

EAST AYRSHIRE COUNCIL - 26 JUNE 2003

STATUTORY PERFORMANCE INDICATORS 2002/03

Report by Chief Executive

1. PURPOSE OF REPORT

- 1.1** To submit the draft Statutory Performance Indicators for 2002/03 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 2001 Direction in October 2001 and this set out the Statutory Performance Indicators for financial year 2002/03 upon which councils are now required to report.

3. 2002/03 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 2002/03, the Council is able to report reliably on all indicators, with the exception of Social Work Indicator 8 – Residential Accommodation, Privacy. In relation to Social Work Indicator 8, the Department of Educational and Social Services has not been in a position to report on this indicator for 2002/03. In common with other councils, this has resulted from an inability on the part of the Care Commission to provide the necessary data to report on this indicator. The Accounts Commission is fully aware of these difficulties and has confirmed that no action or adverse comment will be made in relation to any council in this position.
- 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 2003.

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 - Nil.

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.

David Montgomery
Chief Executive

CF/SM
18 June 2003

LIST OF BACKGROUND PAPERS

1. Accounts Commission Standards of Performance Guide 2002/03

Anyone wishing further information should contact Fiona Lees, Depute Chief Executive/Director of Corporate Resources or John Clayton, Head of Corporate Development and Communication on Tel No (01563) 576019 and (01563) 576195 respectively.

Implementation Officer: Carole Foote, Principal Officer

**EAST AYRSHIRE COUNCIL
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Department		Indicator No	Indicator	Performance Data
COUNCIL WIDE				
	Sickness Absence	1	<p>The number of days lost through sickness absence expressed as a percentage of the total working days available, for the following groups of staff:</p> <p>Chief officers, APT and C employees</p> <p>Craft and manual employees</p> <p>Teachers</p>	<p>5.3% (5.7%) *</p> <p>7.1% (6.8%)</p> <p>3.3% (3.3%)</p>
	Complaints	2		
		(a)	The number of complaints accepted for enquiry by the Ombudsman which resulted in a local settlement.	3 (7)
		(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) £374 (£1,487)		
			Roads				<i>Per 10,000 population</i> Number Value 0.2 (0) £3,875 (£0)		
			All other services				<i>Per 10,000 population</i> Number Value 0.2 (0.2) £8360 (£1,152)		
	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>
				2 (2)	8 (8)	-	-	-	-
				8 (5)	18.6 (13.9)	269(253)	49.7 (48)	3047 (2,986)	70.5 (70.9)
			Teachers	81 (85)	76.4 (73.3)	1093(1053)	76 (75.9)	-	-

**EAST AYRSHIRE COUNCIL
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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.				100% (93.4%)	
							100% (91.7%)	
				Council %	Private %	Independent %	Voluntary %	Total %
			(i) children in their pre-school year	91 (87.1)	6.1 (4.4)	0 (0)	2.9 (1.9)	100 (93.4)
		(ii) 3 year-olds in year before pre-school year	68.7 (62.9)	12.8 (14.1)	0 (0)	18.5 (14.7)	100 (91.7)	
		(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					0.8% (1.5%)			
			(ii) 3 year-olds in the year before the pre-school year				15.6% (29.1%)	
	Primary Schools	2 (a)	Percentage of classes which fall within the following categories:-					
				Single-year classes		Composite classes		
			a) 15 or less	2.6% (0.9%)		0.7% (1.9%)		
			b) 16-20	9.3% (11.0%)		5.3% (4.7%)		
			c) 21-25	23.2% (21.3%)		17% (17.6%)		
			d) 26-30	30.9% (30.9%)		0.2% (0%)		
			e) 31-33	10.8% (11.7%)		0% (0%)		
f) 34 or more	0% (0%)		0% (0%)					

