

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

**MEETING DATE:** 26 November 2013

**BY:** Depute Chief Executive – Resources and People Services

**SUBJECT:** 2012/13 Statutory Performance Indicator comparisons

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## **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 (SPIs) for 2012/13

## **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 2012/13 prior to their meeting of September 2013. However, comparative information for all 32 Councils in Scotland did not become available until October 2013; 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.
- 3.3 The Council has performed well in 2012/13 when compared to 2011/12. Three more indicators are among the top quartile while the number of indicators among the bottom quartile has stayed the same. 13 indicators fall within the top quartile while 10 indicators fall within the bottom quartile.

- 3.4 From 2013/14 onwards the indicators specified among the SPIs will be replaced by the indicators of the Local Governance Benchmarking Framework. The most recent results for the Framework cover 2011/12. Members of the Committee received a report outlining the 2011/12 results at the meeting of 29 April 2013. The results have subsequently been considered by the Council Management Team, which has identified areas for further benchmarking.

#### **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 2012/13  
7.2 'Local Government Benchmarking Framework', report to the Policy and Performance Review Committee, 30 April 2013

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<b>DATE</b>	14 November 2013

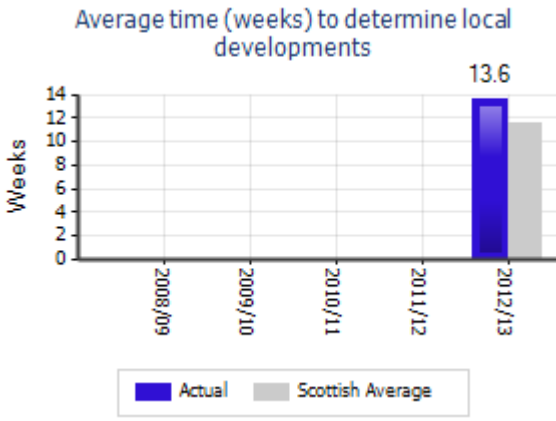
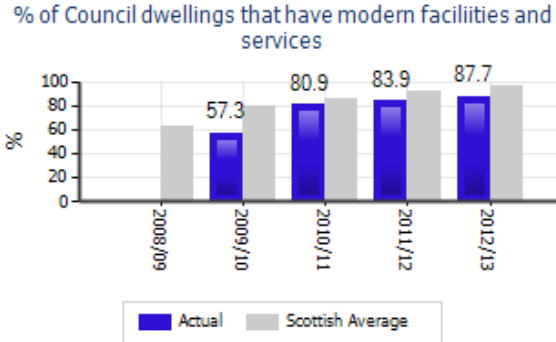
## Appendix A: East Lothian SPIs comparative performance 2012/13

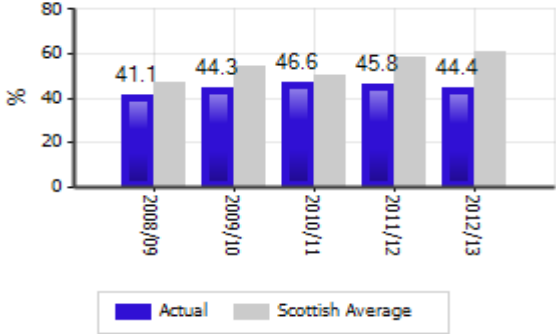
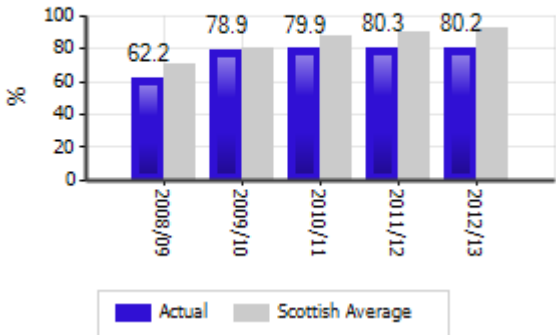
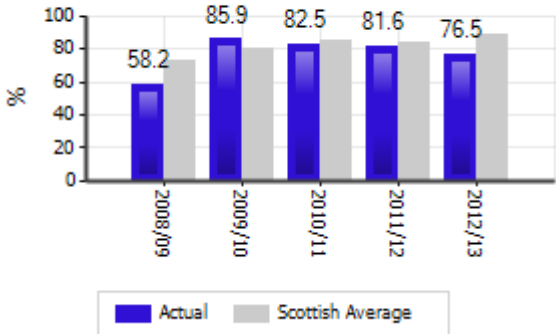
### Top Quartile

