



PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Data Only				

Section A - Corporate Management

		2007/08	2008/09	2009/10	2010/11	Target	2009/10 Ranking	Status	Long Term Trend	Short Term Trend	Note
1a	Average number of days per FTE lost through sickness absence for teachers		5.8	6.4	4.7	7.8	6				
1b	Average number of days per FTE lost through sickness absence for all other staff		11.2	11.2	10.5	9.8	14				The average absence level for council employees (excluding teachers) has improved again this year to 10.5 days per FTE, from 11.2 last year. However this is still above the maximum target of 9.8 days. In order to incentivise further improvement, which will be achieved by the continuing deployment of the Supporting Attendance Policy, a new stretch target of 8 days maximum per employee has been set for 2011/12.
2a	Percentage of women employees in highest paid 2%	49.3%	45.8%	40.8%	43.5%						There is no target or ranking for this indicator as it is for information only.
2b	Percentage of women employees in highest paid 5%	52.3%	49.1%	50.0%	53.8%						As above - for information only.
3	Percentage of council buildings that are suitable for, and accessible to, disabled people	73.1%	74.7%	77.0%	84.9%	78.0%	11				

Section B - Revenues and Benefits

		2007/08	2008/09	2009/10	2010/11	Target	2009/10 Ranking	Status	Long Term Trend	Short Term Trend	Note
4	Gross administration cost per benefits case (£s)	36.87	35.43	33.47	31.96	33.00	5				
5a	Cost of collecting council tax per dwelling (£s)	10.70	10.12	9.58	9.75	10.00	6				
5b	Income received from summary warrants (£s)	175335	141696	91128	148714						There is no target or ranking for this indicator as it is for information only.
6	Percentage of income due from council tax for the year that was received by the end of the year	97.1%	97.1%	97.2%	97.4%	97.0%	2				

Section C - Finance and Asset Management

		2007/08	2008/09	2009/10	2010/11	Target	2009/10 Ranking	Status	Long Term Trend	Short Term Trend	Note
7	Percentage of invoices sampled and paid within 30 days	89.2%	89.5%	90.8%	90.9%	90.0%	10				
8a	Percentage of gross internal floor area of operational council buildings that is in a satisfactory condition	61.2%	96.5%	97.8%	97.6%	97.0%	2				
8b	Percentage of operational council buildings that are suitable for their current use	82.6%	89.2%	85.1%	86.9%	86.0%	8				

Section D - Social Care







		2007/08	2008/09	2009/10	2010/11	Target	2009/10 Ranking	Status	Long Term Trend	Short Term Trend	Note
9a	Total number of homecare hours per 1000 population aged 65+	353.8	316.0	429.8	463.0	491.2	19				Though performance remains slightly below target level at 463 hours of homecare per 1000 of the population aged over 65 there has still been an improvement since last year of 8%. This indicator will continue to be monitored as part of the Stirling Performs monthly reports.

		2007/08	2008/09	2009/10	2010/11	Target	2009/10 Ranking	Status	Long Term Trend	Short Term Trend	Note
9b	Percentage of homecare clients aged 65+ receiving personal care	63.9%	71.2%	76.8%	78.8%	77.0%	28				
9c	Percentage of homecare clients aged 65+ receiving a service during evening/overnight	30.3%	31.7%	43.6%	45.4%	40.0%	10				
9d	Percentage of homecare clients aged 65+ receiving a service at weekends	54.2%	59.9%	65.4%	74.1%	70.0%	23				







Section E - Sport and Culture

		2007/08	2008/09	2009/10	2010/11	Target	2009/10 Ranking	Status	Long Term Trend	Short Term Trend	Note
10a	Number of attendances at pools expressed per 1000 population	2034	470	2881	3186	2500	24				
10b	Number of attendances at other indoor sport and leisure facilities expressed per 1000 population	411	1222	6303	7566	4700	11				
11a	Number of visits to/usages of council funded or part funded museums expressed per 1000 population	670	993	696	595	624	22				The figures have fallen slightly this year due to the economic climate. In previous years when the museum obtained additional marketing money through grant aid or business sponsorship the figures tend to be higher.
11b	Number of these visits that were in person expressed per 1000 population	464	734	460	405	425	23				
12a	Number of visits to libraries expressed per 1000 population	6104	8292	7528	7880	6288	8				The Scottish Library and Information Council recently rated the work of Stirling Council's Library and Archives Service as excellent. Through new ideas and improvements such as the Stock Selection Group, stock rotation, and enhanced marketing, displays and stock promotion the service have achieved increasing numbers of book loans, despite the national trend being one of decline.
12b	Number of borrowers expressed as a percentage of the resident population	23.4%	22.5%	20.3%	20.9%	20.0%	10				

