

## Comhairle nan Eilean Siar

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 26,300
- number of households 13,959
- Grant Aided Expenditure for 2008/2009 (£'000) 66,585
- Band D Council Tax for 2008/2009 (£) 1,024

A profile of the council area has been prepared by the council as part of its 2008/9 Single Outcome Agreement (SOA) with the Scottish Government. The profile provides the basis for a clearer understanding of the environment within which the council provides its services. The SOA is available at: [Click here to go to the SOA](#)

### Statutory Performance Indicators - summary information

The council's performance worsened by 5% or more on 19 measures, and improved by 5% or more on 19 measures.

	Measures that worsened by...			Measures that improved by...		
	>15%	10-14%	5-9%	5-9%	10-14%	>15%
<b>Scotland</b>	<b>10</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>18</b>
<b>Eilean Siar</b>	13	3	3	4	2	13

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

In 2005/06 this council had a ranking of 25 or below in indicators 4, 6, 23, 24, 25, 26, 29, 31, 36, 37, 38, 39, 41, 48, 49, 60, 78 and 80. By 2007/08, they had not improved by at least 5% in the following seven indicators:

Indicator number	Indicator definition
<b>24</b>	Primary schools - the percentage of schools in which the ratio of pupils to available places is between 61% and 100%
<b>25</b>	Secondary schools - the percentage of schools in which the ratio of pupils to available places is between 61% and 100%
<b>29</b>	Respite care - percentage of respite nights not in a care home
<b>31</b>	Respite care - percentage of daytime respite hours provided not in a day centre
<b>36</b>	Equal opportunities policy - percentage of highest paid 2% of earners among council employees that are women
<b>41</b>	Invoice payment - the percentage of invoices paid within 30 days
<b>78</b>	Refuse collection - the net cost per property (£) of refuse disposal

Indicator number	Indicator definition (No Service 2007/08)
60	Rent arrears - the percentage of current tenants owing more than 13 weeks' rent at the year end, excluding those owing less than £250

### Progress towards Best Value

The cyclical programme of Best Value and Community Planning audits began in early 2004. It is anticipated that Best Value Audit reports on all 32 councils will be published by the Spring of 2009.

The Best Value Audit report on Comhairle nan Eilean Siar Council was published in August 2006. It is available at: [www.audit-scotland.gov.uk](http://www.audit-scotland.gov.uk)

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

### Inspectorates (April 2007 to October 2008)

- 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 responsibilities of the Benefit Fraud Inspectorate (BFI) in Scotland were integrated with the benefits audit work of Audit Scotland on 1 April 2008. During the period 1 April 2007 to 31 March 2008 the BFI did not undertake an inspection of the council.
- In October 2008 the Social Work Inspection Agency published a performance inspection follow-up report of Social Work Services. More information is available at: [www.swia.gov.uk](http://www.swia.gov.uk)
- The Scottish Housing Regulator did not undertake an inspection of the council during this time period. More information is available at: [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.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 2007 to October 2008)

During this period the SPSO published the following reports on complaints against the council that were wholly or partially upheld:

- Comhairle nan Eilean Siar – 1 complaint upheld and 1 complaint partially upheld concerning a land and property matter - August 2007
- Comhairle nan Eilean Siar - complaint upheld concerning an education matter - July 2007

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

### Eilean Siar

	Measure	Rank in 07/08		PI measurement			Better ✓ or worse X since 05/06		
		1-32	✓1-8 X 25-32	05/06	06/07	07/08	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	12		61.1	60.3	58.1			
2	Staff qualification – the percentage of care staff who are qualified, working in care homes for other adults	10		65.2	55.0	56.7		X	
3	Privacy - percentage of residential care places occupied by older people that are in single rooms	13		98.9	92.1	94.9			
4	Privacy - percentage of residential care places occupied by older people that have en-suite facilities	25	X	39.9	61.9	69.0			✓
5	Privacy - percentage of residential places occupied by other adults that are in single rooms	1	✓	100.0	100.0	100.0			
6	Privacy - percentage of residential places occupied by other adults that have en-suite facilities	10		0.0	61.5	62.5			✓
7	Home care - total hours as a rate per 1,000 population aged 65+	2	✓	851.3	847.9	788.4	X		
8	Home care - number of home care clients aged 65+ receiving personal care as a percentage of clients	13		76.2	82.9	85.4		✓	
9	Home care - number of home care clients aged 65+ receiving care in evenings/overnight as a percentage of clients	31	X	19.3	15.8	15.8			X
10	Home care - number of home care clients aged 65+ receiving care at weekends as a percentage of clients	8	✓	65.3	64.2	70.8	✓		
11	Respite care - total overnight respite nights provided for older people aged 65+ per 1,000 population	2	✓	607.5	678.9	768.6			✓
12	Respite care - percentage of respite nights not in a care home aged 65+	21		0.0	0.0	0.0			
13	Respite care - total daytime respite hours provided for older people aged 65+ per 1,000 population			2247.8	<u>3196.8</u>	<u>2161.0</u>			
14	Respite care - percentage of daytime respite not in a day centre aged 65+			67.8	<u>45.1</u>	<u>59.3</u>			
15	Respite care - total overnight respite nights provided for people aged 18-64 per 1,000 population	14		41.8	33.5	42.7			
16	Respite care - percentage of respite nights not in a care home aged 18-64	24		0.0	0.0	0.0			
17	Respite care - total daytime respite hours provided for people aged 18-64 per 1,000 population			50.2	<u>33.0</u>	<u>89.6</u>			
18	Respite care - percentage of daytime respite not in a day centre aged 18-64			65.1	<u>56.2</u>	<u>25.5</u>			
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	3	✓	95.2	94.7	97.3			
21	Community service - the average hours per week taken to complete community service orders	1	✓	<u>6.0</u>	6.0	7.5			
<b>Benefits Administration</b>									
22	Administration costs - the overall gross administration cost (£) per council tax or housing benefit application	31	X	-	73.38	72.16			
23	New claims - the average time (days) taken to process new claims	26	X	38.4	34.4	30.9			✓

