

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 chief 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 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%
Aberdeen City	9		5.5	5.7	5.4			
Aberdeenshire	7	✓	4.6	5.2	5.3			X
Angus	12		4.5	5.4	5.5			X
Argyll & Bute	15		5.0	5.3	5.6		X	
Clackmannanshire	6	✓	5.8	6.1	5.1		✓	
Dumfries & Galloway	26	X	5.3	5.9	6.1			X
Dundee City	7	✓	5.4	5.5	5.3			
East Ayrshire	28	X	5.6	6.0	6.4		X	
East Dunbartonshire	9		5.2	5.6	5.4			
East Lothian	3	✓	5.0	5.4	4.9			
East Renfrewshire	17		5.5	5.5	5.7			
City of Edinburgh	27	X	5.7	6.1	6.3		X	
Eilean Siar	1	✓	3.1	3.9	4.0			X
Falkirk	23		6.5	6.1	6.0	✓		
Fife	12		5.7	5.6	5.5			
Glasgow City	28	X	5.4	5.7	6.4			X
Highland	5	✓	4.6	4.8	5.0	X		
Inverclyde	17		6.0	5.8	5.7	✓		
Midlothian	23		5.5	5.9	6.0	X		
Moray	2	✓	4.5	5.0	4.5			
North Ayrshire	21		5.4	5.8	5.9	X		
North Lanarkshire	30	X	6.8	6.5	6.5			
Orkney Islands	23		<u>5.4</u>	<u>5.3</u>	6.0			
Perth & Kinross	15		4.8	5.5	5.6			X
Renfrewshire	20		5.9	6.0	5.8			
Scottish Borders	9		5.0	5.2	5.4	X		
Shetland Islands	32	X	5.7	6.9	6.8			X
South Ayrshire	30	X	5.5	6.0	6.5			X
South Lanarkshire	3	✓	4.5	4.6	4.9	X		
Stirling	12		5.6	5.8	5.5			
West Dunbartonshire	21		6.0	6.0	5.9			
West Lothian	17		5.8	5.8	5.7			
			Scotland					
			5.4	5.6	5.8			

Ranked performance	05/06	06/07	07/08
Highest ranked performance	3.1	3.9	4.0
Upper quartile	5.0	5.4	5.4
Median	5.5	5.7	5.7
Lower quartile	5.7	6.0	6.0
Lowest ranked performance	6.8	6.9	6.8

Data features	Symbol	05/06	06/07	07/08
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2005/06	
Improvement	
5-9%	2
10-14%	1
>15%	-
Decline	
5-9%	5
10-14%	3
>15%	8

Notes

An underlined PI measurement indicates unreliable data.

Corporate management

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

The following councils were ranked 25th or below in 2005/06:

Clackmannanshire
Falkirk
Inverclyde
North Lanarkshire
Renfrewshire
West Dunbartonshire
West Lothian

The following councils did not make any material improvement in their performance by 2007/08:

North Lanarkshire
Renfrewshire
West Dunbartonshire
West Lothian

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 07/08		PI measurement			Better ✓ or worse ✗ since 05/06		
	1-32	✓1-8 ✗ 25-32	05/06	06/07	07/08	5-9%	10-14%	>15%
Aberdeen City	27	✗	6.3	7.9	8.8			✗
Aberdeenshire	18		3.5	6.0	6.6			✗
Angus	4	✓	2.8	9.7	4.3			✗
Argyll & Bute	8	✓	6.7	6.3	5.4			✓
Clackmannanshire	1	✓	4.0	3.9	3.7	✓		
Dumfries & Galloway	11		7.1	8.0	5.7			✓
Dundee City	13		6.9	5.8	6.0		✓	
East Ayrshire	5	✓	4.3	4.5	4.7	✗		
East Dunbartonshire	8	✓	5.5	6.0	5.4			
East Lothian	22		4.6	6.9	7.1			✗
East Renfrewshire	29	✗	10.8	12.0	9.3		✓	
City of Edinburgh	21		7.0	8.9	6.9			
Eilean Siar	7	✓	4.2	5.7	5.0			✗
Falkirk	27	✗	7.9	8.4	8.8		✗	
Fife	18		7.3	6.7	6.6	✓		
Glasgow City	NS		4.3	4.3	NS			
Highland	14		8.2	6.7	6.1			✓
Inverclyde	26	✗	10.2	7.7	8.6			✓
Midlothian	25	✗	10.8	8.2	7.7			✓
Moray	3	✓	3.8	3.1	4.0	✗		
North Ayrshire	12		5.8	6.9	5.9			
North Lanarkshire	30	✗	8.4	8.7	12.9			✗
Orkney Islands	NS		NS	NS	NS			
Perth & Kinross	18		8.3	5.1	6.6			✓
Renfrewshire	14		6.2	4.7	6.1			
Scottish Borders	2	✓	5.2	8.3	3.9			✓
Shetland Islands	17		7.0	5.8	6.5	✓		
South Ayrshire	8	✓	5.7	5.1	5.4	✓		
South Lanarkshire	14		4.6	6.1	6.1			✗
Stirling	5	✓	3.2	4.7	4.7			✗
West Dunbartonshire	23		5.2	6.9	7.2			✗
West Lothian	24		5.5	6.2	7.4			✗
			Scotland					
			5.9	6.3	6.6			

Ranked performance	05/06	06/07	07/08
Highest ranked performance	2.8	3.1	3.7
Upper quartile	4.5	5.4	5.4
Median	5.8	6.3	6.1
Lower quartile	7.2	8.0	7.2
Lowest ranked performance	10.8	12.0	12.9

Data features	Symbol	05/06	06/07	07/08
PI not applicable	(-)	0	0	0
No service	(NS)	1	1	2

Count of councils showing significant change since 2005/06	
Improvement	
5-9%	4
10-14%	2
>15%	7
Decline	
5-9%	2
10-14%	1
>15%	10

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 following councils were ranked 25th or below in 2005/06:

East Renfrewshire
Falkirk
Highland
Inverclyde
Midlothian
North Lanarkshire
Perth & Kinross

The following councils did not make any material improvement in their performance by 2007/08:

Falkirk
North Lanarkshire

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 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%
Aberdeen City	11		4.3	4.3	3.7		✓	
Aberdeenshire	22		3.5	3.9	4.2			X
Argyll & Bute	5	✓	2.9	3.1	3.2		X	
Clackmannanshire	8	✓	4.3	3.5	3.5			✓
Dumfries & Galloway	31	X	4.8	5.2	5.3		X	
Dundee City	21		4.2	4.4	4.1			
East Ayrshire	11		2.9	3.3	3.7			X
East Dunbartonshire	16		3.2	3.4	3.8			X
East Lothian	17		3.6	3.5	3.9	X		
East Renfrewshire	2	✓	2.8	2.6	2.7			
City of Edinburgh	5	✓	3.1	3.1	3.2			
Eilean Siar	1	✓	3.3	3.2	2.5			✓
Falkirk	3	✓	3.4	2.6	2.9		✓	
Fife	11		3.9	3.9	3.7	✓		
Glasgow City	26	X	3.8	3.8	4.5			X
Highland	19		3.8	3.9	4.0	X		
Inverclyde	11		3.9	3.5	3.7	✓		
Midlothian	11		3.8	4.6	3.7			
Moray	29	X	5.1	4.2	4.7	✓		
North Ayrshire	24		4.5	4.1	4.4			
North Lanarkshire	26	X	4.3	4.5	4.5			
Orkney Islands	17		<u>4.7</u>	<u>4.4</u>	3.9			
Perth & Kinross	28	X	4.6	4.3	4.6			
Renfrewshire	24		4.3	4.5	4.4			
Scottish Borders	4	✓	3.1	3.3	3.0			
Shetland Islands	30	X	3.2	4.2	4.8			X
South Ayrshire	22		3.4	4.0	4.2			X
South Lanarkshire	8	✓	3.6	3.5	3.5			
Stirling	8	✓	3.9	4.2	3.5		✓	
West Dunbartonshire	19		3.9	4.1	4.0			
West Lothian	7	✓	3.9	3.6	3.4		✓	
			Scotland					
			3.8	3.8	3.9			

