

# Stirling Council Statutory Performance Indicators 2012/13



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

		2011/12		2012/13		Target	Rank change	Status	Long Term Trend	Short Term Trend	2012/13
		Value	Rank	Value	Rank						Note
1a	Average number of days per FTE lost through sickness absence for teachers	4.8	2	5.7	8	6.0	-6				
1b	Average number of days per FTE lost through sickness absence for all other staff	9.4	6	9.9	5	8.0	+1				For 2012-2013, the average absence level for Council employees (excluding Teachers) has increased slightly by 0.5 days. This is due mainly to increases in absence within Environment Services by 2.68 days per employee, and Social Services by 1.41 per employee. Target for 2013-2014 remains the same as last year at 8 days.
2a	Percentage of women employees in highest paid 2%	39.0%	na	39.5%	na	na	na				No target set
2b	Percentage of women employees in highest paid 5%	51.4%	na	47.6%	na	na	na				No target set
3	Percentage of council buildings that are suitable for, and accessible to, disabled people	88.9%	7	91.7%	7	89.0%	0				The Council have leased out a number of pavilions and community centres, and closed three other buildings, transferring Local Office Services to buildings that are more DDA compliant.

## Section B - Revenues and Benefits

		2011/12		2012/13		Target	Rank change	Status	Long Term Trend	Short Term Trend	2012/13
		Value	Rank	Value	Rank						Note
4	Gross administration cost per benefits case (£s)	26.74	1	26.69	2	29.00	-1				
5a	Cost of collecting council tax per dwelling (£s)	9.59	9	8.17	5	9.10	+4				
5b	Income received from summary warrants (£s)	133117	na	134888	na	na	na				No Target set
6	Percentage of income due from council tax for the year that was received by the end of the year	97.3%	4	97.7%	2	97.0%	+2				

## Section C - Finance and Asset Management


		2011/12		2012/13		Target	Rank Change	Status	Long Term Trend	Short Term Trend	2012/13
		Value	Rank	Value	Rank						Note
7	Percentage of invoices sampled and paid within 30 days	90.6%	15	92.1%	12	90.0%	+3				
8a	Percentage of gross internal floor area of operational council buildings that is in a satisfactory condition	98.0%	1	96.6%	4	98.0%	-3				A number of community centres/pavilions have been excluded as they have Committees running the facilities (or lease agreements) rather than the Council delivering services. Several properties have been sold, are being sold or are to be demolished. The Peak Leisure Centre is the subject of an FRI lease and has been excluded, as is being run/managed by Active Stirling.
8b	Percentage of operational council buildings that are suitable for their current use	88.2%	6	89.9%	4	88.5%	+2				A number of community centres/pavilions have been excluded as they have Committees running the facilities (or lease agreements) rather than the Council

		2011/12		2012/13		Target	Rank Change	Status	Long Term Trend	Short Term Trend	2012/13
		Value	Rank	Value	Rank						Note
											delivering services. Several properties have been sold, are being sold or are to be demolished. The Peak Leisure Centre is the subject of an FRI lease and has been excluded, as is being run/managed by Active Stirling.

**Section D - Social Care**

		2011/12		2012/13		Target	Rank change	Status	Long Term Trend	Short Term Trend	2012/13
		Value	Rank	Value	Rank						Note
9a	Total number of homecare hours per 1000 population aged 65+	502.2	14	515.0	13	500.0	+1				Overall the Homecare figures highlight an improvement in performance and service delivery. As part of our Reshaping Care for Older People programme, in the main we now provide a reablement assessment service to the majority of our service users aged 65+ years. On completion of reablement assessment, service users who require further care support are transferred with a handover period to one of our external providers.
9b	Percentage of homecare clients aged 65+ receiving personal care	86.8%	28	92.7%	26	86.0%	+2				The delivery focus is increasingly with personal care services.
9c	Percentage of homecare clients aged 65+ receiving a service during evening/overnight	45.7%	14	38.5%	25	46.0%	-11				This has reduced due to the impact of reablement services designed to enable people to be as independent as possible. As a result, the level and extent of care provided is more regularly reviewed and is adjusted /reduced as appropriate.
9d	Percentage of homecare clients aged 65+ receiving a service at weekends	74.9%	21	83.7%	13	75.0%	+8				

