

# Appendix 1: SPI1 and SPI2

## SP1-Corporate Management

### 1-Responsiveness to Communities

### Category

CED/PU/029 Percentage of Citizens Panel respondents satisfied or very satisfied with Council Services	6a Customer Results-Perceptions
CED/PU/039 Percentage of Citizens Panel respondents who think the Council is good at listening to the needs of its residents	6a Customer Results-Perceptions
CED/PU/040 Percentage of Citizens Panel respondents who think the Council communicates well with its residents	6a Customer Results-Perceptions
CS/ICT/003 Percentage of users of the Council's contact centre who are satisfied or very satisfied with the services delivered by the contact centre	6a Customer Results-Perceptions
CS/ICT/004 Percentage of Type 4 (full transaction e.g. book and pay for service online) interactions identified as appropriate for electronic service delivery that are delivered electronically	6b Customer Results-Internal Measures
CS/ICT/005 Percentage of Type 3 (2-way interaction between citizen and Council) interactions identified as appropriate for electronic delivery that are delivered electronically	6b Customer Results-Internal Measures

### 2-Revenues and Service Costs

CS/FICT/SPI1/001 The proportion of outstanding sundry debt that is more than 90 days old from date of invoice.	9a Key Performance Results- Efficiency results
CS/FICT/SPI1/002 The amount of free reserves - HRA.	9a Key Performance Results- Efficiency results
CS/FICT/SPI1/003 The amount of free reserves - General Services.	9a Key Performance Results- Efficiency results
CS/FICT/SPI1/004 Revenue budget net of contingency fund compared to actual outturn at year end for General Services.	9a Key Performance Results- Efficiency results
CS/FICT/SPI1/005 Revenue budget net of contingency fund compared to actual outturn at year end for HRA.	9a Key Performance Results- Efficiency results
SCM5 CM5a: Cost of collecting Council Tax per dwelling	9a Key Performance Results- Efficiency results
SCM6b CM6bi: Percentage of income due from Council Tax for the year, net of reliefs and rebates that was received during the year	9b Key Performance Results- Effectiveness results
SCM7b CM7c: Number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid	6b Customer Results-Internal Measures

### 3-Employees

CS/HROD/SPI1/001 Percentage of staff who have an annual PDP in place.	7b People Results-Internal Measures
CS/LA/003 Number of days lost by Council employees through work related injury	7b People Results-Internal Measures
CS/OD/003 Percentage of Council employees who agree or strongly agree that the Council recognises and values the work that they do	7a People Results-Perceptions

CS/OD/004 Percentage of Council employees who agree or strongly agree that morale is good	7a People Results-Perceptions
SCM1aiv: CM1biii: Average number of working days lost per employee through sickness absence for all other local government employees	7b People Results-Internal Measures
SCM1civ CM1aiii: Average number of working days lost per employee through sickness absence for teachers	7b People Results-Internal Measures

#### 4-Assets

SCM9a CM8aiii: Proportion of operational accommodation that is in a satisfactory condition	9a Key Performance Results- Efficiency results
SCM9b CM8bii: Proportion of operational accommodation that is suitable for its current use	9a Key Performance Results- Efficiency results

#### 5-Procurement

CS/FICT/SPI1/006 Annual spend with collaborative contracted suppliers as a percentage of core spend.	9a Key Performance Results- Efficiency results
CS/Proc/P01a Total cost of the procurement function as a percentage of total organisational expenditure	9a Key Performance Results- Efficiency results

#### 6-Sustainable Development

CED/PU/017 Tonnage of carbon dioxide emissions from Council operations and assets	SOA2009 Single Outcome Agreement 2009-11
	8b Community Results-Internal Measures
CED/PU/034 Percentage of Citizens Panel respondents who are very or mostly satisfied with their perception of overall quality of life	SOA2009 Single Outcome Agreement 2009-11
	8a Community Results-Community Perceptions
ED/QI/001 Percentage of primary and secondary schools achieving Eco-Schools Green Flag Award	SOA2009 Single Outcome Agreement 2009-11
	8b Community Results-Internal Measures

