

LOCAL GOVERNMENT ACT 1992

THE PUBLICATION OF INFORMATION

(STANDARDS OF PERFORMANCE) DIRECTION 2001 (AMENDED)

1. This direction is given by the Accounts Commission for Scotland (the Commission) under the duty placed on the Commission by section 1(1) of the Local Government Act 1992. That duty is to direct relevant bodies to publish such information relating to their activities in any financial year as will, in the Commission's opinion, facilitate the making of appropriate comparisons (by reference to the criteria of cost, economy, efficiency and effectiveness) between:
 - a. the standards of performance achieved by different relevant bodies in that financial year; and
 - b. the standards of performance achieved by such bodies in different financial years.
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 2001/2002, for those activities which were also specified in the Commission s 2000 Direction.
4. The financial year in relation to which the information is required to be published is the year ending 31 March 2003.
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.

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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 posting of the notification of the outcome.

Type of claim	Number of claims	Average time to process
New claims		
Notifications of changes of circumstances		
	Number of claims	% processed on time
Renewal claims		

Accuracy and security of processing

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) Does the council have a written security strategy for combating fraud and error which is communicated regularly to all staff and the whole of which is demonstrably acted upon by management and staff on a continuous basis? – Yes/No
- c) The percentage of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the year.

Building control

Building Warrant and Completion Certificate applications

Changed
Indicator



Indicator 1: Building warrants and completion certificates.

- a) The percentage of requests for a building warrant responded to within 15 days.
- b) The average time taken to respond to a request for a completion certificate.
- c) The percentage of building warrants issued (or otherwise determined) within 6 days.
- d) The percentage of completion certificates issued (or otherwise determined) within 3 days.

Council-wide indicators

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 officers, administrative, professional, technical and clerical employees	
Craft and manual employees	
Teachers	

Complaints

Indicator 2:

- The number of complaints accepted for enquiry by the Ombudsman, which resulted in a local settlement.
- The number of complaints accepted for enquiry by the Ombudsman, which were classified as maladministration.

Litigation claims

Indicator 3: The number and value of successful litigation actions against the authority settled in the financial year, in respect of the following services:

Per 10,000 council dwellings		
Service	Number	£
Housing		
Per 10,000 population		
Service	Number	£
Roads		
All other services (excluding police and fire)		

Equal opportunities policy

Indicator 4: The number and percentage of employees in each of the following staff salary bands who are women.

	Salary band A		Salary band B		Salary band C	
	Number	%	Number	%	Number	%
Chief officials						
Local government and craft employees						
Teachers						

Education

Pre-school education experience

Indicator 1:

- a) The percentage of children who are:
- a) in their pre-school year
 - b) 3-year-olds in the year before their pre-school year
- who received government grant-aided education from council, private, independent and voluntary sector providers.

	Council	Private	Independent	Voluntary	Total
	%	%	%	%	%
i) children in their pre-school year					
ii) 3-year-olds in year before pre-school year					

- b) The percentage of these grant-aided children who received fewer than five education sessions per week during the period they were eligible:
- a) pre-school year children
 - b) 3-year-olds in the year before the pre-school year.

Primary schools

Indicator 2:

- a) The percentage of all classes which fall within the following categories:

	Single-year classes	Composite classes
a) 15 or fewer pupils		
b) 16-20 pupils		
c) 21-25 pupils		
d) 26-30 pupils		
e) 31 - 33 pupils		
f) 34 or more pupils		

- b) The percentage of classes with P1 to P3 pupils in which the number of pupils falls within the following bands:

	Classes with P1 to P3 pupils
a) 15 or fewer	
b) 16-20	
c) 21-25	
d) 26-30	
e) 31-33	
f) 34 or more	

- c) The total number of primary school classes of each type: single-year, composite, and those with P1 to P3 pupils.

Indicator 3: The average number of children per primary school class.

Indicator 4: Occupancy

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

- b) The total number of primary schools.

Secondary schools

Indicator 5: Occupancy

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

- b) The total number of secondary schools.

