

# Statutory Performance Indicators 2018-19



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. They should also 'sign post' to other relevant information by including links to webpages for example where residents can find more information as to how we are delivering against these headings.</p>

Title	Description
01.SPI 1: Achievement of Best Value	

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

Description	2016-2019		
	2016/17 Value	2017/18 Value	2018/19 Value
DECREASE - people (18+) waiting more than 3 days to be discharged from hospital into a more appropriate care setting including AWI (ISD data)	5	5	6
DECREASE -Delayed discharges bed days lost to delayed discharge rate per 1,000 for patients aged 75+	1929	119	172
Community Payback Orders - Percentage of unpaid work placements commencing within 7 days	67%	66%	91%
INCREASE - Community Payback Orders - Percentage of unpaid work placement completions within Court timescale.	96%	92%	84%
INCREASE - Number of people self-directing their care through receiving direct payments and other forms of self-directed support.	364	491	514
INCREASE - Percentage of those whose care need has reduced following re-ablement	64.4%	61.5%	68%
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%	100%	100%
The length of paths newly created or managed (km).	N/A	4.6	0.9
Percentage of anti-social behaviour reports recorded as resolved by the Anti-Social Behaviour Incident officer at first point of contact.	80%	80%	85%

Description	2016-2019		
	2016/17	2017/18	2018/19
	Value	Value	Value
Missed collections per 100,000 collections. (APSE Indicator)	63.36	72	68.9
Percentage reduction in Council controlled carbon emissions (annual reduction compared to previous year).	6.9%	6.7%	13.6%
The percentage of households offered kerbside recycling facilities.	100%	100%	100%
Average time taken (in weeks) to decide a local planning application	7.1	7.9	9.8
The length of paths newly created or managed within greenspaces (km).	9	3.5	0
The length of paths newly created or managed within the urban area. (km)	0	1.1	0.9
Percentage of planning applications received online.	59%	66%	78%
Percentage of all building warrants received online.	42%	59%	73%
Number of infrastructure improvements, including new shelters, raised kerbs or real time information display to bus stops.	16	20	25
Percentage of online payments received for planning applications.	27%	31%	58%
Percentage of online payments received by Building Standards.	22%	31%	50%
Percentage of Building Warrants issued a first report within 20 working days	88.1%	55.9%	80%
3) % of council buildings in which all public areas are suitable for and accessible to disabled people	87%	87%	91%
% of premises in the '12 months' category that were inspected on time	100%	100%	100%
21aiii) % of trading standards consumer complaints that were dealt with in 14 days	79.9%	91.8%	94.9%
21biii) % of trading standards business advice requests that were dealt with in 14 days	100%	100%	100%
22v) The percentage of the road network that should be considered for maintenance treatment.	39.2%	37.4%	39.1%
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
We will assess all your roads and footway resurfacing requests as part of prioritising our roads repairs programme.	Yes	Yes	Yes

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

Description	2016-2019		
	2016/17	2017/18	2018/19
	Value	Value	Value
Drug-related deaths per 100,000	5.4	5.0	N/A
DECREASE - people (18+) waiting more than 3 days to be discharged from hospital into a more appropriate care setting including AWI (ISD data)	5	5	6
DECREASE - Number of suicides per 100,000 population.	8.5	8.2	N/A

