

## Statutory Performance Indicators 2002/2003

The Local Government Act 1992, as amended by Section 13 of the Local Government in Scotland Act 2003, requires local authorities to publish information about their standards of performance within six months of the reporting year-end. Summarised under the headings below are Stirling Council's statutory performance indicators for the financial year ending 31 March 2003. Where comparison can be made, the 2001/02 performance information is also shown.

The basic statutory performance information shown in the following pages is also available on the Council's web site ([stirling.gov.uk](http://stirling.gov.uk)). More information about how the Council and its services are performing is available in Stirling Council's 2002/03 Annual Report (publication and on website).

If you have any questions on the information provided here, please contact: Lesley Graham, Quality and Performance Adviser, Corporate Services, Tel: 01786 442982 or email [grahaml@stirling.gov.uk](mailto:grahaml@stirling.gov.uk).

### BENEFITS ADMINISTRATION

#### INDICATOR 1. Gross administration cost per case:

The gross administration cost per housing or council tax benefit case was **£55.52** (£57.85 in 2001/02).

#### INDICATOR 2. Processing time:

The time for processing benefit applications from the date of receipt of the application to the posting of the notification of the outcome:

- New claims
- Notification of changes of circumstances
- Renewal claims

2002/03	2001/02	2002/03	2001/02
Number of claims		Average time to process	
<b>5,775</b>	5,962	<b>22.8 days</b>	26.0 days
<b>7,290</b>	5,024	<b>6.8 days</b>	9.7 days
Number of claims		% processed on time	
<b>12,563</b>	12,538	<b>78.5%</b>	67.2%

#### INDICATOR 3. Accuracy and security of processing:

The percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available at the determination, for a sample of cases checked post-determination.

Does the council have a written security strategy combating fraud and error which is communicated regularly to all staff and the whole of which is demonstrably acted upon by management and staff on a continuous basis?

The percentage of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the year.

2002/03	2001/02
<b>98.2%</b>	96.8%
<b>Yes</b>	Yes
<b>44.4%</b>	52.2%

### BUILDING CONTROL:

#### INDICATOR 1: Building warrant and completion certificate applications:

This indicator has changes and is not, therefore, comparable with the previous year. In 2002/03:

- **67.7%** of requests for a **Building Warrant** were **responded to within 15 days**
- **81.5%** of warrants (or an application otherwise determined) were **issued within 6 days**
- on average, it took **4 working days to respond** to a request for a **Completion Certificate** (5 working days in 2001/02)
- **75.0%** of certificates were issued (or an application otherwise determined) **within 3 days**

#### Contextual information:

- The number of Building Warrants issued:
- The number of Completion Certificate issued:

2002/03	2001/02
<b>873</b>	961
<b>1,052</b>	971

### COUNCIL WIDE:

**INDICATOR 1: Sickness absence:**

The number of days lost through sickness absence in Stirling Council, expressed as a percentage of the total working days available, for the following groups of staff:

- Chief officers, administrative, professional, technical & clerical employees
- Craft & manual employees
- Teachers
- Overall Council level

2002/03	2001/02
5.4%	4.8%
6.6%	6.8%
4.7%	4.9%
5.6%	5.5%

**INDICATOR 2: Ombudsman complaints:**

- The number of complaints accepted for enquiry by the Ombudsman in 2001/02 which resulted in a local settlement
- The number of complaints were accepted for enquiry by the Ombudsman in 2001/02 and classified as maladministration

6	1
0	0

**INDICATOR 3: Litigation claims:**

The number and value of successful litigation actions against the Council, settled in the financial year, in respect of the following services:

- Housing (per 10,000 council dwellings)
- Roads (per 10,000 population)
- All other services (per 10,000 population)

Number	Value	Number	Value
4.2	£24,053	1.3	£6,426
0.2	£4,051	0.6	£4,367
0.7	£9,822	0.1	£3,707

**INDICATOR 4: Equal opportunities policy:**

The number and percentage of employees in each of the following staff salary bands who are women:

