

## SCOTTISH BORDERS STATUTORY PERFORMANCE INFORMATION 2008/2009

Under the Local Government Act 1992, Scottish Borders Council has a duty to publish statutory performance indicators for selected services for the year 2008/2009, together with those for the previous years, 2007/2008, 2006/2007, and 2005/2006 where available.

Legend:

C = changed indicator (therefore no comparative information for previous year(s))

N = New indicator

NS = no service provided

### ADULT SOCIAL WORK

#### RESIDENTIAL ACCOMMODATION

	2008/2009	2007/2008	2006/2007	2005/2006	
2	Staff qualifications: The percentage of care staff in local authority residential homes who have appropriate qualifications, for:				
	a) Older people (age 65+)	61.3%	52.8%	39.2%	30.9%
	b) Other adults	NS	NS	NS	NS
3	Privacy: The number of single rooms and the number of rooms with en-suite facilities, expressed as a % of residential care places used by the council for each client group				
	Older people (age 65+)				
	Council homes: Number of places occupied	178	187	180	183
	Council homes: % of single rooms	98.9%	98.9%	98.3%	99.5%
	Council homes: % of rooms with en-suite facilities	65.7%	63.6%	61.1%	63.4%
	Voluntary sector: Number of places occupied	105	122	132	112
	Voluntary sector: % of single rooms	99.9%	95.9%	87.1%	92.0%
	Voluntary sector: % of rooms with en-suite facilities	72.4%	49.2%	39.4%	50.0%
	Private sector: Number of places occupied	401	400	403	372
	Private sector: % of single rooms	88.0%	85.0%	80.9%	86.0%
	Private sector: % of rooms with en-suite facilities	57.9%	42.5%	40.9%	45.4%
	Older people (age 65+) cont.				
	Total: Number of places occupied	684	709	715	667
	Total: % of single rooms	92.5%	90.6%	86.4%	90.7%
	Total: % of rooms with en-suite facilities	62.1%	49.2%	45.7%	51.1%

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Other adults	2008/2009	2007/2008	2006/2007	2005/2006
Council homes: Number of places occupied	1	1	NS	1
Council homes: % of single rooms	100%	100%	NS	100%
Council homes: % of rooms with en-suite facilities	100%	100%	NS	100%
Voluntary sector: Number of places occupied	14	23	31	24
Voluntary sector: % of single rooms	100%	95.7%	83.9%	54.2%
Voluntary sector: % of rooms with en-suite facilities	50%	13.0%	12.9%	0.0%
Private sector: Number of places occupied	55	60	59	78
Private sector: % of single rooms	98.2%	95.0%	91.5%	96.2%
Private sector: % of rooms with en-suite facilities	30.9%	15.0%	22.0%	19.2%
Total: Number of places occupied	70	84	90	103
Total: % of single rooms	98.6%	95.2%	88.9%	86.4%
Total: % of rooms with en-suite facilities	35.7%	15.5%	18.9%	15.5%

### HOME CARE

	2008/2009	2007/2008	2006/2007	2005/2006
4 Home care				
a) The number of people age 65+ receiving home care	1,216	1,096	1,156	1,279
b) The number of home care hours per 1,000 population age 65+	393.9	347.9	363.8	401.0
c) As a proportion of home care clients age 65+, the number receiving:				
i) Personal care	94.8%	93.2%	90.8%	85.6%
ii) A service during evening / overnight	38.8%	36.5%	32.6%	29.4%
iii) A service at weekends	69.2%	66.5%	62.8%	58.0%

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### RESPIRE CARE

	2008/2009	2007/2008	2006/2007	2005/2006
5	Provision of respite services			
	Older people (age 65+)			
a)	321.8	268.1	236.8	212.3
b)	1.8%	5.3%	3.0%	2.2%
c)	60.2	51.9	108.3	57.8
d)	100%	99.0%	98.2%	100%
	Other adults (18 – 64)			
a)	45.8	32.9	56.2	49.9
b)	25.8%	34.6%	38.5%	45.5%
c)	91.8	94.8	90.0	92.4
d)	100%	96.2%	60.4%	84.6%

