

Statutory Performance Indicators : Financial Year 2002/03

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

The Performance Indicators have been grouped as laid out in the Schedule to Standards of Performance Direction 2001 issued in November 2001 by Audit Scotland and the subsequent Guide 2002/03 issued in December 2001.

Benefits Administration

	Indicator	Performance Information 02/03	PI values			
			99/00	00/01	01/02	Rating
	Administration costs					
1.	The gross administration cost per case					
	a. weighted rent rebate caseload	10,547	-	-	14,130	A
	b. weighted private rented sector caseload	2,257	-	-	4,215	A
	c. weighted registered social landlord caseload	2,622	-	-	3,861	A
	d. weighted Council Tax Benefit caseload	15,877	-	-	22,307	A
	e. gross cost of providing the service	£999,825				A
	f. gross administration cost per case	£31.93	-	-	£19.13	A
	Processing time					
2.	The time for processing applications from the date of receipt of the application to the posting of the notification of the outcome					
	Number of claims					
	New claims	14,497				A
	Notification of changes of circumstances	33,048				A
	Renewal Claims	22,403				A
	Average time to process					
	New claims	31.6 days	-	-	41.9 days	A
	Notification of changes of circumstances	12.8 days	-	-	14.6 days	A
	Percentage of renewal claims processed on time	78.9%	-	-	75.2%	A
	Accuracy and security of processing					
3.	a. the percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available at the determination, for a sample of cases checked post-determination	94.6%	-	95.8%	95.1%	A
	b. does the council have a written security strategy for combating	Yes	-	Yes	Yes	A

	fraud and error which is communicated regularly to all staff and the whole of which is demonstrably acted upon by management and staff on a continuous basis?					
	c. the percentage of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the year	41.0%	-	48.7%	39.6%	A

Building Control

Building Warrants and Completion Certificates applications

	Indicator	Performance Information 02/03	PI values			
			99/00	00/01	01/02	Rating
	Building Warrants and Completion Certificate applications					
1.	Building Warrants and Completion Certificates					
	a. the percentage of requests for a building warrant responded to within 15 days	19.2%	-	-	-	X
	b. the average time taken to respond to a request for a completion certificate	4.0 days	-	-	-	X
	c. the percentage of building warrants issued (or an application otherwise determined) within 6 days	100%	-	-	-	X
	d. the percentage of completion certificates issued (or an application otherwise determined) within 3 days	69.5%	-	-	-	X

Note on Indicator 1

This indicator have been given an X rating by external auditors due to Building Warrant applications being included as valid when they are not complete applications.

Council-Wide Indicators

	Indicator	Performance Information 02/03	PI values			
			99/00	00/01	01/02	Rating
	Sickness absence					
1.	The number of days lost through sickness absence expressed as a percentage of total working days available, for the following groups of staff :					
1a	Chief officers, administrative, professional, technical and clerical employees – percentage of days lost	5.5%	5.7%	5.0%	5.2%	A
1b	Craft and manual employees –	6.5%	6.3%	5.7%	7.7%	A

	percentage of days lost					
1c	Teachers – percentage of days lost	3.7%	3.8%	3.8%	3.8%	A
	Complaints					
2a	The number of complaints accepted for enquiry by the Ombudsman, which resulted in a local settlement	2	3	11	7	A
2b	The number of complaints accepted for enquiry by the Ombudsman, which were classified as maladministration	1	0	0	0	A
	Litigation claims					
3.	The number and value of successful litigation actions against the authority settled in the financial year, in respect of the following services :					
3a	Housing (per 10,000 council dwellings)	0.0	0.9	1.4	4.4	A
	Total value of all successful litigation actions per 10,000 dwellings	£0	£761	£10,412	£19,452	A
3b	Roads (per 10,000 population)	0.1	0.2	0.1	0.5	A
	Total value of all successful litigation actions per 10,000 population	£351	£2,644	£382	£1,340	A
3c	All other services (excluding police and fire)					
	Number of actions per 10,000 population	0.1	0.1	0.2	0.6	A
	Total value of all successful litigation actions per 10,000 population	£5,367	£35	£717	£5,506	A
	Equal opportunities policy					
4.	The number and percentage of employees in each of the following staff bands who are women : -					
4a	Chief officials					
	Number of women Chief Officials - Salary band A	15				A
	Percentage on Salary band A	45.5%	-	41.7%	45.7%	A
4b	Local government and craft employees					
	Number on Salary band A	11				A
	Percentage	40.7%	-	33.3%	34.8%	A
	Number on Salary band B	308				A
	Percentage	50.8%	-	50.1%	50.2%	A
	Number on Salary band C	3,589				A
	Percentage	71.9%	-	73.4%	72.9%	A
4c	Teachers					
	Number on Salary band A:	81				A
	Percentage	75.7%	-	74.5%	73.9%	A
	Number on Salary band B:	1,291				A
	Percentage	76.5%	-	76.4%	76.5%	A

