



Key

Adverse

Favourable

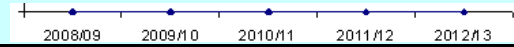
No Change

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Compared to 2011/12: Data has increased

Data has decreased

No change



SPI Number		2008/09	2009/10	2010/11	2011/12	2012/13	2012/13 Trend	5 year Trend
Corporate Management & Benefits								
1	Total number of FTE Teachers	408	411	404	395	377		
	Total number of days lost per year through sickness absence for teachers	4,064	3,525	3,524	3,066	2,707		
	Days lost per employee for teachers	10.0	8.6	8.7	7.8	7.2		
	Total number of FTE other Local Government employees	1,404	1,606	1,430	1,355	1,301		
	Total number of days lost per year through sickness absence for other Local Government employees	14,737	15,277	18,622	18,714	13,521		
	Days lost per employee for other Local Government employees	10.5	9.5	13.0	13.8	10.4		
2	Total number of council employees (excl. teachers)	1,585	1,874	1,979	1,864	1,638		
	Total number of council employees in top 2% of earners	40	39	47	51	38		
	Total number of female council employees in top 2% of earners	9	10	13	14	9		
	Percentage of council employees in top 2% of earners that are women	22.5%	25.6%	27.7%	27.5%	23.7%		
	Total number of council employees in top 5% of earners	89	94	106	112	86		
	Total number of female council employees in top 5% of earners	28	31	36	38	30		
	Percentage of council employees in top 5% of earners that are women	31.5%	33.0%	34.0%	33.9%	34.9%		
3	Number of building from which the council delivers services to the public	51	47	37	29	30		
	Number of public service buildings that are suitable for and accessible to disabled people	16	16	15	17	19		
	Percentage of public service buildings that are suitable for and accessible to disabled people	31.4%	34.0%	40.5%	58.6%	63.3%		
4	a) Average rent rebate caseload	-	48	53	10	14		
	Weighted rent rebate caseload	-	72	80	15	21		
	b) Average private rented sector caseload	-	175	194	242	241		
	Weighted private rented sector caseload	-	373	413	515	513		
	c) Average registered social landlord caseload	-	1,153	1,157	1,159	1,178		
	Weighted registered social landlord caseload	-	2,306	2,314	2,318	2,356		
	d) Average council tax benefit caseload	-	3,068	3,034	2,935	2,878		
	Weighted Council Tax Benefit caseload	-	4,663	4,612	4,461	4,375		
	e) Gross cost of providing the service	-	£536,935	£576,604	£401,546	£437,970		
	Gross administration cost per case	-	£72.42	£77.72	£54.93	£60.28		
5	Cost of collecting council tax	£330,720	£350,238	£317,010	£281,652	£423,771		
	Number of dwellings	14,101	14,237	14,314	14,447	14,498		
	Income received from council tax summary warrants	£70,215	£74,415	£70,557	£70,531	£72,873		
	Cost of collecting council tax per dwelling	£23.45	£24.60	£22.15	£19.50	£29.23		




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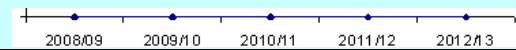
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No change 



