

EAST AYRSHIRE COUNCIL - 23 JUNE 2005

STATUTORY PERFORMANCE INDICATORS 2004/05

Report by the Chief Executive

1. PURPOSE OF REPORT

- 1.1** To submit the draft Statutory Performance Indicators for 2004/05 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 2003 Direction in November 2003 and this set out the Statutory Performance Indicators for financial year 2004/05 upon which councils are now required to report.

3. 2004/05 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 2004/05, the Council is able to report reliably on all indicators, with the possible exception of the new Public Access indicator (Corporate Management 4), given that there are differing interpretations by councils on the implementation of Audit Scotland's guidance.
- 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 2005.

4. POLICY IMPLICATIONS

- 4.1** It is the Council's policy to publish the information relating to Statutory Performance Indicators by 30 September each year. This is achieved by placing the information on the Council's web-site and by making available printed copies of the data in Local Offices and libraries.

5. LEGAL IMPLICATIONS

- 5.1** 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. The Local Government in Scotland Act, 2003, requires councils to make public the information relating to the previous year's Statutory Performance Indicators by 30 September each year.
- 5.2** The External Auditors have a statutory duty to ensure that they are satisfied that the Council has made such arrangements as required.

6. FINANCIAL IMPLICATIONS

- 6.1** The cost of production of the 2004/2005 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.

7. RECOMMENDATIONS

- 7.1** 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
13 June 2005

LIST OF BACKGROUND PAPERS

1. Accounts Commission Standards of Performance Guide 2004/05

Anyone wishing further information should contact Elizabeth Morton, Depute Chief Executive/ 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: Carol Foote, Principal Officer



East Ayrshire
COUNCIL

Publication of Statutory Performance Information 2004|2005

Each year the Council produces Statutory Performance Indicators (SPI's) which provide performance information across a broad range of Council services. The figures contained in this appendix have not yet been audited and may be subject to change.

SERVICE	INDICATOR NO.	INDICATOR	PERFORMANCE DATA			
Community Care Assessments	1	Persons assessed or reviewed and services provided:	Persons receiving an assessment or review		Persons Receiving a Service	
			Number	Rate per 1000 relevant population	Number	Rate per 1000 relevant population
		(a) elderly people aged 65+	5695 (5687)	290.9 (291.6)	7319 (6813)	373.9 (349.3)
		(b) elderly people aged 65+ with dementia	522 (517)	26.7 (26.5)	744 (655)	38.0 (33.6)
		(c) people aged 18-64 with mental health problems/dementia	534 (494)	7.3 (6.7)	568 (558)	7.7 (7.6)
		(d) people aged 18-64 with physical disability	3017 (3308)	41.0 (44.9)	3098 (2018)	42.1 (27.4)
		(e) people aged 18-64 with learning disability	509 (453)	6.9 (6.2)	649 (532)	8.8 (7.2)
		(f) people aged 18-64 with HIV/AIDS	0 (0)	0 (0)	0 (0)	0 (0)
		(g) people aged 18-64 with drug/alcohol abuseproblems	700 (728)	9.5 (9.9)	966 (1022)	13.1 (13.9)
Residential Accommodation - Staff Qualifications	2	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	55.4% (46%) 71.4% (39%) 59.3% (43%)			

