

Statutory Performance Indicators 2009/2010

Council:

Perth and Kinross Council

| | Source | Contextual | Performance information |
|---|---|------------|-------------------------|
| SICKNESS ABSENCE | | | |
| 1 | The average number of working days per employee lost through sickness absence | | |
| a) Teachers | | | |
| i. Total number of FTE staff | | 1,412 | |
| ii. Total number of days lost per year through sickness absence | | 12,356 | |
| iii. Days lost per employee | | | 8.8 days |
| b) All other local government employees | | | |
| i. Total number of FTE staff | | 3,707 | |
| ii. Total number of days lost per year through sickness absence | | 37,109 | |
| iii. Days lost per employee | | | 10.0 days |
| EQUAL OPPORTUNITIES POLICY | | | |
| 2 | The number and percentage of the highest paid 2% and 5% of earners among council employees, that are women | | |
| | Total number of employees | 6,026 | |
| | Total number of employees in top 2% | 84 | |
| | Total number of women employees in top 2% | 26 | |
| | Percentage of women employees in top 2% | | 31.0 % |
| | Total number of employees in top 5% | 288 | |
| | Total number of women employees in top 5% | 131 | |
| | Percentage of women employees in top 5% | | 45.5 % |
| PUBLIC ACCESS | | | |
| 3 | Number of council buildings from which the council delivers services to the public | 97 | |
| | Number and percentage of buildings from which the council delivers services that are suitable for, and accessible to, disabled people | 19 | 19.6 % |
| ADMINISTRATION COSTS | | | |
| 4 | The gross administration cost per benefits case. | | |
| a) Average rent rebate caseload | 4,077 | | |
| Weighted rent rebate caseload | | | 6,156 # |
| b) Average private rented sector caseload | 1,788 | | |
| Weighted private rented sector caseload | | | 3,808 # |
| c) Average registered social landlord caseload | 1,864 | | |
| Weighted registered social landlord caseload | | | 3,728 # |
| d) Average Council Tax Benefit caseload | 9,714 | | |
| Weighted Council Tax Benefit caseload | | | 14,765 # |
| e) Gross cost of providing the service | £ 1,298,061.00 | | |
| f) Gross administration cost per case | | | £ 45.61 # |

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| COUNCIL TAX COLLECTION | | | |
| 5 | a) Cost of collecting council tax per dwelling (All dwellings, not just chargeable) | | £ 12.51 |
| | b) Cost of collecting council tax | £ 858,641 | |
| | c) Number of dwellings | 68,629 | |
| | d) Income received from summary warrants (i.e. 10% recovered by council) | £ 111,155 | |
| COUNCIL TAX INCOME | | | |
| 6 | a) i. Income due from council tax for the year excluding reliefs and rebates | | £ 65,691,341 .00 |
| | ii. Income due from council tax for the year excluding all water charges and outstanding council tax | £ 81,561,798 | |
| | iii. Reliefs and rebates due to council for council tax for the year | £ 15,870,457 | |
| | b) i. Percentage of income due from council tax for the year that was received by the end of the year | | 96.3 % |
| | ii. Income received from council tax for the year | £ 63,254,192 | |
| PAYMENT OF INVOICES | | | |
| 7 | a) Number of invoices sampled | | 102,454 |
| | b) Number of invoices sampled and paid within 30 days | 93,731 | |
| | c) Percentage of invoices sampled and paid within 30 days | | 91.5 % |
| ASSET MANAGEMENT | | | |
| 8 | a) Gross internal floor area of operational buildings | | 362,839 m ² |
| | Proportion of GIA that is in satisfactory condition | | 341,839 m ² 94.2 % |
| | b) Total number of operational buildings | | 256 |
| | Number and percentage of operational buildings that are suitable for their current use | | 208 81.3 % |
| HOME CARE/HOME HELPS | | | |
| 9 | Level of service | | |
| | <i>Total population aged 65+ (2009 mid year estimates)</i> | 28,499 | |
| | a) Number of people aged 65+ receiving homecare | | 1,265 |
| | Total volume of service | | |
| | b) Total number of homecare hours per 1,000 population aged 65+ | | 8,852 |
| | c) Number and percentage of homecare clients aged 65+ receiving: | | |
| | i. Personal care | | 1,237 97.8 % |
| | ii. A service during evening/overnight | | 573 45.3 % |
| | iii. A service at weekends | | 953 75.3 % |
| SPORT AND LEISURE MANAGEMENT | | | |
| 10 | All pools | | |
| | Number of attendances and expressed per 1,000 population | Attendances 502,834 | 3,446 |
| | <i>Population (2009 mid-year estimate)</i> | 145,910 | |
| | ATTENDANCE AT INDOOR SPORTS FACILITIES EXCLUDING POOLS | | |
| | Indoor sport and leisure facilities, excluding pools in a combined complex | | |
| | Number of attendances and expressed per 1,000 population | Attendances 520,568 | 3,568 |

