

## SCOTTISH BORDERS COUNCIL STATUTORY PERFORMANCE INFORMATION 2010/2011

Under the Local Government Act 1992, Scottish Borders Council has a duty to publish statutory performance indicators for selected services for the year 2010/2011, together with those for the previous years 2009/2010, 2008/2009, and 2007/2008 where available.

Legend:

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

NS = no service provided

### SICKNESS ABSENCE

		2010/2011	2009/2010	2008/2009	2007/2008
1	The average number of working days per employee lost through sickness absence				
	a) Teachers	<b>5.8 days</b>	5.7 days	5.6 days	C
	b) All other local government employees	<b>11.9 days</b>	12.5 days	13.3 days	C

### EQUAL OPPORTUNITIES POLICY

		2010/2011	2009/2010	2008/2009	2007/2008
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>37</b>	37	37	46
	In top 2% of all employees: % of posts	<b>40.7%</b>	37.8%	36.6%	42.6%
	b) In top 5% of all employees: Number of women	<b>86</b>	78	83	91
	In top 5% of all employees: % of posts	<b>40.8%</b>	37.5 %	37.7%	39.1%

### PUBLIC ACCESS

		2010/2011	2009/2010	2008/2009	2007/2008
3	Public Access				
	a) Number of council buildings from which the council delivers services to the public	<b>112</b>	112	111	110
	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>	94.6%	87.4%	85.5%

## SCOTTISH BORDERS COUNCIL STATUTORY PERFORMANCE INFORMATION 2010/2011

### ADMINISTRATION COSTS

	2010/2011	2009/2010	2008/2009	2007/2008
4 The gross administration cost per case	<b>£36.36</b>	£43.03	£46.14	£62.84

### COUNCIL TAX COLLECTION

	2010/2011	2009/2010	2008/2009	2007/2008
5 The cost of collecting Council Tax per dwelling (All dwellings, not just chargeable)	<b>£11.33</b>	<b>£13.97</b>	£13.89	£14.84
6 Income:	<b>2010/2011</b>	2009/2010	2008/2009	2007/2008
a) The income due from Council Tax for the year, excluding reliefs and rebates	<b>£44,834,303</b>	<b>£44,529,012</b>	£44,449,622	£43,918,460
b) The % of a) that was received during the year	<b>96.4%</b>	<b>96.6%</b>	96.7%	96.6%

### PAYMENT OF INVOICES

	2010/2011	2009/2010	2008/2009	2007/2008
7 Number of invoices paid within 30 calendar days of receipt as a % of all invoices paid:	<b>91.2%</b>	87.4 %	76.5%	74.8%

### ASSET MANAGEMENT

	2010/2011	2009/2010	2008/2009	2007/2008
8 Condition and suitability				
a) Gross internal floor area of operational buildings (m2)	<b>282,702m2</b>	286,419m2	281,860 m2	314,549 m2
The % of operation accommodation that is in satisfactory condition.	<b>83.8%</b>	84.0%	86.8%	88.1%
b) Total number of operational buildings	<b>361</b>	354	377	375
The % of operation accommodation that is suitable for its current use.	<b>82.0%</b>	68.6%	46.7%	47.2%

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### HOME CARE

		2010/2011	2009/2010	2008/2009	2007/2008
9	Home care				
	a) The number of people age 65+ receiving home care	<b>1,214</b>	1,203	1,216	1,096
	b) The number of home care hours per 1,000 population age 65+	<b>387.7</b>	415.3	393.9	347.9
	c) As a proportion of home care clients age 65+, the number receiving:				
	i) Personal care	<b>98.4%</b>	96.6%	94.8%	93.2%
	ii) A service during evening / overnight	<b>48.4%</b>	45.1%	38.8%	36.5%
	iii) A service at weekends	<b>76.7%</b>	73.1%	69.2%	66.5%

### SPORT FACILITIES MANAGEMENT

		2010/2011	2009/2010	2008/2009	2007/2008
10	Number of attendances per 1,000 population for pools	<b>4,903</b>	4,956	4,566	4,570
	Number of attendances per 1,000 population for other indoor sport and leisure facilities, excluding pools in a combined complex	<b>1,612</b>	1,025	944	881

### MUSEUM SERVICES

		2010/2011	2009/2010	2008/2009	2007/2008
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	<b>1,593</b>	1,370	939	747
	b) The number of those visits that were in person per 1,000 population	<b>1,496</b>	1,354	906	745

