

Appendix 1

Statutory Performance Indicators: Benchmarking 2010-11

Ranking Key

Ranked 1 to 8



Ranked 17 to 24



Ranked 9 to 16



Ranked 25 to 31



NB: Where not all 32 Councils have reported on an individual SPI,
the number of Councils in each quartile has been adjusted

Area	PI	PI Code & Name	2009/10			2010/11				2011/12
			Value	Ranking	Key	Councils reporting	Value	Ranking	Key	Target Value
Central Management	01: Sickness Absence	SCM1civ CM1aiii: Average number of working days lost per employee through sickness absence for teachers	7.41	18		32	7.7	24		7
Central Management	01: Sickness Absence	SCM1aiv: CM1biii: Average number of working days lost per employee through sickness absence for all other local government employees	13.26	29		32	11.3	24		12
Central Management	02: Equal Opportunities Policy	SCM3aii CM3d: Percentage of the highest paid 2% of earners among council employees that are women	40.90%	9		32	41.00%	10		40%
Central Management	02: Equal Opportunities Policy	SCM3bii CM3g: Percentage of the highest paid 5% of earners among council employees that are women	47.30%	10		32	48.60%	8		50%
Central Management	03: Public Access	SCM4b CM4c: Percentage of council buildings in which all public areas are suitable for and accessible to disabled people	50.60%	25		32	51.90%	25		50.60%
Central Management	04: Benefit Administration Costs	SBA1e: BA1f: Gross administration cost per housing benefit case	£36.81	6		32	£36.12	5		£35.50
Central Management	05: Council Tax Collection	SCM5 CM5a: Cost of collecting Council Tax per dwelling	£16.82	27		32	£14.40	20		£14.50
Central Management	06: Council Tax Income	SCM6b CM6bi: Percentage of income due from Council Tax for the year, net of reliefs and rebates that was received during the year.	94.10%	23		32	94.10%	24		94.10%
Central Management	07: Payment of Invoices	SCM7b CM7c: Number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid	84.60%	23		32	90.30%	12		85%
Central Management	08: Asset Management	SCM9a CM8aiii: Proportion of operational accommodation that is in a satisfactory condition	91%	9		32	98%	1		89%
Central Management	08: Asset Management	SCM9b CM8bii: Proportion of operational accommodation that is suitable for its current use	46.78%	31		32	46.80%	31		80%
Community Care	09: Home care	SAS4bii ASW4bii: Total number of homecare hours provided as a rate per 1,000 population aged 65+	687	6		32	655	6		680

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Community Care	09: Home care	SAS4ci1 ASW4ci: Percentage of homecare clients aged 65+ receiving personal care. This Indicator gives us a Proxy measure for Flexibility of Service	77.70%	27		32	79.30%	28		78%
Community Care	09: Home care	SAS4cii2 ASW4cii: Percentage of homecare clients aged 65+ receiving a service during evening/overnight	37.30%	15		31	41.50%	17		38%
Community Care	09: Home care	SAS4ciii2 ASW4ciii: Percentage of homecare clients aged 65+ receiving a service at weekends	60.60%	28		31	64.70%	28		60%
Cultural & Community Services	10: Attendance at indoor sports facilities and pools	SCC1 CC1: Number of attendances per 1,000 population to all pools	4,723	8		32	4,497	8		4,770
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	4,200	23		32	4,345	25		4,230
Cultural & Community Services	11: Use of Museums	SCC3a CC3a: Number of visits to/usages of council funded or part funded museums per 1000 population	903	18		30	801	20		925
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	109	30		30	75	30		112
Cultural & Community Services	12: Use of Libraries	SCC5a CC5a: Number of Library visits per 1000 population	6,515	13		32	7,526	10		6,700
Development Services	13: Planning Applications	SDS1aii DS1aii: Percentage of householder applications dealt with within two months	86%	10		32	92.90%	6		90%
Development Services	13: Planning Applications	SDS1bii DS1bii: Percentage of non-householder applications dealt with within two months	51%	17		32	60.00%	13		60%
Development Services	13: Planning Applications	SDS1cii DS1cii: Percentage of all planning applications dealt with within two months	68%	13		32	76.60%	8		80%
Housing	14: Repairs to Council Dwellings	SH1b HS1diii: The overall percentage of repairs completed within the target time	96.45%	5		26	96.70%	3		93%
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%	1		26	100%	1		100%

