



Statutory Performance Indicators
2008/2009

The Local Government Act 1992 requires local authorities to publish performance information for selected services each year.

Throughout the year we monitor our services and in September of each year we publish details about how they have performed. The performance information figures shown here are for the year 1 April 2008 to 31 March 2009. Figures for previous years have also been included for comparison purposes, where appropriate. Where n/a is shown no figure is available because either the performance indicator is new or the figure from the previous year(s) is not directly comparable. Where Failed to Return (FTR) is shown no figure has been reported.

The performance indicators have been grouped into the following indicator suites as laid out in the annual Statutory Performance Indicators Guide issued by Audit Scotland.

<u>Indicator suite</u>	<u>page number</u>
Adult social work	2 - 5
Benefits administration	6
Education and children's services	7 - 9
Corporate management	10 - 11
Cultural and community services	12 - 13
Development services	14
Housing	15 - 18
Protective services	19 - 20
Roads and lighting	21 - 22
Waste management	23

ADULT SOCIAL WORK

	<u>2008/09</u>	<u>2007/08</u>	<u>2006/07</u>	<u>2005/06</u>	<u>2004/05</u>
Community care services					
<u>Assessment</u>					
Number of people receiving an assessment	3,928	n/a	n/a	n/a	n/a
Number of people assessed within local target times	1,668	n/a	n/a	n/a	n/a
Proportion of people assessed within local target times	42.5%	n/a	n/a	n/a	n/a
<u>Delivery of care services</u>					
Number of people receiving first service	2,173	n/a	n/a	n/a	n/a
Number of people receiving service within local target times	1,739	n/a	n/a	n/a	n/a
Proportion of people receiving service within local target times	80%	n/a	n/a	n/a	n/a
Residential accommodation : staff qualification					
Number of care staff (not whole-time equivalent) in local authority residential accommodation:					
Accommodation for older people (age 65+)	180	186	176	183	n/a
Accommodation for other adults (age 18 to 64)	n/a	n/a	n/a	15	n/a
Overall total for older people and other adults	180	186	176	198	n/a
Proportion of care staff (not whole-time equivalent) in local authority residential accommodation who have appropriate qualifications for the level of post held:					
Accommodation for older people (age 65+)	47.8%	37.6%	38.6%	33.3%	n/a
Accommodation for other adults (age 18 to 64)	n/a	n/a	n/a	33.3%	n/a
Overall total for older people and other adults	47.8%	37.6%	38.6%	33.3%	n/a
Residential accommodation : privacy					
<u>Occupied places</u>					
Number of residential care places, for older people (age 65+), occupied (by sector):					
Council	208	230	228	256	271
Voluntary sector	9	9	7	10	14
Private sector	1,251	1,202	1,238	1,192	1,190
Overall	1,468	1,441	1,473	1,458	1,475
Number of residential care places, for other adults, occupied (by sector):					
Council	6	3	8	9	17
Voluntary sector	19	22	29	42	38
Private sector	112	116	125	125	144
Overall	137	141	162	176	199

	<u>2008/09</u>	<u>2007/08</u>	<u>2006/07</u>	<u>2005/06</u>	<u>2004/05</u>
<u>Single rooms</u>					
The percentage of occupied places, for older people (age 65+), that are single rooms (by sector):					
Council	92.8%	86.1%	81.1%	76.6%	70.8%
Voluntary sector	100.0%	88.9%	71.4%	80.0%	85.7%
Private sector	92.5%	87.9%	85.0%	81.0%	76.4%
Overall	92.6%	87.6%	84.3%	80.2%	75.5%
The percentage of occupied places, for other adults, that are single rooms (by sector):					
Council	83.3%	100.0%	100.0%	88.9%	100%
Voluntary sector	94.7%	86.4%	79.3%	76.2%	78.9%
Private sector	87.5%	84.5%	84.0%	80.0%	73.6%
Overall	88.3%	85.1%	84.0%	79.5%	76.9%
<u>En-suite facilities</u>					
The percentage of occupied places, for older people (age 65+), that have en-suite facilities (by sector):					
Council	48.1%	43.9%	42.5%	38.7%	31.7%
Voluntary sector	77.8%	55.6%	42.9%	50.0%	35.7%
Private sector	81.2%	74.0%	68.7%	64.3%	58.2%
Overall	76.5%	69.1%	64.5%	59.7%	53.1%
The percentage of occupied places, for other adults, that have en-suite facilities (by sector):					
Council	16.7%	75.0%	37.5%	22.2%	29.4%
Voluntary sector	15.8%	18.2%	13.8%	11.9%	10.5%
Private sector	55.4%	53.4%	48.0%	41.6%	35.4%
Overall	48.2%	48.9%	41.4%	33.5%	30.2%
Home care / home helps					
Level of service - number of people age 65+ receiving home care	3,138	3,198	3,376	3,384	3,346
<u>Total volume of service</u>					
Total number of home care hours provided	28,688	28,477	29,216	28,313	29,031
Number of home care hours per 1,000 population (age 65+)	604.5	603.6	624.5	614.1	637.3
Number of home care clients age 65+ receiving:					
personal care	2,658	2,353	2,362	2,190	1,840
a service during evening / overnight	1,169	1,098	1,045	964	894
a service at weekends	2,232	2,130	2,117	1,981	1,874
Proportion of home care clients age 65+ receiving:					
personal care	84.7%	73.6%	70.0%	64.7%	55.0%
a service during evening / overnight	37.3%	34.3%	31.0%	28.5%	26.7%
a service at weekends	71.1%	66.6%	62.7%	58.5%	56.0%

