

Corporate management

Sickness absence – the percentage of working days lost through sickness absence for chief officers and other local government employees

As a result of the implementation of a 'single status' agreement most local government employees including professional, technical, administrative and manual employees are now employed on a common set of terms and conditions. This indicator shows lost time as a result of sickness absence for these employees and council chide officers.

'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-certified sickness, absence supported by a doctor's certificate, long-term sickness absence, and industrial injury.

Each period of work, for example, day shift, night shift, or hours worked by part-time employees count as a working day.

Points to bear in mind

The indicator does not include other 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 and local government employees

Council	Rank in 04/05		PI measurement			Better ✓ or worse ✗ since 02/03		
	1-32	✓1-8 ✗ 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	22		-	-	5.8			
Aberdeenshire	3	✓	-	-	4.5			
Angus	5	✓	-	-	4.7			
Argyll & Bute	9		-	-	5.1			
Clackmannanshire	15		-	-	5.4			
Dumfries & Galloway	9		-	-	5.1			
Dundee City	23		-	-	5.9			
East Ayrshire	25	✗	-	-	6.1			
East Dunbartonshire	18		-	-	5.7			
East Lothian	12		-	-	5.3			
East Renfrewshire	18		-	-	5.7			
City of Edinburgh	18		-	-	5.7			
Eilean Siar	1	✓	-	-	2.8			
Falkirk	28	✗	-	-	6.3			
Fife	25	✗	-	-	6.1			
Glasgow City	12		-	-	5.3			
Highland	6	✓	-	-	4.9			
Inverclyde	25	✗	-	-	6.1			
Midlothian	18		-	-	5.7			
Moray	6	✓	-	-	4.9			
North Ayrshire	17		-	-	5.6			
North Lanarkshire	30	✗	-	-	7.1			
Perth & Kinross	2	✓	-	-	3.8			
Renfrewshire	23		-	-	5.9			
Scottish Borders	11		-	-	5.2			
South Ayrshire	8	✓	-	-	5.0			
South Lanarkshire	3	✓	-	-	4.5			
Stirling	16		-	-	5.5			
West Dunbartonshire	29	✗	-	-	6.5			
West Lothian	12		-	-	5.3			
			Scotland					
			-	-	5.5			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	-	-	2.8
Upper quartile	-	-	5.0
Median	-	-	5.5
Lower quartile	-	-	5.9
Lowest ranked performance	-	-	7.1

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	30	30	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Unreliable/Unreported Data in 2004/05

Council	02/03	03/04	04/05
Orkney Islands	-	-	<u>5.0</u>
Shetland Islands	-	-	FTR

Reason for Unreliable Determination in 2004/05

Orkney Islands - There is no system in place to accurately record the number of available working days for part time employees.

Notes

An underlined PI measurement indicates unreliable data.

Corporate management

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

The indicator measures the extent of sickness absence within councils for crafts people (eg those involved in repairs to council housing). The terms and conditions of employment for this group of staff differ from those for other council employees.

'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-certified absence, absence supported by a doctor's certificate, long-term sickness absence, and industrial injury.

Points to bear in mind

The indicator does not include other 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 employees

Council	Rank in 04/05		PI measurement			Better ✓ or worse X since 02/03		
	1-32	✓1-8 X 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	17		-	-	6.2			
Aberdeenshire	1	✓	-	-	3.0			
Angus	10		-	-	4.7			
Argyll & Bute	20		-	-	6.5			
Clackmannanshire	11		-	-	4.8			
Dumfries & Galloway	2	✓	-	-	3.2			
Dundee City	25	X	-	-	7.5			
East Ayrshire	8	✓	-	-	4.5			
East Dunbartonshire	19		-	-	6.4			
East Lothian	13		-	-	5.4			
East Renfrewshire	20		-	-	6.5			
City of Edinburgh	27	X	-	-	8.0			
Eilean Siar	6	✓	-	-	4.3			
Falkirk	28	X	-	-	8.9			
Fife	25	X	-	-	7.5			
Glasgow City	5	✓	-	-	4.2			
Highland	17		-	-	6.2			
Inverclyde	29	X	-	-	9.7			
Midlothian	30	X	-	-	10.7			
Moray	3	✓	-	-	3.9			
North Ayrshire	24		-	-	7.1			
North Lanarkshire	15		-	-	5.7			
Perth & Kinross	6	✓	-	-	4.3			
Renfrewshire	16		-	-	5.9			
Scottish Borders	12		-	-	5.2			
South Ayrshire	4	✓	-	-	4.1			
South Lanarkshire	23		-	-	6.8			
Stirling	14		-	-	5.6			
West Dunbartonshire	22		-	-	6.6			
West Lothian	9		-	-	4.6			
			Scotland					
			-	-	5.9			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	-	-	3.0
Upper quartile	-	-	4.5
Median	-	-	5.8
Lower quartile	-	-	6.8
Lowest ranked performance	-	-	10.7