#### 7-Equalities and Diversity

CS/OD/005 Percentage of Council employees who think the Council has a good or very good level of commitment to promoting equality and diversity	7a People Results-Perceptions
SCM3aii CM3d: Percentage of the highest paid 2% of earners among council employees that are women	8b Community Results-Internal Measures
SCM3bii CM3g: Percentage of the highest paid 5% of earners among council employees that are women	8b Community Results-Internal Measures
SCM4b CM4c: Percentage of council buildings in which all public areas are suitable for and accessible to disabled people	8b Community Results-Internal Measures

**SP2-Service Performance****01-Benefits Administration**

SBA1e: BA1f: Gross administration cost per housing benefit case	9a Key Performance Results- Efficiency results
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**02-Community Care**

LITC002 Number of nights of residential respite for all adults	6b Customer Results-Internal Measures
LITC003 Number of hours of daytime respite for all adults	6b Customer Results-Internal Measures
NOCC-A3 Number of people waiting longer than target time for service, per 1,000 population	NOM National Outcome Measure - Community Care
	9b Key Performance Results- Effectiveness results
NOCC-BC2a Percentage of people 65+ with intensive needs receiving care at home (Existing definition)	NOM National Outcome Measure - Community Care
	HEAT Health Improvement, Efficiency, Access and Treatment
	SOA2009 Single Outcome Agreement 2009-11
	9b Key Performance Results- Effectiveness results
SAS4bii ASW4bii: Total number of homecare hours provided as a rate per 1,000 population aged 65+	6b Customer Results-Internal Measures

**03-Criminal Justice Social Work**

SAS8b ASW8b: Average number of hours per week taken to complete Community Service Orders	6b Customer Results-Internal Measures
SW/SCRA/001 The number of children referred to the Reporter for offence grounds each year	SOA2009 Single Outcome Agreement 2009-11
	8b Community Results-Internal Measures

**04-Cultural & Community Services**

SCC1 CC1: Number of attendances per 1,000 population to all pools	8b Community Results-Internal Measures
SCC2 CC2: Number of attendances per 1,000 population for indoor sports and leisure facilities	8b Community Results-Internal Measures
SCC3a CC3a: Number of visits to/usages of council funded or part funded museums per 1000 population	SOA2009 Single Outcome Agreement 2009-11
	8b Community Results-Internal Measures
SCC5b CC5b: Percentage of the resident population who are borrowers from public libraries	8b Community Results-Internal Measures

SCC5a CC5a: Number of Library visits per 1000 population	8b Community Results-Internal Measures
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### 05-Planning

H/FP/005 Hectares of land removed from the vacant and derelict land register per annum	SOA2009 Single Outcome Agreement 2009-11
	8b Community Results-Internal Measures

SDS1cii DS1cii: Percentage of all planning applications dealt with within two months	6b Customer Results-Internal Measures
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### 06- Education of Children

ED/QI/002 5+ @ level 5 (by end S4) [Percentage of pupils passing 5 or more SQA exams at SCQF level 5 or better by the end of S4]	SOA2009 Single Outcome Agreement 2009-11
	9b Key Performance Results-Effectiveness results

ED/QI/003 3+ @ Level 6 (by end S5) [Percentage of pupils passing 3 or more SQA exams at SCQF level 6 or better by the end of S5]	FSF Fairer Scotland Fund
	SOA2009 Single Outcome Agreement 2009-11
	9b Key Performance Results-Effectiveness results

ED/QI/004 5+ @ Level 6 (by end S6) [Percentage of pupils passing 3 or more SQA exams at SCQF level 6 or better by the end of S6]	FSF Fairer Scotland Fund
	SOA2009 Single Outcome Agreement 2009-11
	9b Key Performance Results-Effectiveness results

