

Statutory Performance Indicators 2017-18



Description
<p>LOCAL GOVERNMENT ACT 1992 THE PUBLICATION OF INFORMATION (STANDARDS OF PERFORMANCE) DIRECTION 2015</p> <p>The periods for which the information in the schedule must be published are the financial years ending 31st March 2017, 2018 and 2019.</p> <p>Achievement of Best Value SPI 1: Each council will report a range of information setting out: -Its performance in improving local public services (including with partners). -Its performance in improving local outcomes (including with partners). -Its performance in engaging with communities and service users, and responding to their views and concerns. -Its performance in achieving Best Value, including its use of performance benchmarking; options appraisal; and use of resources.</p> <p>Local Government Benchmarking Framework SPI 2: Each council will report its performance in accordance with the requirements of the Local Government Benchmarking Framework.</p>

Title	Description
SPI 1: Achievement of Best Value	

Title	Description
a) Improving local public services (including with partners).	

Description	2015-2018		
	2015/16 Value	2016/17 Value	2017/18 Value
People (18+) waiting more than 3 days to be discharged from hospital into a more appropriate care setting including AWI (ISD data)	N/A	5	5
Delayed discharges bed days lost to delayed discharge rate per 1,000 for patients aged 75+	209	1929	119
Community Payback Orders - Percentage of unpaid work placements commencing within 7 days	51%	67%	66%
Community Payback Orders - Percentage of unpaid work placement completions within Court timescale.	75%	96%	92%
Number of people self-directing their care through receiving direct payments and other forms of self-directed support.	442	364	491
Percentage of those whose care need has reduced following re-ablement.	70%	64.4%	61.5%
Percentage of community alarm calls responded to and resolved on first point of contact.	100%	100%	100%
Percentage of out of hours domestic noise complaints resolved by the Community Wardens at first point of contact.	96%	96%	100%
The length of paths newly created or managed (km).	2.3	N/A	4.6
Percentage of anti-social behaviour reports recorded as resolved by the Anti-Social Behaviour Incident officer at first point of contact.	80%	80%	80%
Missed collections per 100,000 collections. (APSE Indicator)	165.79	63.36	72

Description	2015-2018		
	2015/16	2016/17	2017/18
	Value	Value	Value
Percentage reduction in Council controlled carbon emissions (annual reduction compared to previous year).	2.9%	6.9%	6.7%
The percentage of households offered kerbside recycling facilities.	98.5%	100%	100%
Average time taken (in weeks) to decide a local planning application	6.9	7.1	7.9
The length of paths newly created or managed within greenspaces (km).	1.8	9	3.5
The length of paths newly created or managed within the urban area. (km)	2.3	0	1.1
Percentage of planning applications received online.	56%	59%	66%
Percentage of all building warrants received online.	24%	42%	59%
Number of infrastructure improvements, including new shelters, raised kerbs or real time information display to bus stops.	22	16	20
Percentage of online payments received for planning applications.	25%	27%	31%
Percentage of online payments received by Building Standards.	11%	22%	31%
% of council buildings in which all public areas are suitable for and accessible to disabled people	85%	87%	87%
% of premises in the '12 months' category that were inspected on time	100%	100%	100%
% of trading standards consumer complaints that were dealt with in 14 days	84.6%	79.9%	91.8%
% of trading standards business advice requests that were dealt with in 14 days	100%	100%	100%
The percentage of the road network that should be considered for maintenance treatment.	39.2%	39.2%	37.4%
All planning applications will be available on the Council's website within 2 working days of being validated and the weekly list of applications will be available on the website at the end of each working week.	Yes	Yes	Yes

Title	Description
b) Improving local outcomes (including with partners).	

