

Insight

Statutory Performance Indicators



Falkirk Council

Statutory Performance Indicators for Financial Year 2006/07

September 2007

Introduction

The Performance Indicators shown in the tables below have been assessed by the Council's external auditors, Audit Scotland and agreed for publication. The Performance Information values for the previous years have also been included for comparison purposes, where appropriate.

There were relatively few changes made to the Performance Indicators reported here in 2006/07, compared to 2005/06, so most are comparable, at least with last year. It should be noted that the Housing response repairs indicators are *not* generally comparable over time due to changes in definitions of repair categories.

Where there is an "A" in the Rating 2006/07 column, this means that the data has been assessed as being reliable by the Auditors; where there is an "X" in the Rating column, the data has been assessed as being unreliable. In the Performance Information values columns and the Rating column, "NS" means that data was not supplied because there was no service provided by the Council.

All of the Council's Performance Indicators have been assessed as reliable. This is the first year in which all of the Council's Indicators have been "A" rated.

The Performance Indicators have been grouped as laid out in the Schedule to the Standards of Performance Direction 2005 issued in November 2005 by Audit Scotland and the subsequent Guide 2006/07 issued in December 2005.

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Adult Social Work

	Indicator	Performance Information 2006/07	Performance Information				Rating 2006/07
			05/06	04/05	03/04	02/03	
1. Community Care Services							
	Average time (median) taken to provide CCS from first identification of need to first service provision	32 days	16 days	-	-	-	A
2. Residential accommodation: Staff qualification							
	The percentage of care staff in Local Authority residential homes who have appropriate qualifications for the level of post held:						
	a) Older people	63.5%	59.5%	-	-	-	A
	b) Other adults	90.0%	90.0%	-	-	-	A
	c) Overall total for older people and other adults	65.1%	61.3%	-	-	-	A
3. Residential accommodation: Privacy							
	The number of rooms expressed as a percentage of all residential care places						
	<i>Single rooms</i>						
	a) i. Older people - council	99.2%	96.5%	96.7%	97.2%	-	A
	a) ii. Older people - voluntary sector	90.9%	93.0%	94.1%	94.7%	-	A
	a) iii. Older people - private sector	84.9%	86.5%	86.1%	85.9%	-	A
	b) i. Other adults - council	100%	100.0%	100.0%	100.0%	-	A
	b) ii. Other adults - voluntary sector	77.3%	83.3%	84.0%	82.1%	-	A
	b) iii. Other adults - private sector	96.2%	93.1%	94.9%	85.9%	-	A
	<i>Rooms with en-suite facilities</i>						
	a) i. Older people - council	21.5%	12.3%	14.9%	13.2%	-	A
	a) ii. Older people - voluntary sector	70.5%	67.4%	66.7%	81.6%	-	A
	a) iii. Older people - private sector	81.9%	78.9%	81.2%	80.7%	-	A
	b) i. Other adults - council	25.0%	22.2%	0.0%	75.0%	-	A
	b) ii. Other adults - voluntary sector	4.5%	8.3%	8.0%	7.7%	-	A
	b) iii. Other adults - private sector	39.4%	38.2%	40.8%	36.5%	-	A

4. Home care/Home helps						
<i>Level of service</i>						
a) Number of people aged 65+ receiving homecare	1,805	1,865	1,834	1,800	-	A
<i>Total volume of service</i>						
b) Total number of homecare hours per 1,000 population aged 65+	579.4	565.8	544.4	566.6	-	A
c) Percentage of homecare clients aged 65+ receiving:						
i. Personal Care	67.2%	63.0%	65.5%	63.3%	-	A
ii. A service during evening/overnight	28.6%	25.6%	24.8%	24.7%	-	A
iii. A service at weekends	69.0%	55.7%	56.5%	62.7%	-	A
5. Respite care						
<i>Older people aged 65+</i>						
a) Total overnight respite nights provided per 1,000 population aged 65+	332.9	394.5	-	-	-	A
b) Percentage of nights not in a care home	5.6%	12.3%	-	-	-	A
c) Total daytime respite hours provided per 1,000 population aged 65+	1,927.4	47.9	-	-	-	A
d) Percentage of daytime respite not in a day centre	100.0%	100.0%	-	-	-	A
<i>People aged 18 - 64</i>						
a) Total overnight respite nights provided per 1,000 population aged 18-64	44.9	64.5	-	-	-	A
b) Percentage of nights not in a care home	37.1%	52.1%	-	-	-	A
c) Total daytime respite hours provide per 1,000 population aged 18-64	146.3	380.4	-	-	-	A
d) Percentage of daytime respite not in a day centre	95.7%	99.6%	-	-	-	A

