

Appendix A

| | Measure | PI measurement | | | | Better, worse or stayed the same since 06/07 |
|----------|--|----------------|------------|------------|------------|--|
| | | 04/05 | 05/06 | 06/07 | 07/08 | |
| | Adult Social Work | | | | | |
| 1 | Average time (median) taken to provide CCS from first identification of need to first service provision | N/A | 25 days | FTR | 63 days | √ |
| 2.a. | Staff qualification – the percentage of care staff who are qualified, working in care homes for older people | 52.6 | 58.2 | 52.8 | 60.3 | √ |
| 2.b. | Staff qualification – the percentage of care staff who are qualified, working in care homes for other adults | 35.7 | 29.6 | 20.7 | 26.7 | √ |
| 3.a.i | Privacy – percentage of residential care places occupied by older people that are in single rooms – Council | 100 | 100 | 100 | 100 | = |
| 3.a.ii | Privacy – percentage of residential care places occupied by older people that are in single rooms – Voluntary Sector | 100 | 100 | 100 | 100 | = |
| 3.a.ii i | Privacy – percentage of residential care places occupied by older people that are in single rooms – Private Sector | No service | No service | No service | No service | = |
| 3.b.i | Privacy – percentage of residential places occupied by other adults that are in single rooms - Council | 100 | 100 | 100 | 100 | = |
| 3.b.ii | Privacy – percentage of residential places occupied by other adults that are in single rooms – Voluntary | No Service | No Service | No Service | No Service | = |
| 3.b.ii | Privacy – percentage of residential places occupied by other adults that are in single rooms – Private | No Service | No Service | No Service | No Service | = |
| 3.c.i | Privacy – percentage of residential care places occupied by older people that have en-suite facilities - Council | 100 | 100 | 100 | 100 | = |
| 3.c.ii | Privacy – percentage of residential care places occupied by older people that have en-suite facilities -Voluntary | No Service | No Service | No Service | No Service | = |
| 3.c.ii i | Privacy – percentage of residential care places occupied by older people that have en-suite facilities - Private | No Service | No Service | No Service | No Service | = |
| 3.d.i | Privacy – percentage of residential places occupied by other adults that have en-suite facilities - Council | 100 | 100 | 100 | 100 | = |
| 3.d.ii | Privacy – percentage of residential places occupied by other adults that have en-suite facilities - Voluntary | No Service | No Service | No Service | No service | = |
| 3.d.ii i | Privacy – percentage of residential places occupied by other adults that have en-suite facilities – Private | No Service | No Service | No Service | No Service | = |

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|--------------------------------|--|-------|-------|-------|-------|----------|
| 4.a. | Home care – number of people aged 65+ receiving homecare | 465 | 470 | 429 | 400 | X |
| 4.b. | Home care – total hours as a rate per 1,000 population aged 65+ | 790.2 | 782.2 | 750.8 | 762.7 | √ |
| 4.c.i. | Home care – number of home care clients aged 65+ receiving personal care as a percentage of clients | 40 | 32.3 | 47.1 | 54.5 | √ |
| 4.c.ii | Home care – number of home care clients aged 65+ receiving care in evenings/overnight as a percentage of clients | 14.8 | 16 | 21.7 | 24.8 | √ |
| 4.c.ii i. | Home care – number of home care clients aged 65+ receiving care at weekends as a percentage of clients | 34.2 | 32.6 | 36.6 | 44.0 | √ |
| 5.a. | Respite care – total overnight respite nights provided for people 65+ | N/A | 6,369 | 6,289 | 6,652 | √ |
| 5.b. | Respite care – percentage of overnight respite nights not in a care home for people 65+ | N/A | 0 | 0 | 0 | = |
| 5.c. | Respite care – total daytime respite hours provided for people 65+ | N/A | 4,359 | 5,818 | 7,207 | √ |
| 5.d. | Respite care – percentage of daytime respite hours not in a day care centre for people 65+ | N/A | 100 | 100 | 100 | = |
| 5.e. | Respite care – total overnight respite nights provided for people 18-64 | N/A | 2,194 | 1,741 | 1,491 | X |
| 5.f. | Respite care – percentage of overnight respite nights not in a care home for people 18-64 | N/A | 29.3 | 16.5 | 3.5 | X |
| 5.g. | Respite care – total daytime respite hours provided for people 18-64 | N/A | 2,828 | 2,550 | 1,605 | X |
| 5.h. | Respite care – percentage of daytime respite hours not in a day care centre for people 18-64 | N/A | 35.3 | 40.1 | 46.0 | X |
| 6.a | Social enquiry reports – number of reports submitted to the courts during the year | 95 | 114 | 107 | 165 | X |
| 6.b. | Social enquiry reports – the proportion of reports submitted to the court by the due date | 100 | 100 | 100 | 98.8 | X |
| 7.a. | Probation – number of new probation orders issued during the year | 37 | 54 | 30 | 37 | X |
| 7.b. | Probation – the proportion of new probationers seen by a supervising officer within one week | 100 | 97.4 | 88 | 97 | √ |
| 8.a. | Community service – number of new community service orders issued during the year | 34 | 38 | 38 | 40 | X |
| 8.b. | Community service – the average hours per week taken to complete community service orders | 9.4 | 5 | 3.1 | 4.3 | X |
| Benefits Administration | | | | | | |
| 1.a | Average rent rebate; Weighted rent rebate | / | / | 1,344 | 1,267 | √ |
| 1.b | Average private rented sector; Weighted private rented sector caseload | / | / | 132 | 115 | √ |
| 1.c | Average registered Social Landlord Caseload; Weighted registered social landlord caseload | / | / | 179 | 184 | X |

