

Insight

Statutory Performance Indicators



Falkirk Council

Statutory Performance Indicators for Financial Year 2008/09

October 2009

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 2008/09, compared to 2007/08, 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 2008/09 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.

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Adult Social Work

Indicator	Performance Information 2008/09	Performance Information				Rating 2008/09
		07/08	06/07	05/06	04/05	
1. Community Care Services						
Average time (median) taken to provide CCS from first identification of need to first service provision	Not Reported	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	78.9%	72.2%	63.5%	59.5%	-	A
b) Other adults	70.0%	80.0%	90.0%	90.0%	-	A
c) Overall total for older people and other adults	78.3%	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%	100.0%	99.2%	96.5%	96.7%	A
a) ii. Older people - voluntary sector	88.6%	88.6%	90.9%	93.0%	94.1%	A
a) iii. Older people - private sector	95.9%	90.9%	84.9%	86.5%	86.1%	A
a) iv. Total Older people	96.2%	92.3%	87.6%	88.4%	88.3%	A
b) i. Other adults - council	100.0%	100.0%	100%	100.0%	100.0%	A
b) ii. Other adults - voluntary sector	66.7%	79.2%	77.3%	83.3%	84.0%	A
b) iii. Other adults - private sector	98.1%	97.1%	96.2%	93.1%	94.9%	A
b) iv. Total other adults	92.7%	94.3%	93.3%	91.9%	92.9%	A
<i>Rooms with en-suite facilities</i>						
a) i. Older people - council	19.7%	21.7%	21.5%	12.3%	14.9%	A
a) ii. Older people - voluntary sector	75.0%	72.7%	70.5%	67.4%	66.7%	A
a) iii. Older people - private sector	85.6%	82.8%	81.9%	78.9%	81.2%	A
a) iv. Total older people	73.8%	71.8%	71.4%	68.5%	69.6%	A

	b) i. Other adults - <i>council</i>	42.9%	22.2%	25.0%	22.2%	0.0%	A
	b) ii. Other adults - <i>voluntary sector</i>	8.3%	8.3%	4.5%	8.3%	8.0%	A
	b) iii. Other adults - <i>private sector</i>	57.5%	48.1%	39.4%	38.2%	40.8%	A
	b) iv. Total other adults	48.2%	36.9%	32.8%	31.9%	31.1%	A
4 Home care/Home helps							
	<i>Level of service</i>						
	a) Number of people aged 65+ receiving homecare	1,815	1,777	1,805	1,865	1,834	A
	<i>Total volume of service</i>						
	b) Total number of homecare hours per 1,000 population aged 65+	578.0	593.6	579.4	565.8	544.4	A
	c) Percentage of homecare clients aged 65+ receiving:						
	i. Personal Care	81.8%	71.0%	67.2%	63.0%	65.5%	A
	ii. A service during evening/overnight	29.6%	26.6%	28.6%	25.6%	24.8%	A
	iii. A service at weekends	60.0%	59.9%	69.0%	55.7%	56.5%	A
5 Respite care							
	<i>Older people aged 65+</i>						
	a) Total overnight respite nights provided per 1,000 population aged 65+	293.6	307.2	332.9	394.5	-	A
	b) Percentage of nights not in a care home	3.6%	5.8%	5.6%	12.3%	-	A
	c) Total daytime respite hours provided per 1,000 population aged 65+	1,836.5	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%	100.0%	-	A
	<i>People aged 18 - 64</i>						
	a) Total overnight respite nights provided per 1,000 population aged 18-64	43.7	44.1	44.9	64.5	-	A
	b) Percentage of nights not in a care home	47.3%	38.6%	37.1%	52.1%	-	A
	c) Total daytime respite hours provide per 1,000 population aged 18-64	121.6	129.3	146.3	380.4	-	A
	d) Percentage of daytime respite not in a day centre	100.0%	100.0%	95.7%	99.6%	-	A