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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	4.8% (3.7%)	
			b) 16 - 20	19.4% (21.3%)	
			c) 21 - 25	43.5% (42.6%)	
			d) 26 - 30	32.3% (31.4%)	
			e) 31 - 33	0% (1.1%)	
			f) 34 or more	0% (0%)	
		(c)	The total number of primary school classes of each type:		
			Single-year	321 (324)	
	Composite	97 (103)			
	P1 to P3 pupils.	186 (188)			
	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	13.0% (10.9%)	
(ii)			41 - 60%	32.6% (30.4%)	
(iii)			61 - 80%	32.6% (37%)	
(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	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%	88.9% (55.6%)
		(iv)	81- 100%	0% (33.3%)
		(v)	101% or more	11.1% (11.1%)
		(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	33.3% (15.2)
			19 to 26 weeks	28.6% (39.4)
			27 to 39 weeks	19% (15.2)
			40 to 52 weeks	14.3% (12.1)
			More than 1 year	4.8% (18.2)
			Average time for completion of all assessments	32 weeks (35 weeks)

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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:		<u>No to be inspected in the year</u>	<u>% of inspections undertaken within time</u>
			Minimum inspection frequency			
			6 months	25 (29)		
			12 months	115 (110)	100% (93.6%)	
			More than 12 months	450 (462)	97.3% (94.2%)	
	Workplace Safety Inspections	2			100% (100%)	
		(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			
			<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	12 (23)	12 (23)	83.3% (91.3%)
			24 months	71 (88)	35 (49)	97.1% (85.7%)
			36 months	155 (201)	33 (76)	100% (94.7%)
			48 months	231 (239)	79 (42)	94.9% (92.9%)
			60 months	834 (764)	31 (18)	93.5% (88.9%)

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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	92 (66)
		(b)	The number of complaints	
			(i) completed at initial inquiry stage	22 (31)
			(ii) the number which required further investigation	70 (35)
		(c)	the percentage of responses at	
			(b)(i) which were provided in 1 day (calendar) of receipt of the complaint	95.5% (74.2%)
			(b)(ii) which were provided in 3 days (calendar) of receipt of the complaint	94.3% (97.1%)
	Pest Control	4	Pest Control response times:	<u>% of Responses which met Target</u>
			High priority 2 working days (National Target)	93.6% (90.5%)
			Low priority 5 working days (National Target)	93.1% (93.2%)

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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		£52.72 (£49.16)
	(b)	disposal per premise		£56.38 (£51.07)	
		2	Special uplift service for bulky domestic refuse		
			Percentage of uplifts completed within 5 working days		97.8% (98.1%)
		3	Number of household waste collections which were missed, per 100,000 collections, during the periods:		
		(a)	May to September		20 (5)
		(b)	April and October to March		21 (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)
Ash from incineration which is recycled		0 (0)	0% (0)	0 (0)	0% (0)
Composted by the authority		0 (0)	0% (0)	0 (0)	0% (0)
Other recycling methods		0.038 (0.024)	3.8% (2.5%)	0.704 (0.671)	14.8% (15.5%)
Landfill		0.966 (0.926)	96.2% (97.5%)	4.053 (3.669)	85.2% (84.5%)
Other disposal methods		0 (0)	0% (0)	0 (0)	0% (0)
Totals		1.004 (0.95)	100% (100%)	4.757 (4.340)	100% (100%)
Total tonnage collected - domestic		53,628.6 tonnes		Commercial and industrial	6727.5 tonnes

* NOTE: - 2001/2002 Figures shown in brackets for comparison purposes **10**

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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 2,293 (2,195)
		2	Number of attendances per 1,000 for other indoor sports and leisure facilities. (Excluding Pools in a combined complex)	5,045 (4,775)
	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.	50% (50%)
Libraries	Processing time	1	Average time taken to satisfy book requests	16 (16)

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Department		Indicator No	Indicator		Performance Data
	Stock turnover	2	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	2,351 (2338)	896 (875)
		(b)	Recommended national target for annual number of additions per 1,000 population	280 (280)	100 (100)
		(c)	Actual additional per 1,000 population	185 (238)	89 (80)
		(d)	Number of withdrawals per 1,000 population	253 (233)	84 (62)
		(e)	Stock at year end per 1,000 population	2,283 (2344)	901 (893)
	Use of Libraries	3	Borrowers from Public Libraries:		
		(a)	Borrowers as percentage of resident population	23.5% (22.2%)	
		(b)	Average number of issues per borrower	28.7% (31.8%)	
	Learning Centre Users (new indicator)	4			
		(a)	Number of users as percentage of the resident population	2.6%	
		(b)	Number of times the terminals are used per 1,000 population	586.5	

