

Performance  
information for  
Scottish councils  
1995/96

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## FOREWORD

The services provided by Scotland's councils influence our lives in varied and important ways. For example, they cover the education of our children, care of our elderly relatives, assistance from the police or fire services, and the collection of our refuse.

I am, therefore, pleased to present to the Scottish public a report on the performance indicators relating to the main services provided by councils in 1995/96, the last year before the reorganisation of local government in April 1996.

This is the third national report to be published by the Commission and it offers the opportunity to compare the performance of council activities over the three years 1993/94 to 1995/96, and to identify trends in performance. This report shows standards against which the work of the new councils can be measured.

The need for councils to continue to improve and to make the best use of resources remains as strong with the new councils as it was with the old ones. We rightly look to councils to provide high-quality services that meet our needs and are affordable within tight budgets. We need information to judge if these aspirations are being met, and the performance information provided in this report will assist in the making of that judgement.

This year, the Commission has taken the opportunity to make the information available to the public by publishing, in addition to the national report, a series of five pamphlets showing a selection of indicators for certain services. We shall be monitoring how useful the public finds that format of presentation.

Looking to the future, it is likely that increased emphasis will be put on performance information by local authorities, the government and the public. The Commission will continue to work with all interested bodies to develop the scope and detail of the performance information it requires local authorities to publish.

I would like to 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 and Inspectorates for their contributions to this work.

I am encouraged by the general standards of performance achieved by many of the councils. There are signs of improvement in several, but potential shortcomings in others. The report identifies opportunities for the new councils to look at how they can improve upon the achievements of their predecessors.

Professor J P Percy CBE CA  
*Chairman*

# SETTING THE SCENE

## BACKGROUND

Scotland's 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 efficiently. Within the resources available to them, councils aim to meet the public's expectations and to provide value for money. Their performance in providing services is a matter of significant public interest. Access to robust 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, 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. Each year the Commission must issue a Direction which sets out the information each council has to gather for the ensuing financial year. Councils have to publish the information in local newspapers by 31 December each year.

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 the 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 in different financial years.

Following the reorganisation of local government in Scotland in April 1996, it fell to the new councils to publish the information relating to the final year of the old councils. Whilst some faced considerable difficulty in securing the necessary financial and performance information, most councils managed to publish the information by the end of January 1997. The Commission has now brought this information together to provide a national summary.

This is the third national report on the performance of councils by the Commission under the Local Government Act 1992. It is also the last of the

reports on councils under the two-tier local government structure which existed prior to reorganisation in April 1996. Therefore, not only does it give an opportunity to examine performance trends for Scottish councils over time, it also provides a range of benchmarks against which the performance of the new councils in future years could be compared.

The Commission expects some public interest in this report, but recognises that the principal users will be those acting on the public's behalf in providing services and monitoring performance (for example, local councillors, council officials, the Commission's auditors). For the general public, the Commission is publishing a series of pamphlets on key services, setting out a selection of the indicators.

This report :

- helps readers to form a view as to how Scottish councils performed in 1995/96
- provides information on certain council activities to permit comparisons of performance over the three years, 1993/94 to 1995/96
- identifies benchmarks for some activities against which the performance of the new councils could be compared
- seeks to stimulate interest in, and debate on, the performance of local government in Scotland.

## SERVICES COVERED IN THIS REPORT

Until April 1996, Scotland had a two-tier structure of local government on the mainland and single-tier in the islands. The public received services from nine regional and 53 district councils on the mainland and from three islands councils. 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	

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 shown in the table above.

Since 1 April 1996, each of the new councils has been responsible for the above services, except that in most areas there are joint boards for fire and police services, whilst water and sewerage are now the responsibility of three new public water authorities. The three islands councils continue to provide services, other than water, as before.

### INDICATOR SELECTION

Where possible, an indicator should measure an aspect of the performance of a service which is of interest to the public and of importance to relevant service managers. A number of the indicators measure quantity of, and expenditure on, an activity. The Commission believes that indicators based on quantity and expenditure 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. A number of the indicators measure speed of response to a request for a service to be provided; this is an important aspect of the effectiveness of a service.

The Commission has 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 management systems for information gathering and reporting.

There are a number of separate Government charters which also require the publication of important performance information. For example, school examination results are published by the Scottish Office 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 and publish this information.

### RELIABLE INFORMATION

To assist councils to collect the information on a consistent basis, the Commission provides them each year with a Guide that contains:

- definitions of terms for each indicator and clarification on how the information should be compiled
- details of a 'helpline' provided by the Commission to answer queries from councils and auditors
- guidance on proposed management arrangements within a council for ensuring that each of its departments supplies the required information on time
- guidance on the role of the external auditors, appointed by the Commission, in reviewing the systems being used to produce the information and, where appropriate, highlighting where improvements need to be made.

**By law, councils must publish information which is complete and accurate so far as is practicable.** However, it proved difficult for some of the new councils to gather the relevant information on the performance of their predecessor councils and, as a result, the data are not as complete as in 1994/95.

### 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. Additional types of measure may be important for particular services (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 etc. 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 to the required standard of cleanliness, and the time they took to do this. It would then compare this with similar operations to see whether the cleaning 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 productivity of the tradespeople (e.g. plumbers, joiners).

**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 six 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 policy was mistaken (e.g. there was no public demand because the children could swim already), 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 measurement 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.

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. Some aspects of quality are covered 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 report 'Narrowing the Gap' addresses the principles of satisfactory customer service and makes recommendations on best practice to Scottish councils.

## USING THE INFORMATION

When considering 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 over time
- the performance achieved by other councils for the same activity, in the same year, i.e. inter-council comparison
- the standard of performance compared with national standards.

Each of these is explained below.

**Same-council comparison:** the indicators within all the services presented in this report can be used to consider how the performance of councils' services has changed over time. In some cases, where new indicators were introduced in 1994/95, this can be done only for two years. However, there are many indicators for which there is now information for three years and, for these, trends in service delivery can be identified. Care must be exercised to ensure that account is taken of any particular factors affecting the results for any particular year before doing so. For example, there was a long period of exceptionally severe weather in December 1995 which led to a heavier than usual demand for emergency repairs to houses.

To help the public make comparisons, councils were required to publish in a local paper the results for 1995/96, together with those for 1994/95.

The value of an indicator is enhanced where it measures performance against a quantified performance target set by the council. In such a case, it will be obvious if a council is meeting the standards it has told its users it aims to achieve. During consultations carried out by the Commission, 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 consistency 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, for four key services, how long, on average, each council took to carry out assessments and to provide the service. It is reasonable to compare the performance of councils for these services, 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 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 standard 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 of swimming pools met from customer income.

A number of factors may have an impact on the reported performance information. 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, population density, and the mix between urban and rural settlements. Others

may be specific to a particular service or the groups of people it serves. 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 provision of a complete service, such as education. Also, an indicator may conceal variations in performance 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 in which a service is delivered.

Finally, except in a few cases, no comment is made on the quality of services provided. For example, two councils may spend similar amounts on a particular client group (e.g. the elderly) as part of their social work provision. However, the quality and appropriateness of the services experienced by the users may be markedly different depending upon the skills of the staff, managerial practices, and other factors.

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

## THE WAY FORWARD

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. This year, a number of leaflets giving information on a range of services are to be published in addition to the national report. In part, this is a research exercise enabling the Commission to test ways of publishing the information in formats which might prove to be of value to the general public.

The Commission will continue to consult widely on proposals for future Directions.

# UNDERSTANDING THE PERFORMANCE INFORMATION

## PRESENTING THE INFORMATION

The information is set out service by service. Although some services were provided primarily by district councils, whilst others were provided by 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 alphabetical order.

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 tabular format)

The 'points to bear in mind' section lists those factors which help to explain why 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 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'. 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.

Local factors may mean that a council with a performance which appears to be worse than that of another council has, in fact, performed better given its more difficult circumstances.

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

## NOTES ON DATA PRESENTATION

Within each service section, tables are numbered according to the number of the indicator to which they relate. For example, within Education, Table 6a relates to Indicator 6; within Social Work, Tables 1a-1m all relate to Indicator 1.

The available comparative data for 1993/94 and 1994/95 are shown together with those for 1995/96 in the tables.

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

- (1) **the service was not provided**
- (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' risk areas)**
- (6) **no figure was calculated as a performance percentage, because the base figure was zero**

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



# EDUCATION

## 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 1995/96.

Information on expenditure by Strathclyde Regional Council has not been reported.

**(1a) The target percentage 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 to 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 24.

**(1b) The target percentage 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 by 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 percentage 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 24.

### *Points to bear in mind*

The experience offered by councils may vary widely in:

- educational quality
- the length of time for which a child has a place
- the hours per week for which a child attends
- the pre-school education which is available in different parts of a council's area.

A pre-school place comprises five morning and five afternoon sessions. Typically, each place is shared between two or more children.

Information on the percentage of Primary 1 pupils who received pre-school education from non-council providers is not available to the Commission.

## Commentary

### Target percentage with pre-school experience

Two councils had not set a target for the percentage of children entering Primary 1 with any pre-school experience, regardless of provider. Of the nine councils that reported a target, five were working towards a target of 100% of children entering Primary 1 having some form of pre-school education. The other four councils that reported had targets of 80% or above (Table 1).

### Target percentage with Education Department pre-school experience

One of the 11 councils did not set a target for its own provision. Of the other ten councils, one, Fife, set itself the target of providing all children with pre-school experience. The other nine had targets ranging from 45% to 90%, and in these councils the voluntary and private sectors were expected to contribute to the overall level of pre-schooling.

### 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. One council did not establish a target but provided a service to 65% of children.

Table 1 also shows that in ten of the 11 councils providing a service, the proportion of children entering Primary 1 with Education Department pre-school experience increased in 1995/96 in comparison with 1993/94, whilst in the other, Fife, it remained at the same high level, 96%.

**Table 1: The target and actual percentage 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		
	1995/ 96	1995/ 96	1995/ 96	1994/ 95	1993/ 94
Borders	80	45	46	41	40
Central	100	88	82	80	76
Dumfries & Galloway	100	90	83	83	67
Fife	100	100	96	97	96
Grampian	(3)	(3)	65	66	63
Highland	(3)	55	34	29	33
Lothian	100	82	84	83	79
Orkney	87	87	87	78	72
Shetland	99	89	66	65	60
Strathclyde	87	60	58	58	56
Tayside	100	67	63	59	53
Western Isles	(1)	(1)	(1)	(1)	(1)

(1) The council did not provide the service.

(3) The council did not set a target.

## PRE-SCHOOL EXPERIENCE

### (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.

The majority of this expenditure goes on:

- teaching and support staffing costs
- the cost of running premises
- the cost of supplies and equipment.

#### *Points to bear in mind*

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

#### *Commentary*

For the ten councils that reported their expenditure, spending per place for pre-school education varied between £942 and £2,860 (Table 2).

Six of the ten councils spent more than £2,000 per place.

Table 2: Expenditure per pre-school place

Council	Number of places 1995/ 96	Expenditure per place 1995/ 96 (£)	Expenditure per place 1994/ 95 (£)	Expenditure per place 1993/ 94 (£)
Borders	269	1,766	1,770	862
Central	1,740	2,183	2,133	1,950
Dumfries & Galloway	616	1,723	1,844	1,722
Fife	2,601	2,649	2,598	2,628
Grampian	2,616	2,860	2,642	2,282
Highland	753	2,035	1,897	2,288
Lothian	5,871	2,028	1,998	2,018
Orkney	215	942	681	679
Shetland	190	2,403	2,672	3,903
Strathclyde	14,651	(2)	3,074	3,118
Tayside	2,816	1,946	1,934	1,805
Western Isles	(1)	(1)	(1)	(1)

(1) The council did not provide the service

(2) The council did not provide the information

## PRIMARY SCHOOLS

### *Context*

The total number of primary school pupils for 1995/96 was 440,670.

The total number of primary classes in Scotland in 1995/96 was 17,620. This was made up of 12,756 single-year and 4,864 composite classes. The average number of primary pupils per class in Scotland was 26.

The total number of primary schools in Scotland in 1995/96 was 2,332.

The contextual information on page 24 shows:

- the number of primary school pupils in each council
- the number of single-year and composite primary classes in each council
- 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.

Information on expenditure by Strathclyde Regional Council has not been reported.

### (3) Service cost per primary school pupil.

#### *What the indicator reports*

This indicator provides information on the four main types of expenditure for staff who support primary 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 staff and other staff 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 of staff.

Expenditure on children with special educational needs is excluded.

#### *Commentary*

Between councils, the average service cost per primary pupil lay in the range £1,496 to £2,393. Eight of the councils spent less than £1,700 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 94% of the total service cost 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 cost (£)		
						1995/ 96	1994/ 95	1993/ 94
Borders	1,372	142	90	71	106	<b>1,691</b>	1,725	1,664
Central	1,223	153	92	44	76	<b>1,496</b>	1,390	1,395
Dumfries & Galloway	1,340	92	91	72	78	<b>1,582</b>	1,557	1,499
Fife	1,352	129	92	42	79	<b>1,602</b>	1,590	1,460
Grampian	1,332	120	92	32	98	<b>1,582</b>	1,529	1,495
Highland	1,460	92	94	33	64	<b>1,649</b>	1,671	1,628
Lothian	1,283	139	93	44	68	<b>1,534</b>	1,494	1,457
Orkney	1,859	210	93	132	14	<b>2,215</b>	2,220	2,212
Shetland	2,055	168	93	130	40	<b>2,393</b>	2,486	2,524
Strathclyde	(2)	(2)	(2)	(2)	(2)	<b>(2)</b>	1,493	1,446
Tayside	1,311	100	93	39	68	<b>1,518</b>	1,444	1,395
Western Isles	1,969	112	93	134	32	<b>2,247</b>	2,144	2,038

(2) The council did not provide the information

## PRIMARY SCHOOLS

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

#### *What the indicator reports*

This indicator shows councils' average expenditure per primary school pupil on individual teaching materials and equipment such as books, jotters and musical instruments where these are for use by a single pupil during the relevant period.

#### *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
- 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 for general use in schools, such as video recorders and library books. This expenditure is not taken into account in this indicator.

#### *Commentary*

Spending on individual teaching materials varied widely between the 11 councils that reported from £23 to £70 per primary pupil. Seven councils, just over half, spent £50 or more per pupil (Table 4). Generally, spending was similar to that of 1994/95.

Table 4 : Expenditure per primary pupil on individual teaching materials

Council	Expenditure (£)		
	1995/ 96	1994/ 95	1993/ 94
Borders	52	64	59
Central	29	28	31
Dumfries & Galloway	66	69	74
Fife	23	21	19
Grampian	52	52	44
Highland	33	32	35
Lothian	54	54	38
Orkney	62	51	42
Shetland	70	71	63
Strathclyde	(2)	34	33
Tayside	39	36	36
Western Isles	50	54	45

(2) The council did not provide the information

## PRIMARY SCHOOLS

(5) The percentage of classes, both single-year and composite, with pupil numbers of:

- 15 or less
- 16-20
- 21-25
- 26-30
- 31 or more.

### *What the indicator reports*

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

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.

### *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
- the balance between composite and single-year classes.

Maximum class sizes are subject to a national agreement in Scotland: the maximum for single-year classes is 33, and for composite classes it is 25 pupils.

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**

There is wide variation between councils in the proportion of classes within each of the indicator's bands (Table 5). For example:

- the percentage of all classes with 15 pupils or less varied between 1% and 41%
- the percentage of classes with 16 to 20 pupils varied from 9% to 30%
- the percentage of classes with 21 to 25 pupils ranged between 19% and 41%
- the percentage of classes with 26 to 30 pupils ranged between 4% and 37%
- the percentage of classes with 31 pupils or more ranged between 1% and 19%.

#### **Single-year classes**

The largest group of single-year classes, 41% of all single-year classes, was that with 26-30 pupils (Table 5).

#### **Composite classes**

Almost two-thirds of all composite classes had between 21 and 25 pupils (Table 5). Nine of the 12 councils had a small number of composite classes with more than 25 pupils, i.e. greater than the nationally agreed maximum number for composite classes.

**Table 5: The proportion of classes in each occupancy band, and the average number of children per class in each council**

Council	Single-year classes					Composite classes					Average number of pupils per class		
	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 (%)	1995/ 96	1994/ 95	1993/ 94
Borders	1.1	9.0	15.9	24.9	7.1	6.3	11.4	22.5	1.8	0.0	23.2	23.1	23.2
Central	1.0	4.7	21.2	30.7	17.6	1.5	4.7	18.2	0.4	0.0	25.9	25.5	25.5
Dumfries & Galloway	0.9	3.8	13.7	21.3	11.3	8.4	12.8	27.4	0.4	0.0	23.6	23.4	23.3
Fife	0.8	4.4	19.5	34.7	12.0	2.4	5.0	21.0	0.2	0.0	25.5	25.1	25.5
Grampian	0.3	4.7	18.2	29.7	12.5	3.5	8.3	22.6	0.2	0.0	25.1	24.8	25.2
Highland	1.1	5.1	15.8	18.6	6.0	13.4	15.8	24.0	0.1	0.0	21.6	21.7	21.6
Lothian	0.7	5.7	19.0	37.0	19.1	0.5	4.2	13.6	0.2	0.0	26.3	26.0	25.8
Orkney	7.4	9.6	22.3	19.2	2.1	14.9	14.9	9.6	0.0	0.0	20.2	19.4	19.6
Shetland	13.0	17.0	10.0	13.0	1.0	24.0	13.0	9.0	0.0	0.0	18.1	17.6	17.1
Strathclyde	1.2	7.8	22.9	32.2	14.4	1.9	3.9	15.4	0.2	0.0	25.2	25.1	25.2
Tayside	0.7	3.7	20.6	29.7	16.1	6.1	6.8	15.7	0.4	0.2	25.7	25.2	24.9
Western Isles	0.0	4.0	5.0	4.0	3.0	41.0	25.0	18.0	0.0	0.0	17.0	17.1	17.5

## 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 occupancy bands shown.

The 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 the way they determine capacity. Some of the factors which may be important are:

- whether or not gymnasiums are counted as teaching rooms
- how non-teaching rooms are treated
- the treatment of rooms used for only part of the curriculum
- 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% in Orkney is 12 schools.

### *Commentary*

Across Scotland, less than one in ten schools (212) had an occupancy level of 40% or less. Almost a quarter of all schools (568) had an occupancy level of 41% - 60%, with approximately a third (767) having an occupancy level of 61% to 80%. The proportion of schools that had occupancy levels of 81% or more was also about one in three (785). Little change has occurred in the overall pattern of occupancy of primary schools since 1993/94 (Table 6a).

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 while two, Shetland and Western Isles, had more than half of their primary schools with occupancy levels below 60% (Table 6b).

**Table 6a: The percentage and number of primary schools in each occupancy band**

	Occupancy band								Total schools
	40% or less		41%-60%		61%-80%		81% or more		
	(%)	number of schools	(%)	number of schools	(%)	number of schools	(%)	number of schools	
1995/ 96	9.1	212	24.4	568	32.9	767	33.7	785	2332
1994/ 95	8.7	204	23.6	552	34.4	803	33.2	776	2335
1993/ 94	9.2	216	24.9	583	34.9	816	31.0	726	2341

**Table 6b: The percentage of primary schools in each occupancy band**

Council	Occupancy band			
	40% or less	41%-60%	61%-80%	81% or more
Borders	2.7	11.0	32.9	53.4
Central	14.0	30.0	38.0	18.0
Dumfries & Galloway	8.6	17.2	47.5	26.7
Fife	2.1	17.2	30.3	50.3
Grampian	5.1	14.7	27.8	52.4
Highland	13.6	28.8	35.4	22.2
Lothian	5.4	21.3	25.9	47.3
Orkney	17.4	8.7	26.1	47.8
Shetland	17.0	40.0	29.0	14.0
Strathclyde	10.3	28.9	36.0	24.8
Tayside	9.7	20.4	25.8	44.1
Western Isles	18.2	52.3	22.7	6.8

## SECONDARY SCHOOLS

### *Context*

The total number of secondary school pupils in Scotland in 1995/96 was 317,993.

The total number of secondary schools in Scotland was 404.

The contextual information on page 24 shows:

- the number of secondary school pupils in each council
- 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 four main types of expenditure for staff who 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 staff and other staff 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 of staff.

#### *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 £2,345 to £3,920, with eight of the councils spending less than £2,650 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 88% 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 cost (£)		
						1995/ 96	1994/ 95	1993/ 94
Borders	2,129	199	92	68	148	<b>2,544</b>	2,507	2,408
Central	2,070	191	94	69	81	<b>2,411</b>	2,247	2,280
Dumfries & Galloway	2,230	212	92	63	138	<b>2,643</b>	2,639	2,456
Fife	2,052	170	95	44	79	<b>2,345</b>	2,332	2,135
Grampian	2,032	238	88	136	161	<b>2,567</b>	2,504	2,498
Highland	2,252	213	95	58	79	<b>2,602</b>	2,472	2,431
Lothian	2,162	314	94	63	105	<b>2,644</b>	2,587	2,563
Orkney	2,599	249	94	181	8	<b>3,037</b>	3,065	2,948
Shetland	3,308	303	92	255	54	<b>3,920</b>	3,816	3,723
Strathclyde	(2)	(2)	(2)	(2)	(2)	<b>(2)</b>	2,362	2,318
Tayside	2,194	165	91	136	106	<b>2,601</b>	2,535	2,508
Western Isles	3,208	270	92	229	82	<b>3,789</b>	3,514	3,462

(2) The council did not provide the information

## SECONDARY SCHOOLS

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

#### *What the indicator reports*

This indicator shows councils' average expenditure per secondary school pupil on teaching materials and equipment such as books, jotters and scientific, mathematical, art and musical equipment where these are for use by a single pupil during the relevant period.

#### *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
- 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 for general use in schools, such as video recorders and library books. This expenditure is not taken into account in this indicator.

#### *Commentary*

Spending on these materials varied widely between the 11 councils for which information is available, within the range £56 to £149 per secondary pupil (Table 8). Seven of the councils spent £80 or more per pupil.

**Table 8: Expenditure per secondary pupil on individual teaching materials**

Council	Expenditure (£)		
	1995/ 96	1994/ 95	1993/ 94
Borders	149	148	139
Central	64	63	65
Dumfries & Galloway	95	104	95
Fife	66	58	59
Grampian	99	97	82
Highland	56	53	54
Lothian	80	78	68
Orkney	92	108	52
Shetland	97	93	94
Strathclyde	(2)	73	70
Tayside	67	54	63
Western Isles	83	76	72

(2) The council did not provide the information

## 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.

The 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 may, therefore, be minor differences between the way they determine capacity. Some of the factors which may be important are:

- whether or not gymnasiums are counted as teaching rooms
- how non-teaching rooms are treated
- the treatment of rooms used for only part of the curriculum
- 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 secondary 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 secondary schools in Strathclyde is 17, whilst 50% in Orkney is three schools.

## *Commentary*

Across Scotland's 404 secondary schools, 6% (24 schools) had an occupancy level of 40% or less and a further one in six (66 schools) had occupancy levels of below 60%. Of the remaining schools, 27.5% (111) were in the '61% to 80%' occupancy band, and just over half (203 schools) were in the '81% or higher' band. Whilst little change has taken place in the proportion of schools with occupancy levels of below 60% since 1993/94, there has been an increase of 8% in those schools more than 80% occupied (Table 9a).

Between councils, there were wide variations in the proportions of schools in the different occupancy bands. Seven councils had more than 60% of their schools with an occupancy level of 81% or higher. In contrast, two councils had 50% or more of their secondary schools with occupancy levels of 60% or below.

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

**Table 9a: The percentage and number of secondary schools in each occupancy band across Scotland**

	Occupancy band								Total schools
	40% or less		41%-60%		61%-80%		81% or more		
	(%)	Number of schools	(%)	Number of schools	(%)	Number of schools	(%)	Number of schools	
<b>1995/ 96</b>	<b>5.9</b>	<b>24</b>	<b>16.3</b>	<b>66</b>	<b>27.5</b>	<b>111</b>	<b>50.2</b>	<b>203</b>	<b>404</b>
1994/ 95	5.9	24	17.1	69	30.0	121	47.0	190	404
1993/ 94	7.9	32	16.7	68	33.2	135	42.3	172	407

**Table 9b: The percentage of secondary schools in each occupancy band**

Council	Occupancy band			
	40% or less	41%-60%	61%-80%	81% or more
Borders	0.0	0.0	11.2	88.8
Central	0.0	11.0	28.0	61.0
Dumfries & Galloway	6.3	31.3	62.4	0.0
Fife	0.0	5.3	26.3	68.4
Grampian	2.6	5.3	7.9	84.2
Highland	3.7	11.1	18.5	66.7
Lothian	6.5	2.2	21.7	69.6
Orkney	16.6	33.4	33.4	16.6
Shetland	12.0	0.0	44.0	44.0
Strathclyde	7.1	23.5	33.5	35.9
Tayside	3.2	16.1	16.1	64.6
Western Isles	20.0	33.3	26.7	20.0

## 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 a learning difficulty, physical disability, psychological disturbance, or any combination of these. These needs cannot normally be met from the resources ordinarily available in schools.

This indicator reports the average length of time which it takes each council to carry out assessments of children 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
- 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 the age of 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 less than 29 weeks, with the other six taking an average time of between 33 weeks and 54 weeks (Table 10).

Eight of the councils reduced the average time to undertake an assessment in 1995/96, in comparison with the time taken in 1993/94.

Across Scotland, the total number of special educational needs assessments carried out during the year was 2,284.

The number of special educational needs assessments undertaken by each council in 1995/96 is shown in the contextual information on page 24.

**Table 10: Average time taken to complete special educational needs assessments**

Council	Average time (weeks)		
	1995/ 96	1994/ 95	1993/ 94
Borders	54	42	58
Central	29	31	32
Dumfries & Galloway	24	24	26
Fife	47	37	19
Grampian	40	36	41
Highland	18	21	28
Lothian	33	39	42
Orkney	35	36	74
Shetland	34	30	28
Strathclyde	27	25	18
Tayside	21	24	32
Western Isles	28	40	27

### 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)
- 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 by the 11 councils for which the information is available ranged from £8.48 to £21.72 per square metre. Six councils spent less than £12 per square metre, and two spent more than £21.50 (Table 11).

Seven councils reduced expenditure on repairs and maintenance in comparison with 1993/94.

**Table 11: Expenditure on repairs and maintenance per square metre of floor space**

Council	Expenditure (£)			Council	Expenditure (£)		
	1995/ 96	1994/ 95	1993/ 94		1995/ 96	1994/ 95	1993/ 94
Borders	<b>11.38</b>	14.38	14.00	Lothian	<b>16.48</b>	14.60	17.00
Central	<b>11.59</b>	11.39	11.81	Orkney	<b>11.31</b>	5.90	7.97
Dumfries & Galloway	<b>9.64</b>	10.84	11.65	Shetland	<b>21.72</b>	22.41	38.76
Fife	<b>14.15</b>	13.98	12.78	Strathclyde	<b>(2)</b>	24.89	28.68
Grampian	<b>16.83</b>	13.82	11.50	Tayside	<b>8.48</b>	9.64	10.97
Highland	<b>8.60</b>	10.29	10.88	Western Isles	<b>21.62</b>	21.64	20.50

(2) The council did not provide the information

**Contextual information for council education services 1995/96**

Council	Pre-school places	Primary 1 pupils	Primary pupils	Single-year primary classes	Composite primary classes	Primary schools	Secondary pupils	Secondary schools	Special educational needs assessments
Borders	269	1,338	8,780	219	159	73	6,528	9	49
Central	1,740	3,549	23,325	676	224	115	17,296	18	134
Dumfries & Galloway	616	1,898	12,939	280	269	116	9,255	16	238
Fife	2,601	4,449	31,168	827	393	145	23,220	19	130
Grampian	2,616	6,706	45,354	1,181	626	273	32,453	38	293
Highland	753	2,770	19,116	413	472	198	15,280	27	124
Lothian	5,871	9,028	59,346	1,843	417	239	38,533	46	304
Orkney	215	239	1,903	57	37	23	1,469	6	10
Shetland	190	343	2,267	67	58	35	1,681	9	11
Strathclyde	14,651	28,550	201,161	6,266	1,708	885	146,507	170	883
Tayside	2,816	4,764	32,688	903	371	186	23,621	31	96
Western Isles	(1)	329	2,623	24	130	44	2,150	15	12
<b>Scotland Total</b>	<b>32,338</b>	<b>63,963</b>	<b>440,670</b>	<b>12,756</b>	<b>4,864</b>	<b>2,332</b>	<b>317,993</b>	<b>404</b>	<b>2,284</b>

(1) The council did not provide the service

# ENVIRONMENTAL HEALTH

Environmental health services in 1995/96 were provided by the 53 mainland district councils and three 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 percentage of those which were inspected within the prescribed period:**

- to be inspected within 6 months
- between 6 and 12 months
- between 12 and 24 months
- within a period of more than 24 months.

### *What the indicator reports*

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

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
- 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
- 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 within the prescribed time.

### *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, and the risk of cross-contamination where a process involves both raw and cooked food
- the method of processing. Particular emphasis is placed on inspecting any high-risk product where conditions 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 premises
- the attitude and technical knowledge of the management on 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 target number of establishments due for inspection was 29,864. Of these:

- 8% were in the 'within 6 months' category
- 40% were in the 'between 6 and 12 months' category
- 44% were in the 'between 12 and 24 months' category
- 8% were in the 'more than 24 months' category.

The percentage of premises in the 'within 6 months' category inspected within the target time varied from 0% to 100%. Half of the councils which reported having premises in this risk category managed to inspect at least 85% of the premises within the target time.

For each of the three other risk categories, 30 councils reported that they had inspected at least 85% of all premises within the target time.

The percentage of premises in the 'between 6 and 12 months' category inspected as planned varied between councils from 17% to 100%.

The percentage of premises in the 'between 12 and 24 months' category inspected as planned varied between councils from 14% to 100%.

The percentage of premises from the 'over 24 months' category inspected as planned varied between councils from 8% to 100%.

In comparison with 1994/95, 20 councils reported an increase in the proportion of premises inspected in the target time in the highest risk category, 'within 6 months'.

For the other risk categories, the number of councils reporting an increase in the proportion of premises inspected within the target time compared with 1994/95 were:

- 'between 6 and 12 months' - 25 councils
- 'between 12 months and 24 months' - 21 councils
- 'more than 24 months' - 18 councils.

**Table 1: The percentage of premises inspected within the prescribed period**

Council	'Within 6 months'				'6 to 12 months'			
	Number of premises	Number to be inspected	% inspected		Number of premises	Number to be inspected	% inspected	
			1995/ 1996	1994/ 1995			1995/ 1996	1994/ 1995
Aberdeen, City of	45	45	56.0	54.4	207	207	38.5	91.5
Angus	39	39	84.4	94.0	131	133	84.2	89.0
Annamdale & Eskdale	11	11	100.0	89.0	306	306	82.0	90.0
Argyll & Bute	31	31	83.9	44.0	166	166	86.1	64.7
Badenoch & Strathspey	4	4	50.0	57.0	23	23	52.0	77.4
Banff & Buchan	35	35	45.7	80.6	162	162	38.3	58.4
Bearsden & Milngavie	4	4	75.0	75.0	16	16	81.0	85.7
Berwickshire	15	13	100.0	87.5	51	37	62.0	24.2
Caithness	63	63	36.0	83.0	134	134	88.0	81.0
Clackmannan	14	14	96.7	25.3	42	42	98.4	67.4
Clydebank	104	104	100.0	100.0	154	154	100.0	100.0
Clydesdale	3	3	66.7	100.0	43	43	100.0	99.0
Cumbernauld & Kilsyth	76	76	100.0	83.9	100	100	93.0	100.0
Cummock & Doon Valley	29	29	84.0	72.2	80	80	94.0	83.5
Cunninghame	19	19	89.5	22.0	219	219	80.8	74.0
Dumarton	19	23	78.0	100.0	110	101	93.0	100.0
Dundee, City of	36	36	91.7	100.0	837	837	91.2	100.0
Dunfermline	35	35	62.8	74.0	103	103	47.9	63.0
East Kilbride	41	37	90.2	100.0	262	230	87.8	100.0
East Lothian	141	141	70.0	85.0	349	349	73.0	79.0
Eastwood	153	115	96.0	100.0	65	47	89.0	100.0
Edinburgh, City of	95	95	93.7	91.4	377	377	97.1	73.2
Ettrick & Lauderdale	43	43	58.0	79.0	183	183	56.0	56.0
Falkirk	33	33	78.8	100.0	716	716	39.9	78.0
Glasgow, City of	259	259	99.0	77.0	1,723	1,723	99.0	89.7
Gordon	85	85	97.6	100.0	413	413	93.0	90.0
Hamilton	74	74	58.1	28.7	109	109	97.2	83.9
Inverclyde	141	136	89.0	73.0	286	269	96.0	94.0
Kilmarnock & Loudoun	23	23	87.0	55.0	55	55	100.0	84.0
Kirkcaldy	2	2	50.0	57.1	730	707	96.8	68.9
Kyle & Carrick	33	33	77.3	63.2	207	207	55.1	54.0
Lochaber	30	30	26.6	16.0	76	76	77.6	35.0
Midlothian	3	3	100.0	87.5	95	95	85.3	86.7
Monklands	45	45	97.8	83.9	304	304	98.4	85.5
Moray	20	20	60.0	84.0	260	260	66.1	95.0
Motherwell	61	56	91.8	100.0	289	253	87.5	96.0
Nairn	4	4	100.0	100.0	14	14	100.0	100.0
Nithsdale	77	77	58.4	(2)	149	135	69.6	(2)
North East Fife	10	10	100.0	100.0	123	123	92.7	92.1
Orkney	21	21	42.9	39.0	64	64	17.2	23.0
Renfrew	66	66	82.0	100.0	892	892	100.0	100.0
Ross & Cromarty	15	15	60.0	100.0	48	34	88.2	66.4
Roxburgh	47	47	91.5	89.0	136	136	83.8	79.0
Shetland	33	33	21.2	66.6	49	49	51.0	43.0
Skye & Lochalsh	4	4	100.0	100.0	22	22	73.0	66.6
Stewartry	21	21	100.0	100.0	73	73	100.0	100.0
Stirling	59	59	100.0	100.0	671	654	98.3	90.0
Strathkelvin	12	12	100.0	100.0	83	83	100.0	100.0
Sutherland	8	8	100.0	100.0	36	36	92.0	92.0
Tweeddale	2	2	0.0	(5)	5	5	40.1	84.0
West Lothian	170	170	97.7	82.2	242	176	94.9	83.4
Western Isles	26	26	52.0	74.0	67	67	87.0	80.0
Wigtown	25	25	60.0	60.0	30	30	50.0	50.0
Total	2,464	2,414			12,087	11,829		

(2) The council did not provide the required information

(5) The council did not have this category

**Table 1: continued**

Council	'12 to 24 months'				'More than 24 months'			
	Number of premises	Number to be inspected	% inspected		Number of premises	Number to be inspected	% inspected	
			1995/ 1996	1994/ 1995			1995/ 1996	1994/ 1995
Aberdeen, City of	997	498	65.4	100.0	487	122	26.9	70.8
Angus	493	350	90.9	78.0	211	50	96.0	64.0
Annamdale & Eskdale	141	50	86.0	87.0	59	20	100.0	96.0
Argyll & Bute	836	512	60.9	68.0	773	197	37.6	85.4
Badenoch & Strathspey	192	148	50.7	43.3	47	26	50.0	35.1
Banff & Buchan	689	344	69.2	100.0	146	48	85.4	35.5
Bearsden & Milngavie	121	91	100.0	100.0	25	15	100.0	100.0
Berwickshire	87	69	60.0	80.0	106	55	32.0	46.7
Caithness	69	34	64.0	54.0	20	6	50.0	71.0
Clackmannan	312	115	90.4	87.0	36	10	100.0	60.0
Clydebank	54	27	100.0	100.0	(5)	(5)	(5)	(5)
Clydesdale	370	154	100.0	93.0	248	32	100.0	97.0
Cumbernauld & Kilsyth	35	28	100.0	91.2	9	8	100.0	75.0
Cumnock & Doon Valley	225	113	100.0	100.0	51	26	100.0	100.0
Cunninghame	999	612	75.0	84.4	275	79	89.9	98.2
Dumbarton	393	251	79.0	84.9	317	113	74.0	96.4
Dundee, City of	265	132	92.4	100.0	226	75	73.6	100.0
Dunfermline	916	453	51.2	64.0	177	59	20.3	47.0
East Kilbride	116	96	82.8	100.0	(5)	(5)	(5)	(5)
East Lothian	396	198	93.0	79.0	122	33	100.0	97.0
Eastwood	71	39	74.0	100.0	125	62	84.0	100.0
Edinburgh, City of	1,625	813	89.4	99.5	2,675	680	100.0	97.1
Ettrick & Lauderdale	155	96	100.0	100.0	24	5	100.0	100.0
Falkirk	342	175	70.9	100.0	107	12	100.0	100.0
Glasgow, City of	3,850	1,925	100.0	100.0	(5)	(5)	(5)	(5)
Gordon	227	114	93.9	91.0	621	10	80.0	100.0
Hamilton	265	265	66.7	51.7	40	40	100.0	0.0
Inverclyde	194	122	77.0	90.0	50	1	100.0	100.0
Kilmarnock & Loudoun	426	268	100.0	98.0	176	58	100.0	100.0
Kirkcaldy	532	266	100.0	74.6	(5)	(5)	(5)	-5.0
Kyle & Carrick	833	414	100.0	82.9	69	33	100.0	100.0
Lochaber	254	127	87.4	52.0	100	46	91.3	3.0
Midlothian	192	114	76.3	87.5	331	98	43.9	89.5
Monklands	557	318	93.4	91.7	46	9	100.0	77.8
Moray	522	326	94.2	93.0	224	58	79.3	80.0
Motherwell	275	335	100.0	91.0	23	40	100.0	60.0
Nairn	109	57	100.0	98.4	34	2	100.0	100.0
Nithsdale	331	204	55.4	(2)	31	4	75.0	(2)
North East Fife	532	292	86.3	92.9	309	52	73.1	66.7
Orkney	205	128	14.1	32.0	21	7	28.6	100.0
Renfrew	697	349	69.0	100.0	(5)	(5)	(5)	(5)
Ross & Cromarty	253	199	95.4	(5)	88	69	94.2	(5)
Roxburgh	135	84	67.9	74.0	140	32	100.0	94.0
Shetland	190	110	25.4	65.0	290	77	28.6	25.0
Skye & Lochalsh	185	92	70.0	61.7	209	38	52.0	53.8
Stewartry	253	158	100.0	100.0	113	22	100.0	100.0
Stirling	318	214	99.1	100.0	224	39	92.3	100.0
Strathkelvin	307	185	100.0	100.0	72	19	100.0	100.0
Sutherland	236	118	100.0	94.0	48	11	100.0	100.0
Tweeddale	120	103	85.8	100.0	40	13	100.0	100.0
West Lothian	719	459	98.5	96.0	188	1	100.0	94.1
Western Isles	260	130	53.0	62.0	45	12	8.0	44.0
Wigtown	433	214	40.0	30.0	16	9	100.0	0.0
<b>Total</b>	<b>23,309</b>	<b>13,088</b>			<b>9,814</b>	<b>2,533</b>		

(2) The council did not provide the required information

(5) The council did not have this category

## FOOD SAFETY: FOOD SAMPLING

**(2) The number of chemical and microbiological samples taken per 1,000 resident population.**

### *What the indicator reports*

This indicator reports the extent of food sampling undertaken by councils. A national target rate of three samples per year per 1,000 population has been recommended by the Convention of Scottish Local Authorities (CoSLA) for chemical sampling. There is no 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 the context of conditions of manufacture, distribution and storage
- to establish that food complies with statutory standards
- 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 taken 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
- 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 1.5 to 7, with just under half of the councils that reported (23) taking 3 to 4 samples (Table 2). Twenty-one councils, seven more than in 1994/95, failed to meet the CoSLA target of three inspections per 1,000 population.

