

Argyll and Bute Council Statutory Performance Indicators 2002/03

MEASURE	PI Measurement 02/03	01/02	Rank in 01/02	Average Figure Scotland - 01/02	Better or worse since 01/02
Benefits Administration					
1 Administration costs - the overall gross administration cost (£) per council tax or housing benefit application	45.12	37.68	11th	41.89	x
2 New claims - the average time (days) taken to process new claims	32.7	41.5	12th	51	√
3 Changes of circumstances - the average time (days) taken to process notifications of changes of circumstances	5	9.4	6th	16	√
4 Renewal claims - the percentage of renewal claims processed on time	59.9	48.1	26th	73.1	√
5 Recoverable overpayments - the percentage of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the year.	58.2	62.3	4th	45.6	x
Building Control					
6 Building warrants - the percentage of building warrants responded to within 15 days	81.3	-	--		
7 Percentage of building warrants issued within 6 days.	90.9	-	--		
8 Completion certificate - the average time (days) taken to respond to a completion certificate	2.1 days	2	1st	3	x
Council Wide					
8 Sickness absence - the percentage of working days lost through sickness absence for chief officers, administration professional, technical and clerical staff	4.5	4.8	12th	5.2	√

9	Sickness absence - the percentage of working days lost through sickness absence for craft and manual employees.	4.9	5.1	4th	6.5	√
10	Sickness absence - the percentage of working days lost through sickness absence for teachers.	4.6	3.5	8th	4	x
11	Equal opportunities - the percentage of chief official employees, who are female	13.3	13.3	20th	16.3	No Change
12	Equal opportunities - the percentage of senior professionals, who are female	23.7	28.1	11th	25.6	x
Education						
13	Pre school provision -the percentage of children in their pre-school year who received pre-school education	100	100	1st	95.8	No Change
14	Pre-school provision - the percentage of children in their ante pre-school year who received pre-school education	100	100	1st	90	No Change
15	Primary schools - the percentage of classes with P1 to P3 pupils with no more than 30 pupils	99.4	100	1st	99.1	x
16	Primary schools - the percentage of schools in which the ratio of pupils to available places is between 61% and 100%	45.1	42.7	29th	61.4	√
17	Secondary schools - the percentage of schools in which the ratio of pupils to available places is between 61% and 100%	90	90	4th	70.9	No change
18	Special educational needs - the average number of weeks taken to complete an assessment of special educational needs	17	24	9th	28	√
Environmental Health						
19	Food hygiene - the percentage of premises with a minimum inspection frequency of 12 months or less, that were inspected on time.	99.3	95.2	14th	95.5	√

20	Noise complaints - the percentage of initial noise complaints that were dealt with in one day.	100	100	1st	93.2	No change
21	Noise complaints - the percentage of noise complaints requiring further investigation that were dealt with in three days.	100	100	1st	94.3	No change
22	Pest control - the percentage of responses to requests for high-priority pest control services which met the national target	99	90.4	22nd	93.8	√
23	Pest control - the percentage of responses to requests for low priority pest control services which met the national target	99.7	97.3	16th	98.2	√
Environmental Services						
24	Refuse collection the gross cost of refuse collection per property (£)	£73.99	£66.58	27th	46.94	x
25	Refuse collection - the gross cost of refuse disposal per property (£)	£118.88	£119.99	30th	49.53	√
26	Refuse collection - the percentage of special uplifts of bulky domestic refuse completed within five days	71.8	75.5	21st	79.2	x
27	Recycling of the household, commercial and industrial waste collected by the authority, the percentage that was recycled.	8.9	7.7	11th	7.4	√
Finance						
28	Council tax - the gross cost of collecting council tax per dwelling (£)	£16.10	-	- -		
29	Council tax - the percentage of council tax income for the year that was collected in the year.	93.0	92.5	18th	90.6	√
30	Invoice payment - the percentage of invoices paid within 30 days or other agreed time period.	84.2	75.5	26th	79.9	√
Housing						

