



Statutory Performance Indicators 2008/09

Summary of Results

Section 13 of the Local Government in Scotland Act 2003 requires the Council to publicly report performance for the Statutory Performance Indicators (SPIs) for the financial year by the 30th of September each year. Audit Scotland audits the Statutory Performance Indicators before the figures are confirmed and published. This summary is intended to identify areas of notable improvement or deterioration and present the key results. A full report on the Council's SPIs will be included in the Annual Report for 2008/09.

The Council has improved performance in 44% of the indicators (compared to 53% last year), 14% have remained unchanged, and 31% show a decline (compared to 30% last year) in performance. The remaining percentage consists of new or changed indicators. Areas of performance that continually fail to meet target and which the Council has identified as a priority for improvement will be included in the Annual Improvement Statement 2010.

1 Improving Performance

1.1 Proportion of Council Internal Floor Area in Satisfactory Condition (Indicator 36)

The percentage of council gross internal floor area that is in satisfactory condition increased from 61.2% in 2007/08 to 96.5% this year. The full impact of the closure of Rainbow Slides and the completion of the construction phase of the high schools and Raploch Community Campus PPP projects have affected the figures used to calculate this indicator, and resulted in a greater percentage of satisfactory condition floor space.

1.2 Indoor Sports Facility Attendances (Indicator 39)

The number of attendances per 1,000 population for indoor sport and leisure facilities (excluding pools) again increased in 2008/09 to 1,222.0 from 411.0 last year. This continued increase is a direct result of the opening of the gym at Raploch Community Campus in November 2007 and the provision of health and fitness classes offered at Stirling High School as part of the PPP initiative. The Council expects performance to continue to improve with the opening of the Peak in April 2009.

1.3 Museum Attendances (Indicators 40 and 41)

The number of attendances to council-funded or part-funded museums per 1,000 population increased again in 2008/09 from 670 to 993. The number of those that were in person (instead of visits to the museum's website) also increased from 464 to 734 per 1,000 population. The Royal Palace of Windsor loaned Stirling Smith Art Gallery and Museum a collection of Leonardo da Vinci's drawings, which were exhibited from July to November 2008. This exhibition, the only one of its kind in Scotland, accounts for much of the increase in visitor numbers. The Museum, in partnership with neighbouring museum services, also launched a new promotional campaign to attract visitors that may also have increased attendance figures.

1.4 Processing of Householder Planning Applications (Indicator 48)

The percentage of householder planning applications dealt with within two months increased from 79.8% to 86.3% in 2008/09. The Service attributes this increase to workflow management as part of efforts to improve performance, which is now above local target level of 80% (although the national target of 90% has not yet been reached).

The performance for non-householder applications, although improving, has not yet reached local or national targets. This is primarily due to the more complex nature of non-householder applications and the time taken to finalise details of major developments prior to determination of planning applications. In some cases developers have delayed taking forward or put on-hold applications due to the current economic climate.

The reform of the planning system should lead to improvements in the efficiency and effectiveness of planning processes by reducing response times and streamlining the statutory consultation process. These changes will be phased in during 2009/10.

1.5 Road Network Maintenance (Indicator 87)

The overall percentage of the road network that requires maintenance treatment decreased from 47.5% to 44.8% in 2008/09. The improvement in this indicator suggests that the increased funding is starting to have a positive impact on the overall condition of the road network. 4.6% of the network was treated in 2008/09 compared to 2% in 2007/08. The Scottish Government has set a national target of 37.5%.

1.6 Overall Cleanliness Index Achieved (Indicator 95)

This indicator is the average score of periodic surveys by Keep Scotland Beautiful. Stirling Council's area achieved a score of 75 in 2008/09, compared to 67 achieved in 2007/08. Over the last three years, the Service has introduced various measures to improve the performance of the street cleaning service by using available resources more effectively and efficiently. These efforts have included the introduction of mobile teams, increased use of mechanised fleet, and greater monitoring and flexibility of resources to target areas of greatest need. Following last year's score, the Council held further discussions with Keep Scotland Beautiful, which resulted in a change to the weighting methodology used to calculate the indicator. The Service notes that this change has resulted in a score that better reflects the improvements in service delivery.

