**CLACKMANNANSHIRE COUNCIL**

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**Report to  Scrutiny Committee**

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**Date:**          **10<sup>th</sup> September 2009**

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**Subject:**          **Statutory Performance Indicators 2008/09**

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**Report by:**          **Head of Business Improvement & Technology Services**

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## 1.0     Purpose

1.1.    The Statutory Performance Indicators (SPIs) are submitted to Audit Scotland by each council annually, and measure performance across a wide range of services.  This report discusses Clackmannanshire Council's performance from the 1<sup>st</sup> of April 2008 to the 31<sup>st</sup> of March 2009.  The purpose of the report is to compare performance with previous years, and highlight areas of notable improvement, consistency and decline.  Guidance and Definitions can be found in Appendix A and Performance Graphs are shown in Appendix B.

## 2.0     Recommendations

2.1.    It is recommended that the Committee:

- Note the contents of this report and particularly, the areas where performance merits corrective action.

## 3.0     Considerations

## 3.1.    Background

3.1.1.  Clackmannanshire Council has shown strong performance in recent years, and in 2007/08 achieved the highest improvement levels of all Scottish councils.  Positive performance continued in 2008/09, with improved or consistent results in over two thirds of measures, and improvement actions underway in a number of the remaining areas.  The council reported all required data for 2008/09 which, once assessed by external auditors, will be made publicly available, thus fulfilling statutory requirements.

3.1.2.  The process for gathering and reporting on Statutory Performance Indicators is changing this year, in line with Best Value arrangements.  Previously, Audit Scotland published all councils' results each year, ranking councils in order of performance for each indicator.  These results were then analysed and a further report brought to the Scrutiny Committee.  As of this year, however, Audit Scotland will no longer publish this information and each council will hold responsibility for gathering and analysing comparative data.

3.1.3. This report will therefore analyse Clackmannanshire Council's performance in comparison to previous years, making reference in places to last year's rankings as contextual information. Overall performance will first be discussed, followed by indicators in which performance cannot be compared to previous years. Highlights of improving areas and consistently good performance will then be presented, followed by areas for improvement.

## 3.2. Overall Performance

3.2.1. Graph 1 shows that the council improved or maintained high levels of performance in 55% of measures. An additional 11% show consistent results in areas where cross-council benchmarking data is not available. A further 14% of measures cannot be compared to previous years (see section 3.3) so are not shown in Graph 1.

3.2.2. Strong performance across services is shown in Graph 2. This is particularly evident in Adult Social Work, Development Services and Roads & Lighting where at least three quarters of results showed improved or consistently good performance. 100% improvement is shown for Benefits Administration, however, it should be noted that there is only a single indicator in this area.

## 3.3. Areas Where Comparison is Not Possible

3.3.1. Of the 180 individual performance measures gathered in 2008/09, the council's performance in 25 measures (14%) cannot be compared to previous years. This is because previous data is not available or comparable due to the measures being introduced or changed in 2008/09, or because they relate to services not provided by Clackmannanshire Council.

3.3.2. The only new indicator this year includes 10 measures relating to the Scottish Housing Quality Standard. The calculation or definition of 14 measures has changed in 2008/09, in Community Care Services (6 measures), Staff Sickness Absence (2 measures) and Homelessness (6 measures). The council does not have residential accommodation for Other Adults (see Appendix A for definition), thus data is not submitted for this measure.

## 3.4. Improving Performance

3.4.1. Adult Social Work performance has improved in several areas, with Graph 3 showing continued improvement in respite nights provided for Other Adults, (ranked 7$^{th}$ out of 32 last year). There was also improvement in daytime respite care provided outwith day centres for Older People, where we were ranked 24$^{th}$ last year.

3.4.2. A reduction in the cost of Benefits Administration was reported (Graph 4), where we were ranked 8$^{th}$ in 2007/08, and 4$^{th}$ in 2006/07. The economic downturn has resulted in a greater caseload of people applying for benefits, which the service is managing to process with the same resources and staffing levels. There were also improvements in both categories for equal opportunities (Graph 5), ranked 24$^{th}$ and 20$^{th}$ in 2007/08, respectively.

3.4.3. Library Services surpassed the national target of 100 additions to Children's stock (ranked 26th last year, when only 53 were added). 176 were added in 2008/09, related to an increase in donations and buying more paperbacks, over more expensive hardbacks. Users of Learning Centres have increased steadily since the measure was introduced (Graph 6). 2008/09 saw a greater increase in this area due to a dedicated training course being offered and an extension of operational hours to times more suitable for some users.

3.4.4. Education & Children's Services also reported several areas of improvement, with the percentage of Looked After Children achieving a level 3 pass or above in at least English and Maths rising from 54.2% to 73.7% (Graph 7). Housing improvements include a significant reduction in the rent lost due to unoccupied houses (Graph 8, ranked 15th last year). Further improvements have also been reported in re-let times for housing stock (due to high demand in the current housing climate), and in tenant rent arrears written off or collected in the year.

3.4.5. Protective Services (Trading Standards and Environmental Health) showed improvements in areas including response to domestic noise complaints (discussed in 3.6.8) and completion of business advice requests within target. Graph 9 also shows that 99% of Trading Standards inspections of medium risk premises were completed within target time, as were 100% for high risk. These improvements relate to changes in procedures, and greater available resource through joint working with Stirling Council.

3.4.6. Roads & Lighting reported improvements in both areas of lighting repairs (Graph 10), both ranked in the bottom quartile last year. Improvement is also evident in Waste Management, in recycling (ranked 3rd last year), and refuse collection complaints (Graph 11, ranked 28th last year). Removal of abandoned vehicles within target time also improved, from 66.7% (ranked 23rd) to 100%, due to refocusing of service delivery and reviewing procedures.

## 3.5. Consistently Good Performance

3.5.1. Consistently good performance can be seen in various areas of Adult Social Work in 2008/09. Strong performance was again reported in the 5 indicators relating to staff qualification and privacy in residential homes (where 1st place rankings were achieved in 3 of these 5 indicators in 2007/08). Graph 12 also shows consistently good results for personal Home Care, and improvements in Evening/Overnight, and Weekend Home Care.

3.5.2. The value of civil liability claims incurred by the council remained at 0.0% of the revenue budget for the 5th consecutive year. Also, the percentage of the council's operational accommodation 'suitable for its current use' remained at 75.2%, and this is likely to improve further through the implementation of the Asset Management strategy.

3.5.3. As well as a significant improvement in additions to children's library stock, there was consistently good performance in additions to adult stock, where we were ranked 10th in 2007/08. Graph 13 demonstrates continued excellent performance in planning application processing. Here, the Householder and Overall categories are ranked by Audit Scotland, and neither has been below 3rd place in at least the last 7 reporting years, with both in 1st place last year.

3.5.4. Consistently strong performance is also evident in Education & Children's Services, in primary and secondary school occupancy (ranked 4th and 1st, respectively, in 2007/08). Also, for the 4th year since the indicator was introduced, we provided 100% of respite care for children with disabilities outwith day centres. Graph 14 also shows continued strong performance in staff qualification in residential accommodation for children.

3.5.5. Though all councils have different categories, preventing comparison, Graph 15 shows consistent results (of over 90%) in 3 categories of housing repairs, with an improvement in the 4th. Graph 16 shows that there was consistently strong performance in the percentage of the road network that should be considered for maintenance treatment. There was also continued strong performance in response times for non-domestic noise complaints.

3.5.6. 100% of food hygiene inspections in the first 3 categories (Graph 17) were completed on time, for the 2nd year running. Performance in the 4th category is not ranked but there was a slight improvement, to 97.2%. Again, this is related to a review of service delivery in Environmental Health, including changes to procedures. Joint working with Stirling Council began in Trading Standards in 2005, and improved or consistently strong results in resolving consumer complaints have been seen in every year since.

3.5.7. Waste Management showed continued strong performance by achieving a cleanliness index of 74 (out of 100), ranked 3rd last year. It is also notable that the only 2 councils performing better than Clackmannanshire in this indicator were classed as 'Rural' councils, whereas Clackmannanshire is classed as 'Mixed' as it has both rural and urban areas.


**3.6. Areas For Improvement**

3.6.1. There were, however, some areas showing consistent results in low-ranked areas, or showing a decline on previous results. Improvement actions have been completed or planned to address many of these areas. We are a strong performer in several of the indicators below, which is unlikely to be significantly impacted by a slight decline, and often the council can justify focussing on other priorities that are likely to be of greater benefit to citizens.

