



Shetland Islands Council

Performance

Indicators

2002-03



BENEFITS ADMINISTRATION

ADMINISTRATION COSTS

Indicator 1

	01/02	02/03
Number of Cases	2,319	2,369
Gross Administration cost per case (£)	101.55	109.86

PROCESSING TIME

Indicator 2

	01/02	02/03
The average time for processing, from the date of receipt of the application to the posting of the notification of the outcome, for:		
- new claims	23.1 days	31.5 days
- change of circumstances	3.2 days	4.7 days
Percentage of renewal claims processed on time:	98.0%	99.5%

ACCURACY AND SECURITY OF PROCESSING

Indicator 3

	01/02	02/03
a) The percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available at the determination, for a sample of cases checked post-determination	99.8%	100.0%
b) Does the council have a written security strategy for combating fraud and error which is communicated regularly to all staff and the whole of which is demonstrably acted upon by management and staff on a continuous basis?	No	Yes
c) The percentage of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the year.	50.7%	44.4%

BUILDING CONTROL

BUILDING WARRANT AND COMPLETION CERTIFICATES

Indicator 1

	01/02	02/03
The average time (days) taken to respond to a request for a completion certificate	5	4
Number of warrants	407	353
Number of completion certificates	249	285

COUNCIL-WIDE INDICATORS

SICKNESS ABSENCE

Indicator 1

The number of days lost through sickness absence expressed as a percentage of the total working days available, for the following groups of staff:

	Percentage of days lost	
	01/02	02/03
Chief officers, administrative, professional, technical and clerical employees	3.9	5.1 ¹
Craft and manual employees	4.3	7.3
Teachers	1.9	3.0

COMPLAINTS

Indicator 2

	01/02	02/03
a) The number of complaints accepted for enquiry by the Ombudsman which resulted in a local settlement	0	0
b) The number of complaints accepted for enquiry by the Ombudsman which were classified as maladministration	0	0

LITIGATION CLAIMS

Indicator 3

The number and value of successful litigation actions against the authority settled in the financial year, in respect of the following services:

Service	Per 10,000 council dwellings			
	Number		£	
	01/02	02/03	01/02	02/03
Housing	0	0	0	0
	Per 10,000 population			
Roads	0	0	0	0
All other services (excluding policy and fire)	0	0	0	0

EQUAL OPPORTUNITIES POLICY

Indicator 4

The number and percentage of employees in each of the following staff salary bands who are women:

	Salary Band A		Salary Band B		Salary Band C	
	01/02	02/03	01/02	02/03	01/02	02/03
Chief Officials	3	4	-	-	-	-
General Service Employees	3	3	111	143	1,526	1,456
Teachers	15	26	325	309	-	-
	%		%		%	
	01/02	02/03	01/02	02/03	01/02	02/03
Chief Officials	13.6	17.4	-	-	-	-
General Service Employees	16.7	14.3	32.5	31.3	70.0	73.9
Teachers	44.1	57.8	73.5	73.6	-	-

¹ It appears that the percentage of working days lost through sickness absence has increased this year, on previous years. There has been a change in the recording of these figures; the new CHRIS personnel payroll system has been used, which provides more accurate establishment records. However the percentages are still comparatively low, at an average of 5.1% of working days lost, compared with the national average within the public sector of approximately 10%.

EDUCATION

PRE-SCHOOL EXPERIENCE

Indicator 1

- a) The percentage of children who received government grant-aided education from council, private, independent and voluntary sector providers:

	01/02 (%)				Total
	Council	Private	Independent	Voluntary	
i) children in their pre-school year	69.5	0	0	17.7	87.1
ii) 3-year olds in year before pre-school year	44.2	0	0	28.1	72.3

	02/03 (%)				Total
	Council	Private	Independent	Voluntary	
i) children in their pre-school year	66.5	0	0	16.7	83.3
ii) 3-year olds in the year before pre-school year	50.36	0	0	36.39	87.05

- b) The percentage of these grant-aided children who received fewer than 5 education sessions per week during the period they were eligible.