	<u>2008/09</u>	<u>2007/08</u>	<u>2006/07</u>	<u>2005/06</u>	<u>2004/05</u>
Respite care					
<u>Older people (age 65+)</u>					
Total overnight respite nights provided	9,342 nights	11,143 nights	10,023 nights	24,718 nights	n/a
Number of overnight respite nights provided per 1,000 population (age 65+)	196.8	236.2	214.2	536.2	n/a
Number of respite nights provided not in a care home	0 nights	14 nights	2 nights	0 nights	n/a
Percentage of respite nights provided not in a care home	0%	0.1%	0%	0%	n/a
Total daytime respite hours provided	289,476 hours	244,257 hours	156,763 hours	173,234 hours	n/a
Number of daytime respite hours provided per 1,000 population (age 65+)	6,099.5	5,177.0	3,350.8	3,757.6	n/a
Number of daytime respite hours provided not in a day centre	30,844 hours	14,736 hours	17,602 hours	16,180 hours	n/a
Percentage of daytime respite hours provided not in a day centre	10.7%	6.0%	11.2%	9.3%	n/a
<u>Other adults (age 18 to 64)</u>					
Total overnight respite nights provided	8,337 nights	8,761 nights	8,415 nights	10,222	n/a
Number of overnight respite nights provided per 1,000 population (age 18 to 64)	40.6	42.8	41.2	50.1	n/a
Number of respite nights provided not in a care home	48 nights	105 nights	52 nights	170 nights	n/a
Percentage of respite nights provided not in a care home	0.6%	1.2%	0.6%	1.7%	n/a
Total daytime respite hours provided	225,469 hours	102,974 hours	175,684 hours	198,014 hours	n/a
Number of daytime respite hours provided per 1,000 population (age 18 to 64)	1,098.5	503.3	860.5	971.3	n/a
Number of daytime respite hours provided not in a day centre	224,888 hours	23,710 hours	33,918 hours	25,736 hours	n/a
Percentage of daytime respite hours provided not in a day centre	99.7%	23.0%	19.3%	13.0%	n/a

	<u>2008/09</u>	<u>2007/08</u>	<u>2006/07</u>	<u>2005/06</u>	<u>2004/05</u>
Criminal justice					
<u>Social enquiry reports</u>					
Number of reports submitted to court during the year	3,591	3,553	3,488	3,718	3,873
Number of reports submitted to court by due date	3,531	3,516	3,461	3,573	3,813
Proportion of reports submitted to court by due date	98.3%	99.0%	99.2%	96.1%	98.5%
<u>Probation</u>					
Number of probationers	691	651	612	673	709
Number of new probation orders issued during the year	691	651	612	700	709
Number of new probationers seen by a supervising officer within one week	629	582	339	250	223
Proportion of new probationers seen by a supervising officer within one week	91.0%	89.4%	55.4%	37.1%	31.5%
<u>Community service</u>					
Number of new community service orders issued during the year	665	656	642	67	653
Average number of hours per week to complete community service orders	3.4 hours	3.6 hours	3.5 hours	3.7 hours	3.9 hours
Total community orders completed during the year	372	372	257	360	316
Total hours for all community orders	54,796	55,435	40,226	55,974	50,302
Total days for all community orders	112,870	107,909	79,673	105,972	91,159

BENEFITS ADMINISTRATION (housing and council tax benefit)

	<u>2008/09</u>	<u>207/08</u>	<u>2006/07</u>	<u>2005/06</u>	<u>2004/05</u>
Administration costs					
Total number of cases (weighted caseload)	111,917	112,115	114,918	86,366	86,281
Rent rebate caseload (weighted)	34,301	35,248	36,954	25,516	25,955
Private rented sector caseload (weighted)	6,051	5,129	4,543	5,054	4,836
Registered social landlord caseload (weighted)	10,762	10,798	10,966	10,347	10,336
Council tax benefit caseload (weighted)	60,803	60,940	62,455	45,449	45,154
Overall gross administration cost per council tax or housing benefit application	£27.93	£26.92	£27.50	£32.32	£31.94

