

Insight

Statutory Performance Indicators



Falkirk Council

Statutory Performance Indicators for Financial Year 2004/05

September 2005

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 2003 issued in October 2003 by Audit Scotland and the subsequent Guide 2004/05 issued in November 2003.

Adult Social Work

	Indicator	Performance Information	PI values				Rating
			2004/05	03/04	02/03	01/02	
	Community care assessments						
1.	Persons assessed or reviewed and services provided:		-				
	Persons assessed or reviewed :	number					
	a. Elderly people aged 65+	5,353	-	-	-		A
	b. Elderly people aged 65+ with dementia	448	-	-	-		A
	c. People aged 18 - 64 with mental health problems/dementia	483	-	-	-		A
	d. People aged 18 - 64 with physical disability	1,528	-	-	-		A
	e. People aged 18 - 64 with learning disability	386	-	-	-		A
	f. People aged 18 - 64 with HIV/AIDS	0	-	-	-		A
	g. People aged 18 - 64 with drug/alcohol abuse problems	124	-	-	-		A
	h. Total	8,322	-	-	-		A
	Persons assessed or reviewed	rate per 1,000 relevant population					
	a. Elderly people aged 65+	234.7	234.9	241.2	250.8		A
	b. Elderly people aged 65+ with dementia	19.6	20.9	21.7	22.5		A
	c. People aged 18 - 64 with mental health problems/dementia	5.3	5.3	4.6	4.3		A
	d. People aged 18 - 64 with	16.7	17.0	16.1	16.4		A

	physical disability					
	e. People aged 18 - 64 with learning disability	4.2	3.8	3.1	3.3	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	1.4	1.3	1.4	1.2	A
	h. Total	72.8	72.9	72.2	72.8	A
	Persons receiving a service :	number				
	a. Elderly people aged 65+	8,786	-	-	-	A
	b. Elderly people aged 65+ with dementia	604	-	-	-	A
	c. People aged 18 - 64 with mental health problems/dementia	307	-	-	-	A
	d. People aged 18 - 64 with physical disability	2,492	-	-	-	A
	e. People aged 18 - 64 with learning disability	497	-	-	-	A
	f. People aged 18 - 64 with HIV/AIDS	2	-	-	-	A
	g. People aged 18 - 64 with drug/alcohol abuse problems	66	-	-	-	A
	h. Total	12,754	-	-	-	A
	Persons receiving a service :	rate per 1,000 relevant population				
	a. Elderly people aged 65+	385.2	363.2	346.9	335.2	A
	b. Elderly people aged 65+ with dementia	26.5	27.2	27.7	28.9	A
	c. People aged 18 - 64 with mental health problems/dementia	3.4	3.0	2.8	2.6	A
	d. People aged 18 - 64 with physical disability	27.2	26.0	23.0	21.3	A
	e. People aged 18 - 64 with learning disability	5.4	5.1	4.8	4.5	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	111.6	105.6	99.2	93.3	A
	Residential accommodation					
2.	Staff qualifications					
	The percentage care staff in local authority residential homes who have appropriate qualifications for:					
	a. Older people (age 65+)	56.3%	52.0%	48.0%	43.0%	A
	b. Other adults	80.00%	75.0%	75.0%	71.0%	A
	c. Overall total	57.8%	53.0%	-	-	A
3.	Privacy					
	The number of rooms expressed as a percentage of all residential care places					
	Single rooms					
	a. i. Elderly people - council	96.7%	97.2%	-	-	A
	a. ii. Elderly people - voluntary	94.1%	94.7%	-	-	A
	a. iii. Elderly people - private	86.1%	85.9%	-	-	A
	b. i. Other adults - council	100.0%	100.0%	-	-	A
	b. ii. Other adults - voluntary	84.0%	82.1%	-	-	A
	b. iii. Other adults - private	94.9%	85.9%	-	-	A
	Rooms with en-suite facilities					
	a. i. Elderly people - council	14.9%	13.2%	-	-	A
	a. ii. Elderly people - voluntary	66.7%	81.6%	-	-	A
	a. iii. Elderly people - private	81.2%	80.7%	-	-	A