	01/02	02/03
	Total %	Total %
i) children in their pre-school year	13.3	12.4
ii) 3-year olds in year before pre-school year	35.5	54.5

PRIMARY SCHOOLS

Indicator 2

- a) The percentage of classes which fall within the following categories:

	Single year classes (%)		Composite Classes (%)	
	01/02	02/03	01/02	02/03
a) 15 or fewer pupils	17.5	11.8	26.2	28.6
b) 16 – 20 pupils	7.9	13.4	15.1	14.3
c) 21 – 25 pupils	19.8	15.1	7.1	10.9
d) 26 – 30 pupils	6.3	5.9	0	0
e) 31 – 33 pupils	0	0	0	0
f) 34 or more pupils	0	0	0	0

- b) The percentage of classes with P1 to P3 pupils in which the number of pupils falls within the following bands:

	Classes with P1 to P3 pupils (%)	
	01/02	02/03
a) 15 or fewer	50.9	45.0
b) 16 – 20	28.1	38.3
c) 21-25	17.5	16.7
d) 26 – 30	3.5	0
e) 31 – 33	0	0
f) 34 or more	0	0

- c) The total number of primary school classes of each type:

	01/02	02/03
Single year classes	65	55
Composite Classes	61	64
P1 – P3 classes	57	60

Indicator 3	01/02	02/03
The average number of children per primary school class	16.8	17.2

Indicator 4

a) Occupancy: The percentage of schools where the ratio of pupils to places is:

	01/02 (%)	02/03(%)
i) 40% or less	14.7	23.5
ii) 41 – 60%	20.6	41.2
iii) 61 – 80%	50	17.6
iv) 81% or more	8.8	11.8
v) 101% or more	5.9	5.9

SECONDARY SCHOOLS

Indicator 5

a) Occupancy: The percentage of schools where ratio of pupils to places is:

	01/02 (%)	02/03(%)
i) 40% or less	0	0
ii) 41 – 60%	33.3	33.3
iii) 61 – 80%	0	0
iv) 81% or more	55.6	55.6
v) 101% or more	11.1	11.1

b) The total number of secondary schools

	9	9
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SPECIAL EDUCATIONAL NEEDS

Indicator 6

The average time (in weeks) taken to complete an assessment of special educational needs and the percentage completed in the following time bands:

	% of total assessments completed	
	01/02	02/03
Up to 18 weeks	0	81.8
19 to 26 weeks	20	18.2
27 to 39 weeks	40	0
40 to 52 weeks	20	0
More than 1 year	20	0
Average time for completion of all assessments (weeks)	53	15

ENVIRONMENTAL HEALTH

FOOD SAFETY: HYGIENE INSPECTIONS

Indicator 1

The number of establishments in each of the following three categories requiring inspection during the year, and the percentage of the inspections which were undertaken within the prescribed period:

Minimum inspection frequency	Number to be inspected in the year		% of inspections undertaken within time	
	01/02	02/03	01/02	02/03
6 months	4	6	50	100.0
12 months	30	29	96.7	93.1
More than 12 months	191	72	68.6	98.6

WORKPLACE SAFETY INSPECTIONS²

Indicator 2	01/02	02/03	
(a) the percentage of premises liable to inspection brought within the inspection rating system	100	NA	
(b) Information on the level of achievement against the council's own inspection targets:			
i) The council's target inspection frequency	(ii) Number of premises in this category	(iii) Target number of premises to be inspected	(iv) % of actually inspected within time
	01/02 02/03	01/02 02/03	01/02 02/03
Every 12 months	0 FTR	0 FTR	100 FTR
c) Every 24 months	2 FTR	2 FTR	100 FTR
d) Every 24 months	8 FTR	7 FTR	85.7 FTR
e) Every 24 months	7 FTR	7 FTR	42.9 FTR
f) Every 24 months	19 FTR	18 FTR	55.6 FTR
g) Every 60 months	612 FTR	150 FTR	26.0 FTR

