

North Lanarkshire 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 323,420
- number of households 145,077
- Grant Aided Expenditure for 2007/2008 (£'000) 578,040
- Band D Council Tax for 2007/2008 (£) 1,098

Statutory Performance Indicators - summary information

The council's performance worsened by 5% or more on 14 measures, and improved by 5% or more on 25 measures.

	Measures that worsened by...			Measures that improved by...		
	>15%	10-14%	5-9%	5-9%	10-14%	>15%
Scotland	7	3	4	5	4	11
North Lanarkshire	7	4	3	5	4	16

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

In 2004/05 this council had a ranking of 25 or below in indicators 3, 4, 5, 20, 25, 26, 32, 38, 41, 51, 52, 53 and 70. By 2006/07, they had not improved by at least 5% in the following indicators:

Indicator number	Indicator definition
25	Secondary schools - the percentage of schools in which the ratio of pupils to available places is between 61% and 100%
51	Use of libraries – the number of borrowers as a percentage of the resident population
52	Learning centre and learning access points - number of users as a percentage of the resident population
70	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The PMP audits have been superseded by a cyclical programme of Best Value and Community Planning audits.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 2006 to October 2007)

- 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

Inspectorates (April 2006 to October 2007)

- HM Inspectorate of Education did not undertake a QMiE inspection of the council's education service during this period. More information is available at: www.hmie.gov.uk
- The Benefit Fraud Inspectorate published a report in February 2007 following an inspection of the council. More information is available at www.bfi.gov.uk
- In April 2006 the Social Work Inspection Agency published a report on the Lanarkshire Grouping Criminal Justice Social Work Services. More information is available at: www.swia.gov.uk
- Communities Scotland completed an inspection of the council in August 2006. More information is available at: www.communitiesscotland.gov.uk
- The Food Standards Agency did not undertake an inspection of the council during this time period. More information is available at www.foodstandards.gov.uk

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

Scottish Public Services Ombudsman (April 2006 to October 2007)

During this period the SPSO published twelve reports against the council:

- partially upholding a complaint regarding a housing matter – July 2006
- upholding a complaint regarding a recreation & leisure matter – September 2006
- partially upholding a complaint regarding an education matter – January 2007
- partially upholding a complaint regarding an education matter – January 2007
- partially upholding a complaint regarding a finance matter – March 2007
- partially upholding a complaint regarding a housing matter – March 2007
- upholding a complaint regarding a housing matter – March 2007
- partially upholding a complaint regarding an education matter – May 2007
- partially upholding a complaint regarding housing tenancy rights – July 2007
- upholding a complaint regarding a policy / administration matter – July 2007
- partially upholding a complaint regarding a disposal of property matter – August 2007
- partially upholding a complaint regarding a housing matter – September 2007

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

Statutory Performance Indicators – list of measures

North Lanarkshire

	Measure	Rank in 06/07		PI measurement			Better ✓ or worse ✗ since 04/05		
		1-32	✓1-8 ✗ 25-32	04/05	05/06	06/07	5-9%	10-14%	>15%
Adult Social Work									
1	Staff qualification – the percentage of care staff who are qualified, working in care homes for older people	24		-	33.3	38.6			
2	Staff qualification – the percentage of care staff who are qualified, working in care homes for other adults	NS		-	33.3	NS			
3	Privacy - percentage of residential care places occupied by older people that are in single rooms	28	✗	75.5	80.2	84.3		✓	
4	Privacy - percentage of residential care places occupied by older people that have en-suite facilities	23		53.1	59.7	64.5			✓
5	Privacy - percentage of residential places occupied by other adults that are in single rooms	29	✗	76.9	79.5	84.0	✓		
6	Privacy - percentage of residential places occupied by other adults that have en-suite facilities	19		30.2	33.5	41.4			✓
7	Home care - total hours as a rate per 1,000 population aged 65+	8	✓	637.3	614.1	624.5			
8	Home care - number of home care clients aged 65+ receiving personal care as a percentage of clients	21		55.0	64.7	70.0			✓
9	Home care - number of home care clients aged 65+ receiving care in evenings/overnight as a percentage of clients	13		26.7	28.5	31.0			✓
10	Home care - number of home care clients aged 65+ receiving care at weekends as a percentage of clients	13		56.0	58.5	62.7		✓	
11	Respite care - total overnight respite nights provided for older people aged 65+ per 1,000 population	27	✗	-	536.2	214.2			
12	Respite care - percentage of respite nights not in a care home aged 65+	19		-	0.0	0.0			
13	Respite care - total daytime respite hours provided for older people aged 65+ per 1,000 population	13		-	3757.6	3350.8			
14	Respite care - percentage of daytime respite not in a day centre aged 65+	24		-	9.3	11.2			
15	Respite care - total overnight respite nights provided for people aged 18-64 per 1,000 population	14		-	50.1	41.2			
16	Respite care - percentage of respite nights not in a care home aged 18-64	22		-	1.7	0.6			
17	Respite care - total daytime respite hours provided for people aged 18-64 per 1,000 population	8	✓	-	971.3	860.5			
18	Respite care - percentage of daytime respite not in a day centre aged 18-64	24		-	13.0	19.3			
19	Social enquiry reports - the proportion of reports submitted by the social work department to the courts by the due date	12		98.5	96.1	99.2			
20	Probation - the proportion of new probationers seen by a supervising officer within one week	25	✗	31.5	37.1	55.4			✓
21	Community service - the average hours per week taken to complete community service orders	14		3.9	3.7	3.5		✗	
Benefits Administration									
22	Administration costs - the overall gross administration cost (£) per council tax or housing benefit application	2	✓	-	-	27.50			
23	New claims - the average time (days) taken to process new claims	2	✓	-	18.0	18.0			

