



# Statutory Performance Indicators 2001/2002

The Local Government Act 1992 requires local authorities to publish information about their standards of performance. The Stirling Council indicators, for the financial year ending 31 March 2002, are detailed under the headings shown below. Where comparison can be made, the 2000/2001 performance information is also shown.

## BENEFITS ADMINISTRATION

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

In 2001/2002 the Gross administration cost per case was **£57.85** (£58.28 in 2000/2001)

### INDICATOR 2: Processing time:

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

	2001/2002	2000/2001	2001/2002	2000/2001
	Number of claims		Average time to process	
New claims	5,962	3,866	26.0	29.0 days
Notification of changes of circumstances	5,024	5,650	9.7	16.6 days
	Number of claims		% processed on time	
Renewal claims	12,538	6,288	67.2%	66.7%

### 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.

2001/2002 96.8% 2000/2001 94.7%

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?

Yes Yes

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

52.2% 49.2%

## BUILDING CONTROL

### INDICATOR 1: Average times for dealing with requests for Building Warrants and Completion Certificates:

The average time taken to respond to requests for a:

2001/2002 2000/2001  
Building Warrant 13 working days 16 working days  
Completion Certificate 5 working days 6 working days

The average time taken to issue a:

3 working days 3 working days  
Completion Certificate 3 working days 3 working days

The number of Building Warrants issued in the year  
The number of Completion Certificate issued in the year

961 1,175  
971 1,106

## 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:

	2001/2002	2000/2001
Chief officers, administrative, professional, technical and clerical employees	4.8%	4.9%
Craft and manual employees	6.8%	5.6%
Teachers	4.9%	4.0%
Overall Council level	5.5%	5.0%

### INDICATOR 2: Ombudsman complaints:

The number of complaints accepted for enquiry by the Ombudsman which resulted in a local settlement

2001/2002 2000/2001  
1 4

The number of complaints accepted for enquiry by the Ombudsman and classified as maladministration

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:

	2001/2002		2000/2001	
	Number	Value	Number	Value
Housing (per 10,000 council dwellings)	1.3	£6,426	3.8	£29,132
Roads (per 10,000 population)	0.6	£4,367	0.1	£565
All other services (per 10,000 population)	0.1	£3,707	0.4	£1,735

### INDICATOR 4: Equal opportunities policy:

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

	2001/2002		2000/2001	
	Number	%	Number	%
Chief officials	11	34.4%	0	0.0%
Local government and craft employees	21	36.2%	236	49.7%
Teachers	63	79.7%	604	75.3%

	2001/2002		2000/2001	
	Number	%	Number	%
Chief officials	21	32.8%	0	0.0%
Local government and craft employees	321	31.3%	159	54.3%
Teachers	53	77.9%	472	68.8%

## EDUCATION

### INDICATOR 1: Pre-school experience:

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

	Council		Private		Independent		Voluntary		Total
	%	%	%	%	%	%			
Children in their pre-school year	83.7	84.0	11.4	11.0	3.0	1.6	1.9	3.1	100
3-year olds in the year before pre-school year	56.1	52.9	16.5	18.8	5.5	2.5	21.9	23.3	100

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

2001/2002 2000/2001  
Pre-school year children 13.1% 7.9%  
3-year olds in the year before the pre-school year 39.4% 40.5%

### INDICATOR 2: Primary schools:

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

	2001/2002		2000/2001	
	Single year classes	Composite classes	Single year classes	Composite classes
Number of pupils:				
15 or less	1.7%	6.4%	1.0%	5.4%
16-20	8.8%	6.8%	10.5%	7.5%
21-25	25.7%	15.2%	25.5%	16.3%
26-30	28.7%	0.0%	25.5%	0.3%
31-33	6.8%	0.0%	7.1%	0.0%
34 or more	0.0%	0.0%	0.7%	0.0%

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

	2001/2002		2000/2001	
	Single year classes	Composite classes	Single year classes	Composite classes
15 or fewer	13.6%	10.3%	17.1%	18.4%
16-20	40.7%	42.6%	27.9%	22.8%
21-25	0.7%	5.9%	0.0%	0.0%
26-30	0.0%	0.0%	0.0%	0.0%

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

Single-year primary classes	212	207
Composite primary classes	84	87
Primary classes with P1 to P3 pupils	140	136

## INDICATOR 3:

The average number of children per primary school class in 2001/2002 was 23.4 (23.6 children in 2000/2001).

