

Statutory Performance Indicators : Financial Year 2003/04

The performance indicators shown in the tables below have been assessed by the councils' external auditors, Price Waterhouse Coopers and agreed for publication. The Performance Information values for previous years have also been included for comparison purposes. Where there is an "A" in the Rating column, this means that the data has been assessed as being reliable; where there is an "X" in the same column, the data has been assessed as being unreliable. In the PI values columns, "NS" means that data was not supplied because there was not a service provided by the Council.

The Performance Indicators have been grouped as laid out in the Schedule to Standards of Performance Direction 2002 issued in November 2002 by Audit Scotland and the subsequent Guide 2003/04 issued in December 2002.

Adult Social Work

	Indicator	Performance Information	PI values			
			00/01	01/02	02/03	Rating
	Community care assessments	2003/04				
1.	Persons assessed or reviewed and services provided:		-			
	Persons assessed or reviewed :	number				
	a. Elderly people aged 65+	5,323				A
	b. Elderly people aged 65+ with dementia	474				A
	c. People aged 18 - 64 with mental health problems/dementia	479				A
	d. People aged 18 - 64 with physical disability	1,548				A
	e. People aged 18 - 64 with learning disability	348				A
	f. People aged 18 - 64 with HIV/AIDS	1				A
	g. People aged 18 - 64 with drug/alcohol abuse problems	122				A
	h. Total	8,295				A
	Persons assessed or reviewed	rate per 1,000 relevant population				
	a. Elderly people aged 65+	234.9	258.8	250.8	241.2	A
	b. Elderly people aged 65+ with dementia	20.9	21.6	22.5	21.7	A
	c. People aged 18 - 64 with mental health problems/dementia	5.3	4.4	4.3	4.6	A
	d. People aged 18 - 64 with physical disability	17.0	16.2	16.4	16.1	A
	e. People aged 18 - 64 with learning disability	3.8	2.7	3.3	3.1	A
	f. People aged 18 - 64 with HIV/AIDS	0.0	0.0	0.0	0.0	A
	g. People aged 18 - 64 with drug/alcohol abuse problems	1.3	1.4	1.2	1.4	A
	h. Total	72.9	73.8	72.8	72.2	A
	Persons receiving a service :	number				
	a. Elderly people aged 65+	8,228				A
	b. Elderly people aged 65+ with dementia	616				A
	c. People aged 18 - 64 with mental health problems/dementia	274				A
	d. People aged 18 - 64 with physical disability	2,373				A
	e. People aged 18 - 64 with learning disability	468				A

	f. People aged 18 - 64 with HIV/AIDS	2				A
	g. People aged 18 - 64 with drug/alcohol abuse problems	65				A
	h. Total	12,026				A
	Persons receiving a service :	rate per 1,000 relevant population				
	a. Elderly people aged 65+	363.2	312.5	335.2	346.9	A
	b. Elderly people aged 65+ with dementia	27.2	27.8	28.9	27.7	A
	c. People aged 18 - 64 with mental health problems/dementia	3.0	2.4	2.6	2.8	A
	d. People aged 18 - 64 with physical disability	26.0	18.4	21.3	23.0	A
	e. People aged 18 - 64 with learning disability	5.1	4.1	4.5	4.8	A
	f. People aged 18 - 64 with HIV/AIDS	0.0	0.0	0.0	0.0	A
	g. People aged 18 - 64 with drug/alcohol abuse problems	0.7	0.7	0.7	0.7	A
	h. Total	105.6	85.9	93.3	99.2	A
	Expenditure					
2.	Expenditure on services for adults in community care client groups :					
	a. i. Percentage expenditure for home and community based services	50.5	46.4%	46.5%	42.5%	A
	a. ii. Cost per head of population aged 18 +	£203.96	£1111.19	£120.95	£132.36	A
	b. i. Percentage expenditure for long term residential and nursing home care	49.5%	53.6%	53.5%	57.5%	A
	b. ii. Cost per head of population aged 18 +	£199.63	£128.53	£139.33	£179.25	A
	Total Expenditure	£45,943,597				A
	Residential accommodation					
3.	Staff qualifications					
	The percentage care staff in local authority residential homes who have appropriate qualifications for:					
	a. Older people (age 65+)	51.77%	-	-	-	A
	b. Other adults	75.00%	-	-	-	A
	c. Overall total	53.02%	-	-	-	A
4.	Privacy					
	The number of rooms expressed as a percentage of all residential care places					
	Single rooms					
	a. i. Elderly people - council	97.2%	100.0%	100.0%	Not reported	A
	a. ii. Elderly people - voluntary	94.7%	100.0%	100.0%	Not reported	A
	a. iii. Elderly people - private	85.9%	100.0%	78.0%	Not reported	A
	b. i. Other adults - council	100.0%	100.0%	100.0%	Not reported	A
	b. ii. Other adults - voluntary	82.1%	100.0%	100.0%	Not reported	A
	b. iii. Other adults - private	85.9%	73.8%	83.7%	Not reported	A
	Rooms with en-suite facilities					
	a. i. Elderly people - council	13.2%	18.0%	4.2%	Not	A