3.6.2. In Criminal Justice, there was a reduction in Social Enquiry Reports submitted within target timescales from 95.5% (ranked 28th) to 89.4%. This indicator has been affected by an increase in demand, and a bid for extra staff has been sent to the Community Justice Authority. There was also a reduction in the average hours taken per week to complete Community Service Orders (Graph 18), though we were ranked 4th in Scotland for this indicator in 2007/08.

3.6.3. Graph 19 shows that there were consistent results (within 5% of last year's result) for the cost of council tax collection, ranked 24th in 2007/08. Consistent results were also reported for the percentage of council tax received in the year, ranked 29th last year. These results are related to factors including high unemployment and deprivation in the area (discussed in recent Economic Briefings from the Research and Information Team). In Asset Management, accommodation in satisfactory condition remained at 52.1%, which was ranked in 23rd last year.

3.6.4. Graph 6 shows consistent results for library borrowers (ranked 20th last year), though Audit Scotland reports show a national trend of decline in this area. There were mixed results for Learning Centres, with an increase in users, but a consistent result for the number of times terminals were accessed (Graph 20). These results may reflect a culture shift from libraries to learning centres, as well as increased home access to the internet.

3.6.5. There was a significant decline in museum attendance (Graph 21), ranked 23rd last year. With no fixed museum location, this indicator is dependent on the officer identifying opportunities and suitable accommodation for a reasonable duration for exhibitions, and the decline is also linked to the closure of the Alva visitors' centre by Visit Scotland.

3.6.6. Where new supervision requirements were made for children, those seen by a supervising officer within 15 days declined from 78.1% (ranked 24th) to 63.8%. An improvement plan is being developed in this area, including a new process where a standard letter will be sent to ensure meetings take place within target times. There was a significant decline in 2 indicators regarding respite care for children with disabilities. These were the number of respite nights provided (Graph 22) and the percentage of these nights that were not in a care home (down from 32.9% to 7.3%).

3.6.7. Declining performance was reported in some areas regarding tenant arrears, as well as the average time to sell council houses (Graph 23). While 70% of Housing indicators improved in 2007/08, this has reduced in 2008/09 due to national housing and credit issues. As well as tenants struggling with rent payments, there have been increased disputes regarding boundaries, title deeds and discounts. In addition to increased demand for repairs before purchase, and buyers experiencing difficulties in securing mortgages, these issues have impacted the time taken to sell council houses.

3.6.8. Graph 24 shows an increase in successful planning application appeals, however, there were still only 6 successful appeals out of 331 determinations. As mentioned in 3.4.5, there was a significant improvement in the first category of domestic noise complaints (Graph 25). There was, however, a decline in the second category, from 18 to 24 minutes. Response times are still faster than most emergency services, and our respective 8th and 2nd place rankings show that we respond faster than the majority of councils.

3.6.9. Graph 26 shows an increase in refuse service costs, both in the cost of collection and disposal, where we were ranked 21st for both indicators in 2007/08. Last year, however, only 6 councils reported decreasing costs for collection and only 3 reported decreasing costs for disposal, therefore these results are, again, in line with national trends.

## 3.7. Conclusions

3.7.1. Clackmannanshire Council continues to demonstrate positive performance in 2008/09 by improving or maintaining high performance levels in 55% of performance measures. A large proportion of those improving were areas in which the council previously received rankings in the bottom half of councils.

3.7.2. A further 11% of measures show consistent performance (where comparison with other councils is not possible).  Consistent results can be seen in many areas where we have previously achieved top quartile rankings.

3.7.3. Some areas showed declining or consistent performance in low-ranked areas, though improvement plans are in place or in development for many of these.

3.7.4. A further 14% of indicators could not be compared to previous years.

3.7.5. Strong performance can be seen across services.  Adult Social Work, Benefits Administration, Development Services and Roads & Lighting showed positive results in over three quarters of their indicators.

**4.0      Sustainability Implications**

4.1.     There are no direct sustainability implications arising from this report.

**5.0      Resource Implications**

*5.1.    Financial Details*

5.2.     The full financial implications of the recommendations are set out  in the report.  This includes a reference to full life cycle costs where appropriate.                                                                          Yes ☐

         There are no direct financial implications arising from this report.

*5.3.    Staffing*

         There are no direct staffing implications arising from this report.

**6.0      Exempt Reports**

6.1.     Is this report exempt?     Yes  ☐ (please detail the reasons for exemption below)   No ☑

**7.0      Declarations**

         The recommendations contained within this report support or implement our Corporate Priorities and Council Policies.

(1)      **Our Priorities 2008 - 2011**(Please tick ☑)

         The area has a positive image and attracts people and businesses              ☐
         Our communities are more cohesive and inclusive                               ☐
         People are better skilled, trained and ready for learning and employment      ☐
         Our communities are safer                                                     ☐
         Vulnerable people and families are supported                                  ☐
         Substance misuse and its effects are reduced                                  ☐
         Health is improving and health inequalities are reducing                      ☐

The environment is protected and enhanced for all ☐

The Council is effective, efficient and recognised for excellence ☑

**(2)      Council Policies**  (Please detail)

**8.0      Equalities Impact**

8.1      Have you undertaken the required equalities impact assessment to ensure that no groups are adversely affected by the recommendations?

Yes ☐          No ☑

**9.0      Legality**

9.1      In adopting the recommendations contained in this report,          Yes ☑
the Council is acting within its legal powers.

**10.0    Appendices**

10.1    Please list any appendices attached to this report.  If there are no appendices, please state "none".

Appendix A – Guidance & Definitions

Appendix B – Performance Graphs

**11.0    Background Papers**

11.1    Have you used other documents to compile your report?  (All documents must be kept available by the author for public inspection for four years from the date of meeting at which the report is considered)

Yes ☐ (please list the documents below)   No ☑

**Author(s)**

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| NAME | DESIGNATION | SIGNATURE |
|---|---|---|
| Barry Dickson | Head of Business Improvement & Technology Services | Barry Dickson (signed) |
| Angela Leitch | Chief Executive | Angela Leitch (signed) |

# Appendix A – Guidance & Definitions

Further detail on any information contained within this report can be obtained by contacting Judith Richardson in the Business Improvement team.

## Services

The ten service areas discussed are the Audit Scotland service groupings.  These do not always directly correspond to Clackmannanshire Council's organisational structure or department names.

Some indicators are calculated as a value '...per 1,000 population' or '...per 1,000 households'.  This is to enable comparison across local authorities of differing size.

Some indicators report on services provided for different age groups.  'Children' refers to those below the age of 18; 'Other Adults' refers to those aged between 18 and 64; and 'Older People' refers to those aged over 65.

## Variance

Variance is calculated by dividing the value achieved for a performance indicator by the value achieved in the previous reporting year.  A result of 1.00 would be achieved if exactly the same value was achieved in both years.

e.g.  Administration cost per benefits case $\frac{£36.21}{£40.99}$ = 0.88
(£40.99 in 2007/08, £36.21 in 2008/09)

In this case, better performance would be a lower cost, thus the example shows an improvement in 2008/09, with a percentage variance of 12%.

Reports from Audit Scotland highlight improvement and decline based on specific thresholds; the same thresholds have therefore been used in this report.

| | |
|---|---|
| Consistent | Varying less than 5% from last year |
| Consistently Good or Poor | As above, but where last year's result was ranked in the top or bottom half of councils, respectively |
| Improvement or Decline | Varying between 5% and 15% from last year |
| Significant Improvement or Decline | Varying 15% or more from last year |

## Rankings

Audit Scotland compare each council's results annually and rank each council from 1 to 32 for each indicator.  The best result in Scotland receives a 1st place ranking, and the worst, a 32nd place ranking (if all councils have been ranked for that indicator).

If 2 or more councils report exactly the same value, they would be given the same ranking for that indicator.  As there may be national trends, such as rising costs in some areas, variance in values may not be reflected in the same change in rankings.

A council would not be ranked if it does not provide a certain service, if the council has not reported data for an indicator, or if auditors assess data as unreliable.