Description	2015-2018		
	2015/16	2016/17	2017/18
	Value	Value	Value
Drug-related deaths per 100,000	8.7	5.4	N/A
Male life expectancy at birth	80.1	N/A	N/A
Female life expectancy at birth	83.5	N/A	N/A
Number of suicides per 100,000 population.	8.6	8.5	N/A
Male life expectancy at birth in 15 per cent most deprived communities	73.9	N/A	N/A
Rate of alcohol related hospital stays per 100,000 population (EASR)	434	415	N/A
Female life expectancy at birth in 15 per cent most deprived communities	79.2	N/A	N/A

Description	2015-2018		
	2015/16	2016/17	2017/18
	Value	Value	Value
Community Payback Orders - Percentage of unpaid work placement completions within Court timescale.	75%	96%	92%
To ensure that women experience positive pregnancies which result in the birth of more healthy babies as evidenced by a reduction of 15% in the rates of stillbirths by 2015.	4.6	4.6	N/A
To ensure that women experience positive pregnancies which result in the birth of more healthy babies as evidenced by a reduction of 15% in the rate of infant mortality by 2015	1.2	1.2	N/A
Percentage of those whose care need has reduced following re-ablement.	70%	64.4%	61.5%
Percentage of time in the last six months of life spent at home or in a homely setting.	86%	85%	N/A
% of service users moving from treatment to recovery service.	13%	9%	N/A
Percentage of people aged 65+ who live in housing rather than a care home or hospital	97.5%	96.8%	96.6%
Percentage of newborn children exclusively breastfed at 6 - 8 weeks.	40.5%	38.8%	38.3%
Rate of emergency inpatient bed-days for people aged 75 and over per 1,000 population	4,158	N/A	N/A
Breastfeeding at 6-8 weeks in 15% most deprived SIMD data zones.	10.3%	13.6%	27.5%
Percentage of children looked after away from home who experience 3 or more placement moves	1.1%	7.1%	1.2%
Mental health hospital admissions (age standardised rate per 1,000 population)	3.1	1.5	N/A
Percentage and number of obese children in primary 1	3.2%	4.2%	N/A
The proportion of young people identified as "at risk of engaging in risky behaviour" going on to participate in diversionary programmes in the Barrhead area.	59.4%	61.9%	62%
Primary Attainment: Reading - Percentage Attaining or Exceeding Expected Levels. (3 year average target 2016-2018 of 88%)(A)	88.4%	89.2%	91.2%
Percentage of adults completing learning programmes through Culture & Sport, reporting that the learning has improved their ability to obtain, improve or sustain their employment.	96%	98%	N/A
% of primary schools being awarded the 'Family Friendly' accreditation	68%	87%	100%
% of pre-five establishments being awarded silver level 'Family Friendly' accreditation	81%	81%	84%
Additional units being brought into affordable housing supply (cumulative target over 3 years to reach 135 by 2020).	62	79	0
Citizens' Panel - Public parks and open spaces % of service users rating service as very good/good	93%	96%	91%
Number of exclusions per 1,000 pupils - Primary. (3 year average target 2019-2021 of 0.3 per 1000 pupils) (A).	0	0.1	0
Primary Attainment: Writing - Percentage Attaining or Exceeding Expected levels. (3 year average target 2016-2018) of 85.5% (B)	85.5%	86.5%	89.4%