					reported	
	a. ii. Elderly people - voluntary	81.6%	100.0%	98.0%	Not reported	A
	a. iii. Elderly people - private	80.7%	40.4%	61.0%	Not reported	A
	b. i. Other adults - council	75.0%	0.0%	0.0%	Not reported	A
	b. ii. Other adults - voluntary	7.7%	9.3%	60.9%	Not reported	A
	b. iii. Other adults - private	36.5%	5.6%	9.8%	Not reported	A
	Home care/Home help clients					
5.	The level and flexibility of service to home care clients					
	Level of service					
	a. Number of people aged 65+ receiving homecare	1,800				A
	Total volume of service	Number of home care hours				
	b. Total number of hours per 1000 population aged 65+	566.65				A
	c. Percentage of homecare clients aged 65+ receiving :					
	i. Personal Care	63.28%	-	-	-	A
	ii. A service during evening/overnight	62.72%	-	-	-	A
	iii. A service at weekends	24.72%	-	-	-	A
	Respite care					
6.	Provision of respite services :					
	Elderly people aged 65 +	Number per 1,000 population				
	a. Residential respite care	578.79				A
	b. Respite care provided at home	3.53				A
	c. Other respite care					
	i. Day service	19.29				A
	ii. Overnight services	38.93				A
	People aged 18 - 64					
	a. Residential respite care	30.52				A
	b. Respite care provided at home	12.62				A
	c. Other respite care					
	i. Day service	26.30				A
	ii. Overnight services	2.12				A
	Criminal Justice					
	Social Enquiry Reports					
7.	a. The number of reports submitted to courts during the year	1,098				A
	b. Expressed as a rate per 1,000 adult population	9.3	5.3	8.0	7.2	A
	c. The proportion of reports requested by the courts allocated to social work staff within 2 working days of receipt by the social work department	99.7%	100.0%	98.7%	99.0%	A
	d. The proportion of reports submitted to courts by due date	99.7%	92.4%	99.9%	99.8%	A
	Probation					
8.	a. The number of new probation orders issued during the year	218				A
	b. Expressed as a rate per 1,000 population	1.9	1.4	1.9	1.9	A
	c. The proportion of new	76.15	76.0%	87.0%	78.0%	A

	probationers seen by a supervising officer within one week					
	d. The proportion of people subject to a probation order who were reported to the court for breach of probation during the year	27.96%	18.0%	25.0%	30.0%	A
	Community Service					
12.	a. The number of new community service orders issued during the year	181				A
	b. Average number of hours per week to complete community orders	3.76	-	-	-	A

Note on Indicator 4

Information for the year 2002/03 was not reported as information was collected by the Care Commission.