SPI Number	2008/09	2009/10	2010/11	2011/12	2012/13	2012/13 Trend	5 year Trend				
6	a) Income due from council tax for the year excluding reliefs and rebates	£8,313,380	£8,437,367	£8,609,844	£8,837,611	£8,970,612					
	Income due from council tax for the year excluding all water charges and outstanding council tax	£11,879,913	£12,023,284	£12,139,021	£12,272,727	£12,357,450					
	Reliefs and rebates due to council for council tax for the year	£3,566,533	£3,585,917	£3,529,177	£3,435,116	£3,386,838					
b)	Percentage of income due from council tax for the year that was received by the end of the year	94.6%	94.5%	94.6%	94.6%	95.2%					
	Income received from council tax for the year	£7,863,816	£7,973,004	£8,145,325	£8,360,741	£8,537,056					
7	Number of invoices sampled	63,284	60,160	57,521	57,002	50,946					
	Number of invoices sampled that were paid within 30 days	43,785	44,037	50,863	48,874	47,726					
	Percentage of invoices sampled paid within 30 days	69.2%	73.2%	88.4%	85.7%	93.7%					
8	Gross internal floor area of operational buildings	109,960	107,122	106,494	100,944	102,978					
	Gross internal floor area of operational buildings in satisfactory condition	56,880	57,512	57,397	91,738	96,996					
	Proportion of internal floor area of operational buildings in satisfactory condition	51.7%	53.7%	53.9%	90.9%	94.2%					
	Total number of operational buildings	140	136	127	116	105					
	Number of operational buildings that are suitable for their current use	100	98	98	82	79					
Proportion of operational buildings that are suitable for their current use	71.4%	72.1%	77.2%	70.7%	75.2%						
Adult Social Work											
9	Not Reported (NR)										
	a)	Total population aged 65+	5,438	5,616	5,616	5,667			5,731		
		Number of people aged 65+ receiving homecare	NR	514	448	473			480		
	b)	Total number of homecare hours provided	NR	5,012	4,449	4,161			4,204		
		Total number of homecare hours provided as a rate per 1,000 population aged 65+	NR	892.5	792.2	734.3			733.6		
	c) i	Number of homecare clients receiving personal care	NR	485	426	457			466		
		Percentage of homecare clients receiving personal care	NR	94.4%	95.1%	96.6%			97.1%		
	ii	Number of homecare clients receiving a service during evening/overnight	NR	135	203	171			198		
		Percentage of homecare clients receiving a service during evening/overnight	NR	26.3%	45.3%	36.2%			41.3%		
	iii	Number of homecare clients receiving a service at weekends	NR	427	384	414			415		
	Percentage of homecare clients receiving a service at weekends	NR	83.1%	85.7%	87.5%	86.5%					



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Cultural & Community Services								
10	Total population	26,300	26,180	26,180	26,190	26,080		
	Number of attendances per 1,000 population to all pools	4,610	5,522	4,847	4,786	4,701	↓	
	Total attendances for all pools	121,240	144,555	126,903	125,358	122,603		
	Number of attendances per 1,000 population for other indoor sports and leisure facilities excluding pools in a combined complex	5,890	6,326	7,433	8,124	7,454	↓	
11	Total attendances for other indoor sports and leisure facilities, excluding pools in a combined complex	154,902	165,612	194,594	212,772	194,389		
	Number of visits to/usages of council funded or part funded museums	963,891	446,036	59,787	97,276	88,793	↓	
	Number of visits to/usages of council funded or part funded museums expressed per 1,000 population	36,650	17,037	2,284	3,714	3,405		
	Number of visits that were in person	43,390	57,671	41,950	56,145	47,069	↓	
	Number of visits that were in person expressed per 1,000 population	1,650	2,203	1,602	2,144	1,805	↓	
	SPI 11 - Data prior to 2010/11 not comparable as method of collation changed							
12	Number of visits to libraries	233,440	205,564	200,506	208,188	233,807		
	Number of visits to libraries expressed per 1,000 population	8,876	7,852	7,659	7,949	8,965	↑	
Development Services								
13	Number of householder applications	87	107	103	95			
	Number of householder applications dealt with within two months	67	94	82	80			
	Percentage of householder applications dealt with within two months	77.0%	87.9%	79.6%	84.2%	*		
	Number of non-householder applications	413	407	460	417			
	Number of non-householder applications dealt with within two months	260	229	297	271			
	Percentage of non-householder applications dealt with within two months	63.0%	56.3%	64.6%	65.0%	*		
	Total number of applications	500	514	563	512			
	Total number of householder and non-householder applications dealt with within two months	327	323	379	351			
Percentage of householder and non-householder applications dealt with within two months	65.4%	62.8%	67.3%	68.6%	*			
13 a) i	The average time (weeks) to deal with major and local planning applications determined during the year.							
	Major Developments							
	Number of applications					0		
	Total number of days to deal with all applications					0		
Average time (weeks) to deal with applications						0		
		* As SPI 13 changed in 2012/13 the historical data is not comparable and no trend data is available.						