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	30	30	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Unreliable/Unreported Data in 2004/05

Council	02/03	03/04	04/05
Orkney Islands	-	-	<u>0.0</u>
Shetland Islands	-	-	FTR

Reason for Unreliable Determination in 2004/05

Orkney Islands - There is no system in place to accurately record the number of available working days for part time employees.

Notes

An underlined PI measurement indicates unreliable data.

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-certified absence, absence supported by a doctor's certificate, long-term sickness absence, and industrial injury.

Points to bear in mind

The indicator does not include other 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 04/05		PI measurement			Better ✓ or worse X since 02/03		
	1-32	✓1-8 X 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	27	X	3.8	3.8	4.3		X	
Aberdeenshire	15		3.0	3.3	3.6			X
Angus	17		4.4	3.6	3.8		✓	
Argyll & Bute	11		4.6	4.4	3.5			✓
Clackmannanshire	31	X	7.0	5.2	6.0		✓	
Dumfries & Galloway	30	X	4.0	4.1	5.1			X
Dundee City	29	X	5.0	5.1	5.0			
East Ayrshire	5	✓	3.3	3.8	3.3			
East Dunbartonshire	11		4.2	3.5	3.5			✓
East Lothian	16		4.8	5.0	3.7			✓
East Renfrewshire	2	✓	3.1	3.4	3.0			
City of Edinburgh	1	✓	2.6	2.9	2.9		X	
Eilean Siar	5	✓	<u>4.2</u>	2.9	3.3			
Falkirk	3	✓	3.7	3.4	3.2		✓	
Fife	22		4.8	4.2	4.0			✓
Glasgow City	8	✓	3.7	3.1	3.4	✓		
Highland	8	✓	2.7	<u>2.9</u>	3.4			X
Inverclyde	17		5.0	3.9	3.8			✓
Midlothian	11		4.0	4.0	3.5		✓	
Moray	27	X	3.3	3.5	4.3			X
North Ayrshire	24		3.8	4.4	4.1	X		
North Lanarkshire	22		5.0	5.0	4.0			✓
Perth & Kinross	25	X	4.3	4.7	4.2			
Renfrewshire	19		3.9	3.9	3.9			
Scottish Borders	5	✓	3.8	3.2	3.3		✓	
Shetland Islands	3	✓	3.0	3.7	3.2	X		
South Ayrshire	25	X	4.3	4.2	4.2			
South Lanarkshire	8	✓	4.0	3.7	3.4			✓
Stirling	19		4.7	4.0	3.9			✓
West Dunbartonshire	19		4.2	4.2	3.9	✓		
West Lothian	11		4.1	3.9	3.5		✓	
			Scotland					
			3.9	3.8	3.7			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	2.6	2.9	2.9
Upper quartile	3.7	3.5	3.4
Median	4.0	3.9	3.7
Lower quartile	4.5	4.2	4.1
Lowest ranked performance	7.0	5.2	6.0

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	2
10-14%	6
>15%	8
Decline	
5-9%	2
10-14%	2
>15%	4

Unreliable/Unreported Data in 2004/05

Council	02/03	03/04	04/05
Orkney Islands	3.4	<u>3.1</u>	<u>2.4</u>

Reason for Unreliable Determination in 2004/05

Orkney Islands - There is no system in place to accurately record the number of available working days for part time employees.

