Local Government Act 1992

Statutory Performance Indicators

Direction 2004

November 2004

LOCAL GOVERNMENT ACT 1992

THE PUBLICATION OF INFORMATION

(STANDARDS OF PERFORMANCE) DIRECTION 2004

1. This Direction is given by the Accounts Commission for Scotland ("the Commission") under section 1(1)(a) of the Local Government Act 1992. The Act requires the Commission to direct relevant bodies to publish such information relating to their activities in any financial year or other specified period as will, in the Commission's opinion:

    a. facilitate the making of appropriate comparisons (by reference to the criteria of cost, economy, efficiency and effectiveness and of securing best value in accordance with section 1 of the Local Government in Scotland Act 2003) between –

    i. the standards of performance achieved by different relevant bodies in that financial year or other period; and
    ii. the standards of performance achieved by such bodies in different financial years or, as the case may be, other periods

    b. facilitate the drawing of conclusions about the discharge of those bodies' functions under Part 2 (community planning) of the Local Government in Scotland Act 2003.

2. This Direction is given to all local authorities and to joint committees and joint boards, as defined by the Local Government (Scotland) Act 1973, and amended by the Local Government etc. (Scotland) Act 1994.

3. Each of the bodies referred to in paragraph 2 shall, in accordance with section 13 of the Local Government in Scotland Act 2003 and associated regulations and guidance from Scottish Ministers:

    a. publish the information specified in the schedule to this Direction for all those activities which are carried out by the body

    b. ensure that publication facilitates the making of comparisons with the performance information for 2004/2005, for those activities which were also specified in the Commission's 2003 Direction.

4. The period for which the information must be published is the financial year ending 31 March 2006.

5. Should a body to which this Direction applies operate different targets in relation to different parts of its area, information based on those targets should be separately presented for each part of its area. In each instance the body should name each part of its area for which such information is given.

Key. In this Direction the following key is used :

C   A CHANGED indicator that will not facilitate the continued use of trend data from previous years.

N   A NEW indicator.

S   A SIMPLIFIED indicator that will facilitate the continued use of trend data from previous years but reduce the level of reported information.

T   A 'Transitional' indicator that does not meet the selection criteria but has been retained for other reasons.

Adult social work

Community care services

N Indicator 1: The average time taken to provide community care services from first identification of need to first service provision.

Residential accommodation

C Indicator 2: Staff qualifications: The percentage of care staff with appropriate qualifications for the level of post held, working in council residential homes for:
a)older people (age 65+)
b)other adults.

Indicator 3: Privacy: The number of single rooms and the number of rooms with en-suite facilities, expressed as a percentage of registered care home places used by the council for each client group.

Older people (age 65+)	Number of places occupied	Single rooms %	Rooms with en-suite facilities %
Council homes			
Voluntary sector			
Private sector			
Other adults			
Council homes			
Voluntary sector			
Private sector			

Home care

Indicator 4:
- a) The number of people age 65+ receiving homecare
- b) The number of homecare hours per 1,000 population age 65+
- c) As a proportion of home care clients age 65+, the number receiving:
  - personal care
  - a service during evenings/overnight
  - a service at weekends.

Respite care

S Indicator 5: Provision of respite services:

	Per 1000 older people (65+)	Per 1000 other adults (18-64)
a) Total overnight respite nights provided		
b) % overnight respite nights not in a care home		
c) Total hours daytime respite provided		
d) % daytime respite hours provided not in a day care centre		

Criminal Justice

S Indicator 6: Social enquiry reports:

    a)   The number of reports submitted to the courts during the year

    b)   The proportion of these submitted by the due date.

S Indicator 7: Probation:

    a)   The number of new Probation Orders issued during the year

    b)   The proportion of new probationers seen by a supervising officer within one week

Indicator 8: Community service:

    a)   The number of new Community Service Orders issued during the year

    b)   The average number of hours per week taken to complete orders.

Benefits administration

Administration costs

Indicator 1: The gross administration cost per case.

Processing time

Indicator 2: The time for processing applications from the date of receipt of the application to the day on which the claim is decided.