## INDICATOR 4: Occupancy

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

	2001/2002	2000/2001
40% or less	9.5%	7.1%
41-60%	16.7%	19.0%
61-80%	50.0%	54.8%
81-100%	23.8%	19.0%
101% or more	0.0%	0.0%
Total number of primary schools	42	42

## Secondary schools:

### INDICATOR 5: Occupancy

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

	2001/2002	2000/2001
40% or less	0%	0%
41-60%	0%	0%
61-80%	0%	0%
81-100%	100%	100%
101% or more	0%	0%
Total number of secondary schools	7	7

### INDICATOR 6: Special educational needs:

The average time taken to complete an assessment of special educational needs in 2001/2002 was 17 weeks (15 weeks in 2000/2001).

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

	2001/2002	2000/2001
Up to 18 weeks	57.9%	85.7%
19-26 weeks	36.8%	14.3%
27-39 weeks	5.3%	0%
40-52 weeks	0%	0%
More than 1 year	0%	0%

### INDICATOR 7: Spending provision: Spending on each of the following education sectors:

Sector	2001/2002		2000/2001	
	Actual Expenditure	Percentage as % of total	Actual Expenditure	Percentage as % of total
Pre-school Education	£5,222,567	8.2%	£3,544,150	6.1%
Primary Education	£20,249,771	31.9%	£18,708,366	32.0%
Secondary Education	£27,524,413	43.4%	£24,785,942	42.4%
Special Educational Needs	£5,275,344	8.3%	£4,559,213	7.8%
Community Education	£2,447,444	3.9%	£2,418,049	4.1%
Other Expenditure	£2,747,199	4.3%	£4,398,612	7.5%
Total Expenditure	£63,466,738	100%	£58,414,332	100%

	2001/2002	2000/2001
Per pre-school place	£3,053	£4,585
Per primary pupil	£2,912	£2,695
Per secondary pupil	£4,784	£4,308

## 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:

	2001/2002		2000/2001	
	Number to be inspected in year	% inspections undertaken within time	Number to be inspected in year	% inspections undertaken within time
High priority (6 months)	15	6	100.0%	100.0%
Medium priority (12 months)	118	61	81.4%	88.5%
Low priority (> 12 months)	512	264	62.1%	62.5%

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

The percentage of premises liable to inspection brought within the inspection rating system in 2001/2002 was 95% (98% in 2000/2001).

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

	No. of Premises in this category	Target No. premises to be inspected in the year	% of inspections carried out within time			
Stirling Council's Target Inspection Frequency						
12 months	39	42	25	31	68.0%	77.4%
36 months	871	836	233	394	85.8%	78.2%
> 36 months	1,055	1,081	413	186	80.4%	89.2%

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

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

2001/2002 2000/2001  
139 145

Number of complaints completed at initial enquiry stage:

53 46

Number which required further investigation:

86 99

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

	2001/2002	2000/2001
1 calendar day	98.1%	100%
3 calendar days	93.0%	91.9%

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

Priority rating and response time

	2001/2002	2000/2001
High: 2 working days	88.4%	80.2%
Low: 5 working days	97.2%	95.1%

## ENVIRONMENTAL SERVICES

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

The gross cost of:

2001/2002 2000/2001  
Collection per premise: (combined domestic, commercial and domestic bulky uplift) £62.52 £62.56  
Disposal per premise: £47.00 £42.20

### 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:

2001/2002 2000/2001  
85.9% 75.2%

### INDICATOR 3: Missed collections:

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

	2001/2002	2000/2001
Summer - May to September	94	129
Winter - April and October to March	163	108

### INDICATOR 4: Refuse recycling:

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

Method	2001/2002		2000/2001	
	Tonnes per household	Percentage of total disposed	Tonnes per commercial and industrial premise	Percentage of total disposed
Used for recovery of heat, power and other energy sources	0	0%	0	0%
Composted by the authority	0.03	0.02	2.3%	1.5%
Other recycling methods	0.09	0.08	7.9%	6.5%
Landfill	1.04	1.12	89.9%	92.0%
Other disposal methods	0	0%	0	0%
Totals	1.15	1.22	100%	100%
Total tonnage collected	42,582	44,357	40,240	22,439

## FINANCE

### INDICATOR 1: Council tax collection: collection costs:

The cost of collecting Council Tax per chargeable dwelling was £12.09 in 2001/2002 (£12.36 in 2000/2001).