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]	FSF Fairer Scotland Fund
	SOA2009 Single Outcome Agreement 2009-11
	9b Key Performance Results-Effectiveness results

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]	FSF Fairer Scotland Fund
	SOA2009 Single Outcome Agreement 2009-11
	9b Key Performance Results-Effectiveness results

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]	FSF Fairer Scotland Fund
	SOA2009 Single Outcome Agreement 2009-11
	9b Key Performance Results-Effectiveness results

ED/QI/015 Percentage of school leavers into positive destinations (total of higher/further education, employment and training)	FSF Fairer Scotland Fund
	AP Achieving Our Potential
	SOA2009 Single Outcome Agreement 2009-11
	9b Key Performance Results-Effectiveness results

**07-Child Protection and Children's Social Work**

SW/CP/001 Percentage of children on the Child Protection Register who have a completed and up-to-date risk assessment	SOA2009 Single Outcome Agreement 2009-11 8b Community Results-Internal Measures
SW/CS/001 Percentage of 16 or 17 year olds in positive destinations (further/higher education, training, employment) at point of leaving care	AP Achieving Our Potential SOA2009 Single Outcome Agreement 2009-11 8b Community Results-Internal Measures

**08a-Housing: Estate Management**

SH1b HS1diii: The overall percentage of repairs completed within the target time	6b Customer Results-Internal Measures
SH3avi HS4aviii: Not low demand stock: Average time to re-let houses (days)	6b Customer Results-Internal Measures
SH3bviii HS4bx: Low demand stock: Average time to re-let houses (days)	6b Customer Results-Internal Measures
SH7axii HS2avi: The total percentage of Council's housing stock meeting the Scottish Housing Quality Standard	SOA2009 Single Outcome Agreement 2009-11 9b Key Performance Results-Effectiveness results

**08b- Housing: Rent Management**

SH2i HS3a: Total annual rent loss due to voids expressed as a percentage of the total amount of rent due in the year	9b Key Performance Results-Effectiveness results
SHS4ai HS5aiii: Current tenant arrears as a percentage of the net amount of rent due in the year	9b Key Performance Results-Effectiveness results

**08c-Housing: Homelessness**

HSSI07 Percentage of unintentionally homeless households entitled to settled accommodation	SOA2009 Single Outcome Agreement 2009-11 8b Community Results-Internal Measures
SH6diii HS7aiiib: Percentage of households assessed who are then housed where the Council has a duty to secure permanent accommodation	6b Customer Results-Internal Measures
SH6f HS7b: The proportion of those provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months.	6b Customer Results-Internal Measures

**09-Protective Services**

CS/EH/996 Air quality: PM10 Concentration	SOA2009 Single Outcome Agreement 2009-11 8b Community Results-Internal Measures
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SPS4a PS4aiii: Percentage of trading standards consumer complaints that were dealt with within 14 days of receipt	6b Customer Results-Internal Measures
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)	6b Customer Results-Internal Measures

### 10-Roads & Lighting

SRL1e RL1v: Overall percentage of road network that should be considered for maintenance treatment	SOA2009 Single Outcome Agreement 2009-11
	6b Customer Results-Internal Measures

### 11-Waste Management

H/WM/002 Tonnage of biodegradable municipal waste landfilled	FSF Fairer Scotland Fund
	SOA2009 Single Outcome Agreement 2009-11
	8b Community Results-Internal Measures
SWM1a WM1ai: Net cost of refuse collection per premise	9a Key Performance Results- Efficiency results
SWM1b WM1bi: Net cost of refuse disposal per premise	9a Key Performance Results- Efficiency results
SWM3cii WM3iv: Percentage of municipal waste collected that was recycled (and composted)	FSF Fairer Scotland Fund
	SOA2009 Single Outcome Agreement 2009-11
	9b Key Performance Results- Effectiveness results
SWM4 WM4: The cleanliness index achieved following inspection	SOA2009 Single Outcome Agreement 2009-11
	9b Key Performance Results- Effectiveness results