2 Deteriorating Performance

2.1 Home Care Provision (Indicator 9)

The Council recognises that the number of homecare hours provided to people aged 65 years and older has decreased again in 2008/09 from 353.8 hours to 316.0 hours despite efforts to increase this figure. Although the figure reported suggests decreased provision, care delivered by the Service and external providers has actually increased when measured on a per client basis since 2007/08. The Service believes that demographic variation between Local Authority areas makes population level comparisons somewhat misleading and further notes that this indicator potentially masks the true value of support delivered to clients, especially in the contexts of reablement and self-directed care. These, and other approaches, aim to improve overall outcomes to clients, rather than simply increasing resource input and might reasonably be expected to induce a downward trend in this indicator. The Service's aims, and indeed national policy drivers around the balance of care, indicate that the current trend preference for this indicator may not reflect accepted best practice or desirable local and personal outcomes for clients. The Council, recognising the need to improve service provision, undertook a scrutiny review of care services for older people in 2009. The resulting recommendations are being implemented and progress will be reported every six months through the Council's quarterly performance report.

2.2 Respite Provision

The levels of respite the Council provides continue to vary by age group. The indicators measure the number of nights or daytime hours provided per 1,000 population in the following age groups: 0 to 17 years, 18 to 64 years, and 65 years and older.

| Age Group | Respite Nights <i>per 1,000 population</i> | | Daytime Respite Hours <i>per 1,000 population</i> | |
|-------------|---|---------|--|-----------|
| | 2007/08 | 2008/09 | 2007/08 | 2008/09 |
| 0-17 years | 55.0 | 107.0 ↑ | 1,188.4 | 1,036.7 ↓ |
| 18-64 years | 20.3 | 23.0 → | 31.1 | 31.0 → |
| 65+ years | 504.0 | 300.6 ↓ | 469.0 | 503.5 ↑ |

2.2.1 0 to 17 Years (Indicators 56 to 62)

Although the number of respite nights provided to 0 to 17 year olds almost doubled from 55.0 to 102.3, this year the figure includes respite provision at home and in outward-bound provision that were not included in previous years' returns.

Daytime respite care to those aged 0 to 17 years decreased from 1,188.4 hours to 1,036.7 hours. This reduction in provision is due to an overall reduction in the size of the client group: some children have moved into adult services and a small number of children who received a significant amount of support have moved into residential schools, taking away the need for respite. A few referrals for care respite in 2008/09 were children with more complex needs whose parents were looking for residential respite support rather than in-home daytime respite care. In addition, the average age of the client group is now much younger, so again, parents do not yet require in-home respite.

2.2.2 18 to 64 Years (Indicators 13 to 16)

Respite provision both at night and during the day for adults aged 18 to 64 years remained fairly constant during 2008/09 compared to levels provided in the previous year. Nights increased from 20.3 to 23.0 and daytime hours dropped slightly from 31.1 to 31.0.

2.2.3 65+ Years (Indicators 17 to 20)

The number of respite nights provided per 1,000 population aged 65 years and older decreased from 504.0 to 300.6. This decrease was a result of budget decisions made by the Council in November 2008, which resulted in the Service implementing various actions such as restricting care to priority needs only and reviewing the range of care packages offered.

Daytime respite is provided more by external providers, with whom existing arrangements result in less flexibility due to budgetary pressures. The increase in daytime respite reflects the matching of needs to resources following the review of care packages. The recent scrutiny review of care services for older people recognised the need to review respite provision for this age group.

2.3 Sickness Absence (Indicators 27 and 28)

Audit Scotland revised the indicator used to demonstrate sickness absence rates in 2008/09 so that a consistent definition is applied across most public and private sector organisations. Instead of monitoring a percentage based on the available working days lost, from 2008/09, the number of days lost to sickness absence per full-time equivalent employee is monitored and reported.

Teachers lost 5.8 days per employee, which although remains within a target of 5.9 days, still represents an increase of sickness absence levels since 2007/08. All other employees lost 14.5 days per employee against a target of 11.3 days. However, within that category (chief officers, local government and craft), craft employees lost only 7.1 days per employee, against a target of 9.2 days and were the only group of employees to achieve a reduction in the number of days lost per employee. Chief officers and local government officers lost 15.1 days per employee against a target of 11.5 days.

