

# Report

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Report to:	<b>Performance and Review Scrutiny Forum</b>
Date of Meeting:	<b>2 March 2010</b>
Report by:	<b>Executive Director (Finance and Information Technology Resources)</b>

Subject:	<b>Statutory Performance Information for Scottish Councils 2008/2009</b>
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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 2008/09 and Statutory Performance Indicators 2008/09 publications. (December 2009).
- ◆ show South Lanarkshire Council's position in relation to the 31 other authorities. In particular to highlight areas of significant improvement or decline (>15%) over the three year period 2006/07 to 2008/09 and areas where South Lanarkshire Council ranked first and last in 2008/09.

## 2. Recommendation(s)

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

- (1) that the contents of the report be noted
- (2) that consideration is given to measures to address the areas where South Lanarkshire's performance has declined and sustain those where it has improved
- (3) that the details will be submitted to the Executive Committee on 10 March 2010.

## 3. Background

3.1. Each year Audit Scotland provides a Data Compendium, including Statutory Performance Indicator (SPI) information. The 2008/09 compendium covers all the SPIs for all of Scotland's Councils for the 3 financial years 2006/07 to 2008/09 (where available). There are now 58 Performance Indicators.

This document is no longer published in hard copy due to the volume of information but is available on Audit Scotland's website. Finance Services have downloaded this document and this is available from the Publications Library.

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. For 2008/09 this has not been published and while an exercise has been undertaken to analyse the data provided for South Lanarkshire to identify trends it has not been carried out for the remaining 31 authorities.

#### 4. Analysis

- 4.1. Appendix A to this report is derived from Audit Scotland's publications of Data Compendium and highlights, on a Resource by Resource basis and the SPI information for South Lanarkshire Council for the 3 years 2006/07 to 2008/09 (shaded area). It includes arrows indicating year on year relative improvement or decline in performance. Appendix A also highlights South Lanarkshire Council's ranking in terms of all Scottish local authorities, again with arrows showing year on year improvement or decline.
- 4.2. Appendix B summarises the highest (1-8) and lowest (25-32) ranking Statutory Performance Indicators for South Lanarkshire Council in 2008/09.
- 4.3. South Lanarkshire Council 5 year comparison report was submitted to the CMT on 24 September 2009 and to the individual Resource Committee Meetings during October and November. This information is available from the Performance Section within Accounting and Budgeting.
- 4.4. A further report was presented to CMT on 19 November 2010 which identified those SPIs which had declined for South Lanarkshire Council in 2008/09 from 2007/08. Action to address the decline for these SPIs was presented. Appendix A and Appendix B of this report are annotated to identify those SPIs which were considered in the 19 November report.

#### 5. Comparative Performance Information *Comparative Data from Previous Years*

- 5.1. Data from 2007/08 demonstrated that South Lanarkshire Council had 30 SPIs ranked in the upper quartile.
- 5.2. Between 2005/06 and 2007/08 South Lanarkshire Council improved 13 of its SPIs by more than 15% and ranked first in Scotland for 4 SPIs. Conversely, for the same period, South Lanarkshire Council had 13 SPIs in the lowest quartile, had 7 SPIs which showed a decline in performance greater than 15% and had four indicators which had failed to improve by more than 5% since 2005/06.

#### ***SPIs Improving by >15% from 2006/07 to 2008/09***

- 5.3. For the years 2006/07 to 2008/09 it is noted that South Lanarkshire Council has improved 21 of its SPIs by more than 15% between the financial years 2006/07 and 2008/09.
- 5.4. The indicators in which South Lanarkshire Council improved by more than 15% over the last 3 years were:

<b><i>Community Resources</i></b>	
Museums: The number of visits to/usages of Council funded or part funded museums per 1,000 population	Improved by 449%
Museums: The number of those visits that were in person per 1,000 population	Improved by 422%
Non Domestic Noise Complaints: The average time to institute formal action (calendar days)	Improved by 88%
Refuse Collection Complaints: Number of complaints per 1,000 households regarding the collection service	Improved by 24%

<b>Corporate Resources</b>	
Equal Opportunities: The percentage of women in the top 5% of earners	Improved by 22%
<b>Education Resources</b>	
Primary Schools: the percentage of schools with occupancy of 61% to 100%	Improved by 22%
Library IT Learning Centres: The number of users as a percentage of the resident population	Improved by 16%
<b>Housing &amp; Technical Resources</b>	
Asset Management: The proportion of operational accommodation that is in a satisfactory condition	Improved by 28%
<b>Social Work Resources</b>	
Staff Qualifications: The percentage of care staff in local authority residential homes who are qualified working in care homes for older people	Improved by 84%
Staff Qualification: The percentage of care staff in local authority residential homes who are qualified working in care homes for children	Improved by 43%
Home Care/Home Helps: The percentage of home care clients aged 65+ receiving a service during evenings/overnights	Improved by 22%
Respite Care: The percentage of daytime respite hours provided not in a day care centre (65+)	Improved by 18%
Respite Care: The total overnight respite nights provided for people aged 18-64 per 1,000 population	Improved by 24%
Respite Care: The total daytime respite hours provided for people aged 18-64 per 1,000 population	Improved by 37%
Respite Care: The total overnight respite nights provided for children per 1,000 population	Improved by 133%
Respite Care: The total daytime respite hours provided for children per 1,000 population	Improved by 90%
Respite Care: The percentage of daytime respite hours provided not in a day care centre for children	Improved by 48%
Probation: The proportion of new probationers seen by a Supervising Officer within one week	Improved by 31%
Community Service: The average number of hours per week taken to complete Community Service orders	Improved by 19%
Children's Panel Liaison: The proportion of reports requested by the Reporter which were submitted within 20 days	Improved by 63%
Looked after children – Academic Attainment: The total percentage of 16 or 17 years olds ceasing to be looked after who attained at least SCQF Level 3 in English and Maths	Improved by 29%

**SPIs in Upper Quartile 2008/09**

- 5.5. There were 20 SPIs in 2008/09 where South Lanarkshire Council ranked within the upper quartile (1-8). These are detailed in Appendix B at 1.1. This compares to 30 SPIs in 2007/08 which were in the upper quartile. Of these 30 SPIs, 15 of these are no longer in the upper quartile whilst 5 new SPIs were ranked in the upper quartile, giving the revised figure of 20. Detail of these SPIs which have now slipped from the upper quartile since 2007/08 are noted in Appendix C.
- 5.6. In particular it is appropriate to highlight where South Lanarkshire Council ranked first in Scotland. This is applicable for the following 4 SPIs:

<b>Enterprise Resources</b>	
Street Light Failure: The percentage of repairs completed within 7 days	99.6%
<b>Housing &amp; Technical Resources</b>	
Council House Sales: Average time to sell houses	16 weeks
<b>Social Work Resources</b>	
Respite Care: The percentage of daytime respite hours provided not in a day care centre (other adults)	100%
Looked after children: Percentage of 16 or 17 year olds ceasing to be looked after attaining at least one SCQF level 3 in English and Maths (at home)	75%

**SPIs Declining >15% from 2006/07 to 2008/09**

- 5.7. In contrast to the most improved and highest ranking indicators it is important to look at those indicators not performing as well. South Lanarkshire Council has 16 indicators showing a decline in performance greater than 15% over the last 3 years. These were:

<b>Community Resources</b>	
Leisure attendances: The number of attendances per 1,000 for pools	Declined by 16%
Refuse Collection and Disposal Costs: The net cost of refuse disposal per premise	Declined by 18%
<b>Education Resources</b>	
Secondary Schools The percentage of schools in which the ratio of pupils to available places is between 61% and 100%	Declined by 34%
Libraries: Stock Turnover: (Adults) The percentage of national target met for replenishing lending stock	Declined by 47%
Libraries: Stock Turnover: (Children and Teenage) The percentage of national target met for replenishing lending stock	Declined by 47%
<b>Enterprise Resources</b>	
Planning Applications Processing Time The percentage of applications dealt with within the target time for non householders	Declined by 17%
Planning Appeals: The number of appeals that were successful as a percentage of the number of planning determinations made by the Council	Declined by 40%
Planning Appeals: The number of appeals that were successful as a percentage of the number of planning determinations that went to appeal	Declined by 25%