#### **Microbiological samples**

The number of microbiological samples taken per 1,000 population varied from 0.8 to 18.3, with more than half of the councils (27) taking at least 4 samples (Table 2).

**Table 2: Number of chemical and microbiological samples taken per 1,000 resident population**

Council	Number of samples taken				Council	Number of samples taken			
	chemical		microbiological			chemical		microbiological	
	1995/ 96	1994/ 95	1995/ 96	1994/ 95		1995/ 96	1994/ 95	1995/ 96	1994/ 95
Aberdeen, City of	2.7	3.3	4.5	1.1	Hamilton	5.3	3.2	9.1	3.5
Angus	3.8	4.1	9.3	8.4	Inverclyde	4.8	5.2	1.2	1.9
Annandale & Eskdale	3.3	2.8	5.6	7.1	Kilmarnock & Loudoun	3.9	3.9	9.1	11.7
Argyll & Bute	2.0	1.5	2.4	4.2	Kirkcaldy	2.8	4.7	6.7	7.8
Badenoch & Strathspey	3.1	1.8	6.7	5.7	Kyle & Carrick	1.7	2.3	6.8	9.7
Banff & Buchan	3.5	3.6	10.1	9.1	Lochaber	2.0	2.0	2.8	1.5
Bearsden & Milngavie	6.3	6.7	0.8	0.6	Midlothian	2.9	3.0	4.3	4.0
Berwickshire	7.0	3.0	7.0	10.9	Monklands	3.3	3.7	3.4	4.1
Caithness	2.4	1.5	3.7	3.0	Moray	2.9	3.8	3.0	1.9
Clackmannan	2.9	3.0	3.8	5.1	Motherwell	5.0	4.1	3.6	3.5
Clydebank	3.6	3.9	7.0	7.3	Nairn	2.1	1.9	8.8	15.8
Clydesdale	4.5	4.7	12.0	12.6	Nithsdale	2.8	1.0	14.2	13.7
Cumbernauld & Kilsyth	3.1	3.7	3.0	2.2	North East Fife	3.6	3.0	8.3	9.1
Cumnock & Doon Valley	3.8	3.7	18.3	16.2	Orkney	2.9	3.0	9.7	10.0
Cunninghame	3.9	4.8	4.8	4.9	Renfrew	3.9	4.2	2.7	3.7
Dumbarton	2.7	2.7	3.7	3.8	Ross & Cromarty	(2)	2.6	(2)	1.3
Dundee, City of	2.5	3.2	1.5	1.5	Roxburgh	6.0	2.7	2.0	7.9
Dunfermline	3.6	3.5	4.2	3.1	Shetland	2.0	5.0	3.2	4.8
East Kilbride	3.0	3.1	4.3	9.4	Skye & Lochalsh	1.5	1.8	3.4	14.5
East Lothian	2.9	3.3	3.5	3.5	Stewartry	4.0	5.0	18.0	17.0
Eastwood	3.8	4.4	3.5	3.3	Stirling	2.0	2.0	4.7	5.8
Edinburgh, City of	3.0	3.4	1.6	2.5	Strathkelvin	1.5	3.0	2.4	4.0
Ettrick & Lauderdale	2.0	1.0	4.0	4.0	Sutherland	7.0	4.0	8.0	12.0
Falkirk	3.5	3.4	2.0	3.1	Tweeddale	3.0	3.0	3.0	(2)
Glasgow, City of	3.7	3.5	3.4	3.3	West Lothian	3.2	3.2	1.3	3.5
Gordon	2.8	2.9	6.1	6.1	Western Isles	3.9	4.6	2.6	2.7
					Wigtown	3.0	3.0	5.9	7.2

(2) The council did not provide the required information

## WORKPLACE SAFETY

### (3) Risk categorisation:

- the number of workplace premises liable to inspection
- the percentage of workplaces liable to inspection 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 workplace 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
- the control of risks during the transport, storage and disposal of toxic dust, fumes and gases.

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

#### *Commentary*

The total number of workplace premises liable to health and safety inspections by the councils that reported was 84,146, of which 98% (82,371 premises) were categorised (Table 3).

Forty-four councils categorised all of the premises for which they had responsibility.

Sutherland District Council reported that it had undertaken no risk categorisation work at all.

**Table 3: The number and percentage of workplace premises categorised**

Council	Premises liable to inspection	Premises categorised	% categorised	Council	Premises liable to inspection	Premises categorised	% categorised
Aberdeen, City of	3105	3043	98	Hamilton	1369	1369	100
Angus	1523	1485	98	Inverclyde	1286	1286	100
Annandale & Eskdale	642	642	100	Kilmarnock & Loudoun	1225	1225	100
Argyll & Bute	1652	1652	100	Kirkcaldy	2129	2080	98
Badenoch & Strathspey	373	373	100	Kyle & Carrick	2503	2503	100
Banff & Buchan	1453	1453	100	Lochaber	558	558	100
Bearsden & Milngavie	405	142	35	Midlothian	884	884	100
Berwickshire	347	347	100	Monklands	1322	1322	100
Caithness	590	590	100	Moray	1359	1359	100
Clackmannan	525	525	100	Motherwell	1456	1456	100
Clydebank	648	648	100	Nairn	215	215	100
Clydesdale	665	665	100	Nithsdale	1051	683	65
Cumbernauld & Kilsyth	610	610	100	North East Fife	1379	1379	100
Cumnock & Doon Valley	545	545	100	Orkney	411	411	100
Cunninghame	2213	2213	100	Renfrew	2718	2718	100
Dumbarton	1026	1026	100	Ross & Cromarty	(2)	(2)	(2)
Dundee, City of	2988	2958	99	Roxburgh	914	914	100
Dunfermline	1815	1815	100	Shetland	854	854	100
East Kilbride	880	880	100	Skye & Lochalsh	350	315	90
East Lothian	1457	1457	100	Stewartry	605	605	100
Eastwood	674	674	100	Stirling	1737	1737	100
Edinburgh, City of	14146	14146	100	Strathkelvin	833	833	100
Ettrick & Lauderdale	903	903	100	Sutherland	680	0	0
Falkirk	2341	2341	100	Tweeddale	234	234	100
Glasgow, City of	11978	11978	100	West Lothian	2103	2103	100
Gordon	1179	929	79	Western Isles	448	448	100
				Wigtown	840	840	100
				<b>Total</b>	<b>84146</b>	<b>82371</b>	<b>98%</b>

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

## WORKPLACE SAFETY

**(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
- the number of premises in the category
- the number to be inspected in each category during the year
- 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, taking into account factors such as:

- hazards to employees and the public
- the record of safety, health and welfare in the premises
- the likelihood of satisfactory standards being maintained.

### *Points to bear in mind*

The indicator does not report any 'additional' inspections, only those which related to the minimum frequency set by the council. For example, if a particular premises targeted for inspection once during the 12 month period, is, in fact, inspected twice, the second inspection does not count.

### *Commentary*

The number of priority categories set by councils ranged from one to six, with the most common being three. Six councils had only one target inspection frequency for all premises. Only nine councils used more than four categories (Table 4).

In eight councils, the shortest inspection period exceeded 12 months, and in one of those councils, Stewartry, it was four years.

Only 15 councils managed to inspect all of the premises they planned to inspect in their highest-frequency inspection category. However, 31 councils inspected at least three-quarters of targeted premises in their highest-frequency inspection category.

**Table 4: Premises in each inspection category and percentage inspected**

Category 1	Inspection interval (months)	Premises in category	Premises targeted for inspection	% of targeted premises inspected	Category 2	Inspection interval (months)	Premises in category	Premises targeted for inspection	% of targeted premises inspected	Category 3	Inspection interval (months)	Premises in category	Premises targeted for inspection	% of targeted premises inspected	Category 4	Inspection interval (months)	Premises in category	Premises targeted for inspection	% of targeted premises inspected
Aberdeen, City of	6	51	51	100	Aberdeen, City of	12	1017	1017	93	Aberdeen, City of	24	2037	407	100	Clackmannan	36	52	14	93
Angus	24	39	13	100	Angus	48	628	190	96	Angus	72	818	149	100	Cumbarnauld & Kilsyth	36	100	34	100
Annandale & Eskdale	12	14	14	100	Annandale & Eskdale	36	159	53	100	Annandale & Eskdale	60	469	94	100	Cunninghame	48	1264	317	100
Argyll & Bute	12	64	64	100	Argyll & Bute	58	751	250	93	Argyll & Bute	60	837	166	100	Falkirk	24	182	96	49
Badenoch & Strathspey	12	31	31	100	Badenoch & Strathspey	24	65	33	100	Badenoch & Strathspey	60	277	56	100	Gordon	36	326	114	40
Banff & Buchan	12	64	64	100	Banff & Buchan	24	470	224	53	Banff & Buchan	60	919	184	59	Inverclyde	36	824	275	91
Bearsden & Milngavie	12	28	28	86	Caitness	60	511	102	76	Caitness	120	38	4	25	Kilmarnock & Loudoun	60	736	148	100
Berwickshire	36	347	93	26	Clackmannan	12	43	43	97	Clackmannan	24	421	187	94	Midlothian	36	61	25	56
Caitness	24	41	22	62	Clydebank	12	144	144	97	Clydebank	24	443	190	100	Monklands	36	1099	517	99
Clackmannan	6	9	9	96	Clydesdale	24	258	72	100	Clydesdale	48	367	100	100	Nithsdale	24	91	27	44
Clydebank	6	61	61	96	Cumbarnauld & Kilsyth	12	164	164	80	Cumbarnauld & Kilsyth	24	205	103	100	North East Fife	48	552	150	79
Clydesdale	12	40	40	100	Cumnock & Doon Valley	18	253	169	87	Cumnock & Doon Valley	24	216	108	47	Roxburgh	48	198	49	100
Cumbarnauld & Kilsyth	6	5	5	100	Cunninghame	24	134	69	68	Cunninghame	36	513	171	100	Stirling	24	464	269	93
Cumnock & Doon Valley	12	76	76	74	Dumbarton	24	276	171	78	Dumbarton	60	854	380	84	Strathkelvin	48	93	16	100
Cunninghame	12	118	118	59	Dundee, City of	36	1656	552	97	Dundee, City of	72	1080	180	97	Tweeddale	48	36	9	83
Dumbarton	12	7	5	60	East Kilbride	24	134	130	97	East Kilbride	48	161	158	98					
Dundee, City of	18	252	169	98	East Lothian	24	583	291	73	East Lothian	60	440	99	100					
Dunfermline	36	1815	605	100	Edinburgh, City of	24	5508	2762	41	Edinburgh, City of	60	8485	1699	34	Category 5				
East Kilbride	12	24	23	96	Ettrick & Lauderdale	60	229	46	13	Ettrick & Lauderdale	120	650	65	34	Cunninghame	60	184	43	63
East Lothian	12	434	434	77	Falkirk	12	435	435	40	Falkirk	18	350	259	44	Falkirk	36	961	306	58
Eastwood	12	674	364	84	Glasgow, City of	36	3274	1091	100	Glasgow, City of	60	7159	1433	95	Gordon	48	131	22	91
Edinburgh, City of	12	125	125	82	Gordon	12	102	99	38	Gordon	24	359	274	42	Midlothian	48	47	13	62
Ettrick & Lauderdale	36	24	8	63	Hamilton	24	262	131	100	Hamilton	48	868	217	100	Nithsdale	36	197	53	96
Falkirk	6	26	26	96	Inverclyde	12	162	162	82	Inverclyde	24	291	146	87	North East Fife	60	98	7	100
Glasgow, City of	24	1545	773	99	Kilmarnock & Loudoun	24	109	55	100	Kilmarnock & Loudoun	36	372	124	61	Roxburgh	60	511	103	53
Gordon	6	10	9	67	Kirkcaldy	24	1931	965	100	Kyle & Carrick	60	1421	284	20	Stirling	60	499	196	80
Hamilton	12	239	239	60	Kyle & Carrick	24	1063	532	33	Lochaber	60	335	67	100	Tweeddale	60	32	6	100
Inverclyde	6	9	4	44	Lochaber	24	206	100	100	Midlothian	24	163	48	50					
Kilmarnock & Loudoun	12	8	8	63	Midlothian	12	121	121	84	Monklands	24	196	38	97					
Kirkcaldy	12	103	103	93	Monklands	12	19	19	95	Nairn	60	135	27	137	Category 6				
Kyle & Carrick	12	19	19	100	Moray	36	1261	420	100	Nithsdale	18	234	172	64	Falkirk	48	387	97	57
Lochaber	12	17	17	53	Motherwell	24	808	511	100	North East Fife	36	446	154	83	Gordon	60	2	2	100
Midlothian	6	13	13	23	Nairn	24	79	40	53	Orkney	24	211	106	0	Midlothian	60	479	76	53
Monklands	6	8	8	100	Nithsdale	12	112	94	63	Renfrew	24	2089	1044	48	Nithsdale	60	35	4	100
Moray	12	98	98	69	North East Fife	24	187	88	78	Ross & Cromarty	60	638	0	(6)					
Motherwell	12	648	404	100	Orkney	18	186	124	0	Roxburgh	36	164	55	100					
Nairn	12	1	1	100	Renfrew	12	623	623	87	Shetland	60	628	126	0					
Nithsdale	6	14	14	36	Ross & Cromarty	24	226	79	33	Stirling	18	533	196	85					
North East Fife	12	36	36	94	Roxburgh	24	37	19	79	Strathkelvin	36	311	107	100					
Orkney	12	14	14	7	Shetland	24	161	82	20	Tweeddale	36	42	14	79					
Renfrew	6	6	6	100	Stirling	12	220	220	61	West Lothian	36	1276	20	90					
Ross & Cromarty	12	170	21	33	Strathkelvin	24	417	205	100	Western Isles	60	76	30	50					
Roxburgh	12	4	4	75	Tweeddale	24	45	22	82	Wigtown	60	107	22	100					
Shetland	12	65	65	37	West Lothian	18	816	527	96										
Skye & Lochalsh	36	350	116	72	Western Isles	12	127	127	24										
Stewartry	48	605	144	100	Wigtown	36	713	238	100										
Stirling	6	21	20	85															
Strathkelvin	12	12	12	100															
Sutherland	(2)	(2)	(2)	(2)															
Tweeddale	12	79	79	85															
West Lothian	9	11	11	91															
Western Isles	6	12	12	50															
Wigtown	12	20	20	100															

(2) The council did not report the required information

(6) A percentage figure cannot be calculated as the base figure is zero.

## 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.

In relation to all complaints, a 'response' is making contact with the complainer, in order to determine the nature of the complaint, assessing whether further action is likely to be necessary, and explaining 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
- the volume and complexity of complaints.

#### *Commentary*

The total number of noise complaints received across the country was 8,897, of which 5,034 (57%) were established (Table 5a).

The number of complaints received by councils varied from 4 to 1,537.

There was surprising variation between councils in the percentage of complaints which they accepted as 'established', ranging from 0% to 100% of complaints received.

The percentage of responses provided within two working days from receipt of the complaint varied between councils from 57% to 100%. Forty-one councils responded to 90% or more of complaints within two working days (Table 5b).

**Table 5a: The percentage of complaints which were established**

Council	Complaints received	Complaints established	% established		Council	Complaints received	Complaints established	% established	
			1995/ 96	1994/ 95				1995/ 96	1994/ 95
Aberdeen, City of	591	508	<b>86.0</b>	69.1	Hamilton	190	190	<b>100.0</b>	91.3
Angus	161	82	<b>50.9</b>	25.9	Inverclyde	92	28	<b>30.4</b>	55.0
Annandale & Eskdale	23	4	<b>17.4</b>	41.9	Kilmarnock & Loudoun	78	38	<b>48.7</b>	52.5
Argyll & Bute	70	23	<b>32.9</b>	43.9	Kirkcaldy	204	204	<b>100.0</b>	100.0
Badenoch & Strathspey	6	0	<b>0.0</b>	25.0	Kyle & Carrick	141	126	<b>89.4</b>	85.6
Banff & Buchan	79	32	<b>40.5</b>	74.5	Lochaber	21	21	<b>100.0</b>	68.2
Bearsden & Milngavie	78	78	<b>100.0</b>	100.0	Midlothian	196	24	<b>12.2</b>	7.6
Berwickshire	5	2	<b>40.0</b>	75.0	Monklands	132	40	<b>30.3</b>	84.4
Caithness	11	4	<b>36.4</b>	40.0	Moray	54	7	<b>13.0</b>	41.3
Clackmannan	103	60	<b>58.3</b>	63.6	Motherwell	139	44	<b>31.7</b>	31.3
Clydebank	138	61	<b>44.2</b>	100.0	Nairn	14	3	<b>21.4</b>	42.9
Clydesdale	50	3	<b>6.0</b>	6.9	Nithsdale	26	9	<b>34.6</b>	33.3
Cumbernauld & Kilsyth	88	1	<b>1.1</b>	3.7	North East Fife	90	0	<b>0.0</b>	9.9
Cumnock & Doon Valley	19	5	<b>26.3</b>	76.9	Orkney	18	13	<b>72.2</b>	33.3
Cunninghame	216	168	<b>77.8</b>	38.8	Renfrew	600	570	<b>95.0</b>	72.2
Dumbarton	115	73	<b>63.5</b>	67.8	Ross & Cromarty	83	80	<b>96.4</b>	29.9
Dundee, City of	411	64	<b>15.6</b>	78.6	Roxburgh	42	24	<b>57.1</b>	66.7
Dunfermline	142	77	<b>54.2</b>	46.7	Shetland	33	13	<b>39.4</b>	52.4
East Kilbride	114	102	<b>89.5</b>	47.8	Skye & Lochalsh	4	4	<b>100.0</b>	100.0
East Lothian	176	86	<b>48.9</b>	86.7	Stewartry	26	17	<b>65.4</b>	60.0
Eastwood	95	65	<b>68.4</b>	100.0	Stirling	267	104	<b>39.0</b>	86.3
Edinburgh, City of	1346	1184	<b>88.0</b>	82.3	Strathkelvin	115	108	<b>93.9</b>	95.6
Ettrick & Lauderdale	22	3	<b>13.6</b>	80.0	Sutherland	5	4	<b>80.0</b>	72.7
Falkirk	281	252	<b>89.7</b>	81.2	Tweeddale	13	13	<b>100.0</b>	100.0
Glasgow, City of	1537	61	<b>4.0</b>	4.6	West Lothian	306	301	<b>98.4</b>	95.2
Gordon	78	24	<b>30.8</b>	80.4	Western Isles	15	15	<b>100.0</b>	100.0
					Wigtown	38	12	<b>31.6</b>	18.5
					<b>Total</b>	<b>8897</b>	<b>5034</b>		

**Table 5b: The percentage of noise complaints to which councils responded within two working days**

Council	1995/ 96 %	1994/ 95 %	Council	1995/ 96 %	1994/ 95 %
Aberdeen, City of	99.8	95.9	Hamilton	100.0	97.1
Angus	95.0	94.7	Inverclyde	97.0	94.0
Annandale & Eskdale	66.0	70.0	Kilmarnock & Loudoun	94.0	94.0
Argyll & Bute	100.0	100.0	Kirkcaldy	96.6	95.9
Badenoch & Strathspey	100.0	100.0	Kyle & Carrick	84.0	78.0
Banff & Buchan	98.8	97.2	Lochaber	80.0	75.0
Bearsden & Milngavie	100.0	100.0	Midlothian	99.5	98.5
Berwickshire	100.0	100.0	Monklands	85.6	93.8
Caithness	90.0	100.0	Moray	77.7	98.0
Clackmannan	100.0	100.0	Motherwell	97.8	90.0
Clydebank	100.0	100.0	Nairn	100.0	100.0
Clydesdale	86.0	100.0	Nithsdale	100.0	100.0
Cumbernauld & Kilsyth	96.6	96.3	North East Fife	98.9	89.7
Cumnock & Doon Valley	100.0	92.3	Orkney	83.3	100.0
Cunninghame	90.7	81.0	Renfrew	88.0	87.3
Dumbarton	94.0	90.8	Ross & Cromarty	93.0	94.0
Dundee, City of	98.7	99.0	Roxburgh	88.0	77.0
Dunfermline	57.0	96.0	Shetland	94.0	86.0
East Kilbride	100.0	100.0	Skye & Lochalsh	100.0	100.0
East Lothian	84.1	94.0	Stewartry	100.0	100.0
Eastwood	100.0	100.0	Stirling	92.5	80.0
Edinburgh, City of	98.1	88.7	Strathkelvin	100.0	100.0
Ettrick & Lauderdale	100.0	80.0	Sutherland	80.0	100.0
Falkirk	97.5	100.0	Tweeddale	100.0	100.0
Glasgow, City of	100.0	99.5	West Lothian	97.7	98.3
Gordon	98.7	100.0	Western Isles	100.0	100.0
			Wigtown	100.0	100.0

## ENVIRONMENTAL PROTECTION

### (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 recommendations 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 one to eight times a month.

This indicator reports the extent to which councils are inspecting sites at the nationally recommended frequency.

#### *Points to bear in mind*

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

It is possible that 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 514, a significant drop from the 867 reported last year.

Bearsden & Milngavie reported having no sites. Of the remaining 52 councils that reported, the percentage of sites which were visited within the target timescales ranged from 0% to 100%. Twenty-six councils inspected 50% or more within the national target frequency. Of these, 15 inspected all facilities in their area within the target timescales.

Seventeen councils failed to inspect any of the facilities in their areas within the target timescales.

**Table 6: The number of waste facilities and the percentage inspected in accordance with national guidelines**

Council	Number of facilities	Percentage inspected	Council	Number of facilities	Percentage inspected
Aberdeen, City of	56	0.0	Inverclyde	7	0.0
Angus	27	74.1	Kilmarnock & Loudoun	10	0.0
Annandale & Eskdale	40	0.0	Kirkcaldy	24	33.3
Argyll & Bute	15	0.0	Kyle & Carrick	8	62.5
Badenoch & Strathspey	5	40.0	Lochaber	6	0.0
Banff & Buchan	43	36.0	Midlothian	18	100.0
Berwickshire	3	85.0	Monklands	17	100.0
Caithness	10	60.0	Moray	14	35.7
Clackmannan	7	57.1	Motherwell	18	94.0
Clydebank	4	100.0	Nairn	2	0.0
Clydesdale	2	(2)	Nithsdale	17	0.0
Cumbernauld & Kilsyth	21	62.0	North East Fife	24	20.8
Cumnock & Doon Valley	2	50.0	Orkney	41	0.0
Cunninghame	21	100.0	Renfrew	35	62.9
Dumbarton	12	0.0	Ross & Cromarty	(2)	(2)
Dundee, City of	18	0.0	Roxburgh	7	0.0
Dunfermline	17	29.0	Shetland	12	0.0
East Kilbride	18	0.0	Skye & Lochalsh	7	100.0
East Lothian	12	0.0	Stewartry	15	100.0
Eastwood	6	100.0	Stirling	6	0.0
Edinburgh, City of	32	71.9	Strathkelvin	24	100.0
Ettrick & Lauderdale	13	0.0	Sutherland	10	100.0
Falkirk	12	66.7	Tweeddale	10	100.0
Glasgow, City of	56	100.0	West Lothian	17	100.0
Gordon	39	100.0	Western Isles	13	100.0
Hamilton	23	17.4	Wigtown	7	100.0
			Total	514	

(2) The council did not report the required information. The service was not required in Bearsden & Milngavie. Berwickshire did not report on a comparable basis.

## PEST CONTROL

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

### *What the indicator reports*

Pest control is a discretionary service that 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. 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*

Of the 48 councils that reported providing a pest control service, 32 had two priority categories and the remaining 16 councils had a single category.

The response times for 'high' or single targets varied between councils from one to three days, whilst those for low priority cases ranged from two to 20 days.

The level of success in achieving the targets for high priority cases varied between councils from 31% to 100%.

The level of success in meeting 'low' priority targets varied from 66% to 100%.

**Table 7: The percentage of pest control responses within target times**

Council	High priority		Low priority		Council	High priority		Low priority	
	Response time (days)	Percentage achieved	Response time (days)	Percentage achieved		Response time (days)	Percentage achieved	Response time (days)	Percentage achieved
Aberdeen, City of	2	99.0	5	99.5	Inverclyde	1	100.0	2	99.9
Angus	1	96.8	2	99.1	Kilmarnock & Loudoun	2	91.1		
Annandale & Eskdale	2	95.4			Kirkcaldy	1	94.7	2	66.0
Argyll & Bute	2	100.0			Kyle & Carrick	2	100.0	5	100.0
Banff & Buchan	1	98.0	3	98.0	Lochaber	1	88.5	2	100.0
Bearsden & Milngavie	1	95.0	5	100.0	Midlothian	3	96.6	5	77.6
Berwickshire	2	95.0	2	95.0	Monklands	2	88.8		
Caithness	2	96.0	3	100.0	Moray	1	99.0	3	88.0
Clackmannan	1	99.3			Motherwell	1	87.0	2	91.0
Clydebank	2	80.2	5	75.4	Nithsdale	3	96.2		
Clydesdale	2	90.0			North East Fife	1	100.0	3	99.4
Cumbernauld & Kilsyth	2	31.1	5	83.6	Orkney	2	82.0		
Cumnock & Doon Valley	2	95.7	3	99.3	Renfrew	2	87.9	5	95.4
Cunninghame	1	93.1	3	100.0	Ross & Cromarty	2	76.2	5	93.7
Dumbarton	2	95.0			Roxburgh	2	97.4		
Dundee, City of	2	67.2	3	84.9	Shetland	2	97.0	5	100.0
Dunfermline	1	97.8	15	100.0	Stewartry	2	100.0		
East Kilbride	2	100.0			Stirling	1	67.4	4	84.6
Eastwood	1	92.6			Strathkelvin	2	99.7		
Edinburgh, City of	2	97.0	5	96.6	Sutherland	2	95.0	5	95.0
Ettrick & Lauderdale	2	97.0	2	97.0	Tweeddale	1	75.0	5	100.0
Falkirk	1	74.4	5	81.5	West Lothian	2	92.3	3	82.0
Glasgow, City of	3	88.0	20	86.0	Western Isles	2	100.0		
Hamilton	2	100.0			Wigtown	1	100.0	2	100.0

Service not provided by Badenoch & Strathspey, East Lothian, Gordon, Nairn and Skye & Lochalsh.



# ENVIRONMENTAL SERVICES

## REFUSE COLLECTION

### (1) The cost of refuse collection per property.

#### *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
- the level of income generated from the uplift of refuse from commercial premises.

More than half of Scotland's councils used the wheeled bin method of collection, which tends to reduce collection costs, particularly in areas where householders 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. Some councils undertake separate collections of garden refuse and waste paper. Generally, uplifts from commercial premises are carried out two or three times a week.

Refuse collection in councils which have a population scattered over a wide geographical area is likely to be more expensive than in councils where the population is relatively concentrated.

Any income received from uplifts from commercial premises will reduce costs and, therefore, the local charges for collection have an impact. Indicator 2 gives details of the income generated from collection from commercial premises.

No charge is made for the domestic refuse collection service.

#### *Commentary*

The cost of refuse collection varied widely from £19 to £56 per property. Twenty-five councils, just over half, incurred a cost of less than £35 per property (Table 1).

In comparison with 1993/94, 20 councils reduced their refuse collection costs per property.

**Table 1: Cost of refuse collection per property**

Council	1995/ 96 (£)	1994/ 95 (£)	1993/ 94 (£)	Council	1995/ 96 (£)	1994/ 95 (£)	1993/ 94 (£)
Aberdeen, City of	24	22	21	Hamilton	28	30	18
Angus	33	29	35	Inverclyde	33	34	36
Annandale & Eskdale	32	31	42	Kilmarnock & Loudoun	38	34	34
Argyll & Bute	54	47	47	Kirkcaldy	31	31	34
Badenoch & Strathspey	26	25	29	Kyle & Carrick	24	30	33
Banff & Buchan	26	21	30	Lochaber	55	52	47
Bearsden & Milngavie	44	40	38	Midlothian	40	39	38
Berwickshire	37	36	35	Monklands	31	25	26
Caithness	43	43	41	Moray	29	24	27
Clackmannan	34	32	21	Motherwell	37	32	49
Clydebank	37	33	32	Nairn	38	39	38
Clydesdale	43	37	44	Nithsdale	40	43	41
Cumbernauld & Kilsyth	42	37	41	North East Fife	34	33	37
Cumnock & Doon Valley	56	47	52	Orkney	34	50	43
Cunninghame	46	45	41	Renfrew	41	34	39
Dumbarton	35	41	40	Ross & Cromarty	29	29	35
Dundee, City of	31	31	32	Roxburgh	30	30	28
Dunfermline	19	19	18	Shetland	53	53	47
East Kilbride	34	32	32	Skye & Lochalsh	50	52	55
East Lothian	31	30	31	Stewartry	22	17	18
Eastwood	39	34	33	Stirling	40	43	54
Edinburgh, City of	35	34	32	Strathkelvin	45	40	37
Ettrick & Lauderdale	34	33	31	Sutherland	56	60	63
Falkirk	35	41	41	Tweeddale	49	47	48
Glasgow, City of	36	34	32	West Lothian	23	22	22
Gordon	30	31	30	Western Isles	46	45	44
				Wigtown	30	30	37

(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 charges 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, Clydesdale, Eastwood and Midlothian, provided a commercial refuse collection service for which they did not charge.

In the remaining forty-seven district councils and three islands councils for which information is available, the total amount of income collected in 1995/96 was £14.9 million. Almost half of this amount (£7 million) was collected by the four main cities, Aberdeen, Dundee, Edinburgh and Glasgow.

The amount of income received by councils varied widely, with just under half of the councils (27) collecting more than £150,000 each (Table 2).