## Quartiles

Rankings are often summarised into quartiles to give a broader indication of the council's position. As there are 32 Scottish councils, each quartile contains 8 councils. The top quartile contains the 8 councils performing best in that indicator, and the bottom quartile, the 8 councils performing worst in that indicator.

| | |
|---|---|
| Top quartile | 1st to 8th place rankings |
| 2nd quartile | 9th to 16th place rankings |
| 3rd quartile | 17th to 24th place rankings |
| Bottom quartile | 25th to 32nd place rankings |

## Notes on Variance and Rankings

Each year over 170 individual performance measures are gathered by Audit Scotland (180 in 2008/09) but only around 80 are published in the ranked report. Therefore, over half of the measures do not receive rankings and it is not normally assessed whether these results are good or bad in comparison to other councils.

As the process for SPIs is changing, Audit Scotland will not publish or rank councils' performance data for 2008/09, therefore, each council will need to gather and analyse this information themselves.

Due to the size of Clackmannanshire, some results are exaggerated. For example, as there are only three secondary schools in the area, each school represents 33.3% of the total. Therefore, if the results for one school vary from one year to the next, this would be recorded as a significant change, whereas the variance would be less significant in a larger authority.
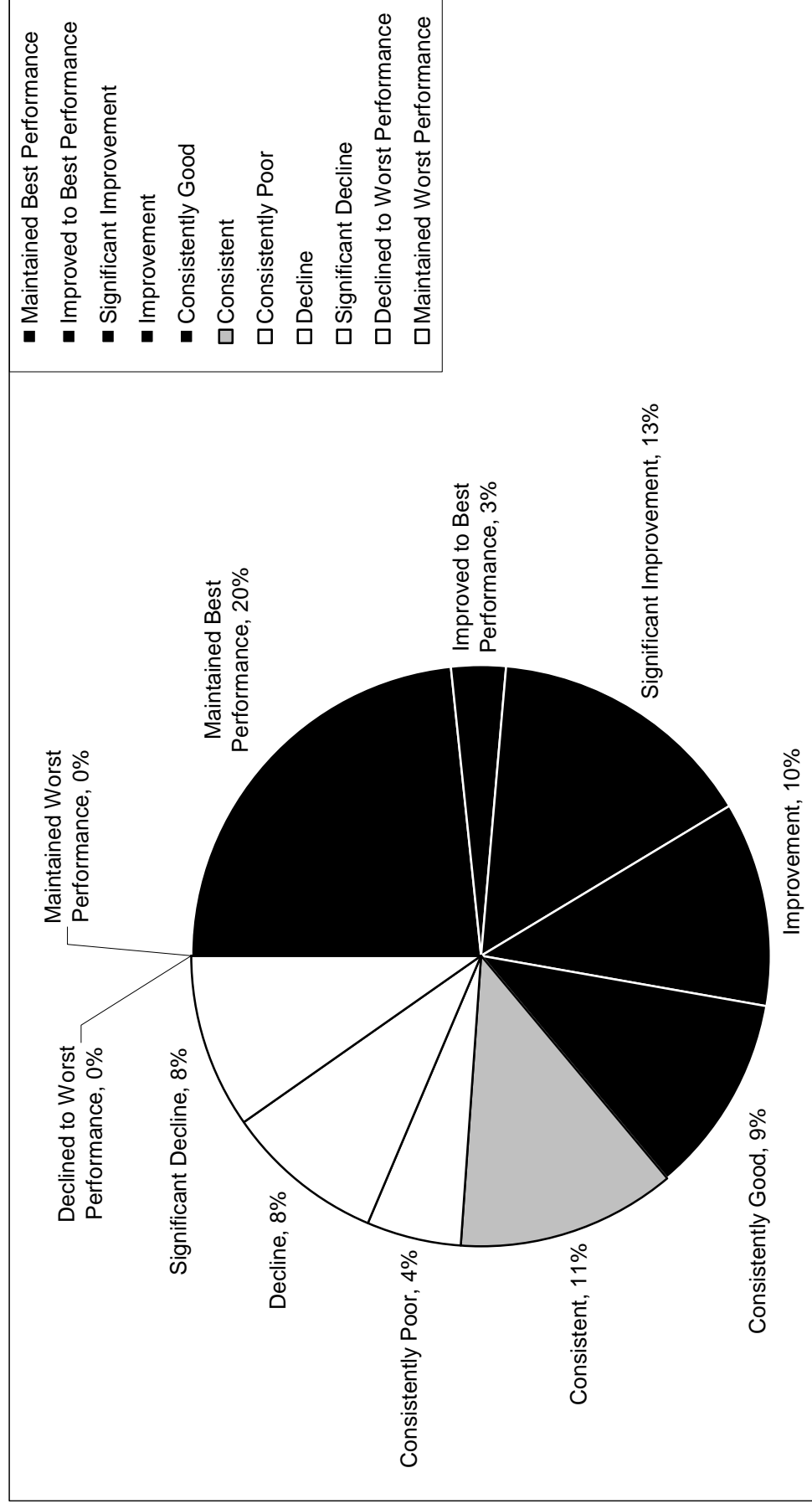
## Areas of Limited Discussion

Due to the volume of data summarised in this report, only a selection of indicators can be discussed or shown in graphs.

24 performance measures can only be discussed to a limited extent as they were either introduced this reporting year, or their definition or calculation has been changed by Audit Scotland. Therefore, discussions in these areas are limited due to there being no appropriate comparable data for previous reporting years.

Clackmannanshire Council does not have residential accommodation for Other Adults (see Services section, above, for age group definitions), thus does not submit data for the indicator relating to this service.
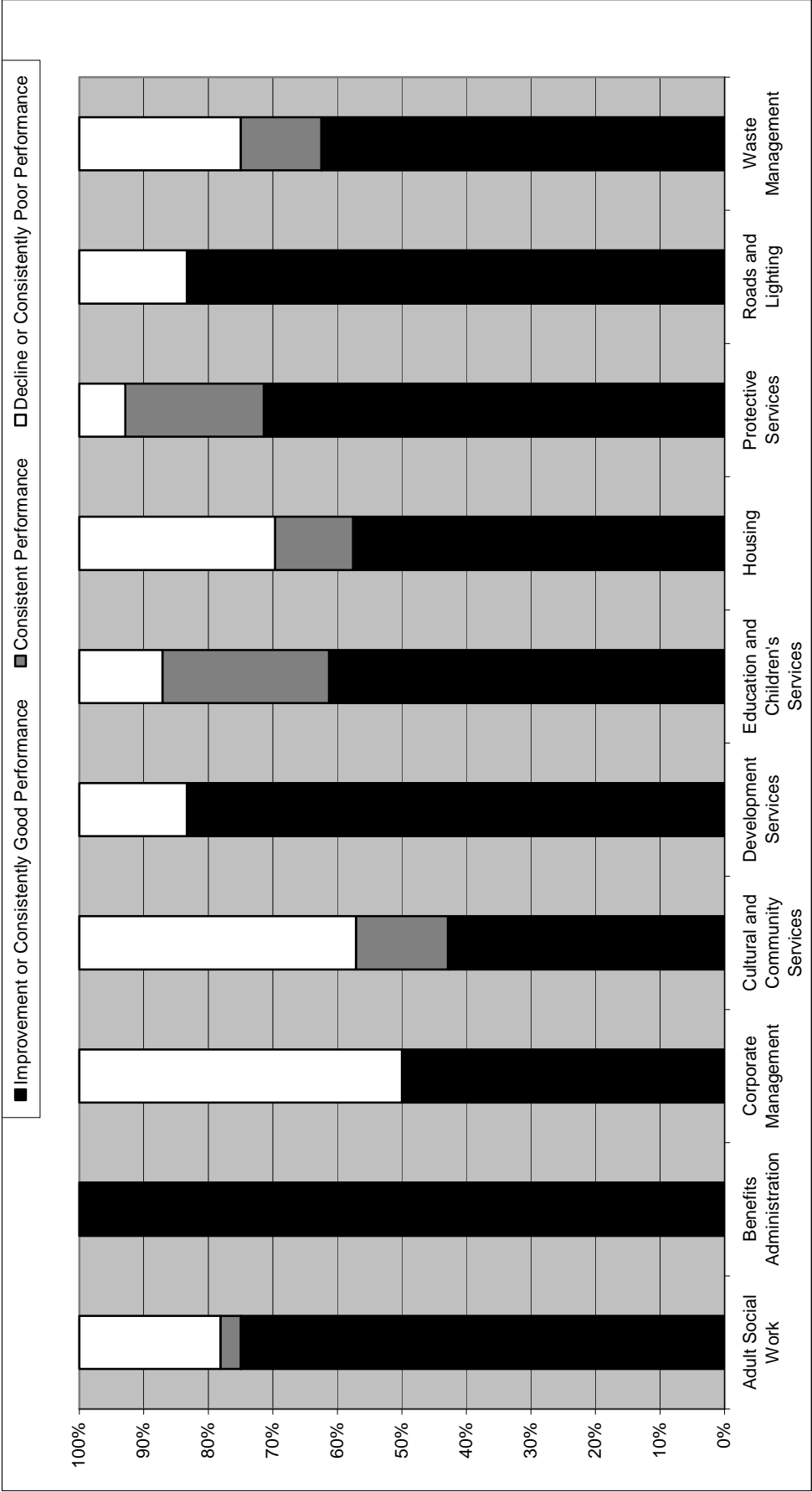
# Appendix B – Performance Graphs

