

# West Lothian Council

## Local Government Act 1992

### Publication of Standards of Performance for 2008/09

**Statutory Performance Indicators are changing.**

The Guidance which was issued by Audit Scotland in February 2009 to cover the publication of statutory performance information for the year April 2009 to March 2010 reduced the number of indicators substantially from those contained in this report.

Within the report the indicators that will be dropped from subsequent years have been marked with the note; 'This indicator will cease to be a Statutory Performance Indicator from April 2009'.

West Lothian Council however will be increasing the amount of performance information it provides to the public and this will include all the Statutory Indicators required by Audit Scotland.

The structure of the performance information we intend to provide from autumn 2009 will be as follows:

For all substantial, public-facing services of the council, information will be published on:

**Customer satisfaction with the service**

**How we perform against our Service Standards**

**The unit cost of the service**

**The effect the service has in the community**

Where possible we will provide comparisons with other authorities, especially those of a similar make-up to West Lothian.

**LOCAL GOVERNMENT ACT 1992  
PUBLICATION OF STANDARDS OF PERFORMANCE FOR 2008/09**

In accordance with the 2007 Direction issued by the Accounts Commission, West Lothian Council publishes below the statutory performance indicators of the Council for the 12 months ending 31st March 2009.

A comprehensive list of the statutory performance indicators across Scotland will be available from Audit Scotland in 2010. Information on the performance of West Lothian Council in the current year (2009/10) will be published in the autumn of 2009.

**ADULT SOCIAL WORK**

**ASW1 Community Care Services. Achievement of targets for assessment and service delivery.**

	Number of people receiving an assessment	Number of people assessed within local target times	% of people for which target was met
	2008/09	2008/09	2008/09
a) Assessment	3,983	3,035	76.2%
b) Delivery of care service	1,662	1,280	77.0%

**Commentary**

- 1a) The indicator shows number of People who had an Assessment and of those assessments the number that were within the standard.
- 1b) The indicator shows number of people who received a service from the date the assessment started and how many of them received the service within local target.

Indicator ASW1 is a new indicator on 2008/09 and so comparisons with previous years are not available.

NOTE: This indicator will cease to be a Statutory Performance Indicator from April 2009.

**ASW2 Residential Accommodation: Staff Qualifications:**

	Number of qualified staff		% of staff qualified	
	2008/09	2007/08	2008/09	2007/08
a) Older people (aged 65+)	108	102	67.1%	65.0% Scottish Ave 53.9%
b) Other adults (aged 18-64)	16	10	84.2%	55.6% Scottish Ave 56.4%
c) Total staff for Older People & Adults	124	112	68.9%	64.0% Scottish Ave 54.2%

**Commentary**

The higher percentage of qualified staff reflects an ongoing investment in the training programme as well as focussed recruitment practices. It is anticipated that the delivery of the planned training programme will result in the upward trend continuing in the next reporting year.

NOTE: This indicator will cease to be a Statutory Performance Indicator from April 2009.

**ASW3 Residential Accommodation: Privacy.** The number of single rooms and the number of rooms with en-suite facilities, expressed as % of all residential care places for each of the following users, for each provider:

	Council		Voluntary Sector		Private Sector	
	2007/08	2008/09	2007/08	2008/09	2007/08	2008/09
<b>Single rooms</b>						
a) Older people	100% Scottish Ave 98.2%	<b>100%</b>	100% Scottish Ave 90.0%	<b>100%</b>	100% Scottish Ave 90.7%	<b>100%</b>
b) Other adults	100% Scottish Ave 99.2%	<b>100%</b>	100% Scottish Ave 91.3%	<b>100%</b>	100% Scottish Ave 91.9%	<b>100%</b>
<b>Rooms with en-suite facilities</b>						
a) Older people	100% Scottish Ave 42.8%	<b>100%</b>	100% Scottish Ave 73.1%	<b>100%</b>	99.5% Scottish Ave 80.5%	<b>99.5%</b>
b) Other adults	90.9% Scottish Ave 38.8%	<b>100%</b>	97.2% Scottish Ave 40.1%	<b>97.2%</b>	97.5% Scottish Ave 62.1%	<b>95.5%</b>

**Commentary**

Our position reflects the effectiveness of our purchasing framework which accommodates customer choice in the context of a market which has capacity to meet varying demand.

NOTE: This indicator will cease to be a Statutory Performance Indicator from April 2009.

**ASW4 Home Care / Home Helps. The level and volume of service:**

Level of Service	2008/09	2007/08	2008/09	2007/08
a) number of people aged 65+ receiving home care			<b>1,248</b>	1,136
<b>Total volume of service</b>	Number of home care hours		As a rate per 1,000 population aged 65+	
b) total number of home care hours	<b>8,790</b>	6,559	<b>410.5</b>	315.4 Scottish Ave 500.7
	Number of home care clients aged 65+		% of home care clients aged 65+	
c) Home care clients aged 65+ receiving:				
i. Personal care	<b>1,204</b>	1,082	<b>96.5%</b>	95.2% Scottish Ave 79.2%
ii. A service during evening / overnight	<b>632</b>	483	<b>50.6%</b>	42.5% Scottish Ave 33.5%
iii. A service at weekends	<b>1,041</b>	911	<b>83.4%</b>	80.2% Scottish Ave 61.9%

**Commentary**

The trend is consistent with strategic direction in terms of shifting the balance of care, reflected in the performance of providers in terms of increasing capacity to offer choice in terms of spread of service.

## ASW5 Respite Care

	Volume of respite care		No. per 1,000 population	
	2008/09	2007/08	2008/09	2007/08
<b>i) Older people aged 65+</b>				
Total overnight respite nights provided	<b>2,916 nights</b>	3,453 nights	<b>136.2</b>	166.0 Scottish Ave 308.5
Total daytime respite hours provided	<b>8,768 hrs</b>	9,129 hrs	<b>409.5</b>	439.0 Scottish Ave 3,400.2
% of daytime respite not in day centre			<b>100%</b>	100% Scottish Ave 31.3%
<b>ii) People aged 18 - 64</b>				
Total overnight respite nights provided	<b>4425 nights</b>	3,315 nights	<b>41.3</b>	31.3 Scottish Ave 39.7
Overnight respite not in a care home	<b>201 nights</b>	169 nights	<b>4.5%</b>	5.1% Scottish Ave 12.3%
Total daytime respite hours provided	<b>4,319 hrs</b>	3,208 hrs	<b>40.3</b>	30.3 Scottish Ave 682.7

**Commentary**

**Older People:** The trend is due to decrease in demand for this form of respite. Development of "safe at home" SMART services This service is contracted to a provider delivering respite at home to both Older People and Adults Service Groups. The provider has improved performance overall but due to local variations in this financial year, the statistics suggest a temporary and disproportionate shift in favour of the younger age group. Recent monitoring information would suggest that this service trend has now reverted to the norm. Predictions for next financial year, based on year end snapshot, would indicate a projected increase of 800 hours for older people. believed to be a significant contributory factor.

