

	Measure	PI measurement		
		03/04	04/05	05/06
	<b>Adult Social Work</b>			
1	Community care – the total number of people receiving a service	N/a	N/a	993
2.a.	Staff qualification – the percentage of care staff who are qualified, working in care homes for older people	65	52.6	58.2
2.b.	Staff qualification – the percentage of care staff who are qualified, working in care homes for other adults	35	35.7	29.6
3.a.	Privacy – percentage of residential care places occupied by older people that are in single rooms	100	100	100
3.b.	Privacy – percentage of residential places occupied by other adults that are in single rooms	100	100	100
3.c.	Privacy – percentage of residential care places occupied by older people that have en-suite facilities	100	100	100
3.d.	Privacy – percentage of residential places occupied by other adults that have en-suite facilities	40	100	100
4.a.	Home care – number of people aged 65+ receiving homecare	455	465	470
4.b.	Home care – total hours as a rate per 1,000 population aged 65+	778.6	790.2	782.2
4.c.i.	Home care – number of home care clients aged 65+ receiving personal care as a percentage of clients	44	40	32.3
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
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
5.a.	Respite care – total overnight respite nights provided for people 65+	N/a	N/a	6,369
5.b.	Respite care – percentage of overnight respite nights not in a care home for people 65+	N/a	N/a	0
5.c.	Respite care – total daytime respite hours provided for people 65+	N/a	N/a	4,359
5.d.	Respite care – percentage of daytime respite hours not in a day care centre for people 65+	N/a	N/a	100
5.e.	Respite care – total overnight respite nights provided for people 18-64	N/a	N/a	2,194
5.f.	Respite care – percentage of overnight respite nights not in a care home for people 18-64	N/a	N/a	29.3
5.g.	Respite care – total daytime respite hours provided for people 18-64	N/a	N/a	2,828
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
6.a	Social enquiry reports – number of reports submitted to the courts during the year	136	95	114
6.b.	Social enquiry reports – the proportion of	100	100	100

	reports submitted to the court by the due date			
7.a.	Probation – number of new probation orders issued during the year	25	37	54
7.b.	Probation – the proportion of new probationers seen by a supervising officer within one week	100	100	97.4
8.a.	Community service – number of new community service orders issued during the year	28	34	38
8.b.	Community service – the average hours per week taken to complete community service orders	5	9.4	5
<b>Benefits Administration</b>				
1.	Administration costs – the overall gross administration cost (£) per council tax or housing benefit application	98.52	87.07	82.49
2.	Processing time – the average time (days) taken to process new claims	31	36	31.9
3.a.	Accuracy of processing – percentage of cases for which the calculation of benefit due was correct	99.5	99.8	100
3.b.	Accuracy of processing – percentage of recoverable overpayments that were recovered in the year	FTR	FTR	82
<b>Corporate Management</b>				
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
1.b.	Sickness absence – the percentage of working days lost through sickness absence for craft employees	N/a	FTR	7
1.c.	Sickness absence – the percentage of working days lost through sickness absence for teachers	3.7	3.2	3.2
2.a.	Claims – number of claims per 10,000 population	11.9	4.1	8.7
2.b.	Claims – claims value as a percentage of revenue budget	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
3.b.	Equal opportunities policy – percentage of highest paid 5% of earners among council employees that are women	16	21	11
4	Public access – percentage of public access buildings that are suitable and accessible to disabled people	N/a	53.9	72
5	Council tax – the cost of collecting council tax per dwelling (£)	N/a	18.50	13.26
6.a.	Council tax – the income due from council tax for the year	5,903,120	6,343,816	6,795,790
6.b.	Council tax – the percentage of council tax income for the year that was collected in the year	95.9	96.1	96
7.	Non-domestic rates – percentage of income due from non-domestic rates that was received by the end of the year	98.3	96.1	98.4
8.	Invoice payment – the percentage of invoices	81.6	84.1	81.5

	paid within 30 days			
	<b>Cultural and Community Services</b>			
1.	Sport and leisure management – the number of attendances per 1,000 population for all pools	15850	15901	15626
2.	Indoor sports facilities – the number of attendances per 1,000 population	16269	17126	19171
3.a.	Museums – number of museums operated or financially supported by the council	12	12	12
3.b.	Museums – the percentage of museums registered under the Museum and Galleries Commission registration scheme	83	83	83
4.a.	Library stock turnover – the percentage of the national target met for replenishing lending stock for adults	<u>83.1</u>	85	86
4.b.	Library stock turnover – the percentage of the national target met for replenishing lending stock for children and teenagers	<u>249.6</u>	244	248
5.a.	Use of libraries – the number of borrowers as a percentage of the resident population	<u>41.6</u>	35.7	35.4
5.b.	Use of libraries – the average number of issues per borrower	<u>24.8</u>	29.8	29.2
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
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
	<b>Development Services</b>			
1.a.	Planning applications processing time – number of householder applications	124	124	117
1.b.	Planning applications processing time – percentage of householder applications dealt with within two months	88.7	77.4	84
1.c.	Planning applications processing time – number of non-householder applications	230	288	230
1.d.	Planning applications processing time – percentage of non-householder applications dealt with within two months	59.1	50	151
2.a.	Appeals – number of planning applications that went to appeal	0	2	2
2.b.	Appeals – number of successful appeals as a percentage of the number of planning decisions made	0	0	0
2.c.	Appeals – number of successful appeals as a percentage of the number of decisions that went to appeal	0	0	0
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
	<b>Education &amp; Children's Services</b>			
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
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