Criminal Justice							
6.	Social Enquiry Reports						
	a) Number of reports submitted to courts during the year	1,936	1,814	1,521	1,288	1,272	A
	b) The proportion of reports submitted to court by due date	99.7%	99.9%	99.9%	99.7%	99.8%	A
7.	Probation						
	a) The number of new probation orders issued during the year	272	236	265	251	264	A
	b) The proportion of new probationers seen by a supervising officer within one week	93.4%	93.2%	87.5%	87.3%	89.8%	A
8.	Community Service						
	a) The number of new community service orders issued during the year	307	272	281	222	213	A
	b) i. Average number of hours per week to complete community orders	2.7	3.2	3.3	3.4	3.9	A
	b) ii. Total community orders completed during the year	177	149	137	99	86	A
	b) iii. Total hours for all community orders	23,256	20,970	19,980	15,310	15,190	A
	c) Total days to complete all community orders	60,659	46,442	42,644	31,136	27,449	A

Benefits Administration

	Indicator	Performance Information 2008/09	Performance Information				Rating 2008/09
			07/08	06/07	05/06	04/05	
1. Administration costs							
	a) Weighted rent rebate caseload	14,001	14,072	14,525	10,034	10,313	A
	b) Weighted private rented sector caseload	1,578	1,361	1,768	2,166	2,283	A
	c) Weighted registered social landlord caseload	3,318	3,340	2,942	2,810	2,873	A
	d) Weighted Council Tax Benefit caseload	21,415	21,440	21,850	16,068	16,154	A
	e) Gross cost of providing the service	£1,292,955	£1,249,835	£1,300,810	£1,381,426	£1.057m	A
	f) Gross administration cost per case	£32.07	£31.08	£31.66	£44.45	£33.41	A
2. Paying the right benefit at the right time							
	a) i. Number of new and changed events claims, (both successful and unsuccessful)	NS	-	-	-	-	
	ii. Average time to process new and changed events claims	NS	-	-	-	-	
3.							
	a) The number changes to customers' HB/CTB entitlement that are processed within the year per 1,000 caseload						
	a) i. Total caseload	NS	-	-	-	-	
	a) ii. Number of changes	NS	-	-	-	-	
	a) iii. Change per 1,000 caseload	NS	-	-	-	-	

Corporate Management

Indicator	Performance Information 2008/09	Performance Information				Rating 2008/09
		07/08	06/07	05/06	04/05	
1. Sickness absence						
The average number of working days per employee lost through sickness absence						
<i>a) Teachers</i>						
a) i. Total FTE staff	1,773	-	-	-	-	X
a) ii. Total number of days lost per year through sickness absence	7,813	-	-	-	-	X
a) iii. Days lost per employee	4.4	-	-	-	-	X
<i>b) All other local government employees</i>						
b) i. Total FTE staff	4,814	-	-	-	-	X
b) ii. Total number of days lost per year through sickness absence	58,519	-	-	-	-	X
b) iii. Days lost per employee	12.2	-	-	-	-	X
2. Litigation claims						
The number and value of civil liability claims incurred by the Council in the year						
a) i. Number of claims	425	502	509	496	533	A
a) ii. Number of claims per 10,000 population	28.2	33.5	34.1	33.6	36.5	A
b) i. Total Revenue Budget	£506,988,000	£480m	£475m	£458m	£425m	A
b) ii. Total claims	£744,176	£590,362	£501,399	£451,040	£579,618	
b) iii. Claims as a percentage of Revenue Budget	0.2%	0.1%	0.1%	0.1%	0.1%	A
<i>Updated position for 2007/08</i>						
c) i. Number of claims previous year	545	n/a	534	548	591	A
Number of claims per 10,000 population	36.4	n/a	35.8	37.2	40.5	A
c) ii. Total Revenue Budget	£479,817,000	n/a	£475m	£458m	£425m	A

