population		2,295 (2,283)	939 (901)
	Use of Libraries	6	Borrowers from Public Libraries:			
		(a)	Borrowers as percentage of resident population		22.1% (23.5%)	
		(b)	Average number of issues per borrower		29.0 (28.7)	
	Lifelong Learning	7	Learning centre and learning access point users:			
		(a)	Number of users as percentage of the resident population		4% (2.6%)	
		(b)	Number of times the terminals are used per 1,000 population		404 (254.9)	
HOUSING	Response Repairs	1	Response repairs target times:	<u>Target Response Time</u>	<u>No in Category</u>	<u>Repairs completed within target:</u>
			Emergency	24 hours	27,951 (33,175)	88.9% (83.3%)
			Urgent	3 days	19,999 (18,348)	74.5% (70.4%)
			The percentage of all repairs due to be completed within 24 hours that were completed within target			88.9% (83.3%)
	Managing Tenancy Changes	2	Total annual rent loss due to voids (expressed as a percentage of the total amount of rent due in the year)			3.1% (3.9%)

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Department	Service	Indicator No	Indicator	Performance Data	
	Managing tenancy changes	3	Time taken to re-let houses analysed by the following bands <u>Void Period</u> Less than 2 weeks 2 – 4 weeks more than 4 weeks total average time to re-let houses	<u>No. of houses Re-let</u>	<u>Percentage of total of houses re-let</u>
				154 (169)	8.8% (9.3%)
				728 (720)	41.6% (39.7%)
				869 (926)	49.6% (51.0%)
				1751 (1819)	
				73 days (69 days)	
	Rent arrears	4	Current tenant arrears:		
		(a)	As a percentage of net amount of rent due in the year	4.9% (7.8%)	
		(b)	The percentage tenants owing more than 13 weeks rent at year end excluding those owing less than £250	1.3% (4.8%)	

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Department	Service	Indicator No	Indicator	Performance Data
	Council House Sales	5 (a)	The percentage of house sales completed within 26 weeks	36%
		(b)	The average time for council house sales	31 wks (25 wks)
	Homelessness (changed)	6 (a)	The number of households accessed as homeless or potentially homeless during the year	762
		(b)	The average time between presentation and completion of duty by the council for those cases assessed as homeless or potentially homeless	6.3 wks
		(c)	The number of cases reassessed as homeless or potentially homeless within 12 months of the previous case being completed as a proportion of all cases assessed as homeless or potentially homeless during the year	23.0%

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Department	Service	Indicator No	Indicator	Performance Data		
				<u>No to be inspected in the year</u>	<u>% of inspections undertaken within time</u>	
Protective Services	Food Safety	1	Hygiene Inspections: The number of establishments in each of the following three categories requiring inspection during the year and the percentage of these which were inspected within the prescribed period: Minimum inspection frequency 6 months 12 months More than 12 months	24 (25)	91.7% (94%)	
				131 (115)	99.2% (100%)	
				447 (450)	98.7% (97.3%)	
	Workplace Safety Inspections	2	(a) The percentage of premises liable to inspection brought within the inspection rating system (b) Information on the level of achievement against the Council's own inspection targets	100% (100%)		
			<u>Target Frequency</u>	<u>No of Premises</u>	<u>Target No of Premises to be Inspected in the year</u>	<u>Percentage Inspected within time</u>
			12 months	11 (12)	10 (12)	90% (83.3%)
			24 months	62 (71)	28 (35)	82.1% (97.1%)
			36 months	142 (155)	40 (33)	90% (100%)
			48 months	192 (231)	30 (79)	86.7% (94.9%)
			60 months	894 (834)	231(231)	71.4% (93.5%)

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Department		Indicator No	Indicator	Performance Data
	Noise complaints (changed)	3	As a proportion of the noise complaints completed during the year:	
		(a)	The number of complaints (i) settled on first contact with the complainant (ii) where following initial enquiry, the council recognised its responsibility to take further action in relation to a problem	9 81
		(b)	The percentage of complaints settled on first contact with the complainant, dealt with on the day of receipt of complaint	55.6%
		(c)	The percentage of complaints requiring further action, completed with 14 (calendar) days of receipt of the complaint.	44.4%
	Pest Control	4	Pest Control response times: High priority (2 working days) Low priority (5 working days)	<u>% of Responses which met Target</u> 91.6% (93.6%) 92.3% (93.1%)