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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% (100%) 0% (0%) 0% (0%) 0% (0%)			
		(b)	Consumer complaints: Same day 2 – 14 days 15 –30 days over 30 days	22.4% (21.4%) 29.9% (22.1%) 18.9% (26.3%) 28.8% (30.2%)			
		(c)	Business advice requests: Same day 2 –1 4 days 15 – 30 days over 30 days	97.0%(96.7%) 2.4% (2.7%) 0% (0.7%) 0.6% (0.0%)			
	Inspection of Trading Premises	2	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	622 (612)	622 (612)	96.5% (97.7%)
			Medium Risk	Every 24 months	399 (384)	208 (175)	97.6% (94.3%)
			Low Risk	Every 60 months	588 (602)	128 (158)	96.1% (95.6%)

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Department	Service	Indicator No	Indicator	Performance Data
FINANCE	Council Tax Collection (changed indicator)	1	Cost of collecting Council tax per chargeable dwelling	£14.55 (£14.12)
		2	Income:	
		(a)	Income due from Council Tax for the year, excluding reliefs and rebates	£30,004,199 (£28,469,246)
		(b)	The percentage of (a) received during year	88.3% (86.4%)
	Non-domestic rates (new indicator)	3		
		(a)	Income due from non-domestic rates for the year	£27,221,140
	(b)	Percentage of (a) that was received	89.5%	
	Payment of Invoices	4	The number of invoices paid within 30 calendar days of receipt, as a percentage of all invoices paid	81.7% (80.2%)
	Accounts	5	(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 (yes)

BENEFITS ADMINISTRATION	Housing Benefit and Council Tax Benefit	1	The gross administration cost per case	£49.91 (£47.11)
	Processing Time	2		
		(a)	Average time to process new claims	58 days (73 days)
		(b)	Average time to process notifications of change of circumstances	12.4 days (51.6 days)
		(c)	Percentage of renewal claims processed on time	80.2% (93.6%)

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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			96.4% (96%) yes (Yes) 56.7% (35.4%)
HOUSING	Response Repairs *repairs categories have been changed for 2002/03 and no comparison is available	1	Response repairs target times:	Target Response Time	No in Category	Repairs completed within target:
			Emergency Urgent	24 hours 3 days	33,175 18,348	83.3% 70.4%
			The percentage of all repairs due to be completed within 24 hours that were completed within target			83.3% (76.5%)
	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)			3.9% (3.72%)

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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 Average time to re-let houses	<u>No. of houses Re-let</u>	<u>Percentage of total of houses re-let</u>
				169 (157)	9.3% (8.5)
				720 (743)	39.7% (40.4)
				926 (938)	51.0% (51.0)
			Average time to re-let houses	69 days (78 days)	
	Rent arrears	4	Current tenant arrears:		
		(a)	As a percentage of net amount of rent due in the year	7.8% (10.6%)	
		(b)	The percentage tenants owing more than 13 weeks rent at year end excluding those owing less than £250	4.8% (6.5%)	

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Department	Service	Indicator No	Indicator	Performance Data
	Council House Sales	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	22.5% (62.6%) 46.5% (27.4%) 22.2% (4.9%) 8.8% (5.1%) 25.3 wks (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	82.2 (82.5) 76.6% (91.5) 9.9% (5.9) 13.5% (2.6) 0% (0) 24 (27) 50 (42) 4 (1) n/a (0)

