

North Ayrshire Council

Information on council performance comes from statutory performance indicators, the performance management and planning audit, 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 135,817
- number of households 59,330
- Grant Aided Expenditure for 2002/2003 (£'000) 188,437
- Band D Council Tax for 2001/2002 (£) 927

Statutory Performance Indicators - summary information

The council's performance worsened by 5% or more on 4 measures, and improved by 5% or more on 28 measures

	Measures that worsened by...			Measures that improved by...		
	>15%	10-14%	5-9%	5-9%	10-14%	>15%
Scotland	5.9	2.7	3.7	4.5	3.0	9.2
North Ayrshire	2	1	1	7	8	13

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

In 1999/2000 this council had a ranking of 25 or below in indicators 8, 9, 28, 29, 33, 34, 35, 37, 43, 47, 48, 56, 66 and 67. By 2001/02, they had not improved by at least 5% in the following indicators:

Indicator number	Indicator definition
9	Sickness absence - the percentage of working days lost through sickness absence for craft and manual employees

Progress towards Best Value: The performance management and planning (PMP) audit

Best Value requires councils to implement effective arrangements for planning and managing their performance. The performance management and planning (PMP) audit assesses the extent to which councils have these arrangements in place. Results from the PMP audit, SPIs, performance audit and other reports should **all** be considered when assessing council or service performance.

Between 1999 and 2002 the PMP audit was applied to North Ayrshire Council's corporate function and to a total of eight North Ayrshire Council services (Exhibit 1). The criteria used in the PMP audit are outlined in Section 1, Exhibit 3. Having over 70% of best practice criteria elements in place is recognised as a good achievement. Councils with less than 60% of best practice elements in place generally have room to make substantial improvements.

The corporate audit (2000/01) found that North Ayrshire Council had between 60% and 70% of the elements of best practice performance management and planning in place. The service audits found that four of the eight North Ayrshire Council services had 70% or more of best practice elements in place. One service audited in 1999/00 (criminal justice) had less than 60% of best practice elements in place.

North Ayrshire Council planned to make improvements in all the PMP audited services and to its corporate function. The 2001/02 PMP audit looked at the extent of progress made and found:

Services audited in 1999/00

- Criminal justice – improvements had been or were on target to be introduced
- Personnel – improvements had been or were on target to be introduced
- Housing – some progress but slippage

Services audited in 2000/01

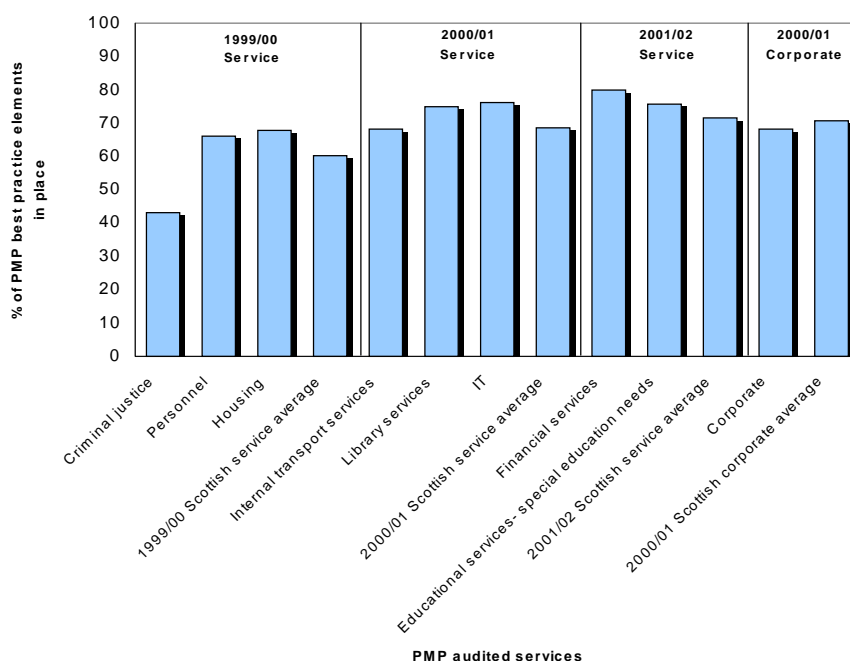
- Internal transport services – some progress but slippage
- Library services – some progress but slippage
- IT – improvements had been or were on target to be introduced

