

Statutory Performance Indicator Report

Incorporating the Annual Report of Dunbartonshire and Argyll and Bute Valuation Joint Board

2008

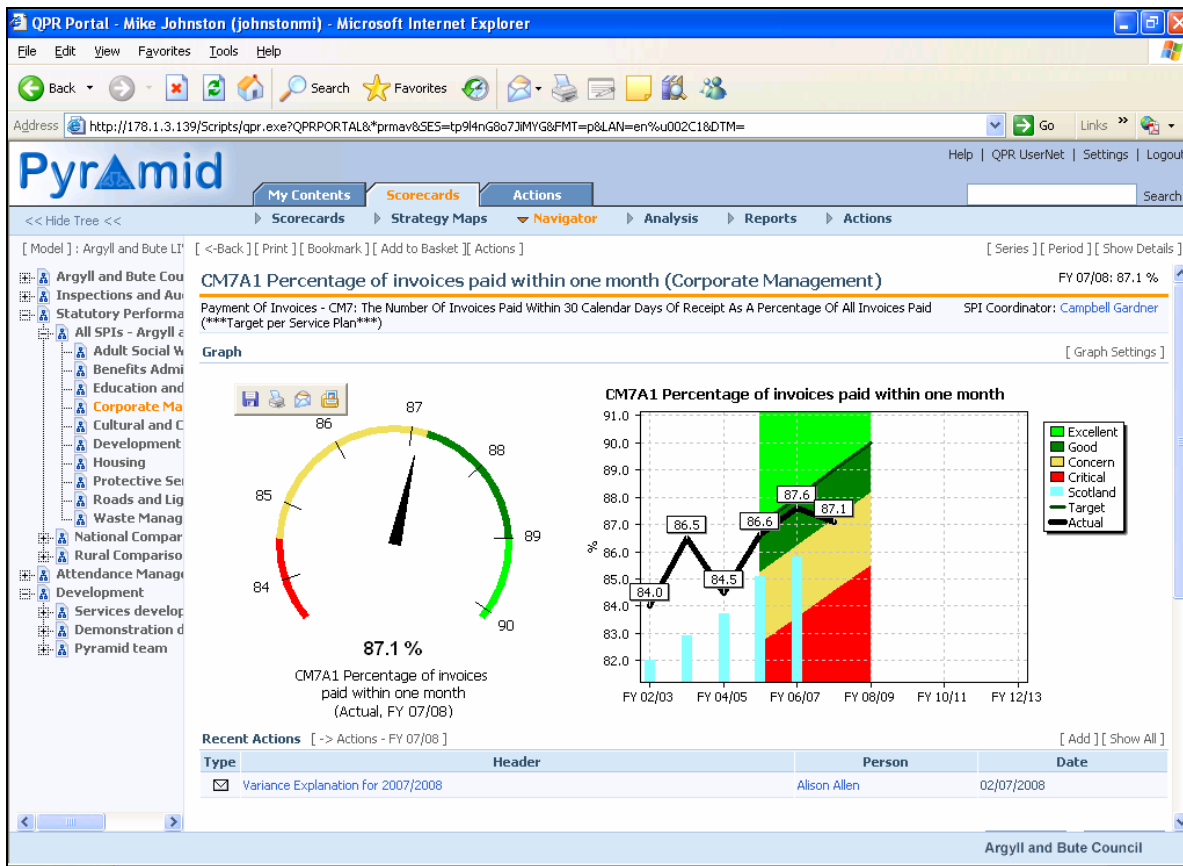


The Statutory Performance Indicators (SPIs) are defined and collated by Audit Scotland on an annual basis and provide comparative data across the 32 local authorities in Scotland. Full details may be found on the web site: <http://www.audit-scotland.gov.uk>.

Councils have a duty to publish their SPIs on 30th September each year. This leaflet summarises the data we supplied to Audit Scotland in August 2008; additionally it incorporates the Annual Report of the Dunbartonshire and Argyll and Bute

Valuation Joint Board. While it is designed to be accessed from our web site <http://www.argyll-bute.gov.uk>, printed copies may be supplied on demand, in a variety of languages and formats if required.

Argyll and Bute Council is implementing its Performance Management Framework via a comprehensive online system called 'Pyramid' and demonstrations of this can be arranged via the contact details below. This screenshot was taken from the Pyramid system:



Contacts

To receive this report in a different format or for further information, please contact:



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CODE	DESCRIPTION	YEAR	VALUE	TARGET	SCOTTISH AVERAGE	VARIANCE (& TARGET) EXPLANATION
ADULT SOCIAL WORK						
ASW1	The average time taken (median days) to provide community care services from first identification of need to first service provision	2002/2003				This significant improvement in performance reflects the priority given to reducing the number of outstanding assessments over 56 days and the priority given to managing the assessment process and subsequent implementation of packages of care. This indicator will cease to be collected in its present form after 2007/08 so no target is set.
		2003/2004				
		2004/2005				
		2005/2006	2		20	
		2006/2007	76		22	
		2007/2008	58			
		2008/2009				
ASW2A	Staff Qualifications: The % of care staff with appropriate qualifications for the level of post held, working in Council residential homes for: Older people (age 65+)	2002/2003	30.0%		39.0%	Increase in training of staff to meet the Scottish Social Services Council registration requirements
		2003/2004	19.0%		42.0%	
		2004/2005	22.1%		47.0%	
		2005/2006	26.2%		42.5%	
		2006/2007	43.4%		49.0%	
		2007/2008	48.5%			
		2008/2009		50.0%		
ASW2B	Staff Qualifications: The % of care staff with appropriate qualifications for the level of post held, working in Council residential homes for: Other adults	2002/2003	41.0%		40.0%	
		2003/2004	38.0%		39.0%	
		2004/2005	40.0%		44.0%	
		2005/2006	100.0%		48.0%	
		2006/2007	75.0%		51.1%	
		2007/2008	75.0%			
		2008/2009		50.0%		
ASW3A1	Older People (Age 65+) in Council homes - Number of places occupied	2002/2003				Contextual Information
		2003/2004				
		2004/2005	66			
		2005/2006	85			
		2006/2007	78			
		2007/2008	79			
		2008/2009		86		
ASW3A2	Older People (Age 65+) in Council homes - % in single rooms	2002/2003				
		2003/2004			94.2%	
		2004/2005	100.0%		94.1%	
		2005/2006	100.0%		96.4%	
		2006/2007	100.0%		97.0%	
		2007/2008	100.0%			
		2008/2009		100.0%		
ASW3A3	Older People (Age 65+) in Council homes - % in ensuite rooms	2002/2003				This variation was within 2% of the previous years figure
		2003/2004			38.1%	
		2004/2005	0.0%		35.9%	
		2005/2006	32.9%		38.1%	
		2006/2007	42.3%		41.6%	
		2007/2008	43.0%			
		2008/2009		57.0%		
ASW3B1	Older People (Age 65+) in voluntary sector - Number of places occupied	2002/2003				Contextual Information
		2003/2004				
		2004/2005	100			
		2005/2006	75			
		2006/2007	104			
		2007/2008	95			
		2008/2009				
ASW3B2	Older People (Age 65+) in voluntary sector - % in single rooms	2002/2003				Small variations may occur from year to year depending on client requirements e.g. accommodating married or cohabiting clients
		2003/2004			91.1%	
		2004/2005	98.0%		89.0%	
		2005/2006	96.0%		91.5%	
		2006/2007	92.3%		94.6%	
		2007/2008	95.8%			
		2008/2009				
ASW3B3	Older People (Age 65+) in voluntary sector - % in ensuite rooms	2002/2003				Ongoing, small, improvements in performance are to be expected as all care providers continue to upgrade facilities to meet Care Commission requirements
		2003/2004			62.1%	
		2004/2005	77.0%		62.7%	
		2005/2006	68.0%		65.2%	
		2006/2007	66.3%		69.2%	
		2007/2008	82.1%			
		2008/2009				
ASW3C1	Older People (Age 65+) in private sector - Number of places occupied	2002/2003				Contextual Information
		2003/2004				
		2004/2005	398			
		2005/2006	406			
		2006/2007	393			
		2007/2008	388			
		2008/2009				
ASW3C2	Older People (Age 65+) in private sector - % in single rooms	2002/2003				This variation was within 2% of the previous years figure
		2003/2004			81.2%	
		2004/2005	85.7%		81.2%	
		2005/2006	89.4%		85.4%	
		2006/2007	92.6%		88.6%	
		2007/2008	93.0%			
		2008/2009				