	Total claims value for previous year	£584,359	n/a	£414,244	£710,893	£635,804	A
	Previous year's claims as a percentage of the Revenue Budget	0.1%	n/a	0.1%	0.2%	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	5,849	5,597	5,331	4,662	7,745	A
	Total number of employees in top 2%	127	131	106	114	167	A
	Total number of women employees in top 2%	49	58	44	45	67	A
	Percentage of top 2% employees who are women	38.6%	44.3%	41.5%	39.5%	40.1%	A
	Total number of employees in top 5%	303	286	288	244	290	A
	Total number of women employees in top 5%	124	132	132	105	113	A
	Percentage of top 5% employees who are women	40.9%	46.2%	45.8%	43.0%	39.0%	A
4. Public Access							
	Number of council buildings from which the council delivers services to the public	128	134	134	132	135	A
	Percentage of buildings from which the council delivers services that are suitable for, and accessible to, disabled people	73.4%	63.4%	56.0%	52.3%	48.1%	A
5. Council Tax Collection							
	a) Cost of collecting council tax per dwelling	£11.04	£9.97	£10.60	£6.25	£4.75	A
	b) Cost of collecting Council Tax	£776,556	£695,775	£734,867	£429,243	£321,230	A
	c) Number of dwellings	70,357	69,772	69,313	68,627	67,631	A
	d) Income received from summary warrants	£398,594	£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	£51,712,396	£51m	£48.9m	£45.7m	£42.5m	A
	a) ii. Income due from Council Tax for the year excluding all water charges and outstanding Council Tax	£67,369,457	£66.7m	£64.3m	£60.5m	£56.8m	A
	a) iii. Reliefs and rebates due to Council for Council Tax for the year	£15,657,061	£15.7m	£15.4m	£14.8m	£14.1m	
	b) i. Percentage of income due from	96.1%	96.4%	96.2%	95.9%	95.2%	A

	Council Tax for the year that was received by the end of the year						
	b) ii. Income received from Council Tax for the year	£49,692,293	£49.2m	£47.0m	£43.9m	£40.5m	A
7. Payment of Invoices							
	a) Number of invoices sampled	208,227	205,369	202,140	192,987	118,235	
	b) Number of invoices sampled and paid within 30 days	183,240	179,315	174,312	167,002	101,689	A
	c) Percentage of invoices sampled and paid within 30 days	88.0%	87.3%	86.2%	86.5%	86.0%	A
8. Asset Management							
	a) Percentage of gross internal floor of operational buildings in a satisfactory condition	80.8%	73.7%	75.3%	-	-	A
	b) Percentage of operational buildings suitable for their current use	91.7%	89.9%	89.4%	-	-	A

Cultural and Community Services

	Indicator	Performance Information 2008/09	Performance Information				Rating 2008/09
			07/08	06/07	05/06	04/05	
1. Sport and leisure management							
	Number of attendances per 1,000 population for all pools	2,603	2,814	2,804	3,028	3,233	A
	Total attendances – all pools	392,396	421,187	418,199	446,442	471,802	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	4,166	3,756	3,805	3,922	4,113	A
	b) Total attendances for other indoor sport and leisure facilities, excluding pools in a combined complex	627,828	562,184	567,537	578,268	601,117	A
3. Museum Services							
	a) Number of visits to/usage of council funded or part funded museums expressed per 1,000 population	1,987	2,013	1,747	-	-	A
	b) Number of visits in part a) that were in person expressed per 1,000 population	722	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	42,202	41,910	41,762	41,289	40,858	A
	a) ii. National target number of additions per 1,000 population	280	280	280	280	280	A
	b) i. Number of additions	232,482	38,301	32,692	31,032	31,259	A
	b) ii. Additions per 1,000 population	300	256	219	210	214	A
	b) iii. Percentage of national target for additions met	107%	91.4%	78.2%	75.0%	76.5%	A
	c) i. Total number of closing stock items	232,482	232,006	237,374	200,934	206,905	A
	c) ii Total number of closing stock items per 1,000 population	1,542	1,550	1,592	1,363	1,418	A

	<i>Changes in children's & teenage library lending stock of book and audio-visual material</i>						
	a) i. National target number of additions	15,072	14,968	14,915	14,746	14,592	A
	a) ii. National target number of additions per 1,000 population	100	100	100	100	100	A
	b) i. Number of additions	16,169	10,895	8,846	9,392	8,825	A
	b) ii. Additions per 1,000 population	107	73	59	64	60	A
	b) iii. Percentage of natural target for additions met	107%	73.0%	59.0%	63.7%	60.5%	A
	c) i. Total number of closing stock items	58,288	58,168	57,200	58,274	58,422	A
	c) ii Total number of closing stock items per 1,000 population	387	389	384	395	400	A
5. Use of Libraries							
	a) i. Number of visits to libraries per 1,000 population	5,315	4,822	4,993	-	-	A
	b) Number of borrowers as a percentage of the resident population	21.3%	20.0%	21.7%	24.1%	25.0%	A
6. Learning centre and learning access point users							
	a) Number of users	12,225	11,794	13,305	15,249	13,235	
	b) Number of users as a percentage of the population	8.1%	7.9%	8.9%	10.3%	9.1%	A
	c) Number of occasions that terminals are accessed	97,088	95,899	84,360	75,919	75,060	A
	d). Number of occasions that terminals are accessed per 1,000 population	644.2	640.7	565.6	514.8	514.4	A

