

Statutory Performance Indicators 1 April 2007 – 31 March 2008

Statutory Performance Indicators are drawn up by Audit Scotland to facilitate comparisons between local authorities' performance over a three year period.

The table below contains information for Services provided by Perth & Kinross for the financial year 2007/08. Where the information was collected for the same indicator in the previous years 2005/06, 2006/07 and 2007/08, that information is also provided.

Statutory Performance Indicator	2005/06		2006/07		2007/08
	PKC	Scottish Average	PKC	Scottish Average	PKC
Adult Social Work					
Staff qualification - the percentage of care staff who are qualified working in care homes for older people	53.8	42.5	66.7	49.0	61.8
Staff qualification - the percentage of care staff who are qualified working in care homes for other adults	NS	48.0	NS	51.1	NS
Privacy - percentage of residential care places occupied by older people that are in single rooms	96.8	87.7	95.7	90.4	97.4
Privacy - percentage of residential care places occupied by older people that have en-suite facilities	76.8	68.4	76.2	71.5	79.8
Privacy - percentage of residential places occupied by other adults that are in single rooms	78.9	88.2	90.7	91.5	91.2
Privacy - percentage of residential places occupied by other adults that have en-suite facilities	21.1	47.5	43.5	51.6	44.5
Home care - total hours as a rate per 1,000 population aged 65+	292.2	495.5	289.6	504.3	295.9
Home care - number of home care clients aged 65+ receiving personal care as a percentage of clients	89.4	68.7	94.0	74.6	95.6
Home care - % of home care clients aged 65+ receiving care in evenings/overnight	31.6	28.8	29.0	30.7	29.9
Home care - % of home care clients aged 65+ receiving care at weekends	60.3	54.1	64.3	58.7	65.2

Statutory Performance Indicator	2005/06		2006/07		2007/08
	PKC	Scottish Average	PKC	Scottish Average	PKC
Respite care - total overnight respite nights provided for older people 65+ per 1,000 population	431.4	341.6	443.0	310.1	510.2
Respite care - total overnight respite nights provided for older people 65+, % not in a care home	6.1	3.6	3.9	3.0	0.3
Respite care - total daytime respite hours provided for older people aged 65+ per 1,000 population	2,504.8	2,783.8	3,359.5	3,212.1	3,353.4
Respite care - total daytime respite hours provided for older people aged 65+, % not in a day centre	72.8	34.8	76.3	34.5	80.8
Respite care - total overnight respite nights provided for people aged 18-64 per 1,000 population	29.5	44.5	36.9	39.6	41.5
Respite care - total overnight respite nights provided for people aged 18-64, % not in a care home	0.0	18.1	17.0	12.9	0.1
Respite care - total daytime respite hours provided for people aged 18-64 per 1,000 population	46.1	705.6	111.9	677.5	177.4
Respite care - total daytime respite hours provided for people aged 18-64, % not in a day centre	31.5	33.3	41.2	30.7	56.4
Social enquiry reports - the proportion of reports submitted by the social work department to the courts by the due date	93.1	95.9	93.5	95.9	96.6
Probation - the proportion of new probationers seen by a supervising officer within one week	67.8	58.3	59.0	60.4	71.7
Community service - the average hours per week taken to complete community service orders	3.0	3.4	3.1	3.5	3.0
Benefits Administration					
Administration costs - the overall gross administration cost (£) per council tax or housing benefit application	-	-	£49.33	£43.28	£54.24
New claims - the average time (days) taken to process new claims	-	-	37.8	30.4	26.4

Statutory Performance Indicator	2005/06		2006/07		2007/08
	PKC	Scottish Average	PKC	Scottish Average	PKC
Education & Children's Services					
Primary schools - the percentage of schools in which the ratio of pupils to available places is between 61% and 100%	55.3	61.1	52.6	61.1	71.0
Secondary schools - the percentage of schools in which the ratio of pupils to available places is between 61% and 100%	60.0	74.2	60.0	73.9	60.0
Supervision - percentage of children made subject to a supervision order that were seen by a supervising officer within 15 days	89.6	76.5	95.2	76.8	100.0
Staff qualification - the percentage of care staff in residential homes for children who are qualified	70.6	47.9	100.0	54.2	100.0
Respite care - total overnight respite nights provided per 1,000 population	21.1	64.4	19.5	59.0	21.5
Respite care - total overnight respite nights provided, % not in a care home	27.4	36.1	15.9	33.2	24.9
Respite care - total daytime respite hours provided for children per 1,000 population	578.9	695.3	504.5	680.5	536.7
Respite care - total daytime respite hours provided for children, % not in a day centre	100.0	66.0	100.0	65.9	100.0
Corporate Management					
Sickness absence - the percentage of working days lost through sickness absence for chief officers and local government employees	4.8	5.4	5.5	5.6	5.6
Sickness absence - the percentage of working days lost through sickness absence for craft employees	8.3	5.9	5.1	6.3	6.6
Sickness absence - the percentage of working days lost through sickness absence for teachers	4.6	3.8	4.3	3.8	4.6
Litigation claims - number of claims per 10,000 population	12.6	29.3	15.5	30.9	13.5
Equal opportunities policy - percentage of highest paid 2% of earners among council employees that are women	27.9	31.7	26.5	33.9	34.0