Description	2016-2019		
	2016/17	2017/18	2018/19
	Value	Value	Value
INCREASE - Male life expectancy at birth in 15 per cent most deprived communities	73.9	73.9	74.7
Rate of alcohol related hospital stays per 100,000 population (EASR)	446	426	N/A
INCREASE - Female life expectancy at birth in 15 per cent most deprived communities	79.2	79.2	79.8
INCREASE - Community Payback Orders - Percentage of unpaid work placement completions within Court timescale.	96%	92%	84%
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	N/A	4.7
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	N/A	4.5
INCREASE - Percentage of those whose care need has reduced following re-ablement	64.4%	61.5%	68%
% of service users moving from treatment to recovery service.	9%	12%	22%
INCREASE - Percentage of people aged 65+ who live in housing rather than a care home or hospital	95.7%	95.9%	95.9%
Percentage of new born children exclusively breastfed at 6 - 8 weeks.	38.9%	40.1%	41.4%
DECREASE - Rate of emergency inpatient bed-days for people aged 75 and over per 1,000 population	4,393	4,438	N/A
Breastfeeding at 6-8 weeks in 15% most deprived SIMD data zones.	17.2%	27.3%	22.9%
DECREASE - Percentage of children looked after away from home who experience 3 or more placement moves	7.1%	1.2%	1.4%
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.	61.9%	62%	65%
Primary Attainment: Reading - Percentage Attaining or Exceeding Expected Levels. (3 year average target 2019-2021 of 90%)(A)	89.2%	91.2%	90.7%
Additional units being brought into affordable housing supply (cumulative target over 5 years to reach 225 by 2022)	79	0	41
% of primary schools being awarded the 'Family Friendly' accreditation	87%	100%	N/A
% of pre-five establishments being awarded silver level 'Family Friendly' accreditation	81%	84%	N/A
Citizens' Panel - Public parks and open spaces % of service users rating service as very good/good	96%	91%	94%
Number of exclusions per 1,000 pupils - Primary. (3 year average target 2019-2021 of 0.3 per 1000 pupils).	0.1	0	0
Primary Attainment: Writing - Percentage Attaining or Exceeding Expected levels. (3 year average target 2019-2021) of 89% (B)	86.5%	89.4%	88.4%
Number of exclusions per 1,000 pupils - Secondary - 3 year average target 2019-2021 of 5.0	6.7	7.4	6.7

Description	2016-2019		
	2016/17	2017/18	2018/19
	Value	Value	Value
Primary Attainment: Mathematics - Percentage Attaining or Exceeding Expected levels. (3 year average target 2019-2021) of 92% (C)	90.3%	90.8%	90.7%
Number of attendances for indoor sports and leisure facilities	9,300	9,711	9,372
Baseline Assessment Results of Primary 1 Pupils (% correct) - Literacy.	61%	60%	60%
12a) Number of Library visits per 1000 population	6,013	5,710	5,384
Baseline Assessment Results of Primary 1 Pupils (% correct) - Numeracy.	57%	59%	57%
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.	273	364	352
Number of schools maintaining Eco-schools Green Flag status	30	32	30
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).	1,911	2,010	2,038
Citizens' Panel – Education for children with additional support needs (formerly Special need education) % of service users rating service as very good/good	84%	88%	N/A
Citizens' Panel - Primary education % of service users rating service as very good/good	97%	97%	94%
Citizens' Panel - Secondary education % of service users rating service as very good/good	96%	94%	97%
INCREASE - % Change in individual drug and alcohol recovery Outcome Score	17%		23%
INCREASE - % Change in women's domestic abuse outcomes	66%	65%	64%
Number of unemployed and inactive participants entering employment including self-employment	N/A	173	192
Number of visitors to the Pavilion at Rouken Glen Park (Note - this is the numbers that pass through the pavilion rather than unique visitors).	106,719	107,089	48,434.5
INCREASE - People reporting 'quality of life for carers' needs fully met (%)	70%	72%	78%
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%	75.6%	74.8%	77.6%
Number of ERC Foster Carers	16	17	N/A
Number of people participating in community based health improvement programmes	462	460	469
Referrals to Money Advice Team, aim to increase by 10% per year.	398	701	N/A
Number of ERC Kinship Carers	28	30	N/A
INCREASE - People agreed to be at risk of harm and requiring a protection plan have one in place	N/A	100%	100%
Primary Attainment: Talking and Listening - Percentage Attaining or Exceeding Expected levels (3 year average target 2019-21 of 94%)	91.6%	94%	94.5%