**People aged 18-64:** The decrease in demand may be explained by improved performance in relation to Day Respite. It is noted that there has been an improved performance in the amount of respite which has been delivered by 'Crossroads' who supply prepaid respite to West Lothian. This is due to improvements to the management arrangements locally which have resulted in the resumption of a better targeted service.

NOTE: This indicator will cease to be a Statutory Performance Indicator from April 2009.

**Criminal Justice****ASW6 Social enquiry reports:**

	2008/09	2007/08
<b>a) the number of reports submitted to courts during the year</b>	<b>1,156</b>	1,239
<b>d) the proportion of reports submitted to courts by the due date</b>	<b>99.6%</b>	98.5% Scottish Ave 97.3%

**Commentary**

This PI is dependent on demands of local and national courts. Courts requested fewer reports locally, which resulted in less reports being submitted to courts.

The Criminal Justice Social Work Service has traditionally maintained a consistently high level of performance in relation to reports being submitted to court on time. 2008-9 saw the best performance to date.

NOTE: This indicator will cease to be a Statutory Performance Indicator from April 2009.

**ASW7 Probation:**

	2008/09	2007/08
<b>a) the number of new probation orders issued during the year</b>	<b>218</b>	240
<b>b) the proportion of new probationers seen by a supervising officer within one week</b>	<b>95.1%</b>	87.4% Scottish Ave 69.3%

**Commentary**

The number of Probation Orders was slightly down on 2007-8. This reflects fewer requests for Social Enquiry Reports from the courts.

The Criminal Justice Social Work Service has traditionally performed well in this area. The service is very pro-active in ensuring Probationers are seen promptly following the imposition of a court order. The SPI for 2008-9 shows improved performance on the preceding two years and is due to increased diligence in both recording procedures and rigorous following of procedure, particularly regarding orders made in outside courts.

NOTE: This indicator will cease to be a Statutory Performance Indicator from April 2009.

**ASW8 Community Service**

	2008/09	2007/08
<b>a) the number of new community orders issued during the year</b>	<b>237</b>	258
<b>b)i. Average number of hours per week to complete community orders</b>	<b>4.9 hrs</b>	4.0 hrs Scottish Ave 3.3
<b>b)ii. Total community orders completed during the year</b>	<b>61</b>	93

**Commentary**

Reflecting the fewer number of Social Enquiry Reports submitted during the year, the number of Orders was down on last year. It should be noted however, that use of shorter Orders such as Supervised Attendance Orders are increasing.

A significant amount of work has taken place to improve the efficiency and effectiveness of the Council's Community Work Orders Team. As a result, the performance in relation to this SPI has improved considerably and is the best on record.

NOTE: This indicator will cease to be a Statutory Performance Indicator from April 2009.

**BENEFITS ADMINISTRATION*****Housing Benefit & Council Tax Benefit*****BA1 The gross administration cost per case:**

Gross cost per case 2007/08	£43.53	Scottish Average £44.75
Gross cost per case 2008/09	£41.63	

***Commentary***

Reductions in expenditure have been achieved against a background of an increasing caseload whilst processing performance has remained constant.

**BA2 The average number of days per case to process new Housing Benefit and Council Tax Benefit claims and change events:**

Average days per case 2008/09	11.1 days
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***Commentary***

This is the first year of this indicator. Previously the processing indicator gave separate times for the processing of new claims and changes of circumstances. This indicator measures the average time taken to process any new claim or change. The council initially set a target, in line with DWP expectations, of 16 days. NOTE: This indicator will cease to be a Statutory Performance Indicator from April 2009.

**BA3 The number of changes to customers' Housing Benefit and Council Tax Benefit entitlement that are processed within the year, per 1,000 caseload:**

Changes per 1,000 caseload 2008/09	1,132.5
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***Commentary***

In order to ensure that the amount of benefit paid to customers is correct, benefit claims are reviewed on a regular basis and entitlements adjusted appropriately. Within 2008/09 there were 32,632 changes. This is the equivalent of each claim changing 1.1 times per year. As this is a new indicator, this will be the first year when comparison with other councils and their caseloads is possible.

NOTE: This indicator will cease to be a Statutory Performance Indicator from April 2009.

## CORPORATE MANAGEMENT

*Sickness Absence*

**CM1** The average number of working days per employee lost through sickness absence, for the following groups of staff:

Staff Groupings	Ave number of days lost per FTE
	2008/09
Teachers	6.4 days
Local government employees and craft workers.	13.2 days

*Commentary*

As this is the first time the Sickness Absence figure has been reported as average days per employee there is no performance comparison available from previous years.

*Litigation Claims*

**CM2** The number and value of civil liability claims incurred by the council in the year:

	2007/08	2008/09
a) Number of claims per 10,000 population	30.6 Scottish Ave 26.8	27.2
b) Claims as a % of revenue budget	0.2% Scottish Ave 0.1%	0.1%
c) Number of claims per 10,000 population (updated 2007/08 position)	34	
cii) Total claims value for 2007/08 (updated position)	0.2%	

*Commentary*

There has been a continued reduction in the number of claims reported.

NOTE: This indicator will cease to be a Statutory Performance Indicator from April 2009.

*Equal opportunities policy*

**CM3** The number and percentage of the highest paid 2% and 5% of earners among council employees, that are women:

	2008/09	2007/08
Percentage of women in the top 2%	38.5%	34.1% Scottish Ave 35.9%
Percentage of women in the top 5%	47.9%	44.0% Scottish Ave 44.0%

*Commentary*

The overall percentage of female employees in senior positions continues to increase steadily year on year.

The council is committed to monitoring gender information and determining any appropriate positive action.

