

Appendix A

	Measure	PI measurement				Better, worse or stayed the same since 07/08
		05/06	06/07	07/08	08/09	
	Adult Social Work					
1.a.	Percentage of people for which local assessment target times were met	-	-	-	FTR	-
1.b.	Percentage of people for which local service target times were met	-	-	-	FTR	-
2.a.	Staff qualification – the percentage of care staff who are qualified, working in care homes for older people	58.2	52.8	60.3	69.2	√
2.b.	Staff qualification – the percentage of care staff who are qualified, working in care homes for other adults	29.6	20.7	26.7	45.2	√
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	100	100	100	100	=
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	-
4.a.	Home care – number of people aged 65+ receiving homecare	470	429	400	423	√
4.b.	Home care – total hours as a rate per 1,000 population aged 65+	782.2	750.8	762.7	802	√
4.c.i.	Home care – number of home care clients aged 65+ receiving personal care as a percentage of clients	32.3	47.1	54.5	52.2	X
4.c.ii .	Home care – number of home care clients aged 65+ receiving care in evenings/ overnight as a percentage of clients	16	21.7	24.8	24.6	=
4.c.ii i.	Home care – number of home care clients aged 65+ receiving care at weekends as a percentage of clients	32.6	36.6	44.0	43.5	X
5.a.	Respite care – total overnight respite nights provided for people 65+	6,369	6,289	6,652	5,165	X
5.b.	Respite care – percentage of overnight respite nights not in a care home for people 65+	0	0	0	0	=
5.c.	Respite care – total daytime respite hours provided for people 65+	4,359	5,818	7,207	7,882	√
5.d.	Respite care – percentage of daytime respite hours not in a day care centre for people 65+	100	100	100	100	=
5.e.	Respite care – total overnight respite nights provided for people 18-64	2,194	1,741	1,491	2,014	√
5.f.	Respite care – percentage of overnight respite nights not in a care home for people 18-64	29.3	16.5	3.5	6.9	√
5.g.	Respite care – total daytime respite hours provided for people 18-64	2,828	2,550	1,605	2,985	√
5.h.	Respite care – percentage of daytime respite hours not in a day care centre for people 18-64	35.3	40.1	46.0	17.1	X
6.a	Social enquiry reports – number of reports submitted to the courts during the year	114	107	165	125	√
6.b.	Social enquiry reports – the proportion of reports submitted to the court by the due date	100	100	98.8	100	√
7.a.	Probation – number of new probation orders issued during the year	54	30	37	44	X
7.b.	Probation – the proportion of new probationers seen by a supervising officer within one week	97.4	88	97	97	=
8.a.	Community service – number of new community service orders issued during the year	38	38	40	50	X
8.b.	Community service – the average hours per week taken to complete community service orders	5	3.1	4.3	3.8	√
	Benefits Administration					
1.a	Average rent rebate; Weighted rent rebate	/	1,344	1,267	1,203	√
1.b	Average private rented sector; Weighted private rented sector caseload	/	132	115	117	=
1.c	Average registered Social Landlord Caseload; Weighted registered social landlord caseload	/	179	184	208	X
1.d	Average Council Tax benefit caseload Weighted council tax benefit caseload	/	2,090	1,999	1,979	√
1.F	Gross Administration cost per case	/	£65.53	£69.80	£70.22	X

Corporate Management						
1.a.	Sickness absence – the average number of working days per employee lost through sickness absence for teachers	-	-	-	5.3	-
1.b.	Sickness absence – the average number of working days per employee lost through sickness absence for all other local government employees	-	-	-	13.3	-
2.a.	Civil Liability Claims – number of claims per 10,000 population	8.7	4.1	20.1	18.7	√
2.b.	Claims – claims value as a percentage of revenue budget	0	0	4.8	0	√
3.a.	Equal opportunities policy – percentage of highest paid 2% of earners among council employees that are women	10	11.5	12.3	12.7	=
3.b.	Equal opportunities policy – percentage of highest paid 5% of earners among council employees that are women	11	14	20.9	21.2	√
4	Public access – percentage of public access buildings that are suitable and accessible to disabled people	72	63.6	64.7	62.9	X
5	Council tax – the cost of collecting council tax per dwelling (£)	13.26	14.36	10.21	15.52	X
6.a.	Council tax – the income due from council tax for the year	6,795,790	7,106,218	7,494,513	7,655,874	√
6.b.	Council tax – the percentage of council tax income for the year that was collected in the year	96	96.3	96.4	96.5	=
7.	Invoice payment – the percentage of invoices sampled and paid within 30 days	81.5	83.7	86.4	86.4	=
8.a	Proportion of Gross Internal floor Area that is in satisfactory condition (operational buildings)	/	73.5	73.5	80.7	√
8.b	Number and percentage of operational buildings that are suitable for their current use	/	68.7	65.9	66.2	√
Cultural and Community Services						
1.	Sport and leisure management – the number of attendances expressed per 1,000 population	15,626	15,496	12,402	12,105	X
2.	Indoor sports facilities – the number of attendances expressed per 1,000 population	19,171	17,120	14,996	14,718	X
3.a.	Museums – number of visits to/usages of council funded or part funded museums an expressed per 1,000 population	N/A	261	5,198	289	X
3.b.	Museums – number of visits in part a) that were person and expressed per 1,000 population	N/A	245	3,687	184	X
4.						
4.a.i	Library stock turnover – Adult - Number of Additions, expressed per 1,000 population	398	343	357	269	X
4.a.ii	Library stock turnover – Total number of closing stock items, expressed per 1,000 population	3,413	3,589	3,507	3,413	X
4.b.i	Library stock turnover – Teenagers and Children - Number of Additions and expressed per 1,000 population	272	253	275	249	X