	b. i. Other adults - council	0.0%	75.0%	-	-	A
	b. ii. Other adults - voluntary	8.0%	7.7%	-	-	A
	b. iii. Other adults - private	40.8%	36.5%	-	-	A
	Home care/Home help clients					
4.	The level and flexibility of service to home care clients					
	Level of service					
	a. Number of people aged 65+ receiving homecare	1,834	1,800	-	-	A
	Total volume of service	Number of home care hours				
	b. Total number of hours per 1000 population aged 65+	544.4	566.6	-	-	A
	c. Percentage of homecare clients aged 65+ receiving :					
	i. Personal Care	65.5%	63.3%	-	-	A
	ii. A service during evening/overnight	24.8%	24.7%	-	-	A
	iii. A service at weekends	56.5%	62.7%	-	-	A
	Respite care					
5.	Provision of respite services :					
	Elderly people aged 65 +	Number per 1,000 population				
	a. Residential respite care	550.0	578.8	-	-	A
	b. Respite care provided at home	NS	3.5	-	-	A
	c. Other respite care					
	i. Day service	2.5	19.3	-	-	A
	ii. Overnight services	39.5	38.9	-	-	A
	People aged 18 - 64					
	a. Residential respite care	33.8	30.5	-	-	A
	b. Respite care provided at home	NS	12.6	-	-	A
	c. Other respite care					
	i. Day service	22.7	26.3	-	-	A
	ii. Overnight services	2.5	2.1	-	-	A
	Criminal Justice					
	Social Enquiry Reports					
6.	a. The number of reports submitted to courts during the year	1,272	-	-	-	A
	b. Expressed as a rate per 1,000 adult population	10.8	9.3	7.2	8.0	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	99.0%	99.7%	99.0%	98.7%	A
	d. The proportion of reports submitted to courts by due date	99.8%	99.7%	99.8%	99.9%	A
	Probation					
7.	a. The number of new probation orders issued during the year	264	-	-	-	A
	b. Expressed as a rate per 1,000 population	2.2	1.9	1.9	1.9	A
	c. The proportion of new probationers seen by a supervising officer within one week	89.8%	76.1%	77.9%	87.4%	A
	d. The proportion of people subject to a probation order who were reported to the court for breach of probation during the year	29.5%	28.0%	30.3%	24.5%	A

	Community Service					
8.	a. The number of new community service orders issued during the year	213	-	-	-	A
	b. Average number of hours per week to complete community orders	3.9	3.8	-	-	A

Benefits Administration

	Indicator	Performance Information	PI values			
			2004/05	03/04	02/03	01/02
	Administration costs					
1.	The gross administration cost per case					
	a. Weighted rent rebate caseload	10,313	10,363	10,547	14,130	A
	b. Weighted private rented sector caseload	2,283	2,301	2,257	4,215	A
	c. Weighted registered social landlord caseload	2,873	2,774	2,622	3,861	A
	d. Weighted Council Tax Benefit caseload	16,154	15,849	15,877	22,307	A
	e. Gross cost of providing the service	£1,056,537				A
	f. Gross administration cost per case	£33.41	£32.40	£31.94	£19.13	A
	Processing time					
2.	Processing times					
	a. Average time to process new claims	24.4 days	32.9	31.6	41.9	A
	b. Average time to process changes of circumstances	7.3 days	10.6	12.8	14.6	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	92.8%	93.2%	94.6%	95.1%	A
	b. the percentage of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the year	30.7%	27.3%	41.0%	39.6%	A