Description	2016-2019		
	2016/17	2017/18	2018/19
	Value	Value	Value
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	39.8%	56%
Proportion of relevant roll attaining 1 or more awards at SCQF Level 7 by the end of S6	N/A	40.7%	40.4%
Proportion of relevant roll attaining 5 or more awards at SCQF Level 6 by the end of S6.	N/A	59.1%	58.2%
Proportion of relevant roll attaining Literacy at SCQF Level 5 or better by the end of S6	N/A	94.2%	93.4%
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	87.3%	86%
Proportion of P1 children who have reached all of the expected milestones on entry to school.	82%	78%	84%
Percentage of S4 roll with Insight points of 263 or fewer. 3-year average (2018-2020) target of 5.2%.	6.1%	6.8%	4.8%
Number of day and overnight visits to East Renfrewshire, maximising the opportunities for local spend (000s)	1,035.96	1,024.14	N/A
Number of opportunities available to young families within Barrhead with dependent children aged 0-4, which are being supported by the Communities Team to become independent and self-sustaining.	3	3.3	3
Increase in number of older people's groups per 1000 pop (65 years and older) across East Renfrewshire	3.1	3.2	N/A
2 year olds in Barrhead offered a nursery place from 2020.	100%	100%	N/A
Number of unemployed and inactive participants with multiple barriers receiving employment support through our 5 stage pipeline.	604	603	457
Number of businesses assisted to improve performance as a result of support received from the Council e.g. grants, loans and advice.	23	33	30
Increased investment in the local economy. (investment target figure = £ million)	22	1.4	1.9
Number of sites created to provide employment opportunities.	2	2	3
SCHN11: Proportion of Pupils Entering Positive Destinations (subject to change to align with new measure from Senior Phase Benchmarking Tool)	96.1%	97.4%	97.5%
SCORP05: (Domestic Noise) Average time (hours) between time of complaint and attendance on site, for those requiring attendance on site	0.52	0.65	N/A
originally SCORP05b3: Average time between time of noise complaint and attendance on site as dealt with under the ASB Act (hours)	0.38	0.38	0.53
The proportion of children living in families in receipt of out-of-work (means tested) benefits or in receipt of tax credits where their reported income is less than 60% of UK median income. 8.2%			
The rate of common and serious assaults per 10,000 population	49.7	45.5	N/A
rate of complaints regarding antisocial behaviour per 10,000 population	317.6	384.1	N/A
DECREASE - Rates of domestic abuse incidents per 10,000 population	55	57	N/A

Description	2016-2019		
	2016/17	2017/18	2018/19
	Value	Value	Value
DECREASE - Number of people killed or seriously injured (KSI) in road accidents.	16	15	15
INCREASE - Percentage of pupils in full-time education at school, whose usual main method of travel to school is by walking or cycling.	42.5%	45.3%	41%
INCREASE - Number of new business births per 10,000 resident (16+) adult population	45.6	65.14	222
INCREASE - Percentage of the businesses that survive for at least three years	N/A	N/A	72.5%
DECREASE - Number of claimants in receipt of out of work benefits per 10,000 of the working age population	893	643	625
INCREASE - The percentage of working age population in employment	77.4%	77.2%	75.7%
DECREASE - 7.8 Number of fire fatalities and casualties	5	8	N/A
DECREASE - 007.9a Total Number of Primary Fires	106	71	N/A
007.9b Total Number of Secondary Fires	153	71	N/A
Number of 16 - 24 year olds on the job seekers claimant count	200	150	160
The number of 0 - 19's falling pregnant (SMR02)	41	38	N/A

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

Description	2016-2019		
	2016/17	2017/18	2018/19
	Value	Value	Value
Number complaints received per 1,000 population	17.9	16.5	13.5
Average time in working days to respond to complaints at stage one (frontline resolution).	4.9	4.1	3.5
Average time in working days to respond to complaints at stage two (investigation).	14.8	16.5	20
Average time in working days to respond to complaints after escalation (investigation).	13.1	16.7	20.4
Citizens' Panel results - Percentage of respondents who think East Renfrewshire Council is efficient.	76%	56%	65%
Number complaints received.	1,598	1,547	1,280
Citizens' Panel respondents reporting they live in a community that supports older people.	57%	53%	60%
% East Renfrewshire area covered by an active Community Council.	73%	82%	82%
% of parents reporting they are satisfied with their child's school	87.2%	98.5%	N/A
Citizens' Panel results - Percentage of respondents who think East Renfrewshire Council is customer focused.	75%	67%	64%
Citizens' Panel results - percentage who think the Council provides enough information on how services are performing?	58%	50%	50%
% Citizens' Panel respondents who strongly agree/agree that they can influence decisions affecting their local area	32%	31%	36%