4.b.ii	Library stock turnover – Teenagers and Children - Total number of closing stock items and expressed per 1,000 population	3,153	3,271	3,286	3,487	√
5.a.	Use of libraries – the number of visits to libraries and expressed per 1,000 population	N/A	8,024	8,045	8,398	√
5.b.	Use of libraries – the number of borrowers as a percentage of the resident population	35.4	35.1	34.7	34.2	=
6.a.	Learning centre and learning access points – number of users as a percentage of the resident population	21.1	26.0	23.6	21.6	X
6.b.	Learning centre and learning access points – number of times terminals are used per 1,000 population	1,307	1,254.5	1,128.2	1,045.8	X
Development Services						
1.a.	Planning applications processing time – percentage of householder applications dealt with within two months	71.8	70.9	24.2	50.5	√
1.d.	Planning applications processing time – percentage of non-householder applications dealt with within two months	65.7	28.0	23.7	31.6	√
2.c.	Appeals – number of successful appeals as a percentage of the number of decisions that went to appeal	0	100	66.7	25	√
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%	24.2	28.1	34.4	37.5	X
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	31.1	25	21.9	X
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%	18.2	21.9	28.1	25	X
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%	24.2	18.8	12.1	12.5	=
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	3.1	X
1.b.	Primary schools – the total number of primary schools	33	32	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	22.2	X
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%	55.6	77.8	66.7	55.6	X
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%	33.3	11.1	22.2	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	23.5	33.3	33.3	27.8	X
3.a.ii.	Teaching staff equal opportunities – the percentage of head and deputy head teachers in primary schools that are women	80.6	84.6	79.3	82.1	√
3.a.ii.i.	Teaching staff equal opportunities – the percentage of head and deputy head teachers in special schools that are women	No service	No service	No service	No service	-
3.b.i.	Teaching staff equal opportunities - the percentage of teachers in secondary schools that are women	55.9	63.1	52.1	53	X
3.b.ii.	Teaching staff equal opportunities – the percentage of teachers in primary schools that are women	88.5	95.1	87.5	89.2	X
3.b.ii.i.	Teaching staff equal opportunities – the percentage of teachers in special schools that are women	No service	No service	No service	No service	-
4.b.	Social background reports – proportion of reports requested by the Reporter which were submitted within target time	73.3	52	85.5	86.5	√
5.b.	Supervision – percentage of children seen by a supervising officer within 15 days	100	100	100	100	=
6.a.	Academic achievement – number of children ceasing to be looked after	1	1	1	1	=
6.b.	Academic achievement – number of these attaining at least one SCQF level 3	1	1	0	1	√
7.	Staff qualification - Care Staff in Local Authority Residential Children's Homes, who have the appropriate qualification (%)	N/A	50	46.9	47.9	√
8.a.	Respite care – for children aged 0-17 with disabilities - Total overnight respite nights provided	N/A	591	622	983	√
8.b.	Respite care – for children aged 0-17 with disabilities, Number of overnight respite nights provided not in a care home	N/A	92	101	141	√
8.c.	Respite care – for children aged 0-17 with disabilities - Total hours daytime respite provided	N/A	8,146	8,908	11,950	√
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	1.7	0.9	0	X
Housing						
1.	Percentage of housing response repairs completed within target times	-	-	-	76.2	-
2.a.	Housing Quality – percentage of council dwellings that are of tolerable standard	-	-	-	80.8	-
2.b.	Housing Quality – percentage of council dwellings that are free from serious disrepair	-	-	-	100	-
2.c.	Housing Quality – percentage of council dwellings that are energy efficient	-	-	-	87.9	-