No.	Indicator	Actual	Scot Av. (median)	Rank (1-32 unless stated)
1	Days lost per employee for teachers	5.5	6.6	6
2	Percentage of council employees in top 5% of earners that are women	52.4%	47.7%	8
8	Proportion of internal floor area of operational buildings in satisfactory condition	96.1%	84.7%	5
9	Percentage of homecare clients receiving a service at weekends	86.6%	80.7%	5
12	Number of visits to libraries expressed per 1,000 population	8,278	6,199	6
13	Average time (weeks) to deal with major applications	20.7	39.0	5
17	Average time to re-let not low demand houses (days)	17	33.1	3 (1-26)
18	Proportion of those tenants [giving up tenancy] that were in rent arrears	29.4%	45.0%	6 (1-26)
19	Percentage of permanent accommodation cases reassessed	2.3%	4.6%	5
20	Average time (hours) between time of complaint and attendance on site, for those dealt with under the ASB Act 2004	0.3	0.42	3 (1-24)
21	Percentage of consumer complaints dealt with within 14 days of receipt	90.4%	79.6%	4 (1-31)
23	Net cost of refuse disposal per premise	£83.63	£93.27	8
22	Overall percentage of road network that should be considered for maintenance treatment	31.5%	34.7%	8

**Bottom quartile**

Indicator	Trend	Comments															
<p><b>Percentage of public service buildings that are suitable for and accessible to disabled people</b></p> <p><b>East Lothian</b> <b>53.9%</b></p> <p>Scotland 78.6%</p> <p>Rank (1-32) - 28</p>	<p>The proportion of Council buildings that are accessible to disabled people</p> <table border="1"> <caption>Proportion of Council buildings accessible to disabled people</caption> <thead> <tr> <th>Year</th> <th>Actual (%)</th> <th>Scottish Average (%)</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>40.5</td> <td>~70</td> </tr> <tr> <td>2010/11</td> <td>49.4</td> <td>~70</td> </tr> <tr> <td>2011/12</td> <td>50</td> <td>~70</td> </tr> <tr> <td>2012/13</td> <td>53.9</td> <td>~70</td> </tr> </tbody> </table>	Year	Actual (%)	Scottish Average (%)	2009/10	40.5	~70	2010/11	49.4	~70	2011/12	50	~70	2012/13	53.9	~70	<p>In 2005/06 the percentage of Accessible Buildings was reported as 63.5% and in 2006/07 it was 64.9%. However, the Council subsequently adopted the FPS guidelines in order to provide consistency in its approach in assessing accessibility of buildings.</p> <p>As a result of adopting the FPS Guidance the result for 2007/08 dropped significantly down to 34.7%. Since then the percentages have gradually increased each year to 53.9% in 2012/13. This is due to 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> <p>The FPS guidance is optional, and it is possible that not all councils have adopted the same approach.</p>
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2009/10	40.5	~70															
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<p><b>Percentage of repairs completed within target times</b></p> <p><b>East Lothian</b> <b>86.6%</b></p> <p>Scotland 92.2%</p> <p>Rank (1-26) - 24</p>	<p>% of response repairs completed within target times</p> <table border="1"> <caption>% of response repairs completed within target times</caption> <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>~90</td> </tr> <tr> <td>2010/11</td> <td>83.74</td> <td>~90</td> </tr> <tr> <td>2011/12</td> <td>82.33</td> <td>~90</td> </tr> <tr> <td>2012/13</td> <td>86.60</td> <td>~90</td> </tr> </tbody> </table>	Year	Actual (%)	Scottish Average (%)	2009/10	84.12	~90	2010/11	83.74	~90	2011/12	82.33	~90	2012/13	86.60	~90	<p>See report to PPRC <a href="#">18<sup>th</sup> June 2013</a></p> <p>Based on the number 29,708 repairs carried out in the last year (2012/2013), a 4.27% increase in jobs carried out on time has been achieved and this represents over 1,200 additional jobs completed within the target time. Further month to month analysis is being carried out and despite the somewhat erratic month to month performance; overall performance is considered to be improving further with 90% of jobs carried out on time achieved in March 2013.</p> <p>Repairs are divided into three categories. Emergency Day repairs and Emergency Night repairs have a target time of 24 hours. 2,194 and 4,412 repairs fell into these categories respectively. Day-to-Day repairs have a target time of 23 days. 23,102 repairs fell into this category.</p> <p>Councils set their own categories and targets for this indicator. Targets for non-emergency repairs typically range between 20 and 30 days.</p>
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Indicator	Trend	Comments																		
<p><b>Average time (weeks) to deal with local applications</b></p> <p><b>East Lothian</b> 13.6</p> <p>Scotland 11.6</p> <p>Rank - 25</p>	<p>Average time (weeks) to determine local developments</p>  <table border="1"> <caption>Average time (weeks) to determine local developments</caption> <thead> <tr> <th>Year</th> <th>Actual (Weeks)</th> <th>Scottish Average (Weeks)</th> </tr> </thead> <tbody> <tr> <td>2008/09</td> <td>-</td> <td>-</td> </tr> <tr> <td>2009/10</td> <td>-</td> <td>-</td> </tr> <tr> <td>2010/11</td> <td>-</td> <td>-</td> </tr> <tr> <td>2011/12</td> <td>-</td> <td>-</td> </tr> <tr> <td>2012/13</td> <td>13.6</td> <td>~11.6</td> </tr> </tbody> </table>	Year	Actual (Weeks)	Scottish Average (Weeks)	2008/09	-	-	2009/10	-	-	2010/11	-	-	2011/12	-	-	2012/13	13.6	~11.6	<p>Performance has improved during 2013/14. The figure for post 2009 applications for Quarter 1 2013-14 was 12.9. The result for Quarter 2 was 11.1. National performance for Q1 was 11.4 weeks,</p> <p>Previous practice in the Development Management section meant that officer reports were not always cleared to the weekly list in the week they were passed to management, adding to the determination timescale.</p> <p>Applications that had gone beyond the two month deadline of the statutory target period were also given lower priority, so that when they were determined, it was over a much longer timescale.</p> <p>Older 'legacy' applications are being dealt with and will have some effect on 2013-14 figures. With improvement in the housing market, applications minded to be granted prior to the Council's 6 month limit for completing legal agreements are being reactivated and will also impact on 2013-14 figures.</p>