Description	2016-2019		
	2016/17	2017/18	2018/19
	Value	Value	Value
INCREASE - Overall, how satisfied are you with East Renfrewshire as a place to live? Percentage of residents who are satisfied or very satisfied.	93%	92%	94%
INCREASE - Percentage of Citizen's Panel respondents who were satisfied or very satisfied with the services provided by East Renfrewshire Council.	79%	77%	72%
Citizens' Panel - Homecare services % of service users rating service as very good/good	78%	91%	N/A
Citizens' Panel -Health and social care for adults % of service users rating service as very good/good	77%	79%	71%
People reporting 'having things to do' needs met (%)	66%	82%	87%
People reporting 'being as well/staying as well as you can' needs met (%)	76%	89%	91%
People reporting 'feeling safe' needs met (%)	85%	91%	93%
People reporting 'seeing people' needs met (%)	76%	89%	93%
INCREASE - People reporting 'living where you/as you want to live' needs met (%)	79%	84%	92%
People reporting 'being respected' needs met (%)	95%	96%	99%
INCREASE - People reporting 'quality of life for carers' needs fully met (%)	70%	72%	78%
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.	82%	84%	78%
INCREASE - % of all customer requests which are dealt with at the first point of contact by Customer Services.	87%	89%	N/A
% of community groups who are self-sustaining one year after receiving support from the Community Planning team, on a rolling 3 year basis	95%	97%	N/A
Number of complaints upheld/partially upheld by the SPSO, which include recommendation(s) for the Council. (New Indicator)	1	0	N/A
Number of educational/promotional events per annum to encourage waste minimisation and recycling	12	14	14

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

Description	2016-2019		
	2016/17	2017/18	2018/19
	Value	Value	Value
% of ERC staff with a PRD in place	93%	86%	N/A
Percentage reduction in Council controlled carbon emissions (annual reduction compared to previous year).	6.9%	6.7%	13.6%
Number of contracts notices issued electronically	27	38	N/A
Number of contracts awarded by electronic award notice	43	57	N/A
Number of contracts handled through procurement through e-sourcing or e-tendering	45	56	N/A

Description	2016-2019		
	2016/17	2017/18	2018/19
	Value	Value	Value
Total number of (FTE) East Renfrewshire Council employees (including teachers).	3,592.7	3,644.8	3,636.1
Total building maintenance requirement (backlog) per square metre of Gross Internal Area.	£72.10	£64.35	£75.46
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.	66%	71%	70%
Council revenue expenditure kept within agreed annual budget level. Target <100%	96.1%	96.5%	98.8%
Savings via the Modern Ambitious Programme (MAP) or 5 capabilities (£)	4,644,000	3,912,000	3,229,000
Percentage of City Deal projects delivered on time and within budget.	80%	70%	60%
Percentage of parks and greenspace improvement projects delivered on time and within budget.	100%	100%	100%
Awarded Quick Quotes	106	99	N/A
Quarterly numbers for QQ analysis: Micro (Micro signifies less than 10 employees and turnover under £2 million.)	28	27	N/A
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.)	40	34	N/A
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)	26	30	N/A
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)	12	14	N/A
Quarterly numbers for Tender analysis: Micro (Micro signifies less than 10 employees and turnover under £2 million.)	11	8	N/A
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.)	19	22	N/A
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)	18	20	N/A
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)	32	14	N/A
Number of mini competitions commenced in the reporting period	22	16	N/A
Number of Direct Bids exercises commenced in the reporting period	20	22	N/A



Title	Description
02. SPI2 LGBF	

Title	Description
1. Children's Services	

Description	2016-2019		
	2016/17 Value	2017/18 Value	2018/19 Value
Percentage attendance for Looked After Pupils (Primary and Secondary)	89.6%	89.6%	88.7%
% of P1, P4 and P7 pupils combined achieving expected CFE Level in Literacy	N/A	N/A	86.6
% of P1, P4 and P7 pupils combined achieving expected CFE Level in Numeracy	N/A	N/A	90.7
Literacy Attainment Gap (P1,4,7 Combined) - percentage point gap between the least deprived and most deprived pupils	N/A	N/A	20.35
Numeracy Attainment Gap (P1,4,7 Combined) - percentage point gap between the least deprived and most deprived pupils	N/A	N/A	13.07
SCHN01: Cost per primary school pupil £	£4,529.09	£4,662.00	£4,881.12
SCHN02: Cost per secondary school pupil £	£6,558.02	£6,621.00	£7,004.00
SCHN03: Cost per pre-school place £	£4,989.43	£5,244.00	£5,994.22
SCHN04: Attainment of all Children in S4	85%	87%	86%
SCHN05: Attainment of all children at S6 (subject to change to align with new measure from Senior Phase Benchmarking Tool)	63%	63%	65%
SCHN06: Attainment at S4 of children who live in deprived areas. (subject to change to align with new measure from Senior Phase Benchmarking Tool)	56%	69%	69%
SCHN07: Attainment at S6 of children who live in deprived areas. (subject to change to align with new measure from Senior Phase Benchmarking Tool)	30%	37%	42%
SCHN08a: The gross cost of "children looked after" in residential based services per child per week £	£2983	£3896	N/A
SCHN08b: The gross cost of "children looked after" in a community setting per child per week £	£178	£205	N/A
SCHN09: Balance of Care for looked after children: % of children being looked after in the Community	91.5%	93.6%	N/A
SCHN10: % of Adults Satisfied with local schools	80.7%	81%	82%
SCHN11: Proportion of Pupils Entering Positive Destinations (subject to change to align with new measure from Senior Phase Benchmarking Tool)	96.1%	97.4%	97.5%
SCHN12a: Overall Average Total Tariff	1,350.95	1,388	1,353.7
SCHN12b: Average Total Tariff SIMD Quintile 1	843	972	1,039
SCHN12c: Average Total Tariff SIMD Quintile 2	1,216	1,139	1,088
SCHN12d: Average Total Tariff SIMD Quintile 3	1,280	1,324	1,275
SCHN12e: Average Total Tariff SIMD Quintile 4	1,368	1,300	1,296
SCHN12f: Average Total Tariff SIMD Quintile 5	1,491	1,527	1,478
% of funded early years provision which is graded good/better	90%	100%	96.9%
School attendance rates	95.6	95.3	95.2
Participation rate for 16-19 year olds (per 100)	96.2	96.8	96.9