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|-----------------------------|---|-----------|-----------|-----------|-----------|---|
| 1.d | Average Council Tax benefit caseload Weighted council tax benefit caseload | / | / | 2,090 | 1,999 | √ |
| 1.F | Gross Administration cost per case | / | / | £65.53 | £69.80 | X |
| 2.a | Processing time – the average time (days) taken to process new claims | 36 | 31.9 | 32.1 | 29.2 | √ |
| 2.b | Average time to process changes of circumstance | 2.9 | 6.3 | 12.3 | 7.9 | √ |
| 3.a. | Accuracy of processing – percentage of cases for which the calculation of benefit due was correct | 99.8 | 100 | 99.8 | 99.8 | = |
| 3.b. | Accuracy of processing – percentage of recoverable overpayments that were recovered in the year | FTR | 82 | 66.7 | 85.3 | √ |
| Corporate Management | | | | | | |
| 1.a. | Sickness absence – the percentage of working days lost through sickness absence for chief officers and local government employees | FTR | 5.7 | 6.9 | 6.8 | √ |
| 1.b. | Sickness absence – the percentage of working days lost through sickness absence for craft employees | FTR | 7 | 5.8 | 6.5 | X |
| 1.c. | Sickness absence – the percentage of working days lost through sickness absence for teachers | 3.2 | 3.2 | 4.2 | 4.8 | X |
| 2.a. | Civil Liability Claims – number of claims per 10,000 population | 4.1 | 8.7 | 4.1 | 20.1 | X |
| 2.b. | Claims – claims value as a percentage of revenue budget | 0 | 0 | 0 | 4.8 | X |
| 3.a. | Equal opportunities policy – percentage of highest paid 2% of earners among council employees that are women | 13.6 | 10 | 11.5 | 12.3 | √ |
| 3.b. | Equal opportunities policy – percentage of highest paid 5% of earners among council employees that are women | 21 | 11 | 14 | 20.9 | √ |
| 4 | Public access – percentage of public access buildings that are suitable and accessible to disabled people | 53.9 | 72 | 63.6 | 64.7 | √ |
| 5 | Council tax – the cost of collecting council tax per dwelling (£) | 18.50 | 13.26 | 14.36 | 10.21 | √ |
| 6.a. | Council tax – the income due from council tax for the year | 6,343,816 | 6,795,790 | 7,106,218 | 7,494,513 | √ |
| 6.b. | Council tax – the percentage of council tax income for the year that was collected in the year | 96.1 | 96 | 96.3 | 96.4 | √ |

