






Appendix 1: SPIs 2011/12 - Benchmarking

Corporate Management

Revenues and Service Costs

Performance Indicator	2010/11			2011/12			2010/11 Vs 2011/12 Quartiles - Trend	All Councils - Average 2011/12	All Councils - TQ 2011/12	All Councils - BQ 2011/12	2012/13	Assigned To	Department
	Value	Ranking /No of Councils	Quartile	Value	Ranking /No of Councils	Quartile					Target		
CM7c: Number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid	90.3%	12/32	Q2	84.3%	26/32	Q4		88.7%	91.87%	85.62%	92%	Karen Shannon	Corporate Services
CM5a: Cost of collecting Council Tax per dwelling	£14.40	20/32	Q3	£13.91	21/32	Q3		£12.68	£9.46	£15.09	£14.25	Marion Smith	Corporate Services
CM6bi: Percentage of income due from Council Tax for the year, net of reliefs and rebates that was received during the year	94.1%	24/32	Q3	94.2%	26/32	Q4		95.42%	96.48%	94.31%	94.25%	Marion Smith	Corporate Services

Employees

Performance Indicator	2010/11			2011/12			2010/11 Vs 2011/12 Quartiles - Trend	All Councils - Average 2011/12	All Councils - TQ 2011/12	All Councils - BQ 2011/12	2012/13	Assigned To	Department
	Value	Ranking /No of Councils	Quartile	Value	Ranking /No of Councils	Quartile					Target		
CM1aiii: Average number of working days lost per employee through sickness absence for teachers	7.7	24/32	Q3	6.1	14/32	Q2		6.37	5.61	7.08	7.5	Linda McAlister	Corporate Services
CM1biii: Average number of working days lost per employee through sickness absence for all other local government employees	11.3	24/32	Q4	12.2	28/32	Q4		10.65	9.76	10.99	11.8	Linda McAlister	Corporate Services


Assets





Performance Indicator	2010/11			2011/12			2010/11 Vs 2011/12 Quartiles - Trend	All Councils - Average 2011/12	All Councils - TQ 2011/12	All Councils - BQ 2011/12	2012/13	Assigned To	Department
	Value	Ranking /No of Councils	Quartile	Value	Ranking /No of Councils	Quartile					Target		
CM8bii: Proportion of operational accommodation that is suitable for its current use	46.8%	31/32	Q4	84.8%	12/32	Q2	↑	78.88%	87.56%	75.74%	85%	Stuart Gibson	HEEDS
CM8aiii: Proportion of operational accommodation that is in a satisfactory condition	98%	1/32	Q1	39.3%	32/32	Q4	↓	81.84%	93.18%	76.19%	40%	Stuart Gibson	HEEDS

Equalities and Diversity






Performance Indicator	2010/11			2011/12			2010/11 Vs 2011/12 Quartiles - Trend	All Councils - Average 2011/12	All Councils - TQ 2011/12	All Councils - BQ 2011/12	2012/13	Assigned To	Department
	Value	Ranking /No of Councils	Quartile	Value	Ranking /No of Councils	Quartile					Target		
CM3d: Percentage of the highest paid 2% of earners among council employees that are women	41%	10/32	Q2	42.9%	11/32	Q2	▬	39.04%	44.41%	33.33%	40%	Samantha Dove	Corporate Services
CM3g: Percentage of the highest paid 5% of earners among council employees that are women	48.6%	8/32	Q1	54.8%	2/32	Q1	▬	45.99%	51.53%	41.62%	50%	Samantha Dove	Corporate Services
CM4c: Percentage of council buildings in which all public areas are suitable for and accessible to disabled people	51.9%	25/32	Q4	42.1%	29/32	Q4	▬	69.83%	84.6%	58.21%	45%	Stuart Gibson	HEEDS

Service Performance




Benefits Administration													
Performance Indicator	2010/11			2011/12			2010/11 Vs 2011/12 Quartiles - Trend	All Councils - Average 2011/12	All Councils - TQ 2011/12	All Councils - BQ 2011/12	2012/13	Assigned To	Department
	Value	Ranking /No of Councils	Quartile	Value	Ranking /No of Councils	Quartile					Target		
BA1f: Gross administration cost per housing benefit case	£36.12	5/32	Q1	£29.73	3/32	Q1		£46.14	£35.75	£55.41	£35.00	Marion Smith	Corporate Services

