

Stirling Council

Statutory Performance Indicators 2011/12



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

		2008/09	2009/10	2010/11	2011/12	Target	2011/12 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	4.8	6.0	2				
1b	Average number of days per FTE lost through sickness absence for all other staff	11.2	11.2	10.5	9.4	8.0	6				The average absence level for council employees (excluding teachers) has improved again this year, but remains outwith the challenging target that has been set at a maximum of 8 days. Absence is now reported on a monthly basis, split for each service, with explanations of 'hot spots' and appropriate improvement actions provided by Heads of Service.
2a	Percentage of women employees in highest paid 2%	45.8%	40.8%	43.5%	39.0%	NA	NA				Even though there has been an increase in the number of female staff we have had to include 13 more people this category and this has resulted in a decrease in the percentage.
2b	Percentage of women employees in highest paid 5%	49.1%	50.0%	53.8%	51.4%	NA	NA				
3	Percentage of council buildings that are suitable for, and accessible to, disabled people	74.7%	77.0%	84.9%	88.9%	86.0%	7				

Section B - Revenues and Benefits

		2008/09	2009/10	2010/11	2011/12	Target	2011/12 Ranking	Status	Long Term Trend	Short Term Trend	Note
4	Gross administration cost per benefits case (£s)	35.43	33.47	31.96	26.74	31.00	1				
5a	Cost of collecting council tax per dwelling (£s)	10.12	9.58	9.75	9.59	9.80	9				
5b	Income received from summary warrants (£s)	141696	91128	148714	133117	NA	NA				
6	Percentage of income due from council tax for the year that was received by the end of the year	97.1%	97.2%	97.4%	97.3%	97.0%	4				

Section C - Finance and Asset Management

		2008/09	2009/10	2010/11	2011/12	Target	2011/12 Ranking	Status	Long Term Trend	Short Term Trend	Note
7	Percentage of invoices sampled and paid within 30 days	89.5%	90.8%	90.9%	90.6%	90.0%	15				
8a	Percentage of gross internal floor area of operational council buildings that is in a satisfactory condition	96.5%	97.8%	97.6%	98.0%	97.0%	1				
8b	Percentage of operational council buildings that are suitable for their current use	89.2%	85.1%	86.9%	88.2%	88.0%	6				

Section D - Social Care

		2008/09	2009/10	2010/11	2011/12	Target	2011/12 Ranking	Status	Long Term Trend	Short Term Trend	Note
9a	Total number of homecare hours per 1000 population aged 65+	316.0	429.8	463.0	502.2	490.1	14				
9b	Percentage of homecare clients aged 65+ receiving personal care	71.2%	76.8%	78.8%	86.8%	80.0%	28				

		2008/09	2009/10	2010/11	2011/12	Target	2011/12 Ranking	Status	Long Term Trend	Short Term Trend	Note
9c	Percentage receiving a service during evening/overnight	31.7%	43.6%	45.4%	45.7%	45.0%	14				
9d	Percentage receiving a service at weekends	59.9%	65.4%	74.1%	74.9%	74.0%	21				

Section E - Sport and Culture

		2008/09	2009/10	2010/11	2011/12	Target	2011/12 Ranking	Status	Long Term Trend	Short Term Trend	Note
10a	Number of attendances at pools per 1000 population	470	2881	3186	2750	2500	8				
10b	Number of attendances at other indoor sport and leisure facilities per 1000 population	1222	6303	7566	7721	7000	10				
11a	Number of visits to/usages of council funded or part funded museums per 1000 population	993	696	595	717	634	21				
11b	Number of these visits that were in person per 1000 population	734	460	405	507	425	20				
12	Number of visits to libraries per 1000 population	8292	7528	7880	8459	7500	4				

Section F - Planning

		2008/09	2009/10	2010/11	2011/12	Target	2011/12 Ranking	Status	Long Term Trend	Short Term Trend	Note
13a	Percentage of householder applications dealt with within two months	86.3%	87.7%	84.4%	81.4%	84.0%	22				Performance has dropped only slightly this year, from 84.4% to 81.4%. This is just below the target of 84%, which is based on the level of performance achieved last year. The main cause of applications taking longer to determine is the need to seek amendments to proposals in order that a recommendation for approval can be made.
