## Graph 1

Legend:
- ■ Maintained Best Performance
- ■ Improved to Best Performance
- ■ Significant Improvement
- ■ Improvement
- ■ Consistently Good
- ▨ Consistent
- □ Consistently Poor
- □ Decline
- □ Significant Decline
- □ Declined to Worst Performance
- □ Maintained Worst Performance

Maintained Worst Performance, 0%

Maintained Best Performance, 20%

Improved to Best Performance, 3%

Significant Improvement, 13%

Declined to Worst Performance, 0%

Significant Decline, 8%

Decline, 8%

Consistently Poor, 4%

Consistent, 11%

Consistently Good, 9%

Improvement, 10%

Shading in Graph 1 has been grouped with positive performance in black, negative performance than cannot be classed as positive or negative in grey. This graph shows only measures in which performance can be compared to last year. A further 14% of measures cannot be compared in this way as they were introduced or changed in 2008/09, or relate to services not provided by Clackmannanshire Council.
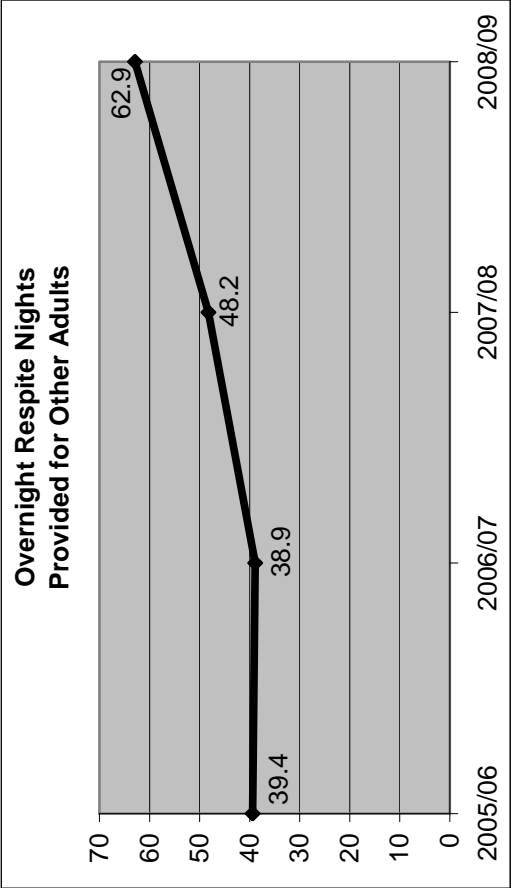
See Appendix A for category definitions.

## Graph 2



Legend: ■ Improvement or Consistently Good Performance  ■ Consistent Performance  □ Decline or Consistently Poor Performance

Categories (left to right): Adult Social Work, Benefits Administration, Corporate Management, Cultural and Community Services, Development Services, Education and Children's Services, Housing, Protective Services, Roads and Lighting, Waste Management

Vertical axis: 0% to 100% in 10% increments

Graph 2 shows only measures in which performance can be compared to last year. Measures which cannot be compared in this way are those which were introduced or changed in 2008/09, or relate to services not provided by Clackmannanshire Council. The percentage of indicators has been used here as service groups all have different numbers of indicators, from only 1 in Benefits Administration, to 49 in Housing.

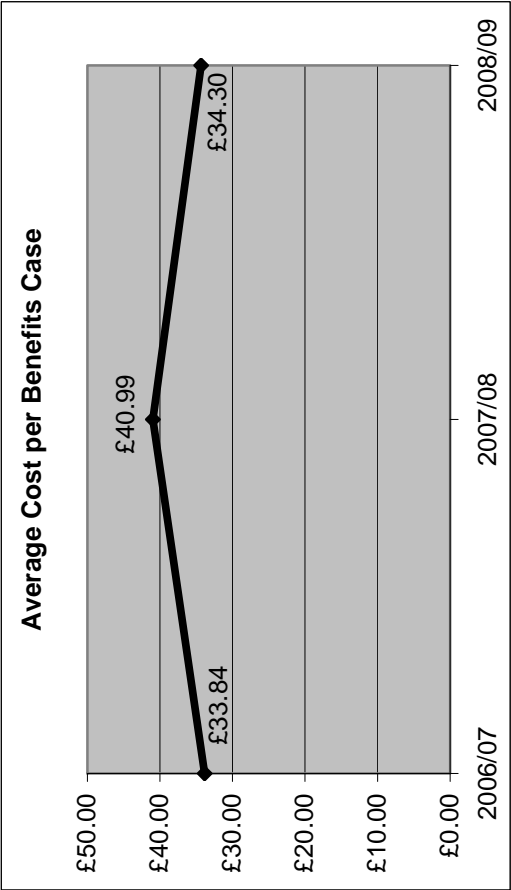See Appendix A for category definitions.

## Graph 4

**Average Cost per Benefits Case**



Values shown: £33.84, £40.99, £34.30

X-axis: 2006/07, 2007/08, 2008/09
Y-axis: £0.00, £10.00, £20.00, £30.00, £40.00, £50.00

## Graph 3

**Overnight Respite Nights Provided for Other Adults**



Values shown: 39.4, 38.9, 48.2, 62.9

X-axis: 2005/06, 2006/07, 2007/08, 2008/09
Y-axis: 0, 10, 20, 30, 40, 50, 60, 70

Benefits Administration

Administration Costs:

The gross administration cost per benefits case.

Adult Social Work

Respite Care:

Total overnight respite nights provided for other adults* (per 1,000 other adults in the resident population).

*Other Adults – people aged between 18 and 64

## Graph 6

**Service Users as a Percentage of the Population**

Legend:
- Library Borrowers
- Lifelong Learning Users

Y-axis: 30%, 25%, 20%, 15%, 10%, 5%, 0%

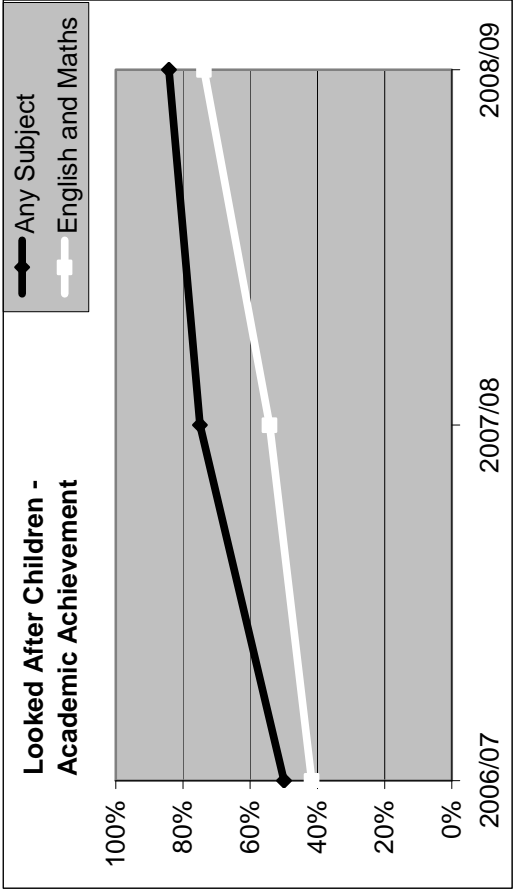X-axis: 2004/05, 2005/06, 2006/07, 2007/08, 2008/09

Cultural & Community Services

Library Services:

Library borrowers and users of learning centres and learning access points, as a percentage of the resident population.