Education

	Indicator	Performance Information 02/03	PI values			
			99/00	00/01	01/02	Rating
	Pre-school education experience		99/00	00/01	01/02	Rating

1a	i. the percentage of children who are in their pre-school year who receive grant-aided education from the following categories :					
	i. council	92.3%	90.0%	92.7%	91.6%	A
	ii. private	3.9%	3.3%	5.0%	5.3%	A
	iii. independent	0.0%	0.0%	0.0%	0.0%	A
	iv. voluntary	0.5%	0.0%	0.1%	0.2%	A
	v. total	96.6%	93.3%	97.7%	97.1%	A
	ii. the percentage of 3-year-olds in the year before their pre-school year who receive grant-aided education from the following categories :					
	i. council	76.3%	74.3%	74.9%	77.6%	A
	ii. private	6.9%	7.2%	8.0%	6.8%	A
	iii. independent	0.0%	0.0%	0.0%	0.0%	A
	iv. voluntary	8.9%	0.0%	0.9%	2.3%	A
	v. total	92.1%	81.5%	83.9%	86.6%	A
1b	i. the percentage of these grant-aided children in their pre-school year who received fewer than five education sessions per week :	2.9%	2.4%	2.9%	3.5%	A
	ii. the percentage of grant-aided 3-year-olds in the year before their pre-school year who received fewer than five education sessions per week :	8.7%	20.0%	16.1%	11.2%	A
	Primary schools					
2a.	i. the percentage of all classes which fall within the following categories :					
	i. single year classes : 15 or less	0.8%	0.8%	0.6%	0.5%	A
	ii. single year classes : 16 - 20	6.5%	7.0%	5.7%	4.3%	A
	iii. single year classes : 21 - 25	20.9%	19.5%	18.9%	19.2%	A
	iv. single year classes : 26 - 30	36.5%	34.6%	33.5%	42.0%	A
	v. single year classes : 31 - 33	13.6%	20.2%	19.7%	16.0%	A
	vi. single year classes : 34 or more	0.0%	0.0%	0.0%	0.0%	A
2a	ii. the percentage of all classes in which fall within the following categories :					
	i. composite : 15 or less	2.5%	0.8%	0.6%	0.7%	A
	ii. composite : 16 – 20	3.1%	3.2%	2.8%	3.4%	A
	iii. composite : 21 – 25	16.1%	13.6%	18.0%	13.8%	A
	iv. composite : 26 – 30	0.0%	0.2%	0.0%	0.2%	A
	v. composite : 31 – 33	0.0%	0.0%	0.0%	0.0%	A
	vi. composite : 34 or more	0.0%	0.0%	0.0%	0.0%	A
2b	The percentage of classes with P1 to P3 pupils in which the number of pupils falls within the following bands :					
	i. 15 or less	4.7%	2.4%	2.3%	2.0%	A
	ii. 16 – 20	16.7%	12.6%	12.5%	8.9%	A
	iii. 21 – 25	36.3%	35.7%	44.0%	42.1%	A
	iv. 26 – 30	42.3%	31.9%	31.0%	45.5%	A
	v. 31 – 33	0.0%	17.4%	10.2%	1.5%	A
	vi. 34 or more	0.0%	0.0%	0.0%	0.0%	A
2c	The total number of primary school classes of each type :					
	i. single year primary classes	375				A

	ii. composite primary classes	104				A
	iii. classes with P1 to P3 pupils	215				A
3.	The average number of children per primary school class	25.5	26.5	26.2	27.8	A
4.	Occupancy :					
	a. the percentage of primary schools where the ratio of pupils to places is :					
	i. 40% or less	0.0%	6.3%	2.1%	0.0%	A
	ii. 41 - 60%	29.2%	27.1%	22.9%	22.9%	A
	iii. 61 - 80%	43.8%	41.7%	43.8%	43.8%	A
	iv. 81 - 100%	27.1%	25.0%	31.3%	33.3%	A
	v. 101% or more	0.0%	0.0%	0.0%	0.0%	A
	b. the total number of primary schools	48				A
	Secondary schools					
5.	Occupancy :					
	a. the percentage of secondary schools where the ratio of pupils to places is :					
	i. 40% or less	0.0%	0.0%	0.0%	0.0%	A
	ii. 41 - 60%	0.0%	12.5%	25.0%	12.5%	A
	iii. 61 - 80%	75.0%	37.5%	25.0%	62.5%	A
	iv. 81 - 100%	25.0%	50.0%	50.0%	25.0%	A
	v. 101% or more	0.0%	0.0%	0.0%	0.0%	A
	b. the total number of secondary schools	8				A
	Special education needs					
6.	The average time (in weeks) taken to complete an assessment of special educational needs and the percentage completed in the following time bands :					
	i. upto 18 weeks	3.7%	-	7.8%	14.9%	A
	ii. 19 to 26 weeks	44.4%	-	33.9%	46.3%	A
	iii. 27 to 39 weeks	40.7%	-	40.9%	22.4%	A
	iv. 40 to 52 weeks	3.7%	-	8.7%	7.5%	A
	v. more than 1 year	7.4%	-	8.7%	9.0%	A
	Average time for completion of all assessments	29 weeks	-	32	27	A