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| MUSEUM SERVICES | | | |
| 11 a) Number of visits to/usages of council funded or part funded museums and expressed per 1,000 population | Number of visits 193,606 | | 1,327 |
| b) Number of visits in part a) that were in person and expressed per 1,000 population | 173,881 | | 1,192 |
| USE OF LIBRARIES | | | |
| 12 a) Number of visits to libraries and expressed per 1,000 population | 710,740 | | 4,871 |
| b) Number of borrowers and expressed as a percentage of the resident population | 27,182 | | 18.6 % |
| PROCESSING TIME - PLANNING APPLICATIONS | | | |
| 13 Number and percentage of householder and non-householder applications dealt with within two months | | | |
| | Number of applications | Number dealt with within two months | % dealt with within two months |
| a) i. Householder | 805 | 588 | 73.0 % |
| ii. Non-householder | 1,139 | 460 | 40.4 % |
| Total | 1,944 | 1,048 | 53.9 % |
| 14 RESPONSE REPAIRS | | | |
| Category 1 | | | |
| i. Target response time for this category | | 24 hours | |
| ii. Number of repairs in this category | | 5,412 | |
| iii. Number completed within target time | 5,137 | | |
| Category 2 | | | |
| i. Target response time for this category | | 7 days | |
| ii. Number of repairs in this category | | 7,016 | |
| iii. Number completed within target time | 6,942 | | |
| Category 3 | | | |
| i. Target response time for this category | | 28 days | |
| ii. Number of repairs in this category | | 12,768 | |
| iii. Number completed within target time | 12,538 | | |
| Category 4 | | | |
| i. Target response time for this category | | 60 days | |
| ii. Number of repairs in this category | | 323 | |
| iii. Number completed within target time | 318 | | |
| Category 5 | | | |
| i. Target response time for this category | | | |
| ii. Number of repairs in this category | | | |
| iii. Number completed within target time | | | |
| Category 6 | | | |
| i. Target response time for this category | | | |
| ii. Number of repairs in this category | | | |
| iii. Number completed within target time | | | |
| All categories | | | |
| d) i. Total number of response repairs | | 25,519 | |
| ii. Number of housing response repairs completed within target | | 24,935 | |
| iii. Percentage completed within target times | | | 97.7 % |

