

Corporate management

Sickness absence – the percentage of working days lost through sickness absence for chief officers, administrative, professional, technical and clerical staff

The indicator measures the extent of sickness absence for those staff directly employed by the council and generally referred to as 'white collar workers'. Each period of work, for example, day shift, night shift, or hours worked by part-time employees count as a working day.

'Sickness absence' is an absence from the place of employment because of the employee's illness or injury for which sick leave entitlement is used. This may include self-certification, absence supported by a doctor's certificate, long-term sickness absence, and industrial injury.

Points to bear in mind

The indicator does not include authorised absence that is not sickness absence, for example, compassionate leave, career leave and special leave/unpaid leave, maternity and paternity leave, and maternity support.

Corporate management

Sickness absence - the percentage of working days lost through sickness absence for chief officers, administrative, professional, technical and clerical staff

Council	Rank in 03/04		PI measurement			Better ✓ or worse ✗ since 01/02		
	1-32	✓1-8 ✗ 25-32	01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City	27	✗	5.2	5.4	5.8		✗	
Aberdeenshire	9		5.1	3.9	4.6	✓		
Angus	3	✓	4.2	4.5	3.9	✓		
Argyll & Bute	10		4.8	4.5	4.7			
Clackmannanshire	13		6.3	5.5	4.9			✓
Dumfries & Galloway	8	✓	4.5	4.4	4.5			
Dundee City	25	✗	4.9	5.7	5.6		✗	
East Ayrshire	18		5.7	5.3	5.1		✓	
East Dunbartonshire	29	✗	5.7	6.2	6.1	✗		
East Lothian	22		5.2	5.6	5.4			
East Renfrewshire	6	✓	4.6	4.6	4.4			
City of Edinburgh	14		5.3	5.4	5.0	✓		
Eilean Siar	1	✓	3.9	<u>3.1</u>	3.2			✓
Falkirk	24		5.2	5.5	5.5	✗		
Fife	28	✗	6.8	6.7	6.0		✓	
Glasgow City	19		5.2	5.2	5.3			
Inverclyde	14		4.9	5.0	5.0			
Midlothian	19		4.8	5.0	5.3		✗	
Moray	4	✓	3.3	3.2	4.0			✗
North Ayrshire	19		5.2	4.6	5.3			
North Lanarkshire	30	✗	6.1	6.3	6.8		✗	
Perth & Kinross	2	✓	4.1	3.9	3.7	✓		
Renfrewshire	25	✗	6.6	6.1	5.6			✓
Scottish Borders	5	✓	4.1	4.0	4.2			
Shetland Islands	12		3.9	5.1	4.8			✗
South Ayrshire	14		4.6	4.9	5.0	✗		
South Lanarkshire	6	✓	4.9	5.0	4.4		✓	
Stirling	14		4.8	5.4	5.0			
West Dunbartonshire	22		6.7	6.1	5.4			✓
West Lothian	10		4.6	4.7	4.7			
			Scotland					
			5.2	5.3	5.2			

Ranked performance	01/02	02/03	03/04
Highest ranked performance	3.3	3.1	3.2
Upper quartile	4.6	4.5	4.5
Median	4.9	5.1	5.0
Lower quartile	5.3	5.5	5.4
Lowest ranked performance	6.8	6.7	6.8

Data features	Symbol	01/02	02/03	03/04
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2001/02	
Improvement	
5-9%	4
10-14%	3
>15%	4
Decline	
5-9%	3
10-14%	4
>15%	2

Unreliable/Unreported Data in 2003/04

Council	01/02	02/03	03/04
Highland	4.0	<u>4.2</u>	<u>4.0</u>
Orkney Islands	FTR	5.5	<u>4.6</u>

Notes

An underlined PI measurement indicates unreliable data.

Corporate management

Sickness absence - the percentage of working days lost through sickness absence for chief officers, administrative, professional, technical and clerical staff

The following councils were ranked 25th or below in 2001/02:

Clackmannanshire
East Ayrshire
East Dunbartonshire
Fife
North Lanarkshire
Renfrewshire
West Dunbartonshire

The following councils did not make any material improvement in their performance by 2003/04:

East Dunbartonshire
North Lanarkshire

Corporate management

Sickness absence – the percentage of working days lost through sickness absence for craft and manual employees

The indicator measures the extent of sickness absence within councils for those staff involved in work traditionally undertaken by crafts people (eg repairs to council housing) and manual workers (eg school catering assistants, refuse crews, road sweepers), generally referred to as 'blue collar workers'.