Environmental Health

	Indicator	Performance Information 02/03	PI values			
			99/00	00/01	01/02	Rating
	Food safety : Hygiene inspections					
1.	The number of establishments in each of the following three categories requiring inspection during the year, and the percentage of the inspections which were undertaken in the prescribed period:					
1a	Every 6 months	12				
	Percentage premises actually inspected within time	91.7%	89.4%	70.0%	90.7%	A
1b	Every 12 months	110				
	Percentage premises actually	88.2%	87.1%	80.0%	89.2%	A

	inspected within time					
1c	More than 12 months	336				
	Percentage of the premises actually inspected within time	81.3%	81.2%	70.0%	71.9%	A
	Workplace safety inspections					
2.	a. the percentage of premises liable to inspection brought within the inspection rating system					
	i. number of premises liable to workplace safety inspection	1,484				A
	ii. percentage of premises liable to workplace safety inspections that are within the system	100%				A
	b. information on the level of achievement against the Council's own inspection targets					
	Target frequency	12 months				
	Number of premises in this category	35				A
	Target number of premises to be inspected in the year	27				A
	The percentage inspected within time	63.0%	84.8%	56.7%	73.1%	A
	Target frequency	36 months				
	Number of premises in this category	812				A
	Target number of premises to be inspected in the year	80				A
	The percentage inspected within time	60.0%	67.8%	69.1%	52.6%	A
	Target frequency	60 months				
	Number of premises in this category	637				A
	Target number of premises to be inspected in the year	57				A
	The percentage inspected within time	70.2%	67.1%	97.0%	53.8%	A
	Environmental protection					
3.	Noise complaints					
3a	The total number of complaints received for which the council was responsible for advice or investigation	302				A
3b	The number of complaints :					
	i. completed at initial inquiry stage	106				A
	ii. the number which required further investigation	196				A
3c	The percentage of responses at :					
	b i. which were provided within 1 day (calendar) of receipt of the complaint	76.4%	78.9%	81.6%	86.4%	A
	b ii. which were provided within 3 days (calendar) of receipt of the complaint	80.6%	88.4%	89.2%	77.6%	A
	Pest control					
4.	Pest control response time :					
	High priority - 2 working days					
	Percentage of responses within the specified time	96.6%	97.9%	92.8%	91.8%	A
	Low priority - 5 working days					

	Percentage of responses within the specified time	93.0%	96.2%	96.6%	92.8%	A
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Environmental Services

	Indicator	Performance Information 02/03	PI values			
			99/00	00/01	01/02	Rating
	Refuse Collection and disposal costs					
1.	The gross cost of :					
	a. collection (combined domestic, commercial and domestic bulky uplift) per premise	£39.61	£34.15	£35.29	£37.60	A
	b. disposal per premise	£51.53	-	£46.13	£49.87	A
	Special uplifts					
2.	The percentage of special uplifts for bulky domestic refuse completed within five working days	58.4%	95.2%	99.0%	72.4%	A
	Missed collections					
3.	The number of household waste collections which were missed, per 100,000 collections, during the periods :					
	a. May to September	85	33	31	57	A
	b. April and October to March	52	38	41	51	A
	Refuse recycling					
4.	The amount of waste collected by the authority during the year that was disposed of by the following methods :					
	The amount of household waste collected by the following methods :	tonnes per household				
	i. used for recovery of heat, power and other energy sources	0.000				A
	ii. composted by the authority	0.034				A
	iii. other recycling methods	0.079				A
	iv. landfill	1.008				A
	v. other disposal methods	0.000				A
	Total	1.121				A
	Total tonnage collected	70,233.0				A
	The percentage of household waste disposed of by the following methods :					
	i. used for recovery of heat, power and other energy sources	0.0%	0.0%	0.0%	0.0%	A
	ii. composted by the authority	3.0%	2.7%	2.8%	2.4%	A
	iii. other recycling	7.0%	4.4%	4.7%	4.9%	A
	iv. landfill	89.9%	92.9%	92.5%	92.7%	A
	v. other disposal methods	0.0%	0.0%	0.0%	0.0%	A
	The amount of commercial and industrial waste disposed of by the following methods :	Tonnes per commercial and industrial premise				
	i. used for recovery of heat, power and other energy sources	0.000				A
	ii. composted by the authority	0.000				A
	iii. other recycling	0.000				A
	iv. landfill	23.482				A
	v. other disposal methods	0.000				A