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<p><b>Percentage of council dwellings that have modern facilities and services</b></p> <p><b>East Lothian</b> 87.7%</p> <p>Scotland 96.1%</p> <p>Rank (1-26) - 25</p>	<p>% of Council dwellings that have modern facilities and services</p>  <table border="1"> <caption>% of Council dwellings that have modern facilities and services</caption> <thead> <tr> <th>Year</th> <th>Actual (%)</th> <th>Scottish Average (%)</th> </tr> </thead> <tbody> <tr> <td>2008/09</td> <td>-</td> <td>~60</td> </tr> <tr> <td>2009/10</td> <td>57.3</td> <td>~80</td> </tr> <tr> <td>2010/11</td> <td>80.9</td> <td>~85</td> </tr> <tr> <td>2011/12</td> <td>83.9</td> <td>~88</td> </tr> <tr> <td>2012/13</td> <td>87.7</td> <td>~90</td> </tr> </tbody> </table>	Year	Actual (%)	Scottish Average (%)	2008/09	-	~60	2009/10	57.3	~80	2010/11	80.9	~85	2011/12	83.9	~88	2012/13	87.7	~90	<p>This indicator is part of the Scottish Housing Quality Standard. The indicator consists of several criteria relating to:</p> <ul style="list-style-type: none"> <li>• Bathroom condition</li> <li>• Kitchen condition; and</li> <li>• Kitchen facilities</li> </ul> <p>If any of the sub-elements (e.g. 'wash hand basin and related fittings') within these criteria fail to meet standards the entire property is deemed not to have 'modern facilities and services'. All Council houses must meet the Scottish Housing Quality Standard by April 2015.</p>
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<p><b>Percentage of households assessed as homeless that were housed in permanent accommodation</b></p> <p><b>East Lothian</b> 44.3%</p> <p>Scotland 60.4%</p> <p>Rank (1-30) - 28</p>	<p>The % of households assessed as homeless who are housed (permanent)</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>~50</td> </tr> <tr> <td>2009/10</td> <td>44.3</td> <td>~55</td> </tr> <tr> <td>2010/11</td> <td>46.6</td> <td>~50</td> </tr> <tr> <td>2011/12</td> <td>45.8</td> <td>~55</td> </tr> <tr> <td>2012/13</td> <td>44.4</td> <td>~60</td> </tr> </tbody> </table>	Year	Actual (%)	Scottish Average (%)	2008/09	41.1	~50	2009/10	44.3	~55	2010/11	46.6	~50	2011/12	45.8	~55	2012/13	44.4	~60	<p>This measure assesses those found to be homeless irrespective of the status of priority need. The council decided not to implement any interim measure pending the change in the homeless legislation in December 2012, which led to the abolition of priority need. Therefore most Council's were accepting a housing responsibility for a greater percentage of their clients than East Lothian during the early part of the year in preparation for the legislative change.</p>
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<p><b>Percentage of decision notifications issued within 28 days of date of initial presentation for permanent accommodation</b></p> <p><b>East Lothian</b> 80.2%</p> <p>Scotland 92.1%</p> <p>Rank – 26</p>	<p>SPI 19 % of decision notifications issued within 28 days of initial presentation (permanent)</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>62.2</td> <td>~70</td> </tr> <tr> <td>2009/10</td> <td>78.9</td> <td>~80</td> </tr> <tr> <td>2010/11</td> <td>79.9</td> <td>~85</td> </tr> <tr> <td>2011/12</td> <td>80.3</td> <td>~90</td> </tr> <tr> <td>2012/13</td> <td>80.2</td> <td>~95</td> </tr> </tbody> </table>	Year	Actual (%)	Scottish Average (%)	2008/09	62.2	~70	2009/10	78.9	~80	2010/11	79.9	~85	2011/12	80.3	~90	2012/13	80.2	~95	<p>The council's decision not to implement any interim measure pending the change in the homeless legislation in December 2012, which led to the abolition of priority need meant that for most of the year in question we were carrying out more detailed assessments of priority need than other councils who had introduced interim measures ahead of the legislative change</p>
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<p><b>Percentage of decision notifications issued within 28 days of date of initial presentation for temporary accommodation</b></p> <p><b>East Lothian</b> 76.5%</p> <p>Scotland 88.4%</p> <p>Rank - 26</p>	<p>SPI 19 % of decision notifications issued within 28 days (temporary)</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>58.2</td> <td>~70</td> </tr> <tr> <td>2009/10</td> <td>85.9</td> <td>~80</td> </tr> <tr> <td>2010/11</td> <td>82.5</td> <td>~85</td> </tr> <tr> <td>2011/12</td> <td>81.6</td> <td>~90</td> </tr> <tr> <td>2012/13</td> <td>76.5</td> <td>~95</td> </tr> </tbody> </table>	Year	Actual (%)	Scottish Average (%)	2008/09	58.2	~70	2009/10	85.9	~80	2010/11	82.5	~85	2011/12	81.6	~90	2012/13	76.5	~95	<p>The council's decision not to implement any interim measure pending the change in the homeless legislation in December 2012, which led to the abolition of priority need meant that for most of the year in question we were carrying out more detailed assessments of priority need than other councils who had introduced interim measures ahead of the legislative change</p>