'Sickness absence' is an absence from the place of employment because of the employee's illness or injury for which sick leave entitlement is used. This may include self-certification, absence supported by a doctor's certificate, long-term sickness absence, and industrial injury.

Points to bear in mind

The indicator does not include authorised absence that is not sickness absence, for example, compassionate leave, career leave and special leave/unpaid leave, maternity and paternity leave, and maternity support.

Corporate management

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

Council	Rank in 03/04		PI measurement			Better ✓ or worse ✗ since 01/02		
	1-32	✓1-8 ✗ 25-32	01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City	15		6.9	6.5	6.4	✓		
Aberdeenshire	7	✓	5.6	5.4	5.5			
Angus	7	✓	5.4	6.3	5.5			
Argyll & Bute	9		5.1	4.9	5.6	✗		
Clackmannanshire	11		7.0	6.4	6.0		✓	
Dumfries & Galloway	13		5.6	6.6	6.2		✗	
Dundee City	24		6.0	6.8	7.1			✗
East Ayrshire	18		6.8	7.1	6.8			
East Dunbartonshire	18		7.1	6.4	6.8			
East Lothian	16		6.0	6.4	6.5	✗		
East Renfrewshire	24		6.8	7.2	7.1			
City of Edinburgh	29	✗	6.8	7.4	8.2			✗
Eilean Siar	1	✓	4.9	<u>5.6</u>	3.2			✓
Falkirk	26	✗	7.7	6.5	7.4			
Fife	28	✗	7.7	8.0	7.7			
Glasgow City	4	✓	5.8	5.2	5.1		✓	
Inverclyde	30	✗	7.6	7.1	8.4		✗	
Midlothian	21		6.2	6.4	6.9		✗	
Moray	2	✓	5.6	5.1	4.4			✓
North Ayrshire	14		8.5	7.1	6.3			✓
North Lanarkshire	18		6.7	7.1	6.8			
Perth & Kinross	3	✓	4.9	5.1	4.8			
Renfrewshire	21		7.8	7.7	6.9		✓	
Scottish Borders	21		5.3	5.7	6.9			✗
Shetland Islands	27	✗	4.3	7.3	7.6			✗
South Ayrshire	5	✓	7.8	6.0	5.2			✓
South Lanarkshire	9		5.5	5.2	5.6			
Stirling	12		6.8	6.6	6.1		✓	
West Dunbartonshire	17		7.9	7.8	6.7			✓
West Lothian	5	✓	6.9	6.1	5.2			✓
			Scotland					
			6.5	6.4	6.3			

Ranked performance	01/02	02/03	03/04
Highest ranked performance	4.3	4.9	3.2
Upper quartile	5.6	5.8	5.5
Median	6.8	6.5	6.5
Lower quartile	7.1	7.1	6.9
Lowest ranked performance	8.5	8.0	8.4

Data features	Symbol	01/02	02/03	03/04
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2001/02	
Improvement	
5-9%	1
10-14%	4
>15%	6
Decline	
5-9%	2
10-14%	3
>15%	4

Unreliable/Unreported Data in 2003/04

Council		01/02	02/03	03/04
Highland		5.4	<u>6.0</u>	<u>5.5</u>
Orkney Islands		FTR	5.9	<u>5.9</u>

Notes

An underlined PI measurement indicates unreliable data.

Corporate management

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

The following councils were ranked 25th or below in 2001/02:

Falkirk
Fife
Inverclyde
North Ayrshire
Renfrewshire
South Ayrshire
West Dunbartonshire

The following councils did not make any material improvement in their performance by 2003/04:

Falkirk
Fife
Inverclyde

Corporate management

Sickness absence – the percentage of working days lost through sickness absence for teachers

The indicator measures the extent of sickness absence within councils for their school teaching staff

'Sickness absence' is an absence from the place of employment because of the employee's illness or injury for which sick leave entitlement is used. This may include self-certification, absence supported by a doctor's certificate, long-term sickness absence, and industrial injury.

Points to bear in mind

The indicator does not include authorised absence that is not sickness absence, for example, compassionate leave, career leave and special leave/unpaid leave, maternity and paternity leave, and maternity support.

