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CHAIRMAN'S FOREWORD

The services provided by Scotland's councils touch all of our daily lives in different but important ways. For example, those services might include the education of our children, care of our elderly relatives, a prompt response to our request for assistance from the police or fire services, or collection of our domestic refuse.

As citizens and taxpayers we rightly look to councils to provide quality services that are responsive to our needs and affordable within tight council budgets. We need information to judge if these aspirations are being met.

I am pleased therefore to have this opportunity to present to Scotland's citizens the Commission's report on 1994/95 performance indicators relating to the principal public services delivered by councils throughout Scotland.

This is the second national report to be published by the Commission. Service coverage in 1994/95 is extended to Environmental Health, Fire and Trading Standards. The report offers the opportunity for the first time to compare performance on certain council activities over the years 1994/95 and 1993/94 and for citizens to enter into a dialogue with councillors.

I am encouraged generally by the reported standards of performance achieved by councils. There are encouraging signs of improvement in many cases but shortcomings in others. We must never be complacent. The report identifies opportunities for better performance and for individual councils to look at how they can emulate the achievements of others.

Scotland's system of local government has been reorganised with effect from April 1996, but changed organisational structures do not diminish the need for

councils to continue to improve performance in providing and delivering services and to make the best use of the resources available to them.

The value of this information as a relative measure of performance will be increased as further years information becomes available. The process itself assists councils in their drive to increase value for money and improve performance. The Commission does recognise, however, that it is vitally important to confine information gathering and reporting to key activities and to ensure that chosen indicators satisfy rigorous appraisal of their value as performance measures. This will continue to be done in conjunction with all interested bodies.

This report reflects in quantified terms the vast and diverse range of personal and technical services provided by councils to the public. It cannot capture the personal commitment and expertise of those involved in service provision. I would, however, take this opportunity, on behalf of the Commission to thank all council officials, Commission staff and auditors, the Convention of Scottish Local Authorities, representatives of professional bodies, Inspectorates and the Scottish Consumer Council for their contributions to this work.

I believe that the emphasis which this report places on service standards and performance is entirely appropriate. Judging from the commitment and the positive approach taken by all involved in this process it is a view which is widely shared.

Professor J P Percy CA
Chairman

SETTING THE SCENE

BACKGROUND

Scotland's local councils provide a diverse range of important services. The public is entitled to expect those services to be responsive to their needs and to be provided cost effectively. Councils, within the resources available to them, aim to meet such public expectations and to provide value for money to service users and taxpayers. Council performance in providing and delivering services is a matter of significant public interest. Access to soundly based information about the services provided, standards set and the results achieved by councils assists the public to judge how well councils are performing.

Since 1993/94, local councils have been required by law to provide information on how well they are carrying out their activities. The Accounts Commission has the task of deciding what information is to be provided.

The Local Government Act 1992 places upon the Commission the duty each year to direct local authorities to publish information which will, 'in the Commission's opinion, assist in the making of appropriate comparisons - by reference to criteria of cost, economy, efficiency and effectiveness - between:-

- the standards of performance achieved by different authorities in a financial year; and

- the standards of performance achieved by authorities from year to year.'

The Commission must issue each year a Direction which sets out the information each council has to gather. The Commission published its first Direction in December 1992. The Direction applied to the year which ran from 1 April 1993 to 31 March 1994. The Commission's Direction for 1994/95 was issued in December 1993. Each council had to publish in a local newspaper the required performance information and all did so by 31 December 1995. It is the information for this second year which is presented in this publication.

The Commission has also encouraged each council to make this performance information available in its annual report and accounts, and in its own newsletter if it produces one. Through these means, a member of the public can obtain information relating to his or her own council's performance. In addition, the Commission has now brought this information together to provide a national summary of the performance information published by all councils.

The Commission's report for 1994/95 is the first to contain information relating to more than one year and, therefore, will help the public to see how council performance has changed over time.

This report :-

- helps the public to form a view as to how their own councils have performed in 1994/95

- provides information on certain council activities to permit comparisons of performance over two years, 1994/95 and 1993/94;

- provides information that will help each unitary council (its councillors and senior managers) and other interested parties to identify those areas where improvements in performance may be possible. Further study will often be required to quantify the precise nature and scope for improvement; and

- seeks to stimulate interest in, and debate on, the performance of local government services in Scotland.

New unitary councils have replaced mainland regional and district councils from April 1996. These structural changes do not reduce the need for councils to continue to improve the services that they provide to the public. The information in this report, enhanced by future years' information as it becomes available, will assist the new councils to increase value for money and improve performance.

SERVICES COVERED IN THIS REPORT

In 1994/95, the year covered in this report, mainland Scotland had a two tier local government structure. The public received services from the nine regional and 53 district councils. The three islands councils provided most services in their areas. This report covers the following services:-

Regional and Islands Councils	District and Islands Councils
Education	Environmental Health (*)
Fire (*)	Environmental Services
Planning - Strategic	Housing
Police	Leisure and Recreation
Roads and Lighting	Libraries
Social Work	Planning - Local
Trading Standards (*)	
Water and Sewerage	

(*) service added in 1994/95.

Each service covers a range of activities. The education service, for example, embraces pre-school, primary, secondary and special education, as well as adult education, and community development. The indicators chosen by the Commission reflect most of the main activities of each of the services listed above.

From 1 April 1996, each of the new unitary councils is responsible for most of the above services. In most areas there will be, separately, joint boards for fire and police services. Water and sewerage will be the responsibility of the three new public water authorities.

INDICATOR SELECTION

Where possible, an indicator should measure an aspect of the performance of a council service which is of interest to the public and of importance to relevant service managers. A number of the indicators measure quantity and the expenditure on a service. The Commission believes that indicators based on quantity and expenditure do assist in making comparisons of performance, but will continue to work with councils and other bodies to improve the focus and range of performance measures in future years.

The Commission has had to strike a balance between selecting sufficient indicators to reflect the diversity of council services whilst not overwhelming the public. Also, regard has to be given to the amount of work involved for councils in putting in place sound systems for information gathering and reporting. Difficulties continued to be experienced in 1994/95 for a limited number of service indicators.

There is a number of separate Government charters which also require the publication of important performance information. For example, school examination results are published under the Parents' Charter, and the Justice Charter requires police forces to report how quickly they responded to emergency calls. In order to avoid duplication, the Commission does not collect this information from councils.

Before deciding which indicators to choose for the Direction for 1994/95, the Commission consulted the Convention of Scottish Local Authorities, a wide range of professional associations and other organisations and the Scottish Consumer Council. The indicators in this report were selected after this consultation and they reflect both the availability of reliable data and the Commission's judgement as to public interest and value. Many councils have found the exercise useful in improving their performance monitoring, with more councils now developing their own performance indicators. The Commission welcomes these initiatives and will lend them continuing support.

RELIABLE INFORMATION

To assist councils to collect the information, the Commission provides them with a Guide which contains definitions for each indicator and describes how the information should be compiled. The Commission also provides a 'helpline' to answer queries from councils and auditors. These steps have been taken to ensure that, as far as possible, all councils gather information on a consistent basis.

Each council was asked to identify a person who would be responsible for ensuring that each of its departments supplied the required information on time. Councils' external auditors, who are appointed by the Commission, also reviewed the systems being used to produce the information and, where appropriate, highlighted where improvements had to be made.

Auditors were asked to judge the extent to which the information supplied by councils was reliable. By law, councils must publish information which is complete and accurate so far as is practicable. Where councils have not reported the information required, and where the information is judged by the auditor not to be comparable with that of other councils, this fact is identified in a footnote to the relevant table or figure for that activity. In those cases, the appropriate council has been asked to ensure that improvements are made for the year 1995/96. Many of the difficulties encountered during 1993/94 have been overcome for 1994/95 as information systems improved.

ECONOMY, EFFICIENCY AND EFFECTIVENESS

Various criteria can be used to assess performance, most of which can be grouped under one of three headings - economy, efficiency or effectiveness. These three categories are not mutually exclusive and are not exhaustive. Particular services may make use of additional types of measure (e.g. quality, equity). The criteria can be illustrated through taking two examples of council services which should be familiar to most people: the running of a swimming pool and housing repairs.

Economy measures deal with the cost of acquiring the various resources that are used in providing the service. So, for example, for the swimming pool, the council would measure the amount spent on the chemicals for treating the water to make sure it was using the cheapest supplier who could provide the required service. The aim is to ensure that, for a specified standard, it is not paying more than it needs to. It could also measure the cost of heating the pool water and check to see if there were alternative energy suppliers who could meet its needs more cheaply, and so on. For the housing repairs service, it would check to see that it was acquiring all the materials required (e.g. paint, window frames, etc.) at the cheapest price consistent with the necessary quality.

Efficiency measures are used to evaluate how much output is produced for the amount of resources used in providing a service. For example, the council would look at the number of cleaners required to keep the pool up the required standard of cleanliness, and the time they took to do this. It would then compare this with similar situations to see whether the cleaning operation could be carried out more efficiently (i.e. using fewer cleaners or a shorter time to achieve the same standard). For the housing service, it may check the number of tradespeople of different types (e.g. plumbers, joiners) to compare their productivity in terms of the value of the repair jobs completed.

Effectiveness is about whether the service is achieving what it was intended to achieve. Clearly, effectiveness depends upon first having decided what the objectives are for a service or a facility. For example, if the council sets itself a policy of encouraging all children in its area to learn to swim by the age of 6 by running free swimming classes in its pools, it can then measure whether it has achieved this goal. If it finds that for a particular pool, very few children have made use of it, it would need to find out whether the actual policy was mistaken (e.g. there was no public demand), or whether the policy was not being implemented adequately (e.g. the public were not aware that the classes were being run).

The 1992 Act does not include 'quality' as one of the criteria to be used by the Commission. The definition of 'quality' can be difficult, as one person's idea of what is good quality may be different from that of another person. In other words, whether a service user thinks that the quality of service was satisfactory will have a lot to do with whether the service matched his or her expectations. In relation to a swimming pool, for example, factors such as water temperature, staff attitudes and helpfulness, the level of cleanliness, the attractiveness of the building, the quality of the catering services, and the shower and locker facilities will influence a user's perception of service quality.

Factors affecting a user's perception of quality can be detailed and complex, reflecting local decisions about how services are managed and delivered. There are no accepted national standards and quality measures do not lend themselves easily to national performance indicators. The Commission has included some aspects of quality by asking councils, for example, to set their own standards for speed of response in providing a service, and report on how well they met those standards. The Commission's earlier published report 'Narrowing the Gap' addresses the principles of satisfactory customer service and makes best practice recommendations to Scottish councils.

USING THE INFORMATION

The Commission believes that the public will be interested in the information in this report but recognises that its principal users will be those acting on the public's behalf in providing services, monitoring performance and securing value for money (for example local councillors, council officials, the Commission and its auditors).

In looking at a council's performance, comparisons can be made in three ways:

- the standard of performance achieved by the same council over two or more years, i.e. same-council comparison.

- the performance achieved by other councils for the same activity, in the same year, i.e. inter-council comparison.

- national standards.

Each of these is now explained.

Same-council comparison: With the exception of the three new services reported, most indicators within all the services presented in this report can be used to consider how the performance of councils' service have changed over time. However, care must be exercised to ensure that account is taken of any particular factors affecting either years results before doing so.

To help the public make comparisons, councils were required to publish their results for 1994/95 together with those for 1993/94 in their advertisement in a local paper. The value of an indicator is enhanced where it measures performance against a quantified performance target set by the council. In this case, it will be obvious if a council is meeting the standards it has told its users it aims to achieve. During the consultations which the Commission carried out, there was widespread agreement that this form of performance monitoring was both valid and desirable, and provides a reliable indication of how a council's performance is progressing year on year.

Inter-council comparison: Some indicators can also be used to compare the performance of different councils for the same year. This is the case where

there is a reasonable similarity between councils in what they are trying to achieve. For example, one of the key responsibilities of Social Work departments is to carry out an assessment of a person to determine what services, if any, he or she needs. One of the indicators (Social Work, indicator 9) shows how long on average, for four key services, each council took to carry out assessments and to provide the service. It is reasonable to compare the performance of councils for this activity, as they are all aiming to complete the process to a similar professional standard.

On the other hand, the performance may be reported in relation to a target set by each council, making inter-council comparisons difficult where targets differ. For example, in Housing, indicator 1 reports the percentage of repairs completed by a council within a number of local target response times. However, it is of interest to see the range of standards adopted by different councils.

National standards: Where there is a national standard, then the extent to which each council has achieved the target can be compared directly. An example of a national standard is that housing benefit applications should be processed within 14 days. One of the indicators for the housing service asks councils to report the extent to which they have met this target. Any local variations in circumstances should be taken into account by service managers to ensure that the national standard is still met.

MAKING COMPARISONS

Each of the Commission's performance indicators is designed to assist members of the public to gain an understanding of the cost, economy, efficiency or effectiveness with which council services are delivered. The indicators deal with specific issues within each service. For example, they cover such matters as the cost of administering housing benefit claims, the time taken to assess a child's special educational needs and the proportion of running costs met from customer income in swimming pools. The indicators do not give a picture of the whole-council performance by any local authority. There can be no general conclusions drawn from the performance information to suggest that:-

- any particular council is either a 'good' council or a 'poor' council in terms of service provision; or

- specific councils are improving their overall performance over a longer period whilst others are not.

Comparison of performance is limited to the financial years 1994/95 and 1993/94. Information for previous years has not been recorded.

A number of factors may have an impact upon an indicator. It is important to be aware of these in order to understand why councils' results may vary considerably. Some of the factors include population size, geographical area, population density, and the mix between urban and rural settlements. Others may be specific to particular councils or the groups of people the council is serving. For each indicator, a section called 'points to bear in mind' identifies some of the relevant factors.

Most of the major activities within each service are reflected in the selection of indicators. However, no single indicator provides sufficient evidence upon which to base a judgement as to the performance of a complete service, such as education.

An indicator may conceal variations in the use of different facilities within a council. For example, if a council has four swimming pools of varying ages and condition, offering different types of facilities, attendance levels at each of them may be quite different. All of the information in this publication is reported in relation to the whole council rather than the location where a service is delivered.

Finally, unless specifically addressed, no comment is made on the quality of service provided. For example, two councils may spend similar amounts upon a particular client group (e.g. the elderly) as part of its social work provision. However, the quality and appropriateness of the services experienced by the users may be markedly different depending upon the cost of inputs, staff quality, level of customer orientation, managerial practices, and other factors. The Commission's Direction includes some indicators which specifically address service quality - for example Social Work indicator 7 which reports the extent to which residential care is provided in the form of single rooms.

The financial information reported in this publication is not 'adjusted' to take account of inflation.

THE WAY FORWARD

Senior managers in local government have been devoting much attention to the process of local government reorganisation. This has meant that the responses to the Commission's proposals for its 1995 Direction - the first to apply to the unitary councils in 1996/97 - have been less searching than the Commission would have wished.

The Commission will continue to consult widely on proposals for future Directions. Notification of the proposals and their detailed implications will be discussed with councils earlier than has been so in the past. The total number, range and focus of the indicators to be included in future Directions will be scrutinised by the Commission to ensure, in the light of experience, their continuing value as performance measures. The Commission's aim continues to be to assist all councils to emulate the standards of performance of the best. To do that the Commission recognises the valuable contribution which councils must themselves make if the quality of the statutory performance indicators is to be continuously improved.

Much work remains to be done to understand better the public's interest and appetite for information about the performance of the councils which serve them. With two years experience of local publication by councils and a second national report on performance information now available, this is an appropriate time to review and evaluate progress. The Commission proposes to consult on the steps that might be taken to get closer, in this context, to the public's expectation and needs.

This report makes public new information which should help councils to identify those activities where they could undertake further study to see if improvements can be made. The Commission will also use the information to guide its choice of future topics for studies of efficiency, effectiveness and management practice.

For example, the 1993/94 report identified a surprisingly high number of emergency repairs to council houses. Emergency repairs are, typically, unscheduled, disruptive and can be expensive. The number of emergency repairs varies widely by council. The Commission is studying this area of activity to clarify good practice in service delivery and to identify opportunities for better use by councils of their resources.

Looking further ahead, the value of having robust information for several years will present an opportunity to develop 'benchmarking' of key service activities. The Commission will be encouraging councils themselves to make greater use of performance information by, for example, developing performance indicators additional to those prescribed by the Commission. Many councils are already on this path and have made substantial progress. The Commission will help to ensure that the benefits of these initiatives are shared across councils.

UNDERSTANDING THE PERFORMANCE INFORMATION

PRESENTING THE INFORMATION

The information is set out service by service. Although, in 1994/95, some services were provided primarily by district councils, whilst others come under regional councils, the split was not always the same in all parts of the country. For this reason services have not been split between district and region but are presented simply in alphabetic order.

As far as possible, the information has been shown graphically rather than as tables of data. However, there are some indicators which do not lend themselves to this form of presentation, particularly where councils have been asked to set their own targets for performance and report how well they have met those targets. In these cases tables have been used.

A standard format has been used for presenting each indicator

● what the indicator reports

● points to bear in mind

● a commentary

● the performance information (in graphical or table format)

● footnotes

As explained earlier, the 'points to bear in mind' section lists those factors which may help to explain why at least some of the differences between councils may have arisen.

The 'commentary' section highlights particular features of the information. It is primarily descriptive, drawing attention, for example, to the range of performance found across councils. It is not analytical in that it does not attempt to explain why a particular council has achieved a particular level of performance, nor does it state what level of performance should be regarded as 'good' or 'bad', nor what level of performance a council should aim for other than where a national target has been established. Whilst the published information will raise many questions as to what is in fact 'good' performance or 'best practice', in most cases further information would be required before answers could be provided.

Many of the charts show councils in a ranked order. Such charts are not 'league tables' (i.e. tables which show which councils are 1st, 2nd, 3rd etc.). Local factors may mean that a council with a performance figure which appears to be worse than that of another council has, in fact, performed better given a more difficult set of circumstances. The report does not attempt to provide that type of analysis.

Further copies of this report can be obtained from the Commission. The data is also available from the Commission on computer disk.

NOTES ON DATA PRESENTATION

Within each service section, tables and figures take the number of the indicator to which they relate. For example, within Education, figure 6a relates to indicator 6; within Social Work, tables 1a-1m all relate to indicator 1.

Where it is considered to be of significance or interest, the comparative information for 1993/94 is shown together with that for 1994/95. In such cases, the 1993/94 information is printed in parenthesis as in the following example - {12,345}.

The notes in parentheses which appear in some of the tables have the following meaning:

(1) the service was not provided by this council

(2) the council did not report the required information

(3) the council did not set a target

(4) the service was available, but was not needed during the year

(5) the council did not have the risk category (e.g. several fire brigades do not have 'high' fire risk areas)

(6) no figure was calculated as a performance percentage, as the base figure was zero

(7) contextual (non-statutory) information was not supplied by this council.

Within the text, figures have been rounded for presentational purposes. The tables and the computer database available on disk contain the unrounded figures. In some cases, columns of percentages may not sum to 100% because of rounding.

COMPARING PERFORMANCE – HIGHLIGHTS FROM THE 13 SERVICES

A comparison of councils' performance information for most service activities for the years 1994/95 and 1993/94 is shown in the relevant service sections of this report. Some highlights have been extracted and these follow.

EDUCATION

● In ten of the eleven councils providing a pre-school service, the proportion of children entering Primary 1 with pre-school experience increased in 1994/95.

● Around 85% of the average cost per pupil in both primary and secondary schools in each council was spent on teaching staff.

● Eight of the councils reduced the average time to undertake a special educational needs assessment in 1994/95 in comparison to the time taken in 1993/94.

ENVIRONMENTAL HEALTH

● Five councils - Dundee, Eastwood, Inverness, Stewartry, Strathkelvin - completed food hygiene inspections for all (100%) of premises they planned to visit.

● Over a quarter of councils did not manage to carry out the recommended level of food sampling.

● All councils responded to at least 70% of noise complaints in 2 days.

Environmental Services

- In comparison to 1993/94, 28 councils reduced their refuse collection costs per property.

- In comparison to 1993/94, 40 councils increased the proportion of household waste recycled. Dundee recycled 21.8%. However, most councils (38) did not recycle more than 5% and the successor councils face a real challenge to meet the Government target of 25% by the year 2000.

Fire

- Across Scotland, over two thirds of all attendances at fires were within the national target times.

Housing

- Thirty-three councils increased the percentage of emergency repairs undertaken within target time scales in comparison to 1993/94.

- Cumbernauld and Kilsyth, Kirkcaldy and Nairn each increased the proportion of houses re-let within two weeks by more than 14%.

- In comparison to the levels in 1993/94, 34 councils reduced the percentage of outstanding rent due from current tenants. However, one council, Dumbarton, had a level of arrears which was more than twice the 7% target established in the Commission's 1991 report 'Tenants' Rent Arrears - A Problem?'.

- In comparison to the time taken in 1993/94, 34 councils (61%) reduced the average time to complete house sales.

- Half (28) of the councils reported that the proportion of housing benefit applications processed within the 14 day target increased in 1994/95.

- Bed and breakfast accommodation was used by 45 councils for 5,243 households.

Leisure and Recreation

- Twenty-four councils achieved higher attendance levels for swimming pools in 1994/95 than in 1993/94.

- Thirty-three councils increased the proportion of operating costs in swimming pools recovered from customer income.

Libraries

- Over half of the councils were able to satisfy book requests within 28 days on average. Two councils - Orkney and Shetland - were able to do so within 10 days.

Planning

- Thirty-seven councils dealt with at least 50% of all planning applications within eight weeks and two, Clackmannan and West Lothian, managed to process more than 80% of all applications within this time.

Police

- In all eight police forces, the proportion of crimes cleared up increased by between 2% and 6%.

- In two forces - Dumfries & Galloway and Northern - the proportion of violent and sexual crimes cleared up was over 90%.

Roads and Lighting

- Despite significant reductions in the number of pedestrian and vehicular insurance claims incurred by both Fife and Highland, the overall number of both types of claims in Scotland rose in 1994/95.

Social Work

- The total number of children on councils' protection registers fell to 4,662 in 1994/95 from 4,933 in 1993/94.

- Almost 92,000 people received home care, of whom almost 60% received less than 4 hours each week.

- Previously unavailable information shows that there was wide variation in the time to assess peoples' needs and provide them with service for four key services: -

    ◇ residential and nursing care (6 to 24 weeks);

    ◇ day care (2 to 12 weeks);

    ◇ home care (1 to 5 weeks); and

    ◇ equipment (1 to 29 weeks) (Page xx).

- Five of the twelve councils failed to inspect residential homes on average twice yearly - the frequency recommended by the Scottish Office.

Trading Standards

- Councils dealt with at least 88% of enquiries and complaints in 30 days.

- One council, Strathclyde, completed all (100%) the inspections it planned for trading premises.

Water and Sewerage

- In relation to water quality, all councils reported at least:-

    ◇ 97% of samples met the required standard for water chemical quality;

    ◇ 95% met the required standard for micro-biological quality; and

    ◇ 84% met the required standard for colour quality.

- In cash terms, the water charge fell in 3 councils.

- Only one council, Shetland, serves all of its population to current standards for sewage disposal.

EDUCATION

The education service was provided by the 9 regional and 3 islands councils in 1994/95.

PRE-SCHOOL EXPERIENCE

Context:

Pre-school education offered by councils is generally in nursery classes attached to primary schools or in separate nursery school units. These cater mainly for four year olds due to enter primary school in the following year. However, for a variety of reasons including their personal needs, places may also be available for younger children.

Councils are not required by law to provide pre-school education or to establish targets for the number of children entering Primary 1 with pre-school education, if the service is provided.

Western Isles Islands Council did not offer a pre-school education service during 1994/95.

(1a) The target % of Primary 1 pupils with experience of pre-school education.

What the indicator reports:

This indicator reports each council's target for the proportion of its Primary 1 pupils which it expects will have received some pre-school education, whether or not directly provided by its Education Department. Other providers may include the council's Social Work Department, private nurseries and voluntary organisations.

The number of Primary 1 pupils in each council is shown in the contextual information on page 30.

(1b) The target % of Primary 1 pupils with experience of Education Department pre-school education.

What the indicator reports:

This indicator shows the target for the proportion of Primary 1 pupils for which each council seeks to provide pre-school education from within its Education Department. In setting this target, the council will take into account the extent of the service provided by the private and voluntary sectors, and parental preference for that provision.

(1c) The % of pupils enrolled in Primary 1 with experience of Education Department pre-school education.

What the indicator reports:

This indicator highlights the extent to which each council's Education Department achieved its own target (1b above) for the provision of a pre-school education service.

The number of council pre-school places in each council area is shown in the contextual information on page 30.

Points to bear in mind:

The experience offered by councils may vary widely in:-

● educational quality;

● the length of time over which a child has a place;

● the hours per week for which a child attends; and

● the pre-school education which is available in different parts of a council's area.

Information on the percentage of Primary 1 pupils who received pre-school education from non-council providers is not available to the Commission. A pre-school place comprises five morning and five afternoon sessions. Typically each place is shared between two or more children.

Commentary:

Target % with pre-school experience: Two councils had not set a target for the for the percentage of children entering Primary 1 with any pre-school experience regardless of provider. Of the nine councils that reported a target, four were working towards a target of 100% of children entering Primary 1 having some form of pre-school education. All of the other five councils that reported had targets of over 78%.

Target % with Education Department pre-school experience: One of the eleven councils did not set a target for its own provision. Of the other ten councils, one, Fife, set itself the target of providing all the pre-school experience itself. The other nine had targets ranging from 45% to 89%, and in these councils, the voluntary and private sectors were expected to contribute (Table 1).

Percentage with Education Department pre-school experience: Three of the councils met their targets, whilst five of the other seven came within 10% of their target levels (Figure 1). The remaining, eleventh, council did not establish a target but provided a service to 66% of children.

Table 1: The Target And Actual % Of Primary 1 Children With Pre-School Experience

Council	Target % Of Children With Any Pre-School Experience	Target % Of Children With Education Department Pre-School Experience	Actual % Of Children With Education Department Pre-School Experience
Borders	80	45	41
Central	100	85	80
Dumfries & Galloway	90	70	83
Fife	100	100	97
Grampian	(3)	(3)	66
Highland	(3)	55	29
Lothian	100	82	83
Orkney	78	78	78
Shetland	98	89	65
Strathclyde	87	59	58
Tayside	100	67	59
Western Isles	(1)	(1)	(1)

(1) The council did not provide the service.
(2) The council did not set a target.

Figure 1 shows that in ten of the eleven councils providing a service, the proportion of children entering Primary 1 with some form of pre-school education increased in 1994/95 in comparison to 1993/94.

Figure 1: The % Of Primary 1 Children With Education Department Pre-Schooling
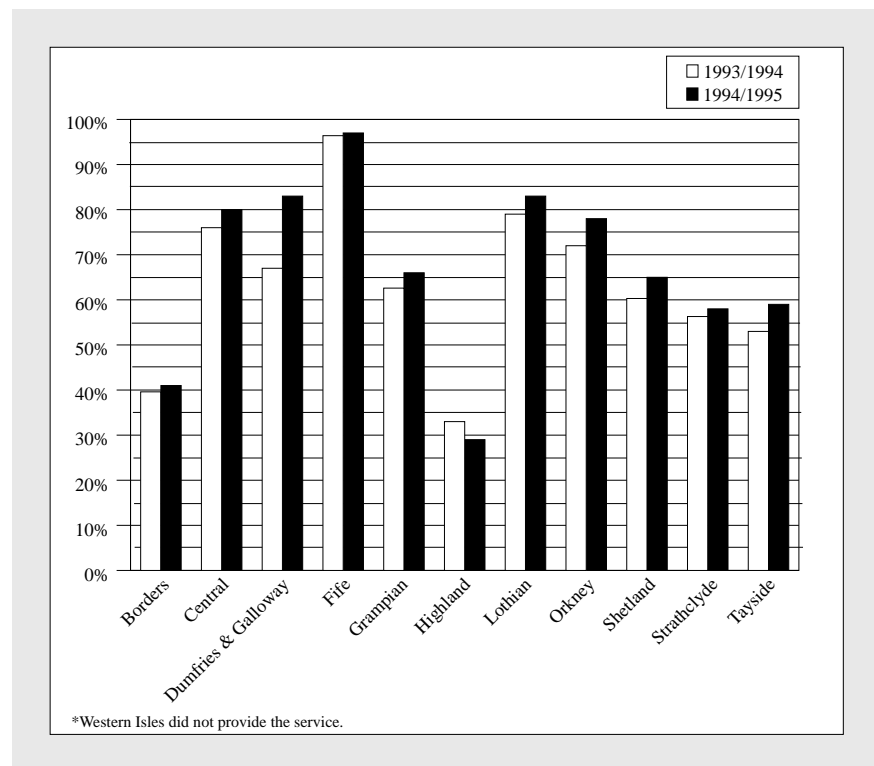
*Western Isles did not provide the service.

(2)   Expenditure per pre-school place.

What the indicator reports:

This indicator shows the average expenditure by each council on its pre-school education places. Eleven of the 12 councils provided a pre-school education service.

The majority of this expenditure goes on:-

● teaching and support staffing costs;

● the cost of running premises; and

● the cost of supplies and equipment.

Points to bear in mind:

Expenditure on nursery places for children with special educational needs is included.

Commentary:

Spending per place for pre-school education varied between £681 and £3,074 (Table 2).

Five of the 11 councils, just under half, spent more than £2,000 per place (Figure 2).

Table 2: Expenditure Per Pre-School Place

Council	Number of Places 1994/95	Expenditure per Place 1994/95 (£)	Expenditure per Place 1993/94 (£)
Borders	266	**1,770**	862
Central	1,649	**2,133**	1,950
Dumfries & Galloway	583	**1,844**	1,722
Fife	2,973	**2,598**	2,628
Grampian	2,570	**2,642**	2,282
Highland	468	**1,897**	2,288
Lothian	5,952	**1,998**	2,018
Orkney	248	**681**	679
Shetland	190	**2,672**	3,903
Strathclyde	14,791	**3,074**	3,118
Tayside	2,575	**1,934**	1,805
Western Isles	(1)		
Total	**32,265**		

(1) The council did not provide the service.

Figure 2: Expenditure Per Pre-School Place

*Western Isles did not provide the service.
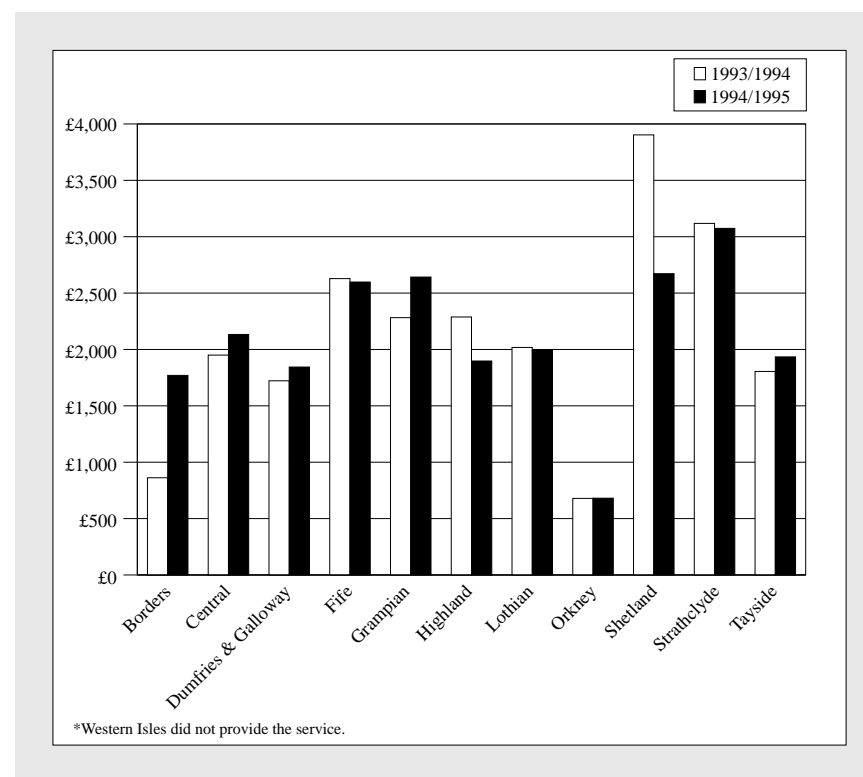
PRIMARY SCHOOLS

Context:

The total number of primary school pupils for 1994/95 was 439,089, a decrease of 0.33% on 1993/94 {440,572}.

The total number of primary classes in Scotland in 1994/95 was 17,707 {17,714}. This was made up of 12,895 single-year and 4,812 composite classes. The average number of primary pupils per class in Scotland during 1994/95 was 24.8 {24.9}.

The total number of primary schools in Scotland in 1994/95 was 2,335, a reduction of 6 schools against the number in 1993/94 {2,341}.

The contextual information on page 30 shows:-

● the number of primary school pupils in each council;

● the number of single year and composite primary classes in each council; and

● the number of primary schools in each council.

This information provides a background for understanding the performance reported in indicators (3), (4), (5) and (6).

(3)   Service cost per primary school pupil.

What the indicator reports:

This indicator provides information on the costs of the four main types of expenditure which support primary school provision. These are:-

- **teaching staff (school-based)** which includes all class and promoted teachers, supply and visiting teachers, instrumental instructors and learning support staff.

- **support staff (school-based)** which includes auxiliaries, librarians, technicians, clerical and word processing staff, janitors and other manual staff.

- **educational support services (central)** which includes advisory education staff, resource centres (including outdoor resource centres), educational psychology, libraries, and central technical staff.

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- **administrative support (central)** including Education Department administrative costs and other costs allocated from the council's central departments (e.g. finance, legal).

The indicator identifies the cost of school-based staff (the first two groups above) separately from the cost of centrally-based support and administration.

Points to bear in mind:

The most important factor affecting the indicator is the priority each council gives to the different staffing requirements in each group.

Expenditure on children with special educational needs is excluded.

Commentary:

Across councils, the average service cost per primary pupil lay in the range £1,390 to £2,486. Seven of the councils, just over half, spent less than £1,600 per head (Table 3).

Around 85% of the average cost per pupil in each council was spent on teaching staff.

School-based teachers and support staff accounted for between 90% and 95% of the total service costs per pupil.

Table 3: Service Cost Per Primary Pupil

Council	Expenditure on School-Based Teaching Staff (£)	Expenditure on School-Based Support Staff (£)	School-Based Costs as a Proportion of Total Costs (%)	Expenditure on Central Education Support Staff (£)	Expenditure on Central Admin Staff (£)	Total Costs 1994/95 (£)	Total Costs 1993/94 (£)
Borders	1,413	139	90	62	111	**1,725**	1,664
Central	1,173	136	94	41	40	**1,390**	1,395
Dumfries & Galloway	1,318	86	90	81	72	**1,557**	1,499
Fife	1,319	142	92	42	87	**1,590**	1,460
Grampian	1,288	118	92	28	95	**1,529**	1,495
Highland	1,469	112	95	34	56	**1,671**	1,628
Lothian	1,247	131	92	45	71	**1,494**	1,457
Orkney	1,860	196	93	158	6	**2,220**	2,212
Shetland	2,125	190	93	125	46	**2,486**	2,524
Strathclyde	1,252	137	93	51	53	**1,493**	1,446
Tayside	1,248	100	93	39	57	**1,444**	1,395
Western Isles	1,858	83	91	145	58	**2,144**	2,038

(4)   Expenditure per primary school pupil on individual teaching materials.

What the indicator reports:

This indicator shows councils' average expenditure for each primary school pupil on individual teaching materials and equipment such as books, jotters and musical instruments.

Points to bear in mind:

The major factors which affect this indicator include:-

● the extent to which individual schools need to replace outdated and worn out resources; and

● the need for resources to meet the demands of new curricular requirements.

In addition to expenditure on equipment for individual pupils, councils spend substantial amounts on materials and equipment in schools, such as video recorders and library books, for general use. This expenditure is not taken into account in this indicator.

Commentary:

Spending on individual teaching materials varied widely between the 12 councils, within the range £21 to £71 per primary pupil. Seven councils, just over half, spent more than £50 per pupil (Figure 4).

Six councils increased expenditure on individual teaching materials in primary schools by more than 10% in comparison to 1993/94.

Figure 4: Expenditure Per Primary Pupil On Individual Teaching Materials

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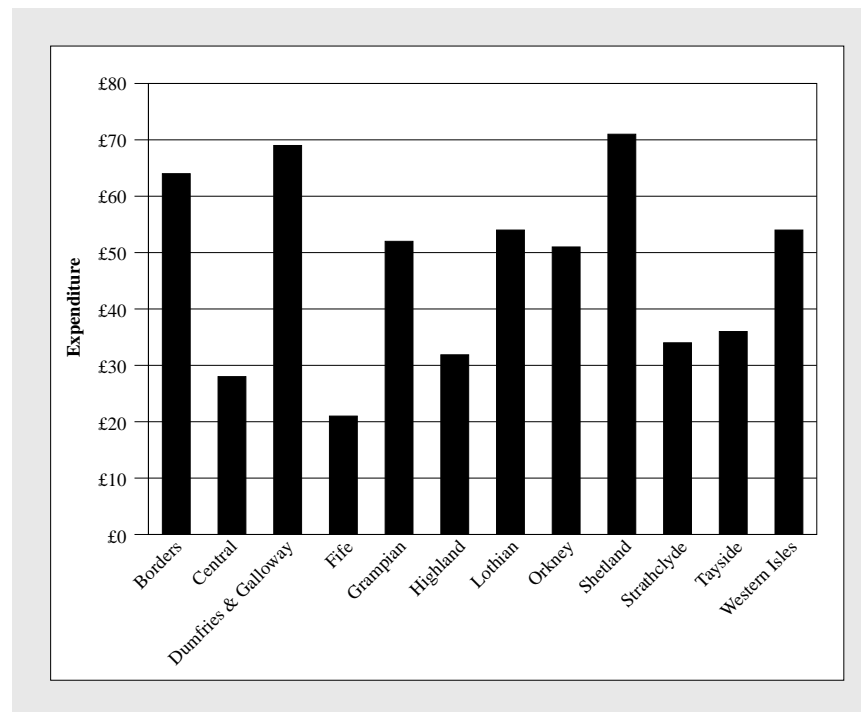
(5)   The % of classes, both single-year and composite, in which the number of pupils fall within the following bands:-

- 15 or less

- 16-20

- 21-25

- 26-30

- 31 or more.

What the indicator reports:

Composite classes are those where at least two year groups (e.g. Primary 4 and 5) are taught in the same teaching area or class at the same time. Councils use composite classes where there are low numbers of pupils or where the school has to adjust class sizes in accordance with the number of available teachers.

This indicator shows the proportions of classes of different sizes in primary schools and the extent to which each council uses composite classes.

Points to bear in mind:

Changes in the number of children starting school each year will result in some variation between years in:-

● the total number of classes; and

● the proportions of composite to single-year classes.

Maximum class sizes for single-year and composite classes are subject to a national agreement in Scotland. These are 33 and 25 pupils respectively.

The extent to which composite classes are used as a means of increasing average class size is a matter of policy for each council.

Commentary:

All Classes: Across the country in 1994/95, as in 1993/94, 73% of all classes were single-year classes and 27% were composite classes (Figure 5a).

There is wide variation across councils in the proportion of classes within each of the indicator's bands. For example:-

● the percentage of all classes with '15 pupils or less' varied between 2% and 39%;

● for classes with between '16 and 21 pupils', the percentage varied from 10% to 33%;

● the percentage of classes with '21 to 25 pupils' ranged between 21% and 39%;

● the percentage of classes with '26 to 31 pupils' ranged between 8% and 36%; and

● the percentage of classes with '31 pupils or more' ranged between 0% and 18%.

Table 5 shows the proportion of classes in each occupancy band, and the average number of children per class in each council.

Single-Year Classes: The largest group of single-year classes, 41% all single year classes, was that with '26-30 pupils' (Figure 5b).

Composite Classes: Almost two thirds of all composite classes had between 21 and 25 pupils (Figure 5c). Nine of the 12 councils had a small number of composite classes with more than 25 pupils - that is, greater than the nationally agreed maximum number for composite classes.

Figure 5a: All-Scotland Proportions For Primary Classes
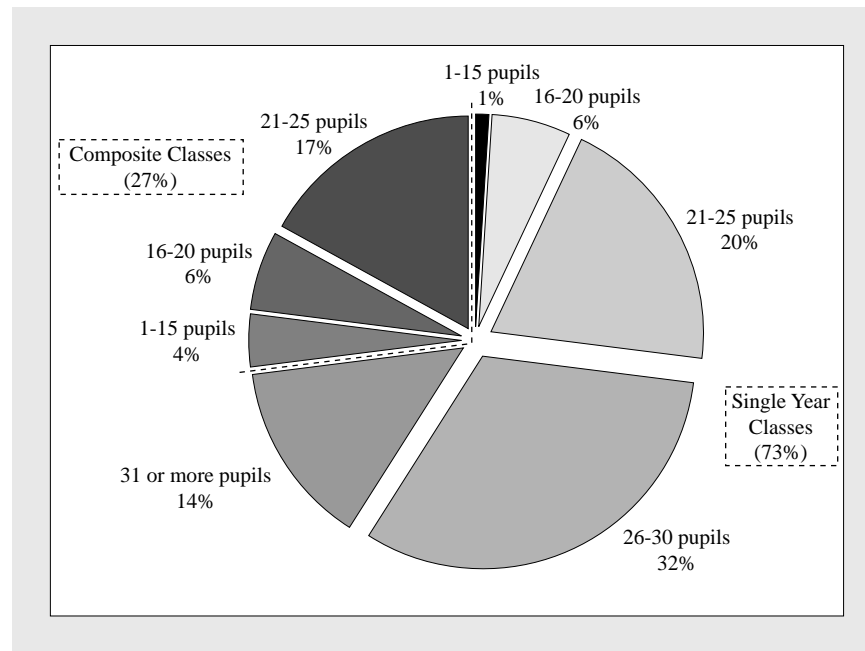
Table 5: The Percentage Of Single Year And Composite Classes In Each Size Band

Council	Single Year Classes					Composite Classes					Average Number of Pupils per Class 1994/95	Average Number of Pupils per Class 1993/94
	0-15 Pupils (%)	16-20 Pupils (%)	21-25 Pupils (%)	26-30 Pupils (%)	31 or more Pupils (%)	0-15 Pupils (%)	16-20 Pupils (%)	21-25 Pupils (%)	26-30 Pupils (%)	31 or more Pupils (%)		
Borders	2.4	7.0	19.0	20.9	7.2	6.7	12.6	20.4	3.5	0.3	**23.1**	23.2
Central	1.5	5.9	21.5	33.2	14.2	2.3	5.3	16.1	0.0	0.0	**25.5**	25.5
Dumfries & Galloway	0.9	4.7	14.4	26.1	6.7	9.5	12.9	24.1	0.7	0.0	**23.4**	23.3
Fife	0.6	4.7	18.4	35.9	11.4	2.4	5.4	20.9	0.3	0.0	**25.1**	25.5
Grampian	0.6	4.6	15.3	31.5	12.4	3.4	9.0	22.9	0.3	0.0	**24.8**	25.2
Highland	1.7	5.9	12.4	18.3	10.0	14.2	14.3	23.0	0.2	0.0	**21.7**	21.6
Lothian	1.1	5.1	22.1	35.3	17.9	0.9	4.4	13.0	0.2	0.0	**26.0**	25.8
Orkney	6.0	10.0	27.0	12.0	0.0	19.0	15.0	8.0	3.0	0.0	**19.4**	19.6
Shetland	18.0	15.0	16.0	9.0	0.0	21.0	13.0	8.0	0.0	0.0	**17.6**	17.1
Strathclyde	1.3	7.8	22.5	32.6	14.5	1.9	4.2	15.1	0.1	0.0	**25.1**	25.2
Tayside	1.0	4.3	18.0	29.0	18.0	4.7	6.8	17.4	0.8	0.0	**25.2**	24.9
Western Isles	4.0	2.0	8.0	8.0	1.0	33.0	31.0	13.0	0.0	0.0	**17.1**	17.5

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Figure 5b: Single Year Primary Classes – The % Of Classes In Each Band

1-15 pupils 5%
16-20 pupils 10%
21-25 pupils 29%
26-30 pupils 41%
31 or more pupils 15%
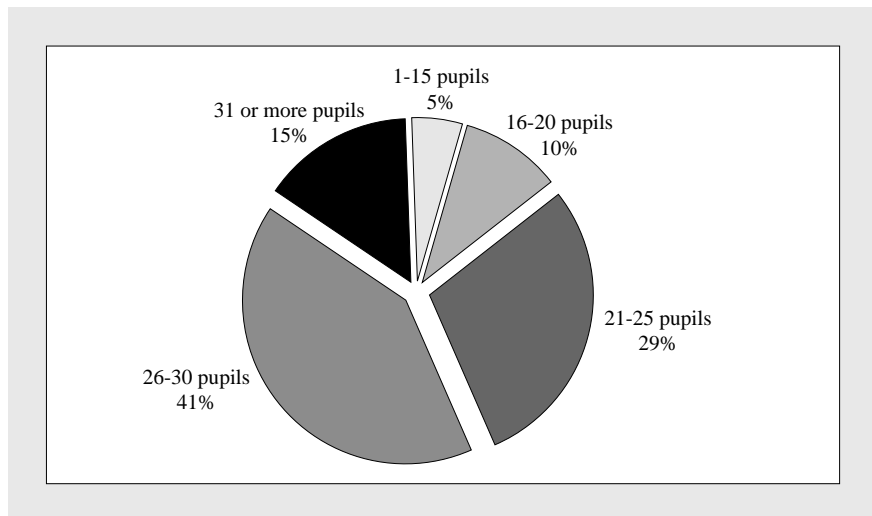
Figure 5c: Composite Primary Classes – The % Of Classes In Each Band

1-15 pupils 15%
16-20 pupils 22%
21-25 pupils 63%

*Bands '26 to 30 pupils' and '31 or more pupils' contained less than 0.1% and do not show on this chart.
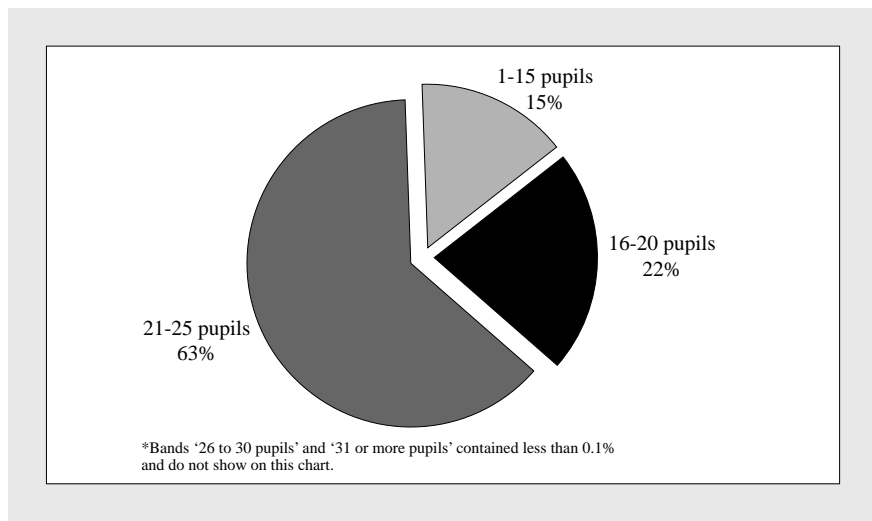
PRIMARY SCHOOLS

(6)   Occupancy. The % of schools where the ratio of pupils to places is:-

- 40% or less

- 41-60%

- 61-80%

- 81% or more.

What the indicator reports:

This indicator shows the proportion of each council's primary schools within the four bands shown.

Occupancy level is a measure of how many of the places available for pupils in a school have been taken up. For example, if a school has 150 places and 120 are filled, the occupancy level is 80%. Each council determines the number of places that are available in its schools.

Points to bear in mind:

The calculation of occupancy level depends on the way in which a school's capacity is determined. Councils have some discretion in this area and there may, therefore, be minor differences between them. Some of the factors which may be important are:-

● whether or not gymnasiums are counted as teaching rooms;

● how non-teaching rooms are designated;

● the treatment of rooms used for only part of the curriculum; and

● whether surplus accommodation is given over to community and other use and is no longer treated as available for school use.

The variation in the number of primary schools between councils means that a small percentage of schools in a large council may represent more schools than a high percentage in a small council. For example 10% of schools in Highland Region is 20, whilst 50% of primary schools in Orkney is 12 schools.

Commentary:

Figure 6 shows the proportion of primary schools across Scotland in each occupancy band.

Nationally, 9% of schools (207) had an occupancy level of '40% or less'. Almost a quarter of all schools (561) had an occupancy level of '41% - 60%' with approximately a third (800) having occupancy levels of '61% to 80%'. The number of schools that had occupancy levels of '81% or more' was 767 {725}, an increase of 2% in the proportion of all primary schools reporting this level of occupancy compared to 1993/94.

Within individual councils, the proportion of schools in the different occupancy bands varied widely. Half of the councils had at least four out of every ten of their schools with occupancy levels of '81% or higher' and only one, Western Isles, had more than half of its primary schools with occupancy levels below 60% (Table 6).

Eight councils reduced the proportion of schools in the '40% or less' occupancy band and seven councils reduced the proportion of schools in the '41% to 60%' band in comparison to 1993/94.

Eight councils reduced the proportion in the '61% to 80%' band whilst, correspondingly, eight councils increased the proportion of schools in the '81% or more' band in comparison to 1993/94.

Figure 6: The % Of Primary Schools In Each Occupancy Band
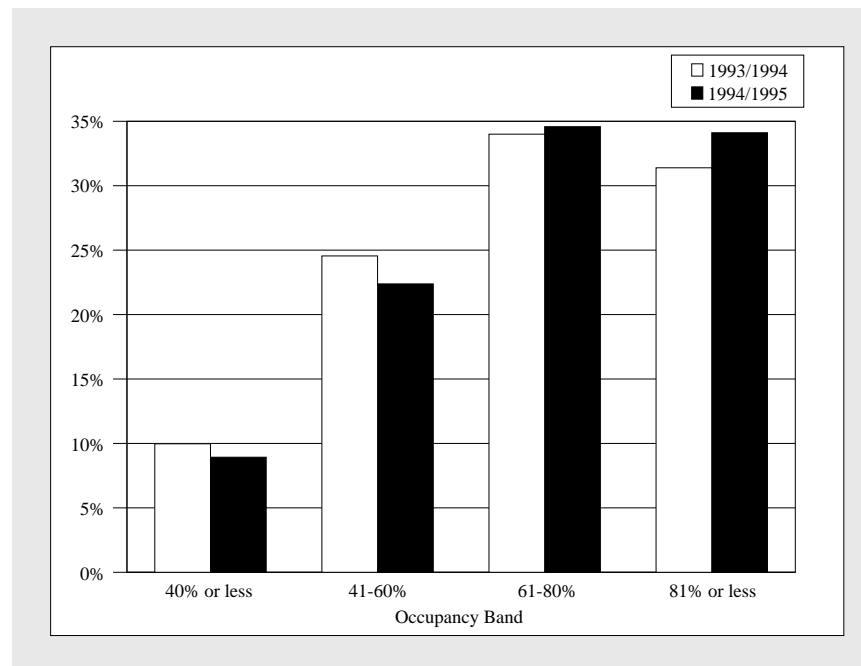
Table 6: The % Of Primary Schools In Each Occupancy Band

Council	40% or less	41-60%	61-80%	81% or more
Borders	2.7%	11.0%	47.9%	38.4%
Central	13.9%	30.4%	37.4%	18.3%
Dumfries & Galloway	0.9%	8.6%	38.8%	51.7%
Fife	2.8%	15.9%	37.2%	44.1%
Grampian	5.5%	13.9%	30.6%	50.0%
Highland	13.6%	31.2%	32.7%	22.5%
Lothian	4.6%	23.0%	28.9%	43.5%
Strathclyde	11.1%	28.2%	36.2%	24.5%
Tayside	9.1%	20.3%	28.3%	42.3%
Orkney	25.0%	4.0%	25.0%	46.0%
Shetland	9.0%	34.0%	40.0%	17.0%
Western Isles	9.0%	48.0%	32.0%	11.0%
Scotland	8.9%	24.0%	34.3%	32.8%
Number of Schools	207	561	800	767

EDUCATION

SECONDARY SCHOOLS

Context:

The total number of secondary school pupils in Scotland in 1994/95 was 317,261, a rise of 0.8% over 1993/94 {314,638}.
The total number of secondary schools in Scotland in 1994/95 was 404 {407}.
The contextual information on page 30 shows:-

● the number of secondary school pupils in each council; and

● the number of secondary schools in each council.

This information provides a background for understanding the performance reported in indicators (7), (8) and (9).

(7)   Service cost per secondary school pupil.

What the indicator reports:

This indicator provides information on the costs of the four main types of expenditure which support secondary school provision. These are:-
- teaching staff (school-based) which includes all class and promoted teachers, supply and visiting teachers, instrument instructors and learning support staff.
- support staff (school-based) which includes auxiliaries, librarians, technicians, clerical and word processing staff, janitors and other manual staff.

- education support services (central) which includes advisory staff, resource centres (including outdoor resource centres), educational psychology, careers advice, libraries, and central technical staff.
- administrative support (central) which includes Education Department administrative costs and other costs allocated from the council's central departments (e.g finance, legal).

The indicator identifies the cost of school-based staff (the first two groups above) separately from the cost of centrally-based support and administration. The most important factor affecting the indicator is the priority each council gives to the different staffing requirements in each group.

Points to bear in mind:

Expenditure on children with special educational needs is excluded.

Commentary:

The average service cost per secondary pupil lay in the range £2,247 to £3,816, with seven of the councils spending less than £2,550 per head (Table 7).

Around 85% of the average cost per secondary pupil in each council was spent on teaching staff. School-based teachers and support staff accounted for between 90% and 95% of the total service costs per secondary pupil.

Table 7: Service Cost Per Secondary Pupil

Council	Expenditure on School-Based Teaching Staff (£)	Expenditure on School-Based Support Staff (£)	School-Based Costs as a Proportion of Total Costs (%)	Expenditure on Central Education Support Staff (£)	Expenditure on Central Admin Staff (£)	Total Costs 1994/95 (£)	Total Costs 1993/94 (£)
Borders	2,100	189	91	70	148	**2,507**	2,408
Central	1,955	177	95	72	43	**2,247**	2,280
Dumfries & Galloway	2,181	198	90	139	121	**2,639**	2,456
Fife	2,020	178	94	45	89	**2,332**	2,135
Grampian	2,018	227	90	100	159	**2,504**	2,498
Highland	2,153	191	95	51	77	**2,472**	2,431
Lothian	2,121	296	93	62	108	**2,587**	2,563
Orkney	2,600	243	93	221	1	**3,065**	2,948
Shetland	3,178	304	91	275	59	**3,816**	3,723
Strathclyde	2,020	202	94	75	65	**2,362**	2,318
Tayside	2,154	157	91	125	99	**2,535**	2,508
Western Isles	2,935	228	90	243	108	**3,514**	3,462

SECONDARY SCHOOLS

(8)   Expenditure per secondary school pupil on individual teaching materials and equipment.

What the indicator reports:

This indicator shows councils' average expenditure for each secondary school pupil on teaching materials and equipment such as books, jotters and scientific, mathematical, art and musical equipment.

Points to bear in mind:

The major factors which will affect this indicator include:-

● the extent to which individual schools need to replace outdated and worn out resources; and

● the need for resources to meet the demands of new curricular requirements.

In addition to expenditure on equipment for individual pupils, councils spend substantial amounts on materials and equipment in schools, such as video recorders and library books, for general use. This expenditure is not taken into account in this indicator.

Commentary:

Spending on these materials varied widely between the 12 councils, within the range £53 to £148 per secondary pupil. Just over half of the councils spent more than £75 per pupil (Figure 8).

Six councils increased spending on individual materials in secondary schools by more than 5% in comparison to 1993/94.

Figure 8: Expenditure Per Pupil On Individual Teaching Materials
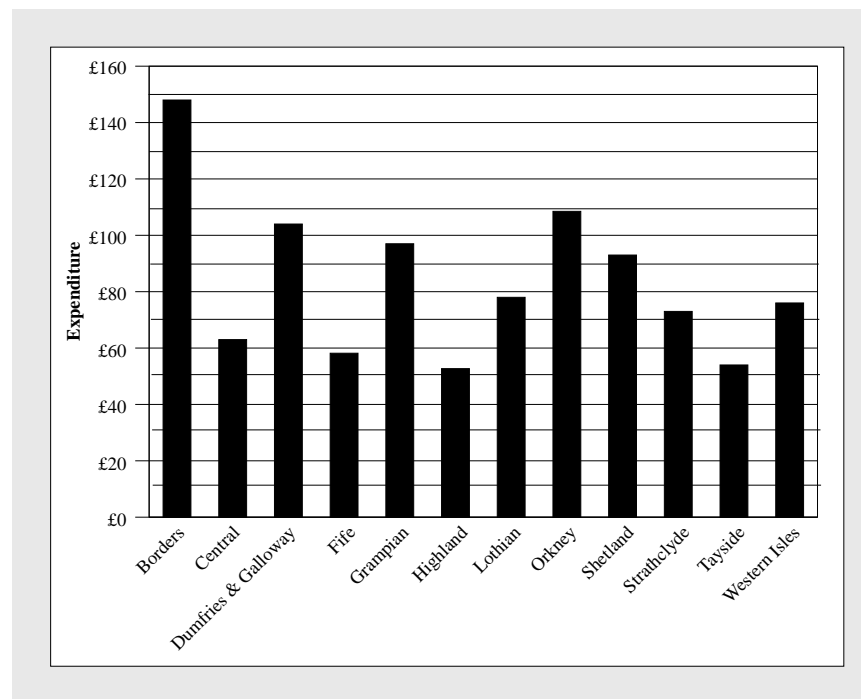
SECONDARY SCHOOLS

(9) Occupancy. The % of schools where the ratio of pupils to places is:-

- 40% or less

- 41-60%

- 61-80%

- 81% or more.

What the indicator reports:

This indicator shows the proportion of each council's secondary schools within the four bands shown.

Occupancy level is a measure of how many of the places available for pupils in a school have been taken up. For example, if there are 800 places and 600 are filled, the occupancy level is 75%. Each council determines the number of places that are available in its schools.

Points to bear in mind:

The calculation of occupancy level depends on the way in which a school's capacity is determined. Councils have some discretion in this area and there will, therefore, be differences between them. Some of the factors which may be important are:-

● whether or not gymnasiums are counted as teaching rooms;

● how non-teaching rooms are designated;

● the treatment of rooms used for only part of the curriculum; and

● whether surplus accommodation is given over to community or other use and is no longer treated as available for school use.

The variation in school numbers between councils means that a small percentage in a large council may represent more schools than a high percentage in a small council. For example 10% of secondary schools in Lothian Region is 5, whilst 50% in Orkney is 3 schools.

Commentary:

The proportion of secondary schools across Scotland in each occupancy band is shown in Figure 9.

The percentage of secondary schools in each occupancy band in each council is shown in Table 9.

Across Scotland's 404 secondary schools, 5.9% (24 schools) had an occupancy level of '40% or less' and a further 17.1% (69 schools) had occupancy levels of below 60%. Of the remaining schools, 121 {135} were in the '61% - 80%' occupancy band, and 190 {172} were in the '81% or higher' band.

Table 9: The % Of Secondary Schools In Each Occupancy Band

Council	40% or less	41-60%	61-80%	81% or more
Borders	0.0%	0.0%	11.1%	88.9%
Central	0.0%	11.1%	50.0%	38.9%
Dumfries & Galloway	6.3%	37.5%	56.2%	0.0%
Fife	0.0	15.8%	42.1%	42.1%
Grampian	2.6%	5.3%	7.9%	84.2%
Highland	0.0	11.5%	15.4%	73.1%
Lothian	6.5%	6.5%	19.6%	67.4%
Orkney	33.0%	17.0%	33.0%	17.0%
Shetland	11.0%	0.0	44.0%	45.0%
Strathclyde	7.1%	22.9%	36.5%	33.5%
Tayside	6.3%	15.6%	12.5%	65.6%
Western Isles	13.0%	33.0%	41.0%	13.0%
Scotland	5.9%	17.1%	30.0%	47.0%
Number of Schools	24	69	121	190

Within individual councils, there were wide variations in the proportions of schools in the different occupancy bands. Half of the councils had 45% or more of their schools with an occupancy level of '81% or higher'. In contrast, one council had half of its secondary schools with occupancy levels of 60% or below.

Seven councils increased the proportion of secondary schools in the '81% or more' occupancy band in comparison to 1993/94.

Figure 9: The % Of Secondary Schools In Each Occupancy Band
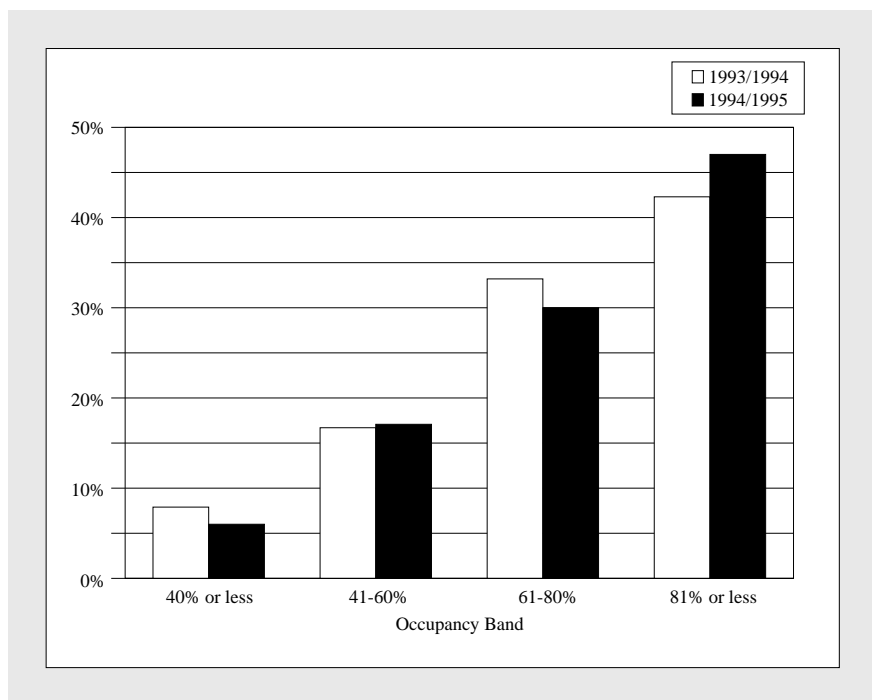
SPECIAL EDUCATIONAL NEEDS

(10) Assessment of special educational needs: average time taken to complete assessment.

What the indicator reports:

An assessment of a pupil's special educational needs may be required as a result of a child having learning difficulty, physical disability, psychological disturbance, or any combination of these. These needs cannot normally be met from the resources ordinarily available in schools.

Across Scotland, the total number of special educational needs assessments carried out during the year was 2,674.

The number of special educational needs assessments undertaken by each council in 1994/95 is shown in the contextual information on page 30.

This indicator reports the average length of time which it takes each council to carry out an assessment of a child who may have special educational needs.

Following an assessment, the council must notify the child's parent or guardian as to whether or not it intends to record the child as having special educational needs, and the reasons for its decision.

The council is obliged to provide for the special educational needs of a child for whom it creates a record of need.

Points to bear in mind:

The key factors which influence this indicator are:-

● the efficiency of professional and administrative input; and

● the number and complexity of the referrals received.

In some cases, a longer time for completion of the assessment is pre-planned. This occurs when:-

● an assessment is delayed to accommodate a change in a child's circumstances or personal development, for example, when a child is approaching the move from primary to secondary school, the assessment may be timed to coincide with this event;

● a longer time to complete an assessment is negotiated with the parents or guardian of a child, or stems from a request by them for a delay.