Children's Services

	Indicator	Performance Information	PI values			
			2004/05	03/04	02/03	01/02
	Primary schools					
1.	a. Primary classes in which the number of pupils falls within the following band:					
	i. Single year classes with 33 or fewer	79.7%	77.9%	-	-	A
	ii. Composite year classes with 25 or fewer	20.3%	22.1%	-	-	A
	iii. Primary classes with P1 to P3 pupils in which the number of pupils is 30 or less	100%	99.5%	-	-	A
	b. Number of single year primary classes	372	-	-	-	A
	Number of composite primary classes	95	-	-	-	A
	Number of primary classes with P1 to P3 pupils	210	-	-	-	A
	Occupancy					
2.	a. The percentage of primary schools where the ratio of pupils to places is :					
	i. 40% or less	2.1%	0.0%	0.0%	0.0%	A
	ii. 41 - 60%	22.9%	25.0%	29.2%	22.9%	A
	iii. 61 - 80%	50.0%	45.8%	43.8%	43.8%	A
	iv. 81 - 100%	25.0%	29.2%	27.1%	33.3%	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					
3.	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%	0.0%	0.0%	12.5%	A
	iii. 61 - 80%	50.0%	87.5%	75.0%	62.5%	A
	iv. 81 - 100%	50.0%	12.5%	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					
4.	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	20.0%	0.0%	3.7%	14.9%	A
	ii. 19 to 26 weeks	50.0%	36.4%	44.4%	46.3%	A
	iii. 27 to 39 weeks	30.0%	54.5%	40.7%	22.4%	A
	iv. 40 to 52 weeks	0.0%	9.1%	3.7%	7.5%	A
	v. more than 1 year	0.0%	0.0%	7.4%	9.0%	A
	Average time for completion of all assessments	22 Weeks	30	29	27	A
	Teaching staff – equal opportunities					
5.	The number and percentage of teachers in each of the following staff bands who are women :					
	Head and Deputy Head Teachers	Number				

	Secondary	5	-	-	-	A
	Primary	84	-	-	-	A
	Special	5	-	-	-	A
	Total	94	-	-	-	A
	All teachers (including Head and Deputy Head teachers)					
	Secondary	367	-	-	-	A
	Primary	622	-	-	-	A
	Special	44	-	-	-	A
	Total	1,033	-	-	-	A
	Head and Deputy Head Teachers	Percentage				
	Secondary	16.1%	12.5%	-	-	A
	Primary	88.4%	90.3%	-	-	A
	Special	71.4%	72.7%	-	-	A
	Total	70.7%	71.9%	-	-	A
	All teachers (including Head and Deputy Head teachers)					
	Secondary	58.4%	58.5%	-	-	A
	Primary	96.1%	95.2%	-	-	A
	Special	88.0%	81.3%	-	-	A
	Total	78.0%	77.8%	-	-	A
	Child protection					
6.	a. The number of children referred over the 12 months to 31 March	299	-	-	-	A
	b. The percentage of children entered on the register in the year who had previously been on the register :	15.1%	13.1%	9.1%	34.1%	A
	c. The number of children on the council's child protection register at 31 March	68	-	-	-	A
	d. The number of children on the register at 31 March per 1,000 population, aged under 16 years	2.4	2.3	2.3	1.9	A
	e. The percentage of children on the register at 31 March who had been on the register for :					
	i. less than 6 months	70.6%	41.8%	54.7%	50.0%	A
	ii. 6 months but under one year	23.5%	22.4%	23.4%	13.0%	A
	iii. one year but under 2 years	0.0%	31.3%	18.8%	24.1%	A
	iv. two years or more	5.9%	4.5%	3.1%	13.0%	A
	Looked after children - academic attainment					
7.	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	7	-	-	-	A
	b. Number attaining at least one Standard Grade (any subject)	4	-	-	-	A
	c. Number attaining Standard Grade English and Maths	3	-	-	-	A
	ii : i. as a percentage of the number being discharged from care					
	a. Percentage attaining at least one Standard Grade	57.1%	-	-	-	A
	b. Percentage attaining Standard Grade English and Maths	42.9%	-	-	-	A

