LOCAL GOVERNMENT ACT 1992

THE PUBLICATION OF INFORMATION

(STANDARDS OF PERFORMANCE) DIRECTION 2002 (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)(a) 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 2002/2003, for those activities which were also specified in the Commission s 2001 Direction.

4. The financial year in relation to which the information is required to be published is the year ending 31 March 2004.

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.

SCHEDULE

Key. In this schedule 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 assessments

T **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

T **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%

Residential accommodation

S **Indicator 3:** Staff qualifications: The percentage of care staff in local authority residential homes who have appropriate qualifications, for:

a)   Older people (age 65+)

b)   Other adults.

C **Indicator 4:** Privacy: The number of single rooms and the number of rooms with en-suite facilities, expressed as a percentage of residential care 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

C **Indicator 5:**

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 6:** Provision of respite services:

	Per 1000 older people (65+)	Per 1000 other adults (18-64)
a) residential respite care, the number of respite care bed-nights		
b) respite care at home, the number of respite care hours		
c) other respite care: i. day services - number of hours		
ii. overnight services - number of nights		

Criminal Justice

Indicator 7: Social enquiry reports:

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

b)   a) expressed as a rate per 1,000 adult population

c)   The proportion of these that were allocated to social work staff within 2 working days of receipt by the social work department

d)   The proportion of these submitted to courts by the due date.

Indicator 8: Probation:

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

b)   a) 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.

S **Indicator 9:** 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 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 of processing

S **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 percentage of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the year.

Children's services

Pre-school education experience

C **Indicator 1:**

a)   The percentage of children, for whom a pre-school place was requested, who are:
 i)   in their pre-school year
 ii)   3-year-olds in the year before their pre-school year
 and received government grant-aided education.

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

	% with a place	% receiving less than 5 sessions
i) children in their pre-school year		
ii) 3-year-olds in year before pre-school year		

Primary schools

S **Indicator 2:** Class size
a)   The number and percentage of classes which fall within the following categories
 i)   classes with P1 to P3 pupils that have 30 pupils or less
 ii)   single-year P4 to P7 classes with 33 or fewer pupils
 iii)   composite P1 to P7 classes with 25 or fewer pupils

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

Indicator 3: 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 4: 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.

Special Educational Needs

Indicator 5: 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)

Children being looked after – academic attainment

Indicator 6: 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:

	Number of children	% of children discharged from care
Number ceasing to be looked after		
Attaining at least one Standard Grade (any subject)		
Attaining Standard Grade English and Maths		

Teaching staff - equal opportunities

C **Indicator 7:** 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				

Child protection

T **Indicator 8:**

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:
   i)   less than 6 months
   ii)   6 months but under one year
   iii)   one year but under 2 years

Children being looked after

Indicator 9: Placements: The number and percentage of children being looked after by the council in the following types of placement:
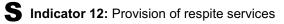
	(i) Number of children	(ii): (i) as a % of the total number being looked after	(iii) As a rate per 1,000 population aged 0–17
a) At home			
b) In other community placements			
c) In residential accommodation			
d) Total being looked after, excluding respite		100%	
e) Children aged under 12 in residential 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			

S **Indicator 10:** Staff qualifications: The percentage of care staff in local authority residential children's homes, who have appropriate care qualifications

C **Indicator 11:** 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 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 12:** Provision of respite services

	Per 1000 children (0-17 yrs)
a) residential respite care, the number of respite care bed-nights	
b) respite care at home, the number of respite care hours	
c) other respite care: i. day services - number of hours	
ii. overnight services - number of nights	

Children's panel liaison

N **Indicator 13:** Social background 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 20 days.

N **Indicator 14:** 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.

Cultural and Community services

Sport facilities management

S **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 book processing time

Indicator 4: The average time taken to satisfy book requests.

Library stock turnover

S **Indicator 5:** 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 6: Borrowers from public libraries:
a)   borrowers as a percentage of the resident population
b)   average number of issues per borrower.

Lifelong learning

Indicator 7: 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.

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

Litigation claims

C **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

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

Council tax collection

Indicator 4: The cost of collecting Council Tax per dwelling.

Indicator 5: 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

Indicator 6: 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

C **Indicator 7:** The number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid.

Development services

Building Warrant and Completion Certificate applications

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.

Planning applications processing time

S **Indicator 2:** 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 3: 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 4: The percentage of the population covered by a Local Plan that has been adopted or finalised within the last five years.

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:
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.

Call response time

S **Indicator 3:** The number and proportion of calls to incidents handled:
a) within one minute
b) within two minutes.

Community fire safety

S **Indicator 4:** The number of incidents resulting in casualties, per 10,000 population.

S **Indicator 5:** The number of accidental dwelling fires per 10,000 population.

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.

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		
Total		100%
Average time to relet		(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

S **Indicator 5:**

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

b) The average time for council house sales.

Homelessness

C **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 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.

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		

Protective services

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 that 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

T **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

Noise complaints

C **Indicator 3:** 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.

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)

Trading standards enquiries, complaints and advice

S **Indicator 5:** The number of enquiries, complaints and advice requests received, and the proportion completed in the following time bands:

	Number received	% dealt with
Consumer enquiries		on day of receipt
Consumer complaints		within 14 days
Business advice requests		within 14 days

Inspection of trading premises

T **Indicator 6:** 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				

Roads and lighting

Carriageway condition

N **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:

a) Gross cost of street lighting per lamp

b) Lighting columns replaced as a percentage of the total number of columns.

Waste management

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.

Refuse collection complaints

C **Indicator 3:** The number of complaints per 10,000 households regarding the household waste collection service.

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				