

Report

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Report to:	Performance and Review Scrutiny Forum
Date of Meeting:	22 March 2011
Report by:	Chief Executive

Subject:	Statutory Performance Indicators 2009/10 – Performance and Prioritisation Analysis
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ advise of information included within Audit Scotland's Data Compendium 2009/10 and Statutory Performance Indicators 2009/10 publications. (December 2010)
- ◆ show South Lanarkshire Council's position in relation to the 31 other authorities and to identify areas of improvement or decline (>15%) over the three year period 2007/08 to 2009/10
- ◆ summarise the data for use by Resources in their improvement planning processes

2. Recommendation(s)

2.1. The Forum is asked to note the following recommendation(s):-

- (1) that the contents of the report be noted;
- (2) that Executive Directors use the data and analysis contained within the report to help inform their improvement planning processes; and
- (3) that the details will be submitted to the Executive Committee on 23 March 2011.

3. Background

- 3.1. Each year Audit Scotland provides a Data Compendium, including Statutory Performance Indicator (SPI) information. The 2009/10 compendium covers all the SPIs for all of Scotland's Councils for the three financial years 2007/08 to 2009/10 (where available). For 2009/10 the suite of SPIs was significantly reduced to 25 main indicators from 59 in 2008/09. These 25 indicators are subsequently broken down into 49 measures.
- 3.2. Audit Scotland has in previous years published 'Council Profiles' which presented a profile of each council's SPIs, identifying trends and supplying additional information useful in explaining the results. South Lanarkshire has its own information and analysis but this is not available for the other 31 authorities.
- 3.3. In October 2010 the Forum was presented with a report relating to 'Statutory Performance Indicators – 5 Year Comparison 2005/06 to 2009/10'.

3.4. At the same time a report was presented relating to the 'Review and prioritisation of Performance Measures (SPI/LPI/VFM)', which confirmed that Resources had reviewed the 25 specified Statutory Performance Indicators (49 measures) based on their relevance to Connect and Resource priorities and ranked them in terms of High, Medium or Low importance. This report noted that account would be taken of ranking information for 2009/10, expected to be available in December 2010, and that a further report would be presented to reflect this

4. Analysis – operational performance and Quartile ranking

4.1. Appendix A is derived from Audit Scotland's Data Compendium and highlights, on a Resource by Resource basis the SPI information for South Lanarkshire Council for the three years 2007/08 to 2009/10 (shaded area). It includes reference to year on year improvement, decline or no change in performance. The appendix also highlights the Council's ranking in terms of all Scottish local authorities, again showing year on year improvement, decline or no change.

4.2. The relative importance (High, Medium or Low) to the Council of the 25 SPIs, which in turn reflects the 49 associated measures, is also included at Appendix A (column 2 refers).

4.3. Appendix B summarises the highest (1-8) and lowest (25-32) quartile ranking of SPIs for South Lanarkshire Council in 2009/10. Table 1 below summarises the Quartile positions of the 49 measures over the last two years and takes account of relative importance.

Table 1 – 49 measures – Quartile and relative importance

SLC Rating	Total		Quartile 1		Quartile 2		Quartile 3		Quartile 4		Not Ranked	
	08/09	09/10	08/09	09/10	08/09	09/10	08/09	09/10	08/09	09/10	08/09	09/10
High	32	32	9	14	9	13	5	4	1	1	8	0
Medium	14	13	2	1	7	3	5	7	0	2	0	0
Low	4	4	2	0	0	2	2	2	0	0	0	0
	50	49	13	15	16	18	12	13	1	3	8	0

4.4. The analysis at Table 1 confirms that 84% of High importance measures are currently ranked in either Quartile 1 or 2. Full details for all 49 measures are included at Appendix A.

4.5. There are 15 measures in 2009/10 where South Lanarkshire Council ranked within the top Quartile (1-8) (14 of which are of high importance). These are detailed in Appendix B at 1.1 and show an improvement compared to 13 in 2008/09, as well as a positive direction of travel.

