

# **Local Government Act 1992**

**Statutory Performance Indicators**

**Direction 2007**

November 2007



## **Introduction**

***by John Baillie, Chair of the Accounts Commission***

Each year, in line with our statutory duties, the Accounts Commission consults on what performance information we will direct local authorities to report on in the following financial year. As well as addressing the responses, we consider other factors relevant to local government that we feel may affect the efficient and effective working of the SPI arrangements

### **Performance management frameworks**

This year the Commission has followed closely the work to establish national performance management frameworks for local councils and for police services. Audit Scotland is represented on each of the project boards and reports on progress to the Commission. We are also aware of similar developments for fire and rescue services.

The Commission wishes to reiterate its support for the principles and objectives of these projects. We have highlighted the need for significant improvements in performance management in recent years, and we see these projects as having the potential to make a contribution to that agenda. The developments announced this month to establish an outcome based approach to the relationship between central and local government are also welcome.

### **The impact on SPIs**

SPIs cover many local government services and allow comparisons to be made between councils and over time. The Commission recognises that they do not give a comprehensive picture of performance across all services and need to be seen in a wider context. Our audits of Best Value have highlighted the current over-dependence on SPIs and limited development of performance information in other areas.

We recognise that the national performance management projects are still at a relatively early stage, but our expectation is that they will strengthen the quality of performance management in Scottish local government. As this happens, we will consider the impact on the SPI arrangements and how we can best hold local authorities to account and help them to improve in an efficient and effective manner. We will continue to liaise with relevant stakeholders through Audit Scotland.

Meanwhile, in meeting the statutory arrangements for the annual SPI direction, the Commission has agreed, as we have done in the last 2 years, to make only very limited changes to the indicators. These will harmonise the SPIs with performance information being collected nationally and change those that are inappropriate for continued use.

### **The 2007 Direction**

This year's Direction is set out in the following pages and contains 71 SPIs, one more than the 2006 Direction. We have decided to introduce one new Statutory Performance Indicator (SPI) on progress towards meeting the Scottish Housing Quality Standard, simplify two SPIs and change eight SPIs including:

- a Community Care SPI reflecting the new framework for Community Care Partnerships
- two benefits administration SPIs to accord with the information requirements on the Department for Work & Pensions
- a homelessness SPI reflecting developments in policy relating to homelessness services
- a police complaints SPI to report in accordance with amended legislation.

We look forward to hearing about progress on the development of performance management in the months to come.

John Baillie  
Chair, the Accounts Commission  
November 2007

**LOCAL GOVERNMENT ACT 1992**  
**THE PUBLICATION OF INFORMATION**  
**(STANDARDS OF PERFORMANCE) DIRECTION 2007**

1. This Direction is given by the Accounts Commission for Scotland ("the Commission") under section 1(1)(a) of the Local Government Act 1992. The Act requires the Commission to direct relevant bodies to publish such information relating to their activities in any financial year or other specified period as will, in the Commission's opinion:
  - a. facilitate the making of appropriate comparisons (by reference to the criteria of cost, economy, efficiency and effectiveness and of securing best value in accordance with section 1 of the Local Government in Scotland Act 2003) between –
    - i. the standards of performance achieved by different relevant bodies in that financial year or other period; and
    - ii. the standards of performance achieved by such bodies in different financial years or, as the case may be, other periods
  - b. facilitate the drawing of conclusions about the discharge of those bodies' functions under Part 2 (community planning) of the Local Government in Scotland Act 2003.
2. This Direction is given to all local authorities and to joint committees and joint boards, as defined by the Local Government (Scotland) Act 1973, and amended by the Local Government etc. (Scotland) Act 1994.
3. Each of the bodies referred to in paragraph 2 shall, in accordance with section 13 of the Local Government in Scotland Act 2003 and associated regulations and guidance from Scottish Ministers:
  - a. publish the information specified in the schedule to this Direction for all those activities which are carried out by the body
  - b. ensure that publication facilitates the making of comparisons with the performance information for 2007/8, for those activities which were also specified in the Commission's 2006 Direction.
4. The period for which the information must be published is the financial year ending 31 March 2009.
5. Should a body to which this Direction applies operate different targets in relation to different parts of its area, information based on those targets should be separately presented for each part of its area. In each instance the body should name each part of its area for which such information is given.

**Key.** In this Direction the following key is used:

- C** A changed indicator that will not necessarily facilitate the continued use of trend data from previous years.
- S** A simplified indicator that will facilitate the continued use of trend data from previous years.
- N** A new indicator.

**Adult social work****Community care services****C ASW 1:** Achievement of targets for assessment and service delivery

	Number of People within target time per 1000 population	Number of people outwith target time per 1000 population	% of people for which target was met
Assessment			
Delivery of care service			

**Residential accommodation**

**ASW 2:** Staff qualifications: The percentage of care staff with appropriate qualifications for the level of post held, working in council care homes for:

- a) older people (age 65+)
- b) other adults.