	Children being looked after - placements					
8.	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	99	-	-	-	A
	b. In other community placements	152	-	-	-	A
	c. In residential accommodation	35	-	-	-	A
	d. Total being looked after, excluding respite	286	-	-	-	A
	e. Children aged under 12 in residential accommodation	3	-	-	-	A
	f. Total children aged under 12 looked after, excluding respite	136	-	-	-	A
	g. Children receiving respite excluded from a – f	29	-	-	-	A
	h. Total looked after including respite	315	-	-	-	A
	ii. : i. as a percentage of the total number being looked after					
	a. At home	34.6%	-	-	-	A
	b. In other community placements	53.1%	-	-	-	A
	c. In residential accommodation	12.2%	-	-	-	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	3.1	2.0	2.4	2.5	A
	b. In other community placements	4.8	4.4	4.6	4.1	A
	c. In residential accommodation	1.1	1.3	1.1	0.9	A
	d. Total being looked after, excluding respite	9.1	7.7	8.1	7.5	A
	e. Total children aged under 12 looked after, excluding respite	2.2%	1.7%	5.6%	6.7%	A
	g. Number of children receiving respite excluded from a. – f. above	0.9	0.6	1.3	1.5	A
	h. Total looked after including respite	10.0	8.3	9.4	9.0	A
	Residential Accommodation					
	Staff qualifications :					
9.	The percentage of care staff in local authority residential homes, who have appropriate qualifications	NS	NS	100%	77%	NS
	Privacy :					
10.	The number of rooms expressed as a percentage of all residential care places					
	Children - single rooms					
	Council	100.0%	100.0%	-	-	A
	Voluntary Sector	77.3%	75.0%	-	-	A
	Private Sector	94.7%	79.4%	-	-	A
	Children - rooms with en-suite					
	Council	100.0%	0.0%	-	-	A
	Voluntary Sector	54.5%	25.0%	-	-	A
	Private Sector	0.0%	8.8%	-	-	A
	Respite care					
11.	Children aged 0-17 with disabilities	Number per 1,000 population				
	a. Residential respite care	27.2	26.5	-	-	A
	b. Respite care provided at home	14.4	18.8	-	-	A

	c. Other respite care					
	i. Day services	569.7	472.7	-	-	A
	ii. Overnight services	15.7	13.1	-	-	A
	Social Background Reports					
12.	Number of reports submitted to the reporter during the year	386	-	-	-	A
	Percentage submitted within 20 days	52.8%	65.0%	-	-	A
	Supervision					
13.	Number of new supervision requirements made during the year	66	-	-	-	A
	Percentage seen within 15 days	78.8%	72.3%	-	-	A

Corporate Management

	Indicator	Performance Information	PI values			
			2004/05	03/04	02/03	01/02
	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	6.3%	-	-	-	A
	b. Craft and manual employees – percentage of days lost	8.9%	7.4%	6.5%	7.7%	A
	c. Teachers – percentage of days lost	3.2%	3.4%	3.7%	3.8%	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	36.5	42.5	-	-	A
	b. Claims as a percentage of revenue budget	0.1%	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	7,745	-	-	-	A
	Total number of employees in top 2%	167	-	-	-	A
	Total number of women employees in top 2%	67	-	-	-	A
	Percentage of women employees in top 2%	40.1%	32.4%	-	-	A
	Total number of employees in top 5%	290	-	-	-	A
	Percentage of women employees in top 5%	39.0%	36.6%	-	-	A
	Public Access					
4.	Number of council buildings from which the council delivers services to the public	135	-	-	-	A
	Percentage of buildings from which the council delivers services that are suitable for, and accessible to, disabled people	48.1%	-	-	-	A
	Council Tax Collection					
5.	Collection costs : the cost of collecting council tax per dwelling	£4.75	-	-	-	A
6.	Income					
	a. Income due from council tax for the year, excluding reliefs and rebates	£42,519,704.	£39.7M	£37.0M	£34.1M	A
	b. The percentage of 2a. that was received during the year	95.2%	94.6%	94.0%	93.8%	A
	Non-Domestic rates					
7.	Income :					

	a. The income due from Non-Domestic Rates for the year, excluding reliefs	£58,487,458	-	-	-	A
	b. The percentage of 7a. that was received by the end of the year	97.5%	97.1	97.4	-	A
	Payment of invoices					
8.	a. Number of invoices sampled	118,235	-	-	-	A
	b. Percentage of invoices sampled and paid within 30 days	86.0%	80.7%	-	-	A