<b>Housing &amp; Technical Resources</b>	
Managing Tenancy Changes – Voids: The total annual rent loss due to voids as a percentage of the total rent due in the year	Declined by 29%
Managing Tenancy Changes – Re-lets: The average time to re-let (houses which are low demand)	Declined by 65%
Managing Tenancy Changes – Re-lets: The average time that low demand houses had been un-let at year end (days)	Declined by 550%
Rent Arrears: The proportion of those tenants giving up their tenancy during the year that were in rent arrears	Declined by 27%
Council tax collection: The cost of collecting Council tax per dwelling	Declined by 18%
Housing Benefit and Council Tax Benefit: The gross administration cost per case	Declined by 19%
<b>Social Work Resources</b>	
Residential Accommodation (Privacy) – Other Adults: The total percentage of rooms with en-suite facilities	Declined by 18%
Looked after children – Academic Attainment: The percentage of 16 or 17 year olds ceasing to be looked after attaining at least one SCQF Level 3 (any subject)	Declined by 17%

### **SPIs in Lower Quartile 2008/09**

- 5.8. South Lanarkshire's relative performance is declining. This is illustrated in the ratio of improvement to decline. By taking the number of measures which have improved by more than 15% and dividing by the number which have declined by more than 15% shows a ratio of improvement to decline of 1.3 to 1 over the three years to 2008/09. The same ratio to 2007/08 was 1.9 to 1; to 2006/07 it was 4 to 1. We need to focus on measures to both address the areas declining and sustain those which have improved.
- 5.9. There were 13 SPIs in 2008/09 where South Lanarkshire Council ranked within the lowest quartile (25-32). These are detailed in Appendix B at 1.2. This is the same number of SPIs which were ranked in the lower quartile for 2007/08. Only SPIs where comparisons are available are included.
- 5.10. Appendix D (i) to the report shows a comparison of the ranking of the SPIs from 2007/08 to 2008/09 on a Resource basis and Appendix D (ii) shows the same information for the total Council ranked in order of the SPI showing the largest decline in ranking to that showing the largest improvement.

## **6. Summary**

- 6.1. This report has been produced from Audit Scotland's web-site of performance information – 'Data Compendium' and 'Statutory Performance Indicators' for 2008/09.

## **7. Key Points**

- 7.1. The key points from the Council Profiles are:-
- ◆ 21 of South Lanarkshire Council's SPIs have improved by more than 15% since 2006/07.
  - ◆ 16 of South Lanarkshire Council's SPIs have declined by more than 15% since 2006/07. Underlying issues have been identified and these are being addressed/pursued by Resources, where appropriate.
  - ◆ 4 SPIs for South Lanarkshire Council were ranked 1<sup>st</sup> in Scotland in 2008/09.

- ◆ 22 SPIs for South Lanarkshire Council were ranked in the upper quartile for 2008/09.
- ◆ 13 SPIs for South Lanarkshire Council were ranked in the lower quartile for 2008/09.
- ◆ 5 SPIs have entered the upper quartile
- ◆ 9 SPIs have entered the lower quartile
- ◆ overall the relative rate of improvement has slowed compared with other council's.

## **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. None.

## **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.

**Linda Hardie**

**Executive Director (Finance and Information Technology Resources)**

16 February 2010

### **Link(s) to Council Values and Objectives**

- ◆ Value: Accountable, effective and efficient

### **Previous References**

Performance and Review Forum 17 February 2009

### **List of Background Papers**

- ◆ SLC Statutory Performance Indicators 2008/09
- ◆ Data Compendium: [www.audit-scotland.gov.uk](http://www.audit-scotland.gov.uk)

### **Contact for Further Information**

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

Anne McLure, Finance Adviser (Performance)

Ext: 4627 (Tel: 01698 454627)

E-mail: [anne.mclure@southlanarkshire.gov.uk](mailto:anne.mclure@southlanarkshire.gov.uk)

SPI Information For Three Year Period 2006/07 to 2007/08

COMMUNITY RESOURCES

APPENDIX A

(Note N/C = Not comparable; N/R = Not ranked)

Ref	Leisure Services	2008/09 S.P.I.		Rank		2007/08 S.P.I.		Rank		2006/07 S.P.I.	Rank
CC1	<b>Attendances</b> The number of attendances per 1,000 population for pools	4,035	↓	10	↓	4,610	↓	6	↓	4,793	5
CC2	The number of attendances per 1,000 population for other indoor sport and leisure facilities excluding pools in a combined complex	4,462	↑	19	↑	4,222	↑	20	↓	4,136	17
CC3	<b>Museums</b> (a) Number of visits to/usages of council funded or part funded museums per 1,000 population	543	↑	22	↑	107	↑	27	↓	99	24
	(b) The number of those visits that were in person per 1,000 population	496	↑	19	↑	103	↑	26	↓	95	23
Ref	Environmental Health	2008/09 S.P.I.		Rank		2007/08 S.P.I.		Rank		2006/07 S.P.I.	Rank
PS1	<b>Food Safety: Hygiene Inspections</b> The percentage of food premises actually inspected within the minimum periods:- Approved Premises 6 months 12 months More than 12 months Premises in 6 month and 12 month category inspected on time	100.0% 100.0% 100.0% 99.8% 100.0%	↑	N/R		87.9% 100.0% 99.0% 98.6% 99.1%	↓	14	↓	97.1% 100.0% 100.0% 98.3% 100.0%	10
PS2	<b>Domestic Noise Complaints</b> (a) The number of complaints of domestic noise received during the year:- (i) Settled without the need for attendance on site (ii) Requiring attendance on site (iii) Dealt with under Part V of the Antisocial Behaviour Act 2004  (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 (ii) Dealt with under Part V of the Antisocial Behaviour Act 2004	944 28 746  1.5 hrs 0.4 hrs	↑	N/R		1,068 13 661  1.8 hrs 0.4 hrs		N/R		1,114 644 124  N/C N/C	N/R

Ref	Environmental Health	2008/09 S.P.I.		Rank		2007/08 S.P.I.		Rank		2006/07 S.P.I.	Rank
PS3	<b>Non Domestic Noise Complaints</b> (a) The number of complaints of non-domestic noise received during year (i) Settled without the need for formal action (ii) Requiring formal action (b) For those in a(ii) above, the average time (calendar days) to institute formal action	372 7 13 days	↑	N/R		420 7 47 days	↑			440 5 111 days	

Ref	Trading Standards	2008/09 S.P.I.		Rank		2007/08 S.P.I.		Rank		2006/07 S.P.I.	Rank
PS4	<b>Complaints and Advice</b> (a) Consumer Complaints – Percentage dealt with within 14 days  (b) Business Advice Requests – Percentage dealt with within 14 days	77.2%	↑	15	↔	74.0%	↑	15	↔	70.5%	15
		95.7%	↓	21	↓	98.3%	↑	8	↑	98.1%	10
PS5	<b>Trading Standards Inspections</b> Percentage of visits to premises achieved: High Risk: once per year Medium Risk: once every 2 years High and Medium Risk: Total percentage	99.2% 97.7% 97.9%	↓	11	↓	99.3% 99.6% 99.6%	↑	7	↑	98.4% 98.3% 98.3%	8
Ref	Environmental Services	2008/09 S.P.I.		Rank		2007/08 S.P.I.		Rank		2006/07 S.P.I.	Rank
WM1	<b>Refuse Collection and Disposal Costs</b> (a) Net cost of refuse collection per premise  (b) Net cost of refuse disposal per premise	£64.07 £75.47	↓ ↓	19 <sup>th</sup> out of 32 Councils 15 <sup>th</sup> out of 32 Councils	↓ ↓	£56.69 £65.54	↑ ↓	4 <sup>th</sup> out of 14 Councils 6 <sup>th</sup> out of 14 Councils	↑ ↓	£60.91 £64.09	7 <sup>th</sup> out of 14 Councils 5 <sup>th</sup> out of 14 Councils
WM2	<b>Refuse Collection Complaints</b> The number of complaints per 1,000 households regarding the household collection service	88.9	↑	30	↔	102.8	↑	30	↑	117.3	31
WM3	<b>Refuse Recycling</b> The amount of municipal waste collected that was recycled and composted	37.0%	↑	14	↓	36.9%	↑	7	↓	35.4%	6



