North Ayrshire Council

Information on council performance comes from statutory performance indicators, value for money and other reports. **All** of these must be taken into account in considering how a council is performing. Further details about all of the information below are available in Section 1 of this document.

Contextual data

- total resident population   135,830
- number of households   64,408
- Grant Aided Expenditure for 2006/2007 (£'000)   244,456
- Band D Council Tax for 2006/2007 (£)   1,125

Statutory Performance Indicators - summary information

The council's performance worsened by 5% or more on 11 measures, and improved by 5% or more on 21 measures.

	Measures that worsened by…			Measures that improved by…		
	>15%	10-14%	5-9%	5-9%	10-14%	>15%
Scotland	7	3	3	3	3	12
North Ayrshire	6	2	3	4	5	12

A full set of the SPI measures used for this analysis is included at the end of the profile.

In 2003/04 this council had a ranking of 25 or below in indicators 4, 27, 30, 43, 44, 59 and 72. By 2005/06, they had not improved by at least 5% in the following indicators:

Indicator number	Indicator definition
43	Council tax - the percentage of council tax income for the year that was collected in the year
44	Non-domestic rates - percentage of income due from non-domestic rates that was received by the end of the year

Progress towards Best Value

Between 1999 and 2002, the Accounts Commission's Performance Management and Planning (PMP) audit assessed the arrangements that councils' had in place to manage their performance under Best Value. It examined the extent to which councils and their various services had in place the basic building blocks for Best Value, in particular the key management processes required. Comment on the findings of the PMP Audit for the council may be found in the Profiles for 2001/02.

The PMP audits have been superseded by a cyclical programme of Best Value and Community Planning audits. This programme began in early 2004 and aims to cover all 32 councils over three years.

The Best Value Audit report on North Ayrshire Council was published in February 2005 and is available at: www.audit-scotland.gov.uk

Accounts Commission/Audit Scotland reports (April 2005 to October 2006)

- There were no Accounts Commission statutory reports published on this council during the time period
- The appointed auditor's report on the council's financial statement for the year was unqualified

- There were no reports published during this period that made reference to the comparative performance of councils.

More information about the work of the Accounts Commission and Audit Scotland are available at www.audit-scotland.gov.uk

- HM Inspectorate of Education did not undertake a QMiE inspection of the council's education department during this time period.

Inspectorates (April 2005 to October 2006)

- HM Inspectorate of Education did not undertake a QMiE inspection of the council's education service during this period. More information is available at: www.hmie.gov.uk
- The Benefit Fraud Inspectorate did not undertake an inspection of the council during this time period. More information is available at www.bfi.gov.uk
- The Social Work Inspection Agency has not published a report relating to this council. More information is available at: www.swia.gov.uk
- Communities Scotland did not undertake an inspection of the council during this time period. More information is available at: www.communitiesscotland.gov.uk
- The Food Standards Agency did not undertake an inspection of the council during this time period. More information is available at www.foodstandards.gov.uk

For more information on the work of Inspectorates in general, please refer to Section 1 of this report.

Scottish Public Services Ombudsman (April 2005 to October 2006)

During this period the SPSO published a report against the council concerning a housing matter – February 2006

More information on the work of the Ombudsman is available at www.spso.org.uk

Statutory Performance Indicators – list of measures

North Ayrshire

	Measure	Rank in 05/06		PI measurement			Better ✓ or worse ✗ since 03/04		
		1-32	✓1-8 ✗25-32	03/04	04/05	05/06	5-9%	10-14%	>15%
	Adult Social Work								
1	Staff qualification – the percentage of care staff who are qualified, working in care homes for older people	15		-	-	46.9			
2	Staff qualification – the percentage of care staff who are qualified, working in care homes for other adults	8	✓	-	-	57.1			
3	Privacy - percentage of residential care places occupied by older people that are in single rooms	25	✗	83.2	87.4	87.3			
4	Privacy - percentage of residential care places occupied by older people that have en-suite facilities	23		46.2	59.8	61.6			✓
5	Privacy - percentage of residential places occupied by other adults that are in single rooms	24		85.2	89.5	87.5			
6	Privacy - percentage of residential places occupied by other adults that have en-suite facilities	15		42.6	42.1	45.8	✓		
7	Home care - total hours as a rate per 1,000 population aged 65+	23		484.5	419.1	347.6			✗
8	Home care - number of home care clients aged 65+ receiving personal care as a percentage of clients	9		71.6	77.7	80.8		✓	
9	Home care - number of home care clients aged 65+ receiving care in evenings/overnight as a percentage of clients	14		23.5	28.2	27.3			✓
10	Home care - number of home care clients aged 65+ receiving care at weekends as a percentage of clients	20		45.6	54.7	51.1		✓	
11	Respite care - total overnight respite nights provided for older people aged 65+ per 1,000 population	11		-	-	397.4			
12	Respite care - percentage of respite nights not in a care home aged 65+	17		-	-	0.0			
13	Respite care - total daytime respite hours provided for older people aged 65+ per 1,000 population	8	✓	-	-	3604.9			
14	Respite care - percentage of daytime respite not in a day centre aged 65+	24		-	-	9.8			
15	Respite care - total overnight respite nights provided for people aged 18-64 per 1,000 population	13		-	-	47.0			
16	Respite care - percentage of respite nights not in a care home aged 18-64	17		-	-	2.8			
17	Respite care - total daytime respite hours provided for people aged 18-64 per 1,000 population	7	✓	-	-	828.3			
18	Respite care - percentage of daytime respite not in a day centre aged 18-64	25	✗	-	-	8.5			
19	Social enquiry reports - the proportion of reports submitted by the social work department to the courts by the due date	1	✓	100.0	100.0	100.0			
20	Probation - the proportion of new probationers seen by a supervising officer within one week	20		85.2	92.9	71.5			✗
21	Community service - the average hours per week taken to complete community service orders	9		4.0	4.1	3.8	✗		

