

**EAST AYRSHIRE COUNCIL
STATUTORY PERFORMANCE INDICATORS 2001/2002**

Department		Indicator No	Indicator	Performance Data
COUNCIL WIDE				
	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, APT and C employees Craft and manual employees Teachers	5.7% (5.7%)* 6.8% (6.6%) 3.3% (4.2%)
	Complaints	2		
		(a)	The number of complaints accepted for enquiry by the Ombudsman which resulted in a local settlement.	7 (3)
		(b)	The number of complaints accepted for enquiry by the Ombudsman which were classed as maladministration.	0 (0)

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Department		Indicator No	Indicator				Performance Data		
	Litigation Claims	3	The number and value of successful litigation actions against the authority settled in the financial year, in respect of the following services:						
			Housing				<i>per 10,000 council dwellings</i> Number Value 0.6 (0.6) £1,487 (£458)		
			Roads				<i>Per 10,000 population</i> Number Value 0 (0.1) £0 (£207)		
			All other services				<i>Per 10,000 population</i> Number Value 0.2 (0.2) £1,152 (£217)		
	Equal Opportunities Policy	4	The number and percentage of employees in each of the following staff salary bands who are women.	<u>Salary Band A</u>		<u>Salary Band B</u>		<u>Salary Band C</u>	
<u>Number</u>				<u>%</u>	<u>Number</u>	<u>%</u>	<u>Number</u>	<u>%</u>	
Chief Officials				2 (4)	8 (14.8)	-	-	-	-
General Service Employees				5 (4)	13.9 (10.8)	253 (244)	48 (46.7)	2,986 (2,839)	70.9 (70.8)
Teachers	85 (82)	73.3 (71.9)	1053 (962)	75.9 (73.0)	-	-			

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Department	Service	Indicator No	Indicator				Performance Data	
EDUCATION	Pre-School Experience	1 (a)	The percentage of children 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 from council, private, independent and voluntary sector providers.					
				Council %	Private %	Independent %	Voluntary %	Total %
			(i) children in their pre-school year	87.1 (90.7)	4.4 (3.5)	0(0)	1.9 (0)	93.4 (94.2)
			(ii) 3 year-olds in year before pre-school year	62.9 (62.8)	14.1 (9.3)	0(0)	14.7 (10.0)	91.7 (82.0)
		(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				1.5% (0.8%) 29.1% (21.6%)	
	Primary Schools	2 (a)	Percentage of classes which fall within the following categories:-					
				Single-year classes		Composite classes		
			a) 15 or less	0.9% (2.1%)		1.9% (0.9%)		
			b) 16-20	11.0% (9.2%)		4.7% (5.5%)		
			c) 21-25	21.3% (24.1%)		17.6% (13.3%)		
			d) 26-30	30.9% (36.2%)		0% (0%)		
			e) 31-33	11.7% (8.7%)		0% (0%)		
			f) 34 or more	0% (0%)		0% (0%)		