Type of claim	Number of claims	Average time to process
New claims		
Notifications of changes of circumstances		

Accuracy of processing

C **Indicator 3:**

a) The percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available at the determination, for a sample of cases checked post-determination

b) The amount and percentage of Housing Benefit (HB) overpayments recovered expressed as a percentage of housing benefits overpayments identified:
   i) in the year
   ii) for total overpayments debt at the start of the year plus the in-year overpayments

c) The amount of HB overpayments written off as a percentage of total overpayment debt outstanding.

Education and Children's services

Primary schools

Indicator 1: Occupancy

a)   The percentage of primary schools where the ratio of pupils to places is:
   i)   0% – 40%
   ii)   41% – 60%
   iii)   61% – 80%
   iv)   81% - 100%
   v)   101% or more.

b)   The total number of primary schools.

Secondary schools

Indicator 2: Occupancy

a)   The percentage of secondary schools where the ratio of pupils to places is:
   i)   0% – 40%
   ii)   41% – 60%
   iii)   61% – 80%
   iv)   81% - 100%
   v)   101% or more.

b)   The total number of secondary schools.

Teaching staff - equal opportunities

Indicator 3: The number and percentage of head and deputy head teachers who are women compared with the percentage of all teachers that are women.

	Head & Deputy Head women teachers		All women teachers	
	Number	%	Number	% of all teachers
Secondary schools				
Primary schools				
Special schools				

Children's Reporter liaison

C **Indicator 4:** Children's Hearing system reports:

a)   The number of reports submitted to the Reporter during the year.
b)   The proportion of reports requested by the Reporter which were submitted within target time.

Looked after children

Supervision

Indicator 5: Supervision:

a)   The number of new supervision requirements made during the year.
b)   The proportion of children seen by a supervising officer within 15 days.

Indicator 6: Academic achievement: The number and percentage of young people of age 16 or 17, ceasing to be looked after away from home, who achieved SCQF level 3 or better in English and Maths or other subjects:

	Number of children	% of children discharged from care
Number ceasing to be looked after		
Attaining at least one SCQF level 3 (any subject)		
Attaining at least SCQF level 3 in English and Maths		

C

Indicator 7: Staff qualifications: The percentage of care staff with appropriate qualifications for the level of post held, working in council residential children's homes.

Indicator 8: Privacy: The number of single rooms and the number of rooms with en-suite facilities, expressed as a percentage of all registered care home places for children, used by the council.

	Number of places occupied	Single rooms %	Rooms with en-suite facilities %
Council homes			
Voluntary sector			
Private sector			

Respite care

S **Indicator 9:** Provision of respite services

	Per 1000 children (0-17 yrs)
a) total overnight respite nights provided	
b) % overnight respite nights not in a care home	
c) total hours daytime respite provided	
d) % daytime respite hours provided not in a day care centre	

Corporate management

Sickness absence

Indicator 1: The number of days lost through sickness absence expressed as a percentage of the total working days available, for the following groups of staff:

Staff groupings	Percentage of days lost
Chief officials and local government employees	
Craft employees	
Teachers	

Litigation claims

Indicator 2: The number and value of civil liability claims incurred by the council in the year:
- a) The number of claims per 10,000 population
- b) Claims value as a percentage of revenue budget.

Equal opportunities

Indicator 3: The number and percentage of the highest paid 2% and 5% of earners among council employees that are women.

Public access

Indicator 4: The number of council buildings from which the council delivers services to the public and percentage of these in which all public areas are suitable for and accessible to disabled people.

Council tax collection

Indicator 5: The cost of collecting Council Tax per dwelling.

Indicator 6: Current year income:
- a) The income due from Council Tax for the year, net of reliefs and rebates
- b) The percentage of a) that was received during the year.

Non-Domestic rates

Indicator 7: Current year income:
- a) The income due from Non-Domestic Rates for the year, net of reliefs
- b) The percentage of a) that was received during the year.

Payment of invoices

Indicator 8: The number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid.

Cultural and Community services

Sport facilities management

Indicator 1: The number of attendances per 1,000 population for pools.

Indicator 2: The number of attendances per 1,000 population for other indoor sports and leisure facilities, excluding pools in a combined complex.