*Public Access*

**CM4 The number and % of council buildings from which the council delivers services to the public, and the % of these in which all public areas are suitable for and accessible to disabled people:**

	2008/09	2007/08
<b>The number of council buildings from which the council delivers services to the public</b>	155	158
<b>% in which all public areas are suitable for and accessible to disabled people</b>	51.6%	41.6% <a href="#">Scottish Ave 56.6%</a>

*Commentary*

Accessibility was improved at a further fourteen properties during 2008/09 as part of an ongoing investment programme to improve public access.

*Council Tax Collection*

**CM5 The cost of collecting Council Tax per dwelling:**  
 2007/08 £8.65 [Scottish Average £14.33](#)  
 2008/09 £8.33

*Commentary*

The gross cost (prior to deducting income received from summary warrants) has reduced from the previous year and the number of properties has increased.

**CM6a The income due from Council Tax for the year, excluding reliefs and rebates:**

2007/08 £57,985,635  
 2008/09 £58,638,837

**CM6b The % of 6a) that was received during the year:**

2007/08 94.0% [Scottish Average 94.2%](#)  
 2008/09 94.0%

*Commentary*

The level of in-year collection of Council Tax has been maintained. Even after the year has ended collection of outstanding Council Tax continues until all collectable debt is paid.

*Payment of Invoices*

**CM7 The number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid:**

2007/08 93.0% [Scottish Average 86.5%](#)  
 2008/09 92.8%

*Commentary*

The learning curve associated with the introduction of the new procurement system has led to a slight decrease in payment performance.

*CM8 Asset Management*

**CM8a The proportion of gross internal floor area that is in satisfactory condition:**

2007/08 78.1% [Scottish Average 68.0%](#)  
 2008/09 79.4%

**CM8b The proportion of operational buildings that are suitable for their current use:**

2007/08 72.0% [Scottish Average 69.7%](#)  
 2008/09 74.5%

*Commentary*

Property condition was improved during 2008/09 as a result of an effective planned maintenance programme and a number of poor condition properties being replaced with new buildings or being demolished.

Property suitability was improved during 2008/09 as a result of a number of unsuitable properties being replaced with new buildings.

**CULTURAL AND COMMUNITY SERVICES****Sport and Leisure Management****CCS1 Number of attendances per 1,000 population for swimming pools**

2007/08 3,611 *Scottish Average 3,520*  
**2008/09 3,874**

**Commentary**

The increase in performance is a result of the re-opening of Livingston Leisure Centre after a period of closure due to essential refurbishment. The success of a membership promotion scheme and the continued success of the Free Swim Scheme, during this period, also contribute to the increase in value.

**CCS2 The number of attendances per 1,000 population for indoor sport and leisure facilities, excluding pools in a combined complex:**

2007/08 4,897 *Scottish Average 4,372*  
**2008/09 5,308**

**Commentary**

The increase in performance follows from the successful West Lothian Leisure membership promotion scheme and facility enhancement projects at various sites.

**Museums****CCS3a The number of visits to / usages of council funded or part funded museums per 1,000 population:**

2007/09 642 *Scottish Average 1,834*  
**2008/09 733**

**CCS3b The number of visits in part a) that were in person per 1,000 population:**

2007/08 559 *Scottish Average 1,497*  
**2008/09 711**

**Commentary**

In 2008/09 our visitor numbers were higher due to our new facility to count virtual visitors (not available in past) and the higher visitor numbers at Almond Valley Heritage Centre since opening of new Shale Oil soft play facilities.

**Stock Turnover****CCS4 Changes in library stock:**

	Adult lending stock of book and audio-visual material		Children's and teenage lending stock of book and audio-visual material	
	2008/09	2007/08	2008/09	2007/08
a) Recommended national target for annual number of additions per 1,000 population	280	280	100	100
b) Actual additions per 1,000 population	231	198 <i>Scottish Ave 178</i>	87	55 <i>Scottish Ave 78</i>
c) Stock at year end per 1,000 population	1,095	1,100 <i>Scottish Ave 1,469</i>	306	308 <i>Scottish Ave 562</i>

**Commentary**

Stock additions are up as increased funding is spent on books. Also income from DVDs had increased and was spent on buying new stock.

NOTE: This indicator will cease to be a Statutory Performance Indicator from April 2009.

*Use of Libraries***CCS5 Borrowers from public libraries:**

	2008/09	2007/08
a) <b>Number of visits to libraries per 1,000 population</b>	4,147	4,027
b) <b>Borrowers as a % of resident population</b>	23.7%	23.4% <a href="#">Scottish Ave 20.6%</a>

*Commentary*

Both visitor figures and active users are slightly up on last year, following a national trend which is attributed in part to the effects of the credit crunch and the availability of free resources in libraries.

**CCS6 Learning centre and learning access point users:**

	2008/09	2007/08
a) <b>The number of users as a % of the resident population:</b>	3.7%	4.5% <a href="#">Scottish Ave 11.0%</a>
b) <b>The number of times the terminals are used per 1,000 population:</b>	498.7	564.8 <a href="#">Scottish Ave 926.3</a>

*Commentary*

The number of occasions terminals are accessed seems to have peaked two years' ago and is now dropping off, which is in line with national trends. However the figure for users as a percentage of the population is also down and is still below the national average. This is because the limited floor space in West Lothian libraries does not allow for more PCs to be added. The PCs on offer in our libraries are slow and run older software, which makes them less attractive to the public.

Those using the wifi service do not join as library members so data is supplied by RegenerateIT

NOTE: This indicator will cease to be a Statutory Performance Indicator from April 2009.

*DEVELOPMENT SERVICES**Processing Time – Planning Applications***DS1 Percentage of householder and non-householder applications dealt with within two months:**

Timescale	% of applications	
	2008/09	2007/08
<b>i. Householder</b>	<b>89.4%</b>	94.3% <i>Scottish Ave 76.3%</i>
<b>ii. Non-householder</b>	<b>61.9%</b>	63.3% <i>Scottish Ave 43.6%</i>
<b>Total</b>	<b>74.2%</b>	79.0% <i>Scottish Ave 58.7%</i>

*Commentary:*

The overall performance of the planning service at West Lothian remains consistently high with 74% of all applications determined within the statutory 2 month period. West Lothian continues to perform well with regards to householder applications resulting in 89% of all householder applications being determined with 2 months.