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| 7. | Invoice payment – the percentage of invoices sampled and paid within 30 days | 84.1 | 81.5 | 83.7 | 86.4 | √ |
| 8.a | Proportion of Gross Internal floor Area that is in satisfactory condition (operational buildings) | / | / | 73.5 | 73.5 | = |
| 8.b | Number and percentage of operational buildings that are suitable for their current use | / | / | 68.7 | 65.9 | X |
| Cultural and Community Services | | | | | | |
| 1. | Sport and leisure management – the number of attendances expressed per 1,000 population | 15,901 | 15,626 | 15,496 | 12,402 | X |
| 2. | Indoor sports facilities – the number of attendances expressed per 1,000 population | 17,126 | 19,171 | 17,120 | 14,996 | 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 | 261 | 5,198 | √ |
| 3.b. | Museums – number of visits in part a) that were person and expressed per 1,000 population | N/A | N/A | 245 | 3,687 | √ |
| 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 | 238 | 398 | 343 | 357 | √ |
| 4.a.ii | Library stock turnover – Total number of closing stock items, expressed per 1,000 population | 3,273 | 3,413 | 3,589 | 3,507 | X |
| 4.b.i | Library stock turnover – Teenagers and Children - Number of Additions and expressed per 1,000 population | 244 | 272 | 253 | 275 | √ |
| 4.b.ii | Library stock turnover – Teenagers and Children - Total number of closing stock items and expressed per 1,000 population | 3,277 | 3,153 | 3,271 | 3,286 | √ |
| 5.a. | Use of libraries – the number of visits to libraries and expressed per 1,000 population | N/A | N/A | 8,024 | 8,045 | √ |
| 5.b. | Use of libraries – the number of borrowers as a percentage of the resident population | 35.7 | 35.4 | 35.1 | 34.7 | X |
| 6.a. | Learning centre and learning access points – number of users as a percentage of the resident population | 14.5 | 21.1 | 26.0 | 23.6 | X |
| 6.b. | Learning centre and learning access points – number of times terminals are used per 1,000 population | 978.9 | 1,307 | 1,254.5 | 1,128.2 | X |
| Development Services | | | | | | |
| 1.a. | Planning applications processing time – number of householder applications | 124 | 117 | 110 | 120 | √ |
| 1.b. | Planning applications processing time – percentage of householder applications dealt with within two months | 77.4 | 71.8 | 70.9 | 24.2 | X |

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| 1.c. | Planning applications processing time – number of non-householder applications | 288 | 230 | 300 | 336 | √ |
| 1.d. | Planning applications processing time – percentage of non-householder applications dealt with within two months | 50 | 65.7 | 28.0 | 23.7 | ✗ |
| 2.a. | Appeals – number of planning applications that went to appeal | 2 | 2 | 1 | 3 | ✗ |
| 2.b. | Appeals – number of successful appeals | 0 | 0 | 1 | 2 | ✗ |
| 2.c. | Appeals – number of successful appeals as a percentage of the number of decisions that went to appeal | 0 | 0 | 100 | 66.7 | √ |
| 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% | 21.2 | 24.2 | 28.1 | 34.4 | ✗ |
| 1.a.ii | Primary schools – the percentage of primary schools in which the ratio of pupils to available places is between 41% and 60% | 33.3 | 33.3 | 31.1 | 25 | √ |
| 1.a.iii | Primary schools – the percentage of primary schools in which the ratio of pupils to available places is between 61% and 80% | 24.2 | 18.2 | 21.9 | 28.1 | √ |
| 1.a.iv | Primary schools – the percentage of primary schools in which the ratio of pupils to available places is between 81% and 100% | 21.2 | 24.2 | 18.8 | 12.1 | ✗ |
| 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 | 33 | 33 | 32 | 32 | = |
| 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.iii | Secondary schools – the percentage of secondary schools in which the ratio of pupils to available places is between 61% and 80% | 66.7 | 55.6 | 77.8 | 66.7 | √ |
| 2.a.iv | Secondary schools – the percentage of secondary schools in which the ratio of pupils to available places is between 81% and 100% | 22.2 | 33.3 | 11.1 | 22.2 | √ |
| 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 | = |