Development Services

	Indicator	Performance Information 2008/09	Performance Information				Rating 2008/09
			07/08	06/07	05/06	04/05	
1. Processing time: Planning applications							
	Percentage of householder and non-householder applications dealt with within two months						
	a) i. Householder	79.0%	82.9%	85.1%	81.4%	76.6%	A
	a) ii. Non-householder	33.6%	49.5%	40.7%	33.6%	30.3%	A
	Total	56.9%	67.1%	64.5%	60.5%	57.1%	A
2. Appeals: Planning							
	a) Number of planning determinations	859	973	1,105	1,109	1,019	A
	b) Number of planning determinations that went to appeal	14	24	11	9	16	A
	c) Number of successful appeals	6	5	1	3	6	A
	d) Successful appeals as a percentage of determinations	0.7%	0.5%	0.1%	0.3%	0.6%	A
	e) Successful appeals as a percentage of determinations that went to appeal	42.9%	20.8%	9.1%	33.3%	37.5%	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%	100.0%	A

Education and Children's Services

Indicator	Performance Information 2008/09	Performance Information				Rating 2008/09
		07/08	06/07	05/06	04/05	
1. Primary schools: occupancy*						
Percentage of primary schools with occupancy of:						
a) i. 40% or less	2.0%	4.1%	4.2%	2.1%	2.1%	A
a) ii. 41 - 60%	20.4%	14.3%	29.2%	20.8%	22.9%	A
a) iii. 61 - 80%	49.0%	32.7%	47.9%	47.9%	50.0%	A
a) iv. 81 - 100%	24.5%	44.9%	18.8%	29.2%	25.0%	A
a) v. 101% or more	4.1%	4.1%	0.0%	0.0%	0.0%	A
a) vi. Percentage of Schools where ratio of pupils to places is 61-100%	73.5%	77.6%	66.7%	77.1%	75.0%	A
b) Total number of primary schools	49	49	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%	50.0%	A
a) iv. 81 - 100%	50.0%	50.0%	50.0%	50.0%	50.0%	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	13	10	8	7	5	A
Primary	83	81	81	81	84	A
Special	5	5	5	7	5	A
Total	101	96	94	95	94	A
<i>All teachers (including Head and Deputy Head teachers) - No</i>						
Secondary	522	508	448	465	367	A
Primary	772	758	703	717	622	A
Special	44	47	52	52	44	A
Total	1,338	1,313	1,203	1,234	1,033	A
<i>Head and Deputy Head Teachers - %</i>						
Secondary	40.6%	32.3%	30.8%	21.2%	16.1%	A
Primary	88.3%	90.0%	89.0%	89.0%	88.4%	A
Special	100.0%	100.0%	100.0%	87.5%	71.4%	A
Total	77.1%	76.2%	77.0%	72.0%	70.7%	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	64.8%	63.9%	61.5%	60.1%	58.4%	A
	Primary	93.1%	93.1%	93.9%	93.7%	96.1%	A
	Special	83.0%	87.0%	85.2%	83.9%	88.0%	A
	Total	79.3%	79.0%	78.2%	77.1%	78.0%	A
4.	Children's Reporter liaison						
	a) Number of Children's Hearing reports submitted to the Reporter during the year	599	735	636	508	386	A
	b) Percentage of Children's Hearing reports requested by the Reporter which were submitted within the target time	33.4%	46.7%	41.7%	40.4%	-	A
5.	Supervision						
	Number of new supervision requirements made during the year	112	162	90	50	66	A
	Number of children seen by a supervising officer within 15 working days	101	133	70	41	52	A
	Percentage seen within 15 working days	90.2%	82.1%	77.8%	82.0%	78.8%	A
6.	Looked after children: academic attainment						
	a) Number of 16 or 17 year olds ceasing to be looked after						
	At home	34	17	16	-	-	A
	Away from home	33	17	11	-	-	A
	Total	67	34	27	-	-	A
	b) Percentage attaining at least one SCQF level 3 (any subject)						
	At home	52.9%	64.7%	50.0%	-	-	A
	Away from home	72.7%	76.5%	45.5%	-	-	A
	Total	62.7%	70.6%	48.1%	-	-	A
	c) Percentage attaining at least SCQF level 3 in English and Maths						
	At home	20.6%	29.4%	25.0%	-	-	A
	Away from home	60.6%	58.8%	27.3%	-	-	A
	Total	40.3%	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	81.8%	75.0%	81.8%	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	55.1	33.4	41.1	44.3	-	A
	b) Percentage of respite nights not in a care home	47.3%	47.3%	40.0%	33.9%	-	A
	c) Total hours daytime respite provided per 1,000 population aged 0-17	712.1	680.2	674.9	620.9	-	A
d) Percentage of daytime respite hours provided not in a day centre	100.0%	100.0%	99.3%	100.0%	-	A	