Larger and more complex applications will inevitably take longer to process with the requirement for more complex procedures to be followed, responses from consultees are required before decisions can be issued and the need for legal agreements on some applications are required before a decision can be issued. Depending on the number of these applications determined over a 12 month period overall performance figures will vary. 62% of all non-householder applications were determined in 2 months which falls short of the statutory 80% target. This represents a 1% fall in performance in comparison with the previous year and shows a consistent approach to the processing of applications.

*Appeals - Planning***DS2**

	2008/09	2007/08
<b>a) Number of planning determinations</b>	<b>1,018</b>	1,146
<b>b) Number of planning determinations that went to appeal</b>	<b>38</b>	23
<b>c) Number of successful appeals</b>	<b>19</b>	8
<b>d) i. Successful appeals as a % of determinations</b>	<b>1.9%</b>	0.7% <i>Scottish Ave 0.7%</i>
<b>ii. successful appeals as % of (b)</b>	<b>50.0%</b>	34.8% <i>Scottish Ave 38.3%</i>

*Commentary*

The council also has no powers to affect the number of appeals submitted and it is the decision of the applicant to appeal against a decision if they wish. The Scottish Government's Directorate of Planning and Environmental Appeals assess the proposals independently and reach a final decision.

NOTE: This indicator will cease to be a Statutory Performance Indicator from April 2009.

*Development Plans***DS3 Percentage population covered by a Local Plan, which has been adopted or finalised within the last 5 years:**

2007/08 100%  
2008/09 100%

*Commentary*

The West Lothian Local Plan was adopted in January 2009.

NOTE: This indicator will cease to be a Statutory Performance Indicator from April 2009.

## EDUCATION &amp; CHILDREN'S SERVICES

## Primary Schools

ECS1 a) Occupancy: % of primary schools where ratio of pupils to places is:

Pupils / Places	% of schools	
	2008/09	2007/08
i) 40% or less	3.0%	6.1% <a href="#">Scottish Ave 10.4%</a>
ii) 41 - 60%	19.7%	22.7% <a href="#">Scottish Ave 22.8%</a>
iii) 61 - 80%	30.3%	28.8% <a href="#">Scottish Ave 36.2%</a>
iv) 81 - 100%	28.8%	21.2% <a href="#">Scottish Ave 26.7%</a>
v) 101% or more	18.2%	21.2% <a href="#">Scottish Ave 3.9%</a>

b) The total number of primary schools: 66

## Commentary

Total primary school rolls decreased by 48 or 0.3% between September 2007 and September 2008. The rolls of 30 schools increased, the rolls of 34 schools decreased and the rolls of 2 schools remained the same. 11 schools changed occupancy bands, 2 moving to lower occupancy bands and 9 moving to higher occupancy bands. The reported capacities of 7 schools changed, 4 being re-assessed to a lower capacity and 3 being re-assessed to higher capacity.

NOTE: This indicator will cease to be a Statutory Performance Indicator from April 2009.

## Secondary Schools

ECS2 a) Occupancy: % of schools where ratio of pupils to places is:

Pupils / Places	% of schools	
	2008/09	2007/08
i) 40% or less	0%	0.0% <a href="#">Scottish Ave 1.9%</a>
ii) 41 - 60%	0%	0.0% <a href="#">Scottish Ave 10.7%</a>
iii) 61 - 80%	36.4%	27.3% <a href="#">Scottish Ave 27.2%</a>
iv) 81 - 100%	45.5%	54.5% <a href="#">Scottish Ave 46.9%</a>
v) 101% or more	18.2%	18.2% <a href="#">Scottish Ave 13.3%</a>

b) The total number of secondary schools: 11

## Commentary

Total secondary school rolls increased by 13 or 0.1% between September 2007 and September 2008. The rolls of 5 schools increased, the rolls of 6 schools decreased. There were no changes to the reported capacities of any schools. One school changed occupancy band.

NOTE: This indicator will cease to be a Statutory Performance Indicator from April 2009.

*Equal Opportunities Policy*

**ECS3 The number and percentage of head and deputy head teachers who are women compared with the percentage of all teachers who are women.**

	Head and Deputy Head women teachers				All women teachers			
	Number		%		Number		%	
	2008/9	2007/8	2008/9	2007/8	2008/9	2007/8	2008/9	2007/8
<b>Secondary Schools</b>	<b>17</b>	15	<b>41.5%</b>	41.7% Scot ave 40.4%	<b>613</b>	631	<b>62.9%</b>	64.0% Scot ave 61.2%
<b>Primary Schools</b>	<b>85</b>	80	<b>84.2%</b>	82.5% Scot ave 86.2%	<b>1,102</b>	1022	<b>93.9%</b>	93.8% Scot ave 92.8%
<b>Special Schools</b>	<b>7</b>	7	<b>87.5%</b>	87.5% Scot ave 82.9%	<b>52</b>	55	<b>73.2%</b>	71.4% Scot ave 83.0%
<b>Total</b>	<b>109</b>	102	<b>72.7%</b>	72.3% Scot ave 72.0%	<b>1,767</b>	1708	<b>79.6%</b>	79.4% Scot ave 77.2%

*Commentary*

There have been no significant changes in the percentage of female teachers in senior promoted posts. The overall percentage of female teachers in the workforce continues to increase steadily year on year.

NOTE: This indicator will cease to be a Statutory Performance Indicator from April 2009.

*Children's Reporter Liaison*

**ECS4 The % of Children's Hearing Reports requested by the Reporter which were submitted within target time:**

2007/08	56.6%	Scottish Ave 38.7%
<b>2008/09</b>	<b>61.3%</b>	

*Commentary*

Submission of reports to the Children's Reporter within 20 days is a priority for social work services in West Lothian.

The target of 75% submitted on time is not met due to the demands on the service.

The figure for West Lothian reports submitted to time remains above the Scottish average figure.

NOTE: This indicator will cease to be a Statutory Performance Indicator from April 2009.

**ECS5 Supervision**

	2008/09	2007/08
<b>Number of new supervision requirements made during the year</b>	<b>56</b>	62
<b>Percentage of children seen by a supervising officer within 15 days</b>	<b>89.3%</b>	95.2% Scottish Ave 79.7%

*Commentary*

All children and young people subject to orders made by Children's Hearings have a social worker.