WM4	<b>Cleanliness</b> Overall cleanliness index achieved following inspection of a sample of streets and other land	72	↓	22 <sup>nd</sup> out of 30 Councils	↓	74	↑	2 <sup>nd</sup> out of 14 Councils	↔	73	2 <sup>nd</sup> out of 14 Councils
WM5	<b>Abandoned Vehicles</b> The number and percentage of abandoned vehicles removed by the Council within 14 days	44 74.6%	↓	18 <sup>th</sup> out of 30 Councils	↓	99 89.9%	↑	5 <sup>th</sup> out of 14 Councils	↑	157 68.2%	7 <sup>th</sup> out of 12 Councils

## CORPORATE RESOURCES

Ref	Corporate Resources (Council Wide Indicators)	2008/09 S.P.I.		Rank		2007/08 S.P.I.		Rank		2006/07 S.P.I.	Rank
CM1	<b>Sickness Absence*</b> The average number of working days per employee lost through sickness absence for:- Teachers	9.2 days		26 <sup>th</sup> out of 28 Councils		N/C				N/C	
	All other Local Government employees	12.8 days		16 <sup>th</sup> out of 28 Councils		N/C				N/C	
CM3	<b>Equal Opportunities</b> The number and percentage of the highest paid 2% and 5% of earners among council employees, that are women:-										
	Number of council employees	10,976				11,604				12,127	
	Number of women in highest paid 2% of earners Percentage of women in top 2% of earners	83 37.7%	↓	13	↔	88 37.8%	↑	13	↓	92 37.1%	10
	Number of women in highest paid 5% of earners Percentage of women in top 5% of earners	279 50.9%	↑	3	↑	276 47.6%	↑	7	↑	275 41.9%	12

### \*CM1 Note

The basis for calculating this SPI changed from the number of working days expressed as a percentage of the total working days available in 2007/08, to the average number of working days per employee lost through sickness.

## EDUCATION RESOURCES

Ref	Education	2008/09 S.P.I.		Rank		2007/08 S.P.I.		Rank		2006/07 S.P.I.	Rank
EC1	<b>Primary Schools Occupancy:</b> (i) Percentage of Primary Schools where ratio of pupils to places is:- (a) 40% or less (b) 41% to 60% (c) 61% to 80% (d) 81% to 100% (e) 101% or more  Primary Schools where ratio of pupils is between 61% and 100%  (ii) Total number of Primary Schools	0.0% 5.6% 37.1% 57.3% 0.0%  94.4%  124				2.4% 4.0% 38.7% 54.8% 0.0%  93.5%  124		2  2		2.3% 20.2% 56.5% 21.0% 0.0%  77.5%  124	6  6
EC2	<b>Secondary Schools Occupancy</b> (i) Percentage of Secondary Schools where ratio of pupils to places is: (a) 40% or less (b) 41% to 61% (c) 61% to 80% (d) 81% to 100% (e) 101% or more  Secondary Schools where ratio of pupils is between 61% and 100%  (II) Total number of Secondary Schools	0.0% 0.0% 5.9% 52.9% 41.2%  58.8%  17				0.0% 0.0% 11.8% 52.9% 35.3%  64.7%  17		25  25		0.0% 0.0% 42.1% 47.4% 10.5%  89.5%  19	9  9

Ref.	Equal Opportunities	2008/09 S.P.I.		Rank		2007/08 S.P.I.		Rank		2006/07 S.P.I.	Rank
EC3	<b>Teaching Staff</b> The number and percentage of head and deputy head teachers who are women compared with the percentage of all teachers that are women:-  (a) <b>Secondary Schools</b> Total number of all Teachers Total number of Women Teachers Total percentage of Women Teachers  Total number of Head and Depute Head Teachers Total number of Head and Depute Head Women Teachers Total percentage of Women Head and Depute Head Teachers	1,501 920 61.3%	↔	N/R		1,707 1,046 61.3%	↑			1,818 1,076 59.2%	
		97 50 51.5%	↑	N/R		87 44 50.6%	↓			124 67 54.0%	
Ref	Equal Opportunities	2008/09 S.P.I.		Rank		2007/08 S.P.I.		Rank		2006/07 S.P.I.	Rank
EC3	<b>Teaching Staff</b> The number and percentage of head and deputy head teachers who are women compared with the percentage of all teachers that are women:- (b) <b>Primary Schools</b> Total number of all Teachers Total number of Women Teachers Total percentage of Women Teachers  Total number of Head and Depute Head Teachers Total number of Head and Depute Head Women Teachers Total percentage of Women Head and Depute Head Teachers  (c) <b>Special Schools</b> Total number of all Teachers Total number of Women Teachers Total percentage of Women Teachers  Total number of Head and Depute Head Teachers Total number of Head and Depute Head Women Teachers Total percentage of Women Head and Depute Head Teachers	1,540 1,440 93.5%	↓	N/R		1,617 1,525 94.3%	↑			1,845 1,736 94.1%	
		246 217 88.2%	↓	N/R		218 198 90.8%	↑			240 214 89.2%	
		143 112 78.3%	↓	N/R		137 108 78.8%	↑			156 122 78.2%	
		18 15 83.3%	↓	N/R		19 16 84.2%	↑			20 16 80.0%	

Ref	Libraries	2008/09 S.P.I.		Rank		2007/08 S.P.I.		Rank		2006/07 S.P.I.	Rank
CC4	<b>Adult Lending Stock</b> (a) Recommended national target for annual number of additions (b) Actual additions per 1,000 population (c) Stock at year end per 1,000 population Percentage of national target met for replenishing lending stock  <b>Children and Teenage Lending Stock</b> (a) Recommended national target for annual number of additions (b) Actual additions per 1,000 population (c) Stock at year end per 1,000 population Percentage of national target met for replenishing lending stock	280 71 1,223 25.4%				280 130 1,288 46.4%		30		280 133 1,454 47.5%	28
			↓	31 24 N/R			↓		↓		
							↑	17	↑		28
CC5	<b>Use of Libraries</b> (a) Number of visits per 1,000 population (b) Number of borrowers as a percentage of the population	4,644 20.6%	↓	23 15	↓	4,924 20.7%	↓	20 16	↓	5,269 22.0%	13 15
CC6	<b>Lifelong Learning</b> (a) The Number of users as a percentage of the resident population (b) The number of times terminals are used per 1,000 population	23.8% 465.2	↑	3 29	↔	22.8% 444.3	↑	3 31	↔	20.5% 510.8	3 27

**ENTERPRISE RESOURCES**

Ref	Planning	2008/09 S.P.I.		Rank		2007/08 S.P.I.		Rank		2006/07 S.P.I.	Rank
DS1	<b>Planning Applications Processing Time</b> The percentage of applications dealt with within the target time: (a) Householder applications – percentage dealt with within 2 months (b) Non-Householder applications – percentage dealt with within 2 months (c) All applications – percentage dealt with within 2 months	86.0%	↓	12	↓	89.9%	↓	5	↓	93.4%	3
		46.7%	↓	19	↓	50.9%	↓			56.3%	
		66.4%	↓	15	↓	72.4%	↓	7	↓	76.4%	5
DS2	<b>Planning Appeals</b> The number of appeals that were successful: (a) As a percentage of the number of planning determinations made by the Council (b) As a percentage of the number of planning determinations that went to appeal	0.7%	↓	13		0.6%	↓			0.5%	
		37.2%	↓	19		28.6%	↑			29.8%	
DS3	<b>Development Plans</b> The percentage of population covered by Local Plans which have been adopted or finalised within the last 5 years	100%	↔	N/R		100%	↔			100%	
Ref	Roads	2008/09 S.P.I.		Rank		2007/08 S.P.I.		Rank		2006/07 S.P.I.	Rank
RL1	<b>Carriageway Condition</b> The percentage of road network that should be considered for maintenance treatment	37.5%	↑	22	↓	39.2%		18		N/C	
RL2	<b>Traffic Light Repairs</b> The percentage of repairs completed within 48 hours	97.9%	↑	12	↓	97.7%	↑	10	↓	97.6%	7
RL3	<b>Street light Failure</b> The percentage of repairs completed within 7 days	99.6%	↓	1	↔	99.7%	↑	1	↔	99.0%	1
RL4	<b>Street Lighting Columns</b> The percentage of street lighting columns over 30 years old	49.6%	↑	26		49.8%	↑			50.6%	
RL5	<b>Road Network Restrictions – Bridges</b> Percentage of bridges failing European Standard of 40 tonnes: (a) Council (b) Private (c) All Bridges	4.8%		11		4.8%				4.8%	
		24.0%		19		24.0%				25.0%	
		5.8%	↔	11	↓	5.8%	↑	10	↑	5.9%	13
	The percentage of bridges with a weight or width restriction: (a) Council (b) Private (c) All Bridges	0.5%				0.5%				0.5%	
		8.0%	↔			8.0%				8.3%	
		0.9%		11		0.9%	↔			0.9%	