### USE OF LIBRARIES

		2010/2011	2009/2010	2008/2009	2007/2008
12	Borrowers from public libraries:				
	Number of visits per 1,000 population	<b>3,853</b>	3,690	3,607	3,354

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### PLANNING APPLICATIONS PROCESSING TIME

		2010/2011	2009/2010	2008/2009	2007/2008
13	The % of applications dealt with within two months:				
a)	Householder				
	Number of applications	450	594	683	852
	% dealt with within 2 months	77.5%	76.8%	72.8%	69.4%
b)	Non-householder				
	Number of applications	480	895	1,087	1,352
	% dealt with within 2 months	51.6%	50.4%	40.9%	31.6%
c)	Total				
	Number of applications	930	1,489	1,770	2,204
	% dealt with within 2 months	61.5%	60.9%	53.2%	46.2%

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

### HOMELESSNESS

		2010/2011	2009/2010	2008/2009	2007/2008
19	Homelessness				
i.	Number of households assess during the year	437	450	541	C
ii.	Percentage of decisions notifications issued within 28 days of date of initial presentation	78.9%	77.1%	73.9%	C
iii.	Number of cases open at the beginning of the year or assessed in the year	503	501	C	C
	Percentage of who are housed into permanent accommodation	67.0%	68.5%	C	C
iv.	Percentage of cases reassessed within 12 months of completion of duty	3.9%	6.4%	5.9%	C

## SCOTTISH BORDERS COUNCIL STATUTORY PERFORMANCE INFORMATION 2010/2011

### NOISE COMPLAINTS

		2010/2011	2009/2010	2008/2009	2007/2008
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	<b>62</b>	161	208	102
	ii) Requiring attendance on site	<b>22</b>	90	65	54
	iii) Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004	<b>NS</b>	NS	NS	NS
	Total	<b>84</b>	251	273	156
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	<b>264</b>	722	477	453
	ii) Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004	<b>NS</b>	NS	NS	NS

### TRADING STANDARDS ENQUIRIES, COMPLAINTS AND ADVICE

		2010/2011	2009/2010	2008/2009	2007/2008
21	The number of enquiries, complaints and advice requests received, and the proportion completed in the following time bands:				
	Consumer complaints				
	Number received	<b>432</b>	522	502	472
	% dealt with within 14 days	<b>52.3%</b>	58.4%	60.2%	57.2%
	Business advice requests				
	Number received	<b>390</b>	413	368	392
	% dealt with within 14 days	<b>98.5%</b>	99.5%	100%	99.2%

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### CARRIAGEWAY CONDITION

		2010/2011	2009/2010	2008/2009	2007/2008
22	The % of the road network that should be considered for maintenance treatment				
	i) A class roads	<b>25.7%</b>	25.3%	26.7%	27.3%
	ii) B class roads	<b>38.1%</b>	39.2%	38.9%	38.1%
	iii) C class roads	<b>38.0%</b>	36.4%	35.3%	32.8%
	iv) Unclassified roads	<b>46.2%</b>	43.9%	41.9%	53.5%
	v) Overall	<b>39.2%</b>	38.1%	37.2%	40.9%

### REFUSE COLLECTION AND DISPOSAL COSTS

		2010/2011	2009/2010	2008/2009	2007/2008
23	The net cost of:				
	a) Collection (combined domestic, commercial and domestic bulky uplift) per premise	<b>£91.45</b>	£94.14	£104.37	£67.17
	b) Disposal per premise	<b>£55.27</b>	£62.54	£54.73	£40.54

### REFUSE RECYCLING

		2010/2011	2009/2010	2008/2009	2007/2008
24	Refuse recycling				
	Total tonnes of municipal waste collected	<b>67,750</b>	70,498	73,617	C
	Tonnes of municipal waste composted	<b>8,761</b>	8,565	8,800	C
	Tonnes of municipal waste recycled	<b>18,248</b>	18,117	17,691	C
	Percentage of municipal waste composted / recycled	<b>39.9%</b>	37.8%	36.0%	C

### STREET CLEANLINESS

		2010/2011	2009/2010	2008/2009	2007/2008
25	The cleanliness index achieved following inspection of sample of streets and other relevant land (An index where 100 is best)	<b>76</b>	77	76	74

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If you would like further information about any of these indicators, please contact Erin Murray in the Resources 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)