NOTE: 2003/2004 Figures shown in brackets for comparison purposes

<i>SERVICE</i>	<i>INDICATOR NO.</i>	<i>INDICATOR</i>	<i>PERFORMANCE DATA</i>		
<i>Residential Accommodation - Privacy</i>	3	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 Voluntary sector Private sector	71 (71) N/A 630 (627)	100% (100%) N/A 68.1% (68.1%)	0% (0%) N/A 70.3% (67.5%)
		Other adults Council homes Voluntary sector Private sector	19 (19) N/A 40 (27)	100% (100%) N/A 85% (100%)	0% (0%) N/A 20% (11.1%)
<i>Home Care</i>	4	(a) The number of people age 65+ receiving homecare	1407 (1395)		
		(b) The number of homecare hours per 1,000 population age 65+	621.9 (596.4)		
		(c) As a proportion of home care clients age 65+, the number receiving:- - personal care - a service during evening/overnight - a service at weekends	76.4 (70%) 34.3 (30%) 61.0 (54%)		
<i>Respite Care</i>	5	Provision of respite care:	Per 1,000 older people	Per 1,000 other adults (18-64)	
		(a) Residential respite care, the number of respite care bed-nights	238.8 (286.94)	47 (43.5)	
		(b) Respite care at home, the number of respite care hours	982.8 (917.3)	135.9 (128.8)	
		(c) Other respite care: (i) day services – number of hours (ii) overnight services – number of nights	2932.7 (2976.4) N/A	N/A N/A	

NOTE: 2003/2004 Figures shown in brackets for comparison purposes

<i>SERVICE</i>	<i>INDICATOR NO.</i>	<i>INDICATOR</i>	<i>PERFORMANCE DATA</i>
Criminal Justice Social Enquiry Reports	6	(a) the number of reports submitted to the courts during the year	972 (1018)
		(b) a) expressed as a rate per 1,000 adult population	10.1 (10.6)
		(c) the proportion of reports allocated to social work staff within 2 working days of receipt by the Social Work department	81% (66.9%)
		(d) the proportion of reports submitted to the courts by the due date	98.6% (99.8%)
Probation	7	(a) the number of new probation orders issued during the year	287 (316)
		(b) a) expressed as a rate per 1,000 adult population	3.0 (3.28)
		(c) the proportion of new probationers seen by a supervising officer within one week	81.2 (65.7%)
		(d) the proportion of people subject to a probation order who were reported to the court for breach of probation during the year	26.1% (16.67%)
Community Service	8	(a) Number of new community service orders issued during the year	255 (227)
		(b) The average number of hours per week taken to complete orders	3.1 (3.32)

NOTE: 2003/2004 Figures shown in brackets for comparison purposes

SERVICE	INDICATOR NO.	INDICATOR	PERFORMANCE DATA	
			Number	%
Primary Schools - Class Size (changed)	1	(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	182	100%
		(ii) single-year P4 to P7 classes with 33 or fewer pupils (iii) composite P1 to P7 classes with 25 or fewer pupils	168 98	41.7% 24.3%
		(b) The total number of primary school classes of each type:		
		(i) Single-year	305 (311)	
		(ii) Composite	98 (96)	
		(iii) P1 to P3 pupils.	182 (180)	
Primary Schools - Occupancy	2	(a) Occupancy: Percentage of primary schools where ratio of pupils to places is:		
		(i) 0% - 40% (ii) 41 - 60% (iii) 61 - 80% (iv) 81 - 100% (v) 101% or more	19.6 (13%) 39.1 (32.6%) 30.4 (32.6%) 10.9 (21.7%) 0% (0%)	
		(b) The total number of primary schools.	46 (46)	
Secondary Schools	3	(a) Occupancy: Percentage of secondary schools where ratio of pupils to places is:		
		(i) 0% - 40% (ii) 41 - 60% (iii) 61 - 80% (iv) 81- 100% (v) 101% or more	0% (0%) 0% (0%) 88.9% (88.9%) 0% (11.1%) 11.1% (0%)	
		(b) The total number of secondary schools.	9 (9)	
Special Educational Needs	4	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 Up to 18 weeks 19 to 26 weeks 27 to 39 weeks 40 to 52 weeks More than 1 year Average time for completion of all assessments	% of total assessments completed 12.8% (26.9%) 38.5% (30.8%) 30.8% (30.8%) 12.8% (3.8%) 5.1% (7.7%) 29 weeks (28 weeks)