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 2002/03:

Clackmannanshire
Dundee City
East Lothian
Fife
Inverclyde
North Lanarkshire
Stirling

The following councils did not make any material improvement in their performance by 2004/05:

Dundee City

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 04/05		PI measurement			Better ✓ or worse ✗ since 02/03		
	1-32	✓1-8 ✗ 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	12		-	21.3	24.6			
Aberdeenshire	9		-	<u>17.3</u>	21.1			
Angus	8	✓	-	18.1	20.8			
Argyll & Bute	13		-	17.0	24.8			
Clackmannanshire	1	✓	-	24.8	0.8			
Dumfries & Galloway	10		-	20.4	22.6			
Dundee City	22		-	40.4	37.7			
East Ayrshire	14		-	35.3	25.0			
East Dunbartonshire	23		-	0.4	39.5			
East Lothian	27	✗	-	30.6	46.3			
East Renfrewshire	25	✗	-	37.6	41.0			
City of Edinburgh	15		-	21.0	25.9			
Eilean Siar	4	✓	-	0.0	13.0			
Falkirk	21		-	38.5	36.5			
Fife	31	✗	-	57.2	58.4			
Glasgow City	26	✗	-	45.1	43.4			
Highland	3	✓	-	8.9	11.6			
Inverclyde	20		-	38.0	36.4			
Midlothian	11		-	24.0	23.8			
Moray	6	✓	-	13.7	16.4			
North Ayrshire	16		-	27.2	26.9			
North Lanarkshire	19		-	36.1	34.7			
Orkney Islands	7	✓	-	16.7	18.6			
Perth & Kinross	5	✓	-	7.6	13.4			
Renfrewshire	18		-	33.7	34.3			
Scottish Borders	17		-	27.5	27.2			
Shetland Islands	2	✓	-	11.9	4.1			
South Ayrshire	29	✗	-	45.0	49.4			
South Lanarkshire	28	✗	-	38.0	47.5			
Stirling	32	✗	-	44.6	60.7			
West Dunbartonshire	30	✗	-	41.0	50.0			
West Lothian	24		-	45.6	39.7			
			Scotland					
			-	32.1	34.0			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	-	0.0	0.8
Upper quartile	-	17.2	21.0
Median	-	27.4	27.1
Lower quartile	-	38.1	40.0
Lowest ranked performance	-	57.2	60.7

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	32	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Notes

An underlined PI measurement indicates unreliable data.

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 04/05		PI measurement			Better ✓ or worse ✗ since 02/03		
	1-32	✓1-8 ✗ 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	15		-	28.8	29.2			
Aberdeenshire	9		-	26.2	31.8			
Angus	28	✗	-	7.0	22.7			
Argyll & Bute	19		-	27.3	26.8			
Clackmannanshire	23		-	22.0	25.0			
Dumfries & Galloway	30	✗	-	22.5	17.4			
Dundee City	26	✗	-	20.6	23.6			
East Ayrshire	27	✗	-	17.2	23.3			
East Dunbartonshire	10		-	34.7	31.6			
East Lothian	5	✓	-	31.7	35.8			
East Renfrewshire	3	✓	-	37.2	38.2			
City of Edinburgh	11		-	30.7	30.8			
Eilean Siar	29	✗	-	20.6	18.8			
Falkirk	2	✓	-	32.4	40.1			
Fife	13		-	27.2	29.5			
Glasgow City	7	✓	-	27.0	32.4			
Highland	21		-	18.7	25.5			
Inverclyde	17		-	27.8	28.4			
Midlothian	25	✗	-	27.5	23.9			
Moray	12		-	23.8	29.6			
North Ayrshire	14		-	25.0	29.4			
North Lanarkshire	18		-	29.0	27.7			
Orkney Islands	32	✗	-	11.5	12.5			
Perth & Kinross	19		-	32.9	26.8			
Renfrewshire	22		-	24.5	25.4			
Scottish Borders	4	✓	-	24.2	36.0			
Shetland Islands	31	✗	-	7.5	13.6			
South Ayrshire	24		-	35.4	24.1			
South Lanarkshire	8	✓	-	36.5	32.2			
Stirling	1	✓	-	39.4	51.4			
West Dunbartonshire	6	✓	-	34.0	34.2			
West Lothian	15		-	31.7	29.2			
			Scotland					
			-	27.6	29.6			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	-	39.4	51.4
Upper quartile	-	31.9	31.9
Median	-	27.3	28.8
Lower quartile	-	22.4	24.1
Lowest ranked performance	-	7.0	12.5

