

Statutory Performance Indicators 2010/2011

Council:

Perth & Kinross

	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		1,410	
ii. Total number of days lost per year through sickness absence		10,503	
iii. Days lost per employee			7.4 days
b) All other local government employees			
i. Total number of FTE staff		3,613	
ii. Total number of days lost per year through sickness absence		37,241	
iii. Days lost per employee			10.3 days
EQUAL OPPORTUNITIES POLICY			
2	The number and percentage of the highest paid 2% and 5% of earners among council employees, that are women (please note this indicator excludes teachers)		
	Total number of employees	4,293	
	Total number of employees in top 2%	87	
	Total number of women employees in top 2%	31	
	Percentage of women employees in top 2%		35.6 %
	Total number of employees in top 5%	220	
	Total number of women employees in top 5%	101	
	Percentage of women employees in top 5%		45.9 %
PUBLIC ACCESS			
3	Number of council buildings from which the council delivers services to the public	102	
	Number and percentage of buildings from which the council delivers services that are suitable for, and accessible to, disabled people	61	59.8 %
ADMINISTRATION COSTS			
4	The gross administration cost per benefits case.		
a) Average rent rebate caseload	4,169		
Weighted rent rebate caseload			6,295 #
b) Average private rented sector caseload	2,041		
Weighted private rented sector caseload			4,347 #
c) Average registered social landlord caseload	2,003		
Weighted registered social landlord caseload			4,006 #
d) Average Council Tax Benefit caseload	10,207		
Weighted Council Tax Benefit caseload			15,515 #
e) Gross cost of providing the service	£ 1,163,361.00		
f) Gross administration cost per case			£ 38.57 #

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COUNCIL TAX COLLECTION			
5 a) Cost of collecting council tax per dwelling (All dwellings, not just chargeable)			£ 14.38
b) Cost of collecting council tax	£ 993,244		
c) Number of dwellings	69,081		
d) Income received from summary warrants (i.e. 10% recovered by council)	£ 117,521		
COUNCIL TAX INCOME			
6 a) i. Income due from council tax for the year excluding reliefs and rebates			£ 65,782,712 .00
ii. Income due from council tax for the year excluding all water charges and outstanding council tax	£ 82,258,913		
iii. Reliefs and rebates due to council for council tax for the year	£ 16,476,201		
b) i. Percentage of income due from council tax for the year that was received by the end of the year			97.2 %
ii. Income received from council tax for the year	£ 63,940,796		
PAYMENT OF INVOICES			
7 a) Number of invoices sampled		92,298	
b) Number of invoices sampled and paid within 30 days	82,684		
c) Percentage of invoices sampled and paid within 30 days			89.6 %
ASSET MANAGEMENT			
8 a) Gross internal floor area of operational buildings		381,269 m ²	
Proportion of GIA that is in satisfactory condition		358,575 m ²	94.0 %
b) Total number of operational buildings		246	
Number and percentage of operational buildings that are suitable for their current use		213	86.6 %
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			1,262
Total volume of service		Number of home care hours	As a rate per 1,000 population aged 65+
b) Total number of homecare hours per 1,000 population aged 65+		9,162	321.5
c) Number and percentage of homecare clients aged 65+ receiving:			
i. Personal care		1,217	96.4 %
ii. A service during evening/overnight		578	45.8 %
iii. A service at weekends		969	76.8 %
SPORT AND LEISURE MANAGEMENT			
10 All pools			
Number of attendances and expressed per 1,000 population	Attendances 544,402		3,731
<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 566,510		3,883

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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 205,640		1,409
b) Number of visits in part a) that were in person and expressed per 1,000 population	188,237		1,290
USE OF LIBRARIES			
12 a) Number of visits to libraries and expressed per 1,000 population	824,628		5,652
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	723	561	77.6 %
ii. Non-householder	1,120	521	46.5 %
Total	1,843	1,082	58.7 %
14 RESPONSE REPAIRS			
Please put NS (No Service) in the categories that are not required.			
Category 1			
i. Target response time for this category		24 hours	
ii. Number of repairs in this category		8,048	
iii. Number completed within target time	7,599		
Category 2			
i. Target response time for this category		7 working days	
ii. Number of repairs in this category		4,269	
iii. Number completed within target time	4,215		
Category 3			
i. Target response time for this category		28 working days	
ii. Number of repairs in this category		16,181	
iii. Number completed within target time	15,754		
Category 4			
i. Target response time for this category		by appointment	
ii. Number of repairs in this category		520	
iii. Number completed within target time	502		
Category 5			
i. Target response time for this category		NS	
ii. Number of repairs in this category		NS	
iii. Number completed within target time	NS		
Category 6			
i. Target response time for this category		NS	
ii. Number of repairs in this category		NS	
iii. Number completed within target time	NS		
All categories			
d) i. Total number of response repairs		29,018	
ii. Number of housing response repairs completed within target		28,070	
iii. Percentage completed within target times			96.7 %