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| Housing Quality | | | | |
| 15 | 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 | 7,465 | | |
| | i. Tolerable standard | 7,465 | 100.0 % | |
| | ii. Free from serious disrepair | 7,416 | 99.3 % | |
| | iii. Energy efficient | 5,365 | 71.9 % | |
| | iv. Modern facilities and services | 6,723 | 90.1 % | |
| | v. Healthy, safe and secure | 5,621 | 75.3 % | |
| | vi. Total dwellings meeting SHQS | 3,568 | 47.8 % | |
| MANAGING TENANCY CHANGES | | | | |
| 16 | a) Percentage of rent due in the year that was lost due to voids | | | 0.9 % |
| | b) Amount of rent loss due to voids | | £ 169,992.00 | |
| | c) Gross annual rent debit (rent due in the year) | | £ 19,438,992.00 | |
| 17 | a) Dwellings which are not low demand | | | |
| | Number of houses re-let that took: | | | |
| | i. less than 2 weeks | | 28 | |
| | ii. 2-4 weeks | | 179 | |
| | iii. 5-8 weeks | | 199 | |
| | iv. 9-16 weeks | | 57 | |
| | v. More than 16 weeks | | 9 | |
| | vi. Total number of houses re-let | | 472 | |
| | vii. Total number of days to re-let houses | 17,454 days | | |
| | viii. Average time to re-let houses | | | 37 days |
| | b) Dwellings which are low demand | | | |
| | Number of houses re-let that took: | | | |
| | i. less than 2 weeks | | 4 | |
| | ii. 2-4 weeks | | 24 | |
| | iii. 5-8 weeks | | 27 | |
| | iv. 9-16 weeks | | 13 | |
| | v. 17-32 weeks | | 1 | |
| | vi. 33-52 weeks | | 1 | |
| | vii. More than 52 weeks | | 0 | |
| | viii. Total number of houses re-let | | 70 | |
| | ix. Total number of days to re-let houses | 3,092 days | | |
| | x. Average time to re-let houses | | | 44 days |
| | c) i. Number of low demand houses remaining un-let at year end | | 10 | |
| | ii. Number of days and average time that these houses had been un-let at year end | | 177 days | 18 days |
| | d) Number of dwellings considered to be low demand at year end | | 511 | |
| | e) The number at d) above considered to be low demand at the start of the year | | 511 | |
| | f) The number at d) above that were not actively being re-let because they were subject to a disposal strategy | | 12 | |

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| RENT MANAGEMENT | | | |
| 18 | a) i. Amount of current tenants' rent arrears | £ 619,912.00 | |
| | ii. Net annual rent debit | £ 9,853,104.00 | |
| | iii. Current tenants' arrears as a percentage of net rent due | | 6.3 % |
| | b) i. Number of current tenants | 7,157 | |
| | ii. Number of current tenants owing more than 13 weeks rent excluding those owing less than £250 | 394 | |
| | iii. Percentage of current tenants owing more than 13 weeks rent excluding those owing less than £250 | | 5.5 % |
| | c) i. Number of tenants giving up their tenancy during the year | 692 | |
| | ii. The number and proportion of those tenants that were in rent arrears | 281 | 40.6 % |
| | d) i. Average weekly rent | £ 50.16 | |
| | ii. Total debt owed by tenants leaving their tenancies with arrears | £ 119,188 | |
| | iii. Average debt owed by tenants leaving their tenancies with arrears | £ 424.16 | |
| | iv. Average number of weeks rent owed by tenants leaving in arrears | | 8.5 |
| | e) i. Amount of former tenant arrears | £ 396,209 | |
| | ii. Amount and percentage of former tenant arrears written off or collected during the year | £ 112,122 | 28.3 % |

| | | | |
|---|---|--------|--------|
| HOMELESSNESS | | | |
| 19 | a) Permanent accommodation | | |
| | i. Number of households assessed during the year | 413 | |
| | ii. Number and percentage of decision notifications issued within 28 days of date of initial presentation | 284 | 68.8 % |
| | iii. Number of cases open at the beginning of the year or assessed in the year | 341 | |
| | Number and percentage who are housed into permanent accommodation | 294 | 86.2 % |
| | iv. Number of cases reassessed within 12 months of completion of duty | 18 | |
| | Number of cases assessed during the year | 417 | |
| | % of cases reassessed | | 4.3 % |
| | Temporary accommodation | | |
| | i. Number of households assessed during the year | 359 | |
| | ii. Number and percentage of decision notifications issued within 28 days of date of initial presentation | 268 | 74.7 % |
| | iv. Number of cases reassessed within 12 months of completion of duty | 9 | |
| | Number of cases assessed during the year | 368 | |
| | % of cases reassessed | | 2.4 % |
| b) The proportion of those provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months | | 91.9 % | |

