



REPORT

To: Audit & Scrutiny Committee

31 August 2007

From: Service Manager – Internal Audit

The Audit & Scrutiny Committee's Role as Audit Committee **Report No: F021-F**

1. Introduction and Key Decisions

- 1.1 This report presents Members with an overview of the role of an Audit Committee based upon the CIPFA Audit Committee Principles in Local Authorities in Scotland, adapted to local circumstances as appropriate.
- 1.2 Members have recently attended Audit Committee training, and are asked to consider the terms of reference for the Committee, and confirm its remit as the Audit Committee of Shetland Islands Council.

2. Link to Council Priorities

- 2.1 Although not directly contributing to a specific corporate priority, this report contributes to improving the arrangements for Member engagement in monitoring Council performance.

3. Background

- 3.1 Appendix 1 is an extract from the CIPFA Code of Practice for Internal Audit in Local Government outlining the expected standards for Audit Committees.
- 3.2 These standards are now discharged through Audit & Scrutiny Committee having previously been within the remit of Executive Committee.

4. Audit Committee Principles and Terms of Reference

4.1 CIPFA states there are three fundamental principles which define the expression “audit committee principles” and these are that there should be effective mechanisms in place to provide;

- Independent assurance of the adequacy of the risk management framework and the associated control environment within the authority;
- Independent scrutiny of the authority’s financial and non-financial performance to the extent that it affects the authority’s exposure to risk and weakens the control environment; and
- Assurance that any issues arising from the process of drawing up, auditing and certifying the authority’s annual accounts are dealt with.

4.2 The constitution and remit for the Audit and Scrutiny Committee was approved by the Council at its meeting on 28 March 2007 (SIC Min. Ref. 54/07). Since that meeting, the remit has been updated and minor changes have been made in order to more accurately reflect the requirements of the CIPFA Code of Practice for Internal Audit. Appendix 2 to this report, presents the recommended remit for consideration and approval.

5. Financial Implications

5.1 There are no financial implications arising from this report.

6. Policy and Delegated Authority

6.1 As described in Section 11.0 of the Council’s Scheme of Delegations the Audit & Scrutiny Committee remit includes consideration of audit matters and one of its roles is to serve as the Council’s Audit Committee.

6.2 Approval of the Committee’s remit is not a delegated function, and a decision of the Council is required.

7. Recommendation

- 7.1 I recommend that the Audit & Scrutiny Committee recommend that the Council
- (a) Approve the role of the Audit Committee based upon the CIPFA Audit Committee Principles, and as detailed in Appendix 2.

Date: 31 August 2007
Our Ref: CMcl/IS/FO21

Report No: FO21-F

APPENDIX 1: Extract from CIPFA Code of Practice for Internal Audit in Local government

4.1 PURPOSE OF THE AUDIT COMMITTEE

4.1.2 The purpose of an audit committee is:

- To provide independent assurance of the adequacy of the risk management framework and the associated control environment
- To provide independent scrutiny of the authority's financial and non-financial performance to the extent that it affects the authority exposure to risk and weakens the control environment
- To oversee the financial reporting process

The role is different to that of the scrutiny function, the purpose of which is to review policy and to challenge whether the executive has made the right decision to deliver policy goals.

4.1.3 The audit committee will also review the Statement on Internal Control (prior to approval by the organisation)

4.2 INTERNAL AUDIT'S RELATIONSHIP WITH THE AUDIT COMMITTEE

4.2.1 The shared interests of the audit committee and Internal Audit suggest that there needs to be an effective working relationship between them.

4.2.2 That relationship has three elements:

- The approval (but not direction) of, and monitoring of progress against, the internal audit strategy and plan
- Using the results of Internal Audit's work to satisfy some of the audit committee's objectives (and vice versa)
- Aligning the operations of the committee and internal audit, as far as possible without compromising their individual responsibilities, to make best use of resources.

4.2.3 The Head of Internal Audit should balance being appropriately accountable to the committee, helping the committee to be effective and relationships with others, for example the section 151 officer.