CODE	DESCRIPTION	YEAR	VALUE	TARGET	SCOTTISH AVERAGE	VARIANCE (& TARGET) EXPLANATION
ASW3C3	Older People (Age 65+) in private sector - % in ensuite rooms	2002/2003				As ASW3B3
		2003/2004			69.3%	
		2004/2005	64.1%		73.3%	
		2005/2006	64.3%		75.1%	
		2006/2007	70.0%		77.5%	
		2007/2008	74.0%			
ASW3D1	Other Adults in Council homes - Number of places occupied	2002/2003				Contextual Information
		2003/2004				
		2004/2005	11			
		2005/2006	4			
		2006/2007	5			
		2007/2008	4			
ASW3D2	Other Adults in Council homes - % in single rooms	2002/2003				
		2003/2004			96.4%	
		2004/2005	100.0%		95.5%	
		2005/2006	100.0%		98.3%	
		2006/2007	100.0%		96.8%	
		2007/2008	100.0%			
ASW3D3	Other Adults in Council homes - % in ensuite rooms	2002/2003				
		2003/2004			18.3%	
		2004/2005	18.2%		28.7%	
		2005/2006	0.0%		30.1%	
		2006/2007	20.0%		36.3%	
		2007/2008	25.0%			
ASW3E1	Other Adults in voluntary sector - Number of places occupied	2002/2003				Contextual Information
		2003/2004				
		2004/2005	14			
		2005/2006	18			
		2006/2007	14			
		2007/2008	6			
ASW3E2	Other Adults in voluntary sector - % in single rooms	2002/2003				
		2003/2004			86.1%	
		2004/2005	100.0%		86.3%	
		2005/2006	94.4%		86.3%	
		2006/2007	100.0%		91.5%	
		2007/2008	100.0%			
ASW3E3	Other Adults in voluntary sector - % in ensuite rooms	2002/2003				
		2003/2004			30.2%	
		2004/2005	50.0%		34.9%	
		2005/2006	50.0%		38.5%	
		2006/2007	50.0%		41.8%	
		2007/2008	33.3%			
ASW3F1	Other Adults in private sector - Number of places occupied	2002/2003				Contextual Information
		2003/2004				
		2004/2005	35			
		2005/2006	31			
		2006/2007	39			
		2007/2008	41			
ASW3F2	Other Adults in private sector - % in single rooms	2002/2003				Updating/ or commissioning accommodation to meet Care Commission requirements
		2003/2004			83.5%	
		2004/2005	97.1%		80.5%	
		2005/2006	90.3%		87.8%	
		2006/2007	94.9%		90.4%	
		2007/2008	95.1%			
ASW3F3	Other Adults in private sector - % in ensuite rooms	2002/2003				As ASW3F2
		2003/2004			46.8%	
		2004/2005	65.7%		51.8%	
		2005/2006	54.8%		57.1%	
		2006/2007	61.5%		62.9%	
		2007/2008	56.1%			
ASW4A1	The number of people age 65+ receiving homecare	2002/2003				Decision to withdraw from some domiciliary only activities has reduced the number of clients. Target service by more intensive care packages for vulnerable Client groups evidenced by the substantial increase in weekend provision. Move from domestic only to personal care needs only
		2003/2004	1,056			
		2004/2005	1,078			
		2005/2006	832			
		2006/2007	712			
		2007/2008	720			
			750			

CODE	DESCRIPTION	YEAR	VALUE	TARGET	SCOTTISH AVERAGE	VARIANCE (& TARGET) EXPLANATION
ASW4B1	The number of homecare hours per 1,000 population age 65+	2002/2003				As ASW4A1
		2003/2004	529.0		512.2	
		2004/2005	457.7		509.6	
		2005/2006	353.8		490.5	
		2006/2007	377.9		504.3	
		2007/2008	409.2			
		2008/2009		430.0		
ASW4C1	As a proportion of home care clients age 65+, the number receiving personal care	2002/2003				As ASW4A1
		2003/2004	54.0%		57.2%	
		2004/2005	44.8%		63.0%	
		2005/2006	49.6%		68.7%	
		2006/2007	77.0%		74.6%	
		2007/2008	94.4%			
		2008/2009		95.0%		
ASW4C2	As a proportion of home care clients age 65+, the number receiving a service during evenings/ overnight	2002/2003				As ASW4A
		2003/2004	18.7%		24.3%	
		2004/2005	32.4%		27.2%	
		2005/2006	27.5%		28.1%	
		2006/2007	33.1%		30.7%	
		2007/2008	34.9%			
		2008/2009		40.0%		
ASW4C3	As a proportion of home care clients age 65+, the number receiving a service at weekends	2002/2003				As ASW4A1
		2003/2004	52.0%		48.3%	
		2004/2005	49.4%		53.9%	
		2005/2006	53.0%		52.9%	
		2006/2007	57.2%		58.7%	
		2007/2008	71.8%			
		2008/2009		75.0%		
ASW5A1	Per 1,000 Older People (Age 65+) - Total overnight respite nights provided	2002/2003				Part of the increasing strategy to prevent hospital readmission or admission to a Care Home facility. As part of Preventative strategy we are providing care in the community as a direct alternative to costly overnight respite packages. Drop in overnight respite to adults (18-64) due to impact of moratorium and increased support via day time respite provision
		2003/2004	238.0		339.0	
		2004/2005	269.0		329.0	
		2005/2006	225.0		342.0	
		2006/2007	257.5		310.0	
		2007/2008	249.4			
		2008/2009		250.0		
ASW5A2	Per 1,000 Older People (Age 65+) - % overnight respite nights not in care home	2002/2003				As ASW5A1
		2003/2004				
		2004/2005				
		2005/2006	8.2%		3.6%	
		2006/2007	0.3%		3.0%	
		2007/2008	0.5%			
		2008/2009		0.0%		
ASW5A3	Per 1,000 Older People (Age 65+) - Total hours daytime respite provided	2002/2003				As ASW5A1
		2003/2004	2,126.0			
		2004/2005	2,744.0			
		2005/2006	3,102.2		2,783.8	
		2006/2007	3,682.2		3,212.1	
		2007/2008	3,602.3			
		2008/2009		3,650.0		
ASW5A4	Per 1,000 Older People (Age 65+) - % daytime respite hours provided not in a day care centre	2002/2003				As ASW5A1
		2003/2004				
		2004/2005				
		2005/2006	20.1%		34.8%	
		2006/2007	23.4%		34.5%	
		2007/2008	15.8%			
		2008/2009		20.0%		
ASW5B1	Per 1,000 Other Adults - Total overnight respite nights provided	2002/2003				As ASW5A1
		2003/2004	11.0			
		2004/2005	15.0			
		2005/2006	25.0		44.0	
		2006/2007	13.2		39.6	
		2007/2008	34.1			
		2008/2009		35.0		
ASW5B2	Per 1,000 Other Adults - % overnight respite nights not in care home	2002/2003				As ASW5A1
		2003/2004				
		2004/2005				
		2005/2006	38.0%		18.1%	
		2006/2007	66.0%		12.9%	
		2007/2008	36.8%			
		2008/2009		40.0%		
ASW5B3	Per 1,000 Other Adults - Total hours daytime respite provided	2002/2003				As ASW5A1
		2003/2004	8.0			
		2004/2005	513.0			
		2005/2006	822.4		705.6	
		2006/2007	910.6		677.5	
		2007/2008	616.1			
		2008/2009		800.0		

CODE	DESCRIPTION	YEAR	VALUE	TARGET	SCOTTISH AVERAGE	VARIANCE (& TARGET) EXPLANATION
ASW5B4	Per 1,000 Other Adults - % daytime respite hours provided not in a day care centre	2002/2003				As ASW5A1
		2003/2004				
		2004/2005				
		2005/2006	45.5%		33.3%	
		2006/2007	53.6%		30.7%	
		2007/2008	66.3%			
		2008/2009		65.0%		
ASW6A1	The number of social enquiry reports submitted to the courts during the year	2002/2003				Contextual Information
		2003/2004				
		2004/2005	522			
		2005/2006	643			
		2006/2007	630			
		2007/2008	685			
		2008/2009				
ASW6B1	The proportion of social enquiry reports submitted by the due date	2002/2003	97.6%		95.4%	Increase in % submitted on time has been a result of ceasing the process of submitting reports on the day of court in Dunoon (which had been agreed with the Sheriff Court) due to shortage of staff and volume of report requests
		2003/2004	85.9%		95.5%	
		2004/2005	94.9%		96.5%	
		2005/2006	98.9%		95.9%	
		2006/2007	90.2%		95.9%	
		2007/2008	98.4%			
		2008/2009		98.0%		
ASW7A1	The number of new probation orders issued during the year	2002/2003				Contextual Information
		2003/2004				
		2004/2005	110			
		2005/2006	173			
		2006/2007	162			
		2007/2008	137			
		2008/2009				
ASW7B1	The proportion of new probationers seen by a Supervising Officer within one week	2002/2003	73.3%		56.1%	Deterioration in performance due to 23 Clients not seen within timescales. Of these, 18 were outwith the control of the Department: - 2 Clients orders were temporarily mislaid in the Lochgilphead office, resulting in late allocation - 9 Clients did not attend 1st interviews - 2 Clients had the flu and could not attend 1st interview - 1 Client seen 2 days late in the Lochgilphead Office due to the Easter holidays - 1 Client working away from home for a period of three weeks when Order was imposed, was seen as soon as he returned to Dunoon - 1 order was sent to Campbeltown Court from Dunoon Court instead of being sent to Campbeltown Social Work Office resulting in Client not being seen on time as Social Work on Annual Leave - 3 late Notification of Orders from the Courts - 1 Client did not receive letter issued for 1st interview - 1 Client was taken into custody before being seen - 2 Clients not seen in Rothesay due to Clients being supervised by Social Work in Dunoon, 1 was seen 1 day late and the other seen 2 days late
		2003/2004	72.0%		60.0%	
		2004/2005	93.9%		63.5%	
		2005/2006	89.3%		58.3%	
		2006/2007	85.7%		60.4%	
		2007/2008	77.0%			
		2008/2009		97.0%		
ASW8A1	The number of new community service orders issued during the year	2002/2003				Contextual Information
		2003/2004				
		2004/2005	94			
		2005/2006	174			
		2006/2007	129			
		2007/2008	123			
		2008/2009				
ASW8B1	The average number of hours per week taken to complete community service orders	2002/2003	4.8		3.4	Drop in hours per week due to recruitment difficulties and sickness absence among Supervisors, especially in Cowal and Bute, which saw a reduction in work squads each week resulting in it taking longer to complete hours. This was exacerbated by increased numbers of orders in other areas which meant that cover from existing resources was not available from other areas
		2003/2004	3.1		3.6	
		2004/2005	3.2		3.6	
		2005/2006	3.5		3.4	
		2006/2007	3.5		3.5	
		2007/2008	2.7			
		2008/2009		3.7		