Description	2015-2018		
	2015/16	2016/17	2017/18
	Value	Value	Value
Number of exclusions per 1,000 pupils - Secondary. (3 year average target 2019-2021 of 5.0) (B)	4	6.7	7.4
Primary Attainment: Mathematics - Percentage Attaining or Exceeding Expected levels. (3 year average target 2016-2018) of 88% (C)	88.6%	90.3%	90.8%
Number of attendances for indoor sports and leisure facilities	N/A	9,300	9,711
Baseline Assessment Results of Primary 1 Pupils (% correct) - Literacy.	59.5%	61%	60%
Number of Library visits per 1000 population	6,258	6,013	5,710
Baseline Assessment Results of Primary 1 Pupils (% correct) - Numeracy.	55%	57%	59%
Number of organised events (including guided walks, health walks and volunteer sessions) which encourage residents to participate in activities which promote health and wellbeing within the Dams to Darnley Country Park and Whitelee Access Project.	191	273	364
Percentage of pupils in P6-S6 taking part in volunteering activities	58%	62%	N/A
Number of schools maintaining Eco-schools Green Flag status	31	30	32
Number of awards achieved by young people participating in school and community based targeted programmes (e.g. Youth Achievement Awards, ASDAN and Duke of Edinburgh).	1,824	1,911	2,010
Citizens' Panel – Education for children with additional support needs (formerly Special need education) % of service users rating service as very good/good	61%	84%	88%
Citizens' Panel - Nursery education % of service users rating service as very good/good	86%	94%	96%
Citizens' Panel - Primary education % of service users rating service as very good/good	96%	97%	97%
Citizens' Panel - Secondary education % of service users rating service as very good/good	96%	96%	94%
% Change in individual drug and alcohol recovery Outcome Score	N/A	17%	N/A
% Change in women's domestic abuse outcomes	87%	66%	65%
Number of visitors to the Pavilion at Rouken Glen Park (Note - this is the numbers that pass through the pavilion rather than unique visitors).	89,859	106,719	107,089
Percentage of Licensed Premises passing Challenge 25 Integrity Test – Level 1	72%	86%	N/A
People reporting 'quality of life for carers' needs fully met (%)	69%	70%	72%
Proportion of roll attaining 5 or more awards at SCQF Level 5 or better by the end of S4. 3-year average target (2018-20) of 76.5%	77%	75.6%	74.8%
Number of ERC Foster Carers	13	16	17
Number of people participating in community based health improvement programmes	405	462	460
Referrals to Money Advice Team, aim to increase by 10% per year.	N/A	398	701
Number of ERC Kinship Carers	22	28	30

Description	2015-2018		
	2015/16	2016/17	2017/18
	Value	Value	Value
75% of children within kinship care remaining within their community. (by April 2018)	N/A	100%	91%
Primary Attainment: Talking and Listening - Percentage Attaining or Exceeding Expected levels.	N/A	91.6%	94%
Proportion of pupils with school meal entitlement that achieve 5 or more awards at SCQF Level 5 or better by the end of S4. 3 year average (2018-2020) target of 55%	N/A	N/A	39.8%
Proportion of relevant roll attaining 1 or more awards at SCQF Level 7 by the end of S6	N/A	N/A	40.7%
Proportion of relevant roll attaining 5 or more awards at SCQF Level 6 by the end of S6.	N/A	N/A	59.1%
Proportion of relevant roll attaining Literacy at SCQF Level 5 or better by the end of S6	N/A	N/A	94.2%
Proportion of relevant roll attaining Numeracy at SCQF Level 5 or better by the end of S6. 3 year average (2018-2020) target of 90%	N/A	N/A	87.3%
Proportion of P1 children who have reached all of the expected milestones on entry to school.	74%	82%	78%
Percentage of S4 roll with Insight points of 263 or fewer. 3-year average (2018-2020) target of 5.2%.	5.4%	6.1%	6.8%
Number of day and overnight visits to East Renfrewshire, maximising the opportunities for local spend (000s)	1,029.98	1,035.96	N/A
Maintain the number of infant and parent support groups per 100 families (children aged 0-4 years) in Barrhead.	N/A	3	3.3
Increase in number of older people's groups per 1000 pop (65 years and older) across East Renfrewshire	3	3.1	3.2
2 year olds in Barrhead offered a nursery place from 2020.	N/A	100%	100%
Number of unemployed and inactive participants with multiple barriers receiving employment support through our 5 stage pipeline.	N/A	604	603
Alignment of the local workforce to job creation from City Deal and Local Development Plan.	N/A	7	N/A
Number of businesses supported by Council Economic Development activity e.g. grants, loans and advice.	N/A	23	33
Increased investment in the local economy. (investment target figure = £ million)	N/A	22	1.4
(Domestic Noise) Average time (hours) between time of complaint and attendance on site, for those requiring attendance on site	0.37	0.52	0.65
Average time between time of noise complaint and attendance on site as dealt with under the ASB Act (hours)	0.36	0.38	0.38
All 0 - 19's in poverty as a % of child benefit claimants (HMRC)	8.2%	N/A	N/A
% of 0 - 19's in poverty in the 20% most deprived areas	27.9%	N/A	N/A
The rate of common and serious assaults per 10,000 population	42.5	49.7	45.5
rate of complaints regarding antisocial behaviour per 10,000 population	299	317.6	384.1
Volume and rate of violent crimes, including sexual crimes, per 10,000 population	14.3	17	16.7
Rates of domestic abuse incidents per 10,000 population	53	55	56