### 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

	2001/2002		2000/2001	
	Income due	% actually received	Income due	% actually received
	£26,556,564	95.0%	£26,402,639	93.9%

### INDICATOR 3: 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:

2001/2002 2000/2001  
Number of invoices received in year: 116,096 100,400  
Percentage of all invoices paid within 30 days: 80.5% 76.8%

### INDICATOR 4: Accounts:

For the past four years, Stirling Council has submitted its statutory abstract of accounts for audit by the 30 June following year-end. For 2000/2001 the submission date was 19 June 2001. The 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:	2001/2002		2000/2001	
	Number of repairs during year	% of repairs completed within target	Number of repairs during year	% of repairs completed within target
Emergency (24 hours)	9,862	93.1%	9,276	93.8%
Urgent (3 day)	6,848	84.8%	9,502	88.4%
Repair (15 day)	11,755	79.8%	12,607	83.0%
Totals	28,465	85.6%	31,385	88.1%

### INDICATOR 2: Managing tenancy changes:

In 2001/2002, the total annual rent loss due to empty homes (voids) was 1.47% of the total amount of rent due in the year (1.05% in 2000/2001).

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

	2001/2002		2000/2001	
	Number of Houses	% of Total	Number of Houses	% of Total

# Statutory Performance Indicators 2001/2002



continued

## INDICATOR 5: Children being looked after – Academic Attainment:

2001/2002 (new indicator)	No. of children		No. of children as % of no. being discharged from care
	No. of children	children as % of no. being discharged from care	
Number ceasing to be looked after	16	N/A	
Number attaining at least one standard grade (any subject)	11	68.8%	
Number attaining Standard Grade English and Maths	10	62.5%	

## INDICATOR 6: Home care/home helps:

The level and flexibility of services to home care clients:

	2001/2002		2000/2001	
	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+
Level of service				

Less than 2 hours per week	146	11.3	110	8.4
2 to less than 4 hours per week	355	27.5	315	24.1
4 to less than 10 hours per week	306	23.7	259	19.8
10 hours per week or more	208	16.1	197	15.1
Total	1,015	78.5	881	67.3

## Flexibility:

Total receiving personal care	500	38.7	392	29.9
Total receiving care at weekends	475	36.7	387	29.6
Total receiving care in evenings /overnight	129	10.0	171	13.1

	2001/2002		2000/2001	
	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+
Total number of hours per week provided or purchased	8,527	659.6	7,727	590.3

## 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:

	2001/2002			2000/2001		
	Social care and other specified qualifications	Other relevant qualifications appropriate	% of all staff with appropriate qualifications	Social care and other specified qualifications	Other relevant qualifications appropriate	% of all staff with appropriate qualifications
Children	14%	14%	29%	17%	17%	33%
Elderly people	29%	9%	38%	18%	10%	28%
Other adults	7%	0%	7%	8%	8%	15%
Totals	24%	8%	32%	16%	11%	27%

## 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:

Single rooms	2001/2002			2000/2001		
	Local Authority	Voluntary Sector	Private Sector	Local Authority	Voluntary Sector	Private Sector
Children	100%	11.1%	N/A	100%	10.1%	N/A
Elderly people	100%	79.8%	70.5%	100%	79.9%	76.9%
Other adults	100%	98.6%	27.5%	100%	74.1%	N/A

  

Rooms with en-suite facilities	2001/2002			2000/2001		
	Local Authority	Voluntary Sector	Private Sector	Local Authority	Voluntary Sector	Private Sector
Children	50%	4.4%	N/A	0.0%	3.4%	N/A
Elderly people	24.6%	25.6%	40.0%	8.7%	23.7%	40.4%
Other adults	0.0%	33.3%	0.0%	0.0%	17.9%	N/A

## INDICATOR 9: Inspections:

The inspection of registered residential homes:

	2001/2002		2000/2001	
	Average No of inspections per home	Number of homes inspected less than twice	Number of homes in Stirling area	% of homes inspected less than twice
2001/2002	2001	2002	2001	2002

a) Children	2.0	3.0	0	0	1	1	0	0
Council owned	2.0	3.0	0	0	1	1	0	0
Voluntary sector	3.3	3.3	0	0	4	4	0	0
Totals	3.0	3.2	0	0	5	5	0	0

b) Elderly people	4.7	3.0	0	0	3	4	0	0
Council owned	4.7	3.0	0	0	3	4	0	0
Voluntary sector	3.2	2.8	0	0	6	6	0	0
Private sector	3.0	3.4	0	0	5	5	0	0
Totals	3.4	3.1	0	0	14	15	0	0

c) Other adults	4.0	3.0	0	0	1	1	0	0
Council owned	4.0	3.0	0	0	1	1	0	0
Voluntary sector	2.0	2.7	0	0	6	7	0	0
Private sector	2.0	N/A	0	N/A	1	N/A	0	N/A
Totals	2.3	2.8	0	0	8	8	0	0

## INDICATOR 10: Respite care:

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

	2001/2002		2000/2001	
	Number of people receiving respite care	Number per 1,000 relevant population	Total volume of respite care provided or purchased (Bed-nights)	Hours
2001/2002	2001	2002	2001	2002

People aged 65+	71	112	5.5	8.6	2,171	3,623	0	0
residential respite care	71	112	5.5	8.6	2,171	3,623	0	0
respite care provided at home	48	62	3.7	4.7	0	0	4,389	6,194
other respite	0	0	0	0	0	0	0	0

People aged 18 – 64	33	47	0.6	0.9	747	1,826	0	0
residential respite care	33	47	0.6	0.9	747	1,826	0	0
respite care provided at home	19	10	0.4	0.2	0	0	2,286	1,255
other respite	0	0	0.0	0	0	0	0	0

Children aged 0 – 17 with disabilities	25	15	1.4	0.8	626	555	0	0
residential respite care	25	15	1.4	0.8	626	555	0	0
respite care provided at home	39	64	2.1	3.5	0	0	16,203	17,332
other respite	22	14	1.2	0.8	239	264	2,029	0

INDICATOR 11: Criminal justice: social enquiry reports:	618	533
The number of reports submitted to courts during the year	618	533
Expressed as a rate per 1,000 adult population	9.0	7.7

The proportion of reports requested by the courts allocated to social work staff within 2 working days of receipt by the social work department	41.7%	29.1%
The proportion of reports submitted to courts by the due date	99.2%	99.4%

INDICATOR 12: Criminal justice: probation:	186	116
The number of new probation orders issued during the year	186	116
Expressed as a rate per 1,000 adult population	2.7	1.7

The proportion of new probationers seen by a supervising officer within one week	29%	61%
The proportion of people subject to a probation order who were reported to the court for breach of probation during the year	24%	17%

INDICATOR 13: Criminal justice: community service:	91	52
The number of new community service orders issued during the year	91	52
Expressed as a rate per 1,000 adult population	1.3	0.8

The average length of community service (hours) for orders completed during the year	165 hours	156 hours
The average number of days taken to complete orders completed during the year	203 days	299 days

## TRADING STANDARDS

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

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

	2001/2002				2000/2001			
	Same day	2-14 days	15-30 days	Over 30 days	Same day	2-14 days	15-30 days	Over 30 days
Consumer enquiries	93.7%	4.7%	1.1%	0.5%	89.5%	6.1%	2.7%	1.7%
Consumer complaints	74.9%	12.2%	5.3%	7.6%	67.8%	11.2%	7.2%	13.8%
Business advice requests	98.0%	1.3%	0.4%	0.2%	89.4%	6.6%	2.3%	1.7%

### INDICATOR 2: Inspection of trading premises:

Premises liable to inspection: target and actual coverage:

	2001/2002		2000/2001	
	Number of premises in this category	Target total % of target visits	Number of premises in this category	Target total % of target visits
Locally determined target visit frequency	12	75	40	67.5%

High	12	75	75	26.7%	40	40	67.5%
Medium	24	1,272	636	45.9%	1,146	573	31.1%
Low	60	1,055	211	21.3%	730	146	30.1%

**If you have any questions on the information provided here, or would like a large print version, please contact: Lesley Graham, Chief Executive's Services, Stirling Council, Viewforth, Stirling, FK8 2ET. Telephone: 01786 442982 Email: grahaml@stirling.gov.uk**