## Section E - Sport and Culture

		2011/12		2012/13		Target	Rank Change	Status	Long Term Trend	Short Term Trend	2012/13
		Value	Rank	Value	Rank						Note
10a	Number of attendances at pools expressed per 1000 population	2750	25	3043	22	2500	+3				
10b	Number of attendances at other indoor sport and leisure facilities expressed per 1000 population	7721	10	9361	4	7000	+6				Active Stirling has changed the way they report the figures. Previously this was based on numbers from sales reports, however these were very difficult to breakdown and were not reliable. Active Stirling is now able to report on actual attendance using a system called Tableau, which creates reports directly from their MRM system and these are shown to be more accurate.
11a	Number of visits to/usages of council funded or part funded museums expressed per 1000 population	717	21	759	21	652	0				
11b	Number of these visits that were in person expressed per 1000 population	507	20	600	18	495	+2				
12	Number of visits to libraries expressed per 1000 population	8459	4	8052	8	7500	-4				
















## Section F - Planning




		2011/12		2012/13		Target	Rank Change	Status	Long Term Trend	Short Term Trend	2012/13
		Value	Rank	Value	Rank						Note
13a	The average time (weeks) to deal with major planning applications determined during the year	na	na	14.9	3	20.0	na				This indicator has been revised by Audit Scotland. This previously measured the number of non-householder applications dealt with within two months.
13b	The average time (weeks) to deal with local planning applications determined during the year	na	na	9.7	10	14.0	na				This indicator has been revised by Audit Scotland. This previously measured the number of householder applications dealt with within two months.

## Section G - Housing Repairs and Condition

		2011/12		2012/13		Target	Rank Change	Status	Long Term Trend	Short Term Trend	2012/13
		Value	Rank	Value	Rank						Note
14	Percentage of housing response repairs completed within target times	91.3%	18	92.5%	12	90.0%	+6				Performance within the 4hr and 24hr Emergency categories has improved slightly during 2012/13. Performance within Appointed category has decreased slightly during 2012/13. Non-appointed performance has increased by 4.2%. This is a significant improvement due to changes in internal processes - Capital Investment Team have taken some responsibility with carrying out repairs in this category. Another factor contributing to this improvement is better communication with owner-occupiers.
15	Percentage of housing stock meeting the Scottish Housing Quality Standard	43.0%	22	62.9%	24	65.0%	-2				The number of properties meeting the SHQS standard has increased by 19.9% to 62.9%. This is due to the council's continuing capital investment programme and this figure will continue to increase each year until the standard is met in 2015.

## Section H - Tenant Services



















		2011/12		2012/13		Target	Rank change	Status	Long Term Trend	Short Term Trend	2012/13
		Value	Rank	Value	Rank						Note
16	Percentage of rent due in the year that was lost due to voids (£s)	0.8%	8	0.5%	3	0.7%	+5				Rent that was lost due to void performance has improved from 0.8% of rent debit to 0.5% during 2012/13. This improvement in performance can be attributed to the re-structuring of the void repair and allocation process. In addition, as per 2011/12, 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)	39	18	20	4	30	+14				Performance of void re-lets across all time band categories has improved significantly during 2012/13. This can be attributed to the amendments to both the void repair and allocation processes.
17b	Average time to re-let low demand houses (days)	40	7	0	na	na	na				Due to amendments to the allocation process and regeneration, there are now no low demand properties within the Council stock (no service).
17c	Average number of days that un-let low demand houses had been un-let at year end	55	7	0	na	na	na				Due to amendments to the allocation process and regeneration, there are now no low demand properties within the Council stock (no service).
18a	Current tenants' arrears as a percentage of net rent due	11.2%	26	10.8%	25	10.2%	+1				The percentage of current tenant arrears has decreased from 11.2% in 2011/12 to 10.8% in 2012/13. The service continues to progress all arrears cases in line with current rent arrears procedures and pre-action requirements. Over a period of years, the Service has sought and successfully been granted a number of payment decrees. However, the Service was advised that

