

Insight

Statutory Performance Indicators



Falkirk Council

Statutory Performance Indicators for Financial Year 2007/08

September 2008

Introduction

The Performance Indicators shown in the tables below have been assessed by the Council's external auditors, Audit Scotland, and been 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 2007/08, compared to 2006/07, 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 2007/08 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 value 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 second year in which all of the Council's Indicators have been "A" rated.

Index

<i>Category</i>	<i>Page</i>
Adult Social Work	2
Benefits Administration	5
Corporate Management	7
Cultural and Community Services	10
Development Services	12
Education and Children's Services	13
Housing	16
Protective Services	21
Roads and Lighting	24
Waste Management	26

Adult Social Work

	Indicator	Performance Information 2007/08	Performance Information				Rating 2007/08
			06/07	05/06	04/05	03/04	
1. Community Care Services							
	Average time (median) taken to provide CCS from first identification of need to first service provision	Not reported	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	72.2%	63.5%	59.5%	-	-	A
	b) Other adults	80.0%	90.0%	90.0%	-	-	A
	c) Overall total for older people and other adults	72.7%	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	100.0%	99.2%	96.5%	96.7%	97.2%	A
	a) ii. Older people - voluntary sector	88.6%	90.9%	93.0%	94.1%	94.7%	A
	a) iii. Older people - private sector	90.9%	84.9%	86.5%	86.1%	85.9%	A
	a) iv Total Older people	92.3%	87.6%	88.4%	88.3%	88.3%	A
	b) i. Other adults - council	100.0%	100%	100.0%	100.0%	100.0%	A
	b) ii. Other adults - voluntary sector	79.2%	77.3%	83.3%	84.0%	82.1%	A
	b) iii. Other adults - private sector	97.1%	96.2%	93.1%	94.9%	85.9%	A
	b) iv. Total other adults	94.3%	93.3%	91.9%	92.9%	85.2%	A
	<i>Rooms with en-suite facilities</i>						
	a) i. Older people - council	21.7%	21.5%	12.3%	14.9%	13.2%	A
	a) ii. Older people - voluntary sector	72.7%	70.5%	67.4%	66.7%	81.6%	A
	a) iii. Older people - private sector	82.8%	81.9%	78.9%	81.2%	80.7%	A
	a) iv. Total older people	71.8%	71.4%	68.5%	69.6%	68.8%	A

	b) i. Other adults - <i>council</i>	0.0%	25.0%	22.2%	0.0%	75.0%	A
	b) ii. Other adults - <i>voluntary sector</i>	8.3%	4.5%	8.3%	8.0%	7.7%	A
	b) iii. Other adults - <i>private sector</i>	48.1%	39.4%	38.2%	40.8%	36.5%	A
	b) iv. Total other adults	36.9%	32.8%	31.9%	31.1%	28.9%	A
4 Home care/Home helps							
	<i>Level of service</i>						
	a) Number of people aged 65+ receiving homecare	1,777	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+	593.6	579.4	565.8	544.4	566.6	A
	c) Percentage of homecare clients aged 65+ receiving:						
	i. Personal Care	71.0%	67.2%	63.0%	65.5%	63.3%	A
	ii. A service during evening/overnight	26.6%	28.6%	25.6%	24.8%	24.7%	A
	iii. A service at weekends	59.9%	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+	307.2	332.9	394.5	-	-	A
	b) Percentage of nights not in a care home	5.8%	5.6%	12.3%	-	-	A
	c) Total daytime respite hours provided per 1,000 population aged 65+	1,838.3	1,927.4	47.9	-	-	A
	d) Percentage of daytime respite not in a day centre	100.0%	100.0%	100.0%	-	-	A
	<i>People aged 18 - 64</i>						
	a) Total overnight respite nights provided per 1,000 population aged 18-64	44.1	44.9	64.5	-	-	A
	b) Percentage of nights not in a care home	38.6%	37.1%	52.1%	-	-	A
	c) Total daytime respite hours provide per 1,000 population aged 18-64	129.3	146.3	380.4	-	-	A
	d) Percentage of daytime respite not in a day centre	100.0%	95.7%	99.6%	-	-	A