NOTE: - * 2000/2001 Figures shown in brackets for comparison purposes

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Department	Service	Indicator No	Indicator	Performance Data
	Primary Schools	2 (b)	The percentage of classes with P1 to P3 pupils in which the number of pupils falls within the following bands	
				Classes with P1 to P3 pupils
			a) 15 or fewer	3.7% (5.7%)
			b) 16 - 20	21.3% (20.3%)
			c) 21 - 25	42.6% (39.6%)
			d) 26 - 30	31.4% (30.7%)
			e) 31 - 33	1.1% (3.6%)
			f) 34 or more	0% (0%)
		(c)	The total number of primary school classes of each type:	
			Single-year	324 (350)
	Composite	103 (86)		
	P1 to P3 pupils.	188 (192)		
	Primary Schools	3	The average number of children per primary school class.	24.8 (24.8)
	Primary Schools	4 (a)	Occupancy: Percentage of schools where ratio of pupils to places is:	
			(i) 40% or less	10.9% (8.7%)
			(ii) 41 - 60%	30.4% (30.4%)
			(iii) 61 - 80%	37% (45.7%)
			(iv) 81 - 100%	21.7% (15.2%)
		(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	5	Occupancy: Percentage of schools where ratio of pupils to places is:			
		(a)				
		(i)	40% or less			0% (0)
		(ii)	41 - 60%			0% (0)
		(iii)	61 - 80%			55.6% (77.8%)
		(iv)	81- 100%			33.3% (22.2%)
		(v)	101% or more			11.1% (0%)
		(b)	The total number of secondary schools.			9 (9)
	Special Educational Needs	6	The average time (in weeks) taken to complete an assessment of special educational needs and the percentage completed in each of the following time bands:			
			Time Band	% of total assessments completed		
			Up to 18 weeks	15.2 (14.8)		
			19 to 26 weeks	39.4 (25.9)		
			27 to 39 weeks	15.2 (33.3)		
			40 to 52 weeks	12.1 (11.1)		
			More than 1 year	18.2 (14.8)		
			Average time for completion of all assessments	35 weeks (33 weeks)		
	Expenditure	7	Spending on each of the following education sectors	Actual Expenditure £	Expenditure as % of total	Expenditure
			Pre-school Education	5,616,761 (4,911,964)	6.2% (5.7%)	£2927 (£2707) place
			Primary Education	34,354,369 (32,375,294)	38% (37.8%)	£3261 (£3007) pupil
			Secondary Education	39,387,837 (37,458,358)	43.5% (43.8%)	£4880 (£4668) pupil
			Special Educational Needs	7,265,044 (6,462,061)	8% (7.6%)	
			Community Education	3,347,602 (3,012,613)	3.7% (3.5%)	
			Other Expenditure	474,252 (1,322,016)	0.5% (1.5%)	
			Total Expenditure	90,445,865 (85,542,306)	100% (100%)	

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Department	Service	Indicator No	Indicator		Performance Data	
COMMUNITY SERVICES						
Environmental Health	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		<u>No to be inspected in the year</u>	<u>% of inspections undertaken within time</u>
					29 (35) 110 (122) 462 (434)	100% (93.9%) 93.6% (100%) 94.2% (90.8%)
	Workplace Safety Inspections	2 (a) (b)	The percentage of premises liable to inspection brought within the inspection rating system 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	23 (26)	23 (26)	91.3% (100%)
			24 months	88 (89)	49 (37)	85.7% (94.6%)
			36 months	201 (256)	76 (54)	94.7% (74.1%)
			48 months	239 (272)	42(60)	92.9% (96.7%)
			60 months	764 (703)	18 (35)	88.9% (77.1%)

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Department		Indicator No	Indicator	Performance Data
	Environmental Protection	3	Noise complaints	
		(a)	The total number of complaints received which were the council's responsibility for advice and investigation	66 (56)
		(b)	The number of complaints	
			(i) completed at initial inquiry stage	31 (37)
			(ii) the number which required further investigation	35 (19)
		(c)	the percentage of responses at	
			(b)(i) which were provided in 1 day (calendar) of receipt of the complaint	74.2% (75.7%)
			(b)(ii) which were provided in 3 days (calendar) of receipt of the complaint	97.1% (89.5%)
	Pest Control	4	Pest Control response times:	<u>% of Responses which met Target</u>
			High priority 2 working days (National Target)	90.5% (82.6%)
			Low priority 5 working days (National Target)	93.2% (81.3%)

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Department		Indicator No	Indicator	Performance Data	
Environmental Services	Refuse Collection	1	Gross cost of		
		(a)	collection (combined domestic, commercial and domestic bulky uplift) per premise	£49.16 (£51.73)	
	(b)	disposal per premise	£51.07 (£50.03)		
		2	Special uplift service for bulky domestic refuse		
		(a)	Target response time	7 working days (7)	
(b)		% of uplifts completed within the target timescale	98.6% (98.9%)		
(c)	Percentage of uplifts completed within 5 working days	98.1% (98.4%)			
	3		Number of household waste collections which were missed, per 100,000 collections, during the periods:		
				(a)	May to September
	(b)	April and October to March	10 (10)		
	Waste Disposal (Changed Indicator)	4	The amount of household waste per household 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)
Recycled ash from incinerator		0 (-)	0% (-)	0 (-)	0% (-)
Composted by the authority		0 (0)	0 (0)	0 (0)	0 (0)
Other recycling methods		0.024 (0.022)	2.5% (2.3%)	0.671 (0.681)	15.5% (14.8%)
Landfill		0.926 (0.928)	97.5% (97.7%)	3.669 (3.908)	84.5% (85.2%)
Other disposal methods		0 (0)	0 (0)	0 (0)	0 (0)
Totals		0.95 (0.95)	100% (100)	4.340 (4.589)	100%

