

Statutory Performance Indicators 1 April 2008 – 31 March 2009

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 2008/09. Where the information was collected for the same indicator in the previous years 2006/07, 2007/08 and 2008/09, that information is also provided. A number of indicators were changed by Audit Scotland in 2008/09 and therefore previous year's data is not applicable, these have been shaded on the table.

Statutory Performance Indicator – Adult Social Work	2006/07		2007/08		2008/09
	PKC	Scottish Average	PKC	Scottish Average	PKC
Community Care Services - Achievement of targets for assessment and service delivery: Assessment					67.8
Community Care Services - Achievement of targets for assessment and service delivery: Delivery of care services					76.8
Staff qualification - the percentage of care staff who are qualified working in care homes for older people	66.7	49.0	61.8	53.9	70.5
Staff qualification - the percentage of care staff who are qualified working in care homes for other adults	NS	51.1	NS	56.4	NS
Privacy - percentage of residential care places occupied by older people that are in single rooms	95.7	90.4	97.4	91.7	98.0
Privacy - percentage of residential care places occupied by older people that have en-suite facilities	76.2	71.5	79.8	74.3	81.7
Privacy - percentage of residential places occupied by other adults that are in single rooms	90.7	91.5	91.2	92.3	93.3
Privacy - percentage of residential places occupied by other adults that have en-suite facilities	43.5	51.6	44.5	51.2	41.0
Home care - total hours as a rate per 1,000 population aged 65+	289.6	504.3	295.9	500.7	299.9
Home care - number of home care clients aged 65+ receiving personal care as a percentage of clients	94.0	74.6	95.6	79.2	96.7
Home care - % of home care clients aged 65+ receiving care in evenings/overnight	29.0	30.7	29.9	33.5	36.0
Home care - % of home care clients aged 65+ receiving care at weekends	64.3	58.7	65.2	61.9	70.7

N/S - No Service

Statutory Performance Indicator – Adult Social Work	2006/07		2007/08		2008/09
	PKC	Scottish Average	PKC	Scottish Average	PKC
Respite care - total overnight respite nights provided for older people 65+ per 1,000 population	443.0	310.1	510.2	308.5	469.5
Respite care - total overnight respite nights provided for older people 65+, % not in a care home	3.9	3.0	0.3	3.7	0.6
Respite care - total daytime respite hours provided for older people aged 65+ per 1,000 population	3,359.5	3,212.1	3,353.4	3,400.2	3,896.6
Respite care - total daytime respite hours provided for older people aged 65+, % not in a day centre	76.3	34.5	80.8	31.3	84.0
Respite care - total overnight respite nights provided for people aged 18-64 per 1,000 population	36.9	39.6	41.5	39.7	45.8
Respite care - total overnight respite nights provided for people aged 18-64, % not in a care home	17.0	12.9	0.1	12.3	0.5
Respite care - total daytime respite hours provided for people aged 18-64 per 1,000 population	111.9	677.5	177.4	682.7	200.6
Respite care - total daytime respite hours provided for people aged 18-64, % not in a day centre	41.2	30.7	56.4	32.3	62.4
Social enquiry reports - the proportion of reports submitted by the social work department to the courts by the due date	93.5	95.9	96.6	97.3	95.2
Probation - the proportion of new probationers seen by a supervising officer within one week	59.0	60.4	71.7	69.3	61.8
Community service - the average hours per week taken to complete community service orders	3.1	3.5	3.0	3.3	3.8

Statutory Performance Indicator – Benefits Administration	2006/07		2007/08		2008/09
	PKC	Scottish Average	PKC	Scottish Average	PKC
Administration costs - the overall gross administration cost (£) per council tax or housing benefit application	49.33	43.28	54.24	44.75	58.96
New claims - the average time (days) taken to process new claims	37.8	30.4	26.4	25.8	17.4

Statutory Performance Indicator – Education & Children's Services	2006/07		2007/08		2008/09
	PKC	Scottish Average	PKC	Scottish Average	PKC
Primary schools - the percentage of schools in which the ratio of pupils to available places is between 61%	52.6	61.1	71.0	62.9	69.7