All those children and their families will have a social worker supporting them prior to the Children's Hearing that decides to make an order.

In the last reporting year there were 6 children from 4 families who were not seen by their social worker within the target time for a number of reasons.

All those children were seen within 20 days.

NOTE: This indicator will cease to be a Statutory Performance Indicator from April 2009.

*Looked After Children – Academic Attainment*

**ECS6 The number and % of young people ceasing to be looked after, who achieved SCQF level 3 or better in English and Maths or other subjects:**

	Number of young people				% of young people					
	At home		Away from home		At home		Away from home		Total	
	2008/09	2007/08	2008/09	2007/08	2008/09	2007/08	2006/07	2007/08	2006/07	2007/08
a) Number ceasing to be looked after	17	21	18	15	%	%	%	%	%	%
b) Number attaining at least one SCQF level 3 (any subject)	7	12	13	14	41.2	57.1 SA 53.0	72.2	93.3 SA 66.4	57.1	72.2 SA 58.8
c) Number attaining at least SCQF level 3 English or Maths	4	7	11	14	23.5	33.3 SA 30.6	61.1	93.3 SA 47.8	42.9	58.3 SA 37.9

SA = Scottish Average for 2007/08

**Commentary**

It is important to note the following points in relation to making year on year comparisons:

In any one year there may be a number of young people who have had extremely difficult circumstances / chaotic backgrounds who will not have attained despite numerous interventions across all children's services. This number can vary significantly from year to year.

The sample size e.g. if the number of Looked After and Accommodated young people who feature in the statistics is 19 then 4 children not gaining a qualification would make a difference to totals of 21%

The data contained within reports reflects Looked After Children who are leaving care: the attainment of young people continuing with their education (and therefore remaining on care status) is not reflected in the statistics. NOTE: This indicator will cease to be a Statutory Performance Indicator from April 2009.

*Residential Accommodation: Staff Qualifications*

**ECS7 Care staff in Local Authority residential children's homes who have appropriate qualifications for the level of post held:**

2007/08 % of staff qualified	72.1%	Scottish Ave 58.9%
<b>2008/09 % of staff qualified</b>	<b>77.8%</b>	

**Commentary**

All staff have access to qualifying training. Over the next three years the Scottish Social Service Council will make it a requirement that all staff should hold a qualification.

NOTE: This indicator will cease to be a Statutory Performance Indicator from April 2009.

*Respite Care***ECS8 Children aged 0-17 with disabilities**

	<b>No. per 1,000 children (0-17 years)</b>	
	2007/08	2008/09
<b>a) total overnight respite care provided</b>	25.5 nights Scottish Ave 53.3 nights	<b>23.8 nights</b>
<b>b) % overnight respite nights not in a care home</b>	42.6% Scottish Ave 29.6%	<b>37.2%</b>
<b>c) total hours daytime respite provided</b>	335.1 hours Scottish Ave 775.5 hours	<b>417.1 hours</b>
<b>d) % daytime respite hours provided not in a day care centre</b>	100% Scottish Ave 73.5%	<b>100%</b>

*Commentary*

West Lothian continues to provide a wide range of respite for children & families. Community based resources and Direct Payments (Self Directed Care) are used, however, there is limited availability of resources to meet the needs of children with significant and complex disabilities.

There continues to be a significant increase in the provision of Daytime respite. There has been an increase in the range of service providers being used to provide short breaks (daytime respite), including the use of Direct Payments, and this provide families with regular, consistent support and flexibility.

Families are becoming more aware of the range of service providers and are demanding more choice and as indicated there is an increase in the number of service providers and use of Direct Payments.

NOTE: This indicator will cease to be a Statutory Performance Indicator from April 2009.

**HOUSING****Response Repairs****HS1 Response Repairs**

	<b>1a The number of response repairs completed during the year</b>		<b>1c Target times for each category</b>	
	<b>2008/09</b>	2007/08	<b>2008/09</b>	2007/08
<b>Emergency (hours)</b>	<b>10,570</b>	10,745	<b>24</b>	24
<b>Priority (days)</b>	<b>12,224</b>	12,881	<b>5</b>	5
<b>Routine (days)</b>	<b>22,395</b>	15,174	<b>15</b>	15
<b>Emergency Out of Hours (hours)</b>	<b>4,836</b>		<b>24</b>	
<b>Gas Emergency (hours)</b>	<b>8,926</b>	9,833	<b>24</b>	24
<b>Gas Repairs Routine (hours)</b>	<b>6150</b>		<b>48</b>	

**H1b The overall % of repairs completed within the target times**  
 2007/08 91.5% **Scottish Average 94.5%**  
 2006/07 92.4%

**Commentary**

Improved performance has been the direct result of a full review of the repair service, one of the outcomes of this being the continued development of our Localised Repairs Teams. The implementation of lean management principles and working towards mobile working has set the foundation of continuous excellent performance as well as a firmly established robust performance management system and assessment process.

**Housing Quality**

**H2 The number and proportion of the council's housing stock being brought up to the Scottish Housing Quality Standard by criteria.**

<b>Criteria</b>	<b>Number</b>		<b>% of total housing stock</b>	
	<b>2008/09</b>		<b>2008/09</b>	
<b>Tolerable standard</b>	6		<b>0.0%</b>	
<b>Free from serious disrepair</b>	597		<b>4.7%</b>	
<b>Energy efficient</b>	306		<b>2.4%</b>	
<b>Modern facilities and services</b>	1,197		<b>9.3%</b>	
<b>Healthy, safe and secure</b>	475		<b>3.7%</b>	
<b>Total dwellings meeting Scottish Housing Quality Standard</b>	5,158		<b>40.2%</b>	
<b>Total number of dwellings owned by the council</b>	12,831			

**Commentary**

We have a 10 year approved Housing Capital Programme and Annual Investment Plans covering all the SHQS works and energy efficiency programmes.

We have fitted large numbers of external lights along with the recently completed kitchen and bathroom programme and are now returning to houses in the earlier part of the programme to supply lights to them. Over the last 5 years we have looked to insulate all the houses that do not have the required level of insulation and are also carrying out insulation replacement works where insulation has degraded, been damaged during works or has settled.

We are, at this stage, confident that the stock will meet the Scottish Housing Quality Standard by 2015

As this is the first year this information has been collected, there are no comparative figures.