Criminal Justice							
6.	Social Enquiry Reports						
	a) Number of reports submitted to courts during the year	1,521	1,288	1,272	1,098-	840	
	b) The proportion of reports submitted to court by due date	99.9%	99.7%	99.8%	99.7%	99.8%	A
7.	Probation						
	a) The number of new probation orders issued during the year	265	251	264	218	226	
	b) The proportion of new probationers seen by a supervising officer within one week	87.5%	87.3%	89.8%	76.1%	77.9%	A
8.	Community Service						
	a) The number of new community service orders issued during the year	281	222	213	181	179	
	b) i. Average number of hours per week to complete community orders	3.3	3.4	3.9	3.8	-	A
	b) ii. Total community orders completed during the year	137	99	86	74	60	
	b) iii. Total hours for all community orders	19,980	15,310	15,190	12,165	-	
	c) Total days to complete all community orders	42,644	31,136	27,449	22,618	-	

Benefits Administration

	Indicator	Performance Information 2006/07	Performance Information				Rating 2006/07
			05/06	04/05	03/04	02/03	
1. Administration costs							
	a) Weighted rent rebate caseload	14,525	10,034	10,313	10,363	10,547	A
	b) Weighted private rented sector caseload	1,768	2,166	2,283	2,301	2,257	A
	c) Weighted registered social landlord caseload	2,942	2,810	2,873	2,774	2,622	A
	d) Weighted Council Tax Benefit caseload	21,850	16,068	16,154	15,849	15,877	A
	e) Gross cost of providing the service	£1,300,810	£1,381,426	£1.057m	£1.014m	-	
	f) Gross administration cost per case	£31.66	£44.45	£33.41	£32.40	£31.94	A
2. Processing time							
	a) Average time to process new claims in days	29.8	27.8	24.4	32.9	31.6	A
	b) Average time to process changes of circumstances in days	7.6	8.1	7.3	10.6	12.8	A
3. Accuracy and security of processing							
	a) 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	95.6%	94.0%	92.8%	93.2%	94.6%	A
	b) i and iv. Housing Benefit overpayments recovered in year	£618,554	£850,308	-	-	-	
	b) ii. Total Housing Benefit overpayments identified in year	£1,084,564	£1,210,879	-	-	-	
	b) iii. Overpayments recovered as a percentage of Housing Benefit overpayments identified	57.0%	70.2%	-	-	-	A
	b) v. Total overpayments debt at the start of year	£2,560,249	£2,578,638	-	-	-	

	plus in-year overpayments						
	b) vi. Overpayments recovered as a percentage of total overpayments debt at the start of year plus in-year overpayments	24.2%	33.0%	-	-	-	A
	c) i. Total of Housing Benefit overpayments written off	£189,729	£252,645	-	-	-	
	c) ii. Percentage of Housing Benefit overpayments written off	7.4%	9.8%	-	-	-	A

Corporate Management

Indicator	Performance Information 2006/07	Performance Information				Rating 2006/07
		05/06	04/05	03/04	02/03	
1. Sickness absence						
Number of days lost through sickness absence as a percentage of total working days available, for the following groups of staff:						
<i>a) Chief officers and local government employees</i>						
a) i. Total available days	1,195,534	1,183,186	1,174,735	-	-	
a) ii. Total sick days	72,559	76,873	74,373	-	-	
a) iii. Percentage of days lost	6.1%	6.5%	6.3%	-	-	A
<i>b) Craft employees</i>						
b) i. Total available days	111,219	112,916	113,410			
b) ii. Total sick days	9,336	8,949	10,086			
b) iii. Percentage of days lost	8.4%	7.9%	8.9%	-	-	A
<i>c) Teachers</i>						
c) i. Total available days	408,720	386,295	376,861	363,268	351,975	
c) ii. Total sick days	10,431	13,143	11,965	12,255	12,926	
c) iii. Percentage of days lost	2.6%	3.4%	3.2%	3.4%	3.7%	A
2. Litigation claims						
The number and value of civil liability claims incurred by the Council in the year						
a) i. Number of claims	509	496	533	561	-	
a) ii. Number of claims per 10,000 population	34.1	33.6	36.5	38.5	-	A
b) i. Total Revenue Budget	£474,557,000	£458.206m	£425m	£402m	-	
b) ii. Total claims	£501,399	£451,040	£579,618	£427,734	-	
b) iii. Claims as a percentage of Revenue Budget	0.1%	0.1%	0.1%	0.1%	-	A
<i>Updated position for 2005/06</i>						
c) i. Number of claims 2005/06	548	591	618	-	-	
Number of claims per 10,000 population	37.2	40.5	42.5	-	-	A
c) ii. Total Revenue Budget	£458,206,000	£425.334m	£402m	-	-	