The indicator excludes the assessment of children under five, and the time spent dealing with parents or guardians following notification of the conclusion of an assessment.

Commentary:

Half of the councils completed assessments in an average time of 31 weeks or less, with the other six taking an average time of between 36 weeks and 42 weeks (Figure 10).

Eight of the councils reduced the average time to undertake an assessment in 1994/95 in comparison to the time taken in 1993/94.

Figure 10: Average Time Taken To Complete Educational Needs Assessments
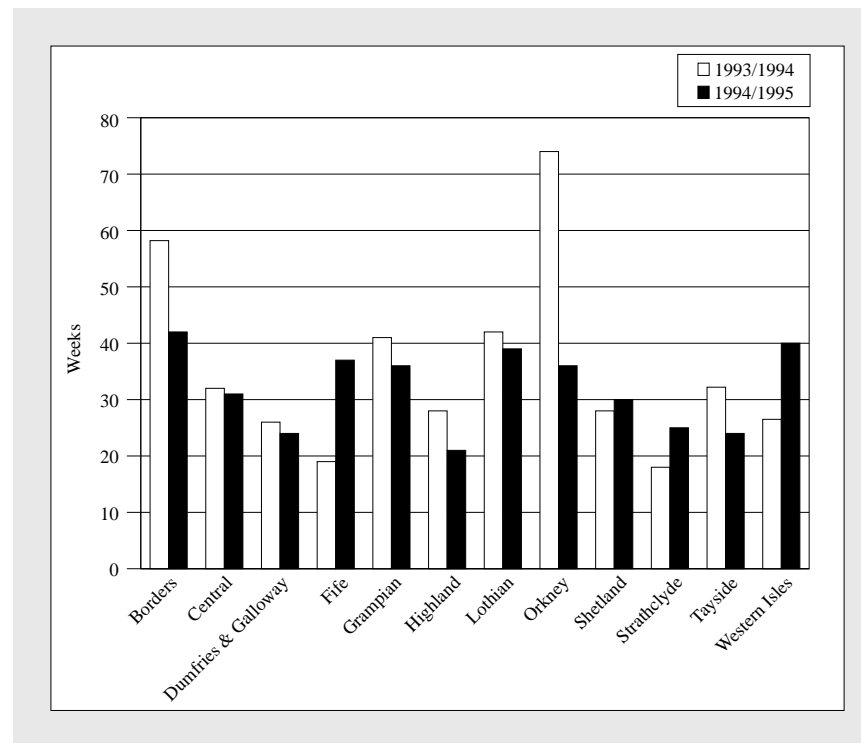
REPAIRS

(11)   Repairs and maintenance expenditure per square metre of floor area.

What the indicator reports:

This indicator shows how much each council spent on the repair and maintenance of school buildings. Repairs and maintenance work includes external and internal decoration; fixtures and fittings; engineering services; making good damage from fire, vandalism and collision; and unplanned maintenance arising from causes such as breakages and plant breakdowns.

Points to bear in mind:

Major factors which may influence expenditure in any year include:-

● the overall condition of the council's schools;

● the council's previous record for ensuring that schools are well maintained (e.g. whether a backlog of repairs work has built up); and

● the extent to which, in any one year, higher spending is authorised in response to a backlog of outstanding repairs work.

Commentary:

Spending on this activity ranged from almost £6 to £25 per square metre.

Seven councils, just over half, spent between £10 and £15 per square metre, and three spent more than £20 (Figure 11).

Eight councils reduced expenditure on repairs and maintenance in comparison to 1993/94.

Figure 11: Expenditure Per Square Metre Of School Floor Area For Repairs And Maintenance
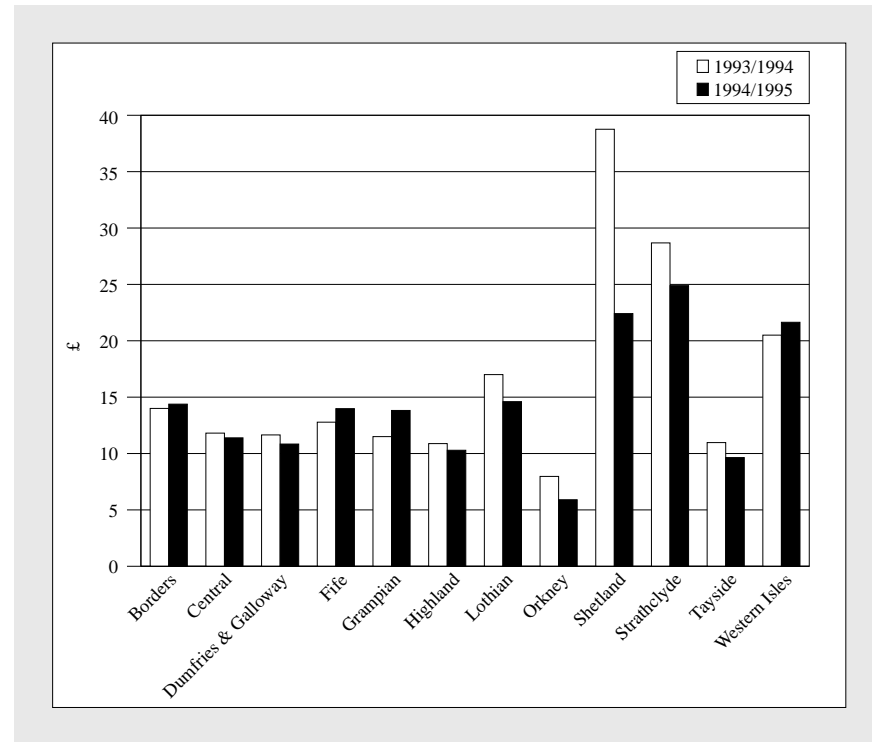
EDUCATION

CONTEXTUAL INFORMATION: EDUCATION SERVICE 1994/95

Council	Primary Schools	Pre-School Places	Primary 1 Pupils	Primary Pupils	Composite Classes	Single Year Classes	Secondary Schools	Secondary Pupils	Number of Assessments
Borders	73	266	1229	8610	162	211	9	6482	30
Central	114	1649	3417	23558	219	706	18	17442	159
Dumfries & Galloway	116	583	1711	12821	259	290	16	9252	244
Fife	145	2973	4314	30954	357	875	19	22736	42
Grampian	274	2570	6443	45085	646	1171	38	32206	320
Highland	199	468	2728	19053	455	425	26	15277	150
Lothian	239	5952	8513	58007	416	1818	46	38020	312
Orkney	24	248	277	1843	43	52	6	1439	8
Shetland	35	190	306	2233	54	73	9	1766	14
Strathclyde	885	14791	28543	201461	1697	6320	170	147034	1040
Tayside	187	2575	4387	32846	387	918	32	23341	344
Western Isles	44	0	376	2618	117	36	15	2266	11
Scotland: Total	**2,335**	**32,265**	**62,244**	**439,089**	**4,812**	**12,895**	**404**	**317,261**	**2,674**

ENVIRONMENTAL HEALTH

Environmental health services were provided in 1994/95 by the 53 mainland district councils and 3 islands councils.

No comparative information for 1993/94 is available because performance information for Environmental Health services was introduced for the first time in 1994/95.

FOOD SAFETY: HYGIENE INSPECTIONS

(1) **The number of premises in each of the following four categories requiring inspection during the year, and the % of premises in each category which were inspected:**

- within 6 months

- between 6 and 12 months

- between 12 and 24 months

- more than 24 months.

What the indicator reports:

The purposes of food hygiene inspection are to:-

● identify potential risks to the health of the public arising from the processing, cooking, handling and storage of food; and

● confirm that food preparation processes meet the requirements of the Food Safety Act 1990.

Premises are grouped according to their level of food safety risk. This risk is determined on the basis of :-

● the type of premises; and

● the confidence the council has in the management of food processes at the premises.

The 'within 6 months' category is for premises which have the highest risk of food hygiene problems and so require the most frequent inspection visits, while the 'more than 24 months' category is for premises which have the lowest risk and require fewest visits.

For each inspection category, the indicator reports three pieces of information - the number of premises in the category, the number of those premises which the council intended to inspect during the year, and the percentage of targeted premises inspected.

The indicator, therefore, reports the council's food hygiene inspection workload and its success in achieving its own inspection targets for the four frequency categories.

Points to bear in mind:

Each category sets out only the minimum number of inspections which have to be carried out. Some premises, particularly in the 'within 6 months' category, may be visited more frequently during the period due to the assessed level of risk. These additional visits are not reflected in the indicator.

Some of the factors which might influence a council's decision on the required number of food hygiene inspection visits are:-

- the likely risk according to the type of food. Some products have an inherently higher risk with respect to food poisoning than others. These include all high protein foods such as meat, fish, milk and dairy products.

- the extent to which food is handled. This includes the risk of cross-contamination where a process involves both raw and packed food.

- the method of processing. Particular emphasis is placed on inspecting any high risk product under conditions that can allow the growth of food poisoning organisms, for example, canning, vacuum packing and any process where temperature is a controlling factor.

- the number of consumers likely to be put at risk if there is a failure in food hygiene and safety procedures.

- the cleanliness, layout, lighting, ventilation and condition of the structure of premises; and

- the attitude of the present management towards, and technical knowledge of, hygiene and safety matters.

It is possible that certain premises may be placed in a new category during the year, to take account of the factors above.

The main factor which may affect performance is the number of premises in each of the risk categories.

Commentary:

Across Scotland, the total number of establishments due for inspection was 32,104. Of these: -

- 12% were in the 'within 6 months' minimum category;

- 43% were in the 'between 6 and 12 months' category;

- 38% were in the 'between 12 and 24 months' category; and

- 7% were in the 'more than 24 months' category.

Figure 1a shows that, across Scotland, the percentage of premises inspected in the 'within 6 months' category ranged from 16% to 100%. Just over half of all councils (31) managed to inspect at least 83% of premises in the highest risk category.

The percentage of premises inspected in the 'between 6 and 12 months' category ranged from 23% to 100%. Over half of all councils (31) inspected at least 83% of premises in this period (Figure 1b).

The percentage of premises inspected in the 'between 12 and 24 months' category ranged from 30% to 100%. Over half of all councils (31) inspected at least 90% of premises in this period (Figure 1c).

The percentage of premises inspected in the 'over 24 months category' ranged from 0% to 100%. Over half of all councils (31) inspected at least 80% of premises in this period (Figure 1d).

Figure 1a: The % Of Planned Inspections Completed – 'Within 6 Months' Category

*Nithsdale did not provide the required information.
*Tweeddale did not have a 6 month risk category.
(Note) Information not provided on a comparable basis by Aberdeen, Clydesdale, Kirkcaldy, Stirling and Wigtown.
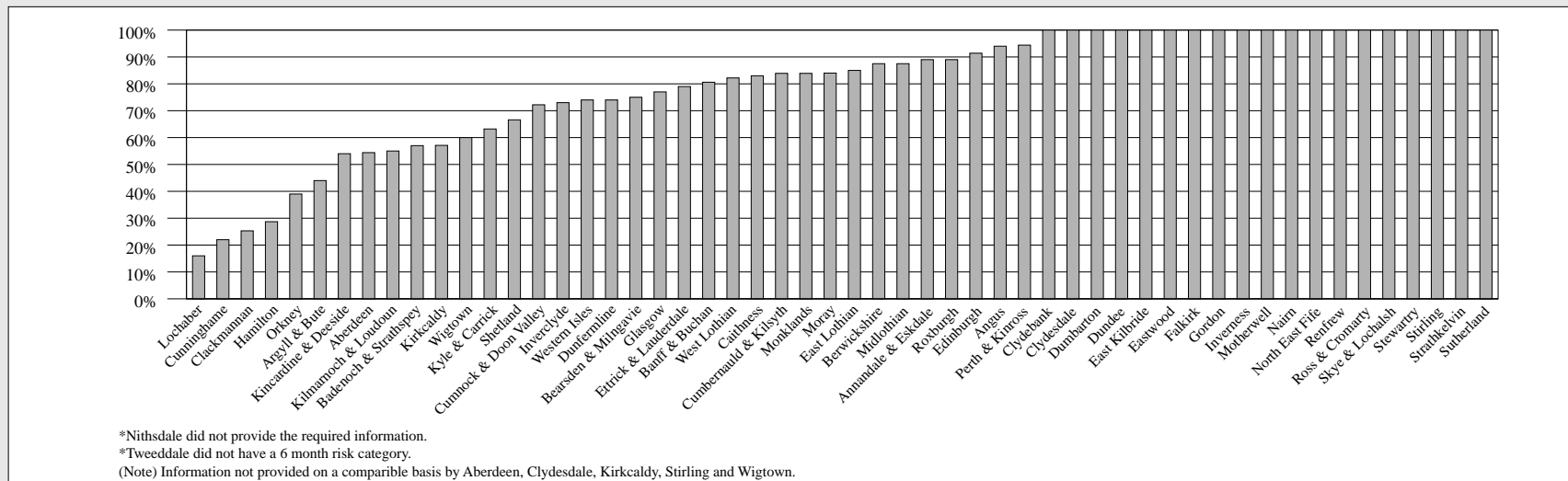
Figure 1b: The % Of Planned Inspections Completed – '6-12 Months' Category

*Nithsdale did not provide the required information.
(Note) Information not provided on a comparable basis by Aberdeen, Clydesdale, Kirkcaldy, Stirling and Wigtown.

ENVIRONMENTAL HEALTH

Figure 1c: The % Of Planned Inspections Completed – '12-24 Months' Category

*Nithsdale did not provide the required information.
*Ross & Cromarty did not have a '12-24 month' risk category.
(Note) Information not provided on a comparible basis by Aberdeen, Clydesdale, Kirkcaldy, Stirling and Wigtown.

Figure 1d: The % Of Planned Inspections Completed – 'More Than 24 Months' Category

*Nithsdale did not provide the required information.
*Clydebank, East Kilbride, Glasgow, Kirkcaldy, Renfrew and Ross & Cromarty did not have a 'more than 24 month' risk category.

FOOD SAFETY: FOOD SAMPLING

(2) **The number of chemical and microbiological samples taken per 1000 resident population.**

What the indicator reports:

This indicator reports the extent of food sampling undertaken by councils. A national target rate of 3 samples per year per 1,000 population has been recommended by the Convention of Scottish Local Authorities (COSLA) for chemical sampling. There is no recognised and agreed national standard for microbiological sampling.

Chemical sampling determines whether or not the composition of food is satisfactory.

Microbiological sampling is carried out:-

● to monitor food hygiene in relation to conditions of manufacture, distribution and storage;

● to establish that food complies with statutory standards; and

● in the case of a specific incident, to assess if there is a more widespread outbreak of food poisoning or contamination.

Almost half of the microbiological samples are of milk and milk products.

Points to bear in mind:

Some of the factors which councils consider, in determining how many samples of each type to take, include:-

● the number and type of food manufacturing and retail outlets;

● the number and volume of products;

● the potential for causing food poisoning, which depends on the different risks associated with different foods; and

● the history of establishments in meeting required standards.

In accordance with a nationally agreed scheme, some councils have responsibility for advice and sampling at the headquarters of food manufacturing companies located within their area. This advice may lessen the need for sampling at retail outlets, but councils with this responsibility will take more samples than councils without the responsibility.

Commentary:

Chemical samples:

The number of chemical samples taken per 1,000 population varied from 1 to 6.7, although half of councils (28) took 3 to 4 samples.

Figure 2a shows that over a quarter of councils (16) failed to meet the COSLA target of 3 inspections per 1,000 population.

Microbiological samples:

The number of microbiological samples taken per 1,000 population varied from 0.6 to 17, with more than half of the councils (32) taking at least 4 samples (Figure 2b).

Figure 2a: Number Of Chemical Samples Taken Per 1,000 Population

Figure 2b: Number Of Microbiological Samples Taken Per 1,000 Population

*Tweeddale did not provide the required information.

ENVIRONMENTAL HEALTH

WORKPLACE SAFETY

(3)   Risk categorisation:

-the number of workplace premises liable to inspection

-the percentage of work places whose safety risk has been assessed and categorised.

What the indicator reports:

The indicator reports the work of councils in preparing their inspection programmes. This involves establishing the safety risk for workplaces they must inspect in accordance with their enforcement responsibilities under the Health and Safety at Work Act 1974.

Examples of the health and safety features which are considered when categorising work place risk include:-

● the control of risks from the use, manufacture, installation or repair of plant and machinery;

● the use of electricity;

● training and systems of work;

● noise, protective clothing and equipment; and

● the control of risks during the transport, storage and disposal of toxic dust, fumes and gases.

The indicator reports categorisation of work place premises, not the inspection of premises which have been categorised. Councils' inspection work is reported in indicator (4) below.

Commentary:

The total number of work place premises liable to health and safety inspections by councils during the year was 91,881, of which 93% (85,844 premises) were categorised (Table 3).

Forty two councils included all premises (100%) for which they had responsibility within a categorised risk system (Figure 3).

The remaining 14 councils included two councils (Kincardine & Deeside and Lochaber) which carried out no risk categorisation work at all, and two councils which had categorised less than 40% of work places.

Figure 3: The % Of Premises Liable For Inspection Which Were Categorised

*Argyll & Bute, Nairn and Sutherland did not report % of premises categorised.
(Note) Information not provided on a comparible basis by Clackmannan, Kyle & Carrick, Stirling and Wigtown.

ENVIRONMENTAL HEALTH

Table 3: Workplace Safety Inspections

Council	Premises Liable to Inspection	Premises in the System	Percentage in the System	Council	Premises Liable to Inspection	Premises in the System	Percentage in the System
Aberdeen	3340	3303	99	Inverness	1222	1222	100
Angus	1647	1500	91	Kilmarnock & Loudoun	1421	1421	100
Annandale & Eskdale	701	701	100	Kincardine & Deeside	766	0	0
Argyll & Bute	2198	(2)	(2)	Kirkcaldy	2080	2024	97
Badenoch & Strathspey	375	375	100	Kyle & Carrick	2494	2494	100
Banff & Buchan	1326	1326	100	Lochaber	544	0	0
Bearsden & Milngavie	373	138	37	Midlothian	900	900	100
Berwickshire	331	331	100	Monklands	1148	1148	100
Caithness	594	594	100	Moray	1395	1395	100
Clackmannan	579	579	100	Motherwell	1565	1565	100
Clydebank	704	704	100	Nithsdale	1072	704	66
Clydesdale	642	642	100	North East Fife	1410	1371	97
Cumbernauld & Kilsyth	604	604	100	Orkney	409	409	100
Cumnock & Doon Valley	590	590	100	Perth & Kinross	2668	2668	100
Cunninghame	2308	2308	100	Renfrew	2680	2680	100
Dumbarton	1195	1195	100	Ross & Cromarty	1230	344	28
Dundee	2900	2871	99	Roxburgh	696	696	100
Dunfermline	1815	1815	100	Shetland	830	830	100
East Kilbride	935	935	100	Skye & Lochalsh	350	298	85
East Lothian	1578	1578	100	Stewartry	605	605	100
Eastwood	641	641	100	Stirling	1789	1789	100
Edinburgh	14057	14057	100	Strathkelvin	859	859	100
Ettrick & Lauderdale	903	903	100	Sutherland	680	(2)	(2)
Falkirk	2500	2500	100	Tweeddale	361	361	100
Glasgow	12411	12411	100	West Lothian	1981	1981	100
Gordon	1395	1395	100	Western Isles	489	489	100
Hamilton	1425	1425	100	Wigtown	840	840	100
Inverclyde	1330	1330	100				
				Total	**91881**	**85844**	**93%**

(2) The council did not provide the required information.
(Note) Information not provided on a comparible basis by Clackmannan, Kyle & Carrick, Stirling and Wigtown.

(4)   Inspection programme: The level of achievement against the local inspection targets showing:-

- the number of workplace safety inspection categories;

- the council's target for frequency of inspection in each category;

- number of premises in the category;

- the number to be inspected in each category during the year;

and

- the percentage of inspections achieved in each category.

What the indicator reports:

This indicator shows the number of premises in each of the inspection frequency categories set by the council. It also reveals the council's level of success in achieving its own target programme for workplace safety inspections.

The number of categories and the frequency targets are determined by each council on the basis of its assessment of the level of risk to health and safety within the workplace. This looks at factors such as:-

● hazards to employees and the public;

● the record of safety, health and welfare in the premises; and

● the likelihood of satisfactory standards being maintained.

Points to bear in mind:

The inspection frequencies are minimum frequencies. For example, if a workplace is categorised as requiring inspection every 12 months, it should be inspected at least once every year. However, it is possible that the workplace may be inspected twice during the year. The indicator does not report any 'additional' inspections, only those which related to the minimum frequency set by the council.

Commentary:

The total number of inspections which councils aimed to carry out during the year was 33,461.

Of the total number of premises for which inspections were planned, 20% (6,576 premises) were intended to be inspected within a year (Table 4).

In 10 councils, the most urgent inspection frequency was greater than 12 months, and in one of those councils it was every 4 years (Table 4, Category 1).

The number of priority categories set by councils ranged from 1 to 7, with the most common being 3 categories. Six councils had only one target inspection frequency for all premises. Only 11 councils used 5 or more categories.

The most urgent inspections which councils carry out are those for premises in the first category. Table 4 shows that 30 councils managed to inspect at least three quarters (75%) of the premises they planned to inspect. However, 18 councils inspected less than three quarters of targeted premises, and 9 of these 18 councils, did not manage to inspect half of the targeted premises.

ENVIRONMENTAL HEALTH

Table 4: Workplace Safety Inspection Programme

Category 1	Inspection Frequency	Premises in Category	Premises Targeted for Inspection	Percentage of Targeted Premises Inspected	Category 2	Inspection Frequency	Premises in Category	Premises Targeted for Inspection	Percentage of Targeted Premises Inspected
Aberdeen	12	400	400	100.0	Aberdeen	24	1193	1193	77.8
Angus	24	43	21	100.0	Angus	48	695	174	100.0
Annandale & Eskdale	12	44	44	100.0	Annandale & Eskdale	24	179	90	94.0
Argyll & Bute	(2)	(2)	(2)	(2)	Badenoch & Strathspey	24	65	33	100.0
Badenoch & Strathspey	12	33	33	91.0	Banff & Buchan	24	447	223	82.0
Banff & Buchan	12	72	72	50.0	Berwickshire	60	323	86	100.0
Bearsden & Milngavie	12	25	25	68.0	Caithness	60	512	102	90.0
Berwickshire	24	8	4	100.0	Clackmannan	12	317	192	68.8
Caithness	24	44	22	60.0	Clydebank	12	96	96	100.0
Clackmannan	6	137	123	35.8	Clydesdale	24	212	170	96.0
Clydebank	6	60	60	96.7	Cumbernauld & Kilsyth	12	193	193	94.8
Clydesdale	12	78	78	99.0	Cumnock & Doon Valley	18	363	181	100.0
Cumbernauld & Kilsyth	6	5	5	100.0	Cunninghame	24	290	145	96.6
Cumnock & Doon Valley	12	72	72	73.6	Dumbarton	24	282	145	90.0
Cunninghame	12	218	218	56.4	Dundee	24	282	145	90.0
Dumbarton	12	12	9	100.0	East Kilbride	24	400	230	100.0
Dundee	12	12	9	100.0	East Lothian	24	649	478	66.0
Dunfermline	36	1815	605	100.0	Edinburgh	24	5376	2686	40.1
East Kilbride	12	34	34	85.3	Ettrick & Lauderdale	60	229	46	84.8
East Lothian	12	587	587	78.0	Falkirk	12	123	123	100.0
Eastwood	24	641	319	100.0	Glasgow	36	3011	1006	100.0
Edinburgh	12	159	159	5.0	Gordon	12	119	110	71.8
Ettrick & Lauderdale	36	24	8	100.0	Hamilton	24	262	131	48.8
Falkirk	6	3	3	100.0	Inverclyde	12	155	155	68.0
Glasgow	24	1525	764	98.4	Inverness	24	84	56	85.7
Gordon	6	12	12	83.3	Kilmarnock & Loudoun	24	195	97	52.0
Hamilton	12	295	295	63.7	Kirkcaldy	12	121	121	620
Inverclyde	6	10	10	90.0	Kyle & Carrick	24	1063	531	43.9
Inverness	12	34	33	69.7	Midlothian	12	159	159	77.4
Kilmarnock & Loudoun	12	5	5	80.0	Monklands	12	36	36	88.9
Kincardine & Deeside	(2)	(2)	(2)	(2)	Moray	36	1304	434	84.0
Kirkcaldy	6	0	0	(5)	Motherwell	24	392	196	100.0
Kyle & Carrick	12	10	10	100.0	Nithsdale	12	142	(2)	(2)
Lochaber	(2)	(2)	(2)	(2)	North East Fife	24	186	95	100.0
Midlothian	6	15	15	99.3	Orkney	12	9	1	100.0
Monklands	6	20	20	65.0	Perth & Kinross	36	934	280	23.9
Moray	12	91	91	46.0	Renfrew	12	708	708	74.0
Motherwell	12	1173	1173	95.0	Ross & Cromarty	24	405	203	37.0
Nairn	(2)	(2)	(2)	(2)	Roxburgh	24	72	37	100.0
Nithsdale	6	46	(2)	(2)	Shetland	12	14	14	36.0
North East Fife	12	33	33	97.0	Stirling	12	220	220	90.0
Orkney	6	0	0	(5)	Strathkelvin	24	453	46	958
Perth & Kinross	12	173	173	20.8	West Lothian	18	836	557	93.9
Renfrew	6	12	12	100.0	Western Isles	12	127	127	15.0
Ross & Cromarty	12	212	212	13.0	Wigtown	36	709	237	100.0
Roxburgh	12	9	9	77.0					
Shetland	6	14	14	50.0					
Skye & Lochalsh	36	350	116	79.3					
Stewartry	48	605	144	100.0					
Stirling	6	156	156	97.0					
Strathkelvin	12	11	4	100.0					
Sutherland	(2)	(2)	(2)	(2)					
Tweeddale	12	361	361	3815					
West Lothian	9	20	20	95.0					
Western Isles	6	12	12	16.0					
Wigtown	12	24	24	20.0					

Table 4: Workplace Safety Inspection Programme

Category 3	Inspection Frequency	Premises in Category	Premises Targeted for Inspection	Percentage of Targeted Premises Inspected	Category 4	Inspection Frequency	Premises in Category	Premises Targeted for Inspection	Percentage of Targeted Premises Inspected
Aberdeen	60	1747	349	100.0	Clackmannan	36	246	76	48.7
Angus	72	909	152	100.0	Cumbernauld & Kilsyth	36	76	26	57.7
Annandale & Eskdale	60	478	96	83.0	Cunninghame	48	1230	308	85.1
Badenoch & Strathspey	60	277	50	100.0	Falkirk	36	1146	382	89.0
Banff & Buchan	60	807	166	99.0	Gordon	36	464	200	86.5
Caithness	120	38	4	25.0	Inverclyde	36	861	287	63.0
Clackmannan	24	202	37	83.8	Inverness	48	586	186	98.4
Clydebank	24	548	274	100.0	Kilmarnock & Loudoun	60	627	127	22.0
Clydesdale	36	352	241	97.0	Midlothian	36	61	18	66.7
Cumbernauld & Kilsyth	24	180	90	66.7	Monklands	24	153	47	95.7
Cumnock & Doon Valley	24	155	67	62.7	Nithsdale	24	89	(2)	(2)
Cunninghame	36	570	191	100.0	North East Fife	48	666	159	64.8
Dumbarton	60	901	298	92.0	Orkney	24	211	9	44.0
Dundee	72	1065	178	97.0	Perth & Kinross	240	457	23	100.0
East Kilbride	48	501	0	(6)	Roxburgh	48	147	37	100.0
East Lothian	60	342	185	88.0	Shetland	24	155	78	32.0
Edinburgh	60	8525	1705	32.3	Stirling	24	271	135	86.0
Ettrick & Lauderdale	120	650	65	24.6	Strathkelvin	48	87	9	100.0
Falkirk	24	740	370	93.0	Western Isles	60	26	5	100.0
Glasgow	60	7875	1575	88.8					
Gordon	24	359	253	72.3					
Hamilton	48	868	217	42.8	**Category 5**				
Inverclyde	24	304	152	61.0	Cumbernauld & Kilsyth	60	150	38	7.9
Inverness	36	322	170	68.2	Falkirk	48	488	121	93.0
Kilmarnock & Loudoun	36	594	198	88.0	Gordon	48	124	51	98.0
Kirkcaldy	24	1902	951	100.0	Inverness	60	196	45	75.6
Kyle & Carrick	36	1421	280	0.0	Midlothian	48	47	10	50.0
Midlothian	24	126	68	67.7	Monklands	36	12	11	100.0
Monklands	18	2	2	100.0	Nithsdale	30	157	(2)	(2)
Nithsdale	18	238	(2)	(2)	North East Fife	60	34	9	100.0
North East Fife	36	443	159	98.7	Roxburgh	60	262	59	76.0
Orkney	18	189	10	70.0	Shetland	36	273	91	11.0
Perth & Kinross	60	1104	221	24.9	Stirling	60	669	169	79.0
Renfrew	18	1960	1307	56.0					
Ross & Cromarty	60	429	82	4.0					
Roxburgh	36	206	69	100.0	**Category 6**				
Shetland	18	20	13	100.0	Gordon	60	60	1	100.0
Stirling	18	443	295	100.0	Midlothian	60	492	108	57.4
Strathkelvin	36	308	29	100.0	Monklands	48	569	50	92.0
West Lothian	36	1125	375	95.7	Nithsdale	60	32	(2)	(2)
Western Isles	24	50	25	44.0	Shetland	60	354	71	5.6
Wigtown	60	107	22	100.0					
					Category 7				
					Monklands	60	356	83	100.0

(2) The council did not provide the required information. (5) Kirkcaldy did not have a category 1.
(Note) Information not provided on a comparable basis by Aberdeen, Angus, Argyle & Bute, Clydesdale, Eastwood, Kincardine & Deeside, Kyle & Carrick, Renfrew, Stirling and Wigtown.

ENVIRONMENTAL HEALTH

ENVIRONMENTAL PROTECTION

(5)   Noise complaints:

- the total number of complaints received

- the number of 'established' complaints

**- the percentage of responses to all complaints provided within two
     working days from receipt of the complaint.**

What the indicator reports:

This indicator reveals the recorded incidence of noise complaints and the number of those where the council had a responsibility to try to resolve the problem. It also shows how responsive the council is in dealing with all noise complaints from the public.

Established complaints are those where, following an initial investigation, the council has confirmed the existence of a problem and agreed that it has a responsibility to take action.

A 'response' is making contact with the complainer, in relation to all complaints, in order to determine the nature of the complaint, whether further action is likely to be necessary, and to explain to the complainer the nature of such action.

Points to bear in mind:

The key factors which influence this indicator include:-

● the efficiency of staff in dealing with complaints;

● the number of staff available for this work; and

● the volume and complexity of complaints.

Commentary:

The total number of complaints received across the country was 8,526.

The total number of established complaints was 4,729 - that is, 55% of the total number of complaints received.

Within individual councils, the percentage of responses provided within two working days from receipt of the complaint ranged from 70% to 100%. Forty four of the councils responded to 90% or more of complaints within two working days (Figure 5a).

Figure 5b shows that there was considerable variation between councils in the percentage of complaints which they accepted as 'established'. Surprisingly, this ranged from 4% to 100% of complaints received.

The number of complaints received by individual councils ranged from 3 to 1,722.

Figure 5a: The % Of All Noise Complaints To Which Councils Responded Within Two Days

(Note) Information not provided on a comparable basis by Angus, Eastwood, Ettrick & Lauderdale and Stirling.
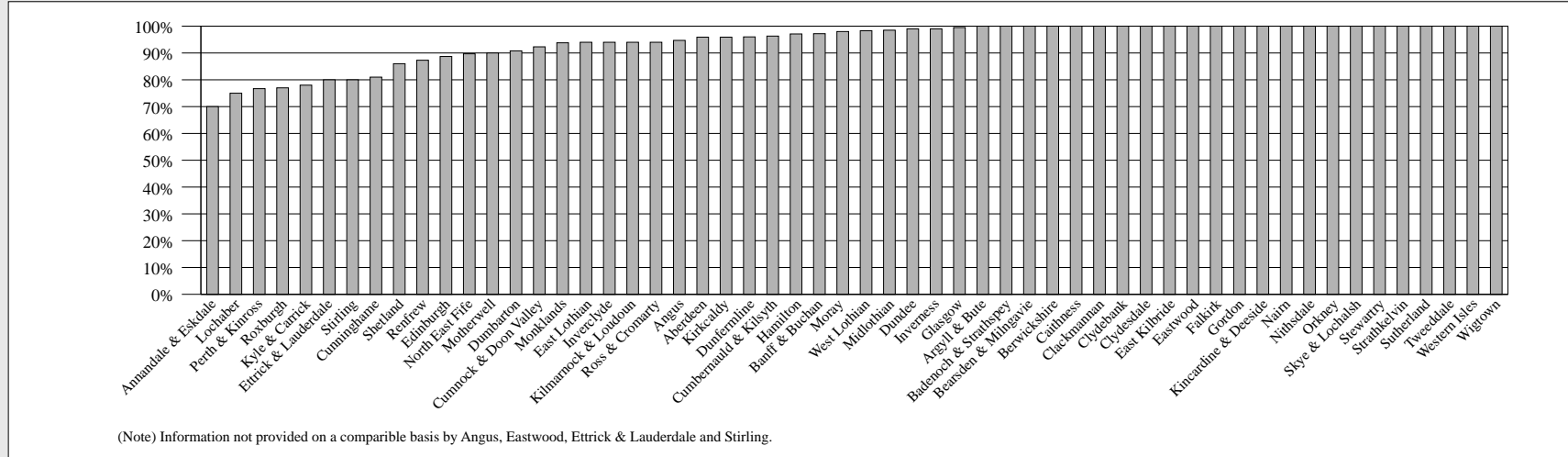
Figure 5b: Established Noise Complaints As A Percentage Of Complaints Received

(Note) Information not provided on a comparable basis by Angus, Eastwood, Ettrick & Lauderdale and Stirling.

ENVIRONMENTAL HEALTH
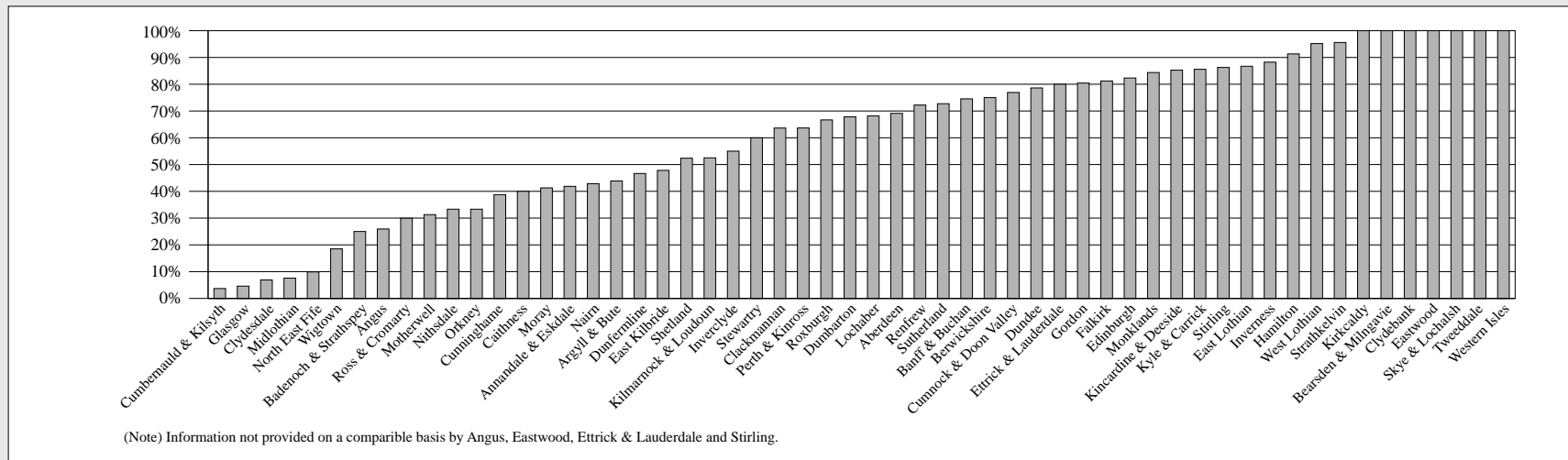
(6) Waste Regulation:

- the number of waste transfer, treatment, and disposal facilities

- the percentage of these facilities which were inspected in accordance with national guidelines.

What the indicator reports:

The Department of Environment has recommended a minimum frequency for inspection of waste management facilities. These guidelines cover 12 types of facilities including household waste amenity sites, household and commercial waste landfill sites and industrial waste transfer stations. The range in required inspection frequency is from once to eight times a month.

This indicator reports the extent to which councils are inspecting sites as measured against these nationally recommended standards.

Points to bear in mind:

The number and range of sites within the council's area will influence this indicator.

It is possible some sites are visited more frequently, but the indicator reports only the extent to which councils met the minimum frequency recommended.

Commentary:

The total number of waste transfer, treatment and disposal sites was 867 (Table 6).

Two councils had no sites in their areas. Of the remaining 54 councils, the percentage of sites which were visited within the target timescales ranged from 0% to 100%. Just over half (28) of the councils achieved at least 50% or more within the national target. Of these 28 councils, 11 inspected all (100%) facilities in their area.

However, 14 councils failed to inspect any of the facilities in their areas.

Table 6: Waste Regulation

Council	Number of Facilities	Percentage Achieved
Angus	19	15.8
Argyll & Bute	17	0.0
Badenoch & Strathspey	5	40.0
Banff & Buchan	36	61.0
Berwickshire	6	60.0
Caithness	13	39.0
Aberdeen	57	0.0
Dundee	19	31.6
Edinburgh	32	56.3
Glasgow	54	70.0
Clackmannan	6	16.7
Clydebank	2	100.0
Clydesdale	3	100.0
Cumbernauld & Kilsyth	21	0.0
Cumnock & Doon Valley	2	100.0
Cunninghame	15	86.7
Dumbarton	10	0.0
Dunfermline	19	52.0
East Kilbride	16	0.0
East Lothian	10	80.0
Eastwood	6	100.0
Ettrick & Lauderdale	10	33.3
Falkirk	14	94.0
Gordon	39	100.0
Hamilton	23	21.7
Inverclyde	5	40.0
Inverness	3	67.0
Kilmarnock & Loudoun	9	33.0
Kincardine & Deeside	17	0.0
Kirkcaldy	18	11.1
Kyle & Carrick	8	62.5
Lochaber	6	0.0
Midlothian	22	63.0
Monklands	18	94.4
Moray	14	64.0
Motherwell	18	94.0
Nairn	2	0.0
Nithsdale	19	0.0
North East Fife	17	83.6
Orkney	41	0.0
Perth & Kinross	31	48.3
Renfrew	36	19.4
Ross & Cromarty	3	0.0
Roxburgh	6	83.0
Shetland	12	0.0
Skye & Lochalsh	7	100.0
Stewartry	16	81.2
Stirling	4	0.0
Strathkelvin	24	100.0
Sutherland	10	100.0
Tweeddale	10	100.0
West Lothian	18	0.0
Western Isles	13	100.0
Wigtown	7	100.0
Total	**867**	

The service was not required in Annandale & Eskdale and Bearsden & Milngavie.
(Note) Information not provided on a comparable basis by Argyle & Bute, Berwickshire, Cumnock & Doon Valley and Stirling.

PEST CONTROL

(7) Pest control response time: the percentage of responses within council target response times for high and low priority cases.

What the indicator reports:

Pest control is a discretionary service which councils provide for the treatment and eradication of infestations. These include rats and mice, feral cats, and insects such as wasps, fleas and ants. This indicator identifies the locally determined target timescales for a pest control service and the level of success in achieving the targets.

The indicator relates only to the commencement of action. It does not measure the level of success in eradicating infestation.

Points to bear in mind:

Each council sets its own priority categories. For example, rats and wasps are normally classified as high priority; beetles as low priority. The location of a pest, for example inside or outside a house, may also affect priority, as might the specific nature of the problem.

Commentary:

Six councils (Badenoch & Strathspey, East Lothian, Gordon, Kincardine & Deeside, Nairn and Skye & Lochalsh) did not provide a pest control service (Table 7).

Of the 50 councils which provided a pest control service, 33 had two response targets, 'high' and 'low', and the remaining 17 councils had a single target.

Table 7: Response Times

Council	High Priority		Low Priority	
	Response Time (Days)	Percentage Achieved	Response Time (Days)	Percentage Achieved
Aberdeen	2	97.9	5	99.9
Angus	1	100.0	2	97.8
Annandale & Eskdale	2	72.5		
Argyll & Bute	2	100.0		
Banff & Buchan	1	98.0	3	97.0
Bearsden & Milngavie	1	94.3	5	100.0
Berwickshire	1	89.6	2	100.0
Caithness	2	98.0	3	95.0
Clackmannan	1	95.8		
Clydebank	2	95.3	5	86.2
Clydesdale	2	100.0		
Cumbernauld & Kilsyth	1	52.4	5	98.0
Cumnock & Doon Valley	2	100.0	3	96.8
Cunninghame	1	94.8	3	100.0
Dumbarton	2	96.6		
Dundee	2	54.0	3	83.0
Dunfermline	2	100.0	15	100.0
East Kilbride	2	100.0		
Eastwood	1	76.6		
Edinburgh	2	95.0	5	97.6
Ettrick & Lauderdale	2	97.0	3	97.0
Falkirk	1	90.3	5	96.3
Glasgow	3	86.9	20	67.1
Hamilton	2	82.5		
Inverclyde	0.5	100.0	2	99.9
Inverness	2	93.0	5	96.7
Kilmarnock & Loudoun	2	96.2		
Kirkcaldy	1	92.6	2	75.2
Kyle & Carrick	2	94.6	5	87.9
Lochaber	1	81.0	2	81.0
Midlothian	3	82.2		
Monklands	2	97.3		
Moray	1	99.0	3	99.0
Motherwell	1	93.0	2	83.0
Nithsdale	3	97.6		
North East Fife	1	100.0	3	99.7
Orkney	2	60.0	5	87.5
Perth & Kinross	2	99.0		
Renfrew	2	100.0	5	100.0
Ross & Cromarty	7	94.0		
Roxburgh	2	91.0	2	91.0
Shetland	2	92.0	5	100.0
Stewartry	2	99.9		
Stirling	1	85.0	4	75.0
Strathkelvin	2	100.0		
Sutherland	2	95.0	5	95.0
Tweeddale	1	75.0	5	100.0
West Lothian	2	99.1	3	98.5
Western Isles	2	100.0		
Wigtown	2	80.0	2	98.0

Service not provided by Badenoch & Strathspey, East Lothian, Gordon, Kincardine & Deeside, Nairn and Skye & Lochalsh.
(Note) Information not provided on a comparable basis by Angus, Clydesdale, Hamilton, Kyle & Carrick, Nithsdale, Renfrew and Stirling.

ENVIRONMENTAL HEALTH

The response time for 'high' or single targets ranged from half a day to 7 days, although in most councils it was 1 or 2 days.

Sixteen councils had a 'high' or single priority target response time of one day. The level of success in achieving this target varied across councils from 52% to 100%.

Twenty nine councils had a 'high' or single priority target response time of two days. The level of success in achieving this target ranged from 54% to 100%.

The time for 'low' priority target responses ranged from 2 to 5 days except for Dunfermline and Glasgow whose targets were 15 days and 20 days respectively. The level of success in meeting 'low' priority targets varied from 67% to 100%.

ENVIRONMENTAL SERVICES

Environmental services were provided by the 53 district and 3 islands councils in 1994/95.

(1)   The cost of refuse collection.

What the indicator reports:

This indicator shows how much it costs each council to collect refuse after deducting any income received from collection charges.

The indicator reports the cost of collecting refuse from dwellings and commercial premises (e.g. shops), including the cost of special collections of bulky items of refuse (e.g. furniture, carpets and kitchen equipment).

Points to bear in mind:

The cost of refuse collection will be affected by:-

● the method of collection, since this influences the time taken to collect refuse from individual premises;

● the frequency of uplift;

● the volume of refuse to be collected;

● the area over which the population is spread;

● difficulties caused by traffic congestion and access problems in urban areas; and

● the level of income generated from the uplift of refuse from commercial premises.

In 1994/95, between 50% and 60% of councils used the wheeled bin method of collection which tends to reduce collection costs, particularly in areas where householders now take the bins to the kerbside, thus reducing collection time for councils. The alternative methods are the uplift of static bins or sacks from either the backdoor of dwellings, or from the kerbside.

The great majority of councils collect domestic refuse once a week, though a small number operate a twice weekly uplift. Generally, commercial uplifts are carried out two or three times a week. Some councils undertake separate collections of garden refuse and waste paper.

Environmental Services

Where a council has a population which is scattered over a wide geographical area, refuse collection is likely to be more expensive than in councils where the population is relatively concentrated.

Any income received from commercial uplifts will reduce costs and, therefore, the local charging policy for collection has an impact. No charge is made for the domestic refuse collection service.
Some councils may generate income from recycled materials. Indicator 2 gives details of the income generated from collection.

Commentary:

The cost of refuse collection varied widely between £17 and £60 per property. Thirty councils, just over half, incurred a cost of less than £34 (Figure 1).

In comparison to 1993/94, 28 councils reduced their refuse collection costs per property.

Figure 1: The Cost Of Refuse Collection Per Property
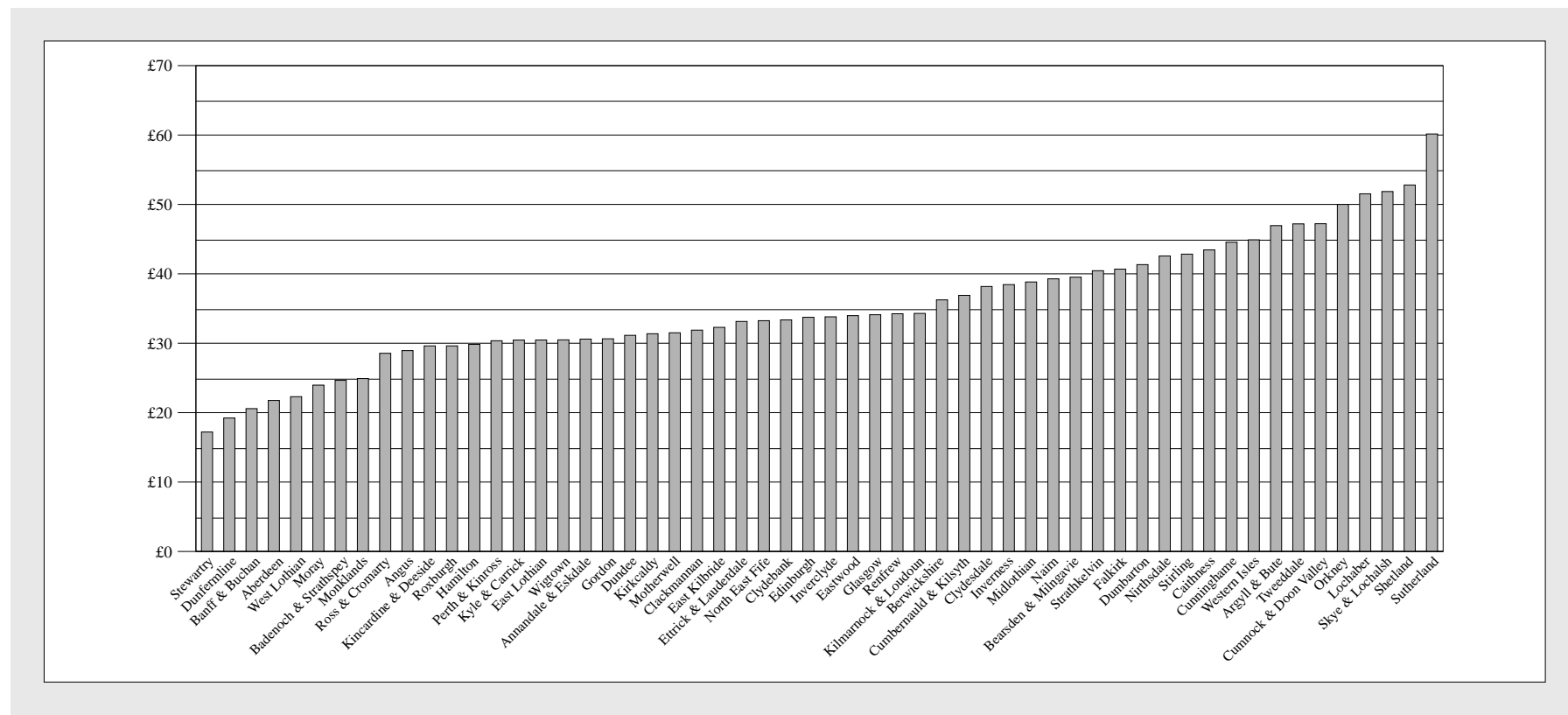
REFUSE COLLECTION

(2)   The income generated from refuse collection during the year.

What the indicator reports:

This indicator shows the amount of income received from collecting refuse from commercial premises.

Points to bear in mind:

The amount of income generated depends on the council's charging policy and the level of demand for the service. Proprietors of commercial premises have a choice as to whether or not to use the council's service, and may make alternative collection arrangements. In setting charges, councils will, therefore, have to take account of any competing private services available to businesses.

Charges can be made only for commercial premises. No charge is made for the domestic refuse collection service.

Commentary:

Three district councils provided a commercial refuse collection service for which they did not charge.

In the remaining fifty district councils and three islands councils the total amount of income collected in 1994/95 was £14.5 million {£11.5 million}. Almost half of this amount (£6.4 million) was collected by the four main cities, Aberdeen, Dundee, Edinburgh and Glasgow.

The amount of income received by councils ranged widely, with just under half of the councils (26) each collecting more than £150,000 (Table 2).

Table 2: The Income Generated From Refuse Collection

Council	1994/95 (£000s)	1993/94 (£000s)	Council	1994/95 (£000s)	1993/94 (£000s)
Angus	84,318	34,148	Inverness	200,926	204,278
Annandale & Eskdale	127,731	113,548	Kilmarnock & Loudoun	131,179	95,135
Argyll & Bute	357,651	331,085	Kincardine & Deeside	40,984	50,479
Badenoch & Strathspey	86,294	49,840	Kirkcaldy	464,500	328,332
Banff & Buchan	74,029	43,515	Kyle & Carrick	327,427	272,000
Bearsden & Milngavie	3,350	2,999	Lochaber	128,642	110,880
Berwickshire	263	278	Midlothian	0	0
Caithness	92,045	59,008	Monklands	251,586	219,711
Aberdeen	1,169,785	925,800	Moray	201,849	25,219
Dundee	925,250	803,300	Motherwell	388,812	81,727
Edinburgh	2,000,913	1,733,492	Nairn	33,897	20,604
Glasgow	2,313,825	2,194,646	Nithsdale	152,166	146,865
Clackmannan	150,599	72,681	North East Fife	210,724	142,481
Clydebank	3,809	1,315	Orkney	53,690	9,622
Clydesdale	0	0	Perth & Kinross	415,381	395,698
Cumbernauld & Kilsyth	86,003	80,084	Renfrew	793,885	613,832
Cumnock & Doon Valley	162,723	120,189	Ross & Cromarty	114,968	99,987
Cunninghame	124,553	105,132	Roxburgh	22,754	18,118
Dumbarton	81,856	40,290	Shetland	49,088	1,300
Dunfermline	92,407	72,137	Skye & Lochalsh	69,384	14,698
East Kilbride	262,140	241,839	Stewartry	40,570	43,052
East Lothian	264,218	179,760	Stirling	271,920	190,348
Eastwood	0	0	Strathkelvin	222,745	190,348
Ettrick & Lauderdale	18,779	13,063	Sutherland	46,747	25,592
Falkirk	120,422	102,395	Tweeddale	5,187	4,300
Gordon	196,195	33,490	West Lothian	356,230	250,468
Hamilton	178,225	129,613	Western Isles	123,549	135,864
Inverclyde	257,142	192,035	Wigtown	153,258	128,587
				14,506,573	**11,501,059**

REFUSE COLLECTION

(3)   The target time set by each council for uplifting bulky domestic refuse, and the percentage of these uplifts completed within the target timescale.

What the indicator reports:

A 'special uplift' service is a service for the collection of bulky household refuse which would not normally be removed as part of the routine collection service. The indicator sets out the standard of service determined by each council for uplifting bulky household refuse, and reveals the level of success in achieving the targets shown.

Two councils - Kincardine & Deeside and Shetland - did not provide this type of service. The remaining fifty-two district councils and two islands councils provided this service.

Points to bear in mind:

Each council sets its own target response time expressed as the number of working days between a request being received by the council and the uplift being completed.

Commentary:

The total number of uplifts for the year was 860,776 {822,536}. The ten councils which each carried out more than 30,000 uplifts accounted for 62% of this total.

The targets set ranged from 2 days to 28 days. The most common targets were five and seven days, each of which were applied by 17 councils.

Forty-six of the councils which provided a special uplift service set a target response time of seven days or less.

Five {8} councils achieved 100%, completing every uplift within the target time, and a further sixteen councils completed at least 99%.
All but five councils completed at least 80% of uplifts on target (Table 3).

Table 3: Special Service For Uplifting Bulky Domestic Refuse

Council	Number Of Uplifts	Target Time (Days)	1994/95 Proportion Achieved Within Target Time (%)	1993/94 Proportion Achieved Within Target Time (%)	Council	Number Of Uplifts	Target Time (Days)	1994/95 Proportion Achieved Within Target Time (%)	1993/94 Proportion Achieved Within Target Time (%)
Aberdeen	14117	5	91.9	94.7	Inverness	8053	5	99.9	99.9
Angus	5072	5	98.9	97.8	Kilmarnock & Loudoun	18334	7	90.9	86.6
Annandale & Eskdale	6266	5	98.0	98.0	Kincardine & Deeside		(1)	(1)	(1)
Argyll & Bute	3858	7	97.5	88.3	Kirkcaldy	68899	7	99.2	99.0
Badenoch & Strathspey	314	5	86.0	89.0	Kyle & Carrick	23921	7	77.1	83.0
Banff & Buchan	6939	5	99.2	99.7	Lochaber	2500	7	99.0	99.0
Bearsden & Milngavie	14919	7	100.0	100.0	Midlothian	14485	7	99.4	95.9
Berwickshire	861	7	90.0	90.0	Monklands	20247	5	92.5	97.3
Caithness	887	7	99.8	100.0	Moray	2373	10	99.6	98.3
Clackmannan	6773	2	86.9	91.0	Motherwell	54861	5	96.3	96.0
Clydebank	6819	7	99.9	94.0	Nairn		7	100.0	100.0
Clydesdale	5425	5	100.0	100.0	Nithsdale	6917	3	99.1	98.6
Cumbernauld & Kilsyth	10966	5	85.0	96.0	North East Fife	4512	6	94.3	90.0
Cumnock & Doon Valley	16585	8	98.8	97.0	Orkney	482	10	23.0	23.0
Cunninghame	31791	5	93.4	98.8	Perth & Kinross	7100	5	99.4	99.5
Dumbarton	15173	7	67.5	89.0	Renfrew	40344	4	81.5	80.1
Dundee	31405	5	89.0	86.5	Ross & Cromarty	663	7	99.5	99.0
Dunfermline	16126	5	99.7	99.4	Roxburgh	1646	3	94.7	92.4
East Kilbride	7161	7	84.7	99.3	Shetland		(1)	(1)	(1)
East Lothian	20183	5	94.0	93.0	Skye & Lochalsh	143	28	98.0	100.0
Eastwood	5887	2	49.5	90.0	Stewarty	1446	9	99.9	99.7
Edinburgh	39990	10	100.0	100.0	Stirling	8893	5	70.0	82.0
Ettrick & Lauderdale	3955	10	95.2	100.0	Strathkelvin	107590	5	98.7	99.0
Falkirk	34262	7	99.5	99.7	Sutherland		5	100.0	100.0
Glasgow	93541	5	90.5	92.3	Tweeddale	295	7	98.0	98.0
Gordon	4207	6	99.8	99.7	West Lothian	35057	7	98.7	95.5
Hamilton	14533	3	86.2	98.0	Western Isles	2059	21	99.0	98.7
Inverclyde	9709	5	97.2	98.1	Wigtown	2232	5	96.6	95.2
					Total	**860776**			

(1) The authority did not provide the service.

(4)   Percentage of household waste recycled.

What the indicator reports:

All the 53 district and 3 islands councils carried out household waste recycling.

The Government has set councils the target of recycling 25% of household waste by the year 2000. Councils obtain waste material for recycling in three ways - through collections at recycling centres (e.g. bottlebanks, paperbanks), by separate house-to-house collection of recyclable materials, or by separating waste after collection.

This indicator shows each council's estimate of its achievement in recycling household waste.

Points to bear in mind:

The key factor under the control of a council is its level of investment in promotional campaigns, collection and recycling plant.
The major external factors which have a significant impact upon recycling levels are:-

● the level of public awareness of the value of recycling;

● the willingness of the public to participate in recycling household waste; and

● fluctuations in market demand for recycled materials.

Commentary:

The percentage of household waste recycled by councils varied from 0.3% to 21.8%, although only five exceeded 10%.

Just under half of the councils (27) recycled 3% or more of household waste (Table 4).

In comparison to 1993/94, 40 councils increased the proportion of household waste recycled.

Table 4: The % Of Household Waste Recycled

Council	1994/95 (%)	1993/94 (%)	Council	1994/95 (%)	1993/94 (%)
Aberdeen	14.0	7.9	Inverness	9.2	3.2
Angus	8.6	6.0	Kilmarnock & Loudoun	5.3	4.7
Annandale & Eskdale	2.0	1.0	Kincardine & Deeside	4.2	4.5
Argyll & Bute	9.7	8.8	Kirkcaldy	11.8	7.0
Badenoch & Strathspey	4.6	4.5	Kyle & Carrick	4.0	2.0
Banff & Buchan	6.9	6.5	Lochaber	1.0	0.5
Bearsden & Milngavie	3.8	3.8	Midlothian	1.8	1.9
Berwickshire	2.2	6.7	Monklands	1.4	3.2
Caithness	2.5	0.5	Moray	9.9	7.7
Clackmannan	1.3	1.1	Motherwell	2.0	2.0
Clydebank	0.3	0.3	Nairn	3.0	2.8
Clydesdale	2.3	1.1	Nithsdale	3.4	1.0
Cumbernauld & Kilsyth	1.8	2.0	North East Fife	12.5	12.3
Cumnock & Doon Valley	1.4	1.0	Orkney	15.1	10.0
Cunninghame	2.7	2.4	Perth & Kinross	5.8	4.7
Dumbarton	1.3	1.0	Renfrew	1.9	2.2
Dundee	21.8	18.0	Ross & Cromarty	2.8	2.5
Dunfermline	9.4	4.0	Roxburgh	8.2	7.7
East Kilbride	1.2	0.8	Shetland	3.4	2.0
East Lothian	2.1	1.6	Skye & Lochalsh	2.8	2.8
Eastwood	2.0	2.0	Stewartry	2.2	2.5
Edinburgh	4.7	7.2	Stirling	5.9	6.0
Ettrick & Lauderdale	9.2	7.5	Strathkelvin	2.1	1.7
Falkirk	7.3	6.1	Sutherland	1.0	0.0
Glasgow	1.2	1.2	Tweeddale	8.3	8.3
Gordon	3.5	3.1	West Lothian	0.8	0.8
Hamilton	0.7	0.4	Western Isles	2.2	1.0
Inverclyde	1.0	0.7	Wigtown	0.4	1.3

(Note) Information not provided on a comparable basis by Kincardine & Deeside

ENVIRONMENTAL SERVICES

STREET AND PAVEMENT CLEANSING

(5)   Cost per kilometre of street and pavement cleaned.

What the indicator reports:

Traditionally, cleanliness standards were determined locally by each council in terms of how often streets were swept. However, with the introduction of the Government's 1991 Litter Code there is now a requirement for councils to maintain areas to defined national standards.

The Code lists four grades of cleanliness and 11 categories of areas, including different types of street and pavement areas. For each of the 11 categories, the Litter Code specifies the grades of cleanliness to which the area should be restored, and the time within which this should be carried out.

The indicator shows the costs incurred by councils in cleaning streets and pavements. It will reflect the cleaning standards set by the council, and the efficiency of the contractor who undertakes the contract.

Points to bear in mind:

Factors which influence the extent of street and pavement cleaning required and therefore, cost, include:-

● the density of population;

● the intensity and nature of commercial and industrial activity;

● the mix within a council of the 11 area categories;

● the volume of traffic using the road network; and

● the number of tourists, weekend shoppers and visitors to town and city centres.

The length of the road and street network cleaned and the locally set frequency of sweeping are also key factors in determining the cost.

Commentary:

Just under half of the councils (27) incurred street cleaning costs of less than £440 per kilometre (Table 5).

Rural councils with road networks which do not require cleaning very often tend to have lower costs. In fact, the 19 councils with costs of less than £270 per kilometre all fall into this category. In general, urban areas tend to have the highest costs, with the 14 councils reporting costs above £900 being predominantly of this type.

Twenty-one councils incurred lower costs in 1994/95 than in 1993/94.

Table 5: The Cost Per Kilometre Of Street Cleaned

Council	1994/95 (£)	1993/94 (£)	Council	1994/95 (£)	1993/94 (£)
Aberdeen	987	994	Inverness	305	290
Angus	264	264	Kilmarnock & Loudoun	1,353	1,281
Annandale & Eskdale	156	165	Kincardine & Deeside	76	72
Argyll & Bute	866	1,387	Kirkcaldy	1,352	1,383
Badenoch & Strathspey	66	66	Kyle & Carrick	722	1,314
Banff & Buchan	120	150	Lochaber	151	153
Bearsden & Milngavie	1,675	1,612	Midlothian	656	642
Berwickshire	358	342	Monklands	1,164	1,158
Caithness	73	93	Moray	157	157
Clackmannan	521	392	Motherwell	1,199	1,182
Clydebank	692	678	Nairn	177	171
Clydesdale	199	191	Nithsdale	214	302
Cumbernauld & Kilsyth	564	561	North East Fife	358	341
Cumnock & Doon Valley	565	564	Orkney	245	234
Cunninghame	1,231	1,221	Perth & Kinross	322	309
Dumbarton	947	933	Renfrew	1,098	1,026
Dundee	659	661	Ross & Cromarty	81	82
Dunfermline	299	295	Roxburgh	884	835
East Kilbride	387	371	Shetland	250	1,907
East Lothian	621	582	Skye & Lochalsh	56	116
Eastwood	616	761	Stewartry	68	68
Edinburgh	1,946	1,832	Stirling	715	654
Ettrick & Lauderdale	735	763	Strathkelvin	1,020	993
Falkirk	730	665	Sutherland	36	35
Glasgow	1,875	1,839	Tweeddale	322	325
Gordon	150	126	West Lothian	573	540
Hamilton	1,010	1,143	Western Isles	19	18
Inverclyde	1,581	1,506	Wigtown	437	392

FIRE

Fire services were provided in 1994/95 by eight fire brigades. Six of these cover the same areas as regional councils of the same name - Central, Dumfries & Galloway, Fife, Grampian, Strathclyde and Tayside. The remaining two, which are run by joint boards, cover two or more regional or islands council areas - Lothian & Borders, and Highland & Islands (Highland, Orkney, Shetland and Western Isles).

No comparative information for 1993/94 is available because performance information for fire services was introduced for the first time in 1994/95.

(1) Target time for attending fires, and the percentage of responses within the target time, for these five risk categories:

— **High**

— **Substantial**

— **Moderate**

— **Other**

— **Rural areas**

What the indicator reports:

There is a national system, agreed by the Government and councils, for categorising areas according to the extent to which they involve risk to life or property. The national system contains five risk categories identified here as 'high', 'substantial', 'moderate' 'other' and 'remote rural'.