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Department	Service	Indicator No	Indicator	Performance Data
Leisure and Recreation	Sport and Leisure Management	1	Number of attendances per 1,000 population for: (a) Leisure Pools (b) Traditional Swimming Pools	Not applicable 2,195 (2,237)
		2	Number of attendances per 1,000 for other indoor sports and leisure facilities. (Excluding Pools in a combined complex)	4,775 (4103)
		3	Percentage of total operating expenditure for year met from customer income for the following facilities: Pools Other indoor facilities Outdoor sports pitches and tracks	42.9% (33.0%) 59.3% (36.0%) 75.6% (55.9%)
	Museums	4 (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.	50% (50%)
Libraries	Processing time	1	Average time taken to satisfy book requests	16 (19)
	Expenditure (Changed Indicator)	2	Expenditure on library stock per 1000 population for:	£2,521 (£2,453)

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Department		Indicator No	Indicator		Performance Data
	Stock turnover	3	Changes in library stock:	<u>Adult lending stock of book and audio-visual material</u>	<u>Children and teenage lending stock of book and audio-visual material</u>
		(a)	Total opening stock per 1,000 population	2338 (2413)	875 (913)
		(b)	Recommended national target for annual number of additions per 1,000 population	280 (280)	100 (100)
		(c)	Actual additional per 1,000 population	238 (225)	80 (78)
		(d)	Number of withdrawals per 1,000 population	233 (299)	62 (116)
		(e)	Stock at year end per 1,000 population	2344 (2339)	893 (875)
	Use of Libraries	4	Borrowers from Public Libraries:		
		(a)	Borrowers as percentage of resident population	22.2% (20.4%)	
		(b)	Average number of issues per borrower	31.8% (31.2%)	

*Failure to Report.

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Department		Indicator No	Indicator	Performance Data			
Trading Standards	Enquiries, Complaints and Advice	1	Percentage of enquiries, complaints and advice requests completed in the following time bands				
		(a)	Consumer enquiries Same day 2 – 14 days 15 –30 days over 30 days	100% (94.2%) 0% (5.8%) 0% (0%) 0% (0%)			
		(b)	Consumer complaints: Same day 2 – 14 days 15 –30 days over 30 days	21.4% (35.8%) 22.1% (19.9%) 26.3% (19.9%) 30.2% (24.4%)			
		(c)	Business advice requests: Same day 2 –1 4 days 15 – 30 days over 30 days	96.7% (93.9%) 2.7% (4.2%) 0.7% (1.4%) 0.0% (0.5%)			
			Premises liable to inspection: Target and actual coverage				
	Inspection of Trading Premises	2	<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	612 (629)	612 (600)	97.7% (96.5%)
			Medium Risk	Every 24 months	384 (384)	175 (174)	94.3% (93.1%)
			Low Risk	Every 60 months	602 (491)	158 (72)	95.6% (88.9%)

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Department	Service	Indicator No	Indicator	Performance Data
FINANCE	Council Tax Collection	1	Cost of collecting Council tax per chargeable dwelling	£14.12 (£13.44)
		2	Income:	
		(a)	Income due from Council Tax for the year, excluding reliefs and rebates	£28,469,246 (£26,632,035)
		(b)	The percentage of (a) received during year	86.4% (85.3%)
	Payment of Invoices	3	The number of invoices paid within 30 calendar days of receipt, as a percentage of all invoices paid	80.2% (75.6%)
Accounts (Changed Indicator)	4	(a) Whether the statutory abstract of accounts for the previous financial year was submitted for audit by 30 June 2000	Achieved (Achieved)	
		(b) Whether the accounts received an unqualified audit certificate	Yes (-)	
BENEFITS ADMINISTRATION	Housing Benefit and Council Tax Benefit	1	The gross administration cost per case	£47.11 (£47.61)
	Processing Time	2		
		(a)	Average time to process new claims	73 days (107.4 days)
		(b)	Average time to process notifications of change of circumstances	51.6 days (75.6 days)
		(c)	Percentage of renewal claims processed on time	93.6% (59.6%)