ENVIRONMENTAL PROTECTION

Indicator 3

Noise Complaints	01/02	02/03
a) total number of complaints received which were the council's responsibility for advice or investigation	12	10
b) number of complaints (i) completed at initial enquiry stage; and	3	7
(ii) number which required further investigation	9	3
c) the percentage of responses at (b) (i) which were provided in one day (calendar) of receipt of the complaint, and at (b) (ii) which were provided in 3 days (calendar) of receipt of the complaint	100%	85.7%

PEST CONTROL

Indicator 4

Pest Control Response Time	The council's target response time	Percentage of responses within national target	
		01/02	02/03
High Priority	Within 2 days	91.5	89.8
Low Priority	Within 5 days	100	82.6

ENVIRONMENTAL SERVICES

REFUSE COLLECTION AND DISPOSAL COSTS

Indicator 1

	01/02	02/03
(a) Gross cost of refuse collection per premise	£59.75	£73.06
(b) Gross cost of refuse disposal per premise	£63.90	£105.37

SPECIAL UPLIFTS

Indicator 2 - Special uplift for bulky domestic refuse.

No service provided which conforms to definition of "special uplift service" in Citizen's Charter.

² Failure To Report: new systems to accurately record were not in place until after the beginning of 2002-03.

MISSED COLLECTIONS

Indicator 3

The number of household waste collections which were missed, per 100,000 collections, during the period:

	01/02	02/03
(a) May to September	5	28
(b) April and October to March	5	4

WASTE DISPOSAL

Indicator 4

The amount of waste collected by the Council during 01/02 that was disposed of by the following methods:

Method	% / household	
	01/02	02/03
Used for recovery of heat, power and other energy sources	70.5	47.3
Composted by the authority	0	0
Other recycling methods	10.3	22.6
Landfill	19.2	30.1
Other methods	0	0
Total	100	100

Method	% commercial	
	01/02	02/03
Used for recovery of heat, power and other energy sources	70.5	47.5
Composted by the authority	0	0.0
Other recycling methods	10.3	22.5
Landfill	19.2	30.0
Other methods	0	0
Total	100	100

FINANCE

COUNCIL TAX COLLECTION

Indicator 1

	01/02	02/03
Collection Costs: The cost (£) of collecting Council Tax per chargeable dwelling	17.21	19.79

Indicator 2

Income	01/02	02/03
a) The income (£) due from Council Tax for the year, excluding reliefs and rebates; and	4,986,456	5,439,046
b) The percentage of a) that was received during the year	95.8	96.1

Indicator 3

Non-domestic Rates Income

	02/03
a) Income due from non-domestic rates excluding reliefs	£13,138,909
b) % of income due from non-domestic rates that received by the end of the year.	98.4%

Indicator 4**Payment of Invoices (%)****01/02****02/03**

a) The number of invoices paid within 30 calendar days of receipt, or the agreed time limit if otherwise specified, as a percentage of all invoices paid

82.5

83.1

Indicator 5**Accounts****02/03**

a) Was the statutory abstract of accounts for the previous Financial year submitted for audit?
 b) Did the statutory abstract of accounts receive an Unqualified audit certificate?

Yes

Yes

HOUSING**RESPONSE REPAIRS****Indicator 1****Response repairs**

Repair Type	Target Response Time for each priority category set out by the Council	Number of repairs carried out in each category		Percentage of repairs completed within the target response time for each category	
		01/02	02/03	01/02	02/03
a) Emergency	Complete within 24 hours	1,912	1,655	92.4	96.7
b) Urgent	Complete within 3 working days	1,444	1,482	80.0	86.0
c) Routine	Complete within 1 calendar month	2,690	2,459	70.7	66.7
d) Three Month	Complete within 3 calendar months	116	113	54.7	47.5
g) All Categories	Number of repairs due to be completed within 24 hours	1,912	1,711	92.4	96.7