Total	23.482					A
Total tonnage collected	34,777.0					A
The percentage of commercial and industrial waste disposed of by the following methods :						
i. used for recovery of heat, power and other energy sources	0.0%	-	0.0%	0.0%		A
ii. composted by the authority	0.0%	-	0.0%	0.0%		A
iii. other recycling	0.0%	-	0.0%	0.0%		A
iv. landfill	100.0%	-	100.0%	100.0%		A
v. other disposal methods	0.0%	-	0.0%	0.0%		A
Road planings, if any, which are recycled (total estimated tonnes)	6,120.0					A
Abandoned/end of life vehicles collected by the council (total estimated tonnes)	297.5					A

Finance

	Indicator	Performance Information 02/03	PI values			
			99/00	00/01	01/02	Rating
	Council tax collection					
1.	Collection costs : the cost of collecting council tax per dwelling	£7.36	-	-	-	A
2.	Income					
	a. income due from council tax for the year, excluding reliefs and rebates	£36,980,582	£28.9M	£31.1M	£34.1M	A
	b. the percentage of 2a that was received during the year	94.0%	92.3%	93.1%	93.8%	A
	Non-Domestic rates					
3.	Income :					
	a. the income due from Non-Domestic Rates for the year, excluding reliefs	£56,693,088				A
	b. the percentage of 3a that was received during the year	97.4%	-	-	-	A
	Payment of invoices					
4a	Number of invoices sampled	123,840				A
4b	Number of invoices sampled paid within 30 days or other agreed time period	103,687				A
4c	The percentage of invoices sampled paid within 30 days or other agreed time period	83.7%	75.6%	87.3%	84.3%	A
	Accounts					
5.	a. whether the statutory abstract of accounts for the previous financial year was submitted for audit by 30 June 2002	Yes	-	-	Yes	A
	Date submitted	27 Jun 02				
	b. whether the accounts receive an unqualified audit certificate	Yes	-	-	Yes	A

Housing

	Indicator	Performance Information 02/03	PI values			
			99/00	00/01	01/02	Rating
	Response repairs					

1.	Response repairs :					
	a. the target response time for each priority category set by the council					
	i. Emergency	24 hours				
	ii. Urgent	7 days				
	iii. Routine	28 days				
	iv. Non-routine	By agreement				
	v. 14 day	14 days				
	b. the number of repairs carried out in each category					
	i. Emergency	20,232				X
	ii. Urgent	13,645				X
	iii. Routine	26,209				X
	iv. Non-routine	896				X
	v. 14 day	3,422				X
	c. the percentage of repairs completed within the target response time for each priority category					
	i. Emergency	98.2%	94.0%	96.8%	97.6%	X
	ii. Urgent	91.1%	82.3%	88.0%	88.1%	X
	iii. Routine	87.6%	84.8%	89.0%	88.5%	X
	iv. Non-routine	67.1%	69.3%	80.0%	81.7%	X
	v. 14 day	85.9%	NS	NS	NS	X
	d. the percentage of all repairs due to be completed within 24 hours that were completed within target	98.2%	-	96.8%	97.6%	X
	Managing tenancy changes					
2.	The total annual rent loss due to voids expressed as a percentage of the total amount of rent due in the year	2.78%	1.72%	2.08%	2.38%	A
3.	The time taken by the council to re-let houses analysed by the following bands :					
	i. number of houses re-let					
	less than 2 weeks	96				A
	2 - 4 weeks	382				A
	more than 4 weeks	1,140				A
	ii. as a percentage of total for i.					
	less than 2 weeks	5.9%	26.1%	29.9%	10.5%	A
	2 - 4 weeks	23.6%	34.2%	30.3%	25.5%	A
	more than 4 weeks	70.5%	39.7%	39.8%	64.1%	A
	total number of houses re-let	1618				A
	total number of days to re-let houses	142,709 days				A
	average time to re-let houses	88.2 days	-	-	69	A
	Rent arrears					
4a	Current tenant arrears as a percentage of net amount of rent due in the year	7.9%	7.6%	7.4%	6.9%	A
4b	The percentage of current tenants owing more than 13 weeks rent at year end, excluding those owing less than £250	7.3%	6.3%	6.2%	6.1%	A
	Council house sales					
5.	The percentage of house sales completed within the following time bands :					
	a. upto 20 weeks	7.2%	-	11.7%	12.1%	A