Corporate function audited in 2000/01

- improvements had been or were on target to be introduced

Exhibit 1: PMP audit results 1999-2002

The proportion of best practice elements that audited services across Scotland had in place has increased over the three years of the PMP audit. In 1999/00 the average (mean) proportion was 60%; in 2000/01 the average proportion was 69%; and in 2001/02 the average proportion was 72%. Six of the eight audited services had higher than Scottish average scores.



Source: PMP audits 1999-2002

Accounts Commission/Audit Scotland reports (April 2001 to December 2002)

- 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
- The following Value for Money reports were published during the time period and included comparative performance levels on all councils:
 - 'A job worth doing - raising the standard of internal audit in Scottish councils' (August 2001) assessed this council as band 3, councils that partially comply with the CIPFA code of practice for internal audit

- 'A safer place revisited - a review of progress in property risk management in schools' (June 2001) mentioned this council as:
 - o having low but significant levels of vandalism in its schools, a total of £64,400 in 1999/2000, equating to £3 per pupil
 - o having made limited progress on implementing recommendations

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

Inspectorates (April 2001 to December 2002)

- HM Inspectorate of Education completed a QMiE inspection of the council's education department in March 2002.
- The Benefit Fraud Inspectorate completed an inspection of this council in September 2001. More information is available at www.bfi.gov.uk
- The Social Work Services Inspectorate included a section on this council in their annual report 'Growth & Development' (November 2002). More information is available at www.scotland.gov.uk/socialwork/swsi
- The Food Standards Agency completed a partial audit of this council's food law enforcement services as part of their audit scheme year 1 (April 2001 to March 2002). 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 2001 to December 2002)

- There were no findings of maladministration against the council during this time period

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

Statutory Performance Indicators – list of measures

	Measure	Rank in 01/02		PI measurement			Better ✓ or worse ✗ since 99/00		
		1-32	✓1-8 ✗ 25-32	99/00	00/01	01/02	5-9%	10-14%	>15%
Benefits administration									
1	Administration costs - the overall gross administration cost (£) per council tax or housing benefit application	5	✓	-	-	32.56			
2	New claims - the average time (days) taken to process new claims	27	✗	-	-	93			
3	Changes of circumstances - the average time (days) taken to process notifications of changes of circumstances	22		-	-	20			
4	Renewal claims - the percentage of renewal claims processed on time	24		-	-	60.5			
5	Recoverable overpayments - the percentage of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the year	15		-	57.0	42.2			
Building control									
6	Building warrants - the average time (days) taken to respond to a request for a building warrant	15		13	17	13			
7	Completion certificates - the average time (days) taken to respond to a request for a completion certificate	27	✗	5	7	6			✗
Corporate issues									
8	Sickness absence - the percentage of working days lost through sickness absence for chief officers, administrative, professional, technical and clerical staff	19		5.6	5.4	5.2	✓		
9	Sickness absence - the percentage of working days lost through sickness absence for craft and manual employees	31	✗	8.7	8.4	8.5			
10	Sickness absence - the percentage of working days lost through sickness absence for teachers	16		4.1	4.6	4.1			
11	Equal opportunities - the percentage of chief official employees, who are female	4	✓	-	19.0	26.1			
12	Equal opportunities - the percentage of senior professionals, who are female	12		-	11.4	26.6			