*Managing Tenancy Changes*

<b>H3</b>	<b>Total annual rent loss due to voids expressed as a percentage of the total amount of rent due in the year:</b>
	2007/08 0.60% <i>Scottish Average 1.60%</i>
	<b>2008/09 0.50%</b>

*Commentary*

The excellent performance recorded for void loss has been due to the robust void management procedures and performance management systems embedded in the organisation. The figure recorded (0.5%) is an improvement on the last three years where 0.6% was achieved.

**H4a** Stock which is not low demand – the number of dwellings that were re-let within the following time bands:

Void Period	Number of Houses	
	2007/08	2008/09
Less than 2 weeks	478	<b>518</b>
2 - 4 Weeks	162	<b>132</b>
5 – 8 Weeks	32	<b>29</b>
9 – 16 weeks	6	<b>3</b>
More than 16 weeks	0	<b>0</b>
Average re-let times	10 days <i>Scottish Ave 44 days</i>	<b>9 days</b>

**H4b** Low demand stock – the number of dwellings that were re-let within the following time bands:

Void Period	Number of Houses	
	2007/08	2008/09
Less than 2 weeks	16	<b>13</b>
2 - 4 Weeks	9	<b>14</b>
5 – 8 Weeks	9	<b>6</b>
9 – 16 weeks	6	<b>0</b>
More than 16 weeks	2	<b>0</b>
Average re-let times	32 days <i>Scottish Ave 80 days</i>	<b>18 days</b>

For <u>low demand stock</u>		2007/08	2008/09
3ci)	the number remaining un-let at the year end	0	<b>0</b>
3cii)	the average period these dwelling had been un-let at the year end	0	<b>0</b>
3d)	the number of dwellings considered to be low demand at the year end (includes both void and occupied properties)	108	<b>117</b>
3e)	the number at d) above considered to be low demand at the start of the year (includes both void and occupied properties)	88	<b>108</b>
3f)	the number at d) above that were not actively being re-let because they were subject to a disposal strategy	108	<b>117</b>

*Commentary*

The performance recorded in the less than two week band of not-low demand housing is 76% and shows a further improvement (6%) from the figure recorded in 2007-08. This consistent improvement is due to the robust void management procedures and performance management system embedded in the organisation.

**Rent Arrears**

<b>H5a</b>	<b>Current tenant arrears as percentage of net amount rent due in the year:</b>		
	2007/08	2.5%	Scottish Average 6.0%
	<b>2008/09</b>	<b>3.2%</b>	
<b>H5b</b>	<b>The % of all tenants owing more than 13 weeks rent at year-end, excluding those owing less than £250:</b>		
	2007/08	1.5%	Scottish Average 4.2%
	<b>2008/09</b>	<b>2.3%</b>	
<b>H5c</b>	<b>The % of all tenants giving up their tenancy that were in rent arrears :</b>		
	2007/08	46.1%	Scottish Average 38.5%
	<b>2008/09</b>	<b>46.0%</b>	
<b>H5d</b>	<b>The average debt owed by tenants leaving in arrears, as a proportion of the average weekly rent:</b>		
	2007/08	4.45%	Scottish Average 10.4%
	<b>2008/09</b>	<b>4.70%</b>	
<b>H5b</b>	<b>The % of former tenant arrears written of or collected during the year:</b>		
	2007/08	23.8%	Scottish Average 34.1%
	<b>2008/09</b>	<b>13.7%</b>	

**Commentary**

Although there has been a decrease in the arrears performance from last year of 0.7% to 3.2% of net debit it should be recognised that this is still a very good performance in the current economic climate and is just slightly above the target of 3%.

During 2008/09 a comprehensive review of the arrears process was undertaken and significant changes have been made to focus on preventative measures at early stages of tenancies. For example, when a property is being allocated prospective tenants are being advised of rent payment methods and, if eligible for housing benefit, what information is required in order that a benefit claim can be processed timeously to prevent the tenant falling into arrears.

A full review of the Former Tenant Arrears process will be undertaken in 2009/10 and this review will seek to identify areas where potential improvements can be made to ensure that further improved performance with this indicator is realised.

**Council House Sales**

<b>H6a</b>	<b>The % of house sales completed within 26 weeks:</b>		
	2007/08	92.4%	Scottish Average 84.7%
	<b>2008/09</b>	<b>83.1%</b>	
<b>H6b</b>	<b>The average time to sell houses:</b>		
	2007/08	26.0 weeks	Scottish Average 23 weeks
	<b>2008/09</b>	<b>22.0 weeks</b>	

**Commentary**

While the average time to sell a house has decreased from 26 weeks in 2007/08 to 22 weeks in 2008/09 a higher number have missed the 26 week cut off period resulting in a decrease in performance in the percentage of sales completed within target. The reason for this can be attributed to prospective buyers taking longer to secure funding from financial institutions as a result of more restrictive lending during this period of economic uncertainty.

NOTE: This indicator will cease to be a Statutory Performance Indicator from April 2009.

*Homelessness***H7 Homelessness**

	Permanent accommodation for household		Temporary accommodation, provide advice and guidance or take reasonable measures to retain accommodation	
	2008/09		2008/09	
<b>ai</b> Number of households assessed during the year	889		430	
<b>aii</b> % of decision notifications issued within 28 days of date of initial presentation	77.8%		78.4%	
<b>aiii</b> The % who are housed	65.5%			
<b>aiv</b> % of cases reassessed within 12 months of completion of duty	5.6%		5.3%	
<b>b</b> The proportion of those provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months	82.74%			

*Commentary*

These are new indicators so it is not possible to compare performance directly with previous years.

The lack of available suitable permanent accommodation is the major limiting factor with respect to the number and percentage who are housed (7aiii). West Lothian Council continues to allocate a high percentage of council lets to homeless households. The Council is trying to address the shortage of suitable permanent accommodation through an ambitious programme of building new council houses, as well as helping fund new housing association homes as part of the Scottish Government's development programme.

Our Housing Support Service is a contributory factor to the high percentage (82.74%) of homeless households allocated a permanent council tenancy who maintained their tenancy for at least 12 months. It should be noted that some of the tenancies ending within 12 months were because the tenant chose to do a mutual exchange or transferred to another social tenancy.