North Lanarkshire

	Measure	Rank in 06/07		PI measurement			Better ✓ or worse ✗ since 04/05		
		1-32	✓1-8 ✗ 25-32	04/05	05/06	06/07	5-9%	10-14%	>15%
Education & Children's Services									
24	Primary schools - the percentage of schools in which the ratio of pupils to available places is between 61% and 100%	15		69.2	67.7	67.7			
25	Secondary schools - the percentage of schools in which the ratio of pupils to available places is between 61% and 100%	25	✗	65.4	65.4	64.0			
26	Supervision - percentage of children made subject to a supervision order that were seen by a supervising officer within 15 days	30	✗	32.4	46.2	55.6			✓
27	Staff qualification – the percentage of care staff in residential homes for children who are qualified	23		-	11.0	24.7			
28	Respite care - total overnight respite nights provided per 1,000 population	25	✗	-	33.2	32.7			
29	Respite care - percentage of respite nights not in a care home	28	✗	-	9.3	4.6			
30	Respite care - total daytime respite hours provided for children per 1,000 population	30	✗	-	311.2	198.1			
31	Respite care - percentage of daytime respite hours provided not in a day centre	1	✓	-	100.0	100.0			
Corporate Management									
32	Sickness absence - the percentage of working days lost through sickness absence for chief officers and local government employees	30	✗	7.1	6.8	6.5	✓		
33	Sickness absence - the percentage of working days lost through sickness absence for craft employees	28	✗	5.7	8.4	8.7			✗
34	Sickness absence - the percentage of working days lost through sickness absence for teachers	28	✗	4.0	4.3	4.5			✗
35	Litigation claims - number of claims per 10,000 population	14		34.7	28.4	30.1			✓
36	Equal opportunities policy - percentage of highest paid 2% of earners among council employees that are women	12		27.7	31.6	35.8			✓
37	Equal opportunities policy - percentage of highest paid 5% of earners among council employees that are women	14		35.1	38.7	41.8			✓
38	Public access - percentage of public service buildings that are suitable and accessible to disabled people	28	✗	4.7	12.9	17.3			✓
39	Council tax - the cost of collecting council tax per dwelling (£) (see note 2)	11		13.75	12.46	12.05			✓
40	Council tax - the percentage of council tax income for the year that was collected in the year (see note 2)	19		93.6	94.2	94.6			
41	Invoice payment - the percentage of invoices paid within 30 days	17		78.1	84.3	84.7	✓		
42	Asset management - proportion of GIA that is in satisfactory condition	19		-	-	46.6			
43	Asset management - percentage of operational buildings that are suitable for their current use	18		-	-	66.0			