NOTE: 2003/2004 Figures shown in brackets for comparison purposes

SERVICE	INDICATOR NO.	INDICATOR	PERFORMANCE DATA			
Teaching Staff - Equal Opportunities	5	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	15 (14)	33.3 (33.3)	422 (420)	58 (57.2)
		Primary Schools	69 (70)	85.2 (84.3)	613 (648)	94.2 (93.9)
Special Schools	6 (5)	75.0 (71.4)	51 (52)	92.7 (94.5)		
Total	90 (89)	67.2 (67.4)	1086 (1120)	75.7 (75.7)		
Child Protection	6	(a) Number of children referred over the 12 months to 31 March	229 (119)			
		(b) Percentage of children on the register in the year who had previously been on the register	25.4% (13.3%)			
		(c) Total number of children on child protection register at 31 March	41 (35)			
		(d) The number of children on the child protection register at 31 March per 1,000 population aged under 16 years	1.7 (1.4)			
		(e) Percentage of children on the register at 31 March who had been on the register for				
(i) Less than 6 months	66% (66%)					
(ii) 6 months but under 1 year	27% (34%)					
(iii) one year but under two years	7% (0%)					
(iv) two years or more	0% (0%)					
Children Being Looked After - Academic attainment (changed)	7	(a) Number of young people age 16 or 17 ceasing to be looked after.	12 (10)	% of children discharged from care		
		(b) Number attaining at least one SCQF Level 3	4	33.3		
		(c) Number attaining at least SCQF Level 3 in English and Maths	2	16.7		

NOTE: 2003/2004 Figures shown in brackets for comparison purposes

SERVICE	INDICATOR NO.	INDICATOR	PERFORMANCE DATA		
			No of Children	Percentage of total being looked after	As a rate per 1,000 population aged 0 – 17
Children Being Looked After - Placements	8	The number and percentage of children being looked after by the council in the following types of placement:			
		(a) At Home	148 (148)	43.8% (44.8%)	5.6 (5.6)
		(b) In other community placements	152 (152)	45% (46.1%)	5.8 (5.7)
		(c) In residential accommodation	38 (30)	11.2% (9.1%)	1.4 (1.1)
		(d) Total number being looked after	338 (330)	100% (100%)	12.8 (12.4)
		(e) Children aged under 12 in residential accommodation	7 (4)	3.8% (2.1%)	-
		(f) Total children aged under 12 looked after, excluding respite	185 (188)	-	-
		(g) Children receiving respite excluded from a) to f)	61 (67)	-	2.3 (2.5)
		(h) Total children looked after including respite	399 (397)	-	15.2 (14.9)

NOTE: 2003/2004 Figures shown in brackets for comparison purposes

<i>SERVICE</i>	<i>INDICATOR NO.</i>	<i>INDICATOR</i>	<i>PERFORMANCE DATA</i>		
Staff Qualifications	9	The percentage of care staff in local authority residential children's homes, who have appropriate care qualifications.	88.6% (78%)		
Privacy	10	The number of single and en-suite rooms as a percentage of all residential care places for children, used by the council.			
			Council Places	Voluntary Sector	Private Sector
		(i) Children – single rooms	100% (100%)	88.2% (73.7%)	75% (100%)
		(ii) Children – rooms with en-suite	0% (6.7%)	29.4% (21.1%)	25% (0%)
Respite Care	11	Provision of respite care:	Per 1,000 children (0-17 yrs)		
		(a) Residential respite care - bed nights	59.6 (82.8)		
		(b) Respite care at home - hours	77.1 (58.0)		
		(c) Other respite care:			
		(i) day services – the number of hours	8.4 (180.1)		
		(ii) overnight services – number of nights	No Service		
Social background reports	12	(a) No of reports submitted to the reporter during the year	1853 (1222)		
		(b) Proportion of reports requested by the reporter which were submitted within 20 days	51.3% (33.6%)		
Supervision	13	(a) No of new supervision requirements made during the year	51 (54)		
		(b) The proportion of children seen by a supervising officer within 15 days	100% (100%)		