### CRIMINAL JUSTICE

	2008/2009	2007/2008	2006/2007	2005/2006
6	Social enquiry reports			
a)	503	509	502	504
b)	100%	100%	100%	100%
7	Probation			
a)	95	98	99	80
b)	57.4%	72.7%	54.8%	92.1%
8	Community service			
a)	153	155	171	174
b)	3.4	3.2	3.6	3.2

### BENEFITS ADMINISTRATION

#### ADMINISTRATION COSTS

	2008/2009	2007/2008	2006/2007	2005/2006
1	£46.14	£62.84	£59.28	C

# SCOTTISH BORDERS STATUTORY PERFORMANCE INFORMATION 2008/2009

## CORPORATE MANAGEMENT

### SICKNESS ABSENCE

		2008/2009	2007/2008	2006/2007	2005/2006
1	The average number of working days per employee lost through sickness absence				
	a) Teachers	<b>5.6 days</b>	C	C	C
	b) All other local government employees	<b>13.3 days</b>	C	C	C

### LITIGATION CLAIMS

		2008/2009	2007/2008	2006/2007	2005/2006
2	Number / value of civil liability claims incurred by the council in the year:				
	a) Number of claims per 10,000 population	<b>30.3</b>	28.4	28.3	30.7
	b) Claims value as a % of revenue budget	<b>0.2%</b>	0.2%	0.1%	0.2%

### EQUAL OPPORTUNITIES POLICY

		2008/2009	2007/2008	2006/2007	2005/2006
3	Number and % of the highest paid 2% and 5% of earners among council employees, that are women:				
	a) In top 2% of all employees: Number of women	<b>37</b>	46	38	35
	In top 2% of all employees: % of posts	<b>36.6%</b>	42.6%	38.8%	36.5%
	b) In top 5% of all employees: Number of women	<b>83</b>	91	88	82
	In top 5% of all employees: % of posts	<b>37.7%</b>	39.1%	39.1%	36.4%

### PUBLIC ACCESS

		2008/2009	2007/2008	2006/2007	2005/2006
4	Public Access				
	a) Number of council buildings from which the council delivers services to the public	<b>111</b>	110	105	96
	b) Percentage of council buildings from which the council delivers services to the public that are suitable for and accessible to disabled people	<b>87.4%</b>	85.5%	82.9%	85.4%

## SCOTTISH BORDERS STATUTORY PERFORMANCE INFORMATION 2008/2009

### COUNCIL TAX COLLECTION

		2008/2009	2007/2008	2006/2007	2005/2006
5	The cost of collecting Council Tax per dwelling (All dwellings, not just chargeable)	£13.89	£14.84	£14.03	£14.33
6	Income:	2008/2009	2007/2008	2006/2007	2005/2006
	a) The income due from Council Tax for the year, excluding reliefs and rebates	£44,449,622	£43,918,460	£42,410,337	£39,675,047
	b) The % of a) that was received during the year	96.7%	96.6%	96.8%	96.7%

### PAYMENT OF INVOICES

		2008/2009	2007/2008	2006/2007	2005/2006
7	Number of invoices paid within 30 calendar days of receipt as a % of all invoices paid:	76.5%	74.8%	73.9%	63.5%

### ASSET MANAGEMENT

		2008/2009	2007/2008	2006/2007	2005/2006
8	Condition and suitability				
	a) Gross internal floor area of operational buildings (m2)	281,860 m2	314,549 m2	315,049 m2	N
	The % of operation accommodation that is in satisfactory condition.	86.8%	88.1%	88.2%	N
	b) Total number of operational buildings	377	375	373	N
	The % of operation accommodation that is suitable for its current use.	46.7%	47.2%	47.2%	N

### CULTURAL & COMMUNITY SERVICES

#### SPORT FACILITIES MANAGEMENT

		2008/2009	2007/2008	2006/2007	2005/2006
1	Number of attendances per 1,000 population for pools	4,566	4,570	4,290	4,033
2	Number of attendances per 1,000 population for other indoor sport and leisure facilities, excluding pools in a combined complex	944	881	925	824