4.6. There were 16 measures in 2009/10 where the Council ranked within the bottom two quartiles, compared to 13 in 2008/9. Only five of these are of high importance to the Council.

4.7. It should be noted that the emphasis for the Council is to pursue improvement on 'high importance' measures.

- 4.8. There are a small number of measures which have shown a fall into a lower quartile, but are not of high importance, however, these are worthy of note:

Reference	Importance	Measure	Note
2b	Medium	Number and % of highest paid 5% of earners who are women	Drop in quartile position from 3 to 21, ie Quartile 1 to 3
12a	Medium	Number of visits to council libraries per 1,000 population	Drop in quartile position from 23 to 27, ie Quartile 3 to 4
13a/b/c	Medium	Planning applications processing time	All three measures have dropped down a quartile to Quartiles 3 and 4
20b	Low	Domestic noise complaints	Both measures dropped from Quartile 1 to 2

- 4.9. It is also important to highlight where South Lanarkshire Council ranked first in Scotland. This is applicable for the following 2 measures:

Housing & Technical Resources		Importance
Homelessness: Percentage of decision notifications issued within 28 days of date of initial presentation for Temporary Accommodation	97.7%	High
Housing Benefit: The gross administration charge per case	£16.57	High

5. Comparative Performance Information *Comparative Data from Previous Year*

- 5.1. It is also relevant to consider by how much measures have improved or declined over a three year period, and the ratio of improvement to decline. Table 2 below shows the number of measures improving or declining by more than 15% since 2005/06.

Table 2 – Improvement and decline

	Improving >15%	Declining >15%	Ratio of improvement to decline
2007/08 – 2009/10	6	8	0.8
2006/07 – 2008/09	21	16	1.3
2005/06 – 2007/08	13	7	1.9

- 5.2. Consideration given previously to the ratio information at Table 2 above prompted the need to undertake a SPI prioritisation exercise. Now that this has been progressed it has been established that whilst the ratio of improvement to decline is deteriorating, the Council's relative performance compared to other councils is being sustained in those areas which are important to the Council i.e 84% of high importance measures in Quartiles 1 and 2.

- 5.3. Details of the 6 measures where the Council has improved by more than 15% over the last three years are noted below together with note of their relative importance.

Community Resources	Importance
Attendances: The number of attendances per 1,000 population for other indoor sport and leisure facilities excluding pools in a combined complex	Medium
Museums: The number of visits to/usages of Council funded or part funded museums per 1,000 population	Low
Museums: The number of those visits that were in person per 1,000 population	Low
Domestic Noise Complaints: The average time between the time of the complaint and attendance on site for those requiring attendance on site	Low

Corporate Resources	Importance
Sickness Absence: Average number of working days per employee lost through sickness absence for all other local government employees	High

Housing & Technical Resources	Importance
Asset Management: The proportion of operational accommodation that is in a satisfactory condition	High

- 5.4. In contrast to the most improved measures it is important to look at those not performing as well. The Council has 8 measures showing a decline in performance greater than 15% over the last three years. These are:

Community Resources	Importance
Leisure attendances: The number of attendances per 1,000 population for pools	Med
Domestic Noise Complaints: The average time between the time of the complaint and attendance on site for those dealt with under Part V of the Antisocial Behaviour Act 2004	Low
Refuse Collection and Disposal Costs: The net cost of refuse collection per premise	Medium
Refuse Collection and Disposal Costs: The net cost of refuse disposal per premise	Medium

Enterprise Resources	Importance
Planning Applications Processing Time: The percentage of applications dealt with within the target time for non householders	Medium
Planning Applications Processing Time: The percentage of applications dealt with within the target time for all applications	Medium

Housing & Technical Resources	Importance
Managing Tenancy Changes – Re-lets: The average time to re-let (houses which are low demand) (Note: Ranking is 7 th of 32 councils)	High
Housing Benefit and Council Tax Benefit: The gross administration cost per case (Note: Ranking is 1st of 32 councils. Performance affected by caseload)	High