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| 3.a.i | Teaching staff equal opportunities – the percentage of head and deputy head teachers in secondary schools that are women | 23.1 | 23.5 | 33.3 | 33.3 | = |
| 3.a.ii | Teaching staff equal opportunities – the percentage of head and deputy head teachers in primary schools that are women | 79.3 | 80.6 | 84.6 | 79.3 | √ |
| 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 | 0 | = |
| 3.b.i | Teaching staff equal opportunities - the percentage of teachers in secondary schools that are women | 54.9 | 55.9 | 63.1 | 52.1 | √ |
| 3.b.ii | Teaching staff equal opportunities – the percentage of teachers in primary schools that are women | 89.9 | 88.5 | 95.1 | 87.5 | √ |
| 3.b.ii i. | Teaching staff equal opportunities – the percentage of teachers in special schools that are women | 92.1 | 94.1 | 95.2 | 0 | = |
| 4.a. | Social background reports – number of reports submitted to the Reporter during the year | 55 | 101 | 50 | 69 | X |
| 4.b. | Social background reports – proportion of reports requested by the Reporter which were submitted within target time | 45 | 73.3 | 52 | 85.5 | √ |
| 5.a. | Supervision – number of new supervision requirements made during the year | 6 | 4 | 13 | 6 | √ |
| 5.b. | Supervision – proportion of children seen by a supervising officer within 15 days | 6 | 4 | 13 | 6 | = |
| 6.a. | Academic achievement – number of children ceasing to be looked after | 6 | 1 | 1 | 1 | = |
| 6.b. | Academic achievement – number of these attaining at least one SCQF level 3 | 2 | 1 | 1 | 0 | X |
| 7. | Staff qualification - Care Staff in Local Authority Residential Children's Homes, who have the appropriate qualification (%) | N/A | N/A | 50 | 46.9 | X |
| 8.a. | Respite care – for children aged 0-17 with disabilities - Total overnight respite nights provided | N/A | N/A | 591 | 622 | √ |
| 8.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 | 92 | 101 | √ |
| 8.c. | Respite care – for children aged 0-17 with disabilities - Total hours daytime respite provided | N/A | N/A | 8,146 | 8,908 | √ |
| 8.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 | 1.7 | 0.9 | X |
| | Housing | | | | | |
| 1.a. | Response repairs – the percentage of first priority response repairs completed within target time (24 hours) | 98.5 | 97.5 | 95.9 | 97.7 | √ |
| 1.b. | Response repairs – the percentage of Second priority response repairs completed within target time (3 days) | 89.8 | 86.1 | 84.3 | 82.8 | X |

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| 1.c. | Response repairs – the percentage of third priority response repairs completed within target time (1 month) | 76.8 | 71.9 | 73.6 | 56.7 | X |
| 1.d. | Response repairs – the percentage of fourth priority response repairs completed within target time (3 month) | 71.9 | 57.2 | 77.3 | 64.5 | X |
| 2. | Tenancy changes – the percentage of rent loss due to voids | 5.4 | 4 | 3.2 | 3 | √ |
| 3.a. | Tenancy changes – the total number of houses re-let (not in low demand) | 200 | 154 | 154 | 114 | X |
| 3.b. | Tenancy changes – the number of houses re-let that took less than 2 weeks (not in low demand) | 20 | 21 | 20 | 14 | X |
| 3.c. | Tenancy changes – the number of houses re-let that took between 2 weeks and 4 weeks (not in low demand) | 14 | 13 | 28 | 40 | √ |
| 3.d. | Tenancy changes – the number of houses re-let that took more than 4 weeks (not in low demand) | 166 | 120 | 106 | 60 | = |
| 3.e. | Tenancy changes – the average time to re-let houses in days (not in low demand) | 183 | 257 | 125 | 63 | √ |
| 4.a. | Rent arrears – current tenant arrears as a percentage of the net amount of rent due in the year | 6.8 | 4.5 | 4.5 | 3.9 | √ |
| 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 | 3.1 | 4.1 | 4.5 | 4 | √ |
| 5.a. | Council house sales – the percentage of sales completed within 26 weeks | 20 | 28.6 | 21.1 | 24.4 | √ |
| 5.b. | Council house sales – the average time taken for council house sales in weeks | 40 | 46 | 45 | 39 | √ |
| 6.a. | Homelessness – the number of households assessed as homeless or potentially homeless during the year | 169 | 193 | 236 | 238 | = |
| 6.b. | Homelessness – average time between presentation and completion of duty by the council for those cases assessed as homeless or potentially homeless (in weeks) | 28.4 | 32.1 | 24.6 | 29 | X |
| 6.c. | Homelessness – percentage of cases reassessed as homeless or potentially homeless within 12 months of previous case being completed | 13.6 | 18.7 | 14.8 | 16 | X |
| Protective Services | | | | | | |
| 1.a | Percentage of premises requiring inspection that were inspected in time | / | 29.4 | 23.8 | 22.2 | X |
| 1.b | Food hygiene – the percentage of premises with a minimum inspection frequency of 6 months or less, that were inspected on time | 0 | 100 | 100 | 60 | X |