Housing

	Indicator	Performance Information 2008/09	Performance Information				Rating 2008/09
			07/08	06/07	05/06	04/05	
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	Hours	
	b) i. Number of repairs in this category	37,206	29,667	28,429	21,838	20,780	A
	b) ii. Number completed within target time	35,472	27,565	25,301	21,106	20,556	A
	c) Percentage completed within target time	95.3%	92.9%	89.0%	96.6%	98.9%	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	5 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	10,745	14,463	17,180	14,518	14,253	A
	b) ii. Number completed within target time	8,919	11,970	13,425	12,455	12,794	A
	c) Percentage completed within target time	83.0%	82.8%	78.1%	85.8%	89.8%	A
	<i>Third priority</i>						
	a) i. Name of third priority housing repairs response category	Non-urgent	Non-urgent	Non-urgent	14 days	Routine	
	a) ii. Target response time for this category	10 days	10 days	10 days	14 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	3,990	4,848	5,142	5,662	20,808	A
	b) ii. Number completed within target time	2,961	3,414	3,061	4,649	19,371	A
	c) Percentage completed within target time	74.2%	70.4%	59.5%	82.1%	93.1%	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	Routine	28 days	Non-routine	
a) ii. Target response time for this category	20 days	20 days	20 days	28 days	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	27,396	31,331	28,576	22,309	1,023	A
b) ii. Number completed within target time	23,205	24,704	19,856	18,788	859	A
c) Percentage completed within target time	84.7%	78.8%	69.5%	84.2%	84.0%	A
<i>Fifth Priority</i>						
a) i. Name of fifth priority housing repairs response category	Non-routine	Non-routine	Non-routine	Non-routine	14 days	
a) ii. Target response time for this category	By agreement	By agreement	By agreement	40 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	3,334	2,168	1,453	985	5,472	A
b) ii. Number completed within target time	3,244	1,192	666	602	4,820	A
c) Percentage completed within target time	97.3%	55.0%	45.8%	61.1%	88.9%	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	82,671	82,477	80,780	65,312	62,286	A

