



Statutory Performance Indicators

2008 – 2009



NORTH AYRSHIRE
COUNCIL



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Statutory Performance Indicators 2008/09

The Local Government Act 1992 requires us to record and publish information on our performance every year.

58 Statutory Performance Indicators (SPIs) were required for 2008/09, one more than for 2007/08. These cover many, but not all Council services and therefore cannot be regarded as providing a comprehensive picture of the Council's performance. Nevertheless, they do play an important role in any assessment of performance.

The Council's external auditors have registered their satisfaction with the completeness and accuracy of the information, with the exception of a failure to report on the percentage of Council dwellings meeting the Scottish Housing Quality Standard. This has been the case now for a significant number of years and confirms a continuing strength of this aspect of the Council's corporate governance arrangements.

Each SPI consists of several measures and this report includes those measures thought likely to feature in the 2008/09 Council Profiles which will be published in due course by the public sector watchdog, Audit Scotland at <http://www.audit-scotland.gov.uk/performance>

If you have any queries or comments about the performance information please contact: The Chief Executive's Service, North Ayrshire Council, Cunninghame House, Irvine, KA12 8EE, Tel: 01294 324140.

Alternatively, you can use the 'Contact Us' facility on the Council's website.

This report is available at the Council's main buildings i.e. Local Offices, Libraries, Montgomerie House, Perceton House, Cunninghame House and is also available together with all the returns made to Audit Scotland via our website www.north-ayrshire.gov.uk.

North Ayrshire Council Statutory Performance Indicators 2008/2009.



		06/7	07/08	08/09
	Adult Social Work			
1	Staff Qualifications -Older People - % of care staff in Council residential homes for older people who are appropriately qualified	46.2	44.6	54.4
2	Staff Qualifications - Other Adults -% of care staff in Council residential homes for other adults who are qualified	50.0	55.6	No Longer Applicable.
3	Residential Accommodation - Older People - Privacy (Single Rooms) - % of residential care places occupied by older people that are in single rooms	90.4	91.0	92.4

Note – a blank cell indicates that the information was not required for that year

2 Sept 2009

		06/7	07/08	08/09
	Adult Social Work			
4	Residential Accommodation - Older People - Privacy (En-Suite) -% of residential care places occupied by older people that have en-suite facilities	61.4	62.8	65.7
5	Residential Accommodation - Other Adults - Privacy (Single Rooms) - % of residential care places occupied by other adults that are in single rooms	96.6	85.2	92.9
6	Residential Accommodation - Other Adults - Privacy (En-suite) -% of residential care places occupied by other adults that have en-suite	55.2	60.2	61.6
7	Home care - Level of Service - Number of people aged 65+ receiving homecare	1219	1383	1492

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2 Sept 2009

		06/07	07/08	08/09
	Adult Social Work			
8	Home care - Level of Service total - Hours of homecare provided as a rate per 1,000 population aged 65+	358.1	448.7	477.1
9	Home care - Level of Service - Personal Care- Number of home care clients aged 65+ receiving personal care as a % of clients	90.6	92.7	94.8
10	Home care - Level of Service - Evenings & Overnight - Number of home care clients aged 65+ receiving care in evenings/overnight as a % of clients	28.3	33.8	36.3
11	Home care - Level of Service - Weekends - Number of home care clients aged 65+ receiving care at weekends as a % of clients	56.6	67.4	68.3

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2 Sept 2009

		06/07	07/08	08/09
	Adult Social Work			
12	Respite Care - Level of Service - Older People - Total overnight respite nights provided	417.6	445.6	506.4
13	Respite Care - Other Adults - Total overnight respite nights provided	47.9	47.2	56.6
14	Respite Care - Older People - Percentage of respite nights not spent in a Care Home	0	0	0
15	Respite Care - Other Adults - Percentage of respite nights not spent in a Care Home	3.2	3.4	1.6

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2 Sept 2009

		06/07	07/08	08/09
	Adult Social Work			
16	Respite Care - Older People - Total daytime respite hours provided per 1,000 Older People	3540	3685	3717
17	Respite Care - Other Adults - Total daytime respite hours provided per 1,000 Other Adults	796	169	182
18	Respite Care - Older People - Percentage of daytime respite not spent in a day centre	7.0	5.3	12.5
19	Respite Care - Other Adults - Percentage of daytime respite not spent in a day centre	5.6	17.9	31.9

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2 Sept 2009

		06/07	07/08	08/09
	Adult Social Work			
20	Social enquiry reports - % of reports submitted by social work dept to the courts by the due date	100	100.0	99.4
21	Probation - % of new probationers seen by a supervising officer within 1 week	96.4	93.3	67.4
22	Community service - average hours per week taken to complete community service orders	5.1	3.6	4.2

