

**REPORT TO:** Policy and Performance Review Committee

**MEETING DATE:** 27 November 2012

**BY:** Executive Director (Support Services)

**SUBJECT:** 2011/12 SPI comparisons

---

## **1 PURPOSE**

- 1.1 To provide the Committee with information on how East Lothian Council performed in comparison with other Scottish Councils in regard to the Statutory Performance Indicators for 2011/12

## **2 RECOMMENDATIONS**

- 2.1 The Committee is asked to use the information provided in this report to consider whether any aspect of the Council's performance is in need of improvement or further investigation.

## **3 BACKGROUND**

- 3.1 Members of the Committee received a briefing including the audited SPI results for 2011/12 prior to their meeting of September 2012. Members may also recall the inclusion of unaudited SPI results as part of the Annual Performance Report to Council in June 2012. However, comparative information for all 32 Council's in Scotland did not become available until October 2012; it is this information which is the subject of this report.
- 3.2 The report attached at Appendix A shows the indicators that are in the top quartile (i.e. within the best performing 25% of results) and bottom quartile (i.e. within the worst 25% of results) in comparison to other Scottish Councils. Results are analysed in the Appendix by showing the actual result for East Lothian, the Scottish Average, and the rank (usually 1-32). The Appendix also displays a graph for each indicator that falls within the bottom quartile to show the trend over time and any comments to explain what the indicator shows and why performance has changed.

#### **4 POLICY IMPLICATIONS**

- 4.1 Statutory performance indicators represent an important component of East Lothian Council's performance management arrangements and the drive to deliver Continuous Improvement.

#### **5 EQUALITIES IMPACT ASSESSMENT**

- 5.1 This report is not applicable to the well being of equalities groups and an Equalities Impact Assessment is not required.

#### **6 RESOURCE IMPLICATIONS**

- 6.1 Financial – none  
6.2 Personnel - none  
6.3 Other – none

#### **7 BACKGROUND PAPERS**

- 7.1 Appendix A: East Lothian SPIs comparative performance 2011/12

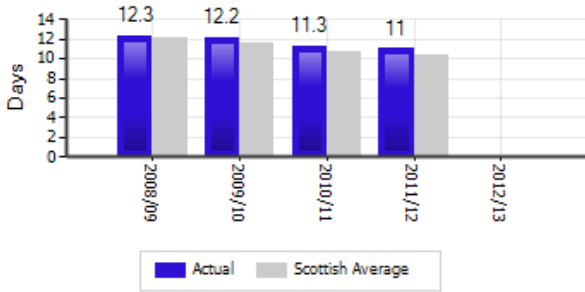
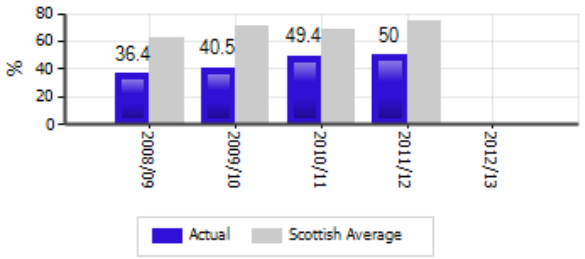
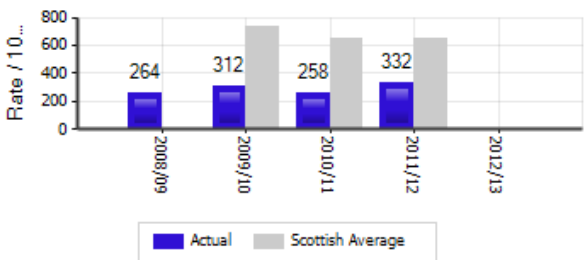
<b>AUTHOR'S NAME</b>	Andrew Strickland
<b>DESIGNATION</b>	Policy Officer
<b>CONTACT INFO</b>	7884, astrickland@eastlothian.gov.uk
<b>DATE</b>	29 October 2012