As a whole, the Council lost 14.5 days per full-time equivalent (FTE) employee (chief officer, local government and craft employees) and 5.8 days per FTE teacher due to sickness absence in 2008/09. This is an increase to the number of days lost per employee than in 2007/08 (see table below). The actual number of days lost overall has decreased from 44,126 to 42,362; however, the Council also reduced the number of total FTE from 3,833 in 2007/08 to 3,527 in 2008/09, which may account for this decrease.

| | 2007/08 | 2008/09 | Target |
|---|-----------|-----------|-----------|
| Teachers | 5.5 days | 5.8 days | 5.9 days |
| Local government, chief officer and craft employees | 13.7 days | 14.5 days | 11.3 days |
| Local government employees and chief officers only | 13.9 days | 15.1 days | 11.5 days |
| Craft employees | 11.1 days | 7.1 days | 9.2 days |
| Total council | 11.5 days | 12.0 days | 9.8 days |

2.4 Pool Attendance (Indicator 38)

Last year, Audit Scotland cited this indicator as continually failing to improve by more than 5% since 2005/06. The number of pool attendances per 1,000 population dropped from 2,034 to 470 this year. Damage to the roof of the Rainbow Slides complex led to the complete closure of Rainbow Slides in 2008. As the Rainbow Slides complex contained Stirling's only municipal swimming pool, this closure had a significant impact on attendance figures. The Peak, the new indoor sports complex containing a 25m pool with 6 lanes, an 80m² teaching pool, and a 100m² confidence water pool, opened in 2009 as part of Stirling's new Sports Village at Forthside. Attendance figures for 2009/10 will be substantially higher to reflect this increased provision of sports facilities.

2.5 Use of Computers at Libraries (Indicator 46)

The number of times that the computer terminals at the Council's libraries were used dropped slightly in 2008/09 to 753.4 per 1,000 population from 792.9 in 2007/08. The Service believes that this decrease is due periods of closure at Central and Killin libraries. The percentage of population using the learning centre and access points has remained approximately the same at 10.8%.

2.6 Children's Hearing Reports Submitted within Target Time (Indicator 54)

The percentage of children's hearing reports requested by the Scottish Children's Reporter that were submitted within target time by the Council dropped from 48.4% to 34.5%. The Service has experienced a significant increase in demand, as the number of reports requested increased by 58%, from 277 to 438 in 2008/09. With existing resources, the Service increased the actual number of reports submitted within time from 134 to 151.

2.7 Housing Rent Arrears (Indicators 68 to 71)

The proportion of tenants giving up their tenancies during the year who were in rent arrears increased from 43.9% to 51.7% in 2008/09. This equates to 195 tenants out of the 377 who gave up their tenancy. The increase is attributed to the economic downturn and resulting increased unemployment. The Service has responded to the growing need for support to tenants by recruiting two additional income maximisation officers, who will specifically work with those tenants most at risk of falling behind with rent payment.

2.8 Refuse Collection: Cost per Property (Indicator 91)

Last year, Audit Scotland cited this indicator as continually failing to improve by more than 5% since 2005/06. In 2008/09, the cost of collection rose again from £105.82 to £115.22.

The Council includes the full cost of kerbside collection of both refuse and recyclables from domestic properties, commercial premises (net) and special bulky uplifts. All local authorities do not offer the kerbside recycling collection service and consequently in comparison is more costly. The kerbside recycling service is supported by the Scottish Government in accordance with the National Waste Management Plan, and is funded through the Strategic Waste Fund/Zero Waste Funding. In the last year, the Council expanded the service to include the collection of food waste, tetrapacs and portable electrical items; this expansion has increased the cost.

Increased employee costs, as a consequence of Single Status/job evaluation, and increased fleet maintenance costs of the refuse collection vehicles nearing the end of operational life, have also contributed to the increased cost of the refuse and recycling collection. The Council includes the capital costs associated with the purchase of collection vehicles, which not all local authorities include in this indicator.

The Council is the best performing local authority in Scotland in the diversion of waste from landfill, thereby avoiding potential fines, and has one of the highest recycling rates at 41.5% for 2008/09, which is above the national target of 40% by 2010. With the introduction of new refuse collection vehicles during 2009/10, further service improvements and efficiencies will be sought.