Description	2015-2018		
	2015/16	2016/17	2017/18
	Value	Value	Value
Number of people killed or seriously injured (KSI) in road accidents.	14	16	15
Percentage of pupils in full-time education at school, whose usual main method of travel to school is by walking or cycling.	45.8%	42.5%	45.3%
The volume and rate of domestic housebreaking per 10,000 population.	23.9	19.2	23.1
Number of new business births per 10,000 resident (16+) adult population	46	45.6	65.14
Number of claimants in receipt of out of work benefits per 10,000 of the working age population	732	893	643
The percentage of working age population in employment	75%	77.4%	77.2%
Low birth weight live singleton births (under 2500g) as a % of total live singleton births	4.7%	3.42%	N/A
Number of fire fatalities and casualties	14	5	8
Total Number of Primary Fires	116	106	71
Total Number of Secondary Fires	208	153	71
Number of 16 - 24 year olds on the job seekers claimant count	155	200	150
The number of 0 - 19's falling pregnant (SMR02)	45	41	N/A

Title	Description
c) Engaging with communities and service users, and responding to their views and concerns	

Description	2015-2018		
	2015/16	2016/17	2017/18
	Value	Value	Value
Number complaints received per 1,000 population	18.2	17.9	16.5
Average time in working days to respond to complaints at stage one (frontline resolution).	3.6	4.9	4.1
Average time in working days to respond to complaints at stage two (investigation).	14.1	14.8	16.5
Average time in working days to respond to complaints after escalation (investigation).	14.6	13.1	16.7
Citizens' Panel results - Percentage of respondents who think East Renfrewshire Council is efficient.	73%	76%	56%
Number complaints received.	1,677	1,598	1,547
Citizens' Panel respondents reporting they live in a community that supports older people.	65%	57%	53%
% East Renfrewshire area covered by an active Community Council.	64%	73%	82%
% of parents reporting they are satisfied with their child's school	N/A	87.2%	98.5%
Citizens' Panel results - Percentage of respondents who think East Renfrewshire Council is customer focused.	70%	75%	67%
Citizens' Panel results - percentage who think the Council provides enough information on how services are performing?	52%	58%	50%
% Citizens' Panel respondents who strongly agree/agree that they can influence decisions affecting their local area	37%	32%	31%

Description	2015-2018		
	2015/16	2016/17	2017/18
	Value	Value	Value
Overall, how satisfied are you with East Renfrewshire as a place to live? Percentage of residents who are satisfied or very satisfied.	94%	93%	92%
Percentage of Citizen's Panel respondents who were satisfied or very satisfied with the services provided by East Renfrewshire Council.	74%	79%	77%
Citizens' Panel - Homecare services % of service users rating service as very good/good	100%	78%	91%
Citizens' Panel -Health and social care for adults % of service users rating service as very good/good	92%	77%	79%
People reporting 'having things to do' needs met (%)	62%	66%	85%
People reporting 'being as well/staying as well as you can' needs met (%)	77%	76%	89%
People reporting 'feeling safe' needs met (%)	82%	85%	91%
People reporting 'seeing people' needs met (%)	74%	76%	89%
People reporting 'living where you/as you want to live' needs met (%)	78%	79%	84%
People reporting 'being respected' needs met (%)	96%	95%	96%
People reporting 'quality of life for carers' needs fully met (%)	69%	70%	72%
Star rating for council website (SOCITM) (4=highest rating)	4	4	4
% of telephone calls to Customer Services between 8:45am and 4:45pm answered on first call.	87%	82%	84%
% of all customer requests which are dealt with at the first point of contact by Customer Services.	90%	87%	89%
% of community groups who are self-sustaining one year after receiving support from the Community Planning team, on a rolling 3 year basis	100%	95%	97%
Number of complaints upheld/partially upheld by the SPSO, which include recommendation(s) for the Council. (New Indicator)	2	1	0
Number of educational/promotional events per annum to encourage waste minimisation and recycling	N/A	12	14