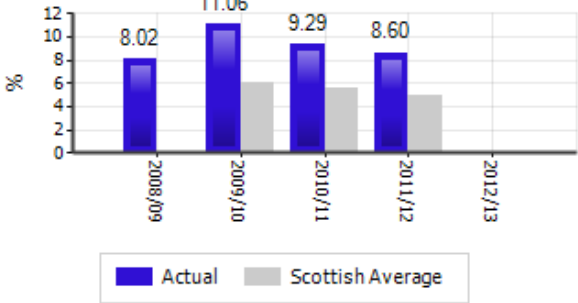
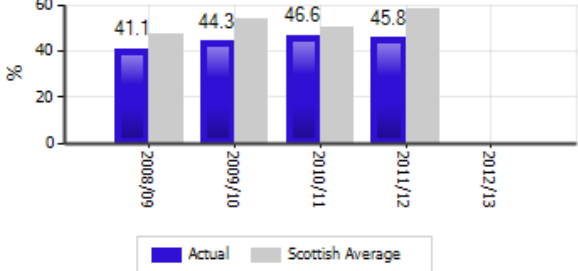
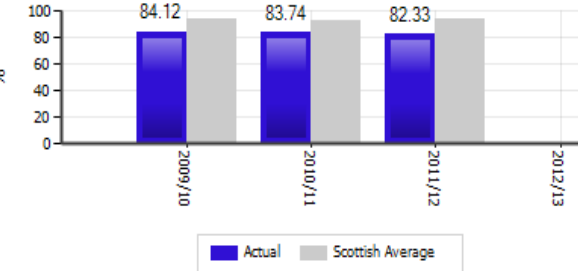
## Appendix A: East Lothian SPIs comparative performance 2010/11

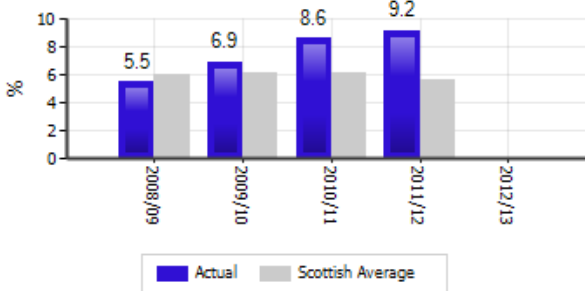
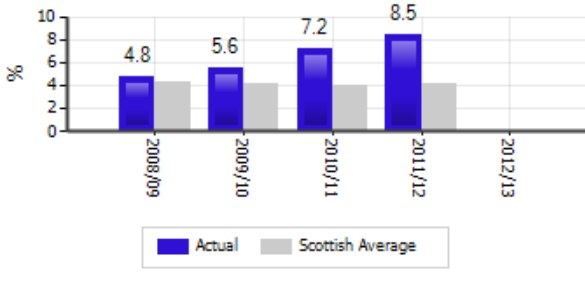
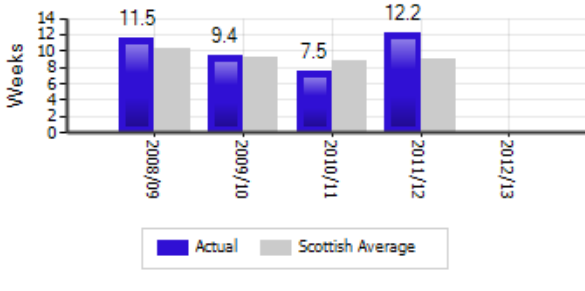
### Top Quartile

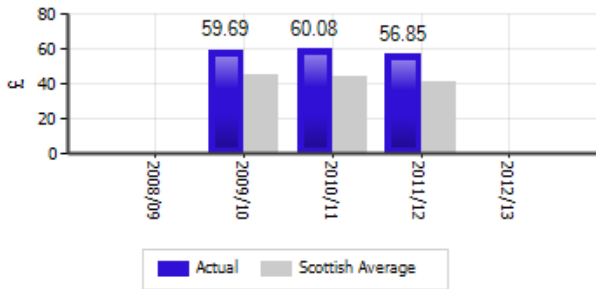
No.	Indicator	Actual	Scot Av. (median)	Rank (1-32 unless stated)
8	Proportion of internal floor area of operational buildings in satisfactory condition	96.5%	84.6%	3
9	Percentage of homecare clients receiving a service at weekends	87.1%	77.4%	6
10	Number of attendances per 1,000 population to all pools	4,551	3,496	8
11	Number of visits to/usages of council funded or part funded museums expressed per 1,000 population	4,559	1,075	4 (1-30)
13	Percentage of householder applications dealt with within two months	92.6%	86.5%	6
17	Average time to re-let not low demand houses	17 days	34 days	3 (1-26)
18	Proportion of those tenants [giving up tenancy] that were in rent arrears	30.5%	41.7%	6 (1-26)
19	The proportion of those provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months	94.8%	85.8%	2 (1-26)
21	Percentage of consumer complaints dealt with within 14 days of receipt	90.9%	82.5%	6 (1-31)
22	Overall percentage of road network that should be considered for maintenance treatment	30.2%	36.4%	6