The % of cases reassessed within 12 months is similar to last year. Whilst this is not a high percentage, analysis will be carried out into the reasons for repeat homelessness in West Lothian, so that improvement actions can be identified.

**PROTECTIVE SERVICES**

*Food Safety : Hygiene Inspections*

**PS1** Number of establishments in each of the following three categories requiring inspection during the year, and the percentage of these which were inspected within the prescribed period:

Minimum inspection frequency	Number to be inspected		% actually inspected	
	2008/09	2007/08	2008/09	2007/08
Approved premises	20	1	100%	100% Scottish Ave 89.2%
6 months	5	2	100%	100% Scottish Ave 97.6%
12 months	132	140	98.5%	97.9% Scottish Ave 97.8%
more than 12 months	523	649	98.1%	82.9% Scottish Ave 83.7%

*Commentary*

There was a general improvement in performance from last year. This was helped considerably by a reduction in the number of inspections required and also changes in work demand in other aspects of food safety.

NOTE: This indicator will cease to be a Statutory Performance Indicator from April 2009.

*Environmental Protection*

**PS2** Domestic Noise Complaints:

	2008/09	2007/08
a) No. of complaints received	1,601	1,581
a)i. No. without the need for attendance on site	547	552
a)ii. No. requiring attendance on site	222	232
a)iii. No. dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004	832	797
<b>For aii and aiii above, the average time (hours) between the time of complaint and attendance on site.</b>		
b)i. Requiring attendance on site	47 hrs	73 hrs Scottish Ave 91.8 hrs
b)ii. Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004	1 hr	1 hr Scottish Ave 2.7 hrs

*Commentary*

Overall, the volume of domestic noise complaints has remained at the same level as since last year.

There has been a very slight decrease of the number of noise complaints that were dealt with under Part V of the antisocial behaviour legislation. It is difficult to ascertain a reason for this factor other than that which may suggest a wider social trend i.e. in playing of amplified music or possibly sound insulation factors or indeed if the enforcement action is acting as a deterrent to potential perpetrators.

Due to the broad range of complaint types covered by this indicator, there are variations in the average time between the time of the complaint and staff attendance on site. Not all calls to Environmental Health require an immediate visit. For example, burglar alarms will be visited within a short time of being reported, but for dog barking it may take telephone contact over a number of days to establish the scale and timing of problem before visits are carried out.

Visits and telephone contact will then continue until the matter is resolved.

The service delivered by the Neighbourhood Response Team is primarily one that requires a rapid response. This is reflected in the shorter average time between the complaint being received and the first visit.

## PS3 Non-Domestic Noise Complaints:

	2008/09	2007/08
a) No. of non-domestic complaints received	172	188
a)i. No. settled without the need for formal action	167	184
a)ii. No. requiring formal action	5	4
b) For those requiring formal action, the average time (calendar days) to institute formal action	2.4 days	67 days Scottish Ave 26 days

*Commentary*

Due to the majority of complaints being resolved without the need for formal action, the indicator only reports on 3.0% of the workload. For this reason, one missed call may have a disproportionate affect on the indicator.

A number of complaints require considerable technical expertise and assessment before formal action is taken. One or more such complaints can greatly influence the reported average figure for time taken to take formal action. It should be anticipated, therefore, that there will be little pattern in the figures reported from year to year.

NOTE: This indicator will cease to be a Statutory Performance Indicator from April 2009.

*Trading Standards - Enquiries, Complaints and Advice*

## PS4 The number of enquiries, complaints and advice requests received, and the proportion completed in the following time bands:

	Number received		% dealt with	%	
	2008/09	2007/08		2008/09	2007/08
Consumer complaints	1,433	1,790	Within 14 days	65.7%	65.1% Scottish Ave 72.8%
Business advice requests	226	294	Within 14 days	97.8%	95.6% Scottish Ave 96.3%

*Commentary*

The Consumer Complaints performance is consistent with the previous year and the Business Advice Requests performance shows an improvement, brought about by better case management. The performance for both is now considered appropriate for the level of resource directed towards this activity.

*Trading Standards - Inspection of Trading Premises*

## PS5 Premises liable to inspection: target and actual coverage:

(i) Locally determined target visit frequency		(ii) Number of premises in this category		(iii) Target total number of visits		(iv) Percentage of (iii) actually achieved	
		08/09	07/08	08/09	07/08	08/09	07/08
High level of risk	12 months	23	22	23	22	100%	100% Scottish Ave 93.3%
Medium level of risk	36 months	484	484	233	244	98.7%	98.4% Scottish Ave 86.8%

*Commentary*

The performance results for inspections of both 'High' and 'Medium' risk premises are consistent with the previous year.

NOTE: This indicator will cease to be a Statutory Performance Indicator from April 2009.

**ROADS & LIGHTING****Carriageway Condition****RL1 % of the road network that should be considered for maintenance treatment:**

	2008/09	2007/08
<b>i. A class roads</b>	<b>18.4%</b>	15.7%
<b>ii. B class roads</b>	<b>30.2%</b>	27.9%
<b>iii. C class roads</b>	<b>43.0%</b>	41.3%
<b>iv. Unclassified roads</b>	<b>24.1%</b>	26.7%
<b>v. Overall</b>	<b>26.2%</b>	26.8% Scottish Ave 34.7%

**Commentary**

With the introduction of the new RCI indicator a direct comparison cannot be made between SPI returns from previous years. However, West Lothian Council Roads remain at a high position within the SPI rankings 7th equal within the 32 authorities. Our position has improved 0.6% for the overall network from last year's results. We are now currently the best performing council within the designated semi-urban category. C Class roads remain at a poor level and concentration will be made to improve on this position over the coming year.

**Repairs Response****RL2 Traffic lights failure: elapsed time from notification to the Council to the completion of the repair:**

	2008/09	2007/08
<b>% of jobs completed within 48 hours</b>	<b>92.2%</b>	91.6% Scottish Ave 92.8%

**Commentary**

This indicator is showing a slight improvement this year against a backdrop of an increase of 10% in the total number of signal installations.

NOTE: This indicator will cease to be a Statutory Performance Indicator from April 2009.

**RL3 Street lights failure: elapsed time from notification to the Council to the completion of the repair:**

	2008/09	2007/08
<b>% of jobs completed within 7 days</b>	<b>No reliable info</b>	No reliable info

**Commentary**

There is no reliable information for the full period of this indicator as a change to computer systems caused a loss of reliable and consistent data. This has now been rectified and reliable data is now being produced.