Title	Description
d) Achieving Best Value, including its use of performance benchmarking; options appraisal; and use of resources	

Description	2015-2018		
	2015/16	2016/17	2017/18
	Value	Value	Value
% of ERC staff with a PRD in place	89%	93%	N/A
Percentage reduction in Council controlled carbon emissions (annual reduction compared to previous year).	2.9%	6.9%	6.7%
Total efficiency savings (Procurement): Total efficiency savings achieved year-on-year - cashable and non-cashable	£968,205.00	£855,000.00	N/A
Percentage of procurement spend that is channelled through a collaborative contract with other publicly funded bodies	25.02%	11.05%	N/A

Description	2015-2018		
	2015/16	2016/17	2017/18
	Value	Value	Value
Percentage of Procurement spend with contracted suppliers	62.3%	59%	N/A
Number of contracts notices issued electronically	46	27	38
Number of contracts awarded by electronic award notice	52	43	57
Number of contracts handled through procurement through e-sourcing or e-tendering	81	45	56
Total number of (FTE) East Renfrewshire Council employees (including teachers).	3,561.7	3,592.7	3,644.8
Total building maintenance requirement (backlog) per square metre of Gross Internal Area.	£76.71	£72.10	£64.35
Nil qualifications on the accounts given by External Audit	Yes	Yes	Yes
Percentage planned maintenance against total maintenance spend to reflect efficiency of programmed maintenance works.	70%	66%	71%
Council revenue expenditure kept within agreed annual budget level. Target <100%	95.6%	96.1%	96.5%
Savings via the Modern Ambitious Programme (MAP) or 5 capabilities	N/A	4,644,000	3,912,000
Employee survey engagement score	N/A	72.2	N/A
Percentage of City Deal projects delivered on time and within budget.	N/A	80%	70%
Percentage of parks and greenspace improvement projects delivered on time and within budget.	N/A	100%	100%
Number of community engagements carried out (Procurement section)	5	4	N/A
Awarded Quick Quotes	264	106	99
Quarterly numbers for QQ analysis: Micro (Micro signifies less than 10 employees and turnover under £2 million.)	115	28	27
Quarterly numbers for QQ analysis: Small (Small signifies less than 50 employees regardless of turnover, or, if number of employees unknown then a turnover of less than £5.6m.)	113	40	34
Quarterly numbers for QQ analysis: Medium (Medium signifies between 50-249 employees, regardless of turnover, or, if number of employees unknown then a turnover of greater than or equal to £5.6m and less than £22.8m)	66	26	30
Quarterly numbers for QQ analysis: Large (Large signifies greater than or equal to 250 employees, regardless of turnover, or, if the number of employees is unknown, then turnover of greater than or equal to £22.8m)	32	12	14
Quarterly numbers for Tender analysis: Micro (Micro signifies less than 10 employees and turnover under £2 million.)	18	11	8
Quarterly numbers for Tender analysis: Small (Small signifies less than 50 employees regardless of turnover, or, if number of employees unknown then a turnover of less than £5.6m.)	24	19	22
Quarterly numbers for Tender analysis: Medium (Medium signifies between 50-249 employees, regardless of turnover, or, if number of employees unknown then a turnover of greater than or equal to £5.6m and less than £22.8m)	30	18	20

Description	2015-2018		
	2015/16	2016/17	2017/18
	Value	Value	Value
Quarterly numbers for Tender analysis: Large (Large signifies greater than or equal to 250 employees, regardless of turnover, or, if the number of employees is unknown, then turnover of greater than or equal to £22.8m)	26	32	14
Number of Awards made to local suppliers. Quick Quote and Contract Award Notices.	26	3	N/A
Number of Contracts on which Community Benefits have been achieved.		15	N/A
Number of mini competitions commenced in the reporting period	12	22	16
Number of Direct Bids exercises commenced in the reporting period	7	20	22

Title	Description
SPI 2: Local Government Benchmarking Framework	Every council must report its performance in accordance with the requirements of the Local Government Benchmarking Framework.