**ASW 3:** Privacy: The number of single rooms and the number of rooms with en-suite facilities, expressed as a percentage of registered care home places used by the council for each client group.

Older people (age 65+)	Number of places occupied	Single rooms %	Rooms with en- suite facilities %
Council homes			
Voluntary sector			
Private sector			
<b>Other adults</b>			
Council homes			
Voluntary sector			
Private sector			

**Home care****ASW 4:**

- a) The number of people age 65+ receiving homecare
- b) The number of homecare hours per 1,000 population age 65+
- c) As a proportion of home care clients age 65+, the number receiving:
  - personal care
  - a service during evenings/overnight
  - a service at weekends.

**Respite care****ASW 5:** Provision of respite services:

	Per 1000 older people (65+)	Per 1000 other adults (18-64)
a) Total overnight respite nights provided		
b) % overnight respite nights not in a care home		
c) Total hours daytime respite provided		
d) % daytime respite hours provided not in a day care centre		

**Criminal Justice****ASW 6:** Social enquiry reports:

- a) The number of reports submitted to the courts during the year
- b) The proportion of these submitted by the due date.

**ASW 7:** Probation:

- a) The number of new Probation Orders issued during the year
- b) The proportion of new probationers seen by a supervising officer within one week.

**ASW 8:** Community service:

- a) The number of new Community Service Orders issued during the year
- b) The average number of hours per week taken to complete orders.

**Benefits administration**

**Administration costs**

**BA 1:** The gross administration cost per case.

**Paying the right benefit at the right time**

- C BA 2:** The average number of days per case to process new HB/CTB claims and change events.
- C BA 3:** The number and percentage of changes to customers' HB/CTB entitlement that are processed within the year compared to estimate established by DWP.

## **Corporate management**

### **Sickness absence**

- C CM 1:** The average number of working days per employee lost through sickness absence for:
- a) Teachers
  - b) All other local government employees.

### **Claims**

**CM 2:** The number and value of civil liability claims incurred by the council in the year:

- a) The number of claims per 10,000 population
- b) Claims value as a percentage of revenue budget.

### **Equal opportunities**

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

### **Public access**

**CM 4:** The number of council buildings from which the council delivers services to the public and the percentage of these in which all public areas are suitable for and accessible to disabled people.

### **Council tax collection**

**CM 5:** The cost of collecting Council Tax per dwelling.

**CM 6:** Current year income:

- a) The income due from Council Tax for the year, net of reliefs and rebates
- b) The percentage of a) that was received during the year.

### **Payment of invoices**

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

### **Asset Management**

**CM 8:** Condition and suitability

- a) The proportion of operational accommodation that is in a satisfactory condition.
- b) The proportion of operational accommodation that is suitable for its current use.

**Cultural and Community services**

**Sport facilities management**

**CC 1:** The number of attendances per 1,000 population for pools.

**CC 2:** The number of attendances per 1,000 population for other indoor sports and leisure facilities, excluding pools in a combined complex.

**Museum services**

**CC 3:** Visits to and use of Museums

- a) The number of visits to/usages of council funded or part funded museums per 1,000 population
- b) The number of those visits that were in person per 1,000 population.

**Library services**

**CC 4:** Changes in library stock:

	<b>Adult lending stock</b>	<b>Children's and teenage lending stock</b>
Recommended national target for annual number of additions per 1,000 population	280	100
Actual additions per 1,000 population		
Stock at year end per 1,000 population		

**CC 5:** Library usage:

- a) number of visits per 1,000 population
- b) borrowers as a percentage of the resident population.

**CC 6:** Learning centre and learning access point users:

- a) the number of users as a percentage of the resident population
- b) the number of times the terminals are used per 1,000 population.

**Development services**

**Planning applications processing time**

**DS 1:** The percentage of applications dealt with within two months

Type of application	Number of applications	% dealt with within two months
Householder		
Non-householder		
Total		

**Appeals**

**DS 2:** The number of appeals that were successful:

- a) as a percentage of the number of planning determinations made by the council
- b) as a percentage of the number of determinations that went to appeal.

**Development plans**

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

## **Education and Children's services**

### **Primary schools**

#### **EC 1:** Occupancy

- a) The percentage of primary schools where the ratio of pupils to places is:
  - i) 0% – 40%
  - ii) 41% – 60%
  - iii) 61% – 80%
  - iv) 81% - 100%
  - v) 101% or more.
- b) The total number of primary schools.

### **Secondary schools**

#### **EC 2:** Occupancy

- a) The percentage of secondary schools where the ratio of pupils to places is:
  - i) 0% – 40%
  - ii) 41% – 60%
  - iii) 61% – 80%
  - iv) 81% - 100%
  - v) 101% or more.
- b) The total number of secondary schools.