Benefits Administration

	Indicator	Performance Information	PI values			
			2003/04	00/01	01/02	02/03
1.	Administration costs					
	The gross administration cost per case					
	a. Weighted rent rebate caseload	10,363	-	14,130	10,547	A
	b. Weighted private rented sector caseload	2,301	-	4,215	2,257	A
	c. Weighted registered social landlord caseload	2,774	-	3,861	2,622	A
	d. Weighted Council Tax Benefit caseload	15,849	-	22,307	15,877	A
	e. Gross cost of providing the service	£1,013,772				A
	f. Gross administration cost per case	£32.40	-	£19.13	£31.94	A
	Processing time					
2.	Processing times					
	a. Average time to process new claims	32.9 days	-	41.9	31.6	A
	b. Average time to process changes of circumstances	10.6 days	-	14.6	12.8	A
	c. Percentage of renewal claims processed on time	67.2%	-	75.2%	78.9%	A
	Accuracy and security of processing					
3.	a. the percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available at the determination, for a sample of cases checked post-determination	93.2%	95.8%	95.1%	94.6%	A
	b. the percentage of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the year	27.3%	48.7%	39.6%	41.0%	A

Children's Services

	Indicator	Performance Information	PI values			
			2003/04	00/01	01/02	02/03
	Pre-school education experience					

1.	a. i. Percentage of children for whom a pre-school place was requested	100.0%	-	-	-	X
	a. ii. Percentage of children for whom a pre-school place was requested for 3 year olds	95.7%	-	-	-	X
	b. i. Percentage of children in their pre-school year who receive fewer than five education sessions per week	5.6%	-	-	-	X
	b. ii. Percentage of 3-year-old in the year before their pre-school year who received fewer than five education sessions per week	16.5%	-	-	-	X
	Primary schools					
2.	a. Primary classes in which the number of pupils falls within the following band:					
	i. Single year classes with 33 or fewer	77.9%	-	-	-	A
	ii. Composite year classes with 25 or fewer	22.1%	-	-	-	A
	iii. Primary classes with P1 to P3 pupils in which the number of pupils is 30 or less	99.5%	-	-	-	A
	b. Number of single year primary classes	371	-	-	-	A
	Number of composite primary classes	105	-	-	-	A
	Number of primary classes with P1 to P3 pupils	216	-	-	-	A
	Occupancy					
3.	a. The percentage of primary schools where the ratio of pupils to places is :					
	i. 40% or less	0.0%	2.1%	0.0%	0.0%	A
	ii. 41 - 60%	25.0%	22.9%	22.9%	29.2%	A
	iii. 61 - 80%	45.8%	43.8%	43.8%	43.8%	A
	iv. 81 - 100%	29.2%	31.3%	33.3%	27.1%	A
	v. 101% or more	0.0%	0.0%	0.0%	0.0%	A
	b. The total number of primary schools	48				A
	Secondary schools					
4.	Occupancy :					
	a. The percentage of secondary schools where the ratio of pupils to places is :					
	i. 40% or less	0.0%	0.0%	0.0%	0.0%	A
	ii. 41 - 60%	0.0%	25.0%	12.5%	0.0%	A
	iii. 61 - 80%	87.5%	25.0%	62.5%	75.0%	A
	iv. 81 - 100%	12.5%	50.0%	25.0%	25.0%	A
	v. 101% or more	0.0%	0.0%	0.0%	0.0%	A
	b. The total number of secondary schools	8				A
	Special education needs					
5.	The average time (in weeks) taken to complete an assessment of special educational needs and the percentage completed in the following time bands :					
	i. upto 18 weeks	0.0%	7.8%	14.9%	3.7%	A
	ii. 19 to 26 weeks	36.4%	33.9%	46.3%	44.4%	A
	iii. 27 to 39 weeks	54.5%	40.9%	22.4%	40.7%	A