MANAGING TENANCY CHANGES**Indicator 2**

The total annual rent loss due to voids expressed as a percentage of the total amount of rent due in the year:

01/02**02/03**

6.42

6.71

Indicator 3

The time taken by the council to re-let houses analysed by the following bands:

Void Period	(i) Number of houses re-let		(ii) as a percentage of total for (i)	
	01/02	02/03	01/02	02/03
Less than 2 weeks	24	4	11.7	2.2
2-4 weeks	22	31	10.7	17.0
More than 4 weeks	159	147	77.6	80.8

RENT ARREARS

Indicator 4

	01/02	02/03
Current tenant arrears as a % of the net amount of rent due in the year	4.2	3.7
Percentage of current tenants owing more than 13 weeks rent at year end, excluding those owing less than £250	2.4	3.8

COUNCIL HOUSE SALES

Indicator 5

The percentage of house sales completed within the following bands:

Time Band	No of Sales		%	
	01/02	02/03	01/02	02/03
Up to 20 weeks	19.8	13	15.2	13.4
21 to 26 weeks	25.9	31	15.2	32.0
27 to 32 weeks	17.3	19	34.8	19.6
33 weeks or more	37.0	34	34.8	35.0
Average time taken to complete sale:	31.3 weeks 32.3 weeks			

HOMELESSNESS

Indicator 6

	01/02	02/03
a) The total number of homeless households in priority need *per 10,000 households	70	72
b) The number of homeless households provided with any of the following four forms of temporary accommodation, as a percentage of the total provided with temporary accommodation and		
c) The average length of stay in each type of accommodation:		

	Council Furnished							
	Hostel		Dwellings		Bed & Breakfast		Other	
	01/02	02/03	01/02	02/03	01/02	02/03	01/02	02/03
No. of households	31	43	73	58	0	2	5	2
% of the total	28.4	41.0	67	55.2	0	1.9	4.6	1.9
Average length of stay (days)	109	128	151	285	0	7	143	347

LEISURE SERVICES

SPORT AND LEISURE MANAGEMENT

Indicator 1

The number of attendances per 1,000 population for:	01/02	02/03
Leisure pools	14,130	15,001

Indicator 2

The number of attendances per 1,000 population for other indoor sports and leisure facilities, excluding pools in a combined complex	15,584	16,508
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Indicator 3

Percentage of total operating expenditure for the year met from customer income for the following facilities:	01/02 (%)	02/03 (%)
Pools/Other Indoor Facilities/Outdoor Sports	33.4	31.8
Pitches and Tracks ³	NA	NA

³ Current recording procedures do not permit separate calculations.

MUSEUMS

Indicator 4

	01/02	02/03
a) The number of museums operated by or financially supported by the council	12	12
b) The percentage of these which are registered under the Museum and Galleries Commission (MGC) registration scheme	66.7%	75.0%

LIBRARIES

PROCESSING TIME

Indicator 1

	01/02	02/03
Average time taken to satisfy book requests (days)	13	FTR ⁴

EXPENDITURE

Indicator 2

	01/02 (£)	02/03 (£)
Expenditure per 1,000 population for total library stock:	4,848	4,984

STOCK TURNOVER⁵

Indicator 3

Changes in library stock:

	Adult lending stock of book and audio-visual stock of material		Children's and teenage lending book and audio-visual material	
	01/02	02/03	01/02	02/03
a) Opening Stock: Total stock at start of year, per 1,000 population	3,389	2,435	3,483	308
b) Recommended national target for annual number of additions per 1,000 population	280	280	100	100
c) Actual Additions per 1,000 population	264	200	338	81
d) Number of withdrawn per 1,000 population	218	183	80	56
e) Stock at year end per 1,000 population	3,436	2,452	3,742	333

USE OF LIBRARIES

Indicator 4

Borrowers from public libraries:	01/02	02/03
a) borrowers as a percentage of the resident population	49.0%	FTR ⁴
b) average number of issues per borrower	20.6	FTR

LEARNING CENTRE AND LEARNING ACCESS

POINT USERS

Indicator 5

	02/03
a) number of users	1,291
b) users as a percentage of the population	5.9%
c) number of occasions that terminals are accessed per 1,000 population	564.1

⁴ Failure To Report: new systems to accurately record were not in place until after the beginning of 2002-03.