Criminal Justice							
6.	Social Enquiry Reports						
	a) Number of reports submitted to courts during the year	1,814	1,521	1,288	1,272	1,098	A
	b) The proportion of reports submitted to court by due date	99.9%	99.9%	99.7%	99.8%	99.7%	A
7.	Probation						
	a) The number of new probation orders issued during the year	236	265	251	264	218	A
	b) The proportion of new probationers seen by a supervising officer within one week	93.2%	87.5%	87.3%	89.8%	76.1%	A
8.	Community Service						
	a) The number of new community service orders issued during the year	272	281	222	213	181	A
	b) i. Average number of hours per week to complete community orders	3.2	3.3	3.4	3.9	3.8	A
	b) ii. Total community orders completed during the year	149	137	99	86	74	A
	b) iii. Total hours for all community orders	20,970	19,980	15,310	15,190	12,165	A
	c) Total days to complete all community orders	46,442	42,644	31,136	27,449	22,618	A

Benefits Administration

	Indicator	Performance Information 2007/08	Performance Information				Rating 2007/08
			06/07	05/06	04/05	03/04	
1.	Administration costs						
	a) Weighted rent rebate caseload	14,072	14,525	10,034	10,313	10,363	A
	b) Weighted private rented sector caseload	1,361	1,768	2,166	2,283	2,301	A
	c) Weighted registered social landlord caseload	3,340	2,942	2,810	2,873	2,774	A
	d) Weighted Council Tax Benefit caseload	21,440	21,850	16,068	16,154	15,849	A
	e) Gross cost of providing the service	£1,249,835	£1,300,810	£1,381,426	£1.057m	£1.014m	A
	f) Gross administration cost per case	£31.08	£31.66	£44.45	£33.41	£32.40	A
2.	Processing time						
	a) Average time to process new claims in days	26.8	29.8	27.8	24.4	32.9	A
	b) Average time to process changes of circumstances in days	5.2	7.6	8.1	7.3	10.6	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	97.3%	95.6%	94.0%	92.8%	93.2%	A
	b) i and iv. Housing Benefit overpayments recovered in year	£808,338	£618,554	£850,308	-	-	A
	b) ii. Total Housing Benefit overpayments identified in year	£1,145,406	£1,084,564	£1,210,879	-	-	A
	b) iii. Overpayments recovered as a percentage of Housing Benefit overpayments identified	70.0%	57.0%	70.2%	-	-	A
	b) v. Total overpayments debt at the start of year plus in-year overpayments	£2,906,372	£2,560,249	£2,578,638	-	-	A

b) vi. Overpayments recovered as a percentage of total overpayments debt at the start of year plus in-year overpayments	27.8%	24.2%	33.0%	-	-	A
c) i. Total of Housing Benefit overpayments written off	£354,684	£189,729	£252,645	-	-	A
c) ii. Percentage of Housing Benefit overpayments written off	12.2%	7.4%	9.8%	-	-	A

Corporate Management

Indicator	Performance Information 2007/08	Performance Information				Rating 2007/08
		06/07	05/06	04/05	03/04	
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	1,218,614	1,195,534	1,183,186	1,174,735	-	A
a) ii. Total sick days	73,485	72,559	76,873	74,373	-	A
a) iii. Percentage of days lost	6.0%	6.1%	6.5%	6.3%	-	A
<i>b) Craft employees</i>						
b) i. Total available days	101,541	111,219	112,916	113,410	-	A
b) ii. Total sick days	8,912	9,336	8,949	10,086	-	A
b) iii. Percentage of days lost	8.8%	8.4%	7.9%	8.9%	-	A
<i>c) Teachers</i>						
c) i. Total available days	415,350	408,720	386,295	376,861	363,268	A
c) ii. Total sick days	12,054	10,431	13,143	11,965	12,255	A
c) iii. Percentage of days lost	2.9%	2.6%	3.4%	3.2%	3.4%	A
2. Litigation claims						
The number and value of civil liability claims incurred by the Council in the year						
a) i. Number of claims	502	509	496	533	561	A
a) ii. Number of claims per 10,000 population	33.5	34.1	33.6	36.5	38.5	A
b) i. Total Revenue Budget	£479,817,000	£475m	£458m	£425m	£402m	A
b) ii. Total claims	£590,362	£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%	0.1%	A
<i>Updated position for 2006/07</i>						
c) i. Number of claims previous year	n/a	534	548	591	618	A
Number of claims per 10,000 population	n/a	35.8	37.2	40.5	42.5	A
c) ii. Total Revenue Budget	n/a	£475m	£458m	£425m	£402m	A