	b. 21 to 26 weeks	43.7%	-	47.5%	55.5%	A
	c. 27 to 32 weeks	40.8%	-	26.4%	22.2%	A
	d. 33 weeks or more	8.3%	-	14.3%	10.2%	A
	e. total council house sales	870				A
	f. total time to sell houses	18,763 weeks				A
	g. average time to sell houses	21.6 weeks	-	-	25.0	A
	Homelessness					
6a	The total number of homeless households in priority need, per 10,000 households	127.3	142.3	143.1	137.9	A
6b	The number of households provided within each of the following four types of accommodation, as a percentage of the total provided with temporary accommodation :					
	i. hostels	0.0%	0.0%	0.0%	0.0%	A
	ii. council furnished dwellings	51.9%	73.7%	57.1%	55.4%	A
	iii. bed and breakfast	48.1%	26.3%	42.9%	44.6%	A
	iv. other	0.0%	0.0%	0.0%	0.0%	A
6c	The average length of stay within each type of accommodation :	days				
	i. hostels	N/A	0	0	0	A
	ii. council furnished dwellings	58	54	48	48	A
	iii. bed and breakfast	26	26	24	21	A
	iv. other	N/A	0	0	0	A

Note on Indicator 1

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

Leisure Services

	Indicator	Performance Information 02/03	PI values			
			99/00	00/01	01/02	Rating
	Sport and Leisure Management					
	Sport facilities management					
1.	The number of attendances per 1,000 population for :					
	a. leisure pools	1,214	1,146	1,174	1,228	A
	b. traditional pools	1,828	1,558	1,867	1,849	A
2.	The number of attendances per 1,000 population for indoor sports and leisure facilities, excluding pools in a combined complex	3,773	2,838	4,139	4,625	A
	Museums services					
3a	The number of museums operated by or financially supported by the council	6	6	6	6	A
3b	The percentage of these which are registered under the Museums and Galleries Commission (MGC) registration scheme	83.3%	83.3%	83.3%	83.3%	A

Libraries

	Indicator	Performance Information 02/03	PI values			
			99/00	00/01	01/02	Rating
	Processing Time					
1.	The average time taken to satisfy book requests	16 days	14	19	16	A
	Stock Turnover					
2.	Changes in library stock :					
	Adult lending stock of book and audio-visual material					
	Opening stock items per 1,000 population	1,652	2,148	1,810	1,768	A
	Recommended national target for annual number of additions per 1,000 population	280				
	Actual additions per 1,000 population	239	272	257	228	A
	Withdrawals per 1,000 population	337	348	299	352	A
	Stock at year end per 1,000 population	1,554	2,072	1,768	1,662	A
	Children's & teenage lending stock of book and audio-visual material					
	Opening stock items per 1,000 population	448	489	486	469	A
	Recommended national target for annual number of additions per 1,000 population	100				
	Actual additions per 1,000 population	54	75	63	67	A
	Withdrawals per 1,000 population	89	80	80	105	A
	Stock at year end per 1,000 population	413	483	469	451	A
	Use of Libraries					
3.	Borrowers from public libraries :					
	a. borrowers as a percentage of the resident population	26.5%	29.4%	27.7%	26.5%	A
	b. average number of issues per borrower	40.3	42.4	42.9	41.4	A
	Lifelong learning					
4.	Learning centre and learning access point users					
	a. the number of users as a percentage of the resident population	3.4%	-	-	-	A
	b. the number of times the terminals are used per 1,000 population	137.2	-	-	-	A

Planning

	Indicator	Performance Information 02/03	PI values			
			99/00	00/01	01/02	Rating
	Planning applications processing time					
1.	The percentage of householder applications dealt with within the following times :					

	i. upto 1 month	49.5%	40.1%	45.9%	61.7%	A
	ii. 1 month to 2 months	38.9%	45.1%	36.7%	27.2%	A
	iii. 2 months to 3 months	6.8%	12.8%	9.5%	6.9%	A
	iv. more than 3 months	4.8%	2.0%	7.9%	4.2%	A
2.	The percentage of non-householder applications dealt with within :					
	i. upto 2 months	46.4%	52.9%	20.9%	43.7%	A
	ii. 2 months to 3 months	18.1%	22.0%	43.0%	17.4%	A
	iii. more than 3 months	35.6%	25.1%	36.0%	38.9%	A
	Appeals					
3a	The number of planning determinations made by the council	920				A
3b	The number of determinations that went to appeal	24				A
3c	The number of appeals that were successful					
	i. as a percentage of 3a	1.1%	-	-	-	A
	ii. as a percentage of 3b	41.7%	16.7%	14.3%	9.1%	A
	Development Plans					
4.	The percentage of population covered by a Local Plan which has been adopted or finalised within the last five years	54.0%	23.5%	49.5%	53.8%	A