**FINANCE & IT RESOURCES**

Ref	FINANCE SERVICES	2008/09 S.P.I.		Rank		2007/08 S.P.I.		Rank		2006/07 S.P.I.	Rank
CM2	<b>Litigation Claims</b> The number and value of civil liability claims incurred by the Council in the year:- (a) The number of claims per 10,000 population (b) Claims value as a percentage of the revenue budget	36.3 0.2%	↓	26	↑	35.7 0.2%	↑	28	↓	36.5 0.2%	21
CM7	<b>Payment of Invoices</b> Percentage of Invoices paid within 30 days	89.1%	↓	8	↓	90.2%	↑	4	↑	89.1%	5

## HOUSING AND TECHNICAL RESOURCES

Ref	Housing General	2008/09 S.P.I.		Rank		2007/08 S.P.I.		Rank		2006/07 S.P.I.	Rank
HS1	<b>Response Repairs</b> (a) The number of response repairs completed during the year  (b) The overall percentage of repairs completed within the target times  (c) The repairs categories used by the Council and the target times for each:-  Emergency (within 24 hours) Routine (within 30 working days) Appointment (to suit) Heating (within 24 hours) External Contractor (by appointment)	142,296	↓	3		140,529	↓	N/C		106,096	N/C
HS2	<b>Managing Tenancy Changes: Voids</b> (a) The proportion of the Council's housing stock meeting the Scottish Housing Quality Standard by criteria:-  Tolerable standard 0.0% Free from serious disrepair 0.6% Energy efficient 10.3% Modern facilities and services 14.0% Healthy, safe and secure 14.0%  Total dwellings meeting the Scottish Housing Quality Standard 65.9%  (b) The total number of dwellings owned by the Council 25,785			N/R		N/C				N/C	
HS3	<b>Managing Tenancy Changes: Voids</b> Total annual rent loss due to voids as a percentage of the total rent due in the year	0.9%	↔	8	↓	0.9%	↓	6	↓	0.7%	5



Ref	Housing General	2008/09 S.P.I.		Rank		2007/08 S.P.I.		Rank		2006/07 S.P.I.	
HS4	<b>Managing Tenancy Changes: Relets</b>										
	Dwellings which are <u>not</u> low demand let within:-										
	Less than 2 weeks	33.4%				31.4%				35.4%	
	2 – 4 weeks	47.8%				40.9%				41.0%	
	Percentage of empty houses re-let within four weeks	81.2%	↑	N/R		72.3%	↓	4	↔	76.4%	4
	5 – 8 weeks	15.9%				22.4%				20.5%	
	9 – 16 weeks	2.6%				4.2%				3.0%	
	More than 16 weeks	0.3%				1.2%				0.0%	
	Average time to re-let	21 days	↑	3	↑	25 days	↓	4	↓	21 days	3
	Dwellings which <u>are</u> low demand let within:-										
	Less than 2 weeks	19.2%				14.8%				23.7%	
	2 – 4 weeks	42.5%				36.9%				47.4%	
	5 – 8 weeks	20.5%				32.3%				23.3%	
	9 – 16 weeks	10.8%				14.1%				4.4%	
	17 – 32 weeks	4.9%				1.5%				0.7%	
	33 – 52 weeks	1.5%				0.4%				0.4%	
	More than 52 weeks	0.6%				0.0%				0.0%	
	Average time to re-let	43 days	↓	5		36 days	↓			26 days	
	Average time that low demand houses had been un-let at year end	351 days	↓	18		108 days	↓			54 days	

Ref	Housing General	2008/09 S.P.I.		Rank		2007/08 S.P.I.		Rank		2006/07 S.P.I.	Rank
HS5	<b>Rent Arrears:-</b>										
	(a) Current tenant arrears as a percentage of the net amount of rent due in the year	3.9%	↔	7 <sup>th</sup> out of 26 Councils	↓	3.9%	↑	2 <sup>nd</sup> out of 13 Councils	↔	4.1%	2 <sup>nd</sup> out of 14 Councils
	(b) Percentage of all tenants owing more than 13 weeks at year end, excluding those owing more than £250	2.9%	↓	9 <sup>th</sup> out of 26 Councils	↓	2.5%	↑	2 <sup>nd</sup> out of 13 Councils	↔	2.6%	2 <sup>nd</sup> out of 14 Councils
	(c) The proportion of those tenants giving up their tenancy during the year that were in rent arrears	41.1%	↑	15 <sup>th</sup> out of 26 Councils	↓	41.2%	↓	7 <sup>th</sup> out of 13 Councils	↔	32.3%	7 <sup>th</sup> out of 14 Councils
	(d) The average number of weeks rent owed by tenants leaving in arrears	7.0 wks	↑	3 <sup>rd</sup> out of 26 Councils	↓	7.5 wks	↑	2 <sup>nd</sup> out of 13 Councils	↑	7.8 wks	3 <sup>rd</sup> out of 13 Councils
	(e) The proportion of arrears owed by former tenants that was either written off or collected during the year	27.1%	↑	16 <sup>th</sup> out of 26 Councils	↓	36.7%	↓	2 <sup>nd</sup> out of 13 Councils	↑	31.7%	7 <sup>th</sup> out of 13 Councils
HS6	<b>Council House Sales</b>										
	(a) The percentage of Council House Sales completed within 26 weeks	97.4%	↑	4 <sup>th</sup> out of 26 Councils	↓	96.7%	↓	3	↓	97.7%	1
	(b) Average time to sell houses (weeks)	16 wks	↑	1		19 wks	↓			18 wks	

Ref	Housing General	2008/09 S.P.I.	Rank	2007/08 S.P.I.	Rank	2006/07 S.P.I.	Rank
HS7	<b>Homelessness</b>						
	(a) Permanent accommodation						
	i. Number of households assessed during the year	1,400	N/R	N/C		N/C	
	ii. Percentage of decision notifications issued within 28 days of date of initial presentation	97.1%	N/R	N/C		N/C	
	iii. The percentage who are housed	52.4%	N/R	N/C		N/C	
	iv. Percentage of cases reassessed within 12 months of completion of duty	7.2%	N/R	N/C		N/C	
	Temporary accommodation						
	i. Number of households assessed during the year	914	N/R	N/C		N/C	
	ii. Percentage of decision notifications issued within 28 days of date of initial presentation	96.3%	N/R	N/C		N/C	
	iii. Number of cases reassessed within 12 months completion of duty	44	N/R	N/C		N/C	
	iv. Percentage of cases reassessed within 12 months of completion of duty	4.8%	N/R	N/C		N/C	
	(b) The proportion of those provided with permanent accommodation in Council stock who maintained their tenancy for at least 12 months	87.0%	N/R	N/C		N/C	