	Total claims value for previous year	n/a	£414,244	£710,893	£635,804	£484,898	A
	Previous year's claims as a percentage of the Revenue Budget	n/a	0.1%	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	5,597	5,331	4,662	7,745	5,747	A
	Total number of employees in top 2%	131	106	114	167	179	A
	Total number of women employees in top 2%	58	44	45	67	58	A
	Percentage of top 2% employees who are women	44.3%	41.5%	39.5%	40.1%	32.4%	A
	Total number of employees in top 5%	286	288	244	290	287	A
	Total number of women employees in top 5%	132	132	105	113	105	A
	Percentage of top 5% employees who are women	46.2%	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	134	132	135	-	A
	Percentage of buildings from which the council delivers services that are suitable for, and accessible to, disabled people	63.4%	56.0%	52.3%	48.1%	-	A
5. Council Tax Collection							
	a) Cost of collecting council tax per dwelling	£9.97	£10.60	£6.25	£4.75	-	A
	b) Cost of collecting Council Tax	£695,775	£734,867	£429,243	£321,230	-	A
	c) Number of dwellings	69,772	69,313	68,627	67,631	-	A
	d) Income received from summary warrants	£447,744	£476,653	£480,959	£431,650	-	A

6.	Council Tax Income						
	a) i. Income due from Council Tax for the year, excluding reliefs and rebates	£51,015,544	£48.9m	£45.7m	£42.5m	£39.7m	A
	a) ii. Income due from Council Tax for the year excluding all water charges and outstanding Council Tax	£66,670,747	£64.3m	£60.5m	£56.8m	£52.8m	A
	a) iii. Reliefs and rebates due to Council for Council Tax for the year	£15,655,203	£15.4m	£14.8m	£14.1m	£13.1m	
	b) i. Percentage of income due from Council Tax for the year that was received by the end of the year	96.4%	96.2%	95.9%	95.2%	94.6%	A
	b) ii. Income received from Council Tax for the year	£49,160,496	£47.0m	£43.9m	£40.5m	£37.6m	A
7.	Payment of Invoices						
	a) Number of invoices sampled	205,369	202,140	192,987	118,235	123,224	
	b) Number of invoices sampled and paid within 30 days	179,315	174,312	167,002	101,689	99,462	A
	c) Percentage of invoices sampled and paid within 30 days	87.3%	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	73.7%	75.3%	-	-	-	A
	b) Percentage of operational buildings suitable for their current use	89.9%	89.4%	-	-	-	A

Cultural and Community Services

	Indicator	Performance Information 2007/08	Performance Information				Rating 2007/08
			06/07	05/06	04/05	03/04	
1. Sport and leisure management							
	Number of attendances per 1,000 population for all pools	2,814	2,804	3,028	3,233	3,129	A
	Total attendances – all pools	421,187	418,199	446,442	471,802	455,519	A
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	3,756	3,805	3,922	4,113	4,298	A
	b) Total attendances for other indoor sport and leisure facilities, excluding pools in a combined complex	562,184	567,537	578,268	601,117	625,673	A
3. Museum Services							
	a) Number of visits to/usage of council funded or part funded museums expressed per 1,000 population	2,013	1,747	-	-	-	A
	b) Number of visits in part a) that were in person expressed per 1,000 population	759	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	41,910	41,762	41,289	40,858	40,757	A
	a) ii. National target number of additions per 1,000 population	280	280	280	280	280	A
	b) i. Number of additions	38,301	32,692	31,032	31,259	30,368	A
	b) ii. Additions per 1,000 population	256	219	210	214	209	A
	b) iii. Percentage of national target for additions met	91.4%	78.2%	75.0%	76.5%	74.5%	A
	c) i. Total number of closing stock items	232,006	237,374	200,934	206,905	215,267	A
	c) ii Total number of closing stock items	1,550	1,592	1,363	1,418	1,479	A

	per 1,000 population						
--	----------------------	--	--	--	--	--	--

	<i>Changes in children's & teenage library lending stock of book and audio-visual material</i>						
	a) i. National target number of additions	14,968	14,915	14,746	14,592	14,556	A
	a) ii. National target number of additions per 1,000 population	100	100	100	100	100	A
	b) i. Number of additions	10,895	8,846	9,392	8,825	9,678	A
	b) ii. Additions per 1,000 population	73	59	64	60	60	A
	b) iii. Percentage of natural target for additions met	73.0%	59.0%	63.7%	60.5%	59.6%	A
	c) i. Total number of closing stock items	58,168	57,200	58,274	58,422	57,508	A
	c) ii Total number of closing stock items per 1,000 population	389	384	395	400	395	A
5. Use of Libraries							
	a) i. Number of visits to libraries per 1,000 population	4,822	4,993	-	-	-	A
	b) Number of borrowers as a percentage of the resident population	20.0%	21.7%	24.1%	25.0%	26.1%	A
6. Learning centre and learning access point users							
	a) Number of users	11,794	13,305	15,249	13,235	12,106	
	b) Number of users as a percentage of the population	7.9%	8.9%	10.3%	9.1%	8.3%	A
	c) Number of occasions that terminals are accessed	95,899	84,360	75,919	75,060	65,983	A
	d). Number of occasions that terminals are accessed per 1,000 population	640.7	565.6	514.8	514.4	453.3	A