	d) ii. Number of housing response repairs completed within target	73,801	68,845	62,309	57,600	58,400	A
2. Housing Quality							
	The number and proportion of the council's housing stock being brought up to the Scottish Housing Quality Standard by criteria						
	Number of Council dwellings	16,414	16,579	17,033	17,443	17,947	A
	i. Tolerable Standard	0	-	-	-	-	A
	ii. Free from serious disrepair	2.0%	-	-	-	-	A
	iii. Energy Efficient	12.6%	-	-	-	-	A
	iv. Modern facilities and services	6.5%	-	-	-	-	A
	v. Healthy, safe and secure	9.8%	-	-	-	-	A
	vi. Total dwellings meeting SHQS	14.9%	-	-	-	-	A
3. Managing tenancy changes							
	a) Percentage of rent due in the year that was lost due to voids	1.0%	1.5%	1.6%	2.2%	2.3%	A
	b) Amount of rent lost due to voids	£397,309	£592,316	£635,133	£881,816	£939,349	A
	c) Gross annual rent debit (rent due in the year)	£40,777,499	£40.1m	£40.0m	£40.2m	£40.2m	A
4. 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	428	10	45	48	-	A
	a) ii. 2 - 4 weeks	133	69	114	272	-	A
	a) iii. 5 - 8 weeks	122	237	446	450	-	A
	a) iv. 9 - 16 weeks	64	281	370	246	-	A
	a) v. More than 16 weeks	19	117	120	59	-	A
	a) vi. Percentage of dwelling let within 4 weeks	73.2%	11.1%	14.5%	29.8%	-	A
	a) vii. Total number of dwellings re-let	756	714	1,095	1,075	-	A
	a) viii. Total number of days to re-let dwellings	20,228	57,834	72,897	51,600	-	A
	a) ix. Average time to re-let dwellings	27	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	35	1	3	5	-	A
	b) ii. 2 - 4 weeks	19	13	3	19	-	A
	b) iii. 5 - 8 weeks	7	35	29	44	-	A
	b) iv. 9 - 16 weeks	4	55	52	37	-	A
	b) v. 17 - 32 weeks	2	27	23	21	-	A
	b) vi. 33 - 52 weeks	0	5	3	4	-	A
	b) vii. More than 52 weeks	0	1	1	0	-	A
	b) viii. Total number of dwellings re-let	67	137	114	130	-	A
	b) ix. Total number of days to re-let dwellings	1,586	12,630	10,611	9,620	-	A
	b) x. Average time to re-let dwellings	24	92 days	93 days	74 days	-	A
	c) i. Number of low demand dwellings remaining un-let at year end	6	11	29	23	-	A
	c) ii. Average time that these dwellings remained un-let	164	191 days	70 days	53 days	-	A
	d) Number of dwellings considered to be in low demand at year end	238	149	123	153	-	A
	e) Number at d) above considered to be low demand at the start of the year	71	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	0	-	A
5. Rent management							
	a) i. Amount of current tenants' rent arrears	£1,136,600	£1,037,956	£1,058,261	£1,159,003	£1.383m	A
	a) ii. Net annual rent debit	£19,683,006	£19,265,498	£18.8m	£18.7m	£18.5m	A
	a) iii Current arrears as a percentage of net rent due	5.8%	5.4%	5.6%	6.2%	7.5%	A
	b) i. Number of current tenants	15,653	15,955	16,342	16,874	17,398	A
	b) ii. Number of current tenants owing more than 13 weeks rent excluding those owing less than £250	900	819	824	910	1,126	A
	b) iii. Percentage of current tenants owing more than 13 weeks rent excluding those owing less than £250	5.7%	5.1%	5.0%	5.4%	6.5%	A
	c) i. Number of tenants giving up their tenancy during the	1,486	1,796	2,084	-	-	A

	year						
	c) ii. The percentage of those tenants that were in rent arrears	30.8%	32.6%	34.7%	-	-	A
	d) i. Average weekly rent	£52.35	£50.84	£45.78	-	-	A
	d) ii. Total debt owned by tenants leaving their tenancies with arrears	£317,327	£283,543	£410,167	-	-	A
	d) iii. Average debt owed by tenants leaving their tenancies with arrears	£692.85	£484.69	£567.31	-	-	A
	d) iv. Average debt expressed as a percentage of average weekly rent	1323.5%	953.4%	1,239.2%	-	-	A
	d) v. Average number of weeks rent owed by tenants leasing in arrears	13.2	9.53	12.39	-	-	A
	e) i. Amount of former tenant arrears	£795,415	£760,550	£872,412	-	-	A
	e) ii. Percentage of former tenants arrears written off or collected during the year.	53.2%	38.4%	45.3%	-	-	A
6. Council house sales							
	The percentage of house sales completed within 26 weeks	86.7%	90.1%	86.1%	79.4%	82.9%	A
	a) Total council house sales	165	345	418	553	633	A
	b) Total time to sell houses	3,551 weeks	7,685 weeks	8,778 weeks	13,051 weeks	15,063 weeks	A
	c) Average time to sell houses	22 weeks	22 weeks	21 weeks	24 weeks	24 weeks	A
7. Homelessness							
	<i>Permanent Accommodation</i>						
	a) i. Number of households assessed during the year	1,189	-	-	-	-	A
	a) ii. Percentage of decision notifications issued within 28 days of date initial presentation	72.9%	-	-	-	-	A
	a) iii. Percentage who are housed	23.6%	-	-	-	-	A
	a) iv. percentage of cases reassessed	1.9%	-	-	-	-	A
	<i>Temporary Accommodation</i>						
	a) v. Number of	889					A