		2011/12		2012/13		Target	Rank change	Status	Long Term Trend	Short Term Trend	2012/13
		Value	Rank	Value	Rank						Note
											legally, we needed to change our practice around reporting and monitoring the debt once a payment decree was granted, because once granted, monies owed are deemed to be a debt owed to the Council rather than "rent lawfully due". As a result, the Service took action at the end of the financial year to move a total of 61 cases where payment decree was granted, totalling £79,404.07 out of the current rent accounts and into separate sub-accounts in order to meet legal requirements. Some of the reduction in the arrears is due to this action, which took place in March 2013. If the payment decrees had not been removed from the current rent arrears the value would have been 11.79% rather than 10.81%.
18b	Percentage of current tenants owing more than 13 weeks rent excluding those owing less than £250	5.9%	20	7.0%	23	5.0%	-3				The percentage of current tenants owing more than 13 weeks rent excluding those owing less than £250 has increased from 5.9% in 2011/12 to 7.0% in 2012/13. In addition, the number of tenants owing more than 13 weeks rent has increased by 58 from 317 in 2011/12 to 375 in 2012/13, although there has also been an increase of 11 in the total number of current tenants. As per last year, the revised policy and procedures have resulted in the length of time taken for an arrears case to reach court action and eviction proceedings to increase 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.


		2011/12		2012/13		Target	Rank change	Status	Long Term Trend	Short Term Trend	2012/13
		Value	Rank	Value	Rank						Note
18c	Percentage of tenants giving up their tenancy during the year that were in rent arrears.	58.9%	25	50.4%	19	50.0%	+6				The proportion of those tenants giving up their tenancy during the year that were in rent arrears has decreased from 58.9% in 2011/12 to 50.4% in 2012/13, although the number of tenants giving up their tenancy has increased significantly than that reported in 2011/12. This increase can be attributed to under reporting in previous years. This was a coding error within our reporting tool that has now been resolved. This has also resulted in the number of tenants leaving in arrears to increase from 182 to 265 during 2012/13.
18d	Average number of weeks rent owed by tenants leaving in arrears	15.7	26	10.6	23	9.0	+3				Due to under reporting of this indicator in recent years, no relevant comparison of the total debt owed and average rent arrears can be made.
18e	Percentage of former tenant arrears written off or collected during the year	16.1%	22	15.1%	24	30.0%	-2				The proportion of arrears owed by former tenants that was either written off or collected has decreased slightly from 16.1% in 2011/12 to 15.1% in 2012/13. The reduction in collection can be attributed to the following factors. 1) The total former tenant arrears figure as increased by £74,701. 2) The FTA team was under resourced at the beginning of the year, which had an impact on the collection of arrears at that time.



## Section I - Homelessness

		2011/12		2012/13		Target	Rank Change	Status	Long Term Trend	Short Term Trend	2012/13
		Value	Rank	Value	Rank						Note
19a	Percentage of permanent accommodation decision notifications issued within 28 days	89.2%	17	96.7%	7	85.0%	+10				Performance has continued to improve throughout 2012/13. In four months during the year, 100% of applications were assessed within 28 days.
19b	Percentage who have been housed into permanent accommodation	62.8%	13	52.2%	24	60.0%	-11				The percentage of homeless applicants housed has fallen since the previous year. This may partly be explained by a change in the Council's Allocations Policy. In August 2012, the ratio of housing allocations offered to homeless applicants changed from a ratio of 2:1 (homeless applicants: mainstream applicants) to a ratio of 1:1. Successful housing association nominations (21) are again included in this figure.
19c	Percentage of permanent accommodation cases reassessed within 12 months of completion of duty	10.8%	31	7.3%	25	6.6%	+6				The reduction in the numbers of repeat presentations is believed to be related to an increase in the number of housing options cases.
19d	Percentage of temporary accommodation decision notifications issued within 28 days	86.3%	15	91.3%	10	80.0%	+5				Performance has improved during 2012/13 by 5.0%, which can again be attributed in part to an increase in housing options cases and more homelessness prevention work.
19e	Percentage of temporary accommodation cases reassessed within 12 months of completion of duty	4.2%	12	2.9%	9	4.5%	+3				The number of cases reassessed has continued to fall over the past 4 years.
19f	Percentage of those provided with permanent accommodation in council stock who maintained their tenancy for 12 months	85.5%	14	83.1%	16	90.0%	-2				The percentage of tenants who maintained their tenancy for 12 months has reduced slightly during 2012/13. However, this is still a key focus for the Housing Service.