		2008/09	2009/10	2010/11	2011/12	Target	2011/12 Ranking	Status	Long Term Trend	Short Term Trend	Note
13b	Percentage of non-householder applications dealt with within two months	51.3%	56.1%	54.2%	56.3%	55.0%	18				




Section G - Housing Repairs and Condition

		2008/09	2009/10	2010/11	2011/12	Target	2011/12 Ranking	Status	Long Term Trend	Short Term Trend	Note
14	Percentage of housing response repairs completed within target	89.1%	88.2%	92.6%	91.3%	90.0%	18				
15	Percentage of housing stock meeting the Scottish Housing Quality Standard	17.4%	18.7%	32.2%	43.0%	50.0%	22				The number of properties meeting the SHQS standard has increased by 10.8% to 43.0% due to the continuing capital investment programme. This figure will continue to increase each year until the standard is met in 2015.
















Section H - Tenant Services

		2008/09	2009/10	2010/11	2011/12	Target	2011/12 Ranking	Status	Long Term Trend	Short Term Trend	Note
16	Percentage of rent due in the year that was lost due to voids (£s)	0.6%	0.8%	0.6%	0.8%	0.7%	8				Performance has deteriorated only slightly this year from 0.6% to 0.8% of rent lost due to voids. This remains well below last year's average for Scotland as a whole of 1.3%.
17a	Average time to re-let not low demand houses (days)	23	25	30	39	30	18				The total days to re-let not low demand houses has increased from 6,989 to 10,878 days. This can be attributed to more properties being re-let in the 9-16 weeks timeband, due to the condition of the property when the tenancy was terminated.
17b	Average time to re-let low demand houses (days)	36	30	50	40	38	7				The number of low demand properties re-let during 2011/12 has decreased from 36 to 23. As a result the total days to re-let has decreased from 1790 to 920.

		2008/09	2009/10	2010/11	2011/12	Target	2011/12 Ranking	Status	Long Term Trend	Short Term Trend	Note
17c	Average number of days that un-let low demand houses had been un-let at year end	21	43	21	55	38	7				Performance has deteriorated during 2011/12 from 21 to 55 days on average. This remains well below the average for Scotland as a whole of 345 days.
18a	Current tenants' arrears as a percentage of net rent due	4.7%	6.7%	11.6%	11.2%	11.6%	26				
18b	Percentage of current tenants owing more than 13 weeks rent excluding those owing less than £250	2.1%	3.1%	5.4%	5.9%	5.0%	20				The percentage of current tenants owing more than 13 weeks rent has increased from 5.4% to 5.9%. The council took a decision in November 2010 to re-introduce the use of eviction for those in arrears as a last resort. A revised policy and procedures were developed and the length of time taken for an arrears case to reach court action and eviction proceedings has increased significantly. This means that the length of time tenants are in arrears as well as the value of the arrear has increased and is greater than it was in the past, before court action was taken. The performance of this indicator reflects this change in practice.
18c	Percentage of tenants giving up their tenancy during the year that were in rent arrears.	51.7%	44.6%	46.9%	58.9%	50.0%	25				The proportion of those tenants giving up their tenancy during the year that were in rent arrears has increased from 46.9% to 58.9%. Given the increasing difficult economic climate, an increase in this indicator in terms of numbers of tenants in arrears is to be expected.
18d	Average number of weeks rent owed by tenants leaving in arrears	9.5	7.2	7.9	15.7	9.0	26				As explained at 18b above the new arrears policy and procedures have lengthened the process to reach court action, so the average debt owed by a tenant before legal action is taken has also increased and will have contributed to the increase outlined in this indicator. In addition, the average weekly rent has increased (although it remains below the 2009/10 level) and along with the increase in other household bills this may account for some of the increase in average debt owed.