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Department	Service	Indicator No	Indicator			Performance Data
	Accuracy and Security of processing.	3 (a) (b) (c)	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 Does the council have a written security strategy for combating fraud and error which is communicated regularly to all staff The percentage of recoverable over payments (excluding Council Tax Benefit) that were recovered in the year			96% (91.2%) Yes (Yes) 35.4% (36%)
HOUSING	Response Repairs	1	Response repairs target times:	Target Response Time	No in Category	Repairs completed within target:
			A B C D E	2 hours 24 hours 5 days 12 days 25 days	11,063 (9,973) 22,853 (24,254) 20,482 (22,160) 4,345 (6,973) 8,645 (14,790)	84.2% (61.8%) 72.8% (56.3%) 80.5% (59.0%) 76.3% (46.1%) 65.3% (55.3%)
			The percentage of all repairs due to be completed within 24 hours that were completed within target			76.5% (57.9%)
	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)			3.72% (4.57%)

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Department	Service	Indicator No	Indicator	Performance Data	
	Managing tenancy changes (Changed Indicator)	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 Average time to re-let houses	<u>No. of houses Re-let</u> 157 (60) 743 (376) 938 (1,202) 78 days (-)	<u>Percentage of total of houses re-let</u> 8.5 (3.7%) 40.4 (23%) 51.0 (73.4%)
	Rent arrears	4	Current tenant arrears:		
		(a)	As a percentage of net amount of rent due in the year	10.6% (14.1%)	
		(b)	The percentage tenants owing more than 13 weeks rent at year end excluding those owing less than £250	6.5% (9.4%)	

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Department	Service	Indicator No	Indicator	Performance Data
	Council House Sales (Changed Indicator)	5 (i) (ii) (iii) (iv) (v)	Percentage of house sales completed within the following time bands: Up to 20 weeks 21 weeks to 26 27 weeks to 32 33 weeks or more Average time to sell	62.6% (55.5%) 27.4% (36.9%) 4.9% (4.9%) 5.1% (2.6%) 21.2 weeks (-)
	Homelessness	6 (a) (b) (c)	Total number of homeless households in priority need per 10,000 households Number of households provided with each of the following four types of temporary accommodation, as a percentage of the total provided with temporary accommodation Hostels Council Furnished Dwellings Bed & Breakfast Other Average length of stay in each type of accommodation (days) Hostels Council Furnished Dwellings Bed & Breakfast Other	82.5 (71.4) 91.5 (87.6%) 5.9 (11.7%) 2.6 (0.7%) 0 (0%) 27 (26) 42 (62) 1 (1) 0 (0)

Indicator

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Department	Service	No	Indicator	Performance Data
DEVELOPMENT SERVICES				
Building Control		1	Building Warrant and Completion Certificate Applications	
		(a)	Average time taken to respond to a request for	
		(i)	A building warrant	12 (16) working days
		(ii)	A completion certificate	3 (4) working days
		(b)	Average time taken to issue	
		(i)	A building warrant	3 (6) working days
		(ii)	A completion certificate	3 (3) working days
		(c)		
		(i)	The number of building warrants issued in the reporting year.	997 (817)
		(ii)	The number of completion certificates issued in the reporting year.	1094 (1256)
Planning	Processing time	1	Percentage of householder applications dealt with within the following times:	
		(i)	Up to 1 month	35.8% (30.3%)
		(ii)	1 month to 2 months	41.1% (40.8%)
		(iii)	2 months to 3 months	12.0% (14.1%)
		(iv)	more than 3 months	11.0% (14.8%)
		2	Percentage of non householder applications dealt with within the following times:	
		(i)	Up to 2 months	50.4% (49.4%)
		(ii)	2 months to 3 months	20.8% (20.4%)
		(iii)	more than 3 months	28.8% (30.2%)
	Appeals	3		
		(a)	Number of decisions that went to appeal	14 (10)
		(b)	(a) As a percentage of all decisions	1.9% (1.3%)
		(c)	Percentage of (a) which were successful	35.7% (30%)