**Table 2: The income from refuse collection**

Council	1995/ 96 (£)	1994/ 95 (£)	1993/ 94 (£)	Council	1995/ 96 (£)	1994/ 95 (£)	1993/ 94 (£)
Aberdeen, City of	1,347,569	1,169,785	925,800	Hamilton	308,821	178,225	129,613
Angus	146,282	84,318	34,148	Inverclyde	240,862	257,142	192,035
Annandale & Eskdale	127,455	127,731	113,548	Kilmarnock & Loudoun	137,193	131,179	95,135
Argyll & Bute	419,336	357,651	331,085	Kirkcaldy	610,083	464,500	328,332
Badenoch & Strathspey	87,407	86,294	49,840	Kyle & Carrick	433,910	327,427	272,000
Banff & Buchan	152,672	74,029	43,515	Lochaber	139,563	128,642	110,880
Bearsden & Milngavie	3,175	3,350	2,999	Midlothian	0	0	0
Berwickshire	275	263	278	Monklands	250,951	251,586	219,711
Caithness	94,465	92,045	59,008	Moray	156,626	201,849	25,219
Clackmannan	182,856	150,599	72,681	Motherwell	250,697	388,812	81,727
Clydebank	7,906	3,809	1,315	Nairn	36,431	33,897	20,604
Clydesdale	0	0	0	Nithsdale	150,415	152,166	146,865
Cumbernauld & Kilsyth	96,315	86,003	80,084	North East Fife	323,683	210,724	142,481
Cumnock & Doon Valley	193,364	162,723	120,189	Orkney	58,209	53,690	9,622
Cunninghame	147,520	124,553	105,132	Renfrew	729,500	793,885	613,832
Dumbarton	79,491	81,856	40,290	Ross & Cromarty	125,740	114,968	99,987
Dundee, City of	1,033,328	925,250	803,300	Roxburgh	65,177	22,754	18,118
Dunfermline	100,171	92,407	72,137	Shetland	41,898	49,088	1,300
East Kilbride	270,965	262,140	241,839	Skye & Lochalsh	56,392	69,384	14,698
East Lothian	267,000	264,218	179,760	Stewartry	32,948	40,570	43,052
Eastwood	0	0	0	Stirling	338,100	271,920	190,348
Edinburgh, City of	2,050,632	2,000,913	1,733,492	Strathkelvin	240,206	222,745	196,199
Ettrick & Lauderdale	33,966	18,779	13,063	Sutherland	61,443	46,747	25,592
Falkirk	463,048	120,422	102,395	Tweeddale	4,829	5,187	4,300
Glasgow, City of	2,539,669	2,313,825	2,194,646	West Lothian	293,656	356,230	250,468
Gordon	198,541	196,195	33,490	Western Isles	162,909	123,549	135,864
				Wigtown	181,186	153,258	128,587
				<b>Total</b>	<b>15,474,836</b>	<b>13,849,282</b>	<b>10,850,604</b>

**REFUSE COLLECTION**

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

*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 shows the level of success in achieving the targets set.

*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 by the fifty-two councils for which information is available was 884,054. The ten councils which each carried out more than 30,000 uplifts accounted for 63% of this total.

The targets set ranged from two days to ten days. The most common targets were five and seven days, which were applied by 19 councils and 17 councils respectively.

Three councils completed 100% of uplifts within the target time, and a further 11 councils completed at least 99% (Table 3).

All but five councils completed at least 80% of uplifts within target, and the lowest level was 39.8%, in Eastwood.

**Table 3: The target time for bulky domestic uplifts and the percentage achieved within target**

Council	1995/ 96			1994/ 95	1993/ 94	Council	1995/ 96			1994/ 95	1993/ 94
	Number of uplifts	Target time (days)	Proportion achieved within target time (%)	Proportion achieved within target time (%)	Proportion achieved within target time (%)		Number of uplifts	Target time (days)	Proportion achieved within target time (%)	Proportion achieved within target time (%)	Proportion achieved within target time (%)
Aberdeen, City of	10,747	5	94.9	91.9	94.7	Inverclyde	13,603	5	95.3	97.2	98.1
Angus	5,443	5	97.9	98.9	97.8	Kilmarnock & Loudoun	17,195	7	84.7	90.9	86.6
Annandale & Eskdale	6,065	5	97.4	98.0	98.0	Kirkcaldy	66,773	7	99.2	99.2	99.0
Argyll & Bute	5,181	5	94.6	97.5	88.3	Kyle & Carrick	28,268	7	89.9	77.1	83.0
Badenoch & Strathspey	363	5	82.6	86.0	89.0	Lochaber	4,500	7	99.0	99.0	99.0
Banff & Buchan	6,808	3	99.3	99.2	99.7	Midlothian	13,894	7	98.5	99.4	95.9
Bearsden & Milngavie	16,998	7	100.0	100.0	100.0	Monklands	17,997	5	93.2	92.5	97.3
Berwickshire	717	7	93.0	90.0	90.0	Moray	2,373	10	99.1	99.6	98.3
Caithness	1,560	7	100.0	99.8	100.0	Motherwell	54,238	5	96.1	96.3	96.0
Clackmannan	6,397	2	79.0	86.9	91.0	Nairn	(1)	(1)	(1)	100.0	100.0
Clydebank	6,355	7	98.0	99.9	94.0	Nithsdale	8,937	3	99.4	99.1	98.6
Clydesdale	7,816	5	100.0	100.0	100.0	North East Fife	4,646	9	93.8	94.3	90.0
Cumbernauld & Kilsyth	12,120	5	90.4	85.0	96.0	Orkney	575	10	76.0	23.0	23.0
Cumnock & Doon Valley	15,996	8	98.9	98.8	97.0	Renfrew	41,847	4	90.8	81.5	80.1
Cunninghame	34,888	5	93.8	93.4	98.8	Ross & Cromarty	1,962	7	98.5	99.5	99.0
Dumbarton	14,676	7	95.9	67.5	89.0	Roxburgh	1,342	3	92.8	94.7	92.4
Dundee, City of	31,251	5	82.4	89.0	86.5	Shetland	(1)	(1)	(1)	(1)	(1)
Dunfermline	15,796	5	99.8	99.7	99.4	Skye & Lochalsh	418	7	96.0	98.0	100.0
East Kilbride	12,776	7	90.3	84.7	99.3	Stewartry	1,706	9	99.8	99.9	99.7
East Lothian	20,944	5	96.9	94.0	93.0	Stirling	6,544	5	65.0	70.0	82.0
Eastwood	5,669	2	39.8	49.5	90.0	Strathkelvin	115,124	5	98.8	98.7	99.0
Edinburgh, City of	43,048	10	99.4	100.0	100.0	Sutherland	(2)	5	100.0	100.0	100.0
Ettrick & Lauderdale	3,063	10	91.1	95.2	100.0	Tweeddale	110	7	99.0	98.0	98.0
Falkirk	35,421	7	98.8	99.5	99.7	West Lothian	37,527	7	98.8	98.7	95.5
Glasgow, City of	94,285	5	90.5	90.5	92.3	Western Isles	2,394	7	99.0	99.0	98.7
Gordon	4,569	6	99.7	99.8	99.7	Wigtown	2,339	5	93.4	96.6	95.2
Hamilton	20,790	3	77.2	86.2	98.0	<b>Total</b>	<b>884,054</b>				

(1) The council did not provide the service.

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

## WASTE DISPOSAL

### (4) The percentage of household waste recycled.

#### *What the indicator reports*

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

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. bottle banks, paper banks), by separate house-to-house collection of recyclable materials, or by separating waste after collection.

#### *Points to bear in mind*

The key factors under the control of a council are its expenditure on promotional campaigns and collection and its investment in 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
- fluctuations in market demand for recycled materials.

#### *Commentary*

The percentage of household waste recycled by councils varied from 0.5% to 15.8%, and only seven councils exceeded 10% (Table 4).

In comparison with 1993/94, 36 councils increased the proportion of household waste recycled.

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

**Table 4: The percentage of household waste recycled**

Council	1995/ 96 (%)	1994/ 95 (%)	1993/ 94 (%)	Council	1995/ 96 (%)	1994/ 95 (%)	1993/ 94 (%)
Aberdeen, City of	5.4	14.0	7.9	Hamilton	0.9	0.7	0.4
Angus	9.9	8.6	6.0	Inverclyde	1.6	1.0	0.7
Annandale & Eskdale	3.0	2.0	1.0	Kilmarnock & Loudoun	5.8	5.3	4.7
Argyll & Bute	10.7	9.7	8.8	Kirkcaldy	11.0	11.8	7.0
Badenoch & Strathspey	5.4	4.6	4.5	Kyle & Carrick	2.9	4.0	2.0
Banff & Buchan	6.5	6.9	6.5	Lochaber	1.0	1.0	0.5
Bearsden & Milngavie	1.4	3.8	3.8	Midlothian	2.6	1.8	1.9
Berwickshire	4.5	2.2	6.7	Monklands	1.6	1.4	3.2
Caithness	3.1	2.5	0.5	Moray	10.3	9.9	7.7
Clackmannan	1.8	1.3	1.1	Motherwell	2.0	2.0	2.0
Clydebank	0.5	0.3	0.3	Nairn	3.6	3.0	2.8
Clydesdale	0.9	2.3	1.1	Nithsdale	7.3	3.4	1.0
Cumbernauld & Kilsyth	0.7	1.8	2.0	North East Fife	13.1	12.5	12.3
Cumnock & Doon Valley	1.4	1.4	1.0	Orkney	(2)	15.1	10.0
Cunninghame	3.5	2.7	2.4	Renfrew	1.1	1.9	2.2
Dumbarton	2.8	1.3	1.0	Ross & Cromarty	3.8	2.8	2.5
Dundee, City of	15.8	21.8	18.0	Roxburgh	9.6	8.2	7.7
Dunfermline	10.3	9.4	4.0	Shetland	5.2	3.4	2.0
East Kilbride	1.6	1.2	0.8	Skye & Lochalsh	2.2	2.8	2.8
East Lothian	3.0	2.1	1.6	Stewartry	3.4	2.2	2.5
Eastwood	4.1	2.0	2.0	Stirling	5.4	5.9	6.0
Edinburgh, City of	4.3	4.7	7.2	Strathkelvin	2.4	2.1	1.7
Ettrick & Lauderdale	12.2	9.2	7.5	Sutherland	1.0	1.0	0.0
Falkirk	9.6	7.3	6.1	Tweeddale	8.3	8.3	8.3
Glasgow, City of	1.1	1.2	1.2	West Lothian	0.9	0.8	0.8
Gordon	5.4	3.5	3.1	Western Isles	2.2	2.2	1.0
				Wigtown	1.1	0.4	1.3

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

## STREET AND PAVEMENT CLEANSING

### (5) The cost per kilometre of street and pavement cleaned.

#### *What the indicator reports*

The indicator shows the costs incurred by councils in cleaning streets and pavements. It reflects the cleaning standards achieved by the council, and the efficiency of the contractor who undertakes the work.

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 are now national standards against which the standards achieved by councils may be measured.

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 achieved.

#### *Points to bear in mind*

Factors which influence the extent of street and pavement cleaning required and, therefore, the 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
- 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*

Twenty-eight of the councils for which information is available incurred street cleaning costs of less than £600 per kilometre (Table 5).

Rural councils with road networks which do not require cleaning very often tend to have lower costs. Indeed, the 18 councils with costs of less than £300 per kilometre all fall into this category.

In general, urban areas tend to have the highest costs, with the 12 councils reporting costs above £1,000 per kilometre being predominantly of this type.

Fourteen councils had lower costs in 1995/96 than in 1993/94.

**Table 5: The cost per kilometre of street and pavement cleaned**

Council	1995/ 96 (£)	1994/ 95 (£)	1993/ 94 (£)	Council	1995/ 96 (£)	1994/ 95 (£)	1993/ 94 (£)
Aberdeen, City of	930	987	994	Hamilton	1,054	1,010	1,143
Angus	279	264	264	Inverclyde	1,701	1,581	1,506
Annandale & Eskdale	145	156	165	Kilmarnock & Loudoun	1,385	1,353	1,281
Argyll & Bute	875	866	1,387	Kirkcaldy	1,477	1,352	1,383
Badenoch & Strathspey	69	66	66	Kyle & Carrick	768	722	1,314
Banff & Buchan	105	120	150	Lochaber	164	151	153
Bearsden & Milngavie	1,635	1,675	1,612	Midlothian	685	656	642
Berwickshire	367	358	342	Monklands	1,329	1,164	1,158
Caithness	73	73	93	Moray	171	157	157
Clackmannan	538	521	392	Motherwell	1,361	1,199	1,182
Clydebank	662	692	678	Nairn	180	177	171
Clydesdale	212	199	191	Nithsdale	215	214	302
Cumbernauld & Kilsyth	585	564	561	North East Fife	385	358	341
Cumnock & Doon Valley	581	565	564	Orkney	228	245	234
Cunninghame	1,368	1,231	1,221	Renfrew	1,206	1,098	1,026
Dumbarton	897	947	933	Ross & Cromarty	83	81	82
Dundee, City of	683	659	661	Roxburgh	918	884	835
Dunfermline	300	299	295	Shetland	245	250	1,907
East Kilbride	391	387	371	Skye & Lochalsh	65	56	116
East Lothian	635	621	582	Stewartry	82	68	68
Eastwood	809	616	761	Stirling	663	715	654
Edinburgh, City of	2,069	1,946	1,832	Strathkelvin	1,061	1,020	993
Ettrick & Lauderdale	769	735	763	Sutherland	36	36	35
Falkirk	759	730	665	Tweeddale	355	322	325
Glasgow, City of	1,962	1,875	1,839	West Lothian	589	573	540
Gordon	135	150	126	Western Isles	19	19	18
				Wigtown	349	437	392

# FIRE

Fire services are provided by eight fire brigades. In 1995/96 six of these covered the areas of the regional councils of the same name - Central, Dumfries & Galloway, Fife, Grampian, Strathclyde and Tayside. The remaining two covered two or more of the regional or islands council areas - Lothian & Borders, and Highland & Islands (Highland, Orkney, Shetland and Western Isles).

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

## RESPONSE TIME: FIRE INCIDENTS

(1) The percentage of responses to fires within the target time, for areas in these five risk categories:

- High
- Substantial
- Moderate
- Other
- Rural

### *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 'rural'.

In accordance with national guidance, the risk categories 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 attendance. There is no national target for attendances in rural areas. Brigades are free to set their own target for rural attendances, and three of the seven brigades

which have rural areas have done so. If a brigade has not set a target, it reports the average time for attendances.

The indicator reports all fire calls received by brigades, including those which turn out to be false alarms.

### *Points to bear in mind*

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 appliances
- traffic congestion
- 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 are slightly longer for part-time crews than for full-time crews, but this is reflected in the target attendance times for those areas.

Remote rural areas present problems of distance and accessibility.

### *Commentary*

Table 1a shows that the percentage of attendances which were within the target in each of the first four risk categories ranged between brigades as follows:

- 'High': 92% to 97% (5 brigades only)
- 'Substantial': 74% to 94%
- 'Moderate': 88% to 98%
- 'Other': 87% to 99%.

The lowest percentage of attendances within target was by Central, for 'substantial' risk areas (74%).

Table 1b shows that of the seven brigades with areas categorised as 'rural', three had their own target and achieved at least 83% of attendances within the target. The other four brigades reported average attendance times, which were in the range 21 to 35 minutes.

**Table 1a: The percentage of attendances at fires within target, by risk category**

Brigade	High risk (%)		Substantial risk (%)		Moderate risk (%)		Other risk (%)	
	1995/ 96	1994/ 95	1995/ 96	1994/ 95	1995/ 96	1994/ 95	1995/ 96	1994/ 95
Central	95.9	96.4	74.3	75.2	91.5	93.8	94.2	92.7
Dumfries & Galloway			92.3	100.0	87.5	98.6	99.4	100.0
Fife			80.3	79.3	95.7	96.7	96.7	98.5
Grampian	96.8	99.1	93.6	96.9	97.9	98.8	98.2	99.0
Highland & Islands			83.6	68.7	95.3	92.3	87.0	86.5
Lothian & Borders	91.5	91.3	84.5	83.5	95.1	94.8	96.9	96.4
Strathclyde	95.2	96.9	81.0	85.6	96.2	97.6	96.9	97.8
Tayside	96.5	97.0	93.8	91.5	98.3	99.0	96.8	99.9

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

**Table 1b: Attendances at fires in rural areas**

Brigade	Local target (mins)		Attendances within target time (%)		Average time (mins/ secs)	
	1995/ 96	1994/ 95	1995/ 96	1994/ 95	1995/ 96	1994/ 95
Central					34m 16s	21m 08s
Dumfries & Galloway	20	20	88.1	93.1		
Grampian	20	20	92.2	93.2		
Highland & Islands	35		83.5			17m 00s
Lothian & Borders					34m 55s	
Strathclyde					27m 30s	20m 25s
Tayside		35		89.8	20m 45s	

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

## 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

### *What the indicator reports*

Fire brigades provide emergency services not only for dealing with fires but also for other non-fire emergency incidents. There is no statutory duty on brigades to provide such 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 loss of life 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 timescale.

### *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
- road obstructions and weather conditions.

### Commentary

Table 2a shows that the percentage of attendances which were within the target for each of the first four risk categories varied between brigades as follows:

- 'High': 89% to 100% (4 brigades only)
- 'Substantial': 73% to 100% (7 brigades)
- 'Moderate': 33% to 100%
- 'Other': 97% to 100%.

In the 'substantial' risk category, four brigades achieved 100% of attendances within the target time brigades aim for.

The lowest percentage of attendances within target for any category was 33%, by Dumfries and Galloway for moderate risk areas.

Table 2b shows that seven brigades responded to road traffic incidents in rural areas. The three brigades which had targets reported at least 94% of attendances within target. The other four brigades reported average attendance times between 14 and 23 minutes.

**Table 2a: The percentage of attendances at road traffic incidents within target, by risk category**

Brigade	High risk (%)		Substantial risk (%)		Moderate risk (%)		Other risk (%)	
	1995/ 96	1994/ 95	1995/ 96	1994/ 95	1995/ 96	1994/ 95	1995/ 96	1994/ 95
Central			77.3	76.9	88.0	78.8	100.0	93.9
Dumfries & Galloway					33.3	100.0	100.0	100.0
Fife			100.0	50.0	92.9	89.3	100.0	100.0
Grampian	100.0	100.0	100.0	100.0	98.0	100.0	98.1	100.0
Highland & Islands			100.0	100.0	94.4	89.3	96.9	80.7
Lothian & Borders	100.0	91.7	72.7	88.9	94.3	93.0	98.0	93.6
Strathclyde	89.0	82.1	80.0	74.1	89.9	94.0	98.0	96.6
Tayside	100.0		100.0	93.3	100.0	97.0	100.0	97.3

Dumfries & Galloway, Fife, and Highland & Islands did not class any of their areas in the 'high' risk category. Dumfries & Galloway did not have any incidents in the 'substantial' risk category. Central had no incidents in 'high' risk areas.

**Table 2b: Attendances at road traffic incidents in rural areas**

Brigade	Local target (mins)		Attendances within target time (%)		Average time (mins/ secs)	
	1995/ 96	1994/ 95	1995/ 96	1994/ 95	1995/ 96	1994/ 95
Central					23m 00s	14m 00s
Dumfries & Galloway	20	20	96.3	97.5		
Grampian	20	20	98.7	98.5		
Highland & Islands	35		94.1			19m 00s
Lothian & Borders					16m 20s	
Strathclyde					23m 19s	18m 45s
Tayside		35		100.0	14m 25s	

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

## 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*

Dealing with applications for fire safety certificates is a major part of the work of fire brigades in relation to fire safety.

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

### *Commentary*

The time taken by brigades (other than Strathclyde) to issue either a certificate or an upgrading notice ranged from 33 days to 325 days. Five of the eight brigades dealt with fire safety certificate applications within 112 days (Table 3).

Six brigades improved their performance in comparison with 1994/95.

Strathclyde brigade concentrated on an initiative to deal with outstanding complex cases. This means that caution should be exercised when making comparisons with other brigades or with the previous year.

**Table 3: Speed of processing applications for fire safety certificates**

Brigade	Processing time (days)	
	1995/ 96	1994/ 95
Central	325	585
Dumfries & Galloway	112	126
Fife	104	163
Grampian	33	53
Highland & Islands	71	43
Lothian & Borders	181	252
Strathclyde	988	264
Tayside	95	126

## **FIRE PREVENTION: RE-INSPECTION OF CERTIFIABLE PREMISES**

**(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' - i.e. they require a fire certificate and are reinspected 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 reinspect (the planned inspection work)
- (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 reinspected in each category each year. In setting targets, brigades are guided by advice from 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 reinspection during that year.

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

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).

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

### ***Commentary***

Across Scotland, the total number of premises which were certifiable was 23,460. Of these, 18% were factories, 62% were offices, shops and railway premises, and 20% were hotels and guest houses (Table 4).

For each group of premises, the percentage of inspections completed within target by brigades varied as follows:

- factories: 53% to 100%
- offices, shops and railway premises: 78% to 100%
- hotels and guest houses: 46% to 100%.

Seven of the eight brigades completed at least 73% of all planned inspections in each of the three groups of premises.

**Table 4: Number of premises certifiable, number targeted for inspection and percentage of inspections achieved**

Brigade	Factories						Offices etc.						Hotels etc.					
	Number of premises		Target number of premises for inspection		% of target actually inspected		Number of premises		Target number of premises for inspection		% of target actually inspected		Number of premises		Target number of premises for inspection		% of target actually inspected	
	1995/ 96	1994/ 95	1995/ 96	1994/ 95	1995/ 96	1994/ 95	1995/ 96	1994/ 95	1995/ 96	1994/ 95	1995/ 96	1994/ 95	1995/ 96	1994/ 95	1995/ 96	1994/ 95	1995/ 96	1994/ 95
Central	252	251	84	125	100.0	69.6	549	532	183	266	100.0	68.8	232	233	232	233	87.9	76.8
Dumfries & Galloway	132	143	82	73	100.0	83.6	150	152	70	75	97.1	100.0	271	282	271	282	100.0	97.1
Fife	247	266	216	242	99.5	96.7	639	642	566	582	96.5	98.1	218	218	212	209	92.5	100.0
Grampian	603	601	333	326	52.9	28.8	1,988	1,979	687	675	77.9	19.6	622	609	622	609	46.0	75.2
Highland & Islands	184	179	92	90	73.9	100.0	595	532	297	266	86.1	100.0	986	951	986	951	82.5	93.9
Lothian & Borders	582	557	451	557	98.2	98.6	2,836	2,286	2,004	2,286	99.0	99.2	752	741	743	741	99.8	100.0
Strathclyde	1,846	1,845	616	615	89.4	100.0	6,801	6,688	2,267	2,229	100.0	91.0	1,003	1,014	1,003	1,014	96.4	91.0
Tayside	384	389	216	277	96.0	94.9	1,047	1,061	529	617	98.0	100.0	541	544	541	932	96.0	77.3

# HOUSING

In 1995/96, 52 district and three islands councils provided a housing service. Berwickshire did not provide housing for rent, having sold its housing stock to Berwickshire Housing Association. Kincardine and Deeside, Inverness and Perth and Kinross did not provide the required information for any of the indicators.

## RESPONSE REPAIRS

**(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 category.**

### *What the indicator reports*

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 levels of success in achieving the targets shown.

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, whereas it may allow two to six weeks to repair a window-sill.

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

Classifying and undertaking a repair as an 'emergency' (i.e. where danger would arise or damage could be caused) 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.

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

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

Many councils may use the same name for a repair category (e.g. 'urgent') but the target timescale associated with it may vary between them.

### *Commentary*

The total number of response repairs carried out by councils in 1995/96 was 2.19 million. The figures for each council are given in Table 1a.

The average number of response repairs carried out per dwelling ranged from 0.2 to 6.9 per dwelling (Table 1b).

Thirty-four councils completed more than eight out of every ten repairs within their target times, and 15 of these councils completed more than nine out of ten within target.

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

Forty-seven councils aimed to carry out all their response repairs within a maximum period of 30 days. However, eight councils allowed maximum periods ranging from 37 to 98 days to complete some repairs.

No council set a maximum target time of more than 24 hours for completing emergency repairs.

Nine councils classified less than 10% of all repairs as emergencies, while at the other extreme, 19 councils categorised more than 30% of repairs as emergencies.

The percentage of repairs which were classified as 'emergency' work varied between councils from 1.4% to 74.8% (Table 1c).

A total of 583,484 jobs (27% of all repairs) were classified as 'emergency' work.

In comparison with 1993/94, thirty-three councils increased the percentage of emergency repairs undertaken within target timescales.

**Table 1a: The total number of response repairs carried out**

Council	1995/ 96	1994/ 95	1993/ 94	Council	1995/ 96	1994/ 95	1993/ 94
Aberdeen, City of	130,444	128,115	141,602	Inverclyde	53,892	58,844	61,981
Angus	24,302	27,699	25,546	Kilmarnock & Loudoun	39,297	47,506	30,648
Annandale & Eskdale	14,482	13,944	11,792	Kirkcaldy	76,183	70,469	74,824
Argyll & Bute	25,999	32,988	33,200	Kyle & Carrick	49,123	40,338	40,000
Badenoch & Strathspey	1,116	1,199	974	Lochaber	11,686	5,144	(2)
Banff & Buchan	25,676	23,627	22,812	Midlothian	38,800	43,179	23,740
Bearsden & Milngavie	(2)	7,554	3,782	Monklands	103,275	111,330	122,337
Caithness	10,557	5,713	12,000	Moray	20,980	21,981	22,957
Clackmannan	33,413	28,508	28,342	Motherwell	146,812	117,241	115,547
Clydebank	23,558	27,969	25,239	Nairn	2,879	2,406	2,469
Clydesdale	30,808	28,352	28,969	Nithsdale	16,728	26,232	18,046
Cumbernauld & Kilsyth	16,648	18,800	18,274	North East Fife	22,981	19,616	18,676
Cumnock & Doon Valley	46,530	49,932	44,213	Orkney	2,131	2,217	1,655
Cunninghame	50,982	47,524	46,385	Renfrew	136,251	128,519	120,143
Dumbarton	38,970	40,729	39,978	Ross & Cromarty	14,359	13,423	12,957
Dundee, City of	109,941	118,097	147,765	Roxburgh	14,485	11,869	12,540
Dunfermline	61,035	58,426	56,311	Shetland	10,566	12,097	11,238
East Kilbride	1,916	2,159	2,289	Skye & Lochalsh	1,219	2,522	1,827
East Lothian	34,375	40,000	49,000	Stewartry	4,221	4,163	4,820
Eastwood	5,120	3,717	(2)	Stirling	45,885	45,299	39,526
Edinburgh, City of	182,298	186,327	199,850	Strathkelvin	51,360	46,000	68,558
Ettrick & Lauderdale	11,826	12,109	14,559	Sutherland	2,842	3,496	4,678
Falkirk	67,348	80,853	102,067	Tweeddale	4,720	4,378	4,938
Glasgow, City of	239,669	271,348	251,943	West Lothian	55,482	59,063	71,476
Gordon	10,166	10,790	10,430	Western Isles	4,444	4,967	3,687
Hamilton	46,111	36,443	46,373	Wigtown	13,522	12,340	12,208
				<b>Total</b>	<b>2,187,413</b>	<b>2,217,561</b>	<b>2,265,171</b>

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

**Table 1b: The average number of repairs per dwelling**

Council	Average number of repairs per dwelling	Council	Average number of repairs per dwelling
Aberdeen, City of	4.2	Inverclyde	3.8
Angus	2.3	Kilmarnock & Loudoun	3.1
Annandale & Eskdale	3.7	Kirkcaldy	3.3
Argyll & Bute	4.3	Kyle & Carrick	4.1
Badenoch & Strathspey	1.3	Lochaber	5.3
Banff & Buchan	2.7	Midlothian	4.5
Caithness	3.2	Monklands	5.0
Clackmannan	4.8	Moray	2.6
Clydebank	3.0	Motherwell	5.0
Clydesdale	4.1	Nairn	3.1
Cumbernauld & Kilsyth	3.3	Nithsdale	2.9
Cumnock & Doon Valley	6.0	North East Fife	4.5
Cunninghame	1.0	Orkney	1.9
Dumbarton	4.1	Renfrew	5.0
Dundee, City of	4.4	Ross & Cromarty	2.7
Dunfermline	4.0	Roxburgh	3.3
East Kilbride	0.2	Shetland	4.3
East Lothian	3.1	Skye & Lochalsh	1.6
Eastwood	3.2	Stewartry	2.2
Edinburgh, City of	5.3	Stirling	5.0
Ettrick & Lauderdale	3.5	Strathkelvin	6.9
Falkirk	2.9	Sutherland	1.8
Glasgow, City of	2.2	Tweeddale	4.1
Gordon	2.1	West Lothian	3.5
Hamilton	2.9	Western Isles	2.1
		Wigtown	4.0

Bearsden & Milngavie did not provide the required information

**Table 1c: The proportion of response repairs completed within target times and the proportion classified as emergencies**

Council	Completed within target (%)	Classed as emergency (%)	Council	Completed within target (%)	Classed as emergency (%)
Aberdeen, City of	86.2	39.6	Inverclyde	78.1	8.0
Angus	89.1	16.5	Kilmarnock & Loudoun	70.0	19.2
Annandale & Eskdale	84.2	6.7	Kirkcaldy	91.4	10.0
Argyll & Bute	53.4	12.6	Kyle & Carrick	87.7	33.2
Badenoch & Strathspey	83.1	34.2	Lochaber	91.4	32.1
Banff & Buchan	83.0	18.4	Midlothian	65.6	29.3
Caithness	93.3	16.8	Monklands	79.5	7.2
Clackmannan	92.7	23.7	Moray	80.0	17.5
Clydebank	62.2	38.3	Motherwell	85.6	9.4
Clydesdale	60.6	13.8	Nairn	79.1	41.5
Cumbernauld & Kilsyth	82.8	39.1	Nithsdale	90.8	48.9
Cumnock & Doon Valley	85.0	29.6	North East Fife	66.2	41.9
Cunninghame	83.1	36.4	Orkney	87.9	13.5
Dumbarton	73.0	48.4	Renfrew	82.3	28.8
Dundee, City of	89.3	14.7	Ross & Cromarty	93.5	20.9
Dunfermline	72.7	39.4	Roxburgh	77.3	9.1
East Kilbride	90.2	26.0	Shetland	83.9	20.6
East Lothian	90.9	37.8	Skye & Lochalsh	94.6	(2)
Eastwood	93.0	1.4	Stewartry	95.4	14.1
Edinburgh, City of	72.8	10.0	Stirling	84.9	15.1
Ettrick & Lauderdale	95.4	4.9	Strathkelvin	80.9	38.8
Falkirk	72.3	38.3	Sutherland	99.4	8.2
Glasgow, City of	90.8	50.4	Tweeddale	76.8	12.1
Gordon	89.7	28.7	West Lothian	75.8	7.9
Hamilton	72.5	74.8	Western Isles	88.5	16.2
			Wigtown	97.0	47.0

(2) The council did not provide the required information

**Table 1d: The category name and target time and the percentage of repairs completed within target**

Category 1 Council	Name	Target time	% achieved in target time	Category 2 Council	Name	Target time	% achieved in target time
Aberdeen, City of	Emergency	4 Hours	97.3	Aberdeen, City of	Urgent	10 Days	76.5
Angus	Urgent	24 Hours	100.0	Angus	Other Priority	14 Days	86.9
Annandale & Eskdale	Emergency	24 Hours	87.9	Annandale & Eskdale	Urgent	7 Days	85.6
Argyll & Bute	Emergency	24 Hours	61.6	Argyll & Bute	Urgent	3 Days	54.1
Badenoch & Strathspey	Emergency	24 Hours	87.2	Badenoch & Strathspey	Urgent	7 Days	82.0
Banff & Buchan	Emergency	4 Hours	93.3	Banff & Buchan	A	5 Days	82.9
Bearsden & Milngavie	Emergency	1 Days	(2)	Bearsden & Milngavie	Urgent	3 Days	(2)
Caithness	Emergency	24 Hours	93.4	Caithness	Urgent	2 Days	95.1
Clackmannan	Priority 0	4 Hours	98.3	Clackmannan	Priority 1	2 Days	93.8
Clydebank	Emergency	24 Hours	91.2	Clydebank	Urgent	5 Days	36.1
Clydesdale	Emergency	24 Hours	71.5	Clydesdale	Urgent	3 Days	62.5
Cumbernauld & Kilsyth	Priority 1	3 Hours	85.9	Cumbernauld & Kilsyth	Priority 2	3 Days	75.0
Cumnock & Doon Valley	Emergency	24 Hours	75.0	Cumnock & Doon Valley	Urgent	5 Days	96.0
Cunninghame	Emergencies	24 Hours	79.0	Cunninghame	Category 'A'	7 Days	85.0
Dumbarton	Emergency 01	24 Hours	88.6	Dumbarton	Urgent 02	10 Days	45.5
Dundee, City of	Out of Hours Emergency	1 Day	99.9	Dundee, City of	Day Time Emergency	1 Day	93.6
Dunfermline	Emergency Repairs	24 Hours	88.0	Dunfermline	Urgent Repairs	10 Days	61.0
East Kilbride	Emergency	24 Hours	95.6	East Kilbride	Urgent	5 Days	90.0
East Lothian	Emergency	24 Hours	92.2	East Lothian	Urgent	7 Days	87.8
Eastwood	Emergency	2 Hours	93.0	Eastwood	Urgent	24 Hours	93.9
Edinburgh, City of	Emergency	3 Hours	72.4	Edinburgh, City of	Urgent	3 Days	74.3
Ettrick & Lauderdale	Emergency	24 Hours	100.0	Ettrick & Lauderdale	Urgent	3 Days	97.0
Falkirk	Emergency	24 Hours	82.4	Falkirk	Urgent	7 Days	71.9
Glasgow, City of	Emergency	24 Hours	85.2	Glasgow, City of	Reactive	5 Days	96.4
Gordon	Emergency	24 Hours	96.1	Gordon	Urgent	3 Days	88.6
Hamilton	Emergency	3 Hours	81.0	Hamilton	Urgent	10 Days	31.4
Inverclyde	Call out	2 Hours	97.5	Inverclyde	Emergency	1 Day	83.6
Kilmarnock & Loudoun	Emergency	24 Hours	89.0	Kilmarnock & Loudoun	Urgent	5 Days	56.0
Kirkcaldy	Emergency Repairs	3 Hours	100.0	Kirkcaldy	Other Emergencies	1 Day	96.0
Kyle & Carrick	Emergency	12 Hours	92.0	Kyle & Carrick	Urgent	3 Days	85.0
Lochaber	Emergency	4 Hours	87.2	Lochaber	Urgent	4 Days	87.6
Midlothian	Within 24 Hours	24 Hours	73.2	Midlothian	Within 7 Days	7 Days	60.4
Monklands	Emergency	24 Hours	97.3	Monklands	Urgent Priority 2	3 Days	61.4
Moray	Emergency	2 Hours	96.8	Moray	Priority	3 Days	67.5
Motherwell	Emergency-Top Priority	2 Hours	96.9	Motherwell	Emergency Priority	24 Hours	96.3
Nairn	Emergency	24 Hours	76.1	Nairn	Urgent	7 Days	84.4
Nithsdale	Emergency	24 Hours	94.8	Nithsdale	Urgent	7 Days	84.3
North East Fife	Emergency	24 Hours	76.8	North East Fife	Urgent	10 Days	58.7
Orkney	Emergency	24 Hours	90.9	Orkney	Urgent	3 Days	78.6
Renfrew	Emergency	24 Hours	82.6	Renfrew	Urgent	10 Days	83.0
Ross & Cromarty	Emergency	24 Hours	97.9	Ross & Cromarty	Urgent	2 Days	94.4
Roxburgh	Emergency	1 Hour	92.4	Roxburgh	Urgent	24 Hours	73.9
Shetland	Emergency	24 Hours	88.4	Shetland	Urgent	3 Days	83.1
Skye & Lochalsh	(2)	(2)	(2)	Skye & Lochalsh	A	10 Days	96.2
Stewartry	Emergency	8 Hours	98.0	Stewartry	Urgent	4 Days	95.0
Stirling	4 Hour Emergency	4 Hours	90.0	Stirling	24 Hour Emergency	24 Hours	87.0
Strathkelvin	Emergency	3 Hours	97.5	Strathkelvin	Normal/ Urgent	20 Days	70.3
Sutherland	Emergency	2 Hours	100.0	Sutherland	Urgent	24 Hours	99.0
Tweeddale	Emergency	24 Hours	66.4	Tweeddale	Urgent	3 Days	77.0
West Lothian	Emergency 1	2 Hours	90.6	West Lothian	Emergency 2	24 Hours	74.0
Western Isles	Emergency	1 Hour	94.0	Western Isles	1.00	1 Day	92.0
Wigtown	Emergency	4 Hours	98.3	Wigtown	Urgent	2 Days	97.1