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Indicator	Trend	Comments																		
<p><b>Current tenants' arrears as a percentage of net rent due</b></p> <p><b>East Lothian 11.0%</b></p> <p>Scotland 6.8%</p> <p>Rank (1-26) - 26</p>	<p>Current tenants arrears as a percentage of net rent due</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>5.5</td> <td>6.8</td> </tr> <tr> <td>2009/10</td> <td>6.9</td> <td>6.8</td> </tr> <tr> <td>2010/11</td> <td>8.6</td> <td>6.8</td> </tr> <tr> <td>2011/12</td> <td>9.2</td> <td>6.8</td> </tr> <tr> <td>2012/13</td> <td>11.0</td> <td>6.8</td> </tr> </tbody> </table>	Year	Actual (%)	Scottish Average (%)	2008/09	5.5	6.8	2009/10	6.9	6.8	2010/11	8.6	6.8	2011/12	9.2	6.8	2012/13	11.0	6.8	<p>See report to PPRC <a href="#">19<sup>th</sup> March 2013</a></p> <p>Council house rent debt has become a growing problem in East Lothian with current tenant arrears totalling around £1.5m, an increase of £245k from 2011/12. Rent arrears SPIs are not reported by discrete financial year however; the in-year collection rate for 2012/13 was 94.2%. By comparison, the Revenues team's in-year collection rate for Council Tax was 96.39% and for Business Rates was £96.62. Around £500k of the amount of rent outstanding is owed by tenants on full or part housing benefit. In these circumstances, recovery can be difficult with minimal and often erratic repayments from debtors.</p>
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2008/09	5.5	6.8																		
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<p><b>Percentage of current tenants owing more than 13 weeks rent excluding those owing less than £250</b></p> <p><b>East Lothian 9.5%</b></p> <p>Scotland 4.7%</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"> <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>4.7</td> </tr> <tr> <td>2009/10</td> <td>5.6</td> <td>4.7</td> </tr> <tr> <td>2010/11</td> <td>7.2</td> <td>4.7</td> </tr> <tr> <td>2011/12</td> <td>8.5</td> <td>4.7</td> </tr> <tr> <td>2012/13</td> <td>9.5</td> <td>4.7</td> </tr> </tbody> </table>	Year	Actual (%)	Scottish Average (%)	2008/09	4.8	4.7	2009/10	5.6	4.7	2010/11	7.2	4.7	2011/12	8.5	4.7	2012/13	9.5	4.7	<p>The Council's reported rent collection performance has been below the Scottish average for the last three years but research carried out from information supplied to the Scottish Rent Arrears Forum has shown that not all Councils had been reporting rent arrears in the same way, with legislation being interpreted differently. Notwithstanding this, our own trend analysis shows a decline in performance.</p> <p>The Committee has received two previous reports regarding rent arrears. The most recent report was provided to the Committee on the 19<sup>th</sup> March 2013. The information provided in this report remains relevant but the welfare reforms which have taken effect from April 2013 have given rise to further challenges for the Rent Income team.</p>
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<p><b>Average number of weeks rent owed by tenants leaving in arrears</b></p> <p><b>East Lothian 11.4</b></p> <p>Scotland 8.57</p> <p>Rank (1-26) - 24</p>	<p>Average number of weeks rent owed by tenants leaving in arrears</p> <table border="1"> <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>8.57</td> </tr> <tr> <td>2009/10</td> <td>9.4</td> <td>8.57</td> </tr> <tr> <td>2010/11</td> <td>7.5</td> <td>8.57</td> </tr> <tr> <td>2011/12</td> <td>12.2</td> <td>8.57</td> </tr> <tr> <td>2012/13</td> <td>11.4</td> <td>8.57</td> </tr> </tbody> </table>	Year	Actual (Weeks)	Scottish Average (Weeks)	2008/09	11.5	8.57	2009/10	9.4	8.57	2010/11	7.5	8.57	2011/12	12.2	8.57	2012/13	11.4	8.57	<p>Additionally, the focus of the Rent Income team since April 2013 has been to minimise the early impacts of welfare reform on rent collection. The introduction of under occupancy benefit reductions (of either 14 or 25%), for those who are deemed to have unused bedrooms, has contributed to a further rise in arrears. It is estimated that around £7k per fortnight is currently uncollected from those affected who are either unwilling or unable to afford to pay their rent charge. Tenants affected are being asked to explore their housing choices with the option to downsize available in some cases. Not all have been prepared to engage with Council staff and arrears recovery action is being taken to recover this debt from those who remain unwilling to work with our staff.</p> <p>The impact of welfare reform on the Benefits service, which has recently taken on responsibility for the Scottish Welfare Fund and Community Care Finance, has seen an increase in outstanding processing work (oldest mail currently dating back around 7 weeks) and this is proving to be a challenge for all involved and other services affected by the impact of these changes. The Benefits service is also now responsible for managing a significantly increased Discretionary Hardship Fund; a significant proportion of which has been made available to help tenants affected by welfare changes. Directing payment to the most in need should help reduce rent arrears.</p>
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2011/12	12.2	8.57																		
2012/13	11.4	8.57																		