	Salary band A				Salary band B				Salary band C			
	Number		as a% of total employees in band		Number		as a% of total employees in band		Number		as a% of total employees in band	
	2002/03	2001/02	2002/03	2001/02	2002/03	2001/02	2002/03	2001/02	2002/03	2001/02	2002/03	2001/02
• Chief officials	11	11	34.4%	34.4%								
• Local Govt. & craft employees	21	21	36.8%	36.2%	230	236	49.4%	49.7%	1,880	1,888	71.2%	71.2%
• Teachers	68	63	80%	79.7%	615	604	75.1%	75.3%				

**EDUCATION:**

**INDICATOR 1: Pre-school experience:**

The percentage of children who received government grant-aided education from the following providers and who were:

- Children in their pre-school year
- 3-year olds in the year before pre-school year

	Council %		Private %		Independent %		Voluntary %		Total %	
	2002/03	2001/02	2002/03	2001/02	2002/03	2001/02	2002/03	2001/02	2002/03	2001/02
• Children in their pre-school year	87.3	83.7	10.8	11.4	1.4	3.0	0.5	1.9	100	100
• 3-year olds in the year before pre-school year	61.3	56.1	18.0	16.5	2.1	5.5	18.6	21.9	100	100

The percentage of these grant-aided children who received fewer than five education sessions per week during the period they were eligible:

- Pre-school year children
- 3-year olds in the year before the pre-school year

2002/03	2001/02
7.1%	13.1%
33.3%	39.4%

## INDICATOR 2: Primary schools:

The percentage of classes in which the number of pupils falls within the following bands:

- 15 or less
- 16-20
- 21-25
- 26-30
- 31 - 33
- 34 or more

Single year classes	Composite classes	Single year classes	Composite classes
<b>2002/03</b>		<b>2001/02</b>	
<b>1.3%</b>	<b>6.4%</b>	1.7%	6.4%
<b>7.0%</b>	<b>8.7%</b>	8.8%	6.8%
<b>24.8%</b>	<b>14.8%</b>	25.7%	15.2%
<b>28.5%</b>	<b>0.7%</b>	28.7%	0.0%
<b>7.7%</b>	<b>0.0%</b>	6.8%	0.0%
<b>0.0%</b>	<b>0.0%</b>	0.0%	0.0%

The percentage of classes with P1 to P3 pupils in which the number of pupils falls within the following bands:

- 15 or fewer
- 16-20
- 21-25
- 26-30
- 31-33
- 34 or more

<b>2002/03</b>	2001/02
<b>10.3%</b>	13.6%
<b>20.6%</b>	17.1%
<b>41.2%</b>	40.7%
<b>27.9%</b>	27.9%
<b>0.0%</b>	0.7%
<b>0.0%</b>	0.0%

The total number of primary school classes for each of the following types:

- Single-year primary classes
- Composite primary classes
- Primary classes with P1 to P3 pupils:

<b>207</b>	212
<b>91</b>	84
<b>136</b>	140

**INDICATOR 3:** In **2002/03** the average number of children per primary school class was **23.3** (23.4 in 2001/02).

## INDICATOR 4: Occupancy:

The percentage of primary schools where the ratio of pupils to places is:

- 40% or less
- 41-60%
- 61-80%
- 81%-100%
- 101% or more

<b>2002/03</b>	2001/02
<b>9.5%</b>	9.5%
<b>26.2%</b>	16.7%
<b>28.6%</b>	50.0%
<b>35.7%</b>	23.8%
<b>0.0%</b>	0.0%
<b>42</b>	42

## Total number of primary schools

## Secondary schools: INDICATOR 5: Occupancy:

The percentage of secondary schools where the ratio of pupils to places: Ratio of pupils to places

- 40% or less
- 41-60%
- 61-80%
- 81% or more
- 101% or more

<b>2002/03</b>	2001/02
<b>0%</b>	0%
<b>0%</b>	0%
<b>0%</b>	0%
<b>100%</b>	100%
<b>0%</b>	0%
<b>7</b>	7

## Total number of secondary schools

## INDICATOR 6: Special educational needs:

The average time taken to complete an assessment of special educational needs in **2002/03** was **16 weeks** (17 weeks in 2001/02).