NOTE: 2003/2004 Figures shown in brackets for comparison purposes

<i>SERVICE</i>	<i>INDICATOR NO.</i>	<i>INDICATOR</i>	<i>PERFORMANCE DATA</i>
Housing Benefit and Council Tax Benefit	1	The gross administration cost per case	£48.44 (£49.77)
Processing Time (simplified)	2	(a) Average time to process new claims	27.2 days (39.8 days)
		(b) Average time to process notifications of change of circumstances	4.5 days (9.2 days)
Accuracy of processing.	3	(a) 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	97.4% (96.0%)
		(b) The percentage of recoverable over payments (excluding Council Tax Benefit) that were recovered in the year	76.3% (58.1%)

NOTE: 2003/2004 Figures shown in brackets for comparison purposes

<i>SERVICE</i>	<i>INDICATOR NO.</i>	<i>INDICATOR</i>	<i>PERFORMANCE DATA</i>			
Sickness Absence (changed)	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:				
		(a) Chief officers and local government employees	6.08%			
		(b) Craft employees	4.49%			
Litigation Claims	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	25.0 (35.3)			
		(b) claims as a percentage of revenue budget	0.1% (0.3%)			
Equal Opportunities	3	The number and percentage of the highest paid 2% and 5% of earners among council employees, that are women.	Top 2%		Top 5%	
			Number	%	Number	%
			24 (17)	23.3% (17.2%)	93 (83)	37.2% (33.3%)
Public Access (New)	4	The number of Council buildings from which the council delivers services to the public.	184			
		The percentage of those in which all public areas are suitable for and accessible to disabled people.	32.6%			

NOTE: 2003/2004 Figures shown in brackets for comparison purposes

<i>SERVICE</i>	<i>INDICATOR NO.</i>	<i>INDICATOR</i>	<i>PERFORMANCE DATA</i>
Council Tax Collection (changed)	5	Cost of collecting Council tax per dwelling	£8.89
	6	Income:	
		(a) Income due from Council Tax for the year, excluding reliefs and rebates	£33,082,803 (£31,540,555)
	(b) The percentage of (a) received during year	91.3% (90.1%)	
Non-domestic rates	7	(a) Income due from non-domestic rates for the year	£28,000,946 (£26,313,238)
		(b) Percentage of (a) that was received	93.4% (94.7%)
Payment of Invoices	8	The number of invoices paid within 30 calendar days of receipt, as a percentage of all invoices paid	84.5% (83.6%)

NOTE: 2003/2004 Figures shown in brackets for comparison purposes

<i>SERVICE</i>	<i>INDICATOR NO.</i>	<i>INDICATOR</i>	<i>PERFORMANCE DATA</i>	
Sport Facilities Management	1	Number of attendances per 1,000 population for pools	2,179 (2,183)	
	2	Number of attendances per 1,000 for other indoor sports and leisure facilities. (Excluding Pools in a combined complex)	5,123 (4,867)	
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% (66.7%)	
Library Book Processing time	4	Average time taken to satisfy book requests	15 (15)	
Library Stock turnover	5	Changes in library stock:	Adult lending stock	Children and teenage lending stock
		(a) Recommended national target for annual number of additions per 1,000 population	280 (280)	100 (100)
		(b) Actual additional per 1,000 population	205 (160)	84 (81)
		(c) Stock at year end per 1,000 population	2,323 (2,295)	968 (939)
Use of Libraries	6	Borrowers from Public Libraries:		
		(a) Borrowers as percentage of resident population	20.3% (22.1%)	
		(b) Average number of issues per borrower	29.5 (29)	
Lifelong Learning	7	Learning centre and learning access point users:		
		(a) Number of users as percentage of the resident population	4.7% (3.6%)	
		(b) Number of times the terminals are used per 1,000 population	401.9 (404)	