Title	Description
a) Children's Services	*number of exclusions for LAC not included as data disclosive

Description	2015-2018		
	2015/16	2016/17	2017/18
	Value	Value	Value
Percentage attendance for Looked After Pupils (Primary and Secondary)	90.6%	89.6%	89.6%
Proportion of P1 children who have reached all of the expected milestones on entry to school.	74%	82%	78%
Cost per primary school pupil £	£4,518.44	£4,529.09	£4,662.00
Cost per secondary school pupil £	£6,490.30	£6,558.02	£6,621.00
Cost per pre-school place £	£4,596.44	£4,989.43	£5,244.00
Attainment of all Children in S4	82%	85%	87%
Attainment of all children at S6 (subject to change to align with new measure from Senior Phase Benchmarking Tool)	62%	63%	63%
Attainment at S4 of children who live in deprived areas. (subject to change to align with new measure from Senior Phase Benchmarking Tool)	53%	56%	69%
Attainment at S6 of children who live in deprived areas. (subject to change to align with new measure from Senior Phase Benchmarking Tool)	24%	30%	37%
The gross cost of "children looked after" in residential based services per child per week £	£7776	£2983	N/A
The gross cost of "children looked after" in a community setting per child per week £	£191	£178	N/A
Balance of Care for looked after children: % of children being looked after in the Community	95.4%	91.5%	92.7%
% of Adults Satisfied with local schools	84%	80.7%	81%
Proportion of Pupils Entering Positive Destinations (subject to change to align with new measure from Senior Phase Benchmarking Tool)	96.6%	96.1%	97.4%
Overall Average Total Tariff	1,313.5	1,350.95	1,388

Description	2015-2018		
	2015/16	2016/17	2017/18
	Value	Value	Value
Average Total Tariff SIMD Quintile 1	796	843	972
Average Total Tariff SIMD Quintile 2	1,157	1,216	1,139
Average Total Tariff SIMD Quintile 3	1,238	1,280	1,324
Average Total Tariff SIMD Quintile 4	1,331	1,368	1,300
Average Total Tariff SIMD Quintile 5	1,448	1,491	1,527
% of funded early years provision which is graded good/better	N/A	90%	100%
School attendance rates	N/A	95.3	N/A
School exclusion rates (per 1,000 pupils)	N/A	3.16	N/A
Participation rate for 16-19 year olds (per 100)	96.4	96.2	96.8
% Child Protection Re-Registrations within 18 months	17%	9%	N/A
% Looked After Children with more than one placement within the last year (Aug-Jul)	21.54	19.66	N/A

Title	Description
b) Corporate Services	

Description	2015-2018		
	2015/16	2016/17	2017/18
	Value	Value	Value
Support services as a % of total gross expenditure	5.7%	5.82%	5.28%
The percentage of the highest paid 5% employees who are women	51.4%	52.27%	55.88%
The Gender Pay Gap	9.28	8.72	7.77
The cost per dwelling of collecting Council Tax	£9.54	£8.95	£7.32
The average number of working days per employee lost through sickness absence for: b) teachers	5.62	4.08	4.58
The average number of working days per employee lost through sickness absence for: a) local government employees and craft workers	11.83	11.54	10.52
Percentage of income due from council tax received by the end of the year %	97.64%	97.76%	97.76%
Percentage of invoices sampled that were paid within 30 days %	57%	71%	83.28%

