

## SCOTTISH BORDERS COUNCIL STATUTORY PERFORMANCE INFORMATION 2011/2012

Under the Local Government Act 1992, Scottish Borders Council has a duty to publish statutory performance indicators for selected services for the year 2011/2012, together with those for the previous years 2010/2011, 2009/2010, and 2008/2009 where available.

Legend:

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

NS = no service provided

### SICKNESS ABSENCE

		2011/2012	2010/2011	2009/2010	2008/2009
1	The average number of working days per employee lost through sickness absence				
a)	Teachers	<b>6.4 days</b>	5.8 days	5.7 days	5.6 days
b)	All other local government employees	<b>10.4 days</b>	11.9 days	12.5 days	13.3 days

### EQUAL OPPORTUNITIES POLICY

		2011/2012	2010/2011	2009/2010	2008/2009
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>35</b>	37	37	37
	In top 2% of all employees: % of posts	<b>39.8%</b>	40.7%	37.8%	36.6%
b)	In top 5% of all employees: Number of women	<b>87</b>	86	78	83
	In top 5% of all employees: % of posts	<b>41.6%</b>	40.8%	37.5 %	37.7%

### PUBLIC ACCESS

		2011/2012	2010/2011	2009/2010	2008/2009
3	Public Access				
a)	Number of council buildings from which the council delivers services to the public	<b>112</b>	112	112	111
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%	94.6%	87.4%

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### ADMINISTRATION COSTS

	2011/2012	2010/2011	2009/2010	2008/2009
4 The gross administration cost per case	<b>£34.19</b>	£36.36	£43.03	£46.14

### COUNCIL TAX COLLECTION

	2011/2012	2010/2011	2009/2010	2008/2009
5 The cost of collecting Council Tax per dwelling (All dwellings, not just chargeable)	<b>£8.46</b>	£11.33	£13.97	£13.89
6 Income:	<b>2011/2012</b>	2010/2011	2009/2010	2008/2009
a) The income due from Council Tax for the year, excluding reliefs and rebates	<b>£45,273,041</b>	£44,834,303	£44,529,012	£44,449,622
b) The % of a) that was received during the year	<b>96.5%</b>	96.6%	96.7%	96.6%

### PAYMENT OF INVOICES

	2011/2012	2010/2011	2009/2010	2008/2009
7 Number of invoices paid within 30 calendar days of receipt as a % of all invoices paid:	<b>91.1%</b>	91.2%	87.4 %	76.5%

### ASSET MANAGEMENT

	2011/2012	2010/2011	2009/2010	2008/2009
8 Condition and suitability				
a) Gross internal floor area of operational buildings (m2)	<b>261,662m2</b>	282,702m2	286,419m2	281,860 m2
The % of operation accommodation that is in satisfactory condition.	<b>84.4%</b>	83.8%	84.0%	86.8%
b) Total number of operational buildings	<b>361</b>	361	354	377
The % of operation accommodation that is suitable for its current use.	<b>83.9%</b>	82.0%	68.6%	46.7%

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### HOME CARE

		2011/2012	2010/2011	2009/2010	2008/2009
9	Home care				
	a) The number of people age 65+ receiving home care	<b>1,250</b>	1,214	1,203	1,216
	b) The number of home care hours per 1,000 population age 65+	<b>404.5</b>	387.7	415.3	393.9
	c) As a proportion of home care clients age 65+, the number receiving:				
	i) Personal care	<b>99.0%</b>	98.4%	96.6%	94.8%
	ii) A service during evening / overnight	<b>53.1%</b>	48.4%	45.1%	38.8%
	iii) A service at weekends	<b>79.4%</b>	76.7%	73.1%	69.2%

### SPORT FACILITIES MANAGEMENT

		2011/2012	2010/2011	2009/2010	2008/2009
10	Number of attendances per 1,000 population for pools	<b>5,667</b>	4,903	4,956	4,566
	Number of attendances per 1,000 population for other indoor sport and leisure facilities, excluding pools in a combined complex	<b>1,535</b>	1,612	1,025	944

### MUSEUM SERVICES

		2011/2012	2010/2011	2009/2010	2008/2009
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>1,448</b>	1,593	1,370	939
	b) The number of those visits that were in person per 1,000 population	<b>1,413</b>	1,496	1,354	906