	Total claims value for 2005/06	£710,893	£635,804	£484,898	-	-	
	2005/06 claims as a percentage of the Revenue Budget	0.2%	0.1%	0.1%	-	-	A
3. Equal opportunities policy							
	The number and percentage of the highest paid 2% and 5% of earners among council employees, that are women						
	Total number of employees	5,331	4,662	7,745	5,747	-	
	Total number of employees in top 2%	106	114	167	179	-	
	Total number of women employees in top 2%	44	45	67	58	-	
	Percentage of top 2% employees who are women	41.5%	39.5%	40.1%	32.4%	-	A
	Total number of employees in top 5%	288	244	290	287	-	
	Total number of women employees in top 5%	132	105	113	105	-	
	Percentage of top 5% employees who are women	45.8%	43.0%	39.0%	36.6%	-	A
4. Public Access							
	Number of council buildings from which the council delivers services to the public	134	132	135	-	-	
	Percentage of buildings from which the council delivers services that are suitable for, and accessible to, disabled people	56.0%	52.3%	48.1%	-	-	A
5. Council Tax Collection							
	a) Cost of collecting council tax per dwelling	£10.60	£6.25	£4.75	-	-	A
	b) Cost of collecting Council Tax	£734,867	£429,243	£321,230	-	-	
	c) Number of dwellings	69,313	68,627	67,631	-	-	
	d) Income received from summary warrants	£476,653	£480,959	£431,650	-	-	

6.	Council Tax Income					
a) i. Income due from Council Tax for the year, excluding reliefs and rebates	£48,882,901	£45.736m	£42.5m	£39.7m	£37.0m	A
a) ii. Income due from Council Tax for the year excluding all water charges and outstanding Council Tax	£64,298,995	£60.515m	£56.8m	£52.8m	£49.2m	
a) iii. Reliefs and rebates due to Council for Council Tax for the year	£15,416,094	£14.779m	£14.1m	£13.1m	£12.2m	
b) i. Percentage of income due from Council Tax for the year that was received by the end of the year	96.2%	95.9%	95.2%	94.6%	94.0%	A
b) ii. Income received from Council Tax for the year	£47,029,926	£43.869m	£40.5m	£37.6m	£34.8m	
7.	Payment of Invoices					
a) Number of invoices sampled	202,140	192,987	118,235	123,224	-	
b) Number of invoices sampled and paid within 30 days	174,312	167,002	101,689	99,462	-	
c) Percentage of invoices sampled and paid within 30 days	86.2%	86.5%	86.0%	80.7%	-	A
8.	Asset Management					
a) Percentage of gross internal floor of operational buildings in a satisfactory condition	75.3%	-	-	-	-	A
b) Percentage of operational buildings suitable for their current use	89.4%	-	-	-	-	A

Cultural and Community Services

	Indicator	Performance Information 2006/07	Performance Information				Rating 2006/07
			05/06	04/05	03/04	02/03	
1. Sport and leisure management							
	Number of attendances per 1,000 population for all pools	2,804	3,028	3,233	3,129	-	A
	Total attendances – all pools	418,199	446,442	471,802	455,519	-	
2. Attendance at indoor sports facilities excluding pools							
	a) The number of attendances per 1,000 population for indoor sport and leisure facilities, excluding pools in a combined complex	3,805	3,922	4,113	4,298	3,773	A
	b) Total attendances for other indoor sport and leisure facilities, excluding pools in a combined complex	567,537	578,268	601,117	625,673	547,819	
3. Museum Services							
	a) Number of visits to/usage of council funded or part funded museums expressed per 1,000 population	1,747	-	-	-	-	A
	b) Number of visits in part a) that were in person expressed per 1,000 population	732	-	-	-	-	A
4. Library stock turnover							
	<i>Changes in adult library lending stock of book and audio-visual material</i>						
	a) i. National target number of additions	41,762	41,289	40,858	40,757	40,653	
	a) ii. National target number of additions per 1,000 population	280	280	280	280	280	
	b) i. Number of additions	32,692	31,032	31,259	30,368	34,705	
	b) ii. Additions per 1,000 population	219	210	214	209	239	A
	c) i. Total number of closing stock items	237,374	200,934	206,905	215,267	225,620	
	c) ii Total number of closing stock items per 1,000 population	1,592	1,363	1,418	1,479	1,554	A

	<i>Changes in children's & teenage library lending stock of book and audio-visual material</i>						
	a) i. National target number of additions	14,915	14,746	14,592	14,556	14,519	
	a) ii. National target number of additions per 1,000 population	100	100	100	100	100	
	b) i. Number of additions	8,846	9,392	8,825	9,678	7,897	
	b) ii. Additions per 1,000 population	59	64	60	60	54	A
	c) i. Total number of closing stock items	57,200	58,274	58,422	57,508	60,027	
	c) ii Total number of closing stock items per 1,000 population	384	395	400	395	413	A
5. Use of Libraries							
	a) i. Number of visits to libraries per 1,000 population	4,993	-	-	-	-	
	b) Number of borrowers as a percentage of the resident population	21.7%	24.1%	25.0%	26.1%	26.5%	A
6. Learning centre and learning access point users							
	a) Number of users	13,305	15,249	13,235	12,106	4,954	
	b) Number of users as a percentage of the population	8.9%	10.3%	9.1%	8.3%	3.4%	A
	c) Number of occasions that terminals are accessed	84,360	75,919	75,060	65,983	19,918	
	d). Number of occasions that terminals are accessed per 1,000 population	565.6	514.8	514.4	453.3	137.2	A