**Eilean Siar**

	Measure	Rank in 07/08		PI measurement			Better ✓ or worse X since 05/06		
		1-32	✓1-8 X 25-32	05/06	06/07	07/08	5-9%	10-14%	>15%
<b>Education &amp; Children's Services</b>									
24	Primary schools - the percentage of schools in which the ratio of pupils to available places is between 61% and 100%	32	X	26.3	28.9	10.5			X
25	Secondary schools - the percentage of schools in which the ratio of pupils to available places is between 61% and 100%	32	X	36.4	36.4	18.2			X
26	Supervision - percentage of children made subject to a supervision order that were seen by a supervising officer within 15 days	26	X	54.5	75.0	76.9			✓
27	Staff qualification – the percentage of care staff in residential homes for children who are qualified	NS		NS	NS	NS			
28	Respite care - total overnight respite nights provided per 1,000 population	27	X	697.7	41.9	26.3			X
29	Respite care - percentage of respite nights not in a care home	29	X	0.0	16.6	0.0			
30	Respite care - total daytime respite hours provided for children per 1,000 population	24		472.8	388.9	452.5			
31	Respite care - percentage of daytime respite hours provided not in a day centre	31	X	0.0	4.2	0.0			
<b>Corporate Management</b>									
32	Sickness absence - the percentage of working days lost through sickness absence for chief officers and local government employees	1	✓	3.1	3.9	4.0			X
33	Sickness absence - the percentage of working days lost through sickness absence for craft employees	7	✓	4.2	5.7	5.0			X
34	Sickness absence - the percentage of working days lost through sickness absence for teachers	1	✓	3.3	3.2	2.5			✓
35	Litigation claims - number of claims per 10,000 population	3	✓	17.1	FTR	11.4			✓
36	Equal opportunities policy - percentage of highest paid 2% of earners among council employees that are women	31	X	18.8	20.0	19.7			
37	Equal opportunities policy - percentage of highest paid 5% of earners among council employees that are women	31	X	23.5	23.6	24.7		✓	
38	Public access - percentage of public service buildings that are suitable and accessible to disabled people	30	X	5.0	<u>34.0</u>	28.0			✓
39	Council tax - the cost of collecting council tax per dwelling (£) (see note 2)	32	X	29.57	25.68	23.62			✓
40	Council tax - the percentage of council tax income for the year that was collected in the year (see note 2)	21		93.9	93.7	94.3			
41	Invoice payment - the percentage of invoices paid within 30 days	32	X	78.5	76.2	73.3		X	
42	Asset management - proportion of GIA that is in satisfactory condition	24		-	44.6	51.6			
43	Asset management - percentage of operational buildings that are suitable for their current use	18		-	68.8	72.9			

