



Insurance Fund £000	Capital Fund £000	Total Usable Reserves £000	Unusable Reserve £000
8,541	19,872	95,012	1,221,337
		(20,258)	(124,317)
		(20,258)	(124,317)
		28,207	(28,207)
		7,949	(152,524)



South Lanarkshire Council Annual Report and Accounts

2013

Statutory Performance Indicators

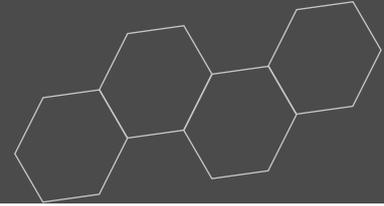
If you need this information in another language or format, please contact us to discuss how we can best meet your needs.
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www.southlanarkshire.gov.uk



Performance Indicators

2012-2013



The Council has a duty to respond, (under the Local Government in Scotland Act 2003) to 'secure continuous improvement in performance' and 'for the reporting to the public of the outcome of the performance of functions'. Whilst the Council is required to report specifically to Audit Scotland on a small number of specified indicators as noted below, there is a requirement to put in place a rounded approach to public performance reporting based on local context.

In order to respond to these requirements South Lanarkshire Council provides a mix of qualitative and quantitative performance information to stakeholders through a variety of ways. These include the South Lanarkshire Reporter, the Annual Performance Report and Housing News; use of website (www.southlanarkshire.gov.uk/improve) and links to Council's Public Performance Reporting Calendar; consultation and communication with citizens Panel and client groups. Where relevant, results are compared over time and against other local authorities.

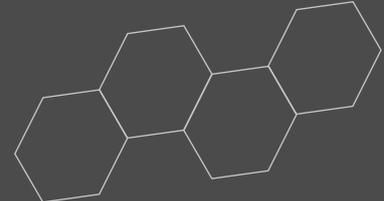
These are the Statutory Performance Indicators (SPIs) for South Lanarkshire Council. These are organised under Council Resources, as opposed to services referred to within Audit Scotland Guide 2011. The indicators should be considered alongside all other performance information provided on both an individual Resource basis and Council-wide.

Community and Enterprise Resources

Sport and leisure management		2012/13	2011/12
1.	Attendances The number of attendances per 1,000 population for pools	People 5,191	People 4,873
2.	Attendances The number of attendances per 1,000 population for other indoor sports and leisure facilities, excluding pools in a combined complex	People 5,681	People 5,302
Museum services			
3a.	The number of visits to/usages of Council funded or part funded museums per 1,000 population	813	686
3b.	The number of those visits that were in person per 1,000 population	757	636
Use of libraries			
4.	Number of visits to libraries per 1,000 population	4,615	4,316
Environmental protection			
5.	Domestic noise complaints.		
5a.	The number of complaints of domestic noise received during the year:		
	i) settled without the need for attendance on site	946	1,100
	ii) requiring attendance on site	38	31
	iii) dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004	715	879
5b.	For those in a(ii) and a(iii) above, the average time (hours) between the time of the complaint and attendance on site:		
	i) Requiring attendance on site	1.1 hours	0.9 hours
	ii) Dealt with under Part V of the Anti Social Behaviour Act	0.5 hours	0.5 hours

Performance Indicators

2012-2013



Trading Standards: complaints and advice

6.	The percentage of complaints and business advice requests received and completed within the following timescales:		
6a.	The percentage of consumer complaints completed within 14 days	70.6%	75.0%
6b.	The percentage of business advice requests completed within 14 days	93.4%	94.6%

Refuse collection and disposal

	2012/13	2011/12	
7a.	The net cost of refuse collection (combined domestic and commercial) per premise	£65.12	£67.69
7b.	The net cost of refuse disposal per premise	£90.77	£92.37

Refuse recycling

8.	The percentage of household waste collected by the authority during the year that was recycled or composted:	37.7%	35.7%
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Cleanliness

9.	The cleanliness index achieved following inspection of a sample of streets and other relevant land: Keep Scotland Beautiful - overall cleanliness index	72	72
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Planning applications processing time

10.	The average time (weeks) to deal with major and local planning applications determined during the year:		
	Major developments	98.3	n/a*
	Local developments	12.5	n/a*

* Indicator changed - no comparable audited figures available

Carriageway condition

11.	The percentage of the road network that should be considered for maintenance treatment	36.8%	37.5%
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Finance and Corporate Resources

Sickness absence

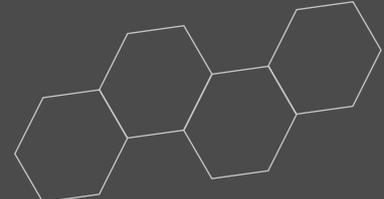
1.	The average number of working days per employee lost through sickness absence for:		
	Teachers	7.8 days	7.2 days
	All other local government employees	10.4 days	9.8 days