The percentage of assessments completed in each of the following time bands:

- Up to 18 weeks
- 19 to 26 weeks
- 27 to 39 weeks
- 40 to 52 weeks
- More than 1 year

<b>2002/03</b>	2001/02
<b>61.9%</b>	57.9%
<b>23.8%</b>	36.8%
<b>14.3%</b>	5.3%
<b>0.0%</b>	0.0%
<b>0.0%</b>	0.0%

## ENVIRONMENTAL HEALTH

### INDICATOR 1: Food safety: hygiene inspections:

The number of establishments that required inspection during the year and the percentage of these which were inspected within the following timescales:

Minimum inspection frequency:	Number to be inspected in year		%age inspections undertaken within time	
	2002/03	2001/02	2002/03	2001/02
• High priority (6 Months)	6	15	83.3%	100.0%
• Medium priority (12 Months)	149	118	89.3%	81.4%
• Low priority (More than 12 months)	534	512	55.4%	62.1%

### INDICATOR 2: Workplace safety inspections: risk categorisation:

The percentage of premises liable to inspection brought within the inspection rating system in 2002/03 was **98%** (95% in 2001/02).

Inspection programme: level of achievement against the Council's own inspection targets:

Target Inspection Frequency	No. of Premises in this category		Target No. premises to be inspected in the year		% of inspections carried out within time	
	2002/03	2000/ 2001	2002/03	2000/ 2001	2002/03	2000/ 2001
• 12 months	30	39	23	25	34.8%	68.0%
• 36 months	873	871	198	233	36.9%	85.8%
• >36 months	1,090	1,055	226	413	36.3%	80.4%

### INDICATOR 3: Environmental protection: noise complaints:

Total number of complaints received during the year which were the Council's responsibility for advice or investigation:

- Number of complaints completed at initial enquiry stage:
- Number which required further investigation:

2002/03	2001/02
122	139
47	53
75	86

The percentage of responses to noise complaints provided within the target times:

- 1 calendar day
- 3 calendar days

2002/03	2001/02
93.6%	98.1%
90.7%	93.0%

### INDICATOR 4: Pest control: pest control response time:

Local Target / National Benchmark Response Time (priority rating)

- High: 2 working days
- Low: 5 working days

%age responses which met Local Target / National Benchmark	
2002/03	2001/02
91.2%	88.4%
97.0%	97.2%

## ENVIRONMENTAL SERVICES (Waste Collection, Disposal and Recycling)

### INDICATOR 1: Refuse collection and disposal costs:

The gross cost of:

- **Collection** per premise:  
(combined domestic, commercial and domestic bulky uplift)
- **Disposal** per premise

2002/03	2001/02
£58.21	£62.52
£48.68	£47.00

### INDICATOR 2: Special uplifts:

Percentage of special domestic uplifts dealt with within the Council's own target (and the national target) of 5 working days:

2002/03	2001/02
82.4%	85.9%

**INDICATOR 3: Missed collections:**

The number of household waste collections per 100,000 collections which were missed for the periods:

- May to September
- April and October to March

2002/03	2001/02
96	94
96	163

**INDICATOR 4: Refuse recycling:**

The amount of waste collected by the authority during the year that was disposed of by the following methods:

Method:	Tonnes / household		Percentage of total disposed		Tonnes / commercial and industrial premise		Percentage of total disposed	
	2002/03	2001/02	2002/03	2001/02	2002/03	2001/02	2002/03	2001/02
Used for recovery of heat, power and other energy sources	0.000	0.000	0.0%	0.0%	0.000	* N/A	0.0%	0%
Ash from incineration which is recycled	0.000	0.000	0.0%	0.0%	0.000		0.0%	0%
Composted by the authority	0.024	0.026	2.2%	2.3%	0.042		1.5%	1.4%
Other recycling methods	0.102	0.091	9.4%	7.9%	0.161		5.7%	3.7%
Landfill	0.959	1.037	88.4%	89.9%	2.608		92.8%	94.9%
Other disposal methods	0.000	0.000	0.0%	0.0%	0.000		0.0%	0%
Totals	1.085	1.154	100%	100%	2.811		100%	100%
Total tonnage collected	40,603	42,582			19,918	22,439		

\* Review of the number of commercial or industrial premises used in the PI calculation makes it imprudent to compare tonnes per premise between years.