Development Services

Indicator	Performance Information 2007/08	Performance Information				Rating 2007/08
		06/07	05/06	04/05	03/04	
1. Processing time: Planning applications						
Percentage of householder and non-householder applications dealt with within two months						
a) i. Householder	82.9%	85.1%	81.4%	76.6%	91.9%	A
a) ii. Non-householder	49.5%	40.7%	33.6%	30.3%	53.1%	A
Total	67.1%	64.5%	60.5%	57.1%	73.4%	A
2. Appeals: Planning						
a) Number of planning determinations	973	1,105	1,109	1,019	1,009	A
b) Number of planning determinations that went to appeal	24	11	9	16	25	A
c) Number of successful appeals	5	1	3	6	5	A
d) Successful appeals as a percentage of determinations	0.5%	0.1%	0.3%	0.6%	0.5%	A
e) Successful appeals as a percentage of determinations that went to appeal	20.8%	9.1%	33.3%	37.5%	20.0%	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%	100.0%	39.0%	A

Education and Children's Services

Indicator	Performance Information 2007/08	Performance Information				Rating 2007/08
		06/07	05/06	04/05	03/04	
1. Primary schools: occupancy*						
Percentage of primary schools with occupancy of:						
a) i. 40% or less	4.1%	4.2%	2.1%	2.1%	0.0%	A
a) ii. 41 - 60%	14.3%	29.2%	20.8%	22.9%	25.0%	A
a) iii. 61 - 80%	32.7%	47.9%	47.9%	50.0%	45.8%	A
a) iv. 81 - 100%	44.9%	18.8%	29.2%	25.0%	29.2%	A
a) v. 101% or more	4.1%	0.0%	0.0%	0.0%	0.0%	A
a) vi. Percentage of Schools where ratio of pupils to places is 61-100%	77.6%	66.7%	77.1%	75.0%	75%	A
b) Total number of primary schools	49	48	48	48	48	A
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%	50.0%	87.5%	A
a) iv. 81 - 100%	50.0%	50.0%	50.0%	50.0%	12.5%	A
a) v. 101% or more	0.0%	0.0%	0.0%	0.0%	0.0%	A
a) vi. Percentage of schools where ration of pupils to places is 61-100%	100.0%	100.0%	100.0%	100.0%	100.0%	A
b) Total number of secondary schools	8	8	8	8	8	A
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	10	8	7	5	4	A
Primary	81	81	81	84	93	A
Special	5	5	7	5	8	A
Total	96	94	95	94	105	A
<i>All teachers (including Head and Deputy Head teachers) - No</i>						
Secondary	508	448	465	367	416	A
Primary	758	703	717	622	731	A
Special	47	52	52	44	74	A
Total	1,313	1,203	1,234	1,033	1,221	A
<i>Head and Deputy Head Teachers - %</i>						
Secondary	32.3%	30.8%	21.2%	16.1%	12.5%	A
Primary	90.0%	89.0%	89.0%	88.4%	90.3%	A
Special	100.0%	100.0%	87.5%	71.4%	72.7%	A
Total	76.2%	77.0%	72.0%	70.7%	71.9%	A

* Note that this indicator in 2007/08 is not generally comparable with previous years due to change in the method of calculation.