The risk category areas (other than remote rural areas) are based on units of a quarter mile or half kilometre square. In accordance with national guidance, they reflect the risks associated with different localities, such as shopping and business areas or residential housing areas. For example, high risk areas include those with a concentration of shopping and business centres, hotels, theatres, cinemas, clubs and halls. Moderate risk areas include suburban areas and the built-up areas of small towns.

For each of the first four risk categories, there is a nationally-agreed target time for attendances. There is no national target for attendances in remote rural areas. Brigades are free to set their own target for remote rural attendances, and three of the seven brigades which have rural areas have done so. Where a brigade has set no target, it instead reports the average time for attendances.
The indicator reports all fire calls received by brigades, including those which turn out to be false alarms.

The indicator therefore reports two sets of information - the target time for attendance at fires, and the percentage of attendances which were within this target (or the average time, where there is no target).

Points to bear in mind:

The national system for standards of fire cover sets out the number of fire engines ('appliances') which should attend each incident and the time within which they should arrive. Fire stations are located with the aim of providing effective fire cover and ensuring that the national target times are achievable.

Attendance times will be affected by:

● speed in dispatch of fire engines;

● traffic congestion; and

● road obstructions and weather conditions.

The use of part-time crews may also affect attendance times. These crews are normally found in smaller towns and where the risk category is 'moderate' or 'other'. The response times for incidents in these two risk areas are slightly longer for part-time crews than for full-time crews, but this is reflected in the target attendance times in those areas.

Remote rural areas present problems of distance and accessibility.

Commentary:

Figure 1 shows that the percentage of attendances which were within the target in each of the four risk areas ranged between brigades as follows –

● 'High': 91% to 99% (5 brigades only)

● 'Substantial': 69% to 100%

● 'Moderate': 92% to 99%

● 'Low': 93% to 100%.

In the 'substantial' risk areas, 5 brigades achieved at least 80% of attendances within the national target. Table 1 shows that 6 of the 7 brigades with areas categorised as 'rural' received fire incident calls in these areas to which they responded. Three of the six brigades had their own target and achieved at least 89% of attendances within the target. The other three brigades reported average attendance times which were in the range 17 to 21 minutes. These average attendance times are close to the 20 minute target set by two of the brigades.

FIRE

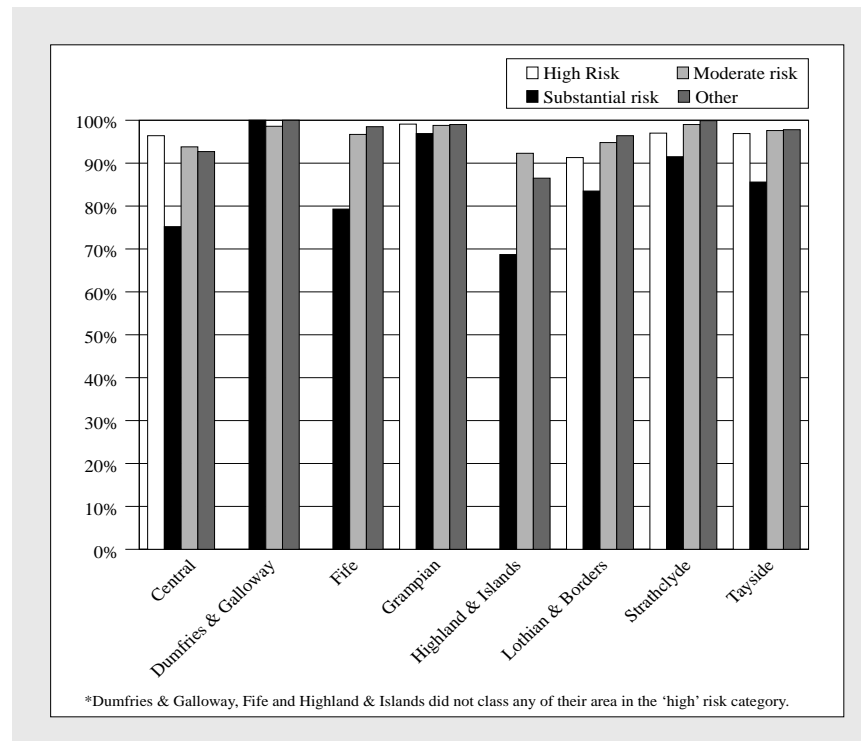## Figure 1: The % Of Attendances At Fires Within Target By Risk Category

*Dumfries & Galloway, Fife and Highland & Islands did not class any of their area in the 'high' risk category.

Table 1: Attendances At Fires In Remote Rural Areas

Brigade	Local Target (mins)	Attendances within Target Time	Average Time (mins/secs)
Central			21m 08s
Dumfries & Galloway	20	93.1%	
Grampian	20	93.2%	
Highland & Islands			17m 00s
Strathclyde			20m 25s
Tayside	35	89.8%	

*Fife did not class any of its area in the 'rural' risk category.

*Lothian & Borders had areas classed in the 'rural' risk category but had no calls to incidents in these areas.

Response Time: Road Traffic Incidents

(2) Target time for attending road traffic incidents, and the percentage of responses within the target time, for these five risk categories:

- High

- Substantial

- Moderate

- Other

- Rural areas

What the indicator reports:

Fire brigades provide emergency services, not just for dealing with fires but also for special service needs - that is, all other non-fire emergency incidents. There is no statutory duty on brigades to provide special services.

One of the most important of these special services is responding to road traffic incidents. This includes dealing with serious vehicle collisions and tackling the problems caused by dangerous substances which have been spilled on roads following accidents.

Road traffic incidents account for around a quarter of all special services provided by fire brigades.

The risk categories are those relating to life loss or damage to property through fire, but, for convenience, they are used here in relation to road traffic incidents. The targets are also identical to those reported at indicator (1), since the resources are already there to respond within the same time-scale, except where it is known to be a minor incident.

The indicator therefore reports two sets of information - the target time for attendance at road traffic incidents, and the percentage of attendances which were within this target (or the average time, where there is no target).

Points to bear in mind:

The indicator reports performance in relation to the targets used in indicator (1) above. However, there are no national standards for attendance at road traffic incidents in contrast to the position for attendance at fire incidents. Attendance times will be affected by:

● speed of dispatch;

● traffic congestion; and

● road obstructions and weather conditions.

Commentary:

Figure 2 shows that the percentage of attendances which were within the target for each of the four risk areas ranged between brigades as follows -

● 'High': 82% to 100% (3 brigades only)

● 'Substantial': 50% to 100% (7 brigades)

● 'Moderate': 79% to 100%

● 'Low': 81% to 100%.

In the 'substantial' risk areas, 4 brigades achieved at least 88% of attendances within the target time brigades aim for.

Table 2 shows that 6 brigades responded to road traffic incidents in rural areas. The three brigades which had targets reported at least 97% of attendances within target. The other three brigades reported average attendance times which were in the range 14 to 19 minutes.

Figure 2: The % Of Attendances At Road Traffic Incidents Within Target By Risk Category
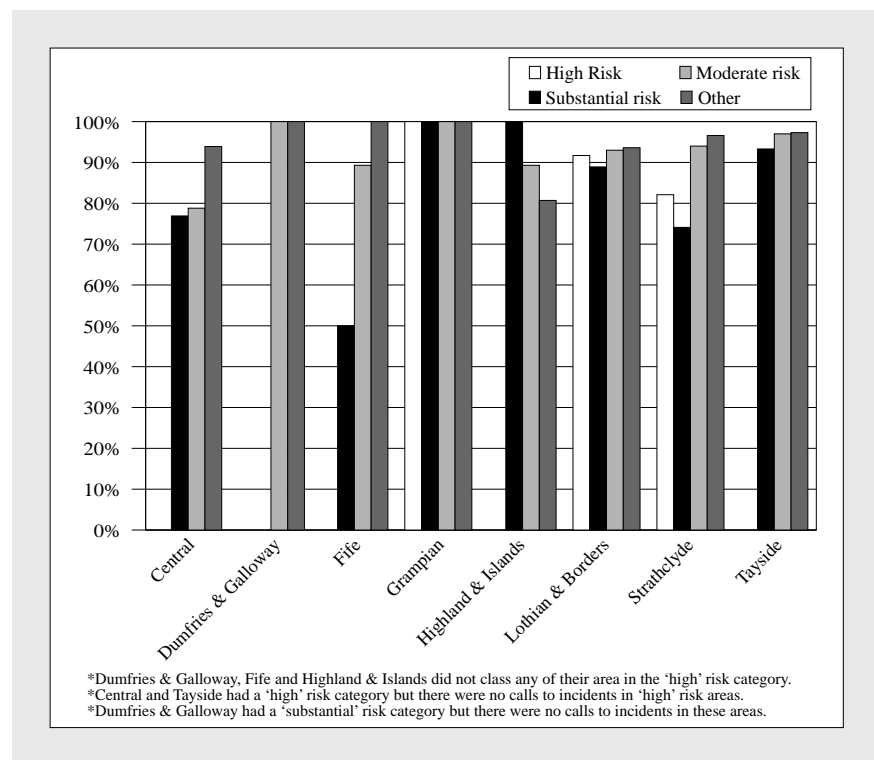

Legend: ☐ High Risk ☐ Moderate risk ■ Substantial risk ☐ Other

*Dumfries & Galloway, Fife and Highland & Islands did not class any of their area in the 'high' risk category.
*Central and Tayside had a 'high' risk category but there were no calls to incidents in 'high' risk areas.
*Dumfries & Galloway had a 'substantial' risk category but there were no calls to incidents in these areas.

Table 2: Attendances At Road Traffic Incidents In Remote Rural Areas

Brigade	Local Target (mins)	Attendances within Target Time	Average Time (mins/secs)
Central			14m 00s
Dumfries & Galloway	20	97.5%	
Grampian	20	98.5%	
Highland & Islands			19m 00s
Strathclyde			18m 45s
Tayside	35	100.0%	

*Fife did not class any of its area in the 'rural' risk category.

*Lothian & Borders had areas classed in the 'rural' risk category but had no calls to incidents in these areas.

FIRE PREVENTION: CERTIFICATE APPLICATION

(3) Average time between receipt of an application for a fire safety certificate and the issue of either a fire certificate or a notice requiring upgrading.

What the indicator reports:

Fire safety is an important aspect of the work of fire brigades, of which dealing with fire safety certificates is a major part.

The indicator relates to fresh applications. Where the owner or occupier of any premises applies for a fire safety certificate, as required by legislation, the fire brigade responsible carries out an inspection.

Inspections have one of two outcomes. If the premises meet the fire safety standards required, a certificate confirming this is issued by the fire brigade. If the premises do not meet the required standard, the brigade issues a notice which sets out the work to be completed by the applicant to bring the premises up to the standard before the fire certificate can be issued.

The time reported by the indicator is the time, in calendar days, between: -

● the date when the brigade had all the necessary information to carry out an inspection (to allow for the fact that brigades may not always receive the full information they require at the time of the original application), and

● the date on which it issued either a certificate or a notice requiring upgrading work to be carried out.

The indicator provides a measure of the brigade's speed in processing certificate applications.

Points to bear in mind:

The process of dealing with certificate applications falls into two parts - administration (the processing of applications) and the inspection of premises. Change over time in the indicator will be affected by changes in performance in these two areas.

Factors which may affect performance include: -

- the number of applications made;

- the size and type of premises involved; and

- the distances inspection staff have to travel to inspect premises.

Commentary:

Figure 3 shows that the time taken by brigades to issue either a certificate or an upgrading notice ranged from 43 days to 585 days. Over half (5) of the brigades dealt with fire safety certificate applications within 163 days.

Figure 3: Speed Of Processing Applications For Fire Safety Certificates
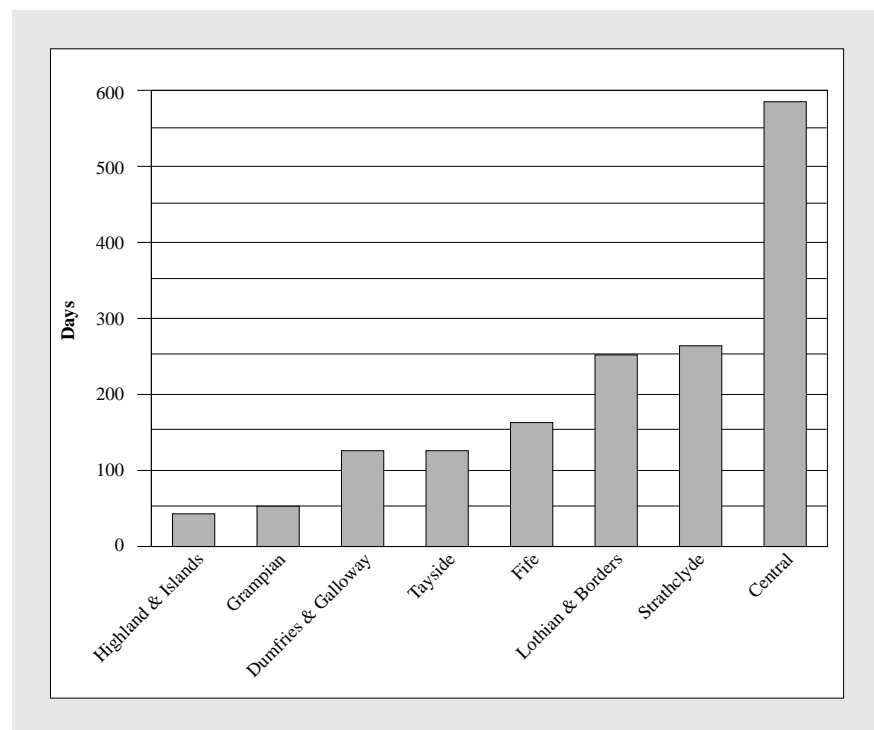
(4) Target and actual percentage of premises re-inspected, by main categories:

- factories;

- offices, shops and railway premises;

- hotels and boarding houses

What the indicator reports:

A part of fire brigades' fire safety work is the inspection of workplaces and public buildings. Certain premises are 'certifiable' - that is, they require a fire certificate and are re-inspected periodically under the Fire Precautions Act, 1971. For each group of premises, the indicator reports:–

(a) the total number of premises (the potential inspection work);

(b) the target number of premises which the brigade plans to re-inspect (the planned inspection work); and

(c) the percentage of the target number of premises actually inspected (the inspection work performed).

Points to bear in mind:

Brigades are free to set their own targets for the number of premises to be re-inspected in each category. In setting targets, brigades are advised by Her Majesty's Fire Inspectorate which suggests carrying out annual visits for hostels and high risk premises, visits every three years for medium or 'normal' risk premises and every five years for low risk premises.

Premises issued with a fire certificate in the year, although certificated, would not be targeted for re-inspection during that year.

It should be noted that a high percentage may be reported at (c) in relation to a modest programme at (b), or a low percentage may be reported at (c) in relation to an ambitious programme at (b).

FIRE

The number of premises to be inspected at (b) will reflect the inspection policies of the brigade.

Some brigades will be able to use operational staff to carry out a substantial proportion of their re-inspection programme while, because of local geography, other brigades may have to rely on specialist staff.

Commentary:

Across Scotland, the total number of premises which were inspectable was 22,695 (Table 4). Of these, 19% were factories, 61% were offices, shops and railway premises, and 20% were hotels and guest houses.

Figure 4 shows that, for each group of premises, the percentage of inspections completed within target by brigades varied as follows: -

- factories: 29% to 100%

- offices, shops and railway premises: 19% to 100%

- hotels and guest houses: 75% to 100%.

Figure 4 also shows that seven of the eight brigades completed at least 68% of all planned inspections in each of the three groups of premises.

Figure 4: The % Of Planned Inspections Completed
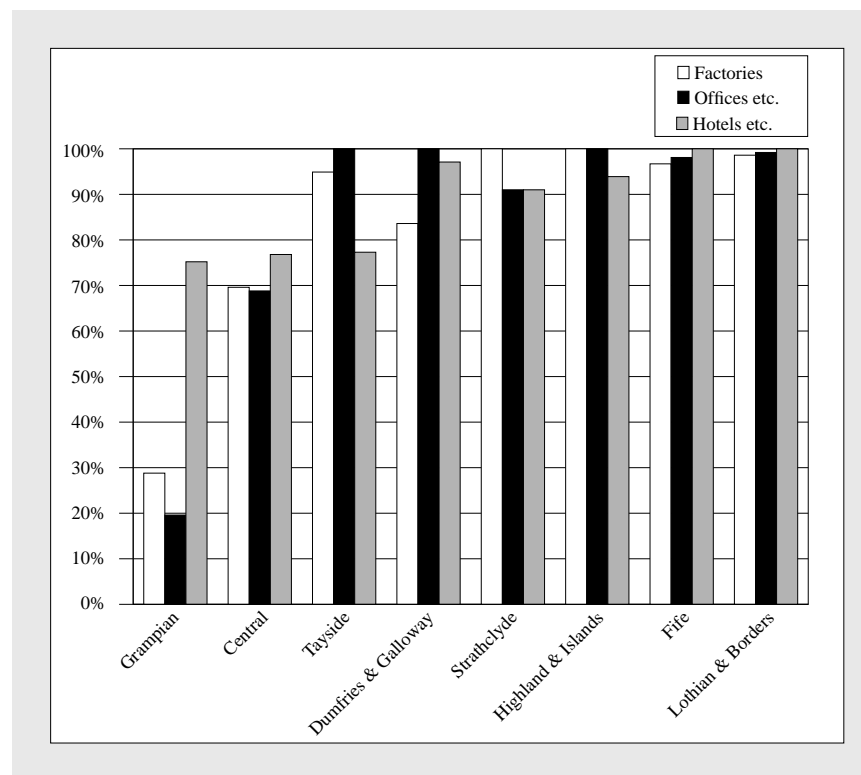
Table 4: Number Of Premises Inspectable, Number Targeted For Inspection And % Of Target Achieved

Brigade	Factories			Offices etc.			Hotels etc.		
	Number of Inspectable Premises	Targeted Number of Premises	Percentage of Targeted Premises Inspected	Number of Inspectable Premises	Targeted Number of Premises	Percentage of Targeted Premises Inspected	Number of Inspectable Premises	Targeted Number of Premises	Percentage of Targeted Premises Inspected
Central	251	125	69.6	532	266	68.8	233	233	76.8
Dumfries & Galloway	143	73	83.6	152	75	100.0	282	282	97.1
Fife	266	242	96.7	642	582	98.1	218	209	100.0
Grampian	601	326	28.8	1979	675	19.6	609	609	75.2
Highland & Islands	179	90	100.0	532	266	100.0	951	951	93.9
Lothian & Borders	557	557	98.6	2286	2286	99.2	741	741	100.0
Strathclyde	1845	615	100.0	6688	2229	91.0	1014	1014	91.0
Tayside	389	277	94.9	1061	617	100.0	544	932	77.3
Total	**4231**	**2305**		**13872**	**6996**		**4592**	**4971**	

FIRE

HOUSING

In 1994/95, all 53 district and 3 islands councils provided a housing service.

(1)   The length of time that the council allows for carrying out various categories of repairs and the percentage of repairs completed within the target timescale for each priority category.

What the indicator reports:

All of the district and islands councils provide a response repairs service for their tenants.

Response repairs are maintenance jobs which a council has agreed to carry out within a set timescale. Councils classify repairs into various priority categories each with its own timescale. For example, a council may undertake to repair a burst pipe within 24 hours, while it may allow two to six weeks to repair a window sill.

Councils are free to decide how many categories are appropriate, and the timescale considered appropriate for each category.

Classifying repairs as 'emergency' generally costs more than it does to have the work done under another category. Therefore, treating a high proportion of repairs as emergencies is likely to increase costs.

This indicator sets out the number of response repairs undertaken by each council, the timescales which each council set for each of its categories and the level of success in achieving the targets shown.

Councils may use a range of contractors, including their own directly employed workforce to undertake housing repair work.

Points to bear in mind:

For the purpose of this indicator, response repairs do not include maintenance work which councils:-

● chose to undertake as part of a planned programme of improvements;

● advised tenants would not be carried out due to financial constraints; or

● undertook to improve the condition of empty houses.

The standards set for each category cover the period of time between a repair request being received and the work being completed satisfactorily.

The same name for a repair category (e.g. 'urgent') may be used by many councils but the target timescale associated with it may vary between them.

Repairs have to be completed to the council's satisfaction, and thus the indicator captures both efficiency and quality aspects of the repairs service.

The council has to notify the contractor what work should be done. This means that meeting the target time requires both the council and the contractor to work effectively.

Commentary:

The total number of response repairs carried out by councils in 1994/95 was 2.29 million {2.32 million} and the figures for each council are given in Table 1a.

The average number of response repairs carried out per dwelling ranged from one to just over six (Figure 1a).

Twenty-six councils completed more than eight out of every ten repairs within target, and eight of these councils completed more than nine out of ten within target. At the other extreme, eight councils completed less than 60% on target (Figure 1b).

The number of priority categories set by councils ranged from two to six, with the most common being three, used by 52 councils. Thirteen councils made use of five categories and only three councils used six categories (Table 1b).

Forty-six councils aimed to carry out all their response repairs within a maximum period of 30 days. However, four councils allowed maximum periods ranging from 50 to 112 days to complete some repairs.

For emergency repairs (i.e. those where danger would arise or damage could be caused) all but one council set a maximum target time of 24 hours for completing the work.

A total of 531,721 jobs {560,392} (23.5% of all repairs) were classified as 'emergency' work. The percentage of repairs which were classified as 'emergency' work ranged from 0% to 47%. Fifteen councils classified less than 10% of all repairs as emergencies, while at the other extreme, eighteen councils categorised more than 30% of repairs as emergencies (Figure 1c).

In comparison to 1993/94 33 councils increased the percentage of emergency repairs undertaken within target time scales.

Table 1a: Total Number Of Response Repairs Carried Out

Council	1994/95	1993/94	Council	1994/95	1993/94
Aberdeen	128115	141602	Inverness	33227	36578
Angus	27699	25546	Kilmarnock & Loudoun	47506	30648
Annandale & Eskdale	13944	11792	Kincardine & Deeside	5439	4219
Argyll & Bute	32988	33200	Kirkcaldy	70469	74824
Badenoch & Strathspey	1199	974	Kyle & Carrick	40338	40000
Banff & Buchan	23627	22812	Lochaber	5144	(2)
Bearsden & Milngavie	7554	3782	Midlothian	43179	23740
Berwickshire	2757	2880	Monklands	111330	122337
Caithness	5713	12000	Moray	21981	22957
Clackmannan	28508	28342	Motherwell	117241	115547
Clydebank	27969	25239	Nairn	2406	2469
Clydesdale	28352	28969	Nithsdale	26232	18046
Cumbernauld & Kilsyth	18800	18274	North East Fife	19616	18676
Cumnock & Doon Valley	49932	44213	Orkney	2217	1655
Cunninghame	47524	46385	Perth & Kinross	27438	25784
Dumbarton	40729	39978	Renfrew	128519	120143
Dundee	118097	147765	Ross & Cromarty	13423	12957
Dunfermline	58426	56311	Roxburgh	11869	12540
East Kilbride	2159	2289	Shetland	12097	11238
East Lothian	40000	49000	Skye & Lochalsh	2522	1827
Eastwood	3717	(2)	Stewartry	4163	4820
Edinburgh	186327	199850	Stirling	45299	39526
Ettrick & Lauderdale	12109	14559	Strathkelvin	46000	68558
Falkirk	80853	102067	Sutherland	3496	4678
Glasgow	271348	251943	Tweeddale	4378	4938
Gordon	10790	10430	West Lothian	59063	71476
Hamilton	36443	46373	Western Isles	4967	3687
Inverclyde	58844	61981	Wigtown	12340	12208
			Total	2286422	2334632

(2) The council did not provide the required information.
(Note) Information not provided on a comparable basis by Angus, Cumnock & Doon Valley, Cunninghame, Eastwood, Monklands, Stirling, Sutherland, Strathkelvin and West Lothian.

Figure 1a: The Average Number Of Repairs Per Dwelling

(Note) Information not provided on a comparable basis by Angus, Cumnock & Doon Valley, Cunninghame, Eastwood, Monklands, Stirling, Sutherland, Strathkelvin and West Lothian.

Figure 1b: The % Of Repairs Completed Within Target

*Eastwood and Lochaber did not provide the required information.
(Note) Information not provided on a comparable basis by Angus, Cumnock & Doon Valley, Cunninghame, Eastwood, Monklands, Stirling, Sutherland, Strathkelvin and West Lothian.
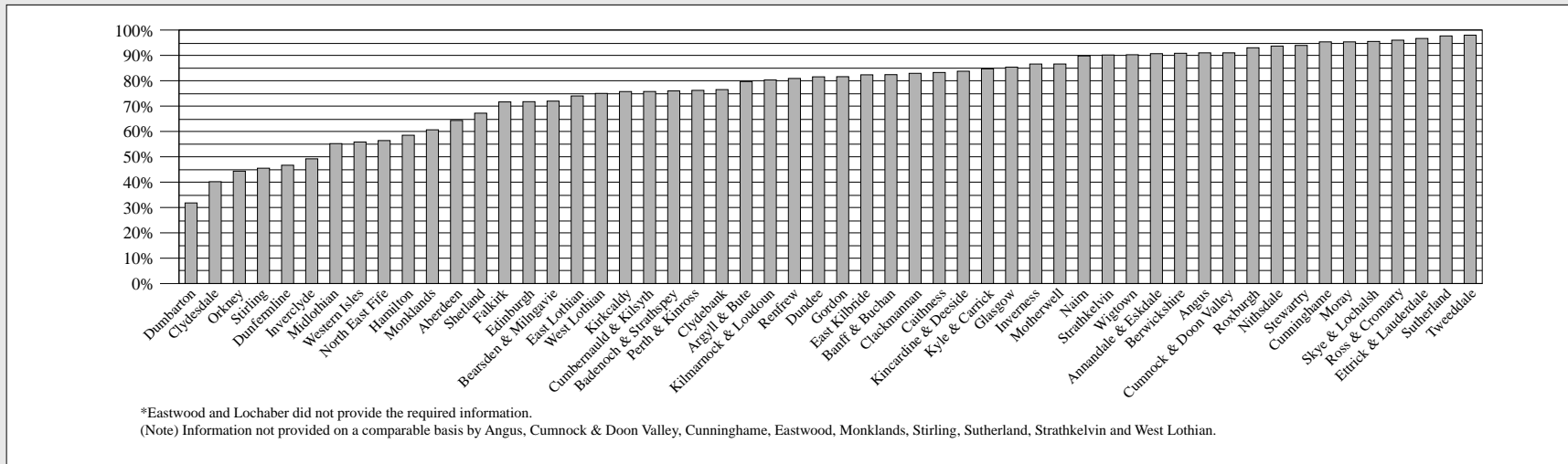
Figure 1c: The % Of Repairs Classified As Emergency Work
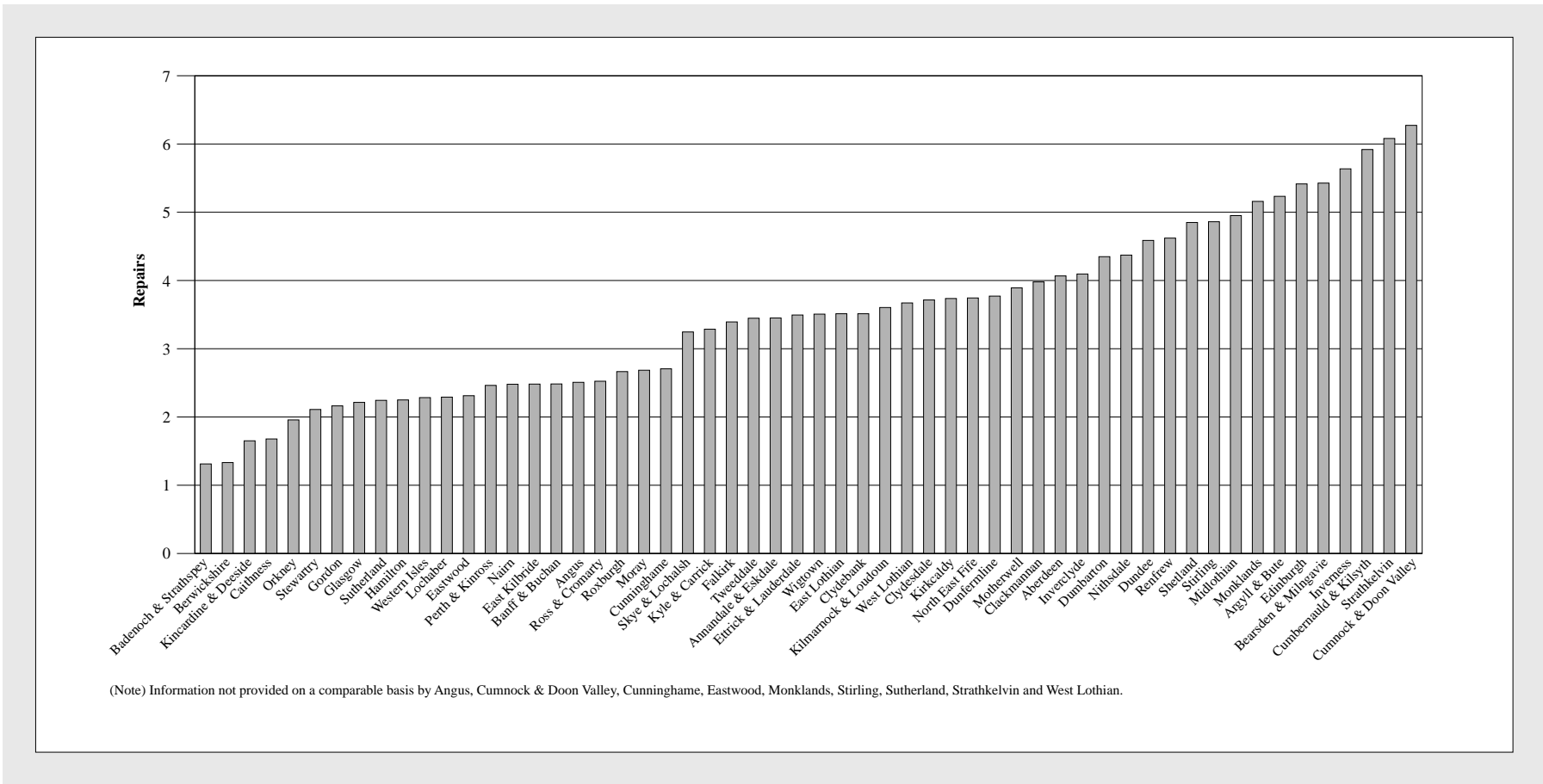

(Note) Information not provided on a comparable basis by Angus, Cumnock & Doon Valley, Cunninghame, Eastwood, Monklands, Stirling, Sutherland, Strathkelvin and West Lothian.
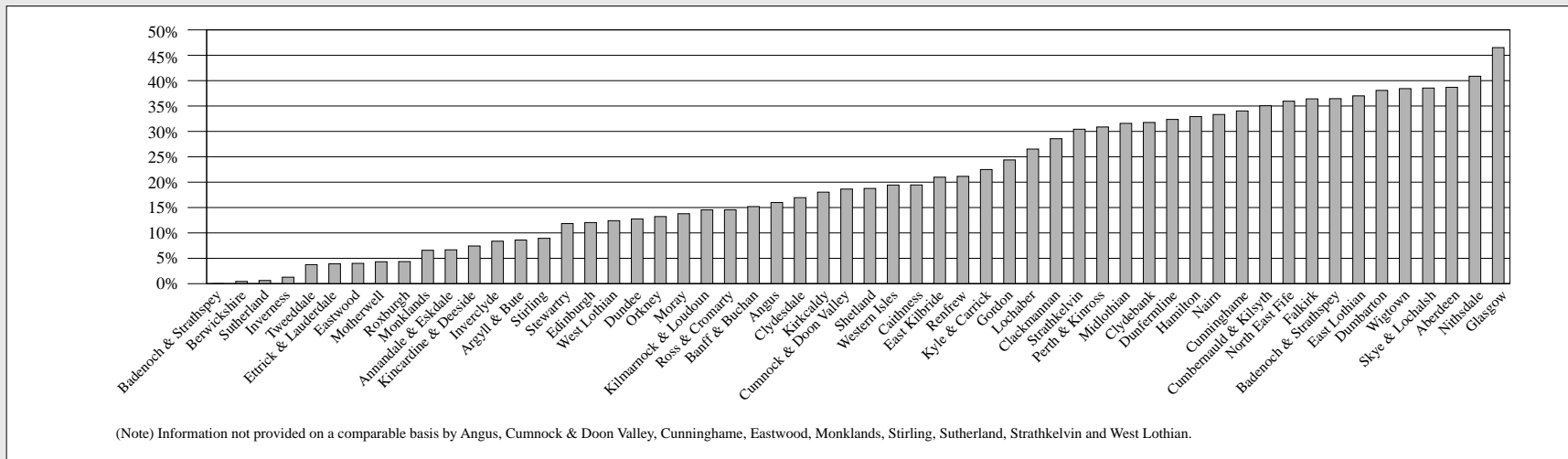
HOUSING

Table 1b: The Name And Target Timescale Set And The Percentage Of Repairs Completed

Category 1	Name	Target Time (Hours)	Proportion Achieved within Target Time (%)	Category 2	Name	Target Time (Days)	Proportion Achieved within Targe Time (%)
Aberdeen	Emergency	4	95.0	Aberdeen	Urgent	10	81.4
Angus	Emergency	24	100.0	Angus	Other	14	84.5
Annandale & Eskdale	Emergency	24	78.2	Annandale & Eskdale	Urgent	5	83.9
Argyll & Bute	Emergency	24	85.9	Argyll & Bute	Urgent	2	86.6
Badenoch & Strathspey	Emergency	24	89.0	Badenoch & Strathspey	Urgent	7	70.0
Banff & Buchan	Emergency	4	100.0	Banff & Buchan	A	5	86.2
Bearsden & Milngavie	Emergency	24	(6)	Bearsden & Milngavie	Urgent	3	51.2
Berwickshire	Emergency	4	75.0	Berwickshire	Urgent	3	81.1
Caithness	Emergency	24	91.7	Caithness	Urgent	2	92.2
Clackmannan	0	4	99.4	Clackmannan	1	2	91.6
Clydebank	Emergency	24	90.0	Clydebank	Urgent	5	36.0
Clydesdale	Emergency	24	78.1	Clydesdale	Urgent	3	63.8
Cumbernauld & Kilsyth	1	24	89.4	Cumbernauld & Kilsyth	2	6	87.8
Cumnock & Doon Valley	Emergency	24	88.0	Cumnock & Doon Valley	Urgent	3	93.0
Cunninghame	Emergency	24	98.9	Cunninghame	A	7	98.0
Dumbarton	Emergency	24	78.3	Dumbarton	Urgent	10	44.8
Dundee	Out of Hours Emergency	2	99.6	Dundee	Day Time Emergency	4 (Hours)	92.9
Dunfermline	Emergency	24	95.0	Dunfermline	Urgent	10	67.0
East Kilbride	Emergency	24	87.2	East Kilbride	Urgent	5	89.1
East Lothian	Emergency	24	92.0	East Lothian	Urgent	7	71.0
Eastwood	Emergency	2	93.3	Eastwood	Urgent	1	89.5
Edinburgh	Emergency	3	71.8	Edinburgh	Urgent	3	68.0
Ettrick & Lauderdale	Emergency	24	100.0	Ettrick & Lauderdale	Urgent	3	97.1
Falkirk	Emergency	24	81.9	Falkirk	Cyclic	30	73.0
Glasgow	Emergency	24	88.9	Glasgow	Reactive	10	77.1
Gordon	Emergency	24	92.2	Gordon	Urgent	3	82.2
Hamilton	Emergency	3	86.4	Hamilton	Urgent	10	43.1
Inverclyde	Call Out	2	98.4	Inverclyde	Emergency	1	76.3
Inverness	Normal	1	94.6	Inverness	Out With Normal	1 (Hours)	98.3
Kilmarnock & Loudoun	Emergency	24	87.5	Kilmarnock & Loudoun	Urgent	5	55.1
Kincardine & Deeside	Emergency	4	86.6	Kincardine & Deeside	Urgent	1	86.1
Kirkcaldy	Emergency Repairs	48	93.3	Kirkcaldy	Quick Response Teams	7	93.6
Kyle & Carrick	Emergency	12	92.4	Kyle & Carrick	Urgent	3	83.6
Lochaber	Emergency	4	99.2	Lochaber	Urgent	4	99.0
Midlothian	Within 24 Hours	24	69.4	Midlothian	Within 7 Days	7	53.4
Monklands	Emergency	24	85.7	Monklands	Urgent	3	50.6
Moray	Emergency	2	100.0	Moray	Priority	3	83.6
Motherwell	Emergency Top Priority	2	99.5	Motherwell	Emergency Priority	1	97.0
Nairn	Emergency	24	92.5	Nairn	Urgent	7	86.4
Nithsdale	Emergency	24	90.0	Nithsdale	Urgent	7	72.0
North East Fife	Emergency	24	85.4	North East Fife	Urgent	10	68.0
Orkney	Emergency	24	85.0	Orkney	Urgent	2	75.0
Perth & Kinross	Emergency	24	81.1	Perth & Kinross	Urgent	4	71.5
Renfrew	Emergency	24	82.5	Renfrew	Urgent	10	86.9
Ross & Cromarty	Emergency	24	97.7	Ross & Cromarty	Urgent	2	95.1
Roxburgh	Emergency	1	90.0	Roxburgh	Urgent	1	87.0
Shetland	Emergency	24	85.6	Shetland	Urgent	3	89.9
Skye & Lochalsh	Emergency	24	99.7	Skye & Lochalsh	A	10	91.9
Stewartry	Emergency	8	99.2	Stewartry	Urgent	4	97.6
Stirling	Emergency A	4	95.0	Stirling	Emergency B	1	98.0
Strathkelvin	Emergency/Call Out	3	98.4	Strathkelvin	Normal/Urgent	20	79.8
Sutherland	Emergency	2	100.0	Sutherland	Urgent	1	96.0
Tweeddale	Emergency	24	98.8	Tweeddale	Urgent	3	89.4
West Lothian	Emergency 1	2	96.6	West Lothian	Emergency 2	1	73.9
Western Isles	Emergency	1	84.0	Western Isles	1 Day	1	81.0
Wigtown	Emergency	4	98.2	Wigtown	Urgent	2	91.6

Table 1b: The Name And Target Timescale Set And The Percentage Of Repairs Completed

Category 3	Name	Target Time (Days)	Proportion Achieved within Target Time (%)	Category 4	Name	Target Time (Days)	Proportion Achieved within Targe Time (%)
Aberdeen	Routine	24	86.3	Badenoch & Strathspey	General	28	77
Annandale & Eskdale	Non-Urgent	10	81.2	Banff & Buchan	C	22	75
Argyll & Bute	Non-Urgent	28	89.4	Bearsden & Milngavie	2	28	60
Badenoch & Strathspey	Routine	21	80.0	Caithness	Routine	21	89
Banff & Buchan	B	10	82.9	Clackmannan	3	14	83
Bearsden & Milngavie	1	7	48.9	Clydebank	Routine	40	63
Berwickshire	Routine	15	75.9	Cumbernauld & Kilsyth	4	23	92
Caithness	Routine	7	84.4	Cumnock & Doon Valley	Extended	112	95
Clackmannan	2	7	88.2	Dumbarton	Routine	56	46
Clydebank	Stairlighting	5	100.0	Dundee	10 Day Priority	10	81
Clydesdale	Routine	30	64.0	Eastwood	7 Days	7	81
Cumbernauld & Kilsyth	3	13	91.5	Edinburgh	Routine	20	77
Cumnock & Doon Valley	Routine	42	94.0	Inverclyde	Routine	28	62
Cunninghame	B	28	98.7	Inverness	Key Houses	10	83
Dumbarton	Routine	28	100.0	Kincardine & Deeside	Routine	28	76
Dundee	3 Day Urgent	3	86.6	Kirkcaldy	Priority 2 Repairs	42	82
Dunfermline	Routine	30	72.0	Lochaber	Routine	28	100
East Kilbride	Non-Urgent	20	96.5	Midlothian	Within 35 Days	35	65
East Lothian	Normal	6 (Weeks)	89.0	Motherwell	Routine 2	7	80
Eastwood	2 Days	2	93.2	Perth & Kinross	Normal	17	74
Edinburgh	Minor Repairs	10	69.6	Ross & Cromarty	Routine	14	91
Ettrick & Lauderdale	Routine	30	94.9	Roxburgh	Other	15	90
Gordon	Normal	10	72.7	West Lothian	Routine	25	89
Hamilton	Routine	30	68.8	Western Isles	14 Days	14	72
Inverclyde	Urgent	9	62.1	Wigtown	General	30	95
Inverness	Complete in 5 Days	5	89.8				
Kilmarnock & Loudoun	Routine	30	77.5				
Kincardine & Deeside	Essential	5	77.3	**Category 5**			
Kirkcaldy	Priority 1 Repairs	14	70.1	Banff & Buchan	D	37	69
Kyle & Carrick	Routine	20	86.3	Clackmannan	4	20	82
Lochaber	Routine	14	100.0	Dumbarton	Routine	90	25
Midlothian	Within 21 Days	21	60.3	Dundee	10 Day Normal	10	83
Monklands	Routine	23	79.9	Eastwood	30 Days	30	83
Moray	Ordinary	20	87.9	Inverclyde	Group	98	90
Motherwell	Routine 1	3	73.0	Inverness	Complete in 20 Days	20	83
Nairn	Routine	28	85.2	Lochaber	Routine	42	100
Nithsdale	Routine	28	85.0	Motherwell	Routine 3	21	79
North East Fife	Routine	30	77.7	Perth & Kinross	Low Priority	32	74
Orkney	Non-Urgent	14	87.0	Ross & Cromarty	Routine	21	91
Perth & Kinross	Priority	9	73.3	Stirling	Normal	15	95
Renfrew	Cyclic	30	87.1	Western Isles	28 Days	28	72
Ross & Cromarty	Routine	7	94.0				
Roxburgh	Priority	5	86.0				
Shetland	Normal	22	75.6	**Category 6**			
Skye & Lochalsh	B	30	86.0	Clackmannan	5	50	96
Stewartry	Routine	20	96.1	Inverclyde	Windows	74	49
Stirling	Urgent	5	92.0	Inverness	QR	1	98
Sutherland	Routine	21	97.5				
Tweeddale	Routine	28	86.2				
West Lothian	Urgent	5	64.1				
Western Isles	7 Days	7	76.0				
Wigtown	Essential	5	90.0				

(2) The council did not provide the required information. (5) Kirkcaldy did not have a category 1.

(Note) Information not provided on a comparable basis by Aberdeen, Angus, Argyle & Bute, Clydesdale, Eastwood, Kincardine & Deeside, Kyle & Carrick, Renfrew, Stirling and Wigtown.

HOUSING

MANAGING TENANCY CHANGES

(2)   The total annual rent loss due to unoccupied houses expressed as a percentage of the total amount of rent due in the year.

What the indicator reports:

This indicator discloses the level of rent lost due to houses remaining empty when they are available for letting.

Points to bear in mind:

Some properties are less desirable than others and so will remain empty for longer.

Some of the factors which affect a council's ability to re-let vacant property include:-

● the condition of the property;

● the type of property (e.g. tenement flat, end terraced house);

● the location of the property; and

● the general level of demand for council housing in an area.

Some councils move tenants into alternative council accommodation while improvement works are carried out to their property. This leads to a loss of rental income for the council during that period. Thus, the council's policy on this aspect of modernisation will influence the level of the indicator.

Those properties which are either unsafe for occupation or which the council intends to sell are excluded from the indicator.

Commentary:

The total amount of housing rent income due to councils in 1994/95 was just over £945 million {£933 million}.

The total amount of rent lost by councils due to unoccupied houses was over £22 million (2.3% of the total rental income due) {£20 million} (Table 2).

The percentage of total rent due which was lost due to empty houses ranged from 0.15% to 5.9%. Two thirds of the councils lost less than 1.5% of total rent due (Figure 2).

In comparison to 1993/94 the percentage of rent lost increased in 32 councils.

Table 2: The Amount Of Rent Loss Due To Unoccupied Houses

Council	1994/95 (£000s)	1993/94 (£000s)	Council	1994/95 (£000s)	1993/94 (£000s)
Aberdeen	806	633	Inverness	141	90
Angus	32	24	Kilmarnock & Loudoun	209	264
Annandale & Eskdale	89	60	Kincardine & Deeside	13	11
Argyll & Bute	106	76	Kirkcaldy	531	625
Badenoch & Strathspey	12	9	Kyle & Carrick	286	255
Banff & Buchan	62	55	Lochaber	17	25
Bearsden & Milngavie	18	12	Midlothian	54	51
Berwickshire	20	14	Monklands	466	545
Caithness	95	91	Moray	108	104
Clackmannan	96	108	Motherwell	746	800
Clydebank	130	190	Nairn	3	3
Clydesdale	104	95	Nithsdale	97	58
Cumbernauld & Kilsyth	38	53	North East Fife	66	82
Cumnock & Doon Valley	216	194	Orkney	25	33
Cunninghame	264	199	Perth & Kinross	261	190
Dumbarton	408	442	Renfrew	613	774
Dundee	1,208	1,082	Ross & Cromarty	75	67
Dunfermline	237	228	Roxburgh	147	119
East Kilbride	5	5	Shetland	49	45
East Lothian	138	128	Skye & Lochalsh	15	13
Eastwood	20	21	Stewartry	16	14
Edinburgh	4,103	3,110	Stirling	158	144
Ettrick & Lauderdale	46	54	Strathkelvin	100	102
Falkirk	646	669	Sutherland	28	30
Glasgow	8,030	7,459	Tweeddale	10	11
Gordon	16	12	West Lothian	104	63
Hamilton	187	277	Western Isles	108	124
Inverclyde	578	575	Wigtown	29	31
			Total	22,183	20,550

Figure 2: The % Of Rent Loss Due To Unoccupied Houses

MANAGING TENANCY CHANGES

(3)   The number and percentage of houses re-let by the council in the following bands:-

- less than 2 weeks

- 2 - 6 weeks

- more than 6 weeks.

What the indicator reports:

This indicator reports the efficiency of the council in managing tenancy changes. The process involves the time taken to:-

● identify new tenants;

● have new tenants sign for a house; and

● identify and carry out any repairs necessary before the new tenant can move in.

Points to bear in mind:

Some properties are less desirable than others and so will remain empty for longer. Some of the factors which are important include: the condition of the property; the type of property (e.g. tenement flat, end terraced house); its location; and the general level of demand for council housing in an area.

Councils differ in the number of offers of accommodation that they make to prospective tenants. This may lengthen the time taken to re-let a house because prospective tenants may not accept the first offer, and the house may have to be offered to several different prospective tenants before being let.

Those properties which are either unsafe for occupation or which the council intends to sell are excluded from the indicator. Mutual exchanges and successions to tenancies are also excluded.

Commentary:

In total, councils re-let 53,465 {55,119} houses during the year. Of this total, 21% {21%} were re-let in less than two weeks and a further 36% {36%} were re-let in two to six weeks (Figure 3a).

Less than two weeks: Across individual councils, the percentage of houses re-let ranged from 0.2% to 83.5%. Twenty-six councils managed to re-let at least 10% of their vacant houses within this period. Five councils re-let at least 50% of their vacancies within two weeks (Figure 3b).

The percentage of houses re-let within two weeks increased in 32 councils in comparison to 1993/94. Cumbernauld and Kilsyth, Kirkaldy and Nairn each increased the proportion of houses re-let within two weeks by more than 14%.

2 - 6 Weeks: The percentage of houses re-let ranged from 4.4% to 75.2%. Half of all councils re-let at least 45% of their vacant houses in this period.

More than 6 weeks: Five councils managed to re-let all but 10% of their empty houses within six weeks, whilst another eight councils had failed to let 60% by that time. Just over half of all councils (29) re-let no more than a third of their vacant houses in six weeks or less.

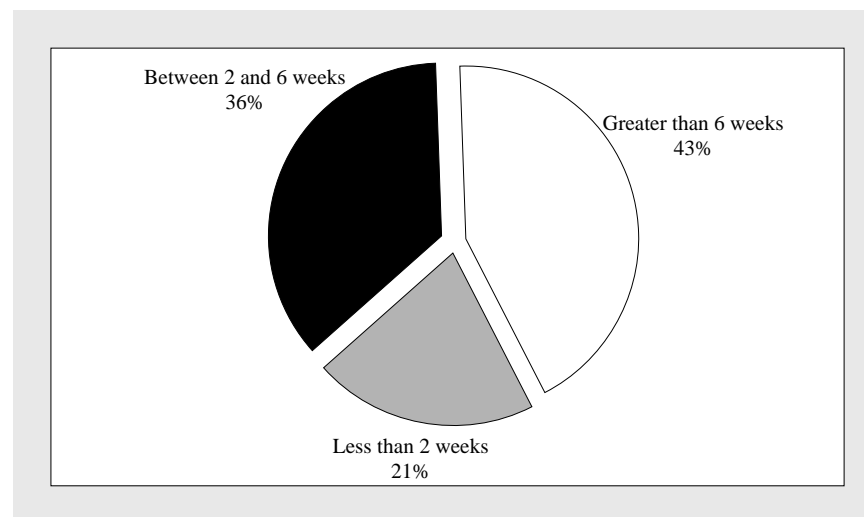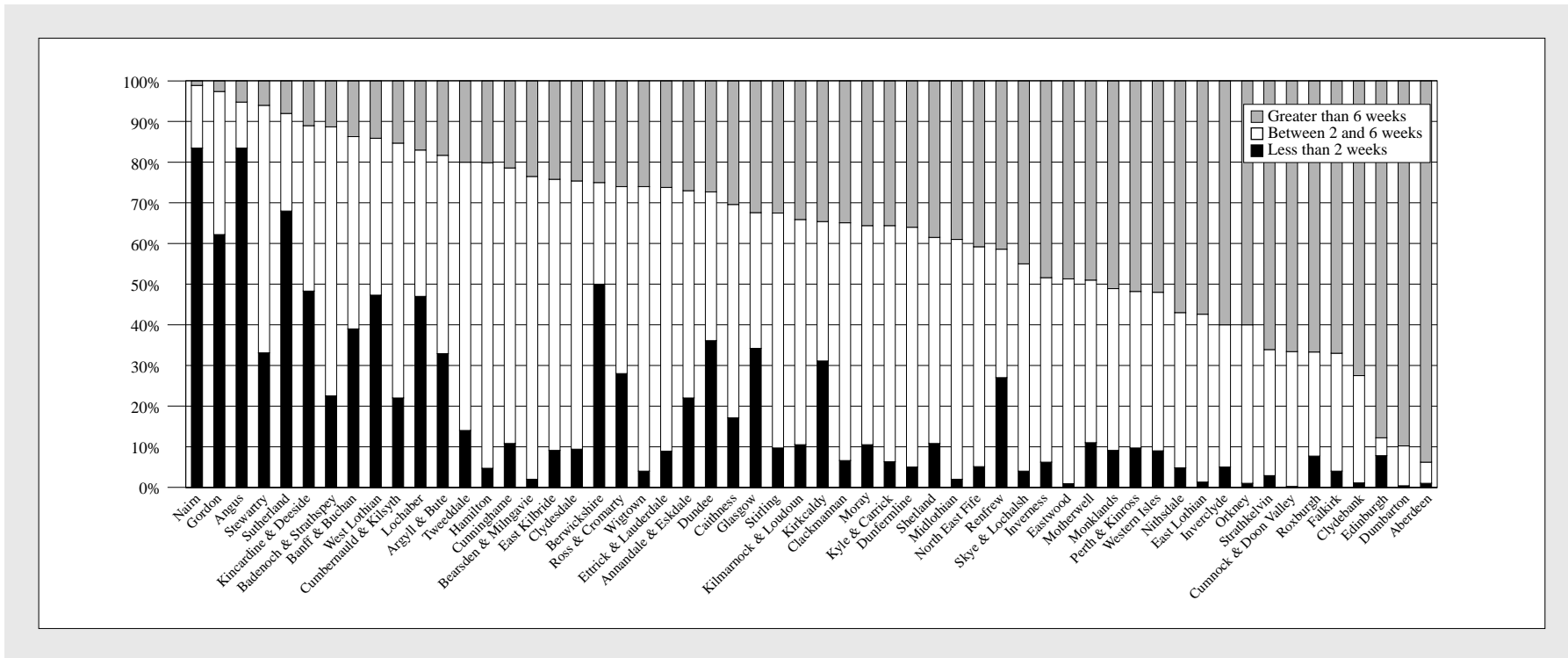**Figure 3a: The % Of Houses Re-Let In Each Of The Three Bands**

Between 2 and 6 weeks
36%

Greater than 6 weeks
43%

Less than 2 weeks
21%

Figure 3b: The % Of Houses Re-Let In Each Of The Three Bands For Each Council

HOUSING

Rent Arrears

(4)   Current arrears as a percentage of the net amount of rent due in the year.

What the indicator reports:

Current arrears is rent that is lawfully due and is unpaid by current tenants. This indicator is, therefore, a measure of the council's performance in collecting the rent due to it.

Points to bear in mind:

The net amount of rent due in the year excludes rent which is funded by housing benefit. However, not all those who are entitled to housing benefit actually claim it. Thus the level of uptake of housing benefit may have an impact on arrears, and hence on the indicator.

Net rent also excludes rent loss due to empty houses.

Commentary:

The total net amount of rent due to councils in 1994/95 was £438 million {£428 million}. Of this sum, £26.5 million (6.1%) {6.6%} was in arrears.

The level of arrears from current tenants ranged from 0.7% to 15.6%. Twenty-six councils had arrears of less than 4% (Table 4).

A further 21 were within the 7% level which was proposed as an achievable target in the Commission's 1991 report 'Tenants' Rent Arrears - A Problem?'. Figure 4 shows that nine councils failed to achieve this 7% target.

In comparison to the levels in 1993/94, 34 councils reduced the percentage of outstanding rent. The percentage of rent arrears increased in 19 councils.

Table 4: Current Arrears As A % Of Net Rent Due

Council	Arrears (£000s)	1994/95 (%)	1993/94 (%)	Council	Arrears (£000s)	1994/95 (%)	1993/94 (%)
Aberdeen	1,109	**4.70**	5.11	Inverness	130	**3.00**	3.49
Angus	94	**1.40**	1.47	Kilmarnock & Loudoun	257	**3.70**	4.10
Annandale & Eskdale	88	**2.50**	3.30	Kincardine & Deeside	102	**3.00**	2.87
Argyll & Bute	128	**2.30**	3.10	Kirkcaldy	1,284	**11.70**	8.34
Badenoch & Strathspey	27	**3.50**	3.50	Kyle & Carrick	436	**5.80**	6.00
Banff & Buchan	171	**2.30**	2.23	Lochaber	92	**4.10**	3.28
Bearsden & Milngavie	66	**5.80**	5.17	Midlothian	193	**3.40**	3.90
Berwickshire	44	**2.60**	2.53	Monklands	505	**3.40**	4.90
Caithness	90	**2.90**	3.08	Moray	67	**1.10**	1.20
Clackmannan	260	**5.10**	9.00	Motherwell	483	**2.40**	3.30
Clydebank	286	**6.50**	7.84	Nairn	12	**1.40**	1.10
Clydesdale	263	**4.90**	4.74	Nithsdale	203	**4.90**	5.34
Cumbernauld & Kilsyth	252	**12.00**	15.10	North East Fife	85	**2.30**	2.05
Cumnock & Doon Valley	304	**5.90**	5.60	Orkney	50	**5.00**	5.30
Cunninghame	543	**5.40**	5.50	Perth & Kinross	123	**1.50**	1.75
Dumbarton	951	**15.60**	16.40	Renfrew	1,241	**8.00**	8.80
Dundee	936	**5.90**	6.40	Ross & Cromarty	208	**5.05**	5.40
Dunfermline	614	**5.90**	5.50	Roxburgh	26	**0.70**	0.70
East Kilbride	16	**2.60**	3.30	Shetland	194	**6.40**	7.38
East Lothian	452	**5.50**	5.49	Skye & Lochalsh	15	**2.60**	1.90
Eastwood	33	**3.10**	3.80	Stewartry	51	**3.30**	3.10
Edinburgh	1,740	**8.50**	8.60	Stirling	656	**9.60**	10.90
Ettrick & Lauderdale	64	**2.30**	2.52	Strathkelvin	428	**6.80**	8.06
Falkirk	837	**5.30**	5.10	Sutherland	26	**1.86**	1.22
Glasgow	7,905	**11.20**	11.04	Tweeddale	16	**1.80**	1.43
Gordon	93	**1.60**	1.40	West Lothian	661	**5.90**	5.70
Hamilton	494	**5.00**	7.22	Western Isles	155	**8.90**	9.70
Inverclyde	811	**8.30**	10.60	Wigtown	117	**5.10**	5.50
				Total	**26,488**		

(Note) Information not provided on a comparable basis by Edinburgh and Kirkcaldy.

Figure 4: Current Rent Arrears As A % Of Net Rent Due

(Note) Information not provided on a comparable basis by Edinburgh and Kirkcaldy.

HOUSING
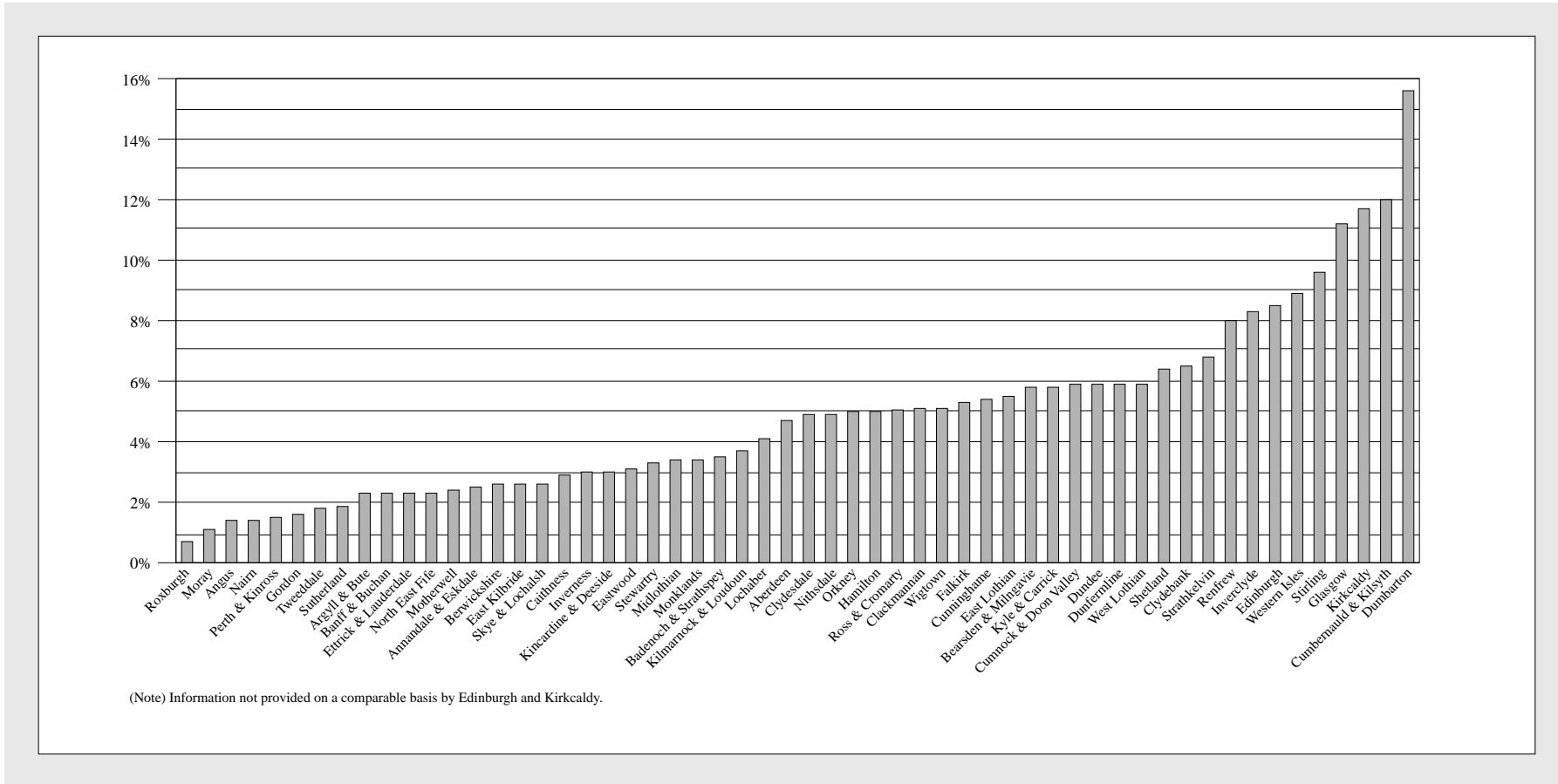
RENT ARREARS

(5) The amount of former tenant arrears outstanding at the end of the year and the amount of former tenant arrears written off during the year.

What the indicator reports:

This indicator shows how much rent is owed by former tenants and the amount of debt which was written off by each council.

Points to bear in mind:

It is important to recognise that councils have different approaches to writing off former tenants rent arrears. Most councils write off a debt only when it is irrecoverable. However, others may write off a debt even though they still intend to pursue the debtor. Debts which are not written off in the reporting year may be written off in the following year.

The principal factors which affect the indicator are:-

● how effective the council was in collecting rent;

● the number of tenants giving up tenancies who were in arrears;

● the amount of former tenant arrears carried forward from the previous year;

● the council's success in recovering the debt from former tenants; and

● the council's policy in writing-off sums of money due from former tenants in previous years.

For each debt which it is owed the council will consider how likely it is to recover the debt and the cost involved.

A study undertaken by the Commission found that less than 10% of the money owed by former tenants is ever actually recovered ('Tenants' Rent Arrears - A Problem?', 1991).

Commentary:

Former Tenant Arrears: The total amount of former tenant arrears owed to councils in 1994/95 was £8.61 million {£8.73 million} (Table 5). Thirty councils reduced the amount outstanding from former tenants compared to 1993/94.

The former tenant arrears in each council expressed as an amount per dwelling ranged from £1.51 to £ 46.63, with just over half of all the councils (29) owed less than £7.50 per dwelling (Figure 5a). Forty councils were owed around £10 per dwelling or less, and three were owed more than £25 per dwelling.

The four main cities, Glasgow, Edinburgh, Aberdeen and Dundee, accounted for almost half (£4.15 million) of the amount owed by former tenants. Three of these councils had former tenant arrears per dwelling of more than £18.00.

Arrears Written Off: The total amount written off in 1994/95 by all the councils was just over £4.8 million {£5.7 million}, representing more than half of the total amount owed by former tenants.

Across Scotland, there was considerable variation in the amount of former tenant arrears written off, mainly due to the large differences in the number of houses managed by councils. In half of all councils, less than £23,500 was written off (Table 5).

The average written off debt per dwelling varied between 19p and £17.78. Thirty-one councils, just over half, wrote off less than £3 per dwelling (Table 5).

Figure 5b shows the arrears written off as a percentage of the total former tenant arrears for each council. In just under half of the councils less than 40% was written off.