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
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
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
1.b.	Primary schools – the total number of primary schools	34	33	33
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
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
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
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
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
2.b.	Secondary schools – the total number of secondary schools	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
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
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
3.b.i .	Teaching staff equal opportunities - the percentage of teachers in secondary schools that are women	54.2	54.9	55.9
3.b.ii .	Teaching staff equal opportunities – the percentage of teachers in primary schools that are women	89.4	89.9	88.5
3.b.ii i.	Teaching staff equal opportunities – the percentage of teachers in special schools that are women	97.3	92.1	94.1
4.a.	Social background reports – number of reports submitted to the Reporter during the year	23	55	101
4.b.	Social background reports – proportion of reports requested by the Reporter which were submitted within target time	13	45	73.3
5.a.	Supervision – number of new supervision requirements made during the year	8	6	4
5.b.	Supervision – proportion of children seen by a supervising officer within 15 days	8	6	4
6.a.	Academic achievement – number of children ceasing to be looked after	3	6	1
6.b.	Academic achievement – number of these	2	2	1

	attaining at least one SCQF level 3			
7.	Staff qualification -the percentage of care staff in residential homes for children who are qualified	63	60.7	56
8.a.	Privacy – percentage of residential places occupied by children that are single rooms	100	100	100
8.b.	Privacy – percentage of residential places occupied by children that have en-suite facilities	0	0	0
9.a.	Respite care – total overnight respite nights provided	687	619	540
9.b.	Respite care – percentage of overnight respite nights provided not in a care home	20	295	15.6
9.c.	Respite care – total hours daytime respite provided	N/a	N/a	7,526
9.d.	Respite care – percentage of daytime respite hours provided not in a day care centre	N/a	N/a	1.1
	<b>Housing</b>			
1.a.	Response repairs – the percentage of response repairs due to be undertaken within 24 hours that were	97.7	98.5	97.5
1.b.	Response repairs – the percentage of response repairs due to be undertaken within 3 days that were	88.7	89.8	86.1
1.c.	Response repairs – the percentage of response repairs due to be undertaken within 1 month that were	70.3	76.8	71.9
1.d.	Response repairs – the percentage of response repairs due to be undertaken within 3 months that were	70.1	71.9	57.2
2.	Tenancy changes – the percentage of rent loss due to voids	6	5.4	4
3.a.	Tenancy changes – the total number of houses re-let	184	200	154
3.b.	Tenancy changes – the number of houses re-let that took less than 2 weeks	10	20	21
3.c.	Tenancy changes – the number of houses re-let that took between 2 weeks and 4 weeks	16	14	13
3.d.	Tenancy changes – the number of houses re-let that took more than 4 weeks	158	166	120
3.e.	Tenancy changes – the average time to re-let houses in days	209	183	257
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.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
5.a.	Council house sales – the percentage of sales completed within 26 weeks	39.1	20	28.6
5.b.	Council house sales – the average time taken for council house sales in weeks	44	40	46
6.a.	Homelessness – the number of households assessed as homeless or potentially homeless during the year	184	169	193
6.b.	Homelessness – average time between presentation and completion of duty by the council for those cases assessed as	19.1	28.4	32.1

	homeless or potentially homeless			
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
	<b>Protective Services</b>			
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
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
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
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
2.b.	Noise complaints – the percentage of cases needing further action, completed within 14 days of receipt	62.5	72.3	58.8
3.a.	Consumer complaints – the percentage of complaints processed within 14 days of receipt	87.6	89.2	88.6
3.b.	Business advice requests – the percentage of requests dealt with within 14 days of receipt	87.5	93	91.2
4.	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
	<b>Roads and Lighting</b>			
1.	Carriageway condition – percentage of network that should be considered for maintenance treatment	40.7	33.1	26.9
2.	Traffic light repairs – the percentage of repairs completed within 48 hours	0	0	0
3.	Street lighting – the percentage of repairs completed within 7 days	63.3	57.5	50
4.	Street lighting – the proportion of street lighting columns that are over 30 years old		FTR	FTR
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
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
	<b>Waste Management</b>			
1.a.	Refuse collection – the net cost per property (£) of refuse collection	N/a	33.52	70.50
1.b.	Refuse collection – the net cost per property (£) of refuse disposal	N/a	47.00	71.11
2.	Refuse collection – the number of complaints per 1,000 households	1.9	1.7	5
3.a.	Refuse recycling – of the municipal waste collected by the authority, the percentage that was recycled	7.4	9.7	9.4
3.b.	Refuse recycling – of the municipal waste collected by the authority, the percentage that	69.8	63	67

	was used for recovery including energy from waste			
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
4.	Cleanliness – overall cleanliness index achieved	N/a	76	75