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	32	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2002/03	
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 04/05		PI measurement			Better ✓ or worse ✗ since 02/03		
	1-32	✓1-8 ✗ 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	10		-	37.6	38.8			
Aberdeenshire	2	✓	-	44.5	42.5			
Angus	28	✗	-	16.8	22.7			
Argyll & Bute	22		-	27.9	32.3			
Clackmannanshire	18		-	35.9	33.8			
Dumfries & Galloway	20		-	31.6	33.2			
Dundee City	30	✗	-	23.3	20.8			
East Ayrshire	13		-	33.3	37.2			
East Dunbartonshire	27	✗	-	25.0	24.6			
East Lothian	12		-	38.6	38.1			
East Renfrewshire	11		-	37.8	38.4			
City of Edinburgh	5	✓	-	38.3	40.4			
Eilean Siar	31	✗	-	21.2	20.0			
Falkirk	9		-	36.6	39.0			
Fife	8	✓	-	36.5	39.2			
Glasgow City	5	✓	-	35.7	40.4			
Highland	16		-	29.7	34.7			
Inverclyde	4	✓	-	38.6	41.3			
Midlothian	26	✗	-	34.7	29.9			
Moray	25	✗	-	27.8	30.3			
North Ayrshire	24		-	34.2	30.8			
North Lanarkshire	15		-	36.3	35.1			
Orkney Islands	32	✗	-	15.3	18.3			
Perth & Kinross	19		-	33.5	33.5			
Renfrewshire	21		-	29.7	32.9			
Scottish Borders	17		-	27.0	34.3			
Shetland Islands	29	✗	-	16.0	21.0			
South Ayrshire	22		-	40.6	32.3			
South Lanarkshire	5	✓	-	40.1	40.4			
Stirling	1	✓	-	46.2	43.2			
West Dunbartonshire	3	✓	-	37.6	42.3			
West Lothian	13		-	31.7	37.2			
			Scotland					
			-	35.0	36.6			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	-	46.2	43.2
Upper quartile	-	37.7	39.1
Median	-	34.5	34.5
Lower quartile	-	27.9	30.7
Lowest ranked performance	-	15.3	18.3

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	32	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Notes

An underlined PI measurement indicates unreliable data.

Public access - percentage of public service buildings that are suitable and accessible to disabled people

The indicator reflects the extent to which councils have been successful in meeting the requirement of Part 3 of the Disability Discrimination Act 1995 (the Act) to facilitate access to their buildings for disabled people for the purpose of service delivery. It does not cover access to buildings for disabled staff.

The Act defines disability as a physical or mental impairment that has a substantial or long-term adverse effect on a person's ability to carry out normal day-to-day activities.

'Suitable for and accessible to' means that:

- practices, policies or procedures make it possible and reasonably practical for disabled people to use a service
- auxiliary aids or services are provided which would enable or make it easier for disabled people to use a service.

Buildings considered suitable for and accessible to disabled people are those that have been subjected to an accessibility audit or an equivalent assessment covering all aspects of the needs of the disabled person. Unless specifically exempted under the Building Standards Amendment (Scotland) Regulations 2001 (the Regulations) the term 'disabled person' always includes a provision for wheelchair users.

In accordance with the Regulations standards of building access (ie to the entrance from the public road or car parking area) and egress must also be sufficient for the needs of disabled people.

Where toilet facilities are provided, facilities for disabled people will normally be required.

Points to bear in mind

Councils will be assessing accessibility to services in their buildings and making appropriate adaptations or alternative service delivery arrangements. The indicator is expected to show an improving trend over time as a higher proportion of the councils buildings are assessed and relevant adaptations are made.

Some councils may have a higher proportion of buildings that are subject to planning or physical restrictions as to what adaptations are possible.

Under the Act, the council is responsible for identifying any physical feature of its buildings, which make it impossible or unreasonably difficult for disabled people to make use of a service. If any such feature is identified, the council is responsible for taking reasonable action to:

- remove the feature
- alter it so that it no longer has that effect
- provide a reasonable means of avoiding the feature
- provide a reasonable alternative method of making the service available to disabled people

Therefore, councils may also have in place other strategies, including the use of electronic service delivery (e-services), to provide access to services for those who require them in their home or at other locations.

There may be some variation in the way councils assess the accessibility of their buildings but it is for each council to be able to demonstrate that it complies with the requirements of the Act.