NOTE: This indicator will cease to be a Statutory Performance Indicator from April 2009.

**RL4 Street Lighting Columns:****The proportion of street lighting columns that are over 30 years old**

2007/08	26.7%	Scottish Ave 35.7%
<b>2008/09</b>	<b>23.9%</b>	

*Commentary*

This indicator is relatively good compared with the Scottish average and our current 10 year capital investment in lighting should lead to further improvements

NOTE: This indicator will cease to be a Statutory Performance Indicator from April 2009.

**RL5 Bridges – Road Network Restrictions****RL5a Number and % of bridges failing European standard:**

	Number of assessed bridges		% failing European standard	
	2008/09	2007/08	2008/09	2007/08
a) council	312	304	2.6%	3.0% Scottish Ave 7.1%
b) private	28	29	3.6%	3.4% Scottish Ave 19.2%
c) all bridges	340	333	2.6%	3.0% Scottish Ave 8.3%

**RL5b Number and % of bridges with a weight or width restriction:**

	Number of assessed bridges		% with a weight or width restriction	
	2008/09	2007/08	2008/09	2007/08
a) council	2	2	0.6%	0.7% Scottish Ave 1.4%
b) private	0	0	0.0%	0% Scottish Ave 6.2%
c) all bridges	2	2	0.6%	0.6% Scottish Ave 1.8%

*Commentary*

Since last reported in 2008 the number of assessed council bridges has increased by 5 to 244 and the number failing to meet 40 tonnes has decreased by 1 to 8, resulting in a small improvement (3.0% to 2.6%) in the SPI for 2008/09.

There is no significant change in the position with regard to assessed private bridges. A review of ownership has reduced the number of assessed private bridges from 27 to 26.

There is no change in the number of bridges with weight or width restrictions.

NOTE: This indicator will cease to be a Statutory Performance Indicator from April 2009.

**WASTE MANAGEMENT****Refuse Collection****WM1a The net cost of collection per premise (combined domestic, commercial and domestic bulky uplift):**

2007/08 £72.59 Scottish Average £60.85  
 2008/09 £71.36

**WM1b The net cost of refuse disposal per premise (combined domestic, commercial and domestic bulky uplift):**

2007/08 £75.24 Scottish Average £73.61  
 2008/09 £72.59

**Commentary**

1 (a) The SPI for collection is £71.36 which compares to last year's figure of £72.59, which is a reduction of £1.23 per premises (households and commercial). Although there was an increase in spending due to the pay award, vehicle costs and fuel, the increase was off set by a one off additional costs incurred last year from our waste transfer station.

1 (b) For disposal, there has also been a reduction from £75.24 to £72.59 for 08/09. Again, this is mainly due to the one off additional costs incurred last year from our waste transfer station as noted above. As anticipated, there were increases in spending mainly due to increased gate fees at waste and recycling facilities. Other increased costs such as the pay award and overheads were offset by additional income from the electrical items recycling and recovering the cost of landfill tax from commercial customers.

This year has been challenging due to the sharp decline in the value of recyclates due to the economic slow down There have been significant rises in overheads from items largely outwith our control, for example rising fuel costs, gate fees and landfill tax. Despite this, West Lothian Council has significantly increased its recycling rate and decreased its landfill this year

**WM2 The number of complaints, per 1,000 households, regarding the household waste collection service:**

2007/08 84.3 deemed unreliable Scottish Average 40.5  
 2008/09 68.3

**Commentary**

There is decrease in complaints in 08/ 09. The number of complaints was sourced through the following methods.

- Complaints, Wheeled bin collections missed and Waste Management Enquiries are recorded using West Lothian Council's CONFIRM enquiry and complaints tracking system.
- The number of complaints recorded in CONFIRM are the number that the customer required to be recorded as a complaint = 496
- Wheeled Bin Missed is the total number of wheeled bin collections missed =3525, this includes bins not collected because they are contaminated, not presented on the correct day or because the lid was open
- Waste Management Enquiries which are complaints – this number was counted manually from the total waste management enquiries = 1047

NOTE: This indicator will cease to be a Statutory Performance Indicator from April 2009.

**Refuse Recycling****WM3 The amount of municipal waste collected by the authority during the year that was recycled or disposed of by the following methods:**

Waste Management Method	2007/08	2008/09
	Tonnes	Tonnes
<b>Composted</b>	13,875	<b>17,602</b>
<b>Recycled</b>	23,668	<b>28,626</b>
<b>Total Tonnes</b>	109,635	<b>110,520</b>
<b>% of municipal waste composted or recycled</b>	34.3% Scottish Ave 31.7%	<b>41.8%</b>

**Commentary**

The waste management information has been taken from the Scottish Environment Protection Agencies (SEPA) Waste Data Flow information for 08 09.

The recycling rate has significantly increased this year. There has been an increase in many materials being diverted from landfill, such as green/ compostable materials, glass, wood, metal rubble, textiles recycled. Our overall Municipal Solid Waste has increased slightly, but our waste to landfill has decreased significantly.

This year has been challenging due to the sharp decline in the value of recyclates due to the economic slow down.

West Lothian has achieved the Scottish Government 2010 target for recycling of 40% a year early. There has been a consolidation of recycling performance in a challenging financial climate and more recycling opportunities being developed.

**WM4 The cleanliness index achieved following inspection of a sample of streets and other relevant land:**

2007/08	68	Scottish Average 73
<b>2008/09</b>	<b>69</b>	

**Commentary**

This past year has seen an improvement in the cleanliness of our towns and streets. This is due to a combination of; the street cleansing staff responding positively to additional training, and changes to cleansing routes, and to the impact of the anti littering campaigns and enforcement action carried out by the councils Environmental Wardens.

**WM5 The % of abandoned vehicles removed within 14 days:**

2007/08	81.8%	Scottish Average 81.9%
<b>2008/09</b>	<b>89.5%</b>	

**Commentary**

245 abandoned vehicle enquires were received this year. 19 of those led to enforcement action being taken to remove the vehicle and 17 of those were removed within the prescribed 14 days.

NOTE: This indicator will cease to be a Statutory Performance Indicator from April 2009.

**Jim McIvor**

**Best Value Manager**

**2<sup>nd</sup> September 2008**

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