**FINANCE:****INDICATOR 1: Council tax collection - collection costs:**

The cost of collecting Council Tax per chargeable dwelling was **£11.85** (£12.09 in 2001/02).

**INDICATOR 2: Council tax collection: income:**

The income due and the percentage of income actually received from Council Tax for the year, excluding reliefs and rebates:

2002/03		2001/02	
Income due	% actually received	Income due	% actually received
<b>£30,782,671</b>	<b>95.8%</b>	£28,556,564	95.0%

**INDICATOR 3: Non-domestic Rates:**

During 2002/03, **£34,430,894** was due in income from Non-Domestic Rates for the year, excluding reliefs. Of this, **95.5%** was actually received during the year.

**INDICATOR 4: Payment of invoices:**

The number of invoices paid within 30 calendar days of receipt, or the agreed time limit if otherwise specified, as a percentage of all invoices paid:

- Number of invoices received in year:
- Percentage of all invoices paid within 30 days:

2002/03	2001/02
<b>113,941</b>	116,096
<b>83.7%</b>	80.5%

**INDICATOR 5: Accounts:**

For the past five years, Stirling Council has submitted its statutory abstract of accounts for audit by the 30 June following year-end. For the financial year **2001/02**, the date was **26 June 2002**. The statutory abstract of accounts received an unqualified audit certificate.

## HOUSING

### INDICATOR 1: Response repairs:

The Council's target response time for repairs and the percentage of repairs carried out within target:

Priority target timescale:	2002/03		2001/02	
	Number of repairs during year	% repairs completed within target	Number of repairs during year	% repairs completed within target
• Emergency (24 hours)*	<b>5,205</b>	<b>91.9%</b>	9,862	93.1%
• Urgent (3 Day)	<b>5,126</b>	<b>87.2%</b>	6,848	84.8%
• Repair (15 Day)	<b>9,912</b>	<b>76.9%</b>	11,755	79.8%
<b>Totals</b>	<b>20,243</b>	<b>83.8%</b>	28,465	85.6%

The percentage of all repairs due to be completed within 24 hours that were completed within target during 2002/03 was **89.1%\*** (93.8% for 2001/02).

### INDICATOR 2: Managing tenancy changes:

In 2002/03, the total annual rent loss due to empty homes (voids) was **1.61%** of the total amount of rent due in the year (1.47% in 2001/02).

### INDICATOR 3: Time taken to re-let council houses:

Void Period:	Number of Houses		% of Total	
	2002/03	2001/02	2002/03	2001/02
• Less than 2 weeks	<b>76</b>	55	<b>12.7%</b>	9.1%
• 2 to 4 weeks	<b>220</b>	259	<b>36.7%</b>	43.0%
• Over 4 weeks	<b>303</b>	289	<b>50.6%</b>	47.9%
<b>Totals</b>	<b>599</b>	603		

### INDICATOR 4: Rent arrears:

In 2002/03, current tenant arrears, were **6.9%** of the net amount of rent due in the year (7.1% in 2001/02).

The percentage of all tenants owing more than 13 weeks rent at 31 March (excluding those owing less than £250) for 2002/03 was **2.6 %** (3.6% for 2001/02).

### INDICATOR 5: Council house sales:

The percentage of house sales completed within the following time bands:

Time band	2002/03	2001/02
• Up to 20 weeks	<b>10.7%</b>	11.2%
• 21 to 26 weeks	<b>74.3%</b>	65.1%
• 27 weeks to 32	<b>9.6%</b>	14.5%
• 33 weeks or more	<b>5.4%</b>	9.1%

### INDICATOR 6: Homelessness:

In 2002/03, the number of homeless households identified as needing priority assistance in finding accommodation, **per 10,000 households**, was **119.5** (124.3 in 2001/02).