### USE OF LIBRARIES

		2011/2012	2010/2011	2009/2010	2008/2009
12	Borrowers from public libraries:				
	Number of visits per 1,000 population	<b>3,529</b>	3,853	3,690	3,607

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### PLANNING APPLICATIONS PROCESSING TIME

		2011/2012	2010/2011	2009/2010	2008/2009
13	The % of applications dealt with within two months:				
a)	Householder				
	Number of applications	<b>513</b>	450	594	683
	% dealt with within 2 months	<b>76.6%</b>	77.5%	76.8%	72.8%
b)	Non-householder				
	Number of applications	<b>955</b>	480	895	1,087
	% dealt with within 2 months	<b>53.5%</b>	51.6%	50.4%	40.9%
c)	Total				
	Number of applications	<b>1,468</b>	930	1,489	1,770
	% dealt with within 2 months	<b>61.6%</b>	61.5%	60.9%	53.2%

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

### HOMELESSNESS

		2011/2012	2010/2011	2009/2010	2008/2009
19	Homelessness				
i.	Number of households assess during the year	<b>367</b>	437	450	541
ii.	Percentage of decisions notifications issued within 28 days of date of initial presentation	<b>73.3%</b>	78.9%	77.1%	73.9%
iii.	Number of cases open at the beginning of the year or assessed in the year	<b>403</b>	503	501	C
	Percentage of who are housed into permanent accommodation	<b>70.7%</b>	67.0%	68.5%	C
iv.	Percentage of cases reassessed within 12 months of completion of duty	<b>2.7%</b>	3.9%	6.4%	5.9%

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### NOISE COMPLAINTS

		2011/2012	2010/2011	2009/2010	2008/2009
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	88	62	161	208
	ii) Requiring attendance on site	10	22	90	65
	iii) Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004	NS	NS	NS	NS
	Total	98	84	251	273
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	37.4	264	722	477
	ii) Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004	NS	NS	NS	NS

### TRADING STANDARDS ENQUIRIES, COMPLAINTS AND ADVICE

		2011/2012	2010/2011	2009/2010	2008/2009
21	The number of enquiries, complaints and advice requests received, and the proportion completed in the following time bands:				
	Consumer complaints				
	Number received	239	432	522	502
	% dealt with within 14 days	50.2%	52.3%	58.4%	60.2%
	Business advice requests				
	Number received	340	390	413	368
	% dealt with within 14 days	99.4%	98.5%	99.5%	100%

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### CARRIAGEWAY CONDITION

		2011/2012	2010/2011	2009/2010	2008/2009
22	The % of the road network that should be considered for maintenance treatment				
	i) A class roads	26.5%	25.7%	25.3%	26.7%
	ii) B class roads	38.6%	38.1%	39.2%	38.9%
	iii) C class roads	39.5%	38.0%	36.4%	35.3%
	iv) Unclassified roads	47.2%	46.2%	43.9%	41.9%
	v) Overall	40.2%	39.2%	38.1%	37.2%

### REFUSE COLLECTION AND DISPOSAL COSTS

		2011/2012	2010/2011	2009/2010	2008/2009
23	The net cost of:				
	a) Collection (combined domestic, commercial and domestic bulky uplift) per premise	£77.68	£91.45	£94.14	£104.37
	b) Disposal per premise	£72.18	£55.27	£62.54	£54.73

### REFUSE RECYCLING

		2011/2012	2010/2011	2009/2010	2008/2009
24	Refuse recycling	C*			
	Total tonnes of municipal (household) waste collected	54,426	67,750	70,498	73,617
	Tonnes of municipal (household) waste composted	8,140	8,761	8,565	8,800
	Tonnes of municipal (household) waste recycled	16,263	18,248	18,117	17,691
	Percentage of municipal (household) waste composted / recycled	44.8%	39.9%	37.8%	36.0%

\* For 2011/2012 – the SPI changed to focus specifically on household waste (not municipal waste)

### STREET CLEANLINESS

		2011/2012	2010/2011	2009/2010	2008/2009
25	The cleanliness index achieved following inspection of sample of streets and other relevant land (An index where 100 is best)	74	76	77	76

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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)