## Bottom quartile

Indicator	Trend	Comments																		
<p><b>Days lost per employee for other Local Government employees</b></p> <p><b>East Lothian</b> 11.0 days</p> <p>Scotland 10.3 days</p> <p>Rank (1-32) 24</p>	<p>Sickness absence - all other local government employees</p>  <table border="1"> <caption>Sickness absence - all other local government employees</caption> <thead> <tr> <th>Year</th> <th>Actual (Days)</th> <th>Scottish Average (Days)</th> </tr> </thead> <tbody> <tr> <td>2008/09</td> <td>12.3</td> <td>10.3</td> </tr> <tr> <td>2009/10</td> <td>12.2</td> <td>10.3</td> </tr> <tr> <td>2010/11</td> <td>11.3</td> <td>10.3</td> </tr> <tr> <td>2011/12</td> <td>11.0</td> <td>10.3</td> </tr> <tr> <td>2012/13</td> <td>-</td> <td>10.3</td> </tr> </tbody> </table>	Year	Actual (Days)	Scottish Average (Days)	2008/09	12.3	10.3	2009/10	12.2	10.3	2010/11	11.3	10.3	2011/12	11.0	10.3	2012/13	-	10.3	<p>Long-term sickness absence tends to be well managed. Short-term absences are a greater cause for concern. The monitoring data, produced centrally to support managers, is 6 weeks out of date, which makes managing short-term absence more difficult.</p> <p>Enquiries made to other councils suggest that there is some inconsistency in the way that this indicator is collected.</p>
Year	Actual (Days)	Scottish Average (Days)																		
2008/09	12.3	10.3																		
2009/10	12.2	10.3																		
2010/11	11.3	10.3																		
2011/12	11.0	10.3																		
2012/13	-	10.3																		
<p><b>Percentage of public service buildings that are suitable for and accessible to disabled people</b></p> <p><b>East Lothian</b> 50%</p> <p>Scotland 74.8%</p> <p>Rank (1-32) 28</p>	<p>The proportion of Council buildings that are accessible to disabled people</p>  <table border="1"> <caption>The proportion of Council buildings that are accessible to disabled people</caption> <thead> <tr> <th>Year</th> <th>Actual (%)</th> <th>Scottish Average (%)</th> </tr> </thead> <tbody> <tr> <td>2008/09</td> <td>36.4</td> <td>74.8</td> </tr> <tr> <td>2009/10</td> <td>40.5</td> <td>74.8</td> </tr> <tr> <td>2010/11</td> <td>49.4</td> <td>74.8</td> </tr> <tr> <td>2011/12</td> <td>50.0</td> <td>74.8</td> </tr> <tr> <td>2012/13</td> <td>-</td> <td>74.8</td> </tr> </tbody> </table>	Year	Actual (%)	Scottish Average (%)	2008/09	36.4	74.8	2009/10	40.5	74.8	2010/11	49.4	74.8	2011/12	50.0	74.8	2012/13	-	74.8	<p>The slight improvement in performance may be the result of a number of factors including:</p> <ul style="list-style-type: none"> <li>• New build works (which would be required to comply with current public access legislation).</li> <li>• Refurbishment works, of existing buildings, which may include DDA works.</li> <li>• Changes to Estate (e.g. properties acquired/disposed, properties changing from Non Operational to Operational).</li> <li>• Changes to asset type which may have a bearing on public access</li> </ul>
Year	Actual (%)	Scottish Average (%)																		
2008/09	36.4	74.8																		
2009/10	40.5	74.8																		
2010/11	49.4	74.8																		
2011/12	50.0	74.8																		
2012/13	-	74.8																		
<p><b>Number of visits to museums that were in person expressed per 1,000 population</b></p> <p><b>East Lothian</b> 322</p> <p>Scotland 645</p> <p>Rank (1-30) 26</p>	<p>The number of visits to Council funded museums per 1000 population that were made in person</p>  <table border="1"> <caption>The number of visits to Council funded museums per 1000 population that were made in person</caption> <thead> <tr> <th>Year</th> <th>Actual (Rate / 1000)</th> <th>Scottish Average (Rate / 1000)</th> </tr> </thead> <tbody> <tr> <td>2008/09</td> <td>264</td> <td>645</td> </tr> <tr> <td>2009/10</td> <td>312</td> <td>645</td> </tr> <tr> <td>2010/11</td> <td>258</td> <td>645</td> </tr> <tr> <td>2011/12</td> <td>332</td> <td>645</td> </tr> <tr> <td>2012/13</td> <td>-</td> <td>645</td> </tr> </tbody> </table>	Year	Actual (Rate / 1000)	Scottish Average (Rate / 1000)	2008/09	264	645	2009/10	312	645	2010/11	258	645	2011/12	332	645	2012/13	-	645	<p>During 2011-12 we had one museum closed for refurbishment (Dunbar Town House Museum and Gallery) and this undoubtedly had an effect on total figures. Of the open museums both Prestongrange and Musselburgh have part time hours (Musselburgh is open 3 days a week, Prestongrange is seasonal open April to October) this limits the visitor numbers we can achieve.</p>
Year	Actual (Rate / 1000)	Scottish Average (Rate / 1000)																		
2008/09	264	645																		
2009/10	312	645																		
2010/11	258	645																		
2011/12	332	645																		
2012/13	-	645																		