Section F - Planning

		2007/08	2008/09	2009/10	2010/11	Target	2009/10 Ranking	Status	Long Term Trend	Short Term Trend	Note
13a	Percentage of householder applications dealt with within two months	79.8%	86.3%	87.7%	84.4%	90.0%	8				Performance has dropped only slightly this year, from 87.7% to 84.4% of householder planning applications being dealt with within the two-month timescale. The introduction of a new 'fast tracking' process for householder applications that do not raise significant issues will help improve this performance over the next year.
13b	Percentage of non-householder applications dealt with within two months	52.2%	51.3%	56.1%	54.2%	70.0%	11				Performance has dropped only slightly this year, from 56.1% to 54.2% of non-householder planning applications being dealt with within the two-month timescale. This variation can be attributed to the number and type of application submissions requiring amendment and to the scale and complexity of these applications and the time taken to receive supporting information from applicants and statutory consultees, prior to determination of applications.

Section G - Housing Repairs and Condition

		2007/08	2008/09	2009/10	2010/11	Target	2009/10 Ranking	Status	Long Term Trend	Short Term Trend	Note
14	Percentage of housing response repairs completed within target times	85.5%	89.1%	88.2%	92.6%	90.0%	19				
15	Percentage of housing stock meeting the Scottish Housing Quality Standard		17.4%	18.7%	32.2%	30.0%	23				




Section H - Tenant Services

		2007/08	2008/09	2009/10	2010/11	Target	2009/10 Ranking	Status	Long Term Trend	Short Term Trend	Note
16	Percentage of rent due in the year that was lost due to voids (£s)	0.7%	0.6%	0.8%	0.6%	0.7%	7				
17a	Average time to re-let not low demand houses (days)	24	23	25	30	25	4				Improvement work such as replacing bathrooms is often completed when properties are empty to limit the inconvenience to tenants, which can impact on performance of these indicators, which have deteriorated this year. Arranging access to properties to carry out these works also affects the time taken to complete repairs, and therefore void turnaround times.
17b	Average time to re-let low demand houses (days)	24	36	30	50	38	2				
17c	Average number of days that un-let low demand houses had been un-let at year end	31	21	43	21	37	9				
18a	Current tenants' arrears as a percentage of net rent due	4.3%	4.7%	6.7%	11.6%	6.0%	17				The percentage of current tenant arrears has increased from 6.7% to 11.6% this year. In 2009, the Council took the decision to end the use of evictions for tenants in rent arrears. However, in February 2010 the Executive approved a set of principles and criteria for Housing Services to seek eviction action where all other legal action and support had failed. Since this decision, the Service has been working to develop new procedures for carrying out this process. These procedures came into effect in December 2010 and should result in an improvement in arrears levels over time.
18b	Percentage of current tenants owing more than 13 weeks rent excluding those owing less than £250	1.7%	2.1%	3.1%	5.4%	3.0%	9				The percentage of current tenants owing more than 13 weeks rent has increased from 3.14% in 2009/10 to 5.37% this year. As above, new procedures that came into effect in December 2010 to seek eviction action where all other legal action and support has failed should result in an improvement in arrears levels over time.
18c	Percentage of tenants giving up their tenancy during the year that were in rent arrears.	43.9%	51.7%	44.6%	46.9%	50.0%	18				













		2007/08	2008/09	2009/10	2010/11	Target	2009/10 Ranking	Status	Long Term Trend	Short Term Trend	Note
18d	Average number of weeks rent owed by tenants leaving in arrears	9.0	9.5	7.2	7.9	9.0	6				
18e	Percentage of former tenant arrears written off or collected during the year	37.8%	38.3%	40.1%	29.7%	40.0%	9				The proportion of arrears owed by former tenants that was either written off or collected has decreased from 40.1% to 29.7% this year. This can be attributed to a change in work focus to more face-to-face contact, as well as staff absence and the resource implications of implementing the new Housing System.