2.9 Refuse Collection: Complaints (Indicator 93)

Last year, Audit Scotland cited this indicator as continually failing to improve by more than 5% since 2005/06. Complaints about refuse collection rose from 109.6 per 1,000 households in 2007/08 to 137.0 for 2008/09.

Missed bins are the main reason for complaints relating to the refuse collection service. The high number of complaints may not accurately reflect the quality of the service, as a bin should only be recorded as missed if it was not collected on the specified day. The Service monitors actual missed bins and figures do not correlate with the number recorded as complaints by the Contact Centre. Indeed customer satisfaction levels for recycling and waste collection have significantly improved in recent years (as evidenced by the latest Residents' Survey).

Waste Services are investigating whether householders are notifying the Council about missed bins (which the Contact Centre duly records as a complaint) when the reason for the enquiry may be a late-presented bin by the householder, refilling and re-presenting the bin, or reporting a missed bin when the collection is running late. With the implementation of new recycling and waste collection initiatives during 2008/09, the number of enquiries from the public has increased. Waste Services are working with the Contact Centre and BT&T to improve the customer relationship management information, and obtain more accurate data, which in turn will provide more accurate figures for this indicator.

Stirling Council's Statutory Performance Indicators 2008/09

Targets provided have been set by the reporting service or the Scottish Government, or are based on last year's Scottish median performance. Indicators deemed unreliable by Audit Scotland are underlined. Rankings for 2008/09 will be published in December 2009.

| Indicator | | 2005/06 | Rank 05/06 | 2006/07 | Rank 06/07 | 2007/08 | Rank 07/08 | 2008/09 | Rank 08/09 | Target | Improved? |
|-----------|---|---------|------------|---------|------------|---------|------------|---------|------------|--------|---------------|
| 1 | Percentage of people for which local care assessment target times were met | | | | | | | 59.6% | | 100% | New indicator |
| 2 | Percentage of people for which local care service delivery target times were met | | | | | | | 62.8% | | 100% | New indicator |
| 3 | Percentage of care staff in residential homes for older people who have appropriate qualifications for the level of post held | 50.9% | 11 | 74.0% | 2 | 66.7% | 6 | 57.8% | | 74.0% | ✗ |
| 4 | Percentage of care staff in residential homes for other adults who have appropriate qualifications for the level of post held | 35.7% | 14 | 41.2% | 17 | 45.5% | 17 | 44.4% | | 42.1% | ✗ |
| 5 | Percentage of residential care places occupied by older people that are single rooms | 90.7% | 15 | 92.0% | 16 | 91.3% | 20 | 95.1% | | 96.1% | ✓ |
| 6 | Percentage of residential care places occupied by older people that have en suite facilities | 70.0% | 14 | 72.4% | 16 | 72.5% | 17 | 76.3% | | 80.6% | ✓ |
| 7 | Percentage of residential care places occupied by other adults that are single rooms | 100% | 1 | 94.6% | 20 | 94.9% | 19 | 97.4% | | 98.5% | ✓ |
| 8 | Percentage of residential care places occupied by other adults that have en suite facilities | 31.4% | 21 | 31.1% | 24 | 43.0% | 22 | 37.7% | | 61.7% | ✗ |
| 9 | Total number of homecare hours provided as a rate per 1,000 population aged 65+ | 284.1 | 29 | 354.3 | 26 | 353.8 | 26 | 316.0 | | 488.6 | ✗ |
| 10 | Percentage of homecare clients receiving personal care | 65.4% | 17 | 66.9% | 24 | 63.9% | 28 | 71.2% | | 89.7% | ✓ |
| 11 | Percentage of homecare clients receiving a service during evening/overnight | 22.7% | 21 | 26.5% | 19 | 30.3% | 17 | 31.7% | | 32.9% | ✓ |
| 12 | Percentage of homecare clients receiving a service at weekends | 54.9% | 17 | 55.8% | 21 | 54.2% | 24 | 59.9% | | 66.0% | ✓ |
| 13 | Respite nights provided per 1,000 population aged 18-64 years | 14.5 | 29 | 20.1 | 29 | 20.3 | 31 | 23.0 | | 39.2 | ✓ |
| 14 | Percentage of respite nights provided to 18-64 year olds not in a care home | 0.0% | 23 | 0.0% | 24 | 0.0% | 24 | 0.0% | | 4.4% | No change |