Corporate management

Public access - percentage of public service buildings that are suitable and accessible to disabled people

Council	Rank in 04/05		PI measurement			Better ✓ or worse ✗ since 02/03		
	1-32	✓1-8 ✗ 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	21		-	-	25.4			
Aberdeenshire	18		-	-	28.3			
Angus	4	✓	-	-	72.9			
Argyll & Bute	9		-	-	60.2			
Clackmannanshire	7	✓	-	-	70.3			
Dumfries & Galloway	31	✗	-	-	1.5			
Dundee City	3	✓	-	-	74.7			
East Ayrshire	20		-	-	26.6			
East Lothian	11		-	-	54.2			
East Renfrewshire	10		-	-	56.0			
City of Edinburgh	5	✓	-	-	71.7			
Eilean Siar	28	✗	-	-	5.0			
Falkirk	14		-	-	48.1			
Fife	27	✗	-	-	7.4			
Glasgow City	24		-	-	13.9			
Highland	30	✗	-	-	3.4			
Inverclyde	26	✗	-	-	7.6			
Midlothian	16		-	-	44.7			
Moray	25	✗	-	-	11.1			
North Ayrshire	19		-	-	27.0			
North Lanarkshire	29	✗	-	-	4.7			
Orkney Islands	17		-	-	34.9			
Perth & Kinross	13		-	-	51.1			
Renfrewshire	8	✓	-	-	64.9			
Scottish Borders	2	✓	-	-	75.2			
Shetland Islands	12		-	-	53.9			
South Ayrshire	15		-	-	47.6			
South Lanarkshire	1	✓	-	-	79.2			
Stirling	6	✓	-	-	71.3			
West Dunbartonshire	23		-	-	20.8			
West Lothian	22		-	-	21.7			
			Scotland					
			-	-	37.4			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	-	-	79.2
Upper quartile	-	-	62.6
Median	-	-	44.7
Lower quartile	-	-	17.4
Lowest ranked performance	-	-	1.5

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	31	31	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Unreliable/Unreported Data in 2004/05

Council	02/03	03/04	04/05
East Dunbartonshire	-	-	<u>38.2</u>

Reason for Unreliable Determination in 2004/05

East Dunbartonshire - It was not possible to verify the figures within the return due to lack of evidence.

Notes

An underlined PI measurement indicates unreliable data.

Council tax collection – the 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.

In 2004/05, the indicator changed to allow councils to net off intervention income. Intervention income is the warrant surcharge element of debt that has been collected by the council without having been passed to the Sheriff Officer and is credited to the Council's Revenue Account.

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 cost of collecting council tax per dwelling (£)

Group A - Rural councils		PI measurement			Better ✓ or worse ✗ since 02/03		
		02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeenshire		-	-	10.82			
Angus		-	-	12.46			
Argyll & Bute		-	-	13.68			
Dumfries & Galloway		-	-	12.38			
East Lothian		-	-	12.37			
Eilean Siar		-	-	24.99			
Highland		-	-	17.68			
Midlothian		-	-	13.92			
Moray		-	-	14.94			
Orkney Islands		-	-	17.87			
Perth & Kinross		-	-	15.77			
Scottish Borders		-	-	10.17			
Shetland Islands		-	-	18.50			
		Group Average					
		-	-	13.96			
		Scotland					
		-	-	13.23			

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Data features for this Group	Symbol	02/03	03/04	04/05
PI not applicable	(-)	13	13	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 cost of collecting council tax per dwelling (£)

Group B - Mixed councils		PI measurement			Better ✓ or worse ✗ since 02/03		
		02/03	03/04	04/05	5-9%	10-14%	>15%
Clackmannanshire		-	-	14.21			
East Ayrshire		-	-	8.89			
East Dunbartonshire		-	-	6.81			
East Renfrewshire		-	-	11.66			
Falkirk		-	-	4.75			
Fife		-	-	11.74			
North Ayrshire		-	-	13.04			
South Ayrshire		-	-	10.46			
Stirling		-	-	11.02			
West Lothian		-	-	7.99			
		Group Average					
		-	-	10.00			
		Scotland					
		-	-	13.23			

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Data features for this Group	Symbol	02/03	03/04	04/05
PI not applicable	(-)	10	10	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 cost of collecting council tax per dwelling (£)