CODE	DESCRIPTION	YEAR	VALUE	TARGET	SCOTTISH AVERAGE	VARIANCE (& TARGET) EXPLANATION
BENEFITS ADMINISTRATION						
BA1	The gross administration cost per case (£)	2002/2003	£45.12		£47.27	This indicator has increased as a number of costs relating to staff restructuring and property rental rose significantly during 2007/08. Staff costs up 21% = £193,613 due to correct costing of Area Finance Officer posts previously held in Housing Revenue Account charges as well as restructuring of cost centre split for Benefit Development Officer and Local Housing Allowance costs. Property costs increase by £8,241 due to private rental cost on Tigh Mhicleoid. Staff Transport Costs increase of 24% = £7,061. Includes expenditure on Local Housing Allowance project plus more proactive visiting officers travel. Supplies and Services include £86,700 on purchase of licences and equipment for E- Benefits Project plus £31,000 of Local Housing Allowance related expenditure. Income was received from the Department of Work and Pensions to cover all Local Housing Allowance expenses - however Audit Scotland Guidelines do not allow the inclusion of income within the gross cost indicator
		2003/2004	£54.42		£47.96	
		2004/2005	£53.49		£48.22	
		2005/2006	£55.98		£50.13	
		2006/2007	£43.74		£43.24	
		2007/2008	£53.17			
		2008/2009		£52.00		
BA2A1	New Claims - Number of claims	2002/2003				Contextual Information
		2003/2004				
		2004/2005	7,084			
		2005/2006	6,075			
		2006/2007	5,435			
		2007/2008	4,861			
		2008/2009				
BA2A2	New Claims - Average time to process (days)	2002/2003	32.7		48.7	Affected by move to centralised processing trays in preparation for transfer to Customer Service Centre. Have lost some accountability. This is being addressed with help from the Department Of Work and Pensions
		2003/2004	45.8		47.5	
		2004/2005	39.8		41.9	
		2005/2006	33.9		31.7	
		2006/2007	26.2		30.4	
		2007/2008	31.6			
		2008/2009		28.0		
BA2B1	Notifications of changes of circumstances - Number of claims	2002/2003				Contextual Information
		2003/2004				
		2004/2005	17,485			
		2005/2006	11,166			
		2006/2007	12,986			
		2007/2008	13,308			
		2008/2009				
BA2B2	Notifications of changes of circumstances - Average time to process (days)	2002/2003	5.0		14.8	This variation was within 2% of the previous years figure
		2003/2004	6.2		12.3	
		2004/2005	6.6		10.7	
		2005/2006	18.6	16.0	14.5	
		2006/2007	13.5	15.0	10.0	
		2007/2008	13.6	14.0		
		2008/2009		13.0		
BA3A1	The % of sample cases calculated correctly from the information available at calculation time	2002/2003	94.8%		96.1%	This variation is not significant due to the low sample size
		2003/2004	98.2%		96.3%	
		2004/2005	99.8%		96.6%	
		2005/2006	99.8%	100.0%	97.4%	
		2006/2007	99.6%	100.0%	97.8%	
		2007/2008	99.2%	100.0%		
		2008/2009		100.0%		
BA3B1	Housing benefit overpayment as % of overpayments within year	2002/2003				Still well above target of 75%
		2003/2004				
		2004/2005				
		2005/2006	55.7%	75.0%	71.6%	
		2006/2007	90.5%	75.0%	73.2%	
		2007/2008	87.3%	75.0%		
		2008/2009		75.0%		
BA3B2	Housing benefit overpayment as % of total overpayments	2002/2003				
		2003/2004				
		2004/2005				
		2005/2006	24.8%		32.4%	
		2006/2007	28.1%		31.4%	
		2007/2008	27.4%			
		2008/2009		27.0%		
BA3C1	Amount of housing benefit overpayments written off as % of total overpayment debt outstanding	2002/2003				(Service has decided not to set a target due to conflicting pressures on this measure.)
		2003/2004				
		2004/2005				
		2005/2006	0.1%		4.4%	
		2006/2007	4.8%		6.5%	
		2007/2008	2.4%			
		2008/2009				

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EDUCATION & CHILDREN'S SERVICES						
EC1A1	% of primary schools with pupils to place ratio 0% to 40%	2002/2003	24.4%		9.8%	Variations are due to a falling pupil roll across Argyll and Bute. Consequently, there is a fall in the number of schools of high occupancy rates with a resulting rise in low occupancy rates
		2003/2004	28.4%		10.4%	
		2004/2005	23.8%		10.6%	
		2005/2006	28.0%		10.3%	
		2006/2007	27.5%		10.4%	
		2007/2008	28.8%			
		2008/2009				
EC1A2	% of primary schools with pupils to place ratio 41% to 60%	2002/2003	30.5%		23.4%	As EC1A1
		2003/2004	28.4%		22.7%	
		2004/2005	40.0%		22.4%	
		2005/2006	41.0%		24.2%	
		2006/2007	43.8%		24.4%	
		2007/2008	47.5%			
		2008/2009				
EC1A3	% of primary schools with pupils to place ratio 61% to 80%	2002/2003	39.0%		39.0%	As EC1A1
		2003/2004	37.0%		34.2%	
		2004/2005	26.3%		35.8%	
		2005/2006	19.0%		34.8%	
		2006/2007	20.0%		36.3%	
		2007/2008	15.0%			
		2008/2009				
EC1A4	% of primary schools with pupils to place ratio 81% to 100%	2002/2003	6.1%		22.7%	As EC1A1
		2003/2004	6.2%		27.4%	
		2004/2005	8.8%		25.9%	
		2005/2006	13.0%		26.3%	
		2006/2007	8.8%		24.8%	
		2007/2008	7.5%			
		2008/2009				
EC1A5	% of primary schools with pupils to place ratio 101% or more	2002/2003	0.0%		5.1%	As EC1A1
		2003/2004	0.0%		5.3%	
		2004/2005	1.3%		5.3%	
		2005/2006	0.0%		4.4%	
		2006/2007	0.0%		4.1%	
		2007/2008	1.3%			
		2008/2009				
EC1B1	Total Number of Primary Schools	2002/2003	82			Contextual Information
		2003/2004	82			
		2004/2005	81			
		2005/2006	80			
		2006/2007	80			
		2007/2008	80			
		2008/2009				
EC2A1	% of secondary schools with pupils to place ratio 0% to 40%	2002/2003	0.0%		2.1%	This trend is less marked in secondary schools but two schools have moved to lower occupancy bands
		2003/2004	0.0%		1.8%	
		2004/2005	0.0%		1.3%	
		2005/2006	0.0%		1.6%	
		2006/2007	0.0%		2.1%	
		2007/2008	0.0%			
		2008/2009				
EC2A2	% of secondary schools with pupils to place ratio 41% to 60%	2002/2003	10.0%		9.6%	As EC2A1
		2003/2004	10.0%		9.1%	
		2004/2005	10.0%		9.9%	
		2005/2006	10.0%		10.4%	
		2006/2007	10.0%		10.0%	
		2007/2008	10.0%			
		2008/2009				
EC2A3	% of secondary schools with pupils to place ratio 61% to 80%	2002/2003	60.0%		33.8%	As EC2A1
		2003/2004	60.0%		34.5%	
		2004/2005	50.0%		33.8%	
		2005/2006	60.0%		32.6%	
		2006/2007	50.0%		29.5%	
		2007/2008	60.0%			
		2008/2009				
EC2A4	% of secondary schools with pupils to place ratio 81% to 100%	2002/2003	30.0%		40.3%	As EC2A1
		2003/2004	30.0%		40.5%	
		2004/2005	40.0%		41.8%	
		2005/2006	30.0%		41.5%	
		2006/2007	40.0%		44.5%	
		2007/2008	30.0%			
		2008/2009				
EC2A5	% of secondary schools with pupils to place ratio 101% or more	2002/2003	0.0%		14.3%	As EC2A1
		2003/2004	0.0%		14.0%	
		2004/2005	0.0%		13.2%	
		2005/2006	0.0%		13.8%	
		2006/2007	0.0%		13.9%	
		2007/2008	0.0%			
		2008/2009				

CODE	DESCRIPTION	YEAR	VALUE	TARGET	SCOTTISH AVERAGE	VARIANCE (& TARGET) EXPLANATION
EC2B1	Total Number of Secondary Schools	2002/2003	10			Contextual information
		2003/2004	10			
		2004/2005	10			
		2005/2006	10			
		2006/2007	10			
		2007/2008	10			
		2008/2009				
EC3A01	Secondary Schools - Number of Head and Deputy Head teachers who are women	2002/2003				Any variances here are entirely due to appointments made to senior management positions in schools
		2003/2004				
		2004/2005	9			
		2005/2006	18			
		2006/2007	18			
		2007/2008	18			
EC3A02	Secondary Schools - % of Head and Deputy Head teachers who are women	2002/2003				As EC3A01
		2003/2004			32.6%	
		2004/2005	32.1%		35.4%	
		2005/2006	46.2%		37.0%	
		2006/2007	45.0%			
		2007/2008	46.2%			
		2008/2009				
EC3A03	Secondary Schools - Number of all women teachers	2002/2003				As EC3A01
		2003/2004				
		2004/2005	244			
		2005/2006	284			
		2006/2007	291			
		2007/2008	292			
		2008/2009				
EC3A04	Secondary Schools - % of women teachers	2002/2003				As EC3A01
		2003/2004			58.3%	
		2004/2005	54.7%		59.6%	
		2005/2006	56.3%		60.2%	
		2006/2007	55.9%			
		2007/2008	56.1%			
		2008/2009				
EC3A05	Primary Schools - Number of Head and Deputy Head teachers who are women	2002/2003				As EC3A01
		2003/2004				
		2004/2005	73			
		2005/2006	73			
		2006/2007	78			
		2007/2008	71			
		2008/2009				
EC3A06	Primary Schools - % of Head and Deputy Head teachers who are women	2002/2003				As EC3A01
		2003/2004			82.3%	
		2004/2005	80.2%		85.9%	
		2005/2006	81.1%			
		2006/2007	83.9%			
		2007/2008	81.6%			
		2008/2009				
EC3A07	Primary Schools - Number of all women teachers	2002/2003				As EC3A01
		2003/2004				
		2004/2005	419			
		2005/2006	460			
		2006/2007	511			
		2007/2008	466			
		2008/2009				
EC3A08	Primary Schools - % of women teachers	2002/2003				As EC3A01
		2003/2004			91.4%	
		2004/2005	97.0%		93.0%	
		2005/2006	91.6%		93.0%	
		2006/2007	93.8%			
		2007/2008	92.8%			
		2008/2009				
EC3A09	Special Schools - Number of Head and Deputy Head teachers who are women	2002/2003				As EC3A01
		2003/2004				
		2004/2005	10			
		2005/2006	10			
		2006/2007	9			
		2007/2008	9			
		2008/2009				
EC3A10	Special Schools - % of Head and Deputy Head teachers who are women	2002/2003				As EC3A01
		2003/2004			80.2%	
		2004/2005	100%		81.3%	
		2005/2006	100%		83.1%	
		2006/2007	100%		82.4%	
		2007/2008	100%			
		2008/2009				