Equal opportunities policy

2.	The percentage of the highest paid 2% and 5% of earners among Council employees that are women (excluded teachers):		
	In top 2% of all employees	43.6%	40.3%
	In top 5% of all employees	47.4%	46.5%

Payment of invoices

3.	The number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid	90.4%	91.7%
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Housing and Technical Resources

	2012/13	2011/12
Benefits Administration costs		
1. The gross administration cost per benefits case	£33.12	£31.87

Council tax collection

2. The cost of collecting Council Tax per dwelling	£16.75	£14.86
3. Current year income:		
3a. The income due from Council Tax for the current year, net of reliefs and rebates	£110.08m	£108.89m
3b. The percentage of (a) that was received during the year	95.7%	95.6%

Public access

4. The percentage of Council buildings from which the Council delivers services to the public that are suitable for, and accessible to, disabled people	93.2%	91.0%
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Asset management

5. Condition and suitability		
5a. The proportion of operational accommodation that is in a satisfactory condition	85.9%	85.3%
5b. The percentage of operational accommodation that is suitable for its current use	94.2%	92.2%

Response repairs

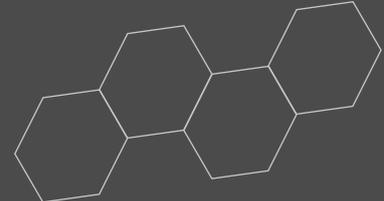
6a. The number of response repairs completed during the year	114,809	122,521
6b. The overall percentage of repairs completed within the target time	98.6%	97.1%
6c. The repairs categories used by the council and the target time for each:		
Emergency	within 24 hours	
Urgent	within 3 working days	
Routine	within 30 working days	
Appointment	to suit	
Heating	within 24 hours	
External Contractor	by appointment	

Progress towards the Scottish Housing Quality Standard

7a. The number and proportion of the council's housing stock being brought up to the Scottish Housing Quality Standards by criteria			
		2012/13	2011/12
Criteria	Number	Percentage	
Tolerable standard	25,396	100.0%	100.0%
Free from serious disrepair	25,345	99.8%	93.5%
Energy efficient	19,993	78.7%	68.0%
Modern facilities and services	24,870	97.9%	99.9%
Healthy, safe and secure	23,848	93.9%	99.3%
Total dwellings meeting SHQS	18,275	72.0%	62.1%
7b. The number of dwellings owned by the council	25,396		24,675

Performance Indicators

2012-2013



Managing tenancy changes		2012/13	2011/12		
8.	The total annual rent loss due to voids expressed as a percentage of the total amount of rent due in the year	0.9%	0.8%		
8a.	Average time to re-let dwellings which are not low demand	24 days	23 days		
8b.	Average time to re-let dwellings which are low demand stock	30 days	32 days		
8c.	Low demand stock: Average time dwellings remained unlet at year end	100 days	110 days		
Rent management					
9a.	Current tenant arrears as a percentage of the net amount of rent due in the year	4.7%	3.8%		
9b.	The percentage of all tenants owing more than 13 weeks rent at year end, excluding those owing less than £250	2.9%	2.5%		
9c.	The proportion of those tenants giving up their tenancy during the year that were in rent arrears	46.5%	46.2%		
9d.	Average number of weeks rent owed by tenants leaving in arrears	6.6	6.7		
9e.	The percentage of arrears owed by former tenants that was either written off or collected during the year	26.1%	33.8%		
Homelessness					
10a.	Council duty to secure		temporary accommodation, provide advice and guidance or take reasonable measures to retain accommodation		
		permanent accommodation per household			
		2012/13	2011/12		
		2012/13	2011/12		
10a(i).	The number of households assessed during the year	1,466	1,322	309	608
10a(ii).	Percentage of decision notifications issued within 28 days of date of initial presentation	99.1%	99.7%	98.4%	100%
10a(iii).	Percentage who are housed	61.3%	72.2%	n/a	n/a
10a(iv).	Percentage of cases reassessed within 12 months of completion of duty	7.8%	6.9%	5.2%	6.3%
10b.	The proportion of those provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months	82.7%	85.2%	n/a	n/a

Social Work Resources

Home care/home helps		2012/13	2011/12
1a.	The number of people aged 65+ receiving homecare	2,924	3,054
1b.	The number of homecare hours per 1,000 population aged 65+	451.2	500.9
1c.	The percentage of home care clients aged 65+ receiving:		
	- Personal care	95.3%	92.4%
	- a Service during evenings/overnight	52.1%	50.3%
	- a Service at weekends	80.9%	77.0%