The number of households provided with the following four types of temporary accommodation, as a percentage of the total provided with temporary accommodation and the average length of stay in each type of accommodation were:

Type of temporary accommodation:	2002/03				2001/02			
	Hostels	Council owned furnished dwellings	Bed & Break-fast	Other	Hostels	Council owned furnished dwellings	Bed & Break-fast	Other
• Number of households	<b>120</b>	<b>55</b>	<b>239</b>	<b>4</b>	105	70	222	0
• %age of total number of households	<b>28.7%</b>	<b>13.2%</b>	<b>57.2%</b>	<b>1.0%</b>	26.4%	17.6%	55.9%	0.0%
• Average number of days stayed	<b>83</b>	<b>94</b>	<b>15</b>	<b>312</b>	129	105	21	0

## LEISURE AND RECREATION

### INDICATORS 1 & 2: Sport facilities management: attendance per 1,000 population for:

	2002/03	2001/02
• Traditional swimming pools (Rainbow Slides – all facilities)	2,286	2,794
• Other indoor sport and leisure facilities (at Forthbank)	110	98

### INDICATOR 3: Museums:

In 2002/03, the Smith Museum was the only museum within the Stirling Council area that was financially supported by the Council. It is not registered under the Museum and Galleries Commission (MGC) registration scheme.

## LIBRARIES

### INDICATOR 1: Processing time:

In both years, 2001/02 and 2002/03, the average time taken to satisfy book requests was **13 working days**.

### INDICATOR 2: Stock turnover: changes in library stock, per 1,000 population:

#### Per 1,000 population:

- Opening stock at start of year
- Annual no. additions - recommended national target
- Actual additions
- Withdrawals
- Stock at year end

Adult lending stock of book and audio-visual material		Children's and teenage lending stock of book and audio-visual material	
2002/03	2001/02	2002/03	2001/02
3,077	3,196	1,219	1,264
280	280	100	100
225	219	97	90
394	302	81	121
2,907	3,113	1,236	1,233

### INDICATOR 3: Use of libraries:

- The number of borrowers from public libraries, as a % of the resident population
- The average number of issues per borrower

2002/03	2001/02
30.2%	31.6%
32.8 items	33.3 items

### INDICATOR 4: Lifelong learning\*:

Learning centre and learning centre access point users (new indicator):

- The number of users as a percentage of the resident population
- The number of times the terminals are used per 1,000 population

2002/03
4.8%
333.4

Learning centres or access points are terminals provided either in clusters or singly within the Council's public libraries (including mobile libraries) for the provision of a range of electronic resources that must be networked. They include: office packages - word processing, spreadsheet and database applications; information resources - CD Rom, disk and database services; Internet and e-mail facilities.

## PLANNING

### INDICATORS 1 & 2: Processing time:

The percentage of householder and non-householder applications dealt with within the following times:

PI 1 Householder applications			PI 2 Non-householder applications		
Timescale	2002/03	2001/02	Timescale	2002/03	2001/02
• Up to 1 month	38.4%	25.5%	• Up to 2 months	50.7%	41.4%
• 1 to 2 months	48.8%	54.6%	• 2 months to 3 months	19.1%	20.3%
• 2 to 3 months	7.3%	10.4%	• More than 3 months	30.2%	38.4%
• More than 3 months	5.4%	9.5%			

**INDICATOR 3: Appeals:**

- Number of planning determinations made by the council:
- Number of determinations which went to appeal:
- Number of appeals that were successful:
- Number of appeals that were successful as a % of all determinations:
- Number of appeals that were successful as a % of all appeals:

2002/03	2001/02
<b>969</b>	1,067
<b>26</b>	25
<b>6</b>	6
<b>0.6%</b>	0.6%
<b>23.1%</b>	24.0%

**INDICATOR 4: Development plans:**

The Local Plan, covering the whole population (100%) of the Stirling Council area, was finalised and adopted within the last 5 years.