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Department	Service	Indicator No	Indicator	Performance Data	
	Development Plans	4	Percentage of population covered by a Local Plan which has been adopted within the last 5 years.	0% (0)	
Roads and Lighting	Maintenance Expenditure	1	Maintenance expenditure per kilometre, across main activities:	<u>Expenditure per carriageway kilometres</u>	<u>Percentage of total expenditure</u>
		(a)	Structural maintenance	£1,381 (£941)	23% (14.9%)
		(b)	Routine maintenance	£2,258 (£2,372)	37.6% (37.5%)
		(c)	Winter maintenance	£1,540 (£2,220)	25.6% (35.1%)
		(d)	Surveys, inspections	£62 (£71)	1% (1.1%)
		(e)	Footway Maintenance	£1,949 (£1,840)	12.7% (11.4%)
	Network Maintenance	2	Carriageway surface treatments:	<u>% of network covered</u>	
		(a)	Surfacing	1% (1)	
		(b)	Surface Dressing	1% (1%)	
		(c)	Total percentage of surface treated	2% (2%)	
	Traffic Light Repairs Response	3	Traffic lights failure: Percentage of repairs completed within 48 hours	89.9% (71%)	
	Street Lighting Repairs	4	Street light failure: Percentage of repairs completed within 7 days.	94.3% (97%)	
	Street Lighting Gross Cost/Percentage Replaced	5			
		(a)	Gross cost of street lighting per lamp	£99.32 (£96.42)	
		(b)	Lighting columns replaced as a % of the total number of columns	2.51% (3%)	

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Department	Service	Indicator No	Indicator	Performance Data Rate Of			
				<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
SOCIAL WORK	Community Care Assessments	1	Persons assessed or reviewed and services provided:				
		(a)	elderly people aged 65+	4,296 (5,134)	221.9 (265.2)	3,478 (4,222)	179.6 (218.1)
		(b)	elderly people aged 65+ with dementia	479 (496)	24.7 (25.6)	470 (410)	24.3 (21.2)
		(c)	people aged 18-64 with mental health problems/dementia	484 (552)	6.5 (7.5)	325 (489)	4.4 (6.6)
		(d)	people aged 18-64 with physical disability	1,595 (1,741)	21.6 (23.5)	1,310 (1,514)	17.7 (20.5)
		(e)	people aged 18-64 with learning disability	227 (225)	3.1 (3.0)	213 (313)	2.9 (4.2)
		(f)	people aged 18-64 with HIV/AIDS	0 (0)	0 (0.0)	0 (0)	0 (0.0)
		(g)	people aged 18-64 with drug/alcohol abuse problems	945 (826)	12.8 (11.2)	461 (530)	6.2 (7.2)
		(h)	total	8,026 (8,974)	86 (96.2)	6,257 (7,478)	67.1 (80.2)
			Expenditure	2	Expenditure on services for adults in community care client groups	<u>Actual Expenditure</u> £	
			Service group				
		(a)	Home and Community based services	15,334,163 (14,051,145)		a) £164.36 (£150.61)	68.9% (69.1%)
		(b)	Long-term residential and nursing home care	6,931,360 (6,296,746)		b) £74.29 (£67.49)	31.1% (30.9%)
		(c)	Total expenditure	22,265,523 (20,347,891)			100%