Section I - Homelessness




		2007/08	2008/09	2009/10	2010/11	Target	2009/10 Ranking	Status	Long Term Trend	Short Term Trend	Note
19a	Percentage of permanent accommodation decision notifications issued within 28 days		64.9%	77.5%	79.6%	80.0%	19				
19b	Percentage who have been housed into permanent accommodation		48.3%	38.4%	49.6%	45.0%	27				
19c	Percentage of permanent accommodation cases reassessed within 12 months of completion of duty		5.3%	7.9%	5.8%	6.1%	23				
19d	Percentage of temporary accommodation decision notifications issued within 28 days		71.0%	77.3%	71.8%	80.0%	20				These indicators are currently both below target levels. This is because officers have focused on providing advice and assistance to homeless applicants to try to prevent homelessness, which is resource intensive and reduces the time available to carry out work relating to reaching assessment decisions.
19e	Percentage of temporary accommodation cases reassessed within 12 months of completion of duty		3.5%	6.1%	5.2%	5.2%	17				

		2007/08	2008/09	2009/10	2010/11	Target	2009/10 Ranking	Status	Long Term Trend	Short Term Trend	Note
19f	Percentage of those provided with permanent accommodation in council stock who maintained their tenancy for 12 months		85.2%	81.4%	83.7%	90.0%	18				While the economic downturn is affecting tenancy sustainment, the council remains committed to providing support and advice to tenants to improve tenancy sustainment levels. It is recognised however that there are a variety of reasons for a tenancy ending that do not mean the tenant lost their home, such as the tenant moving elsewhere of their own choice, giving up their tenancy to move in with a new partner or moving into care.







Section J - Environmental Health and Trading Standards







		2007/08	2008/09	2009/10	2010/11	Target	2009/10 Ranking	Status	Long Term Trend	Short Term Trend	Note
20a	Average time (hours) between the time of complaint and attendance on site, for those requiring attendance	16.5	18.4	12.7	25.3	48.0	15				
20b	Average time (hours) between the time of complaint and attendance on site, for those dealt with under the ASB (Scotland) Act	0.3	0.3	0.2	0.2	1.0	1				
21a	Percentage of consumer complaints dealt with within 14 days of receipt	78.8%	81.2%	80.8%	83.0%	77.0%	12				
21b	Percentage of business advice requests dealt with within 14 days of receipt	92.1%	96.6%	97.2%	96.6%	95.0%	16				

Section K - Road Condition

		2007/08	2008/09	2009/10	2010/11	Target	2009/10 Ranking	Status	Long Term Trend	Short Term Trend	Note
22	Overall percentage of the road network that should be considered for maintenance treatment	47.5%	44.7%	44.5%	43.8%	36.1%	28				Performance has slightly improved this year with 43.8% of roads in a condition that should be considered for maintenance compared to 44.5% last year. Subject to the severity of future weather events, planned expenditure over the next 5 years should see a continuing improvement, moving the Council towards its established target of achieving Scottish average carriageway condition.

Section L - Waste Management and Cleanliness of Streets and Other Land

		2007/08	2008/09	2009/10	2010/11	Target	2009/10 Ranking	Status	Long Term Trend	Short Term Trend	Note
23a	Net cost of refuse collection per premise (£s)	105.82	115.22	118.39	113.29	95.78	32				The cost of refuse collection has improved this year and is now at its lowest since 2007/08. This is due to a considerable focus on improving service efficiencies and reducing costs in all areas of the business, which has been achieved despite the continued implementation of food waste collection to households. Also, the SPI definition does not allow the netting off of income from recyclables, which would make a considerable difference, bringing the cost of collection down by a further £10 per premise.
23b	Net cost of refuse disposal per premise (£s)	71.02	80.79	85.12	88.40	86.00	17				The cost of refuse disposal has increased this year because of the statutory increase in the landfill tax. However it has proportionately reduced due to further increase in diversion of waste from, disposal in landfill, and procuring better value for sale of separated recyclables.

		2007/ 08	2008/ 09	2009/ 10	2010/ 11	Target	2009/10 Ranking	Status	Long Term Trend	Short Term Trend	Note
24	Percentage of municipal waste composted/recycled	38.7%	41.5%	43.5%	48.2%	45.0%	4				The percentage of waste recycled and composted continues to increase, with a 4.7% increase for 2010/11 compared with the previous year. Stirling Council continues to make significant progress to meeting the Scottish Government target of 50% recycling by 2013.
25	Overall cleanliness index achieved	67	75	74	76	67	13				Working practices have changed over recent years with the aim of improving the cleanliness score awarded to Stirling. This has resulted in the 2010/11 score being the highest achieved.