CODE	DESCRIPTION	YEAR	VALUE	TARGET	SCOTTISH AVERAGE	VARIANCE (& TARGET) EXPLANATION
EC3A11	Special Schools - Number of all women teachers	2002/2003				As EC3A01
		2003/2004				
		2004/2005	65			
		2005/2006	75			
		2006/2007	68			
		2007/2008	81			
		2008/2009				
EC3A12	Special Schools - % of women teachers	2002/2003				As EC3A01
		2003/2004			82.9%	
		2004/2005	92.9%		86.4%	
		2005/2006	94.9%		83.6%	
		2006/2007	95.8%		82.7%	
		2007/2008	96.4%			
		2008/2009				
EC4A1	The number of children's hearing system reports submitted to the reporter during the year	2002/2003				Contextual Information
		2003/2004	311			
		2004/2005	126			
		2005/2006	574			
		2006/2007	608			
		2007/2008	469			
		2008/2009				
EC4B1	% of requests requested submitted within target time	2002/2003				
		2003/2004	14.10%			
		2004/2005	34.90%			
		2005/2006	23.30%		35.50%	
		2006/2007	22.70%		33.80%	
		2007/2008	28.40%			
		2008/2009		31.00%		
EC5A1	The number of new supervision requirements made during the year	2002/2003				Contextual Information
		2003/2004	79			
		2004/2005	43			
		2005/2006	56			
		2006/2007	76			
		2007/2008	42			
		2008/2009				
EC5B1	% of children seen by supervising officer within 15 days	2002/2003				New children's management structure has seen improvements in various aspects of the service
		2003/2004	77.2%		78.9%	
		2004/2005	90.7%		78.7%	
		2005/2006	91.1%		76.5%	
		2006/2007	84.2%		76.8%	
		2007/2008	95.2%			
		2008/2009		86.0%		
EC6A1	Number of young people ceasing to be looked after - At home	2002/2003				Contextual Information
		2003/2004				
		2004/2005				
		2005/2006				
		2006/2007	10			
		2007/2008	8			
		2008/2009				
EC6A2	Number of young people ceasing to be looked after - Away from home	2002/2003				Contextual Information
		2003/2004				
		2004/2005				
		2005/2006				
		2006/2007	20			
		2007/2008	20			
		2008/2009				
EC6B1	Number of young people attaining at least one SCQF level 3 (any subject) - At home	2002/2003				
		2003/2004				
		2004/2005				
		2005/2006				
		2006/2007	7			
		2007/2008	6			
		2008/2009				
EC6B2	Number of young people attaining at least one SCQF level 3 (any subject) - Away from home	2002/2003				
		2003/2004				
		2004/2005				
		2005/2006				
		2006/2007	16			
		2007/2008	14			
		2008/2009				
EC6B3	% of young people attaining at least one SCQF level 3 (any subject) - At home	2002/2003				
		2003/2004				
		2004/2005				
		2005/2006				
		2006/2007	70.0%		46.9%	
		2007/2008	75.0%			
		2008/2009		80.0%		

CODE	DESCRIPTION	YEAR	VALUE	TARGET	SCOTTISH AVERAGE	VARIANCE (& TARGET) EXPLANATION
EC6B4	% of young people attaining at least one SCQF level 3 (any subject) - Away from home	2002/2003				
		2003/2004				
		2004/2005				
		2005/2006				
		2006/2007	80.0%		62.8%	
		2007/2008	70.0%			
		2008/2009		75.0%		
EC6B5	Total % of young people attaining at least one SCQF level 3 (any subject) At home or away from home	2002/2003				
		2003/2004				
		2004/2005	33.3%		50.9%	
		2005/2006	6.7%		59.3%	
		2006/2007	76.7%		54.0%	
		2007/2008	71.4%			
		2008/2009		75.0%		
EC6C1	Number of young people attaining at least SCQF level 3 (English and Maths) - At home	2002/2003				
		2003/2004				
		2004/2005				
		2005/2006				
		2006/2007	6			
		2007/2008	2			
		2008/2009				
EC6C2	Number of young people attaining at least SCQF level 3 (English and Maths) - Away from home	2002/2003				
		2003/2004				
		2004/2005				
		2005/2006				
		2006/2007	12			
		2007/2008	7			
		2008/2009				
EC6C3	% of young people attaining at least SCQF level 3 (English & Maths) - At home	2002/2003				
		2003/2004				
		2004/2005				
		2005/2006				
		2006/2007	60.0%		26.8%	
		2007/2008	25.0%			
		2008/2009		40.0%		
EC6C4	% of young people attaining at least SCQF level 3 (English & Maths) - Away from home	2002/2003				
		2003/2004				
		2004/2005				
		2005/2006				
		2006/2007	60.0%		48.0%	
		2007/2008	35.0%			
		2008/2009		40.0%		
EC6C5	Total % of young people attaining at least SCQF level 3 (English and Maths) At Home or away from home	2002/2003				
		2003/2004				
		2004/2005	11.1%		36.8%	
		2005/2006	0.0%		43.8%	
		2006/2007	60.0%		36.3%	
		2007/2008	32.1%			
		2008/2009		40.0%		
EC7A1	Staff Qualifications: The % of care staff with appropriate qualifications for the level of post held - Working in Council Residential Children's Homes	2002/2003	50.0%		53.0%	
		2003/2004	52.0%		52.0%	
		2004/2005	42.4%		57.6%	
		2005/2006	52.5%		47.9%	
		2006/2007	64.3%		54.2%	
		2007/2008	50.0%			
		2008/2009		60.0%		
EC8A1	Total overnight respite nights provided - per 1,000 children (0 - 17yrs)	2002/2003				Systematic review of all care packages which is ongoing has led to improved service delivery. Increased respite budget has also impacted positively
		2003/2004	78.0			
		2004/2005	43.0			
		2005/2006	51.0		64.0	
		2006/2007	59.8		59.0	
		2007/2008	67.9			
		2008/2009		70.0		
EC8B1	% overnight respite nights not in a care home - per 1,000 children (0 - 17yrs)	2002/2003				As EC8A1
		2003/2004				
		2004/2005				
		2005/2006	24.5%		36.1%	
		2006/2007	41.6%		33.2%	
		2007/2008	47.3%			
		2008/2009		50.0%		
EC8C1	Total hours daytime respite provided - per 1,000 children (0 - 17yrs)	2002/2003				As EC8A1
		2003/2004	183.0			
		2004/2005	861.0			
		2005/2006	529.0		695.3	
		2006/2007	1,635.7		680.5	
		2007/2008	1,727.5			
		2008/2009		1,800.0		

CODE	DESCRIPTION	YEAR	VALUE	TARGET	SCOTTISH AVERAGE	VARIANCE (& TARGET) EXPLANATION
EC8D1	% daytime respite hours provided not in a day care centre - per 1,000 children (0 - 17yrs)	2002/2003				As EC8A1
		2003/2004				
		2004/2005				
		2005/2006	54.1%		66.0%	
		2006/2007	52.8%		65.9%	
		2007/2008	66.3%			
		2008/2009		70.0%		
CORPORATE MANAGEMENT						
CM1A1	Sickness absence: Chief Officials and Local Government Employees- % of days lost	2002/2003				The slight increase in absence for this group of employees can be largely attributed to the effect of Single Status. (Absence is managed via financial targets rather than percentages.)
		2003/2004				
		2004/2005	5.1%		5.5%	
		2005/2006	5.0%		5.4%	
		2006/2007	5.3%		5.6%	
		2007/2008	5.6%			
		2008/2009				
CM1B1	Sickness absence: Craft Employees - % of days lost	2002/2003				Craft workers make up a relatively small proportion of the Council's headcount; therefore small changes can have a dramatic effect on the figures. The decrease in craft absence can be attributed to the retirement of one employee on the grounds of ill health. (Absence is managed via financial targets rather than percentages.)
		2003/2004				
		2004/2005	6.5%		5.9%	
		2005/2006	6.7%		5.9%	
		2006/2007	6.3%		6.3%	
		2007/2008	5.4%			
		2008/2009				
CM1C1	Sickness absence: Teachers - % of days lost	2002/2003	4.6%		3.9%	The variance in teacher's absence can be attributed to the fact that in comparison to 2006/07 an additional 60 teachers were off on long term sick leave during 2007/08. (Absence is managed via financial targets rather than percentages.)
		2003/2004	4.4%		3.8%	
		2004/2005	3.5%		3.7%	
		2005/2006	2.9%		3.8%	
		2006/2007	3.1%		3.8%	
		2007/2008	3.2%			
		2008/2009				
CM2A1	Number of civil liability claims per 10,000 population	2002/2003				The number of claims has increased slightly from 154 in 2006/07 to 177 in 2007/08. This is due to the fact people are more aware of the ability to make a claim
		2003/2004	24.6		32.1	
		2004/2005	24.8		34.0	
		2005/2006	14.9		29.3	
		2006/2007	16.9		30.9	
		2007/2008	19.4			
		2008/2009				
CM2A2	Value of claims as % of revenue budget	2002/2003	0.0%		0.1%	There has been proportionally a more significant increase in the claims value in comparison to the figure of £155,307 in 2006/07. This appears to be explained by a reserve of £122,700 which has been placed against bodily injury claims
		2003/2004	0.0%		0.1%	
		2004/2005	0.0%		0.1%	
		2005/2006	0.0%		0.1%	
		2006/2007	0.0%			
		2007/2008	0.1%			
		2008/2009				
CM3A1	Highest paid 2% earners - number of female Council employees	2002/2003				
		2003/2004				
		2004/2005	19			
		2005/2006	20			
		2006/2007	21			
		2007/2008	19			
		2008/2009				
CM3A2	Highest paid 2% earners - % of female Council employees	2002/2003				Although there looks to be a significant difference in the %'s for both the 2% and 5% compared to last year, in reality this represents a difference of 2 fewer women compared to last year in the top 2% of earners, and 8 fewer women in the top 5% of earners
		2003/2004	27.3%		27.6%	
		2004/2005	26.8%		29.6%	
		2005/2006	27.0%		31.7%	
		2006/2007	28.0%		33.9%	
		2007/2008	25.7%			
		2008/2009				
CM3B1	Highest paid 5% earners - number of female Council employees	2002/2003				
		2003/2004				
		2004/2005	63			
		2005/2006	66			
		2006/2007	67			
		2007/2008	59			
		2008/2009				
CM3B2	Highest paid 5% earners - % of female Council employees	2002/2003				As CM3A2
		2003/2004	27.9%		35.0%	
		2004/2005	32.3%		36.6%	
		2005/2006	31.9%		38.0%	
		2006/2007	33.2%		40.4%	
		2007/2008	30.6%			
		2008/2009				
CM4A1	The number of Council buildings from which the Council delivers services to the public	2002/2003				
		2003/2004				
		2004/2005	83			
		2005/2006	83			
		2006/2007	85			
		2007/2008	93			
		2008/2009				