### **Teaching staff - equal opportunities**

#### **EC 3:** The number and percentage of head and deputy head teachers who are women compared with the percentage of all teachers that are women.

	Head & Deputy Head women teachers	All women teachers		
	Number	%	Number	% of all teachers
Secondary schools				
Primary schools				
Special schools				

### **Children's Reporter liaison**

#### **EC 4:** Children's Hearing system reports:

- a) The number of reports submitted to the Reporter during the year
- b) The proportion of reports requested by the Reporter which were submitted within target time.

### **Looked after children**

#### **EC 5:** Supervision:

- a) The number of new supervision requirements made during the year
- b) The proportion of children seen by a supervising officer within 15 days.

## Schedule

**EC 6:** Academic achievement: The number and percentage of young people ceasing to be looked after, who achieved SCQF level 3 or better in English and Maths or other subjects:

	Number of young people		Percentage of young people		
	At home	Away from home	At home	Away from home	Total
Number ceasing to be looked after					
Attaining at least one SCQF level 3 (any subject)					
Attaining at least SCQF level 3 in English & Maths					

**EC 7:** Staff qualifications: The percentage of care staff with appropriate qualifications for the level of post held, working in council residential children's homes.

### Respite care

**EC 8:** Provision of respite services

	Per 1000 children (0-17 yrs)
a) total overnight respite nights provided	
b) % overnight respite nights not in a care home	
c) total hours daytime respite provided	
d) % daytime respite hours provided not in a day care centre	

**Fire & Rescue services**

**Community fire safety**

**FS 1:** Fire casualties

- a. the number of incidents resulting in casualties per 10,000 population
- b. the number of fatal and non-fatal casualties per 10,000 population.

**FS 2:** The number of accidental dwelling fires per 10,000 population.

**Call response time**

**FS 3:** The number and proportion of calls to incidents handled:

- a) within one minute
- b) within two minutes.

**Sickness absence**

**C FS 4:** The average number of:

- a) rider shifts lost due to sickness and light duties per fire officer
- b) working days lost to sickness absence per employee for all other staff.

## Housing

### Response repairs

**S HS 1:** Response repairs:

- a) The number of response repairs completed during the year
- b) The overall % of repairs completed within the target times
- c) The repairs categories used by the council and the target times for each

### Progress towards the Scottish Housing Quality Standard

**N HS 2:** a) The number and proportion of the council's housing stock meeting to the Scottish Housing Quality Standard by criteria.

Criteria	Number	Percentage
Tolerable standard		
Free from serious disrepair		
Energy efficient		
Modern facilities and services		
Healthy, safe and secure		
Total dwellings meeting SHQS		

- b) the total number of dwellings owned by the council.

### Managing tenancy changes

**HS 3:** The total annual rent loss due to voids expressed as a percentage of the total amount of rent due in the year.

**HS 4:**

- a) Stock which is **not low demand** - the number of dwellings that were re-let within the following time bands.

Void period	Number of houses relet
Less than 2 wks	
2 – 4 wks	
5 – 8 weeks	
9 – 16 weeks	
More than 16 weeks	
Average re-let times	days

- b) **Low demand stock** - the number of dwellings that were re-let within the following time bands.

Void period	Number of houses relet
Less than 2 weeks	
2 – 4 weeks	
5 – 8 weeks	
9 – 16 weeks	
17 – 32 weeks	
33 – 52 weeks	
more than 52 weeks	
Average re-let times	days

- c) For low demand stock,
  - i) the number remaining un-let at the year end
  - ii) the average period these dwellings had been un-let at the year end
- d) The number of dwellings considered to be low demand at the year end?  
(includes both void and occupied properties)
- e) The number at d) above considered to be low demand at the start of the year?  
(includes both void and occupied properties)
- f) The number at d) above that were not actively being re-let because they were subject to a disposal strategy.

### Rent management

#### HS 5:

- a) Current tenant arrears as a percentage of the net amount of rent due in the year
- b) The percentage of current tenants owing more than 13 weeks rent at the year end, excluding those owing less than £250
- c) The proportion of those tenants giving up their tenancy during the year that were in rent arrears
- d) The average debt owed by tenants leaving in arrears, as a proportion of the average weekly rent
- e) The percentage of arrears owed by former tenants that was either written off or collected during the year.

### Council house sales

#### HS 6

- a) The percentage of house sales completed within 26 weeks
- b) The average time for council house sales.

### Homelessness

#### C HS 7: a)

	Council duty to:	
	secure permanent accommodation for household	secure temporary accommodation, provide advice and guidance or take reasonable measures to retain accommodation
i. Number of households assessed during year		
ii. % of decision notifications issued within 28 days of date of initial presentation		
iii. the % who are housed		
iv. % of cases reassessed within 12 months of completion of duty		

- b) The proportion of those provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months.