(2) The council did not provide the required information

**Table 1d: Continued**

Category 3 Council	Name	Target time	% achieved in target time	Category 4 Council	Name	Target time	% achieved in target time
Aberdeen, City of	Routine	24 Days	81.0	Badenoch & Strathspey	General	28 Days	87.1
Annandale & Eskdale	Non-Urgent	14 Days	80.0	Banff & Buchan	C	22 Days	77.6
Argyll & Bute	Non-Urgent	27 Days	51.2	Bearsden & Milngavie	2	28 Days	(2)
Badenoch & Strathspey	Routine	21 Days	77.0	Caithness	Routine	21 Days	94.4
Banff & Buchan	B	10 Days	78.8	Clackmannan	Priority 3	10 Days	82.4
Bearsden & Milngavie	1	7 Days	(2)	Clydebank	Routine	40 Days	48.4
Caithness	Routine	7 Days	91	Cumbernauld & Kilsyth	Priority 4	20 Days	79.2
Clackmannan	Priority 2	5 Days	92.2	Dumbarton	Routine 05	42 Days	95.8
Clydebank	Stairlighting	5 Days	75.0	Dundee, City of	10 Day Priority	10 Days	82.9
Clydesdale	Non-Urgent	30 Days	55.4	Eastwood	7 Days	7 Days	92.2
Cumbernauld & Kilsyth	Priority 3	10 Days	83.8	Edinburgh, City of	Contract/ Routine	20 Days	68.0
Cumnock & Doon Valley	Routine	30 Days	86.0	Inverclyde	Routine	28 Days	78.4
Cunninghame	Category 'B'	28 Days	86.0	Kirkcaldy	Right to Repair 7	7 Days	98.3
Dumbarton	Routine 04	56 Days	69.8	Lochaber	Routine	28 Days	91.9
Dundee, City of	3 Day Urgent	3 Days	86.3	Midlothian	Within 35 Days	25 Days	74.6
Dunfermline	Routine Repairs	30 Days	65.0	Motherwell	Routine 2	7 Days	83.6
East Kilbride	Non-Urgent	20 Days	86.2	Ross & Cromarty	Routine	14 Days	90.5
East Lothian	Normal	42 Days	94.6	Roxburgh	Other	21 Days	77.3
Eastwood	2 Days	48 Hours	92.8	Skye & Lochalsh	C	90 Days	97.3
Edinburgh, City of	Minor	10 Days	71.1	Stirling	Normal	15 Days	84.0
Ettrick & Lauderdale	Routine	30 Days	95.0	West Lothian	Routine	25 Days	79.1
Falkirk	Cyclic	28 Days	65.5	Western Isles	3	14 Days	84.0
Gordon	Normal	10 Days	86.1	Wigtown	General	30 Days	96.7
Hamilton	Normal	30 Days	58.3				
Inverclyde	Urgent	9 Days	68.8	<b>Category 5 Council</b>			
Kilmarnock & Loudoun	Routine	30 Days	74.0	Banff & Buchan	D	37 Days	67.8
Kirkcaldy	Right to Repair 3	3 Days	99.2	Clackmannan	Priority 4	20 Days	89.7
Kyle & Carrick	Routine	20 Days	86.0	Dumbarton	Routine 07	90 Days	82.2
Lochaber	Routine	14 Days	86.3	Dundee, City of	15 Day Normal	15 Days	86.7
Midlothian	Within 21 Days	15 Days	55.1	Eastwood	30 Days	30 Days	94.7
Monklands	Routine Priority 3	20 Days	79.1	Inverclyde	Group	98 Days	90.6
Moray	Ordinary	20 Days	85.4	Kirkcaldy	Quick Response	5 Days	95.0
Motherwell	Routine 1	3 Days	80.4	Lochaber	Routine	42 Days	95.2
Nairn	Routine	28 Days	72.0	Motherwell	Routine 3	21 Days	81.7
Nithsdale	General	28 Days	91.8	Ross & Cromarty	Routine	21 Days	91.2
North East Fife	Routine	25 Days	58.3	Western Isles	4	28 Days	84.0
Orkney	Non-Urgent	28 Days	89.2				
Renfrew	Cyclical	25 Days	81.4	<b>Category 6 Council</b>			
Ross & Cromarty	Routine	7 Days	92.6	Clackmannan	Priority 5	50 Days	96.5
Roxburgh	Priority	7 Days	76.3	Inverclyde	Windows	74 Days	97.5
Shetland	Normal	22 Days	82.5	Kirkcaldy	Other Repairs	30 Days	85.3
Skye & Lochalsh	B	30 Days	92.1				
Stewartry	Routine	20 Days	95.0				
Stirling	Urgent	5 Days	80.0				
Sutherland	Routine	21 Days	100.0				
Tweeddale	Routine	28 Days	79.0				
West Lothian	Urgent	5 Days	66.6				
Western Isles	2	7 Days	86.0				
Wigtown	Essential	5 Days	94.3				

(2) The council did not provide the required information

## MANAGING TENANCY CHANGES

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

### *What the indicator reports*

This indicator shows 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-of-terrace house)
- the location of the property
- 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 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 1995/96 was just over £926 million.

The total amount of rent lost by councils due to unoccupied houses was almost £22 million (2.4% of the total rental income due) (Table 2a).

The percentage of total rent which was lost due to empty houses ranged from 0.26% to 5.97% (Table 2b). Two-thirds of the councils lost less than 1.5% of total rent due.

**Table 2a: The amount of rent lost due to unoccupied houses**

Council	1995/ 96 (£ 000s)	1994/ 95 (£000s)	1993/ 94 (£000s)	Council	1995/ 96 (£ 000s)	1994/ 95 (£000s)	1993/ 94 (£000s)
Aberdeen, City of	771	806	633	Inverclyde	586	578	575
Angus	29	32	24	Kilmarnock & Loudoun	252	209	264
Annandale & Eskdale	95	89	60	Kirkcaldy	733	531	625
Argyll & Bute	176	106	76	Kyle & Carrick	237	286	255
Badenoch & Strathspey	7	12	9	Lochaber	30	17	25
Banff & Buchan	74	62	55	Midlothian	60	54	51
Bearsden & Milngavie	32	18	12	Monklands	482	466	545
Caithness	57	95	91	Moray	68	108	104
Clackmannan	117	96	108	Motherwell	638	746	800
Clydebank	248	130	190	Nairn	5	3	3
Clydesdale	90	104	95	Nithsdale	134	97	58
Cumbernauld & Kilsyth	39	38	53	North East Fife	66	66	82
Cumnock & Doon Valley	234	216	194	Orkney	17	25	33
Cunninghame	211	264	199	Renfrew	547	613	774
Dumbarton	487	408	442	Ross & Cromarty	109	75	67
Dundee, City of	1,454	1,208	1,082	Roxburgh	247	147	119
Dunfermline	258	237	228	Shetland	60	49	45
East Kilbride	5	5	5	Skye & Lochalsh	16	15	13
East Lothian	159	138	128	Stewartry	28	16	14
Eastwood	28	20	21	Stirling	146	158	144
Edinburgh, City of	4,245	4,103	3,110	Strathkelvin	149	100	102
Ettrick & Lauderdale	42	46	54	Sutherland	35	28	30
Falkirk	691	646	669	Tweeddale	10	10	11
Glasgow, City of	7,355	8,030	7,459	West Lothian	117	104	63
Gordon	22	16	12	Western Isles	63	108	124
Hamilton	199	187	277	Wigtown	33	29	31
				<b>Total</b>	<b>21,992</b>	<b>21,748</b>	<b>20,245</b>

**Table 2b: The percentage of rent lost due to empty houses**

Council	% rent loss			Council	% rent loss		
	1995/ 96	1994/ 95	1993/ 94		1995/ 96	1994/ 95	1993/ 94
Aberdeen, City of	<b>2.04</b>	2.15	1.70	Inverclyde	<b>2.60</b>	2.70	2.80
Angus	<b>0.26</b>	0.28	0.22	Kilmarnock & Loudoun	<b>1.74</b>	1.41	1.79
Annandale & Eskdale	<b>1.50</b>	1.46	1.00	Kirkcaldy	<b>2.47</b>	2.07	2.37
Argyll & Bute	<b>1.70</b>	0.99	0.70	Kyle & Carrick	<b>1.27</b>	1.51	1.30
Badenoch & Strathspey	<b>0.48</b>	0.90	0.60	Lochaber	<b>0.78</b>	0.45	0.69
Banff & Buchan	<b>0.62</b>	0.53	0.47	Midlothian	<b>0.66</b>	0.61	0.60
Bearsden & Milngavie	<b>1.48</b>	0.86	0.54	Monklands	<b>1.52</b>	1.50	1.79
Caithness	<b>1.01</b>	1.74	1.79	Moray	<b>0.63</b>	0.97	0.95
Clackmannan	<b>1.13</b>	0.98	1.10	Motherwell	<b>1.35</b>	1.83	2.04
Clydebank	<b>2.00</b>	1.07	1.58	Nairn	<b>0.28</b>	0.15	0.20
Clydesdale	<b>0.86</b>	1.03	0.94	Nithsdale	<b>1.63</b>	1.19	0.69
Cumbernauld & Kilsyth	<b>0.88</b>	0.86	1.23	North East Fife	<b>0.97</b>	0.90	1.17
Cumnock & Doon Valley	<b>2.24</b>	2.03	1.84	Orkney	<b>0.93</b>	1.40	1.90
Cunninghame	<b>0.90</b>	1.10	0.90	Renfrew	<b>1.48</b>	1.61	2.00
Dumbarton	<b>3.11</b>	2.62	3.00	Ross & Cromarty	<b>1.17</b>	0.85	0.76
Dundee, City of	<b>3.26</b>	2.69	2.62	Roxburgh	<b>3.66</b>	2.20	1.80
Dunfermline	<b>1.24</b>	1.12	1.09	Shetland	<b>1.33</b>	1.14	1.08
East Kilbride	<b>0.35</b>	0.38	0.34	Skye & Lochalsh	<b>1.10</b>	1.00	0.99
East Lothian	<b>1.09</b>	0.97	0.90	Stewartry	<b>0.93</b>	0.56	0.45
Eastwood	<b>1.39</b>	1.01	1.17	Stirling	<b>1.00</b>	1.10	0.97
Edinburgh, City of	<b>5.97</b>	5.94	4.70	Strathkelvin	<b>1.36</b>	0.97	1.00
Ettrick & Lauderdale	<b>0.94</b>	1.03	1.30	Sutherland	<b>1.25</b>	1.01	1.17
Falkirk	<b>2.28</b>	2.10	2.20	Tweeddale	<b>0.72</b>	0.70	0.80
Glasgow, City of	<b>3.51</b>	3.92	3.61	West Lothian	<b>0.60</b>	0.51	0.34
Gordon	<b>0.26</b>	0.18	0.15	Western Isles	<b>1.58</b>	2.73	3.17
Hamilton	<b>0.86</b>	0.81	1.23	Wigtown	<b>0.56</b>	0.51	0.54

## MANAGING TENANCY CHANGES

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

- 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:

- identifying new tenants
- the new tenants signing for a house
- identifying and carrying 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); 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. Allowing several offers 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 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 51,713 houses during the year. Of this total, 22% were re-let in less than two weeks and a further 35% were re-let in two to six weeks.

**Less than two weeks:** between individual councils, the percentage of houses re-let in this timescale ranged from 0% to 83%. Thirty-four 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 (Table 3).

The percentage of houses re-let within two weeks increased in 29 councils in comparison with 1993/94. East Kilbride and Hamilton each increased the proportion of houses re-let within two weeks by more than 16%, and at Moray the increase was 49%.

**2 - 6 weeks:** the percentage of houses re-let ranged from 7.6% to 82%.

**More than 6 weeks:** fourteen councils (27%) managed to re-let all but 20% of their empty houses within six weeks, whilst four councils failed to let 20% within that time. Twenty-five per cent of councils re-let no more than 50% of their vacant houses in six weeks or less.

**Table 3: Percentage of houses re-let within each of three timescales**

Council	Percentage of houses re-let within			Council	Percentage of houses re-let within		
	less than 2 weeks	2 to 6 weeks	more than 6 weeks		less than 2 weeks	2 to 6 weeks	more than 6 weeks
Aberdeen, City of	2.7	8.6	88.7	Inverclyde	8.0	29.0	63.0
Angus	83.0	9.4	7.6	Kilmarnock & Loudoun	8.3	40.8	50.9
Annamdale & Eskdale	21.2	51.0	27.8	Kirkcaldy	25.2	30.9	43.9
Argyll & Bute	31.3	45.2	23.5	Kyle & Carrick	11.2	45.7	43.1
Badenoch & Strathspey	34.1	50.0	15.9	Lochaber	25.6	42.6	31.8
Banff & Buchan	40.3	43.7	16.0	Midlothian	0.0	56.6	43.4
Bearsden & Milngavie	21.2	42.6	36.2	Monklands	12.0	44.0	44.0
Caitness	21.9	57.7	20.4	Moray	57.7	28.8	13.6
Clackmannan	10.7	68.3	21.0	Motherwell	19.0	53.0	28.0
Clydebank	1.5	17.7	80.8	Nairn	67.1	22.3	10.6
Clydesdale	12.1	63.6	24.3	Nithsdale	12.1	41.1	46.8
Cumbernauld & Kilsyth	22.0	63.0	15.0	North East Fife	9.2	54.9	35.9
Cumnock & Doon Valley	1.1	26.0	72.9	Orkney	2.5	48.1	49.4
Cunninghame	9.7	72.7	17.6	Renfrew	29.6	27.4	43.0
Dumbarton	0.4	9.8	89.8	Ross & Cromarty	14.2	56.4	29.4
Dundee, City of	35.9	36.0	28.1	Roxburgh	2.6	35.3	62.1
Dunfermline	5.0	59.0	36.0	Shetland	7.4	41.5	51.1
East Kilbride	23.3	55.8	20.9	Skye & Lochalsh	15.0	41.0	44.0
East Lothian	3.2	33.6	63.2	Stewartry	20.1	67.2	12.7
Eastwood	8.2	66.5	25.3	Stirling	12.8	59.0	28.2
Edinburgh, City of	5.5	7.6	87.0	Strathkelvin	8.0	37.0	55.0
Ettrick & Lauderdale	16.0	68.0	16.0	Sutherland	62.0	27.8	10.2
Falkirk	10.6	30.1	59.3	Tweeddale	10.2	59.1	30.7
Glasgow, City of	33.3	34.0	32.7	West Lothian	41.1	45.2	13.7
Gordon	54.2	42.2	3.6	Western Isles	14.0	28.0	58.0
Hamilton	32.0	50.0	18.0	Wigtown	6.0	82.0	12.0

## RENT ARREARS

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

#### *What the indicator reports*

Current arrears are rents that are lawfully due and are 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. Therefore, the level of uptake of housing benefit may have an impact on the indicator.

Net rent also excludes rent loss due to empty houses.

#### *Commentary*

The total net amount of rent due to councils in 1995/96 £403 million. Of this sum, £26.5 million (6.6%) was in arrears.

The level of arrears from current tenants varied between services from 1% to 14.5%. Twenty-two councils had arrears of less than 4% (Table 4).

In comparison with the levels in 1993/94, thirty-one councils reduced the percentage of arrears. The percentage of rent arrears increased in 21 councils.

**Table 4: Current arrears as a percentage of net rent due**

Council	Current arrears as a proportion of net rent due			Council	Current arrears as a proportion of net rent due		
	1995/ 96 (%)	1994/ 95 (%)	1993/ 94 (%)		1995/ 96 (%)	1994/ 95 (%)	1993/ 94 (%)
Aberdeen, City of	5.08	4.70	5.11	Inverclyde	9.01	8.30	10.60
Angus	1.41	1.40	1.47	Kilmarnock & Loudoun	3.58	3.70	4.10
Annandale & Eskdale	2.58	2.50	3.30	Kirkcaldy	13.80	11.70	8.34
Argyll & Bute	2.46	2.30	3.10	Kyle & Carrick	6.19	5.80	6.00
Badenoch & Strathspey	4.77	3.50	3.50	Lochaber	2.60	4.10	3.28
Banff & Buchan	2.52	2.30	2.23	Midlothian	3.48	3.40	3.90
Bearsden & Milngavie	8.72	5.80	5.17	Monklands	4.59	3.40	4.90
Caithness	3.76	2.90	3.08	Moray	1.30	1.10	1.20
Clackmannan	5.28	5.10	9.00	Motherwell	2.46	2.40	3.30
Clydebank	6.52	6.50	7.84	Nairn	1.38	1.40	1.10
Clydesdale	4.46	4.90	4.74	Nithsdale	6.37	4.90	5.34
Cumbernauld & Kilsyth	9.23	12.00	15.10	North East Fife	2.07	2.30	2.05
Cumnock & Doon Valley	6.17	5.90	5.60	Orkney	4.88	5.00	5.30
Cunninghame	7.12	5.40	5.50	Renfrew	7.41	8.00	8.80
Dumbarton	14.46	15.60	16.40	Ross & Cromarty	5.34	5.05	5.40
Dundee, City of	6.38	5.90	6.40	Roxburgh	1.05	0.70	0.70
Dunfermline	5.44	5.90	5.50	Shetland	5.78	6.40	7.38
East Kilbride	2.26	2.60	3.30	Skye & Lochalsh	3.67	2.60	1.90
East Lothian	4.58	5.50	5.49	Stewartry	3.32	3.30	3.10
Eastwood	3.48	3.10	3.80	Stirling	7.81	9.60	10.90
Edinburgh, City of	7.98	8.50	8.60	Strathkelvin	7.87	6.80	8.06
Ettrick & Lauderdale	3.92	2.30	2.52	Sutherland	1.87	1.86	1.22
Falkirk	5.17	5.30	5.10	Tweeddale	1.22	1.80	1.43
Glasgow, City of	10.86	11.20	11.04	West Lothian	6.70	5.90	5.70
Gordon	1.56	1.60	1.40	Western Isles	7.27	8.90	9.70
Hamilton	3.77	5.00	7.22	Wigtown	5.94	5.10	5.50

## RENT ARREARS

(5) **The amount of former tenants' arrears outstanding at the end of the year and the amount of former tenants' 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 tenants' arrears carried forward from the previous year
- the council's success in recovering the debt from former tenants
- 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 tenants' arrears**

The total amount of former tenants' arrears owed to councils in 1995/96 was £11.25 million (Table 5). Twenty-three councils reduced the amount outstanding from former tenants compared with 1993/94.

The former tenants' arrears in each council expressed as an amount per dwelling ranged from £0.26 to £ 52.30, with just under half of all the councils (23) owed less than £7.50 per dwelling. Thirty-three councils were owed around £10 per dwelling or less, and four were owed more than £25 per dwelling.

The two main cities, Glasgow and Edinburgh, accounted for over half (£5.73 million) of the amount owed by former tenants. In Glasgow and Edinburgh, former tenants' arrears per dwelling were more than £46 and £21 respectively.

### **Arrears written off**

The total amount written off in 1995/96 by all the councils was £5.4 million, representing about half of the total amount owed by former tenants.

Across Scotland, there was considerable variation in the amount of former tenants' arrears written off, mainly due to the large differences in the number of houses managed by councils. In almost half of all councils, less than £20,000 was written off (Table 5).

**Table 5: Former tenants' arrears and arrears written off**

Council	1995/ 96			1994/ 95	1993/ 94	Council	1995/ 96			1994/ 95	1993/ 94
	Amount of arrears at end of year (£)	Amount written off (£)	Proportion of arrears written off (%)	Proportion of arrears written off (%)	Proportion of arrears written off (%)		Amount of arrears at end of year (£)	Amount written off (£)	Proportion of arrears written off (%)	Proportion of arrears written off (%)	Proportion of arrears written off (%)
Aberdeen	207,652	199,862	96	100	78	Inverclyde	367,657	62,894	17	14	29
Angus	15,355	14,734	96	95	97	Kilmarnock & Loudoun	47,057	38,270	81	40	48
Annandale & Eskdale	22,313	11,070	50	6	28	Kirkcaldy	200,035	144,615	72	69	100
Argyll & Bute	60,715	23,882	39	96	54	Kyle & Carrick	195,973	0	0	25	16
Badenoch & Strathspey	4,808	1,091	23	28	17	Lochaber	6,193	5,628	91	37	52
Banff & Buchan	115,664	362	0	32	18	Midlothian	58,599	39,824	68	69	10
Bearsden & Milngavie	12,094	3,949	33	22	34	Monklands	310,148	62,198	20	10	44
Caithness	21,083	1,841	9	6	18	Moray	35,744	16,704	47	40	34
Clackmannan	124,475	50,000	40	6	40	Motherwell	263,540	65,238	25	21	26
Clydebank	164,970	77,933	47	12	20	Nairn	10,446	0	0	3	1
Clydesdale	68,831	27,522	40	32	55	Nithsdale	47,304	5,237	11	52	100
Cumbernauld & Kilsyth	12,993	3,200	25	56	60	North East Fife	32,006	18,310	57	67	73
Cumnock & Doon Valley	76,675	0	0	47	40	Orkney	4,779	4,357	91	75	100
Cunninghame	81,613	52,020	64	61	62	Renfrew	537,404	367,544	68	55	72
Dumbarton	496,702	197,406	40	8	27	Ross & Cromarty	92,951	25,634	28	3	0
Dundee	526,495	402,963	77	77	74	Roxburgh	39,325	10,584	27	25	17
Dunfermline	145,450	90,640	62	75	75	Shetland	33,650	16,281	48	37	41
East Kilbride	2,276	412	18	69	34	Skye & Lochalsh	4,942	27	1	14	6
East Lothian	144,052	24,293	17	7	30	Stewartry	4,325	4,212	97	78	33
Eastwood	9,391	0	0	8	71	Stirling	297,292	85,337	29	14	24
Edinburgh	733,478	573,202	78	81	83	Strathkelvin	119,852	14,852	12	68	56
Ettrick & Lauderdale	18,571	13,426	72	73	70	Sutherland	6,066	3,215	53	70	29
Falkirk	159,181	112,767	71	62	60	Tweeddale	2,462	1,932	78	75	87
Glasgow	5,000,479	2,294,537	46	79	93	West Lothian	87,771	86,232	98	100	100
Gordon	44,094	1,235	3	10	10	Western Isles	48,889	11,243	23	37	3
Hamilton	84,693	55,916	66	64	92	Wigtown	38,066	29,554	78	42	0
						<b>Total</b>	<b>11,246,579</b>	<b>5,354,185</b>			

## 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 target of six months for processing council house sales. This indicator shows the extent to which each council achieved the target. All of the 52 councils that reported sold council houses during the year.

### *Commentary*

Between councils, the average time to complete council house sales varied from 15 weeks to 42 weeks.

Thirty-one councils achieved an average time which was within the national target of 26 weeks (Table 6).

In comparison with the time taken in 1993/94, 30 councils reduced the average time to complete house sales, while 17 councils increased the average time to complete house sales (Table 6).

**Table 6: Average time taken to sell council houses**

Council	Weeks			Council	Weeks		
	1995/ 96	1994/ 95	1993/ 94		1995/ 96	1994/ 95	1993/ 94
Aberdeen	40	43	53	Inverclyde	30	36	38
Angus	23	22	23	Kilmarnock & Loudoun	26	27	26
Annandale & Eskdale	21	25	24	Kirkcaldy	24	33	35
Argyll & Bute	25	22	25	Kyle & Carrick	31	38	39
Badenoch & Strathspey	20	19	20	Lochaber	25	29	21
Banff & Buchan	32	27	26	Midlothian	23	24	24
Bearsden & Milngavie	25	28	28	Monklands	30	30	34
Caithness	22	21	21	Moray	21	23	28
Clackmannan	29	28	27	Motherwell	21	20	22
Clydebank	35	29	27	Nairn	25	28	29
Clydesdale	27	27	31	Nithsdale	28	30	31
Cumbernauld & Kilsyth	27	34	34	North East Fife	21	24	25
Cumnock & Doon Valley	19	28	31	Orkney	28	21	29
Cunninghame	26	25	24	Renfrew	22	22	28
Dumbarton	42	32	38	Ross & Cromarty	21	22	23
Dundee	20	20	21	Roxburgh	26	25	25
Dunfermline	28	28	26	Shetland	33	29	32
East Kilbride	24	24	20	Skye & Lochalsh	20	21	24
East Lothian	33	31	31	Stewartry	19	19	19
Eastwood	15	13	14	Stirling	21	23	25
Edinburgh	28	30	25	Strathkelvin	35	37	33
Ettrick & Lauderdale	25	27	30	Sutherland	20	23	27
Falkirk	22	24	24	Tweeddale	34	31	37
Glasgow	28	26	27	West Lothian	25	29	26
Gordon	32	38	28	Western Isles	28	34	42
Hamilton	25	28	32	Wigtown	23	31	38

## HOUSING BENEFIT ADMINISTRATION

### Context

All 50 district and three islands councils that reported administer a housing benefit service.

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 in 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 high proportion of applications from people in privately rented accommodation, for which the application process is more complex
- there are more people in shared accommodation, for which the application process is also more complex.

In these cases, 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 in 1995/96 by those councils that reported was 967,531, an increase of 11% compared with 1993/94.

The cost per application varied widely, from just over £7 to almost £86. Slightly over half the councils that reported (29) incurred a cost of less than £30 per application (Table 7).

Sixteen councils reduced their cost per application in comparison with that in 1993/94.

Table 7: Housing benefit - administration cost per application

Council	Number of Applications 1995/ 96	Cost per application (£)			Council	Number of Applications 1995/ 96	Cost per application (£)		
		1995/ 96	1994/ 95	1993/ 94			1995/ 96	1994/ 95	1993/ 94
Aberdeen	12851	41.76	34.92	29.98	Inverclyde	16700	16.78	14.64	14.09
Angus	27654	9.36	7.77	7.26	Kilmarnock & Loudoun	26495	8.65	8.73	9.14
Annandale & Eskdale	12672	8.34	23.71	12.15	Kirkcaldy	12226	33.53	34.03	37.31
Argyll & Bute	15798	16.64	13.55	13.52	Kyle & Carrick	59333	7.18	12.97	18.37
Badenoch & Strathspey	2063	24.52	21.02	19.24	Lochaber	3618	40.73	43.68	43.22
Banff & Buchan	9532	27.48	21.10	45.13	Midlothian	15739	18.60	15.27	14.42
Bearsden & Milngavie	1414	85.97	74.56	59.83	Monklands	17113	32.16	32.37	35.82
Caithness	3679	21.74	22.82	24.57	Moray	14576	9.81	10.27	9.80
Clackmannan	(2)	61.00	15.17	32.11	Motherwell	25601	19.72	19.32	18.56
Clydebank	11266	30.33	19.57	40.24	Nairn	(2)	41.90	34.48	33.45
Clydesdale	6908	49.30	20.26	26.05	Nithsdale	6900	29.10	26.18	21.45
Cumbernauld & Kilsyth	3785	45.35	38.06	35.11	North East Fife	9857	30.71	30.28	22.83
Cumnock & Doon Valley	13943	11.19	13.17	18.29	Orkney	1197	22.26	29.74	21.76
Cunninghame	34920	28.13	13.87	18.51	Renfrew	38655	20.63	18.95	17.44
Dumbarton	14534	33.15	39.09	26.68	Ross & Cromarty	14940	33.32	39.64	21.74
Dundee	41742	20.92	24.50	41.05	Roxburgh	8495	26.50	22.83	13.72
Dunfermline	39949	26.20	23.61	20.72	Shetland	8489	31.62	29.42	9.62
East Kilbride	4163	23.14	14.19	22.46	Skye & Lochalsh	1498	38.42	23.15	33.51
East Lothian	17145	19.50	15.28	15.56	Stewartry	3721	27.10	22.39	47.15
Eastwood	1868	82.27	50.09	68.15	Stirling	12598	32.88	34.45	34.88
Edinburgh	69874	(2)	58.79	52.98	Strathkelvin	54174	20.41	21.43	23.19
Ettrick & Lauderdale	6006	32.07	17.50	18.20	Sutherland	1823	39.21	33.05	32.92
Falkirk	20197	30.57	27.66	27.47	Tweeddale	1446	32.67	19.51	15.97
Glasgow	174062	19.17	17.17	18.65	West Lothian	16774	19.37	22.33	20.31
Gordon	8301	29.91	27.43	26.55	Western Isles	8443	26.00	41.37	36.17
Hamilton	22122	21.97	12.26	12.00	Wigtown	12672	41.03	37.17	51.23

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

## 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*

Of the 51 councils that reported, 45 processed at least eight out of ten applications within the target (Table 8). Three of the 45 councils processed every application within the target time.

Three of the remaining six councils processed less than 70% of applications within the target time. This shows a marked improvement compared with 1990/91, for which year a study by the Commission ('Managing Housing Benefit', 1993) found that 15 councils failed to meet the 70% level.

Over 60% of councils reported that the proportion of applications processed on target had increased in comparison with 1993/94.

**Table 8: The % of housing benefit applications processed within 14 days.**

Council	1995/ 96 (%)	1994/ 95 (%)	1993/ 94 (%)	Council	1995/ 96 (%)	1994/ 95 (%)	1993/ 94 (%)
Aberdeen	94.9	95.4	83.1	Inverclyde	99.3	99.3	98.3
Angus	98.6	100.0	99.9	Kilmarnock & Loudoun	98.7	99.9	100.0
Annandale & Eskdale	90.8	97.1	97.0	Kirkcaldy	87.0	94.0	99.0
Argyll & Bute	84.7	66.7	59.2	Kyle & Carrick	69.0	90.0	87.0
Badenoch & Strathspey	98.0	98.0	98.0	Lochaber	87.6	95.6	86.0
Banff & Buchan	89.8	96.5	84.8	Midlothian	84.8	76.9	57.8
Bearsden & Milngavie	100.0	99.0	98.7	Monklands	94.0	92.5	99.7
Caithness	46.2	64.8	85.0	Moray	77.3	81.0	75.4
Clackmannan	95.0	94.9	99.0	Motherwell	94.5	93.2	90.3
Clydebank	95.4	90.6	94.4	Nairn	(2)	83.9	70.8
Clydesdale	98.9	92.1	100.0	Nithsdale	93.1	95.9	82.6
Cumbernauld & Kilsyth	99.6	99.9	98.0	North East Fife	90.2	90.6	65.0
Cumnock & Doon Valley	96.0	95.3	95.9	Orkney	91.8	91.0	63.0
Cunninghame	79.0	81.4	53.0	Renfrew	79.0	80.9	71.8
Dumbarton	86.5	61.3	38.0	Ross & Cromarty	98.1	96.5	83.0
Dundee	91.0	98.8	86.0	Roxburgh	99.7	96.7	94.5
Dunfermline	95.5	97.3	99.1	Shetland	99.9	100.0	96.0
East Kilbride	97.2	92.1	94.8	Skye & Lochalsh	98.0	99.0	100.0
East Lothian	68.9	78.4	89.9	Stewartry	91.8	90.3	79.3
Eastwood	97.8	97.1	95.0	Stirling	90.2	93.4	95.0
Edinburgh	94.9	94.4	88.4	Strathkelvin	100.0	100.0	99.9
Ettrick & Lauderdale	99.4	(2)	95.7	Sutherland	100.0	100.0	100.0
Falkirk	96.9	96.2	97.0	Tweeddale	93.6	98.4	99.2
Glasgow	94.0	94.0	95.0	West Lothian	98.0	98.4	95.0
Gordon	97.9	98.4	98.5	Western Isles	92.2	76.5	77.5
Hamilton	99.6	92.8	90.0	Wigtown	90.4	93.1	76.9

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

## HOMELESSNESS

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

### *What the indicator reports*

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

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
- 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.

### *Points to bear in mind*

The types of accommodation used reflect:

- the level of demand by applicants who qualify for assistance
- 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 whom the council is required to take long-term housing responsibility

- 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, 17,506 households were provided with temporary accommodation. The households were temporarily accommodated as follows:

- hostels - 33%
- bed & breakfast - 30%
- council-owned furnished accommodation - 30%
- other accommodation - 7%.

Of the 52 councils that reported:

- hostel accommodation was used by 32 councils for 5,845 households. The average length of stay ranged from 2 days to 179 days
- forty-six councils used their own furnished accommodation to provide shelter for 5,234 households. The average length of stay varied from 35 days to 399 days
- bed & breakfast accommodation was used by 44 councils for 5,250 households. The average stay ranged from one day to 137 days
- other forms of accommodation, such as women's aid refuges, holiday homes (e.g. caravans) and private rented or leased accommodation, were used by 22 councils for 1,177 households, with average stays of between 19 days and 336 days.

**Table 9: Temporary accommodation for homeless households**

Council	Hostels		Local authority furnished dwellings		Bed & breakfast		Other		Council	Hostels		Local authority furnished dwellings		Bed & breakfast		Other	
	Households	Average stay (days)	Households	Average stay (days)	Households	Average stay (days)	Households	Average stay (days)		Households	Average stay (days)	Households	Average stay (days)	Households	Average stay (days)	Households	Average stay (days)
Aberdeen, City of	214	27	22	95	186	34	0	0	Kilmarnock & Loudoun	83	48	68	86	52	12	0	0
Angus	15	37	105	38	1	2	0	0	Kirkcaldy	183	32	169	92	315	17	86	49
Annandale & Eskdale	16	53	0	0	12	24	3	190	Kyle & Carrick	134	50	176	105	295	39	71	105
Argyll & Bute	35	98	0	0	99	19	23	32	Lochaber	0	0	1	287	11	137	5	137
Badenoch & Strathspey	19	49	0	0	0	0	0	0	Midlothian	2	179	20	166	61	59	112	183
Banff & Buchan	39	72	10	79	107	34	3	57	Monklands	126	59	142	35	34	8	0	0
Bearsden & Milngavie	0	0	25	399	15	84	0	0	Moray	67	47	24	100	0	0	0	0
Caithness	0	0	0	0	3	2	7	30	Motherwell	0	0	194	78	82	32	0	0
Clackmannan	40	62	37	125	26	40	0	0	Nairn	0	0	10	154	14	42	0	0
Clydebank	0	0	76	41	4	7	0	0	Nithsdale	40	23	54	60	133	24	0	0
Clydesdale	30	28	59	63	0	0	1	258	North East Fife	36	52	40	120	91	73	6	81
Cumbernauld & Kilsyth	0	0	35	159	35	29	0	0	Orkney	0	0	28	315	0	0	24	244
Cumnock & Doon Valley	56	16	37	161	7	9	0	0	Renfrew	45	78	323	145	256	18	110	106
Cunninghame	38	47	0	0	201	30	34	73	Ross & Cromarty	0	0	18	226	49	45	0	0
Dumbarton	0	0	67	84	100	19	0	0	Roxburgh	50	107	46	63	11	3	0	0
Dundee, City of	405	13	180	100	27	60	0	0	Shetland	17	76	59	268	25	54	46	336
Dunfermline	0	0	42	59	0	0	0	0	Skye & Lochalsh	12	75	0	0	13	80	0	0
East Kilbride	35	39	63	155	2	4	3	240	Stewartry	12	92	0	0	7	12	12	113
East Lothian	0	0	79	131	152	47	0	0	Stirling	224	46	204	40	245	22	12	44
Eastwood	15	99	0	0	5	53	0	0	Strathkelvin	0	0	99	69	78	25	0	0
Edinburgh, City of	2	27	723	137	653	34	21	53	Sutherland	0	0	0	0	2	1	0	0
Ettrick & Lauderdale	0	0	30	91	12	5	0	0	Tweeddale	0	0	25	222	0	0	0	0
Falkirk	0	0	171	40	19	6	0	0	West Lothian	47	64	249	110	20	25	283	20
Glasgow, City of	3,640	2	1,390	154	1,488	18	246	19	Western Isles	0	0	30	123	0	0	0	0
Gordon	0	0	26	137	123	40	59	131	Wigtown	27	141	2	194	62	35	10	184
Hamilton	0	0	76	84	117	23	0	0	<b>Total</b>	<b>5,845</b>		<b>5,234</b>		<b>5,250</b>		<b>1,177</b>	
Inverclyde	141	42	0	0	0	0	0	0	<b>Overall percentage</b>	<b>33</b>		<b>30</b>		<b>30</b>		<b>7</b>	

# LEISURE AND RECREATION

## GROUND MAINTENANCE

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

#### *What the indicator reports*

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.