Roads & Lighting

	Indicator	Performance Information 02/03	PI values			
			99/00	00/01	01/02	Rating
	Network Maintenance					
1.	Carriageway surface treatments :					
	a. percentage of road network resurfaced	0.5%	0.5%	0.6%	0.2%	A
	b. percentage of road network surface dressed	0.8%	2.0%	0.8%	0.9%	A
	c. percentage of road network surfaced or redressed	1.3%	2.5%	1.4%	1.1%	A
	Traffic light repairs					
2.	The percentage of traffic light repairs completed within 48 hours	93.9%	95.0%	97.0%	92.0%	A
	Street lighting					
3.	The percentage of street lighting repairs completed within 7 days	96.8%	96.0%	98.0%	97.0%	A
4a	Gross cost of street lighting per lamp	£78.29	-	£43.18	£70.65	A
4b	Lighting columns replaced as a percentage of the total number of columns	2.4%	-	2.4%	2.2%	A

Social Work

	Indicator	Performance Information 02/03	PI values			
			99/00	00/01	01/02	Rating
	Community care assessments					
1.	Persons assessed or reviewed and services provided:					
	Persons assessed or reviewed :	number				
	a. Elderly people aged 65+	5,412				A
	b. Elderly people aged 65+ with	486				A

	dementia					
	c. People aged 18 - 64 with mental health problems/dementia	419				A
	d. People aged 18 - 64 with physical disability	1,460				A
	e. People aged 18 - 64 with learning disability	283				A
	f. People aged 18 - 64 with HIV/AIDS	2				A
	g. People aged 18 - 64 with drug/alcohol abuse problems	125				A
	h. Total	8,187				A
	Persons assessed or reviewed	rate per 1,000 relevant population				
	a. Elderly people aged 65+	241.2	-	258.8	250.8	A
	b. Elderly people aged 65+ with dementia	21.7	-	21.6	22.5	A
	c. People aged 18 - 64 with mental health problems/dementia	4.6	-	4.4	4.3	A
	d. People aged 18 - 64 with physical disability	16.1	-	16.2	16.4	A
	e. People aged 18 - 64 with learning disability	3.1	-	2.7	3.3	A
	f. People aged 18 - 64 with HIV/AIDS	0.0	-	0.0	0.0	A
	g. People aged 18 - 64 with drug/alcohol abuse problems	1.4	-	1.4	1.2	A
	h. Total	72.2	-	73.8	72.8	A
	Persons receiving a service :	number				
	a. Elderly people aged 65+	7,783				A
	b. Elderly people aged 65+ with dementia	622				A
	c. People aged 18 - 64 with mental health problems/dementia	254				A
	d. People aged 18 - 64 with physical disability	2,090				A
	e. People aged 18 - 64 with learning disability	433				A
	f. People aged 18 - 64 with HIV/AIDS	2				A
	g. People aged 18 - 64 with drug/alcohol abuse problems	61				A
	h. Total	11,245				A
	Persons receiving a service :	rate per 1,000 relevant population				
	a. Elderly people aged 65+	346.9	-	312.5	335.2	A
	b. Elderly people aged 65+ with dementia	27.7	-	27.8	28.9	A
	c. People aged 18 - 64 with mental health problems/dementia	2.8	-	2.4	2.6	A
	d. People aged 18 - 64 with physical disability	23.0	-	18.4	21.3	A
	e. People aged 18 - 64 with learning disability	4.8	-	4.1	4.5	A
	f. People aged 18 - 64 with HIV/AIDS	0.0	-	0.0	0.0	A
	g. People aged 18 - 64 with drug/alcohol abuse problems	0.7	-	0.7	0.7	A

	h. Total	99.2	-	85.9	93.3	A
	Expenditure					
2.	Expenditure on services for adults in community care client groups :					
	a. i. percentage expenditure for home and community based services	42.5%	-	46.4%	46.5%	A
	a. ii. cost per head of population aged 18 +	£132.36	-	£111.19	£120.95	A
	b. i. percentage expenditure for long term residential and nursing home care	57.5%	-	53.6%	53.5%	A
	b. ii. cost per head of population aged 18 +	£179.25	-	£128.53	£139.33	A
	Total Expenditure	£35,333,905				A
	Child protection					
3.	a. the number of children referred over the 12 months to 31 March	323				A
	b. the percentage of children entered on the register in the year who had previously been on the register :	9.1%	-	21.4%	34.1%	A
	c. the number of children on the council's child protection register at 31 March	64				A
	d. the number of children on the register at 31 March per 1,000 population, aged under 16 years	2.3	2.6	3.1	1.9	A
	e. the percentage of children on the register at 31 March who had been on the register for :					
	i. less than 6 months	54.7%	-	43.2%	50.0%	A
	ii. 6 months but under one year	23.4%	-	29.5%	13.0%	A
	iii. one year but under 2 years	18.8%	-	19.3%	24.1%	A
	iv. two years or more	3.1%	-	8.0%	13.0%	A
	Children being looked after - placements					
4.	The number and percentage of children being looked after by the council in the following types of placement :					
	i. Number of children					
	a. At home	77				A
	b. In other community placements	147				A
	c. In residential accommodation	35				A
	d. Total being looked after, excluding respite	259				A
	e. Children aged under 12 in residential accommodation	6				A
	f. Total children aged under 12 looked after, excluding respite	108				A
	g. Children receiving respite excluded from a – f	41				A
	h. Total looked after including respite	300				A
	ii. : i. as a percentage of the total number being looked after					
	a. At home	29.7%				A
	b. In other community placements	56.8%				A
	c. In residential accommodation	13.5%				A