North Ayrshire

	Measure	Rank in 01/02		PI measurement			Better ✓ or worse X since 99/00		
		1-32	✓1-8 X 25-32	99/00	00/01	01/02	5-9%	10-14%	>15%
Education									
13	Pre-school provision - the percentage of children in their pre-school year who received pre-school education	17		98.5	99.2	98.6			
14	Pre-school provision - the percentage of children in their ante-pre-school year who received pre-school education	19		78.6	85.9	89.7		✓	
15	Primary schools - the percentage of classes with P1 to P3 pupils, with no more than 30 pupils	1	✓	91.8	94.0	100.0	✓		
16	Primary schools - the percentage of schools in which the ratio of pupils to available places is between 61% and 100%	5	✓	71.2	88.7	81.1		✓	
17	Secondary schools - the percentage of schools in which the ratio of pupils to available places is between 61% and 100%	1	✓	90.0	100.0	100.0		✓	
18	Special educational needs - the average number of weeks taken to complete an assessment of special educational needs	9		32	27	24			✓
Environmental health									
19	Food hygiene - the percentage of premises with a minimum inspection frequency of 12 months or less, that were inspected on time	9		91.1	92.4	98.3	✓		
20	Noise complaints - the percentage of initial noise complaints that were dealt with in one day	1	✓	96.4	94.4	100.0			
21	Noise complaints - the percentage of noise complaints requiring further investigation that were dealt with in three days	5	✓	96.2	97.8	99.6			
22	Pest control - the percentage of responses to requests for high-priority pest control services within two days	11		96.2	98.9	96.9			
23	Pest control - the percentage of responses to requests for low-priority pest control services within five days	11		99.1	99.0	99.0			
Environmental services									
24	Refuse collection - the gross cost of refuse collection per property (£) (see note 2)	15		43.64	45.28	46.19	X		
25	Refuse collection - the gross cost of refuse disposal per property (£) (see note 2)	2	✓	-	31.03	36.22			
26	Refuse collection - the percentage of special uplifts of bulky domestic refuse completed within five days	2	✓	97.8	97.7	98.6			
27	Recycling - of the household, commercial and industrial waste collected by the authority, the percentage that was recycled	17		-	-	5.8			
Finance									
28	Council tax - the gross cost of collecting council tax per chargeable dwelling (£) (see note 2)	23		16.24	11.19	15.36	✓		
29	Council tax - the percentage of council tax income for the year that was collected in the year (see note 2)	26	X	85.2	87.2	89.5	✓		
30	Invoice payment - the percentage of invoices paid within 30 days or other agreed time period	13		84.4	84.5	81.6			
Housing									
31	Response repairs - the percentage of response repairs due to be undertaken within 24 hours that were undertaken within target time	13		<u>84.3</u>	<u>85.6</u>	92.9		✓	
32	Tenancy changes - the percentage of rent loss due to unoccupied dwellings	14		1.85	2.13	2.06		X	
33	Tenancy changes - the percentage of empty houses that were re-let within four weeks	29	X	14.2	7.5	17.8			✓
34	Rent arrears - current tenant arrears as a percentage of the net amount of rent due in the year	28	X	14.3	12.0	11.3			✓
35	Rent arrears - the percentage of current tenants owing more than 13 weeks' rent at the year end, excluding those owing less than £250	20		9.1	4.6	6.0			✓
36	Council house sales - the percentage of sales completed within 26 weeks	13		59.5	67.0	79.5			✓
37	Homelessness - the number of homeless households in priority need provided with temporary accommodation in council-furnished dwellings, as a percentage of the total provided with temporary accommodation	26	X	5.3	7.7	8.0			✓