		<p>Additional funding for help with rent collection has allowed additional temporary posts to be established although staff retention within the team (and to these posts in particular) continues to present a considerable challenge.</p> <p>A new team leader has recently taken up post and a review of working methods is taking place. The team leader also manages Investigations (Fraud) in a new, dual role.</p> <p>Recent additions to a developing rent arrears improvement plan include:</p> <ul style="list-style-type: none"><li>• 1.5 new temporary Tenancy Support Officers, funded by Scottish Legal Aid Board, will work closely with Rent staff</li><li>• Housing Quality Network delivered 'High Impact Arrears Management' training for rent staff</li><li>• Implementation of workflow and document management system (EDRMS) in Housing teams will allow Rent staff direct access to Housing documentation – particularly important at tenancy sign up stage</li><li>• Reviewing pre-tenancy work with Housing colleagues</li><li>• Developing Housing Management system to better manage and report under occupancy</li><li>• Reviewing direct debit payment frequencies with system supplier, with a view to collecting by DD on any day of the month (ahead of implementation of Universal Credit)</li><li>• DHP take-up campaign planned by Benefits team, in conjunction with Revenues and Housing staff, following release of additional Scottish Government money</li><li>• Christmas arrears campaign planned</li></ul>
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## 2012/13 SPIs – Scottish Average and Rank