EDUCATION AND CHILDREN'S SERVICES					
--	--	--	--	--	--

	<u>2008/09</u>	<u>2007/08</u>	<u>2006/07</u>	<u>2005/06</u>	<u>2004/05</u>
Primary schools					
Total number of primary schools	127	127	127	130	130
Proportion of primary schools with occupancy levels of:					
40% or less	0.8%	2.4%	2.4%	2.3%	2.3%
41% to 60%	20.5%	18.1%	18.9%	17.7%	13.8%
61% to 80%	33.9%	31.5%	37.0%	35.4%	39.2%
81% to 100%	29.9%	34.6%	30.7%	32.3%	30.0%
101% or more	15.0%	13.4%	11.0%	12.3%	14.6%

Secondary schools					
Total number of secondary schools	24	25	25	26	26
Proportion of secondary schools with occupancy levels of:					
40% or less	0.0%	4.0%	0.0%	0.0%	0.0%
41% to 60%	25.0%	24.0%	32.0%	30.8%	30.8%
61% to 80%	58.3%	52.0%	52.0%	50.0%	50.0%
81% to 100%	12.5%	16.0%	12.0%	15.4%	15.4%
101% or more	4.2%	4.0%	4.0%	3.8%	3.8%

Equal opportunities policy

Number of teachers (not full-time equivalent) in each of the following staff bands:

Head and deputy head teachers

Secondary	138	135	139	138	143
Primary	205	206	212	205	209
Special	40	38	33	35	32
Total	383	379	384	378	384

Percentage of teachers in each of the following staff bands who are women:

Head and deputy head teachers

Secondary	49.3%	45.2%	43.2%	42.0%	41.3%
Primary	90.7%	90.3%	92.5%	91.2%	91.4%
Special	75.0%	73.7%	66.7%	71.4%	65.6%
Total	74.2%	72.6%	72.4%	71.4%	70.6%

Number of teachers (not full-time equivalent) in each of the following staff bands:

All teachers (including head and deputy head teachers)

Secondary	1,820	1,829	1,866	1,793	1,758
Primary	1,808	1,768	1,723	1,706	1,645
Special	241	240	233	228	220
Total	3,869	3,837	3,762	3,727	3,623

Percentage of teachers in each of the following staff bands who are women:

All teachers (including head and deputy head teachers)

Secondary	62.4%	61.6%	60.4%	60.8%	58.9%
Primary	94.0%	94.4%	94.4%	94.3%	94.3%
Special	76.3%	77.9%	79.0%	77.6%	77.7%
Total	78.0%	77.7%	77.1%	77.2%	76.1%

	<u>2008/09</u>	<u>2007/08</u>	<u>2006/07</u>	<u>2005/06</u>	<u>2004/05</u>
Children's reporter liaison					
The number of social background reports submitted to the children's reporter during the year	1,317	1,457	1,627	1,475	n/a
The number of children's hearing reports requested by the reporter submitted within target time	551	421	481	249	n/a
The percentage of children's hearing reports requested by the reporter which were submitted within target time	41.8%	28.9%	29.6%	16.9%	n/a
Supervision					
The number of new supervision requirements made during the year	198	310	342	238	207
The number of children seen by a supervising officer within 15 working days	173	236	190	110	67
The percentage of children seen by a supervising officer within 15 working days	87.4%	76.1%	55.6%	46.2%	32.4%
Looked after children - academic achievement					
The number of 16 or 17 year olds ceasing to be looked after:					
at home	59	54	51	n/a	n/a
away from home	3	20	5	n/a	n/a
total	62	74	56	8	18
Number attaining at least one SCQF level 3 in any subject:					
at home	30	17	12	n/a	n/a
away from home	2	12	1	n/a	n/a
total	32	29	13	4	6
Proportion attaining at least one SCQF level 3 in any subject:					
at home	50.8%	31.5%	23.5%	n/a	n/a
away from home	66.7%	60%	20.0%	n/a	n/a
total	51.6%	39.2%	23.2%	50%	33.3%
Number attaining at least SCQF level 3 in English and Maths:					
at home	21	8	6	n/a	n/a
away from home	2	9	1	n/a	n/a
total	23	17	7	0	4
Proportion attaining at least SCQF level 3 in English and Maths:					
at home	35.6%	14.8%	11.8%	n/a	n/a
away from home	66.7%	45%	20.0%	n/a	n/a
total	37.1%	23%	12.5%	0%	22.2%
Residential accommodation : staff qualifications					
Number of staff in local authority residential children's homes	82	74	73	73	n/a
Proportion of care staff in local authority residential children's homes, who have appropriate qualifications for the level of post held	30.5%	25.7%	24.7%	11.0%	n/a