Special Educational Needs

Indicator 6: The average time (in weeks) taken to complete an assessment of special educational needs and the percentage completed in the following time bands:

Time band	% of total assessments completed
Up to 18 weeks	
19 to 26 weeks	
27 to 39 weeks	
40 to 52 weeks	
More than 1 year	
Average time for completion of all assessments	(weeks)

Environmental health

Food safety: Hygiene inspections

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

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

Workplace safety inspections



Indicator 2:

- a) The percentage of premises liable to inspection brought within the inspection rating system.
- b) Information on the level of achievement against the council's own inspection targets:

(i) The council's target inspection frequency	(ii) Number of premises in this category	(iii) Target number of premises to be inspected in the year	(iv) The % of inspections carried out within time
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Environmental protection

Indicator 3: Noise complaints

- a) The total number of complaints received for which the council was responsible for advice or investigation.
- b) The number of complaints:
 - i. completed at initial inquiry stage
 - ii. the number which required further investigation.
- c) The percentage of responses at:
 - b)i. which were provided within 1 day (calendar) of receipt of the complaint; and at
 - b)ii. which were provided within 3 days (calendar) of receipt of the complaint.

Pest control

Indicator 4: Pest control response time:

	Percentage of responses within the specified time
High priority	(2 working days)
Low priority	(5 working days)

Environmental services

Refuse collection and disposal costs

Indicator 1: The gross cost of:

- a) collection (combined domestic, commercial and domestic bulky uplift) per premise
- b) disposal per premise.

Special uplifts



Indicator 2: The percentage of special uplifts for bulky domestic refuse completed within five working days.

Missed collections

Indicator 3: The number of household waste collections which were missed, per 100,000 collections, during the periods:

- a) May to September
- b) April and October to March.

Refuse recycling

Indicator 4: The amount of waste collected by the authority during the year that was disposed of by the following methods:

Method	Tonnes per household	%	Tonnes per commercial and industrial premise	%
Used for recovery of heat, power and other energy sources				
Composted by the authority				
Other recycling methods				
Landfill				
Other disposal methods				
Total		100%		100%
	Domestic		Commercial and industrial	
Total tonnage collected				

Finance

Council tax collection

Changed
Indicator



Indicator 1: Collection costs: the cost of collecting Council Tax per dwelling.

Indicator 2: Income:

- a) the income due from Council Tax for the year, excluding reliefs and rebates
- b) the percentage of a) that was received during the year.

Non-Domestic rates

New
Indicator



Indicator 3: Income:

- a) the income due from Non-Domestic Rates for the year, excluding reliefs
- b) the percentage of a) that was received during the year.

Payment of invoices

Indicator 4: The number of invoices paid within 30 calendar days of receipt, or the agreed time limit if otherwise specified, as a percentage of all invoices paid.

Accounts

Indicator 5:

- a) Whether the statutory abstract of accounts for the previous financial year was submitted for audit by 30 June 2002.
- b) Whether the accounts received an unqualified audit certificate.

Fire

Response time: Fire calls

Indicator 1: The percentage of fire calls where the speed of attendance and number of appliances met the target, for each of the five risk areas:

Category of risk to life or property	Percentage of fire calls where the speed of attendance and number of appliances met the target
High	
Substantial	
Moderate	
Low	
Rural areas	Target average time
	Actual average time

Sickness absence

Indicator 2: The percentage of:

- rider shifts lost due to sickness and light duties
- working time lost to sickness for all other staff directly employed by the brigade.

Call response time

Indicator 3:

- The average time taken to handle calls to incidents.
- The percentage handled within the following time periods:

Period	Percentage
Handled in less than one minute	
Handled in between 1 and 2 minutes	
Handled in 2 minutes or more	

Community fire safety

Indicator 4: Average number of fire casualties per 10,000 population over the five-year period finishing at the end of the reporting year.

Indicator 5: Average number of accidental dwelling fires per 10,000 population over the five-year period finishing at the end of the reporting year.

Housing

Response repairs



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.

Indicator 3: The time taken by the council to re-let houses analysed by the following bands:

Void period	(i) Number of houses re-let	(ii) as a % of total for (i)
Less than 2 weeks		
2-4 weeks		
More than 4 weeks		

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: The percentage of house sales completed within the following time bands:

Time band	Percentage
Up to 20 weeks	
21 to 26 weeks	
27 weeks to 32	
33 weeks or more	

Homelessness

Indicator 6:

- a) The total number of homeless households in priority need, per 10,000 households.
- b) The number of households provided with each of the following four types of temporary accommodation, as a percentage of the total provided with temporary accommodation:
 - a) hostels
 - b) council furnished dwellings
 - c) bed and breakfast
 - d) other.
- c) The average length of stay in each type of accommodation.