households assessed during the year							
a) vi. Percentage of decision notifications issued within 28 days of date initial presentation	71.2%	-	-	-	-	-	A
a) vii. Percentage of cases reassessed	1.0%	-	-	-	-	-	A
b) The proportion of those provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months	0.9	-	-	-	-	-	A

Protective services

Indicator	Performance Information 2008/09	Performance Information				Rating 2008/09
		07/08	06/07	05/06	04/05	
1. Food safety: hygiene inspections						
<i>a) Approved premises</i>						
a) i. Number of establishments requiring inspection in the year	6	7	5	6	-	A
a) ii. Total number of inspections	6	15	5	6	-	A
a) iii. Number of inspections undertaken within time	6	14	5	6	-	A
a) iv. Percentage actually inspected within time	100.0%	93.3%	100.0%	100.0%	-	A
<i>b) Every 6 months</i>						
b) i. Number of establishments requiring inspection in the year	20	4	2	2	12	A
b) ii. Total number of inspections	24	8	4	4	23	A
b) iii. Number of inspections undertaken within time	24	8	4	4	21	A
b) iv. Percentage actually inspected within time	100.0%	100.0%	100.0%	100.0%	91.3%	A
<i>c) Every 12 months</i>						
c) i. Number of establishments requiring inspection in the year	134	131	131	139	111	A
c) ii. Number of inspections undertaken within time	133	127	130	134	108	A
c) iii. Percentage actually inspected within time	99.3%	96.9%	99.2%	96.4%	97.3%	A
c) iv. Percentage of premises with a minimum inspection period of 12 months or less inspected on time	99.2%	96.7%	99.3%	96.6%	-	A
<i>d) Greater than 12 months</i>						
d) i. Number of establishments requiring inspection in the year	397	359	332	381	324	A
d) ii. Number of inspections undertaken within time	381	334	314	329	303	A
d) iii. Percentage actually inspected within time	96.0%	93.0%	94.6%	86.4%	93.5%	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	796	52	37	-	-	A
a) ii. Requiring attendance on site	109	41	40	-	-	A
a) iii. Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004	261	707	449	-	-	A
Total	1,166	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	26.5 hours	55 hours	168 hours	-	-	A
b) ii. Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004	0.4 hours	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	199	191	208	-	-	A
a) ii. Requiring formal action	1	0	2	-	-	A
Total	200	191	210	-	-	
b) For those requiring formal action, the average time (calendar days) to institute formal action	11.7 days	N/A	15 days	-	-	A
4. Trading Standards: enquiries, complaints and advice						
Number and percentage of consumer complaints completed						
a) i. Total number received	933	895	1,560	1,718	1,360	A
a) ii. Number dealt with within 14 days of receipt	488	464	1,115	1,208	958	A
a) iii. Percentage dealt with within 14 days of receipt	52.3%	51.8%	71.5%	70.3%	70.4%	A
Number and percentage of business advice						

	requests completed						
	b) i. Total number received	121	168	129	78	57	A
	b) ii. Number dealt with within 14 days of receipt	113	149	85	76	55	A
	b) iii. Percentage dealt with within 14 days of receipt	93.4%	88.7%	65.9%	97.4%	96.5%	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	10	11	32	89	A
	a) ii. Number of premises to be inspected in the year	5	10	11	32	89	A
	a) iii. Percentage of inspections undertaken within time	80.0%	100.0%	100%	87.5%	60.7%	A
	<i>b) Medium risk (2 years)</i>						
	b) i. Number of premises in risk category	422	483	426	426	363	A
	b) ii. Number of premises to be inspected in the year	63	304	184	219	131	A
	b) iii. Number of Premises inspected on time	61	294	180	178	86	A
	b) iv. Percentage of inspections undertaken within time	96.8%	96.7%	97.8%	81.3%	65.6%	A
	b) iv. Percentage of high and medium risk premises inspected in time	95.6%	96.8%	97.9%	82.1%	63.9%	A