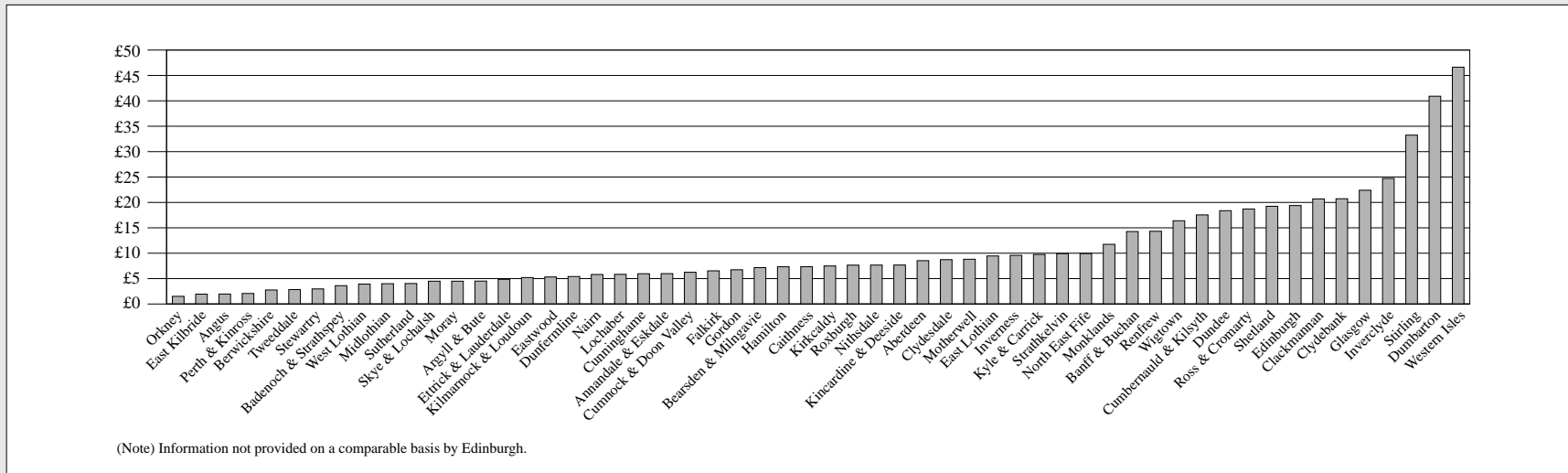## Figure 5a: The Amount Of Former Tenant Arrears Per Dwelling

(Note) Information not provided on a comparable basis by Edinburgh.

Figure 5b: The % Of Former Tenant Arrears Written Off

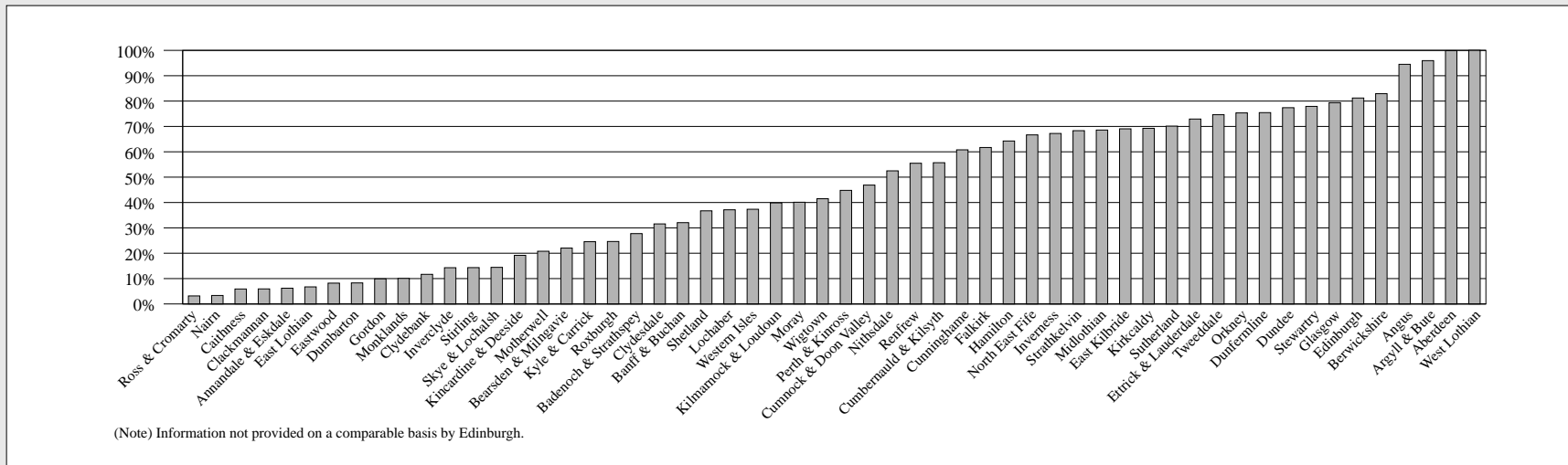(Note) Information not provided on a comparable basis by Edinburgh.

HOUSING

Table 5: Former Tenant Arrears And Arrears Written Off

Council	Amount of Arrears at End of Year (£)	Amount Written Off (£)	1994/95 Proportion of Arrears Written Off (%)	1993/94 Proportion of Arrears Written Off (%)	Council	Amount of Arrears at End of Year (£)	Amount Written Off (£)	1994/95 Proportion of Arrears Written Off (%)	1993/94 Proportion of Arrears Written Off (%)
Aberdeen	268,748	268,422	100	78	Inverness	56,471	37,967	67	23
Angus	21,700	20,507	95	97	Kilmarnock & Loudoun	68,651	27,358	40	48
Annandale & Eskdale	24,171	1,502	6	28	Kincardine & Deeside	25,259	4,842	19	21
Argyll & Bute	28,438	27,287	96	54	Kirkcaldy	141,287	97,857	69	100
Badenoch & Strathspey	3,295	914	28	17	Kyle & Carrick	119,656	29,371	25	16
Banff & Buchan	135,757	43,519	32	18	Lochaber	13,114	4,869	37	52
Bearsden & Milngavie	9,961	2,194	22	34	Midlothian	34,893	23,928	69	10
Berwickshire	5,707	4,732	83	42	Monklands	253,509	25,528	10	44
Caithness	24,982	1,474	6	18	Moray	36,742	14,738	40	34
Clackmannan	148,188	8,789	6	40	Motherwell	265,540	55,173	21	26
Clydebank	164,947	19,259	12	20	Nairn	5,635	188	3	1
Clydesdale	66,620	21,022	32	55	Nithsdale	45,947	24,118	52	100
Cumbernauld & Kilsyth	55,696	31,022	56	60	North East Fife	51,996	34,664	67	73
Cumnock & Doon Valley	49,772	23,330	47	40	Orkney	1,707	1,286	75	100
Cunninghame	104,655	63,610	61	62	Perth & Kinross	23,026	10,314	45	100
Dumbarton	383,179	31,758	8	27	Renfrew	398,346	221,008	55	72
Dundee	473,026	366,081	77	74	Ross & Cromarty	99,452	3,139	3	0
Dunfermline	83,860	63,270	75	75	Roxburgh	34,083	8,393	25	17
East Kilbride	1,687	1,165	69	34	Shetland	47,990	17,622	37	41
East Lothian	107,665	7,251	7	30	Skye & Lochalsh	3,485	503	14	6
Eastwood	8,560	703	8	71	Stewartry	5,866	4,570	78	33
Edinburgh	666,994	541,684	81	83	Stirling	309,886	44,407	14	24
Ettrick & Lauderdale	16,831	12,273	73	70	Strathkelvin	75,000	51,250	68	56
Falkirk	155,587	96,002	62	60	Sutherland	6,281	4,404	70	29
Glasgow	2,745,118	2,178,529	79	93	Tweeddale	3,611	2,695	75	87
Gordon	33,634	3,331	10	10	West Lothian	63,127	63,127	100	100
Hamilton	118,681	76,270	64	92	Western Isles	101,427	37,873	37	3
Inverclyde	355,150	50,747	14	29	Wigtown	57,662	23,932	42	0
					Total	**8,612,258**	**4,841,771**		

(Note) Information not provided on a comparable basis by Edinburgh.

COUNCIL HOUSE SALES

(6)   The average time taken to complete a sale from initial application.

What the indicator reports:

The Scottish Office has set councils a six month target for processing council house sales. This indicator shows the extent to which each council achieved the target. All 53 district and 3 islands councils sold council houses during the year.

Commentary:

Across councils, the average time to complete council house sales varied from 13 weeks to 43 weeks.

Twenty-five (45%) of councils achieved an average time which was within the national target of 26 weeks (Figure 6).

In comparison to the time taken in 1993/94, 34 councils (61%) reduced the average time to complete house sales (Table 6).

Table 6: Average Time Taken To Sell Council Houses

Council	1994/95 (Weeks)	1993/94 (Weeks)	Council	1994/95 (Weeks)	1993/94 (Weeks)
Aberdeen	43	53	Inverness	29	26
Angus	22	23	Kilmarnock & Loudoun	27	26
Annandale & Eskdale	25	24	Kincardine & Deeside	32	32
Argyll & Bute	22	25	Kirkcaldy	33	35
Badenoch & Strathspey	19	20	Kyle & Carrick	38	39
Banff & Buchan	27	26	Lochaber	29	21
Bearsden & Milngavie	28	28	Midlothian	24	24
Berwickshire	21	23	Monklands	30	34
Caithness	21	21	Moray	23	28
Clackmannan	28	27	Motherwell	20	22
Clydebank	29	27	Nairn	28	29
Clydesdale	27	31	Nithsdale	30	31
Cumbernauld & Kilsyth	34	34	North East Fife	24	25
Cumnock & Doon Valley	28	31	Orkney	21	29
Cunninghame	25	24	Perth & Kinross	25	25
Dumbarton	32	38	Renfrew	22	28
Dundee	20	21	Ross & Cromarty	22	23
Dunfermline	28	26	Roxburgh	25	25
East Kilbride	24	20	Shetland	29	32
East Lothian	31	31	Skye & Lochalsh	21	24
Eastwood	13	14	Stewartry	19	19
Edinburgh	30	25	Stirling	23	25
Ettrick & Lauderdale	27	30	Strathkelvin	37	33
Falkirk	24	24	Sutherland	23	27
Glasgow	26	27	Tweeddale	31	37
Gordon	38	28	West Lothian	29	26
Hamilton	28	32	Western Isles	34	42
Inverclyde	36	38	Wigtown	31	38

Figure 6: Average Time Taken To Sell Council Houses In Weeks
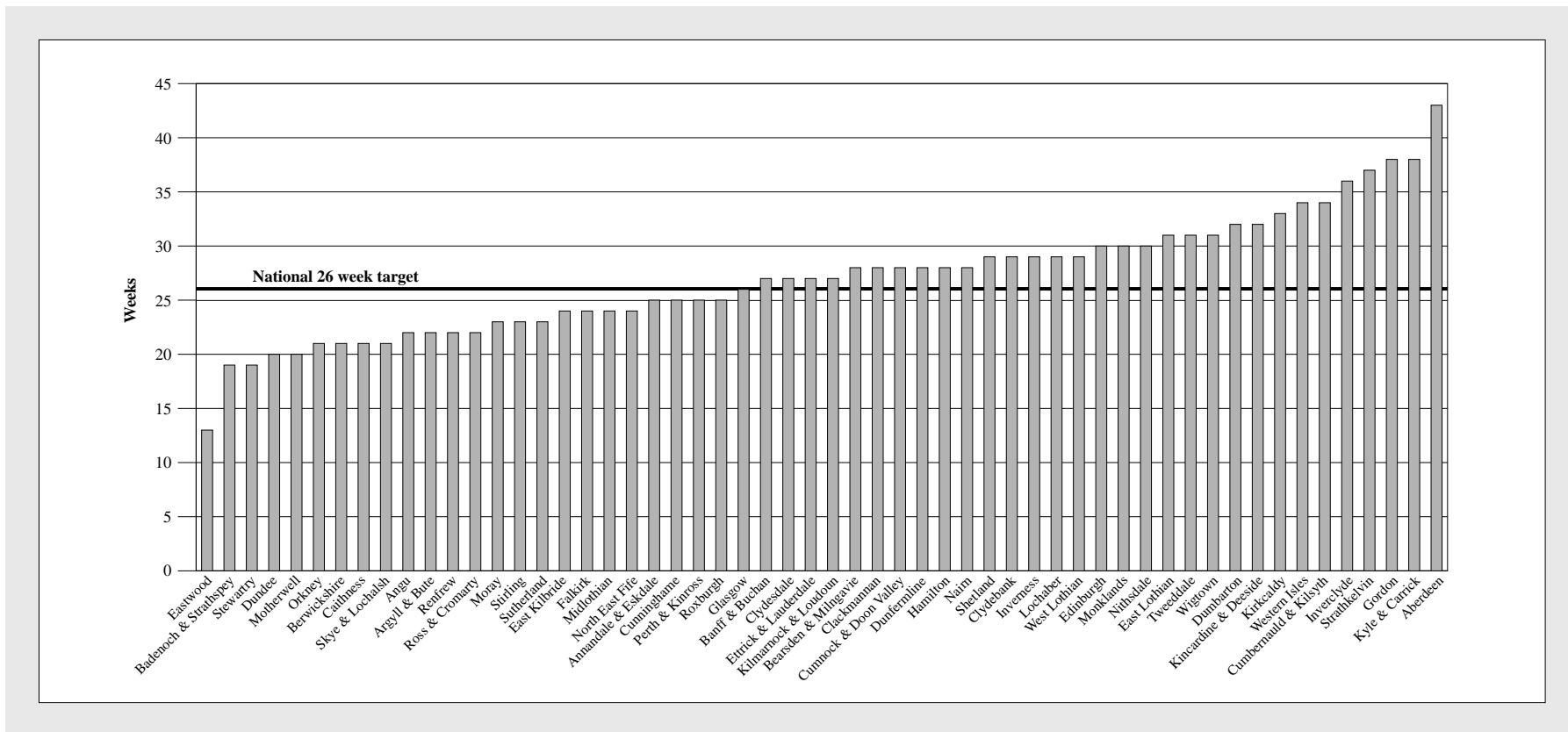
HOUSING BENEFIT ADMINISTRATION

Context:

All 53 district and 3 islands councils administered a housing benefit service in 1994/95.

Housing benefit provides financial support to help public and private sector tenants pay their rent. The Department of Social Security sets the rules which specify the level of benefit payable and the criteria used to determine who is entitled to the benefit.

(7)   The cost of administering each housing benefit application.

What the indicator reports:

This indicator shows the average administration cost in each council for dealing with housing benefit applications.

Points to bear in mind:

A council may choose to provide a high level of advice and counselling to claimants. The costs of such services will add to the cost to be reported in this indicator.

Benefit claims may be more numerous or more complicated in areas where:-

- there is a high proportion of people who live at two or more addresses during the year;

- there is a higher proportion of applications from people in privately rented accommodation, where the application process is more complex; and

- there are more people in shared accommodation, where the application process is also more complex.

Consequently, the time taken to collect all the information needed to process a claim may be longer. This will be reflected in the costs of providing the service.

Commentary

The total number of housing benefit applications dealt with by councils in Scotland in 1994/95 was 885,000 {871,944}.
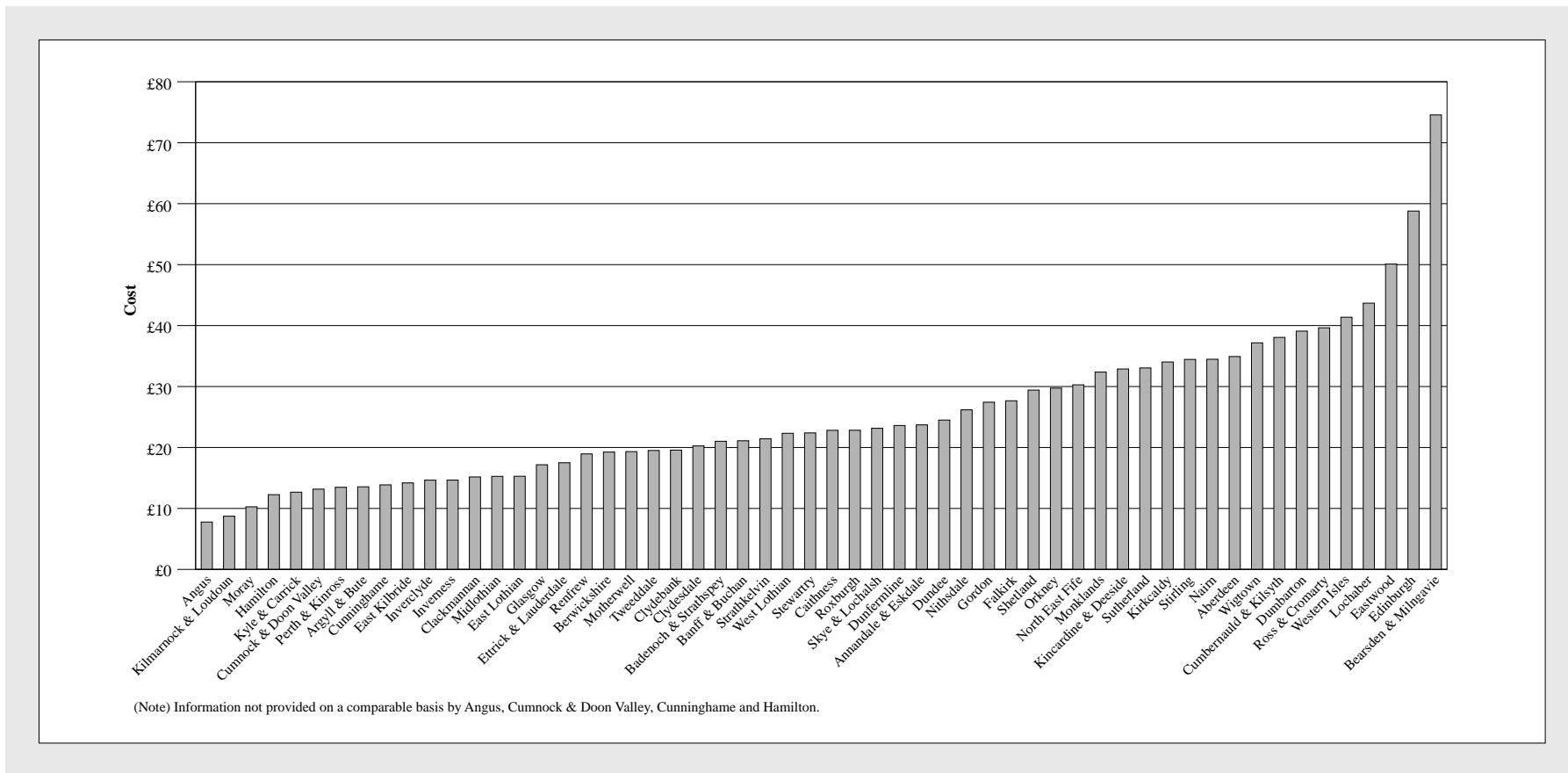
The cost per application varied widely between £8 and £75. Just over half the councils (30) incurred a cost of less than £23 per application (Figure 7). Twenty-six (46%) councils reduced their cost per application in comparison to that in 1993/94 (Table7).

Table 7: Housing Benefit – Administration Cost Per Application

Council	1994/95 (£)	1993/94 (£)	Council	1994/95 (£)	1993/94 (£)
Aberdeen	34.92	29.98	Inverness	14.65	18.19
Angus	7.77	7.26	Kilmarnock & Loudoun	8.73	9.14
Annandale & Eskdale	23.71	12.15	Kincardine & Deeside	32.88	35.33
Argyll & Bute	13.55	13.52	Kirkcaldy	34.03	37.31
Badenoch & Strathspey	21.02	19.24	Kyle & Carrick	12.97	18.37
Banff & Buchan	21.10	45.13	Lochaber	43.68	43.22
Bearsden & Milngavie	74.56	59.83	Midlothian	15.27	14.42
Berwickshire	19.25	23.04	Monklands	32.37	35.82
Caithness	22.82	24.57	Moray	10.27	9.80
Clackmannan	15.17	32.11	Motherwell	19.32	18.56
Clydebank	19.57	40.24	Nairn	34.48	33.45
Clydesdale	20.26	26.05	Nithsdale	26.18	21.45
Cumbernauld & Kilsyth	38.06	35.11	North East Fife	30.28	22.83
Cumnock & Doon Valley	13.17	18.29	Orkney	29.74	21.76
Cunninghame	13.87	18.51	Perth & Kinross	13.47	15.91
Dumbarton	39.09	26.68	Renfrew	18.95	17.44
Dundee	24.50	41.05	Ross & Cromarty	39.64	21.74
Dunfermline	23.61	20.72	Roxburgh	22.83	13.72
East Kilbride	14.19	22.46	Shetland	29.42	9.62
East Lothian	15.28	15.56	Skye & Lochalsh	23.15	33.51
Eastwood	50.09	68.15	Stewartry	22.39	47.15
Edinburgh	58.79	52.98	Stirling	34.45	34.88
Ettrick & Lauderdale	17.50	18.20	Strathkelvin	21.43	23.19
Falkirk	27.66	27.47	Sutherland	33.05	32.92
Glasgow	17.17	18.65	Tweeddale	19.51	15.97
Gordon	27.43	26.55	West Lothian	22.33	20.31
Hamilton	12.26	12.00	Western Isles	41.37	36.17
Inverclyde	14.64	14.09	Wigtown	37.17	51.23

Figure 7: Housing Benefit – Administration Cost Per Application

(Note) Information not provided on a comparable basis by Angus, Cumnock & Doon Valley, Cunninghame and Hamilton.

HOUSING BENEFIT ADMINISTRATION

(8)   The percentage of applications processed within 14 days of receipt by the council.

What the indicator reports:

There is a target time of 14 days for the processing of housing benefit applications set by the Department of Social Security.

This indicator reports the extent to which the council processed housing benefit applications within the 14 day target.

Points to bear in mind:

The time taken to process a case covers the period from when the council has all the information needed to determine the claim, to the date of notifying the applicant.

Commentary:

Ettrick and Lauderdale did not report the percentage of applications processed within the target time.

Of the remaining 55 councils, 48 processed at least eight out of ten applications within the target (Figure 8). Five of the 48 councils processed every application within the target time.

At the lower end of the scale, three councils achieved between 60% and 70% of applications within the 14 day target. This is a marked improvement compared to 1990/91, when a study by the Commission ('Managing Housing Benefit' 1993) found that 15 councils failed to meet the 70% level.

Thirty three councils reported that the proportion of applications processed on target had increased in comparison to 1993/94 (Table 8).

Table 8: The % Of Housing Benefit Applications Processed Within 14 Days

Council	1994/95 (%)	1993/94 (%)	Council	1994/95 (%)	1993/94 (%)
Aberdeen	95.4	83.1	Inverness	73.3	59.3
Angus	100.0	99.9	Kilmarnock & Loudoun	99.9	100.0
Annandale & Eskdale	97.1	97.0	Kincardine & Deeside	95.0	93.0
Argyll & Bute	66.7	59.2	Kirkcaldy	94.0	99.0
Badenoch & Strathspey	98.0	98.0	Kyle & Carrick	90.0	87.0
Banff & Buchan	96.5	84.8	Lochaber	95.6	86.0
Bearsden & Milngavie	99.0	98.7	Midlothian	76.9	57.8
Berwickshire	100.0	100.0	Monklands	92.5	99.7
Caithness	64.8	85.0	Moray	81.0	75.4
Clackmannan	94.9	99.0	Motherwell	93.2	90.3
Clydebank	90.6	94.4	Nairn	83.9	70.8
Clydesdale	92.1	100.0	Nithsdale	95.9	82.6
Cumbernauld & Kilsyth	99.9	98.0	North East Fife	90.6	65.0
Cumnock & Doon Valley	95.3	95.9	Orkney	91.0	63.0
Cunninghame	81.4	53.0	Perth & Kinross	86.6	94.0
Dumbarton	61.3	38.0	Renfrew	80.9	71.8
Dundee	98.8	86.0	Ross & Cromarty	96.5	83.0
Dunfermline	97.3	99.1	Roxburgh	96.7	94.5
East Kilbride	92.1	94.8	Shetland	100.0	96.0
East Lothian	78.4	89.9	Skye & Lochalsh	99.0	100.0
Eastwood	97.1	95.0	Stewartry	90.3	79.3
Edinburgh	94.4	88.4	Stirling	93.4	95.0
Ettrick & Lauderdale	(2)	95.7	Strathkelvin	100.0	99.9
Falkirk	96.2	97.0	Sutherland	100.0	100.0
Glasgow	94.0	95.0	Tweeddale	98.4	99.2
Gordon	98.4	98.5	West Lothian	98.4	95.0
Hamilton	92.8	90.0	Western Isles	76.5	77.5
Inverclyde	99.3	98.3	Wigtown	93.1	76.9

(2) The council did not provide the required information.

Figure 8: The % Of Housing Benefit Applications Processed Within 14 Days

*Ettrick & Lauderdale did not provide the required information.
(Note) Information not provided on a comparable basis by Angus, Hamilton, Kilmarnock & Loudoun, Kincardine & Deeside, Lochaber and Monklands.

(9)   The number of households provided with temporary accommodation in hostels, bed and breakfast, council owned furnished dwellings and other accommodation, and the average length of stay in each.

What the indicator reports:

In relation to temporary accommodation councils have a number of responsibilities under the Housing (Scotland) Act 1987 toward people applying for accommodation as 'homeless' persons.

An applicant may be a household of one or more adults, with or without children.

The council is required to undertake an assessment to determine whether the applicant:-

- is homeless or threatened with homelessness;

- meets a number of 'priority' criteria; and

- has a direct connection with the district.

If the council accepts that the applicant "... may be homeless and have a priority need" it should provide temporary accommodation pending completion of its assessment of the applicant's housing needs.

If, following this assessment, the council is satisfied that the applicant meets the requirements identified in the Act, it must provide permanent accommodation for the applicant.

This indicator reports both the help given to homeless people and their length of stay in the temporary accommodation provided.

Points to bear in mind:

The types of accommodation used, reflect:-

● the level of demand by applicants who qualify for assistance; and

● the council's policy on what forms of accommodation to provide.

Average length of stay in temporary accommodation will be influenced by:-

● the rate at which council houses and flats become available to those applicants for which the council is required to take long-term housing responsibility; and

● the extent to which the quality and location of the available accommodation is perceived by the applicant as appropriate or acceptable.

Commentary:

The use councils made of each type of temporary accommodation for homeless households is shown in Table 9. Across Scotland 16,619 households were provided with temporary accommodation. The households were temporarily accommodated as follows:-

● hostels - 33%

● bed & breakfast - 32%

● council owned furnished accommodation - 29%

● other accommodation - 6% (Figure 9).

Hostel accommodation was used by 32 councils for 5,399 households. The average length of stay ranged from 2 days to 175 days.

Bed and breakfast accommodation was used by 45 councils for 5,243 households. The average stay ranged from 1 day to 197 days.

Forty-six councils used their own furnished accommodation to provide shelter for 4,902 households. The average length of stay varied from 5 days to 736 days.

Other forms of accommodation, such as womens' aid refuges, holiday homes (e.g. caravans) and private rented or leased accommodation, were used by 26 councils for 1,075 households with average stays of between 20 days and 309 days.

No comparative information for 1993/94 is available because the indicator was introduced for the first time in 1994/95.

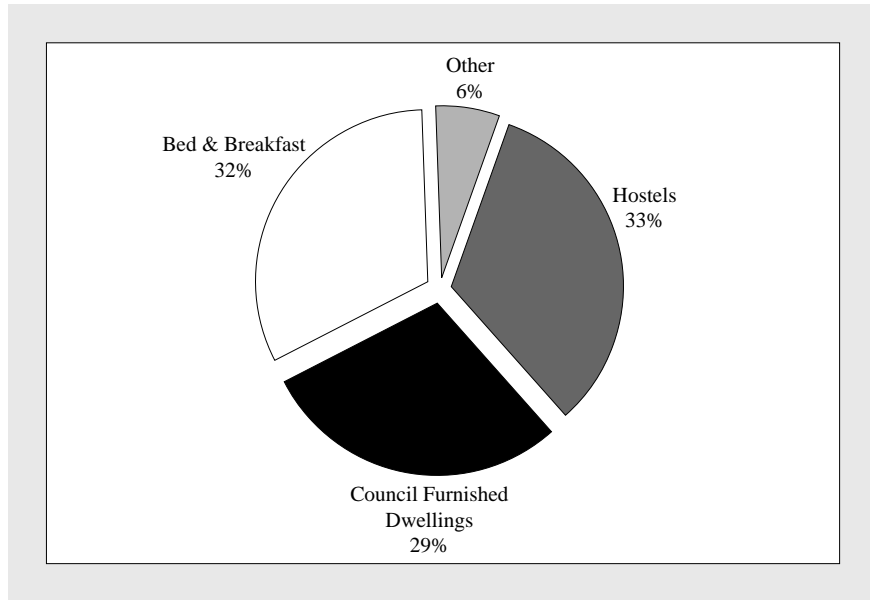**Figure 9: The % Of Households Placed In Each Category Of Accommodation**

Other
6%

Bed & Breakfast
32%

Hostels
33%

Council Furnished
Dwellings
29%

Table 9: Temporary Accommodation

Council	Hostels		Council Furnished Dwellings		Bed & Breakfast		Other	
	Households	Average Stay	Households	Average Stay	Households	Average Stay	Households	Average Stay
Aberdeen	185	23	32	85	160	38	0	0
Angus	11	46	104	54	0	0	0	0
Annandale & Eskdale	24	63	0	0	19	16	3	138
Argyll & Bute	31	119	0	0	66	25	11	104
Badenoch & Strathspey	11	38	0	0	0	0	0	0
Banff & Buchan	1	4	4	83	114	37	5	25
Bearsden & Milngavie	0	0	15	558	17	99	0	0
Berwickshire	0	0	18	79	0	0	0	0
Caithness	0	0	0	0	3	1	4	90
Clackmannan	40	72	52	114	27	41	0	0
Clydebank	0	0	152	17	6	2	0	0
Clydesdale	20	24	63	42	0	0	2	165
Cumbernauld & Kilsyth	4	61	16	123	40	30	16	52
Cumnock & Doon Valley	0	0	14	102	33	32	32	138
Cunninghame	8	15	0	0	109	19	25	52
Dumbarton	0	0	64	67	132	23	0	0
Dundee	396	11	160	112	250	76	0	0
Dunfermline	0	0	42	54	0	0	0	0
East Kilbride	15	16	63	134	1	2	0	0
East Lothian	0	0	70	144	129	30	0	0
Eastwood	29	175	0	0	15	42	0	0
Edinburgh	2	68	506	181	570	102	24	35
Ettrick & Lauderdale	0	0	6	114	4	4	26	120
Falkirk	0	0	94	29	17	13	0	0
Glasgow	3091	2	1548	70	1093	91	246	20
Gordon	0	0	37	92	114	47	22	65
Hamilton	0	0	79	84	93	29	0	0
Inverclyde	139	49	0	0	0	0	0	0
Inverness	0	0	18	174	0	0	0	0
Kilmarnock & Loudoun	95	50	27	143	68	25	0	0
Kincardine & Deeside	0	0	2	59	24	17	5	103
Kirkcaldy	242	28	189	77	250	19	0	0
Kyle & Carrick	177	36	363	48	370	24	298	57
Lochaber	0	0	7	253	19	197	4	164
Midlothian	3	140	15	140	43	35	55	140
Monklands	239	87	0	0	72	6	0	0
Moray	62	52	19	92	0	0	0	0
Motherwell	0	0	117	79	123	44	0	0
Nairn	0	0	2	149	2	4	5	40
Nithsdale	36	29	65	72	107	17	0	0
North East Fife	28	56	35	111	80	86	7	120
Orkney	0	0	19	137	6	6	35	309
Perth & Kinross	70	34	9	278	0	0	7	200
Renfrew	62	42	342	103	421	11	87	86
Ross & Cromarty	0	0	22	170	71	36	0	0
Roxburgh	36	99	29	83	4	8	0	0
Shetland	13	122	52	246	44	60	47	149
Skye & Lochalsh	0	0	18	5	5	5	0	0
Stewartry	12	94	0	0	0	0	17	148
Stirling	246	48	108	51	208	35	70	52
Strathkelvin	0	0	99	69	78	25	0	0
Sutherland	0	0	0	0	2	4	0	0
Tweeddale	0	0	28	736	0	0	16	117
West Lothian	40	43	147	101	180	34	0	0
Western Isles	0	0	28	117	1	105	0	0
Wigtown	31	168	3	79	53	65	6	221
Total	**5399**		**4902**		**5243**		**1075**	

(Note) Information not provided on a comparable basis by Eastwood, Ettrick & Lauderdale, Kyle & Carrick and Renfrew.

HOUSING

LEISURE AND RECREATION

Leisure services are primarily the responsibility of islands and district councils. However, not all of these councils provide the full range of facilities. Badenoch & Strathspey District Council did not provide any of the sport and leisure facilities identified.

In some cases facilities are offered by regional councils.

GROUND MAINTENANCE

(1)   The cost per hectare of maintaining open space.

What the indicator reports:

This service is provided by the 53 district and three islands councils.

This indicator shows the average cost of maintaining public open space - such as formal gardens, public parks and amenity areas, woodlands, walkways and outdoor recreational facilities including fine turf sports areas.

A hectare is 10,000 square metres.

Points to bear in mind:

Important factors that influence the cost of ground maintenance are:-

● the proportions of the various types of open space within the council's area (e.g. formal gardens are more expensive to maintain than amenity areas);

● the maintenance standards set by each council which vary for different types of surfaces (e.g. grass surfaces range from bowling greens to 'kick about' areas); and

● the geographical and climatic features of the area (e.g. rainfall variation).

The maintenance cost of children's play areas and country parks is excluded.

Commentary:

During 1994/95, the cost per hectare for maintaining open spaces varied within the range £603 to £9,079, with the exception of a single council. Shetland Islands Council, which reported a cost of £23,867, is unique in that it maintains only a small area of high amenity public park.

Typically, just over half of the remaining 55 councils reported costs within the range of £3,000 to £5,000. Only eight of these councils incurred costs above £6,000 per hectare (Table 1).

Table 1: The Cost Per Hectare Of Maintaining Open Space

Council	1994/95 (£)	1993/94 (£)	Council	1994/95 (£)	1993/94 (£)
Aberdeen	4,005	4,341	Inverness	3,568	4,028
Angus	2,887	3,480	Kilmarnock & Loudoun	4,032	2,948
Annandale & Eskdale	6,263	5,867	Kincardine & Deeside	5,150	4,218
Argyll & Bute	8,116	8,375	Kirkcaldy	3,660	4,042
Badenoch & Strathspey	3,341	3,458	Kyle & Carrick	3,446	2,946
Banff & Buchan	4,006	4,132	Lochaber	7,017	7,395
Bearsden & Milngavie	1,985	2,236	Midlothian	5,575	5,157
Berwickshire	6,193	5,915	Monklands	3,198	3,317
Caithness	3,103	2,764	Moray	2,050	2,140
Clackmannan	3,697	3,842	Motherwell	3,137	2,939
Clydebank	4,192	4,504	Nairn	2,448	2,681
Clydesdale	4,233	4,327	Nithsdale	3,288	3,307
Cumbernauld & Kilsyth	6,515	6,593	North East Fife	2,065	2,248
Cumnock & Doon Valley	3,545	3,754	Orkney	3,726	3,226
Cunninghame	5,480	5,108	Perth & Kinross	4,544	3,606
Dumbarton	9,079	8,543	Renfrew	4,075	3,710
Dundee	3,905	3,050	Ross & Cromarty	3,900	3,605
Dunfermline	2,899	2,678	Roxburgh	3,894	4,232
East Kilbride	3,199	2,982	Shetland	23,867	25,667
East Lothian	2,622	2,110	Skye & Lochalsh	4,056	4,435
Eastwood	3,091	3,146	Stewartry	603	589
Edinburgh	2,904	2,943	Stirling	3,379	4,237
Ettrick & Lauderdale	3,829	3,700	Strathkelvin	7,624	7,529
Falkirk	2,750	2,602	Sutherland	4,507	4,250
Glasgow	3,879	3,467	Tweeddale	3,642	3,194
Gordon	3,432	3,964	West Lothian	3,582	3,440
Hamilton	1,053	1,042	Western Isles	2,908	4,300
Inverclyde	6,903	6,686	Wigtown	4,754	4,729

(Note) Information not provided on a comparable basis by Bearsden & Milngavie and Kirkcaldy.

SPORT AND LEISURE MANAGEMENT

(2)   The average attendance per opening hour for swimming and leisure pools.

What the indicator reports:

Fifty-eight councils, including five of the regional councils and the three islands councils, provided public swimming facilities.

This indicator reports the extent to which each council's swimming and leisure pools are used. It is an average figure for all the pools in a council's area.

Points to bear in mind:

Important factors that influence attendance levels include:-

● the age, quality and range of facilities available;

● the extent to which facilities and activities are publicised;

● the variety, scheduling and cost of activities on offer; and

● the location of pools in relation to other competing leisure facilities.

When a council has more than one pool, the level of attendance at any one pool may vary considerably from the average attendance for that council.

Pools may vary considerably from each other (e.g. from small Victorian pools to major leisure centres), and appeal to very different groups of users. This will affect the numbers of users, and so care should be exercised in comparing the performance of councils.

Commentary:

The average attendance per hour varied widely between 11 and 77. Twenty-eight councils, just under half, had an average attendance of 30 or more people per hour (Figure 2).

Twenty-four councils achieved higher attendance levels for swimming pools in 1994/95 than in 1993/94.

Figure 2: The Average Number Of People Per Hour Using Pools
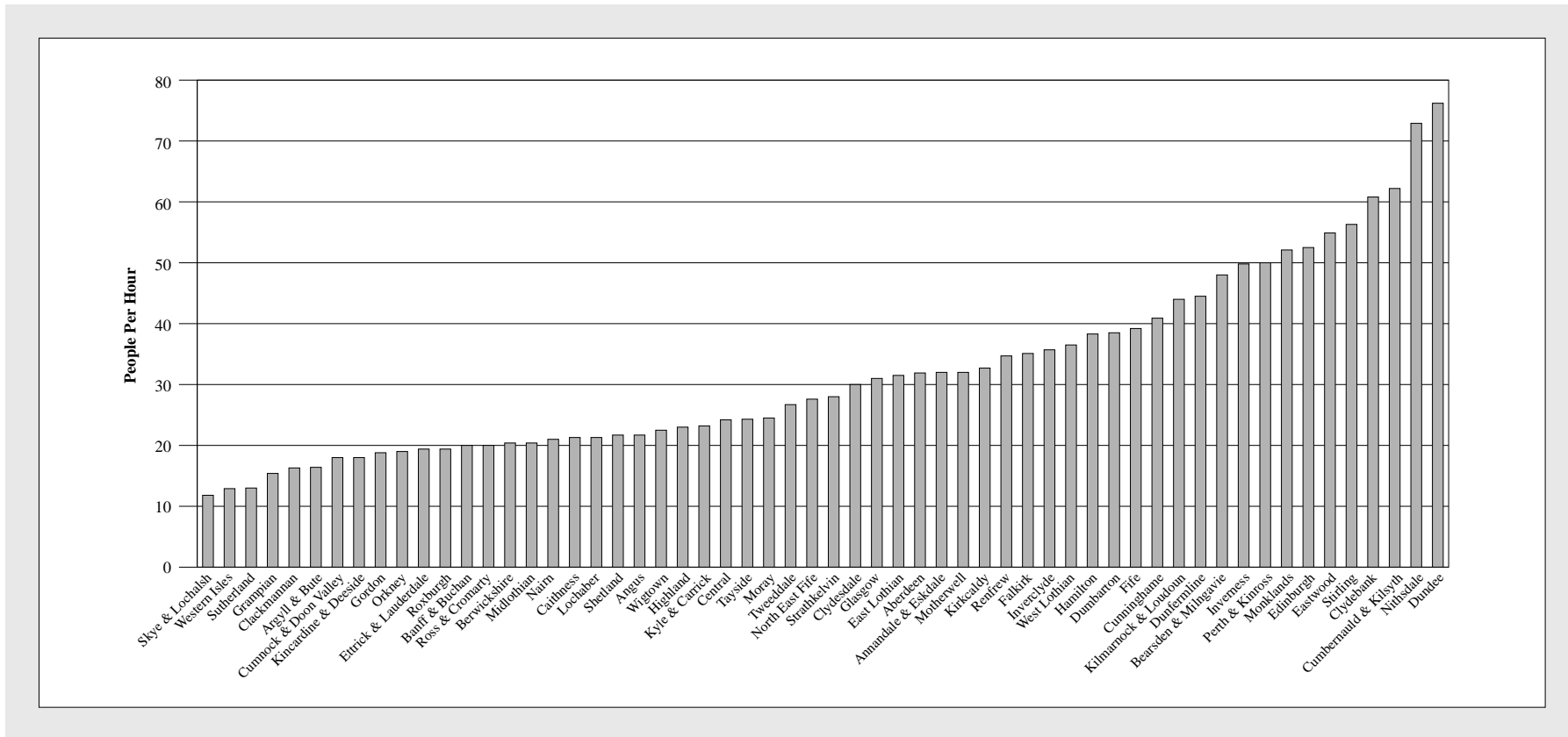
(3)   The average attendance per square metre for other indoor sport and leisure facilities, excluding pools in a combined complex.

What the indicator reports:

Fifty councils, including four of the regional councils and the three islands councils, provided indoor sport and leisure facilities other than pools.

The indicator reports the average figure for all the council's indoor sport and leisure facilities, other than pools. Average attendance figures indicate the extent to which facilities are used.

Points to bear in mind

Important factors that influence attendance levels include:-

- the age, quality and range of facilities available;

- the extent to which facilities and activities are publicised;

- the variety, scheduling and cost of activities on offer; and

- the location of sports centres in relation to other competing leisure facilities.

When a council has more than one sports centre, the level of attendance at any one facility may vary considerably from the average attendance for that council.

Commentary

The average attendance varied widely, with 29 councils, just over half, achieving a level of at least 40 people per square metre (Figure 3). Thirty councils achieved higher attendance levels for indoor sports centres in 1994/95 than in 1993/94.

Figure 3: The Average Number Of People Per Square Metre Using Other Indoor Facilities
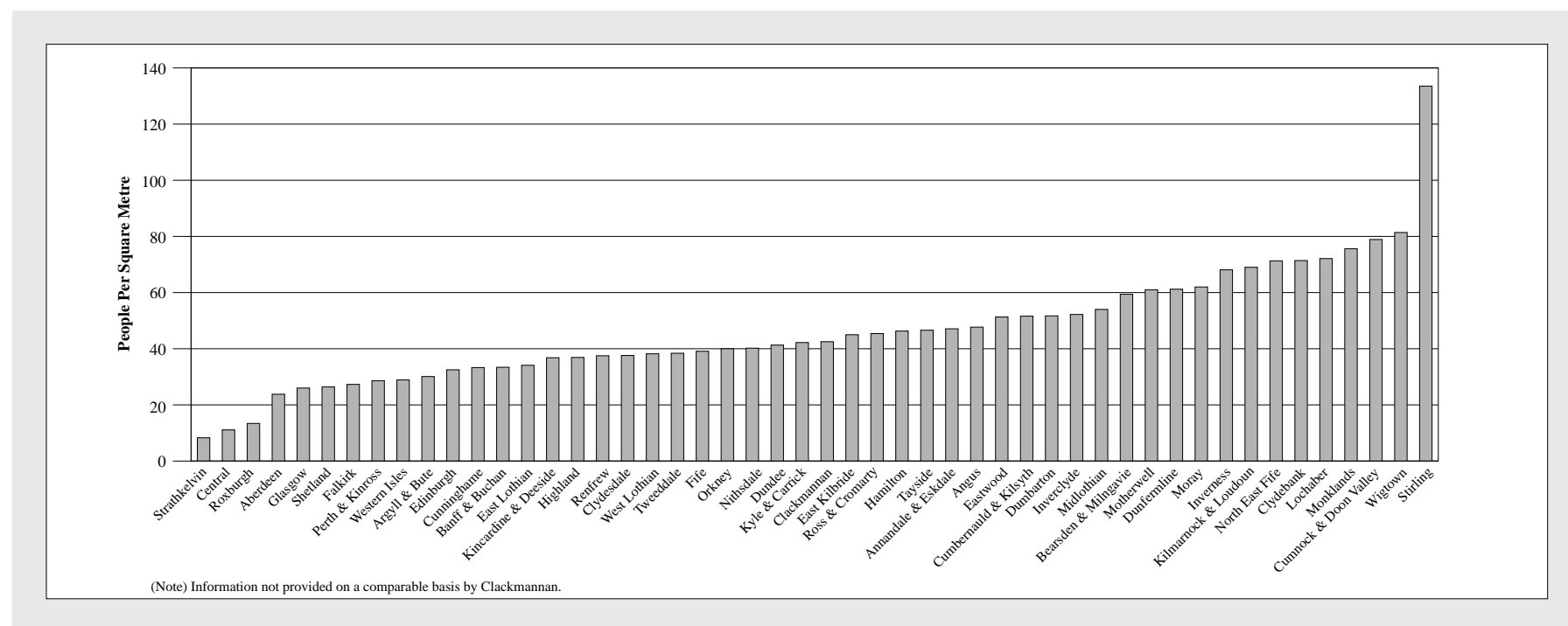
(Note) Information not provided on a comparable basis by Clackmannan.

(4) The % of total operating expenditure for the year met from customer income for the following facilities:-

- pools

- other indoor facilities

- outdoor sports pitches and tracks.

What the indicator reports:

This indicator shows the extent to which the running costs of the different types of facility are paid for from customer income. Income from spectators and catering facilities is included.

The number of councils providing each of these services varies. One council, Central, which provided all three services did not report any information.

Points to bear in mind:

Those factors identified in the previous leisure services indicators as affecting attendance will also have a direct influence on the ability of councils to generate income.

Commentary:

At a national level, for each of the three types of facility, the average percentages of operating costs covered by customer income were:-

- Pools - 36.1% {34%}

- Other indoor facilities - 37.3% {38%}

- Outdoor sports pitches and tracks - 28.8% {37%}

Pools: Information was available from 57 of the 58 councils providing swimming pools and shows that none of these councils generated an operating profit from their pools (Table 4a).

Across Scotland the percentage of cost recovered varied from 10% to 93%, with 40 councils within the range of 20% to 50%.

Thirty-two councils recovered at least 30% of their operating cost on pools. Of these, 11 were able to recover at least half of their operating costs. One council recovered more than 90% of its costs (Figure 4a).

In comparison to 1993/94, 33 councils increased the proportion of costs recovered.

Other Indoor Facilities: Information on the percentage of cost recovered from customer income for indoor sport and leisure facilities was available from 49 of the 50 councils providing this service.

The percentage of costs recovered varied widely between 5% and 117%. Three out of four (35) councils recovered between 20% and 50% of their costs. One council, Highland, made an operating profit (Table 4b).

Twenty-eight councils recovered 30% or more of their operating costs (Figure 4b).

In comparison to 1993/94, 25 councils increased the proportion of costs recovered.

Outdoor Sports Pitches and Tracks: Fifty-three of the 54 councils providing this service returned information on their outdoor pitches and tracks (Table 4c). Two councils - Berwick and Tweeddale - reported receiving no customer income from their outdoor facilities.

The percentage of operating costs recovered by the other councils varied widely between just under 1% and 110%. Only one council, Edinburgh, made an operating profit. Just over half of the councils (27) recovered more than 20% of their operating costs from customer income (Figure 4c).

In comparison to 1993/94, 22 councils increased the proportion of costs recovered.

Table 4a: Customer Income And Operating Expenditure – Pools

Council	Customer Income (£)	Operating Expenditure (£)	Income as a Proportion of Expenditure 1994/95 (%)	1993/94 (%)	Council	Customer Income (£)	Operating Expenditure (£)	Income as a Proportion of Expenditure 1994/95 (%)	1993/94 (%)
Aberdeen	955,190	2,965,805	32.2	34.2	Inverclyde	168,244	970,690	17.3	15.8
Angus	334,950	711,125	47.1	43.7	Inverness	248,308	592,913	41.9	44.5
Annandale & Eskdale	23,189	61,882	37.5	28.3	Kilmarnock & Loudoun	188,163	202,905	93.0	86.0
Argyll & Bute	449,178	1,050,838	42.7	29.9	Kincardine & Deeside	254,218	530,546	47.9	48.1
Banff & Buchan	487,393	1,152,521	42.3	40.2	Kirkcaldy	221,775	861,138	25.7	25.0
Bearsden & Milngavie	294,112	492,228	59.8	59.0	Kyle & Carrick	643,035	2,132,599	30.2	31.0
Berwickshire	112,875	202,977	55.6	65.0	Lochaber	91,242	335,741	27.2	24.0
Caithness	143,119	507,696	28.2	39.0	Midlothian	57,045	297,742	19.2	18.9
Central			(2)	(2)	Monklands	94,743	584,545	16.2	17.9
Clackmannan	4,090	14,371	28.5	32.0	Moray	911,767	1,725,067	52.9	46.3
Clydebank	296,419	732,427	40.5	23.9	Motherwell	522,149	1,864,818	28.0	31.0
Clydesdale	79,730	454,681	17.5	19.9	Nairn	77,776	341,710	22.8	25.6
Cumbernauld & Kilsyth	217,339	720,124	30.2	30.1	Nithsdale	273,613	620,301	44.1	44.7
Cumnock & Doon Valley	17,795	167,743	10.6	9.1	North East Fife	224,752	603,490	37.2	28.0
Cunninghame	904,193	2,484,965	36.4	40.3	Orkney	74,983	280,342	27.0	25.0
Dumbarton	452,771	1,758,806	25.7	27.1	Perth & Kinross	1,110,766	2,057,054	54.0	48.3
Dundee	854,220	2,712,946	31.5	44.0	Renfrew	1,303,409	5,319,855	24.5	25.4
Dunfermline	310,790	1,003,653	31.0	32.2	Ross & Cromarty	101,444	193,159	52.5	35.8
East Kilbride			(1)	49.0	Roxburgh	299,315	578,529	51.7	55.7
East Lothian	163,842	568,682	28.8	30.9	Shetland	252,515	395,723	63.8	63.8
Eastwood	233,128	795,771	29.3	7.7	Skye & Lochalsh	59,097	215,313	27.5	28.6
Edinburgh	2,472,312	6,576,009	37.6	37.2	Stirling	362,900	978,966	37.1	36.7
Ettrick & Lauderdale	213,600	400,265	53.4	47.2	Strathkelvin	134,661	550,140	24.5	19.5
Falkirk	134,508	589,943	22.8	27.6	Sutherland	69,598	245,243	28.6	25.5
Fife	505,307	1,736,739	29.1	27.5	Tayside	181,000	442,000	41.0	36.4
Glasgow	1,668,935	5,528,528	30.0	28.0	Tweeddale	156,793	308,446	50.8	50.4
Gordon	317,605	1,124,676	28.2	40.2	West Lothian	586,373	1,596,602	36.7	33.8
Grampian	146,689	404,815	36.2	57.1	Western Isles	58,639	404,353	14.5	14.4
Hamilton	327,848	1,297,196	25.3	23.0	Wigtown	118,589	427,758	27.7	19.3
Highland	58,310	79,576	73.3	71.7					
					Total	21,026,349	61,954,676		

(1) The council did not provide this service in 1994/95.
(2) The council did not provide the required information.

LEISURE AND RECREATION

Table 4b: Customer Income And Operating Expenditure – Other Indoor Facilities

Council	Customer Income (£)	Operating Expenditure (£)	Income as a Proportion of Expenditure	
			1994/95 (%)	1993/94 (%)
Aberdeen	1,272,770	3,102,338	**41.0**	43.7
Angus	159,446	415,868	**38.3**	41.4
Annandale & Eskdale	42,455	213,027	**19.9**	19.1
Argyll & Bute	36,626	156,318	**23.4**	23.4
Banff & Buchan	30,471	77,250	**39.4**	(1)
Bearsden & Milngavie	463,855	833,959	**55.6**	61.0
Central			**(2)**	(2)
Clackmannan	215,551	684,681	**31.5**	25.2
Clydebank	453,560	1,116,881	**40.6**	35.9
Clydesdale	176,600	679,501	**26.0**	23.1
Cumbernauld & Kilsyth	365,066	777,231	**47.0**	48.1
Cumnock & Doon Valley	80,761	542,918	**14.9**	13.2
Cunninghame	625,299	1,637,803	**38.2**	37.9
Dumbarton	224,794	874,839	**25.7**	29.3
Dundee	328,449	1,139,908	**28.8**	43.0
Dunfermline	671,767	1,933,850	**34.7**	35.2
East Kilbride	467,393	862,221	**54.2**	58.0
East Lothian	643,311	1,633,562	**39.4**	36.2
Eastwood	18,600	82,374	**22.6**	18.8
Edinburgh	1,695,522	3,895,682	**43.5**	47.2
Falkirk	703,317	2,568,849	**27.4**	27.4
Fife	285,681	1,141,725	**25.0**	26.5
Glasgow	1,101,627	2,836,168	**39.0**	38.0
Hamilton	434,571	1,336,268	**32.5**	26.0
Highland	40,174	34,418	**116.7**	107.8

Council	Customer Income (£)	Operating Expenditure (£)	Income as a Proportion of Expenditure	
			1994/95 (%)	1993/94 (%)
Inverclyde	300,760	939,328	**32.0**	26.9
Inverness	166,476	640,944	**26.0**	19.4
Kilmarnock & Loudoun	948,462	1,990,744	**48.0**	47.0
Kincardine & Deeside	177,875	344,141	**51.7**	52.0
Kyle & Carrick	120,429	494,396	**24.4**	19.0
Lochaber	113,575	175,618	**64.7**	68.5
Midlothian	638,510	2,786,674	**22.9**	15.6
Monklands	1,965,690	3,798,093	**51.8**	50.0
Moray	426,627	885,160	**48.2**	51.1
Motherwell	650,877	1,479,266	**44.0**	55.0
Nithsdale	253,337	542,575	**53.5**	45.2
North East Fife	112,607	462,421	**24.4**	40.0
Orkney	58,802	67,528	**87.0**	72.0
Perth & Kinross	442,883	971,122	**45.6**	44.7
Renfrew	1,200,680	4,308,235	**27.9**	26.9
Ross & Cromarty	333,840	1,156,265	**28.9**	31.6
Roxburgh	75,375	487,437	**15.5**	17.3
Shetland	3,874	12,736	**30.4**	29.8
Stirling	19,765	370,932	**5.3**	5.4
Strathkelvin	181,674	740,620	**24.5**	54.5
Tayside	269,000	775,000	**34.7**	33.6
Tweeddale	51,638	224,345	**23.0**	(1)
West Lothian	489,089	785,397	**62.3**	56.7
Western Isles	34,429	134,784	**25.5**	21.2
Wigtown	90,415	480,086	**18.8**	22.7
Total	19,664,355	53,631,486		

(1) The council did not provide this service.
(2) The council did not provide the required information.

Table 4c: Customer Income And Operating Expenditure – Outdoor Pitches And Tracks

Council	Customer Income (£)	Operating Expenditure (£)	Income as a Proportion of Expenditure 1994/95 (%)	1993/94 (%)	Council	Customer Income (£)	Operating Expenditure (£)	Income as a Proportion of Expenditure 1994/95 (%)	1993/94 (%)
Aberdeen	24,357	130,170	**86.8**	89.5	Inverclyde	60,187	483,395	**12.5**	12.9
Angus	997,060	1,148,518	**56.0**	61.7	Inverness	121,320	354,622	**34.2**	45.4
Annandale & Eskdale	28,314	50,529	**18.7**	43.4	Kilmarnock & Loudoun	205,656	518,520	**40.0**	41.0
Argyll & Bute	37,622	258,653	**14.5**	15.5	Kirkcaldy	545,401	2,441,123	**22.3**	19.0
Badenoch & Strathspey	258	3,988	**6.5**	(1)	Kyle & Carrick	1,403,002	1,626,559	**86.3**	90.0
Banff & Buchan	26,874	86,665	**31.0**	(1)	Lochaber	6,461	100,744	**6.4**	7.7
Bearsden & Milngavie	7,630	98,001	**7.8**	7.4	Midlothian	89,628	651,007	**13.8**	11.3
Berwickshire	0	84,412	**0.0**	(1)	Monklands	138,551	703,961	**19.7**	21.1
Caithness	13,842	114,332	**12.1**	13.4	Moray	23,229	249,200	**9.3**	10.3
Central			**(2)**	(2)	Motherwell	65,700	386,472	**17.0**	21.0
Clackmannan	16,498	99,769	**16.5**	15.9	Nairn	12,859	24,136	**53.3**	41.0
Clydebank	137,547	187,119	**73.5**	96.8	Nithsdale	32,989	137,974	**23.9**	29.6
Clydesdale	230,261	355,125	**64.8**	57.5	North East Fife			**(1)**	58.0
Cumbernauld & Kilsyth	196,420	487,146	**40.3**	36.0	Orkney	5,271	110,640	**5.0**	23.0
Cumnock & Doon Valley	21,593	283,972	**7.6**	9.4	Perth & Kinross	174,895	455,524	**38.4**	47.8
Cunninghame	409,291	1,362,469	**30.0**	30.3	Renfrew	296,699	1,621,332	**18.3**	20.8
Dumbarton	39,141	604,280	**6.5**	**6.0**	Ross & Cromarty	1,585	45,725	**3.5**	6.0
Dundee	507,013	1,604,761	**31.6**	38.0	Shetland	17,396	89,419	**19.4**	1.8
Dunfermline	79,384	563,856	**14.1**	12.9	Skye & Lochalsh	501	89,298	**0.6**	1.4
East Kilbride	394,036	1,026,796	**38.4**	33.0	Stewartry	3,933	9,337	**42.1**	39.0
East Lothian	382,081	679,442	**56.2**	63.4	Stirling	119,146	414,107	**28.8**	16.6
Eastwood	19,300	55,119	**35.0**	30.6	Strathkelvin	25,902	217,702	**11.9**	8.6
Edinburgh	895,100	812,731	**110.1**	109.5	Sutherland			**(1)**	0.0
Ettrick & Lauderdale	27,189	74,855	**36.3**	33.4	Tayside	29,000	68,000	**42.6**	39.0
Falkirk	299,618	1,123,108	**26.7**	31.4	Tweeddale	0	16,094	**0.0**	3.9
Fife	70,480	163,399	**43.1**	36.7	West Lothian	82,430	464,185	**17.8**	16.9
Glasgow	628,394	1,851,785	**34.0**	35.0	Western Isles	1,461	50,020	**3.0**	3.3
Hamilton	82,456	182,829	**45.1**	38.0	Wigtown	18,738	155,855	**12.0**	7.5
					Total	9,053,699	24,978,870		

(1) The council did not provide this service.
(2) The council did not provide the required information.
(Note) Information not provided on a comparable basis by Clackmannan and Eastwood.

LEISURE AND RECREATION

Figure 4a: The % Of Operating Costs Received From Customer Income – Pools

(Note) Information not provided on a comparable basis by Clackmannan and Eastwood.

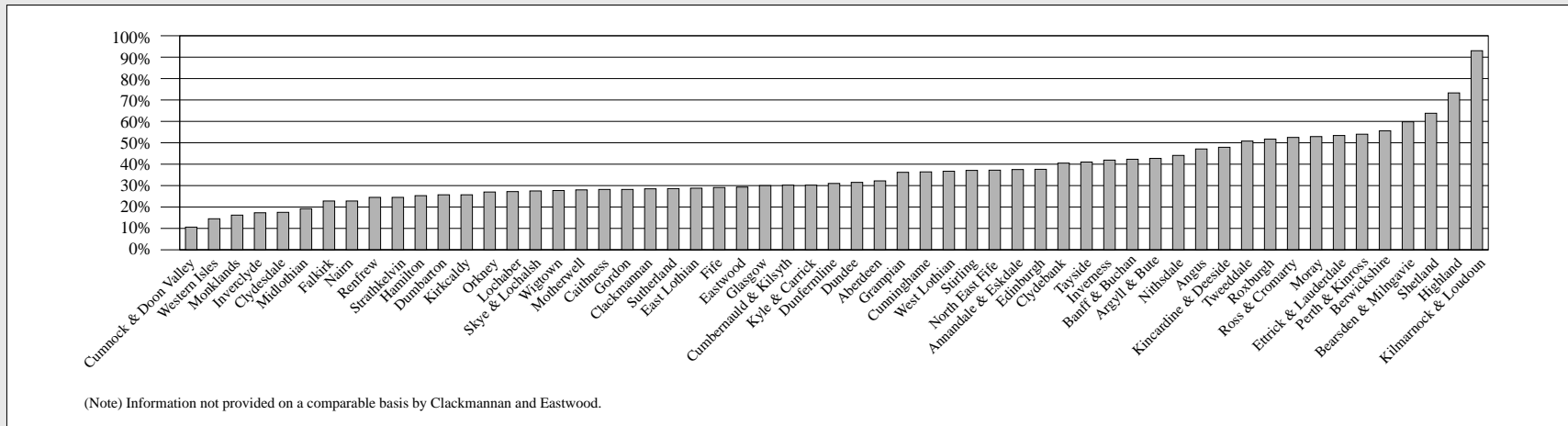**Figure 4b: The % Of Operating Costs Received From Customer Income – Other Indoor Facilities**

(Note) Information not provided on a comparable basis by Clackmannan and Eastwood.
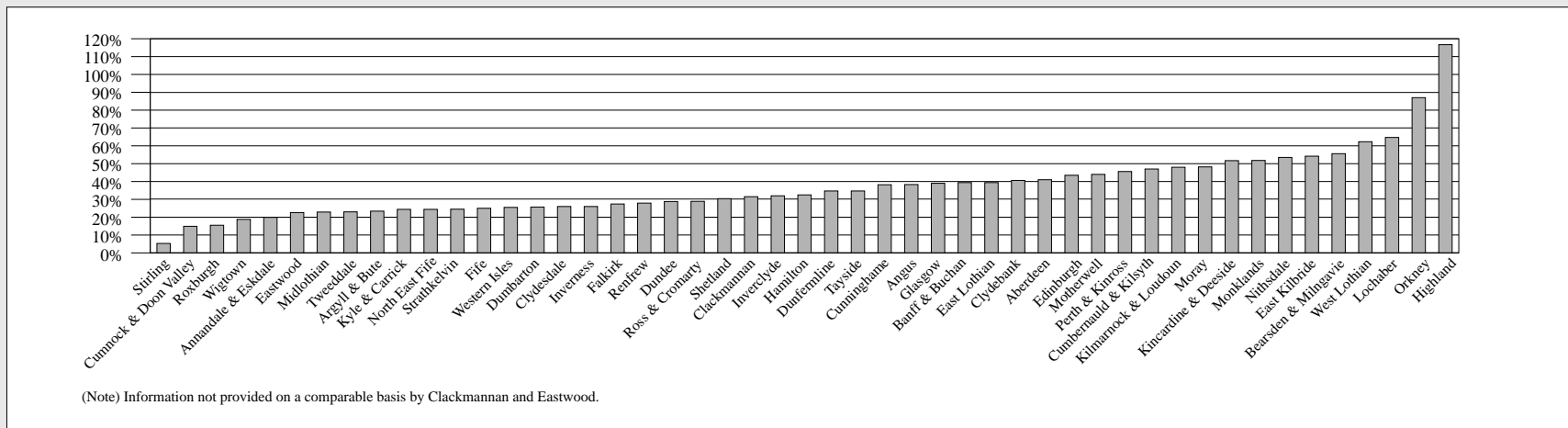
Figure 4c: The % Of Operating Costs Received From Customer Income – Outdoor Pitches And Tracks

(Note) Information not provided on a comparable basis by Clackmannan and Eastwood.