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| DOMESTIC NOISE COMPLAINTS | | | |
| <p>20 a) The number of complaints of domestic noise received during the year:</p> <ul style="list-style-type: none"> i. Settled without the need for attendance on site ii. Requiring attendance on site iii. Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004 <p>b) For aii. and aiii. above, the average time (hours) between the time of the complaint and attendance on site:</p> <ul style="list-style-type: none"> i. Requiring attendance on site ii. Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004 | | <p>1,036</p> <p>0</p> <p>1,040</p> <p>Total 2,076</p> | <p>Not Required hours</p> <p>0.5 hours</p> |
| TRADING STANDARDS - COMPLAINTS AND ADVICE | | | |
| <p>21 a) Number and percentage of consumer complaints completed:</p> <ul style="list-style-type: none"> i. Total number received ii. Number dealt with within 14 days of receipt iii. Percentage dealt with within 14 days of receipt <p>b) Number and percentage of business advice requests completed:</p> <ul style="list-style-type: none"> i. Total number received ii. Number dealt with within 14 days of receipt iii. Percentage dealt with within 14 days of receipt | <p>1,262</p> <p>157</p> | <p>1,309</p> <p>159</p> | <p>96.4 %</p> <p>98.7 %</p> |
| CARRIAGEWAY CONDITION | | | |
| <p>22 Percentage of the road network that should be considered for maintenance treatment</p> <ul style="list-style-type: none"> i. A class roads ii. B class roads iii. C class roads iv. Unclassified roads v. Overall | | | <p>Red and Amber</p> <p>35.3 %</p> <p>35.0 %</p> <p>31.7 %</p> <p>30.9 %</p> <p>32.5 %</p> |
| REFUSE COLLECTION | | | |
| <p>23 a) i. Net cost of refuse collection per premise</p> <p>ii. Net cost of refuse collection</p> <p>iii. Number of premises for refuse collection (household and commercial)</p> <p>b) i. Net cost of refuse disposal per premise</p> <p>ii. Net cost of disposal (Includes landfill tax element)</p> <p>iii. Cost of capping landfill site (to be included in bii) (This is a one off capping cost which affects comparison with previous years)</p> | <p>£ 4,450,557</p> <p>70,200</p> <p>£ 6,739,802</p> <p>£ 70,200</p> | | <p>£ 63.40</p> <p>£ 96.01</p> |
| REFUSE RECYCLING | | | |
| <p>24 MUNICIPAL WASTE SEPA no longer undertake a LA waste arisings survey, however, councils should ensure figures reported for this indicator are consistent with the new Waste Data Flow return.</p> <ul style="list-style-type: none"> i. total tonnes of municipal waste collected ii. tonnes of municipal waste composted iii. tonnes of municipal waste recycled iv. percentage of municipal waste composted/recycled | <p>95,201</p> | <p>18,832.0</p> <p>21,559.0</p> | <p>42.4 %</p> |

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| <p>CLEANLINESS</p> <p>25 The cleanliness index achieved following inspection of a sample of streets and other land</p> <p><i>Cleanliness measurement</i></p> <p>a) Local authority</p> <p>i. Inspection one</p> <p>ii. Inspection two</p> <p>iii. Inspection three</p> <p>iv. Inspection four</p> <p>b) Partner authority</p> <p>v. Inspection one</p> <p>vi. Inspection two</p> <p>c) Keep Scotland Beautiful inspection</p> <p>vii. Validation inspection</p> <p>Overall cleanliness index</p> | <p>78</p> <p>77</p> <p>78</p> <p>76</p> <p>73</p> <p>75</p> <p>82</p> | | <p>77</p> |