Corporate management

Sickness absence - the percentage of working days lost through sickness absence for teachers

Council	Rank in 03/04		PI measurement			Better ✓ or worse ✗ since 01/02		
	1-32	✓1-8 ✗ 25-32	01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City	13		4.0	3.8	3.8	✓		
Aberdeenshire	5	✓	3.3	3.0	3.3			
Angus	10		3.6	4.4	3.6			
Argyll & Bute	24		3.5	4.6	4.4			✗
Clackmannanshire	30	✗	4.9	7.0	5.2	✗		
Dumfries & Galloway	20		4.4	4.0	4.1	✓		
Dundee City	29	✗	4.8	5.0	5.1	✗		
East Ayrshire	13		3.3	3.3	3.8			✗
East Dunbartonshire	8	✓	4.2	4.2	3.5			✓
East Lothian	27	✗	4.9	4.8	5.0			
East Renfrewshire	6	✓	3.3	3.1	3.4			
City of Edinburgh	1	✓	3.1	2.6	2.9	✓		
Eilean Siar	1	✓	3.2	<u>4.2</u>	2.9	✓		
Falkirk	6	✓	3.8	3.7	3.4		✓	
Fife	21		4.5	4.8	4.2	✓		
Glasgow City	3	✓	3.9	3.7	3.1			✓
Inverclyde	15		5.5	5.0	3.9			✓
Midlothian	18		3.8	4.0	4.0	✗		
Moray	8	✓	4.3	3.3	3.5			✓
North Ayrshire	24		4.1	3.8	4.4	✗		
North Lanarkshire	27	✗	4.7	5.0	5.0	✗		
Perth & Kinross	26	✗	4.3	4.3	4.7	✗		
Renfrewshire	15		4.6	3.9	3.9			✓
Scottish Borders	4	✓	3.7	3.8	3.2		✓	
Shetland Islands	11		1.9	3.0	3.7			✗
South Ayrshire	21		4.4	4.3	4.2			
South Lanarkshire	11		4.5	4.0	3.7			✓
Stirling	18		4.9	4.7	4.0			✓
West Dunbartonshire	21		4.3	4.2	4.2			
West Lothian	15		3.7	4.1	3.9	✗		
			Scotland					
			4.0	3.9	3.8			

Ranked performance	01/02	02/03	03/04
Highest ranked performance	1.9	2.6	2.9
Upper quartile	3.6	3.7	3.5
Median	4.2	4.1	3.9
Lower quartile	4.5	4.6	4.2
Lowest ranked performance	5.5	7.0	5.2

Data features	Symbol	01/02	02/03	03/04
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2001/02	
Improvement	
5-9%	5
10-14%	2
>15%	7
Decline	
5-9%	7
10-14%	-
>15%	3

Unreliable/Unreported Data in 2003/04

Council	01/02	02/03	03/04
Highland	2.6	2.7	<u>2.9</u>
Orkney Islands	FTR	3.4	<u>3.1</u>

Notes

An underlined PI measurement indicates unreliable data.

Corporate management

Sickness absence - the percentage of working days lost through sickness absence for teachers

The following councils were ranked 25th or below in 2001/02:

Clackmannanshire
Dundee City
East Lothian
Inverclyde
North Lanarkshire
Renfrewshire
Stirling

The following councils did not make any material improvement in their performance by 2003/04:

Clackmannanshire
Dundee City
East Lothian
North Lanarkshire

Corporate management

Litigation claims - number of claims per 10,000 population

The indicator measures the number and value of the claims incurred by the council in the year:

The claims value is the total paid and outstanding value of claims in the year. This includes the value of out of court settlements.

Points to bear in mind

It is recognised that improvements in both the number of claims and the value of those claims indicate that the council is actively seeking to control and (where possible) eliminate avoidable losses. It is also accepted that a single large loss may skew performance in any given year.