Museum services

Indicator 3:

a) The number of museums operated by or financially supported by the council.

b) The percentage of these which are registered under the Museum and Galleries Commission registration scheme.

Library stock turnover

Indicator 4: Changes in library stock:

	Adult lending stock	Children's and teenage lending stock
Recommended national target for annual number of additions per 1,000 population		
Actual additions per 1,000 population		
Stock at year end per 1,000 population		

Use of libraries

Indicator 5: Borrowers from public libraries:
     a)   borrowers as a percentage of the resident population
     b)   average number of issues per borrower.

Lifelong learning

Indicator 6: Learning centre and learning access point users:
     a)   the number of users as a percentage of the resident population
     b)   the number of times the terminals are used per 1,000 population.

Development services

Planning applications processing time

Indicator 1: The percentage of applications dealt with within two months

Type of application	Number of applications	% dealt with within two months
Householder		
Non-householder		
Total		

Appeals

Indicator 2: The number of appeals that were successful:
  a)   as a percentage of the number of planning determinations made by the council
  b)   as a percentage of the number of determinations that went to appeal.

Development plans

Indicator 3: The percentage of the population covered by a Local Plan that has been adopted or finalised within the last five years.

Fire

Community fire safety

Indicator 1: Fire casualties

    a)   the number of incidents resulting in casualties per 10,000 population

    b)   the number of fatal and non-fatal casualties per 10,000 population.

Indicator 2: The number of accidental dwelling fires per 10,000 population.

Call response time

Indicator 3: The number and proportion of calls to incidents handled:

    a)   within one minute

    b)   within two minutes.

Sickness absence

Indicator 4: The percentage of:

    a)   rider shifts lost due to sickness and light duties

    b)   working time lost to sickness for all other staff directly employed by the brigade.

Housing

Response repairs

T **Indicator 1:** Response repairs:
- a) The target response time for each priority category set by the council.
- b) The number of repairs carried out in each category.
- c) The percentage of repairs completed within the target response time for each priority category.
- d) The percentage of all repairs due to be completed within 24 hours that were completed within target.

Managing tenancy changes

Indicator 2: The total annual rent loss due to voids expressed as a percentage of the total amount of rent due in the year.

C **Indicator 3:**
- a) Stock which is **not low demand** - the number of dwellings that were re-let within the following time bands.

Void period	Number of houses relet
Less than 2 wks	
2 – 4 wks	
5 – 8 weeks	
9 – 16 weeks	
More than 16 weeks	
Average re-let times	days

- b) **Low demand stock** - the number of dwellings that were re-let within the following time bands.

Void period	Number of houses relet
Less than 2 wks	
2 – 4 weeks	
5 – 8 weeks	
9 – 16 weeks	
17 – 32 weeks	
33 – 52 weeks	
more than 52 weeks	
Average re-let times	days

- c) For low demand stock,
  - i) the number remaining un-let at the year end
  - ii) the average period these dwellings had been un-let at the year end

- d) The number of dwellings considered to be low demand at the year end? (includes both void and occupied properties)

- e) The number at d) above considered to be low demand at the start of the year? (includes both void and occupied properties)

- f) The number at d) above that were not actively being re-let because they were subject to a disposal strategy.

Rent arrears

Indicator 4:

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

    b)   The percentage of current tenants owing more than 13 weeks rent at year end, excluding those owing less than £250.

Council house sales

Indicator 5:

    a)   The percentage of house sales completed within 26 weeks.

    b)   The average time for council house sales.

Homelessness

Indicator 6:

    a)   The number of households assessed as homeless or potentially homeless during the year.

    b)   The average time between presentation and completion of duty by the council for those cases assessed as homeless or potentially homeless.

    c)   The number of cases reassessed as homeless or potentially homeless within 12 months of the previous case being completed, as a proportion of all cases assessed as homeless or potentially homeless during the year.

Police

Crimes: Clear up

Indicator 1: The percentage of crimes cleared up.

Indicator 2: The number and percentage of selected crimes cleared up:

	Number	% change	% clear-up rate
Serious violent crimes			
Housebreaking			
Car crime			

Response times

Indicator 3: The proportion of 999 calls answered within 10 seconds:
- a) The number of calls in the sample.
- b) The percentage answered within 10-second target time.