4.2.4 To facilitate the work of the committee, the Heads of Internal Audit should:

- Attend its meetings, and contribute to the agenda
- Participate in the committee's review of its own remit and effectiveness

- Ensure that it receives, and understands, documents that describe how Internal Audit will fulfil its objectives (e.g. the audit strategy, annual work programmes, progress reports)
- Report the outcomes of internal audit work, in sufficient detail to allow the committee to understand what assurance it can take from that work and / or what unresolved risk or issues it needs to address
- Establish if anything arising from the work of the committee requires consideration of changes to the audit plan, and vice versa
- Present an annual internal audit report including an overall opinion on the control environment, the extent to which the audit plan has been achieved, and a summary of any unresolved issues.

4.2.5 The Head of Internal Audit should have the opportunity to meet privately with the audit committee.

Audit Committee Functions

The Audit Committee role will be discharged whenever Audit Committee business is presented to it as part of the normal cycle of meetings. All such business will be explicitly identified as Audit Committee business. Audit progress reports will be presented at least twice a year.

It will comprise the full membership of the Audit and Scrutiny Committee. In addition the committee will be attended by the Internal Audit Manager, the Head of Finance, the Head of Organisational Development and the Head of Legal & Administration.

The committee will have the authority to require the attendance of any elected member or officer of the authority.

The Internal Audit Manager may report directly to the Chairperson of the Committee if deemed necessary.

The business of the Audit Committee will be conducted apolitically.

Terms of Reference

The Committee is charged with responsibility for ensuring good stewardship of the Council resources.

The Committee will enhance the profile, status and authority of the Internal Audit function and will demonstrate its independence.

The Committee will contribute towards making the Council, its Committees and Departments more responsive to the audit function.

The Committee is charged with the responsibility for promoting internal control by the systematic appraisal of the authority's internal control mechanisms, by the development of an anti-fraud culture and by the review of financial procedures.

The Committee is charged with the responsibility for focusing audit resources, by agreeing the Audit Plans and monitoring delivery of the audit service.

The Committee will monitor both internal and external audit performance by ensuring auditor/officer collaboration within the agreed timescales, by securing the timely preparation and response to audit reports, by ensuring the implementation of audit recommendations and by monitoring the finalisation of the annual accounts.

The Committee will review compliance with the relevant standards, codes of practice and corporate governance policies. This includes monitoring compliance with ethical standards.

The Committee will ensure that it acts within the policies and strategies of the Council.

Committee Remit

Agree the annual and strategic Audit Plans.

Review Internal Audit's progress against the Audit Plan and consider Internal Audit performance measures.

Receive and consider a summary of Internal Audit work undertaken since the last meeting, plus current status.

Monitor the proportion of key recommendations actioned since the previous meeting.

Consider all external audit reports and ensure issues raised in previous financial years have been addressed.

Receive and consider executive summaries of special investigation reports.

Receive and consider a chronological summary of internal audit reports awaiting departmental response and address any evident problems.

Ensure an appropriate corporate risk management strategy has been drawn up and risk management procedures have been satisfactorily carried out.



REPORT

**To: Audit and Scrutiny Committee
Executive Committee**

**31 August 2007
4 September 2007**

From: Head of Organisational Development

Statutory Performance Indicators for 2006/07

Report No: CE-21-F

1.0 Introduction

- 1.1 The purpose of this report is to present the Statutory Performance Indicators for 2006-07.

2.0 Background and Link to Corporate Priorities

- 2.1 Statutory Performance indicators are required to be submitted to Audit Scotland and published by the end of September 2007.
- 2.2 The Local Government Act 1992 requires Audit Scotland to ensure that local authorities publish certain performance indicators. These indicators are intended to facilitate, in Audit Scotland's opinion, "the making of appropriate comparisons (by reference to the criteria of cost, economy, efficiency and effectiveness) between:
- a) the standards of performance achieved by different authorities in that financial year; and
 - b) the standards of performance achieved by such bodies in different financial years."
- 2.3 Audit Scotland then collates and publishes data and comparisons between Councils each year.
- 2.4 This report is in line with the corporate improvement plan priority of developing Member engagement in systematic performance reporting, review and scrutiny.