North Lanarkshire

	Measure	Rank in 06/07		PI measurement			Better ✓ or worse ✗ since 04/05		
		1-32	✓1-8 ✗ 25-32	04/05	05/06	06/07	5-9%	10-14%	>15%
Cultural and Community Services									
44	Sport and Leisure Management - the number of attendances per 1,000 population for all pools	23		3,251	2,975	2,967			✗
45	Indoor facilities - the number of attendances per 1,000 population	19		4,708	4,788	4,083			✗
46	Museum services - the number of visits to/usages of council funded or part funded museums per 1,000 population	21		-	-	346			
47	Museum services - the number of visits to/usages of council funded or part funded museums that were in person per 1,000 population	17		-	-	338			
48	Stock turnover – the percentage of the national target met for replenishing lending stock for adults	23		74.5	65.7	51.6			✗
49	Stock turnover – the percentage of the national target met for replenishing lending stock for children and teenagers	20		72.3	45.9	50.4			✗
50	Use of libraries – the number of visits to libraries per 1,000 population	15		-	-	5247			
51	Use of libraries – the number of borrowers as a percentage of the resident population	27	✗	20.0	19.1	18.1			✗
52	Learning centre and learning access points - number of users as a percentage of the resident population	30	✗	5.1	5.4	5.2			
53	Learning centre and learning access points - number of time terminals are used per 1,000 population	28	✗	378.1	407.6	509.6			✓
Development Services									
54	Processing time – the percentage of householder applications dealt with within two months	8	✓	87.3	75.8	88.1			
55	Processing time – the percentage of all applications dealt with within two months	6	✓	72.1	61.0	76.0			✓
Housing									
56	Tenancy changes - the percentage of rent loss due to voids	8	✓	1.60	1.40	1.20			✓
57	Tenancy changes - the percentage of dwellings that were not low demand that were re-let within four weeks	6	✓	-	57.9	62.9			
58	Tenancy changes - the average time (days) to re-let houses that are not low demand	7	✓	-	40	33			
59	Rent arrears - current tenant arrears as a percentage of the net amount of rent due in the year (see note 2)	4	✓	4.9	4.4	3.7			✓
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)	5	✓	3.0	2.7	2.2			✓
61	Rent management - the proportion of tenants giving up their tenancy during the year that were in rent arrears (see note 2)	16		-	-	44.4			
62	Rent management - the average number of weeks rent owed by tenants leaving in arrears (see note 2)	12		-	-	8.61			
63	Rent management - the percentage of former tenant arrears written off or collected during the year (see note 2)	20		-	-	40.8			
64	Council house sales - the percentage of sales completed within 26 weeks	11		84.3	84.0	86.0			
65	Homelessness - average time (weeks) between presentation and completion of duty by the council for those cases assessed as homeless or potentially homeless	24		16.6	19.8	23.0			✗
66	Homelessness - percentage of cases reassessed as homeless or potentially homeless within 12 months of previous case being completed	15		12.9	6.3	5.1			✓

North Lanarkshire

	Measure	Rank in 06/07		PI measurement			Better ✓ or worse ✗ since 04/05		
		1-32	✓1-8 ✗ 25-32	04/05	05/06	06/07	5-9%	10-14%	>15%
Protective Services									
67	Food hygiene - the percentage of premises with a minimum inspection frequency of 12 months or less, that were inspected on time	1	✓	-	100.0	100.0			
68	Domestic noise complaints - the average time (hours) between the time of the complaint and attendance on site: Requiring attendance on site	5	✓	-	-	2.3			
69	Domestic noise complaints - the average time (hours) between the time of the complaint and attendance on site: Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004	10		-	-	0.7			
70	Consumer complaints - the percentage of complaints processed within 14 days of receipt	30	✗	70.1	45.7	48.8			✗
71	Business advice requests - the percentage of requests dealt with within 14 days of receipt	6	✓	91.2	97.5	99.4	✓		
72	Inspection of trading premises - the percentage of premises in high and medium risk inspection level that were inspected on time	6	✓	76.9	99.7	99.4			✓
Roads & Lighting									
73	Carriageway condition - percentage of network that should be considered for maintenance treatment	15		47.4	49.0	47.5			
74	Traffic light repairs - the percentage of repairs completed within 48 hours	21		96.9	94.2	91.8	✗		
75	Street light repairs - the percentage of repairs completed within seven days	4	✓	98.6	97.7	98.3			
76	Road network restrictions - the percentage of council and private bridges assessed that failed to meet the European standard of 40 tonnes	23		10.0	11.1	11.4			✗
Waste Management									
77	Refuse collection - the net cost per property (£) of refuse collection (see note 2)	5	✓	45.23	46.49	44.25			
78	Refuse collection - the net cost per property (£) of refuse disposal (see note 2)	2	✓	32.94	47.50	53.77			✗
79	Refuse collection - the number of complaints per 1,000 households	21		30.8	34.6	38.8			✗
80	Recycling - of the municipal waste collected by the authority, the percentage that was recycled	21		17.8	28.1	27.7			✓
81	Cleanliness - overall cleanliness index achieved (see note 2)	13		70	72	71			
82	Abandoned Vehicles - proportion of abandoned vehicles removed within 14 days (see note 2)	6	✓	-	-	97.9			
		✓1-8	20						
		✗ 25-32	17						

Data features	Symbol	04/05	05/06	06/07
No Service	(NS)	0	0	1
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 2004/05	
Improvement	
5-9%	5
10-14%	4
>15%	16
Decline	
5-9%	3
10-14%	4
>15%	7