	<i>All teachers (including Head and Deputy Head teachers) - %</i>						
	Secondary	63.9%	61.5%	60.1%	58.4%	58.5%	A
	Primary	93.1%	93.9%	93.7%	96.1%	95.2%	A
	Special	87.0%	85.2%	83.9%	88.0%	81.3%	A
	Total	79.0%	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	735	636	508	386	320	A
	b) Percentage of Children's Hearing reports requested by the Reporter which were submitted within the target time	46.7%	41.7%	40.4%	-	-	A
5.	Supervision						
	Number of new supervision requirements made during the year	162	90	50	66	47	A
	Number of children seen by a supervising officer within 15 working days	133	70	41	52	34	A
	Percentage seen within 15 working days	82.1%	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	17	16	-	-	-	A
	Away from home	17	11	-	-	-	A
	Total	34	27	-	-	-	A
	b) Percentage attaining at least one SCQF level 3 (any subject)						
	At home	64.7%	50.0%	-	-	-	A
	Away from home	76.5%	45.5%	-	-	-	A
	Total	70.6%	48.1%	-	-	-	A
	c) Percentage attaining at least SCQF level 3 in English and Maths						
	At home	29.4%	25.0%	-	-	-	A
	Away from home	58.8%	27.3%	-	-	-	A
	Total	44.1%	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	75.0%	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	33.4	41.1	44.3	-	-	A
	b) Percentage of respite nights not in a care home	47.3%	40.0%	33.9%	-	-	A
	c) Total hours daytime respite provided per 1,000 population aged 0-17	680.2	674.9	620.9	-	-	A
d) Percentage of daytime respite hours provided not in a day centre	100.0%	99.3%	100.0%	-	-	A	

Housing

	Indicator	Performance Information 2007/08	Performance Information				Rating 2007/08
			06/07	05/06	04/05	03/04	
1.	Response repairs*						
	<i>First priority</i>						
	a) i. Name of first priority housing repairs response category	Emergency	Emerg-ency	Emerg-ency	Emerg-ency	Emerg-ency	
	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	Hours	1 day	
	b) i. Number of repairs in this category	29,667	28,429	21,838	20,780	20,375	A
	b) ii. Number completed within target time	27,565	25,301	21,106	20,556	19,943	A
	c) Percentage completed within target time	92.9%	89.0%	96.6%	98.9%	97.9%	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	5 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	14,463	17,180	14,518	14,253	13,602	A
	b) ii. Number completed within target time	11,970	13,425	12,455	12,794	11,311	A
	c) Percentage completed within target time	82.8%	78.1%	85.8%	89.8%	83.2%	A
	<i>Third priority</i>						
	a) i. Name of third priority housing repairs response category	Non-urgent	Non-urgent	14 days	Routine	Routine	
	a) ii. Target response time for this category	10 days	10 days	14 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	4,848	5,142	5,662	20,808	21,137	A
	b) ii. Number completed within target time	3,414	3,061	4,649	19,371	17,823	A
	c) Percentage completed within target time	70.4%	59.5%	82.1%	93.1%	84.3%	A

* 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	Routine	28 days	Non-routine	Non-routine	
a) ii. Target response time for this category	20 days	20 days	28 days	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	31,331	28,576	22,309	1,023	775	A
b) ii. Number completed within target time	24,704	19,856	18,788	859	490	A
c) Percentage completed within target time	78.8%	69.5%	84.2%	84.0%	63.2%	A
<i>Fifth Priority</i>						
a) i. Name of fifth priority housing repairs response category	Non-routine	Non-routine	Non-routine	14 days	14 days	
a) ii. Target response time for this category	By agreement	By agreement	40 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	2,168	1,453	985	5,472	5,096	A
b) ii. Number completed within target time	1,192	666	602	4,820	4,186	A
c) Percentage completed within target time	55.0%	45.8%	61.1%	88.9%	82.1%	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	82,477	80,780	65,312	62,286	60,985	A
d) ii. Number of housing response repairs completed within target	68,845	62,309	57,600	58,400	53,753	A
d) iii. Number of Council dwellings	16,579	17,033	17,443	17,947	18,838	A