	iv. 40 to 52 weeks	9.1%	8.7%	7.5%	3.7%	A
	v. more than 1 year	0.0%	8.7%	9.0%	7.4%	A
	Average time for completion of all assessments	30 weeks	-	-	-	A
	Looked after children - academic attainment					
6.	The number and percentage of young people of age 16 or 17, ceasing to be looked after away from home, who achieved Standard Grades in English and Maths or other subjects :					
	i. Number of children					
	a. Number ceasing to be looked after	9				A
	b. Number attaining at least one Standard Grade (any subject)	4				A
	c. Number attaining Standard Grade English and Maths	2				A
	ii : i. as a percentage of the number being discharged from care					
	a. Percentage attaining at least one Standard Grade	44.4%	-	58.3%	45.5%	A
	b. Percentage attaining Standard Grade English and Maths	22.2%	-	33.3%	27.3%	A
	Teaching staff – equal opportunities					
7.	The number and percentage of teachers in each of the following staff bands who are women :					
	Head and Deputy Head Teachers	Number				
	Secondary	4	-	-	-	A
	Primary	93	-	-	-	A
	Special	8	-	-	-	A
	Total	105	-	-	-	A
	All teachers (including Head and Deputy Head teachers)					
	Secondary	416	-	-	-	A
	Primary	731	-	-	-	A
	Special	74	-	-	-	A
	Total	1,221	-	-	-	A
	Head and Deputy Head Teachers	Percentage				
	Secondary	12.5%	-	-	-	A
	Primary	90.3%	-	-	-	A
	Special	72.7%	-	-	-	A
	Total	71.9%	-	-	-	A
	All teachers (including Head and Deputy Head teachers)					
	Secondary	58.5%	-	-	-	A
	Primary	95.2%	-	-	-	A
	Special	81.3%	-	-	-	A
	Total	77.8%	-	-	-	A
	Child protection					
8.	a. The number of children referred over the 12 months to 31 March	237				A
	b. The percentage of children entered on the register in the year who had previously been on the register :	13.1%	21.4%	34.1%	9.1%	A
	c. The number of children on the council's child protection register at 31 March	67				A

	d. The number of children on the register at 31 March per 1,000 population, aged under 16 years	2.3	3.1	1.9	2.3	A
	e. The percentage of children on the register at 31 March who had been on the register for :					
	i. less than 6 months	41.8%	43.2%	50.0%	54.7%	A
	ii. 6 months but under one year	22.4%	29.5%	13.0%	23.4%	A
	iii. one year but under 2 years	31.3%	19.3%	24.1%	18.8%	A
	iv. two years or more	4.5%	8.0%	13.0%	3.1%	A
	Children being looked after - placements					
9.	The number and percentage of children being looked after by the council in the following types of placement :					
	i. Number of children					
	a. At home	63				A
	b. In other community placements	139				A
	c. In residential accommodation	41				A
	d. Total being looked after, excluding respite	243				A
	e. Children aged under 12 in residential accommodation	2				A
	f. Total children aged under 12 looked after, excluding respite	117				A
	g. Children receiving respite excluded from a – f	20				A
	h. Total looked after including respite	263				A
	ii. : i. as a percentage of the total number being looked after					
	a. At home	25.9%				A
	b. In other community placements	57.2%				A
	c. In residential accommodation	16.9%				A
	d. Total being looked after, excluding respite	100.0%				A
	iii. as a rate per 1,000 population aged 0-17					
	a. At home	2.0	2.3	2.5	2.4	A
	b. In other community placements	4.4	4.2	4.1	4.6	A
	c. In residential accommodation	1.3	0.9	0.9	1.1	A
	d. Total being looked after, excluding respite	7.7	7.4	7.5	8.1	A
	e. Total children aged under 12 looked after, excluding respite	1.7%	6.9%	6.7%	5.6%	A
	g. Number of children receiving respite excluded from a. – f. above	0.6	1.0	1.5	1.3	A
	h. Total looked after including respite	8.3	8.4	9.0	9.4	A
	Residential Accommodation					
	Staff qualifications :					
10.	The percentage of care staff in local authority residential children's homes, who have appropriate qualifications	0.0%				NS
	Privacy :					
11.	The number of rooms expressed as a percentage of all residential care places					
	i. Children - single rooms	90.9%	-	-	-	A
	ii. Children - rooms with en-suite	9.1%	-	-	-	A
	Respite care					