This service was provided by the 53 district and three islands councils in 1995/96.

#### *Points to bear in mind*

Important factors which 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)
- each council's maintenance standards, which vary for different types of surfaces (e.g. grass surfaces range from bowling greens to 'kick about' areas)
- 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.

A hectare is 10,000 square metres.

#### *Commentary*

During 1995/96, the cost per hectare for maintaining open spaces varied within the range £624 to £9,241, with the exception of a single council, Shetland Islands Council, which reported a cost of £24,878, maintains only a small area of high-amenity public park.

Over 60% of councils reported costs within the range of £3,000 to £5,000. Nine councils incurred costs above £6,000 per hectare (Table 1).

**Table 1: The cost per hectare of maintaining open space**

Council	1995/ 96 (£)	1994/ 95 (£)	1993/ 94 (£)	Council	1995/ 96 (£)	1994/ 95 (£)	1993/ 94 (£)
Aberdeen, City of	4,206	4,005	4,341	Hamilton	1,023	1,053	1,042
Angus	1,603	2,887	3,480	Inverclyde	7,187	6,903	6,686
Annandale & Eskdale	6,662	6,263	5,867	Kilmarnock & Loudoun	4,232	4,032	2,948
Argyll & Bute	8,845	8,116	8,375	Kirkcaldy	3,653	3,660	4,042
Badenoch & Strathspey	3,493	3,341	3,458	Kyle & Carrick	3,520	3,446	2,946
Banff & Buchan	4,114	4,006	4,132	Lochaber	8,556	7,017	7,395
Bearsden & Milngavie	1,972	1,985	2,236	Midlothian	5,901	5,575	5,157
Berwickshire	6,413	6,193	5,915	Monklands	2,847	3,198	3,317
Caithness	3,439	3,103	2,764	Moray	2,065	2,050	2,140
Clackmannan	3,802	3,697	3,842	Motherwell	3,191	3,137	2,939
Clydebank	4,329	4,192	4,504	Nairn	2,782	2,448	2,681
Clydesdale	4,146	4,233	4,327	Nithsdale	3,412	3,288	3,307
Cumbernauld & Kilsyth	6,722	6,515	6,593	North East Fife	2,609	2,065	2,248
Cumnock & Doon Valley	3,484	3,545	3,754	Orkney	3,948	3,726	3,226
Cunninghame	5,588	5,480	5,108	Renfrew	3,949	4,075	3,710
Dumbarton	9,241	9,079	8,543	Ross & Cromarty	3,905	3,900	3,605
Dundee, City of	4,182	3,905	3,050	Roxburgh	4,167	3,894	4,232
Dunfermline	3,069	2,899	2,678	Shetland	24,878	23,867	25,667
East Kilbride	4,056	3,199	2,982	Skye & Lochalsh	3,985	4,056	4,435
East Lothian	2,635	2,622	2,110	Stewartry	624	603	589
Eastwood	3,329	3,091	3,146	Stirling	3,772	3,379	4,237
Edinburgh, City of	3,555	2,904	2,943	Strathkelvin	6,866	7,624	7,529
Ettrick & Lauderdale	4,031	3,829	3,700	Sutherland	4,737	4,507	4,250
Falkirk	2,692	2,750	2,602	Tweeddale	3,652	3,642	3,194
Glasgow, City of	3,820	3,879	3,467	West Lothian	3,777	3,582	3,440
Gordon	3,538	3,432	3,964	Western Isles	3,926	2,908	4,300
				Wigtown	4,088	4,754	4,729

## SPORT AND LEISURE MANAGEMENT

### *Context*

In 1995/96, sport and leisure facilities were primarily the responsibility of the three islands and 53 district councils. However, not all of these councils provided 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.

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

#### *What the indicator reports*

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

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

#### *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
- 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 number of users, so care should be exercised in comparing the performance of councils.

### *Commentary*

The average attendance per hour varied widely between 10 and 91. Twenty-three councils had an average attendance of 30 or more people per hour (Figure 2).

Twenty councils achieved higher attendance levels for swimming pools in 1995/96 than in 1993/94.

**Table 2: The average number of people per hour using pools**

Council	1995/ 96	1994/ 95	1993/ 94	Council	1995/ 96	1994/ 95	1993/ 94
Aberdeen, City of	29.0	31.9	36.5	Hamilton	49.6	38.3	35.0
Angus	21.4	21.7	21.8	Highland	20.5	23.0	25.0
Annandale & Eskdale	23.7	32.0	24.8	Inverclyde	38.3	35.7	37.1
Argyll & Bute	17.1	16.4	15.7	Kilmarnock & Loudoun	45.0	44.0	41.0
Banff & Buchan	21.0	20.0	22.0	Kirkcaldy	35.8	32.7	35.1
Bearsden & Milngavie	34.4	48.0	46.5	Kyle & Carrick	22.2	23.2	24.0
Berwickshire	15.7	20.4	25.5	Lochaber	21.4	21.3	22.3
Caithness	18.4	21.3	26.0	Midlothian	21.0	20.4	20.7
Central	21.5	24.2	19.2	Monklands	75.1	52.1	26.0
Clackmannan	17.2	16.3	20.7	Moray	25.0	24.5	24.0
Clydebank	33.7	60.8	35.3	Motherwell	27.0	32.0	32.0
Clydesdale	23.3	30.0	18.0	Nairn	17.8	21.0	22.1
Cumbernauld & Kilsyth	44.0	62.2	60.2	Nithsdale	63.1	72.9	73.8
Cumnock & Doon Valley	23.9	18.0	15.8	North East Fife	23.5	27.6	26.0
Cunninghame	40.7	40.9	52.1	Orkney	18.1	19.0	30.0
Dumbarton	35.3	38.5	42.6	Renfrew	34.6	34.7	37.2
Dundee, City of	78.0	76.2	79.6	Ross & Cromarty	16.8	20.0	21.6
Dunfermline	37.8	44.5	44.1	Roxburgh	20.9	19.4	18.2
East Kilbride	91.0	(1)	90.0	Shetland	(2)	21.70	20.75
East Lothian	32.5	31.5	28.3	Skye & Lochalsh	10.1	11.8	8.3
Eastwood	49.2	54.9	64.0	Stirling	53.0	56.3	59.5
Edinburgh, City of	53.5	52.5	56.0	Strathkelvin	24.6	28.0	29.3
Ettrick & Lauderdale	17.5	19.4	17.0	Sutherland	14.0	13.0	23.0
Falkirk	53.3	35.1	61.4	Tayside	22.2	24.3	25.4
Fife	38.2	39.2	41.3	Tweeddale	26.2	26.7	26.1
Glasgow, City of	34.0	31.0	30.0	West Lothian	39.1	36.5	34.2
Gordon	21.1	18.8	23.9	Western Isles	12.9	12.9	9.1
Grampian	12.1	15.4	21.5	Wigtown	17.3	22.5	26.6

(1) The council did not provide the service.

(2) The council did not report the required information

## SPORT AND LEISURE MANAGEMENT

(3) The average attendance per square metre for other indoor sport and leisure facilities, excluding pools in a combined complex.

### *What the indicator reports*

The indicator reports the attendance per square metre for the council's indoor sport and leisure facilities, other than pools.

Average attendance figures indicate the extent to which facilities are used.

Forty-six councils that reported, including four of the regional councils and the three islands councils, provided indoor sport and leisure facilities other than pools.

### *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
- 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 22 councils, just under half, achieving a level of at least 40 people per square metre (Figure 3).

Sixteen councils achieved higher attendance levels for indoor sports centres in 1995/96 than in 1993/94.

**Table 3: The average number of people per square metre using other indoor facilities**

Council	1995/ 96	1994/ 95	1993/ 94	Council	1995/ 96	1994/ 95	1993/ 94
Aberdeen, City of	27.7	23.8	27.8	Hamilton	47.0	46.3	42.0
Angus	46.6	47.7	44.2	Highland	32.1	36.9	42.0
Annandale & Eskdale	35.8	47.1	39.7	Inverclyde	53.4	52.2	47.8
Argyll & Bute	36.8	30.1	34.4	Kilmarnock & Loudoun	72.0	69.0	65.0
Banff & Buchan	28.8	33.4	(1)	Kyle & Carrick	34.8	42.2	35.0
Bearsden & Milngavie	51.6	59.4	56.5	Lochaber	60.9	72.1	63.8
Central	12.7	11.1	12.3	Midlothian	58.5	54.0	52.5
Clackmannan	46.4	42.5	39.5	Monklands	71.0	75.6	86.6
Clydebank	49.2	71.4	54.2	Moray	54.1	62.0	48.0
Clydesdale	30.7	37.6	35.1	Motherwell	56.0	61.0	61.0
Cumbernauld & Kilsyth	58.0	51.6	54.2	Nithsdale	38.6	40.2	43.2
Cumnock & Doon Valley	78.0	78.9	72.0	North East Fife	64.0	71.3	69.0
Cunninghame	29.6	33.3	37.5	Orkney	33.5	40.0	35.0
Dumbarton	53.5	51.7	69.0	Renfrew	36.4	37.5	36.8
Dundee, City of	42.1	41.3	37.1	Ross & Cromarty	38.2	45.4	58.0
Dunfermline	55.8	61.2	53.2	Roxburgh	(1)	13.4	10.1
East Kilbride	35.0	45.0	46.0	Shetland	23.9	26.4	14.6
East Lothian	31.2	34.1	33.1	Stirling	73.8	133.5	81.2
Eastwood	37.2	51.3	45.0	Strathkelvin	21.5	8.3	38.7
Edinburgh, City of	29.1	32.5	31.0	Tayside	42.3	46.6	74.5
Falkirk	23.2	27.3	34.0	Tweeddale	48.6	38.4	(1)
Fife	39.8	39.1	38.0	West Lothian	34.0	38.2	36.7
Glasgow, City of	26.0	26.0	27.0	Western Isles	29.9	28.9	16.9
				Wigtown	87.6	81.4	88.7

(1) The council did not provide the service.

## SPORT AND LEISURE MANAGEMENT

(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 income from customers.

### *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.

Income from spectators and catering facilities is included.

### *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 - 32.3%
- Other indoor facilities - 35.9%
- Outdoor sports pitches and tracks - 34.4%.

## Pools

Information was available from 56 councils. Three councils either did not provide the service or did not provide the required information.

Across Scotland the percentage of cost recovered varied from 3.5% to 101%, with 42 councils within the range of 20% to 50%. One council, Kilmarnock and Loudoun, generated an operating profit from its pools (Table 4a). Seven councils received more than 50% of their total operating expenditure.

In comparison with 1993/94, 27 councils increased the proportion of costs recovered.

### **Other Indoor Facilities**

The percentage of costs recovered varied widely between 14% and 120%. Seventy-five per cent of the 45 councils that reported recovered between 20% and 50% of their costs. One council, Highland, made an operating profit (Table 4b).

In comparison with 1993/94, 14 councils increased the proportion of costs recovered.

### **Outdoor sports pitches and tracks**

Fifty councils provided information on their outdoor pitches and tracks (Table 4c).

The percentage of operating costs recovered varied widely between 1.5% and 128%. Two councils, Edinburgh and Angus, made an operating profit. Twenty-four councils recovered more than 25% of their operating costs from customer income. Twelve councils recovered less than 10% of operating costs from customer income (Figure 4c).

In comparison with 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			Council	Customer income (£)	Operating expenditure (£)	Income as a proportion of expenditure		
			1995/ 96 (%)	1994/ 95 (%)	1993/ 94 (%)				1995/ 96 (%)	1994/ 95 (%)	1993/ 94 (%)
Aberdeen, City of	878,937	2,828,859	31.1	32.2	34.2	Hamilton	255,116	1,112,550	22.9	25.3	23.0
Angus	346,862	889,100	39.0	47.1	43.7	Highland	55,821	83,989	66.5	73.3	71.7
Annandale & Eskdale	16,836	110,241	15.3	37.5	28.3	Inverclyde	161,339	855,382	18.9	17.3	15.8
Argyll & Bute	411,194	1,038,369	39.6	42.7	29.9	Kilmarnock & Loudoun	198,273	196,204	101.0	93.0	86.0
Banff & Buchan	475,698	1,459,937	32.6	42.3	40.2	Kirkcaldy	220,457	875,729	25.2	25.7	25.0
Bearsden & Milngavie	215,400	490,794	43.9	59.8	59.0	Kyle & Carrick	636,676	2,154,894	29.6	30.2	31.0
Berwickshire	128,535	245,445	52.4	55.6	65.0	Lochaber	76,116	339,915	22.4	27.2	24.0
Caithness	121,615	497,567	24.4	28.2	39.0	Midlothian	57,717	330,769	17.4	19.2	18.9
Central	(2)	(2)	(2)	(2)	(2)	Monklands	12,957	374,048	3.5	16.2	17.9
Clackmannan	2,892	4,455	65.0	28.5	32.0	Moray	868,058	1,856,081	46.7	52.9	46.3
Clydebank	144,875	656,235	22.1	40.5	23.9	Motherwell	560,087	2,454,859	23.0	28.0	31.0
Clydesdale	143,912	625,949	23.0	17.5	19.9	Nairn	79,411	357,966	22.2	22.8	25.6
Cumnerauld & Kilsyth	298,735	1,086,191	27.5	30.2	30.1	Nithsdale	235,195	638,464	36.8	44.1	44.7
Cumnock & Doon Valley	26,485	201,496	13.1	10.6	9.1	North East Fife	203,523	567,716	35.8	37.2	28.0
Cunninghame	805,894	2,653,982	30.4	36.4	40.3	Orkney	84,679	294,950	28.7	27.0	25.0
Dumbarton	473,240	1,807,458	26.2	25.7	27.1	Renfrew	1,259,136	4,095,824	30.7	24.5	25.4
Dundee, City of	892,032	3,251,610	27.4	31.5	44.0	Ross & Cromarty	(2)	(2)	47.4	52.5	35.8
Dunfermline	299,232	977,839	30.6	31.0	32.2	Roxburgh	439,450	1,156,390	38.0	51.7	55.7
East Kilbride	570,153	1,107,443	51.0	(1)	49.0	Shetland	(1)	(1)	(1)	63.8	63.8
East Lothian	184,663	559,342	33.0	28.8	30.9	Skye & Lochalsh	51,734	248,012	20.9	27.5	28.6
Eastwood	219,318	715,047	30.7	29.3	7.7	Stirling	360,182	920,229	39.1	37.1	36.7
Edinburgh, City of	2,414,454	6,231,843	38.7	37.6	37.2	Strathkelvin	103,620	316,404	32.7	24.5	19.5
Ettrick & Lauderdale	238,739	450,653	53.0	53.4	47.2	Sutherland	64,155	232,278	27.6	28.6	25.5
Falkirk	189,828	629,833	30.1	22.8	27.6	Tayside	169,461	429,590	39.3	41.0	36.4
Fife	505,668	1,724,533	29.3	29.1	27.5	Tweeddale	155,579	236,588	65.8	50.8	50.4
Glasgow, City of	2,712,703	7,858,331	35.0	30.0	28.0	West Lothian	568,125	1,638,588	34.7	36.7	33.8
Gordon	380,643	1,516,477	25.1	28.2	40.2	Western Isles	50,526	353,410	14.3	14.5	14.4
Grampian	148,505	502,724	29.5	36.2	57.1	Wigtown	112,320	503,716	22.3	27.7	19.3
						Total	20,286,761	62,746,298			

(1) The council did not provide the service.

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

**Table 4b: Customer income and operating expenditure - other indoor facilities**

Council	Customer income (£)	Operating expenditure (£)	Income as a proportion of expenditure			Council	Customer income (£)	Operating expenditure (£)	Income as a proportion of expenditure		
			1995/ 96 (%)	1994/ 95 (%)	1993/ 94 (%)				1995/ 96 (%)	1994/ 95 (%)	1993/ 94 (%)
Aberdeen, City of	1,334,198	3,353,680	<b>39.8</b>	41.0	43.7	Hamilton	314,666	1,705,417	<b>18.4</b>	32.5	26.0
Angus	160,908	474,214	<b>33.9</b>	38.3	41.4	Highland	39,542	32,850	<b>120.4</b>	116.7	107.8
Annandale & Eskdale	51,919	175,334	<b>29.6</b>	19.9	19.1	Inverclyde	234,895	720,557	<b>32.5</b>	32.0	26.9
Argyll & Bute	38,390	148,167	<b>25.9</b>	23.4	23.4	Kilmarnock & Loudoun	949,546	2,072,851	<b>46.0</b>	48.0	47.0
Banff & Buchan	69,303	206,030	<b>33.6</b>	39.4	(1)	Kyle & Carrick	115,836	484,376	<b>23.9</b>	24.4	19.0
Bearsden & Milngavie	451,150	835,674	<b>54.0</b>	55.6	61.0	Lochaber	106,855	177,801	<b>60.1</b>	64.7	68.5
Central	(2)	(2)	<b>(2)</b>	(2)	(2)	Midlothian	735,341	3,264,765	<b>22.5</b>	22.9	15.6
Clackmannan	216,508	694,496	<b>31.2</b>	31.5	25.2	Monklands	1,946,296	3,916,202	<b>49.7</b>	51.8	50.0
Clydebank	236,970	1,068,173	<b>22.2</b>	40.6	35.9	Moray	521,916	1,049,028	<b>49.8</b>	48.2	51.1
Clydesdale	150,769	534,256	<b>28.2</b>	26.0	23.1	Motherwell	730,975	1,791,009	<b>41.0</b>	44.0	55.0
Cumbernauld & Kilsyth	392,749	888,027	<b>44.2</b>	47.0	48.1	Nithsdale	248,541	652,611	<b>38.1</b>	53.5	45.2
Cumnock & Doon Valley	76,124	547,398	<b>13.9</b>	14.9	13.2	North East Fife	109,243	447,795	<b>24.4</b>	24.4	40.0
Cunninghame	746,999	2,081,002	<b>35.9</b>	38.2	37.9	Orkney	38,391	82,552	<b>46.5</b>	87.0	72.0
Dumbarton	231,664	905,297	<b>25.6</b>	25.7	29.3	Renfrew	1,146,383	3,198,227	<b>35.8</b>	27.9	26.9
Dundee, City of	376,971	1,224,080	<b>30.8</b>	28.8	43.0	Ross & Cromarty	(2)	(2)	<b>24.0</b>	28.9	31.6
Dunfermline	762,922	2,194,745	<b>34.8</b>	34.7	35.2	Shetland	3,976	9,283	<b>42.8</b>	30.4	29.8
East Kilbride	482,101	950,961	<b>51.0</b>	54.2	58.0	Stirling	57,813	307,532	<b>18.8</b>	5.3	5.4
East Lothian	682,136	1,840,045	<b>37.1</b>	39.4	36.2	Strathkelvin	451,556	1,378,759	<b>33.5</b>	24.5	54.5
Eastwood	17,014	118,448	<b>14.4</b>	22.6	18.8	Tayside	265,362	802,444	<b>33.0</b>	34.7	33.6
Edinburgh, City of	2,118,690	4,637,964	<b>45.7</b>	43.5	47.2	Tweeddale	80,244	425,057	<b>18.9</b>	23.0	(1)
Falkirk	697,082	2,727,065	<b>25.6</b>	27.4	27.4	West Lothian	519,308	967,509	<b>53.7</b>	62.3	56.7
Fife	262,995	1,196,107	<b>22.0</b>	25.0	26.5	Western Isles	42,542	117,803	<b>36.1</b>	25.5	21.2
Glasgow, City of	1,215,453	3,375,675	<b>36.0</b>	39.0	38.0	Wigtown	79,484	535,864	<b>14.8</b>	18.8	22.7
						Total	19,511,726	54,317,130			

(1) The council did not provide the service.

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

**Table 4c: Customer income and operating expenditure - other pitches and tracks**

Council	Customer income (£)	Operating expenditure (£)	Income as a proportion of expenditure			Council	Customer income (£)	Operating expenditure (£)	Income as a proportion of expenditure		
			1995/ 96 (%)	1994/ 95 (%)	1993/ 94 (%)				1995/ 96 (%)	1994/ 95 (%)	1993/ 94 (%)
Aberdeen, City of	947,597	1,171,040	80.9	86.8	89.5	Hamilton	88,757	176,412	50.3	45.1	38.0
Angus	67,194	61,962	108.4	56.0	61.7	Inverclyde	149,427	1,158,380	12.8	12.5	12.9
Annamdale & Eskdale	2,805	41,549	6.7	18.7	43.4	Kilmarnock & Loudoun	244,893	720,672	34.0	40.0	41.0
Argyll & Bute	41,682	286,987	14.5	14.5	15.5	Kirkcaldy	540,801	2,530,733	21.4	22.3	19.0
Badenoch & Strathspey	284	4,094	6.9	6.5	(1)	Kyle & Carrick	1,190,421	1,628,878	73.1	86.3	90.0
Banff & Buchan	18,636	107,644	17.3	31.0	(1)	Lochaber	8,005	113,176	7.1	6.4	7.7
Bearsden & Milngavie	7,261	100,659	7.2	7.8	7.4	Midlothian	89,390	637,876	14.0	13.8	11.3
Caithness	13,266	78,365	16.9	12.1	13.4	Monklands	152,408	706,107	21.6	19.7	21.1
Central	(2)	(2)	(2)	(2)	(2)	Moray	21,644	304,956	7.1	9.3	10.3
Clackmannan	22,387	95,650	23.4	16.5	15.9	Motherwell	75,463	483,569	16.0	17.0	21.0
Clydebank	150,629	204,921	73.5	73.5	96.8	Nairn	12,200	24,351	50.1	53.3	41.0
Clydesdale	226,846	507,838	44.7	64.8	57.5	Nithsdale	36,004	142,854	25.2	23.9	29.6
Cumbernauld & Kilsyth	197,670	465,328	42.5	40.3	36.0	North East Fife	0	0	(1)	(1)	58.0
Cumnock & Doon Valley	20,238	292,270	6.9	7.6	9.4	Orkney	5,473	76,657	7.1	5.0	23.0
Cunninghame	426,414	1,399,585	30.5	30.0	30.3	Renfrew	309,059	1,464,710	21.1	18.3	20.8
Dumbarton	51,574	691,090	7.5	6.5	6.0	Ross & Cromarty	(2)	(2)	2.8	3.5	6.0
Dundee, City of	426,303	1,411,778	30.2	31.6	38.0	Roxburgh	10,840	19,036	56.9	(1)	(1)
Dunfermline	101,833	619,349	16.4	14.1	12.9	Shetland	18,424	297,144	6.2	19.4	1.8
East Kilbride	429,390	1,128,748	38.0	38.4	33.0	Skye & Lochalsh	1,456	98,064	1.5	0.6	1.4
East Lothian	245,365	456,050	53.8	56.2	63.4	Stewartry	3,696	9,668	38.2	42.1	39.0
Eastwood	18,914	58,943	32.1	35.0	30.6	Stirling	53,863	461,287	11.7	28.8	16.6
Edinburgh, City of	888,500	694,463	127.9	110.1	109.5	Strathkelvin	(2)	(2)	(2)	11.9	8.6
Ettrick & Lauderdale	27,140	108,221	25.1	36.3	33.4	Tayside	30,032	52,467	57.7	42.6	39.0
Falkirk	335,980	1,131,037	29.7	26.7	31.4	Tweeddale	12,757	38,538	33.1	0.0	3.9
Fife	76,991	170,429	45.2	43.1	36.7	West Lothian	90,903	512,592	17.7	17.8	16.9
Glasgow, City of	604,383	1,571,678	38.0	34.0	35.0	Western Isles	1,860	59,004	3.1	3.0	3.3
						Wigtown	20,953	162,765	12.9	12.0	7.5
						<b>Total</b>	<b>8,518,011</b>	<b>24,739,574</b>			

(1) The council did not provide the service.

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



# LIBRARIES

In 1995/96, 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 was 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.

Perth & Kinross District did not provide any of the required information.

## BOOK REQUESTS

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

#### *What the indicator reports*

This indicator reports the average time taken by each council to fulfil a user's request for a book.

The indicator refers only to those cases where the council met a request from its own stock (including transferring the book from another of the council's libraries), or by purchasing the book.

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

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

#### *Points to bear in mind*

The time taken to satisfy book requests will be affected by:

- 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 two to four weeks
- the extent of late returns from borrowers.

When a book has to be purchased, performance will be affected by the level of publishers' stocks and the speed of response of distribution companies.

Some councils restrict requests to non-fiction books.

#### *Commentary*

The average time taken to satisfy book requests varied between councils from 10 to 54 days (Table 1). Two out of every three councils met book requests within 20 to 40 days.

Twenty-eight councils were able to satisfy all requests within an average time of 28 days, five more than in 1993/94.

In comparison with 1993/94, 27 councils reported a reduction in the time taken to satisfy requests, while 11 reported an increase.

**Table 1: The average time taken to satisfy book requests**

Council	Days			Council	Days		
	1995/ 96	1994/ 95	1993/ 94		1995/ 96	1994/ 95	1993/ 94
Aberdeen, City of	13	18	20	Glasgow, City of	20	26	26
Angus	16	20	27	Hamilton	25	33	31
Argyll & Bute	36	37	41	Highland	54	49	52
Bearsden & Milngavie	38	34	36	Inverclyde	22	30	53
Borders	31	32	20	Kilmarnock & Loudoun	23	13	13
Clackmannan	33	28	47	Kirkcaldy	25	31	28
Clydebank	(2)	14	35	Kyle & Carrick	27	35	36
Clydesdale	30	31	28	Midlothian	34	32	37
Cumbernauld & Kilsyth	31	31	28	Monklands	24	25	35
Cumnock & Doon Valley	23	39	29	Moray	22	26	29
Cunninghame	28	32	26	Motherwell	19	18	25
Dumbarton	26	27	31	North East Fife	32	43	37
Dumfries & Galloway	20	21	29	NESLS	39	39	39
Dundee, City of	16	27	35	Orkney	11	9	10
Dunfermline	24	26	20	Renfrew	27	34	32
East Kilbride	22	23	23	Shetland	12	10	7
East Lothian	25	26	30	Stirling	10	14	15
Eastwood	31	32	37	Strathkelvin	17	13	19
Edinburgh, City of	15	18	23	West Lothian	19	19	14
Falkirk	13	22	19	Western Isles	20	25	26

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

## STAFF COSTS

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

#### *What the indicator reports*

The indicator reports staff costs associated with:

- lending activities
- information and reference services
- exhibitions and displays.

The items which are covered by the indicator include books, audio and video tapes and discs.

#### *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 the indicator figure will increase.

Some libraries (e.g. major libraries in urban areas) may be used as 'regional libraries', i.e. 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 will not be affected in that way.

#### *Commentary*

Total library staff costs per item issued varied between councils from £0.46 to £2.00 per item (Table 2). In almost half (19) of the councils, the cost per item was £0.80 or less.

In comparison with 1993/94, the unit cost increased in all councils with the exception of two councils - Moray and Renfrew.

**Table 2: Total library staff costs per item issued**

Council	Cost			Council	Cost		
	1995/ 96 (£)	1994/ 95 (£)	1993/ 94 (£)		1995/ 96 (£)	1994/ 95 (£)	1993/ 94 (£)
Aberdeen, City of	0.96	0.85	0.81	Glasgow, City of	1.57	1.46	1.41
Angus	0.57	0.55	0.53	Hamilton	1.01	1.07	0.99
Argyll & Bute	0.66	0.62	0.58	Highland	0.78	0.71	0.67
Bearsden & Milngavie	1.12	0.95	0.87	Inverclyde	1.11	0.97	0.89
Borders	0.90	0.94	0.81	Kilmarnock & Loudoun	0.66	0.53	0.46
Clackmannan	0.69	0.64	0.64	Kirkcaldy	0.73	0.64	0.61
Clydebank	2.00	1.23	1.13	Kyle & Carrick	0.72	0.65	0.64
Clydesdale	0.73	0.62	0.61	Midlothian	0.90	0.86	0.81
Cumbernauld & Kilsyth	0.75	0.66	0.52	Monklands	1.19	0.91	0.85
Cumnock & Doon Valley	1.16	1.01	0.93	Moray	0.46	0.43	0.50
Cunninghame	0.73	0.67	0.55	Motherwell	0.62	0.58	0.52
Dumbarton	1.03	0.93	0.89	North East Fife	0.71	0.64	0.60
Dumfries & Galloway	0.65	0.62	0.57	NESLS	0.77	0.63	0.59
Dundee, City of	1.29	0.90	0.85	Orkney	0.93	0.77	0.87
Dunfermline	0.59	0.55	0.49	Renfrew	0.92	1.03	1.04
East Kilbride	1.04	0.83	0.67	Shetland	0.93	0.80	0.84
East Lothian	0.70	0.63	0.59	Stirling	0.88	0.86	0.85
Eastwood	0.82	0.79	0.65	Strathkelvin	1.15	0.83	0.94
Edinburgh, City of	0.91	0.91	0.65	West Lothian	0.64	0.57	0.55
Falkirk	0.61	0.54	0.52	Western Isles	1.09	1.09	0.99

## STOCK EXPENDITURE

### (3) Total stock expenditure per 1,000 population.

#### *What the indicator reports*

The indicator shows 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, each council will take into consideration:

- the demand for library stock
- the level of wear and tear of stock (e.g. as a result of repeated use)
- the level of non-return and theft of stock
- 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 40 councils, total stock expenditure per 1,000 population ranged from £1,874 to £5,058.

Thirty-five councils spent between £2,000 and £4,000 per 1,000 population. Almost half of the councils (19) spent more than £3,000 per 1,000 population (Table 3).

In comparison with 1993/94, spending increased in 23 councils and fell in the remaining 17 councils.

**Table 3: Total stock expenditure per 1,000 population**

Council	Expenditure			Council	Expenditure		
	1995/ 96 (£)	1994/ 95 (£)	1993/ 94 (£)		1995/ 96 (£)	1994/ 95 (£)	1993/ 94 (£)
Aberdeen, City of	3,916	3,710	3,566	Glasgow, City of	2,781	2,605	2,594
Angus	3,911	4,271	3,975	Hamilton	2,905	2,656	3,118
Argyll & Bute	2,412	3,093	2,343	Highland	2,658	2,665	2,871
Bearsden & Milngavie	2,447	2,491	2,313	Inverclyde	2,636	3,095	3,024
Borders	2,828	2,831	2,611	Kilmarnock & Loudoun	2,086	2,586	2,112
Clackmannan	3,184	3,344	3,702	Kirkcaldy	2,940	3,268	3,370
Clydebank	2,964	3,225	3,421	Kyle & Carrick	2,766	3,632	3,138
Clydesdale	3,564	3,593	3,301	Midlothian	3,056	3,235	3,272
Cumbernauld & Kilsyth	3,170	3,684	4,045	Monklands	3,739	3,600	3,686
Cumnock & Doon Valley	2,081	2,087	2,080	Moray	3,819	3,994	3,911
Cunninghame	2,556	2,505	2,504	Motherwell	3,484	3,477	3,406
Dumbarton	2,550	2,542	2,560	North East Fife	3,116	2,955	2,972
Dumfries & Galloway	1,880	2,107	2,179	NESLS	2,840	2,722	2,578
Dundee, City of	3,521	2,534	2,519	Orkney	5,058	4,973	5,013
Dunfermline	2,813	2,759	2,790	Renfrew	3,028	2,853	2,838
East Kilbride	2,981	2,940	3,193	Shetland	4,644	5,780	6,210
East Lothian	3,188	3,138	2,931	Stirling	4,088	4,427	3,503
Eastwood	3,880	3,312	3,204	Strathkelvin	2,838	2,924	2,682
Edinburgh, City of	2,466	2,664	2,700	West Lothian	3,929	3,943	3,567
Falkirk	4,548	4,373	4,312	Western Isles	1,874	1,754	1,375



# PLANNING

Before reorganisation in April 1996, local planning was primarily a district and islands council responsibility. It was undertaken by the regional councils in Borders, Dumfries & Galloway, and Highland. There were, therefore, a total of 43 councils providing this service.

## PROCESSING TIME

### *Context*

The total number of planning applications dealt with by councils in Scotland in 1995/96 was 31,557.

In dealing with planning applications, councils:

- take a number of steps to consult on and assess the application
- decide whether to approve the application
- notify the applicant of the decision.

The Scottish Office considers that councils should:

- deal with at least 50% of all applications within two months
- actively seek to improve their promptness in handling applications
- aim to deal with at least 80% of applications within two months.

However, a two-month period may be between three days and six 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 in Indicators 1 and 2. Therefore, the Commission's figures cannot be compared directly with those produced for the Scottish Office.

(1) The 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 provides information on 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 to carry out only limited consultations before a decision is reached. Many of the 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 the responsibility for approving planning applications to staff (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)
- the proportion of cases where an applicant needs to submit amended plans before the planning officer feels able to recommend 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

In 1995/96, the total number of householder applications dealt with by the councils for which information is available was 16,380 (Table 1).

#### 4 weeks or less

The percentage of householder applications dealt with within four weeks varied between councils from 10% to 77.9%, with just over half of the councils (22) dealing with at least 35% of their householder applications within this time.

#### 5 - 8 weeks

The proportion of householder applications processed in this time band was between 17% and 63.7%.

The total percentage of householder applications processed within eight weeks ranged from 56% to 95.7%. Twenty-two councils processed 80% or more of their householder applications within this time. This marks a continuing improvement from 18 councils in 1994/95 and 12 in 1993/94.

#### 9 - 12 weeks

The proportion of householder applications processed in this period was between 3% and 28%.

Twenty-four councils processed 90% or more of their householder applications within one to 12 weeks. One council, Dumbarion, failed to process at least 80% of applications within 12 weeks.

#### More than 12 weeks

Seventeen councils still had more than 10% of householder applications to be processed after 12 weeks.