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Department		Indicator No	Indicator			Performance Data		
	Trading Standards Enquiries, Complaints and Advice	5	Number of enquiries, complaints and advice requests received and, the % completed in the following time bands:					
						Number Received	% dealt with	
			Consumer enquiries			39	On day of receipt - 79.5% (100%)	
			Consumer complaints			1187	Within 14 days – 58.1% (52.3%)	
			Business advice request			146	Within 14 days – 99.3% (99.4%)	
Inspection of Trading Premises		6	Premises liable to inspection: Target and actual coverage					
			<u>Level of Risk</u>	<u>Target Visit Frequency</u>	<u>No of Premises</u>	<u>Target Total Visits</u>	<u>% of Target Visits Achieved</u>	
			High Risk	Every 12 months	602 (622)	602 (622)	97.8% (96.5%)	
			Medium Risk	Every 24 months	386 (399)	193 (208)	95.3% (97.6%)	
Low Risk	Every 60 months	602 (588)	100 (128)	90% (96.1%)				

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Department	Service	Indicator No	Indicator		Performance Data
Waste Management	Refuse Collection	1	Gross cost of		
		(a)	collection (combined domestic, commercial and domestic bulky uplift) per premise		£53.50 (£52.72)
	(b)	disposal per premise		£58.08 (£56.38)	
	Special uplifts	2	Percentage of special uplifts completed within 5 working days		98.8% (97.8%)
	Complaints (changed)	3	The number of complaints per 1,000 households regarding the household waste collection service		13.2
	Refuse recycling	4	The amount of waste collected by the authority during the year that was disposed of by the following methods:		
	Method	Tonnes per household	%	Tonnes per commercial and industrial premises	%
	Used for recovery of heat, power and other energy sources	0 (0)	0% (0%)	0 (0)	0% (0%)
	Composted by the authority	0 (0)	0% (0%)	0 (0)	0% (0%)
	Other recycling methods	0.074 (0.038)	7.3% (3.8%)	0.405 (0.704)	10.6% (14.8%)
	Landfill	0.935 (0.966)	92.7% (96.2%)	3.407 (4.053)	89.4% (85.2%)
	Other disposal methods	0 (0)	0% (0%)	0 (0)	0% (0%)
	Totals	1.009 (1.004)	100% (100%)	3.812 (4.757)	100% (100%)
		Domestic		Commercial and industrial	
	Total tonnage collected	54,141.8		6,235.2	

**EAST AYRSHIRE COUNCIL
STATUTORY PERFORMANCE INDICATORS 2003/2004**

DEVELOPMENT AND PROPERTY SERVICES					
Department	Service	Indicator No	Indicator	Performance Data	
Development Services	Building Warrants	1	Building Warrant and Completion Certificate Applications		
		(a)	Percentage of requests for a building warrant responded to in 15 days	32.32% (39.4%)	
		(b)	Average time taken to respond to a request for a completion certificate	4 days (3 days)	
		(c)	Percentage of building warrants issued (or otherwise determined) within 6 days	86.56% (91.8%)	
		(d)	Percentage of completion certificates issued (or otherwise determined) within 3 days	79.57% (77.8%)	
	Planning application processing time (simplified)	2	Percentage of applications dealt with within two months:		
			Type	Number of applications	% dealt with within two months
		(i)	householder	499	72.9% (71%)
		(ii)	non-householder	555	39.5% (43.3%)
	(iii)	total	1054	55.3%	
	Appeals	3	Number of appeals which were successful		
		(a)	As a percentage of the number of planning determinations made by the council	0.4% (0.6%)	
		(b)	As a percentage of the number of determinations that went to appeal	33.3% (38.5%)	

EAST AYRSHIRE COUNCIL
STATUTORY PERFORMANCE INDICATORS 2003/2004

Department	Service	Indicator No	Indicator	Performance Data
	Development Plans	4	Percentage of population covered by a Local Plan that has been adopted or finalised within the last 5 years.	100% (100%)
ROADS AND LIGHTING	Carriageway condition (new)	1	The percentage of the road network that should be considered for maintenance treatment	60.4%
	Traffic Light Repairs	2	Percentage of traffic light repairs completed within 48 hours	80% (86%)
	Street Lighting	3	Percentage of street light repairs completed within 7 days.	97.2% (98.3%)
	Street Lighting	4		
		(a)	Gross cost of street lighting per lamp	£82.19 (£92.22)
		(b)	Lighting columns replaced as a % of the total number of columns	1.45% (2.9%)