Community Care													
Performance Indicator	2010/11			2011/12			2010/11 Vs 2011/12 Quartiles - Trend	All Councils - Average 2011/12	All Councils - TQ 2011/12	All Councils - BQ 2011/12	2012/13	Assigned To	Department
	Value	Ranking /No of Councils	Quartile	Value	Ranking /No of Councils	Quartile					Target		
ASW4bii: Total number of homecare hours provided as a rate per 1,000 population aged 65+	655	6/32	Q1	710.4	5/32	Q1		489.76	571.44	413.55	687	Lynne McKnight	CHCP
ASW4ci: Percentage of homecare clients aged 65+ receiving personal care	79.3%	28/32	Q4	81.4%	29/32	Q4		91.21%	98.13%	90.25%	78%	Lynne McKnight	CHCP
ASW4cii: Percentage of homecare clients aged 65+ receiving a service during evening/overnight	41.5%	17/31	Q3	40.5%	21/32	Q3		42.68%	49.43%	38.13%	37%	Lynne McKnight	CHCP
ASW4ciii: Percentage of homecare clients aged 65+ receiving a service at weekends	64.7%	28/31	Q4	69.4%	29/32	Q4		76.23%	82.87%	72.74%	60%	Lynne McKnight	CHCP

Cultural & Community Services

Performance Indicator	2010/11			2011/12			2010/11 Vs 2011/12 Quartiles - Trend	All Councils - Average 2011/12	All Councils - TQ 2011/12	All Councils - BQ 2011/12	2012/13	Assigned To	Department
	Value	Ranking /No of Councils	Quartile	Value	Ranking /No of Councils	Quartile					Target		
CC1: Number of attendances per 1,000 population to all pools	4,497	8/32	Q1	4,284	9/32	Q2		3,832.22	4,350.82	2,891.9	4,790	John Anderson; Fiona McGuigan	HEEDS
CC2: Number of attendances per 1,000 population for indoor sports and leisure facilities	4,345	25/32	Q4	4,020	28/32	Q4		6,393.03	8,008.5	4,488	4,240	John Anderson; Fiona McGuigan	HEEDS
CC3a: Number of visits to/usages of council funded or part funded museums per 1000 population	801	20/30	Q3	1,016	16/30	Q3		2,130.16	3,031.61	692.89	936	Gill Graham; Joe Traynor	Educational Services
CC3b: Number of visits to/usages of council funded or part funded museums that were in person per 1000 population	75	30/30	Q4	242	28/30	Q4		1,183.49	1,487.6	489.58	113	Gill Graham; Joe Traynor	Educational Services
CC5a: Number of Library visits per 1000 population	7,526	10/32	Q2	7,066	12/32	Q2		6,220.57	7,979.8	4,650.05	6,900	Richard Aird; Gill Graham	Educational Services

Planning

Performance Indicator	2010/11			2011/12			2010/11 Vs 2011/12 Quartiles - Trend	All Councils - Average 2011/12	All Councils - TQ 2011/12	All Councils - BQ 2011/12	2012/13	Assigned To	Department
	Value	Ranking /No of Councils	Quartile	Value	Ranking /No of Councils	Quartile					Target		
DS1aii: Percentage of householder applications dealt with within two months	92.9%	6/32	Q1	93%	4/32	Q1		83.68%	91.51%	80.01%	90%	Keith Bathgate	HEEDS
DS1bii: Percentage of non-householder applications dealt with within two months	60%	13/32	Q2	70.2%	6/32	Q1		58.29%	68.45%	48.15%	60%	Keith Bathgate	HEEDS
DS1cii: Percentage of all planning applications dealt with within two months	76.6%	8/32	Q1	82.1%	5/32	Q1		69.02%	77.81%	61.21%	80%	Keith Bathgate	HEEDS