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Department	Service	Indicator No	Indicator	Performance Data
DEVELOPMENT SERVICES				
Building Control (changed indicator)		1	Building Warrant and Completion Certificate Applications	
		(a)	Percentage of requests for a building warrant responded to in 15 days	39.4%
		(b)	Average time taken to respond to a request for a completion certificate	3 days (3 days)
		(c)	Percentage of building warrants issued within 6 days	91.8%
		(d)	Percentage of completion certificates issued within 3 days	77.8%
Planning	Processing time	1	Percentage of householder applications dealt with within the following times:	
		(i)	Up to 1 month	19.7% (35.8%)
		(ii)	1 month to 2 months	51.3% (41.1%)
		(iii)	2 months to 3 months	16.1% (12.0%)
	(iv)	more than 3 months	12.9% (11.0%)	
		2	Percentage of non householder applications dealt with within the following times:	
	i)	Up to 2 months	43.3% (50.4%)	
	(ii)	2 months to 3 months	17.6% (20.8%)	
	(iii)	more than 3 months	39.1% (28.8%)	
	Appeals (changed indicator)	3(a)	Number of planning determinations made by the council	846
		(b)	Number of decisions that went to appeal	13
		(c)	Number of appeals which were successful	5
		(i)	as a percentage of (a)	0.6%
		(ii)	as a percentage of (b)	38.5% (35.7%)

* NOTE: - 2001/2002 Figures shown in brackets for comparison purposes **18**

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Department	Service	Indicator No	Indicator	Performance Data
	Development Plans (changed indicator)	4	Percentage of population covered by a Local Plan which has been adopted or finalised within the last 5 years.	100% (0%)
Roads and Lighting	Network Maintenance	1	Carriageway surface treatments:	% of network covered
		(a)	Surfacing	1% (1%)
		(b)	Surface Dressing	1% (1%)
		(c)	Total percentage of surface treated	2% (2%)
	Traffic Light Repairs	2	Percentage of traffic light repairs completed within 48 hours	86% (89.9%)
	Street Lighting	3	Percentage of street light repairs completed within 7 days.	98.3% (94.3%)
	Street Lighting	4		
		(a)	Gross cost of street lighting per lamp	£92.22 (£99.32)
		(b)	Lighting columns replaced as a % of the total number of columns	2.9% (2.51%)

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Department	Service	Indicator No	Indicator	Performance Data Rate Of			
				Persons receiving an assessment or review		Persons Receiving a Service	
				Number	Rate per 1000 relevant population	Number	Rate per 1000 relevant population
SOCIAL WORK	Community Care Assessments	1	Persons assessed or reviewed and services provided:				
		(a)	elderly people aged 65+	4394 (4,296)	226.7 (221.9)	3098 (3,478)	159.9 (179.6)
		(b)	elderly people aged 65+ with dementia	402 (479)	20.7 (24.7)	322 (470)	16.6 (24.3)
		(c)	people aged 18-64 with mental health problems/dementia	344 (484)	4.7(6.5)	119 (325)	1.6 (4.4)
		(d)	people aged 18–64 with physical disability	1385 (1,595)	18.7 (21.6)	996 (1,310)	13.5 (17.7)
		(e)	people aged 18-64 with learning disability	304 (227)	4.1 (3.1)	397 (213)	5.4 (2.9)
		(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	834 (945)	11.3 (12.8)	988 (461)	13.4 (6.2)
		(h)	total	7663 (8,026)	82.1 (86)	5920 (6,257)	63.4 (67.1)
		Expenditure	2	Expenditure on services for adults in community care client groups	Actual Expenditure £	Cost per head of population aged 18+	Expenditure as percentage of Social Work total
			Service group				
		(a)	Home and Community based services	£16328299 (15,334,163)	a) £174.98 (£164.36)	51.8%(68.9%)	
		(b)	Long-term residential and nursing home care	£15179007 (6,931,360)	b) £162.66 (£74.29)	48.2%(31.1%)	
		(c)	Total expenditure	£31507306 (22,265,523)		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	79 (132)		
		(b)	Percentage of children on the register in the year who had previously been on the register	9.5% (41.5)		
		(c)	Total number of children on child protection register at 31 March	31 (27)		
		(d)	The number of children on the child protection register at 31 March per 1,000 population aged under 16 years	1.3 (1.1)		
		(e)	Percentage of children on the register at 31 March who had been on the register for			
		(i)	Less than 6 months	38.7% (44.4%)		
		(ii)	6 months but under 1 year	32.3% (44.4%)		
		(iii)	one year but under two years	25.8% (11.1%)		
		(iv)	two years or more	3.2% (0%)		
	Children Being Looked After	4	The number and percentage of children being looked after by the council in the following types of placement:	No of Children	Percentage of total being looked after	As a rate per 1,000 population aged 0 – 17
		(a)	At Home	186 (130)	55.0% (52.4%)	6.9 (4.8)
		(b)	In other community placements	126 (81)	37.3% (32.7%)	4.7 (3.0)
		(c)	In residential accommodation	26 (37)	7.7% (14.9%)	1.0 (1.4)
		(d)	Total number being looked after	338 (248)	100% (100%)	12.5 (9.1)
		(e)	Children aged under 12 in residential accommodation	5 (8)	2.8% (7.1%)	-
		(f)	Total children aged under 12 looked after, excluding respite	180 (112)	-	-
		(g)	Children receiving respite excluded from a) to f)	68 (68)	-	2.5 (2.5)
		(h)	Total children looked after including respite	406 (316)	-	15.0 (11.6)