North Ayrshire

	Measure	Rank in 05/06		PI measurement			Better ✓ or worse ✗ since 03/04		
		1-32	✓1-8 ✗25-32	03/04	04/05	05/06	5-9%	10-14%	>15%
	Benefits Administration								
22	Administration costs - the overall gross administration cost (£) per council tax or housing benefit application	15		52.01	50.51	52.03			
23	New claims - the average time (days) taken to process new claims	19		-	-	33.5			
24	Accuracy and security of processing - percentage of cases for which the calculation of benefit due was correct.	23		95.5	96.0	96.8			
	Education & Children's Services								
25	Primary schools - the percentage of schools in which the ratio of pupils to available places is between 61% and 100%	15		79.2	79.2	69.8		✗	
26	Secondary schools - the percentage of schools in which the ratio of pupils to available places is between 61% and 100%	1	✓	100.0	100.0	100.0			
27	Supervision - percentage of children made subject to a supervision order that were seen by a supervising officer within 15 days	24		65.9	90.9	75.5		✓	
28	Staff qualification – the percentage of care staff in residential homes for children who are qualified	24		-	-	11.8			
29	Privacy - percentage of residential places occupied by children that are single rooms	12		96.2	92.6	96.9			
30	Privacy - percentage of residential places occupied by children that have en-suite facilities	17		3.8	11.1	18.5			✓
31	Respite care - total overnight respite nights provided per 1,000 population	14		-	-	52.9			
32	Respite care - percentage of respite nights not in a care home	11		-	-	36.2			
33	Respite care - total daytime respite hours provided for children per 1,000 population	23		-	-	311.3			
34	Respite care - percentage of daytime respite hours provided not in a day centre	1	✓	-	-	100.0			
	Corporate Management								
35	Sickness absence - the percentage of working days lost through sickness absence for chief officers and local government employees	13		-	5.6	5.4			
36	Sickness absence - the percentage of working days lost through sickness absence for craft employees	16		-	7.1	5.8			
37	Sickness absence - the percentage of working days lost through sickness absence for teachers	28	✗	4.4	4.1	4.5			
38	Litigation claims - number of claims per 10,000 population	15		27.2	26.9	24.7	✓		
39	Equal opportunities policy - percentage of highest paid 2% of earners among council employees that are women	19		25.0	29.4	29.7			✓
40	Equal opportunities policy - percentage of highest paid 5% of earners among council employees that are women	11		34.2	30.8	39.0		✓	
41	Public access - percentage of public service buildings that are suitable and accessible to disabled people	21		-	27.0	36.0			
42	Council tax - the cost of collecting council tax per dwelling (£) (see note 2)	30	✗	-	13.04	18.72			
43	Council tax - the percentage of council tax income for the year that was collected in the year (see note 2)	24		89.8	91.7	92.8			
44	Non-domestic rates - percentage of income due from non-domestic rates that was received by the end of the year	32	✗	93.5	95.7	92.5			
45	Invoice payment - the percentage of invoices paid within 30 days	20		84.8	83.1	84.0			