6. Next steps

- 6.1. Using the 2009/10 ranking information, together with year on year performance and the Council prioritisation exercise has helped inform a more corporate and targeted approach to improvement.
- 6.2. Taking those measures which are high importance, or medium importance and a Connect priority, some analysis was undertaken to extract:
- *Any measures ranked in Quartile 1*
 - *Any measures which had moved up into the next Quartile*
- 6.3. Table 3 below summarises the remaining measures and Executive Directors are asked to place particular emphasis on these measures in their ongoing improvement planning processes. Table 3 focuses attention on only 17 of the 49 measures. This represents 35% and provides a corporate prioritisation framework to assist Resources in targeting improvement where, and if, required. Using this approach will help ensure that the Council continues to sustain and/or improve performance in those areas deemed to be of high importance.

Table 3 – SPI measures

Reference	Importance	Measure	Resource
6(b)	High	Percentage of income due from Council Tax for the year that was received by the end of the year	Housing and Technical
8(a)	High	The proportion of operational accommodation that is in satisfactory condition	Housing and Technical
9(b)	High	Number of homecare hours per 1,000 population age 65+	Social Work
9(c)	High	As a proportion of homecare clients age 65+, the number receiving personal care	Social Work
15	High	Total dwellings meeting Scottish Housing Quality Standard	Housing and Technical
16	High	Percentage of rent due in the year that was lost due to voids	Housing and Technical
18 (c)	High	Proportion of those tenants (in 18b) that were in arrears	Housing and Technical
18 (e)	High	Percentage of former tenants arrears written off or collected during the year	Housing and Technical
19(a) (iii)	High	% who are housed (permanent)	Housing and Technical
19(a) (iv)	High	% of cases reassessed within 12 months of completion of duty (permanent)	Housing and Technical

19(a) (iv)	High	% of cases reassessed within 12 months of completion of duty (temporary)	Housing and Technical
19(b)	High	Proportion of those provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months (temporary)	Housing and Technical
21(b)	Medium	Business advice requests dealt with within 14 days – Trading Standards	Community
23(a)	Medium	Net cost of refuse collection per premise	Community
23(b)	Medium	Net cost of refuse disposal per premise	Community
24	High	% of municipal waste collected during the year that was recycled or composted	Community
25	High	Overall cleanliness index	Community

7. Key Points

- 7.1. The key points from the Data Compendium analysis relating to measures are:-
- ◆ 6 have improved by more than 15% since 2007/08.
 - ◆ 8 have declined by more than 15% since 2007/08.
 - ◆ 2 were ranked 1st in Scotland in 2009/10.
 - ◆ 15 were ranked in Quartile 1 for 2009/10.
 - ◆ 3 were ranked in the Quartile 4 for 2009/10.

8. Employee Implications

- 8.1. There are no employee implications.

9. Financial Implications

- 9.1. There are no financial implications.

10. Other Implications

- 10.1. There are no risk or sustainability issues associated with the content of this report.

11. Equality Impact Assessment Consultation Arrangements

- 11.1. There is no requirement to carry out an impact assessment in terms of the proposals contained within this report.
- 11.2. There is no requirement to carry out any consultation in terms of the content of this report.

Archibald Strang
Chief Executive

10 March 2011

Link(s) to Council Values/Improvement Themes/Objectives

- ◆ Improvement Theme – Performance Management and Improvement

Previous References

- ◆ Performance and Review Scrutiny Forum (26 October 2010) - Statutory Performance Indicators 5 Year comparison 2005/06 to 2009/10
- ◆ Performance and Review Scrutiny Forum (26 October 2010) – Review and Prioritisation of Performance Measures (SPI/LPI/VFM)

List of Background Papers

- ◆ SLC Statutory Performance Indicators 2009/10
- ◆ Data Compendium: www.audit-scotland.gov.uk