	d) iv. Number of repairs due to be completed within 24 hours	29,667	22,735	21,838	20,775	20,375	A
	d) v. Number of repairs completed within 24 hours	27,565	20,234	21,106	20,274	19,943	A
	d) vi. Percentage completed within 24 hours	92.9%	89.0%	96.6%	97.6%	97.9%	A
2. Managing tenancy changes							
	a) Percentage of rent due in the year that was lost due to voids	1.5%	1.6%	2.2%	2.3%	3.0%	A
	b) Amount of rent lost due to voids	£592,316	£635,133	£881,816	£939,349	£1.215m	A
	c) Gross annual rent debit (rent due in the year)	£40,079,381	£40.0m	£40.2m	£40.2m	£40.7m	A
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	10	45	48	-	-	A
	a) ii. 2 - 4 weeks	69	114	272	-	-	A
	a) iii. 5 - 8 weeks	237	446	450	-	-	A
	a) iv. 9 - 16 weeks	281	370	246	-	-	A
	a) v. More than 16 weeks	117	120	59	-	-	A
	a) vi. Percentage of dwelling let within 4 weeks	11.1%	14.5%	29.8%	-	-	A
	a) vii. Total number of dwellings re-let	714	1,095	1,075	-	-	A
	a) viii. Total number of days to re-let dwellings	57,834	72,897	51,600	-	-	A
	a) ix. Average time to re-let dwellings	81 days	67 days	48 days	-	-	A
	b) Dwellings in low demand Number of dwellings re-let that took:						
	b) i. less than 2 weeks	1	3	5	-	-	A
	b) ii. 2 - 4 weeks	13	3	19	-	-	A
	b) iii. 5 - 8 weeks	35	29	44	-	-	A
	b) iv. 9 - 16 weeks	55	52	37	-	-	A
	b) v. 17 - 32 weeks	27	23	21	-	-	A
	b) vi. 33 - 52 weeks	5	3	4	-	-	A
	b) vii. More than 52 weeks	1	1	0	-	-	A
	b) viii. Total number of dwellings re-let	137	114	130	-	-	A
	b) ix. Total number of days to re-let dwellings	12,630	10,611	9,620	-	-	A
	b) x. Average time to re-let dwellings	92 days	93 days	74 days	-	-	A

	c) i. Number of low demand dwellings remaining un-let at year end	11	29	23	-	-	A
	c) ii. Average time that these dwellings remained un-let	191 days	70 days	53 days	-	-	A
	d) Number of dwellings considered to be in low demand at year end	149	123	153	-	-	A
	e) Number at d) above considered to be low demand at the start of the year	37	153	33	-	-	A
	f) Number at d) above that were not actively being re-let because they were subject to a disposal strategy	0	0	0	-	-	A
4. Rent management							
	a) i. Amount of current tenants' rent arrears	£1,037,956	£1,058,261	£1,159,003	£1.383m	£1.839m	A
	a) ii. Net annual rent debit	£19,265,498	£18.8m	£18.7m	£18.5m	£19.2m	A
	a) iii Current arrears as a percentage of net rent due	5.4%	5.6%	6.2%	7.5%	9.6%	A
	b) i. Number of current tenants	15,955	16,342	16,874	17,398	18,152	A
	b) ii. Number of current tenants owing more than 13 weeks rent excluding those owing less than £250	819	824	910	1,126	1,610	A
	b) iii. Percentage of current tenants owing more than 13 weeks rent excluding those owing less than £250	5.1%	5.0%	5.4%	6.5%	8.9%	A
	c) i. Number of tenants giving up their tenancy during the year	1,796	2,084	-	-	-	A
	c) ii. The percentage of those tenants that were in rent arrears	32.6%	34.7%	-	-	-	A
	d) i. Average weekly rent	£50.84	£45.78	-	-	-	A
	d) ii. Total debt owned by tenants leaving their tenancies with arrears	£283,543	£410,167	-	-	-	A
	d) iii. Average debt owed by tenants leaving their tenancies with arrears	£484.69	£567.31	-	-	-	A
	d) iv. Average debt expressed as a percentage of average weekly rent	953.4%	1,239.2%	-	-	-	A

	d) v. Average number of weeks rent owed by tenants leasing in arrears	9.53	12.39	-	-	-	A
	e) i. Amount of former tenant arrears	£760,550	£872,412	-	-	-	A
	e) ii. Percentage of former tenants arrears written off or collected during the year.	38.4%	45.3%	-	-	-	A
5. Council house sales							
	The percentage of house sales completed within 26 weeks	90.1%	86.1%	79.4%	82.9%	65.1%	A
	a) Total council house sales	345	418	553	633	616	A
	b) Total time to sell houses	7,685 weeks	8,778 weeks	13,051 weeks	15,063 weeks	15,766 weeks	A
	c) Average time to sell houses	22 weeks	21 weeks	24 weeks	24 weeks	26 weeks	A
6. Homelessness							
	a) Number of households assessed as homeless or potentially homeless during the year	1,833	1,391	1,416	1,074	1,147	A
	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)	16,927	15,370 weeks	7,607 weeks	3,338 weeks	3,266 weeks	A
	b) ii. Total number of cases completed during the year	1,402	1,420	1,949	1,542	1,625	A
	b) iii. Average time per case	12.1 weeks	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	60	50	30	24	27	A
	c) ii. Number of cases assessed during the year	2,445	1,881	1,992	-	-	A
	c) iii. Percentage of cases reassessed	2.5%	2.7%	1.5%	2.2%	2.4%	A