	<u>2008/09</u>	<u>2007/08</u>	<u>2006/07</u>	<u>2005/06</u>	<u>2004/05</u>
Respite care					
<u>Children (age 0 to 17) with disabilities</u>					
Total overnight respite nights provided	2,119 nights	2,397 nights	2,367 nights	2,420 nights	n/a
Number of overnight respite nights provided per 1,000 population (age 0 to 17)	29.4	33.3	32.7	33.2	n/a
Number of overnight respite nights provided not in a care home	90 nights	250 nights	110 nights	225 nights	n/a
Percentage of overnight respite nights provided not in a care home	4.2%	10.4%	4.6%	9.3%	n/a
Total daytime respite hours provided	9,511 hours	11,745 hours	14,354 hours	22,666 hours	n/a
Number of daytime respite hours provided per 1,000 population (age 0 to 17)	132.2	163.1	198.1	311.2	n/a
Number of daytime respite hours provided not in a day centre	9,511 hours	11,745 hours	14,354 hours	22,666 hours	n/a
Percentage of daytime respite hours provided not in a day care centre	100.0%	100.0%	100.0%	100.0%	n/a

CORPORATE MANAGEMENT					
-----------------------------	--	--	--	--	--

	<u>2008/09</u>	<u>2007/08</u>	<u>2006/07</u>	<u>2005/06</u>	<u>2004/05</u>
Sickness absence					
<u>Teachers</u>					
Total number of full-time equivalent staff	4,358	n/a	n/a	n/a	n/a
Total number of days lost per year through sickness absence	33,948	n/a	n/a	n/a	n/a
The average number of working days per employee lost through sickness absence	7.8 days	n/a	n/a	n/a	n/a
<u>All other local government employees</u>					
Total number of full-time equivalent staff	9,423	n/a	n/a	n/a	n/a
Total number of days lost per year through sickness absence	118,814	n/a	n/a	n/a	n/a
The average number of working days per employee lost through sickness absence.	12.6 days	n/a	n/a	n/a	n/a
Litigation claims					
The number and value of civil liability claims incurred by the council in the year:					
Number of litigation claims incurred by the council in the year	979	960	973	916	1,116
Number of litigation claims incurred by the council in the year per 10,000 population	30.2	29.6	30.1	28.4	34.7
Total value of claims incurred by the council in the year	£1,777,809	£1,267,522	£1,156,732	£950,114	£1,145,498
Value of claims as a percentage of revenue budget	0.1%	0.1%	0.1%	0.1%	0.1%
Equal opportunities policy					
Total number of employees in the top 2% of earners	266	260	268	285	292
Proportion of employees in the top 2% of earners that are female	37.6%	36.9%	35.8%	31.6%	27.7%
Total number of employees in the top 5% of earners	707	666	670	715	713
Proportion of employees in the top 5% of earners that are female	44.4%	42.9%	41.8%	38.7%	35.1%
Public access					
Number of council buildings from which the council delivers services to the public	206	263	295	325	386
Proportion of council buildings from which the council delivers services that are suitable for, and accessible to, disabled people	27.7%	22.1%	17.3%	12.9%	4.7%

	<u>2008/09</u>	<u>2007/08</u>	<u>2006/07</u>	<u>2005/06</u>	<u>2004/05</u>
Council tax collection					
Cost of collecting council tax per dwelling (all dwellings, not just chargeable)	£12.92	£12.73	£12.05	£12.46	£13.75
Council tax income					
Income due from council tax for the year (excluding reliefs and rebates)	£99,198,000	£97,973,000	£91,838,000	£88,949,000	£84,010,000
Percentage of income due from council tax that was received by the end of the year	94.2%	94.8%	94.6%	94.2%	93.6%
Payment of invoices					
Number of invoices sampled	340,538	303,673	339,718	345,171	318,096
Percentage of invoices sampled that were paid within 30 days	90.6%	85.8%	84.7%	84.3%	78.1%
Asset Management					
Gross internal floor area of operational buildings (m ²)	684,685	673,586	683,182	n/a	n/a
Proportion of gross internal floor area of operational buildings that is in satisfactory condition	49.6%	47.2%	46.6%	n/a	n/a
Total number of operational buildings	581	558	577	n/a	n/a
Percentage of operational buildings that are suitable for their current use	74%	66.8%	66.0%	n/a	n/a

CULTURE AND COMMUNITY SERVICES					
---------------------------------------	--	--	--	--	--

	<u>2008/09</u>	<u>2007/08</u>	<u>2006/07</u>	<u>2005/06</u>	<u>2004/05</u>
Sport and leisure management					
Number of attendances for all pools	1,150,022	1,080,489	959,459	960,446	1,046,341
Number of attendances per 1,000 population for all pools	3,542	3,337	2,967	2,975	3,251
Attendance at indoor sports facilities (excluding pools)					
Number of attendances for indoor sport and leisure facilities, excluding pools in a combined complex	1,832,743	1,770,835	1,320,414	1,545,670	1,515,104
Number of attendances per 1,000 population for indoor sport and leisure facilities, excluding pools in a combined complex	5,645	5,469	4,083	4,788	4,708
Museums					
Number of visits to / usages of council funded or part funded museums	119,380	54,660	111,750	n/a	n/a
Number of visits to / usages of council funded or part funded museums expressed per 1,000 population	368	169	346	n/a	n/a
Number of visits above that were in person	111,142	40,055	109,300	n/a	n/a
Number of visits above that were in person expressed per 1,000 population	342	124	338	n/a	n/a
Library stock turnover					
<u>Adult lending stock of book and audio visual material</u>					
National target number of additions per 1,000 population	280	280	280	280	280
Actual number of additions per 1,000 population	184	159	145	184	209
Total number of closing stock items per 1,000 population	1,361	1,413	1,386	1,413	1,415
Proportion of the national target met for replenishing lending stock	65.7%	56.8%	51.6%	65.7%	74.5%