Cultural and Community Services

	Indicator	Performance Information	PI values			
			2004/05	03/04	02/03	01/02
	Sport and Leisure Management					
1.	The number of attendances per 1,000 population for all pools	3,233	3,129	-	-	A
2.	The number of attendances per 1,000 population for indoor sports and leisure facilities, excluding pools in a combined complex	4,113	4,298	3,773	4,625	A
	Museums					
3.	a. The number of museums operated by or financially supported by the council	4	4	6	6	A
	b. The percentage of these which are registered under the Museums and Galleries Commission (MGC) registration scheme	100.0%	100.0%	83.3%	83.3%	A
	Library book requests					
4.	The average time taken to satisfy book requests	12 days	13	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	214	209	239	228	A
	Total number of closing stock items per 1,000 population	1,418	1,479	1,554	1,662	A
	Children's & teenage lending stock of book and audio-visual material					
	Additions per 1,000 population	60	60	54	67	A
	Stock at year end per 1,000 population	400	395	413	451	A
	Use of libraries					
6.	Borrowers from public libraries :					
	a. Percentage of the resident population that are borrowers from public libraries	25.0%	26.1%	26.5%	26.5%	A
	b. Average number of issues per borrower	33.5	34.4	40.3	41.4	A
	Lifelong learning					
7.	Learning centre and learning access point users					
	a. The number of users as a percentage of the resident population	9.1%	8.3%	3.4%	-	A
	b. The number of times the terminals are used per 1,000 population	514.4	453.3	137.2	-	A

Development Services

	Indicator	Performance Information	PI values			
			2004/05	03/04	02/03	01/02
	Building Warrants and Completion Certificate applications					
1.	Building Warrants					
	a. Percentage of requests for a building warrants responded to within 15 days	33.5%	49.4%	19.2%	-	A
	b. Percentage of building warrants issued (or an application otherwise determined) within 6 days	100.0%	100.0%	100.0%	-	A
	Completion Certificates					
	c. The average time taken to respond to a request for a completion certificate	4 days	4.0	4.0	-	A
	d. The percentage of completion certificates issued (or otherwise determined) within 3 days	39.7%	39.7%	69.5%	-	A
	Planning applications processing time					
2.	The percentage of householder applications dealt with within the two months : :					
	i. householder	76.6%	91.9%	-	-	A
	ii. non-householder	30.3%	53.1%	46.4%	43.7%	A
	Total	57.1%	73.4%	-	-	A
	Appeals					
3.	Successful appeals as a percentage of determinations	0.6%	0.5%	1.1%	-	A
	Successful appeals as a percentage of determinations that went to appeal	37.5%	20.0%	41.7%	9.1%	A
	Development Plans					
4.	The percentage of population covered by a Local Plan which has been adopted or finalised within the last five years	100.0%	39.0%	54.0%	53.8%	A

Housing

	Indicator	Performance Information	PI values			
			2004/05	03/04	02/03	01/02
1.	Response repairs					
	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	20,780	-	-	-	X
	ii. Urgent	14,253	-	-	-	X
	iii. Routine	20,808	-	-	-	X
	iv. Non-routine	1,023	-	-	-	X
	v. 14 day	5,422	-	-	-	X
	c. The percentage of repairs completed within the target response time for each priority category					
	i. Emergency	98.9%	97.9%	98.2%	97.6%	X
	ii. Urgent	89.8%	83.2%	91.1%	88.1%	X
	iii. Routine	93.1%	84.3%	87.6%	88.5%	X
	iv. Non-routine	84.0%	63.2%	67.1%	81.7%	X
	v. 14 day	88.9%	82.1%	85.9%	NS	X
	d. The percentage of all repairs due to be completed within 24 hours that were completed within target	97.6%	97.9%	98.2%	97.6%	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	2.3%	3.0%	2.8%	2.4%	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	191	-	-	-	A
	2 - 4 weeks	357	-	-	-	A
	more than 4 weeks	810	-	-	-	A
	ii. as a percentage of total for i.					
	less than 2 weeks	14.1%	11.2%	5.9%	10.5%	A
	2 - 4 weeks	26.3%	32.3%	23.6%	25.5%	A
	more than 4 weeks	59.6%	56.5%	70.5%	64.1%	A
	Total number of houses re-let	1,358	-	-	-	A
	Total number of days to re-let houses	74,399	-	-	-	A
	Average time to re-let houses	55 days	61	88	69	A
	Rent arrears					
4.	a. Current tenant arrears as a percentage of net amount of rent due in the year	7.5%	9.6%	7.9%	6.9%	A
	b. The percentage of current tenants owing more than 13 weeks rent at year end, excluding those owing less than £250	6.5%	8.9%	7.3%	6.1%	A
	Council house sales					
5.	The percentage of house sales	82.9%	65.1%	-	-	A