## Graph 5

**Percentage of Female Council Employees**

Legend:
- In top 2% of earners
- In top 5% of

Y-axis: 50%, 40%, 30%, 20%, 10%, 0%

X-axis: 2004/05, 2005/06, 2006/07, 2007/08, 2008/09

Corporate Management

Equal Opportunities:

The percentage of the highest 2% and 5% of earners among council employees that are women.

## Graph 8

**Rent Loss Due to Voids**



Data points: 4.1% (2004/05), 3.7% (2005/06), 1.9% (2006/07), 1.6% (2007/08), 0.6% (2008/09)

## Graph 7

**Looked After Children - Academic Achievement**



Legend: Any Subject; English and Maths
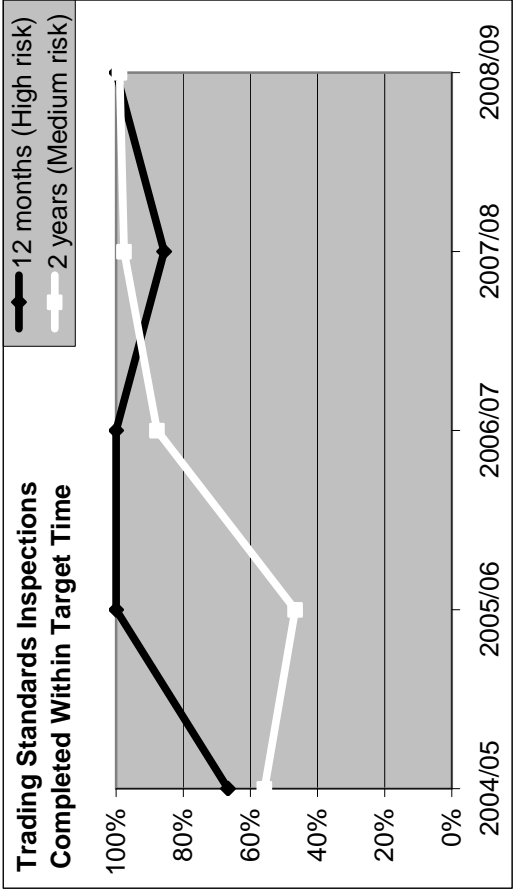
X-axis: 2006/07, 2007/08, 2008/09

Housing

Managing Tenancy Changes:

The total annual rent loss due to voids* , expressed as a percentage of the total amount of rent due in the year.

*Voids – unoccupied council properties

Education & Children's Services

Looked After Children – Academic Achievement:

The percentage of young people ceasing to be looked after who achieved SCQF* level 3 or better in any subject, and those who achieved level 3 or better in English and Maths.

Note from Audit Scotland on interpretation:

"[The indicator] reflects the achievement of the council in ensuring that those young people leaving its care are equipped with basic skills for their future."

*SCQF – Scottish Credit and Qualifications Framework

# Graph 9

**Trading Standards Inspections Completed Within Target Time**

Legend:
- 12 months (High risk)
- 2 years (Medium risk)

Y-axis: 0%, 20%, 40%, 60%, 80%, 100%

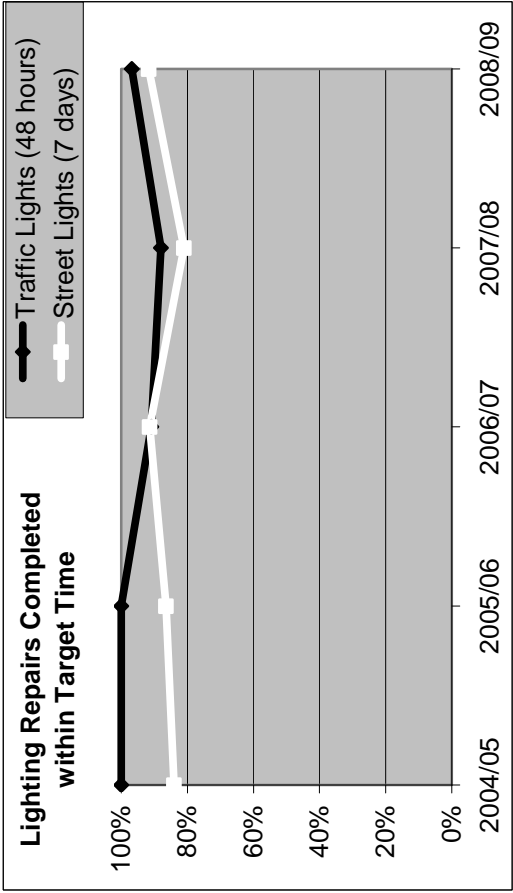X-axis: 2004/05, 2005/06, 2006/07, 2007/08, 2008/09

## Protective Services

### Inspection of Trading Premises:

The proportion of trading standards inspections completed within target time for premises with a minimum inspection time of 2 years (medium risk) and 12 months (high risk).
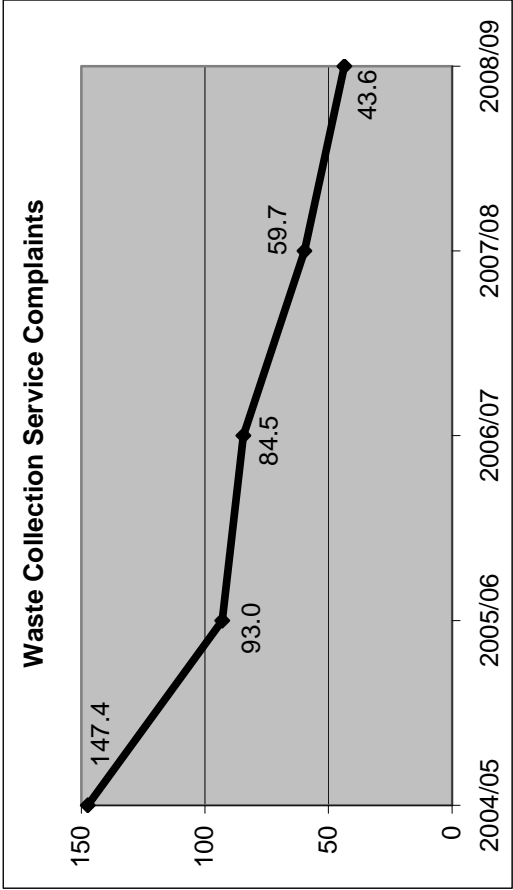
# Graph 10

**Lighting Repairs Completed within Target Time**

Legend:
- Traffic Lights (48 hours)
- Street Lights (7 days)

Y-axis: 0%, 20%, 40%, 60%, 80%, 100%

X-axis: 2004/05, 2005/06, 2006/07, 2007/08, 2008/09

## Roads & Lighting

### Traffic and Street Light Failure:

The percentage of traffic and street lighting repairs completed within target timescales (48 hours and 7 days, respectively).
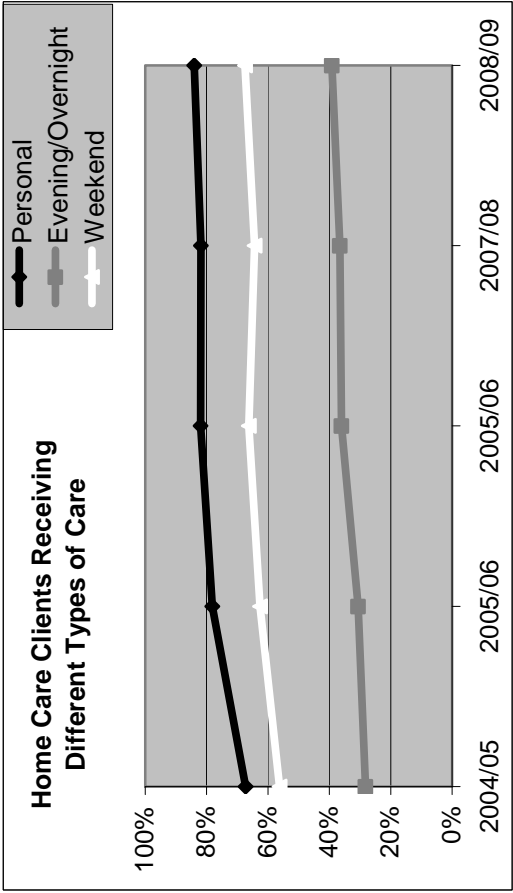
## Graph 12