	<u>2008/09</u>	<u>2007/08</u>	<u>2006/07</u>	<u>2005/06</u>	<u>2004/05</u>
Children's and teenage library lending stock of book and audio visual material					
National target number of additions per 1,000 population	100	100	100	100	100
Actual number of additions per 1,000 population	73	88	60	46	72
Total number of closing stock items per 1,000 population	566	551	516	510	526
Proportion of the national target met for replenishing lending stock	73.0%	88.0%	50.4%	45.9%	72.3%
Use of libraries					
Number of library borrowers	63,943	57,964	58,525	61,794	64,513
Percentage of the resident population that are borrowers from public libraries	19.7%	17.9%	18.1%	19.1%	20.0%
Number of visits to libraries	1,628,725	1,621,877	1,697,101	n/a	n/a
Number of visits to libraries expressed per 1,000 population	5,016	5,009	5,247	n/a	n/a
Learning centre and learning access point users					
Number of learning centre and learning access point users	26,428	15,843	16,678	17,275	16,467
Number of learning centre and learning access point users as a percentage of the resident population	8.1%	4.9%	5.2%	5.4%	5.1%
Number of occasions that terminals are accessed	251,704	172,514	164,801	131,578	121,693
Number of occasions that terminals are accessed per 1,000 population	775.2	532.8	509.6	407.6	378.1

DEVELOPMENT SERVICES					
	<u>2008/09</u>	<u>2007/08</u>	<u>2006/07</u>	<u>2005/06</u>	<u>2004/05</u>
Processing times - planning applications					
Number of householder planning applications	849	1,010	1,146	1,111	1,257
Number of non-householder planning applications	643	729	854	772	771
All planning applications	1,492	1,739	2,000	1,883	2,028
Percentage of householder planning applications dealt with within two months	78.7%	87.8%	88.1%	75.8%	87.3%
Percentage of non-householder planning applications dealt with within two months	57.7%	55.0%	59.7%	39.6%	47.3%
Percentage of all planning applications dealt with within two months	69.6%	74.1%	76.0%	61.0%	72.1%
Appeals - planning					
Number of planning determinations	1,492	1,739	2,000	1,883	2,028
Number of planning determinations that went to appeal	24	26	30	35	27
Number of successful appeals	5	14	12	19	13
Successful appeals as a percentage of planning determinations	0.3%	0.8%	0.6%	1.0%	0.6%
Successful appeals as a percentage of planning determinations that went to appeal	20.8%	53.8%	40.0%	54.3%	48.1%
Development plans					
Proportion of population covered by a Local Plan which has been adopted or finalised within the last five years	100%	49%	49%	48.9%	48.9%

HOUSING

	<u>2008/09</u>	<u>2007/08</u>	<u>2006/07</u>	<u>2005/06</u>	<u>2004/05</u>
Response repairs					
<u>Category 1 (3 hours)</u>					
Total number of repairs in this category	50,981	35,765	52,754	43,636	42,261
Percentage of repairs completed within 3 hours	97.6%	99.4%	99.0%	97.4%	97.5%
<u>Category 2 (3 days)</u>					
Total number of repairs in this category	11,596	7,166	11,178	2,803	3,622
Percentage of repairs completed within 3 days	98.5%	97.5%	96.7%	98.3%	98.9%
<u>Category 3 (7 days)</u>					
Total number of repairs in this category	1,364	688	1,216	425	742
Percentage of repairs completed within 7 days	96.5%	92.7%	97.4%	95.5%	98.2%
<u>Category 4 (20 days)</u>					
Total number of repairs in this category	62,359	42,435	60,937	60,000	59,165
Percentage of repairs completed within 20 days	88.7%	79.5%	92.8%	94.5%	97.2%
<u>All categories</u>					
Total number of repairs over all categories	126,300	86,054	126,085	106,864	105,790
Percentage of repairs completed within target	93.3%	89.4%	95.8%	95.8%	97.4%
Managing tenancy changes					
Gross annual rent debit (rent due in the year)	£95,410,280	£93,907,974	£93,122,704	£92,797,376	£92,000,270
Percentage of rent due in the year that was lost due to voids	1.4%	1.5%	1.2%	1.4%	1.6%