Sickness absence

Indicator 4: The proportion of working time lost to sickness absence for:
- a) police officers
- b) civilian staff.

Complaints

Indicator 5: The number of complaints per 100 members of the police force.

Racially motivated incidents

Indicator 6:
- a) The number of racist incidents per 1,000 population.
- b) The number and percentage of racially aggravated crimes cleared up.

Drug offences

Indicator 7:
- a) The weight of class A drug seizures and the percentage change compared with previous years.
- b) The number of offences for supply and possession with intent to supply Class A drugs and the percentage change compared with previous years.

Road policing/safety

Indicator 8: The number of persons killed or injured as a result of road accidents and the percentage change compared with previous years.

Road accidents	Number	% change
All people killed or seriously injured		
Children killed or seriously injured		
All people with slight casualties		

Police Reports

Indicator 9: The number and percentage of police reports sent to the Children's Reporter within 10 days.

Indicator 10: The number and percentage of police reports sent to the Procurator Fiscal within 28 days of caution.

Service Quality

Indicator 11: Quality of service surveys:

    a)   The main reason contact was made with the police: to report a crime, disturbance/nuisance, road accident, missing person, lost/found property, other.

    b)   The public's level of satisfaction or dissatisfaction with their initial contact with the police.

    c)   The public's level of satisfaction or dissatisfaction with the way the police dealt with their matter.

Protective services

Food safety: Hygiene inspections

C **Indicator 1:** The number of establishments in each of the following three categories requiring inspection during the year, and the percentage of the inspections that were undertaken within the prescribed period:

Minimum inspection frequency	Number to be inspected in the year	% of inspections undertaken within time
'Approved premises'		
6 months		
12 months		
more than 12 months		

Noise complaints

Indicator 2: As a proportion of the noise complaints completed during the year:

    a)   The number of complaints:
        i.   settled on first contact with the complainant
        ii.   where following initial enquiry, the council recognised its responsibility to take further action in relation to a problem.

    b)   The percentage of complaints settled on first contact with the complainant, dealt with on the day of receipt of complaint.

    c)   The percentage of complaints requiring further action, completed within 14 (calendar) days of receipt of the complaint.

S Trading standards enquiries, complaints and advice

Indicator 3: The number of complaints and advice requests received, and the proportion completed within 14 days:

	Number received	% dealt with in 14 days
Consumer complaints		
Business advice requests		

Inspection of trading premises

Indicator 4: The proportion of trading standards inspections done within target time.

Minimum inspection frequency	Number of premises in risk category	Number to be inspected in the year	% of inspections undertaken within time
12 months (High risk)			
2 years (Medium risk)			
5 years (Low Risk)			

Roads and lighting

Carriageway condition

Indicator 1: The percentage of the road network that should be considered for maintenance treatment.

Traffic light repairs

Indicator 2: Traffic light failure: the percentage of repairs completed within 48 hours.

Street lighting

Indicator 3: Street lights failure: the percentage of repairs completed within 7 days.

Indicator 4: The proportion of street lighting columns that are over 30 years old.

Bridges - Road Network Restrictions

Indicator 5: The number of council and private bridges not meeting the European standard of 40 tonnes that have a weight or width restriction placed on them, expressed as a percentage of the total number of assessed bridges.

Waste management

Refuse collection and disposal costs

Indicator 1: The net cost of:
    a)   collection (combined domestic, commercial and domestic bulky uplift) per premise
    b)   disposal per premise.

Refuse collection complaints

Indicator 2: The number of complaints per 1,000 households regarding the household waste collection service.

Refuse recycling

C

Indicator 3: The amount of municipal waste collected by the authority during the year that was recycled or disposed of by the following methods:

Waste Management Method	Tonnes	%
Landfill		
Composted		
Recycled		
Other recovery including energy from waste		
Total tonnes		100%
Total biodegradable municipal waste landfilled		
	Household premises	Commercial premises
Number of household and commercial premises		

Cleanliness

Indicator 4: The cleanliness index achieved following inspection of a sample of streets and other relevant land.