



Stirling Council
Statutory Performance Indicators
Summary 2009-10

Legend

All indicators marked with a * are reported regularly as part of Stirling Performs.

Columns

Rank	Where Stirling ranked last year (2008/09) amongst the 32 councils in Scotland.
Status	How each indicator is performing in Stirling, taking into account trends, targets and rank.
Short Term Trend	Comparing this year's performance to that of last year.
Long Term Trend	Comparing this year's performance to the previous three years, looking at the overall trend.

Symbols

✓	Performing well	↑	Improved
▲	Performing slightly worse than target	→	Steady
●	Performing worse than target while also being in bottom quartile &/or deteriorating	↓	Deteriorated

	2006-07	2007-08	2008-09	2008-09 Rank	2009-10	Target	Status	Short Term Trend	Long Term Trend	Narrative
1. Sickness absence										
Average number of days per FTE lost through sickness absence for teachers*			5.8	5	6.4	7.8 (max)	✓	↓	↓	
Average number of days per FTE lost through sickness absence for all other staff*			14.5	10	11.2	9.8 (max)	●	↑	↑	Though the level of absence has slightly improved this year performance remains outwith target. The new Supporting Attendance Policy and Capability Procedures being introduced by the Council will assist in improving this performance.
2. Equal opportunities										
Percentage of women employees in highest paid 2%	45.8%	49.3%	45.8%	1	40.8%	na	✓	↓	↓	
Percentage of women employees in highest paid 5%	49.1%	52.3%	49.1%	6	50.0%	na	✓	↑	→	
3. Public access to Council buildings										
Percentage of these council buildings that are suitable for, and accessible to, disabled people	74.7%	73.1%	74.7%	12	77.0%	76.6%	✓	↑	↑	
4. Benefits administration										
Gross administration cost per benefits case	£36.05	£36.87	£35.43	na	£33.46	£34.00 (max)	✓	↑	↑	

	2006-07	2007-08	2008-09	2008-09 Rank	2009-10	Target	Status	Short Term Trend	Long Term Trend	Narrative
5. Council tax collection										
Cost of collecting council tax per dwelling	£10.78	£10.70	£10.12	6	£9.58	£10.00 (max)	✓	↑	↑	
6. Council tax income										
Percentage of income due from council tax for the year that was received by the end of the year	96.9%	97.1%	97.1%	2	97.2%	97.8%	✓	↑	↑	
7. Payment of invoices										
Percentage of invoices sampled and paid within 30 days	88.9%	89.2%	89.5%	7	90.8%	93.0%	✓	↑	↑	
8. Asset management										
Percentage of gross internal floor area of operational council buildings that is in a satisfactory condition	57.9%	61.2%	96.5%	2	97.8%	97%	✓	↑	↑	
Percentage of operational council buildings that are suitable for their current use	81.8%	82.6%	89.2%	3	85.1%	88%	▲	↓	↑	Five buildings were re-assessed as not being suitable during 2009-10. However, performance still compares well to that of other councils and is only slightly below target.
9. Home care services										
Total number of homecare hours per 1,000 population aged 65+*	354.3	353.8	316.0	28	429.8	544.8	▲	↑	↑	Performance remains below target but has significantly improved this year. It is Council policy to shift the balance of care towards care at home and expenditure this year has increased to support this. New contracts for provision of Home Support services for older people were introduced recently and these will assist in continuing this shift.
Percentage of homecare clients aged 65+ receiving personal care	66.9%	63.9%	71.2%	27	76.8%	75%	✓	↑	↑	
Percentage of homecare clients aged 65+ receiving a service during evening/overnight	26.5%	30.3%	31.7%	19	43.6%	35%	✓	↑	↑	
Percentage of homecare clients aged 65+ receiving a service at weekends	55.8%	54.2%	59.9%	24	65.4%	65%	✓	↑	↑	