Group C - Urban councils		PI measurement			Better ✓ or worse ✗ since 02/03		
		02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City		-	-	13.47			
Dundee City		-	-	28.22			
City of Edinburgh		-	-	11.55			
Glasgow City		-	-	15.92			
Inverclyde		-	-	17.21			
North Lanarkshire		-	-	13.75			
Renfrewshire		-	-	13.18			
South Lanarkshire		-	-	11.84			
West Dunbartonshire		-	-	12.14			
		Group Average					
		-	-	14.56			
		Scotland					
		-	-	13.23			

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Data features for this Group	Symbol	02/03	03/04	04/05
PI not applicable	(-)	9	9	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 02/03		
	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeenshire	94.0	94.0	95.30			
Angus	94.7	95.0	95.60			
Argyll & Bute	93.0	94.0	95.50			
Dumfries & Galloway	94.0	94.1	94.60			
East Lothian	94.5	95.3	96.00			
Eilean Siar	91.1	92.0	92.60			
Highland	92.6	93.5	94.10			
Midlothian	93.1	93.9	94.20			
Moray	92.7	94.9	95.60			
Orkney Islands	97.7	97.8	97.30			
Perth & Kinross	95.0	95.3	96.10			
Scottish Borders	96.0	95.6	96.60			
Shetland Islands	96.1	95.9	96.10			

Group Average		
94.0	94.5	95.3
Scotland		
91.4	91.7	92.7

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Data features for this Group	Symbol	02/03	03/04	04/05
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.

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 X since 02/03		
	02/03	03/04	04/05	5-9%	10-14%	>15%
Clackmannanshire	90.2	91.2	91.30			
East Ayrshire	88.3	90.1	91.30			
East Dunbartonshire	93.6	94.1	94.70			
East Renfrewshire	95.2	95.4	95.40			
Falkirk	94.0	94.6	95.20			
Fife	91.9	93.0	93.90			
North Ayrshire	89.9	89.8	91.70			
South Ayrshire	94.0	94.3	94.50			
Stirling	95.8	96.4	96.40			
West Lothian	92.3	92.7	93.00			
Group Average						
	92.6	93.2	93.9			
Scotland						
	91.4	91.7	92.7			

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Data features for this Group	Symbol	02/03	03/04	04/05
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.

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

The following councils were ranked 25th or below in 2002/03:

Clackmannanshire
 East Ayrshire
 North Ayrshire

The following councils did not make any material improvement in their performance by 2004/05:

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 02/03		
		02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City		90.1	90.2	91.50			
Dundee City		85.7	86.2	87.10			
City of Edinburgh		90.7	87.6	90.40			
Glasgow City		83.7	85.1	85.60			
Inverclyde		88.0	89.4	90.70			
North Lanarkshire		92.2	93.2	93.60			
Renfrewshire		93.5	93.9	94.20			
South Lanarkshire		93.5	93.9	94.60			
West Dunbartonshire		87.0	87.5	89.40			
		Group Average					
		89.2	89.1	90.4			
		Scotland					
		91.4	91.7	92.7			

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Data features for this Group	Symbol	02/03	03/04	04/05
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.

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

The following councils were ranked 25th or below in 2002/03:

Aberdeen City
 Dundee City
 Glasgow City
 Inverclyde
 West Dunbartonshire

The following councils did not make any material improvement in their performance by 2004/05:

Aberdeen City
 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 04/05		PI measurement			Better ✓ or worse ✗ since 02/03		
	1-32	✓1-8 ✗ 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	12		96.0	97.4	97.1			
Aberdeenshire	13		97.6	97.9	96.9			
Angus	3	✓	96.6	98.1	98.3			
Argyll & Bute	15		96.9	97.0	96.7			
Clackmannanshire	22		89.4	93.3	96.0	✓		
Dumfries & Galloway	7	✓	97.5	98.3	98.0			
Dundee City	19		96.2	95.9	96.4			
East Ayrshire	31	✗	89.5	94.6	93.4			
East Dunbartonshire	16		92.6	93.5	96.6			
East Lothian	8	✓	98.5	98.2	97.8			
East Renfrewshire	27	✗	92.9	95.2	95.3			
City of Edinburgh	16		97.3	94.2	96.6			
Eilean Siar	6	✓	96.4	96.7	98.1			
Falkirk	11		97.4	97.1	97.5			
Fife	20		96.2	96.1	96.1			
Glasgow City	29	✗	93.6	94.0	94.4			
Highland	22		96.4	96.9	96.0			
Inverclyde	30	✗	91.9	92.9	94.3			
Midlothian	13		96.3	89.8	96.9			
Moray	2	✓	97.6	98.4	98.5			
North Ayrshire	25	✗	95.6	93.5	95.7			
North Lanarkshire	24		94.5	94.7	95.8			
Orkney Islands	1	✓	99.4	100.0	98.8			
Perth & Kinross	9		97.5	97.6	97.7			
Renfrewshire	16		94.7	96.6	96.6			
Scottish Borders	5	✓	97.3	97.6	98.2			
Shetland Islands	20		98.4	98.3	96.1			
South Ayrshire	26	✗	94.8	95.5	95.6			
South Lanarkshire	28	✗	93.7	94.7	95.1			
Stirling	9		95.5	97.7	97.7			
West Dunbartonshire	32	✗	91.2	94.5	92.9			
West Lothian	3	✓	98.2	98.2	98.3			
			Scotland					
			95.6	95.6	96.2			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	99.4	100.0	98.8
Upper quartile	97.4	97.8	97.7
Median	96.3	96.7	96.6
Lower quartile	94.3	94.6	95.8
Lowest ranked performance	89.4	89.8	92.9

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	1
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Notes

An underlined PI measurement indicates unreliable data.

Corporate management

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

The following councils were ranked 25th or below in 2002/03:

Clackmannanshire
East Ayrshire
East Dunbartonshire
East Renfrewshire
Glasgow City
Inverclyde
South Lanarkshire
West Dunbartonshire

The following councils did not make any material improvement in their performance by 2004/05:

East Ayrshire
East Dunbartonshire
East Renfrewshire
Glasgow City
Inverclyde
South Lanarkshire
West Dunbartonshire

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 04/05		PI measurement			Better ✓ or worse ✗ since 02/03		
	1-32	✓1-8 ✗ 25-32	02/03	03/04	04/05	5-9%	10-14%	>15%
Aberdeen City	2	✓	-	92.8	92.4			
Aberdeenshire	9		-	88.0	87.8			
Angus	16		-	83.5	84.2			
Argyll & Bute	14		-	86.5	84.5			
Clackmannanshire	27	✗	-	78.5	75.9			
Dumfries & Galloway	4	✓	-	89.0	90.0			
Dundee City	1	✓	-	95.8	93.7			
East Ayrshire	14		-	83.6	84.5			
East Dunbartonshire	28	✗	-	76.0	75.0			
East Lothian	11		-	82.3	86.1			
East Renfrewshire	29	✗	-	79.3	74.2			
City of Edinburgh	24		-	77.5	78.9			
Eilean Siar	22		-	77.0	80.1			
Falkirk	12		-	80.7	86.0			
Fife	26	✗	-	71.0	76.0			
Glasgow City	10		-	86.6	87.5			
Highland	4	✓	-	89.0	90.0			
Inverclyde	32	✗	-	64.6	59.7			
Midlothian	30	✗	-	74.9	72.8			
Moray	18		-	85.6	84.0			
North Ayrshire	20		-	84.8	83.1			
North Lanarkshire	25	✗	-	77.6	78.1			
Orkney Islands	21		-	80.0	81.5			
Perth & Kinross	6	✓	-	90.9	88.8			
Renfrewshire	13		-	87.5	85.3			
Scottish Borders	31	✗	-	72.1	68.1			
Shetland Islands	17		-	81.6	84.1			
South Ayrshire	19		-	82.4	83.7			
South Lanarkshire	8	✓	-	84.9	88.0			
Stirling	7	✓	-	87.0	88.7			
West Dunbartonshire	23		-	82.0	79.5			
West Lothian	3	✓	-	90.7	90.9			
			Scotland					
			-	82.9	83.7			

Ranked performance	02/03	03/04	04/05
Highest ranked performance	-	95.8	93.7
Upper quartile	-	87.1	87.9
Median	-	83.0	84.2
Lower quartile	-	78.3	78.7
Lowest ranked performance	-	64.6	59.7

Data features	Symbol	02/03	03/04	04/05
PI not applicable	(-)	32	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2002/03	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Notes

An underlined PI measurement indicates unreliable data.