| | Indicator | 2005/06 | Rank 05/06 | 2006/07 | Rank 06/07 | 2007/08 | Rank 07/08 | 2008/09 | Rank 08/09 | Target | Improved? |
|----|---|------------|------------|---------|------------|---------|------------|---------|------------|-----------|-----------|
| 15 | Daytime respite hours provided per 1,000 population aged 18-64 years | 48.0 | 24 | 21.7 | 28 | 31.1 | 28 | 31.0 | | 239.6 | ✗ |
| 16 | Percentage of daytime respite hours provided to 18-64 year olds not in a day centre | 100% | 1 | 100% | 1 | 100% | 1 | 100% | | 100% | No change |
| 17 | Respite nights provided per 1,000 population aged 65+ years | 457.1 | 6 | 481.0 | 5 | 504.0 | 6 | 300.6 | | 327.0 | ✗ |
| 18 | Percentage of respite nights provided to 65+ year olds not in a care home | 0.0% | 17 | 0.0% | 19 | 0.0% | 21 | 0.0% | | 1.0% | No change |
| 19 | Daytime respite hours provided per 1,000 population aged 65+ years | 738.0 | 19 | 545.3 | 24 | 469.0 | 26 | 503.5 | | 2,656.1 | ✓ |
| 20 | Percentage of daytime respite hours provided to 65+ year olds not in a day centre | 100% | 1 | 100% | 1 | 100% | 1 | 100% | | 100% | No change |
| 21 | The proportion of social enquiry reports submitted to the courts by the due date | 98.7% | 17 | 99.1% | 14 | 98.8% | 14 | 96.0% | | 99.8% | ✗ |
| 22 | The proportion of new probationers seen by a supervising officer within one week | 95.1% | 7 | 80.7% | 14 | 78.7% | 18 | 82.1% | | 87.5% | ✓ |
| 23 | Average number of hours per week to complete community orders | <u>3.5</u> | - | 3.7 | 10 | 4.1 | 9 | 4.1 | | 4.1 | No change |
| 24 | Benefits administration: gross cost per case | £48.90 | 10 | £36.05 | 5 | £36.87 | 5 | £35.43 | · | £35.00 | ✓ |
| 25 | Sickness absence: working days lost per teacher | | | | | | | 5.8 | · | 5.9 days | ✗ |
| 26 | Sickness absence: working days lost per chief officer, local government and craft employee | | | | | | | 14.5 | · | 11.3 days | ✗ |
| 27 | Number of litigation claims incurred by the council in the current reporting year per 10,000 population | 54.6 | 32 | 51.5 | 29 | 44.6 | 31 | 41.8 | · | 31.4 | ✓ |
| 28 | Percentage of council employees in top 2% of earners who are women | 42.1% | 1 | 47.1% | 1 | 49.3% | 1 | 45.8% | · | N/A | N/A |
| 29 | Percentage of council employees in top 5% of earners who are women | 46.8% | 1 | 50.5% | 1 | 52.3% | 2 | 49.1% | · | N/A | N/A |
| 30 | Percentage of public service buildings that are suitable for and accessible to disabled people | 70.2% | 7 | 72.3% | 8 | 73.1% | 12 | 74.7% | · | 75.0% | ✓ |
| 31 | Cost of collecting council tax per dwelling | £10.95 | 7 | £10.78 | 8 | £10.70 | 8 | £10.12 | · | £10.55 | ✓ |