	2006-07	2007-08	2008-09	2008-09 Rank	2009-10	Target	Status	Short Term Trend	Long Term Trend	Narrative
10. Sport and leisure										
Number of attendances at pools expressed per 1,000 population*	2,631	2,034	470	31	2,881	2,500	✓	↑	➡	In 2008-09 Stirling was ranked lowest out of all 32 local authorities in Scotland for swimming pool attendances following the closure of Rainbow Slides. Since the opening of The Peak in April 2009 performance has significantly improved.
Number of attendances at other indoor sport and leisure facilities expressed per 1,000 population*	102	411	1,222	30	6,303	4,700	✓	↑	↑	
11. Use of museums										
Number of visits to/usages of council funded or part funded museums expressed per 1,000 population*	550	670	993	12	696	670	✓	↓	↑	
Number of these visits that were in person expressed per 1,000 population*	340	464	734	10	460	428	✓	↓	↑	
12. Use of libraries										
Number of visits to libraries expressed per 1,000 population*	6,357	6,104	8,292	6	7,528	6,288	✓	↓	↑	
Number of borrowers expressed as a percentage of the resident population*	24.6%	23.4%	22.5%	10	20.3%	21%	▲	↓	↓	The closure of Plein Library since 1st January 2010, due to damage by a motor vehicle, has affected the active borrowers figure for this year. However, the deterioration in performance has not been substantial.
13. Planning applications processing time										
Percentage of householder applications dealt with within two months*	84.0%	79.8%	86.3%	10	87.7%	90%	▲	↑	↑	Although there has been improvement this year, performance remains slightly below target. Non-householder planning applications remains more significantly below its 80% target at 56.1%. This is due to the complexity of these applications and the extended time taken to receive supporting information from applicants and to determine the applications, including referrals to Planning Panel. The Planning Service have now implemented e-Planning systems that will help improve the efficiency of the planning application submission, notification and determination process.
Percentage of non-householder applications dealt with within two months*	50.2%	52.2%	51.3%	14	56.1%	80%	●	↑	↑	
Percentage of all applications dealt with within two months*	66.8%	67.0%	67.6%	13	71.6%	80%	▲	↑	↑	

	2006-07	2007-08	2008-09	2008-09 Rank	2009-10	Target	Status	Short Term Trend	Long Term Trend	Narrative
14. Housing response repairs										
Percentage of housing response repairs completed within target times*			89.1%	19	88.2%	90%	▲	↓	↓	Manual data input errors and duplication of work tickets has affected repair performance this year, causing a slight deterioration in performance. This will be improved with the introduction of a new Housing Management System, which includes intelligent mobile working, in 2010-11.
15. Housing quality										
Percentage meeting Scottish Housing Quality Standard			17.4%	18	18.7%	20%	▲	↑	↑	The percentage of dwellings meeting the SHQS has improved this year, but is below the 2009-10 target. The national target is 100% by 2015.
16. Void rent loss										
Percentage of rent due in the year that was lost due to voids	0.7%	0.7%	0.6%	4	0.8%	0.6% (max)	▲	↓	↓	Performance has deteriorated during 2009-10 due to increases in void turnaround time, though it remains at a top quartile level.
17. Re-lets										
Average time to re-let not low demand houses (days)*	24	24	23	4	25	25 (max)	✓	↓	→	
Average time to re-let low demand houses (days)*	26	24	36	4	30	38 (max)	✓	↑	↓	
Average number of days that these low demand houses had been un-let at year end	25	31	21	2	43	25 (max)	▲	↓	↓	Performance has deteriorated during 2009-10 due to increases in void turnaround time, though it remains at a top quartile level.
18. Rent arrears										
Current tenants' arrears as a percentage of net rent due*	4.7%	4.3%	4.7%	11	6.7%	4.3% (max)	●	↓	↓	The deterioration in both of these indicators can be attributed to the Council's decision in June 2009 to end the use of evictions for tenants in rent arrears. New arrears recovery procedures are being developed, which include increasing the level of face-to-face contact with tenants in arrears.
Percentage of current tenants owing more than 13 weeks rent excluding those owing less than £250	1.5%	1.7%	2.1%	3	3.1%	2.8% (max)	▲	↓	↓	
Percentage of tenants giving up their tenancy during the year that were in rent arrears	53.2%	43.9%	51.7%	23	44.6%	50% (max)	✓	↑	↑	