CODE	DESCRIPTION	YEAR	VALUE	TARGET	SCOTTISH AVERAGE	VARIANCE (& TARGET) EXPLANATION
CM4B1	% of these where public areas are suitable for and accessible to disabled people	2002/2003				
		2003/2004				
		2004/2005	60.2%		37.4%	
		2005/2006	72.3%		43.4%	
		2006/2007	76.5%		51.9%	
		2007/2008	74.2%			
CM5A1	The cost of collecting Council Tax per dwelling (£)	2002/2003				Transfer of 4 posts to Customer Service Centre - These costs were not recharged in 2007/08
		2003/2004				
		2004/2005	£13.68	£18.77	£13.23	
		2005/2006	£16.07	£15.91	£13.62	
		2006/2007	£15.00	£16.95	£13.95	
		2007/2008	£13.49	£16.99		
CM6A	Income due from Council Tax in year, net of reliefs and rebates (£)	2002/2003				Contextual Information
		2003/2004				
		2004/2005	£34,324,148			
		2005/2006	£37,832,386			
		2006/2007	£39,425,834			
		2007/2008	£40,592,974			
CM6B1	% of income due that was received during year	2002/2003	93.0%		91.5%	This variation was within 2% of the previous years figure
		2003/2004	94.0%		91.7%	
		2004/2005	95.5%		92.7%	
		2005/2006	94.9%	95.0%	93.3%	
		2006/2007	95.7%	95.1%	93.8%	
		2007/2008	95.8%	95.2%		
CM7A1	The number of invoices paid within 30 calendar days of receipts as % of all invoices paid	2002/2003	84.0%		82.0%	Slight decline mainly caused by e-Procurement invoice late payment stats not previously being accurate
		2003/2004	86.5%		82.9%	
		2004/2005	84.5%		83.7%	
		2005/2006	86.6%	87.0%	85.1%	
		2006/2007	87.6%	88.0%	85.8%	
		2007/2008	87.1%	89.0%		
CM8A1	The proportion of operational accommodation that is in satisfactory condition	2002/2003				This indicator was qualified in 2006/07
		2003/2004				
		2004/2005				
		2005/2006				
		2006/2007			63.6%	
		2007/2008	82.0%			
CM8B1	The proportion of operational accommodation that is suitable for its current use	2002/2003				As CM8A1
		2003/2004				
		2004/2005				
		2005/2006				
		2006/2007			69.8%	
		2007/2008	64.2%			
CULTURAL AND COMMUNITY SERVICES						
CC1	The number of attendances per 1,000 population for swimming pools	2002/2003	4,596		2,451	
		2003/2004	5,467		3,588	
		2004/2005	4,613		3,684	
		2005/2006	4,576		3,463	
		2006/2007	5,349		3,476	
		2007/2008	5,516			
CC2	The number of attendances per 1,000 population for other indoor sports/ leisure facilities, excluding swimming pools	2002/2003	1,090		3,616	Commentary: This figure has always been well below the Scottish average as only two facilities meet the criteria for data collation. Most such facilities are community rather than council owned.
		2003/2004	965		3,758	
		2004/2005	1,229		3,889	
		2005/2006	1,371		4,156	
		2006/2007	1,365		4,085	
		2007/2008	1,393			
CC3A	The number of visits to/ usages of Council funded or part funded museums per 1,000 population	2002/2003				This indicator is qualified for 2007/2008 as the council failed to include part funded museums in their analysis
		2003/2004				
		2004/2005				
		2005/2006				
		2006/2007				
		2007/2008				
CC3B	The number of those museum visits that were in person per 1,000 population.	2002/2003				This indicator is qualified for 2007/2008 as the council failed to include part funded museums in their analysis
		2003/2004				
		2004/2005				
		2005/2006				
		2006/2007				
		2007/2008				
2008/2009						

CODE	DESCRIPTION	YEAR	VALUE	TARGET	SCOTTISH AVERAGE	VARIANCE (& TARGET) EXPLANATION
CC4A1	Libraries: Adult Lending Stock - actual additions per 1,000 population	2002/2003	124			
		2003/2004	76		185	
		2004/2005	152		185	
		2005/2006	100		186	
		2006/2007	100		187	
		2007/2008	144			
		2008/2009		148		
CC4A2	Libraries: Adult Lending Stock - stock at year end per 1,000 population	2002/2003	1,801			
		2003/2004	1,739		1,620	
		2004/2005	1,737		1,602	
		2005/2006	1,596		1,552	
		2006/2007	1,624		1,512	
		2007/2008	1,641			
		2008/2009		1,690		
CC4B1	Libraries: Children's and Teenage Lending Stock - actual additions per 1,000 population	2002/2003	56			
		2003/2004	48		66	
		2004/2005	41		66	
		2005/2006	36		77	
		2006/2007	36		67	
		2007/2008	48			
		2008/2009		49		
CC4B2	Libraries: Children's and Teenage Lending Stock - stock at year end per 1,000 population	2002/2003	525			
		2003/2004	556		604	
		2004/2005	546		598	
		2005/2006	502		591	
		2006/2007	479		565	
		2007/2008	478			
		2008/2009		492		
CC5A1	Libraries: Number of visits to libraries and expressed per 1,000 population	2002/2003				
		2003/2004				
		2004/2005				
		2005/2006				
		2006/2007	3,284		5,641	
		2007/2008	3,180			
		2008/2009		3,275		
CC5B1	Libraries: Number of borrowers and expressed as a percentage of the population	2002/2003				
		2003/2004				
		2004/2005			23.7%	
		2005/2006	17.4%		23.1%	
		2006/2007	17.1%		21.6%	
		2007/2008	15.5%			
		2008/2009		15.6%		
CC6A1	Libraries: Learning Centre and Learning Access Point users - Number of users as % of the resident population	2002/2003			4.6%	
		2003/2004			7.2%	
		2004/2005			9.2%	
		2005/2006	6.9%		10.1%	
		2006/2007	6.6%		10.7%	
		2007/2008	7.3%			
		2008/2009		7.5%		
CC6B1	Libraries: Learning Centre and Learning Access Point users - Number of times the terminals are used per 1,000 population	2002/2003			359.0	
		2003/2004			593.0	
		2004/2005			813.1	
		2005/2006	471.6		776.7	
		2006/2007	486.5		916.7	
		2007/2008	471.3			
		2008/2009		485.0		
DEVELOPMENT SERVICES						
DS1A1	Householder - Number of planning applications	2002/2003				
		2003/2004	503			
		2004/2005	612			
		2005/2006	666			
		2006/2007	572			
		2007/2008	520			
		2008/2009				
DS1B1	Householder - % dealt with within two months	2002/2003	88.9%		83.0%	There has been no single issue that would point to the reason for the downturn in performance; single status, the number of Local Plan departures (due to the advanced stage of the replacement Plan), the number of planning hearings, e-planning, document management, the scheme of delegation have all had an influence on performance to a greater or lesser extent deterioration during implementation of e-Planning (document management and public access). Recovery is now visible in latest figures.
		2003/2004	87.7%		80.6%	
		2004/2005	88.9%		79.3%	
		2005/2006	88.6%	90.0%	78.3%	
		2006/2007	83.4%	90.0%	79.8%	
		2007/2008	78.7%	90.0%		
		2008/2009		90.0%		
DS1C1	Non Householder - Number of planning applications	2002/2003				
		2003/2004	1,062			
		2004/2005	1,107			
		2005/2006	1,196			
		2006/2007	1,202			
		2007/2008	1,150			
		2008/2009				