North Ayrshire

	Measure	Rank in 05/06		PI measurement			Better ✓ or worse ✗ since 03/04		
		1-32	✓1-8 ✗25-32	03/04	04/05	05/06	5-9%	10-14%	>15%
	Cultural and Community Services								
46	Sport and Leisure Management - the number of attendances per 1,000 population for all pools	26	✗	3,323	3,048	2,824			✗
47	Indoor facilities - the number of attendances per 1,000 population	14		4,468	4,211	4,284			
48	Stock turnover – the percentage of the national target met for replenishing lending stock for adults	2	✓	90.1	85.0	93.0			
49	Stock turnover – the percentage of the national target met for replenishing lending stock for children and teenagers	6	✓	94.8	49.8	89.2	✗		
50	Use of libraries – the number of borrowers as a percentage of the resident population	13		27.8	26.6	24.9		✗	
51	Use of libraries – the average number of issues per borrower	18		26.1	25.4	25.4			
52	Learning centre and learning access points - number of users as a percentage of the resident population	21		4.7	8.3	8.6			✓
53	Learning centre and learning access points - number of time terminals are used per 1,000 population	14		553.7	737.0	848.8			✓
	Development Services								
54	Processing time – the percentage of householder applications dealt with within two months	10		81.6	87.2	87.5	✓		
55	Processing time – the percentage of all applications dealt with within two months	9		64.6	68.1	69.5	✓		
	Housing								
56	Tenancy changes - the percentage of rent loss due to voids	2	✓	1.30	0.70	0.60			✓
57	Tenancy changes - the percentage of dwellings that were not low demand that were re-let within four weeks	2	✓	-	-	85.9			
58	Tenancy changes - the average time to re-let houses that are not low demand	2	✓	-	-	19			
59	Rent arrears - current tenant arrears as a percentage of the net amount of rent due in the year (see note 2)	17		12.3	9.2	7.4			✓
60	Rent arrears - the percentage of current tenants owing more than 13 weeks' rent at the year end, excluding those owing less than £250 (see note 2)	13		6.8	5.4	4.2			✓
61	Council house sales - the percentage of sales completed within 26 weeks	21		84.5	69.0	56.5			✗
62	Homelessness - average time between presentation and completion of duty by the council for those cases assessed as homeless or potentially homeless	9		11.3	12.6	13.9			✗
63	Homelessness - percentage of cases reassessed as homeless or potentially homeless within 12 months of previous case being completed	9		8.7	4.7	4.0			✓
	Protective Services								
64	Food hygiene - the percentage of premises with a minimum inspection frequency of 12 months or less, that were inspected on time	16		98.9	99.1	98.1			
65	Noise complaints - the percentage of cases settled on first contact that were dealt with on day of receipt	1	✓	88.7	100.0	100.0		✓	
66	Noise complaints - the percentage of cases needing further action, completed within 14 days of receipt	2	✓	50.6	84.8	95.3			✓
67	Consumer complaints - the percentage of complaints processed within 14 days of receipt	17		77.9	78.2	71.9	✗		
68	Business advice requests - the percentage of requests dealt with within 14 days of receipt	8	✓	99.2	100.0	98.7			
69	Inspection of trading premises - the percentage of premises in high and medium risk inspection level that were inspected on time	5	✓	-	98.4	99.4			

North Ayrshire

	Measure	Rank in 05/06		PI measurement			Better ✓ or worse ✗ since 03/04		
		1-32	✓1-8 ✗ 25-32	03/04	04/05	05/06	5-9%	10-14%	>15%
	Roads & Lighting								
70	Carriageway condition - percentage of network that should be considered for maintenance treatment	26	✗	50.1	43.9	49.6			
71	Traffic light repairs - the percentage of repairs completed within 48 hours	24		89.0	92.5	90.8			
72	Street light repairs - the percentage of repairs completed within seven days	14		70.1	94.2	93.4			✓
73	Road network restrictions - the percentage of council and private bridges assessed that failed to meet the European standard of 40 tonnes	26	✗	-	14.4	14.4			
	Waste Management								
74	Refuse collection - the net cost per property (£) of refuse collection (see note 2)	26	✗	-	51.06	68.40			
75	Refuse collection - the net cost per property (£) of refuse disposal (see note 2)	4	✓	-	41.14	47.69			
76	Refuse collection - the number of complaints per 1,000 households	19		16.3	29.2	27.0			✗
77	Recycling - of the municipal waste collected by the authority, the percentage that was recycled	17		-	23.9	25.8			
78	Cleanliness - overall cleanliness index achieved	18		-	71	69			
		✓1-8 16 ✗ 25-32 9							

Data features	Symbol	03/04	04/05	05/06
No Service	(NS)	0	0	0
Failure to report	(FTR)	0	0	0
Unreliable data	(underlined)	0	0	0

Notes
1. An underlined measurement indicates unreliable data.
2. This measure is presented in family groups in Section 3.
3. Unreliable data has not been ranked.

Count of measures showing significant change since 2003/04	
Improvement	
5-9%	4
10-14%	5
>15%	12
Decline	
5-9%	3
10-14%	2
>15%	6