## SCOTTISH BORDERS STATUTORY PERFORMANCE INFORMATION 2008/2009

### MUSEUM SERVICES

		2008/2009	2007/2008	2006/2007	2005/2006
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	939	747	745	C
b)	The number of those visits that were in person per 1,000 population.	906	745	736	C

### LIBRARY STOCK TURNOVER

		2008/2009	2007/2008	2006/2007	2005/2006
4	Changes in library stock				
a)	Adult lending stock - Recommended national target for annual number of additions per 1,000 population	280	280	280	280
	Actual additions per 1,000 population	130	160	137	173
	Stock at year end per 1,000 population	1,286	1,426	1,148	1,137
b)	Children's and teenage lending stock - Recommended national target for annual number of additions per 1,000 population	100	100	100	100
	Actual additions per 1,000 population	51	46	43	58
	Stock at year end per 1,000 population	655	450	368	363

### USE OF LIBRARIES

		2008/2009	2007/2008	2006/2007	2005/2006
5	Borrowers from public libraries:				
a)	Number of visits per 1,000 population	3,607	3,354	3,493	C
b)	Borrowers as a % of the resident population	17.2%	15.2%	16.7%	17.3%

### LIFELONG LEARNING

		2008/2009	2007/2008	2006/2007	2005/2006
6	Learning centre and learning access point users:				
a)	Number of users as a % of the resident population	8.9%	9.1%	10.4%	9.1%
b)	Number of times the terminals are used per 1,000 population	737.6	790.7	783.6	825.4

## SCOTTISH BORDERS STATUTORY PERFORMANCE INFORMATION 2008/2009

### DEVELOPMENT SERVICES

#### PLANNING APPLICATIONS PROCESSING TIME

		2008/2009	2007/2008	2006/2007	2005/2006
1	The % of applications dealt with within two months:				
a)	Householder				
	Number of applications	<b>683</b>	852	854	862
	% dealt with within 2 months	<b>72.8%</b>	69.4%	69.6%	65.1%
b)	Non-householder				
	Number of applications	<b>1,087</b>	1,352	1,393	1,344
	% dealt with within 2 months	<b>40.9%</b>	31.6%	32.7%	36.8%
c)	Total				
	Number of applications	<b>1,770</b>	2,204	2,247	2,206
	% dealt with within 2 months	<b>53.2%</b>	46.2%	46.7%	47.9%

#### APPEALS

		2008/2009	2007/2008	2006/2007	2005/2006
2	The number of appeals that were successful:				
a)	As a % of the number of planning determinations made by the council	<b>0.9%</b>	0.6%	0.6%	0.5%
b)	As a % of the number of determinations that went to appeal	<b>30.8%</b>	28.9%	33.3%	23.1%

#### DEVELOPMENT PLANS

		2008/2009	2007/2008	2006/2007	2005/2006
3	The % of the population covered by a Local Plan that has been adopted or finalised within the last five years	<b>100%</b>	0%	0%	0%

# SCOTTISH BORDERS STATUTORY PERFORMANCE INFORMATION 2008/2009

## EDUCATION AND CHILDREN'S SERVICES

### PRIMARY SCHOOLS

		2008/2009	2007/2008	2006/2007	2005/2006
1	Occupancy				
a)	The % of primary schools where the ratio of pupils to places is:				
	i) 0% - 40%	9.2%	9.4%	6.3%	4.6%
	ii) 41 - 60%	15.4%	14.1%	14.1%	15.4%
	iii) 61 - 80%	43.1%	40.6%	45.3%	36.9%
	iv) 81 - 100%	26.2%	32.8%	28.1%	40.0%
	v) 101% or more	6.2%	3.1%	6.3%	3.1%
b)	The total number of primary schools	65	64	64	65