Corporate management

Litigation claims - number of claims per 10,000 population

Council	Rank in 03/04		PI measurement			Better ✓ or worse ✗ since 01/02		
	1-32	✓1-8 ✗ 25-32	01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City	12		-	-	21.3			
Angus	9		-	-	18.1			
Argyll & Bute	8	✓	-	-	17.0			
Clackmannanshire	14		-	-	24.8			
Dumfries & Galloway	10		-	-	20.4			
Dundee City	25	✗	-	-	40.4			
East Ayrshire	19		-	-	35.3			
East Dunbartonshire	2	✓	-	-	0.4			
East Lothian	17		-	-	30.6			
East Renfrewshire	21		-	-	37.6			
City of Edinburgh	11		-	-	21.0			
Eilean Siar	1	✓	-	-	0.0			
Falkirk	24		-	-	38.5			
Fife	31	✗	-	-	57.2			
Glasgow City	29	✗	-	-	45.1			
Highland	4	✓	-	-	8.9			
Inverclyde	22		-	-	38.0			
Midlothian	13		-	-	24.0			
Moray	6	✓	-	-	13.7			
North Ayrshire	15		-	-	27.2			
North Lanarkshire	20		-	-	36.1			
Orkney Islands	7	✓	-	-	16.7			
Perth & Kinross	3	✓	-	-	7.6			
Renfrewshire	18		-	-	33.7			
Scottish Borders	16		-	-	27.5			
Shetland Islands	5	✓	-	-	11.9			
South Ayrshire	28	✗	-	-	45.0			
South Lanarkshire	22		-	-	38.0			
Stirling	27	✗	-	-	44.6			
West Dunbartonshire	26	✗	-	-	41.0			
West Lothian	30	✗	-	-	45.6			
			Scotland					
			-	-	32.1			

Ranked performance	01/02	02/03	03/04
Highest ranked performance	-	-	0.0
Upper quartile	-	-	17.6
Median	-	-	27.5
Lower quartile	-	-	38.3
Lowest ranked performance	-	-	57.2

Data features	Symbol	01/02	02/03	03/04
PI not applicable	(-)	31	31	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2001/02	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Unreliable/Unreported Data in 2003/04

Council	01/02	02/03	03/04
Aberdeenshire	-	-	<u>17.3</u>

Notes

An underlined PI measurement indicates unreliable data.

Corporate management

Equal opportunities policy - percentage of highest paid 2% of earners among council employees that are women

The delivery of quality services is dependent on a trained and motivated workforce and it is, therefore essential that councils' employment policy reflects their commitment to equal opportunities. The indicator provides a picture of the current gender balance in more senior posts. This will help councils to identify areas of potentially unfair or discriminatory practices as well as providing a baseline for measuring improvement over time.

Points to bear in mind

The indicator does not deal with equalities relating to ethnicity, disability or sexual orientation.

The indicator excludes teachers.

Corporate management

Equal opportunities policy - percentage of highest paid 2% of earners among council employees that are women

Council	Rank in 03/04		PI measurement			Better ✓ or worse ✗ since 01/02		
	1-32	✓1-8 ✗ 25-32	01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City	14		-	-	28.8			
Aberdeenshire	20		-	-	26.2			
Angus	32	✗	-	-	7.0			
Argyll & Bute	17		-	-	27.3			
Clackmannanshire	26	✗	-	-	22.0			
Dumfries & Galloway	25	✗	-	-	22.5			
Dundee City	1	✓	-	-	39.6			
East Ayrshire	29	✗	-	-	17.2			
East Dunbartonshire	6	✓	-	-	34.7			
East Lothian	10		-	-	31.7			
East Renfrewshire	3	✓	-	-	37.2			
City of Edinburgh	12		-	-	30.7			
Eilean Siar	27	✗	-	-	20.6			
Falkirk	9		-	-	32.4			
Fife	18		-	-	27.2			
Glasgow City	19		-	-	27.0			
Highland	28	✗	-	-	18.7			
Inverclyde	15		-	-	27.8			
Midlothian	16		-	-	27.5			
Moray	24		-	-	23.8			
North Ayrshire	21		-	-	25.0			
North Lanarkshire	13		-	-	29.0			
Orkney Islands	30	✗	-	-	11.5			
Perth & Kinross	8	✓	-	-	32.9			
Renfrewshire	22		-	-	24.5			
Scottish Borders	23		-	-	24.2			
Shetland Islands	31	✗	-	-	7.5			
South Ayrshire	5	✓	-	-	35.4			
South Lanarkshire	4	✓	-	-	36.5			
Stirling	2	✓	-	-	39.4			
West Dunbartonshire	7	✓	-	-	34.0			
West Lothian	10		-	-	31.7			
			Scotland					
			-	-	28.3			

Ranked performance	01/02	02/03	03/04
Highest ranked performance	-	-	39.6
Upper quartile	-	-	32.5
Median	-	-	27.4
Lower quartile	-	-	23.5
Lowest ranked performance	-	-	7.0

Data features	Symbol	01/02	02/03	03/04
PI not applicable	(-)	32	32	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2001/02	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Notes

An underlined PI measurement indicates unreliable data.