**ROADS AND LIGHTING****INDICATOR 1: Network maintenance:** Carriageway surface treatments: % of network covered:

- Surfacing
- Surface dressing
- Total % of treated

2002/03	2001/02
<b>0.9%</b>	0.4%
<b>0.1%</b>	0.0%
<b>1.0%</b>	0.4%

**INDICATOR 2: Traffic lights repairs:** % of traffic light repairs completed within 48 hours:

- Number of repairs
- Number of repairs completed within 48 hours
- % of repairs completed within 48 hours

<b>39</b>	32
<b>38</b>	30
<b>97.4%</b>	93.8%

**INDICATOR 3: Street lighting:** % of street lighting repairs completed within 7 days

- Number of repairs
- Number of repairs completed within 7 days
- % of repairs completed within 7 days

<b>1,070</b>	1,316
<b>960</b>	1,168
<b>89.7%</b>	88.8%

**INDICATOR 4: Street lighting:**

- Gross cost of street lighting per lamp
- Lighting columns replaced as a percentage of the total number of columns

<sup>o</sup> 2001/02 amended from £46.93.

<b>£69.71</b>	£67.53 <sup>o</sup>
<b>2.1%</b>	2.4%

**SOCIAL WORK****INDICATOR 1: Community care assessments:**

Persons assessed or reviewed and services provided:	2002/03				2001/02			
	Persons receiving an assessment or review		Persons receiving a service		Persons receiving an assessment or review		Persons receiving a service	
	Number	Rate per 1,000 relevant population	Number	Rate per 1,000 relevant population	No.	Rate/ 1,000 relevant pop.	No.	Rate/ 1,000 relevant pop.
Elderly people aged 65+	<b>2,158</b>	<b>160.3</b>	<b>2,932</b>	<b>217.8</b>	2,114	163.5	2,737	211.7
Elderly people aged 65+ with dementia	<b>168</b>	<b>12.5</b>	<b>239</b>	<b>17.8</b>	230	17.8	238	18.4
People aged 18 - 64 with mental health problems/dementia	<b>161</b>	<b>3.0</b>	<b>84</b>	<b>1.6</b>	164	3.0	98	1.8
People aged 18 - 64 with physical disabilities	<b>486</b>	<b>9.0</b>	<b>484</b>	<b>8.9</b>	530	9.8	561	10.4
People aged 18 - 64 with learning disabilities	<b>114</b>	<b>2.1</b>	<b>188</b>	<b>3.5</b>	109	2.0	139	2.6
People aged 18 - 64 with HIV/AIDS	<b>0</b>	<b>-</b>	<b>0</b>	<b>-</b>	0	0.0	0	0.0
People aged 18 - 64 with drug/alcohol abuse problems	<b>30</b>	<b>0.6</b>	<b>20</b>	<b>0.4</b>	27	0.5	18	0.3
Total	<b>3,117</b>	<b>46.1</b>	<b>3,947</b>	<b>58.4</b>	<b>3,174</b>	<b>47.5</b>	<b>3,791</b>	<b>56.8</b>

## INDICATOR 2: Expenditure:

Expenditure on services for adults in community care client groups:

- Home and community based services
- Long-term residential and nursing home care

### Total expenditure

Expenditure (£)		Expenditure / head pop. aged 18+		As a percentage of total expenditure	
2002/03	2001/02	2002/03	2001/02	2002/03	2001/02
10,374	9,453	£153.58	£141.60	49.16%	51.0%
10,729	9,067	£158.84	£135.82	50.84%	49.0%
21,103	18,520	£312.43	£277.42		

## INDICATOR 3: Child protection:

- The number of children referred over the 12 months to 31 March:
- The percentage of children entered on to the register in the year who had previously been on the register
- The number of children on the child protection register at 31 March:
- The number of children on the child protection register at 31 March per 1,000 population aged under 16 years:

2002/03	2001/02
174	114
14.3%	29.4%
50	35
3.0	2.1

The percentage of children on the register at 31 March who had been on the register for:

- less than 6 months
- 6 months but under 1 year
- 1 year but under 2 years
- 2 years or more

62.0%	40.0%
6%	37.1%
22%	14.3%
10%	8.6%

## INDICATOR 4: Children being looked after – placements:

The number and percentage of children in being looked after by the Council in the following types of placement:

- At home
- In other community placements
- In residential accommodation
- Total number of children being looked after excluding respite
- Children aged under 12 in residential accommodation
- Total children aged under 12 looked after, excluding respite
- Children receiving respite excluded from the above
- Total looked after including respite

2002/03			2001/02		
Number of children	As a % Of total Children In care/ Supervision	As a rate per 1,000 population	Number of children	As a % of total children in care/ supervision	As a rate per 1,000 population
69	42.9%	3.7	45	32.4%	2.4
74	46.0%	4.0	72	51.8%	3.9
18	11.2%	1.0	22	15.8%	1.2
161	100.0%	8.6	139	100.0%	7.5
3	4.5%		7	10.9%	
66	100.0%		64	100.0%	
35		1.9	24		1.3
196		10.5	163		8.8

## INDICATOR 5: Children being looked after – academic attainment:

The number and percentage of young people of age 16 or 17, ceasing to be looked after away from home, who achieved Standard Grades in English and Maths or other subjects:

- Number young people ceasing to be looked after
- Attaining at least one Standard Grade (any subject)
- Attaining Standard Grade English and Maths

2002/03		2001/02	
Number of children	As % of no. being discharged from care	Number of children	As % of no. being discharged from care
7		16	
3	42.9%	11	68.8%
3	42.9%	10	62.5%

**INDICATOR 6: Home care/home helps:**

The level and flexibility of services to home care clients:

- Less than 2 hours per week
- 2 to less than 4 hours per week
- 4 to less than 10 hours per week
- 10 hours per week or more
- Total

2002/03		2001/02	
No. of home care clients	As a rate per 1,000 population aged 65+	No. of home care clients	As a rate per 1,000 population aged 65+
166	12.3	121	9.4
268	19.9	294	22.7
248	18.4	253	19.6
166	12.3	172	13.3
848	63.0	840	65.0

Flexibility:

- Total receiving personal care
- Total receiving care at weekends
- Total receiving care in evenings/overnight

287	21.3	414	32.0
385	28.6	393	30.4
117	8.7	104	8.0

Total volume of service: Total number of hours per week provided or purchased:

- Number of home care hours
- As a rate per 1,000 population aged 65+

2002/03	2001/02
7,413.03	7,498.12
550.7	580.0

Note: previous year's figures have been adjusted to reflect improved system used for collation of the 2002/03 PI.

**INDICATOR 7: Residential accommodation: staff qualifications:**

The percentage of care staff in residential homes who have appropriate qualifications, for the following users of the service:

	2002/03			2001/02		
	Social work, social care and other specified qualifications	Other relevant qualifications	%age of all staff with appropriate qualifications	Social work, social care and other specified qualifications	Other relevant qualifications	%age of all staff with appropriate qualifications
• Children	18%	27%	45%	14%	14%	29%
• Elderly people	36%	8%	44%	29%	9%	38%
• Other adults	7%	0%	7%	7%	0%	7%
<b>Totals</b>	<b>29%</b>	<b>9%</b>	<b>38%</b>	<b>24%</b>	<b>8%</b>	<b>32%</b>

**INDICATOR 8: Privacy:**

The number of single rooms and the number of rooms with en-suite facilities, expressed as a percentage of all residential care places for each of the following users, for each provider of the service:

	2002/03			2001/02		
	Local Authority	Voluntary Sector	Private Sector	Local Authority	Voluntary Sector	Private Sector
<b>Single rooms</b>						
• Children	100%	11.1%	N/A	100%	11.1%	N/A
• Elderly people	100%	78.6%	77.1%	100%	78.9%	77.9%
• Other adults	100%	98.6%	97.5%	100%	98.6%	27.5%
<b>Rooms with en-suite facilities</b>						
• Children	50.0%	4.4%	N/A	50.0%	4.4%	N/A
• Elderly people	44.8%	25.2%	51.8%	26.2%	23.3%	41.7%
• Other adults	0.0%	33.3%	20.0%	0.0%	5.6%	0.0%

