

## SCOTTISH BORDERS COUNCIL STATUTORY PERFORMANCE INFORMATION 2012/2013

Under the Local Government Act 1992, Scottish Borders Council has a duty to publish statutory performance indicators for selected services for the year 2012/2013, together with those for the previous years 2011/2012, 2010/2011, and 2009/2010 where available.

Legend:

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

NS = no service provided

### SICKNESS ABSENCE

		2012/2013	2011/2012	2010/2011	2009/2010
1	The average number of working days per employee lost through sickness absence				
	a) Teachers	<b>7.5 days</b>	6.4 days	5.8 days	5.7 days
	b) All other local government employees	<b>11.6 days</b>	10.4 days	11.9 days	12.5 days

### EQUAL OPPORTUNITIES POLICY

		2012/2013	2011/2012	2010/2011	2009/2010
2	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>32</b>	35	37	37
	In top 2% of all employees: % of posts	<b>38.1%</b>	39.8%	40.7%	37.8%
	b) In top 5% of all employees: Number of women	<b>88</b>	87	86	78
	In top 5% of all employees: % of posts	<b>41.3%</b>	41.6%	40.8%	37.5 %

### PUBLIC ACCESS

		2012/2013	2011/2012	2010/2011	2009/2010
3	Public Access				
	a) Number of council buildings from which the council delivers services to the public	<b>112</b>	112	112	112
	b) Percentage of council buildings from which the council delivers services to the public that are suitable for and accessible to disabled people	<b>96.4%</b>	96.4%	96.4%	94.6%

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### ADMINISTRATION COSTS

	2012/2013	2011/2012	2010/2011	2009/2010
4 The gross administration cost per case	<b>£31.34</b>	£34.19	£36.36	£43.03

### COUNCIL TAX COLLECTION

	2012/2013	2011/2012	2010/2011	2009/2010
5 The cost of collecting Council Tax per dwelling (All dwellings, not just chargeable)	<b>£7.82</b>	£8.46	£11.33	£13.97
6 Income:	<b>2012/2013</b>	2011/2012	2010/2011	2009/2010
a) The income due from Council Tax for the year, excluding reliefs and rebates	<b>£45,633,198</b>	£45,273,041	£44,834,303	£44,529,012
b) The % of a) that was received during the year	<b>96.9%</b>	96.5%	96.6%	96.7%

### PAYMENT OF INVOICES

	2012/2013	2011/2012	2010/2011	2009/2010
7 Number of invoices paid within 30 calendar days of receipt as a % of all invoices paid:	<b>90.3%</b>	91.1%	91.2%	87.4 %

### ASSET MANAGEMENT

	2012/2013	2011/2012	2010/2011	2009/2010
8 Condition and suitability				
a) Gross internal floor area of operational buildings (m2)	<b>266,638m2</b>	261,662m2	282,702m2	286,419m2
The % of operation accommodation that is in satisfactory condition.	<b>84.3%</b>	84.4%	83.8%	84.0%
b) Total number of operational buildings	<b>355</b>	361	361	354
The % of operation accommodation that is suitable for its current use.	<b>83.7%</b>	83.9%	82.0%	68.6%

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### HOME CARE

		2012/2013	2011/2012	2010/2011	2009/2010
9	Home care				
	a) The number of people age 65+ receiving home care	1,271	1,250	1,214	1,203
	b) The number of home care hours per 1,000 population age 65+	379.7	404.5	387.7	415.3
	c) As a proportion of home care clients age 65+, the number receiving:				
	i) Personal care	98.7%	99.0%	98.4%	96.6%
	ii) A service during evening / overnight	53.7%	53.1%	48.4%	45.1%
	iii) A service at weekends	83.2%	79.4%	76.7%	73.1%

### SPORT FACILITIES MANAGEMENT

		2012/2013	2011/2012	2010/2011	2009/2010
10	Number of attendances per 1,000 population for pools	5,629	5,667	4,903	4,956
	Number of attendances per 1,000 population for other indoor sport and leisure facilities, excluding pools in a combined complex	1,564	1,535	1,612	1,025

### MUSEUM SERVICES

		2012/2013	2011/2012	2010/2011	2009/2010
11	Visits to and use of Museums				
	a) The number of visits to / usages of council funded or part funded museums per 1,000 population	1,462	1,448	1,593	1,370
	b) The number of those visits that were in person per 1,000 population	1,453	1,413	1,496	1,354