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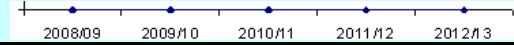
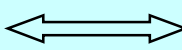
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No change



SPI Number		2008/09	2009/10	2010/11	2011/12	2012/13	2012/13 Trend	5 year Trend	
Protective Services									
20	Number of domestic noise complaints received that were settled without need for attendance on site	0	3	3	3	3			
	Number of domestic noise complaints received requiring attendance on site	2	3	3	4	2			
	Number of domestic noise complaints received that were dealt with under Part V of ASB Act 2004	0	0	0	0	0			
	Total domestic noise complaints	2	6	6	7	5			
	Average time (hours) between time of complaint and attendance on site, for those requiring attendance on site	48.0	48.0	9.3	8.0	16.0	↑		
Average time (hours) between time of complaint and attendance on site, for those dealt with under the ASB Act 2004	No Service	No Service	No Service	No Service	No Service				
21	Number of consumer complaints received	131	135	443	418	408			
	Number of consumer complaints dealt with within 14 days of receipt	77	103	417	375	307			
	Percentage of consumer complaints dealt with within 14 days of receipt	58.8%	76.3%	94.1%	89.7%	75.2%	↓		
	Number of business advice requests received	34	38	59	106	45			
Number of business advice requests dealt with within 14 days of receipt	31	36	59	99	42				
Percentage of business advice requests dealt with within 14 days of receipt	91.2%	94.7%	100.0%	93.4%	93.3%	↓			
Roads & Lighting									
22	Percentage of A class roads that should be considered for maintenance treatment	42.6%	45.8%	48.8%	51.8%	45.8%			
	Percentage of B class roads that should be considered for maintenance treatment	39.1%	41.8%	45.2%	49.8%	47.4%			
	Percentage of C class roads that should be considered for maintenance treatment	44.6%	47.5%	51.6%	58.2%	55.1%			
	Percentage of unclassified roads that should be considered for maintenance treatment	50.5%	49.2%	53.5%	50.2%	51.1%			
	Overall percentage of road network that should be considered for maintenance treatment	45.7%	46.9%	50.6%	51.8%	49.8%	↓		
Waste Management									
23	Number of premises for refuse collection	16,242	16,384	16,483	16,513	16,618			
	a) Net cost of refuse collection per premise	£61.84	£67.43	£71.97	£73.98	£75.92	↑		

NB: Audit findings for 2012/13 data - "Insufficient and incomplete data to allow us to undertake a reasonable amount of sampling and cross-referencing without having to manually go through a substantial amount of data". As a result SPI21 was deemed unreliable.



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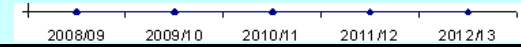
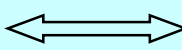
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	Net cost of refuse collection	£1,004,380	£1,104,739	£1,186,340	£1,221,609	£1,261,631		
b)	Net cost of refuse disposal per premise	£175.01	£225.61	£242.90	£262.35	£285.59	↑	
	Net cost of refuse disposal	£2,842,435	£3,696,447	£4,003,678	£4,332,182	£4,745,954		
	Cost of capping landfill site	£0	£0	£0	£0	£0		
24	Total number of tonnes of municipal waste collected	23,647.0	22,211.0	22,336.0				
	Total tonnes of municipal waste composted	2,323.0	2,120.0	2,357.0				
	Total tonnes of municipal waste recycled	2,084.0	2,579.0	2,196.0				
	Percentage of municipal waste composted/recycled	18.6%	21.2%	20.4%				
24	Total household tonnes of household waste collected (Arising)				15856.0	14260.0		
	Tonnes of household waste composted				2204.0	1825.0		
	Tonnes of household waste recycled				2427.0	2479.0		
	Tonnes of household waste landfilled				11225.0	9956.0		
a)	Percentage of household waste composted/recycled				29.2%	30.2%	↑	
b)	Percentage of household waste landfilled				70.8%	69.8%	↓	
25	Local authority cleanliness measurement - inspection one	80	76	68	81	80		
	Local authority cleanliness measurement - inspection two	77	77	76	76	77		
	Local authority cleanliness measurement - inspection three	84	80	80	76	77		
	Local authority cleanliness measurement - inspection four	81	79	77	76	78		
	Partner authority cleanliness measurement - inspection one	69	68	71	72	76		
	Partner authority cleanliness measurement - inspection two	66	75	73	75	75		
	Keep Scotland Beautiful inspection - validation inspection	68	72	80	68	76		
	Overall cleanliness index	72	75	75	75	77	↑	

* During 2011/12, Audit Scotland, in line with the Scottish Government's zero waste plan and SEPA, changed SPI 24 to collate ONLY household waste to measure Scotland's progress towards the recycling targets. Therefore, the data prior to 2011/12 is not comparable to the new SPI 24.