	d. Total being looked after, excluding respite	100%				A
	iii. as a rate per 1,000 population aged 0-17					
	a. At home	2.4	2.9	2.3	2.5	A
	b. In other community placements	4.6	4.1	4.2	4.1	A
	c. In residential accommodation	1.1	0.9	0.9	0.9	A
	d. Total being looked after, excluding respite	8.1	7.9	7.4	7.5	A
	f. Children receiving respite excluded from a – f in i. above	1.3	-	1.0	1.5	A
	g. Total looked after including respite	9.4	-	8.4	9.0	A
	Children being looked after - academic attainment					
5.	The number and percentage of young people of age 16 or 17, ceasing to be looked after away from home, who achieved Standard Grades in English and Maths or other subjects :					
	i. Number of children					
	a. number ceasing to be looked after	11				A
	b. number attaining at least one Standard Grade (any subject)	5				A
	c. number attaining Standard Grade English and Maths	3				A
	ii : i. as a percentage of the number being discharged from care					
	a. percentage attaining at least one Standard Grade	45.5%	-	-	58.3%	A
	b. percentage attaining Standard Grade English and Maths	27.3%	-	-	33.3%	A
	Home care/Home help clients					
6.	The level and flexibility of service to home care clients					
	i. Level of service	Number of home care clients				
	a. less than 2 hours per week	506				A
	b. 2 to less than 4 hours per week	412				A
	c. 4 to 10 hours per week	712				A
	d. more than 10 hours per week	380				A
	e. Total	2,010				A
	Flexibility					
	f. Total receiving personal care	1,070				A
	g. Total receiving care at weekends	732				A
	h. Total receiving care in evenings/overnight	268				A
	Total volume of service	Number of home care hours				
	i. Total number of hours per week provided	13,633				A
	ii. Level of Service	As a rate per 1,000 population aged 65+				

	a. less than 2 hours per week	22.6	-	22.1	19.1	A
	b. 2 to less than 4 hours per week	18.4	-	30.8	25.2	A
	c. 4 to 10 hours per week	31.7	-	34.9	35.3	A
	d. more than 10 hours per week	16.9	-	18.0	17.7	A
	e. Total	89.6	-	105.8	97.3	A
	Flexibility					
	f. Total receiving personal care	47.7	-	57.4	51.2	A
	g. Total receiving care at weekends	32.6	-	39.1	35.5	A
	h. Total receiving care in evenings/overnight	11.9	-	13.9	14.0	A
	Total volume of service					
	i. Total number of hours per week provided	607.6	670.0	650.6	615.8	A
	Residential Accommodation					
7.	Staff qualifications : The percentage of care staff in local authority residential homes who have appropriate qualifications, for these users :					
7a	Children					
	i. Staff with social work, social care and other specified qualifications	100.0%	32.0%	50.0%	62.0%	A
	ii. Staff with other relevant qualifications	0.0%	16.0%	6.0%	15.0%	A
	iii. Total staff	100.0%	47.0%	56.0%	77.0%	A
7b	Elderly people					
	i. Staff with social work, social care and other specified qualifications	41.0%	33.0%	43.0%	34.0%	A
	ii. Staff with other relevant qualifications	7.0%	9.0%	1.0%	10.0%	A
	iii. Total staff	48.0%	42.0%	43.0%	43.0%	A
7c	Other adults					
	i. Staff with social work, social care and other specified qualifications	75.0%	31.0%	50.0%	71.0%	A
	ii. Staff with other relevant qualifications	0.0%	0.0%	0.0%	0.0%	A
	iii. Total staff	75.0%	31.05	50.0%	71.0%	A
	Overall totals					
	i. Staff with social work, social care and other specified qualifications	44.0%	33.0%	44.0%	37.0%	A
	ii. Staff with other relevant qualifications	7.0%	9.0%	1.0%	10.0%	A
	iii. Total staff	50.0%	42.0%	45.0%	47.0%	A
	Privacy					
8.	See note below					
	Respite care/Carer breaks					
9.	The number of people receiving respite care, the number per 1,000 population and the volume of respite care provided or purchased					
	i. Number of people receiving respite care					
	People aged 65 +					
	a. Residential respite care	407				A
	b. Respite care provided at home	0				A
	c. Other respite care	32				A
	People aged 18 - 64					
	a. Residential respite care	96				A
	b. Respite care provided at home	1				A
	c. Other respite care	9				A