Description	2016-2019		
	2016/17	2017/18	2018/19
	Value	Value	Value
% Child Protection Re-Registrations within 18 months	9%	0%	N/A
DECREASE - % Looked After Children with more than one placement within the last year (Aug-Jul)	19.66	29.09	N/A

Title	Description
2. Corporate Services	

Description	2016-2019		
	2016/17	2017/18	2018/19
	Value	Value	Value
SCORP07: Percentage of income due from council tax received by the end of the year %	97.76%	97.76%	97.6%
SCORP01: Support services as a % of total gross expenditure	5.82%	5.28%	4.83%
SCORP03b: The percentage of the highest paid 5% employees who are women	52.27%	55.88%	59.9%
SCORP3c: The Gender Pay Gap	8.72	7.77	7.49
SCORP04: The cost per dwelling of collecting Council Tax	£8.95	£7.32	£9.72
1a) The average number of working days per employee lost through sickness absence for: b) teachers	4.08	4.58	5.68
1b) The average number of working days per employee lost through sickness absence for: a) local government employees and craft workers	11.54	10.52	12.35
SCORP08: Percentage of invoices sampled that were paid within 30 days %	71%	83.28%	81.4%

Title	Description
3. Adult Social Care	

Description	2016-2019		
	2016/17	2017/18	2018/19
	Value	Value	Value
DECREASE - Health and Social Care Integration - Core Suite of Indicators NI-14: Number of re-admissions to an acute hospital within 28 days of discharge per 1,000 admissions.	82	79	79
INCREASE - Health and Social Care Integration - Core Suite of Indicators NI-17: Proportion of care services graded 'good' (4) or better in Care Inspectorate inspections	88%	88%	84%
DECREASE - Health and Social Care Integration - Core Suite of Indicators NI-19: The number of bed days due to delay discharge that have been recorded for people aged 75+ resident within the Local Authority area, per 1,000 population in the area.	228	117	170
INCREASE - Health and Social Care Integration - Core Suite of Indicators NI-2: Percentage of adults supported at home who agreed that they are supported to live as independently as possible.	N/A	74%	N/A

Description	2016-2019		
	2016/17	2017/18	2018/19
	Value	Value	Value
INCREASE - Health and Social Care Integration - Core Suite of Indicators NI-3: Percentage of adults supported at home who agreed that they had a say in how their help, care, or support was provided	N/A	64%	N/A
INCREASE - Health and Social Care Integration - Core Suite of Indicators NI-8: Total combined % carers who feel supported to continue in their caring role.	N/A	37%	N/A
SW01: Older Persons (Over65) Home Care Costs per Hour	£23	£23	£25
SW02: Direct payments spend on adults 18+ as a % of total social work spend on adults 18+	6.63%	7.52%	8.15%
SW03: Percentage of people aged 65+ with intensive needs (plus 10 hours) receiving care at home.	61.1%	59.2%	57.5%
SW04b: % of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life	81.69%	76.46%	N/A
SW05: The Net Cost of Residential Care Services per Older Adult (+65) per Week	£233	£165	£160