3.0 Statutory Performance Indicators for 2006/07

- 3.1 Appendix A contains a summary of the Performance Indicators, which were submitted to Audit Scotland at the end of August 2007. Information on previous years performance indicators has been included for comparative purposes and an indication of whether performance has got better or worse since 2005/06. 46 indicators have improved, 41 have got worse and 22 have stayed the same.
- 3.2 As a contribution towards the Council's Public Performance Reporting framework for 2006-07, it is proposed to use the same method of publication as last year: to collate the performance indicators, together with explanations of any significant items of note, in a leaflet for publication on the Internet, Intranet and in a hard copy available in a number of public places, including libraries, schools, other Council premises and leisure centres.
- 3.3 Most figures indicate no significant change in cost, efficiency and effectiveness. However there are a number of performance indicators requiring explanation:

Secondary School Occupancy

The percentage of secondary schools in which the ratio of pupils to available places is between 61% and 80% has risen from 55.6% to 77.8%, while the percentage of secondary schools with a ratio of between 81% and 100% has fallen from 33.3% to 11.1%. This is due to a shift in occupancy levels between schools.

Social Background Reports

The proportion of reports requested by the Reporter which were submitted within target time fell from 73.3% in 2005/6 to 52% in 2006/7. This is due to staff changes and staff shortages.

- 3.4 Additionally there are a number of performance indicators worth highlighting:

Homelessness

The number of households assessed as homeless or potentially homeless during the year has risen from 193 in 2005/6 to 236 in 2006/7.

Food Hygiene Inspections

The percentage of premises with a minimum inspection frequency of more than 12 months, that were inspected on time has risen from 11.6% in 2005/6 to 46.1% in 2006/7.

Refuse Recycling

The percentage of municipal waste that was put in landfill has fallen from 28.2% in 2005/6 to 9.4% in 2006/7.

Inspection of Trading Premises

The percentage of premises that are required to be inspected by Trading Standards, which were inspected on time, has risen from 19.3% in 2004/5, to 41% in 2005/6, to 71.3% in 2006/7.

4.0 Public Performance Reporting arrangements

- 4.1 Executive Management Team decided on 7th August to create another performance calendar to report Council performance for 2006-07. Production of this has therefore started, with employees submitting photos for inclusion.

Feedback from the recent 'Your Voice' survey indicated that 49% of people kept last year's calendar. Therefore, instead of sending these to every household in Shetland, other methods of delivery are being considered, including distribution through frontline services and making these available for collection in public places/offices.

- 4.2 As well as the performance calendar, a Council Information Supplement is being planned. This would contain information on the new Council (contact details, Committees that Members serve on, Chair / Vice Chair positions) and there would be an opportunity to include some information on the Council "Plan", currently being prepared. It is planned to circulate the Information Supplement as an insert in the Shetland Times in October.

5.0 Financial Implications

- 5.1 The production and distribution costs of the performance indicators, performance calendar and information supplement will be met within existing resources.

6.0 Policy and Delegated Authority

- 6.1 The remit of the Audit and Scrutiny Committee includes the review of Council performance and investigation of areas of underperformance/good performance. Review of the annual Statutory Performance Indicators is therefore within that Committee's remit.
- 6.2 The remit of the Executive Committee covers the co-ordination of policy and planning as well as service performance, evaluation and reviews. Consideration of these indicators and decision on methods for public performance reporting is therefore within that remit.

7.0 Conclusions

- 7.1 There is a legal requirement for the Council keep the people of Shetland informed about how it is performing in terms of the level of service delivery they can expect. This exercise is in line with principles of Best Value, which focuses attention on service outcomes and continuous improvement.

8.0 Recommendations

- 8.1 I recommend:

that the Audit and Scrutiny Committee analyse the Performance Indicators, outlined in Appendix A, for 2006-07 and decide whether any areas would require further investigation.

that the Executive Committee consider and approve the Performance Indicators, outlined in Appendix A, for 2006-07 and the methods for public performance reporting outlined in Section 4.