| | Indicator | 2005/06 | Rank 05/06 | 2006/07 | Rank 06/07 | 2007/08 | Rank 07/08 | 2008/09 | Rank 08/09 | Target | Improved? |
|----|---|---------|------------|----------------|------------|----------------|------------|---------|------------|---------|-----------|
| 32 | Percentage of income due from council tax for the year that was received by the end of the year | 96.8% | 2 | 96.9% | 2 | 97.1% | 2 | 97.1% | . | 97.8% | No change |
| 33 | Percentage of invoices sampled paid within 30 days | 89.9% | 6 | 88.9% | 6 | 89.2% | 8 | 89.5% | . | 93.2% | ✓ |
| 34 | Proportion of council gross internal floor area that is in satisfactory condition | - | - | 57.9% | 15 | 61.2% | 21 | 96.5% | . | 77.2% | ✓ |
| 35 | Percentage of operational buildings that is suitable for current use | - | - | 81.8% | 13 | 82.6% | 8 | 89.2% | . | 76.6% | ✓ |
| 36 | Number of attendances per 1,000 population to all pools | 2,619.0 | 27 | 2,631.0 | 29 | 2,034.0 | 31 | 470.0 | | 3,289.0 | ✗ |
| 37 | Number of attendances per 1,000 population for other indoor sports and leisure facilities excluding pools in a combined complex | 104.0 | 29 | 102.0 | 30 | 411.0 | 31 | 1,222.0 | | 4,189.0 | ✓ |
| 38 | Number of visits to/usages of council funded or part funded museums per 1,000 population | - | - | 550.0 | 16 | 670.0 | 18 | 993.0 | | 757.0 | ✓ |
| 39 | The number of those visits that were in person per 1,000 population | - | - | 340.0 | 16 | 464.0 | 18 | 734.0 | | 520.0 | ✓ |
| 40 | Percentage of national target met for replenishing <u>adult</u> lending and audio-visual stock | 73.5% | - | 72.8% | 12 | 70.7% | 11 | 72.9% | | 75.8% | ✓ |
| 41 | Percentage of national target met for replenishing teenage and children's and young adult lending book and audio-visual stock | 78.9% | - | 74.5% | 9 | 87.4% | 8 | 84.6% | | 75.5% | ✗ |
| 42 | Number of visits to libraries per 1,000 population | - | - | <u>6,357.0</u> | N/A | <u>6,104.0</u> | N/A | 8,292.0 | | 6,295.0 | ✓ |
| 43 | Borrowers as a percentage of the resident population | 26.5% | 10 | 24.6% | N/A | 23.4% | 7 | 22.5% | | 25.1% | ✗ |
| 44 | Learning centre and learning access point users as a percentage of the resident population | 11.4% | 9 | 11.1% | 11 | 10.9% | 14 | 10.8% | | 12.4% | ✗ |
| 45 | Number of occasions that terminals are accessed per 1,000 population | 784.1 | 17 | 769.0 | 17 | 792.9 | 17 | 753.4 | | 1,115.1 | ✗ |
| 46 | Percentage of householder planning applications dealt with within two months | 83.4% | 15 | 84.0% | 13 | 79.8% | 16 | 86.3% | . | 90.0% | ✓ |
| 47 | Percentage of non-householder planning applications dealt with within two months | 58.7% | - | 50.2% | - | 52.2% | - | 51.3% | - | 50.2% | ✗ |