Development Services

	Indicator	Performance Information 2006/07	Performance Information				Rating 2006/07
			05/06	04/05	03/04	02/03	
1. Processing time: Planning applications							
	Percentage of householder and non-householder applications dealt with within two months						
	a) i. Householder	85.1%	81.4%	76.6%	91.9%	-	A
	a) ii. Non-householder	40.7%	33.6%	30.3%	53.1%	46.4%	A
	Total	64.5%	60.5%	57.1%	73.4%	-	A
2. Appeals: Planning							
	a) Number of planning determinations	1,105	1,109	1,019	1,009	920	
	b) Number of planning determinations that went to appeal	11	9	16	25	24	
	c) Number of successful appeals	1	3	6	5	10	
	d) Successful appeals as a percentage of determinations	0.1%	0.3%	0.6%	0.5%	1.1%	A
	e) Successful appeals as a percentage of determinations that went to appeal	9.1%	33.3%	37.5%	20.0%	41.7%	A
3. Development Plans							
	Percentage of population covered by a Local Plan which has been adopted or finalised within the last five years	100.0%	100.0%	100.0%	39.0%	54.0%	A

Education and Children's Services

Indicator	Performance Information 2006/07	Performance Information				Rating 2006/07
		05/06	04/05	03/04	02/03	
1. Primary schools: occupancy						
Percentage of primary schools with occupancy of:						
a) i. 40% or less	4.2%	2.1%	2.1%	0.0%	0.0%	A
a) ii. 41 - 60%	29.2%	20.8%	22.9%	25.0%	29.2%	A
a) iii. 61 - 80%	47.9%	47.9%	50.0%	45.8%	43.8%	A
a) iv. 81 - 100%	18.8%	29.2%	25.0%	29.2%	27.1%	A
a) v. 101% or more	0.0%	0.0%	0.0%	0.0%	0.0%	A
b) Total number of primary schools	48	48	48	48	48	
2. Secondary schools: occupancy						
Percentage of secondary schools with occupancy of:						
a) i. 40% or less	0.0%	0.0%	0.0%	0.0%	0.0%	A
a) ii. 41 - 60%	0.0%	0.0%	0.0%	0.0%	0.0%	A
a) iii. 61 - 80%	50.0%	50.0%	50.0%	87.5%	75.0%	A
a) iv. 81 - 100%	50.0%	50.0%	50.0%	12.5%	25.0%	A
a) v. 101% or more	0.0%	0.0%	0.0%	0.0%	0.0%	A
b) Total number of secondary schools	8	8	8	8	8	
3. Equal opportunities policy						
The number and percentage of teachers in each of the following staff bands who are women						
<i>Head and Deputy Head Teachers – No.</i>						
Secondary	8	7	5	4	-	
Primary	81	81	84	93	-	
Special	5	7	5	8	-	
Total	94	95	94	105	-	
<i>All teachers (including Head and Deputy Head teachers) - No</i>						
Secondary	448	465	367	416	-	
Primary	703	717	622	731	-	
Special	52	52	44	74	-	
Total	1,203	1,234	1,033	1,221	-	
<i>Head and Deputy Head Teachers - %</i>						
Secondary	30.8%	21.2%	16.1%	12.5%	-	A
Primary	89.0%	89.0%	88.4%	90.3%	-	A
Special	100.0%	87.5%	71.4%	72.7%	-	A
Total	77.0%	72.0%	70.7%	71.9%	-	A
<i>All teachers (including Head and Deputy Head teachers) - %</i>						
Secondary	61.5%	60.1%	58.4%	58.5%	-	A
Primary	93.9%	93.7%	96.1%	95.2%	-	A
Special	85.2%	83.9%	88.0%	81.3%	-	A