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RENT MANAGEMENT			
18 a) i. Amount of current tenants' rent arrears		£ 710,049.00	
ii. Net annual rent debit		£ 9,866,210.00	
iii. Current tenants' arrears as a percentage of net rent due			7.2 %
b) i. Number of current tenants		7,089	
ii. Number of current tenants owing more than 13 weeks rent excluding those owing less than £250		251	
iii. Percentage of current tenants owing more than 13 weeks rent excluding those owing less than £250			3.5 %
c) i. Number of tenants giving up their tenancy during the year		615	
ii. The number and proportion of those tenants that were in rent arrears		243	39.5 %
d) i. Average weekly rent	£ 51.87		
ii. Total debt owed by tenants leaving their tenancies with arrears		£ 120,011	
iii. Average debt owed by tenants leaving their tenancies with arrears		£ 493.87	
iv. Average number of weeks rent owed by tenants leaving in arrears			9.5
e) i. Amount of former tenant arrears	£ 386,599		
ii. Amount and percentage of former tenant arrears written off or collected during the year		£ 40,847	10.6 %

HOMELESSNESS			
19 a) Permanent accomodation			
i. Number of households assessed during the year		812	
ii. Number and percentage of decision notifications issued within 28 days of date of initial presentation		727	89.5 %
iii. Number of cases open at the beginning of the year or assessed in the year		499	
Number and percentage who are housed into permanent accomodation		366	73.3 %
iv. Number of cases reassessed within 12 months of completion of duty		28	
Number of cases assessed during the year		821	
% of cases reassessed			3.4 %
Temporary accomodation			
i. Number of households assessed during the year		147	
ii. Number and percentage of decision notifications issued within 28 days of date of initial presentation		126	85.7 %
iv. Number of cases reassessed within 12 months of completion of duty		2	
Number of cases assessed during the year		147	
% of cases reassessed			1.4 %
b) The proportion of those provided with permanent accomodation in council stock who maintained their tenancy for at least 12 months			91.0

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DOMESTIC NOISE COMPLAINTS			
<p>20 a) The number of complaints of domestic noise received during the year:</p> <p>i. Settled without the need for attendance on site</p> <p>ii. Requiring attendance on site (not including those dealt under Part V of the Antisocial Behaviour Act 2004).</p> <p>iii. Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004</p> <p>b) For aii. and aiii. above, the average time (hours) between the time of the complaint and attendance on site:</p> <p>i. Requiring attendance on site</p> <p>ii. Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004</p>		<p>1,060</p> <p>0</p> <p>1,028</p> <p>Total 2,088</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> <p>i. Total number received</p> <p>ii. Number dealt with within 14 days of receipt</p> <p>iii. Percentage dealt with within 14 days of receipt</p> <p>b) Number and percentage of business advice requests completed:</p> <p>i. Total number received</p> <p>ii. Number dealt with within 14 days of receipt</p> <p>iii. Percentage dealt with within 14 days of receipt</p>	<p>1,164</p> <p>147</p>	<p>1,195</p> <p>151</p>	<p>97.4 %</p> <p>97.4 %</p>
CARRIAGEWAY CONDITION			
<p>22 Percentage of the road network that should be considered for maintenance treatment</p> <p>i. A class roads</p> <p>ii. B class roads</p> <p>iii. C class roads</p> <p>iv. Unclassified roads</p> <p>v. Overall</p>			<p>Red and Amber</p> <p>36.4 %</p> <p>35.3 %</p> <p>33.0 %</p> <p>35.7 %</p> <p>35.0 %</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>£ 4,946,418</p> <p>70,431</p> <p>£ 6,705,142</p> <p>£ N/A</p>		<p>£ 70.23</p> <p>£ 95.20</p>
REFUSE RECYCLING			
<p>24 MUNICIPAL WASTE</p> <p>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> <p>i. total tonnes of municipal waste collected</p> <p>ii. tonnes of municipal waste composted</p> <p>iii. tonnes of municipal waste recycled</p> <p>iv. percentage of municipal waste composted/recycled</p>	<p>92,807</p>	<p>19,342.0</p> <p>23,986.0</p>	<p>46.7 %</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>79</p> <p>77</p> <p>79</p> <p>69</p> <p>79</p> <p>77</p> <p>76</p>		<p>73</p>