Ref	Council Tax	2008/09 S.P.I.		Rank		2007/08 S.P.I.		Rank		2006/07 S.P.I.	Rank
CM5	<b>Council Tax Collection</b> Cost of Collecting Council Tax per dwelling	£14.89	↓	21 <sup>st</sup> out of 32 Councils	↓	£13.22	↓	2 <sup>nd</sup> out of 9 Councils	↑	£12.60	3 <sup>rd</sup> out of 9 Councils
CM6	<b>Council Tax Income</b> (a) Income due from Council Tax for the year excluding reliefs and rebates (b) The percentage of (a) that was received during the year	£107.5m 94.9%	↓	16 <sup>th</sup> out of 32 Councils	↓	£106.2m 95.2%	↑	1 <sup>st</sup> out of 9 Councils	↔	£101.6m 95.1%	1 <sup>st</sup> out of 9 Councils
Ref	Housing Benefit	2008/09 S.P.I.		Rank		2007/08 S.P.I.		Rank		2006/07 S.P.I.	Rank
BA1	<b>Housing Benefit and Council Tax Benefit</b> The gross administration cost per case	£16.52	↓	N/R		£14.45	↓	1	↔	£13.86	1
BA2	<b>Average days to process claims</b> The average number of days per case to process new Housing Benefit/Council Tax Benefit claims and change events	9.5 days		N/R		N/C				N/C	
BA3	<b>Percentage of changes processed within the year</b> The number and percentages of changes to customers' Housing Benefit/Council Tax benefit entitlement that are processed within the year to estimate established by DWP	914.2		N/R		N/C				N/C	
Ref	Technical Services	2008/09 S.P.I.		Rank		2007/08 S.P.I.		Rank		2006/07 S.P.I.	Rank
CM4	<b>Public Access</b> The percentage of Council buildings which are suitable for and accessible by disabled people	85.1%	↑	5 <sup>th</sup> out of 30 Councils	↑	79.0%	↑	6	↓	78.5%	4
CM8	<b>Asset Management</b> 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	73.6% 82.0%	↑ ↑	22 10	↓ ↔	62.8% 79.8%	↑ ↑	20 10	↓ ↓	57.3% 74.5%	 9

**SOCIAL WORK RESOURCES**

Ref	SOCIAL WORK RESOURCES	2008/09 S.P.I.		Rank		2007/08 S.P.I.		Rank		2006/07 S.P.I.	Rank
ASW1	<b>Community Care Services</b> Achievement of targets for assessment and service delivery  <b>Assessment</b> Percentage of people for which local target time (28 days) was met  <b>Delivery of Care Service</b> Percentage of people for which local target time (7 days) was met	76.8%		N/R		N/C				N/C	
		75.3%		N/R		N/C				N/C	
ASW2	<b>Residential Accommodation</b> <b>Staff Qualifications</b> The percentage of care staff in local authority residential homes who have appropriate qualifications for:- (a) Older People (aged 65+) (b) Other Adults (c) Children	68.2%	↑	12	↑	46.3%	↑	21	↑	37.0%	25
		N/S	↑	N/S	↑	N/S	↑	N/S	↑	N/S	N/S
		74.7%	↑	11	↑	65.5%	↑	12	↑	52.1%	14
ASW3	<b>Residential Accommodation</b> <b>Privacy</b> 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:- <b>a) Older People (aged 65+)</b> <b>Council Homes</b> Number of places occupied Percentage of Single Rooms Percentage of Rooms with en-suite facilities  <b>Voluntary Sector</b> Number of places occupied Percentage of Single Rooms Percentage of Rooms with en-suite facilities  <b>Private Sector</b> Number of places occupied Percentage of Single Rooms Percentage of Rooms with en-suite facilities	251				249				249	
		98.8%				99.2%				99.2%	
		99.6%		8		99.2%				99.6%	
		157				142				89	
		91.1%				54.2%				92.1%	
		72.0%		22		80.3%				89.9%	
		1,406				1,308				1,368	
		83.0%		28		83.0%				87.5%	
		78.2%		21		76.6%				69.7%	

	<b>Older People -</b>										
	Total Percentage of Single Rooms	85.9%	↑	N/R		82.9%	↓	29	↓	89.4%	23
	Total Percentage of Rooms with En-suite	80.6%	↑	N/R		80.2%	↑	11	↓	75.1%	12

Ref	SOCIAL WORK RESOURCES	2008/09 S.P.I.		Rank		2007/08 S.P.I.		Rank		2006/07 S.P.I.	Rank
ASW3	<b>Residential Accommodation Privacy</b> 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:- <b>b) Other Adults</b>  <b>Council Homes</b> Number of places occupied Percentage of Single Rooms Percentage of Rooms with en-suite facilities  <b>Voluntary Sector</b> Number of places occupied Percentage of Single Rooms Percentage of Rooms with en-suite facilities  <b>Private Sector</b> Number of places occupied Percentage of Single Rooms Percentage of Rooms with en-suite facilities  <b>Other Adults</b> Total Percentage of Single Rooms Total Percentage of Rooms with En-suite	N/S N/S N/S				N/S N/S N/S				N/S N/S N/S	
		42 97.6% 23.8%		N/R 21		N/S N/S N/S				1 100% 100%	
		185 79.5% 57.3%		29 20		104 97.1% 53.8%				119 95.8% 62.2%	
		82.8% 51.1%	↓ ↓	N/R N/R		97.1% 53.8%	↑ ↓	12 16	↑ ↓	95.8% 62.5%	18 7
ASW4	<b>Home Care/Home Helps</b> (a) Number of people aged 65+ receiving home care (b) Number of homecare hours per 1,000 population aged 65+ (c) As a proportion of home care clients aged 65+, (i) the percentage receiving Personal Care (ii) A service during evenings/overnight (iii) A service at weekends	3,131 540.1				2,985 544.7				2,933 536.1	
		87.5% 55.3% 73.6%	↓ ↓ ↑	14 2 8	↓ ↔ ↓	88.8% 54.8% 72.8%	↑ ↑	11 2 5	↑ ↔ ↔	76.4% 45.5% 70.6%	16 2 5

Ref	SOCIAL WORK RESOURCES	2008/09 S.P.I.		Rank		2007/08 S.P.I.		Rank		2006/07 S.P.I.	Rank
ASW5	<b>Respite Care</b> Provision of Respite Care per 1,000 population <b>Older People (aged 65+)</b>										
	(a) Total overnight respite nights provided	418.0	↑	9	↑	360.3	↓	11	↓	389.3	10
	(b) Percentage overnight respite nights not in a Care Home	0.2%		18		0.0%	↓	21	↓	0.0%	19
	(c) Total hours daytime respite provided	5,401.0	↑	10	↓	5,379.1	↓	7	↔	5,421.9	7
	(d) Percentage daytime respite hours provided not in a day care centre	10.6%	↓	27	↓	8.6%	↑	23	↓	12.9%	22
	<b>Other Adults (aged 16-64)</b>										
	(a) Total overnight respite nights provided	39.3	↑	21	↔	36.0	↓	21	↑	31.8	25
	(b) Percentage overnight respite nights not in a Care Home	8.0%		12	↑	6.2%	↓	14	↑	7.5%	13
	(c) Total hours daytime respite provided	288.2	↑	15	↑	245.3	↑	17	↓	209.8	16
	(d) Percentage daytime respite hours provided not in a day care centre	100%	↔	1 with 10 other Councils	↔	100%	↔	1	↔	100%	1
	<b>Children</b>										
	(a) Total overnight respite nights provided	47.7	↑	21	↓	42.9	↓	19	↑	20.5	30
	(b) Percentage overnight respite nights not in a Care Home	13.7%		20	↑	9.7%	↓	27	↑	15.0%	20
	(c) Total hours daytime respite provided	696.9	↑	18	↔	647.7	↑	18	↑	367.6	25
	(d) Percentage daytime respite hours provided not in a day care centre	96.2%	↑	N/R		92.6%	↑	14	↑	65.2%	21
ASW6	<b>Social Enquiry Reports</b>										
	(a) Number of reports submitted to courts during the year.	2,179				2,353				2,212	
	(b) The proportion of reports submitted to courts by the due date	97.2%	↑	20	↑	96.6%	↑	24	↔	96.0%	24
ASW7	<b>Probation</b>										
	(a) The number of new probation orders issued during the year	495				442				368	
	(b) The proportion of new probationers seen by a Supervising Officer within one week	69.2%	↑	21	↑	50.2%	↓	30	↓	52.7%	28