	<u>2008/09</u>	<u>2007/08</u>	<u>2006/07</u>	<u>2005/06</u>	<u>2004/05</u>
Housing quality					
Number of council dwellings	37,753	n/a	n/a	n/a	n/a
The number of the council's housing stock being brought up to the Scottish Housing Quality Standard (SHQS) by criteria:					
Number of dwellings of tolerable standard	37,491	n/a	n/a	n/a	n/a
Number of dwellings free from serious disrepair	36,622	n/a	n/a	n/a	n/a
Number of dwellings energy efficient	28,671	n/a	n/a	n/a	n/a
Number of dwellings with modern facilities and services	18,415	n/a	n/a	n/a	n/a
Number of dwellings healthy, safe and secure	31,593	n/a	n/a	n/a	n/a
Total number of dwellings meeting SHQS	11,859	n/a	n/a	n/a	n/a
The proportion of the council's housing stock being brought up to the Scottish Housing Quality Standard (SHQS) by criteria:					
Proportion of dwellings of tolerable standard	99.3%	n/a	n/a	n/a	n/a
Proportion of dwellings free from serious disrepair	97.0%	n/a	n/a	n/a	n/a
Proportion of dwellings energy efficient	75.9%	n/a	n/a	n/a	n/a
Proportion of dwellings with modern facilities and services	48.8%	n/a	n/a	n/a	n/a
Proportion of dwellings healthy, safe and secure	83.7%	n/a	n/a	n/a	n/a
Proportion of dwellings meeting SHQS	31.4%	n/a	n/a	n/a	n/a

Managing tenancy changes

Dwellings that are not low demand

Number of dwellings that were re-let within the following timescales:

Less than 2 weeks	128	120	218	442	n/a
2 to 4 weeks	487	403	742	740	n/a
5 to 8 weeks	456	548	457	621	n/a
9 to 16 weeks	115	192	83	173	n/a
more than 16 weeks	21	45	26	66	n/a
Total number of dwellings re-let	1,207	1,308	1,526	2,042	n/a
Total number of days to re-let dwellings	42,964 days	55,949 days	49,631 days	87,324 days	n/a
Average time to re-let dwellings	36 days	43 days	33 days	40 days	n/a
Proportion of dwellings that were not low demand that were re-let within 4 weeks	51%	40%	62.9%	57.9%	n/a

	<u>2008/09</u>	<u>2007/08</u>	<u>2006/07</u>	<u>2005/06</u>	<u>2004/05</u>
<u>Dwellings that are low demand</u>					
Number of dwellings that were re-let within the following timescales:					
Less than 2 weeks	236	174	238	269	n/a
2 to 4 weeks	657	476	648	346	n/a
5 to 8 weeks	701	668	518	346	n/a
9 to 16 weeks	230	380	207	169	n/a
17 to 32 weeks	57	92	68	33	n/a
33 to 52 weeks	19	11	10	9	n/a
more than 52 weeks	31	50	45	10	n/a
Total number of dwellings re-let	1,931	1,851	1,734	1,182	n/a
Total number of days to re-let dwellings	109,162 days	141,617 days	104,562 days	52,745 days	n/a
Average time to re-let dwellings	57 days	77 days	60 days	45 days	n/a
Proportion of dwellings that were low demand that were re-let within 4 weeks	46.2%	35.1%	51.1%	52.0%	n/a
Number of low demand dwellings remaining un-let at year end	368	387	303	371	n/a
Average time that these dwellings remained un-let	330 days	248 days	416 days	332 days	n/a
Number of dwellings considered to be low demand at year end	9,457	9,879	10,614	9,172	n/a
Number of dwellings considered to be low demand at year end that were not actively being re-let because they were subject to a disposal strategy	0	28	96	69	n/a
Rent arrears					
Net annual rent debit	£41,375,486	£40,250,829	£38,968,245	£38,660,083	£38,350,858
Current tenants arrears as a percentage of net rent due	3.7%	3.0%	3.7%	4.4%	4.9%
Number of current tenants	36,476	36,957	37,896	38,951	40,066
Percentage of current tenants owing more than 13 weeks rent, excluding those owing less than £250	2.4%	1.9%	2.2%	2.7%	3.0%
Percentage of tenants, giving up their tenancy during the year, that were in rent arrears	41.1%	42.0%	44.4%	n/a	n/a
Average number of weeks rent owed by tenants leaving in arrears	8.4	8.6	8.61	n/a	n/a
Percentage of former tenant arrears written off or collected during the year	30.9%	39.8%	40.8%	n/a	n/a