	2006-07	2007-08	2008-09	2008-09 Rank	2009-10	Target	Status	Short Term Trend	Long Term Trend	Narrative
Average number of weeks rent owed by tenants leaving in arrears	12.3	9.0	9.5	13	7.2	9 (max)	✓	↑	↑	
Percentage of former tenant arrears written off or collected during the year	45.9%	37.8%	38.3%	10	40.1%	40%	✓	↑	↓	
19. Homelessness										
Percentage of (permanent accommodation) decision notifications issued within 28 days of date of presentation*			64.9%	23	77.5%	80%	▲	↑	↑	Performance is slightly below target for this year. However, there has been improvement that sees a move from third quartile up to second quartile level.
Percentage who have been housed into permanent accommodation			48.3%	15	38.4%	45%	●	↓	↓	The percentage of those assessed who have been permanently housed has dropped this year and is below target. This will be tackled through modernising advice and assistance, and increasing support and income maximisation.
Percentage of (temporary accommodation) decision notifications issued within 28 days of date of presentation*			71.0%	20	77.3%	80%	▲	↑	↑	This year there has been an increase in the number of advice and assistance cases, which has impacted on the time available to assess homeless cases. Despite this there has been improvement this year that sees a move from third quartile up to second quartile level.
Percentage of those provided with permanent accommodation in council stock who maintained their tenancy for 12 months*			85.2%	12	81.4%	90%	▲	↓	↓	The economic downturn is affecting tenancy sustainment. The Council is committed to providing support and advice to tenants to improve tenancy sustainment levels.
20. Domestic noise complaints										
Average time (hours) between the time of complaint and attendance on site, for those requiring attendance	15.0	16.5	18.4	12	12.7	48 (max)	✓	↑	↑	
Average time (hours) between the time of complaint and attendance on site for those dealt with under the ASB (Scotland) Act	0.5	0.3	0.3	1	0.2	1 (max)	✓	↑	↑	

	2006-07	2007-08	2008-09	2008-09 Rank	2009-10	Target	Status	Short Term Trend	Long Term Trend	Narrative
21. Trading Standards complaints and advice										
Percentage of consumer complaints dealt with within 14 days of receipt*	78.5%	78.8%	81.2%	6	80.8%	75%	✓	↓	↑	
Percentage of business advice requests dealt with within 14 days of receipt*	92.4%	92.1%	96.6%	16	97.2%	90%	✓	↑	↑	
22. Carriageway condition										
Overall percentage of the road network that should be considered for maintenance treatment*		47.5%	44.7%	30	44.5%	36% (max)	▲	↑	↑	While performance has improved this year it remains below target and at a bottom quartile level. Investment in roads maintenance needs to be sustained or the Council's strategy of meeting the Scottish average condition may not be achieved.
23. Refuse collection										
Net cost of refuse collection per premise	£101.28	£105.82	£115.22	32	£118.39	£78.00 (max)	●	↓	↓	This year's costs include management costs that were not included last year as well as the costs associated with rolling out the new food waste collection. These costs have risen only slightly but now provide a considerably improved recycling collection service and new food waste service.
Net cost of refuse disposal per premise	£64.95	£71.01	£80.79	19	£85.12	£83.00 (max)	▲	↓	↓	
24. Recycling of municipal waste										
Percentage of municipal waste composted/recycled*	36.0%	38.7%	41.5%	6	43.5%	42%	✓	↑	↑	
25. Cleanliness index of streets and other land										
Overall cleanliness index achieved	68	67	75	6	74	72	✓	↓	↑	