Housing: Estate Management

Performance Indicator	2010/11			2011/12			2010/11 Vs 2011/12 Quartiles - Trend	All Councils - Average 2011/12	All Councils - TQ 2011/12	All Councils - BQ 2011/12	2012/13	Assigned To	Department
	Value	Ranking /No of Councils	Quartile	Value	Ranking /No of Councils	Quartile					Target		
HS2ai: The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard: Tolerable standard	100%	1/26	Q1	100%	1 =/26 (top 22 Councils scored 100%)	Q1		99.87%	100%	100%	100%	Stephen McGonagle	HEEDS
HS2aii: The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard: Free from serious disrepair	87.4%	22/26	Q4	40.4%	26/26	Q4		91.78%	99.55%	93.13%	55.5%	Stephen McGonagle	HEEDS
HS2aiii: The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard :Energy efficient	62.4%	22/26	Q4	46%	25/26	Q4		81.15%	94.26%	72.93%	56.5%	Stephen McGonagle	HEEDS
HS2aiv: The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard: Modern facilities and services	87.4%	13/26	Q2	78.1%	24/26	Q4		89.72%	97.04%	86.5%	78.5%	Stephen McGonagle	HEEDS
HS2av:The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard: Healthy, safe and secure	64.2%	23/26	Q4	46.1%	26/26	Q4		90.4%	99.03%	88.91%	61.6%	Stephen McGonagle	HEEDS
HS2avi: The total percentage of Council's housing stock meeting the Scottish Housing Quality Standard	32.1%	23/26	Q4	36.5%	25/26	Q4		66.16%	79.67%	59.73%	58%	Stephen McGonagle	HEEDS
HS4aviii: Not low demand stock: Average time to re-let houses (days)	29	8/26	Q2	29	10/26	Q2		34.06	23.2	43.25	30	Janice Lockhart	HEEDS
HS4bx: Low demand stock: Average time to re-let houses (days)	110	20/25	Q4	89	19/25	Q3		69.69	40	89.22	85	Janice Lockhart	HEEDS
HS4ciib: Low demand stock: Average period (in days) these dwellings had been un-let at year end	771	24/24	Q4	787	21/21	Q4		176.97	54	142.3	600	Janice Lockhart	HEEDS
HS1diii: Overall percentage of repairs completed within the target time	96.7%	3/26	Q1	96.7%	5/26	Q1		92.93%	95.72%	90.84%	93.5%	Stephen McGonagle	HEEDS





Housing: Rent Management

Performance Indicator	2010/11			2011/12			2010/11 Vs 2011/12 Quartiles - Trend	All Councils - Average 2011/12	All Councils - TQ 2011/12	All Councils - BQ 2011/12	2012/13	Assigned To	Department
	Value	Ranking /No of Councils	Quartile	Value	Ranking /No of Councils	Quartile					Target		
HS3a: Total annual rent loss due to voids expressed as a percentage of the total amount of rent due in the year	1.7%	18/26	Q3	2.04%	22/26	Q4	↓	1.31%	0.76%	1.84%	1.4%	Janice Lockhart	HEEDS
HS5aiii: Current tenant arrears as a percentage of the net amount of rent due in the year	9.2%	23/26	Q4	9.8%	23/26	Q4	▬	6.17%	3.77%	7.76%	7%	Marion Smith	Corporate Services
HS5biii: Percentage of current tenants owing more than 13 weeks rent at the year end, excluding those owing less than £250	4%	13/26	Q2	4%	13/26	Q2	▬	4.4%	2.9%	5.9%	3.8%	Marion Smith	Corporate Services
HS5ciib: The proportion of those tenants giving up their tenancy during the year that were in rent arrears.	51.9%	23/26	Q4	49.5%	19/26	Q3	↑	41.74%	32.57%	49.56%	49%	Marion Smith	Corporate Services
HS5div: The average debt owed by tenants leaving in arrears as a proportion of the average weekly rent - (expressed in weeks)	9.2	16/26	Q3	8.9	14/26	Q2	↑	9.33	7.93	10.5	8.8	Marion Smith	Corporate Services
HS5eiib: The percentage of arrears owed by former tenants that was either written off or collected during the year.	25.8%	7/26	Q1	12.6%	25/26	Q4	↓	35.79%	49.18%	27.48%	27.5%	Marion Smith	Corporate Services