**Police****Crimes: Clear up**

**PO 1:** The number and percentage of recorded crimes cleared up:

Crime Group	Number recorded	% clear-up rate	Recorded crimes per 10,000 population
Non-sexual crimes of violence			
Crimes of indecency			
Crimes of dishonesty			
Fire-raising, vandalism			
Other crimes			
Miscellaneous offences			
Motor vehicle offences			

**Response times**

**PO 2:** The proportion of 999 calls answered within 10 seconds:

- a) The number of calls in the sample
- b) The percentage answered within 10-second target time.

**Sickness absence**

**PO 3:** The proportion of working time lost to sickness absence for:

- a) police officers
- b) civilian staff.

**Complaints****C PO 4:**

- a) Complaints about Police Officers & Police Staff:
  - i number of complaints received
  - ii number of complaints per 10,000 incidents recorded
  - iii number of allegations arising from the complaints
  - iv number of allegations where action is taken.
- b) Service Complaints:
  - i number of service complaints raised about the force
  - ii number of service complaints raised about the force per 10,000 population

**Racially motivated crime****C PO 5:**

- a) The number of racist incidents recorded
- b) The number of racially motivated crimes recorded
- c) The number and percentage of these crimes cleared up.

**Drug offences**

**PO 6:**

- a) The weight of class A drug seizures and the percentage change compared with previous years
- b) The number of offences for supply and possession with intent to supply Class A drugs and the percentage change compared with previous years.

**Road policing/safety**

**PO 7:** The number of persons killed or injured as a result of road accidents.

	Number	Number per 100 million vehicle kilometres
All people killed or seriously injured		
Children killed or seriously injured		
All people slightly injured		

**Police Reports**

**PO 8:** The number and percentage of police reports sent to the Children's Reporter within 14 calendar days of caution charge.

**PO 9:** The number and percentage of police reports sent to the Procurator Fiscal within 28 calendar days of caution/charge.

**Protective services****Food safety: Hygiene inspections**

**PS 1:** The number of establishments in each of the following four categories requiring inspection during the year, and the percentage of the inspections that were undertaken within the prescribed period:

Minimum inspection frequency	Number to be inspected in the year	% of inspections undertaken within time
'Approved establishments'		
6 months		
12 months		
more than 12 months		

**Noise complaints****PS 2: Domestic noise complaints**

- a) The number of complaints of domestic noise received during the year:
  - i) settled without the need for attendance on site
  - ii) requiring attendance on site and not dealt with under Part V of the Antisocial Behaviour etc (Scotland) Act 2004
  - iii) dealt with under Part V of the Antisocial Behaviour etc (Scotland) Act 2004.
- b) For those in a)ii and a)iii above, the average time (hours) between the time of the complaint and attendance on site.

**PS 3: Non-domestic noise complaints**

- a) The number of complaints of non-domestic noise received during the year
  - i) settled without the need for formal action
  - ii) requiring formal action.
- b) For those in a)ii above, the average time (calendar days) to institute formal action.

**Trading standards complaints and advice**

**PS 4:** The number of complaints and advice requests received, and the proportion completed within 14 days:

	Number received	% completed within in 14 days
Consumer complaints		
Business advice requests		

**Inspection of trading premises**

**PS 5:** The proportion of trading standards inspections done within target time.

Minimum inspection frequency	Number of premises in risk category	Number to be inspected in the year	% of inspections undertaken within time
12 months (High risk)			
2 years (Medium risk)			

**Roads and lighting**

**Carriageway condition**

**RL 1:** The percentage of the road network that should be considered for maintenance treatment.

**Traffic light repairs**

**RL 2:** Traffic light failure: the percentage of repairs completed within 48 hours.

**Street lighting**

**RL 3:** Street lights failure: the percentage of repairs completed within 7 days.

**RL 4:** The proportion of street lighting columns that are over 30 years old.

**Bridges - Road Network Restrictions**

**RL 5:** The number of council and private bridges not meeting the European standard of 40 tonnes and the number that have a weight or width restriction placed on them, each expressed as a percentage of the total number of assessed bridges.

## **Waste management**

### **Refuse collection and disposal costs**

**WM 1:** The net cost of:

- a) collection (combined domestic, commercial and domestic bulky uplift) per premise
- b) disposal per premise.

### **Refuse collection complaints**

**WM 2:** The number of complaints per 1,000 households regarding the household waste collection service.

### **Refuse recycling**

**S WM 3:** The percentage of municipal waste collected by the authority during the year that was recycled and composted.

### **Street cleanliness**

**WM 4:** The cleanliness index achieved following inspection of a sample of streets and other relevant land.

### **Abandoned vehicles**

**WM 5:** The number of abandoned vehicles that require to be removed by the council, and the percentage removed within 14 days.