12.	Children aged 0-17 with disabilities	Number per 1,000 population				
	a. Residential respite care	26.5	-	-	-	A
	b. Respite care provided at home	18.8	-	-	-	A
	c. Other respite care					
	i. Day services	472.7	-	-	-	A
	ii. Overnight services	13.1	-	-	-	A
	Children's Panel Liaison					
	Social Background Reports					
13.	Number of reports submitted to the reporter during the year	320	-	-	-	A
	Percentage submitted within 20 days	65.0%	-	-	-	A
	Supervision					
14.	Number of new supervision requirements made during the year	47	-	-	-	A
	Percentage seen within 15 days	72.3%	-	-	-	A

Note on Indicators 1 and 10

Indicator 1 has been rated X because there is no independent information system, that can be interrogated, that collects information on the number of 3 year olds who are refused a pre-school place. For Indicator 10, the Council no longer operates residential children's homes as part of its services to children.

Corporate Management

	Indicator	Performance Information	PI values			
			2003/04	00/01	01/02	02/03
	Sickness absence					
1.	The number of days lost through sickness absence expressed as a percentage of total working days available, for the following groups of staff :					
	a. Chief officers, administrative, professional, technical and clerical employees – percentage of days lost	5.5%	5.0%	5.2%	5.5%	A
	b. Craft and manual employees – percentage of days lost	7.4%	5.7%	7.7%	6.5%	A
	c. Teachers – percentage of days lost	3.4%	3.8%	3.8%	3.7%	A
	Litigation claims					
2.	The number and value of successful litigation actions against the authority settled in the financial year, in respect of the following services :					
	a. Number of claims per 10,000 population	38.5	-	-	-	A
	b. Claims as a percentage of revenue budget	0.1%	-	-	-	A
	Equal opportunities policy					
3.	The number and percentage of the highest paid 2% and 5% of earners among council employees, that are women : -					
	Total number of employees	5,747				A
	Total number of employees in top 2%	179				A
	Total number of women employees	58				A

	in top 2%					
	Percentage of women employees in top 2%	32.4%				A
	Total number of employees in top 5%	287				A
	Percentage of women employees in top 5%	36.6%				A
	Council Tax Collection					
4.	Collection costs : the cost of collecting council tax per dwelling	£7.60	-	-	£7.36	A
5.	Income					
	a. Income due from council tax for the year, excluding reliefs and rebates	£39,723,872	£31.1M	£34.1M	£37.0M	A
	b. The percentage of 2a that was received during the year	95.0%	93.1%	93.8%	94.0%	A
	Non-Domestic rates					
6.	Income :					
	a. The income due from Non-Domestic Rates for the year, excluding reliefs	£56,825,428				A
	b. The percentage of 6a that was received by the end of the year	97.0%	-	-	-	A
	Payment of invoices					
7.	a. Number of invoices sampled	123,224				A
	b. Percentage of invoices sampled and paid within 30 days	81%	-	--	-	A

Cultural and Community Services

	Indicator	Performance Information	PI values			
			00/01	01/02	02/03	Rating
	Sport and Leisure Management	2003/04				
1.	The number of attendances per 1,000 population for all pools	3,129	-	-	-	A
2.	The number of attendances per 1,000 population for indoor sports and leisure facilities, excluding pools in a combined complex	4,298	4,139	4,625	3,773	A
	Museums					
3.	a. The number of museums operated by or financially supported by the council	4	6	6	6	A
	b. The percentage of these which are registered under the Museums and Galleries Commission (MGC) registration scheme	100.0%	83.3%	83.3%	83.3%	A
	Library book requests					
4.	The average time taken to satisfy book requests	13 days	19	16	16	A
	Library Stock Turnover					
5.	Changes in library stock :					
	Adult lending stock of book and audio-visual material					
	Additions per 1,000 population	209	257	228	239	A
	Total number of closing stock items per 1,000 population	1,479	1,768	1,662	1,554	A
	Children's & teenage lending stock of book and audio-visual material					
	Additions per 1,000 population	60	63	67	54	A
	Stock at year end per 1,000 population	395	469	451	413	A