| | Indicator | 2005/06 | Rank 05/06 | 2006/07 | Rank 06/07 | 2007/08 | Rank 07/08 | 2008/09 | Rank 08/09 | Target | Improved? |
|----|---|---------|------------|---------|------------|---------|------------|---------|------------|--------------|-------------------|
| 48 | Percentage of all planning applications dealt with within two months (national target = 80%) | 71.9% | 6 | 66.8% | 12 | 67.0% | 11 | 67.6% | . | 80.0% | ✓ |
| 49 | Percentage of population covered by local plans adopted within the last 5 years | 0.0% | - | 100% | - | 100% | - | 100% | - | 100% | No change |
| 50 | Percentage of primary schools in which the ratio of pupils to available places is between 61% and 100% | 66.7% | 17 | 64.3% | 18 | 71.4% | 12 | 71.4% | . | 73.5% | No change |
| 51 | Percentage of secondary schools in which the ratio of pupils to available places is between 61% and 100% | 100% | 1 | 100% | 1 | 100% | 1 | 100% | . | 100% | No change |
| 52 | Percentage of head and deputy head teachers who are women | 75.2% | - | 79.6% | - | 76.1% | - | 77.8% | - | N/A | N/A |
| 53 | Percentage of all teachers who are women | 77.7% | - | 79.5% | - | 78.0% | - | 79.3% | - | N/A | N/A |
| 54 | Percentage of Children's Hearing reports requested by the Reporter that were submitted within target time | 49.6% | - | 48.3% | - | 48.4% | - | 34.5% | - | 75.0% | ✗ |
| 55 | Percentage of children seen by a supervising officer within 15 working days | 92.3% | 9 | 97.7% | 7 | 85.5% | 16 | 86.5% | . | 100% | ✓ |
| 56 | Percentage of 16-17 year olds ceasing to be looked after attaining at least one SCQF level 3 (any subject) | 68.8% | - | 53.8% | - | 73.3% | - | 76.2% | - | 95.0% | ✓ |
| 57 | Percentage of 16-17 year olds ceasing to be looked after attaining at least one SCQF level 3 in English and Maths | 37.5% | - | 38.5% | - | 46.7% | - | 52.4% | - | 75.0% | ✓ |
| 58 | Percentage of care staff in residential homes for children who have appropriate qualifications for the level of post held | 28.6% | 18 | 31.3% | 22 | 40.0% | 21 | 47.6% | . | 72.2% | ✓ |
| 59 | Respite nights provided per 1,000 population aged 0-17 years | 49.4 | 17 | 63.3 | 12 | 55.0 | 13 | 102.3 | . | 83.6 | ✓ |
| 60 | Percentage of respite nights provided to 0-17 year olds not in a care home | 48.8% | 7 | 43.5% | 6 | 37.3% | 9 | 68.2% | . | 100% | ✓ |
| 61 | Number of hours daytime respite provided per 1,000 population aged 0-17 years | 814 | 9 | 1,003.3 | 8 | 1,188.4 | 8 | 1,036.7 | . | 1,807.7 | ✗ |
| 62 | Percentage of daytime respite hours provided to 0-17 year olds not in a day centre | 99.6% | 13 | 99.1% | 12 | 99.7% | 12 | 100% | . | 100% | ✓ |
| 63 | Percentage of housing repairs (all categories) completed within target | | | | | | | 89.1% | - | 100% | Changed indicator |
| 64 | Percentage of the Council's housing stock meeting Scottish Housing Quality Standard | | | | | | | 17.4% | - | 100% by 2015 | New indicator |

| Indicator | | 2005/06 | Rank 05/06 | 2006/07 | Rank 06/07 | 2007/08 | Rank 07/08 | 2008/09 | Rank 08/09 | Target | Improved? |
|-----------|--|---------|------------|---------|------------|---------|------------|---------|------------|------------|-------------------|
| 65 | Percentage of housing rent due in the year that was lost due to voids | 1.0% | 7 | 0.7% | 5 | 0.7% | 5 | 0.6% | · | 0.7% | ✓ |
| 66 | Percentage of dwellings that were not low demand that were re-let within four weeks | 65.9% | - | 79.3% | 3 | 78.3% | 3 | 77.9% | · | 75.0% | ✗ |
| 67 | Average time to re-let <u>not</u> low demand houses (days) | 42.0 | 10 | 24.0 | 4 | 24.0 | 3 | 23.0 | · | 24.0 days | ✓ |
| 68 | Current tenants' arrears as a percentage of net rent due | 5.7% | 12 | 4.7% | 9 | 4.3% | 9 | 4.7% | · | 4.5% | ✗ |
| 69 | Percentage of current tenants owing more than 13 weeks rent at the year end, excluding those owing less than £250 | 2.0% | 4 | 1.5% | 3 | 1.7% | 5 | 2.1% | · | 1.5% | ✗ |
| 70 | Proportion of tenants giving up their tenancies during the year who were in rent arrears | - | - | 53.2% | 24 | 43.9% | 17 | 51.7% | · | 45.7% | ✗ |
| 71 | Average number of weeks rent owed by tenants leaving in arrears | - | - | 12.3 | 18 | 9.0 | 8 | 9.5 | · | 9.1 | ✗ |
| 72 | The percentage of arrears owed by former tenants that was either written off or collected during the year | - | - | 45.9% | 3 | 37.8% | 10 | 38.3% | · | 25.0% | ✓ |
| 73 | Percentage of house sales completed within 26 weeks | 73.8% | 12 | 91.0% | 6 | 97.6% | 2 | 98.1% | · | 85.0% | ✓ |
| 74 | Homelessness (permanent accommodation): percentage of decision notifications issued within 28 days of initial presentation | | | | | | | 64.9% | · | TBD | Changed indicator |
| 75 | Homelessness (permanent accommodation): percentage of cases reassessed within 12 months of completion of duty | | | | | | | 5.3% | · | TBD | Changed indicator |
| 76 | Homelessness (temporary accommodation): percentage of decision notifications issued within 28 days of initial presentation | | | | | | | 71.0% | · | TBD | Changed indicator |
| 77 | Homelessness (temporary accommodation): percentage of cases reassessed within 12 months of completion of duty | | | | | | | 3.5% | · | TBD | Changed indicator |
| 78 | Homelessness: proportion of those provided with permanent accommodation in council stock who maintained tenancy for at least 12 months | | | | | | | 85.2% | · | TBD | Changed indicator |
| 79 | Food hygiene: % of premises in the '12 months or less category' that were inspected on time | 98.2% | - | 99.4% | 10 | 97.1% | 19 | 96.1% | · | 100% | ✗ |
| 80 | Domestic noise: for complaints requiring attendance, the average time between time of complaint and attendance on site (hours) | - | - | 15.0 | 10 | 16.5 | 11 | 18.4 | · | 48.0 hours | ✗ |

