

Update on poorly performing measures referred to Service Committee

Code	Description	Responsible Department	Performance 2009/10 Actual	Target	Committee Name	Date	Comments
CED/PU/040 CED/PU/029	Percentage of Citizens Panel respondents who think the Council communicates well with its residents Percentage of Citizens Panel respondents satisfied or very satisfied with Council Services	Chief Executive's Chief Executive's	16% 66%	20% 70%	Corporate & Efficient Governance Committee	27-Oct-10	The Committee agreed: - to approve the actions outlined in order to address the key performance indicators identified as 'poorly performing' - to note that it would be useful for Members to have sight of the relevant Actions Plans
SCM5 CM5a	Cost of collecting Council Tax per dwelling	Corporate Services	£16.82	£15.00			
SCM3bii CM3g	Percentage of the highest paid 5% of earners among council employees that are women	Corporate Services	47.30%	50%			
SHS4ai HS5aiii	Current tenant arrears as a percentage of the net amount of rent due in the year	Corporate Services	9.60%	9%			
SH4ci HS5ciib	The proportion of those tenants giving up their tenancy during the year that were in rent arrears	Corporate Services	52.90%	50%			
CS/FICT/SPI1/007	Total cost of the procurement function as a percentage of total organisational expenditure	Corporate Services	0.37%	0.35%			This measure was omitted from the report submitted on 27 October 2010 to the Corporate & Efficient Governance Committee. However, it is the case that the higher than target result for this measure was not poor as this indicator is meant to tell us to what extent the procurement process is resourced by skilled staff. It is proposed to replace the two existing procurement indicators for 2011/12.
ED/QI/007	Primary 5-14 Reading [Percentage of pupils in P3, P4, P6 and P7 achieving the appropriate 5-14 level for their stage in Reading]	Educational Services	84%	86%	Education and Lifelong Learning Committee	20-Oct-10	The Committee agreed that: - that the Executive Director should send a briefing note to Members giving an update on progress with regard to this issue at an appropriate point; - to note that a further report on how attainment evidence was gathered would be presented to the Committee by June 2011.
ED/QI/008	Primary 5-14 Writing [Percentage of pupils in P3, P4, P6 and P7 achieving the appropriate 5-14 level for their stage in Writing]	Educational Services	75%	79%			
ED/QI/009	Primary 5-14 Mathematics [Percentage of pupils in P3, P4, P6 and P7 achieving the appropriate 5-14 level for their stage in Mathematics]	Educational Services	85%	87%			
SWM1b WM1bi	Net cost of refuse disposal per premise	HEED	£91.52	£65.49			These measures have been brought to the attention of Elected Members through the year end performance report (HEED Committee on 29 June 2010) and other reports. A further report on all of these measures will be presented to the HEED Committee on 6 April 2011.
SWM3cii WM3iv	Percentage of municipal waste collected that was recycled (and composted)	HEED	30.90%	34%			
SCM9b CM8bii	Proportion of operational accommodation that is suitable for its current use	HEED	46.78%	70%			
SDS1aii DS1aii	Percentage of householder applications dealt with within two months	HEED	85.14%	90%			
SDS1bii DS1bii	Percentage of non-householder applications dealt with within two months	HEED	50.33%	60%			
SDS1cii DS1cii	Percentage of all planning applications dealt with within two months	HEED	67.56%	80%			
SH7axii HS2avi	The total percentage of Council's housing stock meeting the Scottish Housing Quality Standard	HEED	14%	18%			
RL1v	Overall percentage of road network that should be considered for maintenance treatment	HEED	32.48%	29.20%			
SAS4bii ASW4bii	Total number of homecare hours provided as a rate per 1,000 population aged 65+	Social Work & Health	687	781	Community Health and Care Partnership Committee	20-Oct-10	The Committee agreed that a further report be presented to a future meeting of the Committee providing information on telecare services.