	Total	78.2%	77.1%	78.0%	77.8%	-	A
4. Children's Reporter liaison							
	a) Number of Children's Hearing reports submitted to the Reporter during the year	636	508	386	320	-	
	b) Percentage of Children's Hearing reports requested by the Reporter which were submitted within the target time	41.7%	40.4%	-	-	-	A
5. Supervision							
	Number of new supervision requirements made during the year	90	50	66	47	-	
	Number of children seen by a supervising officer within 15 working days	70	41	52	34	-	
	Percentage seen within 15 working days	77.8%	82.0%	78.8%	72.3%	-	A
6. Looked after children: academic attainment							
	a) Number of 16 or 17 year olds ceasing to be looked after						
	At home	16	-	-	-	-	
	Away from home	11	-	-	-	-	
	Total	27	-	-	-	-	
	b) Percentage attaining at least one SCQF level 3 (any subject)						
	At home	50.0%	-	-	-	-	A
	Away from home	45.5%	-	-	-	-	A
	Total	48.1%	-	-	-	-	A
	c) Percentage attaining at least SCQF level 3 in English and Maths						
	At home	25.0%	-	-	-	-	A
	Away from home	27.3%	-	-	-	-	A
	Total	25.9%	-	-	-	-	A
7. Residential Accommodation: Staff qualification							
	Care staff in Local Authority residential children's homes, who have appropriate qualifications for the level of post held	81.8%	NS	NS	NS	-	A

8.	Respite care						
	<i>Children aged 0-17 with disabilities</i>						
	a) Total overnight respite nights provided per 1,000 population aged 0-17	41.1	44.3	-	-	-	A
	b) Percentage of respite nights not in a care home	40.0%	33.9%	-	-	-	A
	c) Total hours daytime respite provided per 1,000 population aged 0-17	674.9	620.9	-	-	-	A
	d) Percentage of daytime respite hours provided not in a day centre	99.3%	100.0%	-	-	-	A

Housing

Indicator	Performance Information 2006/07	Performance Information				Rating 2006/07
		05/06	04/05	03/04	02/03	
1. Response repairs¹						
<i>First priority</i>						
a) i. Name of first priority housing repairs response category	Emergency	Emergency	Emergency	Emergency	Emergency	
a) ii. Target response time for this category	24 hours	24 hours	24 hours	24 hours	24 hours	
a) iii. Unit of time used for this category (e.g. Hours, days)	Hours	Hours	Hours	1 day	Hours	
b) i. Number of repairs in this category	28,429	21,838	20,780	20,375	20,232	
b) ii. Number completed within target time	25,301	21,106	20,556	19,943	19,862	
c) Percentage completed within target time	89.0%	96.6%	98.9%	97.9%	98.2%	A
<i>Second priority</i>						
a) i. Name of second priority housing repairs response category	Urgent	Urgent	Urgent	Urgent	Urgent	
a) ii. Target response time for this category	5 days	5 days	7 days	7 days	7 days	
a) iii. Unit of time used for this category (e.g. Hours, days)	Days	Days	Days	Days	Days	
b) i. Number of repairs in this category	17,180	14,518	14,253	13,602	13,645	
b) ii. Number completed within target time	13,425	12,455	12,794	11,311	12,434	
c) Percentage completed within target time	78.1%	85.8%	89.8%	83.2%	91.1%	A
<i>Third priority</i>						
a) i. Name of third priority housing repairs response category	Non-urgent	14 days	Routine	Routine	Routine	
a) ii. Target response time for this category	10 days	14 days	28 days	28 days	28 days	
a) iii. Unit of time used for this category (e.g. Hours, days)	Days	Days	Days	Days	Days	
b) i. Number of repairs in this category	5,142	5,662	20,808	21,137	26,209	
b) ii. Number completed within target time	3,061	4,649	19,371	17,823	22,964	
c) Percentage completed within target time	59.5%	82.1%	93.1%	84.3%	87.6%	

¹ Note that this indicator is not generally comparable over time due to changes in the response priority categories.

<i>Fourth Priority</i>						
a) i. Name of fourth priority housing repairs response category	Routine	28 days	Non-routine	Non-routine	Non-routine	
a) ii. Target response time for this category	20 days	28 days	By agreement	By agreement	By agreement	
a) iii. Unit of time used for this category (e.g. Hours, days)	Days	Days	Days	Days	Days	
b) i. Number of repairs in this category	28,576	22,309	1,023	775	896	
b) ii. Number completed within target time	19,856	18,788	859	490	601	
c) Percentage completed within target time	69.5%	84.2%	84.0%	63.2%	67.1%	A
<i>Fifth Priority</i>						
a) i. Name of fifth priority housing repairs response category	Non-routine	Non-routine	14 days	14 days	14 days	
a) ii. Target response time for this category	By agreement	40 days	14 days	14 days	14 days	
a) iii. Unit of time used for this category (e.g. Hours, days)	Days	Days	Days	Days	Days	
b) i. Number of repairs in this category	1,453	985	5,472	5,096	3,422	
b) ii. Number completed within target time	666	602	4,820	4,186	2,938	
c) Percentage completed within target time	45.8%	61.1%	88.9%	82.1%	85.9%	A
<i>Sixth priority</i>						
a) i. Name of sixth priority housing repairs response category	NS	NS	NS	NS	NS	
a) ii. Target response time for this category	NS	NS	NS	NS	NS	
a) iii. Unit of time used for this category (e.g. Hours, days)	NS	NS	NS	NS	NS	
b) i. Number of repairs in this category	NS	NS	NS	NS	NS	
b) ii. Number completed within target time	NS	NS	NS	NS	NS	
c) Percentage completed within target time	NS	NS	NS	NS	NS	
<i>All categories</i>						
d) i. Number of housing response repairs	80,780	65,312	62,286	60,985	64,404	
d) ii. Number of housing response repairs completed within target	62,309	57,600	58,400	53,753	58,799	
d) iii. Number of Council dwellings	17,033	17,443	17,947	18,838	19,454	