| Indicator | | 2005/06 | Rank 05/06 | 2006/07 | Rank 06/07 | 2007/08 | Rank 07/08 | 2008/09 | Rank 08/09 | Target | Improved? |
|-----------|--|---------|------------|---------|------------|---------|------------|---------|------------|------------------|-----------|
| 81 | For complaints dealt with under Part V of the ASB (Scotland) Act 2004, average time between complaint and attendance on site (hours) | - | - | 0.5 | 4 | 0.3 | 1 | 0.3 | · | 1.0 hour | No change |
| 82 | Percentage of consumer complaints dealt with within 14 days of receipt | 81.1% | 10 | 78.5% | 12 | 78.8% | 8 | 81.2% | · | 75.0% | ✓ |
| 83 | Percentage of business advice requests dealt with within 14 days of receipt | 94.7% | 20 | 92.4% | 25 | 92.1% | 29 | 96.6% | · | 90.0% | ✓ |
| 84 | Percentage of inspections of trading premises in high <u>and</u> medium risk categories undertaken within time | 90.1% | 14 | 88.1% | 19 | 97.2% | 12 | 99.0% | · | 90.0% | ✓ |
| 85 | Overall percentage of road network that should be considered for maintenance treatment | - | - | - | - | 47.5% | 29 | 44.8% | | Scotland = 37.5% | ✓ |
| 86 | Percentage of all traffic light repairs completed within 48 hours | 95.5% | 13 | 78.7% | 28 | 81.7% | 28 | 92.2% | · | 90.0% | ✓ |
| 87 | Percentage of all street light repairs completed within 7 days | 82.2% | 29 | 91.4% | 19 | 96.0% | 7 | 86.8% | · | 90.0% | ✗ |
| 88 | Percentage of all bridges failing European standard of 40 tonnes | 11.2% | 22 | 8.0% | 17 | 8.0% | 16 | 11.2% | · | N/A | ✗ |
| 89 | Net cost of refuse collection per premise | £108.77 | 32 | £101.28 | 32 | £105.82 | 32 | £115.22 | · | £64.06 | ✗ |
| 90 | Net cost of refuse disposal per premise | £77.59 | 26 | £64.95 | 14 | £71.01 | 18 | £80.79 | · | £65.26 | ✗ |
| 91 | Number of refuse collection complaints per 1,000 households | 114.0 | 31 | 100.2 | 30 | 109.6 | 31 | 137.0 | · | 14.3 | ✗ |
| 92 | Percentage of municipal waste collected that was recycled (sum of recycled and composted) | 32.7% | 5 | 36.0% | 5 | 38.7% | 6 | 41.5% | · | Scotland = 40.0% | ✓ |
| 93 | Overall cleanliness index achieved | 69 | 18 | 68 | 27 | 67 | 31 | 75 | · | 71 | ✓ |
| 94 | Percentage of abandoned vehicles removed within 14 days | - | - | 100% | 1 | 100% | 1 | 100% | · | 100% | No change |