	<u>2008/09</u>	2007/08	2006/07	<u>2005/06</u>	<u>2004/05</u>
Council house sales					
Number of council houses sold	393	765	874	2,002	1,219
The number of council house sales completed within 26 weeks	349	623	752	1,681	1,028
Percentage of council house sales completed within 26 weeks	88.8%	81.4%	86.0%	84.0%	84.3%
Average time (weeks) to sell council houses	22	23	23	23	22
Homelessness					
<u>Permanent accommodation</u>					
Number of households assessed during the year	1,642	n/a	n/a	n/a	n/a
Number of decision notifications issued within 28 days of initial presentation	1,104	n/a	n/a	n/a	n/a
Proportion of decision notifications issued within 28 days of initial presentation	67.2%	n/a	n/a	n/a	n/a
Number on statutory homeless waiting list	2,495	n/a	n/a	n/a	n/a
Number who are housed	1,246	n/a	n/a	n/a	n/a
Proportion who are housed	49.9%	n/a	n/a	n/a	n/a
Number of cases reassessed during the year	1,723	n/a	n/a	n/a	n/a
Number of cases reassessed within 12 months of completion of duty	81	n/a	n/a	n/a	n/a
Proportion of cases reassessed within 12 months of completion of duty	4.7%	n/a	n/a	n/a	n/a
<u>Temporary accommodation</u>					
Number of households assessed during the year	799	n/a	n/a	n/a	n/a
Number of decision notifications issued within 28 days of initial presentation	510	n/a	n/a	n/a	n/a
Proportion of decision notifications issued within 28 days of initial presentation	63.8%	n/a	n/a	n/a	n/a
Number of cases reassessed during the year	853	n/a	n/a	n/a	n/a
Number of cases reassessed within 12 months of completion of duty	54	n/a	n/a	n/a	n/a
Proportion of cases reassessed within 12 months of completion of duty	6.3%	n/a	n/a	n/a	n/a
Proportion provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months	FTR	n/a	n/a	n/a	n/a

PROTECTIVE SERVICES

	<u>2008/09</u>	<u>2007/08</u>	<u>2006/07</u>	<u>2005/06</u>	<u>2004/05</u>
Food safety - hygiene inspections					
<u>Approved premises</u>					
Establishments, in the approved premises category, requiring inspection in the year	14	16	15	31	n/a
Total number of approved premises inspections	28	16	15	31	n/a
Number of inspections, in the approved premises category, actually undertaken within time	28	16	15	31	n/a
Proportion of inspections, in the approved premises category, actually undertaken within time	100%	100%	100%	100%	n/a
<u>Minimum inspection frequency: every 6 months</u>					
Establishments, in the 6 months category, requiring inspection in the year	26	14	38	11	30
Total number of inspections in the 6 months category	52	28	76	22	60
Number of inspections, in the 6 months category, actually undertaken within time	52	28	76	22	59
Proportion of inspections, in the 6 months category, actually undertaken within time	100%	100%	100%	100%	98.3%
<u>Minimum inspection frequency: every 12 months</u>					
Establishments, in the 12 months category, requiring inspection in the year	273	364	445	340	316
Number of inspections, in the 12 months category, actually undertaken within time	273	364	445	340	307
Proportion of inspections, in the 12 months category, actually undertaken within time	100%	100%	100%	100%	97.2%
<u>Minimum inspection frequency: greater than 12 months</u>					
Establishments, in the greater than 12 months category, requiring inspection in the year	1,085	966	999	873	832
Proportion of inspections, in the greater than 12 months category, actually undertaken within time	1,085	966	999	873	819
Proportion of inspections, in the greater than 12 months category, actually undertaken within time	100%	100%	100%	100%	98.4%

	<u>2008/09</u>	<u>2007/08</u>	<u>2006/07</u>	<u>2005/06</u>	<u>2004/05</u>
Noise complaints					
The number of complaints of domestic noise received during the year:					
settled without the need for attendance on site	1,507	557	718	n/a	n/a
requiring attendance on site	198	1	17	n/a	n/a
dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004	2	205	207	n/a	n/a
total number of complaints	1,707	763	942	n/a	n/a
The average time (hours) between the time of the complaint and attendance on site, for those:					
requiring attendance on site	0.7 hours	1 hour	2.3 hours	n/a	n/a
dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004	0.7 hours	0.7 hours	0.7 hours	n/a	n/a
The number of complaints of non domestic noise received during the year:					
settled without the need for formal action	223	253	219	n/a	n/a
requiring formal action	3	6	4	n/a	n/a
total number of complaints	226	259	223	n/a	n/a
For those requiring formal action, the average time (calendar days) to institute formal action	22.5 days	9 days	13 days	n/a	n/a
Trading standards - complaints and advice					
Total number of consumer complaints received	2,880	3,101	2,524	2,076	3,798
Percentage of consumer complaints dealt with within 14 days of receipt	62.3%	56.2%	48.8%	45.7%	70.1%
Total number of business advice requests received	277	191	166	161	57
Percentage of business advice requests dealt with within 14 days of receipt	98.2%	95.8%	99.4%	97.5%	91.2%
Inspection of trading premises					
<u>High risk (12 months)</u>					
Number of premises in the high risk category	95	95	70	106	53
Number of premises to be inspected in the year	95	95	70	106	53
Number of inspections undertaken within time	95	94	69	106	46
Percentage of inspections undertaken within time	100%	98.9%	98.6%	100%	86.8%
<u>Medium risk (2 years)</u>					
Number of premises in the medium risk category	2,156	771	550	892	648
Number of premises to be inspected in the year	1,077	771	550	523	241
Number of inspections undertaken within time	1,073	770	547	521	180
Percentage of inspections undertaken within time	99.6%	99.9%	99.5%	99.6%	74.7%