Corporate management

Equal opportunities policy - percentage of highest paid 5% of earners among council employees that are women

The delivery of quality services is dependent on a trained and motivated workforce and it is, therefore essential that councils' employment policy reflects their commitment to equal opportunities. The indicator provides a picture of the current gender balance in more senior posts. This will help councils to identify areas of potentially unfair or discriminatory practices as well as providing a baseline for measuring improvement over time.

Points to bear in mind

The indicator does not deal with equalities relating to ethnicity, disability or sexual orientation.

The indicator excludes teachers.

Corporate management

Equal opportunities policy - percentage of highest paid 5% of earners among council employees that are women

Council	Rank in 03/04		PI measurement			Better ✓ or worse ✗ since 01/02		
	1-32	✓1-8 ✗ 25-32	01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City	10		-	-	37.6			
Aberdeenshire	3	✓	-	-	44.5			
Angus	30	✗	-	-	16.8			
Argyll & Bute	25	✗	-	-	27.9			
Clackmannanshire	15		-	-	35.9			
Dumfries & Galloway	22		-	-	31.6			
Dundee City	1	✓	-	-	49.0			
East Ayrshire	20		-	-	33.3			
East Dunbartonshire	28	✗	-	-	25.0			
East Lothian	6	✓	-	-	38.6			
East Renfrewshire	9		-	-	37.8			
City of Edinburgh	8	✓	-	-	38.3			
Eilean Siar	29	✗	-	-	21.2			
Falkirk	12		-	-	36.6			
Fife	13		-	-	36.5			
Glasgow City	16		-	-	35.7			
Highland	23		-	-	29.7			
Inverclyde	6	✓	-	-	38.6			
Midlothian	17		-	-	34.7			
Moray	26	✗	-	-	27.8			
North Ayrshire	18		-	-	34.2			
North Lanarkshire	14		-	-	36.3			
Orkney Islands	32	✗	-	-	15.3			
Perth & Kinross	19		-	-	33.5			
Renfrewshire	23		-	-	29.7			
Scottish Borders	27	✗	-	-	27.0			
Shetland Islands	31	✗	-	-	16.0			
South Ayrshire	4	✓	-	-	40.6			
South Lanarkshire	5	✓	-	-	40.1			
Stirling	2	✓	-	-	46.2			
West Dunbartonshire	10		-	-	37.6			
West Lothian	21		-	-	31.7			
			Scotland					
			-	-	35.8			

Ranked performance	01/02	02/03	03/04
Highest ranked performance	-	-	49.0
Upper quartile	-	-	37.9
Median	-	-	35.2
Lower quartile	-	-	29.3
Lowest ranked performance	-	-	15.3

Data features	Symbol	01/02	02/03	03/04
PI not applicable	(-)	32	32	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2001/02	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Notes

An underlined PI measurement indicates unreliable data.

Council tax collection – the gross cost of collecting council tax per dwelling (£)

This indicator shows the average cost per dwelling of collecting council tax. It excludes costs associated with the collection of non-domestic rates and residual community charge.

Points to bear in mind

The cost of collection may be affected by:

- the ability and willingness of taxpayers to pay
- the level of enforcement action taken by the council to recover tax due to it
- how efficient the council is at collecting the tax
- the allocation of overhead costs to this function, which may vary among councils.

The cost includes the net cost of collecting water and sewerage charges on behalf of the water authorities and, therefore, any profit or loss on collecting water and sewerage charges will affect this indicator.

The Commission's report, '*Council tax collection*', published in February 1998, recommended that the priority for most councils should be to increase collection levels, before considering reducing costs.

Corporate management

Council tax - the gross cost of collecting council tax per dwelling (£)

Group A - Rural councils		PI measurement			Better ✓ or worse ✗ since 01/02		
		01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeenshire		-	14.41	14.43			
Angus		-	13.48	16.14			
Argyll & Bute		-	16.10	17.74			
Dumfries & Galloway		-	9.35	9.84			
East Lothian		-	12.28	12.22			
Eilean Siar		-	22.62	26.14			
Highland		-	15.84	19.74			
Moray		-	12.20	13.25			
Orkney Islands		-	16.87	16.71			
Perth & Kinross		-	13.84	20.79			
Scottish Borders		-	9.19	8.54			
Shetland Islands		-	19.79	21.69			
		Scotland					
		-	13.53	14.11			

Count of councils showing significant change since 2001/02	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Data features for this Group	Symbol	01/02	02/03	03/04
PI not applicable	(-)	12	0	0
No service	(NS)	0	0	0

Unreliable/Unreported Data in 2003/04

Council		01/02	02/03	03/04
Midlothian		-	<u>13.23</u>	<u>11.04</u>

Notes

An underlined PI measurement indicates unreliable data.
 Family groups were defined in consultation with councils and professional bodies.
 All Scotland figures above cover all councils rather than those in the group.