## Section J - Environmental Health and Trading Standards




		2011/12		2012/13		Target	Rank Change	Status	Long Term Trend	Short Term Trend	2012/13
		Value	Rank	Value	Rank						Note
20a	Average time (hours) between the time of complaint and attendance on site, for domestic noise complaints requiring attendance	24.2	19	6.0	13	48.0	+6				
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	1	0.3	3	1.0	-2				
21a	Percentage of consumer complaints dealt with within 14 days of receipt	88.9%	7	88.9%	6	85.0%	+1				
21b	Percentage of business advice requests dealt with within 14 days of receipt	96.8%	17	91.3%	28	90.0%	-11				

## Section K - Road Condition

		2011/12		2012/13		Target	Rank Change	Status	Long Term Trend	Short Term Trend	2012/13
		Value	Rank	Value	Rank						Note
22	Overall percentage of the road network that should be considered for maintenance treatment	42.3%	22	40.8%	22	36.2%	0				Carriageway condition continues to improve year on year as investment continues to be maintained at a slightly greater level than what is required to maintain steady state of repair. However, based on the last few years data, this level of investment will need to be maintained for several years if the Council is to realise its target of achieving Scottish average carriageway condition.

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

		2011/12		2012/13		Target	Rank Change	Status	Long Term Trend	Short Term Trend	2012/13
		Value	Rank	Value	Rank						Note
23a	Net cost of refuse collection per premise (£s)	103.49	30	97.74	30	100.00	0				Against a general background of heightened financial scrutiny, a number of specific initiatives have contributed to the improved cost per premises return. The significant areas of improvement include an increased recycling rate to 56% and the associated reduction in landfill disposal costs; an ongoing routing efficiency project in both refuse and recycling collection involving the replacement of older poor performing vehicles with smaller efficient vehicles; relocation of the service to a single purpose built facility with significant environmental features resulting in energy efficiency gains; and the improved kerbside collection service including cardboard as a separate stream, which has allowed a winter switch off of brown bin collections for households with a cardboard collection.
23b	Net cost of refuse disposal per premise (£s)	89.09	16	86.02	14	89.16	+2				Against a general background of heightened financial scrutiny, a number of specific initiatives have contributed to the improved cost per premises return. The significant areas of improvement include an increased recycling rate to 56% and the associated reduction in landfill disposal costs; an ongoing routing efficiency project in both refuse and recycling collection involving the replacement of older poor performing vehicles with smaller efficient vehicles; relocation of the service to a single purpose built facility with significant environmental features resulting in energy efficiency gains; and the improved kerbside collection service

		2011/12		2012/13		Target	Rank Change	Status	Long Term Trend	Short Term Trend	2012/13
		Value	Rank	Value	Rank						Note
											including cardboard as a separate stream, which has allowed a winter switch off of brown bin collections for households with a cardboard collection.
24	Percentage of household waste composted/recycled	53.8%	3	55.7%	2	46.5%	+1				Tonnages have not yet been validated by SEPA & may be subject to change.
25	Overall cleanliness index achieved	74	17	75	10	67	+7	