Indicator	Trend	Comments																		
<p><b>Percentage of temporary accommodation cases reassessed within 12 months of completion of duty</b></p> <p><b>East Lothian</b> 8.6%</p> <p>Scotland 5.0%</p> <p>Rank (1-32) 27</p>	<p><b>% of cases reassessed within 12 months (temporary)</b></p>  <table border="1"> <thead> <tr> <th>Year</th> <th>Actual (%)</th> <th>Scottish Average (%)</th> </tr> </thead> <tbody> <tr> <td>2008/09</td> <td>8.02</td> <td>5.0</td> </tr> <tr> <td>2009/10</td> <td>11.06</td> <td>5.0</td> </tr> <tr> <td>2010/11</td> <td>9.29</td> <td>5.0</td> </tr> <tr> <td>2011/12</td> <td>8.60</td> <td>5.0</td> </tr> <tr> <td>2012/13</td> <td>-</td> <td>5.0</td> </tr> </tbody> </table>	Year	Actual (%)	Scottish Average (%)	2008/09	8.02	5.0	2009/10	11.06	5.0	2010/11	9.29	5.0	2011/12	8.60	5.0	2012/13	-	5.0	<p>In 2009 the Council took a strategic decision not to implement the proposed abolition of priority need until the legislative change was enacted (planned for December 2012). Most councils chose to implement a targeted reduction in the number of “non-priority” decisions from 2009 onwards. Therefore as there were proportionally less non priority cases across Scotland then it is logical that the level of repeat applicants would also decline.</p> <p>In East Lothian terms the 8.6% figure compares to 9.29% repeat figure for the same client group in 2010/11 indicating that despite the impact of the above an improving performance.</p>
Year	Actual (%)	Scottish Average (%)																		
2008/09	8.02	5.0																		
2009/10	11.06	5.0																		
2010/11	9.29	5.0																		
2011/12	8.60	5.0																		
2012/13	-	5.0																		
<p><b>Percentage of households assessed as homeless that were housed in permanent accommodation</b></p> <p><b>East Lothian</b> 45.8%</p> <p>Scotland 58.1%</p> <p>Rank (1-30) 26</p>	<p><b>The % of households assessed as homeless who are housed (permanent)</b></p>  <table border="1"> <thead> <tr> <th>Year</th> <th>Actual (%)</th> <th>Scottish Average (%)</th> </tr> </thead> <tbody> <tr> <td>2008/09</td> <td>41.1</td> <td>58.1</td> </tr> <tr> <td>2009/10</td> <td>44.3</td> <td>58.1</td> </tr> <tr> <td>2010/11</td> <td>46.6</td> <td>58.1</td> </tr> <tr> <td>2011/12</td> <td>45.8</td> <td>58.1</td> </tr> <tr> <td>2012/13</td> <td>-</td> <td>58.1</td> </tr> </tbody> </table>	Year	Actual (%)	Scottish Average (%)	2008/09	41.1	58.1	2009/10	44.3	58.1	2010/11	46.6	58.1	2011/12	45.8	58.1	2012/13	-	58.1	<p>The percentage housed in permanent accommodation reflects the severe housing supply difficulties faced by East Lothian. We have a lower than average housing turnover rate which in turn means that waiting times for re-housing for priority decision are longer than applicants or the council find acceptable, current average waiting times are 9 months, but for smaller house sizes the waiting times are at least 1 year and frequently longer.</p>
Year	Actual (%)	Scottish Average (%)																		
2008/09	41.1	58.1																		
2009/10	44.3	58.1																		
2010/11	46.6	58.1																		
2011/12	45.8	58.1																		
2012/13	-	58.1																		
<p><b>Percentage of repairs completed within target times</b></p> <p><b>East Lothian</b> 82.3%</p> <p>Scotland 94%</p> <p>Rank (1-26) 26</p>	<p><b>% of response repairs completed within target times</b></p>  <table border="1"> <thead> <tr> <th>Year</th> <th>Actual (%)</th> <th>Scottish Average (%)</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>84.12</td> <td>94</td> </tr> <tr> <td>2010/11</td> <td>83.74</td> <td>94</td> </tr> <tr> <td>2011/12</td> <td>82.33</td> <td>94</td> </tr> <tr> <td>2012/13</td> <td>-</td> <td>94</td> </tr> </tbody> </table>	Year	Actual (%)	Scottish Average (%)	2009/10	84.12	94	2010/11	83.74	94	2011/12	82.33	94	2012/13	-	94	<p>See minute of PPRC <a href="#">25<sup>th</sup> September 2012</a></p> <p>The use of sub-contracting and outsourcing to deal with repairs is being kept to a minimum. However, the downside of this approach is having limited resources to tackle periods of abnormally high demand caused by extreme conditions. The Council is currently looking to put in place a number of external framework contractors that can be called upon at short notice to assist in dealing with periods of abnormally high activity. This should assist greatly in improving response times in future. Also, the introduction of mobile working last year has seen a significant improvement in response times which will undoubtedly assist in improving response times going forward.</p>			
Year	Actual (%)	Scottish Average (%)																		
2009/10	84.12	94																		
2010/11	83.74	94																		
2011/12	82.33	94																		
2012/13	-	94																		