Corporate management

Council tax - the gross cost of collecting council tax per dwelling (£)

Group B - Mixed councils		PI measurement			Better ✓ or worse ✗ since 01/02		
		01/02	02/03	03/04	5-9%	10-14%	>15%
Clackmannanshire		-	15.61	15.26			
East Ayrshire		-	14.55	15.32			
East Dunbartonshire		-	7.81	7.13			
East Renfrewshire		-	10.07	10.38			
Falkirk		-	7.36	7.62			
Fife		-	11.41	11.85			
North Ayrshire		-	16.04	20.32			
South Ayrshire		-	11.16	12.28			
Stirling		-	11.85	11.43			
West Lothian		-	7.32	8.41			
		Scotland					
		-	13.53	14.11			

Count of councils showing significant change since 2001/02	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Data features for this Group	Symbol	01/02	02/03	03/04
PI not applicable	(-)	10	0	0
No service	(NS)	0	0	0

Notes

An underlined PI measurement indicates unreliable data.

Family groups were defined in consultation with councils and professional bodies.

All Scotland figures above cover all councils rather than those in the group.

Corporate management

Council tax - the gross cost of collecting council tax per dwelling (£)

Group C - Urban councils		PI measurement			Better ✓ or worse ✗ since 01/02		
		01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City		-	11.26	13.31			
Dundee City		-	22.89	23.48			
City of Edinburgh		-	12.08	13.26			
Glasgow City		-	15.47	15.37			
Inverclyde		-	16.16	16.41			
North Lanarkshire		-	12.59	13.26			
Renfrewshire		-	12.82	12.72			
South Lanarkshire		-	14.79	12.13			
West Dunbartonshire		-	27.91	15.79			
		Scotland					
		-	13.53	14.11			

Count of councils showing significant change since 2001/02	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Data features for this Group	Symbol	01/02	02/03	03/04
PI not applicable	(-)	9	0	0
No service	(NS)	0	0	0

Notes

An underlined PI measurement indicates unreliable data.

Family groups were defined in consultation with councils and professional bodies.

All Scotland figures above cover all councils rather than those in the group.

Corporate management

Council tax collection – the percentage of council tax income for the year that was collected in the year

This indicator shows the proportion of the council tax (net of council tax benefit) due in the financial year that was collected by 31 March at the end of the year. This is a measure of how effective councils are at collecting the council tax due to them.

Points to bear in mind

The variation in collection levels of council tax between councils can be explained in part by factors such as social deprivation and population density that are mainly outwith their control. However, other factors such as the accuracy of the records and the speed with which recovery procedures are initiated are directly within councils' control.

Much of the tax uncollected by the end of the financial year will be collected in later years because councils continue to pursue debts. However, early collection reduces a council's borrowing and increases the amount ultimately collected.

Corporate management

Council tax - the percentage of council tax income for the year that was collected in the year

Group A - Rural councils		PI measurement			Better ✓ or worse ✗ since 01/02		
		01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeenshire		93.8	94.0	94.0			
Angus		94.5	94.7	95.0			
Argyll & Bute		92.5	93.0	94.0			
Dumfries & Galloway		94.2	94.0	94.1			
East Lothian		94.2	94.5	95.3			
Eilean Siar		88.9	91.1	92.0			
Highland		92.2	92.6	93.5			
Midlothian		92.9	93.1	93.9			
Moray		92.7	92.7	94.9			
Orkney Islands		97.3	97.7	97.8			
Perth & Kinross		94.1	95.0	95.3			
Scottish Borders		96.3	96.0	95.6			
Shetland Islands		95.8	96.1	95.9			
		Scotland					
		90.6	91.4	91.7			

Count of councils showing significant change since 2001/02	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Data features for this Group	Symbol	01/02	02/03	03/04
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Notes

An underlined PI measurement indicates unreliable data.
 Family groups were defined in consultation with councils and professional bodies.
 All Scotland figures above cover all councils rather than those in the group.