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2 Sept 2009

		06/07	07/08	08/09
	Benefits Administration			
23	Benefits administration - the gross administration cost per council tax or housing benefit application (£)	40.55	44.86	44.86
24	Benefits administration - the average time taken to process new and change event claims (days) (CHANGED INDICATOR)	-	-	14.4
25	Benefits administration - the number of changes to customers' Housing Benefit/Council Tax Benefit entitlement that are processed within the year per 1,000 caseload. (CHANGED INDICATOR)	-	-	1581

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2 Sept 2009

		06/07	07/08	08/09
	Education & Children's Services			
26	Primary schools : % of schools in which the ratio of pupils to available places is between 61% and 100%	64.2	69.8	66.0
27	Secondary schools: % of schools in which the ratio of pupils to available places is between 61% and 100%	100.0	88.9	77.8
28	Supervision - percentage of children made subject to a supervision order that were seen by a supervising officer within 15 days	85.7	93.8	95.7
29	Staff Qualifications in Children's Residential Accommodation - % of staff who have appropriate qualifications for the level of post held	18.6	20.6	26.5

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2 Sept 2009

		06/07	07/08	08/09
	Education & Children's Services			
30	Respite Care for children with disabilities - Overnight respite nights provided per 1,000 population	51.0	70.3	56.8
31	Respite Care for children with disabilities -% of respite nights not in a care home	34.3	28.6	29.8
32	Respite Care for children with disabilities - Hours of daytime respite provided	360.4	389.2	467.5
33	Respite Care for children with disabilities - % of daytime respite hours provided not in a day care centre	100	100	100

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2 Sept 2009

		06/07	07/08	08/09
	Corporate Management			
34	Sickness absence - Teachers - Days lost per employee. (CHANGED INDICATOR)	-	-	9.1
35	Sickness absence - All other local government employees - Days lost per employee. (CHANGED INDICATOR)	-	-	13.8
36	Litigation Claims - number of civil liability claims per 10,000 population	31.1	24.3	30.5
37	Equal Opportunities policy - % of highest paid 2% of earners among council employees who are women	31.5	31.5	38.0
38	Equal Opportunities policy - % of highest paid 5% of earners among council employees who are women	43.5	46.1	44.8

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2 Sept 2009

		06/07	07/08	08/09
	Corporate Management			
39	Public access - % of public service buildings that are suitable and accessible to disabled people	55	60	65
40	Council tax collection cost - the cost of collecting council tax per dwelling (£)	17.17	14.31	14.65
41	Council tax income - the % of council tax income for the year that was collected in the year	93.3	93.8	93.6
42	Invoice payments - % of invoices paid within 30 days	86.1	82.1	88.1
43	Asset Management - % of operational buildings in satisfactory condition	57.1	76.8	77.0

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2 Sept 2009

		06/07	07/08	08/09
	Corporate Management			
44	Asset Management - % of operational buildings suitable for their current use	85.3	87.6	88.3
	Cultural & Community Services			
45	Swimming Pools usage - the number of attendances per 1,000 population	2812	2656	2782
46	Indoor sports and leisure facilities usage (excluding swimming pools) - the number of attendances per 1,000 population	4364	4326	4631

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2 Sept 2009

		06/07	07/08	08/09
	Cultural & Community Services			
47	Museum Usage - number of visits to AND other usages of Council funded or part-funded museums expressed per 1,000 population.	841	623	726
48	Museum Usage - number of personal visits to Council funded or part-funded museums expressed per 1,000 population.	254	338	613
49	Library Stock turnover - Adult Stock - % of the national target met for replenishing lending stock for adults	94.1	90.1	75.5
50	Library Stock turnover - Children's Stock - % of the national target met for replenishing lending stock for children	59.6	87.1	63.9

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2 Sept 2009

		06/07	07/08	08/09
	Cultural & Community Services			
51	Use of Libraries - the number of visits to libraries expressed per 1,000 population	5670	5588	6367
52	Use of Libraries - the number of borrowers as a % of the resident population	24.5	23.3	22.6
53	Learning centre and Learning Access point Usage - number of users expressed as a % of the resident population	8.9	9.4	8.7
54	Learning centre and adult learning points - number of time terminals are used per 1,000 population	884.0	868.1	771.5

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2 Sept 2009

		06/07	07/08	08/09
	Development Services			
55	Planning Application processing time - Householders- % of householder applications dealt with within 2 months	88.0	91.5	90.0
56	Planning Application processing time - All applications - % of all applications dealt with within 2 months	75.2	77.1	73.9
	Housing			
57	Response Repairs - % of all housing response repairs completed within target times. (SIMPLIFIED INDICATOR)	-	-	94.4
58	Housing Quality - % of Council dwellings meeting the Scottish Housing Quality Standard. (NEW INDICATOR)	-	-	Failure to report