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Department	Service	Indicator No	Indicator	Performance Data		
	Child Protection	3				
		(a)	Number of children referred over the 12 months to 31 March	132 (45)		
		(b)	Percentage of children on the register in the year who had previously been on the register	41.5 (36.4%)		
		(c)	Total number of children on child protection register at 31 March	27 (10)		
		(d)	The number of children on the child protection register at 31 March per 1,000 population aged under 16 years	1.1 (0.4)		
		(e)	Percentage of children on the register at 31 March who had been on the register for			
		(i)	Less than 6 months	44.4% (100%)		
		(ii)	6 months but under 1 year	44.4% (0%)		
		(iii)	one year but under two years	11.1% (0%)		
		(iv)	two years or more	0% (0%)		
	Children Being Looked After	4	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	130 (142)	52.4% (55.7%)	4.8 (5.2)
		(b)	In other community placements	81 (74)	32.7% (29.0%)	3.0 (2.7)
		(c)	In residential accommodation	37 (39)	14.9% (15.3%)	1.4 (1.4)
		(d)	Total number being looked after	248 (255)	100% (100%)	9.1 (9.3)
		(e)	Children aged under 12 in residential accommodation	8 (9)	7.1% (7.9%)	-
		(f)	Total children aged under 12 looked after, excluding respite	112 (114)	-	-
		(g)	Children receiving respite excluded from a) to f)	68 (65)	-	2.5 (2.4)
		(h)	Total children looked after including respite	316 (320)	-	11.6 (11.7)

NOTE: - * 2000/2001 Figures shown in brackets for comparison purposes

**EAST AYRSHIRE COUNCIL
STATUTORY PERFORMANCE INDICATORS 2001/2002**

Department	Service	Indicator No	Indicator	Performance Number	Data/as a % of those being discharged from care
	Children Being Looked After (New Indicator)	5			
		(a)	Number of young people age 16 or 17 ceasing to be looked after.	16	-
		(b)	Number attaining at least one Standard Grade	6	38%
		(c)	Number attaining Standard Grade English and Maths	3	19%
	Home Care/ Home Help Clients	6	The level and flexibility of service to home care clients	<u>No of Home Care Clients</u>	<u>As a rate per 1000 population aged 65+</u>
			<u>Level of service</u>		
		(a)	Less than 2 hours per week	103 (88)	5.3 (4.5)
		(b)	2 to less than 4 hours per week	461 (461)	23.8 (23.8)
		(c)	4-10 hours per week	442 (451)	22.8 (23.3)
		(d)	More than 10 hours per week	355 (311)	18.3 (16.1)
		(e)	Total	1361 (1311)	70.3 (67.7)
			<u>Flexibility</u>		
		(f)	Total receiving personal care	862 (800)	44.5 (41.3)
	(g)	Total receiving care at weekends	577 (495)	29.8 (25.6)	
	(h)	Total receiving care in evenings/overnight	327 (287)	16.9 (14.8)	
		<u>Total volume of service</u>			
		Total number of hours per week provided	10336 (9409)	533.9 (486.0)	

EAST AYRSHIRE COUNCIL
STATUTORY PERFORMANCE INDICATORS 2001/2002

Department	Service	Indicator No	Indicator	Performance Data		
	Residential Accommodation: Staff Qualifications	7	Percentage of care staff in residential homes who have appropriate qualifications, for these users:			
			Percentage of staff with appropriate qualifications			
				<u>Social work, social care and other specified qualification</u>	<u>other relevant qualifications</u>	<u>Total</u>
		(a)	Children	42% (36%)	25% (20%)	67% (56%)
		(b)	Elderly People	37% (31%)	5% (4%)	42% (35%)
		(c)	Other Adults	41% (27%)	14% (14%)	55% (41%)
		(d)	Total Staff	39% (31%)	11% (9%)	49% (40%)

**EAST AYRSHIRE COUNCIL
STATUTORY PERFORMANCE INDICATORS 2001/2002**

Department	Service	Indicator No	Indicator	Performance Data		
				<u>Council</u>	<u>Voluntary Sector</u>	<u>Private Sector</u>
	Residential Accommodation: Privacy	8	The number of single rooms and the number of rooms with en-suite facilities, expressed as a percentage of all residential care places for each of the following users, for each provider:			
			<u>Single Rooms</u>			
		(a)	Children	100% (100)	91.7%(91.7)	No Service (No Service)
		(b)	Elderly People	100% (100)	44.3% (44.3)	71.8% (70.4%)
		(c)	Other Adults	100% (100)	100% (100)	42% (42)
			<u>En-suite Facilities</u>			
		(a)	Children	0% (0%)	0%	No Service
		(b)	Elderly People	0% (0%)	7.6% (10.7%)	57.5% (67.8%)
		(c)	Other Adults	3.6% (3.6%)	53.3% (51.6%)	13% (13%)