	completed within 26 weeks					
	Average time to sell houses	24 weeks	26	22	25	A
	Homelessness					
6.	a. Number of households assessed as homeless or potentially homeless during the year	1,074	-	-	-	A
	b. Average time per case	2.2 weeks	2.0	-	-	A
	c. Number of cases reassessed as homeless or potentially homeless within 12 months of previous case being completed	24	-	-	-	A
	Percentage of cases reassessed	2.2%	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			
			2004/05	03/04	02/03	01/02
	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	12	-	-	-	
	Percentage premises actually inspected within time	91.3%	94.1%	91.7%	90.7%	A
	b. Every 12 months	111	-	-	-	
	Percentage premises actually inspected within time	97.3%	78.3%	88.2%	89.2%	A
	c. More than 12 months	324	-	-	-	
	Percentage of the premises actually inspected within time	93.5%	88.5%	81.3%	71.9%	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	1,652	-	-	-	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	35	-	-	-	A
	Target number of premises to be inspected in the year	18	-	-	-	A
	The percentage inspected within time	94.4%	70.0%	63.0%	73.1%	A
	Target frequency	36 months	-	-	-	
	Number of premises in this category	912	-	-	-	A
	Target number of premises to be inspected in the year	101	-	-	-	A
	The percentage inspected within time	90.1%	59.0%	60.0%	52.6%	A
	Noise complaints					
3.	i. Total number of complaints	358	-	-	-	A
	ii. Number of complaints settled at first contact with complainant	66	-	-	-	A
	percentage settled on day of receipt	40.9%	45.9%	-	-	A
	iii. Number of complaints, following initial enquiry, that the council recognises it has a responsibility to take further action over	292				A
	iv. Percentage of complaints requiring further action that were completed within 14 days	39.4%	48.6%	-	-	A
	Pest control					
4.	Pest control response time :					
	High priority - 2 working days					

	Percentage of responses within the specified time	96.2%	96.7%	96.6%	91.8	A
	Low priority - 5 working days					
	Percentage of responses within the specified time	92.4%	94.7%	93.0%	92.8%	A
	Trading Standards					
5.	The percentage of enquiries, complaints and advice requests completed in the following time bands :					
	Consumer enquiries					
	i. Total number received	1,165	-	-	-	A
	ii. Number dealt with on day of receipt	1,159	-	-	-	A
	iii. Percentage dealt with on day of receipt	99.5%	98.8%	99.6%	100.0%	A
	Consumer complaints					
	i. Total number received	1,360	-	-	-	A
	ii. Number dealt with within 14 days of receipt	958	-	-	-	A
	iii. Percentage dealt with within 14 days of receipt	70.4%	66.2%	-	-	A
	Business advice requests					
	i. Total number received	57	-	-	-	A
	ii. Number dealt with within 14 days of receipt	55	-	-	-	A
	iii. Percentage dealt with within 14 days of receipt	96.5%	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	24	-	-	-	A
	Low	60	-	-	-	A
	ii. Number of premises in these categories					
	High	89	-	-	-	A
	Medium	363	-	-	-	A
	Low	565	-	-	-	A
	iii. Target total number of visits					
	High	89	-	-	-	A
	Medium	131	-	-	-	A
	Low	107	-	-	-	A
	iv. Percentage of iii. actually achieved within time					
	High	60.7%	-	-	-	A
	Medium	65.6%	-	-	-	A
	Low	88.8%	-	-	-	A