EAST AYRSHIRE COUNCIL
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Department	Service	Indicator No	Indicator	Performance Number	Data/as a % of those being discharged from care
	Children Being Looked After	5 (a)	Number of young people age 16 or 17 ceasing to be looked after.	7 (16)	-
		(b)	Number attaining at least one Standard Grade	4 (6)	57% (38%)
		(c)	Number attaining Standard Grade English and Maths	2 (3)	29% (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	108 (103)	5.6 (5.3)
		(b)	2 to less than 4 hours per week	436 (461)	22.5 (23.8)
		(c)	4-10 hours per week	478 (442)	24.7 (22.8)
		(d)	More than 10 hours per week	422 (355)	21.8 (18.3)
		(e)	Total	1,444 (1361)	74.5 (70.3)
			<u>Flexibility</u>		
		(f)	Total receiving personal care	950 (862)	49.0 (44.5)
	(g)	Total receiving care at weekends	744 (577)	38.4 (29.8)	
	(h)	Total receiving care in evenings/overnight	406 (327)	20.9 (16.9)	
		<u>Total volume of service</u>			
		Total number of hours per week provided	11,790 (10336)	608.4 (533.9)	

**EAST AYRSHIRE COUNCIL
STATUTORY PERFORMANCE INDICATORS 2002/2003**

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	56% (42%)	16% (25%)	72% (67%)
		(b)	Elderly People	42% (37%)	1% (5%)	44% (42%)
		(c)	Other Adults	48% (41%)	5% (14%)	52% (55%)
		(d)	Total Staff	46% (39%)	5% (11%)	51% (49%)

**EAST AYRSHIRE COUNCIL
STATUTORY PERFORMANCE INDICATORS 2002/2003**

Department	Service	Indicator No	Indicator	Performance Data			
	Respite Care	9	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	324 (271)	16.7 (14)	6687 (5,184)	-
			(b) respite care provided at home	155 (52)	8.0 (2.7)	(-)	22579 (8,812)
			(c) other respite	136 (102)	7.0 (5.3)	0	56870 (45,305)
			<u>People Aged 18-64</u>				
			(a) residential respite care	107 (92)	1.4 (1.2)	1817 (1,863)	-
			(b) respite care provided at home	44 (8)	0.6 (0.1)	-	15409 (1,203)
			(c) other respite care	0 (0)	0(0)	0 (0)	0 (0)
			<u>Children Aged 0-17 with disabilities</u>				
			(a) residential respite care	47 (46)	1.7 (1.7)	1568 (1,506)	-
			(b) respite care provided at home	17 (25)	0.6 (0.9)	-	1818(3,448)
			(c) other respite care	31 (27)	1.1 (1.0)	215 (137)	2071 (1,963)

EAST AYRSHIRE COUNCIL
STATUTORY PERFORMANCE INDICATORS 2002/2003

Department	Service	Indicator No	Indicator	Performance Data
	Criminal Justice Social Enquiry Reports	10	(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	754 (667) 7.8 (6.9) 90.9% (83.3%) 96.8% (96.9%)
	Probation	11	(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	300 (222) 3.1 (2.3) 66.5% (59%) 18.3% (23.6%)
	Community Service	12	(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	215 (189) 2.2 (2.0) 148 hrs (165 hrs) 268 days (315 days)