

## SOUTH LANARKSHIRE COUNCIL - SPI measures in Quartile 1 (Position 1-8) for 2101/11

Resource	Service	Importance	S.P.I. Measure	Rank in Scotland
Community	Env Health	Low	The average time between the time of the complaint and attendance on site for domestic noise complaints (requiring attendance on site.)	6 <sup>th</sup>
Corporate	Council Wide	High	Average Number of working days per employee lost through sickness absence for All other Local Government employees	8 <sup>th</sup>
Finance/IT	Finance	Medium	Percentage of invoices paid within 30 days	6 <sup>th</sup>
Housing	Housing Quality	High	Total dwellings meeting Scottish Housing Quality Standard	8 <sup>th</sup>
Housing	Response Repairs	High	Percentage of repairs completed within target times	6 <sup>th</sup>
	Re-lets	High	Average time to re-let houses that were not low demand	7 <sup>th</sup>
		High	Average time to re-let houses that were low demand	8 <sup>th</sup>
	Rent Arrears	High	Current tenant arrears as a percentage of net rent due	6 <sup>th</sup>
		High	Percentage of all tenants owing more than 13 weeks at year end, excluding those owing more than £250	4 <sup>th</sup>
		High	Average number of weeks in rent owed by tenants leaving in arrears	4 <sup>th</sup>
	Homelessness	High	Percentage of decision notifications issued within 28 days of date of initial presentation for Permanent Accommodation	5 <sup>th</sup>
		High	Percentage of decision notifications issued within 28 days of date of initial presentation for Temporary Accommodation	3 <sup>rd</sup>
	Housing Benefit	High	The gross administration cost per case	4 <sup>th</sup>
	Technical Services	High	Percentage of Council buildings suitable for disabled people	4 <sup>th</sup>
		High	Proportion of operational accommodation that is suitable for its current use	1 <sup>st</sup>
Social Work	Home Care	High	Percentage of Home Care clients (65+) receiving a service during evening/overnight	5 <sup>th</sup>