LEISURE AND RECREATION
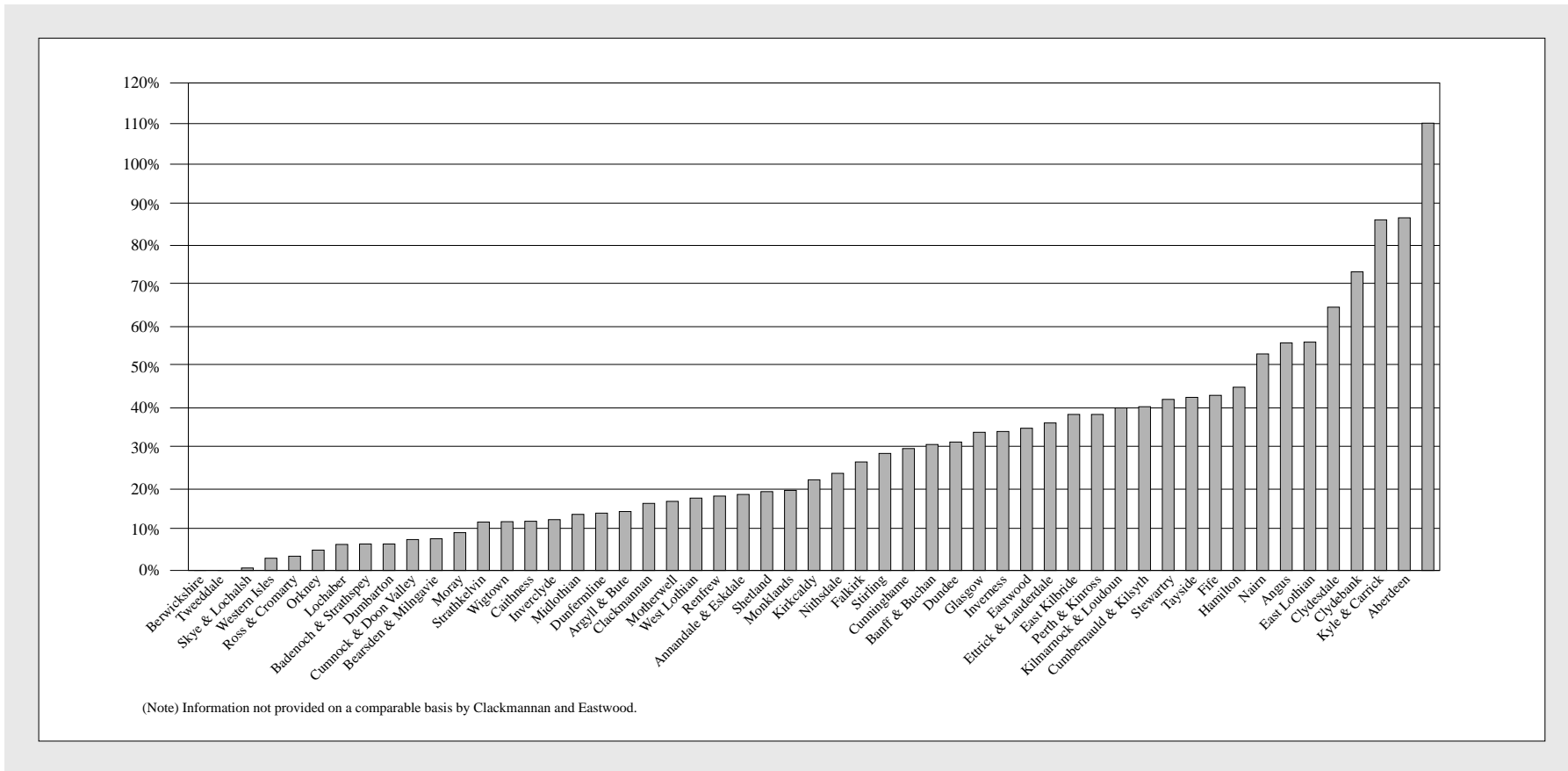
LIBRARIES

In 1994/95, library services were provided by 40 councils - including 34 district councils, the three islands councils and three regional councils (Borders, Dumfries & Galloway, and Highland). There is also a joint committee (the North East of Scotland Library Service - NESLS) set up by Banff & Buchan, Gordon, and Kincardine & Deeside district councils to serve their combined areas. In the following text, the term 'council' includes NESLS.

(1) The average time taken to satisfy book requests.

What the indicator reports:

This indicator reports how long, on average, each council takes to fulfil a user's request for a book.

The indicator is based on books only. Audio and visual media (e.g. tapes) are excluded.

The indicator refers only to those situations where the council met the request from its own stock (including transferring the book from another of the council's libraries), or by purchasing the book. When a book has to be purchased, performance will also be affected by publishers' stocks and the speed of sales and distribution companies.

Books supplied to the council from other bodies ('inter-library loans') are excluded.

Points to bear in mind:

The time taken to satisfy book requests will be affected by the following factors:-

● the level of demand for books;

● the availability of books;

● the efficiency of the ordering systems in use - for example, whether the council has a computerised system which can speedily check the location and availability of books which have been requested;

● the loan period in a particular council, which may vary from 2 to 4 weeks; and

● the extent of late returns from borrowers.

Some councils restrict requests to non-fiction books.

Commentary:

The average time taken to satisfy book requests varied from 9 days to 49 days (Figure 1). As in 1993/94, the majority of councils, 29 met book requests within 20 to 40 days.

Over half of the councils (24) were able to satisfy all requests within an average time of 28 days.

In comparison to 1993/94, 23 councils reported a reduction of the time to satisfy requests, 15 reported an increase and the time was unchanged in the remaining three councils (Table 1).

Table 1: The Average Time Taken To Satisfy Book Requests

Council	Days 1994/95	1993/94	Council	Days 1994/95	1993/94
Aberdeen	**18**	20	Hamilton	**33**	31
Angus	**20**	27	Highland	**49**	52
Argyll & Bute	**37**	41	Inverclyde	**30**	53
Bearsden & Milngavie	**34**	36	Kilmarnock & Loudoun	**13**	13
Borders	**32**	20	Kirkcaldy	**31**	28
Clackmannan	**28**	47	Kyle & Carrick	**35**	36
Clydebank	**14**	35	Midlothian	**32**	37
Clydesdale	**31**	28	Monklands	**25**	35
Cumbernauld & Kilsyth	**31**	28	Moray	**26**	29
Cumnock & Doon Valley	**39**	29	Motherwell	**18**	25
Cunninghame	**32**	26	NESLS	**39**	39
Dumbarton	**27**	31	North East Fife	**43**	37
Dumfries & Galloway	**21**	29	Orkney	**9**	10
Dundee	**27**	35	Perth & Kinross	**23**	17
Dunfermline	**26**	20	Renfrew	**34**	32
East Kilbride	**23**	23	Shetland	**10**	7
East Lothian	**26**	30	Stirling	**14**	15
Eastwood	**32**	37	Strathkelvin	**13**	19
Edinburgh	**18**	23	West Lothian	**19**	14
Falkirk	**22**	19	Western Isles	**25**	26
Glasgow	**26**	26			

(Note) Information not provided on a comparable basis by Clackmannan and Clydebank.

Figure 1: Average Time Taken To Satisfy Book Requests

(Note) Information not provided on a comparable basis by Clackmannan and Clydebank.

LIBRARIES
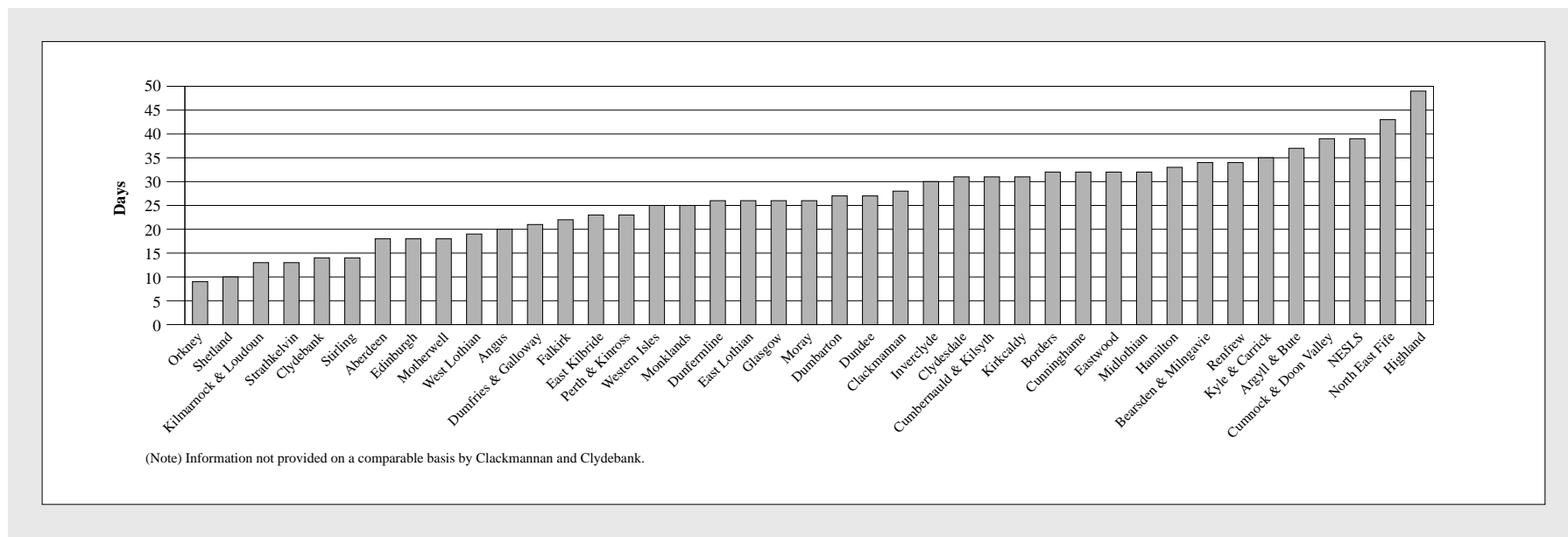
(2) Total library staff costs per item issued.

What the indicator reports:

'Items' are books, audio and video tapes and discs.

'Staff costs' refers to all staff costs associated with:-

● lending activities;

● information and reference services; and

● exhibitions and displays.

Points to bear in mind:

Some staff time is spent on non-lending activities (primarily providing reference services and dealing with information requests). The greater the amount of time spent on non-lending activity, the more this will increase the indicator figure.

Some libraries (e.g. major libraries in urban areas), may be used as 'regional libraries' - that is, they are used by people who are not resident in the area of the council providing the library. The amount of non-lending activity (especially reference facilities - e.g. the Mitchell library in Glasgow is solely a reference library) may be greater in a regional library, and so its cost per item issued may also be higher. However, where the main activity in a regional library is lending, the indicator would not be affected in that way.

Commentary:

Total library staff costs per item issued varied from 43 pence to £1.46 per item (Figure 2). In just over half (23) of the councils, the cost per item was 80 pence or less {67 pence or less}.

In comparison to 1993/94, the unit cost increased in cash terms in 35 of the 41 councils (Table 2).

Table 2: Total Library Staff Costs Per Item Issued

Council	Cost 1994/95 (£)	1993/94 (£)	Council	Cost 1994/95 (£)	1993/94 (£)
Aberdeen	0.85	0.81	Hamilton	1.07	0.99
Angus	0.55	0.53	Highland	0.71	0.67
Argyll & Bute	0.62	0.58	Inverclyde	0.97	0.89
Bearsden & Milngavie	0.95	0.87	Kilmarnock & Loudoun	0.53	0.46
Borders	0.94	0.81	Kirkcaldy	0.64	0.61
Clackmannan	0.64	0.64	Kyle & Carrick	0.65	0.64
Clydebank	1.23	1.13	Midlothian	0.86	0.81
Clydesdale	0.62	0.61	Monklands	0.91	0.85
Cumbernauld & Kilsyth	0.66	0.52	Moray	0.43	0.50
Cumnock & Doon Valley	1.01	0.93	Motherwell	0.58	0.52
Cunninghame	0.67	0.55	NESLS	0.63	0.59
Dumbarton	0.93	0.89	North East Fife	0.64	0.60
Dumfries & Galloway	0.62	0.57	Orkney	0.77	0.87
Dundee	0.90	0.85	Perth & Kinross	0.62	0.54
Dunfermline	0.55	0.49	Renfrew	1.03	1.04
East Kilbride	0.83	0.67	Shetland	0.80	0.84
East Lothian	0.63	0.59	Stirling	0.86	0.85
Eastwood	0.79	0.65	Strathkelvin	0.83	0.94
Edinburgh	0.91	0.65	West Lothian	0.57	0.55
Falkirk	0.54	0.52	Western Isles	1.09	0.99
Glasgow	1.46	1.41			

Figure 2: Total Library Staff Costs Per Item Issued
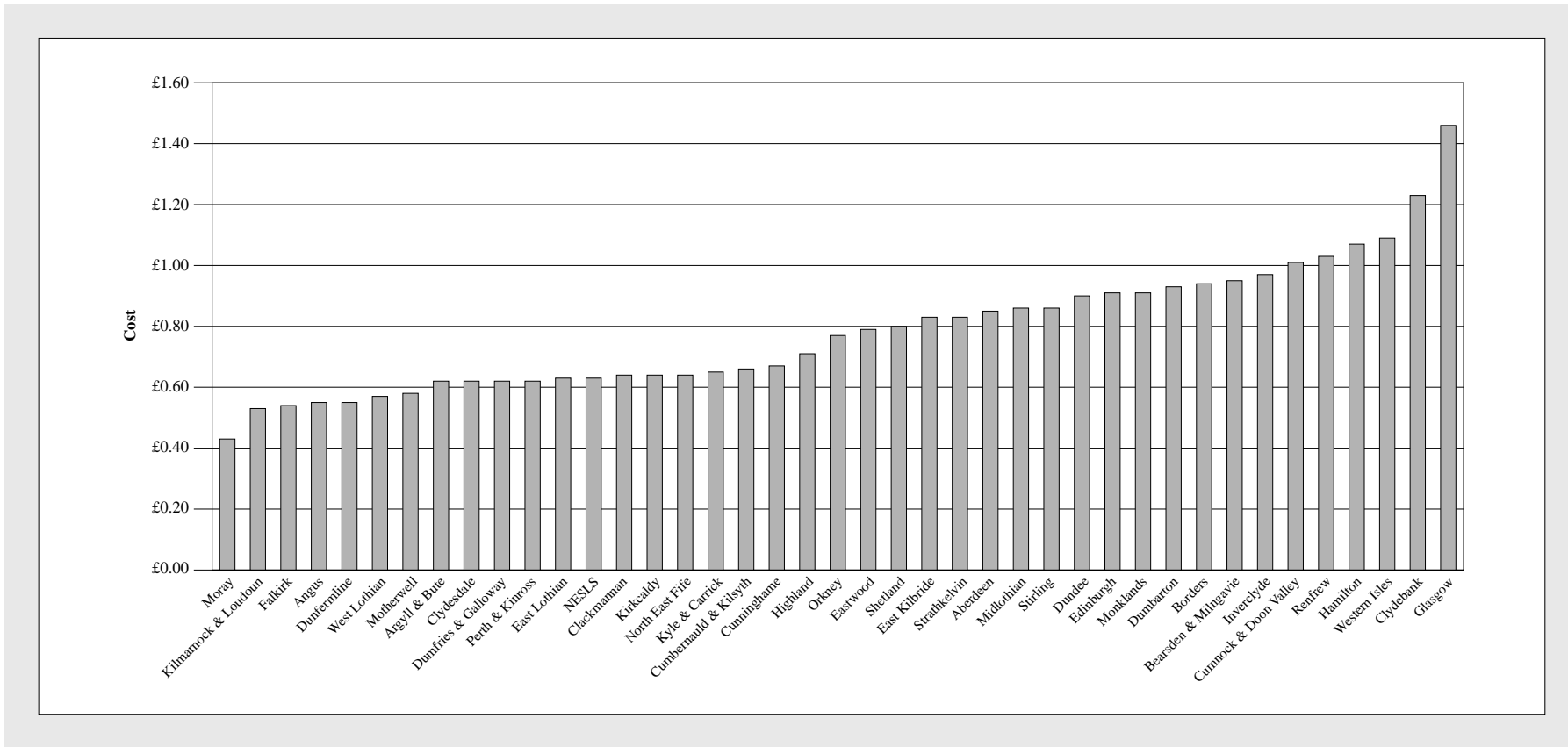
(3) Total stock expenditure per 1,000 population.

What the indicator reports:

The indicator includes expenditure on all stock (e.g. books, discs and tapes) whether acquired for lending or not.

Points to bear in mind:

In deciding its spending, the council will take into consideration:-

● the demand for library stock;

● the level of wear and tear of stock (e.g. due to repeated use);

● the level of non-return and theft of stock; and

● patterns of past investment in the lending stock (e.g. whether there are gaps which the council has decided to address in the coverage of the stock).

Commentary:

Across the 41 councils, total stock expenditure per 1,000 population ranged from £1,754 to £5,780 {£1,375 to £6,210}.

As in 1993/94, 35 councils spent between £2,000 and £4,000 per 1,000 population. Half of the councils, 20 {21} spent more than £3,100 per 1,000 population (Figure 3).

In cash terms, spending increased in 24 councils and fell in the remaining 17 councils (Table 3).

Table 3: Total Stock Expenditure Per 1000 Population

Council	Expenditure 1994/95 (£)	Expenditure 1993/94 (£)	Council	Expenditure 1994/95 (£)	Expenditure 1993/94 (£)
Aberdeen	3,710	3,566	Hamilton	2,656	3,118
Angus	4,271	3,975	Highland	2,665	2,871
Argyll & Bute	3,093	2,343	Inverclyde	3,095	3,024
Bearsden & Milngavie	2,491	2,313	Kilmarnock & Loudoun	2,586	2,112
Borders	2,831	2,611	Kirkcaldy	3,268	3,370
Clackmannan	3,344	3,702	Kyle & Carrick	3,632	3,138
Clydebank	3,225	3,421	Midlothian	3,235	3,272
Clydesdale	3,593	3,301	Monklands	3,600	3,686
Cumbernauld & Kilsyth	3,684	4,045	Moray	3,994	3,911
Cumnock & Doon Valley	2,087	2,080	Motherwell	3,477	3,406
Cunninghame	2,505	2,504	NESLS	2,722	2,578
Dumbarton	2,542	2,560	North East Fife	2,955	2,972
Dumfries & Galloway	2,107	2,179	Orkney	4,973	5,013
Dundee	2,534	2,519	Perth & Kinross	3,947	4,124
Dunfermline	2,759	2,790	Renfrew	2,853	2,838
East Kilbride	2,940	3,193	Shetland	5,780	6,210
East Lothian	3,138	2,931	Stirling	4,427	3,503
Eastwood	3,312	3,204	Strathkelvin	2,924	2,682
Edinburgh	2,664	2,700	West Lothian	3,943	3,567
Falkirk	4,373	4,312	Western Isles	1,754	1,375
Glasgow	2,605	2,594			

Figure 3: Total Stock Expenditure Per 1,000 Population
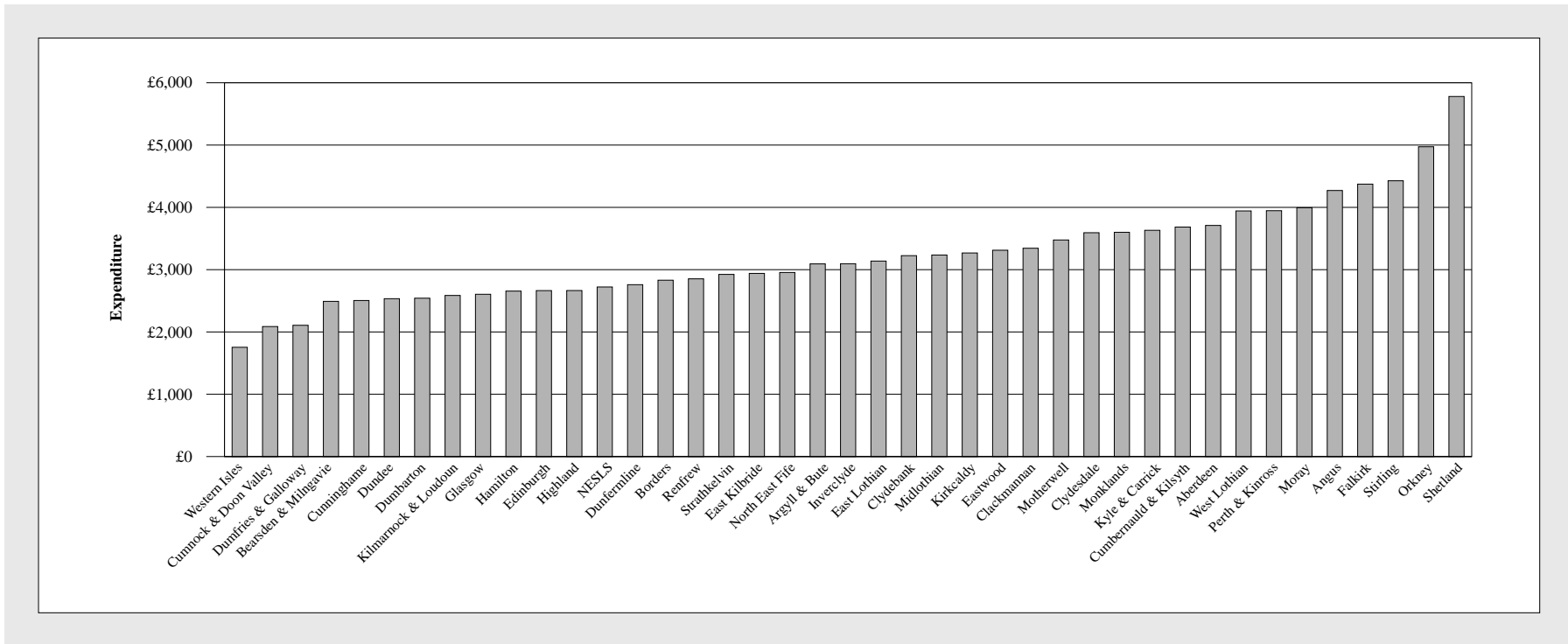
PLANNING

In 1994/95 local planning was primarily a district and islands council responsibility. However, in Borders, Dumfries & Galloway, and Highland it was undertaken by the regional councils. There were, therefore, a total of 43 councils providing this service. Structure Planning was carried out by the nine regional and three islands councils.

PROCESSING TIME

Context:

In indicators 1 and 2, the Commission has used a timescale based on weeks.

The Scottish Office has set targets that authorities should:-

● deal with at least 50% of all applications within two months; and

● aim to deal with at least 80% of applications within two months.

However, a two-month period may be between 3 days and 6 days longer than an eight week period. For this reason the Commission has required councils to report against targets based on weeks rather than months. Thus the Commission's figures cannot be compared directly with those reported by councils to the Scottish Office.

The total number of planning applications dealt with by councils in Scotland in 1994/95 was 47,502 {45,852}.

In dealing with planning applications, councils:-

● take a number of steps to consult on and assess the application;

● decide whether to approve the application; and

● notify the applicant of the decision.

(1) Percentage of householder applications dealt with within the following times:-

- 4 weeks or less

- 5 - 8 weeks

- 9 - 12 weeks

- more than 12 weeks.

What the indicator reports:

The indicator measures how long it takes each council to deal with planning applications by householders seeking approval to build extensions to their homes or to make other alterations to their properties which need permission.

Applicants are required to notify their neighbours that they have submitted an application and councils are usually required only to carry out limited consultations before a decision is reached. Many of these applications are straightforward and result in permission being granted.

Points to bear in mind:

The time taken to deal with an application will be affected by:-

● the extent to which councillors have delegated responsibility for approving planning applications to officers (greater delegation will generally allow applications to be processed more quickly);

● whether there are any objections to the application (e.g. from neighbouring property owners); and

● the number of situations where an applicant needs to submit amended plans in order to enable the planning officer to make a recommendation for approval.

Applications relating to listed buildings take longer to deal with because of the need to consult national bodies such as Historic Scotland. The Scottish Office target time for these applications is extended by four weeks to allow for this consultation.

Applications for properties in conservation areas may take longer to deal with because of the need for additional advertising and consultation. The proportion of such applications varies considerably between councils. It is not related to the geographical area of a council, as a small council may have a large number of conservation areas.

In view of the possible impact of conservation areas and listed buildings on the average time councils take to deal with applications, particular care should be exercised when the performance of councils is being compared.

Commentary:

The total number of householder applications dealt with by councils during 1994/95 was 22,475 {19,583}(Table 1).

Table 1: The % Of Householder Applications Dealt With By Councils Within Each Time Band And The Number Of Applications Processed

Council	Up to 4 Weeks %	5-8 Weeks %	Up to 8 Weeks* %	9-12 Weeks %	Greater than 12 Weeks %	Total Householder Applications 1994/95	Total Householder Applications 1993/94
Aberdeen	5.0	60.7	65.7	18.3	16.0	**1607**	1406
Angus	50.4	37.8	88.2	6.8	5.0	**556**	538
Argyll & Bute	23.4	47.9	71.3	17.9	10.8	**290**	340
Banff & Buchan	30.9	42.1	73.0	15.1	11.9	**404**	398
Bearsden & Milngavie	52.0	32.0	84.0	9.0	7.0	**312**	337
Borders	24.0	49.5	73.5	15.6	10.9	**667**	652
Clackmannan	62.5	32.0	94.5	5.0	0.5	**152**	123
Clydebank	53.7	28.4	82.1	7.4	10.5	**95**	112
Clydesdale	6.3	54.7	61.0	20.1	18.9	**159**	145
Cumbernauld & Kilsyth	52.9	36.8	89.7	8.0	2.3	**87**	68
Cumnock & Doon Valley	22.2	50.0	72.2	17.8	10.0	**90**	82
Cunninghame	32.6	43.9	76.5	15.0	8.5	**346**	315
Dumbarton	32.4	39.3	71.7	14.5	13.8	**262**	252
Dumfries & Galloway	55.5	30.1	85.6	9.9	4.5	**644**	803
Dundee	32.5	45.3	77.8	14.9	7.3	**616**	515
Dunfermline	57.0	31.0	88.0	5.0	7.0	**417**	429
East Kilbride	49.0	40.0	89.0	7.0	4.0	**298**	113
East Lothian	24.1	53.1	77.2	11.1	11.7	**540**	625
Eastwood	19.8	60.1	79.9	13.3	6.8	**338**	359
Edinburgh	38.2	31.5	69.7	17.0	13.3	**1174**	1333
Falkirk	66.1	24.1	90.2	5.3	4.4	**425**	413
Glasgow	4.0	44.0	48.0	35.0	17.0	**3501**	736
Gordon	40.7	30.7	71.4	15.6	13.0	**771**	884
Hamilton	78.1	13.6	91.7	5.3	3.0	**264**	271
Highland	44.4	30.5	74.9	13.6	11.5	**1395**	1538
Inverclyde	12.0	56.0	68.0	19.0	13.0	**126**	122
Kilmarnock & Loudoun	35.2	48.7	83.9	10.0	6.1	**230**	209
Kincardine & Deeside	22.7	46.9	69.6	18.9	11.5	**590**	386
Kirkcaldy	13.8	42.4	56.2	27.3	16.5	**717**	622
Kyle & Carrick	35.0	48.0	83.0	14.0	3.0	**512**	519
Midlothian	35.1	39.3	74.4	14.3	11.3	**374**	378
Monklands	56.4	35.7	92.1	3.8	4.1	**320**	287
Moray	51.1	26.7	77.8	9.0	13.1	**587**	551
Motherwell	39.0	43.0	82.0	11.0	6.0	**248**	296
North East Fife	20.8	46.8	67.6	19.2	13.2	**663**	656
Orkney	58.0	31.0	89.0	9.0	2.0	**109**	137
Perth & Kinross	40.2	46.5	86.7	9.0	4.3	**724**	670
Renfrew	34.6	36.6	71.2	15.1	13.7	**483**	499
Shetland	37.0	41.0	78.0	13.0	9.0	**144**	140
Stirling	21.8	49.6	71.4	17.8	10.8	**378**	356
Strathkelvin	72.0	19.3	91.3	3.5	5.2	**314**	361
West Lothian	81.0	16.0	97.0	1.3	2.0	**389**	370
Western Isles	13.0	40.0	53.0	33.0	14.0	**157**	237
Total						**22475**	19583

*'Up to 8 Weeks' is the sum of the previous two columns.
(Note) Information not provided on a comparable basis by Clackmannan.

4 weeks or less: Across Scotland, the percentage of householder applications dealt with in this time varied from 4% to 81%.

Almost half of the councils (24) dealt with at least 35% of their householder applications within this time (Figure 1a).

5 - 8 weeks: The proportion of householder applications processed in this time band was between 13.6% and 60.7%.

The total percentage of householder applications processed within eight weeks (i.e. weeks 1 to 8) ranged from 48% to 97%. Eighteen councils {12} processed 80% or more of their householder applications within this time (Figure 1b).

9 - 12 weeks: The proportion of householder applications processed in this period was between 1.3% and 35%.

Twenty-two councils {28}, processed a total of 90% or more of their householder applications within 1 to 12 weeks. All councils processed at least 81% of all householder applications within this time.

More than 12 weeks: Twenty-one councils still had more than 10% of householder applications to be processed after 12 weeks.

Figure 1a: The % Of Householder Applications Dealt With By Each Council Within Each Time Band

(Note) Information not provided on a comparable basis by Clackmannan.
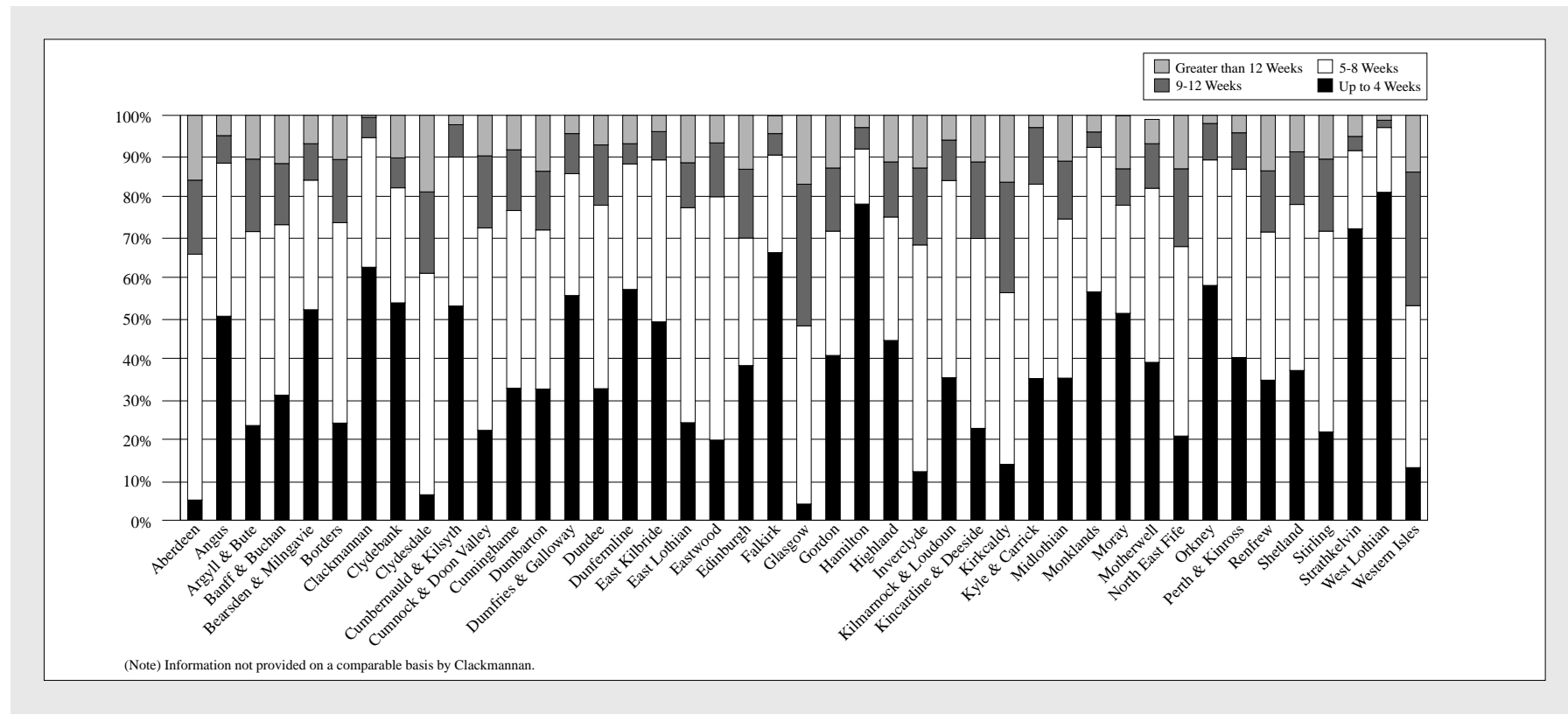
Figure 1b: The % Of Householder Applications Processed Within 8 Weeks

(Note) Information not provided on a comparable basis by Clackmannan.
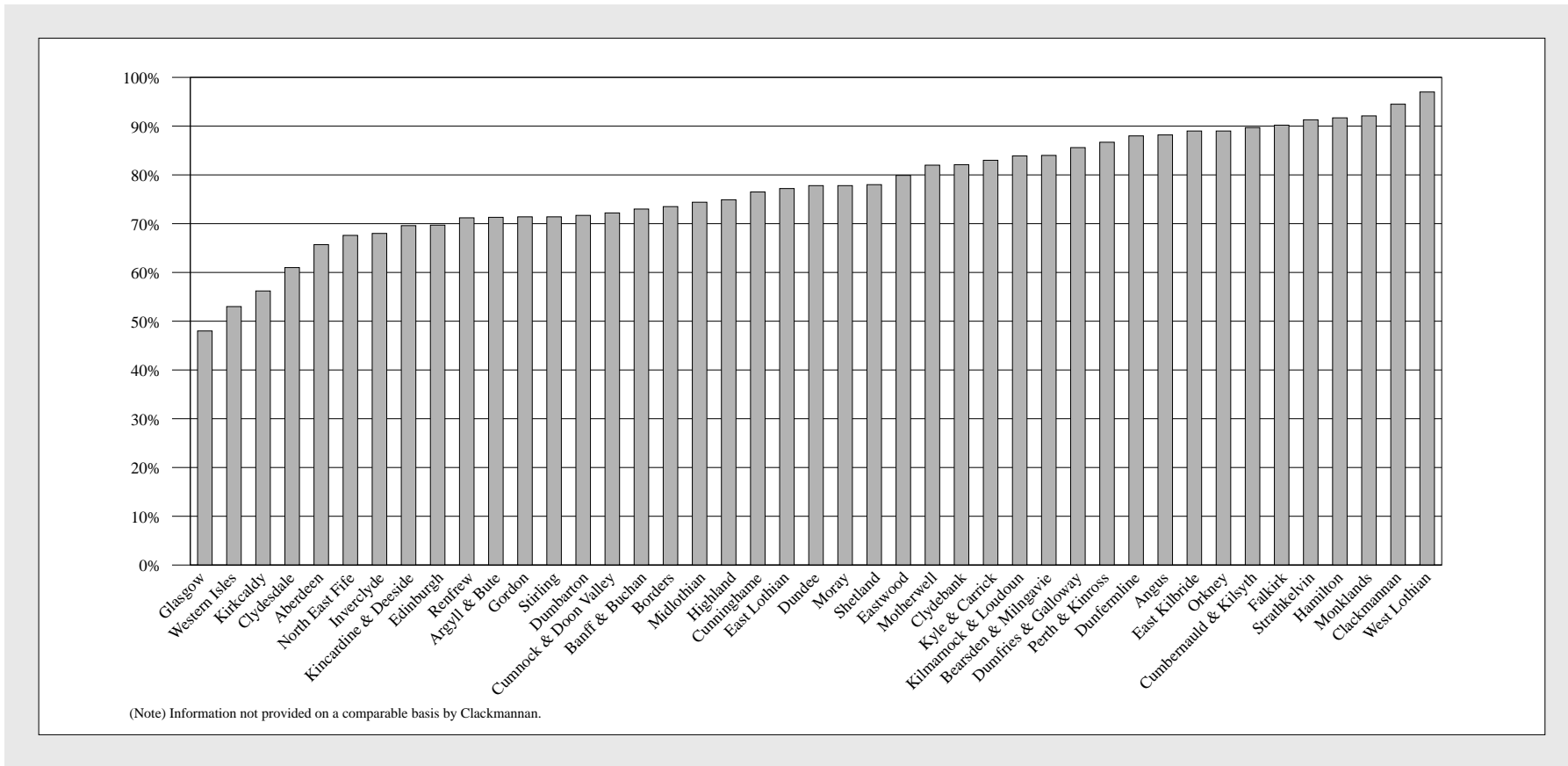
PROCESSING TIME

(2) Percentage of non-householder applications dealt with within 8 weeks.

What the indicator reports:

This indicator reports how quickly each council dealt with applications other than householder applications, such as those from housing developers and commercial organisations. These are separately identified because they often relate to larger scale and more complex developments such as shops and manufacturing premises and, therefore, the number of consultees involved during the approval process may have the effect of extending the time taken to reach decisions.

Points to bear in mind:

The following points are additional to those identified in the previous indicator. The time taken to deal with non-householder applications will be longer where:-

- an application requires an agreement to be drawn up with the applicant, regulating the future use of the property or land; or

- the application is contrary to the approved local or structure plan, in which case additional procedures have to be completed.

The Scottish Office target period of two months is extended to four months for those applications where, as part of the planning process, there is a need to undertake an analysis of the anticipated impact on the environment of the area.

Commentary:

Non-householder Applications: The total number of non-householder applications dealt with by councils during 1994/95 was 25,027 {26,269} (Table 2).

The percentage processed within 8 weeks ranged from 26% to 76%.

Table 2: The % Of Non-Householder Applications Dealt With In 8 Weeks And The Number Of Applications Processed

Council	Total Non-Householder Applications 1994/95	Proportion Dealt with in 8 Weeks (%) 1994/95	1993/94
Aberdeen	1256	40.1	38.0
Angus	679	68.8	68.0
Argyll & Bute	866	43.3	48.1
Banff & Buchan	1083	34.7	34.0
Bearsden & Milngavie	70	47.0	59.0
Borders	878	43.8	43.2
Clackmannan	263	73.0	78.0
Clydebank	142	75.4	65.5
Clydesdale	479	26.7	30.7
Cumbernauld & Kilsyth	142	58.5	75.2
Cumnock & Doon Valley	203	55.7	66.0
Cunninghame	422	42.8	41.0
Dumbarton	353	35.1	42.9
Dumfries & Galloway	1253	55.8	66.0
Dundee	764	52.0	48.0
Dunfermline	539	61.0	64.0
East Kilbride	186	42.0	47.1
East Lothian	435	36.8	33.1
Eastwood	142	40.8	50.0
Edinburgh	1608	34.9	31.0
Falkirk	618	58.6	64.0
Glasgow	823	33.0	38.0
Gordon	764	39.4	39.0
Hamilton	298	64.4	64.0
Highland	1743	58.9	61.0
Inverclyde	220	32.3	30.5
Kilmarnock & Loudoun	185	57.0	51.0
Kincardine & Deeside	560	39.0	36.9
Kirkcaldy	707	48.5	60.3
Kyle & Carrick	677	50.4	57.0
Midlothian	273	41.3	38.5
Monklands	308	63.0	51.0
Moray	810	46.0	46.1
Motherwell	475	54.0	53.0
North East Fife	793	36.0	28.2
Orkney	167	73.0	68.0
Perth & Kinross	1225	49.5	53.0
Renfrew	486	36.4	33.4
Shetland	334	68.0	65.0
Stirling	722	33.7	37.0
Strathkelvin	272	43.5	42.0
West Lothian	512	75.0	70.0
Western Isles	292	36.6	49.0
Total	**25027**		

(Note) Information not provided on a comparable basis by Clackmannan.

Eighteen councils {21} dealt with at least 50% of their non-householder applications within 8 weeks (Figure 2a).

All Applications: The percentage of all planning applications (that is, householder and non-householder applications) processed within eight weeks varied from 35% to 84%.

All but six {7} councils dealt with at least 50% of all applications within eight weeks (Figure 2b). The Scottish Office target time is two months.

Only two councils, West Lothian and Clackmannan, managed to process more than 80% of all applications within eight weeks.

Figure 2a: The % Of Non-Householder Applications Processed Within 8 Weeks

(Note) Information not provided on a comparable basis by Clackmannan.
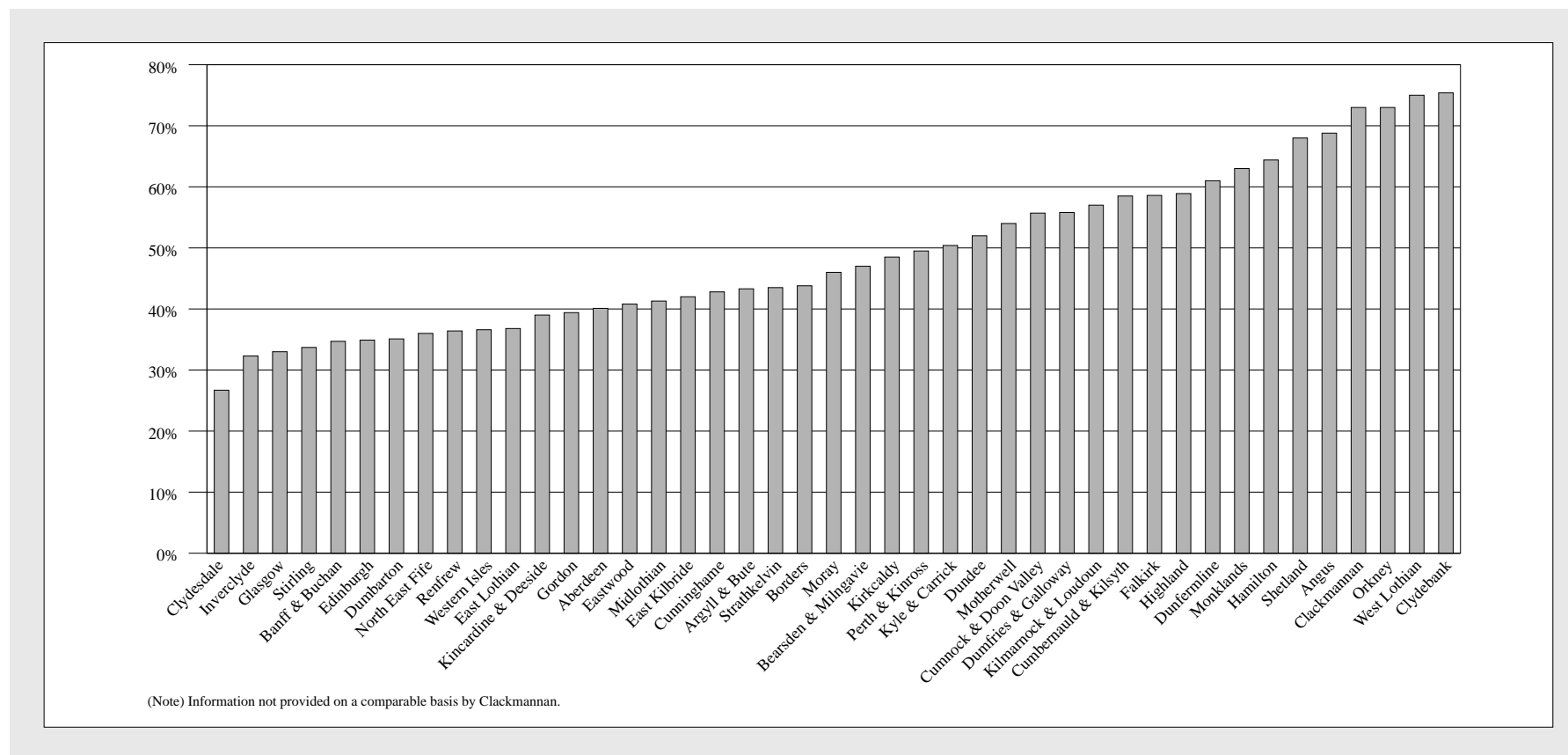
Figure 2b: The % Of All Applications Processed Within 8 Weeks
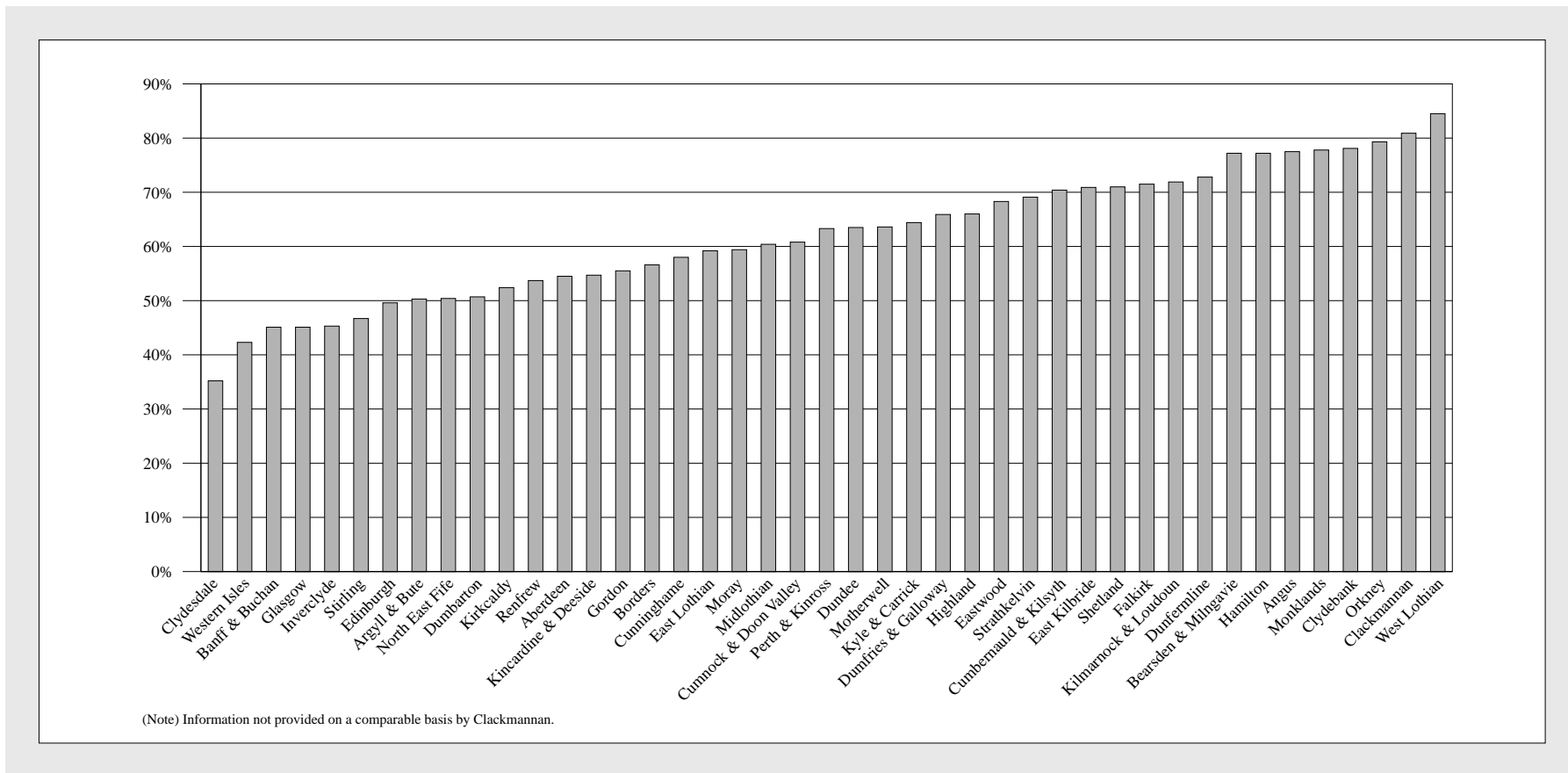
(Note) Information not provided on a comparable basis by Clackmannan.

(3) The percentage of applications approved which involved a departure from the statutory plans for council's area.

What the indicator reports:

Each council's area is covered by a structure plan and by one or more local plans. These should provide firm guidance as to what types of land use and, therefore, development are appropriate in which localities.

Structure plans are prepared by each regional and islands council and deal at a general level with land use policies for its area.

Local plans give more detailed consideration to land use patterns for smaller areas. The local plan for each area must conform to the relevant structure plan. In most parts of the country, their preparation is the responsibility of the district or islands council. In three areas, Borders, Dumfries & Galloway, and Highland the regional council prepared the local plans.

A 'departure' is where a council's decision on an application is contrary to the plans covering its area.

This indicator shows the extent to which each council responsible for local planning has approved planning applications that depart from its own planning policies as set out in its structure plan or local plan(s).

Points to bear in mind:

Any significant percentage of notified departures would indicate that the council's planning policies have been inconsistently applied or that the plans for its area need to be brought up to date.

Commentary:

The percentage of applications involving a departure varied only within the narrow range of 0% to 5%.

Eighteen councils {24} reported fewer than 1% of decisions which were a departure (Table 3).

The number of applications that were approved and involved a departure from each council's statutory development plans was typically very small, i.e. between 0 and 10.

Table 3: The % Of Applications Requiring Notified Departure From Development Plans

Council		Council	
Aberdeen	0.2%	Gordon	1.0%
Angus	0.3%	Hamilton	0.2%
Argyll & Bute	1.1%	Highland	2.2%
Banff & Buchan	1.9%	Inverclyde	5.0%
Bearsden & Milngavie	0.0%	Kilmarnock & Loudoun	4.3%
Borders	0.1%	Kincardine & Deeside	2.3%
Clackmannan	0.6%	Kirkcaldy	0.7%
Clydebank	0.4%	Kyle & Carrick	1.4%
Clydesdale	2.7%	Midlothian	0.5%
Cumbernauld & Kilsyth	0.4%	Monklands	1.0%
Cumnock & Doon Valley	1.4%	Moray	1.1%
Cunninghame	0.6%	Motherwell	1.7%
Dumbarton	1.9%	North East Fife	1.7%
Dumfries & Galloway	0.2%	Orkney	1.0%
Dundee	1.6%	Perth & Kinross	1.9%
Dunfermline	0.8%	Renfrew	3.6%
East Kilbride	0.3%	Shetland	1.9%
East Lothian	2.3%	Stirling	0.2%
Eastwood	1.6%	Strathkelvin	1.2%
Edinburgh	3.3%	West Lothian	0.6%
Falkirk	0.9%	Western Isles	0.0%
Glasgow	1.3%		

APPEALS

(4) The number of planning appeals:

- decided by the Secretary of State;

- decided by the Secretary of State expressed as a percentage of the total number of planning applications;

- decided in the applicant's favour, expressed as a percentage appeals decided by the Secretary of State.

What the indicator reports:

The indicator examines the extent to which planning applicants appealed to the Secretary of State against the decision of their council and were successful in having the council's decision overturned.

The indicator relates to both householder and non-householder applications.

Points to bear in mind:

The quality of decisions taken by the council may be considered to be high when the percentage of appeals sustained is low.

Among other reasons, a council may have an appeal upheld against it as a result of:-

● basing its decision on outdated local plan policy;

● taking a decision contrary to up-to-date local plan policy;

● taking a decision inconsistent with previous decisions; and

● taking a decision which did not take into account any special circumstances of the case.

In deciding an appeal, the Secretary of State or the Reporter he appoints may interpret national and local planning policy differently from the council.

Commentary:

The total number of appeals determined by the Secretary of State in 1994/95 was 888.

Across councils, the percentage of planning decisions which went to appeal varied between 0% and 4.5% (Table 4). The number of appeals against each council varied from 0 to 150 although more typically this lay between 5 and 30.

Across Scotland, the percentage of cases in each council in which the Secretary of State found in favour of the person appealing was between 0% and 46% (Table 4).

No comparative information for 1993/94 is available because the indicator was introduced for the first time in 1994/95.

Table 4: Planning Appeals

Council	Number of Appeals Considered by the Secretary of State	Proportion of All Applications Referred to the Secretary of State (%)	Proportion of Appeals Determined in Favour of Appellant (%)
Aberdeen	12	0.4	8.3
Angus	28	2.3	42.9
Argyll & Bute	11	1.0	45.4
Banff & Buchan	12	0.8	25.0
Bearsden & Milngavie	4	1.0	25.0
Borders	24	1.5	25.0
Clackmannan	6	1.3	33.3
Clydebank	2	0.8	0.0
Clydesdale	20	3.1	30.0
Cumbernauld & Kilsyth	0	0.0	(6)
Cumnock & Doon Valley	3	1.0	33.3
Cunninghame	16	2.1	44.0
Dumbarton	14	2.3	42.9
Dumfries & Galloway	4	0.2	25.0
Dundee	22	1.4	36.3
Dunfermline	9	1.0	11.1
East Kilbride	5	1.6	0.0
East Lothian	11	1.2	0.0
Eastwood	6	1.3	30.0
Edinburgh	58	2.1	24.1
Falkirk	30	3.0	20.0
Glasgow	150	4.5	41.3
Gordon	20	1.3	30.0
Hamilton	16	2.9	25.0
Highland	41	0.9	19.5
Inverclyde	8	2.3	12.5
Kilmarnock & Loudoun	13	1.9	7.7
Kincardine & Deeside	47	4.1	6.4
Kirkcaldy	31	2.1	19.4
Kyle & Carrick	30	2.3	15.0
Midlothian	15	2.2	23.0
Monklands	19	3.4	10.5
Moray	25	1.8	4.0
Motherwell	13	1.8	23.0
North East Fife	25	1.7	20.0
Orkney	0	0.0	(6)
Perth & Kinross	39	2.0	17.9
Renfrew	22	2.1	40.9
Shetland	7	1.5	42.9
Stirling	22	2.0	31.8
Strathkelvin	20	3.3	32.5
West Lothian	25	2.5	44.0
Western Isles	3	0.7	0.0
	888		

(6) The council had no appeals.

LOCAL AND STRUCTURE PLANS

(5) The % of population in each council covered by:-

- local plans which have been finalised or adopted within the last 5 years; and

- structure plans which have been submitted to the Secretary of State or approved within the last 5 years.

What the indicator reports:

Each council's area is covered by a structure plan and by one or more local plans. Each type of plan should provide guidance as to what types of development are appropriate in which localities.

This indicator examines the extent to which councils have in place up-to-date local or structure plans as the basis for making decisions on specific planning applications and development proposals.

Local Plans: Local plans provide specific policy guidance on land use and environmental standards and are the basis for councils controlling development within thier area. There may be several plans for the area of the council.

In most parts of the country, their preparation is the responsibility of the district or islands council. In three areas, Borders, Dumfries & Galloway, and Highland, the regional council prepared the local plans. Therefore, there are 43 councils with responsibility for the preparation of local plans.

The local plan for each area must conform to the relevant structure plan. A 'finalised' plan is a plan on which the council has consulted. It is possible that there may be a formal objection resulting in a public inquiry.

The plan is 'adopted' by the council if there is no objection or, if, following a public inquiry, the council considers the inquiry report and recommendations.

Structure Plans: Structure plans are prepared by the nine regional and three islands councils and provide guidance at a general level with land use policies for the council's area. There is generally only one plan for each regional or islands council area. Unlike local plans, structure plans must be submitted to and approved by the Secretary of State. 'Approved' means accepted by the Secretary of State, with or without modification, for use by the council in guiding its planning decisions.

Points to bear in mind:

Some councils may amend specific policies and proposals, rather than undertake comprehensive reviews of their plans, as a means of ensuring that their plans are kept up to date. This may result in new plans not being developed within each five year period.

The impact of any external delays, such as a major local plan inquiry or a proposal being called in by the Secretary of State, may result in a local plan taking more than 5 years to adopt.

Similarly, consideration by the Secretary of State and the associated objection and public inquiry procedures may delay the approval of a structure plan.

Commentary:

Local Plans: Of the forty-three councils responsible for local plans, eight did not finalise plans covering any of the population in their area within the last five years. Of the remaining 35 councils, 15 had finalised plans covering 100% and eight managed only to finalise plans covering less than 50% of their population within the last five years (Table 5a).

Four councils adopted plans covering 100% of their population within the last five years while 15 had not adopted plans covering any of their population (Table 5a).

Structure Plans: Three councils did not submit structure plans covering any of the population in their area within the last five years. Nine councils had submitted structure plans covering 100% of their population within the last five years and six of these had had their plans approved (Table 5b).

No comparative information for 1993/94 is available because the indicator was introduced for the first time in 1994/95.

Table 5a: Local Plans

Council	% of Population Covered by Finalised Local Plans	% of Population Covered by Adopted Local Plans	Council	% of Population Covered by Finalised Local Plans	% of Population Covered by Adopted Local Plans
Aberdeen	100.0	100.0	Gordon	1.8	1.8
Angus	0.0	0.0	Hamilton	100.0	0.0
Argyll & Bute	70.6	46.8	Highland	49.8	42.7
Banff & Buchan	0.0	0.0	Inverclyde	0.0	0.0
Bearsden & Milngavie	100.0	0.0	Kilmarnock & Loudoun	100.0	0.0
Borders	100.0	18.4	Kincardine & Deeside	100.0	0.0
Clackmannan	100.0	100.0	Kirkcaldy	100.0	55.0
Clydebank	100.0	100.0	Kyle & Carrick	16.4	16.4
Clydesdale	29.2	4.2	Midlothian	39.8	25.7
Cumbernauld & Kilsyth	80.0	80.0	Monklands	100.0	100.0
Cumnock & Doon Valley	69.4	69.4	Moray	100.0	10.3
Cunninghame	43.0	43.0	Motherwell	0.0	0.0
Dumbarton	32.6	32.6	North East Fife	84.6	43.7
Dumfries & Galloway	52.0	36.0	Orkney	0.0	0.0
Dundee	100.0	57.5	Perth & Kinross	78.9	26.2
Dunfermline	0	0	Renfrew	100.0	0.0
East Kilbride	82.5	82.5	Shetland	13.0	13.0
East Lothian	0.0	0.0	Stirling	100.0	0.0
Eastwood	97.5	0.0	Strathkelvin	0.0	0.0
Edinburgh	76.5	47.1	West Lothian	100.0	23.0
Falkirk	46.4	23.5	Western Isles	0.0	0.0
Glasgow	34.9	25.7			

Table 5b: Structure Plans

Council	% of Population Covered by Submitted Structure Plan	% of Population Covered by Approved Structure Plan
Borders	100	100
Central	100	100
Dumfries & Galloway	0	0
Fife	100	100
Grampian	100	0
Highland	100	100
Lothian	100	0
Orkney	100	100
Shetland	0	0
Strathclyde	100	100
Tayside	100	0
Western Isles	0	0

POLICE

There are eight police forces in Scotland. Six of these (Central, Dumfries & Galloway, Fife, Grampian, Strathclyde and Tayside) cover the same areas as the regional councils of the same name. The remaining two, which are joint boards, cover two or more regional or islands council areas - Lothian & Borders, and Northern (Highland, Orkney, Shetland and Western Isles).

The number of crimes and offences recorded by the police is less than the actual numbers committed because of under-reporting. Under-reporting arises where someone who is aware of a crime or offence does not report it to the police, or where the police do not record it. Government research (the Scottish Crime Survey, the British Crime Survey) has found evidence of a significant level of under-reporting when compared to police recorded crime statistics.

POLICE

CRIMES: RESPONSE CAPACITY AND CLEAR UP

(1) The total number of crimes recorded per 100 officers.

What the indicator reports:

The indicator reports the capacity of each police force, in terms of the number of officers, to respond to the recorded crime level. The indicator covers only crimes. Offences, which are excluded, are reported at indicators (4) and (5) below.

Crimes, which are as defined by the Scottish Office and are generally more serious in nature than offences, comprise:-

— **crimes of violence** (e.g. murder, culpable homicide, serious assault, attempted murder, handling offensive weapons, robbery);

— **sexual crimes** (e.g. indecent assault);

— **crimes of dishonesty** (e.g. housebreaking, theft by opening a lockfast place, theft of a motor vehicle, shoplifting, and fraud);

— **fire-raising and vandalism;** and

— **other crimes** (e.g. resisting arrest, contempt of court, offending on bail, drugs, and crimes against public order).

Points to bear in mind:

Local police practice in the recording of multiple crimes may vary between forces. For example, some forces may record housebreaking in two adjacent properties as two crimes or as a single crime. The Scottish Office and police forces were taking steps during 1994/95 to improve the consistency of recording of crimes by the police.

The number of officers in post depends on decisions at both local and national government levels.

Commentary:

The total number of crimes recorded across Scotland was 514,532 {544,966}. Table 1 gives the breakdown between police force areas.

Across the eight police forces, the number of crimes per 100 officers ranged from 2,164 to 4,357 {2,082 to 4,621} (Figure 1). Half of the police forces recorded less than 3,400 {3,600} crimes per 100 officers.

Comparing 1994/95 with 1993/94, in six police forces the number of crimes per 100 officers fell, by between 6% and 14%. In the remaining two forces, the number of crimes per 100 officers rose, by 4% and 14% respectively.

Table 1: Number Of Recorded Crimes Per 100 Officers

| | 1994/95 | | 1993/94 | |
| | Number of Crimes Recorded per 100 Officers | Total Number of Crimes Recorded | Number of Crimes Recorded per 100 Officers | Total Number of Crimes Recorded |
Police Force				
Central	2,970	19,483	3,390	22,338
Dumfries & Galloway	2,636	10,125	2,846	10,788
Fife	3,964	30,917	4,621	36,046
Grampian	4,224	48,574	3,717	42,666
Lothian & Borders	3,316	82,305	3,554	89,057
Northern	2,164	14,042	2,082	13,697
Strathclyde	3,811	262,680	4,157	282,078
Tayside	4,357	46,406	4,617	48,296
Total		**514,532**		**544,966**

Figure 1: Total Crimes Recorded Per 100 Officers

Figure 1: Total Crimes Recorded Per 100 Officers
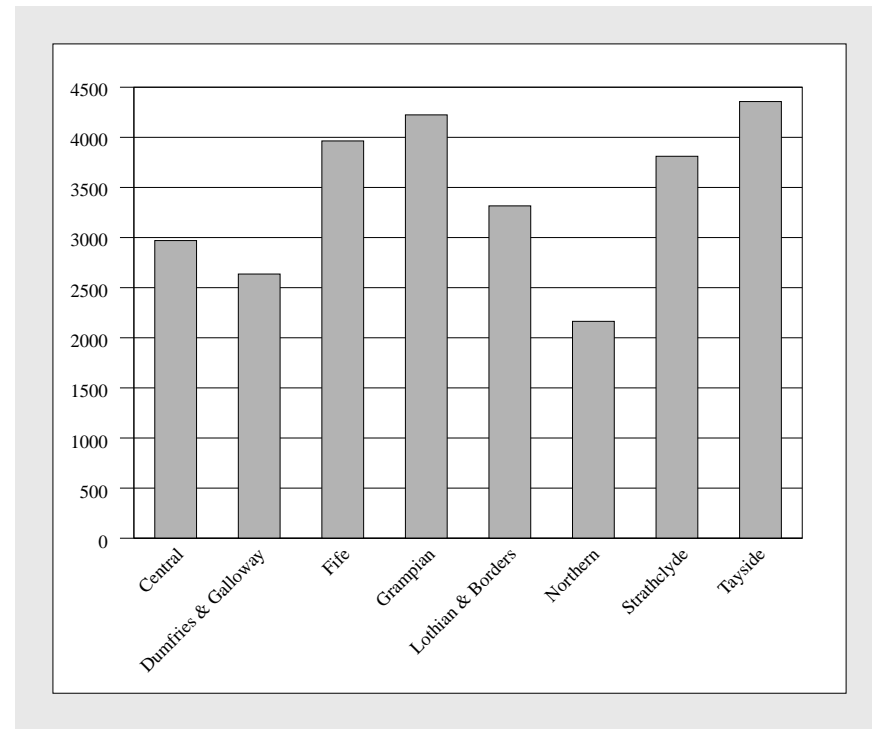
CRIMES: RESPONSE CAPACITY AND CLEAR UP

(2) The percentage of crimes cleared up.

What the indicator reports:

The indicator reports clear up, the effectiveness of police detection. In 1994/95, a crime was regarded as 'cleared up' if one or more offenders was 'apprehended, cited, warned or traced for it'. This was the definition agreed by the Scottish Office and by all Scottish police forces. 'Cleared up' does not, therefore, necessarily mean that in every case someone was arrested. 'Crime' has the same meaning as at indicator (1) above.