CODE	DESCRIPTION	YEAR	VALUE	TARGET	SCOTTISH AVERAGE	VARIANCE (& TARGET) EXPLANATION
DS1D1	Non Householder - % dealt with within two months	2002/2003	56.2%		53.1%	As DS1B1
		2003/2004	56.3%		49.2%	
		2004/2005	50.9%		46.9%	
		2005/2006	51.0%	64.0%	44.6%	
		2006/2007	52.7%	64.0%	45.4%	
		2007/2008	49.7%	64.0%		
		2008/2009		64.0%		
DS1E1	Total - Number of planning applications	2002/2003				
		2003/2004	1,529			
		2004/2005	1,719			
		2005/2006	1,862			
		2006/2007	1,774			
		2007/2008	1,670			
		2008/2009				
DS1F1	Total - % dealt with within two months	2002/2003	69.0%			As DS1B1
		2003/2004	66.6%		64.2%	
		2004/2005	64.4%		63.0%	
		2005/2006	64.4%	72.0%	60.9%	
		2006/2007	62.6%	72.0%	61.4%	
		2007/2008	58.7%	72.0%		
		2008/2009		72.0%		
DS2A1	Successful appeals as % of planning determinations made by the Council	2002/2003	0.3%		0.5%	As the numbers of appeals against the number of decisions are very small and percentage outcome is of little or no significance. (In addition to the very small numbers involved, the number of actual appeals is something outwith the control of the Council and therefore any target for the number of appeals would serve no purpose.)
		2003/2004	0.2%		0.5%	
		2004/2005	0.8%		0.5%	
		2005/2006	0.3%		0.6%	
		2006/2007	0.3%		0.7%	
		2007/2008	0.2%			
		2008/2009				
DS2B1	Successful appeals as % of planning determinations appealed	2002/2003	33.3%		30.8%	As DS2A1
		2003/2004	25.0%		30.1%	
		2004/2005	56.5%		34.0%	
		2005/2006	30.0%		37.3%	
		2006/2007	24.0%		37.5%	
		2007/2008	27.3%			
		2008/2009				
DS3A1	% of population covered by Local Plan adopted/ finalised within last 5 years	2002/2003	33.2%			
		2003/2004	33.2%			
		2004/2005	0.0%			
		2005/2006	100.0%	100.0%		
		2006/2007	100.0%	100.0%		
		2007/2008	100.0%	100.0%		
		2008/2009		100.0%		
HOUSING SERVICES						
HS6A1	The number of households assessed as homeless or potentially homeless during the year	2002/2003				N/A
		2003/2004	523			
		2004/2005	519			
		2005/2006	714			
		2006/2007	585			
		2007/2008	713			
		2008/2009				
HS6B1	The average time between presentation and completion of duty by the Council for those cases assessed as homeless or potentially homeless (weeks)	2002/2003				(The service has agreed not to set a target as this SPI is directly affected by many factors outwith their control, e.g. no of applicants; availability of accommodation temporary and permanent and housing support for those at risk of repeat homelessness.)
		2003/2004	7.2		10.0	
		2004/2005	11.5		15.0	
		2005/2006	13.8		17.0	
		2006/2007	16.4		18.6	
		2007/2008	32.2			
		2008/2009				
HS6C1	The number of cases reassessed as homeless/ potentially homeless within 12 months, as % of all cases assessed during year	2002/2003				
		2003/2004	13.6%		16.3%	
		2004/2005	5.6%		12.1%	
		2005/2006	6.6%		7.9%	
		2006/2007	5.3%		7.1%	
		2007/2008	2.4%			
		2008/2009		6.0%		
PROTECTIVE SERVICES						
PS1A1	Food safety hygiene inspections: Approved Premises - Number to be inspected in the year	2002/2003				The priorities for the service in 2007/08 were to focus on delivering the high risk programmed food inspections and those for approved premises. This resulted in the 100% performance of category A and B premises being maintained and the approved premises (i.e. manufacturing with a high level of risk) improving from previous years. The impact of this strategy and due to staff absence through ill-health and vacancies resulted in a reduction of the number of programmed food hygiene inspections which were undertaken against the programme
		2003/2004				
		2004/2005				
		2005/2006	53			
		2006/2007	32			
		2007/2008	51			
		2008/2009				
PS1B1	Food safety hygiene inspections: Approved Premises - % of inspections undertaken within time	2002/2003				As PS1A1
		2003/2004				
		2004/2005				
		2005/2006	78.4%	100.0%	89.3%	
		2006/2007	87.5%	100.0%	88.8%	
		2007/2008	95.8%	100.0%		
		2008/2009		100.0%		

CODE	DESCRIPTION	YEAR	VALUE	TARGET	SCOTTISH AVERAGE	VARIANCE (& TARGET) EXPLANATION
PS1C1	Food safety hygiene inspections: 6 monthly inspections - Number to be inspected in the year	2002/2003				As PS1A1
		2003/2004	28			
		2004/2005	16			
		2005/2006	2			
		2006/2007	9			
		2007/2008	7			
		2008/2009				
PS1D1	Food safety hygiene inspections: 6 monthly inspections - % of inspections undertaken within time	2002/2003	100.0%			As PS1A1
		2003/2004	100.0%		93.8%	
		2004/2005	100.0%		95.4%	
		2005/2006	100.0%	100.0%	93.3%	
		2006/2007	100.0%	100.0%	97.8%	
		2007/2008	100.0%	100.0%		
		2008/2009		100.0%		
PS1E1	Food safety hygiene inspections: 12 monthly inspections - Number to be inspected in the year	2002/2003				As PS1A1
		2003/2004	207			
		2004/2005	181			
		2005/2006	157			
		2006/2007	130			
		2007/2008	129			
		2008/2009				
PS1F1	Food safety hygiene inspections: 12 monthly inspections - % of inspections undertaken within time	2002/2003	99.1%			As PS1A1
		2003/2004	97.1%		94.6%	
		2004/2005	96.1%		95.7%	
		2005/2006	87.3%	100.0%	96.1%	
		2006/2007	99.2%	100.0%	98.0%	
		2007/2008	100.0%	100.0%		
		2008/2009		100.0%		
PS1G1	Food safety hygiene inspections: More than 12 monthly inspections - Number to be inspected in the year	2002/2003				As PS1A1
		2003/2004	691			
		2004/2005	543			
		2005/2006	426			
		2006/2007	347			
		2007/2008	454			
		2008/2009				
PS1H1	Food safety hygiene inspections: More than 12 monthly inspections - % of inspections undertaken within time	2002/2003	94.7%			As PS1A1
		2003/2004	92.0%		74.5%	
		2004/2005	89.1%		75.8%	
		2005/2006	70.2%	75.0%	81.6%	
		2006/2007	93.4%	75.0%	81.9%	
		2007/2008	89.4%	75.0%		
		2008/2009		75.0%		
PS2A1	The number of complaints of domestic noise received during the year: i) Settled without the need for attendance on site	2002/2003				The number of noise complaints reported relates only to those received directly by the Council. In respect of antisocial noise complaints, the Council has a Memorandum of Understanding with Strathclyde Police that they will respond to complaints out-of-hours, resources permitting. These are referred to the Council for further action but the initial response and visit is made by the Police. Paragraph 5 of the Interpretation on page 114 of Audit Scotland's "Statutory Performance Indicator Guide 2007/08" indicates that where close partnerships then the number made directly to the Council may be relatively low. The number reported is the 59 complaints which were received direct by the Council and does not include the other 458 noise complaints which were made to the Police and which we responded to in terms of our Memorandum of Understanding.
		2003/2004				
		2004/2005				
		2005/2006				
		2006/2007	274			
		2007/2008	54			
		2008/2009				
PS2A2	ii) Requiring attendance on site	2002/2003				
		2003/2004				
		2004/2005				
		2005/2006				
		2006/2007	5			
		2007/2008	5			
		2008/2009				
PS2A3	iii) Dealt with under part V of the Antisocial Behaviour etc (Scotland) Act 2004	2002/2003				
		2003/2004				
		2004/2005				
		2005/2006				
		2006/2007	10			
		2007/2008	3			
		2008/2009				
PS2B1	For those in a)ii, The average time (in hours) between the time of complaint and attendance on site	2002/2003				The time taken to visit those requests was 54 hours rather than 8 in the previous year. The reason for this being that one complaint took seven days between receipt and the visit with a further taking 3 days. This has resulted in the average time taken in hours being higher.
		2003/2004				
		2004/2005				
		2005/2006				
		2006/2007	8.0		68.8	
		2007/2008	54.0			
		2008/2009		96.0		

CODE	DESCRIPTION	YEAR	VALUE	TARGET	SCOTTISH AVERAGE	VARIANCE (& TARGET) EXPLANATION
PS2B2	For those in a)iii, The average time (in hours) between the time of complaint and attendance on site	2002/2003				For Anti Social Behaviour noise complaints the average time has improved from 72 hours to 25 hours.
		2003/2004				
		2004/2005				
		2005/2006				
		2006/2007	72.0		10.5	
		2007/2008	25.0			
		2008/2009		96.0		
PS3A1	The number of complaints of non-domestic noise received during the year: i) settled without the need for formal action	2002/2003				
		2003/2004				
		2004/2005				
		2005/2006				
		2006/2007	76			
		2007/2008	78			
		2008/2009				
PS3A2	ii) requiring formal action	2002/2003				There were 3 complaints where formal action was required and these were infrequent and longstanding complaints which required monitoring. As a result the time taken to establish the existence of the nuisance to service of the formal notices under Section 80 of the Environmental Protection Act 1990 were 4, 44 and 47 days. This equates to an average of 32 calendar days.
		2003/2004				
		2004/2005				
		2005/2006				
		2006/2007	2			
		2007/2008	3			
		2008/2009				
PS3B1	For those in a)ii above, the average time (calendar days) to institute formal action	2002/2003				As PS3A2
		2003/2004				
		2004/2005				
		2005/2006				
		2006/2007	29.0		25.7	
		2007/2008	32.0			
		2008/2009		30.0		
PS4A1	Trading Standards Complaints and Advice: Consumer Complaints - Number Received	2002/2003				Contextual Information
		2003/2004	1,185			
		2004/2005	659			
		2005/2006	519			
		2006/2007	591			
		2007/2008	358			
		2008/2009				
PS4A2	Trading Standards Complaints and Advice: Consumer Complaints - % dealt with in 14 days	2002/2003	90.0%			These figures represent the focus placed on dealing with criminal complaints before programmed visits, during the continuing period of staff shortages.
		2003/2004	87.8%		83.4%	
		2004/2005	81.9%		77.4%	
		2005/2006	74.6%		72.6%	
		2006/2007	68.5%		72.2%	
		2007/2008	72.6%			
		2008/2009		65.0%		
PS4B1	Trading Standards Complaints and Advice: Business Advice Requests - Number Received	2002/2003				Contextual Information
		2003/2004	269			
		2004/2005	142			
		2005/2006	94			
		2006/2007	57			
		2007/2008	116			
		2008/2009				
PS4B2	Trading Standards Complaints and Advice: Business Advice Requests - % dealt with in 14 days	2002/2003	99.0%			As PS4A2
		2003/2004	99.6%		95.9%	
		2004/2005	96.5%		94.4%	
		2005/2006	91.5%		95.1%	
		2006/2007	91.2%		95.4%	
		2007/2008	93.1%			
		2008/2009		90.0%		
PS5A1	Inspection Of Trading Premises: High Risk - Number of premises in risk category	2002/2003				Contextual Information
		2003/2004	222			
		2004/2005	186			
		2005/2006	190			
		2006/2007	136			
		2007/2008	141			
		2008/2009				
PS5A2	Inspection Of Trading Premises: High Risk - Number to be inspected in the year	2002/2003				Contextual Information
		2003/2004	222			
		2004/2005	186			
		2005/2006	183			
		2006/2007	136			
		2007/2008	141			
		2008/2009				
PS5A3	Inspection Of Trading Premises: High Risk - % of inspections undertaken within time	2002/2003	99.7%			Increased performance was achieved for part of the year, however the maternity leave of 1 officer (Divisional Trading Standards Officer, Helensburgh) and the retirement of 2 others (Divisional Trading Standards Officer, Dunoon and Public Protection Officer, Dunoon) has resulted in below target performance.
		2003/2004	100.0%			
		2004/2005	96.8%		77.9%	
		2005/2006	55.2%		85.5%	
		2006/2007	64.0%		90.9%	
		2007/2008	77.3%			
		2008/2009		100.0%		