Use of Libraries						
6.	Borrowers from public libraries :					
	a. Percentage of the resident population that are borrowers from public libraries	26.0%	27.7%	26.5%	26.5%	A
	b. Average number of issues per borrower	34.0	42.9	41.4	40.3	A
Lifelong learning						
7.	Learning centre and learning access point users					
	a. The number of users as a percentage of the resident population	8.0%	-	-	3.4%	A
	b. The number of times the terminals are used per 1,000 population	453.0	-	-	137.2	A

Development Services

	Indicator	Performance Information	PI values			
			2003/04	00/01	01/02	02/03
	Building Warrants and Completion Certificate applications					
1.	Building Warrants					
	a. Percentage of requests for a building warrants responded to within 15 days	49.4%	-	-	19.2%	A
	b. Percentage of building warrants issued (or an application otherwise determined) within 6 days	100.0%	-	-	100.0%	A
	Completion Certificates					
	c. The average time taken to respond to a request for a completion certificate	4.0 days	-	-	4.0 days	A
	d. The percentage of completion certificates issued (or otherwise determined) within 3 days	39.7%	-	-	69.5%	A
	Planning applications processing time					
2.	The percentage of householder applications dealt with within the two months : :					
	i. householder	91.9%	-	-	-	A
	ii. non-householder	53.1%	20.9%	43.7%	46.4%	A
	Total	73.4%	-	-	-	A
	Appeals					
3.	Successful appeals as a percentage of determinations	0.5%	-	-	1.1%	A
	Successful appeals as a percentage of determinations that went to appeal	20.0%	14.3%	9.1%	41.7%	A
	Development Plans					
4.	The percentage of population covered by a Local Plan which has been adopted or finalised within the last five years	39.0%	49.5%	53.8%	54.0%	A

Housing

	Indicator	Performance Information	PI values			
			2003/04	00/01	01/02	02/03
	Response repairs					

1.	Response repairs :					
	a. The target response time for each priority category set by the council					
	i. Emergency	24 hours				
	ii. Urgent	7 days				
	iii. Routine	28 days				
	iv. Non-routine	By agreement				
	v. 14 day	14 days				
	b. The number of actual repairs carried out in each category					
	i. Emergency	19,943				X
	ii. Urgent	11,311				X
	iii. Routine	17,823				X
	iv. Non-routine	490				X
	v. 14 day	4,186				X
	c. The percentage of repairs completed within the target response time for each priority category					
	i. Emergency	97.9%	96.8%	97.6%	98.2%	X
	ii. Urgent	83.2%	88.0%	88.1%	91.1%	X
	iii. Routine	84.3%	89.0%	88.5%	87.6%	X
	iv. Non-routine	63.2%	80.0%	81.7%	67.1%	X
	v. 14 day	82.1%	NS	NS	85.9%	X
	d. The percentage of all repairs due to be completed within 24 hours that were completed within target	97.9%	96.8%	97.6%	98.2%	X
	Managing tenancy changes					
2.	The total annual rent loss due to voids expressed as a percentage of the total amount of rent due in the year	3.0%	2.1%	2.4%	2.8%	A
3.	The time taken by the council to re-let houses analysed by the following bands :					
	i. number of houses re-let					
	less than 2 weeks	199				A
	2 - 4 weeks	575				A
	more than 4 weeks	1,006				A
	ii. as a percentage of total for i.					
	less than 2 weeks	11.2%	29.9%	10.5%	5.9%	A
	2 - 4 weeks	32.3%	30.3%	25.5%	23.6%	A
	more than 4 weeks	56.5%	39.8%	64.1%	70.5%	A
	Total number of houses re-let	1,780				A
	Total number of days to re-let houses	107,954				A
	Average time to re-let houses	61 days	-	69 days	88 days	A
	Rent arrears					
4	a. Current tenant arrears as a percentage of net amount of rent due in the year	9.6%	7.4%	6.9%	7.9%	A
	b. The percentage of current tenants owing more than 13 weeks rent at year end, excluding those owing less than £250	8.9%	6.2%	6.1%	7.3%	A
	Council house sales					
5.	The percentage of house sales completed within 26 weeks	65.1%	-	-	-	A
	Average time to sell houses	26 weeks	-	25	22	A
	Homelessness					
6.	a. Number of households assessed as homeless or potentially	1,147				A