### SECONDARY SCHOOLS

		2008/2009	2007/2008	2006/2007	2005/2006
2	Occupancy				
a)	The % of secondary schools where the ratio of pupils to places is:				
	i) 0% - 40%	0.0%	0.0%	0.0%	0.0%
	ii) 41 - 60%	0.0%	0.0%	0.0%	0.0%
	iii) 61 - 80%	44.4%	33.3%	44.4%	55.6%
	iv) 81 - 100%	55.6%	66.7%	55.6%	44.4%
	v) 101% or more	0.0%	0.0%	0.0%	0.0%
b)	The total number of secondary schools	9	9	9	9

## SCOTTISH BORDERS STATUTORY PERFORMANCE INFORMATION 2008/2009

### TEACHING STAFF - EQUAL OPPORTUNITIES

		2008/2009	2007/2008	2006/2007	2005/2006
3	The number and % of head and deputy head teachers who are women compared with the % of all teachers that are women:				
Secondary schools					
	Number of Head & Deputy Head women teachers	13	10	11	8
	% of Head & Deputy Head teachers that are women	33.3%	25.0%	28.2%	34.8%
	Number of all women teachers	357	354	297	366
	% of all teachers that are women	57.1%	56.0%	53.2%	53.6%
Primary schools					
	Number of Head & Deputy Head women teachers	67	72	63	76
	% of Head & Deputy Head teachers that are women	77.9%	78.3%	76.8%	78.4%
	Number of all women teachers	639	659	568	744
	% of all teachers that are women	90.6%	91.3%	91.5%	90.0%
Special schools					
	Number of Head & Deputy Head women teachers	NS	NS	3	3
	% of Head & Deputy Head teachers that are women	NS	NS	100%	100%
	Number of all women teachers	NS	NS	92	86
	% of all teachers that are women	NS	NS	87.6%	85.1%

### CHILDREN'S REPORTER LIAISON

		2008/2009	2007/2008	2006/2007	2005/2006
4	Children's Hearing system reports:				
a)	The number of Children's Hearing reports submitted to the Reporter during the year	310	360	341	388
b)	The percentage of Children's Hearings reports requested by the Reporter which were submitted within target time	30.6%	43.3%	44.0%	41.0%

## SCOTTISH BORDERS STATUTORY PERFORMANCE INFORMATION 2008/2009

### LOOKED AFTER CHILDREN

		2008/2009	2007/2008	2006/2007	2005/2006
5	Supervision				
	a) Number of new supervision requirements made during the year	47	24	47	45
	b) Proportion of children seen by a supervising officer within 15 days	80.9%	83.3%	68.1%	80.0%
6	Academic achievement:	2008/2009	2007/2008	2006/2007	2005/2006
	The number and percentage of young people ceasing to be looked who achieved SCQF level 3 in English and Maths or other subjects				
	a) Number ceasing to be looked after – At home	6	8	13	C
	Number ceasing to be looked after – Away from home	11	14	6	C
	Number ceasing to be looked after – Total	17	22	19	
	b) The % attaining at least one SCQF level 3 (any subject) – At home	83.3%	62.5%	38.5%	C
	The % attaining at least one SCQF level 3 (any subject) – Away from home	63.6%	85.7%	83.3%	C
	The % attaining at least one SCQF level 3 (any subject) – Total	70.6%	77.3%	52.6%	C
	c) The % attaining at least SCQF level 3 in English and Maths – At home	50%	37.5%	23.1%	C
	The % attaining at least SCQF level 3 in English and Maths – Away from home	36.4%	50.0%	50.0%	C
	The % attaining at least SCQF level 3 in English and Maths – Total	41.2%	45.5%	31.6%	C
7	Staff qualifications				
	The % of care staff in local authority residential children's homes who have appropriate qualifications	55.6%	61.1%	42.1%	11.8%

### RESPITE CARE

		2008/2009	2007/2008	2006/2007	2005/2006
8	Provision of respite services				
	a) Total overnight respite nights per 1,000 children (0-17 yrs)	59.6	53.4	45.9	33.2
	b) Percentage of respite nights not provided in a care home	55.0%	42.6%	45.0%	39.8%
	c) Total hours of daytime respite provided per 1,000 children (0-17 yrs)	382.8	417.1	516.6	79.8
	d) Percentage of daytime respite not provided in a day care centre	58.5%	65.0%	58.3%	52.1%