Roads & Lighting

	Indicator	Performance Information	PI values			
			2004/05	03/04	02/03	01/02
	Carriageway condition					
1.	Percentage of the road network that should be considered for maintenance treatment					
	i. A class roads	29.7%	32.6%	-	-	A
	ii. B class roads	49.8%	54.4%	-	-	A
	iii. C class roads	33.1%	53.3%	-	-	A
	iv. Unclassified roads	53.2%	43.6%	-	-	A
	v. Overall	47.4%	44.6%	-	-	A
	Traffic light repairs					
2.	The percentage of traffic light repairs completed within 48 hours	92.7%	90.0%	93.9%	91.6%	A
	Street light repairs					
3.	The percentage of street lighting repairs completed within 7 days	96.5%	94.8%	96.8%	96.9%	A
	Street lighting columns					
4.	Total number of street lighting columns	22,296	-	-	-	A
	Number of street lighting columns that are over 30 years old	9,342	-	-	-	A
	The proportion of street lighting columns that are over 30 years old	41.9%	-	-	-	A
	Bridges – road network restrictions					
5.	Bridges failing to meet European standard of 40 tonnes or having weight or width restrictions placed on them					
	a. i. Total number of assessed council bridges	286	-	-	-	A
	ii. Total number of assessed private bridges	72	-	-	-	A
	iii. All bridges	358	-	-	-	A
	iv. Number of all bridges failing European Standard	11	-	-	-	A
	v. Percentage of bridges failing European standard:					
	(a) Council	2.1%	-	-	-	A
	(b) Private	6.9%	-	-	-	A
	(c) All bridges	3.1%	-	-	-	A
	b. i. Number of all bridges with a weight or width restriction	2	-	-	-	A
	ii. Percentage of bridges with a weight or width restriction					
	(a) Council	0.0%	-	-	-	A
	(b) Private	2.8%	-	-	-	A
	(c) All bridges	0.6%	-	-	-	A

Waste Management

	Indicator	Performance Information	PI values			
			2004/05	03/04	02/03	01/02
	Refuse Collection and disposal costs					
1.	The net cost of :					
	a. Collection (combined domestic, commercial and domestic bulky uplift) per premise	£36.45	-	-	-	A
	b. Disposal per premise	£50.72	-	-	-	A
	Special uplifts					
2.	The percentage of special uplifts for bulky domestic refuse completed within five working days	77.2%	64.7%	58.4%	72.4%	A
	Refuse collection complaints					
3.	The number of complaints per 1,000 households regarding household waste collection service	59.0	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	0.108	-	-	-	A
	iii. Other recycling methods	0.149	-	-	-	A
	iv. Landfill	1.020	-	-	-	A
	v. Other disposal methods	0.000	-	-	-	A
	Total	1.277	-	-	-	A
	Total tonnage collected	86,068.1	-	-	-	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	8.5%	2.8%	3.0%	2.4%	A
	iii. Other recycling	11.7%	7.7%	7.0%	4.9%	A
	iv. Landfill	79.9%	89.5%	89.9%	92.7%	A
	v. Other disposal methods	0.0%	0.0%	0.0%	0.0%	A
	b. The amount of commercial waste disposed of by the following methods :	Tonnes per commercial premise				
	i. Used for recovery of heat, power and other energy sources	0.000	-	-	-	A
	ii. Composted by the authority	0.000	-	-	-	A
	iii. Other recycling	4.748	-	-	-	A
	iv. Landfill	25.211	-	-	-	A
	v. Other disposal methods	0.000	-	-	-	A
	Total	29.959	-	-	-	A
	Total tonnage collected	25,615.0	-	-	-	A
	The percentage of commercial waste disposed of by the following methods :					
	i. Used for recovery of heat, power and other energy sources	0.0%	-	-	-	A
	ii. Composted by the authority	0.0%	-	-	-	A
	iii. Other recycling	15.8%	-	-	-	A
	iv. Landfill	84.2%	-	-	-	A
	v. Other disposal methods	0.0%	-	-	-	A

	c. The amount of industrial waste disposed of by the following methods :	Tonnes per industrial premise				
	i. Used for recovery of heat, power and other energy sources	0.000				
	ii. Composted by the authority	0.000				
	iii. Other recycling	148.217				
	iv. Landfill	161.379				
	v. Other disposal methods	0.000				
	Total	309.596				
	Total tonnage collected	16,099.0				
	The percentage of industrial waste disposed of by the following methods :					
	i. Used for recovery of heat, power and other energy sources	0.0%				
	ii. Composted by the authority	0.0%				
	iii. Other recycling	47.9%				
	iv. Landfill	52.1%				
	v. Other disposal methods	0.0%				
	Road planings, if any, which are recycled (total estimated tonnes)	2,047.0	-	-	-	A
	Abandoned/end of life vehicles collected by the council (total estimated tonnes)	159.1				A
	Street cleanliness					
5.	The cleanliness index achieved following inspection of a sample of streets and other land					
	Overall cleanliness index	65	-	-	-	A

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