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2 Sept 2009

		06/07	07/08	08/09
	Housing			
59	Managing tenancy changes - % of rent lost due to voids	0.4	0.3	0.3
60	Average time to re-let Council houses - Not low demand houses (days)	13	12	10
61	Rent Management - Rent arrears - current tenant arrears as a % of net amount of rent due in the year	5.6	5.0	4.5
62	Rent Management - Rent arrears - % of current tenants owing more than 13 weeks rent at the year end , (excluding those owing less than £250)	2.9	2.8	2.8
63	Rent Management - % of tenants, who gave up their tenancy during the year, that were in rent arrears	26.0	24.4	23.1

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2 Sept 2009

		06/07	07/08	08/09
	Housing			
64	Rent Management - Average number of weeks rent owed by tenants leaving in arrears	12.3	9.1	8.9
65	Rent Management - % of former tenant arrears written off or collected during the year	44.7	42.6	53.6
66	Council house sales - % of sales completed within 26 weeks	82.3	76.7	83.5
67	Homelessness - Permanent Accommodation - % of decision notifications issued within 28 days of initial presentation (CHANGED INDICATOR).	-	-	81.3
68	Homelessness - Permanent Accommodation - % housed. (CHANGED INDICATOR).	-	-	61.4

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2 Sept 2009

		06/07	07/08	08/09
	Housing			
69	Homelessness - Permanent Accommodation - % reassessed (CHANGED INDICATOR)	-	-	6.0
70	Homelessness - Temporary Accommodation - % of decision notifications issued within 28 days of initial presentation (CHANGED INDICATOR)	-	-	79.5
71	Homelessness - Temporary Accommodation - % reassessed (CHANGED INDICATOR)	-	-	0.5
72	Homelessness - % of those provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months (CHANGED INDICATOR).	-	-	80.0

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		06/07	07/08	08/09
	Protective Services			
73	Food Safety: Hygiene Inspections - % of premises with a minimum inspection frequency of 12 months, that were inspected on time by Environmental Health	98.5	99.4	99.5
74	Domestic Noise Complaints: Average Time, in hours, elapsed between the time of the complaint and attendance on site (for those requiring attendance on site)	6.0	0.6	0.8
75	Domestic Noise Complaints: Average Time, in hours, elapsed between the time of the complaint and attendance on site (for those dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004)	1.0	1.1	1.0
76	Trading Standards Consumer complaints - % of complaints completed within 14 days of receipt	81.2	76.3	77.6

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		06/07	07/08	08/09
	Protective Services			
77	Trading Standards Business advice requests - % of requests dealt with within 14 days of receipt by Trading Standards	98.8	98.8	96.6
78	Inspection of medium and high risk trading premises - % of premises in inspection level of 2 years or less that were inspected on time	100	100	100
	Roads & Lighting			
79	Carriageway condition - % of network that should be considered for maintenance treatment - A class roads	-	-	37.6

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		06/07	07/08	08/09
	Roads & Lighting			
80	Carriageway condition - % of network that should be considered for maintenance treatment - B class roads	-	-	33.6
81	Carriageway condition - % of network that should be considered for maintenance treatment - C class roads	-	-	50.0
82	Carriageway condition - % of network that should be considered for maintenance treatment - Unclassified roads	-	-	33.0
83	Carriageway condition - % of network that should be considered for maintenance treatment - All roads	-	-	37.2
84	Traffic light repairs - % of repairs completed within 48 hours	93.8	95.4	99.4

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		06/07	07/08	08/09
	Roads & Lighting			
85	Street light repairs - % of repairs completed within 7 days	98.4	92.1	98.8
86	Road network restrictions - % of council and private bridges assessed that failed to meet the European standard of 40 tonnes	14.3	13.9	13.9
	Waste Management			
87	Refuse collection - net cost of refuse collection per property for mixed councils (£)	72.33	70.37	76.37
88	Refuse collection - net cost of refuse disposal per property for mixed councils (£)	57.18	63.79	71.46

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		06/07	07/08	08/09
	Waste Management			
89	Refuse collection - the number of complaints per 1,000 households	25.5	32.3	41.0
90	Recycling - % of municipal waste (recycled/composted) (SIMPLIFIED INDICATOR)	-	-	35.7
91	Cleanliness - overall cleanliness index (between 0 and 100) achieved	69	70	75
92	% of abandoned vehicles removed within 14 days	70.8	90.0	95.7

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2 Sept 2009