Date: 16 August 2007
Ref: LS/JRS

Report No: CE-21-F

Appendix A

	Measure	PI measurement				Better or worse since 05/06
		03/04	04/05	05/06	06/07	
	Adult Social Work					
1	Community care – the total number of people receiving a service	N/A	N/A	993	FTR	X
2.a.	Staff qualification – the percentage of care staff who are qualified, working in care homes for older people	65	52.6	58.2	52.8	X
2.b.	Staff qualification – the percentage of care staff who are qualified, working in care homes for other adults	35	35.7	29.6	20.7	X
3.a.	Privacy – percentage of residential care places occupied by older people that are in single rooms	100	100	100	100	=
3.b.	Privacy – percentage of residential places occupied by other adults that are in single rooms	100	100	100	100	=
3.c.	Privacy – percentage of residential care places occupied by older people that have en-suite facilities	100	100	100	100	=
3.d.	Privacy – percentage of residential places occupied by other adults that have en-suite facilities	40	100	100	100	=
4.a.	Home care – number of people aged 65+ receiving homecare	455	465	470	429	X
4.b.	Home care – total hours as a rate per 1,000 population aged 65+	778.6	790.2	782.2	750.8	X
4.c.i.	Home care – number of home care clients aged 65+ receiving personal care as a percentage of clients	44	40	32.3	47.1	√
4.c.ii	Home care – number of home care clients aged 65+ receiving care in evenings/overnight as a percentage of clients	16.7	14.8	16	21.7	√
4.c.ii i.	Home care – number of home care clients aged 65+ receiving care at weekends as a percentage of clients	36.9	34.2	32.6	36.6	√
5.a.	Respite care – total overnight respite nights provided for people 65+	N/A	N/A	6,369	6,289	√
5.b.	Respite care – percentage of overnight respite nights not in a care home for people 65+	N/A	N/A	0	0	=
5.c.	Respite care – total daytime respite hours provided for people 65+	N/A	N/A	4,359	5,818	√
5.d.	Respite care – percentage of daytime respite hours not in a day care centre for people 65+	N/A	N/A	100	100	=
5.e.	Respite care – total overnight respite nights provided for people 18-64	N/A	N/a	2,194	1,741	X
5.f.	Respite care – percentage of overnight respite nights not in a care home for people 18-64	N/A	N/A	29.3	16.5	X
5.g.	Respite care – total daytime respite hours provided for people 18-64	N/A	N/A	2,828	2,550	X

5.h.	Respite care – percentage of daytime respite hours not in a day care centre for people 18-64	N/A	N/A	35.3	40.1	√
6.a	Social enquiry reports – number of reports submitted to the courts during the year	136	95	114	107	√
6.b.	Social enquiry reports – the proportion of reports submitted to the court by the due date	100	100	100	100	=
7.a.	Probation – number of new probation orders issued during the year	25	37	54	30	√
7.b.	Probation – the proportion of new probationers seen by a supervising officer within one week	100	100	97.4	22	√
8.a.	Community service – number of new community service orders issued during the year	28	34	38	38	=
8.b.	Community service – the average hours per week taken to complete community service orders	5	9.4	5	20	X
Benefits Administration						
1.	Administration costs – the overall gross administration cost (£) per council tax or housing benefit application	98.52	87.07	82.49	89.83	X
2.	Processing time – the average time (days) taken to process new claims	31	36	31.9	32.1	X
3.a.	Accuracy of processing – percentage of cases for which the calculation of benefit due was correct	99.5	99.8	100	99.8	√
3.b.	Accuracy of processing – percentage of recoverable overpayments that were recovered in the year	FTR	FTR	82	66.7	X
Corporate Management						
1.a.	Sickness absence – the percentage of working days lost through sickness absence for chief officers and local government employees	N/a	FTR	5.7	6.9	X
1.b.	Sickness absence – the percentage of working days lost through sickness absence for craft employees	N/a	FTR	7	5.8	√
1.c.	Sickness absence – the percentage of working days lost through sickness absence for teachers	3.7	3.2	3.2	4.2	X
2.a.	Claims – number of claims per 10,000 population	11.9	4.1	8.7	4.1	√
2.b.	Claims – claims value as a percentage of revenue budget	0	0	0	0	=
3.a.	Equal opportunities policy – percentage of highest paid 2% of earners among council employees that are women	7.5	13.6	10	11.5	√
3.b.	Equal opportunities policy – percentage of highest paid 5% of earners among council employees that are women	16	21	11	14	√
4	Public access – percentage of public access buildings that are suitable and accessible to disabled people	N/a	53.9	72	63.6	X
5	Council tax – the cost of collecting council tax per dwelling (£)	N/A	18.50	13.26	14.36	X
6.a.	Council tax – the income due from council tax for the year	5,903,120	6,343,816	6,795,790	7,106,218	√

