

## Scottish Borders 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 109,730
- number of households 53,548
- Grant Aided Expenditure for 2006/2007 (£'000) 199,329
- Band D Council Tax for 2006/2007 (£) 1,064

### Statutory Performance Indicators - summary information

The council's performance worsened by 5% or more on 20 measures, and improved by 5% or more on 18 measures.

	Measures that worsened by...			Measures that improved by...		
	>15%	10-14%	5-9%	5-9%	10-14%	>15%
<b>Scotland</b>	<b>7</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>12</b>
<b>Scottish Borders</b>	10	9	1	3	4	11

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 21, 24, 27, 40, 45, 47, 49, 50, 64, 66, 67 and 72. By 2005/06, they had not improved by at least 5% in the following indicators.

Indicator number	Indicator definition
<b>24</b>	Accuracy and security of processing - percentage of cases for which the calculation of benefit due was correct.
<b>45</b>	Invoice payment - the percentage of invoices paid within 30 days
<b>47</b>	Indoor facilities - the number of attendances per 1,000 population
<b>50</b>	Use of libraries – the number of borrowers as a percentage of the resident population
<b>67</b>	Consumer complaints - the percentage of complaints processed within 14 days of receipt

### 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The PMP audits have been superseded by a cyclical programme of Best Value and Community Planning audits.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.

### **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](http://www.audit-scotland.gov.uk)

### **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](http://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](http://www.bfi.gov.uk)
- In October 2005 the Social Work inspection Agency published its report '*No fears as long as we work together*', a follow-up joint inspection with the Mental Welfare Commission for Scotland of the council and NHS Borders, verifying implementation of their action plan for services for people with learning disabilities. More information is available at: [www.swia.gov.uk](http://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](http://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](http://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)**

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

More information on the work of the Ombudsman is available at [www.spsso.org.uk](http://www.spsso.org.uk)

## Statutory Performance Indicators – list of measures

### Scottish Borders

	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%
<b>Adult Social Work</b>									
1	Staff qualification – the percentage of care staff who are qualified, working in care homes for older people	22		-	-	30.9			
2	Staff qualification – the percentage of care staff who are qualified, working in care homes for other adults	NS		-	-	NS			
3	Privacy - percentage of residential care places occupied by older people that are in single rooms	15		86.3	84.5	90.7	✓		
4	Privacy - percentage of residential care places occupied by older people that have en-suite facilities	28	✗	51.3	53.2	51.1			
5	Privacy - percentage of residential places occupied by other adults that are in single rooms	25	✗	100.0	51.6	86.4		✗	
6	Privacy - percentage of residential places occupied by other adults that have en-suite facilities	30	✗	96.1	13.1	15.5			✗
7	Home care - total hours as a rate per 1,000 population aged 65+	20		596.7	431.4	401.0			✗
8	Home care - number of home care clients aged 65+ receiving personal care as a percentage of clients	7	✓	74.1	80.2	85.6			✓
9	Home care - number of home care clients aged 65+ receiving care in evenings/overnight as a percentage of clients	11		25.4	28.5	29.4			✓
10	Home care - number of home care clients aged 65+ receiving care at weekends as a percentage of clients	14		49.0	56.1	58.0			✓
11	Respite care - total overnight respite nights provided for older people aged 65+ per 1,000 population	27	✗	-	-	212.3			
12	Respite care - percentage of respite nights not in a care home aged 65+	12		-	-	2.2			
13	Respite care - total daytime respite hours provided for older people aged 65+ per 1,000 population	27	✗	-	-	57.8			
14	Respite care - percentage of daytime respite not in a day centre aged 65+	1	✓	-	-	100.0			
15	Respite care - total overnight respite nights provided for people aged 18-64 per 1,000 population	12		-	-	49.9			
16	Respite care - percentage of respite nights not in a care home aged 18-64	5	✓	-	-	45.5			
17	Respite care - total daytime respite hours provided for people aged 18-64 per 1,000 population	21		-	-	92.4			
18	Respite care - percentage of daytime respite not in a day centre aged 18-64	11		-	-	84.6			
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	9		81.2	86.7	92.1		✓	
21	Community service - the average hours per week taken to complete community service orders	16		2.8	2.8	3.2		✓	

## Scottish Borders

	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%
<b>Benefits Administration</b>									
22	Administration costs - the overall gross administration cost (£) per council tax or housing benefit application	25	✗	54.27	56.96	69.21			✗
23	New claims - the average time (days) taken to process new claims	8	✓	-	-	28.7			
24	Accuracy and security of processing - percentage of cases for which the calculation of benefit due was correct.	30	✗	92.4	87.5	94.0			
<b>Education &amp; Children's Services</b>									
25	Primary schools - the percentage of schools in which the ratio of pupils to available places is between 61% and 100%	8	✓	71.8	72.1	76.9	✓		
26	Secondary schools - the percentage of schools in which the ratio of pupils to available places is between 61% and 100%	1	✓	77.8	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	22		56.0	92.7	80.0			✓
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	28	✗	100.0	81.8	86.4		✗	
30	Privacy - percentage of residential places occupied by children that have en-suite facilities	4	✓	50.0	50.0	36.4			✗
31	Respite care - total overnight respite nights provided per 1,000 population	23		-	-	33.2			
32	Respite care - percentage of respite nights not in a care home	9		-	-	39.8			
33	Respite care - total daytime respite hours provided for children per 1,000 population	28	✗	-	-	79.8			
34	Respite care - percentage of daytime respite hours provided not in a day centre	24		-	-	52.1			
<b>Corporate Management</b>									
35	Sickness absence - the percentage of working days lost through sickness absence for chief officers and local government employees	8	✓	-	5.2	5.0			
36	Sickness absence - the percentage of working days lost through sickness absence for craft employees	11		-	5.2	5.2			
37	Sickness absence - the percentage of working days lost through sickness absence for teachers	4	✓	3.2	3.3	3.1			
38	Litigation claims - number of claims per 10,000 population	21		27.5	27.2	30.7		✗	
39	Equal opportunities policy - percentage of highest paid 2% of earners among council employees that are women	6	✓	24.2	36.0	36.5			✓
40	Equal opportunities policy - percentage of highest paid 5% of earners among council employees that are women	19		27.0	34.3	36.4			✓
41	Public access - percentage of public service buildings that are suitable and accessible to disabled people	1	✓	-	75.2	85.4			
42	Council tax - the cost of collecting council tax per dwelling (£) (see note 2)	22		-	10.17	14.33			
43	Council tax - the percentage of council tax income for the year that was collected in the year (see note 2)	3	✓	95.6	96.6	96.7			
44	Non-domestic rates - percentage of income due from non-domestic rates that was received by the end of the year	5	✓	97.6	98.2	98.3			
45	Invoice payment - the percentage of invoices paid within 30 days	32	✗	72.1	68.1	63.5		✗	