CODE	DESCRIPTION	YEAR	VALUE	TARGET	SCOTTISH AVERAGE	VARIANCE (& TARGET) EXPLANATION
PS5B1	Inspection Of Trading Premises: Medium Risk - Number of premises in risk category	2002/2003				Contextual Information
		2003/2004	1,045			
		2004/2005	1,142			
		2005/2006	1,241			
		2006/2007	1,163			
		2007/2008	1,271			
		2008/2009				
PS5B2	Inspection Of Trading Premises: Medium Risk - Number to be inspected in the year	2002/2003				Contextual Information
		2003/2004	522			
		2004/2005	605			
		2005/2006	571			
		2006/2007	562			
		2007/2008	431			
		2008/2009				
PS5B3	Inspection Of Trading Premises: Medium Risk - % of inspections undertaken within time	2002/2003	92.2%			As PS5A3
		2003/2004	100.0%			
		2004/2005	92.6%		78.1%	
		2005/2006	57.6%		74.7%	
		2006/2007	68.7%		85.2%	
		2007/2008	68.7%			
		2008/2009		50.0%		
ROADS & LIGHTING						
RL1A1	A Roads - % of the road network that should be considered for maintenance treatment	2002/2003				Changes in calculation invalidate year-on-year comparisons
		2003/2004				
		2004/2005	41.8%			
		2005/2006	41.4%			
		2006/2007	48.2%			
		2007/2008	42.7%			
		2008/2009				
RL1A2	B Roads - % of the road network that should be considered for maintenance treatment	2002/2003				As RL1A1
		2003/2004				
		2004/2005	55.6%			
		2005/2006	46.4%			
		2006/2007	66.0%			
		2007/2008	57.4%			
		2008/2009				
RL1A3	C Roads - % of the road network that should be considered for maintenance treatment	2002/2003				As RL1A1
		2003/2004				
		2004/2005	34.9%			
		2005/2006	23.4%			
		2006/2007	45.0%			
		2007/2008	59.6%			
		2008/2009				
RL1A4	Unclassified Roads - % of the road network that should be considered for maintenance treatment	2002/2003				As RL1A1
		2003/2004				
		2004/2005	54.1%			
		2005/2006	54.6%			
		2006/2007	60.7%			
		2007/2008	67.4%			
		2008/2009				
RL1A5	Total Road Network - % of the road network that should be considered for maintenance treatment	2002/2003				As RL1A1
		2003/2004	49.3%		44.8%	
		2004/2005	48.0%		41.9%	
		2005/2006	43.5%		41.8%	
		2006/2007	56.2%		47.5%	
		2007/2008	57.4%			
		2008/2009		55.0%		
RL2A1	Traffic Light Repairs - % of repairs completed within 48 hours	2002/2003				This variation was within 2% of the previous years figure
		2003/2004				
		2004/2005	100.0%		94.4%	
		2005/2006	95.2%		94.0%	
		2006/2007	100.0%		94.3%	
		2007/2008	100.0%			
		2008/2009		100.0%		
RL3A1	Street Light Repairs - % of repairs completed within 7 days	2002/2003				Improvement is due to the full implementation of the Street Lighting Management System (WDM) software package, improving efficiency, recording and ease of reporting.
		2003/2004	93.1%			
		2004/2005	87.7%		94.0%	
		2005/2006	85.0%		93.5%	
		2006/2007	87.0%		93.2%	
		2007/2008	94.8%			
		2008/2009		90.0%		
RL4A1	Street Light Columns - % of columns over 30 years old	2002/2003				
		2003/2004				
		2004/2005	25.4%			
		2005/2006	39.6%		37.0%	
		2006/2007	28.7%		37.0%	
		2007/2008	32.0%			
		2008/2009		30.0%		

CODE	DESCRIPTION	YEAR	VALUE	TARGET	SCOTTISH AVERAGE	VARIANCE (& TARGET) EXPLANATION
RL5A1	Council Bridges - Number failing European Standard	2002/2003				The changes in the totals are due to differing interpretations of the Audit Scotland guidance notes. "The total number of assessed bridges" has risen considerably because the definition in the guidance implies that all structures to be assessed are included. The number of bridges with a weight restriction has also dropped, as the removed structures are now controlled by a permanent satisfactory solution.
		2003/2004				
		2004/2005	26			
		2005/2006	25			
		2006/2007	23			
		2007/2008	24			
RL5A2	Private Bridges - Number failing European Standard	2002/2003				As RL5A1
		2003/2004				
		2004/2005	3			
		2005/2006	3			
		2006/2007	3			
		2007/2008	5			
RL5A3	All Bridges - Number failing European Standard	2002/2003				As RL5A1
		2003/2004				
		2004/2005	29			
		2005/2006	28			
		2006/2007	26			
		2007/2008	29			
RL5A4	Council Bridges - % failing European Standard	2002/2003				As RL5A1
		2003/2004				
		2004/2005	4.6%		9.1%	
		2005/2006	4.4%		8.1%	
		2006/2007	4.1%			
		2007/2008	4.2%			
RL5A5	Private Bridges - % failing European Standard	2002/2003				As RL5A1
		2003/2004				
		2004/2005	18.8%			
		2005/2006	18.8%			
		2006/2007	18.8%			
		2007/2008	35.7%			
RL5A6	All Bridges - % failing European Standard	2002/2003				As RL5A1
		2003/2004				
		2004/2005	5.0%		10.2%	
		2005/2006	4.8%		9.2%	
		2006/2007	4.5%		8.4%	
		2007/2008	4.9%			
RL5B1	Council Bridges - Number with a weight or width restriction	2002/2003				As RL5A1
		2003/2004				
		2004/2005	24			
		2005/2006	24			
		2006/2007	22			
		2007/2008	16			
RL5B2	Private Bridges - Number with a weight or width restriction	2002/2003				As RL5A1
		2003/2004				
		2004/2005	3			
		2005/2006	3			
		2006/2007	3			
		2007/2008	0			
RL5B3	All Bridges - Number with a weight or width restriction	2002/2003				As RL5A1
		2003/2004				
		2004/2005	27			
		2005/2006	27			
		2006/2007	25			
		2007/2008	16			
RL5B4	Council Bridges - % with a weight or width restriction	2002/2003				As RL5A1
		2003/2004				
		2004/2005	4.2%		1.9%	
		2005/2006	4.2%		1.8%	
		2006/2007	3.9%			
		2007/2008	2.8%			
RL5B5	Private Bridges - % with a weight or width restriction	2002/2003				As RL5A1
		2003/2004				
		2004/2005	18.8%		8.8%	
		2005/2006	18.8%		7.8%	
		2006/2007	18.8%			
		2007/2008	0.0%			
2008/2009						