N/S - No Service

Statutory Performance Indicator – Education & Children’s Services	2006/07		2007/08		2008/09
	PKC	Scottish Average	PKC	Scottish Average	PKC
and 100%					
Secondary schools - the percentage of schools in which the ratio of pupils to available places is between 61% and 100%	60.0	73.9	60.0	74.1	60.0
Supervision - percentage of children made subject to a supervision order that were seen by a supervising officer within 15 days	95.2	76.8	100.0	79.7	95.2
Staff qualification - the percentage of care staff in residential homes for children who are qualified	100.0	54.2	100.0	58.9	100.0
Respite care - total overnight respite nights provided per 1,000 population	19.5	59.0	21.5	53.3	19.1
Respite care - total overnight respite nights provided, % not in a care home	15.9	33.2	24.9	29.6	22.6
Respite care - total daytime respite hours provided for children per 1,000 population	504.5	680.5	536.7	775.7	480.0
Respite care - total daytime respite hours provided for children, % not in a day centre	100.0	65.9	100.0	73.5	100.0

Statutory Performance Indicator – Corporate Management	2006/07		2007/08		2008/09
	PKC	Scottish Average	PKC	Scottish Average	PKC
Sickness absence - the average number of working days per employee lost through sickness absence for a) teachers					7.7
Sickness absence - the average number of working days per employee lost through sickness absence for b) all other employees					10.8
Litigation claims - number of claims per 10,000 population	15.5	30.9	13.5	26.8	13.8
Equal opportunities policy - percentage of highest paid 2% of earners among council employees that are women	26.5	33.9	34.0	35.9	30.8
Equal opportunities policy - percentage of highest paid 5% of earners among council employees that are women	36.1	40.4	41.8	44.0	42.5
Public access - percentage of public service buildings	56.7	51.9	56.7	56.6	10.3

N/S - No Service

Statutory Performance Indicator – Corporate Management	2006/07		2007/08		2008/09
	PKC	Scottish Average	PKC	Scottish Average	PKC
that are suitable and accessible to disabled people					
Council tax - the cost of collecting council tax per dwelling (£)	14.66	13.95	15.95	14.33	13.51
Council tax - the percentage of council tax income for the year that was collected in the year	96.6	93.8	96.4	94.2	96.2
Invoice payment - the percentage of invoices paid within 30 days	90.6	85.8	89.6	86.5	86.9
Asset management - proportion of GIA that is in satisfactory condition	94.2	63.6	96.1	67.6	94.6
Asset management - percentage of operational buildings that are suitable for this current use	71.1	69.8	73.5	69.7	78.4

Statutory Performance Indicator – Cultural & Community Services	2006/07		2007/08		2008/09
	PKC	Scottish Average	PKC	Scottish Average	PKC
Sport and Leisure Management - the number of attendances per 1,000 population for all pools	4,159	3,476	4,052	3,520	4,002
Indoor facilities - the number of attendances per 1,000 population	3,348	4,085	3,269	4,372	3,710
Museum services - the number of visits to/usages of council funded or part funded museums per 1,000 population	543	1,844	788	1,834	749
Museum services - the number of visits to/usages of council funded or part funded museums that were in person	503	1,574	739	1,497	668
Stock turnover - the percentage of the national target met for replenishing lending stock for adults	69.1	66.9	52.1	63.6	61.8
Stock turnover - the percentage of the national target met for replenishing lending stock for children and teenagers	95.8	64.0	43.6	77.6	88.0
Use of libraries - the number of visits to libraries per 1,000 population	4,920	5,641	4,792	5,623	4,438
Use of libraries - the number of borrowers as a percentage of the resident population	19.7	21.6	18.1	20.6	18.5
Learning centre and learning access points - number of users as a percentage of the resident population	9.4	10.7	8.9	11.0	7.9

N/S - No Service

Statutory Performance Indicator – Cultural & Community Services	2006/07		2007/08		2008/09
	PKC	Scottish Average	PKC	Scottish Average	PKC
Learning centre and learning access points - number of time terminals are used per 1,000 population	748.4	916.7	680.8	926.3	596.0

Statutory Performance Indicator – Development Services	2006/07		2007/08		2008/09
	PKC	Scottish Average	PKC	Scottish Average	PKC
Processing time - the percentage of householder applications dealt with within two months	68.8	79.8	69.7	76.3	79.2
Processing time - the percentage of all applications dealt with within two months	50.2	61.4	49.0	58.7	55.8

Statutory Performance Indicator – Housing	2006/07		2007/08		2008/09
	PKC	Scottish Average	PKC	Scottish Average	PKC
The proportion of the Councils housing stock being brought up to the Scottish Housing Quality Standard by Criteria: Tolerable standard					0
The proportion of the Councils housing stock being brought up to the Scottish Housing Quality Standard by Criteria: free from serious disrepair					71.6
The proportion of the Councils housing stock being brought up to the Scottish Housing Quality Standard by Criteria: Energy efficient					57.4
The proportion of the Councils housing stock being brought up to the Scottish Housing Quality Standard by Criteria: Modern facilities and services					64.0
The proportion of the Councils housing stock being brought up to the Scottish Housing Quality Standard by Criteria: Healthy safe and secure					53.9
The proportion of the Councils housing stock being brought up to the Scottish Housing Quality Standard by Criteria: Total Dwellings meeting SHQS					20.4
Tenancy changes - the percentage of rent loss due to voids	1.3	1.9	1.1	1.65	0.9