North Ayrshire

	Measure	Rank in 01/02		PI measurement			Better ✓ or worse ✗ since 99/00		
		1-32	✓1-8 ✗ 25-32	99/00	00/01	01/02	5-9%	10-14%	>15%
Leisure & Recreation									
38	Leisure pools - the number of attendances per 1,000 population	7	✓	1,891	2,051	2,098		✓	
39	Traditional pools - the number of attendances per 1,000 population	22		1,934	1,896	1,849			
40	Indoor facilities - the number of attendances per 1,000 population	19		2,627	2,679	2,595			
41	Museums - the percentage of museums operated or financially supported by the council, which are registered under the Museum and Galleries Commission (MGC) registration scheme	9		78.0	77.8	88.9		✓	
Libraries									
42	Processing time - the average time (days) taken to satisfy library book requests	19		31	29	21			✓
43	Stock turnover – the percentage of the national target met for replenishing lending stock for children and teenagers	23		46.8	69.7	52.6		✓	
44	Stock turnover – the percentage of the national target met for replenishing lending stock for adults	9		75.0	80.3	78.0			
45	Use of libraries – the number of borrowers as a percentage of the resident population	10		FTR	FTR	26.8			
46	Use of libraries – the average number of issues per borrower	19		FTR	FTR	26.9			
Planning									
47	Processing time – the percentage of householder applications dealt with within two months	24		73.4	77.9	79.5		✓	
48	Processing time – the percentage of non-householder applications dealt with within two months	23		35.1	38.9	45.9			✓
Roads & Lighting									
49	Traffic light repairs - the percentage of repairs completed within 48 hours	26	✗	81	81	87		✓	
50	Street light repairs - the percentage of repairs completed within seven days	18		94	96	90			
Social Work									
51	Child protection – the percentage of children being looked after by the council in community placements	20		86.4	<u>81.1</u>	84.8			
52	Staff qualification – the percentage of staff in residential homes for children who are qualified	18		34	46	46			✓
53	Staff qualification – the percentage of staff in residential homes for older people who are qualified	14		26	34	35			✓
54	Staff qualification – the percentage of staff in residential homes for other adults who are qualified	7	✓	64	54	50			✗
55	Residential homes – the percentage of residential care places in homes for children that are single rooms	1	✓	88.8	<u>92.6</u>	100.0		✓	
56	Residential homes – the percentage of residential care places in homes for older people that are single rooms	22		48.8	<u>72.4</u>	79.0			✓
57	Residential homes – the percentage of residential care places in homes for other adults that are single rooms	1	✓	99.2	<u>100.0</u>	100.0			
58	Residential homes – the percentage of residential care places in homes for children that have en-suite facilities	19		-	<u>7.4</u>	0.0			
59	Residential homes – the percentage of residential care places in homes for older people that have en-suite facilities	24		-	<u>48.4</u>	18.5			
60	Residential homes – the percentage of residential care places in homes for other adults that have en-suite facilities	2	✓	-	<u>23.1</u>	45.6			

North Ayrshire

Measure	Rank in 01/02		PI measurement			Better ✓ or worse ✗ since 99/00		
	1-32	✓1-8 ✗ 25-32	99/00	00/01	01/02	5-9%	10-14%	>15%
Social Work								
61	Social enquiry reports - the proportion of reports requested by the courts that were allocated to social work staff within 2 working days of receipt by the social work department		13	-	98.0	95.1		
62	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	
63	Probation - the proportion of new probationers seen by a supervising officer within one week		19	-	67.0	63.5		
64	Probation - the proportion of people subject to a probation order who were reported to the court for breach of probation during the year		9	-	15	17		
65	Community service - the average hours per week taken to complete community service orders		16	-	3.9	4.1		
Trading Standards								
66	Consumer complaints - the percentage of complaints processed within 14 days of receipt		21		49.2	74.2	80.1	✓
67	Business advice requests - the percentage of requests dealt with within 14 days of receipt		10		71.4	100.0	99.2	✓
			✓1-8 ✗ 25-32	15 8				

Data features	Symbol	99/00	00/01	01/02
No Service	(NS)	0	0	0
Failure to report	(FTR)	2	2	0
Unreliable data	(underlined)	1	8	0

Notes

1. An underlined measurement indicates unreliable data.
2. This measure is presented in family groups in Section 3.
3. Measure 31: Housing Response Repairs: this measure is taken from a 'transitional' indicator, which requires care in interpretation. Each council's performance is assessed against its own locally-set targets.
We have measured the proportion of repairs due to be completed within 24 hours, that were completed in time. This allows broad comparison among councils.
4. Unreliable data has not been ranked.

Count of measures showing significant change since 1999/00	
Improvement	
5-9%	7
10-14%	8
>15%	13
Decline	
5-9%	1
10-14%	1
>15%	2