EAST AYRSHIRE COUNCIL
STATUTORY PERFORMANCE INDICATORS 2001/2002

Department	Service	Indicator No	Indicator	Performance Data			
	Inspection	9	Inspection of registered residential homes:	<u>Average No of Inspections per home</u>	<u>Number of homes inspected less than twice a year</u>	<u>Number of homes</u>	<u>Percentage of homes inspected less than twice</u>
			<u>Children</u>				
		(a)	Council	0.5 (1.0)	2 (2)	2 (2)	100% (100%)
		(b)	Voluntary Sector	1.0 (1.0)	2 (2)	2 (2)	100 % (100%)
		(c)	Private Sector	No provision	-	-	-
		(d)	(Total)	0.8 (1.0)	4 (4)	4 (4)	100% (100%)
			<u>Elderly People</u>				
		(a)	Council	2.0 (2.0)	0 (0)	4 (4)	0% (0%)
		(b)	Voluntary Sector	2.0 (2.0)	0 (0)	2 (2)	0% (0%)
		(c)	Private Sector	1.5 (1.9)	7 (2)	14 (14)	50% (14%)
		(d)	Total	1.7 (1.9)	7 (2)	20 (20)	35% (10%)
			<u>Other Adults</u>				
		(a)	Council	1.0 (1.5)	2 (1)	2 (2)	100% (50%)
		(b)	Voluntary Sector	1.0 (1.7)	3 (1)	3 (3)	100% (33%)
		(c)	Private Sector	1.8 (1.8)	1 (1)	4 (4)	25% (25%)
		(d)	Total	1.3 (1.7)	6 (3)	9 (9)	66.7 (33.3%)

EAST AYRSHIRE COUNCIL
STATUTORY PERFORMANCE INDICATORS 2001/2002

Department	Service	Indicator No	Indicator	Performance Data			
	Respite Care	10	The number of people receiving respite care, the number per 1000 population and the volume of respite care provided or purchased	<u>Number of people receiving respite care</u>	<u>Number per 1000 of relevant population</u>	<u>Total volume of respite care provided or purchased</u>	
						Bed nights	hours
			<u>People Aged 65+</u>				
			(a) residential respite care	271 (241)	14 (12.4)	5,184 (4,669)	-
			(b) respite care provided at home	52 (62)	2.7 (3.2)	(-)	8,812 (9,004)
			(c) other respite	102 (38)	5.3 (2.0)	0	45,305 (24,271)
			<u>People Aged 18-64</u>				
			(a) residential respite care	92 (85)	1.2 (1.1)	1,863 (2,007)	-
			(b) respite care provided at home	8 (18)	0.1 (0.2)	-	1,203 (3,678)
			(c) other respite care	0 (8)	0 (0.1)	0	0 (4,004)
			<u>Children Aged 0-17 with disabilities</u>				
			(a) residential respite care	46 (44)	1.7 (1.6)	1,506 (1,330)	-
			(b) respite care provided at home	25 (13)	0.9 (0.5)	-	3,448 (1,178)
			(c) other respite care	27 (32)	1.0 (1.2)	137 (179)	1,963 (2,309)

NOTE: - * 2000/2001 Figures shown in brackets for comparison purposes

**EAST AYRSHIRE COUNCIL
STATUTORY PERFORMANCE INDICATORS 2001/2002**

Department	Service	Indicator No	Indicator	Performance Data
	Criminal Justice Social Enquiry Reports	11	(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 requested by the courts 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	667 (710) 6.9 (7.4) 83.3% (94.0%) 96.9% (97.5%)
	Probation	12	(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	222 (255) 2.3 (2.6) 59% (69%) 23.6% (25%)
	Community Service	13	(a) Number of new community service orders issued during the year (b) a) expressed as a rate per 1000 adult population (c) Average length of community service (hours) for orders completed during the year (d) Average number of days taken to complete orders completed during the year	189 (195) 2.0 (2.0) 165 hrs (152 hrs) 315 days (247 days)

AGENDA