No.	Indicator	Actual	Scot Av. (median)	Rank (1-32 unless stated)
1	Days lost per employee for teachers	5.5	6.6	6
1	Days lost per employee through sickness absence for other Local Government employees	10.5	10.9	12
2	Percentage of council employees in top 2% of earners that are women	42.6%	41.7%	15
2	Percentage of council employees in top 5% of earners that are women	52.4%	47.7%	8
3	Percentage of public service buildings that are suitable for and accessible to disabled people	53.9%	78.6%	28
4	Gross [cost of benefits] administration cost per case	£53.65	£40.44	24
5	Cost of collecting council tax per dwelling	£12.40	£12.59	16
6	Percentage of income due from council tax for the year that was received by the end of the year	96.4%	95.6%	9
7	Percentage of invoices sampled paid within 30 days	86.5%	90.3%	24
8	Proportion of internal floor area of operational buildings in satisfactory condition	96.1%	84.7%	5
8	Proportion of operational buildings that are suitable for their current use	83.2%	82.9%	16
9	Percentage of homecare clients receiving personal care	94.3%	96.5%	24
9	Percentage of homecare clients receiving a service during evening/overnight	49.8%	46.3%	11
9	Percentage of homecare clients receiving a service at weekends	86.6%	80.7%	5
10	Number of attendances per 1,000 population to all pools	4,172	3,468	12
10	Number of attendances per 1,000 population for other indoor sports and leisure facilities excluding pools in a combined complex	5,546	6,432	21
11	Number of visits to/usages of council funded or part funded museums expressed per 1,000 population	2,265	1,179	13 (1-30)
11	Number of visits that were in person expressed per 1,000 population	538	677	22 (1-30)