Title	Description
4. Culture and Leisure	

Description	2016-2019		
	2016/17	2017/18	2018/19
	Value	Value	Value
SC&L01: Cost per attendance at Sports facilities	£3.85	£4.34	£4.14
SC&L02(a): Cost Per Library Visit	£1.82	£1.06	£1.44
SC&L04(a): Cost of Parks and Open Spaces per 1,000 of the Population	£15,180.00	£17,317.00	£23,957.00
SC&L05a: % of adults satisfied with libraries	69.33%	68.33%	71.3%
SC&L05b: % of adults satisfied with parks and open spaces	85.67%	85.7%	87.2%
SC&L05d: % of adults satisfied with leisure facilities	66%	65.33%	64.3%

Title	Description
5. Environmental Services	

Description	2016-2019		
	2016/17	2017/18	2018/19
	Value	Value	Value
SENV1a: Net cost of Waste collection per premise	£70.16	£69.78	£68.15
SENV02: Net waste disposal cost per premises	£88.43	£82.92	£84.97
SENV03a: Cost of street cleaning per 1,000 population £	£9,322.00	£8,549.00	£8,910.00
SENV03c: Street Cleanliness Score	94.91	94.4	94.9
SENV04a(1): Cost of maintenance per kilometre of roads	£17,383.00	£19,418.00	£19,717.00
SENV04b: % of Class A roads that should be considered for maintenance treatment 10-12	16.26%	17%	17.2%
SENV04c: % of Class B roads that should be considered for maintenance treatment 10-12	30.22%	31.6%	29.6%

Description	2016-2019		
	2016/17	2017/18	2018/19
	Value	Value	Value
SENV04d: % of Class C roads that should be considered for maintenance treatment 10-12	32.75%	34.5%	34.5%
old original SENV05 (new SENV05a and SENV05b created): Cost of trading standards and environmental health per 1,000 population £	£16,949.15	£14,985.23	£17,485.50
SENV05a:Cost of trading standards per 1,000 population £	£7,278.91	£8,290.63	£9,814.02
SENV05b:Cost of environmental health per 1,000 population £	£10,283.25	£6,978.76	£7,670.48
SENV06: % of total household waste that is recycled	60.8%	67.1%	66.2%
SENV07a: % of adults satisfied with refuse collection	74.33%	73%	75.9%
SENV07b: % of adults satisfied with street cleaning	72.33%	74.67%	71.2%
SENV04e: % of unclassified roads that should be considered for maintenance treatment	44.82%	41.3%	44.2%

Title	Description
6. Housing Services	

Description	2016-2019		
	2016/17	2017/18	2018/19
	Value	Value	Value
HSN01b: Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year	6.68%	5%	5.8%
SHSN02: Percentage of rent due lost through properties being empty during the last year.	.9%	.9%	1.4%
SHSN03: Percentage of stock meeting the Scottish Housing Quality Standard (SHQS).	97.2%	97.55%	97.4%
HSN04b: Average time taken to complete non-emergency repairs	5.43	4.77	5.2
SHSN05: 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%	99.93%	100%

Title	Description
7. Economic Development	

Description	2016-2019		
	2016/17	2017/18	2018/19
	Value	Value	Value
SECON01: % Unemployed people accessing jobs via Council funded / operated employability programmes	12.33%	13.2%	29.9%
SLAED INDICATOR - OC8 Measure of vacant commercial units as a % of total units for the local authority's key town centres. This indicator does not include edge of town and out of town retails units	92.77%	92.77%	7.06%
SECON2: Cost Per Planning Application	£4,043.83	£4,981.00	£4,205.93
SECON3: Average Time taken to deliver a business and industry planning application	6.54	10.2	8.47
SECON4: % of procurement spent on local enterprises	22.08%	9.52%	8.9%
SECON5: No of business gateway start-ups per 10,000 population	16.52	17.31	17.65

Description	2016-2019		
	2016/17	2017/18	2018/19
	Value	Value	Value
Cost of Economic Development & Tourism per 1000 population	£22,963.00	£26,732.00	£61,753.00
Proportion of people earning less than the living wage	29%	30.1%	30.1%
Proportion of Properties receiving superfast broadband	91	94.64	96.1
Town Vacancy Rates	8.47%	8.47%	10.17%

Title	Description
8. Corporate Assets	

Description	2016-2019		
	2016/17	2017/18	2018/19
	Value	Value	Value
SCORPAM01: Proportion of operational buildings that are suitable for their current use %	80.7%	82.6%	83.33%
SCORPAM02: Proportion of internal floor area of operational buildings in satisfactory condition %	80.25%	83.6%	83.6%