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-

Heather McNeil, Head of Audit and Improvement

Ext: 5915 (Tel: 01698 455915)

E-mail: heather.mcmeil@southlanarkshire.gov.uk

Paul Manning, Head of Finance

Ext: 4532 (Tel: 01698.454532)

E-mail: paul.manning@southlanarkshire.gov.uk

SPI Information For Three Year Period 2007/08 to 2009/10

APPENDIX A

COMMUNITY RESOURCES

Ref	Leisure Services	Importance	2009/10 S.P.I.		Rank		2008/09 S.P.I.		Rank		2007/08 S.P.I.	Rank
10	Attendances											
	(a) The number of attendances per 1,000 population for pools	M	3,861	D	12	D	4,035	D	10	D	4,610	6
	(b) The number of attendances per 1,000 population for other indoor sport and leisure facilities excluding pools in a combined complex	M	5,194	I	17	I	4,462	I	19	I	4,222	20
11	Museums											
	(a) Number of visits to/usages of council funded or part funded museums per 1,000 population	L	677	I	24	D	543	I	22	I	107	27
	(b) The number of those visits that were in person per 1,000 population	L	609	I	17	I	496	I	19	I	103	26
Ref	Environmental Health		2009/10 S.P.I.		Rank		2008/09 S.P.I.		Rank		2007/08 S.P.I.	Rank
20	Domestic Noise Complaints											
	(a) The number of complaints of domestic noise received during the year:-											
	(i) Settled without the need for attendance on site	(Contextual information only)	1,011				944				1,068	
	(ii) Requiring attendance on site		29				28				13	
	(iii) Dealt with under Part V of the Antisocial Behaviour Act 2004		735				746				661	
	(b) For those in a(ii) and a(iii) above, the average time (hours) between the time of the complaint and attendance on site:-											
	(i) Requiring attendance on site	L	1.1 hrs	I	9	D	1.5 hrs	I	7	D	1.8 hrs	6
	(ii) Dealt with under Part V of the Antisocial Behaviour Act 2004	L	0.5 hrs	D	11	D	0.4 hrs	NC	4	NC	0.4 hrs	4
Ref	Trading Standards		2009/10 S.P.I.		Rank		2008/09 S.P.I.		Rank		2007/08 S.P.I.	Rank
21	Complaints and Advice											
	(a) Consumer Complaints – Percentage dealt with within 14 days	M	76.3%	I	17	D	77.2%	I	15	NC	74.0%	15
	(b) Business Advice Requests – Percentage dealt with within 14 days	M	97.1%	I	18	I	95.7%	D	21	D	98.3%	8

COMMUNITY RESOURCES

Ref	Environmental Services	Importance	2009/10 S.P.I.		Rank		2008/09 S.P.I.		Rank		2007/08 S.P.I.	Rank
23	Refuse Collection and Disposal Costs (a) Net cost of refuse collection per premise	M	£69.17	D	21 st out of 32 Councils	D	£64.07	D	19 th out of 32 Councils	D	£56.69	4 th out of 14 Councils
	(b) Net cost of refuse disposal per premise	M	£80.80	D	16 th out of 32 Councils	D	£75.47	D	15 th out of 32 Councils	D	£65.54	6 th out of 14 Councils
24	Refuse Recycling The amount of municipal waste collected that was recycled and composted	H	40.1%	I	15	D	37.0%	I	14	D	36.9%	7
25	Cleanliness Overall cleanliness index achieved following inspection of a sample of streets and other land	H	70	D	29 th out of 32 Councils	D	72	D	22 nd out of 30 Councils	D	74	2 nd out of 14 Councils