### INDICATOR 9: Respite care:

The number of people receiving respite care, the number per 1,000 population and the volume of respite care provided or purchased:

	Number of people receiving respite care		Number per 1,000 relevant population		Total volume of respite care provided or purchased			
	2002/ 2003	2001/ 2002	2002/ 2003	2001/ 2002	Bed-nights		Hours	
					2002/ 2003	2001/ 2002	2002/ 2003	2001/ 2002
<b>People aged 65+</b>								
• residential respite care	133	71	9.9	5.5	4,060	2,171	0	0
• respite care provided at home	57	48	4.2	3.7	0	0	5,309	4,389
• other respite	0	0	0	0	0	0	0	0
<b>People aged 18 – 64</b>								
• residential respite care	47	33	0.9	0.6	1,263	747	0	0
• respite care provided at home	21	19	0.4	0.4	0	0	3,325	2,286
• other respite	1	0	0.0	0.0	0	0	16	0
<b>Children aged 0 – 17 with disabilities</b>								
• residential respite care	22	25	1.2	1.4	567	626	0	0
• respite care provided at home	27	39	1.4	2.1	0	0	11,123	16,203
• other respite	24	22	1.3	1.2	0	239	3,357	2,029

### INDICATOR 10: Criminal justice: social enquiry reports:

- The number of reports submitted to courts during the year  
- expressed as a rate per 1,000 adult population
- the proportion of reports requested by the courts allocated to social work staff within 2 working days of receipt by the social work department
- the proportion of reports submitted to courts by the due date

2002/03	2001/02
692	618
9.9	9.0
51.4%	41.7%
98.7%	99.2%

### INDICATOR 11: Criminal justice: probation:

- the number of new probation orders issued during the year  
- expressed as a rate per 1,000 adult population
- the proportion of new probationers seen by a supervising officer within one week
- the proportion of people subject to a probation order who were reported to the court for breach of probation during the year

2002/03	2000/200
217	186
3.1	2.7
54.8%	29.0%
29.8%	24.0%

### INDICATOR 12: Criminal justice: community service:

- the number of new community service orders issued during the year  
- expressed as a rate per 1,000 adult population (aged 16+)
- the average length of community service (hours) for orders completed during the year
- the average number of days taken to complete orders completed during the year

2002/03	2000/200
160	91
2.3	1.3
136 hours	165 hours
225 days	203 days

## TRADING STANDARDS:

### INDICATOR 1: Enquiries, complaints and advice:

Percentage of enquiries, complaints and advice requests completed in the following time bands:

- Consumer enquiries
- Consumer complaints
- Business advice requests

2002/03				2001/02			
Same day	2-14 days	15-30 days	Over 30 days	Same day	2-14 days	15-30 days	Over 30 days
94.0%	4.5%	1.5%	0.0%	93.7%	4.7%	1.1%	0.5%
64.6%	13.6%	6.7%	15.1%	74.9%	12.2%	5.3%	7.6%
75.3%	8.7%	6.0%	10.0%	98.0%	1.3%	0.4%	0.2%

### INDICATOR 2: Inspection of trading premises:

Premises liable to inspection: target and actual coverage:

#### Level of risk

- High (12 months)
- Medium (24 months)
- Low (60 months)

2002/03			2001/02		
Number of premises in this category	Target total number of visits	% of target actually achieved	Number of premises in this category	Target total number of visits	% of target actually achieved
81	81	72.8%	75	75	26.7%
1,260	630	83.7%	1,272	636	45.9%
905	181	59.7%	1,055	211	21.3%

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\* Re: Housing Response Repairs SPI 1 and Libraries Lifelong Learning SPI 4:  
The lack of suitable systems, and/or reliable data, and/or decision rules has resulted in the authority producing information which, in the auditor's view is unreliable.