**Eilean Siar**

	Measure	Rank in 07/08		PI measurement			Better ✓ or worse X since 05/06		
		1-32	✓1-8 X 25-32	05/06	06/07	07/08	5-9%	10-14%	>15%
<b>Cultural and Community Services</b>									
44	Sport and Leisure Management - the number of attendances per 1,000 population for all pools	8	✓	4,841	4,567	4,351			X
45	Indoor facilities - the number of attendances per 1,000 population	9		5,197	5,835	5,728			✓
46	Museum services - the number of visits to/usages of council funded or part funded museums per 1,000 population			-	<u>2243</u>	<u>81</u>			
47	Museum services - the number of visits to/usages of council funded or part funded museums that were in person per 1,000 population			-	<u>1634</u>	<u>66</u>			
48	Stock turnover – the percentage of the national target met for replenishing lending stock for adults	23		35.9	26.1	53.8			✓
49	Stock turnover – the percentage of the national target met for replenishing lending stock for children and teenagers	23		51.9	42.7	56.0			✓
50	Use of libraries – the number of visits to libraries per 1,000 population	1	✓	-	<u>9538</u>	9754			
51	Use of libraries – the number of borrowers as a percentage of the resident population			46.3	33.1	<u>23.2</u>			
52	Learning centre and learning access points - number of users as a percentage of the resident population	5	✓	11.7	18.9	21.0			✓
53	Learning centre and learning access points - number of times terminals are used per 1,000 population	6	✓	1,458.3	1,646.8	1,334.5			X
<b>Development Services</b>									
54	Processing time – the percentage of householder applications dealt with within two months	28	X	75.8	81.3	67.9			X
55	Processing time – the percentage of all applications dealt with within two months	23		65.9	65.3	54.5			X
<b>Housing</b>									
56	Tenancy changes - the percentage of rent loss due to voids	NS		1.80	NS	NS			
57	Tenancy changes - the percentage of dwellings that were not low demand that were re-let within four weeks	NS		22.9	NS	NS			
58	Tenancy changes - the average time (days) to re-let houses that are not low demand	NS		56	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		7.8	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		9.3	NS	NS			
61	Rent management - the proportion of tenants giving up their tenancy during the year that were in rent arrears (see note 2)	NS		-	NS	NS			
62	Rent management - the average number of weeks rent owed by tenants leaving in arrears (see note 2)	NS		-	NS	NS			
63	Rent management - the percentage of former tenant arrears written off or collected during the year (see note 2)	NS		-	NS	NS			
64	Council house sales - the percentage of sales completed within 26 weeks	NS		44.4	NS	NS			
65	Homelessness - average time (weeks) between presentation and completion of duty by the council for those cases assessed as homeless or potentially homeless	27	X	19.8	22.5	31.3			X
66	Homelessness - percentage of cases reassessed as homeless or potentially homeless within 12 months of previous case being completed	2	✓	3.1	6.5	2.0			✓

## Eilean Siar

Measure	Rank in 07/08		PI measurement			Better ✓ or worse X since 05/06		
	1-32	✓1-8 X 25-32	05/06	06/07	07/08	5-9%	10-14%	>15%
<b>Protective Services</b>								
67	Food hygiene - the percentage of premises with a minimum inspection frequency of 12 months or less, that were inspected on time		26	X	<u>100.0</u>	96.8	94.6	
68	Domestic noise complaints - the average time (hours) between the time of the complaint and attendance on site: Requiring attendance on site		12		-	48.0	24.0	
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		NS		-	NS	NS	
70	Consumer complaints - the percentage of complaints processed within 14 days of receipt		16		71.7	82.6	73.2	
71	Business advice requests - the percentage of requests dealt with within 14 days of receipt		1	✓	100.0	100.0	100.0	
72	Inspection of trading premises - the percentage of premises in high and medium risk inspection level that were inspected on time		19		86.9	92.7	92.1	✓
<b>Roads &amp; Lighting</b>								
73	Carriageway condition - percentage of network that should be considered for maintenance treatment		28	X	-	-	47.3	
74	Traffic light repairs - the percentage of repairs completed within 48 hours		21		90.9	94.1	91.7	
75	Street light repairs - the percentage of repairs completed within seven days		30	X	92.8	89.3	70.7	X
76	Road network restrictions - the percentage of council and private bridges assessed that failed to meet the European standard of 40 tonnes		25	X	10.5	12.1	15.8	X
<b>Waste Management</b>								
77	Refuse collection - the net cost per property (£) of refuse collection (see note 2)		10		46.03	56.85	54.38	X
78	Refuse collection - the net cost per property (£) of refuse disposal (see note 2)		32	X	76.15	135.74	165.12	X
79	Refuse collection - the number of complaints per 1,000 households		2	✓	1.2	2.8	1.4	X
80	Recycling - of the municipal waste collected by the authority, the percentage that was recycled		30	X	14.1	17.0	20.8	✓
81	Cleanliness - overall cleanliness index achieved (see note 2)		6	✓	77	78	75	
82	Abandoned Vehicles - proportion of abandoned vehicles removed within 14 days (see note 2)		24		-	100.0	63.6	
			✓1-8	19				
			X 25-32	23				

Data features	Symbol	05/06	06/07	07/08
No Service	(NS)	1	11	11
Failure to report	(FTR)	0	1	0
Unreliable data	(underlined)	2	8	7

### 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.

### Reason for unreliable determination 2007/08

**13,14,17,18** - Some of the daytime respite hours are provided by 3rd parties. The quality of information received from them was unreliable.

**46-47** - The SPI only records figures for the museum in Stornoway (which was closed for 10 months of the year). There were no counts at the other museums due to failure to get message across to (mainly voluntary staff) to carry out sample counts.

**51** - The SPI is based only on the two libraries that have the automated Dynix library management system.

### Count of measures showing significant change since 2005/06

**Improvement**

5-9% 4

10-14% 2

>15% 13

**Decline**

5-9% 3

10-14% 3

>15% 13