Ref	SOCIAL WORK RESOURCES	2008/09 S.P.I.		Rank		2007/08 S.P.I.		Rank		2006/07 S.P.I.	Rank
ASW8	<b>Community Service</b> (a) The number of new community service orders issued during the year (b) The average number of hours per week taken to complete Community Service orders	432 3.1				389 2.9				297 2.6	
			↑	21	↑		↑	25	↑		30
EC4	<b>Children's Panel Liaison</b> (a) The number of reports submitted to the Reporter during the year (b) The proportion of reports requested by the Reporter which were submitted within 20 days	1,176 46.2%				1,280 38.0%				1,445 28.4%	
			↑	18			↑				
EC5	<b>Children's Supervision</b> (a) The number of new supervision requirements made during the year (b) The proportion of children seen by a Supervising Officer within 15 days	99 81.8%				131 65.6%				89 76.4%	
			↑	23	↑		↓	29	↓		23
EC6	<b>Looked after Children: Academic Attainment</b>  Number of 16 or 17 year olds ceasing to be looked after: At home Away from home Total  Percentage attaining at least one SCQF Level 3 (any subject) At home Away from home Total  Percentage attaining at least SCQF Level 3 in English and Maths At home Away from home Total	4 21 25  75.0% 57.1% 60.0%  75.0% 28.6% 36.0%				5 21 26  60.0% 90.5% 84.6%  20.0% 57.1% 50.0%				13 12 25  84.6% 58.3% 72.0%  30.8% 25.0% 28.0%	
			↓	13			↑				
			↓	27			↑				
			↓	22			↑				
			↓	1			↑				
			↓	28			↑				
			↓	23			↑				

## APPENDIX B

### Performance Information for Scottish Councils 2008/09

Audit Scotland's Council Profile report for 2008/09 noted the highest (1-8) and lowest (25-32) ranking Statutory Performance Indicators for South Lanarkshire Council as detailed below.

#### 1.1 SOUTH LANARKSHIRE COUNCIL's SPI's in Top Quartile (Position 1-8) for 2008/09 were:-

Resource	Service	S.P.I.	Rank
Community	Environmental Health	Average time to attend Domestic Noise Complaints	7 <sup>th</sup> in Scotland
		Average time to attend Domestic Noise Complaints (Part V of Anti Social Behaviour Act 2004)	4 <sup>th</sup> in Scotland
Corporate	Personnel	Percentage of Council employees in top 5% of earners that are women	3 <sup>rd</sup> in Scotland
Education	Libraries	I.T. Learning Centre users as a percentage of the resident population	3 <sup>rd</sup> in Scotland
Enterprise	Roads	Percentage of Street Lighting repairs completed within 7 days	1 <sup>st</sup> in Scotland
Finance/IT	Payables	Percentage of invoices paid within 30 days *	8 <sup>th</sup> in Scotland
Housing	Council House Sales	Average time to sell houses	1 <sup>st</sup> in Scotland
	Rents	Percentage of rent loss due to voids	8 <sup>th</sup> in Scotland
	Rents	Current tenant arrears as a percentage of net rent due	7 <sup>th</sup> in Scotland
		Average number of weeks in rent owed by tenants leaving in arrears	3 <sup>rd</sup> in Scotland
	Re-lets	Average time to re-let houses that were not low demand *	3 <sup>rd</sup> in Scotland
		Average time to re-let houses that were low demand *	5 <sup>th</sup> in Scotland
	House Sales	Percentage of Council House Sales completed within 26 weeks	4 <sup>th</sup> in Scotland
	Response Repairs	Percentage of repairs completed within target times	3 <sup>rd</sup> in Scotland
Technical Services	Percentage of Council buildings suitable for disabled people	5 <sup>th</sup> in Scotland	

Resource	Service	S.P.I.	Rank
Social Work	Privacy	Percentage of occupied council places for older people that have en-suite facilities	8 <sup>th</sup> in Scotland
	Home Care	Percentage of Home Care clients (65+) receiving a service during evening/overnight	2 <sup>nd</sup> in Scotland
		Percentage of Home Care clients (65+) receiving a service at weekends	8 <sup>th</sup> in Scotland
	Respite Care	Percentage of daytime respite hours provided not in a day care centre (other adults)	1 <sup>st</sup> in Scotland
	Looked After Children (Academic Attainment)	Percentage of 16 or 17 year olds ceasing to be looked after attaining at least one SCQF level 3 in English and Maths (at home)	1 <sup>st</sup> in Scotland

\* These SPIs have been identified in the CMT report dated 19 November 2009 as declining from 2007/08 to 2008/09. Action to address the decline in these SPIs was provided in the November report.

**1.2 SOUTH LANARKSHIRE COUNCIL's SPI's in Lowest Quartile (Position 24-32) for 2008/09 were:-**

Resource	Service	S.P.I.	Rank
Social Work	Residential Accommodation (Privacy)	Percentage of occupied private residential care places for older people that are in single rooms	28 <sup>th</sup> in Scotland
		Percentage of occupied private residential care places for other adults that are single rooms	29 <sup>th</sup> in Scotland
	Respite Care	Percentage of daytime respite hours provided not in a day care centre (older people)	27 <sup>th</sup> in Scotland
	Looked After Children (Academic Attainment)	Percentage of 16 or 17 year olds ceasing to be looked after attaining at least one SCQF level 3 in any subject (away from home) *	27 <sup>th</sup> in Scotland
		Percentage of 16 or 17 year olds ceasing to be looked after attaining at least one SCQF level 3 in English and Maths (away from home) *	28 <sup>th</sup> in Scotland
Education	Libraries	Number of additions per 1,000 population to adult learning stock *	31 <sup>st</sup> in Scotland
		Number of additions per 1,000 population to children's and teenagers' stock *	31 <sup>st</sup> in Scotland
		Stock at year end per 1,000 population for children's and teenagers *	26 <sup>th</sup> in Scotland
	Libraries	Number of times IT terminals are accessed within the Library Learning Centres per 1,000 population	29 <sup>th</sup> in Scotland
Enterprise	Roads	Proportion of street lighting columns that are over 30 years old	26 <sup>th</sup> in Scotland
Corporate	Sickness Absence	Average working days lost per employee for teachers	26 <sup>th</sup> in Scotland
Community	Environmental Services	Refuse Collection – The number of complaints per 1,000 households	30 <sup>th</sup> in Scotland
Finance	Litigation Claims	The number of claims per 10,000 population in the current reporting year *	26 <sup>th</sup> in Scotland

\* These SPIs have been identified in the CMT report dated 19 November 2009 as declining from 2007/08 to 2008/09. Action to address the decline in these SPIs was provided in the November report.

**APPENDIX C**

**Upper Quartile Movement from 2007/08 to 2008/09**

**SOUTH LANARKSHIRE COUNCIL's SPIs which slipped from the upper quartile from 2007/08 to 2008/09:-**

<b>Resource</b>	<b>Service</b>	<b>S.P.I.</b>	<b>Rank 2007/08</b>	<b>Rank 2008/09</b>
Community	Leisure	Number of Attendances per 1,000 population for pools	6 <sup>th</sup> in Scotland	10 <sup>th</sup> in Scotland
	Trading Standards	Business Advice Requests – percentage of requests dealt with within 14 days of receipt	8 <sup>th</sup> in Scotland	21 <sup>st</sup> in Scotland
	Trading Standards	The percentage of trading premises in high and medium risk inspection level that were inspected on time.	7 <sup>th</sup> in Scotland	11 <sup>th</sup> in Scotland
	Environmental Services	Percentage of municipal waste recycled	7 <sup>th</sup> in Scotland	14 <sup>th</sup> in Scotland
	Environmental Services	Overall Cleanliness index achieved from Keep Scotland Beautiful inspection	8 <sup>th</sup> in Scotland	22 <sup>nd</sup> in Scotland
Enterprise	Planning	Percentage of householder applications dealt with within 2 months	5 <sup>th</sup> in Scotland	12 <sup>th</sup> in Scotland
		Percentage of householder and non-householder applications dealt with within 2 months	7 <sup>th</sup> in Scotland	15 <sup>th</sup> in Scotland
Housing	Rents	The percentage of current tenants owing more than 13 weeks rent at the year end	7 <sup>th</sup> in Scotland	9 <sup>th</sup> in Scotland
Social Work	Respite Care	Total daytime hours provided for older people aged 65+ per 1,000 population	7 <sup>th</sup> in Scotland	10 <sup>th</sup> in Scotland