31	Response repairs - the percentage of response repairs due to be undertaken within 24 hours that were undertaken within target time	88.7	70.1	-	89.4	
32	Tenancy changes - the percentage of rent loss due to unoccupied dwellings	1.24	1.07	5th	2.59	x
33	Tenancy changes - the percentage of empty houses that were relet within four weeks	48.3	54.9	8th	38.2	x
34	Rent arrears - current tenant arrears as a percentage of the net amount of rent due in the year	3.2	3.2	4th	7.3	No change
35	Rent arrears -the percentage of current tenants owning more than 13 weeks' rent at the year end, excluding those owing less than £250	0.7	0.8	1st	4.8	√
36	Council house sales - the percentage of sales completed within 26 weeks	46	30.3	27th	67.4	√
37	Homelessness - the number of homeless households in priority need provided with temporary accommodation in council-furnished dwellings as a percentage of the total provided with temporary accommodation	4.2	3.3	29th	33.3	√
Leisure and Recreation						
38	Leisure pools - the number of attendances per 1,000 population	NS	NS	NS	1677	NS
39	Traditional pools - the number of attendances per 1,000 population	4596	4621	2nd	2473	x
40	Indoor facilities - the number of attendances per 1,000 population	1090	1063	28th	3457	√
41	Museums - the percentage of museums operated or financially supported by the council, which are registered under the Museum and Galleries Commission (MGC) registration scheme	46.2	45.5	26th	71.5	√
Libraries						
42	Processing time - the average time (days) taken to satisfy library book requests	33 days	36 days	30th	21	√

43 Stock turnover - the percentage of the national target met for replenishing lending stock for children and teenagers	56.4	45.2	25th	79.1	
44 Stock turnover - the percentage of the national target met for replenishing lending stock for adults	44.3	28.3	28th	66.4	
45 Use of libraries - the number of borrowers as a percentage of the resident population	45.6	44.8	-	24.7	
46 Use of libraries - the average number of issues per borrower	12.5	14.7	-	29.2	
47 Learning Centre and Learning Access Point Users - Users as a percentage of the population	5.1	-	-	-	
Planning					
48 Processing time - the percentage of householder applications dealt with within two months	88.9	89.9	6th	81.7	x
49 Processing time - the percentage of non-householder application dealt with within two months	56.2	55.0	-	51.1	√
Roads and Lighting					
50 Traffic light repairs - the percentage of repairs completed within 48 hours	95.5	90	21st	87	√
51 Street light repairs - the percentage of repairs completed within seven days	91.3	80	28th	91	√
Social Work					
52 Child Protection - the percentage of children being looked after by the council in community placements.	77.9	80.9	27th	85.9	x
53 Staff qualification - the percentage of staff in residential homes for children who are qualified.	50	50	15th	51	No change
54 Staff qualification - the percentage of staff in residential homes for older					

people who are qualified.	30	29	23rd	36	√
55 Staff qualification - the percentage of staff in residential homes for other other adults who are qualified.	41	38	17th	37	√
56 Residential homes - the percentage of residential care places in homes for children that are single rooms.	100	56.5	-	72	
57 Residential homes - the percentage of residential care places in homes for older people that are single rooms.	77.8	77.9	-	83.9	
58 Residential homes - the percentage of residential care places in homes for other adults that are single rooms.	100	72.3	-	89.4	
59 Residential homes -the percentage of residential care places in homes for children that have en-suite facilities.	14.3	0	-	6.8	
60 Residential homes - the percentage of residential care places in homes for older people that have en-suite facilities.	37.5	39.7	-	39.3	
61 Residential homes - the percentage of residential care places in homes for other adults that have en-suite facilities.	21.4	3.5	-	20.7	
62 Social enquiry reports - the proportion of reports requested by the courts that were allocated to social work staff within 2 working days of receipt by the social work department.	88	95.4	-	86.2	
63 Social enquiry reports - the proportion of reports submitted by the social work department to the courts by the due date.	97.6	99.4	-	96.5	
64 Probation - the proportion of new probationers seen by a supervising officer within one week.	73.3	81.7	-	57.7	
65 Probation - the proportion of people subject to a probation order who were reported to the court for breach of probation during the year.	22.3	33	-	20	

66 Community service - the average hours per week to complete community service orders	4.7	4.8	-	3.7
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Trading Standards

67 Consumer complaints - the percentage of complaints processed within 14 days of receipt.	90	84.9	14th	81.7	√
68 Business advice requests - the percentage of requests dealt within 14 days of receipt.	99.4	98.6	17th	97.8	√

NB: Red denotes unreliable data and indicator has been qualified by B120auditors. There is no ranking in some cases due to data being unreliable.