		2008/09	2009/10	2010/11	2011/12	Target	2011/12 Ranking	Status	Long Term Trend	Short Term Trend	Note
18e	Percentage of former tenant arrears written off or collected during the year	38.3%	40.1%	29.7%	16.1%	30.0%	22				The proportion of arrears owed by former tenants that was either written off or collected has decreased significantly from 29.7% to 16.1% in 2011/12. A review of the approach to write-offs this year has resulted in significant changes to the amount of arrears written off. In addition the arrears team has experienced difficulties in maintaining full staff complement, with a number of temporary contracts, recruitment delays and induction/training periods where the team were working under capacity.

Section I - Homelessness

		2008/09	2009/10	2010/11	2011/12	Target	2011/12 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%	89.2%	80.0%	17				
19b	Percentage who have been housed into permanent accommodation	48.3%	38.4%	49.6%	62.8%	50.0%	13				
19c	Percentage of permanent accommodation cases reassessed within 12 months of completion of duty	5.3%	7.9%	5.8%	10.8%	6.6%	31				The percentage of permanent accommodation cases reassessed within a year has risen to 10.8% this year. This is due to the circumstances of those applicants that have a homeless assessment, which leads to many of these applicants leaving and then returning to present as homeless. Tenancy sustainment of this group remains a key focus for the service and is monitored on a monthly basis throughout the year.
19d	Percentage of temporary accommodation decision notifications issued within 28 days	71.0%	77.3%	71.8%	86.3%	80.0%	15				
19e	Percentage of temporary accommodation cases reassessed within 12 months of completion of duty	3.5%	6.1%	5.2%	4.2%	5.0%	12				

		2008/09	2009/10	2010/11	2011/12	Target	2011/12 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%	85.5%	90.0%	14				The percentage of those tenants who maintained their tenancy for 12 months has improved during 2011/12 to 85.5% but remains a key focus for the service.










Section J - Environmental Health and Trading Standards

		2008/09	2009/10	2010/11	2011/12	Target	2011/12 Ranking	Status	Long Term Trend	Short Term Trend	Note
20a	Average time (hours) between the time of complaint and attendance on site, for domestic noise complaints requiring attendance	18.4	12.7	25.3	24.2	48.0	19				
20b	Average time (hours) between the time of complaint and attendance on site, for domestic noise complaints dealt with under the ASB (Scotland) Act	0.3	0.2	0.2	0.3	1.0	1				
21a	Percentage of consumer complaints dealt with within 14 days of receipt	81.2%	80.8%	83.0%	88.9%	80.0%	7				
21b	Percentage of business advice requests dealt with within 14 days of receipt	96.6%	97.2%	96.6%	96.8%	95.0%	17				

Section K - Road Condition

		2008/09	2009/10	2010/11	2011/12	Target	2011/12 Ranking	Status	Long Term Trend	Short Term Trend	Note
22	Overall percentage of the road network that should be considered for maintenance treatment	44.7%	44.5%	43.8%	42.3%	37.9%	22				Performance has improved this year with 42.3% of roads in a condition that should be considered for maintenance compared to 43.8% last year. 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

		2008/ 09	2009/ 10	2010/ 11	2011/ 12	Target	2011/12 Ranking	Status	Long Term Trend	Short Term Trend	Note
23a	Net cost of refuse collection per premise (£s)	115.22	118.39	113.29	103.49	101.96	30				The cost of refuse collection has improved again this year due to a considerable focus on improving service efficiencies and reducing costs in all areas of the business. This 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 bring the cost of collection down by a further £10 per premise.
23b	Net cost of refuse disposal per premise (£s)	80.79	85.12	88.40	89.09	86.00	16				The cost of refuse disposal has increased this year. The service continues to focus on increasing the diversion of waste from disposal in landfill, and procuring better value for sale of separated recyclables.
24	Percentage of household waste composted/recycled	41.5%	43.5%	48.2%	53.8%	50.0%	3				Stirling has now successfully met the Scottish Government target of 50% recycling by 2013 a year early.
25	Overall cleanliness index achieved	75	74	76	74	67	17	