Indicator	Trend	Comments																		
<p><b>Current tenants' arrears as a percentage of net rent due</b></p> <p><b>East Lothian</b> 9.2%</p> <p>Scotland 5.6%</p> <p>Rank (1-26) 21</p>	<p>Current tenants arrears as a percentage of net rent due</p>  <table border="1"> <caption>Current tenants' arrears as a percentage of net rent due</caption> <thead> <tr> <th>Year</th> <th>Actual (%)</th> <th>Scottish Average (%)</th> </tr> </thead> <tbody> <tr> <td>2008/09</td> <td>5.5</td> <td>5.6</td> </tr> <tr> <td>2009/10</td> <td>6.9</td> <td>5.6</td> </tr> <tr> <td>2010/11</td> <td>8.6</td> <td>5.6</td> </tr> <tr> <td>2011/12</td> <td>9.2</td> <td>5.6</td> </tr> <tr> <td>2012/13</td> <td>-</td> <td>5.6</td> </tr> </tbody> </table>	Year	Actual (%)	Scottish Average (%)	2008/09	5.5	5.6	2009/10	6.9	5.6	2010/11	8.6	5.6	2011/12	9.2	5.6	2012/13	-	5.6	<p>See report to PPRC <a href="#">20<sup>th</sup> March 2012</a></p> <p>There could conceivably be a number of reasons why rent arrears are on the rise. Some of the main areas where difficulties are being reported are summarised below.</p> <p>The current economic climate has made it increasingly challenging for councils to collect house rents and revenues in general.</p> <p>Having to contract services in line with budgetary constraints is proving to be a challenge too and has the potential to cause difficulties in future should the Revenues establishment continue to shrink.</p>
Year	Actual (%)	Scottish Average (%)																		
2008/09	5.5	5.6																		
2009/10	6.9	5.6																		
2010/11	8.6	5.6																		
2011/12	9.2	5.6																		
2012/13	-	5.6																		
<p><b>Percentage of current tenants owing more than 13 weeks rent excluding those owing less than £250</b></p> <p><b>East Lothian</b> 8.5%</p> <p>Scotland 4.1%</p> <p>Rank (1-26) 26</p>	<p>% of current tenants owing more than 13 weeks rent excluding those owing less than £250</p>  <table border="1"> <caption>% of current tenants owing more than 13 weeks rent excluding those owing less than £250</caption> <thead> <tr> <th>Year</th> <th>Actual (%)</th> <th>Scottish Average (%)</th> </tr> </thead> <tbody> <tr> <td>2008/09</td> <td>4.8</td> <td>4.1</td> </tr> <tr> <td>2009/10</td> <td>5.6</td> <td>4.1</td> </tr> <tr> <td>2010/11</td> <td>7.2</td> <td>4.1</td> </tr> <tr> <td>2011/12</td> <td>8.5</td> <td>4.1</td> </tr> <tr> <td>2012/13</td> <td>-</td> <td>4.1</td> </tr> </tbody> </table>	Year	Actual (%)	Scottish Average (%)	2008/09	4.8	4.1	2009/10	5.6	4.1	2010/11	7.2	4.1	2011/12	8.5	4.1	2012/13	-	4.1	<p>It is worth mentioning a significant local factor which has impacted on our ability to collect rent. The council is now recovering overpayments of housing benefit from ongoing benefit entitlement. This effectively increases the fortnightly rent charge when applied and leads to the council trying to collect more money from people with limited means.