Leisure and recreation

Sport facilities management

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

- a) leisure pools
- b) traditional swimming 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.

Libraries

Processing time

Indicator 1: The average time taken to satisfy book requests.

Stock turnover

Indicator 2: Changes in library stock:

	Adult lending stock of book and audio-visual material	Children's and teenage lending stock of book and audio-visual material
Opening stock per 1,000 population		
Recommended national target for annual number of additions per 1,000 population		
Actual additions per 1,000 population		
Withdrawals per 1,000 population		
Stock at year end per 1,000 population		

Use of libraries

Indicator 3: Borrowers from public libraries:

- a) borrowers as a percentage of the resident population
- b) average number of issues per borrower.

Indicator 4: 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.



Planning

Planning applications processing time

Indicator 1: The percentage of householder applications dealt with within the following times:

	Percentage of applications
Up to 1 month	
1 month to 2 months	
2 months to 3 months	
More than 3 months	

Indicator 2: The percentage of non-householder applications dealt with within the following times:

	Percentage of applications
Up to 2 months	
2 months to 3 months	
More than 3 months	

Appeals

Changed
Indicator



Indicator 3:

- a) The number of planning determinations made by the council.
- b) The number of determinations that went to appeal.
- c) The number of appeals that were successful
 - i) as a percentage of a)
 - ii) as a percentage of b).

Development plans

Changed
Indicator



Indicator 4: The percentage of the population covered by a Local Plan which has been adopted or finalised within the last five years.

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

- the number of calls in the sample
- the percentage answered within 10-second target time.

Sickness absence

Indicator 4 The proportion of working time lost to sickness absence for:

- police officers
- 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.

Service Quality

Indicator 7: Quality of service surveys:

- The main reason contact was made with the police: to report a crime, disturbance/nuisance, road accident, missing person, lost/found property, other.
- The public's level of satisfaction or dissatisfaction with their initial contact with the police.
- The public's level of satisfaction or dissatisfaction with the way the police dealt with their matter.



Indicator 8:

- a) The number of drug seizures and the percentage change compared with previous years.
- b) The number of offences for supply and possession with intent to supply drugs and the percentage change compared with previous years.

	Number	% change
Drug seizures		
Offences for supply and possession with intent to supply		

Road Traffic Accidents



Indicator 9: The number of persons killed or injured as a result of road accidents and the percentage change compared with previous years.

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

Roads and lighting

Network maintenance

Indicator 1: Carriageway surface treatments:

	Percentage of network covered
a) Surfacing	
b) Surface dressing	

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:

- a) Gross cost of street lighting per lamp.
- b) Lighting columns replaced as a percentage of the total number of columns.

Social work

Community care assessments

Indicator 1: Persons assessed or reviewed and services provided:

	Persons receiving an assessment or review		Persons receiving a service	
	Number	Rate per 1,000 relevant population	Number	Rate per 1,000 relevant population
a) Elderly people aged 65+				
b) Elderly people aged 65+ with dementia				
c) People aged 18-64 with mental health problems/ dementia				
d) People aged 18-64 with physical disabilities				
e) People aged 18-64 with learning disabilities				
f) People aged 18-64 with HIV/AIDS				
g) People aged 18-64 with drug/ alcohol abuse problems				
h) Total				

Expenditure

Indicator 2: Expenditure on services for adults in community care client groups.

Service group	Expenditure £'000	£ per head of population aged 18+	Expenditure %
a) Home and community based services			
b) Long-term residential and nursing home care			
Total expenditure			100%

Child protection

Indicator 3:

- a) The number of children referred over the 12 months to 31 March.
- b) The percentage of children entered on the register in the year who had previously been on the register
- c) The number of children on the council's child protection register at 31 March.
- d) The number of children on the child protection register at 31 March per 1,000 population aged under 16 years.
- e) The percentage of children on the register at 31 March who had been on the register for:
 - f) less than 6 months
 - g) 6 months but under one year
 - h) one year but under 2 years
 - i) two years or more.