N/C data not comparable

N/R not ranked

**Movement in Ranking of SPI's from 2007/08 to 2008/09 (Resource Basis)**

**APPENDIX D (i)**

<b>COMMUNITY RESOURCES</b>		<b>2007/08</b>	<b>2008/09</b>	<b>Increase/(Decrease) in Ranking</b>
<b>Leisure</b>		<b>2007/08</b>	<b>2008/09</b>	
<b>CC1</b>	Number of attendances per 1,000 population for pools:-	6	10	(4)
<b>CC2</b>	The number of attendances per 1,000 population for other indoor sport and leisure facilities excluding pools in combined complex	20	19	1
<b>CC3</b>	<b>Museums</b>			
a	The number of visits to/usages of council funded or part funded museums per 1,000 population	27	22	5
b	The number of those visits that were in person per 1,000 population	26	19	7
<b>Environmental Health</b>		<b>2007/08</b>	<b>2008/09</b>	
<b>PS2</b>	<b>Noise Complaints</b>			
	Domestic Noise Complaints			
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	6	7	(1)
ii	Dealt with under Part V of the Antisocial Behaviour etc (Scotland) Act 2004	4	4	0
<b>Trading Standards</b>		<b>2007/08</b>	<b>2008/09</b>	
<b>PS4</b>	<b>Complaints and Advice</b>			
	Business Advice Requests dealt with within 14 days	8	21	(13)
<b>PS5</b>	<b>Inspection of Trading Premises</b>			
	Percentage of inspections undertaken within time:-			
	High and Medium Risk Total	7	11	(4)
<b>PS4</b>	<b>Complaints and Advice</b>			
	Consumer complaints dealt with within 14 days	15	15	0
<b>Environmental Services</b>		<b>2007/08</b>	<b>2008/09</b>	
<b>WM3</b>	<b>Refuse Recycling</b>			
	The amount of municipal waste collected by the authority during the year that was recycled or disposed of by:-			
	Total Recycling methods	7	14	(7)

**WM2**

**Refuse Collection Complaints**

The number of complaints per 1,000 households regarding the household waste collection service

30

30

0

<b>CORPORATE RESOURCES</b>		<b>2007/08</b>	<b>2008/09</b>	<b>Increase/(Decrease) in Ranking</b>
<b>CM3</b>	<b>Equal Opportunities Policy: Women employees</b>			
	The percentage of the highest paid 2% and 5% of earners among council employees, that are women:-			
a	Percentage of women in top 2% of all employees	13	13	0
b	Percentage of women in top 5% of all employees	7	3	4



<b>EDUCATION RESOURCES</b>		<b>2007/08</b>	<b>2008/09</b>	<b>Increase/(Decrease) in Ranking</b>
	<b>LIBRARIES</b>	<b>2007/08</b>	<b>2008/09</b>	
<b>CC5</b>	<b>Use of Libraries</b>			
a	Number of visits per 1,000 population	20	23	(3)
<b>CC6</b>	<b>Learning Centre and Learning Access Point Users</b>			
a	The number of users as a percentage of the resident population	3	3	0
<b>CC5</b>	<b>Use of Libraries</b>			
b	Borrowers as a percentage of the resident population	16	15	1
<b>CC6</b>	<b>Learning Centre and Learning Access Point Users</b>			
b	The number of times the terminals are accessed per 1,000 population	31	29	2

<b>ENTERPRISE RESOURCES</b>		<b>2007/08</b>	<b>2008/09</b>	<b>Increase/(Decrease) in Ranking</b>
	<b>PLANNING</b>			
<b>DS1</b>	<b>Planning applications processing time</b>			
	Total applications: percentage dealt with within 2 months	7	15	(8)
	Householder applications: percentage dealt with within 2 months	5	12	(7)
	<b>ROADS AND LIGHTING</b>	<b>2007/08</b>	<b>2008/09</b>	
<b>RL1</b>	<b>Carriageway condition: Maintenance treatment</b>			
	The percentage of road network that should be considered for maintenance treatment	18	22	(4)
<b>RL2</b>	<b>Traffic Light Repairs</b>			
	Traffic light failure: The percentage of repairs completed within 48 hours	10	12	(2)
<b>RL5</b>	<b>Road network restrictions - Bridges</b>			
	The percentage of the total number of assessed Council and Private bridges that:-			
a	Fail to meet the European standard of 40 tonnes	10	11	(1)
<b>RL3</b>	<b>Street Lighting</b>			
	Street light failure: The percentage of repairs completed within 7 days	1	1	0

<b>FINANCE &amp; IT RESOURCES</b>		<b>2007/08</b>	<b>2008/09</b>	<b>Increase/(Decrease) in Ranking</b>
<b>CM7</b>	Payment of Invoices			
	The number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid	4	8	(4)
<b>CM2</b>	Claims			
	The number and value of civil liability claims incurred by the council in the year:-			
<b>a</b>	The number of claims per 10,000 population	28	26	2

<b>HOUSING &amp; TECHNICAL RESOURCES</b>		<b>2007/08</b>	<b>2008/09</b>	<b>Increase/(Decrease) in Ranking</b>
<b>HS3</b>	<b>Managing Tenancy Changes : Voids</b>			
	The total annual rent loss due to voids expressed as a percentage of the total amount of rent due in the year:	6	8	(2)
<b>HS4</b>	<b>Managing Tenancy Changes: Relets</b>			
a	Stock which is <b>not low demand</b> -			
	Average re-let time (days)	4	3	1
	<b>Technical Services</b>	<b>2007/08</b>	<b>2008/09</b>	
<b>CM8</b>	<b>Asset Management</b>			
	Condition and Suitability			
a	The percentage of operational accommodation that is in a satisfactory condition	20	22	(2)
b	The proportion of operational accommodation that is suitable for its current use	10	10	0

<b>SOCIAL WORK RESOURCES</b>		<b>2007/08</b>	<b>2008/09</b>	<b>Increase/(Decrease) in Ranking</b>
<b>ADULT SERVICES</b>				
<b>ASW5</b>	<b>Respite Care (Adults)</b>			
	<b>Older People aged 65+</b> (per 1,000 population)			
d	Percentage of daytime respite hours provided not in a day care centre	23	27	(4)
c	Total hours daytime respite provided	7	10	(3)
<b>ASW4</b>	<b>Home Care/Home Helps</b>			
c	As a proportion of home care clients aged 65+, the number receiving:-			
	Personal Care	11	14	(3)
	A Service at weekends	5	8	(3)
b	The number of homecare hours per 1,000 population aged 65+	12	13	(1)
c	As a proportion of home care clients aged 65+, the number receiving:-			
	A Service during evenings/overnight	2	2	0
<b>ASW5</b>	<b>Respite Care (Adults)</b>			
	<b>Other Adults 18-64</b> (per 1,000 population)			
a	Total overnight respite nights provided	21	21	0
d	Percentage of daytime respite hours provided not in a day care centre	1	1 with 10 other Councils	0
	<b>Older People aged 65+</b> (per 1,000 population)			
a	Total overnight respite nights provided	11	9	2
	<b>Other Adults 18-64</b> (per 1,000 population)			
b	Percentage of overnight respite nights not in a care home	14	12	2
c	Total hours daytime respite provided	17	15	2
<b>ASW5</b>	<b>Respite Care (Adults)</b>			
	<b>Older People aged 65+</b> (per 1,000 population)			
b	Percentage of overnight respite nights not in a care home	21	18	3
<b>ASW6</b>	<b>Social Enquiry Reports</b>			
	The percentage of reports submitted to courts by the due date	24	20	4
<b>ASW8</b>	<b>Community Service</b>			
	The average number of hours per week taken to complete Community Service Orders	25	21	4

<b>ASW2</b>	<b>Residential Accommodation (Adults)</b>			
	Staff Qualifications: The percentage of care staff with appropriate qualifications for the level of post held, working in council residential homes for:-			
a	Older people (aged 65+)	21	12	9
<b>ASW7</b>	<b>Probation</b>			
	The percentage of new probationers seen by a Supervising Officer within one week	30	21	9
	<b>CHILDREN'S SERVICES</b>			
<b>ECS8</b>	<b>Respite Care - Children (per 1,000 population)</b>			
a	Total overnight respite nights provided	19	21	(2)
c	Total hours daytime respite provided	18	18	0
<b>ESC7</b>	<b>Residential Accommodation. Staff Qualifications (Children)</b>			
	The percentage of care staff with appropriate qualifications for the level of post held, working in council residential children's homes	12	11	1
<b>ESC5</b>	<b>Supervision</b>			
	The percentage of children seen by a supervising officer within 15 wrkg days	29	23	6
<b>ECS8</b>	<b>Respite Care - Children (per 1,000 population)</b>			
b	Percentage overnight respite nights not in a care home	27	20	7