Roads & Lighting

Indicator	Performance Information 2008/09	Performance Information				Rating 2008/09
		07/08	06/07	05/06	04/05	
1. Carriageway condition*						
Percentage of the road network that should be considered for maintenance treatment						
i. A class roads	26.5%	23.9%	-	-	-	A
ii. B class roads	39.3%	37.3%	-	-	-	A
iii. C class roads	35.2%	35.1%	-	-	-	A
iv. Unclassified roads	33.1%	36.7%	-	-	-	A
v. Overall	33.2%	35.0%	-	-	-	A
2. Traffic light repairs						
a) Total number of repairs to be completed	281	289	223	181	123	A
b) i. Number completed within 48 hours	271	273	202	160	114	A
b) ii. Percentage completed within 48 hours	96.4%	94.5%	90.6%	88.4%	92.7%	A
3. Street light repairs						
a) Total number of repairs to be completed	4,922	5,501	6,397	6,847	7,174	A
b) i. Number completed within 7 days	4,832	5,340	6,156	6,421	6,923	A
b) ii. Percentage completed within 7 days	98.2%	97.1%	96.2%	93.8%	96.5%	A
4. Street lighting columns						
Total number of street lighting columns	20,542	20,472	20,097	17,677	22,296	A
Number of street lighting columns that are over 30 years old	8,891	8,637	8,589	7,640	9,342	A
Percentage of street lighting columns that are over 30 years old	43.3%	42.2%	42.7%	43.2%	41.9%	A

* Due to a change in definition in 2007/2008, 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%	4.2%	6.9%	6.9%	A
	(c) All bridges	2.5%	2.5%	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 2008/09	Performance Information				Rating 2008/09
			07/08	06/07	05/06	04/05	
1. Refuse Collection							
	a) i. Net cost of refuse collection per premise	£58.42	£54.31	£52.60	£58.93	£53.34	A
	a) ii. Net cost of refuse collections	£4,160,729	£3,845,533	£3.7m	£4.1m	£3.8m	A
	a) iii. Number of premises for refuse collection	71,224	70,805	70,175	69,575	-	A
	b) i. Net cost of refuse disposal per premise	£65.49	£56.17	£59.56	£55.53	£53.25	A
	b) ii. Net cost of disposal (includes landfill tax element)	£4,664,174	£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)	£27,494	£10,156	£12,875	-	-	A
2. Refuse collection complaints							
	i. Number of complaints	4,888	5,807	5,816	5,989	3,976	A
	ii. Number of households	70,040	69,453	68,911	68,295	67,444	A
	iii. Number of complaints per 1,000 households	69.8	83.5	84.4	87.7	59.0	A
3. Municipal Waste							
	i. total tonnes of municipal waste collected	95,994	-	-	-	-	A
	ii. tonnes of municipal waste composted	12,678.6	-	-	-	-	A
	iii. tonnes of municipal waste recycled	26,449.2	-	-	-	-	A
	iv. Percentage of municipal waste composted or recycled	40.8%	-	-	-	-	A
4. Cleanliness							
	The cleanliness index achieved following inspection of a sample of streets and other land						
	a) Local authority						
	a) i. Inspection one	73	71	70	66	70	A
	a) ii. Inspection two	71	67	75	65	62	A
	a) iii. Inspection three	71	73	71	64	64	A
	a) iv. Inspection four	72	74	68	69	65	A

	b) Partner authority						
	b) v. Inspection one	77	71	81	67	67	A
	b) vi. Inspection two	68	65	72	62	64	A
	c) Keep Scotland Beautiful						
	c) vii. Validation inspection	67	69	66	65	64	A
	Overall cleanliness index	71	70	72	66	65	A
5. Abandoned vehicles							
	Number and percentage of abandoned vehicles removed within 14 days						
	Number that required removal	23	359	305	-	-	A
	Number removed with 14 days	14	321	260	-	-	A
	Percentage removed within 14days	60.9%	89.4%	85.2%	-	-	A

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