</p> <p>There is a direct link between housing benefit issues and rent arrears. Despite having the support of rent income officers, tenants on low income are often slow to apply for benefit and arrears can accrue until there is a willingness to engage and the process can begin. There can also be unwillingness on the part of the tenant to apply for benefit despite being entitled – the complexity of the claim form can sometimes be a factor. Claim verification can be a slow process, especially now that there are no benefits visiting officers, and can lead to claims being made void if e.g. supporting evidence for a claim is not returned timeously. Some tenants assume they will qualify for benefit and avoid paying until the outcome of their application, which leads to arrears if benefit is not awarded or the award is not what the tenant had expected.</p>
Year	Actual (%)	Scottish Average (%)																		
2008/09	4.8	4.1																		
2009/10	5.6	4.1																		
2010/11	7.2	4.1																		
2011/12	8.5	4.1																		
2012/13	-	4.1																		
<p><b>Average number of weeks rent owed by tenants leaving in arrears</b></p> <p><b>East Lothian</b> 12.2</p> <p>Scotland 8.92</p> <p>Rank (1-26) 23</p>	<p>Average number of weeks rent owed by tenants leaving in arrears</p>  <table border="1"> <caption>Average number of weeks rent owed by tenants leaving in arrears</caption> <thead> <tr> <th>Year</th> <th>Actual (Weeks)</th> <th>Scottish Average (Weeks)</th> </tr> </thead> <tbody> <tr> <td>2008/09</td> <td>11.5</td> <td>8.92</td> </tr> <tr> <td>2009/10</td> <td>9.4</td> <td>8.92</td> </tr> <tr> <td>2010/11</td> <td>7.5</td> <td>8.92</td> </tr> <tr> <td>2011/12</td> <td>12.2</td> <td>8.92</td> </tr> <tr> <td>2012/13</td> <td>-</td> <td>8.92</td> </tr> </tbody> </table>	Year	Actual (Weeks)	Scottish Average (Weeks)	2008/09	11.5	8.92	2009/10	9.4	8.92	2010/11	7.5	8.92	2011/12	12.2	8.92	2012/13	-	8.92	<p>There is a relatively high level of arrears for council homeless properties (managed by Community Services) and at times non-paying tenants are being moved from homeless accommodation into mainstream housing with limited experience of successfully managing their tenancy, financially. The council needs to encourage a culture of prompt and regular payment from all tenants, whilst ensuring compliance with Homelessness legislation.</p> <p>Possibly the biggest challenge facing local authority rent collection services has yet to come – the government's proposed Welfare Reform. The introduction of universal credits and changes to Local Housing Allowance payments, together with reductions in some welfare benefits and allowances, can only make rent far more difficult to collect and will undoubtedly have a major impact on the social housing sector in general.</p>
Year	Actual (Weeks)	Scottish Average (Weeks)																		
2008/09	11.5	8.92																		
2009/10	9.4	8.92																		
2010/11	7.5	8.92																		
2011/12	12.2	8.92																		
2012/13	-	8.92																		