6.b.	Council tax – the percentage of council tax income for the year that was collected in the year	95.9	96.1	96	96.3	√
7.	Proportion of GIA that is in satisfactory condition	N/A	N/A	N/A	73.5	N/A
8.	Invoice payment – the percentage of invoices paid within 30 days	81.6	84.1	81.5	83.7	√
	Cultural and Community Services					
1.	Sport and leisure management – the number of attendances	15,850	15,901	15,626	15,496	X
2.	Indoor sports facilities – the number of attendances	16,269	17,126	19,171	17,120	X
3.a.	Museums – number of visits to/usages of council funded or part funded museums an expressed per 1,000 population	N/A	N/A	N/A	261	N/A
3.b.	Museums – number of visits in part a) that were person and expressed per 1,000 population	N/A	N/A	N/A	245	N/A
4.	Library stock turnover – Changes in Adult, teenage and children's library lending stocks of books and audio visual material					
4.a.i	Library stock turnover – Adult - Number of Additions, expressed per 1,000 population	N/A	N/A	N/A	343	N/A
4.a.ii	Library stock turnover – Total number of closing stock items, expressed per 1,000 population	N/A	N/A	N/A	3,589	N/A
4.b.i	Library stock turnover – Teenagers and Children - Number of Additions and expressed per 1,000 population	N/A	N/A	N/A	253	N/A
4.b.ii	Library stock turnover – Teenagers and Children - Total number of closing stock items and expressed per 1,000 population	N/A	N/A	N/A	3,271	N/A
5.a.	Use of libraries – the number of borrowers as a percentage of the resident population	<u>41.6</u>	35.7	35.4	35.1	X
5.b.	Use of libraries – the number of visits to libraries and expressed per 1,000 population	N/A	N/A	N/A	8,024	N/A
6.a.	Learning centre and learning access points – number of users as a percentage of the resident population	<u>10.1</u>	14.5	21.1	26.0	√
6.b.	Learning centre and learning access points – number of times terminals are used per 1,000 population	<u>1051</u>	978.9	1,307	1,254.5	X
	Development Services					
1.a.	Planning applications processing time – number of householder applications	124	124	117	110	X
1.b.	Planning applications processing time – percentage of householder applications dealt with within two months	88.7	77.4	84	70.9	X
1.c.	Planning applications processing time – number of non-householder applications	230	288	230	300	√
1.d.	Planning applications processing time – percentage of non-householder applications dealt with within two months	59.1	50	151	28.0	X
2.a.	Appeals – number of planning applications that went to appeal	0	2	2	1	√
2.b.	Appeals – number of successful appeals as a percentage of the number of planning decisions made	0	0	0	1	√

2.c.	Appeals – number of successful appeals as a percentage of the number of decisions that went to appeal	0	0	0	100	√
3.	Development plans – the percentage of the population covered by a Local Plan which has been adopted or finalised within the last five years	100	100	100	100	=
	Education & Children's Services					
1.a.i	Primary schools – the percentage of primary schools in which the ratio of pupils to available places is between 0% and 40%	26.5	21.2	24.2	25	√
1.a.ii	Primary schools – the percentage of primary schools in which the ratio of pupils to available places is between 41% and 60%	20.6	33.3	33.3	34.4	√
1.a.ii i.	Primary schools – the percentage of primary schools in which the ratio of pupils to available places is between 61% and 80%	35.3	24.2	18.2	21.9	√
1.a.i v.	Primary schools – the percentage of primary schools in which the ratio of pupils to available places is between 81% and 100%	17.6	21.2	24.2	18.8	X
1.a.v.	Primary schools – the percentage of primary schools in which the ratio of pupils to available places is 101% or more	0	0	0	0	=
1.b.	Primary schools – the total number of primary schools	34	33	33	32	X
2.a.i	Secondary schools – the percentage of secondary schools in which the ratio of pupils to available places is between 0% and 40%	11.1	11.1	11.1	11.1	=
2.a.ii	Secondary schools – the percentage of secondary schools in which the ratio of pupils to available places is between 41% and 60%	0	0	0	0	=
2.a.ii i.	Secondary schools – the percentage of secondary schools in which the ratio of pupils to available places is between 61% and 80%	66.7	66.7	55.6	77.8	√
2.a.i v.	Secondary schools – the percentage of secondary schools in which the ratio of pupils to available places is between 81% and 100%	22.2	22.2	33.3	11.1	X
2.a.v.	Secondary schools – the percentage of secondary schools in which the ratio of pupils to available places is 101% or more	0	0	0	0	=
2.b.	Secondary schools – the total number of secondary schools	9	9	9	9	=
3.a.i	Teaching staff equal opportunities – the percentage of head and deputy head teachers in secondary schools that are women	33.3	23.1	23.5	33.3	√
3.a.ii	Teaching staff equal opportunities – the percentage of head and deputy head teachers in primary schools that are women	76.5	79.3	80.6	84.6	X
3.a.ii i.	Teaching staff equal opportunities – the percentage of head and deputy head teachers in special schools that are women	100	100	100	100	=
3.b.i	Teaching staff equal opportunities - the percentage of teachers in secondary schools that are women	54.2	54.9	55.9	63.1	X
3.b.ii	Teaching staff equal opportunities – the percentage of teachers in primary schools that are women	89.4	89.9	88.5	95.1	X