⁵ This years figure is not directly comparable to previous years due to a change in the method for calculating the indicator. In previous years, the stock was counted as per a catalogue on the internet, which included books in places such as school libraries, where books could be requested from but which are not open to the public. This year the figures used within the indicator are the result of a stock count of the books in the public libraries. This is the correct method, in line with Audit Scotland guidance.

PLANNING

PROCESSING TIME

Indicator 1

Percentage of householder applications dealt with within the following times.

	Percentage of applications 01/02	Percentage of applications 02/03
Up to 1 month	42.9	32.5
1 – 2 months	49.6	56.1
2 – 3 months	5.0	8.8
More than 3 months	2.5	2.6

Indicator 2

Percentage of non-householder applications dealt with within the following times:

Timescale	% of applications 01/02	% of applications 02/03
Up to 2 months	60.4	55.9
2 months to 3 months	18.9	24.7
More than 3 months	20.7	19.4

APPEALS

Indicator 3

	01/02	02/03
a) Number of decisions which went to appeal	1	0
b) as a percentage of all decisions	0.3	0.0
c) Percentage of (a) which were successful	100.0%	0.0%

DEVELOPMENT PLANS

Indicator 4

Percentage of Population

	01/02	02/03
Percentage of population covered by Local Plans Which have been adopted within the last 5 years.	0%	100%

ROADS AND LIGHTING

MAINTENANCE EXPENDITURE

Indicator 1

Maintenance expenditure per kilometre, across main activities:

	Actual Expenditure per Carriageway km (£)		% of total Expenditure	
	01/02	02/03	01/02	02/03
a) Structural Maintenance	3,137	3,334	57.1	61.2
b) Routine Maintenance	905	939	16.5	17.2
c) Winter Maintenance	1,099	798	20.0	14.6
d) Surveys, Inspections	44	134	0.8	2.5
e) Footway Maintenance	4,094	2,188	5.7	4.5

NETWORK MAINTENANCE

Indicator 2

Carriageway surface treatments:

	% of network covered	
	01/02	02/03
a) Surfacing	1.3	2.1
b) Surface dressing	7.3	10.3
c) Total % treated	8.6	12.4

REPAIRS RESPONSE

Indicator 3

Traffic lights failure; elapsed time from notification to the completion of repair:

	01/02	02/03
	a) Percentage of repairs completed within 48 hours	87%

Indicator 4

Street lights failure; elapsed time from notification to the council to completion of repair;

	01/02	02/03
	a) Percentage of repairs completed within 7 days	70%

Indicator 5

	01/02	02/03
	a) Gross cost of street lighting per lamp	£57.57
b) Lighting columns replaced as a percentage of the total number of columns	1.0%	0.5%

SOCIAL WORK

COMMUNITY CARE ASSESSMENTS

Indicator 1

Persons assessed or reviewed and services provided (01/02):

	No. of persons		No. persons receiving a service	Rate/1,000 relevant population
	receiving an assessment or review	Rate/1,000 relevant population		
a) Elderly people aged 65+	1,050	348.4	810	268.7
b) Elderly aged 65+ with dementia	48	14.9	19	6.3
c) 18-64, with mental health/dementia	27	2.0	18	1.3
d) 18-64 with physical disability	354	25.6	251	18.1
e) 16-64 with learning disability	35	2.5	17	1.2
f) 18-64 with HIV/AIDS	0	0	0	0
g) 18-64 with drug/alcohol abuse	13	0.9	10	0.7
h) Total	1,522	90.6	1,123	66.9

2002/2003 Results:

a)	984	318.9	840	272.2
b)	39	12.6	16	5.2
c)	17	1.3	11	0.8
d)	270	20.0	192	14.2
e)	31	2.3	15	1.1
f)	0	0	0	0
g)	6	0.4	5	0.4
h) Total	1,347	81.2	1,079	65.1