Title	Description
c) Adult Social Care	

Description	2015-2018		
	2015/16	2016/17	2017/18
	Value	Value	Value
Older Persons (Over65) Home Care Costs per Hour	£25	£23	£22.69
Direct payments spend on adults 18+ as a % of total social work spend on adults 18+	5.67%	6.63%	7.52%
Percentage of people aged 65+ with intensive needs (plus 10 hours) receiving care at home.	60.0%	61.1%	62.5%
% of adults receiving any care or support who rate it as excellent or good	83.3%	N/A	77.27%

Description	2015-2018		
	2015/16	2016/17	2017/18
	Value	Value	Value
% of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life	83.3%	N/A	76.46%
The Net Cost of Residential Care Services per Older Adult (+65) per Week	£332	£242	£219

Title	Description
d) Culture & Leisure Services	

Description	2015-2018		
	2015/16	2016/17	2017/18
	Value	Value	Value
Cost per attendance at Sports facilities	£4.31	£3.85	£4.34
Cost Per Library Visit	£4.13	£1.82	£1.06
Cost of Parks and Open Spaces per 1,000 of the Population	£17,151.00	£15,180.00	£17,317.00
% of adults satisfied with libraries	76%	69.33%	68.33%
% of adults satisfied with parks and open spaces	88.6%	85.67%	85.7%
% of adults satisfied with leisure facilities	72.7%	66%	65.3%

Title	Description
e) Environmental Services	

Description	2015-2018		
	2015/16	2016/17	2017/18
	Value	Value	Value
Net cost of Waste collection per premise	£64.40	£67.71	£68.48
Net waste disposal cost per premises	£90.33	£85.35	£81.38
Cost of street cleaning per 1,000 population £	£8,909.00	£8,996.91	£8,390.00
Street Cleanliness Score	91.7	94.91	94.4
Road cost per kilometre £	£15,658.18	£16,776.14	£19,633
% of Class A roads that should be considered for maintenance treatment 10-12	18.8%	16.26%	17%
% of Class B roads that should be considered for maintenance treatment 10-12	31%	30.22%	31.6%
% of Class C roads that should be considered for maintenance treatment 10-12	31.7%	32.75%	34.5%
Cost of trading standards per 1,000 population £	£7,951.40	£7,024.84	£8,136.00
Cost of environmental health per 1,000 population £	£7,403.00	£9,924.32	£6,849.00
% of adults satisfied with refuse collection	75.3%	74.33%	73%
% of adults satisfied with street cleaning	72%	72.33%	74.67%
% of unclassified roads that should be considered for maintenance treatment	44.7%	44.82%	41.3%

Title	Description
f) Housing Services	

2015-2018			
Description	2015/16	2016/17	2017/18
	Value	Value	Value
Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year	7.3%	6.68%	4.96%
Percentage of rent due lost through properties being empty during the last year.	0.9%	0.9%	0.9%
Percentage of stock meeting the Scottish Housing Quality Standard (SHQS).	97%	97.2%	97.55%
Average time taken to complete non-emergency repairs	5.2	5.43	4.77
Percentage of properties at or above the appropriate NHER (National Home Energy Rating) or SAP (Standard Assessment Procedure) ratings specified in element 35 of the SHQS, as at 31 March each year	99.9%	99.9%	99.93%

Title	Description
g) Economic Development	

2015-2018			
Description	2015/16	2016/17	2017/18
	Value	Value	Value
% Unemployed people accessing jobs via Council funded / operated employability programmes	13.4%	12.33%	13%
Cost Per Planning Application	£4,485.00	£4,043.83	£4,981.00
Average Time (Weeks) Per Commercial Planning Application	7.5	6.54	10.2
% of procurement spent on local small/medium enterprises	7.3%	22.08%	9.52%
No of business gateway start-ups per 10,000 population	17.8	16.52	17.48

Title	Description
h) Corporate Assets	

2015-2018			
Description	2015/16	2016/17	2017/18
	Value	Value	Value
Proportion of operational buildings that are suitable for their current use %	78.3%	80.7%	83.33%
Proportion of internal floor area of operational buildings in satisfactory condition %	80%	80.25%	83.6%