CODE	DESCRIPTION	YEAR	VALUE	TARGET	SCOTTISH AVERAGE	VARIANCE (& TARGET) EXPLANATION
RL5B6	All Bridges - % with a weight or width restriction	2002/2003				As RL5A1
		2003/2004				
		2004/2005	4.6%		2.5%	
		2005/2006	4.6%		2.4%	
		2006/2007	4.3%			
		2007/2008	2.7%			
		2008/2009				
WASTE MANAGEMENT						
WM1A1	The net cost of refuse collection per domestic and commercial premise (£)	2002/2003	£73.99		£50.43	Refuse Collection - 6.91% increase. Decrease in the number of premises serviced from 49,472 to 49,085 a drop of 387, equates to £0.67 of the increase. SWF now all revenue spend last year had an element of capital £81k, equates to £1.65 of the increase.
		2003/2004	£70.01		£52.59	
		2004/2005	£68.76		£50.25	
		2005/2006	£58.10		£53.76	
		2006/2007	£80.03		£58.13	
		2007/2008	£85.07			
		2008/2009				
WM1A2	The net cost of refuse disposal per domestic and commercial premise (£)	2002/2003	£118.88		£55.22	Refuse Disposal - 6.7% increase. Decrease in the number of premises serviced from 49,472 to 49,085 a drop of 387, equates to £1.06 of the increase. Increase in Landfill Tax from £21 to £24 per tonne, equates to £3.95 of the increase.
		2003/2004	£115.30		£58.43	
		2004/2005	£115.38		£55.42	
		2005/2006	£110.62		£63.18	
		2006/2007	£128.91		£70.20	
		2007/2008	£135.86			
		2008/2009				
WM2A1	The number of complaints per 1,000 households regarding the household waste collection service	2002/2003				This reduction is mainly due to the public's better understanding of the no excess policy that was adopted by the Council.
		2003/2004	9.0		31.7	
		2004/2005	13.7		35.9	
		2005/2006	13.8		38.6	
		2006/2007	6.5		40.0	
		2007/2008	4.3			
		2008/2009				
WM3A01	Landfill - total tonnes collected	2002/2003				This continued improvement once again reflects the proportion of waste recycled and composted by the Local Authority / Shanks Partnership, and a variety of community sector recycling groups. All of these incorporate the provision of Council, Scottish Executive and European funding, which have assisted the Council in achieving increased recycling and composting, plus a reduction in the amount of refuse going to landfill.
		2003/2004				
		2004/2005				
		2005/2006	50,347.8			
		2006/2007	41,105.9			
		2007/2008	40,611.8			
		2008/2009				
WM3A02	Landfill - % of total	2002/2003				As WM3A01
		2003/2004				
		2004/2005				
		2005/2006	74.8%	80.0%	72.9%	
		2006/2007	66.6%	75.0%	69.8%	
		2007/2008	65.2%	67.0%		
		2008/2009		60.0%		
WM3A03	Composted - total tonnes collected	2002/2003				As WM3A01
		2003/2004				
		2004/2005				
		2005/2006	7,495.3			
		2006/2007	10,278.0			
		2007/2008	10,638.6			
		2008/2009				
WM3A04	Composted - % of total	2002/2003				As WM3A01
		2003/2004				
		2004/2005				
		2005/2006	11.1%	10.0%	8.3%	
		2006/2007	16.7%	15.0%	10.1%	
		2007/2008	17.1%	19.5%		
		2008/2009				
WM3A05	Recycled - total tonnes collected	2002/2003				As WM3A01
		2003/2004				
		2004/2005				
		2005/2006	9,437.0			
		2006/2007	10,307.7			
		2007/2008	11,051.0			
		2008/2009				
WM3A06	Recycled - % of total	2002/2003				As WM3A01
		2003/2004				
		2004/2005				
		2005/2006	14.3%	12.0%	16.4%	
		2006/2007	16.7%	16.0%	18.3%	
		2007/2008	17.7%	19.0%		
		2008/2009				
WM3A07	Other Recovery - total tonnes collected	2002/2003				
		2003/2004				
		2004/2005				
		2005/2006	0			
		2006/2007	0			
		2007/2008	0			
		2008/2009				

CODE	DESCRIPTION	YEAR	VALUE	TARGET	SCOTTISH AVERAGE	VARIANCE (& TARGET) EXPLANATION
WM3A08	Other Recovery - % of total	2002/2003				
		2003/2004				
		2004/2005				
		2005/2006	0.0%		2.3%	
		2006/2007	0.0%		1.8%	
		2007/2008	0.0%			
		2008/2009				
WM3A09	Total Tonnes	2002/2003				This variation was within 2% of the previous years figure
		2003/2004				
		2004/2005				
		2005/2006	67,280.1			
		2006/2007	61,691.6			
		2007/2008	62,301.4			
		2008/2009				
WM3A10	Biodegradable municipal waste landfilled - Total Tonnes	2002/2003				As WM3A01
		2003/2004				
		2004/2005				
		2005/2006	32,762.0			
		2006/2007	26,509.0			
		2007/2008	25,869.0			
		2008/2009				
WM3A11	Biodegradable municipal waste landfilled - %	2002/2003				As WM3A01
		2003/2004				
		2004/2005				
		2005/2006	48.7%		46.0%	
		2006/2007	43.0%		42.8%	
		2007/2008	41.5%			
		2008/2009				
WM3A12	Number of household premises	2002/2003				Contextual Information
		2003/2004				
		2004/2005	45,123			
		2005/2006	45,512			
		2006/2007	45,794			
		2007/2008	46,189			
		2008/2009				
WM3A13	Number of commercial premises	2002/2003				Contextual Information
		2003/2004				
		2004/2005	3,562			
		2005/2006	3,562			
		2006/2007	3,678			
		2007/2008	2,896			
		2008/2009				
WM4B1	The cleanliness index achieved following inspection of a sample of streets	2002/2003				This variation was within 2% of the previous years figure
		2003/2004				
		2004/2005	68	71	70	
		2005/2006	71	72	70	
		2006/2007	70	73	71	
		2007/2008	71	73		
		2008/2009		73		
WM5A1	The number of abandoned vehicles that require to be removed by the Council	2002/2003				Contextual Information
		2003/2004				
		2004/2005				
		2005/2006				
		2006/2007	38			
		2007/2008	46			
		2008/2009				
WM5A2	Percentage of abandoned vehicles removed within 14 days	2002/2003				This variation was within 2% of the previous years figure
		2003/2004				
		2004/2005				
		2005/2006				
		2006/2007	95.0%	100.0%	86.1%	
		2007/2008	95.7%	100.0%		
		2008/2009		100.0%		

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Public Performance Report 2007/08

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Background

The Assessor for Dunbartonshire and Argyll & Bute is an independent statutory official who is responsible for the preparation and maintenance of the Valuation Rolls and Council Tax Valuation Lists for East and West Dunbartonshire and Argyll & Bute. The Assessor has also been appointed as the Electoral Registration Officer for these three areas and he is therefore required to prepare and maintain their Registers of Electors.

The Assessor's service is conducted from two main offices located at the addresses above. You can contact us by e-mail at 'assessor@dab-vjb.gov.uk'.

General Information

During the year to 31st March 2007, the Assessor had a full-time equivalent staff of 65 and a staffing budget of £2.09m. A total of 891.5 days (6.30%) were lost through illness compared to 528.5 days (3.80%) in 2006/07.

Council Tax List

The Council Tax List contains all domestic properties showing an allocated Council Tax band which is based on the market value of the property as at 1991. The bands shown are used by the local authorities within the Joint Board's boundaries for the production of domestic Council Tax bills.

As at 31st March, 2008, the Council Tax Lists for Dunbartonshire and Argyll & Bute contained 139,614 subjects. Of the 1,128 houses added to the List between 1st April, 2007 and 31st March, 2008, the time between the date of occupation/completion and the issue of the banding notice is shown in the following table, along with previous years' data which demonstrates our maintenance of improved performance:

Year	Number	Within 3 Months		Within 6 Months	
		Target	Achieved	Target	Achieved
2007/08	1128	92%	93%	97%	99%
2006/07	953	90%	93%	97%	98%
2005/06	1201	88%	89%	97%	96%
2004/05	996	85%	91%	97%	98%
2003/04	918	87%	75%	93%	93%

The targets we have set for 2008/09 are 92% within 3 months and 97% within 6 months.

Valuation Roll

The Valuation Roll contains the rateable values of all non-domestic properties within the area. The rateable values shown are used by the Joint Board's constituent local authorities for the production of non-domestic rates bills.

As at 31st March, 2008 the Valuation Rolls for Dunbartonshire and Argyll & Bute contained 12,291 subjects with a total rateable value of £265.6 million. Of the 1,072 amendments made to the Valuation Roll between 1st April, 2007 and 31st March, 2008, the time between the effective date of the alteration and the issue of the Valuation Notice is shown in the following table, along with previous years' data. Our 3 month target for the year was again achieved, while the 6-month target was almost achieved.

Year	Number	Within 3 Months		Within 6 Months	
		Target	Achieved	Target	Achieved
2007/08	1072	80%	82%	95%	94%
2006/07	1051	75%	76%	90%	96%
2005/06	1093	66%	80%	83%	96%
2004/05	1131	52%	66%	77%	83%
2003/04	1217	55%	51%	79%	74%

The targets we have set for 2008/09 are 80% within 3 months and 90% within 6 months.

Of 3,051 Revaluation appeals submitted against the values of 2,946 subjects, 1,047 were outstanding at 1st April 2007. During the year 822 were settled, with around 64% having been withdrawn without adjustment, leaving 225 outstanding at the end of the year. The total loss in Rateable Value resulting from appeal settlements since the 2005 Revaluation equates to 1.24% of the total Rateable Value.

The last date for disposal of outstanding appeals, either by discussion with the Assessor's staff or by formal hearing, is 31st December, 2008.

Electoral Registration

In total, we received 110,833 responses (81.9%) from 135,313 forms issued. This was again down from previous years despite the additional effort expended in completing a door-to-door canvass of non-returns for the second year running.

The annual canvass response rates (from a combination of returned forms, telephone and internet returns) for the register published on 1st December, 2007 are shown below along with the figures for the 2006 canvass.

Constituency	2006 Canvass	2007 Canvass
Argyll & Bute	84.81%	84.16%
East Dunbartonshire	89.79%	86.05%
West Dunbartonshire	76.60%	75.34%
Total	82.94%	81.9%

Other Items of Note

During the year we also:

- Continued our active participation in the development of the Assessors Portal (www.saa.gov.uk). This website, which has received awards for Excellence in Customer Service, provides an on-line search facility for Valuation Roll and Council Tax entries throughout Scotland and provides for the on-line submission of Valuation Roll appeals and Council Tax banding proposals.
- Further developed our own Web site (www.dab-vjb.gov.uk) where you can find helpful information on all of our functions, including a split of our Valuation Roll and Council Tax performance among our 3 constituent Councils. Various forms relating to Electoral Registration are also available.
- Continued with a Customer Satisfaction Survey, with 97% (96% in 2006/07) of the returns indicating that our staff were found to be professional, courteous and helpful, and 93% (91% in 2006/07) of the users of the Valuation Joint Board's services expressing their satisfaction with the information and/or advice given. Satisfaction levels amongst minority groups were generally similar to the overall figures.
- Approved a Gender Equality Scheme, and improved access and facilities for disabled persons in both of our offices.

A copy of the Assessor and Electoral Registration Officer's Annual Report is available on request from either office