**Table 1: The percentage of householder applications dealt with in each time band and the number processed**

Council						Total householder applications		
	4 weeks or less %	5 - 8 weeks %	Up to 8 weeks %*	9-12 weeks %	More than 12 weeks %	1995/ 96	1994/ 95	1993/ 94
Aberdeen, City of	17.3	57.1	74.4	13.3	12.3	1,761	1,607	1,406
Angus	38.2	50.4	88.6	7.0	4.4	482	556	538
Argyll & Bute	23.6	44.2	67.8	22.2	10.0	(2)	290	340
Banff & Buchan	26.5	46.2	72.7	15.0	12.3	374	404	398
Bearsden & Milngavie	50.2	30.2	80.4	9.2	10.4	325	312	337
Borders	18.4	49.6	68.0	19.8	12.2	599	667	652
Clackmannan	22.2	63.7	85.9	12.6	1.5	135	152	123
Clydebank	47.4	34.6	82.0	10.3	7.7	78	95	112
Clydesdale	34.0	37.0	71.0	15.1	13.9	186	159	145
Cumbernauld & Kilsyth	53.0	33.0	86.0	3.5	10.5	57	87	68
Cumnock & Doon Valley	42.7	44.7	87.4	8.7	3.9	103	90	82
Cunninghame	31.9	42.3	74.2	15.3	10.5	248	346	315
Dumbarion	19.7	38.8	58.5	13.1	28.4	183	262	252
Dumfries & Galloway	55.6	30.1	85.7	9.7	4.6	648	644	803
Dundee, City of	29.1	48.8	77.9	15.9	6.2	498	616	515
Dunfermline	58.0	26.0	84.0	6.0	10.0	(2)	417	429
East Kilbride	68.5	21.9	90.4	6.8	2.8	178	298	113
East Lothian	16.4	48.2	64.6	18.8	16.6	543	540	625
Eastwood	28.6	59.4	88.0	9.1	2.9	308	338	359
Edinburgh, City of	35.2	30.6	65.8	17.8	16.4	1,154	1,174	1,333
Falkirk	66.2	24.2	90.4	4.1	5.5	343	425	413
Glasgow, City of	15.2	41.6	56.8	27.8	15.4	688	823	736
Gordon	44.9	29.1	74.0	12.1	13.9	704	771	884
Hamilton	75.0	17.0	92.0	4.0	4.0	241	264	271
Highland	48.5	33.8	82.3	9.5	8.2	1,360	1,395	1,538
Inverclyde	10.0	54.0	64.0	22.0	14.0	147	126	122
Kilmarnock & Loudoun	35.4	53.5	88.9	7.9	2.9	204	230	209
Kirkcaldy	49.7	28.5	78.2	12.8	9.0	666	717	622
Kyle & Carrick	23.0	50.4	73.4	18.8	7.8	573	512	519
Midlothian	33.8	38.5	72.3	16.4	11.3	353	374	378
Monklands	58.2	29.3	87.5	6.4	6.1	311	320	287
Moray	47.1	27.0	74.1	9.3	16.6	259	587	551
Motherwell	46.0	40.0	86.0	9.0	5.0	279	248	296
North East Fife	27.1	56.3	83.4	9.7	6.9	693	663	656
Orkney	43.0	39.5	82.5	10.5	7.0	114	109	137
Renfrew	33.0	34.8	67.8	20.1	12.1	388	483	499
Shetland	58.0	36.0	94.0	4.0	2.0	123	144	140
Stirling	26.2	57.8	84.0	10.5	5.5	325	378	356
Strathkelvin	61.4	26.3	87.7	5.3	7.0	310	314	361
West Lothian	77.9	17.8	95.7	3.0	1.3	298	389	370
Western Isles	20.0	36.0	56.0	28.0	16.0	141	157	237
<b>Total</b>						<b>16,380</b>	<b>18,483</b>	<b>18,527</b>

\* 'Up to 8 weeks' is the sum of the previous two columns. (2) The council did not provide the required information

## PROCESSING TIME

(2) **The 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 from householders, such as those from housing developers and commercial organisations. These are separately identified and reported 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 for 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
- 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 the councils for which information is available was 15,177 (Table 2a).

The percentage processed within eight weeks ranged from 26.7% to 70.3%.

Twenty councils dealt with at least 50% of their non-householder applications within eight weeks.

#### **All applications**

The percentage of all planning applications (that is, householder and non-householder applications) processed within eight weeks varied from 36% to 80% (Table 2b).

All but seven councils dealt with at least 50% of all applications within eight weeks. The Scottish Office target time is two months.

Only one council, West Lothian, managed to process 80% or more of all applications within eight weeks.

**Table 2a: The percentage of non-householder applications dealt with within 8 weeks and the number of applications**

Council	Total non-householder applications 1995/ 96	Percentage dealt with within 8 weeks			Council	Total non-householder applications 1995/ 96	Percentage dealt with within 8 weeks		
		1995/ 96	1994/ 95	1993/ 94			1995/ 96	1994/ 95	1993/ 94
Aberdeen, City of	1,191	41.4	40.1	38.0	Glasgow, City of	2,571	30.8	33.0	38.0
Angus	693	62.5	68.8	68.0	Gordon	821	46.0	39.4	39.0
Argyll & Bute	(2)	42.9	43.3	48.1	Hamilton	289	64.0	64.4	64.0
Banff & Buchan	1,003	26.7	34.7	34.0	Highland	2,998	54.9	58.9	61.0
Bearsden & Milngavie	78	34.6	47.0	59.0	Inverclyde	241	34.0	32.3	30.5
Borders	797	44.5	43.8	43.2	Kilmarnock & Loudoun	365	59.5	57.0	51.0
Clackmannan	229	60.7	73.0	78.0	Kirkcaldy	838	62.5	48.5	60.3
Clydebank	125	58.4	75.4	65.5	Kyle & Carrick	922	50.2	50.4	57.0
Clydesdale	496	40.0	26.7	30.7	Midlothian	301	40.5	41.3	38.5
Cumbernauld & Kilsyth	110	64.5	58.5	75.2	Monklands	291	62.5	63.0	51.0
Cumnock & Doon Valley	193	65.8	55.7	66.0	Moray	485	38.8	46.0	46.1
Cunninghame	451	36.1	42.8	41.0	Motherwell	435	45.0	54.0	53.0
Dumbarton	410	39.0	35.1	42.9	North East Fife	826	58.5	36.0	28.2
Dumfries & Galloway	1,271	55.8	55.8	66.0	Orkney	218	60.1	73.0	68.0
Dundee, City of	645	48.4	52.0	48.0	Renfrew	450	39.3	36.4	33.4
Dunfermline	(2)	56.0	61.0	64.0	Shetland	372	66.0	68.0	65.0
East Kilbride	227	56.8	42.0	47.1	Stirling	646	38.2	33.7	37.0
East Lothian	390	37.2	36.8	33.1	Strathkelvin	313	40.0	43.5	42.0
Eastwood	147	55.8	40.8	50.0	West Lothian	488	70.3	75.0	70.0
Edinburgh, City of	1,790	30.2	34.9	31.0	Western Isles	292	40.0	36.6	49.0
Falkirk	618	57.2	58.6	64.0	<b>Total</b>	<b>15,177</b>			

(2) The council did not provide the required information

**Table 2b: The percentage of all planning applications dealt with within 8 weeks**

Council	%	Council	%
Aberdeen, City of	61	Glasgow, City of	36
Angus	73	Gordon	59
Argyll & Bute	55	Hamilton	77
Banff & Buchan	39	Highland	63
Bearsden & Milngavie	72	Inverclyde	45
Borders	55	Kilmarnock & Loudoun	70
Clackmannan	70	Kirkcaldy	69
Clydebank	67	Kyle & Carrick	59
Clydesdale	48	Midlothian	58
Cumbernauld & Kilsyth	72	Monklands	75
Cumnock & Doon Valley	73	Moray	51
Cunninghame	50	Motherwell	61
Dumbarton	45	North East Fife	70
Dumfries & Galloway	66	Orkney	68
Dundee, City of	61	Renfrew	52
Dunfermline	70	Shetland	73
East Kilbride	72	Stirling	54
East Lothian	53	Strathkelvin	64
Eastwood	78	West Lothian	80
Edinburgh, City of	44	Western Isles	45
Falkirk	69		

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

## DEPARTURES

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

### *What the indicator reports*

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 the structure plan or local plan(s).

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 were 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 was 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.

### *Points to bear in mind*

Any significant percentage of 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 between councils within the narrow range of 0% to 5.1%.

Sixteen councils reported fewer than 1% of decisions which were departures (Table 3).

**Table 3: The percentage of applications which involved departure from development plans**

Council	%	Council	%
Aberdeen, City of	0.70	Falkirk	0.80
Angus	1.00	Glasgow, City of	2.60
Argyll & Bute	1.10	Gordon	0.60
Banff & Buchan	1.30	Hamilton	0.20
Bearsden & Milngavie	0.30	Highland	1.40
Borders	0.10	Inverclyde	3.00
Clackmannan	1.20	Kilmarnock & Loudoun	4.40
Clydebank	0.50	Kirkcaldy	0.90
Clydesdale	2.80	Kyle & Carrick	1.30
Cumbernauld & Kilsyth	2.50	Midlothian	0.80
Cumnock & Doon Valley	5.10	Monklands	2.20
Cunninghame	1.70	Moray	1.60
Dumbarton	3.40	Motherwell	1.00
Dumfries & Galloway	0.20	North East Fife	0.40
Dundee, City of	1.40	Orkney	4.60
Dunfermline	0.10	Renfrew	4.90
East Kilbride	1.70	Shetland	2.70
East Lothian	1.10	Stirling	0.60
Eastwood	0.90	Strathkelvin	0.00
Edinburgh, City of	4.30	West Lothian	1.60
		Western Isles	0.20

## APPEALS

(4) Appeals. The number of planning appeals which were:

- decided by the Secretary of State during the year
- decided by the Secretary of State during the year, expressed as a percentage of the total number of planning applications decided during the year
- decided in the applicant's favour, expressed as a percentage of those 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
- 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

In 1995/96 the Secretary of State determined 957 appeals relating to those councils for which information is available.

Between councils, the percentage of planning decisions which went to appeal varied from 0.6% to 9.6% (Table 4). The number of appeals against each council varied from 3 to 178, although only two councils had more than 50 appeals.

Across Scotland, the percentage of cases against each council in which the Secretary of State found in favour of the person appealing was between 0% and 57%.

**Table 4: Planning appeals**

Council	Number of appeals considered by the Secretary of State	Proportion of applications referred to the Secretary of State (%)	Proportion of appeals determined in favour of appellant (%)
Aberdeen, City of	19	0.6	15.8
Angus	42	3.6	23.8
Argyll & Bute	12	1.1	25.0
Banff & Buchan	25	2.0	32.0
Bearsden & Milngavie	3	0.8	33.3
Borders	32	2.4	25.0
Clackmannan	7	1.9	0.0
Clydebank	12	5.9	25.0
Clydesdale	22	3.2	28.6
Cumbernauld & Kilsyth	6	3.5	0.0
Cumnock & Doon Valley	4	1.4	50.0
Cunninghame	11	1.6	45.4
Dumbarton	17	2.9	41.2
Dumfries & Galloway	22	1.1	36.4
Dundee, City of	20	1.4	40.0
Dunfermline	24	2.5	0.0
East Kilbride	8	2.0	12.5
East Lothian	13	1.2	26.9
Eastwood	7	1.5	14.3
Edinburgh, City of	52	1.8	44.2
Falkirk	11	1.1	9.1
Glasgow, City of	178	5.5	34.3
Gordon	34	2.2	38.2
Hamilton	23	4.3	0.0
Highland	61	1.4	24.0
Inverclyde	21	5.4	38.0
Kilmarnock & Loudoun	15	2.6	13.3
Kirkcaldy	34	2.2	20.6
Kyle & Carrick	34	2.3	30.0
Midlothian	14	2.1	35.7
Monklands	11	1.8	18.2
Moray	21	1.7	19.0
Motherwell	21	2.9	28.6
North East Fife	26	1.7	15.4
Orkney	7	2.1	14.3
Renfrew	11	1.3	36.4
Shetland	5	1.0	20.0
Stirling	39	3.9	17.9
Strathkelvin	14	9.6	57.0
West Lothian	15	1.9	42.0
Western Isles	4	0.9	0.0
Total	957		

## LOCAL AND STRUCTURE PLANS

- (5) **The percentage of the population in each council covered by:**
- **local plans which have been finalised or adopted within the last five years; and**
  - **structure plans which have been submitted to the Secretary of State or approved within the last five 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.

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

### **Local plans**

Local plans provide specific policy guidance on land use and environmental standards and are the basis for councils controlling development within their areas. There may be several plans for the area of the council.

In most parts of the country, their preparation was 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 were 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 were 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.

### **All plans**

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.

### *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.

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 five 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-one councils responsible for local plans for which information is available, seven did not finalise plans covering any of the population in their area within the last five years. Of the remaining 34 councils, 19 had finalised plans covering 100% and nine only managed to finalise plans covering less than 50% of their population within the last five years (Table 5a).

Seven councils adopted plans covering 100% of their population within the last five years, three more than in 1994/95, while 13 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). This means that the position has not changed since 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, City of	100.0	100.0	Falkirk	25.9	15.2
Angus	0.0	0.0	Glasgow, City of	23.9	14.7
Argyll & Bute	70.6	46.8	Gordon	1.8	1.8
Banff & Buchan	0.0	0.0	Hamilton	100.0	0.0
Bearsden & Milngavie	100.0	100.0	Highland	43.4	37.1
Borders	100.0	85.3	Inverclyde	0.0	0.0
Clackmannan	100.0	100.0	Kilmarnock & Loudoun	100.0	0.0
Clydebank	100.0	100.0	Kirkcaldy	100.0	100.0
Clydesdale	29.2	0.0	Kyle & Carrick	4.2	4.2
Cumbernauld & Kilsyth	100.0	80.0	Midlothian	40.2	40.2
Cumnock & Doon Valley	100.0	70.7	Monklands	100.0	100.0
Cunninghame	43.1	27.4	Moray	100.0	10.3
Dumbarton	100.0	33.0	Motherwell	0.0	0.0
Dumfries & Galloway	52.0	36.0	North East Fife	100.0	80.9
Dundee, City of	100.0	57.5	Orkney	0.0	0.0
Dunfermline	0.0	0.0	Renfrew	100.0	100.0
East Kilbride	85.5	85.5	Shetland	0.0	0.0
East Lothian	0.0	0.0	Stirling	100.0	0.0
Eastwood	97.5	97.5	Strathkelvin	100.0	0.0
Edinburgh, City of	93.3	46.5	West Lothian	100.0	63.0
			Western Isles	4.5	4.5

**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

Police services in Scotland are provided by eight forces. Six of these (Central, Dumfries and Galloway, Fife, Grampian, Strathclyde and Tayside) covered the same areas as the regional councils of the same name. The remaining two covered two or more of the regional or islands council areas - Lothian and Borders, and Northern (Highland, Orkney, Shetland and Western Isles).

## CRIMES: RESPONSE CAPACITY AND CLEAR UP

### (1) The total number of crimes recorded per 100 officers.

#### *What the indicator reports*

The indicator provides information on the capacity of the police, 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 in Indicators 4 and 5 below.

Crimes are defined by the Scottish Office and are generally more serious in nature than offences. They comprise:

- **crimes of violence** (e.g. murder, culpable homicide, serious assault, attempted murder, handling offensive weapons, robbery)
- **sexual crimes** (e.g. rape, 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**
- **other crimes** (e.g. resisting arrest, contempt of court, offending on bail, drugs, and crimes against public order).

#### *Points to bear in mind*

The number of crimes recorded by the police is less than the actual number committed because of under-reporting, i.e. where someone who is aware of a crime 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.

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. However, the Scottish Office and police forces have been taking steps 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*

In 1995/96 the total number of crimes recorded across Scotland was 503,150. This represents a drop of 41,800 compared with 1993/94. Table 1 gives the breakdown between police force areas.

Across the eight police forces, the number of crimes per 100 officers ranged from 2,387 to 4,289. Half of the police forces recorded less than 3,400 crimes per 100 officers.

Comparing 1995/96 with 1993/94, six police forces saw the number of crimes per 100 officers fall, by between 6.6% and 23.8%. In the remaining two forces, the number of crimes per 100 officers rose by 15.4% and 23.5% respectively, although in one of these cases it remains at one of the lowest levels in Scotland.

Across Scotland the average number of recorded crimes per hundred officers over the three years has reduced from 3,623 to 3,342.

**Table 1: Number of crimes recorded per 100 officers**

Force	1995/ 96		1994/ 95		1993/ 94	
	Crimes recorded per 100 officers	Total crimes recorded	Crimes recorded per 100 officers	Total crimes recorded	Crimes recorded per 100 officers	Total crimes recorded
Central	2,938	18,952	2,970	19,483	3,390	22,338
Dumfries & Galloway	2,387	9,165	2,636	10,125	2,846	10,788
Fife	3,523	27,411	3,964	30,917	4,621	36,046
Grampian	4,289	48,598	4,224	48,574	3,717	42,666
Lothian & Borders	3,320	82,210	3,316	82,305	3,554	89,057
Northern	2,572	16,590	2,164	14,042	2,082	13,697
Strathclyde	3,602	255,680	3,811	262,680	4,157	282,078
Tayside	4,102	44,544	4,357	46,406	4,617	48,296
<b>Total</b>		<b>503,150</b>		<b>514,532</b>		<b>544,966</b>

## CRIMES: RESPONSE CAPACITY AND CLEAR UP

### (2) The percentage of crimes cleared up.

#### *What the indicator reports*

The indicator provides information on the effectiveness of police detection. A crime is regarded as 'cleared up' if one or more offenders is 'apprehended, cited, warned or traced for it'. This definition is used 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 ups 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 503,150.

Across the eight police forces, the percentage of crimes cleared up ranged from 35% to 66%.

In four forces, the percentage of crimes cleared up was similar to the level in 1994/95. Four forces achieved a rise in the level of crime cleared up of between 2.6% and 7.5% (Table 2).

Table 2: The percentage of recorded crimes cleared up

Force	Recorded crimes cleared up (%)		
	1995/ 96	1994/ 95	1993/ 94
Central	61.0	58.4	55.7
Dumfries & Galloway	58.6	51.1	46.3
Fife	49.0	43.0	38.0
Grampian	35.7	35.2	33.6
Lothian & Borders	38.2	38.3	36.8
Northern	66.1	60.5	58.3
Strathclyde	34.6	34.4	31.2
Tayside	38.4	38.6	32.3

## 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 and assault)
- sexual crimes (rape, assault with intent to rape, indecent assault, lewd and libidinous practices/indecent exposure)
- housebreaking (theft by housebreaking, housebreaking with intent to steal, attempted housebreaking)
- car crimes (crimes involving theft of a car or theft from a car; an 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 ups 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 within each of the four categories was not reported on the same basis by all forces in 1993/94, and, therefore, cannot be used to make comparisons with information for 1994/95 or 1995/96.

### *Commentary*

#### **Violent crimes**

The number of violent crimes recorded across Scotland was 19,304.

Across the eight police forces, the percentage of violent crimes cleared up ranged from 55% to 93%.

In four forces, the percentage of violent crimes cleared up rose by up to 5.5%. In the remaining forces, the percentage fell by up to 5% (Table 3a).

The average clear-up rate of 62.6% across Scotland was similar to that in the previous two years.

#### **Sexual crimes**

The number of sexual crimes recorded across Scotland was 4,190.

Across the eight police forces, the percentage of sexual crimes cleared up ranged from 52% to 96% (Table 3b).

In three forces, the percentage of sexual crimes cleared up rose by between 0.9% and 18.9%, while in the other five forces the percentage fell by up to 4.9%.

The average clear-up rate across Scotland of 65.6% was similar to that in the previous two years.

#### **Housebreaking crimes**

The number of housebreaking crimes recorded across Scotland was 70,876.

Across the eight police forces, the percentage of housebreaking crimes cleared up ranged from 12% to 40% (Table 3c).

In six forces, the percentage of housebreaking crimes cleared up rose, by up to 4.3%. In the remaining two forces, the percentage fell by 1.4% and 3.3%.

The average clear-up rate across Scotland of 18% was similar to that in 1994/95 and a little higher than in 1993/94.

#### **Car crimes**

The number of car crimes recorded across Scotland was 107,685.

Across the eight police forces, the percentage of car crimes cleared up ranged from 13% to 44% (Table 3d).

In six forces, the percentage of car crimes cleared up fell by up to 2.5%. In the remaining two forces, the percentage cleared up rose by 0.2% and 9.2%.

The average clear-up rate across Scotland of 16.3% was slightly lower than that in 1994/95, but similar to that in 1993/94.

**Table 3a: The percentage of violent crimes cleared up**

Force	Total violent crimes recorded	Proportion of violent crimes cleared up (%)		
	1995/ 96	1995/ 96	1994/ 95	1993/ 94
Central	727	92.6	90.9	90.7
Dumfries & Galloway	324	91.1	96.1	91.3
Fife	608	87.7	86.9	82.3
Grampian	872	71.9	71.6	73.4
Lothian & Borders	2,507	63.7	58.2	56.9
Northern	333	91.0	92.4	90.1
Strathclyde	12,711	55.2	56.2	52.8
Tayside	1,222	84.9	85.9	78.2
<b>Scotland</b>	<b>19,304</b>	<b>62.6</b>	<b>62.8</b>	<b>62.6</b>

**Table 3b: The percentage of sexual crimes cleared up**

Force	Total sexual crimes recorded	Proportion of sexual crimes cleared up (%)		
	1995/ 96	1995/ 96	1994/ 95	1993/ 94
Central	156	82.7	87.6	86.7
Dumfries & Galloway	103	96.1	90.6	90.8
Fife	300	88.7	69.8	76.1
Grampian	357	52.4	54.4	67.1
Lothian & Borders	957	57.9	58.8	62.4
Northern	141	89.4	91.3	89.6
Strathclyde	1,776	59.9	62.2	57.8
Tayside	400	81.3	80.4	68.2
<b>Scotland</b>	<b>4,190</b>	<b>65.6</b>	<b>65.5</b>	<b>66.7</b>

**Table 3c: The percentage of housebreaking crimes cleared up**

Force	Total house-breaking crimes recorded	Proportion of housebreaking crimes cleared up (%)		
	1995/ 96	1995/ 96	1994/ 95	1993/ 94
Central	2,468	37.5	34.8	34.8
Dumfries & Galloway	1,286	35.6	32.7	26.6
Fife	4,316	32.1	31.5	25.8
Grampian	7,023	16.1	14.8	12.6
Lothian & Borders	10,525	17.6	19.0	15.7
Northern	1,343	39.7	35.4	34.4
Strathclyde	37,956	11.6	14.9	12.3
Tayside	5,959	20.4	16.8	14.4
<b>Scotland</b>	<b>70,876</b>	<b>18.0</b>	<b>18.3</b>	<b>16.8</b>

**Table 3d: The percentage of car crimes cleared up**

Force	Total car crimes recorded	Proportion of car crimes cleared up (%)		
	1995/ 96	1995/ 96	1994/ 95	1993/ 94
Central	2,776	35.6	37.3	38.2
Dumfries & Galloway	907	33.2	35.5	29.0
Fife	5,319	35.8	35.6	23.8
Grampian	7,976	16.0	17.9	17.4
Lothian & Borders	17,207	17.7	17.8	16.4
Northern	1,573	43.7	34.5	35.8
Strathclyde	63,065	12.8	15.3	13.1
Tayside	8,862	14.0	14.6	9.8
<b>Scotland</b>	<b>107,685</b>	<b>16.3</b>	<b>17.9</b>	<b>16.8</b>

## OFFENCES: RESPONSE CAPACITY AND CLEAR UP

### (4) Total offences recorded per 100 officers.

#### *What the indicator reports*

The indicator provides information on the capacity of the police, 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, as defined by the Scottish Office, comprise:

- **miscellaneous offences** (e.g. petty assault, breach of the peace, drunkenness)
- **motor vehicle offences** (e.g. dangerous and careless driving, drunk driving, speeding, unlawful use of a vehicle, vehicle defects).

#### *Points to bear in mind*

The number of offences recorded by the police is less than the actual number committed because of under-reporting, i.e. where someone who is aware of an 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.

Local police practice in the recording of multiple offences may vary between forces. For example, forces may record breaking into two cars parked together as a single offence or as two offences. The Scottish Office and police forces have been taking steps to improve the consistency of recording of offences by the police.

The number of officers in post depends on decisions made at both local and national government levels.

#### *Commentary*

Across the eight police forces, the number of offences recorded per 100 officers ranged from 2,752 to 4,733 (Table 4).

In three forces the number of offences recorded per 100 officers compared with 1993/94 decreased by up to 9.5%, whilst in the other five forces, the number of offences per 100 officers rose between 1.4% and 9.8%.

**Table 4: The number of offences recorded per 100 officers**

<b>Force</b>	<b>1995/ 96</b>	<b>1994/ 95</b>	<b>1993/ 94</b>
Central	<b>3,866</b>	4,032	3,710
Dumfries & Galloway	<b>4,323</b>	4,069	4,012
Fife	<b>4,733</b>	5,388	5,174
Grampian	<b>3,959</b>	4,013	3,844
Lothian & Borders	<b>2,802</b>	3,124	2,764
Northern	<b>3,689</b>	3,399	3,360
Strathclyde	<b>2,752</b>	2,883	3,037
Tayside	<b>2,818</b>	3,232	3,114
<b>Scotland</b>	<b>28,942</b>	30,140	29,015

## OFFENCES: RESPONSE CAPACITY AND CLEAR UP

### (5) Percentage 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 a measure of the effectiveness of police detection. An offence is regarded as cleared up if one or more offenders is apprehended, cited, warned or traced for it.

#### *Points to bear in mind*

The 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 79% to 99%. In five forces, more than 90% were cleared up (Table 5).

In six forces, the percentage of non-motor vehicle offences cleared up rose compared with 1993/94, by up to 3.3%; in the other two forces there was a slight drop in the percentage cleared up.

Table 5: The percentage of non-motor vehicle offences cleared up

Force	Percentage of non-motor vehicle offences cleared up		
	1995/96	1994/95	1993/94
Central	96.4	95.9	95.9
Dumfries & Galloway	99.4	98.8	98.6
Fife	93.1	91.5	91.2
Grampian	78.5	78.1	75.2
Lothian & Borders	84.6	85.1	85.0
Northern	97.9	98.4	98.3
Strathclyde	85.6	85.0	84.0
Tayside	92.8	93.4	90.8

# ROADS AND LIGHTING

Prior to local government reorganisation in April 1996, roads and lighting services were provided by the nine regional councils and the three islands councils.

Expenditure information for Strathclyde is unavailable. Therefore, the information on total expenditure for 1995/96 is incomplete and cannot be compared with previous years.

## ROADS MAINTENANCE

### (1) Maintenance spending broken down between:

- **structural maintenance** - maintenance of structures such as carriageways, hard shoulders, footways and bridges
- **routine maintenance** - maintenance programme work including drainage, hedge cutting, traffic signs and lighting
- **winter maintenance** - salting, gritting and snow clearance
- **surveys and inspections** - regular investigation of maintenance work needed.

### *What the indicator reports*

The indicator provides expenditure information on the four main areas of work required for maintenance of the roads network.

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.

### *Points to bear in mind*

As a percentage of the total, winter maintenance expenditure may vary from one year to another in the same council. Variation in local weather will partly explain the variation in winter maintenance expenditure by different councils in the same year.

### *Commentary*

The 11 councils for which information is available spent just over £130 million on the four types of maintenance work in 1995/96 (Table 1). Structural maintenance accounted for over half of all spending on roads maintenance.

Surveys and inspections accounted for a very small proportion of spending in all councils, but there was wide variation between councils in the way that they allocated spending between the other three categories.

### **Structural maintenance**

Councils spent £65.5 million on structural maintenance in 1995/96. Spending on structural maintenance as a percentage of total maintenance spending varied between councils from 35% to 69%.

### **Routine maintenance**

Total spending by councils on routine maintenance was £33.6 million, varying between councils from 9% to 45%.

### **Winter maintenance**

Total council spending on winter maintenance was £28.6 million. Spending as a percentage of total maintenance spending ranged between councils from 16% to 32%.

### **Surveys and inspections**

Total spending by councils on surveys and inspections was just over £2.3 million. No council spent more than 4% of its total maintenance spending on surveys and inspections.

**Table 1: Spending on maintenance**

Council	Structural maintenance		Routine maintenance		Winter maintenance		Surveys, inspections		Total
	(£ 000s)	(%)	(£ 000s)	(%)	(£ 000s)	(%)	(£ 000s)	(%)	(£ 000s)
Borders	7,854	69	1,268	11	2,176	19	66	1	11,365
Central	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)
Dumfries & Galloway	6,025	63	1,664	18	1,616	17	181	2	9,486
Fife	8,357	57	3,550	22	3,329	20	424	1	15,660
Grampian	16,364	50	8,252	25	8,275	25	76	0	32,967
Highland	8,232	44	4,194	23	5,840	32	272	1	18,538
Lothian	10,292	35	13,233	45	4,705	16	1,176	4	29,406
Orkney	1,802	67	463	17	424	16	1	0	2,690
Shetland	3,427	66	566	11	1,105	21	120	2	5,218
Strathclyde	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)
Tayside	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)
Western Isles	3,150	67	419	9	1,111	23	25	1	4,704
<b>Total</b>	<b>65,503</b>	<b>50</b>	<b>33,609</b>	<b>26</b>	<b>28,581</b>	<b>22</b>	<b>2,340</b>	<b>2</b>	<b>130,033</b>

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

## MAINTENANCE

### (2) Road surface expenditure, broken down into:

- **reconstruction** - removing part or all of the existing failed road construction to its foundation, and replacing it with new structural elements
- **overlay** - applying additional surface layer(s) directly onto the existing carriageway surface to improve the strength and shape of the road
- **resurfacing** - removing the top layer of the existing road surface and replacing it with a new layer of surfacing
- **surface dressing** - 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 heavy vehicles, both of which affect the rate of wear and tear on road surfaces)
- 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 £31.6 million (Table 2).

Of the four types of surfacing work, surface dressing accounted for the highest proportion, at 39.6% of total spending. The proportion of spending on each of the four types of surfacing varied considerably from one council to another.

#### **Reconstruction**

Councils' total spending on reconstruction was £1.1 million, and ranged across councils from 0% to 9% of total carriageway surface expenditure.

#### **Overlay**

Councils spent £10.7 million on overlay work. Spending on overlay as a percentage of spending on surfacing varied widely across the nine councils undertaking this form of surfacing work - from 4% to 75%.

#### **Resurfacing**

Total spending by councils on resurfacing was just under £7.3 million. Spending varied widely in the nine councils which reported their resurfacing expenditure, from 0% to 85 %.

#### **Surface dressing**

Total spending on surface dressing was £12.5 million. Spending on surface dressing as a percentage of spending on surfacing also varied widely between councils from 11% to 66%.

**Table 2: Spending on surfacing**

Council	Reconstruction		Overlay		Resurfacing		Surface dressing		Total (£ 000s)
	(£ 000s)	(%)	(£ 000s)	(%)	(£ 000s)	(%)	(£ 000s)	(%)	
Borders	21	1	954	44	42	2	1,130	53	2,147
Central	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)
Dumfries & Galloway	55	2	972	34	146	5	1,691	59	2,864
Fife	249	8	595	20	168	6	2,023	66	3,035
Grampian	168	2	2,166	27	2,348	30	3,194	41	7,876
Highland	499	9	2,738	47	131	2	2,445	42	5,814
Lothian	0	0	219	4	4,266	85	552	11	5,037
Orkney	102	6	1,023	62	69	4	453	28	1,646
Shetland	34	3	601	47	104	8	535	42	1,273
Strathclyde	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)
Tayside	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)
Western Isles	0	0	1,451	75	0	0	489	25	1,940
<b>Total</b>	<b>1,128</b>	<b>3.6</b>	<b>10,719</b>	<b>33.9</b>	<b>7,274</b>	<b>23.0</b>	<b>12,511</b>	<b>39.6</b>	<b>31,632</b>

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

## REPAIRS RESPONSE

### 3) Traffic light failure:

- the target time set by the council for completing repairs
- the percentage of repairs which were completed within the target time.

#### *What the indicator reports*

The indicator reports the extent to which each 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.

The failure of traffic lights may be notified by the public, the council's own staff or other persons (e.g. the police).

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.

#### *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 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 11 councils carried out 8,780 traffic light repairs.

Seven councils had only one target time for traffic light repairs. The target times in these councils varied widely, from 3 hours to 96 hours. In six of these councils, at least 89% of repairs were completed within target, whilst in Borders only 50% were completed within target time (Table 3a).

Three councils had two targets, and one council had three targets. Table 3b shows the targets and percentage of repairs completed within target.

**Table 3a: Traffic light failure and repair - councils with a single target**

Council	Target time to complete repairs (hours)	Repairs completed within target (%)	Total number of repairs completed
Borders	24	50.0	8
Central	4	89.7	121
Fife	96	93.8	128
Grampian	48	95.4	324
Highland	3	98.4	704
Lothian	30	98.4	822
Shetland	24	89.0	44
<b>Total</b>			<b>2151</b>

**Table 3b: Traffic light failure and repair - councils with two or more targets**

Council	Target 1		Target 2		Target 3		Total number of repairs completed
	Target time to complete repairs (hours)	Repairs completed within target (%)	Target time to complete repairs (hours)	Repairs completed within target (%)	Target time to complete repairs (hours)	Repairs completed within target (%)	
Dumfries & Galloway	6	75.0	24	86.7			134
Strathclyde	6	85.5	20	87.6			6,360
Tayside	36	77.0	84	97.7			129
Western Isles	2	50.0	24	100.0	48	100.0	6
<b>Total</b>							<b>6,629</b>

## REPAIRS RESPONSE

### (4) Street light failure:

- the target time set by the council for completing repairs
- the percentage of repairs which were completed within the target time.

#### *What the indicator reports*

The indicator reports the effectiveness of each council in meeting its own target or targets for the time to complete repairs.

The failure of street lights may be notified by the public, the council's own staff, or other persons (e.g. the police).

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.

#### *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*

In 1995/96 a total of 267,951 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 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, one had two targets, two had three targets and two had four targets. Table 4b shows the targets and percentage of repairs completed within target.

**Table 4a: Street light failure - councils with a single target**

<b>Council</b>	<b>Target time to complete repairs (days)</b>	<b>Proportion of repairs completed within target (%)</b>	<b>Total number of repairs completed</b>
Borders	14	99.3	5,438
Central	5	85.6	12,592
Fife	7	74.8	19,203
Grampian	5	89.8	24,396
Highland	5	94.8	12,469
Lothian	4	75.0	23,370
Strathclyde	6	96.8	138,173
<b>Total</b>			<b>235,641</b>

**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 (days)	Proportion of repairs completed within target (%)	Target time to complete repairs (days)	Proportion of repairs completed within target (%)	Target time to complete repairs (days)	Proportion of repairs completed within target (%)	Target time to complete repairs (days)	Proportion of repairs completed within target (%)	
Dumfries & Galloway	1	83.2	10	99.6					5,391
Orkney	1	33.3	3	41.7	28	96.8			690
Shetland	1	83.0	3	91.0	14	98.0	28	100.0	176
Tayside	5	95.8	6	92.4	9	96.3	10	99.3	26,036
Western Isles	1	74.1	4	88.2	7	96.3			17
<b>Total</b>									<b>32,310</b>

## PUBLIC LIABILITY INSURANCE CLAIMS

(5) The average time between a claim and payment for:

- pedestrian claims
- 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
- legal action by a claimant who has contested a proposed payment.