Children being looked after – placements

Indicator 4: The number and percentage of children being looked after by the council in the following types of placement:

	(i) Number of children	(ii): (i) as a % of the total number being looked after	(iii) As a rate per 1,000 population aged 0–17
a) At home			
b) In other community placements			
c) In residential accommodation			
d) Total being looked after, excluding respite		100%	
e) Children aged under 12 in residential accommodation			
f) Total children aged under 12 looked after, excluding respite		100%	
g) Children receiving respite excluded from a) to f)			
h) Total looked after including respite			

Children being looked after – academic attainment

Indicator 5: The number and percentage of young people of age 16 or 17, ceasing to be looked after away from home, who achieved Standard Grades in English and Maths or other subjects:

	(i) Number of children	(ii): (i) as a % of the number being discharged from care
a) Number ceasing to be looked after		
b) Number attaining at least one Standard Grade (any subject)		
c) Number attaining Standard Grade English and Maths		

Home care/Home help clients

Indicator 6: The level and flexibility of service to home care clients.

	(i) Number of home care clients	(ii) As a rate per 1,000 population aged 65+
Level of service		
a) less than 2 hours per week		
b) 2 to less than 4 hours per week		
c) 4 to less than 10 hours per week		
d) 10 hours per week or more		
e) Total		
Flexibility		
f) Total receiving personal care		
g) Total receiving care at weekends		
h) Total receiving care in evenings/overnight		
Total volume of service	(i) Number of home care hours	(ii) As a rate per 1,000 population aged 65+
i) Total number of hours per week provided or purchased		

Residential accommodation

Indicator 7: Staff qualifications: The percentage of care staff in local authority residential homes who have appropriate qualifications, for these users:

Percentage of staff with appropriate qualifications		
	i) social work, social care and other specified qualifications	ii) other relevant qualifications
a) Children		
b) Elderly people		
c) Other adults		

Indicator 8: Privacy: The number of single rooms and the number of rooms with en-suite facilities, expressed as a percentage of all residential care places for each of the following users, for each provider:

	Council	Voluntary sector	Private sector
Single rooms			
a) Children			
b) Elderly people			
c) Other adults			
Rooms with en-suite facilities			
a) Children			
b) Elderly people			
c) Other adults			

Respite care/Carer breaks

Indicator 9: The number of people receiving respite care, the number per 1,000 population and the volume of respite care provided or purchased.

	(i) Number of people receiving	(ii) Number per 1,000 relevant	(iii) Total volume of respite care provided or purchased	
	Respite care	Population	Bed-nights	Hours
People aged 65+				
a) residential respite care				
b) respite care provided at home				
c) other respite				
People aged 18 - 64				
a) residential respite care				
b) respite care provided at home				
c) other respite				
Children aged 0-17 with disabilities				
a) residential respite care				
b) respite care provided at home				
c) other respite				

Indicator 10: Social enquiry reports:

- a) the number of reports submitted to courts during the year
- b) expressed as a rate per 1,000 adult population
- c) the proportion of reports requested by the courts allocated to social work staff within 2 working days of receipt by the social work department
- d) the proportion of reports submitted to courts by the due date.

Indicator 11: Probation:

- a) the number of new probation orders issued during the year
- b) expressed as a rate per 1,000 adult population
- c) the proportion of new probationers seen by a supervising officer within one week
- d) the proportion of people subject to a probation order who were reported to the court for breach of probation during the year.

Indicator 12: Community service:

- a) the number of new community service orders issued during the year
- b) expressed as a rate per 1,000 adult population
- c) the average length of community service (hours) for orders completed during the year
- d) the average number of days taken to complete orders completed during the year.

Trading standards

Enquiries, complaints and advice

Indicator 1: The percentage of enquiries, complaints and advice requests completed in the following time bands:

	Same day	2-14 days	15-30 days	over 30 days
Consumer enquiries				
Consumer complaints				
Business advice requests				

Inspection of trading premises

Transitional
Indicator



Indicator 2: Premises liable to inspection: target and actual coverage:

Level of risk	(i) Locally determined target inspection frequency	(ii) Number of premises in this category	(iii) Target total number of visits	(iv) Percentage of (iii) actually achieved within time
High				
Medium				
Low				