NOTE: 2003/2004 Figures shown in brackets for comparison purposes

SERVICE	INDICATOR NO.	INDICATOR	PERFORMANCE DATA		
			Target Response Time	No. in Category	Repairs completed within target:
Response Repairs	1	Response repairs target times:			
		(a) Emergency	24 hours	30,305 (27,951)	87% (88.9%)
		(b) Urgent	3 days	18,541 (19,999)	73.6% (74.5%)
	The percentage of all repairs due to be completed within 24 hours that were completed within target	87% (88.9%)			
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)	1.9% (3.1%)		
	3	Time taken to re-let houses analysed by the following bands:	No. of houses Re-let	Percentage of total of houses re-let	
Void Period					
(i) Less than 2 weeks		201 (154)	12.7% (8.8%)		
(ii) 2 – 4 weeks		727 (728)	46% (41.6%)		
(iii) more than 4 weeks		654 (869)	41.3% (49.6%)		
(iv) total	1582 (1751)				
(v) average time to re-let houses	64 (73 days)				
Rent arrears	4	Current tenant arrears:			
		(a) As a percentage of net amount of rent due in the year	4.6% (4.9%)		
		(b) The percentage tenants owing more than 13 weeks rent at year end excluding those owing less than £250	0.9% (1.3%)		

NOTE: 2003/2004 Figures shown in brackets for comparison purposes

<i>SERVICE</i>	<i>INDICATOR NO.</i>	<i>INDICATOR</i>	<i>PERFORMANCE DATA</i>
<i>Council House Sales</i>	5	(a) The percentage of house sales completed within 26 weeks	56.0% (36%)
		(b) The average time for council house sales	28wks (31.5 wks)
<i>Homelessness</i>	6	(a) The number of households assessed as homeless or potentially homeless during the year	874 (762)
		(b) The average time between presentation and completion of duty by the council for those cases assessed as homeless or potentially homeless	9.3wks (6.3wks)
		(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	20.3% (23.0%)

NOTE: 2003/2004 Figures shown in brackets for comparison purposes

<i>SERVICE</i>	<i>INDICATOR NO.</i>	<i>INDICATOR</i>	<i>PERFORMANCE DATA</i>		
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 (i) 6 months (ii) 12 months (iii) More than 12 months	No to be inspected in the year	% of inspections undertaken within time	
			27 (24)	100% (91.7%)	
			87 (131)	96.6% (99.2%)	
			505 (447)	94.1% (98.7%)	
Workplace Safety Inspections	2	(a) The percentage of premises liable to inspection brought within the inspection rating system	100% (100%)		
		(b) Information on the level of achievement against the Council's own inspection targets:			
		Target Frequency	No of Premises	Target No of Premises to be Inspected in the year	Percentage Inspected within time
		12 months	11 (11)	11 (10)	90.9% (90%)
		24 months	55 (62)	27 (28)	88.9% (82.1%)
36 months	150 (142)	45 (40)	93.3% (90%)		
48 months	210 (192)	39 (30)	92.3% (86.7%)		
60 months	829 (894)	148 (231)	89.9% (71.4%)		
Noise complaints	3	Noise complaints completed during the year:			
		(a) The number of complaints:			
		(i) settled on first contact with the complainant	31 (9)		
	(ii) where following initial enquiry, the council recognised its responsibility to take further action in relation to a problem	68 (81)			
	(b) The percentage of complaints settled on first contact with the complainant, dealt with on the day of receipt of complaint	83.9% (55.6%)			
	(c) The percentage of complaints requiring further action, completed with 14 (calendar) days of receipt of the complaint.	45.6% (32.1%)			

NOTE: 2003/2004 Figures shown in brackets for comparison purposes

<i>SERVICE</i>	<i>INDICATOR NO.</i>	<i>INDICATOR</i>	<i>PERFORMANCE DATA</i>			
<i>Pest Control</i>	4	Pest Control response times:	% of Responses which met Target			
		(i) High priority - (2 working days) (ii) Low priority - (5 working days)	80.3% (91.6%) 89.9% (92.3%)			
<i>Trading Standards Enquiries, Complaints and Advice</i>	5	Number of enquiries, complaints and advice requests received and, the % completed in the following time bands:				
			Number Received	% dealt with		
		Consumer enquiries Consumer complaints Business advice request	40 (39) 1183 (1187) 137 (146)	On day of receipt - 90.0% (79.5%) Within 14 days – 63.4% (58.1%) Within 14 days – 97.8% (99.3%)		
<i>Inspection of Trading Premises (Changed)</i>	6	Premises liable to inspection: Target and actual coverage				
		Minimum Inspection Frequency	No of Premises in risk category	No. to be inspected in the year	% of inspections undertaken within time	
		12 Months (High Risk) 2 Years (Medium Risk) 5 Years (Low Risk)	52 1040 1562	52 516 310	90.4% (97.8%) 96.3% (95.3%) 95.8% (90%)	