Indicator	Trend	Comments																		
<p><b>Gross cost per case of benefits administration</b></p> <p><b>East Lothian</b> <b>£56.85</b></p> <p>Scotland £41.10</p> <p>Rank (1-32) 25</p>	<p>The gross cost per case for benefits administration</p>  <table border="1"> <caption>Data for 'The gross cost per case for benefits administration'</caption> <thead> <tr> <th>Year</th> <th>Actual (£)</th> <th>Scottish Average (£)</th> </tr> </thead> <tbody> <tr> <td>2008/09</td> <td>-</td> <td>41.10</td> </tr> <tr> <td>2009/10</td> <td>59.69</td> <td>41.10</td> </tr> <tr> <td>2010/11</td> <td>60.08</td> <td>41.10</td> </tr> <tr> <td>2011/12</td> <td>56.85</td> <td>41.10</td> </tr> <tr> <td>2012/13</td> <td>-</td> <td>41.10</td> </tr> </tbody> </table>	Year	Actual (£)	Scottish Average (£)	2008/09	-	41.10	2009/10	59.69	41.10	2010/11	60.08	41.10	2011/12	56.85	41.10	2012/13	-	41.10	<p>The East Lothian Benefits Service has continued to use whatever means at its disposal to reduce the gross administration cost per case. Whilst this has included a 10% reduction in its staffing establishment since 2009/10 and modernising its computer systems during the same period these changes have only managed to yield a 5% reduction in the gross administration cost per case. Other costs recharged to the Benefits Unit are out with the scope of its control and may therefore continue to be reflected to the Unit's performance against this particular SPI. It should be noted that the accuracy of reporting of this particular SPI is subject to what costs Councils actually include in their performance returns. Given the variance in figures reported it is likely that this indicator may be an unreliable measure for comparison of true costs being borne by Housing Benefit / Council Tax Benefit Administrations across Scotland.</p>
Year	Actual (£)	Scottish Average (£)																		
2008/09	-	41.10																		
2009/10	59.69	41.10																		
2010/11	60.08	41.10																		
2011/12	56.85	41.10																		
2012/13	-	41.10																		