**Movement in Ranking of SPI's from 2007/08 to 2008/09 - Total Council from Worst to Best**

**APPENDIX D (ii)**

<b>COUNCIL WIDE</b>		<b>2007/08</b>	<b>2008/09</b>	<b>Increase/(Decrease) in Ranking</b>
<b>PS4</b>	<b>Complaints and Advice</b> Business Advice Requests dealt with within 14 days	8	21	(13)
<b>DS1</b>	<b>Planning applications processing time</b> Total applications: percentage dealt with within 2 months	7	15	(8)
<b>WM3</b>	<b>Refuse Recycling</b> The amount of municipal waste collected by the authority during the year that was recycled or disposed of by:- Total Recycling methods	7	14	(7)
<b>DS1</b>	<b>Planning applications processing time</b> Householder applications: percentage dealt with within 2 months	5	12	(7)
<b>CC1</b>	Number of attendances per 1,000 population for pools:-	6	10	(4)
<b>PS5</b>	<b>Inspection of Trading Premises</b> Percentage of inspections undertaken within time:- High and Medium Risk Total	7	11	(4)
<b>RL1</b>	<b>Carriageway condition: Maintenance treatment</b> The percentage of road network that should be considered for maintenance treatment	18	22	(4)
<b>CM7</b>	<b>Payment of Invoices</b> The number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid	4	8	(4)
<b>ASW5</b>	<b>Respite Care (Adults)</b> <b>Older People aged 65+</b> (per 1,000 population)			
d	Percentage of daytime respite hours provided not in a day care centre	23	27	(4)
<b>CC5</b>	<b>Use of Libraries</b> a Number of visits per 1,000 population	20	23	(3)

<b>ASW5</b>	<b>Respite Care (Adults)</b> <b>Older People aged 65+</b> (per 1,000 population)			
c	Total hours daytime respite provided	7	10	(3)
<b>ASW4</b>	<b>Home Care/Home Helps</b>			
c	As a proportion of home care clients aged 65+, the number receiving:-			
	Personal Care	11	14	(3)
	A Service at weekends	5	8	(3)
<b>RL2</b>	<b>Traffic Light Repairs</b>			
	Traffic light failure: The percentage of repairs completed within 48 hours	10	12	(2)
<b>HS3</b>	<b>Managing Tenancy Changes : Voids</b>			
	The total annual rent loss due to voids expressed as a percentage of the total amount of rent due in the year:	6	8	(2)
<b>CM8</b>	<b>Asset Management</b>			
	Condition and Suitability			
a	The percentage of operational accommodation that is in a satisfactory condition	20	22	(2)
<b>ECS8</b>	<b>Respite Care - Children (per 1,000 population)</b>			
a	Total overnight respite nights provided	19	21	(2)
<b>PS2</b>	<b>Noise Complaints</b>			
	Domestic Noise Complaints			
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	6	7	(1)
<b>RL5</b>	<b>Road network restrictions - Bridges</b>			
	The percentage of the total number of assessed Council and Private bridges that:-			
a	Fail to meet the European standard of 40 tonnes	10	11	(1)
<b>ASW4</b>	<b>Home Care/Home Helps</b>			
b	The number of homecare hours per 1,000 population aged 65+	12	13	(1)



<b>PS2</b>	<b>Noise Complaints</b>			
	Domestic Noise Complaints			
ii	Dealt with under Part V of the Antisocial Behaviour etc (Scotland) Act 2004	4	4	0
<b>PS4</b>	<b>Complaints and Advice</b>			
	Consumer complaints dealt with within 14 days	15	15	0
<b>WM2</b>	<b>Refuse Collection Complaints</b>			
	The number of complaints per 1,000 households regarding the household waste collection service	30	30	0
<b>CM3</b>	<b>Equal Opportunities Policy: Women employees</b>			
	The percentage of the highest paid 2% and 5% of earners among council employees, that are women:-			
a	Percentage of women in top 2% of all employees	13	13	0
<b>CC6</b>	<b>Learning Centre and Learning Access Point Users</b>			
a	The number of users as a percentage of the resident population	3	3	0
<b>RL3</b>	<b>Street Lighting</b>			
	Street light failure: The percentage of repairs completed within 7 days	1	1	0
<b>CM8</b>	<b>Asset Management</b>			
	Condition and Suitability			
b	The proportion of operational accommodation that is suitable for its current use	10	10	0
<b>ASW4</b>	<b>Home Care/Home Helps</b>			
c	As a proportion of home care clients aged 65+, the number receiving:- A Service during evenings/overnight	2	2	0
<b>ASW5</b>	<b>Respite Care (Adults)</b>			
	<b>Other Adults 18-64</b> (per 1,000 population)			
a	Total overnight respite nights provided	21	21	0
d	Percentage of daytime respite hours provided not in a day care centre	1	1 with 10 other Councils	0
	<b>Older People aged 65+</b> (per 1,000 population)			
<b>ECS8</b>	<b>Respite Care - Children (per 1,000 population)</b>			
c	Total hours daytime respite provided	18	18	0
<b>CC2</b>	The number of attendances per 1,000 population for other indoor sport and leisure facilities excluding pools in combined complex	20	19	1

<b>CC5</b>	<b>Use of Libraries</b>			
b	Borrowers as a percentage of the resident population	16	15	1
<b>HS4</b>	<b>Managing Tenancy Changes: Relets</b>			
a	Stock which is <b>not low demand</b> - Average re-let time (days)	4	3	1
<b>ESC7</b>	<b>Residential Accommodation. Staff Qualifications (Children)</b> The percentage of care staff with appropriate qualifications for the level of post held, working in council residential children's homes	12	11	1
<b>CC6</b>	<b>Learning Centre and Learning Access Point Users</b>			
b	The number of times the terminals are accessed per 1,000 population	31	29	2
<b>CM2</b>	Claims The number and value of civil liability claims incurred by the council in the year:-			
a	The number of claims per 10,000 population	28	26	2
<b>ASW5</b>	<b>Respite Care (Adults)</b> <b>Older People aged 65+</b> (per 1,000 population)			
a	Total overnight respite nights provided	11	9	2
	<b>Other Adults 18-64</b> (per 1,000 population)			
b	Percentage of overnight respite nights not in a care home	14	12	2
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<b>ASW5</b>	<b>Respite Care (Adults)</b> <b>Older People aged 65+</b> (per 1,000 population)			
b	Percentage of overnight respite nights not in a care home	21	18	3
<b>CM3</b>	<b>Equal Opportunities Policy: Women employees</b> The percentage of the highest paid 2% and 5% of earners among council employees, that are women:-			
b	Percentage of women in top 5% of all employees	7	3	4
<b>ASW6</b>	<b>Social Enquiry Reports</b> The percentage of reports submitted to courts by the due date	24	20	4

<b>ASW8</b>	<b>Community Service</b> The average number of hours per week taken to complete Community Service Orders	25	21	4
<b>CC3</b>	<b>Museums</b> a The number of visits to/usages of council funded or part funded museums per 1,000 population	27	22	5
<b>ESC5</b>	<b>Supervision</b> The percentage of children seen by a supervising officer within 15 wrkg days	29	23	6
<b>ECS8</b>	<b>Respite Care - Children (per 1,000 population)</b> b Percentage overnight respite nights not in a care home	27	20	7
<b>CC3</b>	<b>Museums</b> b The number of those visits that were in person per 1,000 population	26	19	7
<b>ASW2</b>	<b>Residential Accommodation (Adults)</b> Staff Qualifications: The percentage of care staff with appropriate qualifications for the level of post held, working in council residential homes for:- a Older people (aged 65+)	21	12	9
<b>ASW7</b>	<b>Probation</b> The percentage of new probationers seen by a Supervising Officer within one week	30	21	9