## SCOTTISH BORDERS STATUTORY PERFORMANCE INFORMATION 2008/2009

### HOUSING

#### HOMELESSNESS

		2008/2009	2007/2008	2006/2007	2005/2006
6	Homelessness				
	a) Number of households assess during the year	541	C	C	C
	b) Percentage of decisions notifications issued within 28 days of date of initial presentation	73.9%	C	C	C
	c i) Number households housed during the year	449	C	C	C
	c ii) Numbers of assessments the "housed households" were based on regardless of when the assessment took place.	568	C	C	C
	c iii) Percentage of housed households during the year regardless of when the assessment took place	79.0%	C	C	C
	d) Percentage of cases reassessed within 12 months of completion of duty	5.9%	C	C	C

### PROTECTIVE SERVICES

#### FOOD SAFETY: HYGIENE INSPECTIONS

		2008/2009	2007/2008	2006/2007	2005/2006
1	The number of establishments in each of the following three categories requiring inspection during the year, and the % of the inspections which were undertaken within the prescribed period:				
	a) Approved premises				
	Number to be inspected in the year	19	20	29	20
	% of inspections undertaken within time	77.8%	93.8%	79.3%	93.9%
	b) Inspection frequency: 6 months				
	Number to be inspected in the year	24	23	50	66
	% of inspections undertaken within time	100%	97.8%	96.9%	93.8%
	c) Inspection frequency: 12 months				
	Number to be inspected in the year	87	188	257	223
	% of inspections undertaken within time	97.7%	92.0%	94.9%	96.4%
	d) Inspection frequency: more than 12 months				
	Number to be inspected in the year	252	544	508	532
	% of inspections undertaken within time	96.0%	87.1%	91.9%	89.7%

## SCOTTISH BORDERS STATUTORY PERFORMANCE INFORMATION 2008/2009

### NOISE COMPLAINTS

		2008/2009	2007/2008	2006/2007	2005/2006
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	208	102	130	C
	ii) Requiring attendance on site	65	54	29	C
	iii) Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004	NS	NS	NS	C
	Total	273	156	159	C
b)	For aii and aiii above, the average time (hours) between the time of the complaint and attendance on site:				
	i) Requiring attendance on site	477	453	700	C
	ii) Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004	NS	NS	NS	C

		2008/2009	2007/2008	2006/2007	2005/2006
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	58	45	54	C
	ii) Requiring formal action	0	0	0	C
	Total	58	45	54	C
b)	For those requiring formal action, the average time (calendar days) to institute formal action.	0	0	0	C

### TRADING STANDARDS ENQUIRIES, COMPLAINTS AND ADVICE

		2008/2009	2007/2008	2006/2007	2005/2006
4	The number of enquiries, complaints and advice requests received, and the proportion completed in the following time bands:				
	Consumer complaints				
	Number received	502	472	602	502
	% dealt with within 14 days	60.2%	57.2%	55.1%	49.4%
	Business advice requests				
	Number received	368	392	255	291
	% dealt with within 14 days	100%	99.2%	99.6%	96.2%

## SCOTTISH BORDERS STATUTORY PERFORMANCE INFORMATION 2008/2009

### INSPECTION OF TRADING PREMISES

	2008/2009	2007/2008	2006/2007	2005/2006
5 Premises liable to inspection: target and actual coverage:				
High risk: (12 months)				
i) No. of premises in this category	21	23	26	34
ii) Target total no. of visits	21	23	26	34
iii) % of target (ii) actually achieved within time	95.2%	95.7%	100%	100%
Medium risk: (2 years)				
i) No. of premises in this category	1,189	1,238	1,256	1,505
ii) Target total no. of visits	680	481	689	983
iii) % of target (iii) actually achieved within time	91.8%	89.0%	91.0%	66.5%