3.b.ii i.	Teaching staff equal opportunities – the percentage of teachers in special schools that are women	97.3	92.1	94.1	95.2	X
4.a.	Social background reports – number of reports submitted to the Reporter during the year	23	55	101	50	√
4.b.	Social background reports – proportion of reports requested by the Reporter which were submitted within target time	13	45	73.3	52	X
5.a.	Supervision – number of new supervision requirements made during the year	8	6	4	13	X
5.b.	Supervision – proportion of children seen by a supervising officer within 15 days	8	6	4	13	X
6.a.	Academic achievement – number of children ceasing to be looked after	3	6	1	1	=
6.b.	Academic achievement – number of these attaining at least one SCQF level 3	2	2	1	1	=
7.	Staff qualification - Care Staff in Local Authority Residential Children's Homes, who have the appropriate qualification	N/A	N/A	N/A	50	N/A
8.a.	Privacy – percentage of residential places occupied by children that are single rooms	100	100	100	N/A	N/A
8.b.	Privacy – percentage of residential places occupied by children that have en-suite facilities	0	0	0	N/A	N/A
9.a.	Respite care – for children aged 0-17 with disabilities - Total overnight respite nights provided	N/A	N/A	N/A	591	N/A
9.b.	Respite care – for children aged 0-17 with disabilities, Number of overnight respite nights provided not in a care home	N/A	N/A	N/A	92	N/A
9.c.	Respite care – for children aged 0-17 with disabilities - Total hours daytime respite provided	N/A	N/A	N/A	8,146	N/A
9.d.	Respite care – for children aged 0-17 with disabilities, percentage of daytime respite hours provided not in a day care centre	N/A	N/A	N/A	1.7	N/A
	Housing					
1.a.	Response repairs – the percentage of response repairs due to be undertaken within 24 hours that were	97.7	98.5	97.5	95.9	X
1.b.	Response repairs – the percentage of response repairs due to be undertaken within 3 days that were	88.7	89.8	86.1	84.3	X
1.c.	Response repairs – the percentage of response repairs due to be undertaken within 1 month that were	70.3	76.8	71.9	73.6	√
1.d.	Response repairs – the percentage of response repairs due to be undertaken within 3 months that were	70.1	71.9	57.2	77.3	√
2.	Tenancy changes – the percentage of rent loss due to voids	6	5.4	4	3.2	√
3.a.	Tenancy changes – the total number of houses re-let	184	200	154	154	=
3.b.	Tenancy changes – the number of houses re-let that took less than 2 weeks	10	20	21	20	X
3.c.	Tenancy changes – the number of houses re-let that took between 2 weeks and 4 weeks	16	14	13	28	√