	d) iv. Number of repairs due to be completed within 24 hours	22,735	21,838	20,775	20,375	20,237	
	d) v. Number of repairs completed within 24 hours	20,234	21,106	20,274	19,943	19,862	
	d) vi. Percentage completed within 24 hours	89.0%	96.6%	97.6%	97.9%	98.2%	A
2. Managing tenancy changes							
	a) Percentage of rent due in the year that was lost due to voids	1.6%	2.2%	2.3%	3.0%	2.8%	A
	b) Amount of rent lost due to voids	£635,133	£881,816	£939,349	£1,215m	£1.139m	
	c) Gross annual rent debit (rent due in the year)	£39,994,046	£40.179m	£40.2m	£40.7m	£41.0m	
3. Time taken to re-let houses							
	a) Dwellings not in low demand Number of dwellings re-let that took:						
	a) i. less than 2 weeks	45	48	-	-	-	
	a) ii. 2 - 4 weeks	114	272	-	-	-	
	a) iii. 5 - 8 weeks	446	450	-	-	-	
	a) iv. 9 - 16 weeks	370	246	-	-	-	
	a) v. More than 16 weeks	120	59	-	-	-	
	a) vi. Total number of dwellings re-let	1,095	1,075	-	-	-	
	a) vii. Total number of days to re-let dwellings	72,897	51,600	-	-	-	
	a) viii. Average time to re-let dwellings	67 days	48 days	-	-	-	A
	b) Dwellings in low demand Number of dwellings re-let that took:						
	b) i. less than 2 weeks	3	5	-	-	-	
	b) ii. 2 - 4 weeks	3	19	-	-	-	
	b) iii. 5 - 8 weeks	29	44	-	-	-	
	b) iv. 9 - 16 weeks	52	37	-	-	-	
	b) v. 17 - 32 weeks	23	21	-	-	-	
	b) vi. 33 - 52 weeks	3	4	-	-	-	
	b) vii. More than 52 weeks	1	0	-	-	-	
	b) viii. Total number of dwellings re-let	114	130	-	-	-	
	b) ix. Total number of days to re-let dwellings	10,611	9,620	-	-	-	
	b) x. Average time to re-let dwellings	93 days	74 days	-	-	-	A
	c) i. Number of low demand dwellings remaining un-let at year end	29	23	-	-	-	

	c) ii. Average time that these dwellings remained un-let	70 days	53 days	-	-	-	A
	d) Number of dwellings considered to be in low demand at year end	123	153	-	-	-	
	e) Number at d) above considered to be low demand at the start of the year	153	33	-	-	-	
	f) Number at d) above that were not actively being re-let because they were subject to a disposal strategy	0	0	-	-	-	
4. Rent management							
	a) i. Amount of current tenants' rent arrears	£1,058,261	£1,159,003	£1.383m	£1.839m	£1.576m	
	a) ii. Net annual rent debit	£18,820,741	£18,731,089	£18.5m	£19.2m	£20.1m	
	a) iii Current arrears as a percentage of net rent due	5.6%	6.2%	7.5%	9.6%	7.9%	A
	b) i. Number of current tenants	16,342	16,874	17,398	18,152	18,779	
	b) ii. Number of current tenants owing more than 13 weeks rent excluding those owing less than £250	824	910	1,126	1,610	1,375	
	b) iii. Percentage of current tenants owing more than 13 weeks rent excluding those owing less than £250	5.0%	5.4%	6.5%	8.9%	7.3%	A
	c) i. Number of tenants giving up their tenancy during the year	2,084	-	-	-	-	
	c) ii. The percentage of those tenants that were in rent arrears	34.7%	-	-	-	-	A
	d) i. Average weekly rent	£45.78	-	-	-	-	
	d) ii. Total debt owned by tenants leaving their tenancies with arrears	£410,167	-	-	-	-	
	d) iii. Average debt owed by tenants leaving their tenancies with arrears	£567.31	-	-	-	-	
	d) iv. Average debt expressed as a percentage of average weekly rent	1.239.2%	-	-	-	-	
	e) i. Amount of former tenant arrears	£872,412	-	-	-	-	
	e) ii. Percentage of former tenants arrears written off or collected during the year.	45.3%	-	-	-	-	