N/S - No Service

Statutory Performance Indicator – Housing	2006/07		2007/08		2008/09
	PKC	Scottish Average	PKC	Scottish Average	PKC
Tenancy changes - the percentage of empty houses that were re-let within four weeks	39.9	47.7	28.5	49.5	23.5
Tenancy changes - the average time (days) to re-let houses that are not low demand	42	51	44	44	45
Rent arrears - current tenant arrears as a percentage of the net amount of rent due in the year	5.4	6.7	5.1	6.0	5.4
Rent arrears - the percentage of current tenants owing more than 13 weeks' rent at the year end, excluding those owing less than £250	4.3	4.4	3.1	4.2	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	38.5	34.4
Rent management - the average numbers of weeks rent owed by tenants leaving in arrears	8.5	10.4	10.4	10.4	11.7
Rent management - the percentage of former tenant arrears written off or collected during the year	53.0	28.8	15.7	34.1	12.2
Council house sales - the percentage of sales completed within 26 weeks	85.4	83.7	83.0	84.7	80.9
Homelessness – Number of households assessed during the year in which permanent accommodation was secured for household					308
Homelessness – Number of households assessed during the year in which temporary accommodation was secured for household					386
Homelessness - % of decision notifications issued within 28 days of date of initial presentation in which permanent accommodation was secured for household					33.8
Homelessness - % of decision notifications issued within 28 days of date of initial presentation in which temporary accommodation was secured for household					42.5
Homelessness the % who are housed					57.7
Homelessness - percentage of cases reassessed as homeless within 12 months of completion of duty in which permanent accommodation was secured for household					3.9

N/S - No Service

Statutory Performance Indicator – Housing	2006/07		2007/08		2008/09
	PKC	Scottish Average	PKC	Scottish Average	PKC
Homelessness - percentage of cases reassessed as homeless within 12 months of completion of duty in which temporary accommodation was secured for household					3.1

Statutory Performance Indicator – Protective Services	2006/07		2007/08		2008/09
	PKC	Scottish Average	PKC	Scottish Average	PKC
Food hygiene - the percentage of premises with a minimum inspection frequency of 12 months or less, that were inspected on time	99.7	98.0	100.0	96.9	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	91.8	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	2.7	0.5
Consumer complaints - the percentage of complaints processed within 14 days of receipt	95.6	72.2	96.0	72.8	95.9
Business advice requests - the percentage of requests dealt with within 14 days of receipt	98.1	95.4	98.6	96.3	97.1
Inspection of trading premises - the percentage of premises in high and medium risk inspection level that were inspected on time	80.5	85.7	74.1	87.7	80.6

Statutory Performance Indicator – Roads & Lighting	2006/07		2007/08		2008/09
	PKC	Scottish Average	PKC	Scottish Average	PKC
Carriageway condition - percentage of network that should be considered for maintenance treatment	-	-	36.4	37.4	32.0
Traffic light repairs - the percentage of repairs completed within 48 hours	97.0	94.3	88.3	93.6	87.8
Street light repairs - the percentage of repairs completed within seven days	98.2	93.2	97.3	93.8	91.6
Road network restrictions - the percentage of council and private bridges assessed that failed to meet the European standard of 40 tonnes	10.2	8.4	9.7	8.3	9.6

Statutory Performance Indicator – Waste Management	2006/07		2007/08		2008/09
	PKC	Scottish Average	PKC	Scottish Average	PKC
Refuse collection - the net cost per property (£) of refuse collection	29.73	58.10	34.16	60.85	58.82
Refuse collection - the net cost per property (£) of refuse disposal	83.00	70.16	86.04	73.61	90.42
Refuse collection - the number of complaints per 1,000 households	12.9	40.0	9.8	40.5	12.8
Recycling - of the municipal waste collected by the authority, the percentage that was recycled	34.0	28.4	35.9	31.7	37.6
Cleanliness - overall cleanliness index achieved	72	71	79	73	81
Abandoned vehicles - proportion of abandoned vehicles removed within 14 days	70.0	86.1	54.5	81.9	100.0