ROADS AND LIGHTING

	<u>2008/09</u>	<u>2007/08</u>	<u>2006/07</u>	<u>2005/06</u>	<u>2004/05</u>
Carriageway condition					
Percentage of the road network that should be considered for maintenance treatment:					
A class roads	31.0%	26.1%	33.9%	29.6%	30.3%
B class roads	32.8%	33.8%	43.1%	41.8%	34.1%
C class roads	30.8%	31.5%	37.0%	36.6%	71.4%
Unclassified roads	33.3%	35.9%	52.5%	55.0%	54.8%
Overall	32.6%	34.2%	47.5%	49.0%	47.4%
Traffic light repairs					
Total number of repairs to be completed	386	492	782	1,990	2,467
Percentage of repairs completed within 48 hours	84.5%	86.6%	91.8%	94.2%	96.9%
Street light repairs					
Total number of repairs to be completed	19,469	22,032	23,727	23,428	25,858
Percentage of repairs completed within 7 days	99.1%	98.2%	98.3%	97.7%	98.6%
Street lighting columns					
Total number of street lighting columns	57,702	57,702	52,104	51,059	FTR
Number of street lighting columns that are over 30 years old	18,570	19,750	19,646	19,097	FTR
The proportion of street lighting columns that are over 30 years old	32.2%	34.2%	37.7%	37.4%	FTR
Bridges - road network restrictions					
Bridges failing to meet the European standard of 40 tonnes or having weight or width restrictions placed on them					
Total number of assessed council bridges	283	285	283	282	293
Total number of assessed private bridges	49	40	41	41	38
Total number of assessed bridges	332	325	324	323	331

	<u>2007/08</u>	<u>2006/07</u>	<u>2005/06</u>	<u>2004/05</u>	<u>2003/04</u>
<u>Number of bridges failing European standard of 40 tonnes:</u>					
Council	15	16	18	16	17
Private	26	19	19	20	16
All bridges	41	35	37	36	33
<u>Proportion of bridges failing European standard of 40 tonnes:</u>					
Council	5.3%	5.6%	6.4%	5.7%	5.8%
Private	53.1%	47.5%	46.3%	48.8%	42.1%
All bridges	12.3%	10.8%	11.4%	11.1%	10.0%
<u>Number of bridges with a weight or width restriction placed on them:</u>					
Council	1	2	3	3	7
Private	5	4	3	4	3
All bridges	6	6	6	7	10
<u>Proportion of bridges with a weight or width restriction placed on them:</u>					
Council	0.4%	0.7%	1.1%	1.1%	2.4%
Private	10.2%	10.0%	7.3%	9.8%	7.9%
All bridges	1.8%	1.8%	1.9%	2.2%	3.0%

WASTE MANAGEMENT

	<u>2008/09</u>	<u>2007/08</u>	<u>2006/07</u>	<u>2005/06</u>	<u>2004/05</u>
Refuse collection and disposal costs					
Net cost of refuse collection per premise	£46.72	£43.19	£44.25	£46.49	£45.23
Net cost of refuse disposal per premise	£89.55	£65.76	£53.77	£47.50	£32.94
Refuse collection complaints					
The number of complaints received	6,746	6,663	5,638	4,965	4,327
The number of complaints per 1,000 households	45.8	45.5	38.8	34.6	30.8
Refuse recycling					
<u>Municipal waste</u>					
total tonnes collected	224,517	238,586	228,484	231,595	n/a
total tonnes composted	15,404	14,692	28,357	20,247	n/a
total tonnes recycled	71,917	60,343	34,909	44,770	n/a
Percentage of municipal waste composted / recycled	38.9%	31.4%	27.7%	28.1%	n/a
Cleanliness					
Overall cleanliness index achieved following inspection of a sample of streets and other relevant land	74	76	71	72	70
Abandoned vehicles					
The number of abandoned vehicles that require to be removed	118	234	535	n/a	n/a
The percentage of abandoned vehicles requiring removal that were removed within 14 days	94.9%	97.9%	97.9%	n/a	n/a

If you have any comments or questions about the Council's Statutory Performance Indicators, please contact:

Corporate Information and Research
 Chief Executive's Office
 North Lanarkshire Council
 Civic Centre
 Windmillhill Street
 Motherwell
 ML1 1AB
 Tel: 01698 302555
 E-mail: IR@northlan.gov.uk