CORPORATE RESOURCES

Ref	Corporate Resources (Council Wide Indicators)	Importance	2009/10 S.P.I.		Rank		2008/09 S.P.I.		Rank		2007/08 S.P.I.	Rank
1	<p>Sickness Absence The average number of working days per employee lost through sickness absence for:-</p> <p>(a) Teachers</p> <p>(b) All other Local Government employees</p>	H	8.6 days	I	24 th out of 32 Councils	I	9.2 days		26 th out of 28 Councils			
		H	10.4 days	I	8 th out of 32 Councils	I	12.8 days		16 th out of 28 Councils			
2	<p>Equal Opportunities The number and percentage of the highest paid 2% and 5% of earners among council employees, that are women:-</p> <p>Number of council employees</p> <p>Number of women in highest paid 2% of earners</p> <p>Percentage of women in top 2% of earners</p> <p>Number of women in highest paid 5% of earners</p> <p>Percentage of women in top 5% of earners</p>		10,695				10,976				11,604	
		M	82 38.1%	I	15	D	83 37.7%	D	13	NC	88 37.8%	13
		M	284 42.1%	D	21	D	279 50.9%	I	3	I	276 47.6%	7

EDUCATION RESOURCES

Ref	Education (Leisure Trust from 2010/11)	Importance	2009/10 S.P.I.		Rank		2008/09 S.P.I.		Rank		2007/08 S.P.I.	Rank
12	Use of Libraries Number of visits per 1,000 population	M	4,322	D	27	D	4,644	D	23	D	4,924	20

ENTERPRISE RESOURCES

Ref	Planning	Importance	2009/10 S.P.I.		Rank		2008/09 S.P.I.		Rank		2007/08 S.P.I.	Rank
13	Planning Applications Processing Time The percentage of applications dealt with within the target time:											
	(a) Householder applications - percentage dealt with within 2 months	M	80.3%	D	18	D	86.0%	D	12	D	89.9%	5
	(b) Non-Householder applications - percentage dealt with within 2 months	M	39.9%	D	26	D	46.7%	D	19		50.9%	
	(c) All applications - percentage dealt with within 2 months	M	60.6%	D	20	D	66.4%	D	15	D	72.4%	7
Ref	Roads		2009/10 S.P.I.		Rank		2008/09 S.P.I.		Rank		2007/08 S.P.I.	Rank
22	Carriageway Condition The percentage of road network that should be considered for maintenance treatment	H	37.5%	NC	16	I	37.5%	I	22	D	39.2%	18

FINANCE & IT RESOURCES

Ref	Finance Services	Importance	2009/10 S.P.I.		Rank		2008/09 S.P.I.		Rank		2007/08 S.P.I.	Rank
7	Payment of Invoices Percentage of Invoices paid within 30 days	M	91.6%	I	8	NC	89.1%	D	8	D	90.2%	4

HOUSING AND TECHNICAL RESOURCES

Ref	Housing Services	Importance	2009/10 S.P.I.		Rank		2008/09 S.P.I.		Rank		2007/08 S.P.I.	Rank
14	Response Repairs (a) The number of response repairs completed during the year (b) The overall percentage of repairs completed within the target times		133,568				142,296				140,529	
		H	96.4%	NC	6	D	96.4%	D	3		96.8%	N/R
15	Progress Towards the Scottish Housing Quality Standard (a) The proportion of the Council's housing stock meeting the Scottish Housing Quality Standard by criteria:- Tolerable standard Free from serious disrepair Energy efficient Modern facilities and services Healthy, safe and secure Total dwellings meeting the Scottish Housing Quality Standard (b) The total number of dwellings owned by the Council											
			100.0%	I			0.0%					
			82.1%	I			0.6%					
			77.6%	I			10.3%					
			84.8%	I			14.0%					
			96.4%	I			14.0%					
		H	56.1%	D	9		65.9%		N/R			
			25,833				25,785					
16	Managing Tenancy Changes: Voids Total annual rent loss due to voids as a percentage of the total rent due in the year	H	1.0%	D	9	D	0.9%	NC	8	D	0.9%	6
17	Managing Tenancy Changes: Relets Dwellings which are <u>not</u> low demand:- Average time to re-let Dwellings which are <u>are</u> low demand:- Average time to re-let Average time that low demand houses had been un-let at year end											
		H	23 days	D	3	NC	21 days	I	3	I	25 days	4
		H	48 days	D	7	D	43 days	D	5		36 days	N/R
		H	113 days	I	13	I	351 days	D	18		108 days	N/R