Housing: Homelessness

Performance Indicator	2010/11			2011/12			2010/11 Vs 2011/12 Quartiles - Trend	All Councils - Average 2011/12	All Councils - TQ 2011/12	All Councils - BQ 2011/12	2012/13	Assigned To	Department
	Value	Ranking /No of Councils	Quartile	Value	Ranking /No of Councils	Quartile					Target		
HS7aiib: Council duty to secure permanent accommodation for household - ii. % of decision notifications issued within 28 days of date of initial presentation	93.4%	7/31	Q1	97.1%	5/32	Q1		86.35%	94.3%	79.84%	100%	Janice Lockhart	HEEDS
HS7aiib: Percentage of households assessed who are then housed where the Council has a duty to secure permanent accommodation	40.4%	25/31	Q4	46.2%	25/32	Q4		56.38%	68.54%	48.81%	40%	Janice Lockhart	HEEDS
HS7b: The proportion of those provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months.	87%	12/26	Q2	79%	23/26	Q4		86.15%	90.48%	83.53%	85%	Janice Lockhart	HEEDS
HS7aivc: Council duty to secure permanent accommodation for household - iv. % of cases reassessed within 12 months of completion of duty	9.2%	27/31	Q4	6.7%	25/32	Q4		5.55%	6.59%	4.18%	5%	Janice Lockhart	HEEDS
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	84.7%	17/31	Q3	91.8%	12/32	Q2		84.37%	93.28%	78.67%	100%	Janice Lockhart	HEEDS
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	1.5%	5/31	Q1	8.2%	26/30	Q4		5.51%	6.88%	2.13%	5%	Janice Lockhart	HEEDS





Protective Services




Performance Indicator	2010/11			2011/12			2010/11 Vs 2011/12 Quartiles - Trend	All Councils - Average 2011/12	All Councils - TQ 2011/12	All Councils - BQ 2011/12	2012/13	Assigned To	Department
	Value	Ranking /No of Councils	Quartile	Value	Ranking /No of Councils	Quartile					Target		
PS4aiii: Percentage of trading standards consumer complaints that were dealt with within 14 days of receipt	71.3%	24/32	Q3	71.3%	27/31	Q4		81.51%	88.76%	76.14%	70%	David McCulloch	Corporate Services
PS4biii: Percentage of trading standards business advice requests that were dealt with within 14 days	100%	1/32	Q1	100%	1=/32 (top 5 Councils scored 100%)	Q1		95.92%	98.84%	94.4%	97%	David McCulloch	Corporate Services
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)	0.4	9/24	Q2	0.4	7=/21	Q2		0.59	0.39	0.9	2	John Stevenson	Corporate Services
PS2bi: Domestic Noise Complaints - the average time (in hours) between the time of the complaint and attendance on site for those requiring attendance and NOT Part V ASBA	0.47	5/31	Q1	0.44	2/29	Q1		30.5	0.9	30.54	2	John Stevenson	Corporate Services

Roads & Lighting

Performance Indicator	2010/11			2011/12			2010/11 Vs 2011/12 Quartiles - Trend	All Councils - Average 2011/12	All Councils - TQ 2011/12	All Councils - BQ 2011/12	2012/13	Assigned To	Department
	Value	Ranking /No of Councils	Quartile	Value	Ranking /No of Councils	Quartile					Target		
RL1iv: Overall percentage of road network that should be considered for maintenance treatment	35.9%	19/32	Q2	34.7%	15/32	Q2		37.13%	30.81%	43.42%	34%	Jack McAulay	HEEDS

Waste Management

Performance Indicator	2010/11			2011/12			2010/11 Vs 2011/12 Quartiles - Trend	All Councils - Average 2011/12	All Councils - TQ 2011/12	All Councils - BQ 2011/12	2012/13	Assigned To	Department
	Value	Ranking /No of Councils	Quartile	Value	Ranking /No of Councils	Quartile					Target		
WM1ai: Net cost of refuse collection per premise	£41.97	2/32	Q1	£45.02	1/32	Q1		£68.74	£58.02	£74.81	£46.98	Rodney Thornton	HEEDS
WM1bi: Net cost of refuse disposal per premise	£97.33	24/32	Q3	£108.05	26/32	Q4		£98.52	£79.07	£104.56	£105.07	Rodney Thornton	HEEDS
WM3iv: Percentage of municipal waste collected that was recycled (and composted)	38.3%	19/32	Q3	46.1%	10/32	Q2		40.98%	46.58%	34.33%	50%	Rodney Thornton	HEEDS
WM4: The cleanliness index achieved following inspection	71	28/32	Q4	72	27=/32 (bottom 6 Councils scored 72)	Q4		74.97	76.25	73	72	Ian Bain	HEEDS

Quartiles - Trend	
	Improving
	No Change
	Getting Worse