Protective services

Indicator	Performance Information 2007/08	Performance Information				Rating 2007/08
		06/07	05/06	04/05	03/04	
1. Food safety: hygiene inspections						
<i>a) Approved premises</i>						
a) i. Number of establishments requiring inspection in the year	7	5	6	-	-	A
a) ii. Total number of inspections	15	5	6	-	-	A
a) iii. Number of inspections undertaken within time	14	5	6	-	-	A
a) iv. Percentage actually inspected within time	93.3%	100.0%	100.0%	-	-	A
<i>b) Every 6 months</i>						
b) i. Number of establishments requiring inspection in the year	4	2	2	12	19	A
b) ii. Total number of inspections	8	4	4	23	34	A
b) iii. Number of inspections undertaken within time	8	4	4	21	32	A
b) iv. Percentage actually inspected within time	100.0%	100.0%	100.0%	91.3%	94.1%	A
<i>c) Every 12 months</i>						
c) i. Number of establishments requiring inspection in the year	131	131	139	111	115	A
c) ii. Number of inspections undertaken within time	127	130	134	108	90	A
c) iii. Percentage actually inspected within time	96.9%	99.2%	96.4%	97.3%	78.3%	A
c) iv. Percentage of premises with a minimum inspection period of 12 months or less inspected on time	96.7%	99.3%	96.6%	-	-	A
<i>d) Greater than 12 months</i>						
d) i. Number of establishments requiring inspection in the year	359	332	381	324	330	A

	d) ii. Number of inspections undertaken within time	334	314	329	303	292	A
	d) iii. Percentage actually inspected within time	93.0%	94.6%	86.4%	93.5%	88.5%	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	52	37	-	-	-	A
	a) ii. Requiring attendance on site	41	40	-	-	-	A
	a) iii. Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004	707	449	-	-	-	A
	Total	800	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	55 hours	168 hours	-	-	-	A
	b) ii. Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004	19 hours	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	191	208	-	-	-	A
	a) ii. Requiring formal action	0	2	-	-	-	A
	Total	191	210	-	-	-	
	b) For those requiring formal action, the average time (calendar days) to institute formal action	N/A	15 days	-	-	-	A
4. Trading Standards: enquiries, complaints and advice							
	Number and percentage of consumer complaints completed						
	a) i. Total number	895	1,560	1,718	1,360	1,231	A

	received						
	a) ii. Number dealt with within 14 days of receipt	464	1,115	1,208	958	815	A
	a) iii. Percentage dealt with within 14 days of receipt	51.8%	71.5%	70.3%	70.4%	66.2%	A
	Number and percentage of business advice requests completed						
	b) i. Total number received	168	129	78	57	40	A
	b) ii. Number dealt with within 14 days of receipt	149	85	76	55	38	A
	b) iii. Percentage dealt with within 14 days of receipt	88.7%	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	10	11	32	89	201	A
	a) ii. Number of premises to be inspected in the year	10	11	32	89	201	A
	a) iii. Percentage of inspections undertaken within time	100.0%	100%	87.5%	60.7%	62.2%	A
	<i>b) Medium risk (2 years)</i>						
	b) i. Number of premises in risk category	483	426	426	363	651	A
	b) ii. Number of premises to be inspected in the year	304	184	219	131	147	A
	b) iii. Number of Premises inspected on time	294	180	178	86	10	A
	b) iv. Percentage of inspections undertaken within time	96.7%	97.8%	81.3%	65.6%	6.8%	A
	b) iv. Percentage of high and medium risk premises inspected in time	96.8%	97.9%	82.1%	63.9%	-	A

Roads & Lighting

	Indicator	Performance Information 2007/08	Performance Information				Rating 2007/08
			06/07	05/06	04/05	03/04	
1. Carriageway condition*							
	Percentage of the road network that should be considered for maintenance treatment						
	i. A class roads	23.9%	-	-	-	-	A
	ii. B class roads	37.3%	-	-	-	-	A
	iii. C class roads	35.1%	-	-	-	-	A
	iv. Unclassified roads	36.7%	-	-	-	-	A
	v. Overall	35.0%	-	-	-	-	A
2. Traffic light repairs							
	a) Total number of repairs to be completed	289	223	181	123	80	A
	b) i. Number completed within 48 hours	273	202	160	114	72	A
	b) ii. Percentage completed within 48 hours	94.5%	90.6%	88.4%	92.7%	90.0%	A
3. Street light repairs							
	a) Total number of repairs to be completed	5,501	6,397	6,847	7,174	7,253	A
	b) i. Number completed within 7 days	5,340	6,156	6,421	6,923	6,879	A
	b) ii. Percentage completed within 7 days	97.1%	96.2%	93.8%	96.5%	94.8%	A
4. Street lighting columns							
	Total number of street lighting columns	20,472	20,097	17,677	22,296	-	A
	Number of street lighting columns that are over 30 years old	8,637	8,589	7,640	9,342	-	A
	Percentage of street lighting columns that are over 30 years old	42.2%	42.7%	43.2%	41.9%	-	A

* Due to a change in definition this indicator is not comparable with previous years.