	homeless during the year					
	b. Average time per case	2 weeks	-	-	-	A
	c. Number of cases reassessed as homeless or potentially homeless within 12 months of previous case being completed	27				A
	Percentage of cases reassessed	2.4%	-	-	-	A

Note on Indicator 1

This has been given an X rating by external auditors due to the Council's IT system for housing not measuring emergency repairs in hours but in days. The available information does not therefore meet the indicator requirements.

Protective Services

	Indicator	Performance Information	PI values			
			2003/04	00/01	01/02	02/03
	Food safety : Hygiene inspections					
1.	The number of establishments in each of the following three categories requiring inspection during the year, and the percentage of the inspections which were undertaken in the prescribed period:					
	a. Every 6 months	19				
	Percentage premises actually inspected within time	94.1%	70.0%	90.7%	91.7%	A
	b. Every 12 months	115				
	Percentage premises actually inspected within time	78.3%	80.0%	89.2%	88.2%	A
	c. More than 12 months	330				
	Percentage of the premises actually inspected within time	88.5%	70.0%	71.9%	81.3%	A
	Workplace safety inspections					
2.	a. The percentage of premises liable to inspection brought within the inspection rating system					
	i. Number of premises liable to workplace safety inspection	1,485				A
	ii. Percentage of premises liable to workplace safety inspections that are within the system	100%				A
	b. Information on the level of achievement against the Council's own inspection targets					
	Target frequency	12 months				
	Number of premises in this category	20				A
	Target number of premises to be inspected in the year	20				A
	The percentage inspected within time	70.0%	56.7%	73.1%	63.0%	A
	Target frequency	36 months				
	Number of premises in this category	1,115				A
	Target number of premises to be inspected in the year	100				A
	The percentage inspected within	59.0%	69.1%	52.6%	60.0%	A

	time					
	Noise complaints					
3.	i. Total number of complaints	357				A
	ii. Number of complaints settled at first contact with complainant	61				A
	percentage settled on day of receipt	45.9%	-	-	-	A
	iii. Number of complaints, following initial enquiry, that the council recognises it has a responsibility to take further action over	296				A
	iv. Percentage of complaints requiring further action that were completed within 14 days	48.6%	-	-	-	A
	Pest control					
4.	Pest control response time :					
	High priority - 2 working days					
	Percentage of responses within the specified time	96.7%	92.8%	91.8%	96.6%	A
	Low priority - 5 working days					
	Percentage of responses within the specified time	94.7%	96.6%	92.8%	93.0%	A
	Trading Standards					
5.	The percentage of enquiries, complaints and advice requests completed in the following time bands :					
	Consumer enquiries					
	i. Total number received	1,016				A
	ii. Number dealt with on day of receipt	1,004				A
	iii. Percentage dealt with on day of receipt	98.8%	-	-	-	A
	Consumer complaints					
	i. Total number received	1,231				A
	ii. Number dealt with within 14 days of receipt	815				A
	iii. Percentage dealt with within 14 days of receipt	66.2%	-	-	-	A
	Business advice requests					
	i. Total number received	40				A
	ii. Number dealt with within 14 days of receipt	38				A
	iii. Percentage dealt with within 14 days of receipt	95.0%	-	-	-	A
	Inspection of trading premises					
6.	Premises liable to inspection : target and actual coverage :					
	i. Locally determined target inspection frequency	Months				
	High	12				A
	Medium	36				A
	Low	60				A
	ii. Number of premises in these categories					
	High	201				A
	Medium	651				A
	Low	565				A
	iii. Target total number of visits					
	High	201				A
	Medium	147				A
	Low	110				A
	iv. Percentage of iii. actually					

	achieved within time					
	High	62.2%	78.2%	86.7%	74.4%	A
	Medium	6.8%	71.4%	39.3%	4.6%	A
	Low	99.1%	69.6%	93.5%	76.0%	A