**Home Care Clients Receiving Different Types of Care**



Legend:
- Personal
- Evening/Overnight
- Weekend

Y-axis: 100%, 80%, 60%, 40%, 20%, 0%

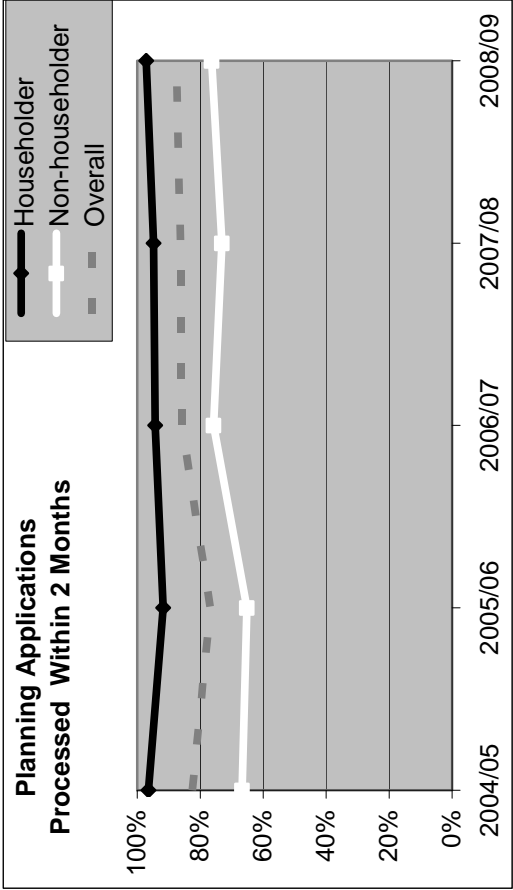X-axis: 2004/05, 2005/06, 2005/06, 2007/08, 2008/09

Adult Social Work

Home Care:

As a proportion of home care clients aged 65+, the number receiving
- personal care,
- a service during evenings/overnight,
- a service at weekends.

## Graph 11

**Waste Collection Service Complaints**



147.4

93.0

84.5

59.7

43.6

Y-axis: 150, 100, 50, 0

X-axis: 2004/05, 2005/06, 2006/07, 2007/08, 2008/09

Waste Management

Refuse Collection Complaints:

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

## Graph 13

**Planning Applications Processed Within 2 Months**



Legend:
- Householder
- Non-householder
- Overall

X-axis: 2004/05, 2005/06, 2006/07, 2007/08, 2008/09
Y-axis: 0%, 20%, 40%, 60%, 80%, 100%

## Graph 14

**Staff Qualification in Residential Accommodation for Children**



Data points: 83.3%, 71.4%, 100.0%, 100.0%

X-axis: 2005/06, 2006/07, 2007/08, 2008/09
Y-axis: 0%, 20%, 40%, 60%, 80%, 100%

Development Services

Planning Applications Processing Time:

The percentage of planning applications dealt with within two months for householder applications, non-householder applications, and all applications.
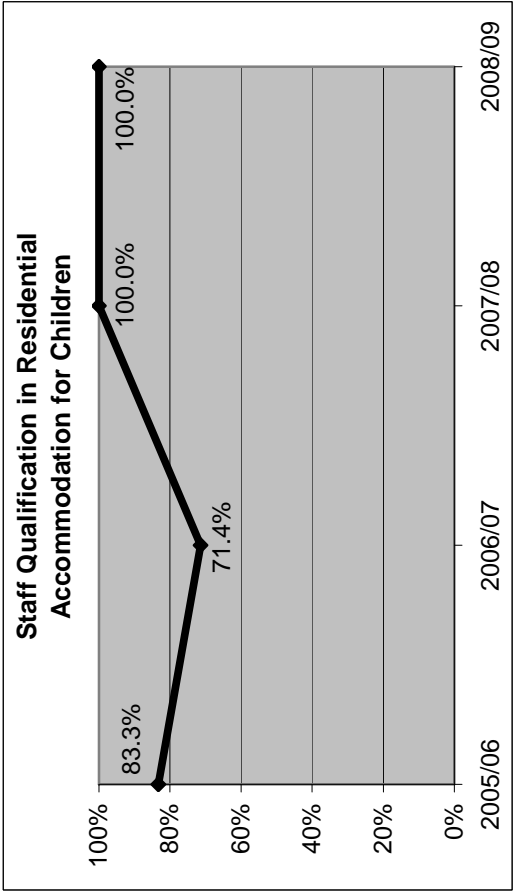
Education & Children's Services

Looked After Children:

Staff qualifications – the percentage of care staff with appropriate qualifications for the level of post held, working in council residential children's homes.
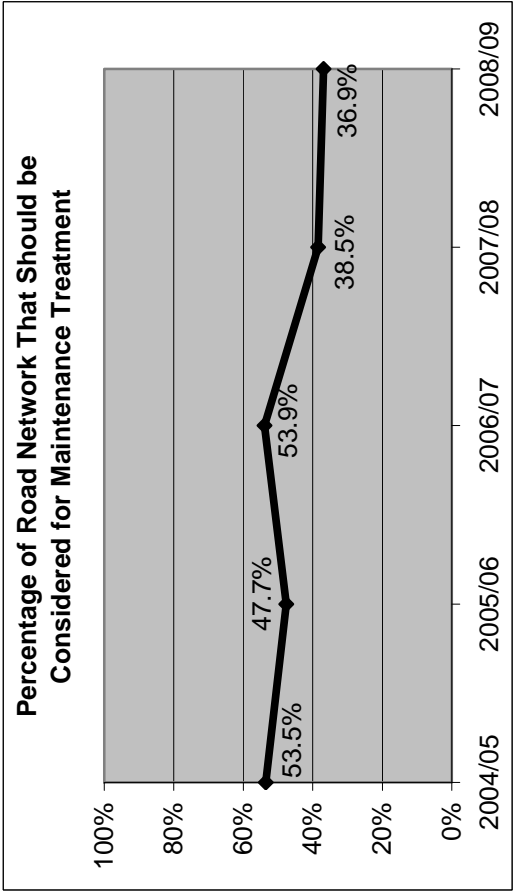
## Graph 16

**Percentage of Road Network That Should be Considered for Maintenance Treatment**
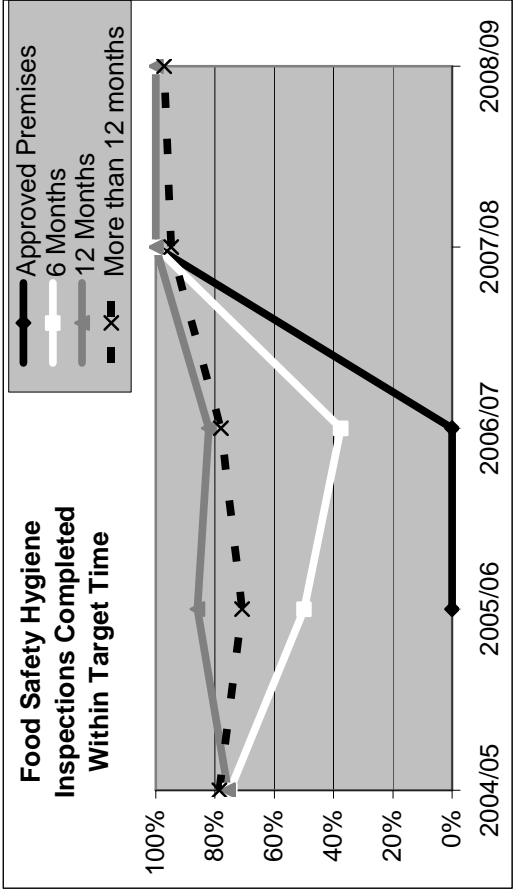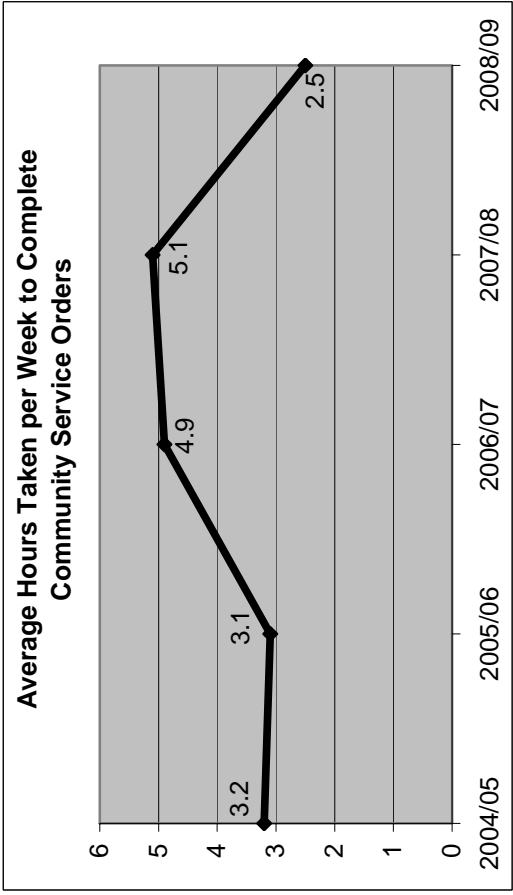


Roads & Lighting

Carriageway Condition:

The percentage of the road network that should be considered for maintenance treatment.