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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	97%	9		26	87.40%	22		95%
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	59%	19		26	62.40%	22		80%
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	78%	14		26	87.40%	13		90%
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	45%	23		26	64.20%	23		70%
Housing	15: Housing Quality	SH7axii HS2avi: The total percentage of Council's housing stock meeting the Scottish Housing Quality Standard	14%	25		26	32.10%	23		35%
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	2.70%	24		26	1.70%	18		1.8%
Housing	17: Managing Tenancy Changes	SH3avi HS4aviii: Not low demand stock: Average time to re-let houses (days)	41	15		26	29	8		30
Housing	17: Managing Tenancy Changes	SH3bviii HS4bx: Low demand stock: Average time to re-let houses (days)	182	24		25	110	20		100
Housing	17: Managing Tenancy Changes	SH3ciii HS4ciib: Low demand stock: Average period (in days) these dwellings had been un-let at year end	722	24		24	771	24		750
Housing	18: Rent Management	SHS4ai HS5aiii: Current tenant arrears as a percentage of the net amount of rent due in the year	9.60%	25		26	9.20%	23		7.9%
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	4.20%	14		26	4.00%	13		3.9%
Housing	18: Rent Management	SH4ci HS5ciib: The proportion of those tenants giving up their tenancy during the year that were in rent arrears.	52.90%	23		26	51.90%	23		50%

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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)	9.06	14		26	9.2	16		9
Housing	18: Rent Management	SH4ei HS5eib: The percentage of arrears owed by former tenants that was either written off or collected during the year.	34.40%	12		26	25.80%	7		26.50%
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	94.70%	5		31	93.40%	7		100%
Housing	19: Homelessness	SH6diii HS7aiib: Percentage of households assessed who are then housed where the Council has a duty to secure permanent accommodation	42.10%	22		31	40.40%	25		40%
Housing	19: Homelessness	SH6div HS7aivc: Council duty to secure permanent accommodation for household - iv. % of cases reassessed within 12 months of completion of duty	8%	21		31	9.20%	27		4%
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	88.60%	9		31	84.70%	17		100%
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	5%	22		31	1.50%	5		5%
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.	80%	21		26	87.00%	12		85%
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	0.37	1		31	0.50	5		2

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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)	0.38	6		24	0.40	9		2
Protective Services	21: Trading Standards-Complaints and Advice	SPS4a PS4aiii: Percentage of trading standards consumer complaints that were dealt with within 14 days of receipt	68.90%	28		32	71.30%	24		70%
Protective Services	21: Trading Standards-Complaints and Advice	SPS4b PS4biii: Percentage of trading standards business advice requests that were dealt with within 14 days	100%	1		32	100%	1		97%
Roads & Lighting	22: Carriageway Condition	SRL1e RL1v: Overall percentage of road network that should be considered for maintenance treatment	32.48%	10		32	35.00%	19		31.5%
Waste Management	23: Cost of Refuse Collection	SWM1a WM1ai: Net cost of refuse collection per premise	£42.48	1		32	£41.97	2		£45.48
Waste Management	23: Cost of Refuse Collection	SWM1b WM1bi: Net cost of refuse disposal per premise	£91.52	22		32	£97.33	24		£100.39
Waste Management	24: Recycling	SWM3cii WM3iv: Percentage of municipal waste collected that was recycled (and composted)	30.90%	26		32	38.30%	19		45%
Waste Management	25: Cleanliness	SWM4 WM4: The cleanliness index achieved following inspection	76	8		32	71	28		76.5