5. Council house sales						
The percentage of house sales completed within 26 weeks	86.1%	79.4%	82.9%	65.1%	-	A
a) Total council house sales	418	553	633	616	870	
b) Total time to sell houses	8,778 weeks	13,051 weeks	15,063 weeks	15,766 weeks	18,763 weeks	
c) Average time to sell houses	21 weeks	24 weeks	24 weeks	26 weeks	22 weeks	A
6. Homelessness						
a) Number of households assessed as homeless or potentially homeless during the year	1,391	1,416	1,074	1,147	-	
b) i. Total number of weeks between presentation and completion of duty by the Council for those cases assessed as homeless or potentially homeless (for those cases completed during the year)	15,370.14 weeks	7,607 weeks	3,338 weeks	3,266 weeks	-	
b) ii. Total number of cases completed during the year	1,420	1,949	1,542	1,625	-	
b) iii. Average time per case	10.8 weeks	3.9 weeks	2.2 weeks	2.0 weeks	-	A
c) i. Number of cases reassessed as homeless or potentially homeless within 12 months of previous case being completed	50	30	24	27	-	
c) ii. Number of cases assessed during the year	1,881	1,992	-	-	-	
c) iii. Percentage of cases reassessed	2.7%	1.5%	2.2%	2.4%	-	A

Protective services

Indicator	Performance Information 2006/07	Performance Information				Rating 2006/07
		05/06	04/05	03/04	02/03	
1. Food safety: hygiene inspections						
<i>a) Approved premises</i>						
a) i. Number of establishments requiring inspection in the year	5	6	-	-	-	
a) ii. Total number of inspections	5	6	-	-	-	
a) iii. Number of inspections undertaken within time	5	6	-	-	-	
a) iv. Percentage actually inspected within time	100.0%	100.0%	-	-	-	A
<i>b) Every 6 months</i>						
b) i. Number of establishments requiring inspection in the year	2	2	12	19	12	
b) ii. Total number of inspections	4	4	23	34	24	
b) iii. Number of inspections undertaken within time	4	4	21	32	22	
b) iv. Percentage actually inspected within time	100.0%	100.0%	91.3%	94.1%	91.7%	A
<i>c) Every 12 months</i>						
c) i. Number of establishments requiring inspection in the year	131	139	111	115	110	
c) ii. Number of inspections undertaken within time	130	134	108	90	97	
c) iii. Percentage actually inspected within time	99.2%	96.4%	97.3%	78.3%	88.2%	A
<i>d) Greater than 12 months</i>						
d) i. Number of establishments requiring inspection in the year	332	381	324	330	336	
d) ii. Number of inspections undertaken within time	314	329	303	292	273	
d) iii. Percentage actually inspected within time	94.6%	86.4%	93.5%	88.5%	81.3%	A

2. Domestic noise complaints						
The number of complaints of domestic noise received during the year:						
a) i. Settled without the need for attendance on site	37	-	-	-	-	
a) ii. Requiring attendance on site	40	-	-	-	-	
a) iii. Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004	449	-	-	-	-	
Total	526					
b) For a) ii. and a) iii. above, the average time (hours) between the time of the complaint and attendance on site:						
b) i. Requiring attendance on site	168 hours	-	-	-	-	A
b) ii. Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004	157 hours	-	-	-	-	A
3. Non-domestic noise complaints						
The number of complaints of non-domestic noise received during the year:						
a) i. Settled without the need for formal action	208	-	-	-	-	
a) ii. Requiring formal action	2	-	-	-	-	
Total						
b) For those requiring formal action, the average time (calendar days) to institute formal action	15 days	-	-	-	-	
4. Trading Standards: enquiries, complaints and advice						
Number and percentage of consumer complaints completed						
a) i. Total number received	1,560	1,718	1,360	1,231	1,659	
a) ii. Number dealt with within 14 days of receipt	1,115	1,208	958	815		
a) iii. Percentage dealt with within 14 days of receipt	71.5%	70.3%	70.4%	66.2%	-	A

	Number and percentage of business advice requests completed						
	b) i. Total number received	129	78	57	40	70	
	b) ii. Number dealt with within 14 days of receipt	85	76	55	38		
	b) iii. Percentage dealt with within 14 days of receipt	65.9%	97.4%	96.5%	95.0%	-	A
5. Inspection of trading premises							
	Premises liable to inspection in the following categories						
	<i>a) High risk (12 months)</i>						
	a) i. Number of premises in risk category	11	32	89	201	-	
	a) ii. Number of premises to be inspected in the year	11	32	89	201	-	
	a) iii. Percentage of inspections undertaken within time	100%	87.5%	60.7%	62.2%	74.4%	A
	<i>b) Medium risk (2 years)</i>						
	b) i. Number of premises in risk category	426	426	363	651	-	
	b) ii. Number of premises to be inspected in the year	184	219	131	147	-	
	b) iii. Percentage of inspections undertaken within time	97.8%	81.3%	65.6%	6.8%	4.6%	A

