

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	41.6	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	10.1	14.5	21.1	26.0	√
6.b.	Learning centre and learning access points – number of times terminals are used per 1,000 population	1,051	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	71.8	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	65.7	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.	Respite care – for children aged 0-17 with disabilities - Total overnight respite nights provided	N/A	N/A	N/A	591	N/A
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	N/A	92	N/A
8.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
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	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.	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	N/A	303	N/A
2.a.ii	Requiring attendance on site	N/A	N/A	N/A	5	N/A
2.a.ii i	Dealt with under Part V of the antisocial Behaviour (Scotland) Act 2004	N/A	N/A	N/A	0	N/A
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	N/A	120	N/A
2.b.ii	Dealt with under Part V of the antisocial Behaviour (Scotland) Act 2004	N/A	N/A	N/A	0	N/A
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	N/A	9	N/A
3.a.ii	Requiring formal action	N/A	N/A	N/A	0	N/A
3.b	For those requiring formal action, the average time (calendar days) to institute formal action	N/A	N/A	N/A	1	√
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	FTR	FTR
5	Abandoned Vehicles - Number and Proportion of abandoned vehicles removed within 14 days	N/A	N/A	N/A	FTR	FTR