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	286	- A
	a) ii. Total number of assessed private bridges	72	72	72	72	- A
	a) iii. All bridges	358	358	358	358	- A
	a) iv. Percentage of bridges failing European standard:					
	(a) Council	2.1%	2.1%	2.1%	2.1%	- A
	(b) Private	4.2%	6.9%	6.9%	6.9%	- A
	(c) All bridges	2.5%	3.1%	3.1%	3.1%	- A
	b) Percentage of bridges with a weight or width restriction					
	(a) Council	0.0%	0.0%	0.0%	0.0%	- A
	(b) Private	2.8%	2.8%	2.8%	2.8%	- A
	(c) All bridges	0.6%	0.6%	0.6%	0.6%	- A

Waste Management

	Indicator	Performance Information 2007/08	Performance Information				Rating 2007/08
			06/07	05/06	04/05	03/04	
1. Refuse Collection							
	a) i. Net cost of refuse collection per premise	£54.31	£52.60	£58.93	£53.34	-	A
	a) ii. Net cost of refuse collections	£3,845,533	£3.7m	£4.1m	£3.8m	-	A
	a) iii. Number of premises for refuse collection	70,805	70,175	69,575	-	-	A
	b) i. Net cost of refuse disposal per premise	£56.17	£59.56	£55.53	£53.25	-	A
	b) ii. Net cost of disposal (includes landfill tax element)	£3,977,219	£4.18m	£3.86m	£3.78m	-	A
	b) iii. Cost of capping landfill sites (included in b) ii) (This is a one off cost which affects comparisons with previous years)	£10,156	£12,875	-	-	£70,174	A
2. Refuse collection complaints							
	i. Number of complaints	5,807	5,816	5,989	3,976	2,761	A
	ii. Number of households	69,453	68,911	68,295	67,444	69,239	A
	iii. Number of complaints per 1,000 households	83.5	84.4	87.7	59.0	39.9	A
3. Refuse recycling							
	i. Landfilled	64.0%	65.0%	69.9%	-	-	A
	ii. Composted	11.7%	10.1%	9.0%	-	-	A
	iii. Recycled	24.3%	24.8%	21.1%	-	-	A
	iv. Other recovery including energy from waste	0.0%	0.0%	0.0%	-	-	A
	v. Percentage composted or recycled	36.0%	35.0%	30.0%	-	-	A
	vi. Total tonnes	102,269	113,887	115,157	-	-	A
	vii. Total biodegradable municipal waste landfilled	38,632.6 tonnes	45,142.0 tonnes	51,618.1 tonnes	-	-	A
4. Cleanliness							
	The cleanliness index achieved following inspection of a sample of streets and other land						
	a) Local authority						
	a) i. Inspection one	71	70	66	70	-	A
	a) ii. Inspection two	67	75	65	62	-	A
	a) iii. Inspection three	73	71	64	64	-	A
	a) iv. Inspection four	74	68	69	65	-	A

	b) Partner authority						
	b) v. Inspection one	71	81	67	67	-	A
	b) vi. Inspection two	65	72	62	64	-	A
	c) Keep Scotland Beautiful						
	c) vii. Validation inspection	69	66	65	64	-	A
	Overall cleanliness index	70	72	66	65	-	A
5. Abandoned vehicles							
	Number and percentage of abandoned vehicles removed within 14 days						
	Number that required removal	359	305	-	-	-	A
	Number removed with 14 days	321	260	-	-	-	A
	Percentage removed within 14days	89.4%	85.2%	-	-	-	A

For further information please contact:
Falkirk Council
Research and Information Unit
Corporate & Commercial Services
Municipal Buildings
Falkirk FK1 5RS
Tel: (01324) 506010/506016
Fax: (01324) 506061
E-mail: r&i@falkirk.gov.uk
Web site: www.falkirk.gov.uk