2.d.	Housing Quality – percentage of council dwellings that have modern facilities and services	-	-	-	99.6	-
2.e.	Housing Quality – percentage of council dwellings that are healthy, safe and secure	-	-	-	93.8	-
2.f.	Housing Quality – percentage of council dwellings that meet the Scottish Housing Quality Standard	-	-	-	80.8	-
3	Tenancy changes – the percentage of rent loss due to voids	4	3.2	3	2.3	√
4.a.	Tenancy changes – the average time taken to re-let housing not in low demand, in days	257	125	63	48	√
4.b.	Tenancy changes – the average time taken to re-let housing in low demand, in days	No Service	No Service	138	161	X
4.c.	Tenancy changes – the number of days that low demand housing had been un-let for, at year end	No Service	No Service	282	328	X
5.a.	Rent arrears – current tenant arrears as a percentage of the net amount of rent due in the year	4.5	4.5	3.9	4.0	=
5.b.	Rent arrears – the percentage of current tenants owing more than 13 weeks rent at the year end, excluding those owing less than £250	4.1	4.5	4	4.3	=
6.a.	Council house sales – the percentage of sales completed within 26 weeks	28.6	21.1	24.4	2.7	X
6.b.	Council house sales – the average time taken for council house sales in weeks	46	45	39	46	X
7.a.	Homelessness – permanent accommodation – the percentage of decision notifications issued within 28 days of date of initial presentation	-	-	-	72	-
7.b.	Homelessness – permanent accommodation – percentage who are housed	-	-	-	29	-
7.c.	Homelessness – permanent accommodation –percentage of cases reassessed within 12 months	-	-	-	21	-
7.d.	Homelessness – temporary accommodation – the percentage of decision notifications issued within 28 days of date of initial presentation	-	-	-	81.6	-
7.e.	Homelessness – temporary accommodation – percentage of cases reassessed within 12 months	-	-	-	11.8	-
Protective Services						
1.a	Percentage of premises requiring inspection that were inspected in time	29.4	23.8	22.2	100	√
1.b	Food hygiene – the percentage of premises with a minimum inspection frequency of 6 months or less, that were inspected on time	100	100	60	100	√
1.c	Food hygiene – the percentage of premises with a minimum inspection frequency of 12 months or less, that were inspected on time	63.2	66.7	85.7	100	√
1.d	Food hygiene – the percentage of premises with a minimum inspection frequency of more than 12 months, that were inspected on time	11.6	46.1	50	79.1	√

2.a.	Domestic Noise Complaints					
2.a.i	Settled without the need for attendance on site	N/A	303	222	309	√
2.a.ii	Requiring attendance on site	N/A	5	4	0	√
2.a.ii i	Dealt with under Part V of the antisocial Behaviour (Scotland) Act 2004	N/A	0	0	0	=
2.b	Average time in hours between the time of the complaint and attendance on site					
2.b.i	Requiring attendance on site	N/A	120	540	0	√
2.b.ii	Dealt with under Part V of the antisocial Behaviour (Scotland) Act 2004	N/A	0	0	0	=
3.a	Non-Domestic Noise Complaints					
3.a.i	Settled without the need for further action	N/A	9	10	4	=
3.a.ii	Requiring formal action	N/A	0	0	0	=
3.b	For those requiring formal action, the average time (calendar days) to institute formal action	N/A	1	No Service	No Service	-
4.a.	Consumer complaints – the percentage of complaints processed within 14 days of receipt	88.6	87.3	86.7	90.8	√
5.b.	Business advice requests – the percentage of requests dealt with within 14 days of receipt	91.2	90.4	92.6	94.8	√
5.a	Inspection of trading premises - the percentage of premises in inspection level 12 months or less that were inspected on time	91.4	87.1	96.3	80.0	X
5.b	Inspection of trading premises – the percentage of premises in inspection level of 2 years or less that were inspected on time	41	71.3	79.4	94.2	√
	Roads and Lighting					
1.	Carriageway condition – percentage of network that should be considered for maintenance treatment	26.9	38.7	40.2	38.4	√
2.	Traffic light repairs – the percentage of repairs completed within 48 hours	0	40	19.1	3.4	X
3.	Street lighting – the percentage of repairs completed within 7 days	50	69.6	66.5	88.1	√
4.	Street lighting – the proportion of street lighting columns that are over 30 years old	FTR	FTR	0.9	1.2	=
5.a.	Road network restrictions – the percentage of council and private bridges assessed that failed to meet the European standard of 40 tonnes	FTR	14.3	12.2	13.5	=
5.b.	Road network restrictions – the percentage of council and private bridges assessed that have a weight or width restriction placed on them	FTR	0	0	0	=
	Waste Management					
1.a.	Refuse collection – the net cost per property (£) of refuse collection	70.50	67.01	76.89	60.09	√

1.b.	Refuse collection – the net cost per property (£) of refuse disposal	71.11	63.96	55.64	56.63	X
2.	Refuse collection – the number of complaints per 1,000 households	5	0	2	2	=
3.a.	Refuse recycling – the percentage of municipal waste composted/recycled	-	-	-	22.6	-
4.	Cleanliness – overall cleanliness index achieved	75	FTR	79	79	=
5	Abandoned Vehicles – Proportion of abandoned vehicles removed within 14 days	N/A	FTR	1.3	7.7	√

Key Used

X - Worse on the previous year

= - Stayed the same as the previous year

√ - Better than the previous year