### ROADS AND LIGHTING

#### CARRIAGEWAY CONDITION

	2008/2009	2007/2008	2006/2007	2005/2006
1 The % of the road network that should be considered for maintenance treatment				
i) A class roads	26.7%	27.3%	27.3%	26.7%
ii) B class roads	38.9%	38.1%	58.6%	49.2%
iii) C class roads	35.3%	32.8%	47.0%	39.7%
iv) Unclassified roads	41.9%	53.5%	72.4%	69.2%
v) Overall	37.2%	40.9%	55.8%	50.8%

#### TRAFFIC LIGHT REPAIRS

	2008/2009	2007/2008	2006/2007	2005/2006
2 Number of traffic light failure in the year	35	27	23	24
% of repairs completed within 48 hours	85.7%	92.6%	87.0%	87.5%

#### STREET LIGHTING

	2008/2009	2007/2008	2006/2007	2005/2006
3 Number of street lights failure in the year	6,388	6,473	5,910	5,976
% of repairs completed within 7 days	98.3%	98.5%	87.4%	88.4%
4 The number of street lighting columns.	16,957	16,906	16,647	16,329
The % that are over 30 years old.	35.6%	36.9%	39.0%	40.0%

## SCOTTISH BORDERS STATUTORY PERFORMANCE INFORMATION 2008/2009

### BRIDGES – ROAD NETWORK RESTRICTION

		2008/2009	2007/2008	2006/2007	2005/2006
5	Bridges failing to meet the European standard of 40 tonnes or have weight or width restrictions placed on them.				
	Council Bridges				
	i) Number of assessed bridges	841	841	841	841
	ii) % Failing to meet the European standard of 40 tonnes	0.4%	0.4%	0.5%	0.5%
	iii) % With a weight or width restriction	0.4%	0.4%	0.5%	0.5%
	Private Bridges				
	i) Number of assessed bridges	32	32	32	32
	ii) % Failing to meet the European standard of 40 tonnes	6.3%	6.3%	6.3%	6.3%
	iii) % With a weight or width restriction	3.1%	3.1%	3.1%	3.1%
	Total Bridges				
	i) Number of assessed bridges	873	873	873	873
	ii) % Failing to meet the European standard of 40 tonnes	0.6%	0.6%	0.7%	0.7%
	iii) % With a weight or width restriction	0.5%	0.5%	0.6%	0.6%

### WASTE MANAGEMENT

#### REFUSE COLLECTION AND DISPOSAL COSTS

		2008/2009	2007/2008	2006/2007	2005/2006
1	The net cost of:				
	a) Collection (combined domestic, commercial and domestic bulky uplift) per premise	£104.37	£67.17	£69.86	£60.15
	b) Disposal per premise	£54.73	£40.54	£34.13	£33.50

#### REFUSE COLLECTION COMPLAINTS

		2008/2009	2007/2008	2006/2007	2005/2006
2	The number of complaints per 1,000 households regarding the household waste collection service	24.9	18.3	28.8	31.1

## SCOTTISH BORDERS STATUTORY PERFORMANCE INFORMATION 2008/2009

### REFUSE RECYCLING

		2008/2009	2007/2008	2006/2007	2005/2006
3	Refuse recycling				
	Total tonnes of municipal waste collected	73,617	C	C	C
	Tonnes of municipal waste composted	8,800	C	C	C
	Tonnes of municipal waste recycled	17,691	C	C	C
	Percentage of municipal waste composted / recycled	36.0%	C	C	C

### STREET CLEANLINESS

		2008/2009	2007/2008	2006/2007	2005/2006
4	The cleanliness index achieved following inspection of sample of streets and other relevant land (An index where 100 is best)	76	74	72	70

### ABANDONED VEHICLES

		2008/2009	2007/2008	2006/2007	2005/2006
5	The number of abandoned vehicles that required to be removed by the Council in the year.	19	37	55	N
	The % removed within 14 days	89.5%	97.3%	96.4%	N

## SCOTTISH BORDERS STATUTORY PERFORMANCE INFORMATION 2008/2009

### Alternative format/language paragraph

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