	Children aged 0 - 17 with disabilities					
	a. Residential respite care	0				A
	b. Respite care provided at home	4				A
	c. Other respite care	24				A
	ii. Number per 1,000 relevant population					
	People aged 65 +					
	a. Residential respite care	18.1	-	13.6	13.7	A
	b. Respite care provided at home	0.0	-	0.4	0.3	A
	c. Other respite care	1.4	-	NS	1.2	A
	People aged 18 - 64					
	a. Residential respite care	1.1	-	0.8	0.9	A
	b. Respite care provided at home	0.0	-	0.1	0.2	A
	c. Other respite care	0.1	-	0.1	0.0	A
	Children aged 0 - 17 with disabilities					
	a. Residential respite care	0.0	-	0.7	1.3	A
	b. Respite care provided at home	0.1	-	0.4	0.8	A
	c. Other respite care	0.8	-	4.4	4.6	A
	iii. Total volume of respite care provided or purchased	Bed-nights				
	People aged 65 +					
	a. Residential respite care	8,292				A
	b. Other respite care	766				A
	People aged 18 - 64					
	a. Residential respite care	1,690				A
	b. Other respite care	110				A
	Children aged 0 - 17 with disabilities					
	a. Residential respite care	0				A
	b. Other respite care	398				A
	iii. Total volume of respite care provided or purchased	Hours				
	People aged 65 +					
	a. Respite care provided at home	0				A
	b. Other respite care	0				A
	People aged 18 - 64					
	a. Respite care provided at home	75				A
	b. Other respite care	2,827				A
	Children aged 0 - 17 with disabilities					
	a. Respite care provided at home	22				A
	b. Other respite care	8,737				A
	Criminal Justice					
	Social Enquiry Reports					
10.	a. the number of reports submitted to courts during the year	840				A
	b. expressed as a rate per 1,000 adult population	7.2	-	5.3	8.0	A
	c. the proportion of reports requested by the courts allocated to social work staff within 2 working days of receipt by the social work department	99.0%	-	100.0%	98.7%	A
	d. the proportion of reports submitted to courts by due date	99.8%	-	92.4%	99.9%	A
	Probation					
11.	a. the number of new probation orders issued during the year	226				A

	b. expressed as a rate per 1,000 population	1.9	-	1.4	1.9	A
	c. the proportion of new probationers seen by a supervising officer within one week	77.9%	-	76.0%	87.0%	A
	d. the proportion of people subject to a probation order who were reported to the court for breach of probation during the year	30.3%	-	18.0%	25.0%	A
	Community Service					
12.	a. the number of new community service orders issued during the year	179				A
	b. expressed as a rate per 1,000 population	1.5	-	1.2	1.1	A
	c. the average length of community service (hours) for orders completed during the year	174 hours	-	169	167	A
	d. the average number of days taken to complete orders completed during the year	288 days	-	290	241	A

Note to Indicator 8.

Indicator 8 above has been withdrawn as data on this is now published by the Care Commission.

Trading Standards

	Indicator	Performance Information 02/03	PI values			
			99/00	00/01	01/02	Rating
	Enquiries, Complaints and Advice					
1.	The percentage of enquiries, complaints and advice requests completed in the following time bands :					
	Consumer enquiries					
	i. same day	99.6%	99.9%	99.8%	100.0%	A
	ii. 2 - 14 days	0.2%	0.1%	0.2%	0.0%	A
	iii. 15 - 30 days	0.0%	0.0%	0.0%	0.0%	A
	iv. over 30 days	0.2%	0.0%	0.0%	0.0%	A
	Consumer complaints					
	i. same day	55.9%	46.9%	56.7%	60.1%	A
	ii. 2 - 14 days	16.1%	18.1%	19.3%	16.3%	A
	iii. 15 - 30 days	7.8%	8.4%	7.5%	5.9%	A
	iv. over 30 days	20.2%	26.6%	16.6%	17.8%	A
	Business advice requests					
	i. same day	82.9%	99.2%	98.4%	99.0%	A
	ii. 2 - 14 days	5.7%	0.8%	1.6%	1.0%	A
	iii. 15 - 30 days	2.9%	0.0%	0.0%	0.0%	A
	iv. over 30 days	8.6%	0.0%	0.0%	0.0%	A
	Inspection of trading premises					
2.	Premises liable to inspection : target and actual coverage :					
	i. Locally determined target inspection frequency	Months				
	High	12				A
	Medium	36				A

	Low	60				A
	ii. Number of premises in this category					
	High	211				A
	Medium	651				A
	Low	565				A
	iii. Target total number of visits					
	High	211				A
	Medium	151				A
	Low	96				A
	iv. Percentage of iii. actually achieved within time					
	High	74.4%	89.5%	78.2%	86.7%	A
	Medium	4.6%	46.3%	71.4%	39.3%	A
	Low	76.0%	85.1%	69.6%	93.5%	A

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