## Scottish Borders

	Measure	Rank in 05/06		PI measurement			Better ✓ or worse X since 03/04		
		1-32	✓1-8 X 25-32	03/04	04/05	05/06	5-9%	10-14%	>15%
<b>Cultural and Community Services</b>									
46	Sport and Leisure Management - the number of attendances per 1,000 population for all pools	11		4,556	4,654	4,033		X	
47	Indoor facilities - the number of attendances per 1,000 population	27	X	949	863	824		X	
48	Stock turnover – the percentage of the national target met for replenishing lending stock for adults	19		71.8	52.0	61.8		X	
49	Stock turnover – the percentage of the national target met for replenishing lending stock for children and teenagers	25	X	33.7	46.7	58.5			✓
50	Use of libraries – the number of borrowers as a percentage of the resident population	31	X	19.4	18.2	17.3		X	
51	Use of libraries – the average number of issues per borrower	13		27.9	26.4	27.0			
52	Learning centre and learning access points - number of users as a percentage of the resident population	17		5.9	9.4	9.1			✓
53	Learning centre and learning access points - number of time terminals are used per 1,000 population	15		668.0	802.0	825.4			✓
<b>Development Services</b>									
54	Processing time – the percentage of householder applications dealt with within two months	28	X	78.7	69.2	65.1			X
55	Processing time – the percentage of all applications dealt with within two months	30	X	62.5	53.4	47.9			X
<b>Housing</b>									
56	Tenancy changes - the percentage of rent loss due to voids	NS		NS	NS	NS			
57	Tenancy changes - the percentage of dwellings that were not low demand that were re-let within four weeks	NS		-	-	NS			
58	Tenancy changes - the average time to re-let houses that are not low demand	NS		-	-	NS			
59	Rent arrears - current tenant arrears as a percentage of the net amount of rent due in the year (see note 2)	NS		NS	NS	NS			
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)	NS		NS	NS	NS			
61	Council house sales - the percentage of sales completed within 26 weeks	NS		NS	NS	NS			
62	Homelessness - average time between presentation and completion of duty by the council for those cases assessed as homeless or potentially homeless	26	X	8.5	17.7	24.8			X
63	Homelessness - percentage of cases reassessed as homeless or potentially homeless within 12 months of previous case being completed	4	✓	0.7	4.0	1.9			X
<b>Protective Services</b>									
64	Food hygiene - the percentage of premises with a minimum inspection frequency of 12 months or less, that were inspected on time	21		85.1	93.7	95.5			✓
65	Noise complaints - the percentage of cases settled on first contact that were dealt with on day of receipt	1	✓	88.4	100.0	100.0			✓
66	Noise complaints - the percentage of cases needing further action, completed within 14 days of receipt	21		12.9	70.8	70.0			✓
67	Consumer complaints - the percentage of complaints processed within 14 days of receipt	31	X	70.9	60.3	49.4			X
68	Business advice requests - the percentage of requests dealt with within 14 days of receipt	15		97.1	97.8	96.2			
69	Inspection of trading premises - the percentage of premises in high and medium risk inspection level that were inspected on time	21		-	69.7	67.6			

## Scottish Borders

	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%
<b>Roads &amp; Lighting</b>									
70	Carriageway condition - percentage of network that should be considered for maintenance treatment	30	✗	48.0	47.1	50.8	✗		
71	Traffic light repairs - the percentage of repairs completed within 48 hours	27	✗	100.0	100.0	87.5	✗		
72	Street light repairs - the percentage of repairs completed within seven days	23		84.0	83.8	88.4	✓		
73	Road network restrictions - the percentage of council and private bridges assessed that failed to meet the European standard of 40 tonnes	4	✓	-	0.8	0.7			
<b>Waste Management</b>									
74	Refuse collection - the net cost per property (£) of refuse collection (see note 2)	20		-	51.32	60.15			
75	Refuse collection - the net cost per property (£) of refuse disposal (see note 2)	1	✓	-	31.98	33.50			
76	Refuse collection - the number of complaints per 1,000 households	20		6.4	5.9	31.1	✗		
77	Recycling - of the municipal waste collected by the authority, the percentage that was recycled	27	✗	-	7.9	16.0			
78	Cleanliness - overall cleanliness index achieved	15		-	68	70			
		✓1-8	18						
		✗ 25-32	20						

Data features	Symbol	03/04	04/05	05/06
No Service	(NS)	4	4	7
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	
<b>Improvement</b>	
5-9%	3
10-14%	4
>15%	11
<b>Decline</b>	
5-9%	1
10-14%	9
>15%	10