## Graph 15

**Housing Repairs Completed Within Target**



Housing

Response Repairs:

The percentage of repairs completed within targets times for each repairs category.

## Graph 18

**Average Hours Taken per Week to Complete Community Service Orders**



## Graph 17

**Food Safety Hygiene Inspections Completed Within Target Time**
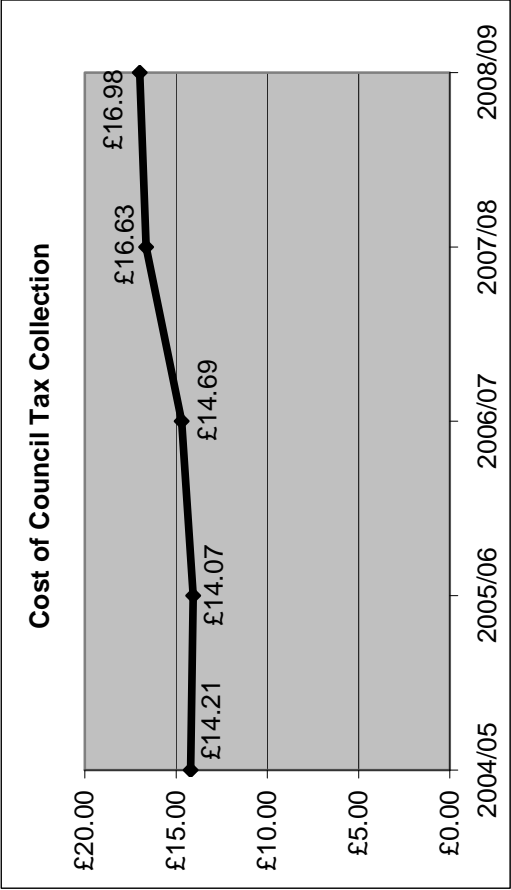


Adult Social Work

Criminal Justice:

The average number of hours per week taken to complete Community Service Orders.

Note from Audit Scotland on interpretation:

"Research has shown that community service tends to be more effective in reducing repeat offending, the shorter the time required to complete the hours ordered by the court. ... it is important that Councils manage the completion of the orders in such a way as to maximise, as far as possible, the amount of time served each week."
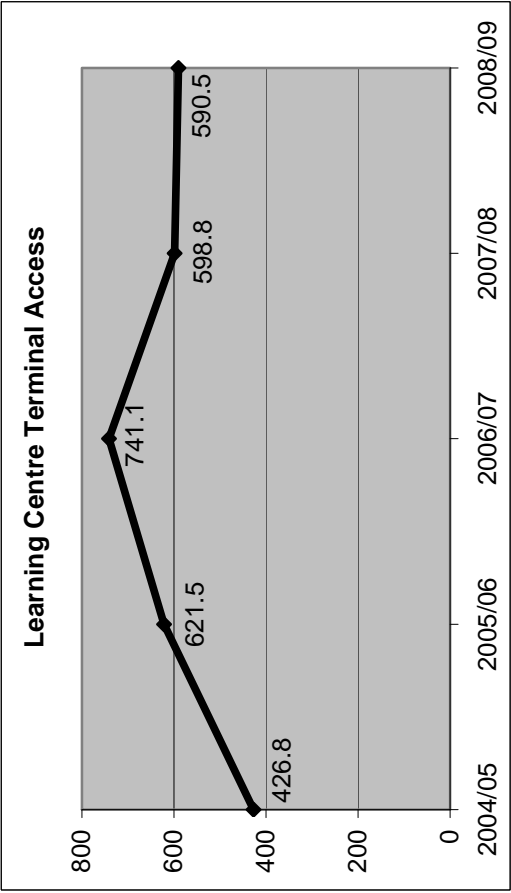
Protective Services

Food Safety – Hygiene Inspections:

The percentage of inspections that were undertaken within the prescribed period for:

- Approved premises,
- Premises with a minimum inspection frequency of 6 months,
- Premises with a minimum inspection frequency of 12 months,
- Premises with a minimum inspection frequency of more than 12 months.

Note: The 'Approved Premises' category was introduced for the 2005/06 reporting year.

## Graph 20

**Learning Centre Terminal Access**



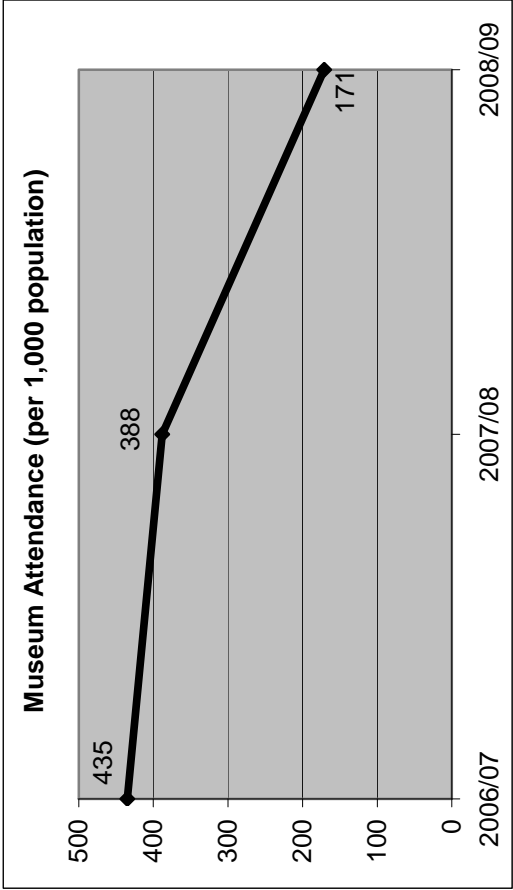| Year | Value |
|------|-------|
| 2004/05 | 426.8 |
| 2005/06 | 621.5 |
| 2006/07 | 741.1 |
| 2007/08 | 598.8 |
| 2008/09 | 590.5 |

Cultural & Community Services

Library Services:

The number of times terminals in learning centres and learning access points are used per 1,000 population.
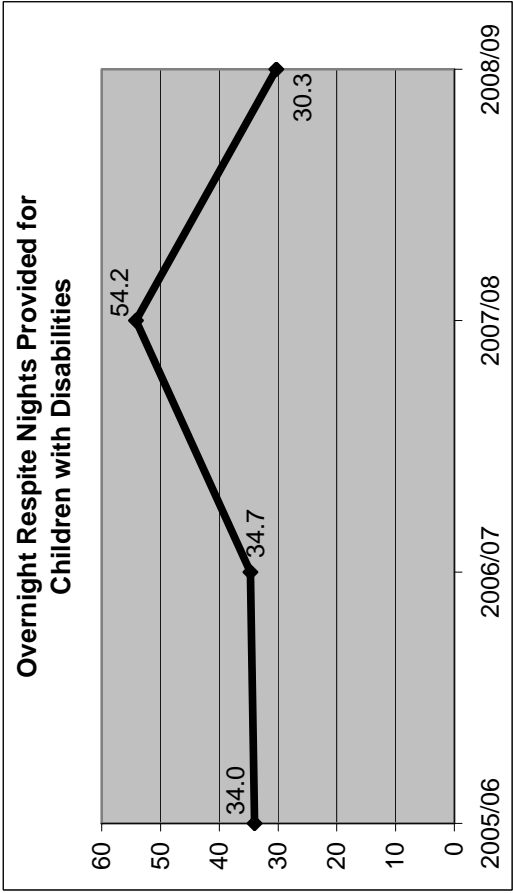
## Graph 19

**Cost of Council Tax Collection**



| Year | Value |
|------|-------|
| 2004/05 | £14.21 |
| 2005/06 | £14.07 |
| 2006/07 | £14.69 |
| 2007/08 | £16.63 |
| 2008/09 | £16.98 |

Corporate Management

Council Tax:

The cost of collecting council tax per dwelling.