3.d.	Tenancy changes – the number of houses re-let that took more than 4 weeks	158	166	120	106	√
3.e.	Tenancy changes – the average time to re-let houses in days	209	183	257	125	√
4.a.	Rent arrears – current tenant arrears as a percentage of the net amount of rent due in the year	4.5	6.8	4.5	4.5	=
4.b.	Rent arrears – the percentage of current tenants owing more than 13 weeks rent at the year end, excluding those owing less than £250	0.9	3.1	4.1	4.5	X
5.a.	Council house sales – the percentage of sales completed within 26 weeks	39.1	20	28.6	21.1	X
5.b.	Council house sales – the average time taken for council house sales in weeks	44	40	46	45	√
6.a.	Homelessness – the number of households assessed as homeless or potentially homeless during the year	184	169	193	236	X
6.b.	Homelessness – average time between presentation and completion of duty by the council for those cases assessed as homeless or potentially homeless	19.1	28.4	32.1	24.6	√
6.c.	Homelessness – percentage of cases reassessed as homeless or potentially homeless within 12 months of previous case being completed	16.8	13.6	18.7	14.8	√
Protective Services						
1.a.	Food hygiene – the percentage of premises with a minimum inspection frequency of 6 months or less, that were inspected on time	33.3	0	100	100	=
1.b.	Food hygiene – the percentage of premises with a minimum inspection frequency of 12 months or less, that were inspected on time	33.3	26.3	63.2	66.7	√
1.c.	Food hygiene – the percentage of premises with a minimum inspection frequency of more than 12 months, that were inspected on time	23.9	19	11.6	46.1	√
2.a.	Noise complaints – the percentage of cases settled on first contact that were dealt with on day of receipt	33.3	87.5	56.5	N/A	N/A
2.b.	Noise complaints – the percentage of cases needing further action, completed within 14 days of receipt	62.5	72.3	58.8	N/A	N/A
3.a.	The number of complaints of domestic noise received during the year					
3.a.i	Settled without the need for attendance on site	N/A	N/A	N/A	303	N/A
3.a.ii	Requiring attendance on site	N/A	N/A	N/A	5	N/A
3.a.ii i	Dealt with under Part V of the antisocial Behaviour (Scotland) Act 2004	N/A	N/A	N/A	0	N/A
3.b	For a.ii and a.iii above, the average time (hours) between the time of the complaint and the attendance on site;					
3.b.i	Requiring attendance on site	N/A	N/A	N/A	120	N/A
3.b.ii	Dealt with under Part V of the antisocial Behaviour (Scotland) Act 2004	N/A	N/A	N/A	0	N/A
4.a	The number of complaints of non-domestic noise received during the year					
4.a.i	Settled without the need for further action	N/A	N/A	N/A	9	N/A

4.a.ii	Requiring formal action	N/A	N/A	N/A	0	N/A
4.b.i	For those requiring formal action, the average time (calendar days) to institute formal action	N/A	N/A	N/A	1	N/A
5.a.	Consumer complaints – the percentage of complaints processed within 14 days of receipt	87.6	89.2	88.6	87.3	X
5.b.	Business advice requests – the percentage of requests dealt with within 14 days of receipt	87.5	93	91.2	90.4	X
6.	Inspection of trading premises – the percentage of premises in inspection level of 2 years or less that were inspected on time	N/A	19.3	41	71.3	√
Roads and Lighting						
1.	Carriageway condition – percentage of network that should be considered for maintenance treatment	40.7	33.1	26.9	38.7	X
2.	Traffic light repairs – the percentage of repairs completed within 48 hours	0	0	0	40	√
3.	Street lighting – the percentage of repairs completed within 7 days	63.3	57.5	50	69.6	√
4.	Street lighting – the proportion of street lighting columns that are over 30 years old	N/A	FTR	FTR	FTR	N/A
5.a.	Road network restrictions – the percentage of council and private bridges assessed that failed to meet the European standard of 40 tonnes	N/A	FTR	FTR	14.3	N/A
5.b.	Road network restrictions – the percentage of council and private bridges assessed that have a weight or width restriction placed on them	N/A	FTR	FTR	0	N/A
Waste Management						
1.a.	Refuse collection – the net cost per property (£) of refuse collection	N/A	33.52	70.50	67.01	√
1.b.	Refuse collection – the net cost per property (£) of refuse disposal	N/A	47.00	71.11	63.96	√
2.	Refuse collection – the number of complaints per 1,000 households	1.9	1.7	5	0	√
3.a.	Refuse recycling – of the municipal waste collected by the authority, the percentage that was recycled	7.4	9.7	9.4	13.7	√
3.b.	Refuse recycling – of the municipal waste collected by the authority, the percentage that was used for recovery including energy from waste	69.8	63	67	73.3	√
3.c.	Refuse recycling – of the municipal waste collected by the authority, the percentage that was put in landfill	22.7	27.3	28.2	9.4	√
4.	Cleanliness – overall cleanliness index achieved	N/A	76	75	75	=