

Appendix 1: list of 08/09 SPIs						
Area	PI	Code & Short Name	2008/09	Difference from TQ	Difference from BQ	Comments
			Value	Green =TQ	Red=BQ	
Central Management	01: Sickness Absence	SCM1aiv: CM1biii: Average number of working days lost per employee through sickness absence for all other local government employees	13.61	2.73	0.31	New indicator in BQ
Central Management	01: Sickness Absence	SCM1civ CM1aiii: Average number of working days lost per employee through sickness absence for teachers	7.05	1	-0.67	
Central Management	02: Equal Opportunities Policy	SCM3aii CM3d: Percentage of the highest paid 2% of earners among council employees that are women	37.80%	-1.15%	7.10%	
Central Management	02: Equal Opportunities Policy	SCM3bii CM3g: Percentage of the highest paid 5% of earners among council employees that are women	46.90%	-0.48%	8.78%	
Central Management	03: Public Access	SCM4b CM4c: Percentage of council buildings in which all public areas are suitable for and accessible to disabled people	44.60%	-36.75%	-3.70%	Improving but still BQ
Central Management	04: Benefit Administration Costs	SBA1e: BA1f: Gross administration cost per housing benefit case	£45.81		?	No Audit Scotland comparator data calculated. Previously was TQ but 08/09 performance shows significant decline so likely to be
Central Management	05: Council Tax Collection	SCM5 CM5: Cost of collecting Council Tax per dwelling	£17.71	6.79	1.93	Was middle quartiles now LQ
Central Management	06: Council Tax Income	SCM6b CM6b: Percentage of income due from Council Tax for the year, net of reliefs and rebates that was received during the year	93%	-3.20%	-0.90%	Improving but still BQ
Central Management	07: Payment of Invoices	SCM7b CM7b: Number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid	83.12%	-5.46%	0.42%	
Central Management	08: Asset Management	SCM9a CM8a: Proportion of operational accommodation that is in a satisfactory condition	91%	5.10%	20.15%	Still TQ
Central Management	08: Asset Management	SCM9b CM8b: Proportion of operational accommodation that is suitable for its current use	79.80%	-5.40%	10.85%	
Community Care	09: Home care	SAS4bii ASW4bii: Total number of homecare hours provided as a rate per 1,000 population aged 65+	722.6	135.7	330.15	Still TQ
Community Care	09: Home care	SAS4cii ASW4ci: Percentage of homecare clients aged 65+ receiving personal care	71%	-23.30%	-9.45%	Improving but still BQ
Community Care	09: Home care	SAS4cii2 ASW4cii: Percentage of homecare clients aged 65+ receiving a service during evening/overnight	33.20%	-4.80%	5.30%	
Community Care	09: Home care	SAS4cii2 ASW4cii: Percentage of homecare clients aged 65+ receiving a service at weekends	58.10%	-14.25%	-1.85%	Improving but still BQ
Cultural & Community Services	10: Attendance at indoor sports facilities and pools	SCC1 CC1: Number of attendances per 1,000 population to all pools	4,590	245.25	1351.5	Improving now TQ
Cultural & Community Services	10: Attendance at indoor sports facilities and pools	SCC2 CC2: Number of attendances per 1,000 population for indoor sports and leisure facilities	4,148	-1950	119.5	
Cultural & Community Services	11: Use of Museums	SCC3a CC3a: Number of visits to/usages of council funded or part funded museums per 1000 population	1,274	-820	713.5	
Cultural & Community Services	11: Use of Museums	SCC3b CC3b: Number of visits to/usages of council funded or part funded museums that were in person per 1000 population	83	-767.5	-278.5	Still BQ
Cultural & Community Services	12: Use of Libraries	SCC5a CC5a: Number of Library visits per 1000 population	4,800	-2484.25	222.5	
Development Services	13: Planning Applications	SDS1aii DS1aii: Percentage of householder applications dealt with within two months	91.40%	3.95%	17.25%	Still TQ
Development Services	13: Planning Applications	SDS1bii DS1bii: Percentage of non-householder applications dealt with within two months	57.30%	-0.75%	16.50%	Performance declining was TQ now MQ
Development Services	13: Planning Applications	SDS1cii DS1cii: Total percentage of planning applications dealt with within two months	73.50%	3.85%	18.30%	Still TQ
Housing	14: Repairs to Council Dwellings	SH1b HS1dii: The overall percentage of repairs completed within the target time	95.20%			New indicator in TQ
Housing	15: Housing Quality	SH7aii HS2ai: The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard: Tolerable standard	100%	0.00%	100.00%	New indicator in TQ
Housing	15: Housing Quality	SH7aiv HS2aii: The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard: Free from serious disrepair	100%	3.00%	91.00%	New indicator in TQ
Housing	15: Housing Quality	SH7avi HS2aiii: The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard :Energy efficient	47%	-28.90%	28.20%	
Housing	15: Housing Quality	SH7aviii HS2aiv: The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard: Modern facilities and services	65%	-21.70%	44.30%	