Roads & Lighting

	Indicator	Performance Information 2006/07	Performance Information				Rating 2006/07
			05/06	04/05	03/04	02/03	
1. Carriageway condition							
	Percentage of the road network that should be considered for maintenance treatment						
	i. A class roads	37.4%	36.5%	29.7%	32.6%	-	A
	ii. B class roads	61.7%	56.0%	49.8%	54.4%	-	A
	iii. C class roads	50.4%	44.8%	33.1%	53.3%	-	A
	iv. Unclassified roads	54.6%	53.4%	53.2%	43.6%	-	A
	v. Overall	54.0%	50.5%	47.4%	44.5%	-	A
2. Traffic light repairs							
	a) Total number of repairs to be completed	223	181	123	80	98	
	b) i. Number completed within 48 hours	202	160	114	72	92	
	b) ii. Percentage completed within 48 hours	90.6%	88.4%	92.7%	90.0%	93.9%	A
3. Street light repairs							
	a) Total number of repairs to be completed	6,397	6,847	7,174	7,253	7,382	
	b) i. Number completed within 7 days	6,156	6,421	6,923	6,879	7,147	
	b) ii. Percentage completed within 7 days	96.2%	93.8%	96.5%	94.8%	96.8%	A
4. Street lighting columns							
	Total number of street lighting columns	20,097	17,677	22,296	-	-	
	Number of street lighting columns that are over 30 years old	8,589	7,640	9,342	-	-	
	Percentage of street lighting columns that are over 30 years old	42.7%	43.2%	41.9%	-	-	A

5.	Bridges: Road network restrictions					
	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	286	286	-	-
	a) ii. Total number of assessed private bridges	72	72	72	-	-
	a) iii. All bridges	358	358	358	-	-
	a) iv. Percentage of bridges failing European standard:					
	(a) Council	2.1%	2.1%	2.1%	-	-
	(b) Private	6.9%	6.9%	6.9%	-	-
	(c) All bridges	3.1%	3.1%	3.1%	-	-
	b) Percentage of bridges with a weight or width restriction					
	(a) Council	0.0%	0.0%	0.0%	-	-
	(b) Private	2.8%	2.8%	2.8%	-	-
	(c) All bridges	0.6%	0.6%	0.6%	-	-

Waste Management

	Indicator	Performance Information 2006/07	Performance Information				Rating 2006/07
			05/06	04/05	03/04	02/03	
1. Refuse Collection							
	a) i. Net cost of refuse collection per premise	£52.60	£58.93	£53.34	-	-	A
	a) ii. Net cost of refuse collections	£3,691,120	£4,100,307	£3.8m	-	-	
	a) iii. Number of premises for refuse collection	70,175	69,575	-	-	-	
	b) i. Net cost of refuse disposal per premise	£59.56	£55.53	£53.25	-	-	A
	b) ii. Net cost of disposal (includes landfill tax element)	£4,179,819	£3,863,364	£3.78m	-	-	
	b) iii. Cost of capping landfill sites (included in b) ii) (This is a one off cost which affects comparisons with previous years)	£12,875	-	-	£70,174	-	
2. Refuse collection complaints							
	i. Number of complaints	5,816	5,989	3,976	2,761	-	
	ii. Number of households	68,911	68,295	67,444	69,239	-	
	iii. Number of complaints per 1,000 households	84.4	87.7	59.0	39.9	-	A
3. Refuse recycling							
	i. Landfilled	65.0%	69.9%	-	-	-	A
	ii. Composted	10.1%	9.0%	-	-	-	A
	iii. Recycled	24.8%	21.1%	-	-	-	A
	iv. Other recovery including energy from waste	0.0%	0.0%	-	-	-	A
	v. Total tonnes	113,887.0	115,156.6	-	-	-	
	vi. Total biodegradable municipal waste landfilled	45,142.0 tonnes	51,618.1 tonnes	-	-	-	
4. Cleanliness							
	The cleanliness index achieved following inspection of a sample of streets and other land						
	a) Local authority						
	a) i. Inspection one	70	66	70	-	-	
	a) ii. Inspection two	75	65	62	-	-	
	a) iii. Inspection three	71	64	64	-	-	

	a) iv. Inspection four	68	69	65	-	-	
	b) Partner authority						
	b) v. Inspection one	81	67	67	-	-	
	b) vi. Inspection two	72	62	64	-	-	
	c) Keep Scotland Beautiful						
	c) vii. Validation inspection	66	65	64	-	-	
	Overall cleanliness index	72	66	65	-	-	A
5. Abandoned vehicles							
	Number and percentage of abandoned vehicles removed within 14 days						
	Number that required removal	305	-	-	-	-	
	Number removed with 14 days	260	-	-	-	-	
	Percentage removed within 14days	85.2%	-	-	-	-	A

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