

**EAST AYRSHIRE COUNCIL**

**BEST VALUE SUB-COMMITTEE OF THE POLICY AND RESOURCES  
COMMITTEE: 11 OCTOBER 2000**

**SCOTTISH EXECUTIVE KEY PERFORMANCE INDICATORS**

**Report by Depute Chief Executive/Director of Corporate Resources**

**1.0 PURPOSE OF REPORT**

- 1.1 To seek agreement for the submission of Key Performance Indicator information to the Accounts Commission, on behalf of the Scottish Executive.

**2.0 BACKGROUND**

- 2.1 A report was submitted to the Best Value Sub-Committee on 29 September 1999, presenting updated information in respect of 63 Key Performance Indicators.
- 2.2 In response to representations from councils concerning the volume of work generated by the Key Performance Indicators, the number of indicators and data required has been substantially reduced.
- 2.3 The Accounts Commission have taken the lead in amalgamating the Key Performance Indicators with the Statutory Performance Indicators. Data on other services, notably Education and Social Work, is provided directly to the Scottish Executive within the reporting framework of those services.
- 2.4 The Scottish Executive and the Accounts Commission have worked together to identify a limited number of current Statutory Performance Indicators where targets are particularly appropriate.
- 2.5 Councils have been asked to supply targets for 2002/03 in respect of 16 indicators. The targets will not be audited nor will they be included in statutory advertisements on public Accounts Commission reports. The Scottish Executive will however compare and analyse the data.

**3.0 FEEDBACK FROM SEPTEMBER 1999 DATA**

- 3.1 The Scottish Executive have provided both general feedback on the data supplied by all councils and some specific comments to each council on indicators where data is missing or targets are ambitious. Departments have been given this information to action if required.

#### **4.0 PROPOSED SUBMISSION**

4.1 Details of the proposed targets for 2002/03 for the 16 indicators for submission to the Accounts Commission are contained in Appendix 1 to this report.

#### **5.0 CONCLUSION**

5.1 The Scottish Executive has indicated that the information provided is a fundamental component in the performance management approaches that Best Value encourages. It is the intention to continue to use this data until PPR frameworks and PMP are mature.

#### **6.0 FINANCIAL, LEGAL AND POLICY IMPLICATIONS**

6.1 There are no direct implications as a results of this report.

#### **7.0 RECOMMENDATIONS**

7.1 It is recommendations that the Committee agree to:

- i. the submission to the Account Commission of the of the performance information shown in Appendix 1 of the report, and
- ii. otherwise note the contents of the report.

Fiona Lees

**Depute Chief Executive/Director of Corporate Resources**

3 October 2000

#### **LIST OF BACKGROUND PAPERS**

**NIL**

For further information contact Fiona Lees, Depute Chief Executive/Director of Corporate Resources (Tel: 01563 576103) or Douglas Campbell, Head of Corporate Development and Communication (Tel: 01563 576165)

### 1. Benefits Administration

#### Processing Time

**INDICATOR 2:** The time for processing application from the date of receipt of the application to the posting of the notification of the outcome.

Type of Claim	Average time to process
New Claims	28 days
Notifications of changes of circumstances	21 days
	% processed on time
Renewal Claims	70%

### 2. Council-Wide Indicators

#### Sickness Absence

**INDICATOR 1:** The number of days lost through sickness absence expressed as a group percentage of the total working days available, for the following groups of staff:

Staff Groupings	Percentage of days lost
Chief officers, administrative, professional, technical and clerical employees	4%
Craft and manual employees	5%
Teachers	4%

### 3. Environmental Services

#### Refuse Recycling

**INDICATOR 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 premise %
Used for recovery of heat, power and other energy sources	0%	0%
Composted by the authority	0%	0%
Other recycling method	5.3%	11.9%
Landfill	94.7%	88.1%
Other disposal methods	0%	0%

**4. Finance**  
**Council Tax Collection**  
**INDICATOR 2: Income:**

90%

b) the percentage of the income due from Council Tax for the year, excluding reliefs and rebates that was received during the year.

**5. Finance**  
**Payment of Invoices**  
**INDICATOR 3:**

90%

The number of invoices paid within 30 calendar days of receipt, or the agreed time limit if otherwise specified, as a percentage of all invoices paid.

**6. Housing**  
**Response Repairs**  
**INDICATOR 1: Response Repairs:**

95%

d) the percentage of all repairs due to be complete within 24 hours that were completed within target.

**7. Housing**  
**Rent Arrears**  
**INDICATOR 4:**

6.5%

a) Current tenant arrears as a percentage of the net amount of rent due in a year.

7.5%

b) The percentage of current tenants owing more than 13 weeks rent at year end, excluding those owing less than £250.

**8. Leisure and Recreation**  
**Sports Facilities Management**

**INDICATOR 3:** The percentage of total operating expenditure for the year met from customer income for the following facilities:

<b>Facilities</b>	<b>% of expenditure met by customer income</b>
Pools	48.6%
Other indoor facilities	46.4%
Outdoor sports pitches and tracks	92.7%

**9. Libraries**

**Use of Libraries**

**INDICATOR 5:** Borrowers from public libraries:

28%

a) Borrowers as a percentage of the resident population

25

b) Average number of issues per borrower.

**10. Planning**

**Planning Applications Processing Time**

**INDICATOR 1:** The percentage of householder applications dealt with within the following times:

	<b>% of applications</b>
Up to 2 months	90%

**11. Planning**

**Planning Applications Processing Time**

**INDICATOR 2:** The percentage of non-householder applications dealt with within the following times:

	<b>% of applications</b>
Up to 2 months	70%

**12. Roads and Lighting**

**Traffic Light Repairs**

**INDICATOR 3:** Traffic lights failure: elapsed time from notification to the council to the completion of the repair:

90%

a) percentage of repairs completed within 48 hours.

**NOTE:** We would like to amend the target for 2001/02 for this indicator to 90%.

**13. Roads and Lighting**

**Street Lighting**

**INDICATOR 3:** Street lights failure: elapsed time from notification to the council to the completion of the repair:

95%

a) percentage of repairs completed within 7 days.

**NOTE:** We would like to amend the targets for last 2000/01 and 2001/02 for this indicator to 95%.

**14. Social Work  
Children being looked after - placements**

**INDICATOR 4:** The number and percentage of children being looked after by the council in the following types of placements:

	(ii): Number of children as a % of the total number being looked after
a) at home	66%
b) in other community placements	23%
c) in residential accommodation	11%

**15. Social Work  
Criminal Justice**

**INDICATOR 11:** Probation

95%
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a) the proportion of new probationers seen by a supervision officer within one week.

**16. Trading Standards  
Enquiries, complaints and advice**

**INDICATOR 1:** The percentage of enquiries, complaints and advice requests completed in the following time bands.

	Up to 14 days
Consumer enquires	100%
Consumer complaints	53%
Business advice requests	98%

<b>AGENDA</b>
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