The following councils were ranked 25th or below in 2001/02:

Eilean Siar

The following councils did not make any material improvement in their performance by 2003/04:

Eilean Siar

Corporate management

Council tax - the percentage of council tax income for the year that was collected in the year

Group B - Mixed councils		PI measurement			Better ✓ or worse ✗ since 01/02		
		01/02	02/03	03/04	5-9%	10-14%	>15%
Clackmannanshire		89.7	90.2	91.2			
East Ayrshire		86.4	88.3	90.1			
East Dunbartonshire		92.9	93.6	94.1			
East Renfrewshire		94.5	95.2	95.4			
Falkirk		93.8	94.0	94.6			
Fife		90.9	91.9	93.0			
North Ayrshire		89.5	89.9	89.8			
South Ayrshire		93.9	94.0	94.3			
Stirling		95.0	95.8	96.4			
West Lothian		91.4	92.3	92.7			
		Scotland					
		90.6	91.4	91.7			

Count of councils showing significant change since 2001/02	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Data features for this Group	Symbol	01/02	02/03	03/04
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Notes

An underlined PI measurement indicates unreliable data.
 Family groups were defined in consultation with councils and professional bodies.
 All Scotland figures above cover all councils rather than those in the group.

The following councils were ranked 25th or below in 2001/02:

Clackmannanshire
 East Ayrshire
 North Ayrshire

The following councils did not make any material improvement in their performance by 2003/04:

Clackmannanshire
 East Ayrshire
 North Ayrshire

Corporate management

Council tax - the percentage of council tax income for the year that was collected in the year

Group C - Urban councils		PI measurement			Better ✓ or worse ✗ since 01/02		
		01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City		89.8	90.1	90.2			
Dundee City		85.0	85.7	86.2			
City of Edinburgh		90.3	90.7	87.6			
Glasgow City		81.5	83.7	85.1			
Inverclyde		87.0	88.0	89.4			
North Lanarkshire		90.8	92.2	93.2			
Renfrewshire		93.0	93.5	93.9			
South Lanarkshire		93.2	93.5	93.9			
West Dunbartonshire		84.5	87.0	87.5			
		Scotland					
		90.6	91.4	91.7			

Count of councils showing significant change since 2001/02	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Data features for this Group	Symbol	01/02	02/03	03/04
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Notes

An underlined PI measurement indicates unreliable data.
 Family groups were defined in consultation with councils and professional bodies.
 All Scotland figures above cover all councils rather than those in the group.

The following councils were ranked 25th or below in 2001/02:

Dundee City
 Glasgow City
 Inverclyde
 West Dunbartonshire

The following councils did not make any material improvement in their performance by 2003/04:

Dundee City
 Glasgow City
 Inverclyde
 West Dunbartonshire

Corporate management

Non-domestic rates - percentage of income due from non-domestic rates that was received by the end of the year

This indicator shows the proportion of the non-domestic rates due in the financial year that was collected by 31 March at the end of the year. This is a measure of how effective councils are at collecting the non-domestic rates due to them.

Points to bear in mind

Much of the tax uncollected by the end of the financial year will be collected in later years because councils continue to pursue debts.

Corporate management

Non-domestic rates - percentage of income due from non-domestic rates that was received by the end of the year

Council	Rank in 03/04		PI measurement			Better ✓ or worse ✗ since 01/02		
	1-32	✓1-8 ✗ 25-32	01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City	12		-	96.0	97.4			
Aberdeenshire	8	✓	-	97.6	97.9			
Angus	7	✓	-	96.6	98.1			
Argyll & Bute	14		-	96.9	97.0			
Clackmannanshire	30	✗	-	89.4	93.3			
Dumfries & Galloway	3	✓	-	97.5	98.3			
Dundee City	19		-	96.2	95.9			
East Ayrshire	24		-	89.5	94.6			
East Dunbartonshire	28	✗	-	92.6	93.5			
East Lothian	5	✓	-	98.5	98.2			
East Renfrewshire	21		-	92.9	95.2			
City of Edinburgh	26	✗	-	97.3	94.2			
Eilean Siar	16		-	96.4	96.7			
Falkirk	13		-	97.4	97.1			
Fife	18		-	96.2	96.1			
Glasgow City	27	✗	-	93.6	94.0			
Highland	15		-	96.4	96.9			
Inverclyde	31	✗	-	91.9	92.9			
Midlothian	32	✗	-	96.3	89.8			
Moray	2	✓	-	97.6	98.4			
North Ayrshire	28	✗	-	95.6	93.5			
North Lanarkshire	22		-	94.5	94.7			
Orkney Islands	1	✓	-	99.4	100.0			
Perth & Kinross	10		-	97.5	97.6			
Renfrewshire	17		-	94.7	96.6			
Scottish Borders	10		-	97.3	97.6			
Shetland Islands	3	✓	-	98.4	98.3			
South Ayrshire	20		-	94.8	95.5			
South Lanarkshire	22		-	93.7	94.7			
Stirling	9		-	95.5	97.7			
West Dunbartonshire	25	✗	-	91.2	94.5			
West Lothian	5	✓	-	98.2	98.2			
			Scotland					
			-	95.6	95.6			