HOUSING AND TECHNICAL RESOURCES

Ref	Housing Services	Importance	2009/10 S.P.I.		Rank		2008/09 S.P.I.		Rank		2007/08 S.P.I.	Rank
18	Rent Arrears:-											
	(a) Current tenant arrears as a percentage of the net amount of rent due in the year	H	3.7%	I	5 th out of 26 Councils	I	3.9%	NC	7 th out of 26 Councils	D	3.9%	2 nd out of 13 Councils
	(b) Percentage of all tenants owing more than 13 weeks at year end, excluding those owing more than £250	H	2.4%	I	7 th out of 26 Councils	I	2.9%	D	9 th out of 26 Councils	D	2.5%	2 nd out of 13 Councils
	(c) The proportion of those tenants giving up their tenancy during the year that were in rent arrears	H	44.7%	D	19 th out of 26 Councils	D	41.1%	I	15 th out of 26 Councils	D	41.2%	7 th out of 13 Councils
	(d) The average number of weeks rent owed by tenants leaving in arrears	H	7.5 wks	D	8 th out of 26 Councils	D	7.0 wks	I	3 rd out of 26 Councils	D	7.5 wks	2 nd out of 13 Councils
	(e) The proportion of arrears owed by former tenants that was either written off or collected during the year	H	38.6%	D	15 th out of 26 Councils	I	27.1%	I	16 th out of 26 Councils	D	36.7%	2 nd out of 13 Councils
19	Homelessness											
	(a) Permanent accommodation	(Contextual information only)										
	i. Number of households assessed during the year		1,524				1,400					
	ii. Percentage of decision notifications issued within 28 days of date of initial presentation	H	96.6%	D	3		97.1%		N/R			
	iii. The percentage who are housed	H	55.1%	I	16		52.4%		N/R			
	iv. Percentage of cases reassessed within 12 months of completion of duty	H	6.4%	I	16		7.2%		N/R			

HOUSING AND TECHNICAL RESOURCES

Ref	Housing Services	Importance	2009/10 S.P.I.		Rank		2008/09 S.P.I.		Rank		2007/08 S.P.I.	Rank
19	Homelessness (a) Temporary accommodation i. Number of households assessed during the year ii. Percentage of decision notifications issued within 28 days of date of initial presentation iii. Number of cases reassessed within 12 months completion of duty iv. Percentage of cases reassessed within 12 months of completion of duty (b) The proportion of those provided with permanent accommodation in Council stock who maintained their tenancy for at least 12 months	(Contextual information only) H (Contextual information only) H H	914 97.7% 53 5.8% 85.5%				914 96.3% 44 4.8% 87.0%		N/R N/R N/R			
Ref	Revenues	Importance	2009/10 S.P.I.		Rank		2008/09 S.P.I.		Rank		2007/08 S.P.I.	Rank
5	Council Tax Collection Cost of Collecting Council Tax per dwelling	H	£13.71	I	15 th out of 32 Councils	I	£14.89	D	21 st out of 32 Councils	D	£13.22	2 nd out of 9 Councils
6	Council Tax Income (a) Income due from Council Tax for the year excluding reliefs and rebates (b) The percentage of (a) that was received during the year	H	£107.2m 94.9%	NC	16 th out of 32 Councils	NC	£107.6m 94.9%	D	16 th out of 32 Councils	D	£106.2m 95.2%	1 st out of 9 Councils
4	Housing Benefit and Council Tax Benefit The gross administration cost per case	H	£16.57	D	1		£16.52	D	N/R		£14.45	1