However, 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**

In 1995/96 there were no claims against the council for accidents to pedestrians in either Orkney, Shetland or Western Isles. The remaining eight councils that provided the information settled 1,275 pedestrian claims in the year, 88 more than in 1994/95 and 160 more than in 1993/94. The average time taken to settle pedestrian claims varied from 11 weeks to 93 weeks (Table 5a).

## Vehicular claims

Councils settled a total of 1,389 vehicular claims (Table 5b). The average time taken to settle such claims varied from 13 weeks to 49 weeks. Six of the 12 councils settled claims in an average time of 24 weeks or less.

**Table 5a: Pedestrian claims**

Council	Number of pedestrian claims	Average time for pedestrian claims		
	1995/ 96	1995/ 96 weeks	1994/ 95 weeks	1993/ 94 weeks
Borders	3	15	52	49
Central	69	46	50	33
Dumfries & Galloway	19	33	47	23
Fife	43	63	51	46
Grampian	(2)	67	23	16
Highland	29	24	27	32
Lothian	161	34	33	31
Orkney	0	(4)	(4)	(4)
Shetland	0	(4)	(4)	5
Strathclyde	942	93	97	87
Tayside	9	11	23	16
Western Isles	0	(4)	47	38
<b>Total</b>	<b>1,275</b>			

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

(4) The service was not required during the year

**Table 5b: Vehicular claims**

Council	Number of vehicular claims	Average time for vehicular claims		
	1995/ 96	1995/ 96 weeks	1994/ 95 weeks	1993/ 94 weeks
Borders	8	13	25	17
Central	49	25	18	19
Dumfries & Galloway	21	14	44	15
Fife	39	24	23	30
Grampian	(2)	43	24	12
Highland	65	18	16	32
Lothian	143	15	18	21
Orkney	4	49	40	17
Shetland	3	37	25	11
Strathclyde	1,043	25	32	46
Tayside	14	18	16	13
Western Isles	0	(4)	19	28
<b>Total</b>	<b>1,389</b>			

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

(4) The service was not required during the year.



# SOCIAL WORK

In 1995/96, social work services were provided by the nine mainland regional councils and the three islands councils.

## COMMUNITY CARE

**(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 health problems
- people with learning difficulties
- people with physical disabilities
- people with HIV or AIDS
- people with drug or alcohol abuse problems.

### *What the indicator reports*

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 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.

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.

### *Points to bear in mind*

The information in Columns 1 - 2 of each table is provided to show the scale of the task facing each council, and so it is contextual rather than performance-related 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
- 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 factors similar to those for 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
- 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 in Column 3 only when it is actually delivered. As a result, there will be some people who were assessed as needing a service who had not yet received it at the end of the reporting period (31 March 1996).

### Commentary

Across Scotland, a total of 256,308 assessments and reviews were carried out by councils, and 130,925 people received standard assessments or reviews (Table 1a).

The number of people receiving at least part of the service they needed was 218,314, an increase of 10,000 on 1994/95.

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 ordering of client groups applied to the number of people who received community care services.

The information for each council is reported in Tables 1b to 1m.

**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	130,769	72,014	116,750
People with dementia	15,124	10,012	11,071
People with mental health problems	14,889	7,229	8,972
People with learning difficulties	11,385	7,288	8,572
People with physical disabilities	78,531	31,566	69,733
People with HIV/ AIDS	502	100	228
People with drug/ alcohol abuse problems	5,108	2,716	2,988
<b>Total</b>	<b>256,308</b>	<b>130,925</b>	<b>218,314</b>

Dumfries & Galloway, 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	2,489	262	2,470
People with dementia	137	137	44
People with mental health problems	248	245	95
People with learning difficulties	112	104	78
People with physical disabilities	386	362	362
People with HIV/ AIDS	0	0	0
People with drug/ alcohol abuse problems	32	19	15
<b>Total</b>	<b>3,404</b>	<b>1,129</b>	<b>3,064</b>

**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	10,008	790	4,983
People with dementia	1,306	257	555
People with mental health problems	1,228	233	347
People with learning difficulties	596	118	661
People with physical disabilities	12,504	1,147	5,911
People with HIV/ AIDS	8	2	2
People with drug/ alcohol abuse problems	331	57	75
<b>Total</b>	<b>25,981</b>	<b>2,604</b>	<b>12,534</b>

**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	3,981	2,708	1,438
People with dementia	63	38	27
People with mental health problems	836	364	239
People with learning difficulties	303	276	273
People with physical disabilities	4,122	2,793	1,755
People with HIV/ AIDS	(2)	(2)	(2)
People with drug/ alcohol abuse problems	28	22	10
<b>Total</b>	<b>9,333</b>	<b>6,201</b>	<b>3,742</b>

(2) The council did not provide the required information

**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	12,341	6,141	14,902
People with dementia	1,001	637	1,685
People with mental health problems	2,173	1,257	1,563
People with learning difficulties	892	514	478
People with physical disabilities	11,998	5,937	11,747
People with HIV/ AIDS	231	39	39
People with drug/ alcohol abuse problems	154	107	251
<b>Total</b>	<b>28,790</b>	<b>14,632</b>	<b>30,665</b>

**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	6,031	4,988	6,516
People with dementia	300	235	432
People with mental health problems	254	216	354
People with learning difficulties	392	323	432
People with physical disabilities	8,339	6,985	10,730
People with HIV/ AIDS	(2)	(2)	(2)
People with drug/ alcohol abuse problems	212	165	200
<b>Total</b>	<b>15,528</b>	<b>12,912</b>	<b>18,664</b>

(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	6,274	1,710	3,457
People with dementia	643	275	239
People with mental health problems	151	58	91
People with learning difficulties	1,000	452	383
People with physical disabilities	2,622	588	1,333
People with HIV/ AIDS	1	0	2
People with drug/ alcohol abuse problems	173	61	64
<b>Total</b>	<b>10,864</b>	<b>3,144</b>	<b>5,569</b>

**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	12,332	5,529	21,302
People with dementia	1,843	761	1,171
People with mental health problems	4,416	1,354	2,052
People with learning difficulties	1,554	673	1,473
People with physical disabilities	18,237	6,530	17,986
People with HIV/ AIDS	168	39	139
People with drug/ alcohol abuse problems	1,419	291	575
<b>Total</b>	<b>39,969</b>	<b>15,177</b>	<b>44,698</b>

**Table 1j: Community care assessment/review and service provision**

Shetland	Number of assessments and reviews	Number of people receiving standard assessments	Persons receiving services
Elderly people	1,510	154	816
People with dementia	48	17	25
People with mental health problems	59	4	32
People with learning difficulties	40	10	20
People with physical disabilities	250	13	162
People with HIV/ AIDS	2	0	0
People with drug/ alcohol abuse problems	36	25	26
<b>Total</b>	<b>1,945</b>	<b>223</b>	<b>1,081</b>

**Table 1i: Community care assessment/review and service provision**

Orkney	Number of assessments and reviews	Number of people receiving standard assessments	Persons receiving services
Elderly people	317	259	254
People with dementia	17	15	15
People with mental health problems	8	8	7
People with learning difficulties	5	4	4
People with physical disabilities	82	76	76
People with HIV/ AIDS	0	0	0
People with drug/ alcohol abuse problems	2	2	2
<b>Total</b>	<b>431</b>	<b>364</b>	<b>358</b>

**Table 1k: Community care assessment/review and service provision**

Strathclyde	Number of assessments and reviews	Number of people receiving standard assessments	Persons receiving services
Elderly people	57,386	45,642	41,656
People with dementia	9,201	7,318	6,371
People with mental health problems	3,992	3,175	2,955
People with learning difficulties	5,492	4,368	3,812
People with physical disabilities	8,040	6,395	5,795
People with HIV/ AIDS	(2)	(2)	(2)
People with drug/ alcohol abuse problems	2,350	1,869	1,567
<b>Total</b>	<b>86,461</b>	<b>68,767</b>	<b>62,156</b>

(2) The council did not provide the required information

**Table 11: Community care assessment/review and service provision**

Tayside	Number of assessments and reviews	Number of people receiving standard assessments	Persons receiving services
Elderly people	16,695	3,030	17,812
People with dementia	517	274	461
People with mental health problems	1,465	256	1,178
People with learning difficulties	942	411	921
People with physical disabilities	11,752	555	13,683
People with HIV/ AIDS	92	20	46
People with drug/ alcohol abuse problems	360	88	194
<b>Total</b>	<b>31,823</b>	<b>4,634</b>	<b>34,295</b>

**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	1,405	801	1,144
People with dementia	48	48	46
People with mental health problems	59	59	59
People with learning difficulties	57	35	37
People with physical disabilities	199	185	193
People with HIV/ AIDS	0	0	0
People with drug/ alcohol abuse problems	11	10	9
<b>Total</b>	<b>1,779</b>	<b>1,138</b>	<b>1,488</b>

**SPENDING ON CLIENTS**

**(2) Spending on each of the following client groups:**

- elderly people
- people with dementia
- people with mental health problems
- 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 client groups, it sets out:

- the actual value of a council's spending on each group
- the spending on each group as a percentage of the council's total spending on all groups.

The indicator, therefore, provides a broad measure of the priority attached by each council to the different client groups that it serves.

*Points to bear in mind*

The indicator will be affected by:

- the statutory duties of councils to provide certain services for certain clients (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
- patterns of need within and between user groups.

Some councils have had difficulty in identifying the user group to which each person belongs and, therefore, have had difficulty in reporting the amount spent on each client group - in particular, spending on people with dementia. As a result,

some spending on a client 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**

Expenditure information for Strathclyde is unavailable. Therefore, the expenditure information for 1995/96 is incomplete and cannot be compared with previous years. The other 11 councils spent £671.1 million on social work services (Table 2a).

Four of the groups accounted for over 86% of the total spending on average. Spending on each of these groups is discussed below in descending order of expenditure (Tables 2b - 2m).

### **Elderly people**

As a proportion of the total, the spending on this group varied between councils from 33% to 70%.

### **Children**

The percentage of total spending devoted to this group varied between councils from 8% to 28%.

### **People with learning difficulties**

Across the councils that reported, 13% of total spending was on this group.

### **People with physical disabilities**

Spending on this group varied between councils from 1.5% to 17.8% of the total, and was 8.7% on average.

**Table 2a: Spending on user groups**

<b>Scotland total</b>	<b>Actual spending 1995/ 96 (£)</b>	<b>% of total spending 1995/ 96</b>	<b>% of total spending 1994/ 95</b>	<b>% of total spending 1993/ 94</b>
Elderly people	291,737,962	43.5	46.7	45.0
People with dementia	24,229,817	3.6	2.1	2.7
People with mental health problems	24,308,493	3.6	2.9	2.2
People with learning difficulties	87,481,559	13.0	11.8	11.7
People with physical disabilities	58,191,644	8.7	7.3	7.1
Children	144,658,330	21.6	21.6	23.8
Offenders	22,420,243	3.3	3.7	3.9
HIV/ AIDS	2,663,936	0.4	0.2	0.2
People with drug/ alcohol abuse problems	4,326,026	0.6	1.1	1.1
Other	11,112,108	1.7	2.7	2.5
<b>Total</b>	<b>671,130,118</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

Dumfries & Galloway did not provide the required information on people with HIV/ AIDS.

Shetland did not provide the required information on people with dementia.

Strathclyde did not provide the required information for any services.

**Table 2b: Spending on user groups**

<b>Borders</b>	<b>Actual spending 1995/ 96 (£)</b>	<b>% of total spending 1995/ 96</b>	<b>% of total spending 1994/ 95</b>	<b>% of total spending 1993/ 94</b>
Elderly people	12,958,000	53.4	50.0	51.5
People with dementia	966,000	4.0	4.1	0.9
People with mental health problems	675,000	2.8	3.5	3.1
People with learning difficulties	3,278,000	13.5	11.6	13.2
People with physical disabilities	1,559,000	6.4	7.3	6.3
Children	3,284,000	13.5	14.6	16.1
Offenders	652,000	2.7	2.9	2.9
HIV/ AIDS	0	0.0	0.0	0.0
People with drug/ alcohol abuse problems	83,000	0.3	0.4	0.3
Other	816,000	3.4	5.6	5.7
<b>Total</b>	<b>24,271,000</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

**Table 2c: Spending on user groups**

Central	Actual spending 1995/ 96 (£)	% of total spending 1995/ 96	% of total spending 1994/ 95	% of total spending 1993/ 94
Elderly people	22,009,517	33.0	49.0	45.7
People with dementia	2,699,792	4.0	1.7	1.5
People with mental health problems	2,735,499	4.1	3.1	1.0
People with learning difficulties	5,190,992	7.8	7.8	8.7
People with physical disabilities	11,842,973	17.8	6.5	7.7
Children	18,483,870	27.7	24.3	27.6
Offenders	2,418,383	3.6	4.5	4.9
HIV/ AIDS	3,172	0.0	0.0	0.0
People with drug/ alcohol abuse problems	374,903	0.6	0.3	0.3
Other	900,817	1.4	2.8	2.6
<b>Total</b>	<b>66,659,918</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

**Table 2e: Spending on user groups**

Fife	Actual spending 1995/ 96 (£)	% of total spending 1995/ 96	% of total spending 1994/ 95	% of total spending 1993/ 94
Elderly people	29,438,106	37.8	38.6	36.4
People with dementia	9,721,157	12.5	13.8	13.9
People with mental health problems	2,542,468	3.3	2.7	2.7
People with learning difficulties	11,047,841	14.2	14.5	15.7
People with physical disabilities	7,130,207	9.1	6.8	7.8
Children	10,816,298	13.9	14.8	15.8
Offenders	3,365,197	4.3	3.9	3.9
HIV/ AIDS	100,052	0.1	0.1	0.1
People with drug/ alcohol abuse problems	320,141	0.4	0.2	0.2
Other	3,468,391	4.4	4.6	3.5
<b>Total</b>	<b>77,949,858</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

**Table 2d: Spending on user groups**

Dumfries & Galloway	Actual spending 1995/ 96 (£)	% of total spending 1995/ 96	% of total spending 1994/ 95	% of total spending 1993/ 94
Elderly people	15,820,196	49.6	48.4	32.7
People with dementia	1,564,635	4.9	4.8	16.1
People with mental health problems	568,826	1.8	2.1	2.1
People with learning difficulties	5,274,051	16.6	15.1	15.6
People with physical disabilities	475,034	1.5	5.3	3.8
Children	7,076,067	22.2	19.9	23.0
Offenders	1,019,437	3.2	3.5	4.1
HIV/ AIDS	(2)	(2)	0.0	(2)
People with drug/ alcohol abuse problems	40,061	0.1	0.2	0.2
Other	43,426	0.1	0.7	2.4
<b>Total</b>	<b>31,881,733</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

**Table 2f: Spending on user groups**

Grampian	Actual spending 1995/ 96 (£)	% of total spending 1995/ 96	% of total spending 1994/ 95	% of total spending 1993/ 94
Elderly people	56,664,506	46.2	44.3	42.2
People with dementia	1,446,163	1.2	0.8	0.6
People with mental health problems	5,078,358	4.1	3.3	2.2
People with learning difficulties	22,674,524	18.5	19.3	19.5
People with physical disabilities	7,680,413	6.3	6.7	7.0
Children	21,593,483	17.6	18.3	21.3
Offenders	4,225,848	3.4	3.9	4.2
HIV/ AIDS	46,325	0.0	0.1	0.1
People with drug/ alcohol abuse problems	1,180,041	1.0	1.1	0.2
Other	2,159,885	1.7	2.2	2.7
<b>Total</b>	<b>122,749,546</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

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

**Table 2g: Spending on user groups**

Highland	Actual spending 1995/ 96 (£)	% of total spending 1995/ 96	% of total spending 1994/ 95	% of total spending 1993/ 94
Elderly people	23,526,493	54.5	55.7	56.0
People with dementia	512,986	1.2	1.1	1.1
People with mental health problems	2,487,674	5.8	1.9	1.7
People with learning difficulties	6,669,441	15.4	12.9	13.4
People with physical disabilities	2,104,813	4.9	5.7	4.1
Children	5,182,822	12.0	15.3	16.2
Offenders	1,896,639	4.4	5.5	4.9
HIV/ AIDS	11,742	0.0	0.0	0.0
People with drug/ alcohol abuse problems	493,589	1.1	1.2	1.0
Other	304,524	0.7	0.7	1.6
<b>Total</b>	<b>43,190,723</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

**Table 2i: Spending on user groups**

Orkney	Actual spending 1995/ 96 (£)	% of total spending 1995/ 96	% of total spending 1994/ 95	% of total spending 1993/ 94
Elderly people	3,506,975	51.6	46.0	47.4
People with dementia	96,482	1.4	1.0	0.8
People with mental health problems	115,929	1.7	5.0	3.6
People with learning difficulties	605,265	8.9	7.0	9.1
People with physical disabilities	414,417	6.1	14.0	13.0
Children	1,075,216	15.8	17.0	17.6
Offenders	351,682	5.2	3.0	1.6
HIV/ AIDS	5,000	0.1	0.0	0.1
People with drug/ alcohol abuse problems	25,000	0.4	0.0	0.3
Other	599,291	8.8	7.0	6.5
<b>Total</b>	<b>6,795,257</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

**Table 2h: Spending on user groups**

Lothian	Actual spending 1995/ 96 (£)	% of total spending 1995/ 96	% of total spending 1994/ 95	% of total spending 1993/ 94
Elderly people	70,498,018	38.2	36.9	34.9
People with dementia	3,866,980	2.1	2.6	4.6
People with mental health problems	7,479,869	4.1	3.9	3.3
People with learning difficulties	22,048,621	11.9	11.3	10.8
People with physical disabilities	18,781,671	10.2	10.2	9.8
Children	51,716,887	28.0	29.4	30.7
Offenders	5,485,262	3.0	3.3	3.9
HIV/ AIDS	1,832,214	1.0	1.0	0.9
People with drug/ alcohol abuse problems	1,491,479	0.8	0.8	0.6
Other	1,214,757	0.7	0.6	0.5
<b>Total</b>	<b>184,415,758</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

**Table 2j: Spending on user groups**

Shetland	Actual spending 1995/ 96 (£)	% of total spending 1995/ 96	% of total spending 1994/ 95	% of total spending 1993/ 94
Elderly people	5,237,319	66.3	63.1	51.7
People with dementia	(2)	(2)	(2)	(2)
People with mental health problems	214,813	2.7	2.9	2.8
People with learning difficulties	599,056	7.6	7.3	7.4
People with physical disabilities	189,759	2.4	3.5	2.5
Children	1,566,487	19.8	21.7	16.5
Offenders	78,643	1.0	1.4	1.6
HIV/ AIDS	0	0.0	0.0	0.0
People with drug/ alcohol abuse problems	18,266	0.2	0.1	0.5
Other	0	0.0	0.0	17.1
<b>Total</b>	<b>7,904,343</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

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

**Table 2k: Spending on user groups**

Strathclyde	Actual spending 1995/ 96 (£)	% of total spending 1995/ 96	% of total spending 1994/ 95	% of total spending 1993/ 94
Elderly people	(2)	(2)	50.1	50.0
People with dementia	(2)	(2)	(2)	(2)
People with mental health problems	(2)	(2)	2.7	1.9
People with learning difficulties	(2)	(2)	10.6	10.5
People with physical disabilities	(2)	(2)	6.7	6.1
Children	(2)	(2)	21.0	23.1
Offenders	(2)	(2)	3.8	3.9
HIV/ AIDS	(2)	(2)	(2)	(2)
People with drug/ alcohol abuse problems	(2)	(2)	1.8	1.8
Other	(2)	(2)	3.3	2.7
<b>Total</b>			100.0	100.0

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

**Table 2l: Spending on user groups**

Tayside	Actual spending 1995/ 96 (£)	% of total spending 1995/ 96	% of total spending 1994/ 95	% of total spending 1993/ 94
Elderly people	44,777,032	47.2	46.2	43.8
People with dementia	3,010,622	3.2	3.1	3.0
People with mental health problems	2,116,457	2.2	2.1	2.0
People with learning difficulties	9,091,268	9.6	10.1	9.3
People with physical disabilities	7,487,857	7.9	7.5	8.2
Children	23,003,200	24.2	24.6	26.8
Offenders	2,803,852	3.0	2.9	3.2
HIV/ AIDS	665,431	0.7	0.5	0.3
People with drug/ alcohol abuse problems	280,046	0.3	0.3	0.7
Other	1,605,017	1.7	2.7	2.7
<b>Total</b>	94,840,782	100.0	100.0	100.0

**Table 2m: Spending on user groups**

Western Isles	Actual spending 1995/ 96 (£)	% of total spending 1995/ 96	% of total spending 1994/ 95	% of total spending 1993/ 94
Elderly people	7,301,800	70.0	68.0	68.8
People with dementia	345,000	3.0	3.0	4.8
People with mental health problems	293,600	2.8	3.0	1.9
People with learning difficulties	1,002,500	10.0	9.0	9.5
People with physical disabilities	525,500	5.0	7.0	9.0
Children	860,000	8.0	9.0	4.9
Offenders	123,300	1.0	1.0	1.1
HIV/ AIDS	0	0.0	0.0	0.0
People with drug/ alcohol abuse problems	19,500	0.2	0.0	(2)
Other	0	0.0	0.0	0.0
<b>Total</b>	10,471,200	100.0	100.0	100.0

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

## 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 reporting year (31 March)
- the total number of children who appeared on the child protection register over the 12 months to 31 March
- 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 volume of referrals received
- the level of awareness (e.g. by social work staff, teachers, relatives, neighbours) of child abuse and its identification
- 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 items 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*

Across Scotland a total of 6,853 children were referred (Table 3).

The total number of children on councils' child protection registers at 31 March 1996 was 2,597.

During the 12 months to 31 March, the number of children on the register at any time was 4,471, a drop of 460 on the number in 1993/94.

The average time that a child spent on a register varied between councils from 24 to 77 weeks. In seven councils, the average time was less than a year.

**Table 3: Children referred and placed on the register**

Council	Number of children referred			Number of children on the register at 31 March			Number of children on the register in the 12 months to 31 March			Average time on the register (weeks)		
	1995/ 96	1994/ 95	1993/ 94	1995/ 96	1994/ 95	1993/ 94	1995/ 96	1994/ 95	1993/ 94	1995/ 96	1994/ 95	1993/ 94
Borders	142	101	185	22	16	23	38	46	64	44	32	29
Central	655	676	892	165	202	212	318	364	413	67	60	68
Dumfries & Galloway	285	370	191	47	65	86	116	144	158	51	54	64
Fife	338	342	316	61	57	68	158	150	237	27	34	31
Grampian	1,003	858	599	326	281	291	554	524	563	59	66	65
Highland	415	482	194	178	159	118	180	181	193	58	59	67
Lothian	1,132	807	737	885	829	744	1,305	1,258	1,126	73	99	89
Orkney	51	20	19	17	18	7	34	10	13	42	43	52
Shetland	20	49	39	7	15	15	16	20	24	77	27	69
Strathclyde	2,136	2,649	2,621	677	782	785	1,346	1,510	1,666	48	50	30
Tayside	645	719	888	204	188	274	396	443	449	51	51	54
Western Isles	31	31	105	8	5	27	10	12	27	24	76	104
<b>Total</b>	<b>6,853</b>	<b>7,104</b>	<b>6,786</b>	<b>2,597</b>	<b>2,617</b>	<b>2,650</b>	<b>4,471</b>	<b>4,662</b>	<b>4,933</b>			

## 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(s).

'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
- 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 1970s, councils have generally been successful in finding community placements where appropriate, particularly for younger children. Those children

remaining in residential care tend to be adolescents and are more difficult to place in the community.

#### *Commentary*

There were 13,694 children in care or supervision in 1995/96 (Table 4). Of these, the percentage of children either at home or in other community placements varied between councils from 82% to 100%. Seven councils arranged placements at home or in other community settings for at least 90% of the children who were in care or supervision.

**Table 4: Child care placements**

Council	Placements 1995/ 96				Placements 1994/ 95		Placements 1993/ 94	
	At home (%)	In other community placements (%)	In children's homes (%)	Total children in care	Total children in care	In children's homes (%)	Total children in care	In children's homes (%)
Borders	57	28	15	180	172	13	52	35
Central	44	47	9	569	563	11	574	13
Dumfries & Galloway	40	42	18	252	277	17	297	19
Fife	48	43	9	450	431	9	431	9
Grampian	46	40	14	1,198	1,138	15	974	20
Highland	69	24	7	802	752	10	239	9
Lothian	48	35	18	1,814	1,704	18	1,629	19
Orkney	81	19	0	26	30	6	15	20
Shetland	35	61	4	23	35	12	32	14
Strathclyde	51	32	17	7,563	7,650	17	7,955	7
Tayside	45	45	10	760	806	13	843	19
Western Isles	61	30	9	57	82	6	46	4
<b>Total</b>				<b>13,694</b>	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 provides information on the amount of care provided to people in their own homes, but not the nature of the care. The precise help given may vary between councils.

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.

Some councils may have a policy of providing at least some service to a large number of people, with the result that each person may receive a relatively small 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.

In total, there were 87,959 home care clients in 1995/96, of which 51,066 (58%) received less than four hours home care per week (Table 5).

Table 5 also shows that ten councils had 'less than 4 hours per week' as the most common level of service. For Orkney, the most common level of service was 'more than ten hours per week', and for Western Isles, it was '4 to 10' hours per week.

The service provided in each of the three bands is described below.

#### **Less than 4 hours per week**

In total, 51,066 clients received home care for less than four hours per week. The percentage of clients receiving this level of service varied between councils from 33% to 85%.

#### **4 to 10 hours per week**

Just over a third of all clients (34%) received 4 -10 hours home care per week, a total of 30,094 people. The percentage of clients receiving this level of service varied between councils from 13% to 44%.

#### **More than 10 hours per week**

Over ten hours a week home care was received by 6,799 home care clients. The percentage of clients receiving this level of service varied between councils from 2% to 40%.

**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				Total clients
	1995/ 96		1994/ 95	1993/ 94	1995/ 96		1994/ 95	1993/ 94	1995/ 96		1994/ 95	1993/ 94	
	Number of clients	% of council's clients	% of council's clients	% of council's clients	Number of clients	% of council's clients	% of council's clients	% of council's clients	Number of clients	% of council's clients	% of council's clients	% of council's clients	
Borders	1,217	64	65	66	530	28	28	31	142	8	7	4	1,889
Central	3,000	60	59	59	1,599	32	35	38	367	8	6	3	4,966
Dumfries & Galloway	1,015	49	46	45	762	37	40	45	286	14	14	11	2,063
Fife	6,485	76	74	77	1,816	21	23	21	234	3	3	2	8,535
Grampian	4,043	48	50	50	3,391	41	41	41	895	11	9	8	8,329
Highland	1,634	56	56	55	1,053	36	39	40	243	8	6	5	2,930
Lothian	8,083	62	60	59	3,973	30	33	35	1,029	8	7	6	13,085
Orkney	144	33	24	31	120	27	45	50	178	40	31	19	442
Shetland	373	68	69	64	139	26	24	29	35	6	8	7	547
Strathclyde	16,276	47	45	41	15,012	44	38	49	3,023	9	17	10	34,311
Tayside	8,416	85	87	87	1,264	13	11	12	192	2	2	2	9,872
Western Isles	380	38	33	34	435	44	48	51	175	18	19	15	990
<b>Total</b>	51,066				30,094				6,799				87,959

## 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 large number of factors which contribute to the quality of residential care, but it is significant.

‘Adult offenders’ includes people who are 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
- 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 to 15 different qualifications which are relevant in caring for each of the user groups.

## *Commentary*

Two councils, Grampian and Lothian, continued to provide homes for adult offenders. All 12 councils ran homes for each of the other three groups of people - with at least 17% of staff in children’s homes qualified, 9% in homes for elderly people, and 7% in homes for ‘other adults’ (Table 6).

### **Children**

All councils had staff caring for children in residential homes, employing in total 2,190 people. The percentage of qualified staff ranged between councils from 4% to 80%.

### **Adult offenders**

Grampian (10 staff) and Lothian (11 staff) had residential homes for adult offenders. Of these staff, 60% and 18% respectively were qualified.

### **Elderly people**

All councils had staff caring for elderly people in residential homes, employing in total 6,243 people. The percentage of staff who were qualified varied between councils from 9% to 36%.

### **Other adults**

Councils had 769 staff caring for ‘other adults’ in residential homes, a reduction of 240 since 1993/94. The percentage of staff who were qualified ranged from 7% to 86%.

**Table 6: The percentage and number of qualified staff in residential homes**

Council	Children				Adult offenders				Elderly people				Other adults			
	Total number of staff 1995/ 96	% staff qualified 1995/ 96	% staff qualified 1994/ 95	% staff qualified 1993/ 94	Total number of staff 1995/ 96	% staff qualified 1995/ 96	% staff qualified 1994/ 95	% staff qualified 1993/ 94	Total number of staff 1995/ 96	% staff qualified 1995/ 96	% staff qualified 1994/ 95	% staff qualified 1993/ 94	Total number of staff 1995/ 96	% staff qualified 1995/ 96	% staff qualified 1994/ 95	% staff qualified 1993/ 94
Borders	19	42	31	50	(1)	(1)	(1)	(1)	135	14	13	21	6	17	17	20
Central	83	31	45	42	(1)	(1)	(1)	(1)	446	11	11	10	26	23	23	19
Dumfries & Galloway	80	21	20	28	(1)	(1)	(1)	(1)	222	14	8	8	26	23	24	31
Fife	81	33	34	35	(1)	(1)	(1)	(1)	385	9	11	8	19	26	18	11
Grampian	128	44	42	38	10	60	67	22	482	16	13	13	7	86	86	16
Highland	76	28	31	26	(1)	(1)	(1)	(1)	276	24	21	18	14	7	7	33
Lothian	420	28	23	19	11	18	23	22	674	14	14	10	146	19	17	19
Orkney	28	4	50	33	(1)	(1)	(1)	(1)	102	12	14	8	9	11	10	11
Shetland	10	80	39	25	(1)	(1)	(1)	(1)	74	16	28	17	27	26	27	27
Strathclyde	1,155	22	17	17	(1)	(1)	(1)	(1)	2,734	11	13	11	346	20	16	16
Tayside	104	33	32	33	(1)	(1)	(1)	(1)	623	9	9	8	124	17	12	21
Western Isles	6	17	33	33	(1)	(1)	(1)	(1)	90	36	36	23	19	47	47	44
<b>Total</b>	<b>2,190</b>				<b>21</b>				<b>6,243</b>				<b>769</b>			

(1) The council did not provide this service.

## 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 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. Therefore, the indicator measures this particular aspect of the quality of the residential care.

### *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
- 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 one person, and excludes rooms which have two or more beds but are used by only one person.

### *Commentary*

Councils were the main providers of residential care for children, adult offenders and elderly people (Tables 7a, 7b and 7c). The voluntary sector was the main provider of accommodation for other adults (Table 7d).

## Children

All councils ran children's homes, with the percentage of single rooms ranging from 20% to 100% (Table 7a).

There were voluntary sector children's homes in six of the 12 council areas. The percentage of single rooms ranged between areas from 24% to 69%.

There were private sector children's homes in three of the 12 council areas. The percentage of single rooms in each area ranged from 13% to 26%.

### Adult 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 3 of the 12 council areas. The percentage of single rooms ranged from 55.6% to 100% (Table 7b).

There were no private sector homes for offenders in any council area.

### Elderly people

All 12 councils ran homes for elderly people. The percentage of rooms which were single ranged between councils from 69.5% to 100% (Table 7c).

There were voluntary sector homes for elderly people in 11 of the 12 council areas, with the percentage of single rooms ranging from 58% to 95.3%.

There were private sector homes for elderly people in 11 of the 12 council areas. The percentage of single rooms ranged from 39% to 100%.

### Other adults

Table 7d shows that all 12 councils ran homes for other adults. The percentage of single rooms ranged from 20% to 100%, although there was only one council with less than 70% 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%.

There were private sector homes for other adults in eight council areas, and the percentage of single rooms ranged from 17% to 100% (Table 7d).

Table 7a: Single rooms in homes for children

Council	Council				Voluntary sector				Private sector			
	Total places 1995/ 96	% single rooms			Total places 1995/ 96	% single rooms			Total places 1995/ 96	% single rooms		
		1995/ 96	1994/ 95	1993/ 94		1995/ 96	1994/ 95	1993/ 94		1995/ 96	1994/ 95	1993/ 94
Borders	8	50.0	50.0	67.0	(1)	(1)	(1)	(1)	21	14.3	11.1	0.0
Central	37	100.0	92.4	95.0	108	24.1	14.6	22.0	(1)	(1)	(1)	(1)
Dumfries & Galloway	36	56.0	62.5	42.5	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)
Fife	46	60.9	61.4	76.5	20	45.0	100.0	56.3	(1)	(1)	(1)	(1)
Grampian	121	27.3	27.3	26.0	161	44.7	30.6	27.0	(1)	(1)	(1)	(1)
Highland	49	100.0	100.0	100.0	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)
Lothian	250	88.0	77.1	76.5	77	68.8	72.6	72.5	31	25.8	32.3	32.2
Orkney	9	100.0	100.0	100.0	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)
Shetland	11	81.8	81.8	58.0	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)
Strathclyde	852	49.9	42.1	42.6	303	59.7	55.8	43.3	(1)	(1)	(1)	(1)
Tayside	58	98.3	93.8	93.0	16	50.0	41.0	36.1	23	13.0	5.7	12.5
Western Isles	5	20.0	17.0	60.0	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)
<b>Total</b>	1482				685				75			

(1) No service provided.

**Table 7b: Single rooms in homes for adult offenders**

Council	Council				Voluntary sector			
	Total places 1995/ 96	% single rooms			Total places 1995/ 96	% single rooms		
		1995/ 96	1994/ 95	1993/ 94		1995/ 96	1994/ 95	1993/ 94
Borders	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)
Central	(1)	(1)	(1)	(1)	(1)	(1)	(1)	100.0
Dumfries & Galloway	(1)	(1)	(1)	(1)	3	100.0	100.0	(1)
Fife	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)
Grampian	22	100.0	100.0	100.0	(1)	(1)	(1)	(1)
Highland	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)
Lothian	20	100.0	100.0	100.0	9	55.6	50.0	50.0
Orkney	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)
Shetland	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)
Strathclyde	(1)	(1)	(1)	(1)	13	69.2	71.4	(1)
Tayside	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)
Western Isles	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)
<b>Total</b>	42				42			

(1) No service provided

Table 7c: Single rooms in homes for elderly people

Council	Council				Voluntary sector				Private sector			
	Total places 1995/ 96	% single rooms			Total places 1995/ 96	% single rooms			Total places 1995/ 96	% single rooms		
		1995/ 96	1994/ 95	1993/ 94		1995/ 96	1994/ 95	1993/ 94		1995/ 96	1994/ 95	1993/ 94
Borders	229	91.3	82.5	91.0	110	74.5	64.8	70.0	113	80.5	68.8	82.0
Central	399	74.9	72.7	57.0	233	75.5	68.7	59.0	193	50.8	47.5	37.0
Dumfries & Galloway	276	97.8	92.1	83.8	44	95.3	97.7	57.0	968	63.9	66.8	54.8
Fife	444	100.0	100.0	100.0	219	81.3	79.9	77.6	447	64.7	62.0	71.6
Grampian	978	74.4	74.4	70.0	637	67.3	67.6	85.0	263	65.8	57.3	50.0
Highland	358	97.8	100.0	100.0	235	66.8	67.0	76.0	472	57.0	54.0	70.0
Lothian	1,164	73.0	72.8	70.8	803	81.1	79.0	77.7	383	60.8	62.0	58.4
Orkney	71	88.7	80.0	89.0	(1)	(1)	(1)	(1)	32	50.0	41.0	41.0
Shetland	67	91.0	91.0	94.0	66	93.9	92.2	86.0	(1)	(1)	(1)	(1)
Strathclyde	3,266	69.5	68.1	63.2	1,496	58.0	53.5	48.7	1,831	38.6	40.1	36.5
Tayside	838	99.9	92.8	75.3	449	83.3	72.6	66.4	731	79.9	60.6	53.9
Western Isles	187	74.3	73.0	75.0	14	85.7	86.0	86.0	6	100	100.0	67.0
<b>Total</b>	8277				4306				5439			

(1) No service provided.