Ranked performance	01/02	02/03	03/04
Highest ranked performance	-	99.4	100.0
Upper quartile	-	97.4	97.8
Median	-	96.3	96.7
Lower quartile	-	94.3	94.6
Lowest ranked performance	-	89.4	89.8

Data features	Symbol	01/02	02/03	03/04
PI not applicable	(-)	32	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2001/02		
Improvement		
5-9%	-	
10-14%	-	
>15%	-	
Decline		
5-9%	-	
10-14%	-	
>15%	-	

Notes

An underlined PI measurement indicates unreliable data.

Corporate management

Invoice payment - the percentage of invoices paid within 30 days

This indicator shows the percentage of invoices paid by councils within 30 calendar days. Thirty calendar days reflects the normal credit term period in accordance with the Late Payments of Commercial Debts (Interests) Act 1998.

The Late Payments of Commercial Debts (Interests) Act 1998 recognises a general payment period of 30 days unless other terms are mutually agreed. The indicator excludes any standard period for payment of greater than 30 days imposed by the council.

Points to bear in mind

Councils' policies or approaches towards the payment of invoices, which include immediate payment to local suppliers or payment in accordance with agreed credit terms, will affect this indicator.

Some invoices will not be paid within the 30 days because they are disputed.

Corporate management

Invoice payment - the percentage of invoices paid within 30 days

Council	Rank in 03/04		PI measurement			Better ✓ or worse ✗ since 01/02		
	1-32	✓1-8 ✗ 25-32	01/02	02/03	03/04	5-9%	10-14%	>15%
Aberdeen City	2	✓	-	-	92.8			
Aberdeenshire	7	✓	-	-	88.0			
Angus	16		-	-	83.5			
Argyll & Bute	11		-	-	86.5			
Clackmannanshire	24		-	-	78.5			
Dumfries & Galloway	5	✓	-	-	89.0			
Dundee City	1	✓	-	-	95.8			
East Ayrshire	15		-	-	83.6			
East Dunbartonshire	28	✗	-	-	76.0			
East Lothian	18		-	-	82.3			
East Renfrewshire	23		-	-	79.3			
City of Edinburgh	26	✗	-	-	77.5			
Eilean Siar	27	✗	-	-	77.0			
Falkirk	21		-	-	80.7			
Fife	31	✗	-	-	71.0			
Glasgow City	10		-	-	86.6			
Highland	5	✓	-	-	89.0			
Inverclyde	32	✗	-	-	64.6			
Midlothian	29	✗	-	-	74.9			
Moray	12		-	-	85.6			
North Ayrshire	14		-	-	84.8			
North Lanarkshire	25	✗	-	-	77.6			
Orkney Islands	22		-	-	80.0			
Perth & Kinross	3	✓	-	-	90.9			
Renfrewshire	8	✓	-	-	87.5			
Scottish Borders	30	✗	-	-	72.1			
Shetland Islands	20		-	-	81.6			
South Ayrshire	17		-	-	82.4			
South Lanarkshire	13		-	-	84.9			
Stirling	9		-	-	87.0			
West Dunbartonshire	19		-	-	82.0			
West Lothian	4	✓	-	-	90.7			
			Scotland					
			-	-	82.9			

Ranked performance	01/02	02/03	03/04
Highest ranked performance	-	-	95.8
Upper quartile	-	-	87.1
Median	-	-	83.0
Lower quartile	-	-	78.3
Lowest ranked performance	-	-	64.6

Data features	Symbol	01/02	02/03	03/04
PI not applicable	(-)	32	32	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2001/02	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Notes

An underlined PI measurement indicates unreliable data.