Points to bear in mind:

Clear up may be affected by the types of crimes recorded. Some crimes are more likely than others to be cleared up - for example, where someone is attacked and is able to identify the person who was responsible.

The indicator expresses the number of crimes cleared up in the reporting year as a percentage of the number of crimes recorded in the same period. However, some of the crimes reported as cleared up may in fact have been recorded in previous years.

Commentary:

The total number of crimes recorded across Scotland was 514,532 {544,966} (Table 2).

Across the eight police forces, the percentage of crimes cleared up ranged from 34% to 61% {31% to 58%} (Figure 2).

Comparing 1994/95 with 1993/94, in all eight police forces the percentage of crimes cleared up rose, by between 2% and 6%.
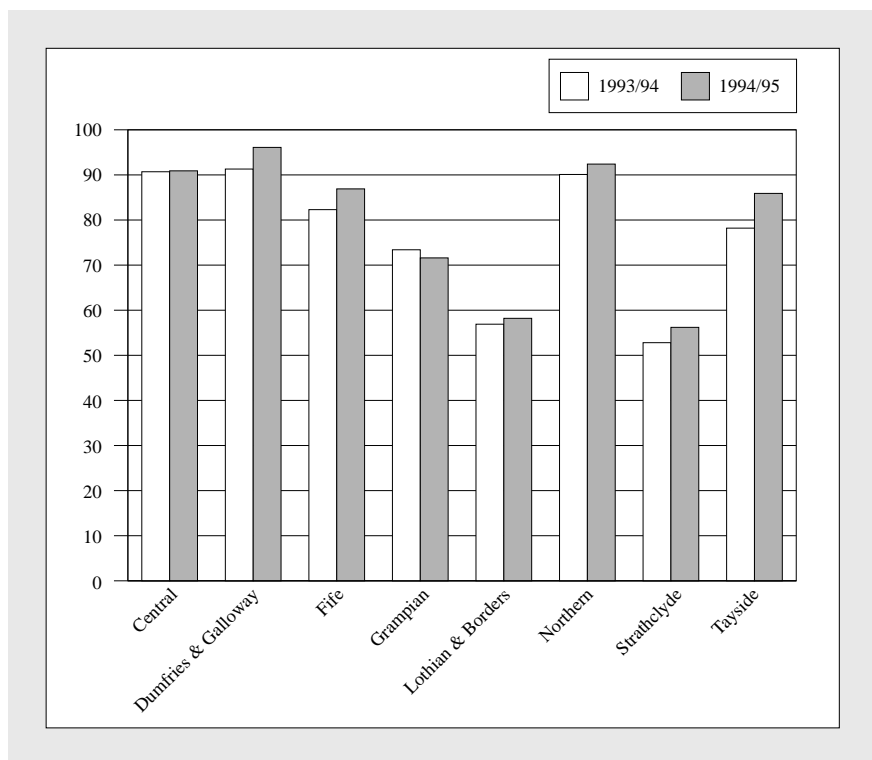
Table 2: The % Of Crimes Cleared Up And Total Crimes Recorded

| Police Force | 1994/95 | | 1993/94 |
	Total Number of Crimes Recorded	Proportion of Recorded Crimes Cleared Up (%)	Proportion of Recorded Crimes Cleared Up (%)
Central	19,483	**58.4**	55.7
Dumfries & Galloway	10,125	**51.1**	46.3
Fife	30,917	**43.0**	38.0
Grampian	48,574	**35.2**	33.6
Lothian & Borders	82,305	**38.3**	36.8
Northern	14,042	**60.5**	58.3
Strathclyde	262,680	**34.4**	31.2
Tayside	46,406	**38.6**	32.3
Total	514,532		

Figure 2: The % Of Crimes Cleared Up

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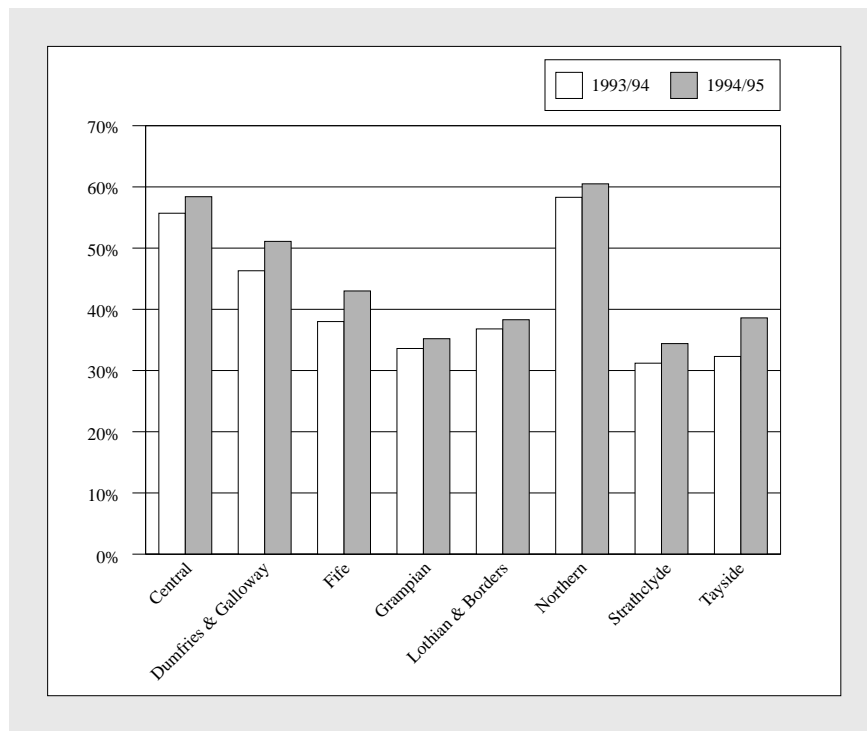
CRIMES: RESPONSE CAPACITY AND CLEAR UP

(3) The percentage of crimes cleared up in the following selected categories:-

> **- violent crimes (murder, attempted murder, culpable homicide, serious assault, possessing offensive weapons and robbery & assault)**

> **- sexual crimes (rape, assault with intent to rape, indecent assault, lewd & libidinous practices and indecent assault)**

> **- housebreaking (theft by housebreaking, housebreaking with intent to steal, attempted housebreaking)**

> **- car crime (crimes involving theft of a car or theft from a car, attempted theft)**

What the indicator reports:

This indicator provides information on the clear-up rate for four categories of crime selected for their public interest.

Points to bear in mind:

The points made for indicator (2) also apply to this indicator.

Clear up rates for the different categories will vary. The victim may be able to describe the offender in cases of crimes against persons, while there may be no witness to property crimes. Similarly, clear up may vary from one locality to another. In rural areas, where the population is more static and local people are more likely to know each other, they may notice offenders more easily and be able to give descriptions of them to the police.

The number of crimes recorded within each of the four categories was not reported on the same basis by all forces in 1993/94, and therefore cannot be used in making comparisons with information for 1994/95.

Commentary:

Violent crimes: The total number of violent crimes recorded across Scotland was 17,405. Table 3a gives a breakdown between forces.
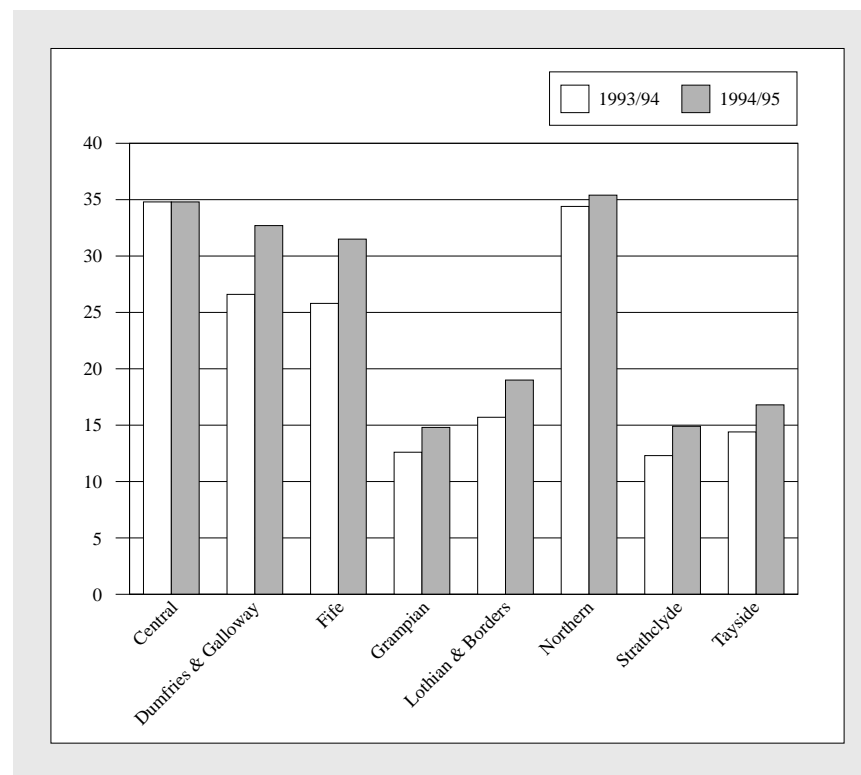
Across the eight police forces, the percentage of violent crimes cleared up ranged from 56% to 96% {53% to 91%}.

Comparing 1994/95 with 1993/94, in seven police forces the percentage of violent crimes cleared up rose. In the remaining force, the percentage fell (Figure 3a).

Table 3a: The % Of Violent Crimes Cleared Up And Total Number Recorded

| | 1994/95 | | 1993/94 |
Police Force	Total Number of Violent Crimes Recorded	Proportion of Recorded Violent Crimes Cleared Up (%)	Proportion of Recorded Violent Crimes Cleared Up (%)
Central	605	**90.9**	90.7
Dumfries & Galloway	411	**96.1**	91.3
Fife	533	**86.9**	82.3
Grampian	849	**71.6**	73.4
Lothian & Borders	2,106	**58.2**	56.9
Northern	357	**92.4**	90.1
Strathclyde	11,485	**56.2**	52.8
Tayside	1,059	**85.9**	78.2
Total	17,405		

Figure 3a: The % Of Violent Crimes Cleared Up

Table 3b: The % Of Sexual Crimes Cleared Up And Total Number Recorded

Police Force	1994/95 Total Number of Sexual Crimes Recorded	1994/95 Proportion of Recorded Sexual Crimes Cleared Up (%)	1993/94 Proportion of Recorded Sexual Crimes Cleared Up (%)
Central	177	**87.6**	86.7
Dumfries & Galloway	53	**90.6**	90.8
Fife	318	**69.8**	76.1
Grampian	441	**54.4**	67.1
Lothian & Borders	908	**58.8**	62.4
Northern	184	**91.3**	89.6
Strathclyde	1,698	**62.2**	57.8
Tayside	363	**80.4**	68.2
Total	4,142		

Figure 3b: The % Of Sexual Crimes Cleared Up
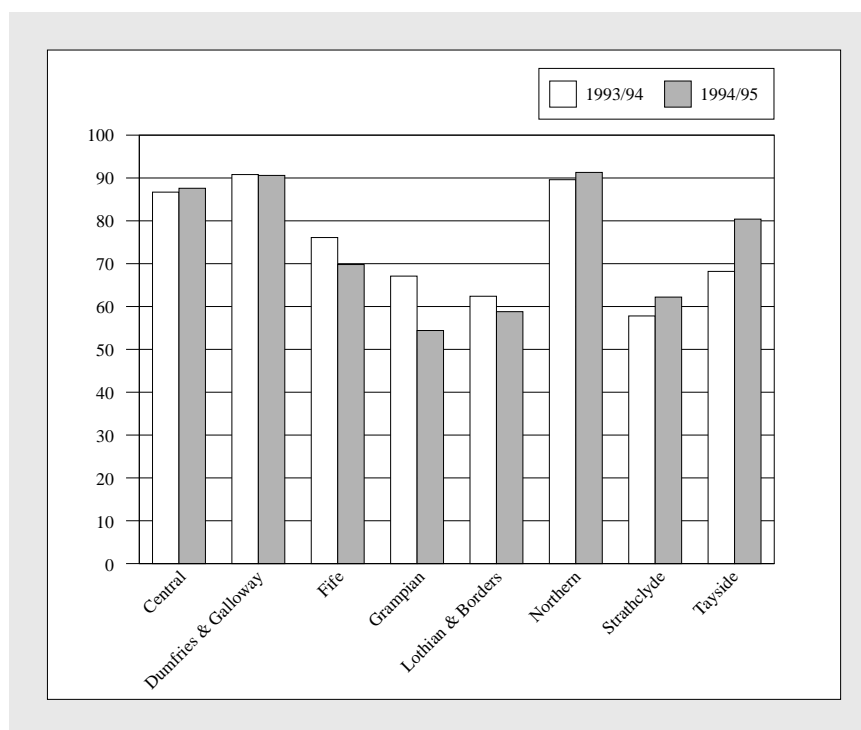
Sexual crimes: The total number of sexual crimes recorded across Scotland was 4,142. Table 3b shows the breakdown between forces.

Across the eight police forces, the percentage of sexual crimes cleared up ranged from 54% to 91% {58% to 91%}.

Comparing 1994/95 with 1993/94, in four police forces the percentage of sexual crimes cleared up rose, while in the other four forces the percentage fell (Figure 3b).

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Housebreaking crimes: The total number of housebreaking crimes recorded across Scotland was 83,110. Table 3c shows the breakdown between forces.

Across the eight police forces, the percentage of housebreaking crimes cleared up ranged from 15% to 35% {12% to 35%}.

Comparing 1994/95 with 1993/94, in seven police forces the percentage of housebreaking crimes cleared up rose by 1% to 6%. In the remaining force, the percentage was unchanged (Figure 3c).

Table 3c: The % Of Housebreaking Crimes Cleared Up And Total Number Recorded

| Police Force | 1994/95 | | 1993/94 |
	Total Number of Housebreaking Crimes Recorded	Proportion of Recorded Housebreaking Crimes Cleared Up (%)	Proportion of Recorded Housebreaking Crimes Cleared Up (%)
Central	2,905	**34.8**	34.8
Dumfries & Galloway	1,807	**32.7**	26.6
Fife	6,254	**31.5**	25.8
Grampian	7874	**14.8**	12.6
Lothian & Borders	11,897	**19.0**	15.7
Northern	1,434	**35.4**	34.4
Strathclyde	43,461	**14.9**	12.3
Tayside	7,478	**16.8**	14.4
Total	83,110		

Figure 3c: The % Of Housebreaking Crimes Cleared Up

Car crimes: The total number of car crimes recorded across Scotland was 116,374. Table 3d shows the breakdown between forces.

Across the eight police forces, the percentage of car crimes cleared up ranged from 15% to 37% {10% to 38%}.

Comparing 1994/95 with 1993/94, in six police forces the percentage of car crimes cleared up rose, while it fell slightly in the remaining two forces (Figure 3d).

Table 3d: The % Of Car Crimes Cleared Up And Total Number Recorded

Police Force	1994/95 Total Number of Car Crimes Recorded	1994/95 Proportion of Recorded Car Crimes Cleared Up (%)	1993/94 Proportion of Recorded Car Crimes Cleared Up (%)
Central	2,974	**37.3**	38.2
Dumfries & Galloway	1,403	**35.5**	29.0
Fife	6,290	**35.6**	23.8
Grampian	7,330	**17.9**	17.4
Lothian & Borders	16,921	**17.8**	16.4
Northern	1,338	**34.5**	35.8
Strathclyde	70,737	**15.3**	13.1
Tayside	9,381	**14.6**	9.8
Total	116,374		

Figure 3d: The % Of Car Crimes Cleared Up
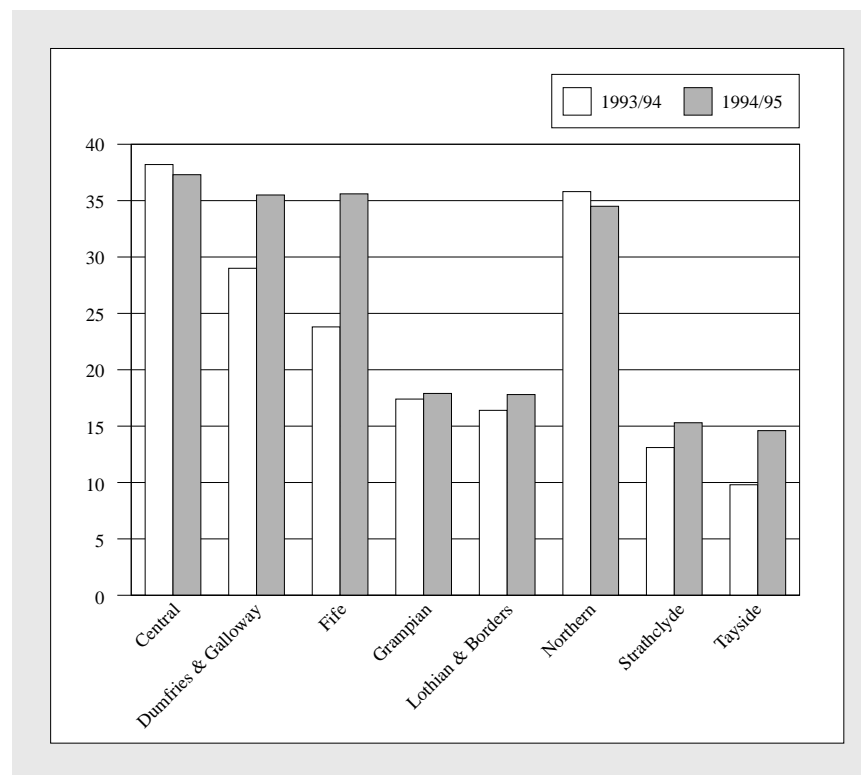
POLICE

117

(4) Total Offences Recorded Per 100 Officers.

What the indicator reports:

The indicator reports the capacity of each police force, in terms of the number of officers, to respond to the recorded level of offences.

The indicator covers offences only. Crimes are reported at indicators (1), (2) and (3) above. Offences, which are as defined by the Scottish Office, comprise:-

- miscellaneous offences (e.g. petty assault, breach of the peace, drunkenness); and

- motor vehicle offences (e.g. dangerous and careless driving, drunk driving, speeding, unlawful use of a vehicle, vehicle defects).

Points to bear in mind:

Local police practice in the recording of multiple offences may vary between forces. For example, forces may record two or more Road Traffic Act offences as a single offence or as two offences. The Scottish Office and police forces were taking steps during 1994/95 to improve the consistency of recording of offences by the police.

The number of officers in post depends on decisions at both local and national government levels.

Commentary:

Across the 8 police forces, the number of offences recorded per 100 officers ranged from 2,883 to 5,388 {2,764 to 5,174} (Figure 4). Half the forces reported less than 3,400 {3,400} offences per 100 officers.

Comparing 1994/95 with 1993/94, in seven police forces the number of offences recorded per 100 officers increased, within the range of 1% to 13%. In the remaining force, the number of offences per 100 officers fell.

Figure 4: Total Offences Recorded Per 100 Officers
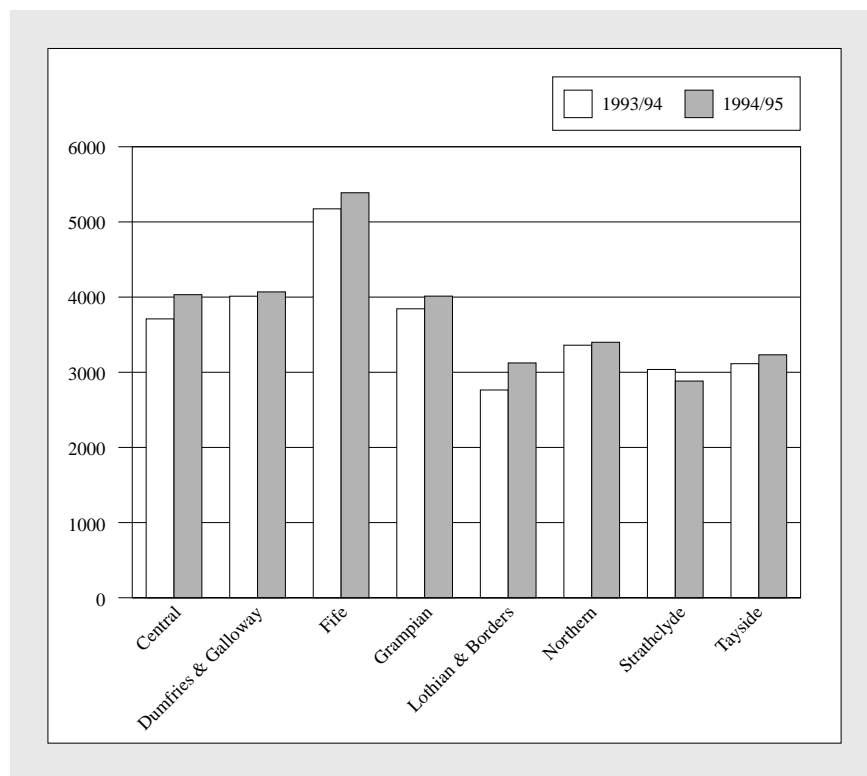
(5) The % Of Non-Motor Vehicle Offences Cleared Up.

What the indicator reports:

The indicator reports the police clear up rate for offences not involving motor vehicles. Because of the way they are detected, many motor offences, such as speeding, have a clear up rate of almost 100%. The indicator therefore focuses on the group of offences where clear up is less common. Clear up is the effectiveness of police detection. In 1994/95, an offence was regarded as 'cleared up' if one or more offenders was apprehended, cited, warned or traced for it. This was the definition agreed by the Scottish Office and by all Scottish police forces.

Points to bear in mind:

The same points made for the indicators above apply to this indicator.

Commentary:

Across the eight police forces, the percentage of non-motor vehicle offences cleared up ranged from 78% to 99% {75% to 99%}. In five forces, more than 90% {90%} were cleared up (Figure 5).

Comparing 1994/95 with 1993/94, in seven of the police forces the percentage of non-motor vehicle offences cleared up rose, by up to 3%. The percentage cleared up remained the same in the final force.

Figure 5: The % Of Non-Motor Offences Cleared Up
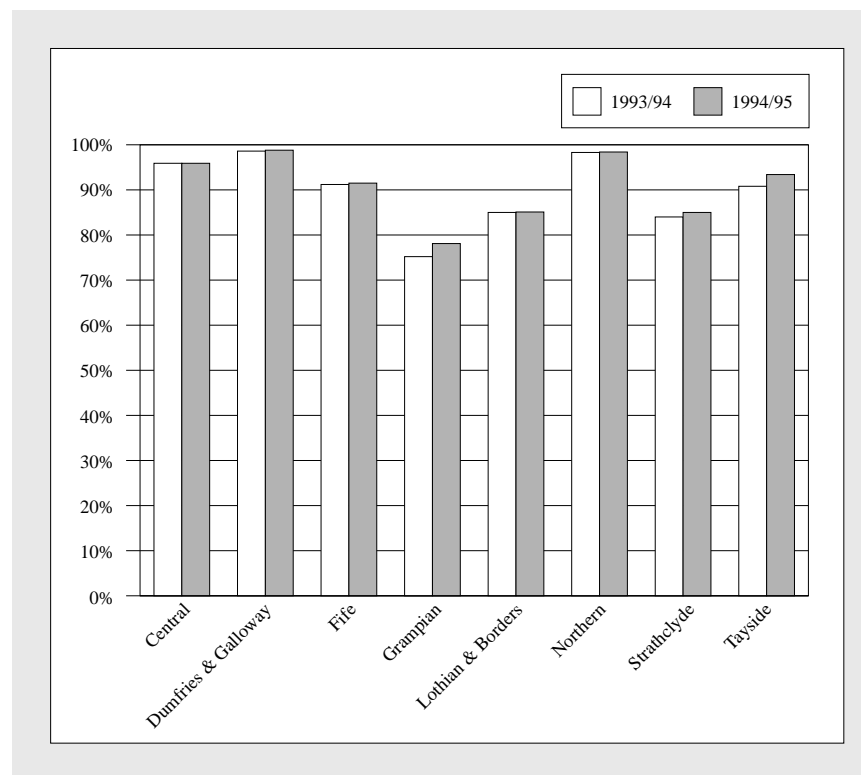
ROADS AND LIGHTING

Roads and lighting services were provided in 1994/95 by the nine mainland regional councils and the three islands councils.

ROADS MAINTENANCE

(1)   Maintenance spending broken down between:-

- structural maintenance, that is, maintenance of structures such as carriageways, hard shoulders, footways and bridges.

- routine maintenance, that is, maintenance programme work including drainage, hedge cutting, traffic signs and lighting.

- winter maintenance, that is, salting, gritting and snow clearance.

- surveys and inspections, that is, regular investigation of maintenance work needed.

What the indicator reports:

The indicator relates to councils' own roads. It excludes motorway and trunk road maintenance undertaken on an agency basis for the Scottish Office, and work for any other national or local bodies.

The indicator provides expenditure information on the four main areas of work required for maintenance of the roads network.

Points to bear in mind:

As a percentage of total expenditure, winter maintenance expenditure may vary from one year to another in the same council. Variation in local climatic conditions will partly explain the variation in winter maintenance expenditure by different councils in the same year.

Commentary:

Across Scotland, councils spent a total of almost £280 million on the four types of maintenance work in 1994/95 {£278 million} (Table 1). Within councils, structural maintenance accounted for almost half of all spending (Figure 1a).

Surveys and inspections accounted for a very small proportion of spending in all councils, but there was wide variation between councils in how they allocated spending between the other three categories (Figure 1b).

Figure 1a: Maintenance Spending - Scotland

Figure 1b: Spending On Maintenance By Category In Each Council
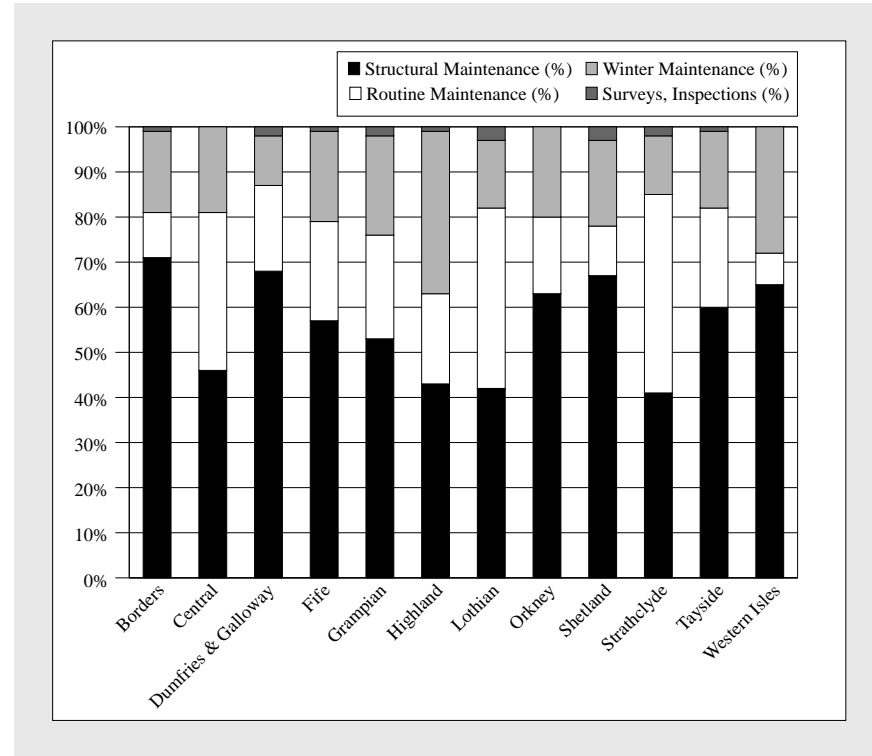
Structural maintenance: Councils spent £136 million on structural maintenance in 1994/95. Spending on structural maintenance as a percentage of total maintenance spending ranged from 41% to 71% (Table 1).

Routine maintenance: Total spending by councils on routine maintenance was almost £90 million, within a range varying from 7% to 44% of total spending.

Winter maintenance: Total council spending on winter maintenance was almost £50 million. Spending as a percentage of total maintenance spending ranged from 11% to 36%.

Surveys and inspections: Total spending by councils on surveys and inspections was just over £4 million. No council spent more than 3% of its total maintenance spending on surveys and inspections.

Table 1: Spending On Maintenance

Council	Structural Maintenance (£000s)	(%)	Routine Maintenance (£000s)	(%)	Winter Maintenance (£000s)	(%)	Surveys, Inspections (£000s)	(%)	Total (£000s)
Borders	6,700	71.0	994	10.0	1,657	18.0	83	1.0	9,434
Central	6,090	46.0	4,627	35.0	2,520	19.0	66	0.0	13,303
Dumfries & Galloway	6,609	68.0	1,795	19.0	1,069	11.0	181	2.0	9,654
Fife	8,447	57.0	3,297	22.0	2,988	20.0	196	1.0	14,929
Grampian	17,728	53.0	7,927	23.0	7,380	22.0	661	2.0	33,696
Highland	9,062	43.0	4,167	20.0	7,624	36.0	269	1.0	21,122
Lothian	11,371	42.0	10,964	40.0	4,032	15.0	847	3.0	27,214
Orkney	1,699	63.0	460	17.0	533	20.0	2	0.0	2,694
Shetland	3,639	67.0	611	11.0	1,016	19.0	137	3.0	5,403
Strathclyde	46,538	41.4	49,202	43.7	15,382	13.7	1,359	1.2	112,481
Tayside	14,784	60.0	5,454	22.0	4,236	17.0	293	1.0	24,767
Western Isles	3,332	65.0	371	7.0	1,439	28.0	25	0.0	5,166
Total	135,997		89,868		49,876		4,120		279,861

MAINTENANCE

(2) Road surface spending, broken down by:-

- reconstruction, that is, removing part or all of the existing failed road construction to its foundation, and replacing it with new structural elements.

- overlay, that is, applying additional surface layer(s) directly onto the existing carriageway surface to improve the strength and shape of the road.

- resurfacing, that is, removing the top layer of the existing road surface and replacing it with a new layer of surfacing.

- surface dressing, that is, applying a thin layer of binder and stone chippings to the existing surface to seal the road surface and improve skid resistance.

What the indicator reports:

The indicator provides information on expenditure on the four main types of surface maintenance work for carriageways and hard shoulders.

Points to bear in mind:

Factors which affect spending on road surfacing treatments include:-

● past investment in carriageways;

● patterns of carriageway use (e.g. the volume of traffic and proportion of heavier vehicles, both of which affect the rate of wear and tear on road surfaces); and

● the durability, cost and availability of different surfacing materials.

The extent to which it is deemed necessary to undertake reconstruction work rather than resurfacing will differ between councils. In some cases, councils have a choice as to whether to do one instead of the other.

Commentary:

Total spending by councils on carriageway surfacing was over £71 million {£74 million} (Table 2).

Table 2: Spending On Surfacing

Council	Reconstruction (£000s)	(%)	Overlay (£000s)	(%)	Resurfacing (£000s)	(%)	Surface Dressing (£000s)	(%)	Total (£000s)
Borders	186	7.0	1,048	41.0	66	3.0	1,251	49.0	2,550
Central	460	18.0	811	32.0	322	13.0	929	37.0	2,522
Dumfries & Galloway	200	6.0	973	32.0	209	7.0	1,674	55.0	3,056
Fife	448	16.0	732	25.0	2	0.0	1,677	59.0	2,859
Grampian	122	1.0	2,282	27.0	2,355	27.0	3,902	45.0	8,661
Highland	718	12.0	2,751	45.0	191	3.0	2,443	40.0	6,102
Lothian	166	3.0	53	1.0	5,179	86.0	634	10.0	6,032
Orkney	72	5.0	996	64.0	24	2.0	468	29.0	1,560
Shetland	36	2.0	838	41.0	133	6.0	1,035	51.0	2,042
Strathclyde	371	1.3	2,977	10.5	19,114	67.4	5,895	20.8	28,357
Tayside	577	11.0	2,345	44.0	578	11.0	1,792	34.0	5,291
Western Isles	1,526	74.0	0	0.0	0	0.0	549	26.0	2,075
Total	4,881		15,804		28,173		22,247		71,106

Of the four types of surfacing work, resurfacing accounted for the highest proportion, at 40% of total spending (Figure 2a). The proportion of spending on each of the four types of surfacing varied considerably from one council to another (Figure 2b).

Reconstruction: Councils' total spending on reconstruction was almost £4.9 million, and across councils ranged from 1% to 74% of total carriageway surface expenditure (Table 2).

Overlay: Councils spent £15.8 million on overlay work. Spending on overlay as a percentage of spending on surfacing varied widely across the 11 councils undertaking this form of surfacing work - from 1% to 64%.

Figure 2a: Surface Spending - Scotland

Figure 2a: Surface Spending - Scotland

Figure 2b: Surface Spending In Each Council
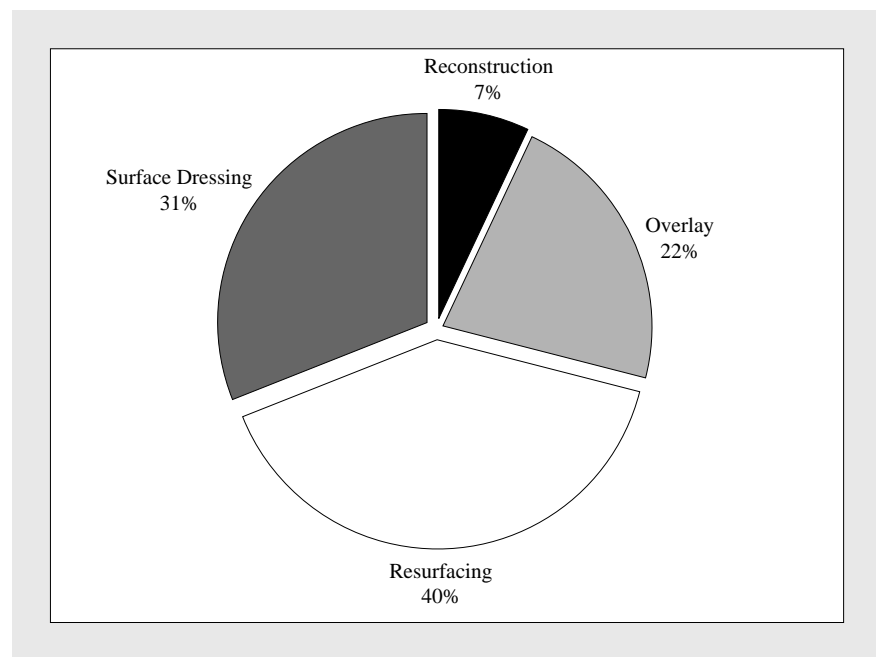
Figure 2b: Surface Spending In Each Council
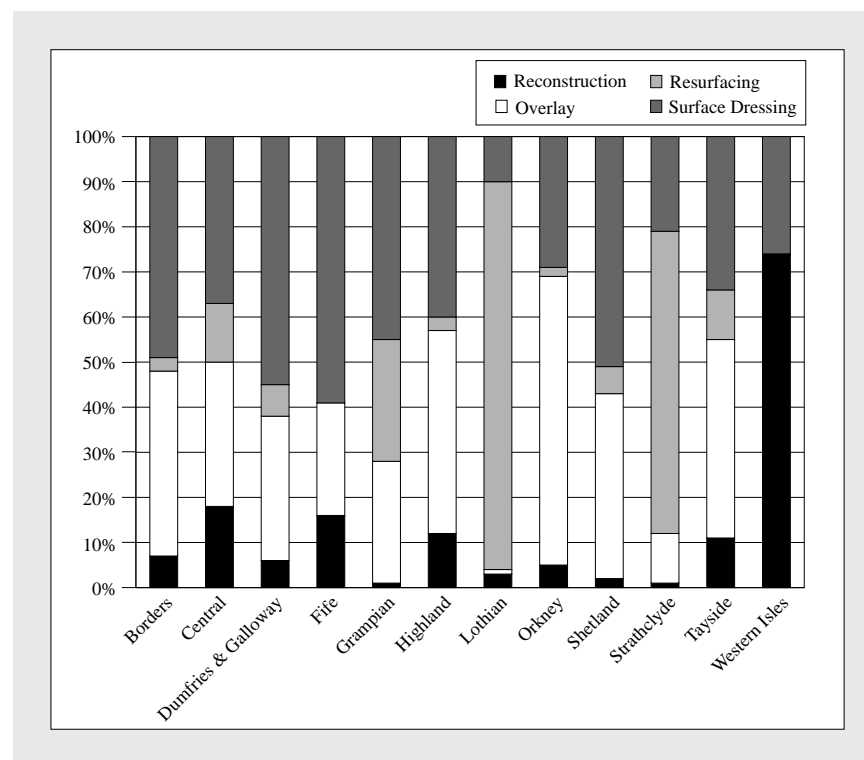
Resurfacing: Total spending by councils on resurfacing was just over £28.1 million. Two councils did not carry out any resurfacing. In the 10 remaining councils, spending on resurfacing as a percentage of surface expenditure varied widely, with 5 of the 10 councils spending under 10%, while one council, Lothian, spent 86%.

Surface Dressing: Total spending on surface dressing was over £22.2 million. Spending on surface dressing as a percentage of spending on surfacing also varied widely - from 10% to 59%.

REPAIRS RESPONSE

(3)   Traffic Light Failure:-

- the target time set by the council for completing repairs; and

- the percentage of repairs which were completed within the target time.

What the indicator reports:

Councils are free to determine how many categories of traffic light repair are appropriate, and the standard (i.e. the response time) for each one. While councils may use the same name for a repair category (e.g. 'urgent', 'emergency'), the definition may vary from council to council. There is variation between councils in both the number of categories used and the target times set.

The failure of traffic lights may be notified by users, the council's own staff, or other persons (e.g. the police).

The indicator reports the extent to which the council met its own target or targets for the time taken to complete repairs. The actual repair work may be carried out by a private contractor.

Points to bear in mind:

Councils' targets for repair times may be expressed in working hours, and so may exclude weekends and night time (e.g. a target of '24 hours' may comprise three 8-hour working days). This means, for example, that if it is expected that a non-urgent repair should be completed in '12 hours', the council may expect that this will require work over two days, rather than 12 hours in a single day.

The indicator does not include the time between the first notification to the council of a fault and the council then asking a contractor to carry out the repair. It reports only the time from when the contractor was asked to undertake the repair to the time when the repair was completed.

Commentary:

Orkney did not have any traffic lights. The other eleven councils carried out 11,918 {13,057} traffic light repairs.

Six councils had only one target time for traffic light repairs. The target times in these councils varied widely, from 3 hours to 48 hours. In each of these councils, at least six in every ten repairs were completed within target (Table 3a).

Four councils had two targets, and one council had three targets. Table 3b breaks down the targets and percentage of repairs completed in each target. No comparative performance information for 1993/94 is available because the targets used by councils changed between 1993/94 and 1994/95.

Table 3a: Traffic Light Failure And Repair – Councils With A Single Target

Council	Target Time to Complete Repairs (Hours)	Proportion of Repairs Completed Within Target 1994/95 (%)	Total Number of Repairs Completed
Borders	24	**68.8**	16
Central	4	**87.5**	83
Grampian	48	**69.5**	302
Highland	3	**99.1**	529
Lothian	30	**99.5**	1,181
Shetland	24	**85.7**	28
Total			2,139

Table 3b: Traffic Light Failure And Repair – Councils With Two Or More Targets

Council	Target 1 Target Time to Complete Repairs (Hours)	Target 1 Proportion of Repairs Completed Within Target (%)	Target 2 Target Time to Complete Repairs (Hours)	Target 2 Proportion of Repairs Completed Within Target (%)	Target 3 Target Time to Complete Repairs (Hours)	Target 3 Proportion of Repairs Completed Within Target (%)	Total Number of Repairs Completed
Dumfries & Galloway	6	**87.6**	30	**84.6**			102
Fife	24	**60.4**	96	**90.5**	96	**84.0**	212
Strathclyde	6	**86.0**	20	**90.0**			9,271
Tayside	84	**100.0**	84	**100.0**			192
Western Isles	2	**100.0**	24	**100.0**			2
Total							9,779

REPAIRS RESPONSE

(4)   Street Light Failure:-

- the target time set by the council for completing repairs; and

- the percentage of repairs which were completed within the target time.

What the indicator reports:

Councils are free to determine how many categories of street light repair are appropriate, and the standard (i.e. the response time) for each one. While different councils may use the same name for a repair category (e.g. 'urgent', 'emergency'), its definition may vary from council to council. Between councils, there is a variation in both the number of categories used and the target times set.

The failure of street lights may be notified by users, the council's own staff, or other persons (e.g. the police).

The indicator reports the effectiveness of the council in meeting its own target or targets for the time to complete repairs.

Points to bear in mind:

The indicator does not include the time between the first notification to the council of a fault and the council then asking a contractor to carry out the repair. It measures only the time from when the contractor was asked to undertake the repair to the time when the repair was completed.

Commentary:

Nationally, 279,017 {257,793} street light repairs were carried out.

Seven of the councils had only one target for street light repairs. The targets for these councils ranged from four days to 14 days, although in only one council was the target more than a week. In these seven councils, at least seven out of every ten repairs were completed within target (Table 4a).

Of the remaining five councils, two had two targets, one had three targets and two had four targets (Table 4b).

No comparative performance information for 1993/94 is available because the targets used by councils changed between 1993/94 and 1994/95.

Table 4a: Street Light Failure – Councils With A Single Target

Council	Target Time to Complete Repairs (Days)	Proportion of Repairs Completed Within Target 1994/95 (%)	Total Number of Repairs Completed
Borders	14	**99.2**	5,828
Central	5	**88.5**	14,869
Fife	7	**73.6**	15,249
Grampian	5	**89.2**	23,035
Highland	5	**95.2**	12,387
Lothian	4	**77.7**	22,652
Strathclyde	6	**94.3**	153,433
Total			247,453

Table 4b: Street Light Failure – Councils With Two Or More Targets

Council	Target 1		Target 2		Target 3		Target 4		Total Number of Repairs Completed
	Target Time to Complete Repairs (Hours)	Proportion of Repairs Completed Within Target (%)	Target Time to Complete Repairs (Days)	Proportion of Repairs Completed Within Target (%)	Target Time to to Complete Repairs (Days)	Proportion of Repairs Completed Within Target (%)	Target Time to to Complete Repairs (Days)	Proportion of Repairs Completed Within Target (%)	
Dumfries & Galloway	1	76.4	10	98.0					6,643
Orkney	7	97.0	28	(4)					512
Shetland	1	94.0	3	75.0	14	95.0	28	100.0	200
Tayside	5	96.8	6	99.4	9	92.0	10	98.6	24,137
Western Isles	0.25	0.0	1	77.0	4	84.0			72
Total									31,564

(4) The service was available but was not needed during the year.

ROADS AND LIGHTING

(5)   The average time between a claim and the payment for claims settled for:-

- pedestrian claims; and

- vehicular claims.

What the indicator reports:

The indicator reports how quickly the two types of claims were processed.

Points to bear in mind:

When a person makes a claim for injury or damage suffered on the council's roads or footways, several different groups of council staff including those dealing with financial and legal services as well as roads, may be involved in processing the claim.

The time taken to process a claim may be affected by:-

● non-council organisations (e.g. insurance companies, loss adjusters or brokers);

● the requirement for medical reports in the case of some personal injuries; and

● legal action by a claimant who has contested a proposed payment.

However, in as much as they impact on the councils' procedures, it is the responsibility of the council to ensure that there is as little unproductive time as possible in dealing with these issues.

Commentary:

Pedestrian Claims: There were no claims in either Orkney or Shetland. The remaining ten councils settled 1,187 {1,115} pedestrian claims in the year (Table 5). The average time taken to settle pedestrian claims in nine of the councils varied - from 23 weeks to 52 weeks. In the tenth council, Strathclyde, the average time was 97 weeks (Figure 5a).

Table 5: Pedestrian And Vehicular Claims

Council	Number of Pedestrian Claims		Number of Vehicular Claims	
	1994/95	1993/94	1994/95	1993/94
Borders	7	3	33	27
Central	82	83	96	33
Dumfries & Galloway	19	9	36	13
Fife	85	196	61	135
Grampian	74	26	115	88
Highland	8	34	44	91
Lothian	151	80	181	61
Orkney	0	0	14	1
Shetland	0	1	17	4
Strathclyde	745	652	765	275
Tayside	14	29	50	168
Western Isles	2	2	1	1
	1,187	1,115	**1,413**	897

Figure 5a: Average Time For Pedestrian Claims

*There were no pedestrian claims in Orkney and Shetland.
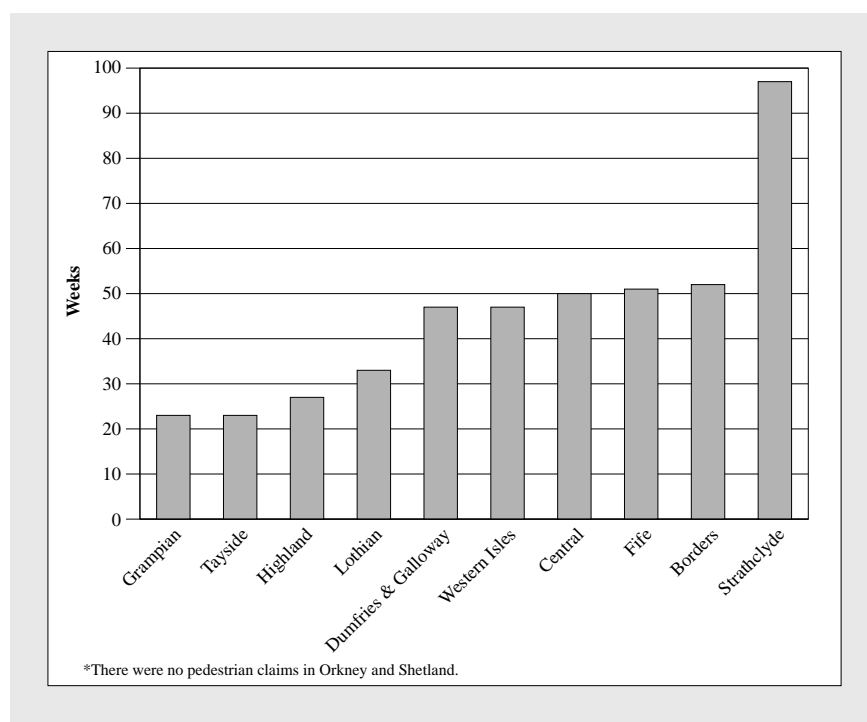
Vehicular claims: Councils settled a total of 1,413 {897} vehicular claims (Table 5). The average time taken to settle such claims varied from 16 weeks to 44 weeks (Figure 5b). Six of the 12 councils settled claims in an average time of 23 weeks or less.

Figure 5b: Average Time For Vehicular Claims
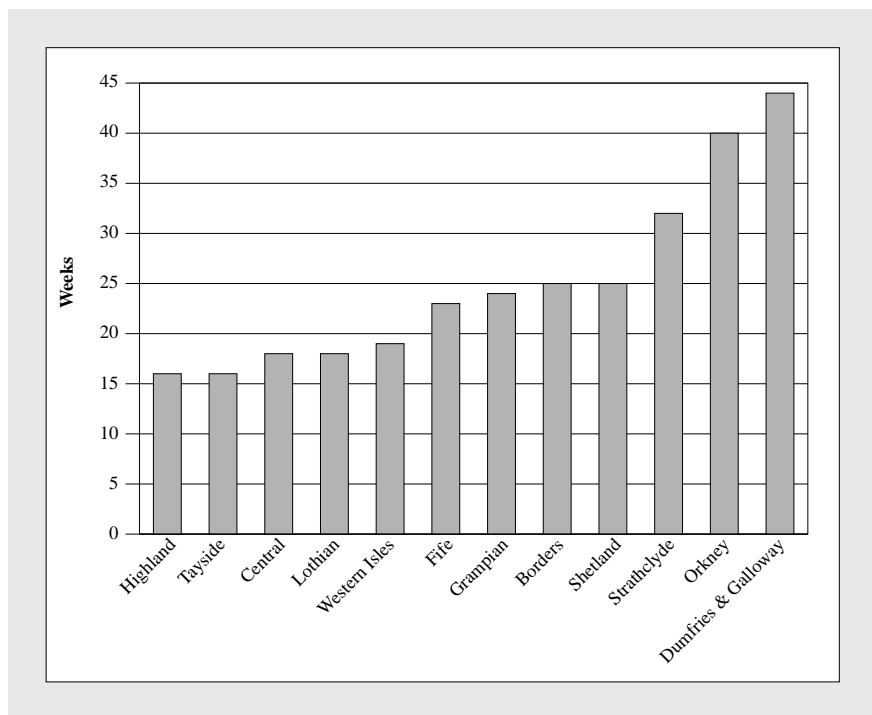
SOCIAL WORK

In 1994/95, Social Work services were provided by 12 authorities - the nine mainland regional councils and the three islands councils.

(1)   Information on three key aspects of identifying and meeting the needs of individuals, for the seven main groups of adult users of community care services:-

- elderly people

- people with dementia

- people with mental illness

- people with learning difficulties

- people with physical disabilities

- people with HIV or AIDS

- people with drug or alcohol abuse problems.

What the indicator reports:

Assessment and review are the key activities in social work. Their purpose is to identify the need, if any, that a person has for social care. The council is responsible for ensuring that assessments are carried out. Assessments are usually undertaken by social workers or other social work department staff such as occupational therapists, but they may also be carried out, wholly or in part, by the staff of other care agencies.

The three types of information reported are:-

● the number of assessments and reviews carried out (Column 1, Tables 1a-1m). This reports the workload of councils as measured by the number of assessments and reviews they carried out.

● the number of people who received a 'standard' assessment or review - that is, a more intensive or wide-ranging assessment, or one likely to have greater service provision resource implications. In contrast to Column 1, Column 2 (Tables 1a-1m) reports information on people, not events.

● the number of people who received a service. Where a person has been found to have need for a service or services following an assessment or a review, the council attempts to provide the services identified. Column 3 (Tables 1a-1m) reports the number of persons who received at least part of the service(s) agreed.

SOCIAL WORK

Table 1a: Community Care Assessment/Review And Service Provision

Scotland Total	Number of Assessments and Reviews	Number of People Receiving Standard Assessments	Persons Receiving Services
Elderly People	141,903	73,025	118,790
People with Dementia	20,366	12,866	17,544
People with Mental Health Problems	14,438	8,091	9,225
People with Learning Disabilities	12,380	8,434	13,940
People with Physical Disabilities	63,224	24,764	45,767
People with HIV/AIDS	391	116	217
People with Drug/Alcohol Abuse Problems	4,560	2,337	2,727
Total	257,262	129,633	208,210

*Grampian and Strathclyde did not provide the required information on people with HIV/AIDS.

Table 1b: Community Care Assessment/Review And Service Provision

Borders	Number of Assessments and Reviews	Number of People Receiving Standard Assessments	Persons Receiving Services
Elderly People	2,261	238	2,157
People with Dementia	65	26	65
People with Mental Health Problems	101	98	87
People with Learning Disabilities	60	57	55
People with Physical Disabilities	222	214	214
People with HIV/AIDS	8	8	5
People with Drug/Alcohol Abuse Problems	5	5	5
Total	2,722	646	2,588

Table 1c: Community Care Assessment/Review And Service Provision

Central	Number of Assessments and Reviews	Number of People Receiving Standard Assessments	Persons Receiving Services
Elderly People	6,922	660	5,575
People with Dementia	715	171	497
People with Mental Health Problems	731	176	636
People with Learning Disabilities	314	69	627
People with Physical Disabilities	8,500	978	6,526
People with HIV/AIDS	2	1	2
People with Drug/Alcohol Abuse Problems	158	28	115
Total	17,342	2,083	13,978

Table 1d: Community Care Assessment/Review And Service Provision

Dumfries & Galloway	Number of Assessments and Reviews	Number of People Receiving Standard Assessments	Persons Receiving Services
Elderly People	3,423	2,366	1,519
People with Dementia	100	55	43
People with Mental Health Problems	421	208	149
People with Learning Disabilities	298	288	286
People with Physical Disabilities	4,205	3,026	2,456
People with HIV/AIDS	0	0	0
People with Drug/Alcohol Abuse Problems	22	16	9
Total	8,469	5,959	4,462

Table 1e: Community Care Assessment/Review And Service Provision

Fife	Number of Assessments and Reviews	Number of People Receiving Standard Assessments	Persons Receiving Services
Elderly People	29,844	7,987	22,092
People with Dementia	6,645	3,423	6,964
People with Mental Health Problems	2,791	2,541	1,874
People with Learning Disabilities	2,334	1,864	6,289
People with Physical Disabilities	3,751	1,539	1,570
People with HIV/AIDS	56	47	56
People with Drug/Alcohol Abuse Problems	418	332	309
Total	45,839	17,733	39,154

Table 1f: Community Care Assessment/Review And Service Provision

Grampian	Number of Assessments and Reviews	Number of People Receiving Standard Assessments	Persons Receiving Services
Elderly People	3,608	3,118	4,204
People with Dementia	424	345	516
People with Mental Health Problems	217	186	194
People with Learning Disabilities	315	280	381
People with Physical Disabilities	7,398	6,244	8,964
People with HIV/AIDS	(2)	(2)	(2)
People with Drug/Alcohol Abuse Problems	189	153	146
Total	12,151	10,326	14,405

(2) The council did not provide the required information.

Table 1g: Community Care Assessment/Review And Service Provision

Highland	Number of Assessments and Reviews	Number of People Receiving Standard Assessments	Persons Receiving Services
Elderly People	3,652	1,269	3,031
People with Dementia	249	206	639
People with Mental Health Problems	133	91	77
People with Learning Disabilities	452	409	333
People with Physical Disabilities	1,002	204	818
People with HIV/AIDS	6	0	1
People with Drug/Alcohol Abuse Problems	63	39	44
Total	5,557	2,218	4,943

Table 1h: Community Care Assessment/Review And Service Provision

Lothian	Number of Assessments and Reviews	Number of People Receiving Standard Assessments	Persons Receiving Services
Elderly People	11,275	3,843	22,555
People with Dementia	1,636	563	1,582
People with Mental Health Problems	3,183	464	1,265
People with Learning Disabilities	1,167	500	1,222
People with Physical Disabilities	16,296	4,619	11,982
People with HIV/AIDS	195	39	97
People with Drug/Alcohol Abuse Problems	1,399	154	428
Total	35,151	10,182	39,131

Table 1i: Community Care Assessment/Review And Service Provision

Strathclyde	Number of Assessments and Reviews	Number of People Receiving Standard Assessments	Persons Receiving Services
Elderly People	63,503	50,347	46,861
People with Dementia	9,564	7,583	6,773
People with Mental Health Problems	5,041	3,997	3,716
People with Learning Disabilities	5,727	4,541	4,129
People with Physical Disabilities	8,990	7,127	6,510
People with HIV/AIDS	(2)	(2)	(2)
People with Drug/Alcohol Abuse Problems	1,904	1,510	1,429
Total	94,729	75,105	69,418

(2) The council did not provide the required information.

Table 1k: Community Care Assessment/Review And Service Provision

Orkney	Number of Assessments and Reviews	Number of People Receiving Standard Assessments	Persons Receiving Services
Elderly People	101	101	101
People with Dementia	6	6	6
People with Mental Health Problems	21	21	21
People with Learning Disabilities	5	5	5
People with Physical Disabilities	38	38	38
People with HIV/AIDS	0	0	0
People with Drug/Alcohol Abuse Problems	0	0	0
Total	171	171	171

Table 1j: Community Care Assessment/Review And Service Provision

Tayside	Number of Assessments and Reviews	Number of People Receiving Standard Assessments	Persons Receiving Services
Elderly People	14,227	2,689	8,807
People with Dementia	876	443	379
People with Mental Health Problems	1,689	246	1,108
People with Learning Disabilities	1,598	396	539
People with Physical Disabilities	12,438	624	6,424
People with HIV/AIDS	128	25	60
People with Drug/Alcohol Abuse Problems	388	91	216
Total	31,344	4,514	17,533

Table 1l: Community Care Assessment/Review And Service Provision

Shetland	Number of Assessments and Reviews	Number of People Receiving Standard Assessments	Persons Receiving Services
Elderly People	1,215	96	809
People with Dementia	20	3	11
People with Mental Health Problems	13	8	9
People with Learning Disabilities	24	3	17
People with Physical Disabilities	182	12	118
People with HIV/AIDS	0	0	0
People with Drug/Alcohol Abuse Problems	3	1	3
Total	1,457	123	967

Table 1m: Community Care Assessment/Review And Service Provision

Western Isles	Number of Assessments and Reviews	Number of People Receiving Standard Assessments	Persons Receiving Services
Elderly People	1,872	311	1,079
People with Dementia	66	42	69
People with Mental Health Problems	97	55	89
People with Learning Disabilities	86	22	57
People with Physical Disabilities	202	139	147
People with HIV/AIDS	0	0	0
People with Drug/Alcohol Abuse Problems	11	8	23
Total	**2,334**	**577**	**1,464**

Points to bear in mind:

The information in Columns 1 - 2 is provided to show the scale of the task facing each council, and so it is contextual rather than performance information. For this reason, the information should not be used to make direct comparisons between councils.

Column 1: The number of assessments and reviews carried out.

This will be affected by:-

● the particular patterns of need for social care in the council's area; and

● the number of requests for assessment received ('referrals').

The indicator should not be affected by the resources available to meet those needs. Central government guidance requires that all the needs for each person should be considered, even if the council does not have enough resources to provide a service to meet some or all of these needs.

Column 2: The number of people receiving a standard assessment or review.

This will be affected by similar factors to those at Column 1.

Column 3: The number of people who received a service.

The council may not always be able to provide the service because:

● the user has expressed a preference for a particular service and there is a waiting time for that service; or

● there is a delay in providing the service because of a lack of resources. This may mean that no service will be available, or that there may be a waiting time.

The provision of a service or services to a person is reported at Column 3 only when it is actually delivered. As a result, there will be some people who have been assessed as needing a service who had not yet received it at the end of the reporting period (31 March).

Commentary:

Across Scotland, a total of 257,262 assessments and reviews were carried out by councils (Table 1a).

129,633 people received standard assessments or reviews.

208,210 people {121,259} received at least part of the service they needed. In comparison to 1993/94, this is a major increase, largely explained by the fact that many people, particularly elderly people, who receive a service in one year continue to receive services in succeeding years.

Elderly people were the most numerous of the seven groups of adults who were assessed for community care, followed by people with physical disabilities and then people with dementia (though councils had some difficulties in identifying how many people had dementia).

The same order of client groups also applied in terms of the number of people who received community care services.

The information for each council is reported in Tables 1b to 1m.

No comparative information for 1993/94 is available because the indicator in 1994/95 differed from the indicator used in 1993/94.

Spending On Clients

(2)   Spending on each of the following user groups:-

- elderly people

- people with dementia

- people with mental illness

- people with learning difficulties

- people with physical disabilities

- children

- offenders

- people with HIV or AIDS

- people with drug or alcohol abuse problems

- other users.

What the indicator reports:

The indicator reports how expenditure is distributed across all the user groups receiving social work services.

For each of the ten user groups, it sets out: -

● the actual value of a council's spending on each group; and

● the spending on each group as a percentage of the council's total spending on all users.

The indicator therefore provides a broad measure of the priority attached by each council to the different user groups which it serves.

Points to bear in mind:

The indicator will be affected by:-

● the statutory duties of councils to provide certain services for certain users (for example different types of child protection, supervision of offenders, and care of people with mental illness). In these cases, the council has less discretion; and

● patterns of need within and between user groups.

Some councils have had difficulty in identifying the user group to which each user belongs and, therefore, have had difficulty in reporting the amount spent on each user group - in particular, spending on people with dementia. As a result, some spending on one user group may be reported as part of the spending on another group - for example, the cost of a service for someone with dementia may instead be recorded as spending on services for elderly people.

The services involved may not have been directly provided by the council. Councils may arrange that certain services are provided by voluntary and private sector organisations.

Commentary:

A total of over £1,032 million {£861 million} was spent on social work services (Table 2a). Of this total, 46% {45%} was spent on elderly people, 22% {24%} was spent on children, and 12% {12%} on people with learning difficulties (Figure 2). Spending on the ten user groups is discussed below. The groups are discussed in descending order of spend (see Tables 2b - 2m).

Elderly people: A total of over £457 million {£387 million} was spent on elderly people. Spending by individual councils on this group as a percentage of the total that each spent on all user groups, ranged from 37% to 68% {33% to 69%}.

Children: Councils spent over £214 million {£204.5 million}, with the percentage ranging from 9% to 29% {5% to 31%}.

People with learning difficulties: Councils spent almost £115 million {£101 million}, with the percentage ranging from 7% to 19% {7% to 20%}.

People with physical disabilities: Councils spent almost £72 million {£61 million}, with the percentage ranging from 4% to 14% {2.5% to 13.0%}.

Offenders: Councils spent almost £36.6 million {£33.5 million}, with the percentage ranging from 1% to 6% {1% to 5%}.

People with dementia: Councils spent £19 million {£23 million}, with the percentage ranging from 1% to 14% {1% to 16%}.

Other adults: Councils spent £26 million {£21.5 million}. The percentage ranged from nil to 7% {nil to 17%}.

People with mental illness: Councils spent over £23 million {£18.9 million}, with the percentage ranging from 2% to 5% {1% to 4%}.

People with drug or alcohol abuse problems: One council reported nil spending. The remaining 11 councils spent £11.6 million {£9.1 million}, with the percentage ranging from 0.1% to almost 2% {0.2% to 2%}.

People with HIV or AIDS: Councils spent over £2 million {£1.5 million}. In 10 of the 12 councils, the percentage ranged from nil to 1% {nil to 0.9%}. Five councils reported nil spending on services for this user group. One council did not report the information. Spending by the six councils which reported this was less than 1%.

Table 2a: Spending On User Groups

Scotland	Actual Spending 1994/95 (£)	% of Total Spending 1994/95	% of Total Spending 1993/94
Elderly People	481,975,887	**46.7**	45.0
People with Dementia	21,288,450	**2.1**	2.7
People with Mental Health Problems	29,716,797	**2.9**	2.2
People with Learning Disabilities	121,762,151	**11.8**	11.7
People with Physical Disabilities	74,946,278	**7.3**	7.1
Children	223,041,210	**21.6**	23.8
Offenders	38,223,588	**3.7**	3.9
HIV/AIDS	2,204,246	**0.2**	0.2
People with Drug/Alcohol Abuse Problems	11,777,366	**1.1**	1.1
Other	27,442,115	**2.7**	2.5
Total	1,032,378,088	**100.0**	100.0

Figure 2: The % Spent On Each User Group In Scotland

Table 2b: Spending On User Groups

Borders	Actual Spending 1994/95 (£)	% of Total Spending 1994/95	% of Total Spending 1993/94
Elderly People	10,424,000	**50.0**	51.5
People with Dementia	871,000	**4.1**	0.9
People with Mental Health Problems	729,000	**3.5**	3.1
People with Learning Disabilities	2,422,000	**11.6**	13.2
People with Physical Disabilities	1,532,000	**7.3**	6.3
Children	3,038,000	**14.6**	16.1
Offenders	597,000	**2.9**	2.9
HIV/AIDS	0	**0.0**	0.0
People with Drug/Alcohol Abuse Problems	81,000	**0.4**	0.3
Other	1,163,000	**5.6**	5.7
Total	20,857,000	**100.0**	100.0

Table 2d: Spending On User Groups

Dumfries & Galloway	Actual Spending 1994/95 (£)	% of Total Spending 1994/95	% of Total Spending 1993/94
Elderly People	14,123,000	**48.4**	32.7
People with Dementia	1,397,000	**4.8**	16.1
People with Mental Health Problems	602,000	**2.1**	2.1
People with Learning Disabilities	4,394,000	**15.1**	15.6
People with Physical Disabilities	1,549,000	**5.3**	3.8
Children	5,794,000	**19.9**	23.0
Offenders	1,025,000	**3.5**	4.1
HIV/AIDS	0	**0.0**	(2)
People with Drug/Alcohol Abuse Problems	67,000	**0.2**	0.2
Other	215,000	**0.7**	2.4
Total	29,166,000	**100.0**	100.0

(2) The council did not provide the required information.