Roads & Lighting

	Indicator	Performance Information	PI values			
			2003/04	00/01	01/02	02/03
	Carriageway condition					
1.	Percentage of the road network that should be considered for maintenance treatment					
	i. A class roads	32.6%	-	-	-	A
	ii. B and C class roads	53.7%	-	-	-	A
	iii. Unclassified roads	43.6%	-	-	-	A
	iv. Overall	44.6%	-	-	-	A
	Traffic light repairs					
2.	The percentage of traffic light repairs completed within 48 hours	90.0%	97.0%	92.0%	94.0%	A
	Street lighting					
3.	The percentage of street lighting repairs completed within 7 days	94.8%	98.0%	97.0%	97.0%	A
4.	a. Gross cost of street lighting per lamp	£91.1	£43.18	£70.65	£78.29	A
	b. Lighting columns replaced as a percentage of the total number of columns	3.1%	2.4%	2.2%	2.4%	A

Waste Management

	Indicator	Performance Information	PI values			
			2003/04	00/01	01/02	02/03
	Refuse Collection and disposal costs					
1.	The gross cost of :					
	a. Collection (combined domestic, commercial and domestic bulky uplift) per premise	£45.29	£35.29	£37.60	£39.61	A
	b. Disposal per premise	£56.87	£46.13	£49.87	£51.53	A
	Special uplifts					
2.	The percentage of special uplifts for bulky domestic refuse completed within five working days	64.7%	99.0%	72.4%	58.4%	A
	Refuse collection complaints					
3.	The number of complaints per 1,000 households regarding household waste collection service	39.9	-	-	-	A
	Refuse recycling					
4.	The amount of waste collected by the authority during the year that was disposed of by the following methods :					
	a. The amount of household waste collected by the following methods :	tonnes per household				
	i. Used for recovery of heat, power and other energy sources	0.000				A
	ii. Composted by the authority	0.035				A
	iii. Other recycling methods	0.098				A
	iv. Landfill	1.135				A
	v. Other disposal methods	0.000				A
	Total	1.268				A

	Total tonnage collected	80,658.7				A
	The percentage of household waste disposed of by the following methods :					
	i. Used for recovery of heat, power and other energy sources	0.0%	0.0%	0.0%	0.0%	A
	ii. Composted by the authority	2.8%	2.8%	2.4%	3.0%	A
	iii. Other recycling	7.7%	4.7%	4.9%	7.0%	A
	iv. Landfill	89.5%	92.5%	92.7%	89.9%	A
	v. Other disposal methods	0.0%	0.0%	0.0%	0.0%	A
	b. The amount of commercial and industrial waste disposed of by the following methods :	Tonnes per commercial and industrial premise				
	i. Used for recovery of heat, power and other energy sources	0.000				A
	ii. Composted by the authority	0.918				A
	iii. Other recycling	2.651				A
	iv. Landfill	23.256				A
	v. Other disposal methods	0.000				A
	Total	26.825				A
	Total tonnage collected	27,764.2				A
	The percentage of commercial and industrial waste disposed of by the following methods :					
	i. Used for recovery of heat, power and other energy sources	0.0%	0.0%	0.0%	0.0%	A
	ii. Composted by the authority	3.4%	0.0%	0.0%	0.0%	A
	iii. Other recycling	9.9%	0.0%	0.0%	0.0%	A
	iv. Landfill	86.7%	100.0%	100.0%	100.0%	A
	v. Other disposal methods	0.0%	0.0%	0.0%	0.0%	A
	Road planings, if any, which are recycled (total estimated tonnes)	4,710.0				A
	Abandoned/end of life vehicles collected by the council (total estimated tonnes)	415.2				A

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