EXPENDITURE

Indicator 2

	Expenditure		Expenditure		£ per head of	
	£'000	£'000	%		population aged 18+	
	01/02	02/03	01/02	02/03	01/02	02/03
a) Home and community based services	5,500	5,868	68.5	68.5	327.42	353.94
b) Long-term residential and nursing home care	2,528	2,697	31.5	31.5	150.44	162.68
Total Expenditure	8,028	8,565	100.0	100.0		

CHILD PROTECTION

Indicator 3

	01/02	02/03
a) number of children referred in 12 months to 31 March	79	63
b) % of children entered on the register who had not previously been on register	12.5%	9.1%
c) number of children on the child protection register at 31 March	12	8
d) no. of children on child protection register at 31 March/1,000 population, aged 0-15	2.4	1.7
e) % of children on the register at 31 March who had been on the register:		
i) less than 6 months	58.3%	100.0%
ii) 6 months but under 1 year	25%	0.0%
iii) one year but under 2 years	16.7%	0.0%
iv) two years or more	0.0%	0.0%

CHILD CARE PLACEMENTS

Indicator 4

No. and % of children being looked after by the Council in the following types of placement:

	(i) No. children		(ii) (1) as % of		(iii) As rate/1,000	
	01/02	02/03	total no looked after		population aged 0-17	
	01/02	02/03	01/02	02/03	01/02	02/03
a) At home	8	10	22.9	28.1	1.4	1.7
b) In other community placements	19	14	54.3	43.8	3.4	2.6
c) In residential accommodation	8	9	22.9	28.1	1.4	1.7
d) Total no. being looked after excluding respite	35	32	100	100	6.2	5.9
e) Under 12s in residential	3	0			12.5%	0%
f) Under 12 looked after excluding respite	24	14				
g) Children receiving respite excluded from a) to f)	36	31			6.4	5.8
h) Total looked after including respite	71	63			12.6	11.7

ACADEMIC ACHIEVEMENTS

Indicator 5

The number of looked after children, ceasing to be looked after away from home who have:

	01/02	02/03
a) attained at least one Standard Grade	0%	50.0%
b) attained Standard Grade Maths and English	0%	0%

HOME CARE/HOME HELP CLIENTS

Indicator 6

Number and percentage of home care clients receiving the following levels of service:

	01/02		02/03	
	No. of home care clients	As a rate per 1,000 population age 65+	No. of home care clients	As a rate per 1,000 population age 65+
a) less than 2 hours per week	156	51.8	147	47.6
b) 2 to less than 4 hours per week	207	68.7	211	68.4
c) 4-10 hours per week	111	36.8	108	35.0
d) More than 10 hours per week	79	26.2	79	25.6
Total:	553	183.5	545	176.6

Number and percentage of home care clients receiving the following flexibility of service:

e) Total receiving personal care	213	70.7	217	70.3
f) Total receiving care at the weekends	152	50.4	151	48.9
g) Total receiving care in evenings/overnight	59	19.6	70	22.7

Volume of Service	(i) No of home care hours		As a rate per 1,000 population aged 65+	
	01/02	02/03	01/02	02/03
	i) Total no. hours/week provided or purchased	3,272	2,793	1085.6

RESIDENTIAL STAFF QUALIFICATION

Indicator 7

The percentage of care staff in residential homes who have appropriate qualifications for these users.