Table 2c: Spending On User Groups

Central	Actual Spending 1994/95 (£)	% of Total Spending 1994/95	% of Total Spending 1993/94
Elderly People	28,523,773	**49.0**	45.7
People with Dementia	986,874	**1.7**	1.5
People with Mental Health Problems	1,810,805	**3.1**	1.0
People with Learning Disabilities	4,572,288	**7.8**	8.7
People with Physical Disabilities	3,763,697	**6.5**	7.7
Children	14,184,622	**24.3**	27.6
Offenders	2,609,152	**4.5**	4.9
HIV/AIDS	0	**0.0**	0.0
People with Drug/Alcohol Abuse Problems	173,092	**0.3**	0.3
Other	1,643,566	**2.8**	2.6
Total	58,267,869	**100.0**	100.0

Table 2e: Spending On User Groups

Fife	Actual Spending 1994/95 (£)	% of Total Spending 1994/95	% of Total Spending 1993/94
Elderly People	26,725,013	**38.6**	36.4
People with Dementia	9,553,974	**13.8**	13.9
People with Mental Health Problems	1,879,225	**2.7**	2.7
People with Learning Disabilities	10,051,899	**14.5**	15.7
People with Physical Disabilities	4,675,437	**6.8**	7.8
Children	10,211,460	**14.8**	15.8
Offenders	2,700,987	**3.9**	3.9
HIV/AIDS	79,536	**0.1**	0.1
People with Drug/Alcohol Abuse Problems	152,050	**0.2**	0.2
Other	3,201,483	**4.6**	3.5
Total	69,231,064	**100.0**	100.0

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Table 2f: Spending On User Groups

Grampian	Actual Spending 1994/95 (£)	% of Total Spending 1994/95	% of Total Spending 1993/94
Elderly People	45,258,818	**44.3**	42.2
People with Dementia	775,609	**0.8**	0.6
People with Mental Health Problems	3,326,800	**3.3**	2.2
People with Learning Disabilities	19,680,244	**19.3**	19.5
People with Physical Disabilities	6,832,308	**6.7**	7.0
Children	18,653,031	**18.3**	21.3
Offenders	3,989,263	**3.9**	4.2
HIV/AIDS	55,991	**0.1**	0.1
People with Drug/Alcohol Abuse Problems	1,154,423	**1.1**	0.2
Other	2,303,910	**2.2**	2.7
Total	102,030,397	**100.0**	100.0

Table 2h: Spending On User Groups

Lothian	Actual Spending 1994/95 (£)	% of Total Spending 1994/95	% of Total Spending 1993/94
Elderly People	59,847,903	**36.9**	34.9
People with Dementia	4,197,712	**2.6**	4.6
People with Mental Health Problems	6,267,588	**3.9**	3.3
People with Learning Disabilities	18,272,370	**11.3**	10.8
People with Physical Disabilities	16,531,262	**10.2**	9.8
Children	47,578,716	**29.4**	30.7
Offenders	5,437,316	**3.3**	3.9
HIV/AIDS	1,597,902	**1.0**	0.9
People with Drug/Alcohol Abuse Problems	1,276,052	**0.8**	0.6
Other	1,026,105	**0.6**	0.5
Total	162,032,926	**100.0**	100.0

Table 2g: Spending On User Groups

Highland	Actual Spending 1994/95 (£)	% of Total Spending 1994/95	% of Total Spending 1993/94
Elderly People	21,217,025	**55.7**	56.0
People with Dementia	416,493	**1.1**	1.1
People with Mental Health Problems	742,269	**1.9**	1.7
People with Learning Disabilities	4,923,959	**12.9**	13.4
People with Physical Disabilities	2,172,939	**5.7**	4.1
Children	5,848,941	**15.3**	16.2
Offenders	2,085,329	**5.5**	4.9
HIV/AIDS	11,535	**0.0**	0.0
People with Drug/Alcohol Abuse Problems	450,411	**1.2**	1.0
Other	257,547	**0.7**	1.6
Total	38,126,448	**100.0**	100.0

Table 2i: Spending On User Groups

Orkney	Actual Spending 1994/95 (£)	% of Total Spending 1994/95	% of Total Spending 1993/94
Elderly People	2,769,000	**46.0**	47.4
People with Dementia	80,000	**1.0**	0.8
People with Mental Health Problems	297,000	**5.0**	3.6
People with Learning Disabilities	436,000	**7.0**	9.1
People with Physical Disabilities	818,000	**14.0**	13.0
Children	993,000	**17.0**	17.6
Offenders	212,000	**3.0**	1.6
HIV/AIDS	5,000	**0.0**	0.1
People with Drug/Alcohol Abuse Problems	28,000	**0.0**	0.3
Other	413,000	**7.0**	6.5
Total	6,051,000	**100.0**	100.0

Table 2j: Spending On User Groups

Shetland	Actual Spending 1994/95 (£)	% of Total Spending 1994/95	% of Total Spending 1993/94
Elderly People	4,415,675	**63.1**	51.7
People with Dementia	(2)	**(2)**	(2)
People with Mental Health Problems	202,532	**2.9**	2.8
People with Learning Disabilities	511,994	**7.3**	7.4
People with Physical Disabilities	244,571	**3.5**	2.5
Children	1,522,878	**21.7**	16.5
Offenders	97,825	**1.4**	1.6
HIV/AIDS	0	**0.0**	0.0
People with Drug/Alcohol Abuse Problems	6,557	**0.1**	0.5
Other	0	**0.0**	17.1
Total	7,002,032	**100.0**	100.0

(2) The council did not provide the required information.

Table 2l: Spending On User Groups

Tayside	Actual Spending 1994/95 (£)	% of Total Spending 1994/95	% of Total Spending 1993/94
Elderly People	40,058,775	**46.2**	43.8
People with Dementia	2,693,386	**3.1**	3.0
People with Mental Health Problems	1,782,154	**2.1**	2.0
People with Learning Disabilities	8,774,435	**10.1**	9.3
People with Physical Disabilities	6,529,665	**7.5**	8.2
Children	21,336,923	**24.6**	26.8
Offenders	2,543,836	**2.9**	3.2
HIV/AIDS	454,284	**0.5**	0.3
People with Drug/Alcohol Abuse Problems	266,116	**0.3**	0.7
Other	2,343,480	**2.7**	2.7
Total	86,783,054	**100.0**	100.0

Table 2k: Spending On User Groups

Strathclyde	Actual Spending 1994/95 (£)	% of Total Spending 1994/95	% of Total Spending 1993/94
Elderly People	221,452,505	**50.1**	50.0
People with Dementia	(2)	**(2)**	(2)
People with Mental Health Problems	11,762,824	**2.7**	1.9
People with Learning Disabilities	46,811,462	**10.6**	10.5
People with Physical Disabilities	29,616,499	**6.7**	6.1
Children	92,968,939	**21.0**	23.1
Offenders	16,835,530	**3.8**	3.9
HIV/AIDS	(2)	**(2)**	(2)
People with Drug/Alcohol Abuse Problems	8,122,665	**1.8**	1.8
Other	14,875,024	**3.3**	2.7
Total	442,445,448	**100.0**	100.0

(2) The council did not provide the required information.

Table 2m: Spending On User Groups

Western Isles	Actual Spending 1994/95 (£)	% of Total Spending 1994/95	% of Total Spending 1993/94
Elderly People	7,160,400	**68.0**	68.8
People with Dementia	316,400	**3.0**	4.8
People with Mental Health Problems	314,600	**3.0**	1.9
People with Learning Disabilities	911,500	**9.0**	9.5
People with Physical Disabilities	680,900	**7.0**	9.0
Children	910,700	**9.0**	4.9
Offenders	90,350	**1.0**	1.1
HIV/AIDS	0	**0.0**	0.0
People with Drug/Alcohol Abuse Problems	0	**0.0**	(2)
Other	0	**0.0**	0.0
Total	10,384,850	**100.0**	100.0

(2) The council did not provide the required information.

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CHILD PROTECTION

(3)   Information on the following aspects of child protection:-

- the total number of children referred

- the total number of children on the child protection register at the end of the year

- the total number of children who appeared on the child protection register over the 12 months

- the average time that children's names appeared on the child protection register.

What the indicator reports:

Child protection is an important responsibility for councils. It involves keeping a record (the 'child protection register') of children who are known to have been abused, or are suspected of being at risk of abuse. Abuse may involve physical or sexual abuse, or neglect.

A referral is where the council is notified of the possible or suspected abuse of a child, so that it can investigate the circumstances.

Points to bear in mind:

The indicator will be affected by: -

● the number of referrals received;

● the level of awareness (e.g. by social work staff, teachers, relatives, neighbours) of child abuse and its identification; and

● protection and registration procedures. The criteria for registration and de-registration are largely but not wholly standardised across Scotland, and professional practice may vary between councils.

Not all referrals will result in a child's name being added to the register.

It is recognised by councils as good practice that a child's name should not remain on the child protection register any longer than is necessary.

The first three parts of the indicator provide information on the scale of the child protection work undertaken by each council. Since this information is contextual, it should not be used to make direct comparisons between councils.

Commentary:

A total of 7,104 children {6,786} were referred across Scotland (Table 3).

The total number of children on councils' child protection registers at 31 March 1995 was 2,617 {2,650}.

4,662 children {4,933} had been on a child protection register in the 12 months to 31 March 1995.

The average time that a child spent on a register varied from 27 to 99 weeks. In six {4} councils, the average time was a year or less.

Table 3: Children Referred And Placed On The Register

Council	Number of Children Referred 1994/95	1993/94	Number of Children on the Register at March 31 1994/95	1993/94	Number of Children on the Register in the 12 months to March 31 1994/95	1993/94	Average Time on the Register (Weeks) 1994/95	1993/94
Borders	**101**	185	**16**	23	**46**	64	**32**	29
Central	**676**	892	**202**	212	**364**	413	**60**	68
Dumfries & Galloway	**370**	191	**65**	86	**144**	158	**54**	64
Fife	**342**	316	**57**	68	**150**	237	**34**	31
Grampian	**858**	599	**281**	291	**524**	563	**66**	65
Highland	**482**	194	**159**	118	**181**	193	**59**	67
Lothian	**807**	737	**829**	744	**1,258**	1,126	**99**	89
Orkney	**20**	19	**10**	7	**18**	13	**43**	52
Shetland	**49**	39	**15**	15	**20**	24	**27**	69
Strathclyde	**2,649**	2,621	**782**	785	**1,510**	1,666	**50**	30
Tayside	**719**	888	**188**	274	**443**	449	**51**	54
Western Isles	**31**	105	**5**	27	**12**	27	**76**	104
Total	**7,104**	6,786	**2,617**	2,650	**4,662**	4,933		

CHILD CARE PLACEMENTS

(4)   The number of children supervised or cared for

- at home

- in other community placements

- in residential accommodation.

What the indicator reports:

This indicator reports the extent to which councils have been able to arrange placements for children at home or in the community, as contrasted with using residential placements.

'At home' means the child is under supervision by the council and living at home with parent(s) or guardian.

'Other community placements' comprise placements with relatives or friends, with foster parents, with prospective adopters, or in private lodgings.

'Residential accommodation' comprises children's homes, secure units, residential schools, special schools, assessment centres, hospitals, hostels and other forms of residential accommodation.

Points to bear in mind:

The factors most likely to affect the placing of children are:-

● the success of the council in supporting parents and guardians of children supervised at home;

● the extent to which councils have been able to identify, develop and support a range of other community placements;

● the types of care needed by the children for whom the council was responsible. Community placements are not always appropriate. Residential care may be more suitable in certain cases, based on an assessment of the best interests of the child;

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● the council's policies - for example, the number of children's homes and other residential places which the council considers it desirable to retain (or to use, where these are not run by the council).

Since the 1970's, councils have generally been successful in finding community placements where appropriate, particularly for younger children. Those remaining in residential care tend to be adolescents and to be more difficult to place in the community.

Commentary:

Across Scotland, 52% of children were at home, 36% were in other community placements and 12% in residential care (Figure 4).

Figure 4: Children In Care
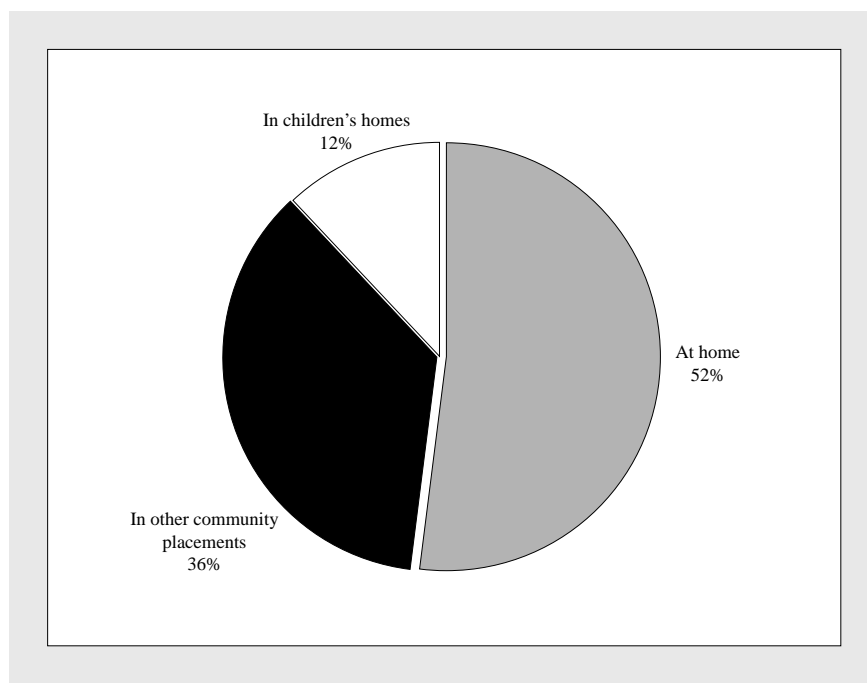
There were 13,640 children {13,087} in care or supervision (Table 4). Of these, the percentage of children either at home or in other community placements ranged from 82% to 94% {65% to 96%}. Nine {6} of the 12 councils arranged placements at home or in other community settings for at least 85% of the children who were in care or supervision.

Table 4: Child Care Placements

	Placements: 1994/95				Placements: 1993/94	
Council	At Home (%)	In Other Community Placements (%)	In Children's Homes (%)	Total Children in Care	Total Children in Care	In Children's Homes (%)
Borders	64	23	13	**172**	52	35.3
Central	41	48	11	**563**	574	13.0
Dumfries & Galloway	35	48	17	**277**	297	18.9
Fife	50	41	9	**431**	431	9.3
Grampian	45	40	15	**1,138**	974	20.4
Highland	63	27	10	**752**	239	9.0
Lothian	48	34	18	**1,704**	1,629	19.4
Orkney	77	17	6	**7,650**	15	20.0
Shetland	34	54	12	**806**	32	13.6
Strathclyde	51	32	17	**30**	7,955	7.0
Tayside	52	35	13	**35**	843	19.0
Western Isles	62	32	6	**82**	46	4.0
Total				**13,640**	13,087	

HOME CARE / HOME HELPS

(5) The percentage and number of home help/home care clients who received the following levels of service:-

- less than 4 hours of care per week

- 4 to 10 hours of care per week

- more than 10 hours of care per week.

What the indicator reports:

This indicator reports the number of people who received home care, grouped in three bands according to the number of hours of care received each week.

Points to bear in mind:

The indicator is affected by the overall level of demand and the particular needs of people who receive the service. Both of these will change over time.

While most who receive the service are elderly, a small minority (just over 10% in most councils) will be under pensionable age, since the service is provided on the basis of need rather than age.

The indicator reports the amount of care provided to people in their own homes, but not the nature of the care. The precise duties carried out may vary between councils.

Some councils may have a policy of providing at least some service to a larger number of people, with the result that each person may receive a smaller number of hours. Other councils may concentrate the service more, giving a greater number of hours to a smaller number of people.

Commentary:

All 12 councils continued to provide a home care service in all three of the bands.

Figure 5 shows how each council distributes weekly home care time.

In total, there were 91,738 home care clients {90,822} (Table 5). Over half of them received less than four hours home care per week.

Table 5 also shows that ten {9} councils had 'less than 4 hours per week' as the main service band. ('Main' means the band used most often by a council.) For the other two councils {3}, '4 - 10 hours per week' was the main service band. The service provided across Scotland in each of the three service bands is described below.

Less than 4 hours per week: In total, 52,388 clients {50,229} received home care for less than four hours per week. This represents 57% {55%} of all home care clients (Figure 5a). The percentage of clients receiving this level of service varied between councils from as few as 24% to 87%.

4 to 10 hours per week: Thirty three per cent {38%} of all clients received 4-10 hours home care per week, a total of 29,919 people. The percentage of clients receiving this level of service ranged from 11% to 48%.

More than 10 hours per week: Over ten hours a week home care was received by 10% {7%} of all home care clients (9,431 clients) The percentage of clients receiving this level of service ranged from 2% to 31%.

Figure 5: The % Of Clients Receiving Home Care In Each Time Band
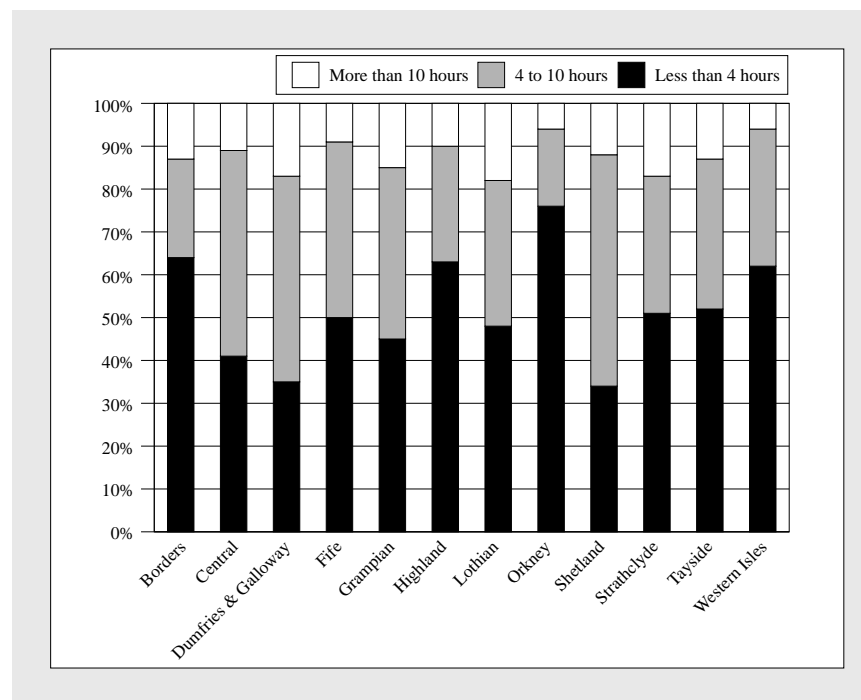
Table 5: Number Of Home Care Clients And Amount Of Service Received

| Council | Less than 4 Hours per Week | | | 4 to 10 Hours per Week | | | More than 10 Hours per Week | | | 1994/95 |
| | 1994/95 | | 1993/94 | 1994/95 | | 1993/94 | 1994/95 | | 1993/94 | |
	Number of Clients	% of Council's Clients	% of Council's Clients	Number of Clients	% of Council's Clients	% of Council's Clients	Number of Clients	% of Council's Clients	% of Council's Clients	Total Clients
Borders	1,243	**65**	66	528	**28**	31	133	**7**	4	1,904
Central	2,805	**59**	59	1,655	**35**	38	280	**6**	3	4,740
Dumfries & Galloway	978	**46**	45	860	**40**	45	294	**14**	11	2,132
Fife	7,108	**74**	77	2,191	**23**	21	267	**3**	2	9,566
Grampian	4,104	**50**	50	3,419	**41**	41	758	**9**	8	8,281
Highland	1,594	**56**	55	1,098	**39**	40	160	**6**	5	2,852
Lothian	8,553	**60**	59	4,671	**33**	35	946	**7**	6	14,170
Orkney	101	**24**	31	193	**45**	50	131	**31**	19	425
Shetland	393	**69**	64	135	**24**	29	44	**8**	7	572
Strathclyde	15,949	**45**	41	13,495	**38**	49	6,019	**17**	10	35,463
Tayside	9,215	**87**	87	1,180	**11**	12	204	**2**	2	10,599
Western Isles	345	**33**	34	494	**48**	51	195	**19**	15	1,034
Total	52,388			29,919			9,431			91,738

SOCIAL WORK

STAFF QUALIFICATION

(6)   The percentage of care staff in residential homes who are qualified, for the following user groups:-

- children

- adult offenders

- elderly people

- other adults.

What the indicator reports:

This indicator reports one aspect of the quality of residential care for the specified user groups.

The extent to which care staff are qualified is only one of a potentially large number of criteria which contribute to the quality of residential care, but it is significant.

'Adult offenders' includes people who being supervised by the council - for example, those on probation and parole.

'Other adults' includes people who have physical disabilities or sensory impairments, people who are recovering from mental illness, and people who have learning difficulties.

Points to bear in mind:

The indicator will be affected by:-

● the policies of councils on recruiting staff who are suitably qualified, and on training existing staff; and

● the availability of suitably qualified staff.

The indicator relates only to staff in residential homes managed by councils. Voluntary and private sector homes are not included.

There may be as many as 12-15 different qualifications which are relevant in caring for each of the user groups.

Commentary:

Two councils continued to provide homes for offenders. All 12 councils ran homes for each of the other three groups of residents - with at least 17% of staff in children's homes qualified, 8% in homes for elderly people, and 7% qualified in homes for 'other adults'.

Table 6: The % And Number Of Qualified Staff In Residential Homes

Council	Children			Adult Offenders			Elderly People			Other Adults		
	Total Number of Staff 1994/95	% Staff Qualified 1994/95	% Staff Qualified 1993/94	Total Number of Staff 1994/95	% Staff Qualified 1994/95	% Staff Qualified 1993/94	Total Number of Staff 1994/95	% Staff Qualified 1994/95	% Staff Qualified 1993/94	Total Number of Staff 1994/95	% Staff Qualified 1994/95	% Staff Qualified 1993/94
Borders	16	**31**	50	(1)	**(1)**	(1)	158	**13**	21	6	**17**	20
Central	82	**45**	42	(1)	**(1)**	(1)	398	**11**	10	26	**23**	19
Dumfries & Galloway	76	**20**	28	(1)	**(1)**	(1)	168	**8**	8	21	**24**	31
Fife	41	**34**	35	(1)	**(1)**	(1)	348	**11**	8	17	**18**	11
Grampian	162	**42**	38	15	**67**	22	640	**13**	13	7	**86**	16
Highland	67	**31**	26	(1)	**(1)**	(1)	318	**21**	18	14	**7**	33
Lothian	416	**23**	19	13	**23**	22	676	**14**	10	138	**17**	19
Orkney	18	**50**	33	(1)	**(1)**	(1)	98	**14**	8	10	**10**	11
Shetland	26	**39**	25	(1)	**(1)**	(1)	79	**28**	17	11	**27**	27
Strathclyde	1,196	**17**	17	(1)	**(1)**	(1)	2,378	**13**	11	387	**16**	16
Tayside	33	**32**	33	(1)	**(1)**	(1)	52	**9**	8	15	**12**	21
Western Isles	3	**33**	33	(1)	**(1)**	(1)	95	**36**	23	19	**47**	44
Total	2,136			28			5,408			671		

(1) The council did not provide this service.

Children: All councils had staff caring for children in residential homes, employing in total 2,136 people {2,119} (Table 6). The percentage of qualified staff ranged from 17% to 50% (Figure 6a). In comparison to 1993/94, the percentage of qualified staff increased in six councils.

Adult offenders: Only two of the 12 councils had staff caring for offenders, employing in total 28 people {50} (Table 6).

Elderly people: All councils had staff caring for elderly people in residential homes, employing in total 5,408 people {6,726} (Table 6). The percentage of staff who were qualified ranged from 8% to 36% (Figure 6b). In comparison to 1993/94, the percentage of qualified staff increased in nine councils.

Figure 6a: The % Of Qualified Care Staff In Residential Homes For Children
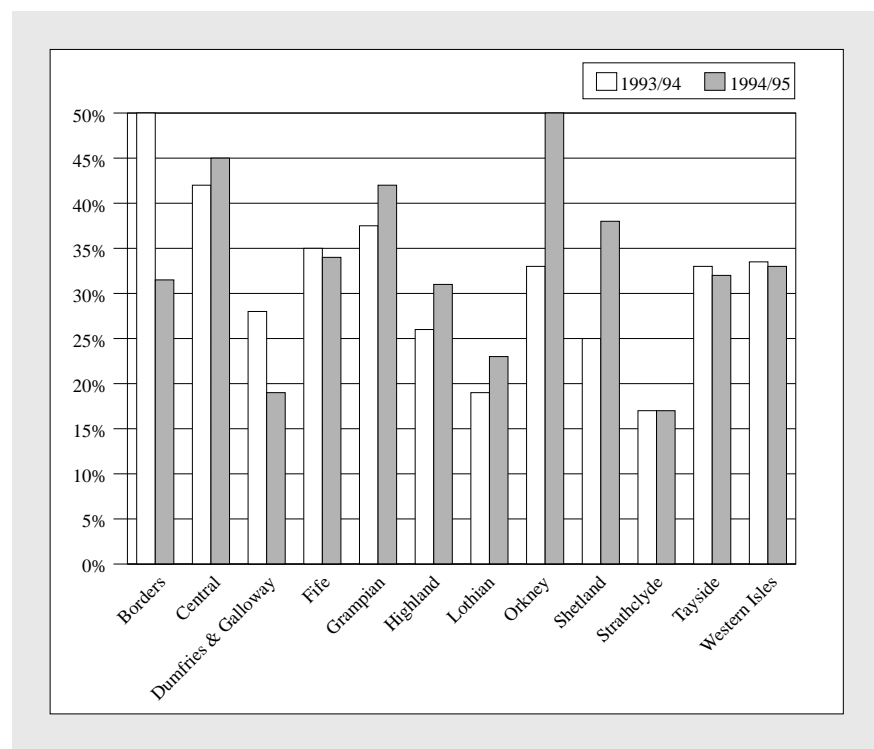
Figure 6b: The % Of Qualified Care Staff In Residential Homes For Elderly People
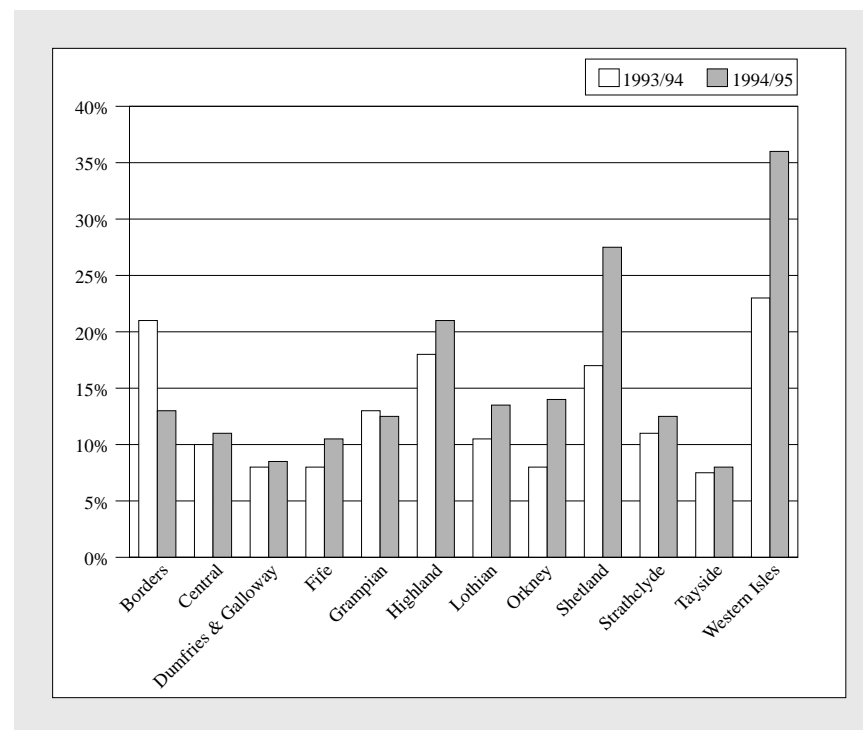
Other adults: Councils had 671 {1,008} staff caring for 'other adults' in residential homes (Table 6). The percentage of staff who were qualified ranged from 7% to 86% (Figure 6c). In comparison to 1993/94, the percentage of qualified staff fell in six councils.

Figure 6c: The % Of Qualified Care Staff In Residential Homes For Other Adults
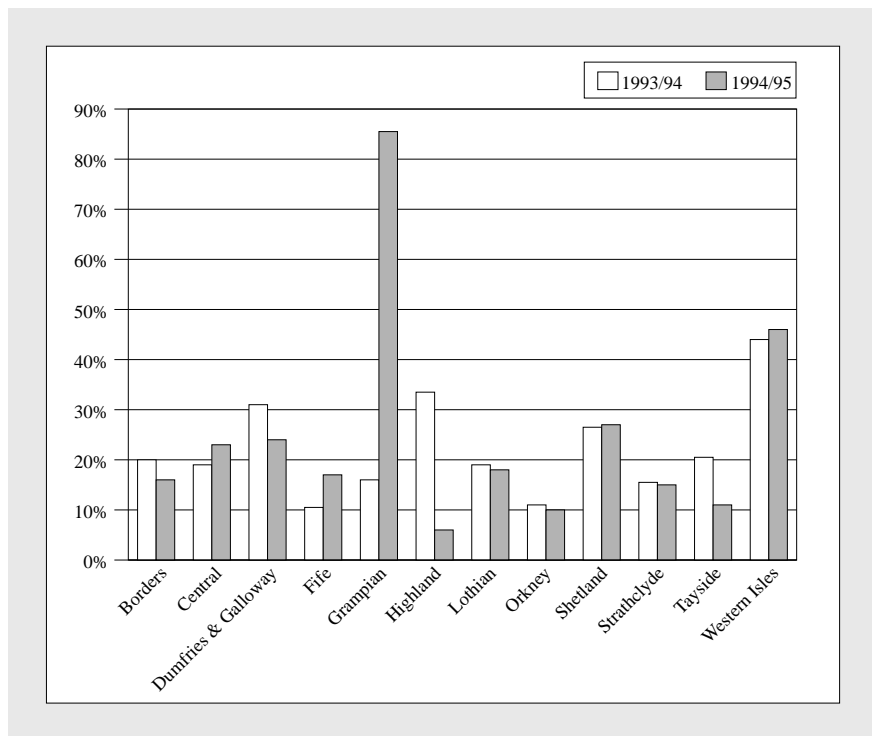
PRIVACY IN RESIDENTIAL ACCOMMODATION

(7)   The proportion of residential care places which are single rooms, provided by councils, the voluntary sector and the private sector, for the following user groups:-

- children

- adult offenders

- elderly people

- other adults.

What the indicator reports:

Research on the preferences of residents in residential establishments shows that privacy is of particular importance. The indicator therefore measures this particular aspect of the quality of the residential care. The information is broken down by each sector.

Points to bear in mind:

The indicator is likely to be affected by : -

● limitations in the resources available to councils and the owners of homes in the voluntary and private sectors to improve homes by increasing the number of single rooms;

● the physical layout of an existing home which may limit the scope for creating single rooms;

● design standards for new homes which encourage greater provision of single rooms; and

● the registration standards established by councils' independent inspection units, which may include a requirement for single rooms.

The indicator is based on the number of bedrooms intended solely for single person use, and excludes rooms which have two or more beds but are used by only one person.

Commentary:

Comparing the three sectors, councils were the main providers of residential care for children and elderly people (Tables 7a - b), and councils were the sole providers of accommodation for offenders. The voluntary sector was the main provider of accommodation for other adults (Table 7c).

Table 7a: Single Rooms In Homes For Children

Council	Total Places 1994/95	Council % of Single Rooms 1994/95	% of Single Rooms 1993/94	Total Places 1994/95	Voluntary Sector % of Single Rooms 1994/95	% of Single Rooms 1993/94	Total Places 1994/95	Private Sector % of Single Rooms 1994/95	% of Single Rooms 1993/94
Borders	8	**50.0**	67.0	(1)	**(1)**	(1)	18	**11.1**	0.0
Central	53	**92.4**	95.0	82	**14.6**	22.0	(1)	**(1)**	(1)
Dumfries & Galloway	34	**62.5**	42.5	(1)	**(1)**	(1)	(1)	**(1)**	(1)
Fife	44	**61.4**	76.5	20	**100.0**	56.3	(1)	**(1)**	(1)
Grampian	121	**27.3**	26.0	134	**30.6**	27.0	(1)	**(1)**	(1)
Highland	49	**100.0**	100.0	(1)	**(1)**	(1)	(1)	**(1)**	(1)
Lothian	245	**77.1**	76.5	51	**72.6**	72.5	31	**32.3**	32.2
Orkney	9	**100.0**	100.0	(1)	**(1)**	(1)	(1)	**(1)**	(1)
Shetland	11	**81.8**	58.0	(1)	**(1)**	(1)	(1)	**(1)**	(1)
Strathclyde	909	**42.1**	42.6	328	**55.8**	43.3	(1)	**(1)**	(1)
Tayside	64	**93.8**	93.0	39	**41.0**	36.1	53	**5.7**	12.5
Western Isles	6	**17.0**	60.0	(1)	**(1)**	(1)	(1)	**(1)**	(1)

(1) Service not provided.

Table 7b: Single Rooms In Homes For Elderly People

Council	Total Places 1994/95	Council % of Single Rooms 1994/95	% of Single Rooms 1993/94	Total Places 1994/95	Voluntary Sector % of Single Rooms 1994/95	% of Single Rooms 1993/94	Total Places 1994/95	Private Sector % of Single Rooms 1994/95	% of Single Rooms 1993/94
Borders	275	**82.5**	91.0	91	**64.8**	70.0	109	**68.8**	82.0
Central	417	**72.7**	57.0	217	**68.7**	59.0	204	**47.5**	37.0
Dumfries & Galloway	279	**92.1**	83.8	44	**97.7**	57.0	188	**66.8**	54.8
Fife	447	**100.0**	100.0	189	**79.9**	77.6	421	**62.0**	71.6
Grampian	978	**74.4**	70.0	620	**67.6**	85.0	225	**57.3**	50.0
Highland	378	**100.0**	100.0	235	**67.0**	76.0	481	**54.0**	70.0
Lothian	1,164	**72.8**	70.8	838	**79.0**	77.7	397	**62.0**	58.4
Orkney	79	**80.0**	89.0	(1)	**(1)**	(1)	34	**41.0**	41.0
Shetland	67	**91.0**	94.0	51	**92.2**	86.0	(1)	**(1)**	(1)
Strathclyde	3,365	**68.1**	63.2	1,494	**53.5**	48.7	1,766	**40.1**	36.5
Tayside	891	**92.8**	75.3	543	**72.6**	66.4	916	**60.6**	53.9
Western Isles	173	**73.0**	75.0	14	**86.0**	86.0	6	**100.0**	67.0

(1) Service not provided.

Table 7c: Single Rooms In Homes For Other Adults

Council	Total Places 1994/95	Council % of Single Rooms 1994/95	% of Single Rooms 1993/94	Total Places 1994/95	Voluntary Sector % of Single Rooms 1994/95	% of Single Rooms 1993/94	Total Places 1994/95	Private Sector % of Single Rooms 1994/95	% of Single Rooms 1993/94
Borders	5	**100.0**	100.0	188	**87.2**	88.0	(1)	**(1)**	(1)
Central	21	**71.4**	100.0	252	**85.7**	87.0	91	**51.6**	43.0
Dumfries & Galloway	19	**100.0**	72.7	814	**80.9**	69.1	12	**16.7**	(1)
Fife	92	**98.9**	99.1	118	**96.6**	95.6	(1)	**(1)**	(1)
Grampian	181	**75.7**	67.0	965	**76.3**	80.0	52	**59.6**	50.0
Highland	30	**87.0**	100.0	327	**87.0**	94.0	96	**49.0**	65.0
Lothian	106	**72.6**	72.4	1,079	**88.8**	87.3	121	**57.9**	56.5
Orkney	11	**100.0**	100.0	(1)	**(1)**	(1)	(1)	**(1)**	(1)
Shetland	15	**20.0**	19.0	(1)	**(1)**	(1)	(1)	**(1)**	(1)
Strathclyde	464	**75.2**	72.1	2,437	**63.6**	57.4	194	**32.5**	37.6
Tayside	160	**93.8**	77.9	343	**86.3**	88.3	118	**22.0**	21.2
Western Isles	14	**100.0**	100.0	7	**100.0**	100.0	(1)	**(1)**	(1)

(1) Service not provided.

Children: All councils ran children's homes, with the percentage of single rooms ranging from 17% to 100% {26% to 100%} (Figure 7a).

There were voluntary sector children's homes in six of the 12 council areas. The percentage of single rooms in each area ranged from 15% to 100% {22% to 72%}.

There were private sector children's homes in three of the 12 council areas. The percentage of single rooms in each area ranged from 6% to 32% {nil to 32%}.

Offenders: Only two councils ran homes for offenders, and in each the percentage of single rooms was 100%.

There were voluntary sector homes for offenders in 4 {2} of the 12 council areas. The percentage of single rooms ranged from 50% and 100%.

There were no private sector homes for offenders in any council area.

Figure 7a: Single Rooms As A % Of All Residential Care Places For Children
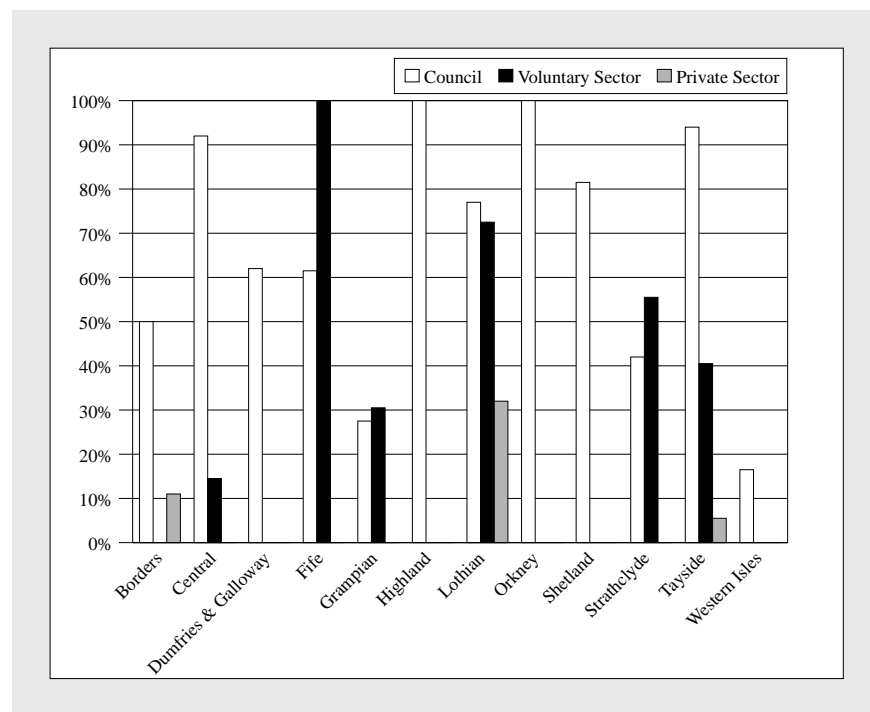
Elderly People: All 12 councils ran homes for elderly people. The percentage of single rooms ranged from 68% to 100% {57% to 100%} (Figure 7b).

There were voluntary sector homes for elderly people in 11 of the 12 council areas, with the percentage of single rooms ranging from 53% to 98% {49% to 86%}.

There were private sector homes for elderly people in 11 of the 12 council areas. The percentage of single rooms ranged from 40% to 100% {36% to 82%}.

Other Adults: Figure 7c shows that all 12 councils ran homes for 'other adults'. The percentage of single rooms ranged from 20% to 100% {19% to 100%}, although there was only one council with less than 71% {67%} of its rooms single.

There were voluntary sector homes for other adults in ten of the 12 council areas. The percentage of single rooms ranged from 64% to 100% {57% to 100%}.

There were private sector homes for other adults in seven {6} council areas, and the percentage of single rooms ranged from 17% to 60% {21% to 65%} (Figure 7c).

Figure 7b: Single Rooms As A % Of All Residential Care Places For Elderly People

Figure 7c: Single Rooms As A % Of All Residential Care Places For Other Adults
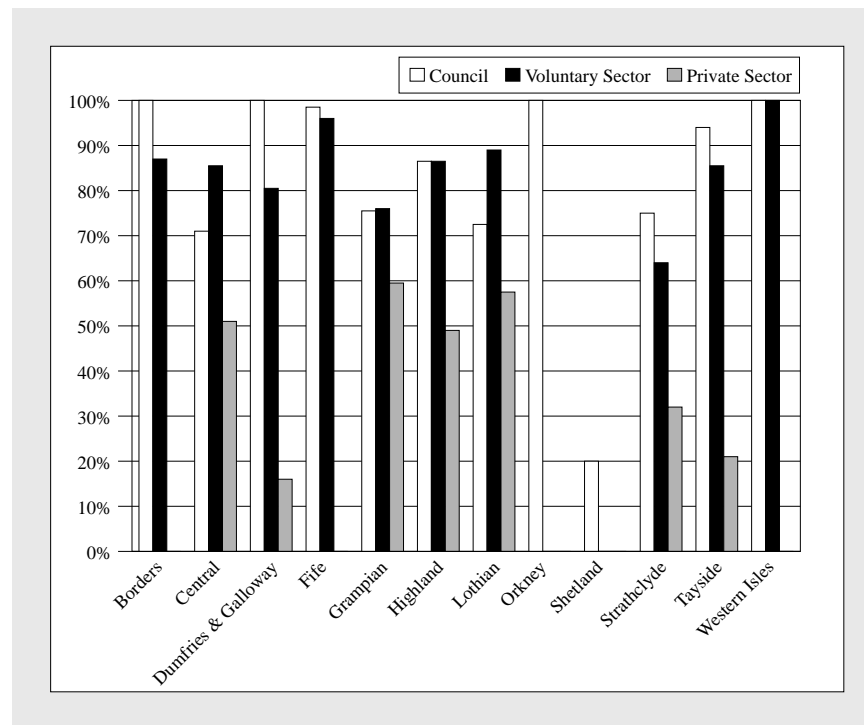
INSPECTION OF RESIDENTIAL ESTABLISHMENTS

(8)   The average number of inspections per year of council and other residential establishments.

What the indicator reports:

Councils are responsible for carrying out independent inspections of all residential care homes in their area, including their own and those run by the private and voluntary sectors. The purpose of inspections is to establish whether each home meets the standards of care required. These standards include the physical condition of the home and the personal care of residents. Scottish Office guidance suggests that a target of two inspections a year for each home is appropriate. This target is accepted by councils.

The indicator shows the extent to which each council has, on average, met the Scottish Office target.

Points to bear in mind:

The intended frequency of inspections will be determined by councils in the light of the Scottish Office guidance.

The actual rate of inspection will be affected by:-

● the number of homes to be inspected; and

● the extent and detail of inspection work undertaken.

The indicator makes no distinction between announced, unannounced and other inspections.

Commentary:

Seven {9} councils had an average inspection rate which met the Scottish Office standard of two inspections a year. Five {3} did not meet the standard.

The average number of inspections per home carried out by each council ranged from less than one to three per year {less than one per year to four} (Figure 8).

The average number of inspections fell in 9 councils, remained constant in two, and increased in the final council (Table 8).

Figure 8: Average Number Of Inspections Per Year Of Council And Other Homes
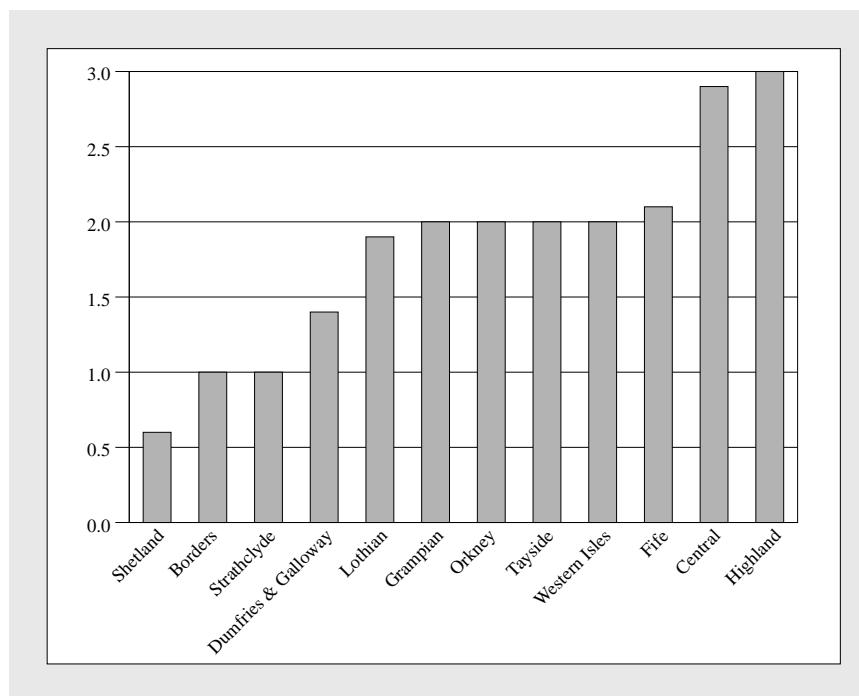
Table 8: Average Number Of Inspections Per Year Of Council And Other Homes

Council	1994/95	1993/94
Borders	**1.0**	1.6
Central	**2.9**	3.0
Dumfries & Galloway	**1.4**	1.5
Fife	**2.1**	2.4
Grampian	**2.0**	2.1
Highland	**3.0**	3.0
Lothian	**1.9**	2.4
Orkney	**2.0**	4.0
Shetland	**0.6**	4.0
Strathclyde	**1.0**	0.8
Tayside	**2.0**	2.6
Western Isles	**2.0**	2.0

ASSESSMENT TIME

(9)   The times for assessment and provision of these four services

- long-term residential or nursing care

- day care

- home care

- equipment.

What the indicator reports:

The indicator reports

● the time taken to assess whether people have a need for one of the four services (as measured by the time from the request for the assessment to the time when the person assessed was notified about their needs, and the service(s), if any, to be provided); and

● the time from when the person was notified to the time when the service(s) identified were provided.

The four services are among the most important community care services for adults, and have been selected for their interest to users and their carers.

While councils do not provide nursing care, they are responsible for placing people who have been assessed as requiring it in nursing homes.

'Day care' is care in day centres run by councils and other providers registered by councils - for example, 'drop in' centres, and adult work or training centres.

'Equipment' includes installation of alarm systems in peoples' homes, and aids for daily living (e.g. walking aids, kitchen aids, wheelchairs, special beds, commodes and telephone aids).

It is generally desirable that assessments should be carried out in the shortest possible time, and services should be provided as soon as possible. The indicator therefore provides a measure of both the efficiency of the assessment process and the effectiveness of the service provision process.

SOCIAL WORK

Points to bear in mind:

The assessment time will be affected by:-

● the total number of assessments requested;

● the complexity of the needs to be assessed; and

● the level of involvement of specialist staff (including those in other agencies, e.g. doctors), who may carry out part of the assessment. Such involvement is likely to lengthen the time needed to complete the assessment.

The service provision time will be affected by:-

● delays because of a lack of resources, which may mean that no service will be available, or that there may be a waiting time;

● the user has expressed a preference for a particular service (e.g. a place in a particular residential care home) for which there is a waiting time.

Commentary:

Residential and nursing care:

● The time taken from the request for the assessment to notification ranged from 1.6 to 8.6 weeks (Table 9a).

● The average time taken from notification to service provision ranged from 0.7 to 15.6 weeks. (NB Strathclyde did not report this information.)

Table 9a: Time Taken For Assessments And Receipt Of Service – Residential And Nursing Care

Council	Referral to Notification (weeks)	Notification to Receipt (weeks)	Total Time
Borders	8.0	2.6	10.6
Central	6.7	3.0	9.7
Dumfries & Galloway	6.6	0.7	7.3
Fife	7.0	5.0	12.0
Grampian	2.4	7.2	9.6
Highland	1.6	6.1	7.7
Lothian	2.3	3.9	6.2
Orkney	8.6	15.6	24.2
Shetland	2.7	3.6	6.3
Strathclyde	3.2	(2)	(2)
Tayside	4.9	4.1	9.0
Western Isles	1.8	6.0	7.8

(2) The council did not provide the required information.

Day care:

- The average time taken from the request for the assessment to notification ranged from 0.7 to 8 weeks (Table 9b).

- The average time taken from notification to service provision ranged from 0.6 to 4.1 weeks. (NB Strathclyde did not report this information.)

Table 9b: Time Taken For Assessments And Receipt Of Service – Day Care

Council	Referral to Notification (weeks)	Notification to Receipt (weeks)	Total Time
Borders	4.6	3.4	8.0
Central	4.2	3.9	8.1
Dumfries & Galloway	3.9	0.6	4.5
Fife	8.0	4.0	12.0
Grampian	4.4	3.4	7.8
Highland	1.5	2.8	4.3
Lothian	0.7	1.4	2.1
Orkney	4.4	4.1	8.5
Shetland	1.5	0.6	2.1
Strathclyde	3.6	(2)	(2)
Tayside	6.0	2.3	8.3
Western Isles	1.8	2.0	3.8

(2) The council did not provide the required information.

Home care:

- The average time taken from the request for the assessment to notification ranged from 0.1 to 4.6 weeks (Table 9c).

- The average time taken from notification to service provision ranged from 0.3 to 1.1 weeks. (NB Strathclyde did not report this information.)

Equipment:

- The average time taken from the request for the assessment to notification ranged from 0.7 to 9.3 weeks (Table 9d).

- The average time taken from notification to service provision ranged from 0.1 to 19.8 weeks.

Table 9c: Time Taken For Assessments And Receipt Of Service – Home Care

Council	Referral to Notification (weeks)	Notification to Receipt (weeks)	Total Time
Borders	1.3	0.9	2.2
Central	1.3	1.1	2.4
Dumfries & Galloway	2.4	0.3	2.7
Fife	0.1	0.6	0.7
Grampian	0.6	0.4	1.0
Highland	0.7	1.1	1.8
Lothian	0.7	0.4	1.1
Orkney	4.6	0.6	5.2
Shetland	1.6	0.7	2.3
Strathclyde	2.6	(2)	(2)
Tayside	0.9	0.9	1.8
Western Isles	0.9	0.4	1.3

(2) The council did not provide the required information.

Table 9d: Time Taken For Assessments And Receipt Of Service – Equipment

Council	Referral to Notification (weeks)	Notification to Receipt (weeks)	Total Time
Borders	1.9	1.6	3.5
Central	4.0	2.7	6.7
Dumfries & Galloway	2.9	0.1	3.0
Fife	4.0	3.0	7.0
Grampian	4.0	0.7	4.7
Highland	3.9	2.9	6.8
Lothian	0.7	0.4	1.1
Orkney	3.4	3.0	6.4
Shetland	3.3	1.1	4.4
Strathclyde	5.5	3.0	8.5
Tayside	2.9	1.9	4.8
Western Isles	9.3	19.8	29.1

Total time for assessment and notification: The total time taken for assessment and service provision for each service ranged as follows.

● **Residential/nursing care:** 6.2 weeks to 24.2 weeks. Only one council took longer than 12 weeks, and five of the remaining 10 councils reporting this information completed assessment and service provision within 8 weeks (Figure 9a).

● **Day care:** 2.1 weeks to 12 weeks. Six of the 11 councils providing this information completed assessment and service provision within 8 weeks (Figure 9b).

Figure 9a: Time For Assessment And Receipt – Residential/Nursing Care Services

*Strathclyde did not provide the required information for 'Notification to Receipt'.

Figure 9b: Time For Assessment And Receipt – Day Care Services

*Strathclyde did not provide the required information for 'Notification to Receipt'.
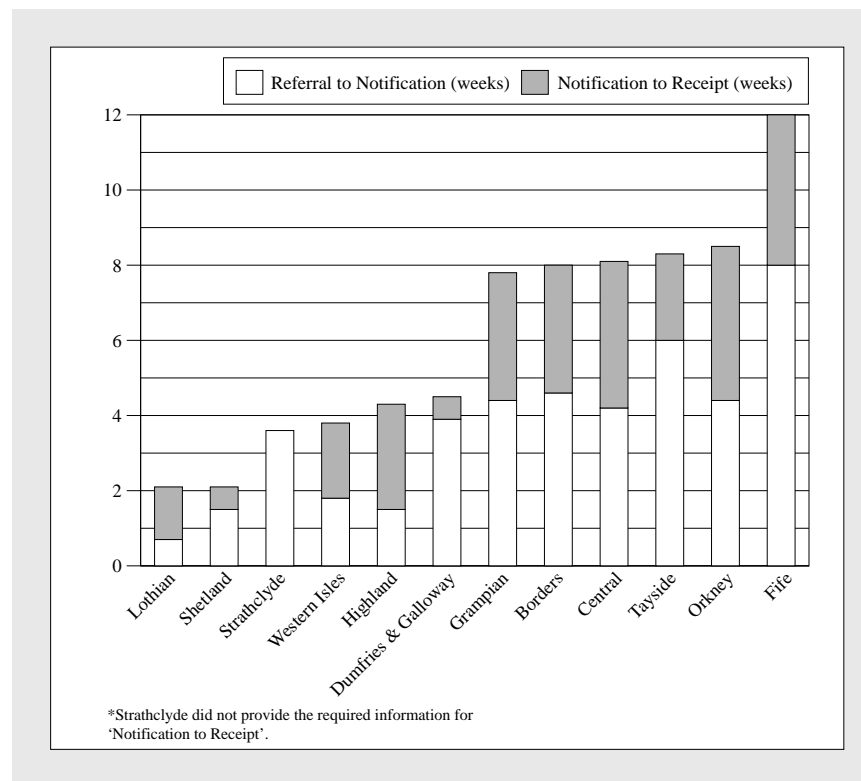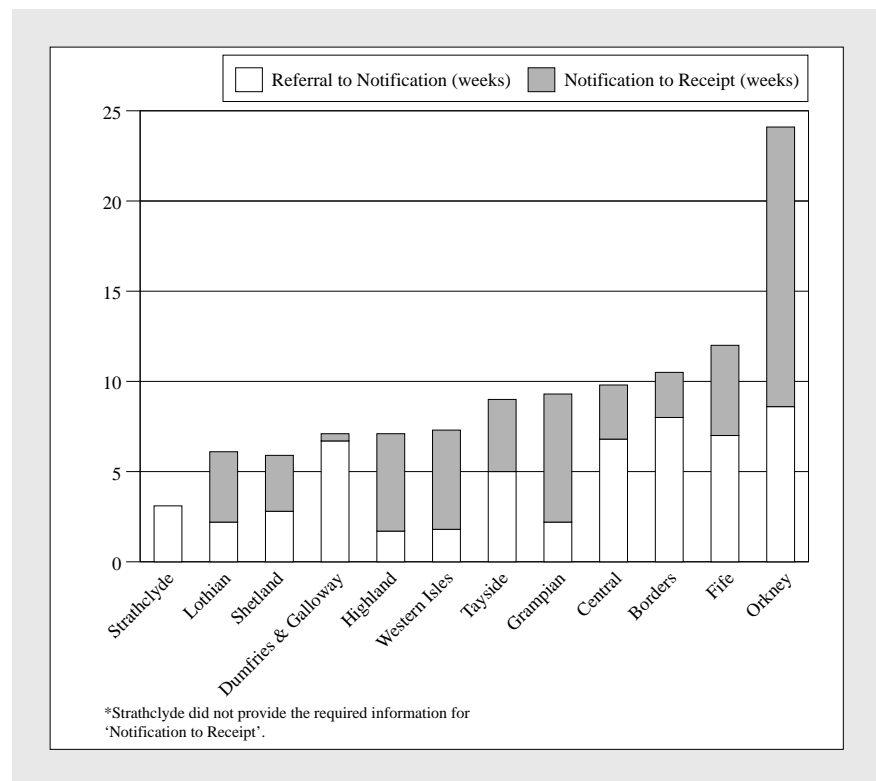
● **Home care:** 0.7 weeks to 5.2 weeks. Six of the 11 councils reporting this information completed assessment and service provision within 2 weeks (Figure 9c).

● **Equipment:** 1.1 weeks to 29.1 weeks. Six of the 12 councils completed assessment and service provision within 5 weeks (Figure 9d).

No comparative information for 1993/94 is available because the indicator was introduced for the first time in 1994/95.

Figure 9c: Time For Assessment And Receipt – Home Care Services

Referral to Notification (weeks) ☐   Notification to Receipt (weeks) ▨

*Strathclyde did not provide the required information for 'Notification to Receipt'.
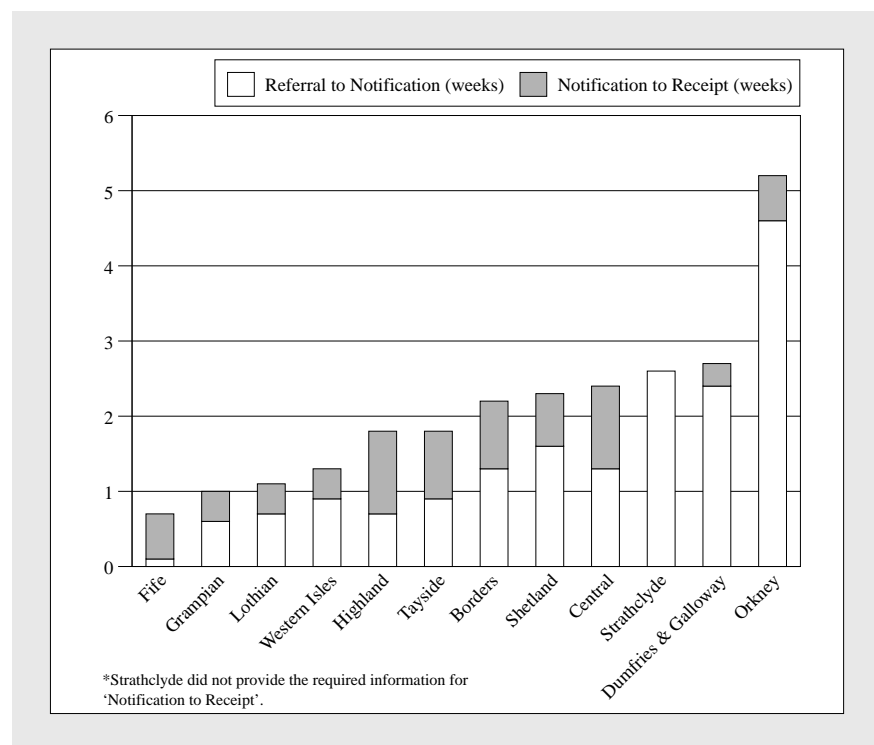
Figure 9d: Time For Assessment And Receipt – Equipment

Referral to Notification (weeks) ☐   Notification to Receipt (weeks) ▨
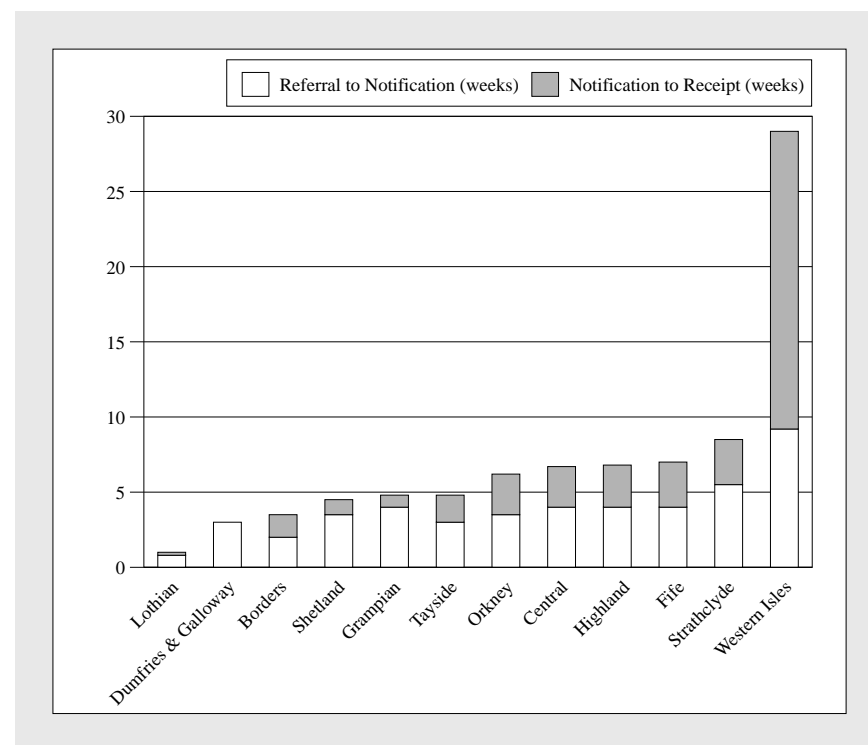
RESPITE CARE

(10) The number of persons assessed as requiring respite care and the percentage of that number for whom at least one such arrangement was made, for the carers of people in the following user groups: -

- elderly people

- people with learning difficulties

- children with special needs.

What the indicator reports:

Respite care is a support for the carer(s) of vulnerable individuals. The respite is temporary relief from the responsibility of providing care, through the provision of alternative care. Often the purpose of respite care is to prevent a breakdown in care in the household which results in the person having to be admitted to permanent care. Respite care may therefore be provided on a planned or an emergency basis.

Respite care can take various forms, such as admission to residential care for the vulnerable person, 'sitter' services, 'share-the-care' and 'breaks-and-opportunities' schemes.

Although the information set out below is expressed in terms of the number of assessments of vulnerable people carried out, the assessment is in fact as much about the needs of the carers of those people.

The indicator provides information in relation to three of the main user groups.

Points to bear in mind:

The indicator will primarily be affected by:-

● the number of requests for assessment for respite care and the pattern of services required; and

● the priority given by the council to the development of respite care.

The indicator does not take account of the nature of the service provided or the number of episodes of respite care which a carer may have received.

The information on numbers of people who have been assessed is contextual, and should not be used to make direct comparisons between councils.

Commentary:

10,460 {8,027} elderly people were assessed as requiring respite care across the 12 councils (Table 10a). Of this number, 9,309 {6,059} received a service.

Table 10a: Respite Care – Elderly People

Council	Number of Persons Assessed	1994/95 Number of Persons Who Received Respite Care	Percentage of Persons Who Received Respite Care	1993/94 Percentage of Persons Who Received Respite Care
Borders	140	99	**70.7**	80.7
Central	355	355	**100.0**	100.0
Dumfries & Galloway	497	305	**61.4**	95.0
Fife	1,356	1,149	**84.7**	89.0
Grampian	764	761	**99.6**	100.0
Highland	548	548	**100.0**	100.0
Lothian	1,149	1,144	**99.6**	(2)
Strathclyde	4,472	3,810	**85.2**	83.2
Tayside	543	508	**93.6**	96.1
Orkney	160	160	**100.0**	75.0
Shetland	263	263	**100.0**	100.0
Western Isles	213	206	**96.9**	100.0
Total	10,460	9,309		

(2) The council did not provide the required information.