Statutory Performance Indicator	2005/06		2006/07		2007/08
	PKC	Scottish Average	PKC	Scottish Average	PKC
Equal opportunities policy - percentage of highest paid 5% of earners among council employees that are women	35.6	38.0	36.1	40.4	41.8
Public access - percentage of public service buildings that are suitable and accessible to disabled people	55.2	43.4	56.7	51.9	56.7
Council tax - the cost of collecting council tax per dwelling (£)	£15.88	£13.62	£14.66	£13.95	£15.95
Council tax - the percentage of council tax income for the year that was collected in the year	96.4	93.3	96.6	93.8	96.4
Invoice payment - the percentage of invoices paid within 30 days	89.4	85.1	90.6	85.8	89.6
Asset management - proportion of GIA that is in satisfactory condition	-	-	94.2	63.6	96.1
Asset management - percentage of operational buildings that are suitable for this current use	-	-	71.1	69.8	73.5
Cultural & Community Services					
Sport and Leisure Management - the number of attendances per 1,000 population for all pools	4,146.0	3,463.0	4,159.0	3,476.0	4,052.0
Indoor facilities - the number of attendances per 1,000 population	3,235.0	4,156.0	3,348.0	4,085.0	3,269.0
Museum services - the number of visits to/usages of council funded or part funded museums per 1,000 population	-	-	543.0	1,844.0	788.0
Museum services - the number of visits to/usages of council funded or part funded museums that were in person	-	-	503.0	1,574.0	739.0
Stock turnover - the percentage of the national target met for replenishing lending stock for adults	65.6	66.4	69.1	66.9	52.1
Stock turnover - the percentage of the national target met for replenishing lending stock for children and teenagers	70.1	77.0	95.8	64.0	43.6
Use of libraries - the number of visits to libraries per 1,000 population	-	-	4,920.0	5,641.0	4,792.0

Statutory Performance Indicator	2005/06		2006/07		2007/08
	PKC	Scottish Average	PKC	Scottish Average	PKC
Use of libraries - the number of borrowers as a percentage of the resident population	27.9	23.1	19.7	21.6	18.1
Learning centre and learning access points - number of users as a percentage of the resident population	9.0	10.1	9.4	10.7	8.9
Learning centre and learning access points - number of time terminals are used per 1,000 population	725.9	776.7	748.4	916.7	680.8
Development Services					
Processing time - the percentage of householder applications dealt with within two months	68.3	78.3	68.8	79.8	69.7
Processing time - the percentage of all applications dealt with within two months	56.7	60.9	50.2	61.4	49.0
Housing					
Tenancy changes - the percentage of rent loss due to voids	1.1	2.3	1.3	1.9	1.1
Tenancy changes - the average time (days) to re-let houses that are not low demand	36.0	64.0	42.0	51.0	44.0
Rent arrears - current tenant arrears as a percentage of the net amount of rent due in the year	5.0	7.0	5.4	6.7	5.1
Rent arrears - the percentage of current tenants owing more than 13 weeks' rent at the year end, excluding those owing less than £250	3.8	4.5	4.3	4.4	3.1
Rent management - the proportion of tenants giving up their tenancy during the year that were in rent arrears	-	-	31.9	37.9	30.9
Rent management - the average numbers of weeks rent owed by tenants leaving in arrears	-	-	8.5	10.4	10.4
Rent management - the percentage of former tenant arrears written off or collected during the year	-	-	53.0	28.8	15.7
Council house sales - the percentage of sales completed within 26 weeks	33.5	74.6	85.4	83.7	83.0

Statutory Performance Indicator	2005/06		2006/07		2007/08
	PKC	Scottish Average	PKC	Scottish Average	PKC
Homelessness - average time (weeks) between presentation and completion of duty by the council for those cases assessed as homeless or potentially homeless	25.2	16.5	21.0	18.6	26.9
Homelessness - percentage of cases reassessed as homeless or potentially homeless within 12 months of previous case being completed	3.3	7.9	2.7	7.1	3.6
Protective Services					
Food hygiene - the percentage of premises with a minimum inspection frequency of 12 months or less, that were inspected on time	99.1	95.7	99.7	98.0	100.0
Domestic noise complaints - the average time (hours) between the time of the complaint and attendance on site, requiring attendance on site	-	-	NS	68.8	NS
Domestic noise complaints - the average time (hours) between the time of the complaint and attendance on site, dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004	-	-	0.4	10.5	0.5
Consumer complaints - the percentage of complaints processed within 14 days of receipt	96.0	72.6	95.6	72.2	96.0
Business advice requests - the percentage of requests dealt with within 14 days of receipt	98.5	95.1	98.1	95.4	98.6
Inspection of trading premises - the percentage of premises in high and medium risk inspection level that were inspected on time	80.0	75.9	80.5	85.7	74.1
Roads & Lighting					
Carriageway condition - percentage of network that should be considered for maintenance treatment	-	-	-	-	36.4
Traffic light repairs - the percentage of repairs completed within 48 hours	98.1	94.0	97.0	94.3	88.3
Street light repairs - the percentage of repairs completed within seven days	97.6	93.5	98.2	93.2	97.3
Road network restrictions - the percentage of council and private bridges assessed that failed to meet the European standard of 40 tonnes	10.9	9.2	10.2	8.4	9.7

Statutory Performance Indicator	2005/06		2006/07		2007/08
	PKC	Scottish Average	PKC	Scottish Average	PKC
Waste Management					
Refuse collection - the net cost per property (£) of refuse collection	£30.66	£53.76	£29.73	£58.10	£34.16
Refuse collection - the net cost per property (£) of refuse disposal	£74.49	£63.18	£83.00	£70.16	£86.04
Refuse collection - the number of complaints per 1,000 households	13.7	38.6	12.9	40.0	9.8
Recycling - of the municipal waste collected by the authority, the percentage that was recycled	33.3	24.7	34.0	28.4	35.9
Cleanliness - overall cleanliness index achieved	72.0	70.0	72.0	71.0	79.0
Abandoned vehicles - proportion of abandoned vehicles removed within 14 days	-	-	70.0	86.1	54.5

N/S - No Service