## 2011/12 SPIs – Scottish Average and Rank

No.	Indicator	Actual	Scot Av. (median)	Rank (1-32 unless stated)
1	Days lost per employee for teachers	5.7	6.3	9
1	Days lost per employee through sickness absence for other Local Government employees	11.0	10.3	24
2	Percentage of council employees in top 2% of earners that are women	35.9%	39.8%	22
2	Percentage of council employees in top 5% of earners that are women	47.5%	47.1%	15
3	Percentage of public service buildings that are suitable for and accessible to disabled people	50.0%	74.8%	28
4	Gross [cost of benefits] administration cost per case	£56.85	£41.10	25
5	Cost of collecting council tax per dwelling	£12.11	£12.46	16
6	Percentage of income due from council tax for the year that was received by the end of the year	95.8%	95.6%	13
7	Percentage of invoices sampled paid within 30 days	89.1%	88.6%	16
8	Proportion of internal floor area of operational buildings in satisfactory condition	96.5%	84.6%	3
8	Proportion of operational buildings that are suitable for their current use	80.1%	81.6%	19
9	Percentage of homecare clients receiving personal care	91.1%	95.4%	22
9	Percentage of homecare clients receiving a service during evening/overnight	41.7%	43.5%	19
9	Percentage of homecare clients receiving a service at weekends	87.1%	77.4%	6
10	Number of attendances per 1,000 population to all pools	4,551	3,496	8
10	Number of attendances per 1,000 population for other indoor sports and leisure facilities excluding pools in a combined complex	5,534	5,874	20
11	Number of visits to/usages of council funded or part funded museums expressed per 1,000 population	4,559	1,075	4 (1-30)
11	Number of visits that were in person expressed per 1,000 population	332	645	26 (1-30)



12	Number of visits to libraries expressed per 1,000 population	5,258	5,871	21
13	Percentage of householder applications dealt with within two months	92.6%	86.5%	6
13	Percentage of non-householder applications dealt with within two months	56.2%	58.6%	19
13	Percentage of householder and non-householder applications dealt with within two months	74.2%	71.6%	14
14	Percentage of repairs completed within target times	82.3%	94%	26 (1-26)
15	Percentage of council dwellings brought up to a tolerable standard	100%	100%	-
15	Percentage of council dwellings free from serious disrepair	98.3%	98.6%	15 (1-26)
15	Percentage of council dwellings that are energy efficient	75.9%	86.1%	19 (1-26)
15	Percentage of council dwellings that have modern facilities and services	83.9%	92.2%	22 (1-26)
15	Percentage of council dwellings that are healthy, safe and secure	96.7%	93.6%	9 (1-26)
15	Percentage of dwellings meeting SHQS	62.4%	70.8%	17 (1-26)
16	Percentage of rent due in the year that was lost due to voids	1.0%	1.0%	14 (1-26)
17	Average time to re-let low demand houses	72 days	66 days	17 (1-26)
17	Average time to re-let not low demand houses	17 days	34 days	3 (1-26)
18	Current tenants' arrears as a percentage of net rent due	9.2%	5.6%	21 (1-26)
18	Percentage of current tenants owing more than 13 weeks rent excluding those owing less than £250	8.5%	4.1%	26 (1-26)
18	Proportion of those tenants [giving up tenancy] that were in rent arrears	30.5%	41.7%	6 (1-26)

18	Average debt owed by tenants leaving their tenancies with arrears	£544	£548	14 (1-26)
18	Average number of weeks rent owed by tenants leaving in arrears	12.18 weeks	8.92 weeks	23 (1-26)
18	Percentage of former tenant arrears written off or collected during the year	28.7%	34.0%	10 (1-26)
19	Percentage of decision notifications issued within 28 days of date of initial presentation for permanent accommodation	89.8%	89.5%	16
19	Percentage who are housed into permanent accommodation	45.8%	58.1%	26
19	Percentage of permanent accommodation cases reassessed	4.9%	5.7%	12
19	Percentage of decision notifications issued within 28 days of date of initial presentation for temporary accommodation	81.2%	83.5%	20
19	Percentage of temporary accommodation cases reassessed	8.6%	5.0%	27
19	The proportion of those provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months	94.8%	85.8%	2 (1-26)
20	Average time (hours) between time of complaint and attendance on site, for those requiring attendance on site	4.0	12.5	11 (1-29)
20	Average time (hours) between time of complaint and attendance on site, for those dealt with under the ASB Act 2004	1.0	0.5	18 (1-24)
21	Percentage of consumer complaints dealt with within 14 days of receipt	90.9%	82.5%	6 (1-31)
21	Percentage of business advice requests dealt with within 14 days of receipt	96.6%	96.8%	18
22	Overall percentage of road network that should be considered for maintenance treatment	30.2%	36.4%	6
23	Net cost of refuse collection per premise	£61.24	£67.00	13
23	Net cost of refuse disposal per premise	£70.01	£89.16	4
24	Percentage of municipal waste recycled	43.7%	43.6%	15
25	Overall cleanliness index	75	75	12