HOUSING AND TECHNICAL RESOURCES

Ref	Technical Services	Importance	2009/10 S.P.I.		Rank		2008/09 S.P.I.		Rank		2007/08 S.P.I.	Rank
3	Public Access The percentage of Council buildings which are suitable for and accessible by disabled people	H	89.6%	I	3 rd out of 32 Councils	I	85.1%	I	5 th out of 30 Councils	I	79.0%	6
8	Asset Management Condition and Suitability (a) The proportion of operational accommodation that is in a satisfactory condition (b) The proportion of operational accommodation that is suitable for its current use	H	79.2%	I	18	I	73.6%	I	22	D	62.8%	20
		H	85.3%	I	7	I	82.0%	I	10	NC	79.8%	10

SOCIAL WORK RESOURCES

Ref	Social Work	Importance	2009/10 S.P.I.		Rank		2008/09 S.P.I.		Rank		2007/08 S.P.I.	Rank
9	Home Care/Home Helps											
	(a) Number of people aged 65+ receiving home care		3,130				3,131				2,985	
	(b) Number of homecare hours per 1,000 population aged 65+	H	542.3	I	12	I	540.1	D	13	D	544.7	12
	(c) As a proportion of home care clients aged 65+,											
	(i) the percentage receiving Personal Care	H	90.8%	I	14	NC	87.5%	D	14	D	88.8%	11
	(ii) A service during evenings/overnight	H	50.0%	D	5	D	55.3%	I	2	NC	54.8%	2
	(iii) A service at weekends	H	77.3%	I	7	I	73.6%	I	8	D	72.8%	5

Note:

N/R = Not ranked

I = Improving

D = Declining

NC = No change

APPENDIX B

Performance Information for Scottish Councils 2009/10

Audit Scotland's Council Profile report for 2009/10 noted the top (1-8) and bottom (25-32) ranking Statutory Performance Indicator measures for South Lanarkshire Council as detailed below.

1.1 SOUTH LANARKSHIRE COUNCIL - SPI measures in Quartile 1 (Position 1-8) for 2009/10 were:-

Resource	Service	Importance	S.P.I. Measure	Rank in Scotland
Corporate	Council Wide	High	Average Number of working days per employee lost through sickness absence for all other local government employees	8 th
Finance and IT	Finance	Medium	Percentage of invoices paid within 30 days	8 th
Housing	Response Repairs	High	Percentage of repairs completed within target times	6 th
	Re-lets	High	Average time to re-let houses that were not low demand	3 rd
		High	Average time to re-let houses that were low demand	7 th
	Rent Arrears	High	Current tenant arrears as a percentage of net rent due	5 th
		High	Percentage of all tenants owing more than 13 weeks at year end, excluding those owing more than £250	7 th
		High	Average number of weeks in rent owed by tenants leaving in arrears	8 th
	Homelessness	High	Percentage of decision notifications issued within 28 days of date of initial presentation for Permanent Accommodation	3 rd
		High	Percentage of decision notifications issued within 28 days of date of initial presentation for Temporary Accommodation	1 st
	Housing Benefit	High	The gross administration cost per case	1 st
	Technical Services	High	Percentage of Council buildings suitable for disabled people	3 rd
		High	Proportion of operational accommodation that is suitable for its current use	7 th

Resource	Service	Importance	S.P.I. Measure	Rank in Scotland
Social Work	Home Care	High	Percentage of Home Care clients (65+) receiving a service during evening/overnight	5 th
		High	Percentage of Home Care clients (65+) receiving a service at weekends	7 th

1.2 SOUTH LANARKSHIRE COUNCIL – SPI measures in Quartile 4 (Position 25-32) for 2009/010 were:-

Resource	Service	Importance	S.P.I. Measure	Rank in Scotland
Community	Environmental Services	High	Overall cleanliness index achieved following inspection of a sample of streets and other land	29 th
Education	Libraries	Medium	Number of visits per 1,000 population	27 th
Enterprise	Planning	Medium	Non-Householder Planning Applications – percentage dealt with within 2 months	26 th