NOTE: 2003/2004 Figures shown in brackets for comparison purposes

<i>SERVICE</i>	<i>INDICATOR NO.</i>	<i>INDICATOR</i>	<i>PERFORMANCE DATA</i>			
Refuse Collection (Changed)	1	Net cost of				
		(a) collection (combined domestic, commercial and domestic bulky uplift) per premise	£74.48			
		(b) disposal per premise	£58.61			
Special uplifts	2	Percentage of special uplifts completed within 5 working days	97.8% (98.8%)			
Complaints	3	The number of complaints per 1,000 households regarding the household waste collection service	27.3 (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	0.235 (0.074)	19.2% (6.2%)	0.285 (0.405)	9.5% (10.6%)
		Landfill	0.992 (1.120)	80.8% (93.8%)	2.723 (3.407)	90.5% (89.4%)
		Other disposal methods	0 (0)	0% (0%)	0 (0)	0% (0%)
		Totals	1.227 (1.194)	100% (100%)	3.008 (3.812)	100% (100%)
		Total tonnage collected	Domestic 66,066.2	Commercial and industrial 5,229.5		
Street Cleanliness (New)	5	The cleanliness index achieved following inspection of a sample of streets and other relevant land	66			

NOTE: 2003/2004 Figures shown in brackets for comparison purposes

<i>SERVICE</i>	<i>INDICATOR NO.</i>	<i>INDICATOR</i>	<i>PERFORMANCE DATA</i>		
Building Warrants	1	Building Warrant and Completion Certificate Applications			
		(a) Percentage of requests for a building warrant responded to in 15 days	25.27% (32.32%)		
		(b) Average time taken to respond to a request for a completion certificate	5 days (4 days)		
		(c) Percentage of building warrants issued (or otherwise determined) within 6 days	89.28% (86.56%)		
		(d) Percentage of completion certificates issued (or otherwise determined) within 3 days	73.16% (79.57%)		
Planning application processing time	2	Percentage of applications dealt with within two months:	Type	Number of applications	% dealt with within two months
			(i) householder	529	75.6% (72.9%)
			(ii) non-householder	538	40.1% (39.5%)
			(iii) total	1067	57.7% (55.3%)
Appeals	3	Number of appeals which were successful			
		(a) As a percentage of the number of planning determinations made by the council	0.5% (0.4%)		
		(b) As a percentage of the number of determinations that went to appeal	50% (33.3%)		
Development Plans	4	Percentage of population covered by a Local Plan that has been adopted or finalised within the last 5 years.	100% (100%)		

NOTE: 2003/2004 Figures shown in brackets for comparison purposes

ROADS AND LIGHTING

<i>SERVICE</i>	<i>INDICATOR NO.</i>	<i>INDICATOR</i>	<i>PERFORMANCE DATA</i>	
Carriageway condition	1	The percentage of the road network that should be considered for maintenance treatment	49.24% (53.8%)	
Traffic Light Repairs	2	Percentage of traffic light repairs completed within 48 hours	87.3% (80%)	
Street Lighting	3	Percentage of street light repairs completed within 7 days.	95.6% (97.2%)	
Street Lighting (Changed)	4	The proportion of street lighting columns that are over 30 years old	20.4%	
Bridges - Road Network Restrictions (New)	5	As a percentage of the total number of assed bridges, the number of Council and private bridges which:	Number	Percentage
		a) fail to meet the European Standard of 40 tonnes		
		Council Private	8 4	6.25% 20%
b) have a weight or width restriction placed on them				
Council Private	2 0	1.56% 0%		

NOTE: 2003/2004 Figures shown in brackets for comparison purposes