12	Number of visits to libraries expressed per 1,000 population	8,278	6,199	6
13	Average time (weeks) to deal with major applications	20.7	39.0	5
13	Average time (weeks) to deal with local applications	13.6	11.6	25
13	Average time (weeks) to deal with all major and local applications	13.6	12.0	20
14	Percentage of repairs completed within target times	86.6%	92.2%	24 (1-26)
15	Percentage of council dwellings brought up to a tolerable standard	100.0%	100.0%	-
15	Percentage of council dwellings free from serious disrepair	98.5%	98.5%	13 (1-26)
15	Percentage of council dwellings that are energy efficient	88.1%	90.2%	15 (1-26)
15	Percentage of council dwellings that have modern facilities and services	87.7%	96.1%	25 (1-26)
15	Percentage of council dwellings that are healthy, safe and secure	97.3%	94.7%	10 (1-26)
15	Percentage of dwellings meeting SHQS	76.7%	79.7%	16 (1-26)
16	Percentage of rent due in the year that was lost due to voids	1.0%	1.0%	10 (1-26)
17	Average time to re-let low demand houses (days)	79	74.1	14 (1-26)
17	Average time to re-let not low demand houses (days)	17	33.1	3 (1-26)
18	Current tenants' arrears as a percentage of net rent due	11.0%	6.8%	26 (1-26)
18	Percentage of current tenants owing more than 13 weeks rent excluding those owing less than £250	9.5%	4.7%	26 (1-26)
18	Proportion of those tenants [giving up tenancy] that were in rent arrears	29.4%	45.0%	6 (1-26)

18	Average debt owed by tenants leaving their tenancies with arrears	£550	£528.04	16 (1-26)
18	Average number of weeks rent owed by tenants leaving in arrears	11.40	8.57	24 (1-26)
18	Percentage of former tenant arrears written off or collected during the year	26.3%	29.0%	14 (1-26)
19	Percentage of decision notifications issued within 28 days of date of initial presentation for permanent accommodation	80.2%	92.1%	26
19	Percentage who are housed into permanent accommodation	44.3%	60.4%	28
19	Percentage of permanent accommodation cases reassessed	2.3%	4.6%	5
19	Percentage of decision notifications issued within 28 days of date of initial presentation for temporary accommodation	76.5%	88.4%	26
19	Percentage of temporary accommodation cases reassessed	5.5%	5.3%	19
19	The proportion of those provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months	89.2%	87.0%	8 (1-26)
20	Average time (hours) between time of complaint and attendance on site, for those requiring attendance on site	1.7	10.4	10 (1-29)
20	Average time (hours) between time of complaint and attendance on site, for those dealt with under the ASB Act 2004	0.3	0.42	3 (1-24)
21	Percentage of consumer complaints dealt with within 14 days of receipt	90.4%	79.6%	4 (1-31)
21	Percentage of business advice requests dealt with within 14 days of receipt	96.7%	96.3%	15
22	Overall percentage of road network that should be considered for maintenance treatment	31.5%	34.7%	8
23	Net cost of refuse collection per premise	£68.91	£69.27	16
23	Net cost of refuse disposal per premise	£83.63	£93.27	8
24	Percentage of municipal waste recycled	45.1%	42.8%	11
25	Overall cleanliness index	74.0%	74.0%	16