### USE OF LIBRARIES

		2012/2013	2011/2012	2010/2011	2009/2010
12	Borrowers from public libraries:				
	Number of visits per 1,000 population	3,400	3,529	3,853	3,690

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### PLANNING APPLICATIONS PROCESSING TIME

		2012/2013	2011/2012	2010/2011	2009/2010
13	The average time (weeks) to deal with major and local planning applications determined during the year.	<b>C</b>			
a)	Major developments – Number of applications	<b>10</b>			
	Major developments – Total number of days to deal with all applications	<b>4,253</b>			
	Major developments – Average time (weeks) to deal with applications	<b>60.8 weeks</b>			
b)	Local developments – Number of applications	<b>947</b>			
	Local developments – Total number of days to deal with all applications	<b>92,148</b>			
	Local developments – Average time (weeks) to deal with applications	<b>13.9 weeks</b>			
c)	All developments – Number of applications	<b>957</b>			
	All developments – Total number of days to deal with all applications	<b>96,401</b>			
	All developments – Average time (weeks) to deal with applications	<b>14.4 weeks</b>			

SPIs 14 to 18 relate to housing, which is a service no longer provided by Scottish Borders Council.

### HOMELESSNESS

		2012/2013	2011/2012	2010/2011	2009/2010
19	Homelessness				
i.	Number of households assess during the year	<b>469</b>	367	437	450
ii.	Percentage of decisions notifications issued within 28 days of date of initial presentation	<b>72.5%</b>	73.3%	78.9%	77.1%
iii.	Number of cases open at the beginning of the year or assessed in the year	<b>482</b>	403	503	501
	Percentage of who are housed into permanent accommodation	<b>54.1%</b>	70.7%	67.0%	68.5%
iv.	Percentage of cases reassessed within 12 months of completion of duty	<b>3.8%</b>	2.7%	3.9%	6.4%

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### NOISE COMPLAINTS

		2012/2013	2011/2012	2010/2011	2009/2010
20	Domestic noise complaints				
a)	The number of complaints of domestic noise received during the year:				
	i) Settled without the need for attendance on site	107	88	62	161
	ii) Requiring attendance on site	7	10	22	90
	iii) Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004	NS	NS	NS	NS
	Total	114	98	84	251
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	34.4	37.4	264	722
	ii) Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004	NS	NS	NS	NS

### TRADING STANDARDS ENQUIRIES, COMPLAINTS AND ADVICE

		2012/2013	2011/2012	2010/2011	2009/2010
21	The number of enquiries, complaints and advice requests received, and the proportion completed in the following time bands:				
a)	Consumer complaints				
	Number received	241	239	432	522
	% dealt with within 14 days	53.9%	50.2%	52.3%	58.4%
b)	Business advice requests				
	Number received	313	340	390	413
	% dealt with within 14 days	98.4%	99.4%	98.5%	99.5%

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### CARRIAGEWAY CONDITION

		2012/2013	2011/2012	2010/2011	2009/2010
22	The % of the road network that should be considered for maintenance treatment				
	i) A class roads	<b>28.9%</b>	26.5%	25.7%	25.3%
	ii) B class roads	<b>38.1%</b>	38.6%	38.1%	39.2%
	iii) C class roads	<b>37.7%</b>	39.5%	38.0%	36.4%
	iv) Unclassified roads	<b>51.6%</b>	47.2%	46.2%	43.9%
	v) Overall	<b>41.7%</b>	40.2%	39.2%	38.1%

### REFUSE COLLECTION AND DISPOSAL COSTS

		2012/2013	2011/2012	2010/2011	2009/2010
23	The net cost of:				
	a) Collection (combined domestic, commercial and domestic bulky uplift) per premise	<b>£73.64</b>	£77.68	£91.45	£94.14
	b) Disposal per premise	<b>£85.87</b>	£72.18	£55.27	£62.54

### REFUSE RECYCLING

		2012/2013	2011/2012	2010/2011	2009/2010
24	Household waste		C		
	Percentage of household waste collected by the authority during that year that was recycled and composted.	<b>42.3%</b>	44.8%		

### STREET CLEANLINESS

		2012/2013	2011/2012	2010/2011	2009/2010
25	The cleanliness index achieved following inspection of sample of streets and other relevant land (An index where 100 is best)	<b>74</b>	74	76	77

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If you would like further information about any of these indicators, please contact Erin Murray in the Chief Executive's Department, Council H.Q. Newtown St. Boswells TD6 0SA Tel: 01835 824000 ext. 5394 or email [ermurray@scotborders.gov.uk](mailto:ermurray@scotborders.gov.uk)