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| 1.c | Food hygiene – the percentage of premises with a minimum inspection frequency of 12 months or less, that were inspected on time | 26.3 | 63.2 | 66.7 | 85.7 | √ |
| 1.d | Food hygiene – the percentage of premises with a minimum inspection frequency of more than 12 months, that were inspected on time | 19 | 11.6 | 46.1 | 50 | √ |
| 2.a. | The number of complaints of domestic noise received during the year | | | | | |
| 2.a.i | Settled without the need for attendance on site | N/A | N/A | 303 | 222 | √ |
| 2.a.ii | Requiring attendance on site | N/A | N/A | 5 | 4 | √ |
| 2.a.ii i | Dealt with under Part V of the antisocial Behaviour (Scotland) Act 2004 | N/A | N/A | 0 | 0 | = |
| 2.b | For a.ii and a.iii above, the average time (hours) between the time of the complaint and the attendance on site; | | | | | |
| 2.b.i | Requiring attendance on site | N/A | N/A | 120 | 540 | X |
| 2.b.ii | Dealt with under Part V of the antisocial Behaviour (Scotland) Act 2004 | N/A | N/A | 0 | 0 | = |
| 3.a | The number of complaints of non-domestic noise received during the year | | | | | |
| 3.a.i | Settled without the need for further action | N/A | N/A | 9 | 10 | √ |
| 3.a.ii | Requiring formal action | N/A | N/A | 0 | 0 | = |
| 3.b | For those requiring formal action, the average time (calendar days) to institute formal action | N/A | N/A | 1 | No Service | / |
| 5.a. | Consumer complaints – the percentage of complaints processed within 14 days of receipt | 89.2 | 88.6 | 87.3 | 86.7 | X |
| 5.b. | Business advice requests – the percentage of requests dealt with within 14 days of receipt | 93 | 91.2 | 90.4 | 92.6 | √ |
| 6.a | Inspection of trading premises - the percentage of premises in inspection level 12 months or less that were inspected on time | 86.4 | 91.4 | 87.1 | 96.3 | √ |
| 6.b | Inspection of trading premises – the percentage of premises in inspection level of 2 years or less that were inspected on time | 19.3 | 41 | 71.3 | 79.4 | √ |
| | Roads and Lighting | | | | | |
| 1. | Carriageway condition – percentage of network that should be considered for maintenance treatment | 33.1 | 26.9 | 38.7 | 40.2 | X |
| 2. | Traffic light repairs – the percentage of repairs completed within 48 hours | 0 | 0 | 40 | 19.1 | X |
| 3. | Street lighting – the percentage of repairs completed within 7 days | 57.5 | 50 | 69.6 | 66.5 | X |
| 4. | Street lighting – the proportion of street lighting columns that are over 30 years old | FTR | FTR | FTR | 0.9 | √ |

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|-------------------------|---|-------|-------|-------|-------|---|
| 5.a. | Road network restrictions – the percentage of council and private bridges assessed that failed to meet the European standard of 40 tonnes | FTR | FTR | 14.3 | 12.2 | √ |
| 5.b. | Road network restrictions – the percentage of council and private bridges assessed that have a weight or width restriction placed on them | FTR | FTR | 0 | 0 | = |
| Waste Management | | | | | | |
| 1.a. | Refuse collection – the net cost per property (£) of refuse collection | 33.52 | 70.50 | 67.01 | 76.89 | X |
| 1.b. | Refuse collection – the net cost per property (£) of refuse disposal | 47.00 | 71.11 | 63.96 | 55.64 | √ |
| 2. | Refuse collection – the number of complaints per 1,000 households | 1.7 | 5 | 0 | 2 | X |
| 3.a. | Refuse recycling – of the municipal waste collected by the authority, the percentage that was recycled | 9.7 | 9.4 | 13.7 | 16.5 | √ |
| 3.b. | Refuse recycling – of the municipal waste collected by the authority, the percentage that was used for recovery including energy from waste | 63 | 67 | 73.3 | 73.0 | = |
| 3.c. | Refuse recycling – of the municipal waste collected by the authority, the percentage that was put in landfill | 27.3 | 28.2 | 9.4 | 7.8 | √ |
| 4. | Cleanliness – overall cleanliness index achieved | 76 | 75 | FTR | 79 | √ |
| 5 | Abandoned Vehicles – Proportion of abandoned vehicles removed within 14 days | N/A | N/A | FTR | 1.3 | √ |

Key Used

X - Worse on the previous year

= - Stayed the same as the previous year

√ - Better than the previous year