	% of staff with appropriate qualifications (i) social work, social other specified qualifications		% of staff with appropriate care and (ii) other relevant qualifications	
	01/02	02/03	01/02	02/03
	a) Children	16	46	3
b) Elderly People	27	41	5	1
c) Other adults	27	50	27	0

RESIDENTIAL ACCOMMODATION: PRIVACY

Indicator 8

Single rooms as % of all residential care places for each of the following users, for each provider:

	Council		Voluntary Sector		Private Sector	
	01/02	02/03	01/02	02/03	01/02	02/03
a) Children	100	100	NA	NA	NA	NA
b) Elderly People	100	100	100	100	NA	NA
c) Other Adults	100	100	NA	NA	NA	NA

Rooms with en-suite facilities:

	Council		Voluntary Sector		Private Sector	
	01/02	02/03	01/02	02/03	01/02	02/03
a) Children	0.0	0.0	NA	NA	NA	NA
b) Elderly people	100	100	100	100	NA	NA
c) Other adults	33.3	40	NA	NA	NA	NA

RESPIRE CARE

Indicator 9

Number of persons assessed as requiring respite care and percentage of that number for whom at least one such arrangement was made:

	(i) No. of people receiving respite care relevant		(ii) No. of people receiving respite/1,000 population		Volume of respite care	
	01/02	02/03	01/02	02/03	01/02	02/03
a) People aged 65+						
Residential Respite Care	154	133	51.1	43.1	6,966 nights	7,207nights
Respite Care provided at home	0	39	0	12.6	0 hrs	5,769hrs
Other respite care	80	0	26.5	0	7,736	0
b) People aged 18-64						
Residential Respite Care	35	36	2.5	2.7	2,099 nights	1,259nights
Respite Care provided at home	0	1	0	0.1	0 hrs	66hrs
Other respite care	1	4	0.1	0.3	1 night	0 nights
					2,602 hrs	1,098hrs
c) People aged 0-17 with disabilities						
Residential Respite Care	23	26	4.1	4.8	514 nights	534nights
Respite care provided at home	0	1	0	0.2	0 hrs	152hrs
Other respite care	8	30	1.4	5.6	34 nights	187nights
					10,247 hrs	11,007hrs

CRIMINAL JUSTICE

Indicator 10

			As a rate per 1,000 population	
	01/02	02/03	01/02	02/03
a) Number of reports submitted to courts during the year	105	94	6.0	5.5
b) Proportion of reports requested by the courts allocated to social work staff within 2 working days of receipt	100%	100%		
c) Proportion of reports submitted to courts by due date:	100%	100%		

PROBATION

Indicator 12

			As a rate/1,000	
	01/02	02/03	01/02	02/03
a) The proportion of new probation orders issued during the year	14	18	0.8	1.0
b) The proportion of new probationers seen by a supervising officer in one week	100%	100%		
c) The proportion of people subject to a probation order who were reported to the court for breach of probation during the year	34.8%	23.3%		

COMMUNITY SERVICE

Indicator 13

	As a rate per 1,000 population			
	01/02	02/03	01/02	02/03
a) The number of new community service orders issued during the year	13	16	0.7	0.9
b) The average length of community service (hours) for orders completed during the year	170	375		
c) The average number of days taken to complete orders completed during the year	202	240		

TRADING STANDARDS

ENQUIRIES, COMPLAINTS AND ADVICE

Indicator 1

Percentage of enquiries, complaints and advice requests completed in the following time bands:

	01/02				02/03			
	Same day	2-14 days	15-30 days	Over 30 days	Same day	2-14 days	15-30 days	Over 30 days
Consumer enquiries	89.2	10.8	0	0	78.9	21.1	0	0
Consumer complaint	60.9	29.6	4.3	5.2	68.9	23.0	3.3	4.9
Business advice requests	71.8	23.1	0	5.1	57.7	30.8	7.7	3.8

INSPECTION OF TRADING PREMISES

Indicator 2

Level of Risk	i) locally determined target frequency	ii) Number of premises in this category		(iii) Target total number of visits		(iv) Percentage achieved within time	
		01/02	02/03	01/02	02/03	01/02	02/03
High	12 Months	3	6	3	6	100	100
Medium	36 Months	413	410	133	128	68.4	66.4
Low Risk	72 Months	161	194	25	31	64.0	58.1

Further Copies from this booklet can be downloaded from the Council's website on www.shetland.gov.uk or by emailing policy@sic.shetland.gov.uk.

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