6,000 {4,193} people with learning difficulties were assessed as requiring respite care (Table 10b). Of this number, 5,369 {3,369} received a service.

2,395 {1,654} children with disabilities were assessed as requiring respite care in 11 councils (Table 10c). The remaining council, Grampian, did not report how many children it assessed. A total of 1,077 {248} children and their families received respite care in the ten councils which reported this information. The remaining two councils, Grampian and Strathclyde, did not report how many children received respite care.

Table 10b: Respite Care – People With Learning Difficulties

Council	Number of Persons Assessed	1994/95 Number of Persons Who Received Respite Care	Percentage of Persons Who Received Respite Care	1993/94 Percentage of Persons Who Received Respite Care
Borders	50	43	**86.0**	73.3
Central	70	66	**94.3**	90.0
Dumfries & Galloway	9	3	**33.3**	90.0
Fife	115	107	**93.0**	66.3
Grampian	1,164	1,161	**99.7**	100.0
Highland	301	301	**100.0**	100.0
Lothian	790	428	**54.2**	(2)
Strathclyde	3,342	3,105	**92.9**	82.6
Tayside	91	88	**96.7**	93.3
Orkney	10	10	**100.0**	9.0
Shetland	41	41	**100.0**	100.0
Western Isles	17	17	**100.0**	100.0
Total	6,000	5,369		

(2) The council did not provide the required information.

Table 10c: Respite Care – Children With Disabilities

Council	Number of Persons Assessed	1994/95 Number of Persons Who Received Respite Care	Percentage of Persons Who Received Respite Care	1993/94 Percentage of Persons Who Received Respite Care
Borders	18	11	**61.1**	48.6
Central	128	87	**68.0**	55.0
Dumfries & Galloway	5	0	**0.0**	0.0
Fife	54	38	**70.4**	90.9
Grampian	(2)	(2)	**(2)**	(2)
Highland	404	404	**100.0**	100.0
Lothian	652	321	**49.2**	(2)
Strathclyde	909	(2)	**(2)**	(2)
Tayside	151	143	**94.7**	74.0
Orkney	21	21	**100.0**	16.0
Shetland	36	36	**100.0**	100.0
Western Isles	17	17	**97.4**	100.0
Total	2,395	1,077		

(2) The council did not provide the required information.

TRADING STANDARDS
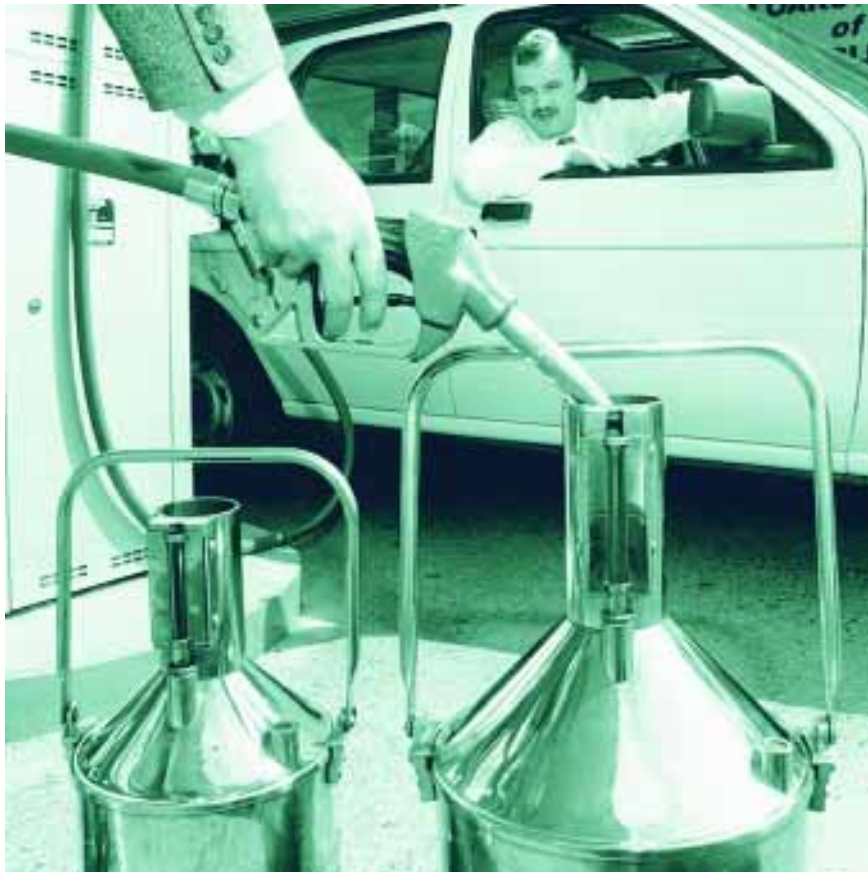
In 1994/95, Trading Standards services were provided by 12 councils - the 9 mainland regional councils and the 3 islands councils.

No comparative information for 1993/94 is available because performance information for trading standards services was introduced for the first time in 1994/95.

TRADING STANDARDS

(1) The percentage of enquiries and complaints completed within 30 calendar days:

What the indicator reports:

Dealing with enquiries and complaints is one of the most significant of the Trading Standards services provided by councils. This assistance is provided to two separate groups - consumers (the general public) and businesses.

'Enquiries' are requests for information from a consumer or a business about any aspect of consumer law or an unfair trading practice.

'Complaints' are requests to the council to investigate trader activities. They are not complaints against the council.

Complaints and enquiries come mainly from consumers, with a smaller number from businesses.

Both enquiries and complaints relate to goods or services where the consumer or business suspects or believes there has been poor, unfair or illegal trading standards practice by a trader - for example, selling faulty, dangerous or wrongly described goods, or setting unreasonable conditions of sale.

The indicator is based on the time between:

● the date of receipt by the council of all necessary information in relation to the enquiry or complaint to allow action (e.g. advice or investigation) to commence, and

● the date on which the council's contact with the consumer and/or the trader concerned finished - that is, the council provided the information requested, or the outcome of an investigation was reported to the consumer or business making the complaint.

The indicator therefore provides a measure of the efficiency of the council in dealing with enquiries and complaints.

Trading Standards

Points to bear in mind:

The indicator will be affected by the number and complexity of enquiries and complaints.

Many enquiries can be dealt with speedily, often on the same day or within a few days. The investigative work involved in complaints means that they often take longer to complete. Councils usually receive more enquiries than complaints.

The indicator does not provide information on the quality of any advice or investigation, or on its usefulness to the user or business.

Commentary:

Councils dealt with a total of 300,211 enquiries and complaints, of which 97% were dealt with in 30 days (Table 1). This percentage has been strongly influenced by one authority, Strathclyde, which received 82% of all enquiries and complaints received by Scottish councils.

Seven of the councils dealt with at least 93% of enquiries and complaints in 30 days. The percentage of enquiries and complaints dealt with by each council within 30 days ranged from 88% to 98% (Figure 1).

Figure 1: The % Of Enquiries & Complaints Completed In 30 Days
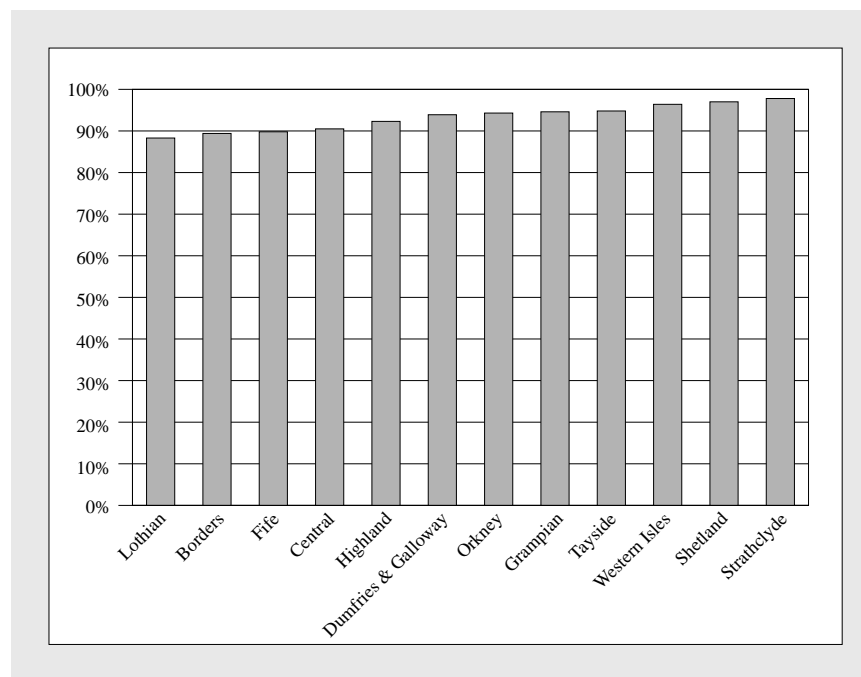
Table 1: Number Of Enquiries & Complaints Received, Number And % Completed

Council	Number of Complaints & Enquiries	Number Completed	Percentage Completed In 30 Days
Borders	2328	2081	89.4
Central	8268	7483	90.5
Dumfries & Galloway	4164	3910	93.9
Fife	5494	4934	89.8
Grampian	11865	11224	94.6
Highland	3932	3629	92.3
Lothian	13377	11812	88.3
Orkney	405	382	94.3
Shetland	722	700	97.0
Strathclyde	245356	239958	97.8
Tayside	3856	3655	94.8
Western Isles	444	428	96.4
Total	**300211**	**290197**	**96.7**

INSPECTION OF TRADING PREMISES

(2) For premises of high, medium and low risk:

- the council's target frequency of inspection

- the number of premises in each risk group

- the number of premises it planned to inspect

- the percentage of inspections it actually completed.

What the indicator reports:

Councils inspect trading premises such as shops, market stalls and vehicles to confirm whether trading is in accordance with consumer law, and to maintain standards for these premises in relation to fair trading, quantity, quality and safety.

A national scheme is used by councils to categorise all premises which must be inspected. The premises are grouped into one of three bands - 'high', 'medium' and 'low'. These bands reflect the priority to be given by councils to inspecting different premises. For example, those categorised as 'high' are regarded as having the greatest risk and so require more frequent inspection than medium or low risk premises.

Although the scheme for grouping premises is national, each council decides its own frequency of inspection of premises in each category. Councils also maintain a register of premises to be inspected. They are able, therefore, to plan annually how many premises they will inspect in each of the three risk categories.

Councils do not allocate premises to risk categories on the basis of a single factor, such as the goods or services sold by the business. In accordance with the national scheme, premises are categorised in relation to four factors designed to assess the impact on the public if the business failed to comply. It is the overall impact of these factors which determines whether premises are categorised as 'high', 'medium' or 'low' risk.

The four factors are: -

● the difficulty the business is likely to face in complying with consumer law;

● the number of consumers likely to be affected by a failure to comply (as measured by the turnover of the business);

● the past compliance record of the business; and

● the control system used by the business.

The indicator is of interest to the public because it shows: -

● how extensive each council's planned inspection work is (that is, both the frequency of inspection and the proportion of premises it plans to inspect); and

● the extent to which the council actually carried out the inspections it planned in each risk category.

Points to bear in mind:

Councils' performance will be affected by:

● the complexity of the inspection work;

● ease of access to premises; and

● the skills of the staff involved.

A high percentage of completed inspections may reflect the council having a modest inspection programme and/or undemanding standard for frequency of inspection. Alternatively a low percentage of completed inspections may reflect a more demanding standard and/or programme. Therefore, both standards and the percentage of visits carried out should be taken into account in making comparisons.

TRADING STANDARDS

Commentary:

Target frequency for inspection:

Table 2 shows that the targets for the minimum frequency of inspection for premises in each of the three risk categories ranged between councils as follows-

- High: 'twice a year' to 'once a year'

- Medium: 'every 18 months' to 'every 3 years'

- Low: 'every 4 years' to 'every 5 years'.

The percentage of planned inspections which were completed:

Figure 2 shows that in each risk category, the % of planned inspections completed ranged between councils as follows-

- High: The percentage of planned inspections which was completed varied between councils from 8% to 100%. All but two councils completed inspections of at least 50%, and seven councils managed to inspect 75% or more. Three councils managed to complete all (100%) planned inspections.

- Medium: The percentage of completed inspections ranged from 24% to 100%. Six councils completed over 86% of planned inspections.

- Low: The percentage of completed inspections ranged from 6% to 100%. Six councils inspected 100% of targeted premises, while four councils inspected less than 40%.

Table 2: Inspection Of Trading Premises

Council	High Risk				Medium Risk				Low Risk			
	Minimum Number of Months Between Visits	Number of Premises	Target Total Visits	Percentage of Target Achieved	Minimum Number of Months Between Visits	Number of Premises	Target Total Visits	Percentage of Target Achieved	Minimum Number of Months Between Visits	Number of Premises	Target Total Visits	Percentage of Target Achieved
Borders	6	56	112	96.4	24	2074	1037	100.0	60	1015	203	100.0
Central	6	65	130	100.0	24	2928	1464	59.3	60	2427	485	39.8
Dumfries & Galloway	12	281	281	82.2	24	2225	1113	60.4	48	1029	257	99.6
Fife	6	121	242	75.2	24	2720	1360	100.0	60	2122	423	100.0
Grampian	9	466	621	38.6	18	6351	4234	33.7	48	1637	409	34.4
Highland	6	125	250	8.8	24	3817	1908	24.1	60	3567	713	36.5
Lothian	12	1774	1774	62.1	36	24861	8287	49.2	60	379	76	100.0
Orkney	12	6	6	66.6	24	177	89	94.3	48	376	94	100.0
Shetland	12	4	4	75.0	24	438	219	58.9	60	119	24	75.0
Strathclyde	12	7520	7520	100.0	24	7198	3599	100.0	60	30652	6130	100.0
Tayside	6	307	614	53.1	24	5869	2934	100.0	60	3086	617	100.0
Western Isles	12	61	61	100.0	24	304	152	86.2	60	234	47	6.4
Total		**10786**	**11615**			**58962**	**26396**			**46643**	**9478**	

Figure 2: The % Of Planned Inspections Completed, By Risk Category
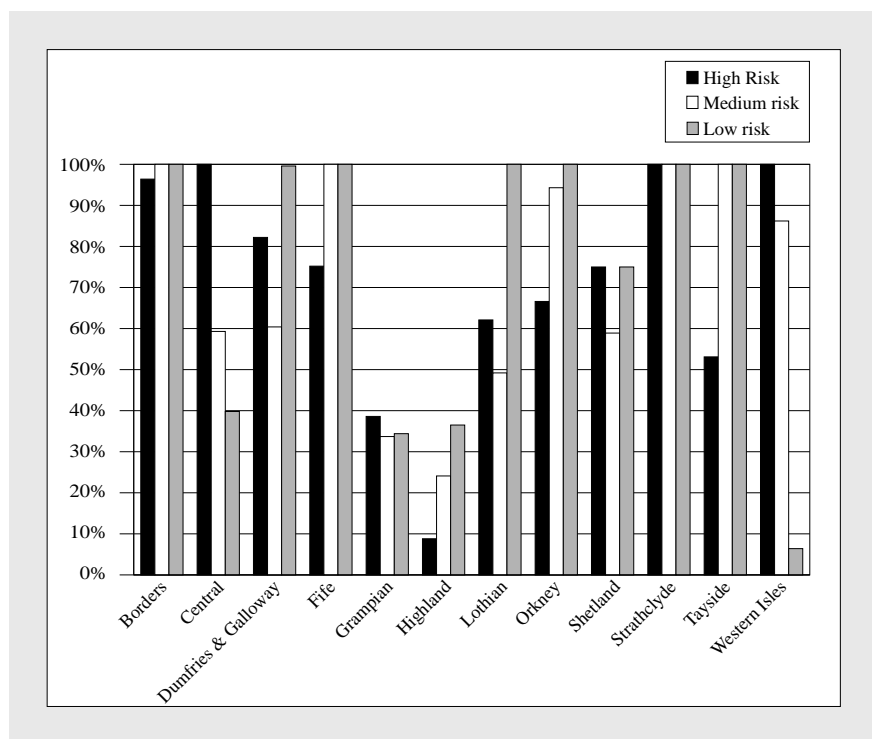
Figure 2 also shows that in most councils, the percentage of planned inspections completed varied greatly between risk categories within the same council. Seven councils were more successful in completing inspections of low priority premises than for inspections of high risk premises.

(3) Follow-up actions when traders have been given formal warnings: the percentage of warnings followed up by the council within 30 days of issue of the warning.

What the indicator reports:

One responsibility of councils is to detect and act on poor and unlawful practice by traders. Formal warnings are one method which can be used by councils to require traders to comply with statutory and other regulatory requirements for fair trading, quantity, quality and safety. Other methods include oral and written warnings (which often relate to less serious failures) and statutory notices (which may relate to more serious failures).

Formal warnings usually relate to more serious failures by a trader (a shopkeeper, stall-holder or other vendor) to comply with U.K. regulations. Examples of failures which result in warnings being issued include:

- sale or supply of 'short measure' goods;

- failure to display the prices of goods;

- failure to comply with credit advertising regulations; and

- failure to correctly label pesticides.

Issuing a formal warning means the council gives the trader a letter of caution, warning or instruction. The letter sets out the action the trader must take to comply, and confirms that subsequent lack of compliance will result in further action being taken by the council against the trader. Failure to comply with formal warnings may result in prosecution.

Following up a formal warning means any action by the council, including a visit, to verify whether appropriate action has been taken by the trader.

The indicator does not report on the extent to which traders comply with trading standards requirements. Rather it reports the extent to which councils follow up the formal warnings they have issued. This is measured from the date

the notice was issued to the date on which follow up action was completed by the authority.

The performance reported by the indicator is the extent to which the council has followed up its formal warnings within a time period (30 calendar days) recognised as providing councils with sufficient time to carry out such actions.

The performance information is therefore of interest to the public as it reports the extent to which, once poor practice by traders is detected, it will be followed up by the council.

Points to bear in mind:

The indicator will be affected by:

● the number of warnings issued;

● the type of failures by traders.

It is possible that certain warnings cannot be followed up within 30 days, or cannot easily be followed up at all. For example, some warnings relate to sales which continue for only a few days, while others relate to itinerant traders.

The indicator does not report on the compliance actions by businesses to which warnings are issued. Where non-compliance is found, it may be the case that the total time taken to secure a satisfactory outcome will be longer than 30 days.

It is necessary to distinguish between the seriousness of the issue on which the trader has failed to comply and the seriousness of the trader's refusal to comply. It is possible, for example, that a relatively minor issue initially attracts an oral warning, which escalates into a formal warning. For this reason, a formal warning does not always reflect only the seriousness of the original compliance issue.

Commentary:

Two of the 12 councils (Orkney and Shetland) did not issue any formal warnings during the year.

For the remaining 10 councils, the percentage of formal warnings which were followed up in 30 days ranged from 21% to 100% (Table 3). Eight councils managed to follow up 85% or more of formal warnings in 30 days.

One authority, Strathclyde, accounted for 53% of all formal warnings reported by Scottish councils.

Figure 3: The % Of Formal Warnings Followed Up

*Orkney and Shetland did not issue any written warnings.
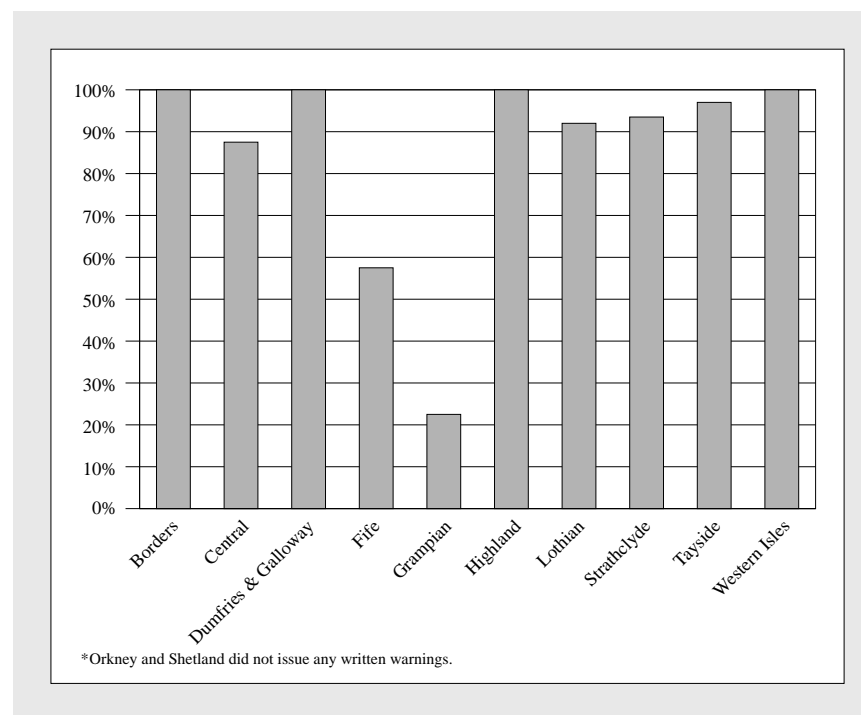
Table 3: Formal Warnings Issued

Council	Formal Warnings Issued	Percentage Followed Up In 30 Days
Borders	47	100.0
Central	16	87.5
Dumfries & Galloway	1	100.0
Fife	26	57.7
Grampian	28	21.4
Highland	4	100.0
Lothian	158	91.8
Strathclyde	361	93.1
Tayside	35	97.1
Western Isles	2	100.0
Total	**678**	

*Orkney and Shetland did not issue any written warnings.

TRADING STANDARDS

WATER AND SEWERAGE

In 1994/95, water and sewerage services were provided by 12 authorities - the nine mainland regional councils and the three islands councils.

As required by statute, the Commission's performance information is reported on a financial year basis - that is, April to March. This differs from the basis for reporting in the Scottish Office's annual report 'Drinking Water Quality In Scotland', which provides information on water services in Scotland on a calendar year basis (January to December). If both sources of information are used, the reader should be aware of this difference in reporting periods.

(1) The number of tap water samples taken per 10,000 population served.

What the indicator reports:

The purpose of sampling is to ensure that the quality of water supply is maintained. Sampling is undertaken in accordance with the requirements of the Water Supply (Water Quality) (Scotland) Regulations, 1990. The Regulations divide each council's area into zones. These zones vary considerably in terms of the size of the population served. It is the application of the Regulations to zones which determines the number of samples required. For these reasons, the number of samples taken, expressed as a rate of population, may vary significantly from one council to another, and should not be directly compared.

Points to bear in mind:

The indicator relates to domestic users, and excludes industrial and commercial users.

The number of zones is set for a calendar year, and is being reduced each year, as the Regulations are implemented. During 1994, there were 653 zones {663} in Scotland. Table 1 shows the total number of zones in each council and groups them into three bands based on the size of the population in each zone.

Commentary:

Across the 12 councils, the number of samples taken per 10,000 population ranged from 524 to 9,513 {373 to 7,184} (Figure 1). In comparison to 1993/94, the number of samples per 10,000 population decreased in eight councils.

Table 1: Number Of Supply Zones In The Three Main Population Bands And Total Zones In Each Council

| | Number of Zones | | | |
| | Population of Less Than 5,000 | Population of 5,000-20,000 | Population of 20,001-50,000 | Total Zones |
Council				
Borders	27	7	0	34
Central	10	11	7	28
Dumfries & Galloway	17	6	2	25
Fife	2	9	7	18
Grampian	63	13	11	87
Highland	146	8	2	156
Lothian	12	17	15	44
Orkney	10	2	0	12
Strathclyde	81	25	54	160
Shetland	25	1	0	26
Tayside	16	3	8	27
Western Isles	35	1	0	36
Total	444	103	106	653

Figure 1: Number Of Tap Water Samples Per 10,000 Population
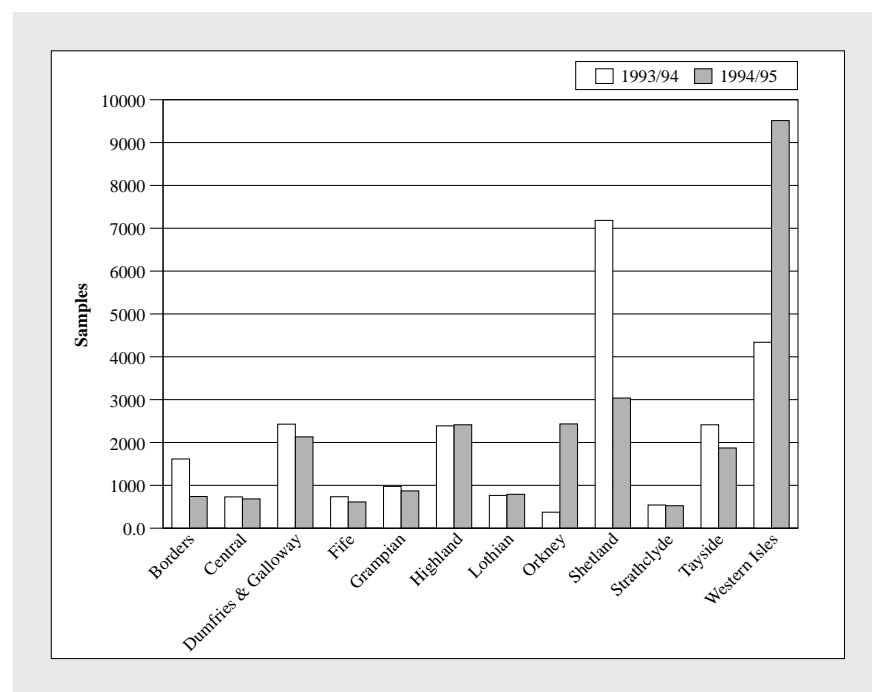
WATER SUPPLY QUALITY

(2) The percentage of water samples which met regulatory standards for:-

- chemical quality

- micro-biological quality

- colour quality.

What the indicator reports:

The indicator provides information on three aspects of the standard of water supply. The 1990 Regulations which are described under indicator (1) also apply to this indicator.

Points to bear in mind:

The three parts of this indicator are separate measures and should not be added together.

Commentary:

Chemical quality: The total number of chemical quality samples taken in the 11 councils reporting this information was 310,121 (Table 2). The remaining council, Western Isles, did not report the number of samples it took.

Table 2: Number Of Samples Taken For Each Standard In Each Council

| | 1994/95 Samples of | | | 1993/94 Samples of | | |
Council	Samples of Chemical Quality	Micro- Biological Quality	Samples of Colour Quality	Samples of Chemical Quality	Micro- Biological Quality	Samples of Colour Quality
Borders	6,492	4,120	159	14,741	930	1,040
Central	19,011	6,856	314	20,598	7,056	318
Dumfries & Galloway	25,543	3,390	1,012	(2)	3,626	1,062
Fife	18,532	2,366	1,036	20,214	2,496	1,037
Grampian	31,439	9,664	1,274	35,901	1,513	10,052
Highland	36,703	9,880	960	37,001	9,333	712
Lothian	44,018	9,999	1,640	45,810	10,490	1,655
Strathclyde	83,949	15,088	1,255	85,701	16,042	1,220
Tayside	34,436	30,908	2,727	38,010	46,754	2,966
Orkney	3,389	1,400	56	3,171	1,398	36
Shetland	6,609	385	231	14,700	2,746	297
Western Isles	(2)	(2)	(2)	320	3,900	320
Total	310,121	94,056	10,664	316,167	106,284	20,715

(2) The council did not provide the required information.

All 12 councils reported the percentage of samples that met the required chemical quality standard. The percentage of samples that met this standard ranged from 97.9% to 99.9%, with nine councils reporting at least 99.0% of their samples within the standard required (Figure 2a).

In comparison to 1993/94, the percentage of samples meeting the required standard rose in six councils, remained the same in two councils, and fell in the remaining four councils.

Micro-biological quality: The total number of micro-biological quality samples taken in the 11 councils reporting this information was 94,056 (Table 2). The remaining council, Western Isles, did not report the number of samples it took.

Figure 2a: Chemical Quality – The % Of Samples Which Met Standards
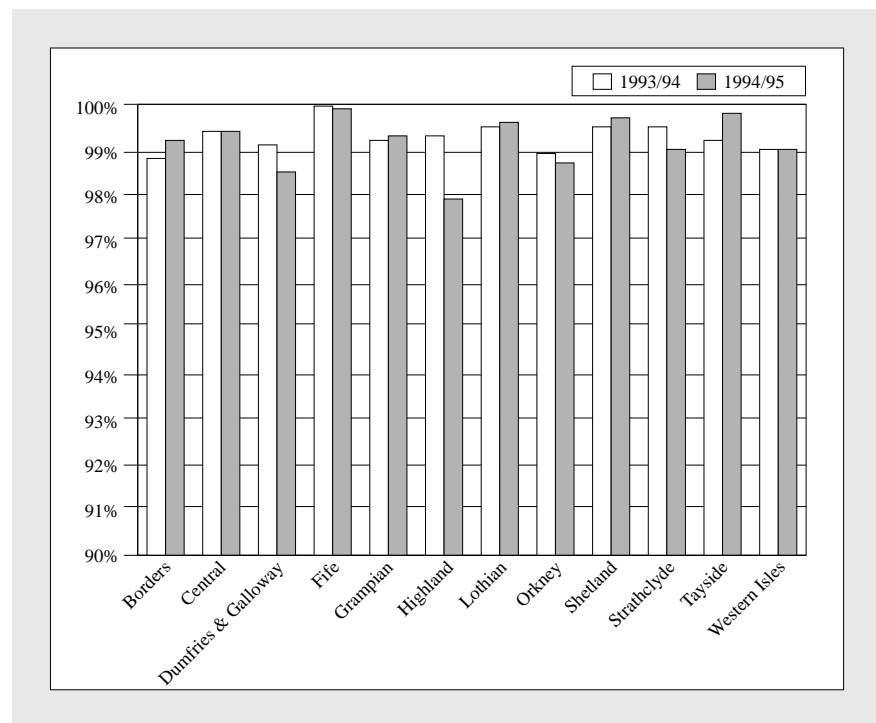
Figure 2b: Micro-Biological Quality – The % Of Samples Which Met Standards
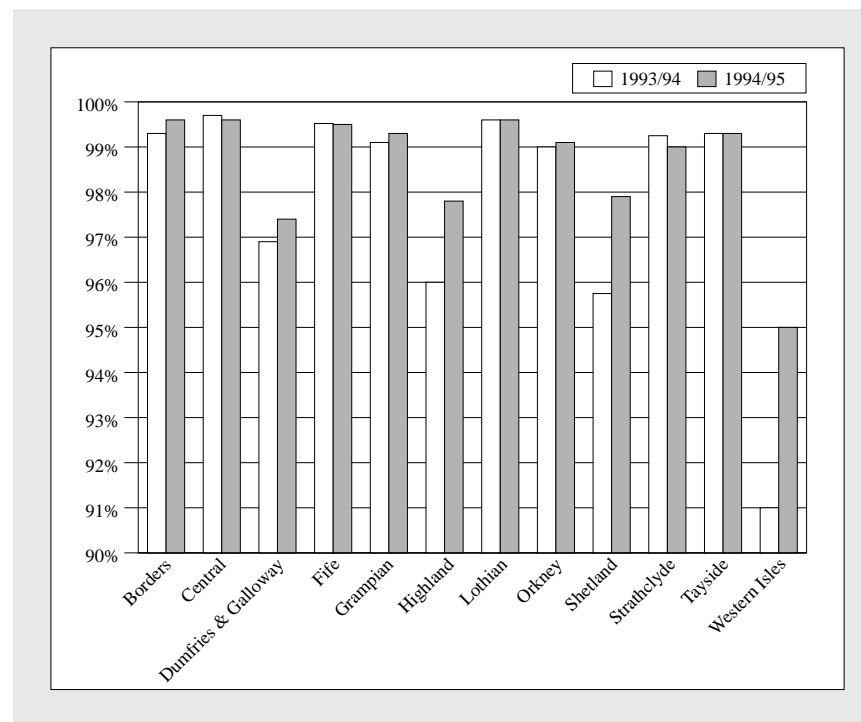
The 1990 Regulations require that 95% of micro-biological samples contain no organisms indicating potential contamination. All 12 councils reported the percentage of samples that met the required micro-biological quality standard. The percentages ranged from 95% to 99.6%, with eight councils reporting at least 99.0% of their samples within the standard required (Figure 2b).

In comparison to 1993/94, the percentage of samples meeting the required standard rose in seven councils, remained the same in two councils, and fell in the remaining three councils.

Colour quality: The total number of colour quality samples taken in the 11 councils reporting this information was 10,664 (Table 2). The remaining council, Western Isles, did not report the number of samples it took.

All 12 councils reported the percentage of samples that met the required colour quality standard. The percentages ranged from 84.7% to 100%, with six of the 12 councils reporting over 99.0% of their samples within the standard required (Figure 2c).

In comparison to 1993/94, the percentage of samples meeting the required standard rose in four councils, remained the same in three councils, and fell in the remaining five councils.

Figure 2c: Colour Quality – The % Of Samples Which Met Standards
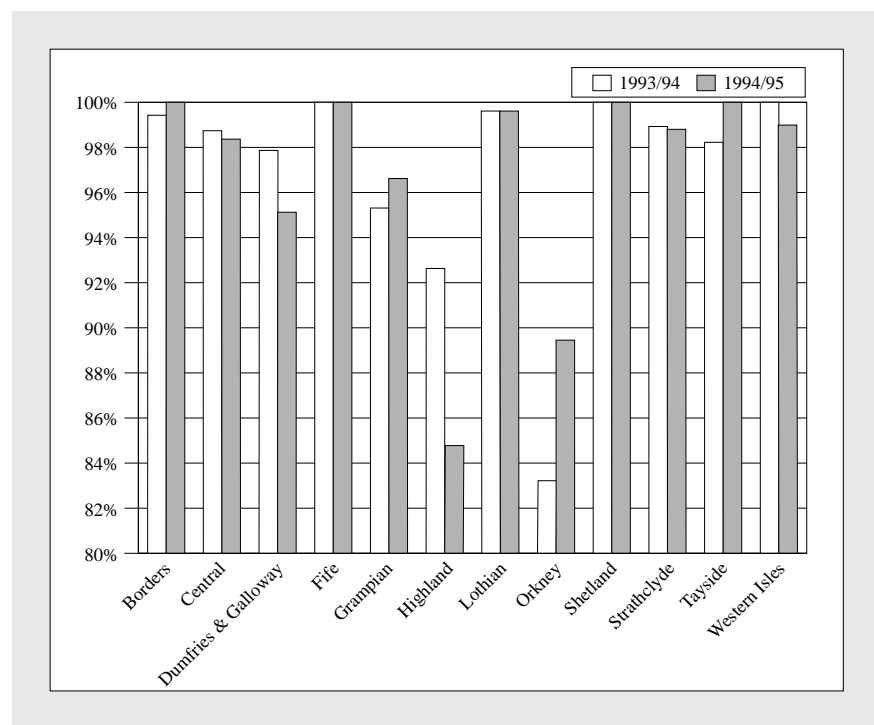
WATER CHARGES

(3) Water supply charges:-

- the council water charge (£)

- the non-domestic water rate (pence per £)

- the metered water rate (pence per cubic metre).

What the indicator reports:

The indicator provides information on three water supply charges.

The first part of the indicator expresses the average bill per dwelling. This is simply the total amount levied by the council for water services divided by the number of chargeable dwellings in the council's area. The <u>actual</u> council water charge paid by an individual householder will depend on the council tax band in which his or her property lies, and the occupancy of the property.

The metered water rate comprises two elements - the council's standing charge, to which is added the rate levied on the volume of water used.

Points to bear in mind:

The levels of the charges reflect:-

● local circumstances (e.g. population densities, differences in the source(s) of water which affect the supply cost because of any pumping or treatment which is necessary, and the capital investment which is necessary);

● the council's charging policy; and

● the extent to which a council used any financial reserves it had.

Commentary:

Council water charge: The council water charge ranged from £37.70 to £132.07 (Figure 3a). In comparison with 1993/94, in three councils the charge fell in cash terms. It rose in 8 councils (by between 2% and 11%), and remained the same in the final council.

Figure 3a: Council Water Charge
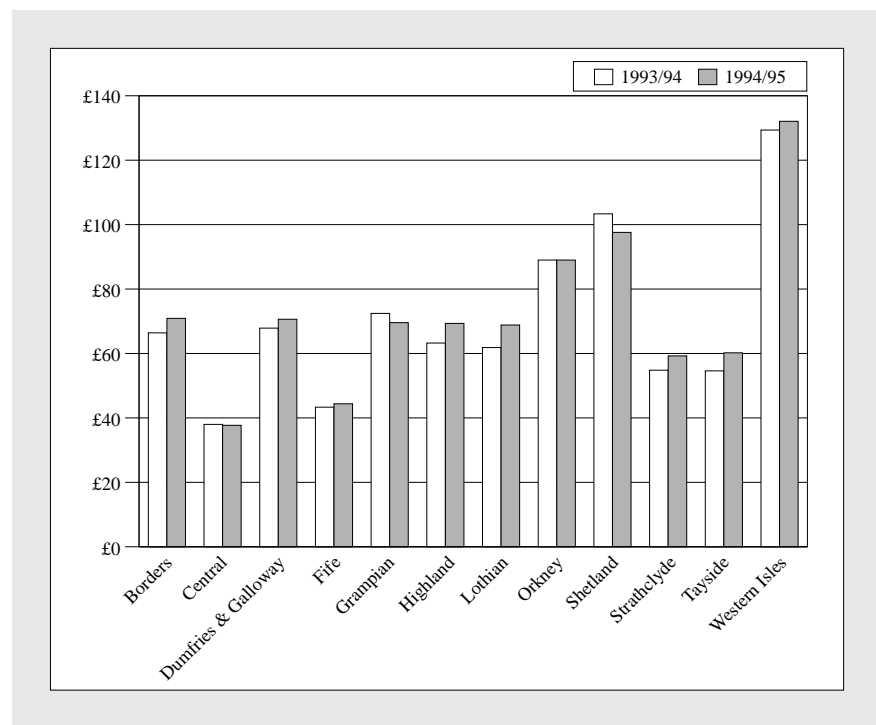
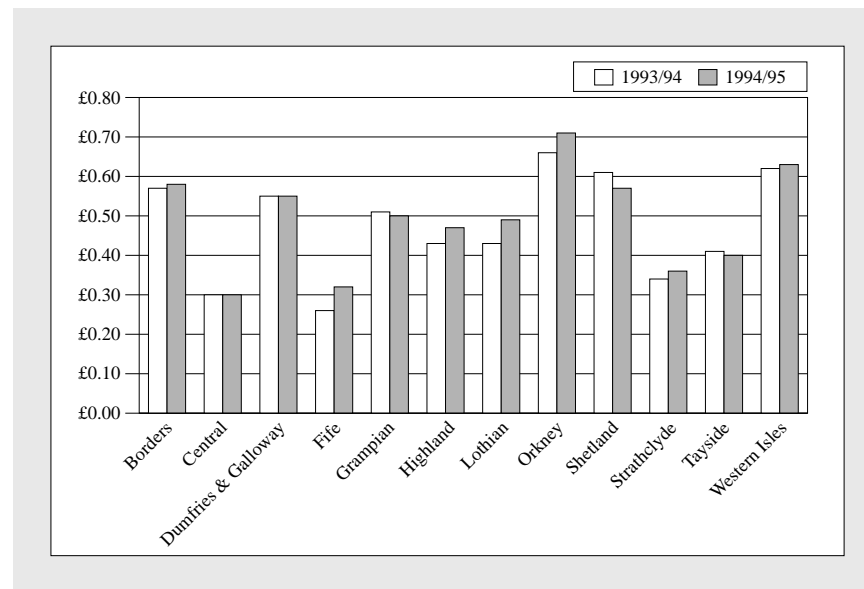**Figure 3b: Non-Domestic Water Rate**
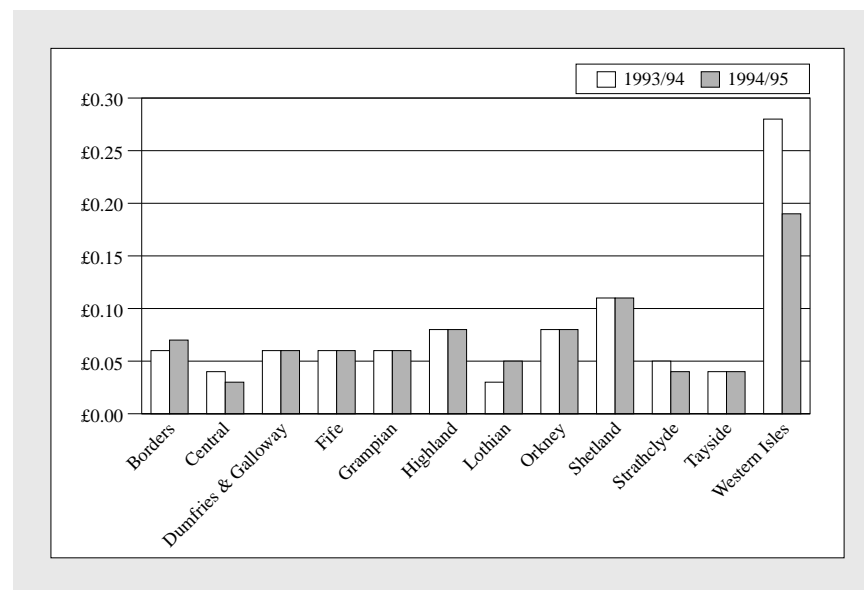
Figure 3c: Metered Water Rate

Non-domestic water rate: This figure ranged from 3 pence per £ to 19 pence per £ {2.9 pence to 27.5 pence} (Figure 3b). In comparison with 1993/94, in seven councils the charge fell in cash terms. It rose in four councils and remained the same in the final council.

Metered water rate: The metered water rate ranged from 30 pence per cubic metre to 71 pence per cubic metre (Figure 3c). In comparison with 1993/94, in four councils the charge fell in cash terms. It rose in seven councils and remained the same in the final council.

Sewage Disposal Quality

(4) The percentage of population served where sewage discharge met the regulatory standards.

What the indicator reports:

The indicator reports the extent to which the service meets the environmental standards required by regulation.

Points to bear in mind:

Standards are set by the river purification authorities and take account of European Union standards. For the purpose of this indicator, a discharge point is taken to meet the standard if at least 75% of the samples taken from that point met the standard.

Although the information refers to domestic users, sewage treatment works also deal with discharges from industry. In some cases, this is a large proportion of the treatment work carried out.

Commentary:

The percentage of the population served to current standards ranged from 5% to 100% (Figure 4). With the exception of Orkney, at least 60% of the population in each council were served to the required standards.

In comparison to 1993/94, in seven councils the percentage served to current standards rose. The percentage fell slightly in two councils and by almost a third in another council, Highland. In the remaining two councils the percentage was the same.

Figure 4: The % Of Population Served To Current Standards

*In 1993/94, Orkney reported that none of the population was served to current standards.
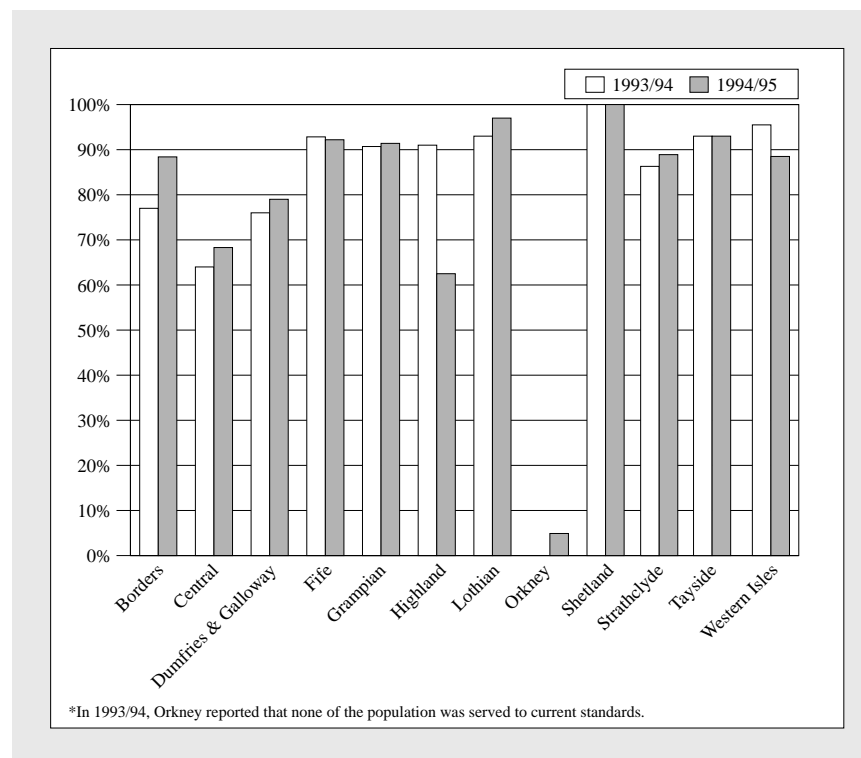
Sewage Disposal Treatment

(5) The percentage of the population served by public sewers with the following types of treatment:-

- sea outfall (no treatment or preliminary treatment)

- primary treatment or septic tank

- full treatment.

What the indicator reports:

The indicator reports the proportion of the population in each council which is served by each of the three types of sewage treatment.

Sea outfall is where sewage is discharged to the sea without any treatment. Preliminary treatment is where there is coarse screening or grit removal. Primary treatment involves the use of a settlement or septic tank, or fine screening. Full treatment is a multi-stage process, involving the use of several types of treatment, such as oxidisation, settlement and 'polishing'.

Points to bear in mind:

The indicator reflects current policy (national and/or local) on treatment standards and requirements.

The choice of treatment is influenced by the council's local conditions. There are two main factors - first, the size of centres of population in the council and their location in relation to rivers and the sea; and, second, the extent to which regulations require treatment of sewage. The regulations take account of the nature of the rivers and coastal areas for each council in specifying the level of treatment required before sewage is discharged into a river.

The indicator reports the extent to which each of the three treatment methods is used. It does not provide a measure of the quality (e.g. cost; environmental impact) of the methods.

Commentary:

Sea outfall: The percentage of the population in each council served by sea outfall varied widely, from 0% to 70% (Figure 5). Sea outfall was the main

treatment method in five {5} councils (that is, the method which served the largest proportion of the population). In comparison with 1993/94, reliance on sea outfall fell in eight councils.

Primary treatment or septic tank: This form of treatment was used for between 3% and 68% of councils' populations (Figure 5). Primary treatment or septic tank use was the main treatment method in three councils. In comparison with 1993/94, there was a slight increase in the use of primary treatment in eight councils, a reduction in two councils and no change in the remaining two councils.

Full treatment: Full treatment was available in 11 {10} councils (Figure 5). In these councils, the percentage of the population served by this method varied widely, from 3% to 91%. Full treatment remained the main treatment method in four councils. In comparison with 1993/94, use of full treatment increased in 5 councils, remained unchanged in two, and fell slightly in five councils.

Figure 5: The % Of Population Served By The Three Types Of Sewage Treatment
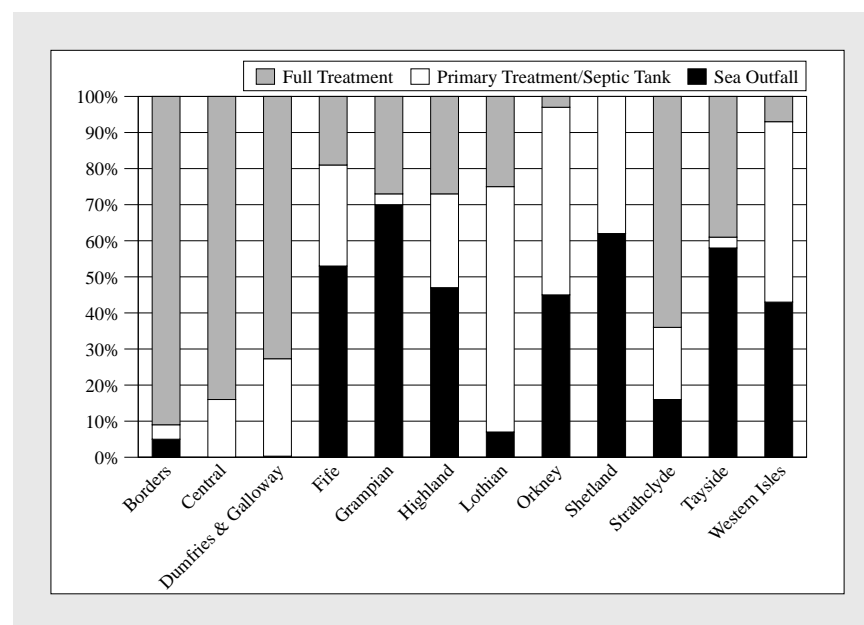
SEWERAGE CHARGES

(6) Sewerage Charges:-

- the sewerage element of the Council Tax (£)

- the non-domestic sewerage rate (pence per £)

- the trade effluent charge (pence per cubic metre).

What the indicator reports:

The indicator provides information on three sewerage charges.

The first part of the indicator reports the actual domestic sewage cost for each council for the year divided by the total number of chargeable dwellings in its area. This is not necessarily the same as Band D for the sewerage element of the Council Tax, and it may differ from the amount any householder actually paid in the year.

Under present legislation, the Council Tax, which includes an element for sewerage, applies to all houses whether or not they are connected to the public sewer. The non-domestic sewerage rate is paid by all non-domestic properties connected to the public sewer. The trade effluent charge, where levied, is paid in addition to the non-domestic sewerage rate for trade effluent discharged to the public sewer.

### *Points to bear in mind:*

The level of charges will reflect:-

● local circumstances (e.g. population densities, the degree of treatment required, and the capital investment needed);

● the council's charging policy; and

● the extent to which a council used any financial reserves it had.

Councils are free to set their own charges for trade effluent, and the basis on which these are levied (for example, taking account of the volume of effluent only, or also basing it on the type or types of effluent involved). Not all councils seek to recover the full cost of the activity, although several have a policy to increase their charges over time.

Commentary:

Sewerage cost: The actual cost per chargeable dwelling varied from £35.46 to £68.34, with half the councils charging £47.32 or less (Figure 6a). In comparison with 1993/94, in five councils the charge fell while it rose in 7 councils.

Figure 6a: Sewerage Cost Per Chargeable Dwelling
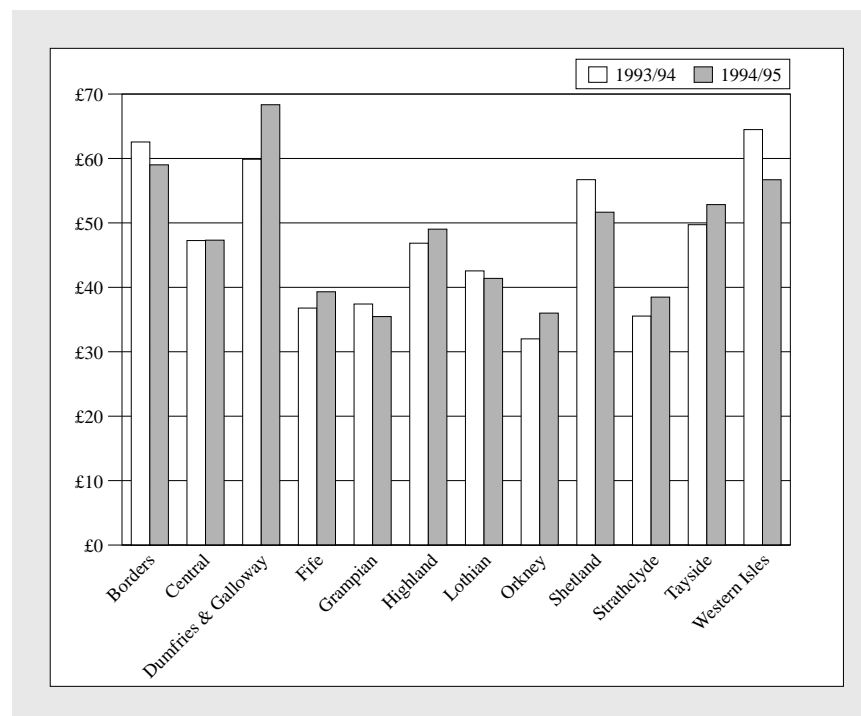
Non-domestic sewerage rate: The non-domestic sewerage rate varied from 3 pence per £ to 10 pence per £ (Figure 6b). In comparison with 1993/94, in five councils the charge fell. It rose in six councils and remained the same in the final council.

Trade effluent charge: The three islands councils did not provide a trade effluent service, while two councils reported that they provided the service without charge. In the remaining seven councils, the charge ranged from 10 pence per cubic metre to 52 pence per cubic metre. In comparison with 1993/94, in all seven councils the charge rose (Figure 6c).

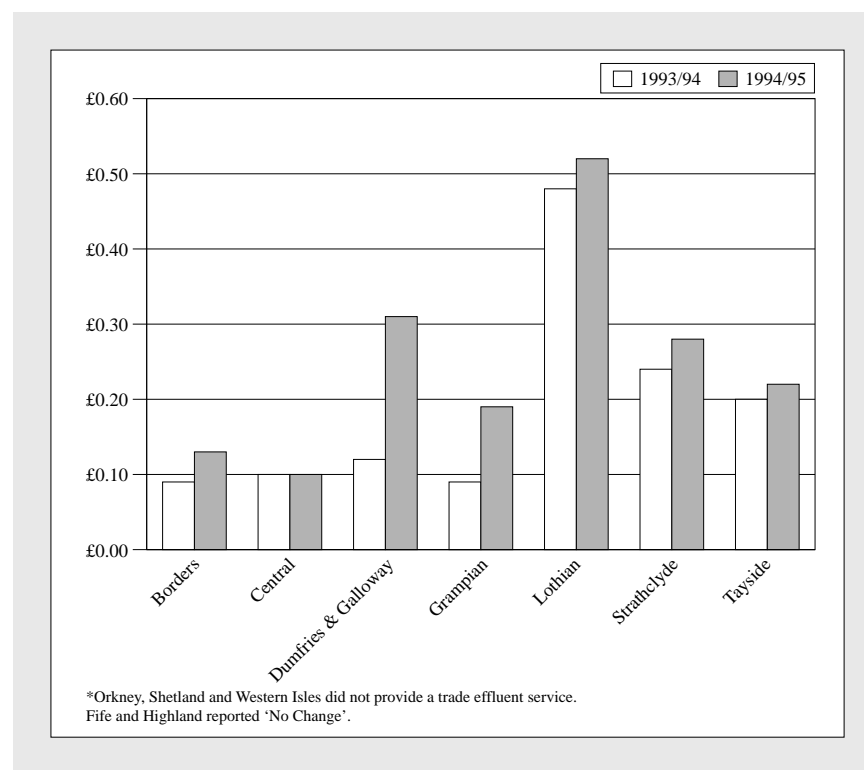## Figure 6b: Non-Domestic Sewerage Rate
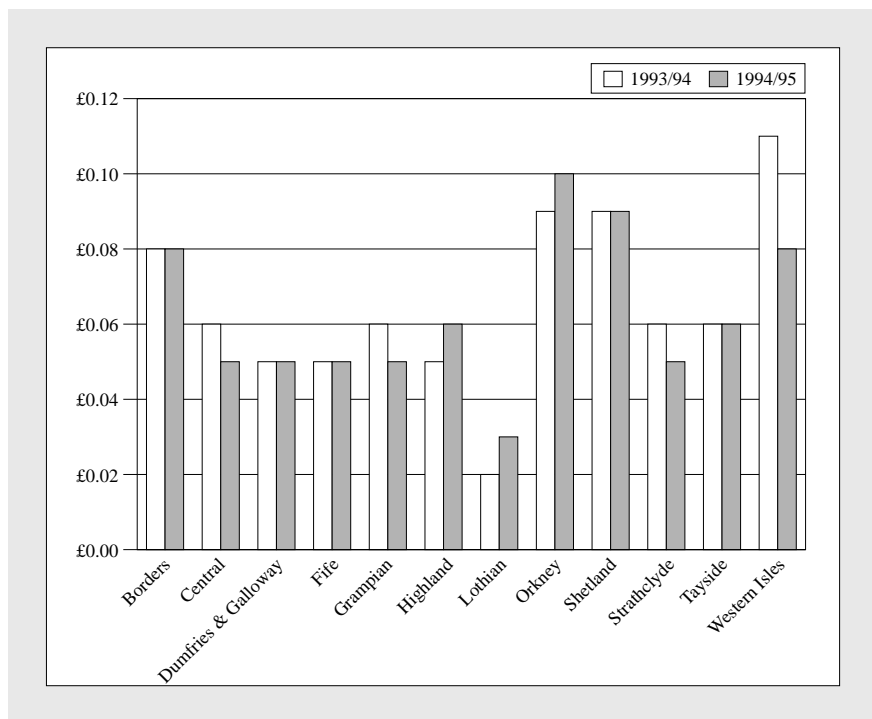
Figure 6c: Trade Effluent Charge Per Cubic Metre

*Orkney, Shetland and Western Isles did not provide a trade effluent service.
Fife and Highland reported 'No Change'.

INDEX OF INDICATORS

EDUCATION

Pre-school Experience

(1) The % of Primary 1 pupils with experience of pre-school education.

(2) Expenditure per pre-school place.

Primary Education

(3) Service cost per primary school pupil.

(4) Expenditure per primary school pupil on individual teaching materials.

(5) The % of single-year and composite classes, by class size band.

(6) The % of primary schools in different occupancy bands.

Secondary Education

(7) Service cost per secondary school pupil.

(8) Expenditure per secondary school pupil on individual teaching materials.

(9) The % of secondary schools in different occupancy bands.

General

(10) Average time taken to complete special educational needs assessments.

(11) Repairs and maintenance expenditure per square metre of floor area.

ENVIRONMENTAL HEALTH

Food Safety: Hygiene Inspections

(1) The number of premises requiring inspection during the year and the % inspected.

Food Safety: Food Sampling

(2) The number of chemical and microbiological samples taken per 1,000 resident population.

Workplace Safety

(3) The number of workplace premises liable to inspection, assessed and categorised.

(4) The level of achievement against the local inspection targets.

Environmental Protection

(5) Noise complaints received and the % of responses provided within two working days.

(6) The % of waste transfer, treatment, and disposal facilities which were inspected in accordance with national guidelines.

Pest Control

(7) The % of responses to pest control calls within council target response times for high and low priority cases.

ENVIRONMENTAL SERVICES

Refuse Collection

(1) The cost of refuse collection.

(2) The income generated from refuse collection during the year.

(3) The target time set by each council for uplifting bulky domestic refuse, and the % of these uplifts completed within the target timescale.

Waste Disposal

(4) The % of household waste recycled.

Street and Pavement Cleansing

(5) The cost per kilometre of street and pavement cleaned.

FIRE

Response Time: Fire Incidents

(1) Target times for attending fires, and the % of responses within the target times.

Response Time: Road Traffic Incidents

(2) Target times for attending road traffic incidents, and the % of responses within the target times.

Fire Prevention: Certificate Application

(3) Average time between receipt of an application for a fire safety certificate and the issue of either a fire certificate or a notice requiring upgrading.

Fire Prevention: Re-Inspection Of Certifiable Premises

(4) Target and actual % of premises re-inspected.

HOUSING

Response Repairs

(1) The length of time that the council allows for carrying out various categories of repairs and the % of repairs completed within the target timescale.

Managing Tenancy Changes

(2) The total annual rent loss due to unoccupied houses expressed as a % of the total amount of rent due in the year.

(3) The number and % of houses re-let by the council in various time bands.

Rent Arrears

(4) Current arrears as a % of the net amount of rent due in the year.

(5) The amount of former tenant arrears outstanding at the end of the year and the amount of former tenant arrears written off during the year.

Council House Sales

(6) The average time taken to complete a sale from initial application.

Housing Benefit Administration

(7) The cost of administering each housing benefit application.

(8) The % of applications processed within 14 days of receipt by the council.

Homelessness

(9) The number of households provided with temporary accommodation in hostels, bed and breakfast, council-owned furnished dwellings and other accommodation, and the average length of stay in each.

LEISURE AND RECREATION

Ground Maintenance

(1) The cost per hectare of maintaining open space.

Sport and Leisure Management

(2) The average attendance per opening hour for swimming and leisure pools.

(3) The average attendance per square metre for other indoor sport and leisure facilities.

(4) The % of total operating expenditure for the year met from customer income for pools, other indoor facilities and outdoor sports pitches and tracks.

LIBRARIES

Book Requests

(1) The average time taken to satisfy book requests.

Staff Costs

(2) Total library staff costs per item issued.

Stock Expenditure

(3) Total stock expenditure per 1,000 population.

PLANNING

Processing Time

(1) The % of householder applications dealt with within various timebands.

(2) The % of non-householder applications dealt with within 8 weeks.

Departures

(3) The % of applications approved which involved a departure from the statutory plans for the council's area.

Appeals

(4) The % of planning appeals which were decided by the Secretary of State in the applicant's favour.

Local And Structure Plans

(5) The % of population in each council covered by local plans which have been finalised or adopted within the last 5 years and structure plans which have been submitted to the Secretary of State or approved within the last 5 years.

POLICE

Crimes: Response Capacity and Clear Up

(1) The total number of crimes recorded per 100 officers.

(2) The % of crimes cleared up.

(3) The % of violent crimes, sexual crimes, housebreaking and car crime cleared up.

Offences: Response Capacity and Clear Up

(4) Total offences recorded per 100 officers.

(5) The % of non-motor vehicle offences cleared up.

ROADS AND LIGHTING

Roads Maintenance

(1) Spending on structural maintenance, routine maintenance, winter maintenance, and surveys and inspections.

(2) Spending on road surface reconstruction, overlay, resurfacing, and surface dressing.

Repairs Response

(3) The % of traffic light repairs which were completed within the council's target time.

(4) The % of street light repairs which were completed within the council's target time.

Public Liability Insurance Claims

(5) The average time between a claim and the payment for claims settled for pedestrian claims and vehicular claims.

SOCIAL WORK

Community Care

(1) Information on aspects of identifying and meeting the needs of individuals, for the seven main groups of adult users of community care services.

Spending On Clients

(2) Spending on different service user groups.

Child Protection

(3) Information on the number of children on the child protection register and the average time for which a child's name appeared on the protection register.

Child Care Placements

(4) The number of children supervised or cared for at home, in other community placements and in residential accommodation.

Home Care/Home Helps

(5) The % and number of home help/home care clients who receive different levels of service.

Staff Qualification

(6) The % of appropriately qualified care staff in residential homes for children, adult offenders, elderly people and other adults.

Privacy In Residential Accommodation

(7) The proportion of residential care places which are single rooms, provided by councils, the voluntary sector and the private sector, for children, adult offenders, elderly people, and other adults.

Inspection of Residential Establishments

(8) The average number of inspections per year of council and other residential establishments.

Assessment Time

(9) The time taken for assessment and provision of long-term residential or nursing care, day care, home care and equipment.

Respite Care

(10) The number of persons assessed as requiring respite care and the % of that number for whom at least one such arrangement was made.

TRADING STANDARDS

Enquiries and Complaints

(1) The % of enquiries and complaints completed within 30 calendar days.

Inspection Of Trading Premises

(2) The council's target frequency of inspection for premises of high, medium and low risk, and the % of inspections it actually completed.

Enforcement Action

(3) Follow-up actions when traders have been given formal warnings: the % of warnings followed up by the council within 30 days of issue of the warning.

WATER AND SEWERAGE

Water Supply Quality

(1) The number of tap water samples taken per 10,000 population served.

(2) The % of water samples which met regulatory standards for chemical quality, micro-biological quality and colour quality.

Water Charges

(3) Water supply charges.

Sewage Disposal Quality

(4) The % of population served where sewage discharge met the regulatory standards.

Sewage Disposal Treatment

(5) The % of the population served by sea outfall; primary or septic tank treatment; or full treatment.

Sewerage Charges

(6) Sewerage and trade effluent charges.

INDEX OF INDICATORS