Housing	15: Housing Quality	SH7ax HS2av: The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard: Healthy, safe and secure	43%	-44.80%	25.10%	
Housing	15: Housing Quality	SH7axii HS2avi: The total percentage of Council's housing stock meeting the Scottish Housing Quality Standard	14%	-51.90%	-3.40%	New indicator in BQ
Housing	16: Rent loss from voids	SH2i HS3a: Total annual rent loss due to voids expressed as a percentage of the total amount of rent due in the year	3.40%	2.65%	1.10%	Still BQ
Housing	17: Managing Tenancy Changes	SH3avi HS4avii: Not low demand stock: Average time to re-let houses (days)	39	9.5	-10.5	
Housing	17: Managing Tenancy Changes	SH3bviii HS4bx: Low demand stock: Average time to re-let houses (days)	269	218	145	Performance declining Still BQ
Housing	17: Managing Tenancy Changes	SH3cii HS4ciib: Low demand stock: Average period (in days) these dwellings had been un-let at year end	998	939.25	642	Performance declining Still BQ
Housing	18: Rent Management	SH4ci HS5ciib: The proportion of those tenants giving up their tenancy during the year that were in rent arrears.	55.80%	24.70%	10.60%	Performance declining Still BQ
Housing	18: Rent Management	SH4di HS5div: The average debt owed by tenants leaving in arrears as a proportion of the average weekly rent - (expressed in weeks)	11.29			
Housing	18: Rent Management	SH4ei HS5eiib: The percentage of arrears owed by former tenants that was either written off or collected during the year.	23.90%	-21.20%	1.30%	
Housing	18: Rent Management	SHS4ai HS5aiii: Current tenant arrears as a percentage of the net amount of rent due in the year	10.59%	6.67%	3.21%	Still BQ
Housing	18: Rent Management	SHS4bi HS5biii: Percentage of current tenants owing more than 13 weeks rent at the year end, excluding those owing less than £250	4.50%	2.00%	-1.18%	
Housing	19: Homelessness	SH6dii HS7aiib: Council duty to secure permanent accommodation for household - ii. % of decision notifications issued within 28 days of date of initial presentation	84%	2.50%	20.85%	New indicator in TQ
Housing	19: Homelessness	SH6diii HS7aiiib: Percentage of households assessed who are then housed where the Council has a duty to secure permanent accommodation	53%	-5.68%	19.30%	
Housing	19: Homelessness	SH6div HS7aivc: Council duty to secure permanent accommodation for household - iv. % of cases reassessed within 12 months of completion of duty	9.70%	1.25%	5.72%	New indicator in BQ
Housing	19: Homelessness	SH6eii HS7avib: Council duty to secure temporary accommodation, provide advice and guidance or take reasonable measures to retain accommodation - ii. % of decision notifications issued within 28 days of date of initial presentation	83.60%	0.75%	19.88%	New indicator in TQ

Housing	19: Homelessness	SH6eiv HS7aviic: Council duty to secure temporary accommodation, provide advice and guidance or take reasonable measures to retain accommodation - iv. % of cases reassessed within 12 months of completion of duty	29%	16.90%	25.92%	New indicator in BQ
Housing	19: Homelessness	SH6f HS7b: The proportion of those provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months.	76%	-16.50%	-4.00%	New indicator in BQ
Protective Services	20: Domestic Noise Complaints	SPS6bi PS2bi: Domestic Noise Complaints - the average time (in hours) between the time of the complaint and attendance on site for those requiring attendance	0.49	-1.99	-48.01	Still TQ
Protective Services	20: Domestic Noise Complaints	SPS6bii PS2bii: Domestic Noise Complaints - the average time (in hours) between the time of the complaint and attendance on site (for those complaints dealt with under part V of the Antisocial Behaviour etc (Scotland) Act, 2004)	0.54	0.14	-0.26	
Protective Services	21: Trading Standards Complaints and Advice	SPS4a PS4a: Percentage of trading standards consumer complaints that were dealt with within 14 days of receipt	65.20%	-15.38%	-0.38%	Performance improving but not at a rate to prevent moving into LQ
Protective Services	21: Trading Standards Complaints and Advice	SPS4b PS4b: Percentage of trading standards business advice requests that were dealt with within 14 days	100%	2.10%	5.25%	Performance improving now TQ
Roads & Lighting	22: Carriageway Condition	SRL1e RL1v: Overall percentage of road network that should be considered for maintenance treatment	29.40%	0.70%	-11.52%	
Waste Management	23: Cost of Refuse Collection	SWM1a WM1ai: Net cost of refuse collection per premise	£43.51	-12.36	-30.84	Still TQ
Waste Management	23: Cost of Refuse Collection	SWM1b WM1bi: Net cost of refuse disposal per premise	£84.38	13.51	-4.84	Performance declined. Was TQ now MQ
Waste Management	24: Recycling	SWM3cii WM3iv: Percentage of municipal waste collected that was recycled (and composted)	32.10%	-7.28%	1.15%	Performance slightly declined. Was TQ now MQ
Waste Management	25: Cleanliness	SWM4 WM4: The cleanliness index achieved following inspection	76	1	4	Performance improving now TQ