**Table 7d: Single rooms in homes for other adults**

Council	Council				Voluntary sector				Private sector			
	Total places 1995/ 96	% single rooms			Total places 1995/ 96	% single rooms			Total places 1995/ 96	% single rooms		
		1995/ 96	1994/ 95	1993/ 94		1995/ 96	1994/ 95	1993/ 94		1995/ 96	1994/ 95	1993/ 94
Borders	6	100.0	100.0	100.0	186	88.2	87.2	88.0	(1)	(1)	(1)	(1)
Central	20	70.0	71.4	100.0	231	95.7	85.7	87.0	102	65.7	51.6	43.0
Dumfries & Galloway	19	100.0	100.0	72.7	162	93.8	80.9	69.1	12	16.6	16.7	(1)
Fife	108	100.0	98.9	99.1	138	97.1	96.6	95.6	6	100.0	(1)	(1)
Grampian	181	75.7	75.7	67.0	1,009	76.9	76.3	80.0	35	63.0	59.6	50.0
Highland	29	93.1	87.0	100.0	331	87.0	87.0	94.0	128	50.8	49.0	65.0
Lothian	108	75.0	72.6	72.4	1,139	90.2	88.8	87.3	128	66.4	57.9	56.5
Orkney	10	100.0	100.0	100.0	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)
Shetland	15	20.0	20.0	19.0	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)
Strathclyde	430	73.5	75.2	72.1	2,412	64.4	63.6	57.4	202	38.1	32.5	37.6
Tayside	159	99.4	93.8	77.9	304	92.8	86.3	88.3	76	53.4	22.0	21.2
Western Isles	16	100.0	100.0	100.0	7	100.0	100.0	100.0	(1)	(1)	(1)	(1)
<b>Total</b>	1101				5919				689			

(1) No service provided.

## 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
- the extent and detail of inspection work undertaken.

The indicator makes no distinction between announced, unannounced and other inspections.

#### *Commentary*

Eight councils had an average inspection rate which failed to meet the Scottish Office standard of two inspections a year. Four, Central, Fife, Highland and Western Isles, met the standard.

The average number of inspections per home carried out varied between councils from 0.9 to 3.1 per year (Table 8).

Compared with 1994/95, the average number of inspections fell in seven councils, remained constant in one, and increased in four councils.

**Table 8: Average number of inspections per year of council and other homes**

Council	1995/ 96	1994/ 95	1993/ 94
Borders	1.4	1.0	1.6
Central	3.1	2.9	3.0
Dumfries & Galloway	1.1	1.4	1.5
Fife	2.4	2.1	2.4
Grampian	1.3	2.0	2.1
Highland	2.0	3.0	3.0
Lothian	1.6	1.9	2.4
Orkney	1.0	2.0	4.0
Shetland	1.0	0.6	4.0
Strathclyde	0.9	1.0	0.8
Tayside	1.8	2.0	2.6
Western Isles	2.0	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 alarm systems in people's 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.

## *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
- 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 expressing 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 average time taken from a request for an assessment to notification varied between councils from 2.2 to 16 weeks (Table 9a).
- The average time taken from notification to service provision ranged from 1.4 to 12.1 weeks.

### **Day care**

- The average time taken from a request for an assessment to notification ranged across the councils from 0.9 to 8.3 weeks (Table 9b).
- The average time taken from notification to service provision ranged from 0.8 to 5.6 weeks.

### **Home care**

- The average time taken from a request for an assessment to notification varied between councils from 0.4 to 2.4 weeks (Table 9c).
- The average time taken from notification to service provision ranged from 0.4 to 2.3 weeks.

### **Equipment**

- The average time taken from a request for an assessment to notification ranged across the councils from 1.0 to 9.3 weeks (Table 9d).

- The average time taken from notification to service provision ranged from 1.3 to 24 weeks.

#### Total time for assessment and notification

The total time taken for assessment and service provision for each service varied between councils as follows:

- Residential/nursing care: 5.3 weeks to 21.2 weeks. Four councils took longer than ten weeks, and four councils reporting this information completed assessment and service provision within eight weeks.
- Day care: 1.7 weeks to 13.9 weeks. Only one council, Fife, took longer than ten weeks.
- Home care: 0.8 weeks to 4.5 weeks. Six of the ten councils reporting this information completed assessment and service provision within two weeks.
- Equipment: 1.4 weeks to 33.3 weeks. Only one council, Western Isles, took longer than ten weeks.

**Table 9a: Time taken for assessments and receipt of service - residential and nursing care**

Council	From request to notification (weeks)	From notification to provision (weeks)	Total time
Borders	3.9	4.3	8.2
Central	(2)	(2)	(2)
Dumfries & Galloway	5.7	1.4	7.1
Fife	16.0	5.2	21.2
Grampian	2.3	4.6	6.9
Highland	2.2	5.3	7.5
Lothian	3.0	2.3	5.3
Orkney	3.6	12.1	15.7
Shetland	3.9	7.0	10.9
Strathclyde	2.3	(2)	(2)
Tayside	3.8	4.4	8.2
Western Isles	3.3	11.3	14.6

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

**Table 9b: Time taken for assessments and receipt of service - day care**

Council	From request to notification (weeks)	From notification to provision (weeks)	Total time
Borders	4.1	5.2	9.3
Central	(2)	(2)	(2)
Dumfries & Galloway	5.1	0.9	6.0
Fife	8.3	5.6	13.9
Grampian	2.7	1.7	4.4
Highland	1.3	3.0	4.3
Lothian	1.3	3.3	4.6
Orkney	4.7	5.0	9.7
Shetland	0.9	0.8	1.7
Strathclyde	2.7	(2)	(2)
Tayside	5.4	2.2	7.6
Western Isles	2.3	2.7	5.0

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

**Table 9c: Time taken for assessments and receipt of service - home care**

<b>Council</b>	<b>From request to notification (weeks)</b>	<b>From notification to provision (weeks)</b>	<b>Total time</b>
Borders	2.2	2.3	4.5
Central	(2)	(2)	(2)
Dumfries & Galloway	1.6	0.5	2.1
Fife	0.7	0.6	1.3
Grampian	0.4	0.4	0.8
Highland	0.7	0.7	1.4
Lothian	0.9	0.6	1.5
Orkney	2.4	1.3	3.7
Shetland	0.9	0.6	1.5
Strathclyde	2.0	(2)	(2)
Tayside	1.0	1.9	2.9
Western Isles	0.9	0.5	1.4

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

**Table 9d: Time taken for assessments and receipt of service - equipment**

<b>Council</b>	<b>From request to notification (weeks)</b>	<b>From notification to provision (weeks)</b>	<b>Total time</b>
Borders	3.0	3.0	6.0
Central	(2)	(2)	(2)
Dumfries & Galloway	2.1	0.5	2.6
Fife	5.8	3.2	9.0
Grampian	2.1	0.9	3.0
Highland	5.0	4.7	9.7
Lothian	1.0	0.4	1.4
Orkney	4.8	3.0	7.8
Shetland	2.1	1.3	3.4
Strathclyde	(2)	(2)	(2)
Tayside	4.1	2.0	6.1
Western Isles	9.3	24.0	33.3

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

## RESPIRE 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 people in the following client groups:

- elderly people
- people with learning difficulties
- children with disabilities.

### *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, by 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, the assessment is, in fact, as much about the needs of the carers of those people as about the needs of the people themselves.

The indicator provides information in relation to three of the main user groups.

### *Points to bear in mind*

The indicator will be affected primarily by:

- the volume of requests for assessment for respite care and the pattern of services required
- 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 person may have received.

The information on the number of people who have been assessed is contextual, and should not be used to make direct comparisons between councils.

## *Commentary*

The total number of elderly people assessed as requiring respite care in 1995/96 was 11,321, an increase of 3,300 on the figure for 1993/94 (Table 10a). Of this number, 10,316 received a service; an increase of over 4,250 on the number in 1993/94.

6,794 people with learning difficulties were assessed as requiring respite care (Table 10b). Of this number, 6,008 received a service.

The number of children with disabilities assessed for respite care in 1995/96 was 2,201 (Table 10c). Neither Grampian nor Strathclyde reported the number assessed. A total of 3,071 children received respite care in the 11 councils that reported this information.

**Table 10a: Respite care - elderly people**

Council	1995/ 96			1994/ 95	1993/ 94
	Number of persons assessed	Number of persons who received respite care	Percentage of persons who received respite care	Percentage of persons who received respite care	Percentage of persons who received respite care
Borders	156	124	80	70.7	80.7
Central	438	407	93	100.0	100.0
Dumfries & Galloway	693	658	95	61.4	95.0
Fife	1,480	1,294	87	84.7	89.0
Grampian	802	802	100	99.6	100.0
Highland	577	524	90	100.0	100.0
Lothian	1,094	1,094	100	99.6	(2)
Orkney	63	59	94	100.0	83.2
Shetland	345	345	100	100.0	96.1
Strathclyde	4,791	4,192	88	85.2	75.0
Tayside	733	672	92	93.6	100.0
Western Isles	149	145	97	96.9	100.0
<b>Total</b>	<b>11,321</b>	<b>10,316</b>			

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

**Table 10b: Respite care - people with learning difficulties**

Council	1995/ 96			1994/ 95	1993/ 94
	Number of persons assessed	Number of persons who received respite care	Percentage of persons who received respite care	Percentage of persons who received respite care	Percentage of persons who received respite care
Borders	67	59	88	86.0	73.3
Central	75	72	96	94.3	90.0
Dumfries & Galloway	122	110	90	33.3	90.0
Fife	72	59	82	93.0	66.3
Grampian	1,265	1,265	100	99.7	100.0
Highland	234	209	89	100.0	100.0
Lothian	854	478	56	54.2	(2)
Orkney	14	14	100	100.0	9.0
Shetland	29	29	100	100.0	100.0
Strathclyde	3,789	3,444	91	92.9	82.6
Tayside	252	248	98	96.7	93.3
Western Isles	21	21	100	100.0	100.0
<b>Total</b>	6,794	6,008			

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

**Table 10c: Respite care - children with disabilities**

Council	1995/ 96			1994/ 95	1993/ 94
	Number of persons assessed	Number of persons who received respite care	Percentage of persons who received respite care	Percentage of persons who received respite care	Percentage of persons who received respite care
Borders	42	24	57	61.1	48.6
Central	130	103	79	68.0	55.0
Dumfries & Galloway	18	18	100	0.0	0.0
Fife	142	110	78	70.4	90.9
Grampian	(2)	(2)	(2)	(2)	(2)
Highland	292	267	91	100.0	100.0
Lothian	1,325	901	68	49.2	(2)
Orkney	33	30	91	100.0	16.0
Shetland	48	48	100	100.0	100.0
Strathclyde	(2)	1,421	(2)	(2)	(2)
Tayside	167	145	87	94.7	74.0
Western Isles	4	4	100	97.4	100.0
<b>Total</b>	2,201	3,071			

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



# TRADING STANDARDS

In 1995/96, trading standards services were provided by the nine mainland regional councils and the three 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.

## ENQUIRIES AND COMPLAINTS

**(1) The percentage of enquiries and complaints completed within 30 calendar days.**

### *What the indicator reports*

The indicator provides a measure of the efficiency of the council in dealing with enquiries and complaints.

'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 the activities of a trader or traders. 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 which the consumer or business suspects or believes has been poor, unfair or based on illegal trading 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.

### *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 consumer or business.

### *Commentary*

In 1995/96, councils dealt with a total of 295,575 enquiries and complaints (Table 1). One council, Strathclyde, received 83% of all enquiries and complaints received by Scottish councils.

The percentage of enquiries and complaints dealt with within 30 days varied between councils from 88.6% to 98.7%. Ten of the councils dealt with at least 90% of enquiries and complaints in 30 days, and four dealt with more than 95%.

In comparison with 1994/95, the percentage completed in 30 days rose in six councils and fell in six councils.

**Table 1: Number of complaints and enquiries received, and the percentage completed in 30 days**

Council	Number of complaints and enquiries	% completed in 30 days	
		1995/ 96	1994/ 95
Borders	2,265	88.6	89.4
Central	7,732	91.7	90.5
Dumfries & Galloway	4,747	94.2	93.9
Fife	5,461	83.6	89.8
Grampian	9,434	93.1	94.6
Highland	4,041	92.0	92.3
Lothian	12,673	91.3	88.3
Orkney	430	95.1	94.3
Shetland	226	98.7	97.0
Strathclyde	244,328	98.0	97.8
Tayside	3,796	94.6	94.8
Western Isles	442	96.2	96.4
<b>Total</b>	295,575		

## 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' risk. 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 assessed 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
- 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)
- 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
- 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. Conversely, 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.

### ***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 varied between councils as follows:

- High: twice a year to once a year
- Medium: every 12 months to every 5 years
- Low: every 3 years to every 12.5 years.

#### **The percentage of planned inspections which were completed**

In each risk category, the percentage of planned inspections completed varied between councils as follows:

**High:** the percentage of planned inspections which were completed varied between councils from 34.8% to 100%. Three councils failed to complete at least 50% of target inspections, while eight councils managed to achieve 80% or more. Two of these councils managed to complete all planned inspections.

**Medium:** the percentage of completed inspections ranged from 35.1% to 100%. Six councils completed over 90% of planned inspections.

**Low:** the percentage of completed inspections ranged from 31.6% to 100%. Only one council, Shetland, inspected 100% of targeted premises, a reduction of five compared with 1993/94.

**Table 2: Inspection of trading premises**

Council	High risk				Medium risk				Low risk			
	Maximum number of months between visits	Number of premises	Target total inspections	% of target inspections achieved	Maximum number of months between visits	Number of premises	Target total inspections	% of target inspections achieved	Maximum number of months between visits	Number of premises	Target total inspections	% of target inspections achieved
Borders	6	27	54	94.4	24	1,970	985	96.8	60	1,157	232	99.1
Central	12	52	52	83.0	60	2,928	585	92.0	150	2,427	194	84.0
Dumfries & Galloway	12	288	288	84.0	24	1,331	660	92.6	48	1,059	265	94.3
Fife	6	91	182	86.3	12	1,473	1,473	85.4	36	3,521	1,173	91.5
Grampian	9	478	637	44.6	18	6,174	4,116	35.1	48	1,728	432	50.5
Highland	6	81	162	59.3	24	3,947	1,974	35.2	60	3,668	734	31.6
Lothian	12	1,831	1,831	49.9	36	25,239	8,413	38.8	60	646	129	79.1
Orkney	12	6	6	100.0	24	177	89	100.0	48	376	94	90.4
Shetland	12	4	4	100.0	24	417	209	97.6	60	111	22	100.0
Strathclyde	12	7,491	7,491	95.4	24	8,215	4,108	93.6	60	26,979	5,396	82.8
Tayside	6	292	584	34.8	24	5,602	2,801	58.2	60	2,862	572	42.1
Western Isles	12	57	57	96.5	24	304	152	50.7	60	234	47	100.0
<b>Total</b>		<b>10,698</b>	<b>11,348</b>			<b>57,777</b>	<b>25,565</b>			<b>44,768</b>	<b>9,290</b>	

## ENFORCEMENT ACTION

**(3) Follow-up actions when traders have been given formal warnings: the percentage of warnings followed up by the council within 30 days of the 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 UK 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
- 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 authority has followed up its formal warnings within a time period (30 calendar days) recognised as providing them 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 types 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, and then 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.

Between the remaining ten councils, the percentage of formal warnings which were followed up in 30 days ranged from 0% to 100%, with one council, Central, failing to follow up any of their warnings within the target time (Table 3). Six councils managed to follow up 80% or more of formal warnings within 30 days.

Lothian and Strathclyde accounted for almost 80% of all formal warnings reported by Scottish councils.

**Table 3: The percentage of formal warnings followed up in 30 days**

<b>Council</b>	<b>Formal warnings issued</b>	<b>% followed up in 30 days</b>
Borders	53	100.0
Central	7	0.0
Dumfries & Galloway	12	75.0
Fife	62	67.7
Grampian	20	35.0
Highland	6	83.3
Lothian	332	97.6
Strathclyde	331	99.1
Tayside	18	88.9
Western Isles	1	100.0
<b>Total</b>	<b>842</b>	

Orkney & Shetland did not issue any formal warnings.

## WATER AND SEWERAGE

In 1995/96, water and sewerage services were provided by the nine mainland regional councils and the three islands councils.

Following local government reorganisation in April 1996, these services are no longer provided by councils and are now the responsibility of the newly established water authorities.

As required by statute, the Commission's performance information is reported on a financial year basis, i.e 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 being consulted, the reader should be aware of this difference in reporting periods.

### WATER SUPPLY QUALITY

(1) **The number of tap water samples taken per 10,000 population served.**

#### *What the indicator reports*

The indicator relates to domestic users, and excludes industrial and commercial users.

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.

#### *Points to bear in mind*

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 per 10,000

population, may vary significantly from one council to another, and should not be directly compared between councils.

#### *Commentary*

The number of samples taken per 10,000 population ranged from 514 to 9,522. In comparison with 1993/94, the number of samples per 10,000 population decreased in seven councils (Table 1).

**Table 1: Number of tap water samples per 10,000 population served**

Council	Samples taken		
	1995/ 96	1994/ 95	1993/ 94
Borders	1,146	739	1,615
Central	780	683	730
Dumfries & Galloway	1,051	2,131	2,428
Fife	552	612	734
Grampian	606	870	975
Highland	2,480	2,413	2,388
Lothian	829	791	765
Orkney	3,964	2,433	373
Shetland	3,683	3,037	7,184
Strathclyde	514	524	541
Tayside	1,969	1,872	2,413
Western Isles	9,522	9,513	4,339
<b>Total</b>	<b>27,096</b>	<b>25,618</b>	<b>24,484</b>

## WATER SUPPLY QUALITY

(2) The percentage of water samples which met regulatory standards for:

- chemical quality
- microbiological 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 referred to under indicator (1) also apply to this indicator.

### *Points to bear in mind*

The three parts of this indicator measure different aspects and should not be added together.

### *Commentary*

**Chemical quality.** The total number of chemical-quality samples taken in the 12 councils reporting this information was 307,821 (Table 2a).

The percentage of samples that met the chemical quality standard ranged from 97.9% to 99.8%, with ten councils reporting at least 99.0% of their samples within the standard required.

In comparison with 1993/94, the percentage of samples meeting the required standard rose in six councils, remained the same in one council, and fell in the remaining five councils.

**Microbiological quality.** The total number of microbiological-quality samples taken in the 12 councils reporting this information was 88,913 (Table 2b).

The 1990 Regulations require that 95% of microbiological samples contain no organisms indicating potential contamination. With the exception of one council, Western Isles - 94.4% - the other 11 councils reported meeting the required microbiological quality standard. The percentages ranged from 97.1% to 99.6%, with three councils reporting at least 99.0% of their samples within the standard required, a reduction of five councils compared with 1993/94.

In comparison with 1993/94, the percentage of samples meeting the required standard rose in five councils, and fell in the remaining seven councils.

**Colour quality.** The total number of colour-quality samples taken was 7,268 (Table 2c). The number of samples taken varies significantly from year to year at some councils; Grampian reported 10,052 samples in 1993/94 and 765 in 1995/96.

All 12 councils reported the percentage of samples that met the required colour quality standard. The percentages ranged from 85% to 100%, with four of the 12 councils reporting 100% of their samples within the standard required.

In comparison with 1993/94, the percentage of samples meeting the required standard rose in six councils, remained the same in one council, and fell in the remaining five councils.

**Table 2a: The number of chemical samples and the percentage meeting the standard**

Council	Chemical quality			
	Number of samples	% meeting standard		
		1995/ 96	1994/ 95	1993/ 94
Borders	10,120	99.6	99.2	98.8
Central	22,728	99.6	99.4	99.4
Dumfries & Galloway	12,896	99.0	98.5	99.1
Fife	18,532	99.5	99.9	100.0
Grampian	20,831	99.2	99.3	99.2
Highland	34,090	97.9	97.9	99.3
Lothian	47,430	99.7	99.6	99.5
Orkney	4,070	98.6	98.7	99.5
Shetland	7,064	99.7	99.7	99.2
Strathclyde	82,103	99.1	99.0	98.9
Tayside	38,005	99.1	99.8	99.5
Western Isles	9,952	99.8	99.0	99.0
Totals	307,821			

**Table 2b: The number of microbiological samples and the percentage meeting the standard**

Council	Microbiological quality			
	Number of samples	% meeting standard		
		1995/ 96	1994/ 95	1993/ 94
Borders	755	97.5	99.6	99.3
Central	6,740	99.6	99.6	99.7
Dumfries & Galloway	1,396	98.9	97.4	96.9
Fife	2,366	98.8	99.5	99.5
Grampian	6,964	99.2	99.3	99.1
Highland	8,852	97.5	97.8	96.0
Lothian	15,384	98.6	99.6	99.6
Orkney	1,376	97.6	99.1	99.0
Shetland	417	97.1	97.9	95.8
Strathclyde	14,904	98.9	99.0	99.3
Tayside	29,271	99.1	99.3	99.3
Western Isles	488	94.4	95.0	91.0
<b>Totals</b>	<b>88,913</b>			

**Table 2c: The number of colour samples and the percentage meeting the standard**

Council	Colour quality			
	Number of samples	% meeting standard		
		1995/ 96	1994/ 95	1993/ 94
Borders	190	100.0	100.0	99.7
Central	294	98.6	98.4	98.7
Dumfries & Galloway	477	97.7	95.2	97.9
Fife	1,036	100.0	100.0	100.0
Grampian	765	98.7	96.6	95.4
Highland	868	85.0	84.7	92.7
Lothian	1,626	100.0	99.8	99.8
Orkney	73	93.2	89.3	83.3
Shetland	218	99.1	100.0	100.0
Strathclyde	1,201	99.3	98.6	98.8
Tayside	371	100.0	100.0	98.2
Western Isles	149	99.3	99.0	100.0
<b>Totals</b>	<b>7,268</b>			

## 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 *actual* 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 level of the charge reflects:

- 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
- the extent to which a council used any financial reserves it had.

#### *Commentary*

##### **Council water charge**

The council water charge per dwelling ranged from £37.64 to £104.73 (Table 3a). In comparison with 1993/94, the charge fell in five councils in cash terms. It rose in six councils. The remaining council, Strathclyde, did not report the information.

##### **Non-domestic water rate**

This figure ranged from 2 pence per £ to 22 pence per £ of rateable value (Table 3b). In comparison with 1993/94, the charge fell in eight councils in cash terms. It rose in two councils and remained the same in two councils.

##### **Metered water rate**

The metered water rate ranged from 27 pence per cubic metre to 75 pence per cubic metre (Table 3c). In comparison with 1993/94, in three councils the charge fell in cash terms. It rose in seven councils and remained the same in two councils.

**Table 3a: Council water charges - average per dwelling**

Council	Council water supply charge (£)		
	1995/ 96	1994/ 95	1993/ 94
Borders	72.62	70.90	66.40
Central	37.64	37.70	37.99
Dumfries & Galloway	75.03	70.62	67.87
Fife	47.55	44.38	43.33
Grampian	70.29	69.57	72.44
Highland	72.13	69.33	63.24
Lothian	81.62	68.84	61.84
Orkney	75.00	89.00	89.00
Shetland	87.14	97.59	103.34
Strathclyde	(2)	59.25	54.81
Tayside	61.87	60.19	54.60
Western Isles	104.73	132.07	129.36

(2) The council did not provide the information.

**Table 3b: Non-domestic water rate**

Council	Non-domestic water rate (pence per £)		
	1995/ 96	1994/ 95	1993/ 94
Borders	6	7	6
Central	2	3	4
Dumfries & Galloway	5	6	6
Fife	5	6	6
Grampian	5	6	6
Highland	10	8	8
Lothian	6	5	3
Orkney	8	8	8
Shetland	9	11	11
Strathclyde	4	4	5
Tayside	3	4	4
Western Isles	22	19	28

**Table 3c: Metered water rate**

Council	Metered water rate (pence per cubic metre)		
	1995/ 96	1994/ 95	1993/ 94
Borders	60	58	57
Central	28	30	30
Dumfries & Galloway	55	55	55
Fife	27	32	26
Grampian	51	50	51
Highland	48	47	43
Lothian	40	49	43
Orkney	71	71	66
Shetland	58	57	61
Strathclyde	39	35	34
Tayside	47	40	41
Western Isles	75	63	62

## SEWAGE DISPOSAL QUALITY

(4) The percentage of the 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 for whom sewage discharge met the regulatory standards ranged from 62% to 100% (Table 4).

In comparison with 1993/94, the percentage rose in seven councils. In Orkney, the percentage has risen from 0% to 100% since 1993/94.

Table 4: The percentage of population served where sewage discharge met the standards

Council	%		
	1995/ 96	1994/ 95	1993/ 94
Borders	73	88	77
Central	72	68	64
Dumfries & Galloway	79	79	76
Fife	95	92	93
Grampian	95	91	91
Highland	62	63	91
Lothian	100	97	93
Orkney	100	5	0
Shetland	100	100	100
Strathclyde	87	89	86
Tayside	93	93	93
Western Isles	87	89	96

## 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 that 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 each council's local conditions. There are two main factors: first, the sizes 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 89% (Table 5). Sea outfall was the treatment method which served the largest proportion of the population in six councils. In comparison with 1993/94, reliance on sea outfall fell in two councils and rose in two councils. Central and Dumfries & Galloway did not use any sea outfall.

#### **Primary treatment or septic tank**

This form of treatment was used for between 1% and 69% of councils' populations. Primary treatment or septic tank use was the main treatment method in two councils.

#### **Full treatment**

Full treatment was available in 11 councils. In these councils, the percentage of the population served by this method varied widely, from 6% to 91%. Full treatment was the main method in four councils. In comparison with 1993/94, use of full treatment increased in five councils, remained unchanged in five, and fell slightly in one council.

**Table 5: The percentage of population served by each type of sewage treatment**

<b>Council</b>	<b>Percentage served by sea outfall</b>			<b>Percentage served by primary treatment or septic tank</b>			<b>Percentage served by full treatment</b>		
	<b>1995/ 96</b>	<b>1994/ 95</b>	<b>1993/ 94</b>	<b>1995/ 96</b>	<b>1994/ 95</b>	<b>1993/ 94</b>	<b>1995/ 96</b>	<b>1994/ 95</b>	<b>1993/ 94</b>
Borders	5	5	5	4	4	3	91	91	91
Central	0	0	0	16	16	16	84	84	84
Dumfries & Galloway	0	0	3	27	27	40	73	73	57
Fife	53	53	57	27	28	28	19	19	16
Grampian	72	70	71	1	3	1	27	27	27
Highland	48	47	48	25	26	26	27	27	26
Lothian	6	7	7	69	68	68	25	25	25
Orkney	89	45	50	5	52	50	6	3	0
Shetland	62	62	62	38	38	39	0	0	0
Strathclyde	19	16	20	18	20	19	63	64	61
Tayside	58	58	58	3	3	3	39	39	40
Western Isles	43	43	43	50	50	50	7	7	7

## 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 the sewerage element for Band D of the Council Tax, and it may not be the amount any householder actually paid in the year.

Under the legislation, the Council Tax, which included an element for sewerage, applied to all houses whether or not they were connected to the public sewer. The non-domestic sewerage rate was paid by all non-domestic properties connected to the public sewer. The trade effluent charge, where levied, was 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
- the extent to which a council used any financial reserves it had.

Councils were free to set their own charges for trade effluent, and the basis on which these were levied (for example, taking account of the volume of effluent only, or also basing it on the types of effluent involved). Not all councils sought to recover the full cost of the activity, although several had a policy of increasing their charges over time.

#### *Commentary*

##### **Sewerage cost**

The actual cost per chargeable dwelling varied from £31.11 to £65.13, with six councils charging £48.79 or less (Table 6). In comparison with 1993/94, the charge fell in four councils, while it rose in seven councils. Strathclyde did not provide the required information.

##### **Non-domestic sewerage rate**

The non-domestic sewerage rate varied from 3 pence per £ to 9 pence per £. In comparison with 1993/94, the charge fell in nine councils. It rose in two councils and remained the same in the final council.

##### **Trade effluent charge**

The three islands councils did not provide a trade effluent service; Highland reported that it provided the service without charge and in Fife the service was not required. In the remaining seven councils, the charge ranged from 10 pence per cubic metre to 54 pence per cubic metre. In comparison with 1993/94, in all seven councils the charge rose.

**Table 6: Sewerage charges**

Council	Sewerage charge element of council tax (£)			Non-domestic sewerage rate (pence per £)			Trade effluent charge (pence per cubic metre)		
	1995/ 96	1994/ 95	1993/ 94	1995/ 96	1994/ 95	1993/ 94	1995/ 96	1994/ 95	1993/ 94
Borders	<b>65.13</b>	59.01	62.56	<b>6.00</b>	7.50	7.50	<b>18.00</b>	12.70	9.07
Central	<b>48.79</b>	47.32	47.26	<b>4.00</b>	5.00	6.10	<b>10.00</b>	9.70	9.68
Dumfries & Galloway	<b>50.95</b>	68.34	59.88	<b>5.00</b>	5.40	5.40	<b>26.00</b>	30.90	11.88
Fife	<b>45.04</b>	39.31	36.78	<b>3.00</b>	4.70	4.70	<b>(4)</b>	0.00	0.00
Grampian	<b>31.11</b>	35.46	37.41	<b>4.00</b>	5.20	5.90	<b>29.00</b>	18.60	9.00
Highland	<b>49.03</b>	49.03	46.85	<b>7.00</b>	6.00	5.00	<b>0.00</b>	0.00	0.00
Lothian	<b>43.79</b>	41.39	42.55	<b>3.00</b>	3.30	2.00	<b>54.00</b>	52.10	47.69
Orkney	<b>48.61</b>	36.00	32.00	<b>9.00</b>	10.00	9.00	<b>(1)</b>	(1)	(1)
Shetland	<b>47.66</b>	51.66	56.71	<b>8.00</b>	9.20	9.00	<b>(1)</b>	(1)	(1)
Strathclyde	<b>(2)</b>	38.48	35.54	<b>5.00</b>	5.00	5.50	<b>30.00</b>	28.26	23.72
Tayside	<b>55.56</b>	52.84	49.72	<b>4.00</b>	5.90	5.90	<b>22.00</b>	22.00	20.00
Western Isles	<b>63.11</b>	56.70	64.48	<b>6.00</b>	7.80	11.00	<b>(1)</b>	(1)	(1)

(1) The council did not provide the service.

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

(4) The service was not required during the year.

# INDEX OF INDICATORS

This index gives an abbreviated description of each of the indicators contained within the main body of the report.

## EDUCATION

### Pre-school experience

- (1) 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 percentage of single-year and composite classes in different class-size bands.
- (6) The percentage 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 and equipment.
- (9) The percentage of secondary schools in different occupancy bands.

### General

- (10) The 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 percentage inspected as planned.

### 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 and the percentage that have been assessed and categorised.
- (4) The level of achievement against the local inspection targets for the inspection programme.

### Environmental protection

- (5) The number of noise complaints received and the percentage of responses provided within two working days.
- (6) The percentage of waste transfer, treatment, and disposal facilities which were inspected in accordance with national guidelines.

### Pest control

- (7) The percentage of responses to pest control requests within council target response times for high and low priority cases.

## ENVIRONMENTAL SERVICES

### Refuse collection

- (1) The cost of refuse collection per property.
- (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 percentage of these uplifts completed within the target time.

### Waste disposal

- (4) The percentage of household waste recycled.

### Street and pavement cleansing

- (5) The cost per kilometre of street and pavement cleaned.

## FIRE

### Response time: fire incidents

- (1) The percentage of responses within the target times.

### Response time: road traffic incidents

- (2) The percentage 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 percentage 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 percentage of repairs completed within the target time for each category.

### Managing tenancy changes

- (2) The total annual rent loss due to houses being unoccupied, expressed as a percentage of the total amount of rent due in the year.
- (3) The number and percentage of houses re-let by the council in various timescales.

### Rent arrears

- (4) Current arrears as a percentage of the net amount of rent due in the year.
- (5) The amount of former tenants' arrears outstanding at the end of the year and the amount of former tenants' 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 percentage 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, excluding pools in a combined complex.
- (4) The percentage 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 percentage of householder applications dealt with within various timescales.
- (2) Percentage of non-householder applications dealt with within eight weeks.

## **Departures**

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

## **Appeals**

- (4) The percentage of planning applications that went to appeal and the percentage of appeals which were decided by the Secretary of State in the applicant's favour.

## **Local and structure plans**

- (5) The percentage of the population in each council covered by local plans which have been finalised or adopted within the last five years and the percentage covered by structure plans which have been submitted to the Secretary of State or approved within the last five years.

## **POLICE**

### Crimes: response capacity and clear up

- (1) The total number of crimes recorded per 100 officers.
- (2) The percentage of crimes cleared up.
- (3) The percentage of violent crimes, sexual crimes, housebreaking and car crimes cleared up.

### Offences: response capacity and clear up

- (4) Total offences recorded per 100 officers.
- (5) The percentage 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 percentage of traffic light repairs which were completed within the council's target times.
- (4) The percentage of street light repairs which were completed within the council's target times.

### Public liability insurance claims

- (5) The average time between a claim and payment, 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 ten different client groups.

### Child protection

- (3) Information on the number of children on the child protection register and the average time for which children's names appeared on the 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 percentage and number of home help/home care clients who received different levels of service.

### Staff qualification

- (6) The percentage 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 percentage of that number for whom at least one such arrangement was made.

## **TRADING STANDARDS**

### **Enquiries and complaints**

- (1) The percentage of enquiries and complaints completed within 30 calendar days.

### **Inspection of trading premises**

- (2) The council's target frequencies of inspection for premises of high, medium and low risk and the percentage of inspections it actually completed.

### **Enforcement action**

- (3) The percentage of formal warnings to traders which were followed up by the council within 30 days of the 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 percentage of water samples which met regulatory standards for chemical quality, microbiological quality and colour quality.

### **Water charges**

- (3) Water supply charges.

### **Sewage disposal quality**

- (4) The percentage of the population served where sewage discharge met the regulatory standards.

### **Sewage disposal treatment**

- (5) The percentage of the population served by sewers with sea outfall, primary treatment or septic tank, or full treatment.

### **Sewerage charges**

- (6) Sewerage and trade effluent charges.





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