## Graph 21

**Museum Attendance (per 1,000 population)**



| | 435 | | 388 | | 171 | |
|---|---|---|---|---|---|---|

X-axis: 2006/07, 2007/08, 2008/09
Y-axis: 0, 100, 200, 300, 400, 500

Cultural & Community Services

Museum Services:

The number of visits to/usages of council funded or part funded museums per 1,000 population.

## Graph 22

**Overnight Respite Nights Provided for Children with Disabilities**



34.0, 34.7, 54.2, 30.3

X-axis: 2005/06, 2006/07, 2007/08, 2008/09
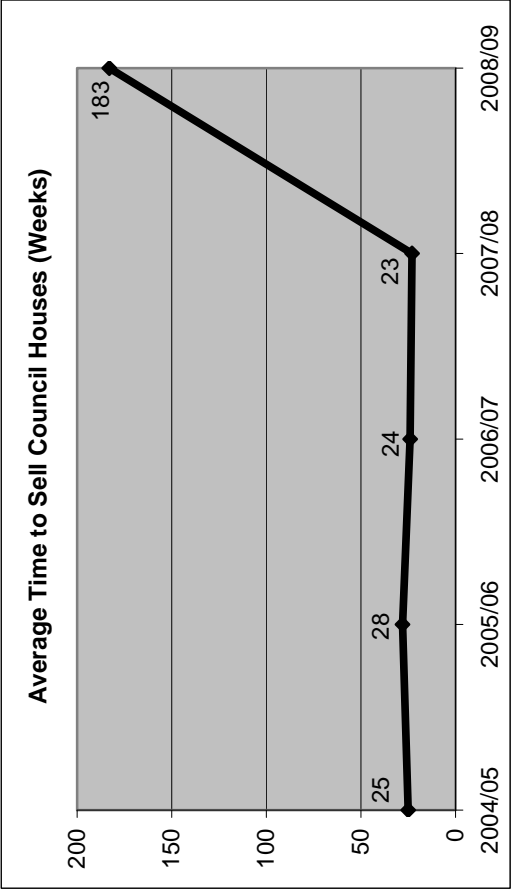Y-axis: 0, 10, 20, 30, 40, 50, 60

Education & Children's Services

Respite Care:

Provision of respite services – the total overnight respite nights provided for children with disabilities, per 1,000 children in the resident population.
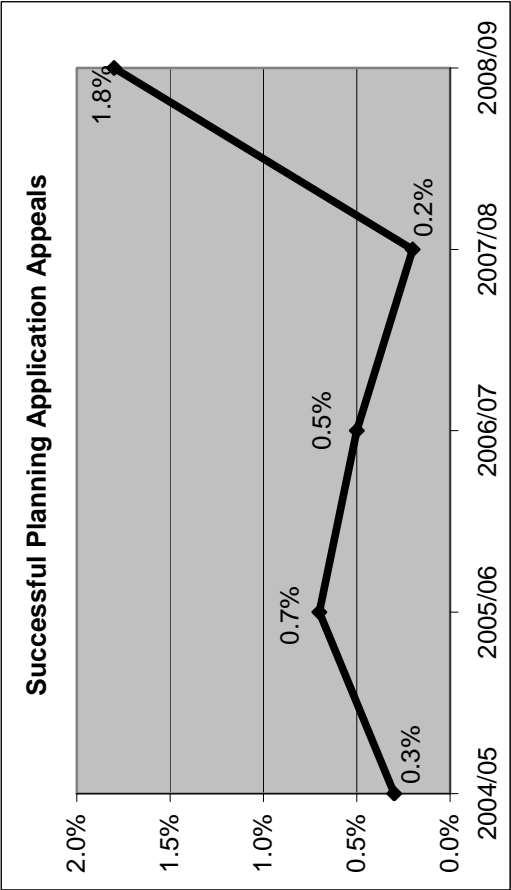
## Graph 24

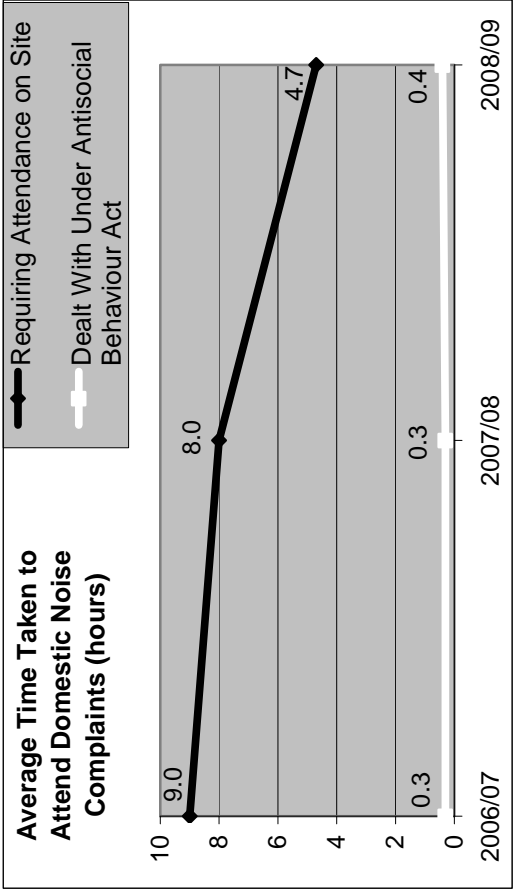**Successful Planning Application Appeals**



Development Services

Appeals:

The number of appeals that were successful, as a percentage of the number of planning determinations made by the council.

## Graph 23

**Average Time to Sell Council Houses (Weeks)**



Housing

Council House Sales:

The average time (weeks) for council house sales.

## Graph 26

**Refuse Collection and Disposal**

Legend: Cost of Collection, Cost of Disposal



Waste Management

Refuse Collection and Disposal Costs:

The net cost of refuse
- collection (combined domestic, commercial and domestic bulky uplift) per premise,
  - disposal per premise.

## Graph 25

**Average Time Taken to Attend Domestic Noise Complaints (hours)**

Legend: Requiring Attendance on Site, Dealt With Under Antisocial Behaviour Act
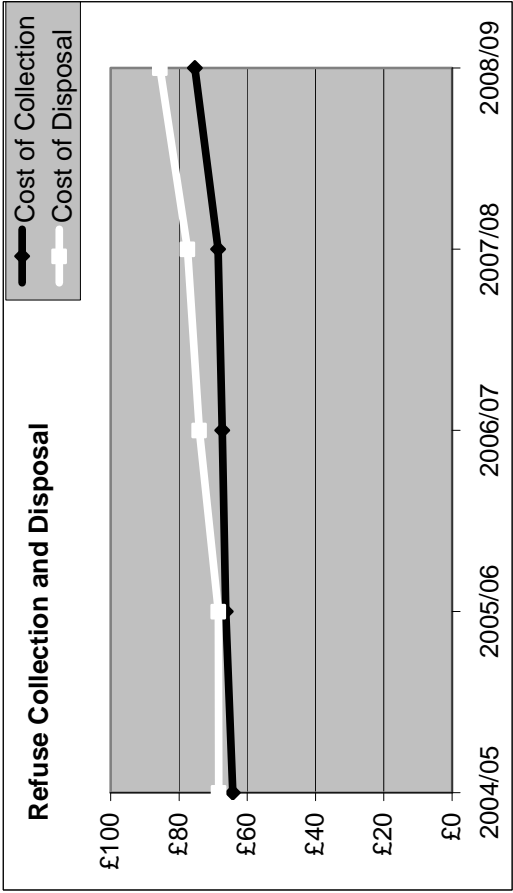


Protective Services

Domestic Noise Complaints:

The average time (hours) between the time of the complaint and attendance on site for noise complaints:
- requiring attendance on site and not dealt with under Part V of the Antisocial Behaviour etc (Scotland) Act 2004,
- dealt with under Part V of the Antisocial Behaviour etc (Scotland) Act 2004.