Ranked performance	05/06	06/07	07/08
Highest ranked performance	2.8	2.6	2.5
Upper quartile	3.4	3.5	3.5
Median	3.8	3.9	3.8
Lower quartile	4.3	4.3	4.3
Lowest ranked performance	5.1	5.2	5.3

Data features	Symbol	05/06	06/07	07/08
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2005/06	
Improvement	
5-9%	3
10-14%	4
>15%	2
Decline	
5-9%	2
10-14%	2
>15%	6

Unreliable/Unreported Data in 2007/2008

Council	05/06	06/07	07/08
Angus	4.0	4.3	<u>4.7</u>

Reason for Unreliable Determination in 2007/2008

Angus - The council has identified an error in the calculation of sickness absence for teachers.

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 2005/06:

Dumfries & Galloway
Moray
North Ayrshire
Perth & Kinross

The following councils did not make any material improvement in their performance by 2007/08:

Dumfries & Galloway
North Ayrshire
Perth & Kinross

Corporate management

Litigation claims - number of claims per 10,000 population

The indicator measures the number of claims incurred by the council in the year stemming from:

- employers liability
- public liability
- officials indemnity
- motor third party liability.

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 07/08		PI measurement			Better ✓ or worse ✗ since 05/06		
	1-32	✓1-8 ✗ 25-32	05/06	06/07	07/08	5-9%	10-14%	>15%
Aberdeen City	14		23.4	29.0	23.9			
Aberdeenshire	8	✓	20.1	18.5	16.7			✓
Angus	10		21.6	21.7	19.5	✓		
Argyll & Bute	9		14.9	16.9	19.4			✗
Clackmannanshire	1	✓	1.2	0.6	0.4			✓
Dumfries & Galloway	13		20.7	19.1	23.1		✗	
Dundee City	24		41.7	38.3	34.2			✓
East Ayrshire	30	✗	43.9	44.2	37.6		✓	
East Dunbartonshire	24		26.6	40.8	34.2			✗
East Lothian	23		45.2	41.6	33.9			✓
East Renfrewshire	29	✗	40.5	39.3	36.1		✓	
City of Edinburgh	4	✓	11.8	17.8	12.4	✗		
Eilean Siar	3	✓	17.1	FTR	11.4			✓
Falkirk	22		33.6	34.1	33.5			
Fife	18		30.2	33.1	29.1			
Glasgow City	26	✗	44.9	44.2	34.5			✓
Highland	2	✓	10.8	10.6	8.4			✓
Inverclyde	20		29.6	34.0	29.9			
Midlothian	16		23.5	31.7	27.7			✗
Moray	7	✓	17.6	14.9	14.7			✓
North Ayrshire	15		24.7	31.1	24.3			
North Lanarkshire	19		28.4	30.1	29.6			
Orkney Islands	5	✓	24.6	14.8	13.2			✓
Perth & Kinross	6	✓	12.6	15.5	13.5	✗		
Renfrewshire	32	✗	44.3	51.8	48.9		✗	
Scottish Borders	17		30.7	28.3	28.4	✓		
Shetland Islands	11		8.7	<u>4.1</u>	20.1			✗
South Ayrshire	11		28.2	29.4	20.1			✓
South Lanarkshire	28	✗	37.9	36.5	35.7	✓		
Stirling	31	✗	54.6	51.5	44.6			✓
West Dunbartonshire	26	✗	42.3	41.4	34.5			✓
West Lothian	21		37.5	35.8	30.6			✓
			Scotland					
			29.3	30.9	26.8			

Ranked performance	05/06	06/07	07/08
Highest ranked performance	1.2	0.6	0.4
Upper quartile	19.5	18.2	18.7
Median	27.4	31.1	28.1
Lower quartile	38.6	38.8	34.2
Lowest ranked performance	54.6	51.8	48.9

Data features	Symbol	05/06	06/07	07/08
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2005/06	
Improvement	
5-9%	3
10-14%	2
>15%	13
Decline	
5-9%	2
10-14%	2
>15%	4

Notes

An underlined PI measurement indicates unreliable data.

Litigation claims - number of claims per 10,000 population

The following councils were ranked 25th or below in 2005/06:

Dundee City
East Ayrshire
East Lothian
East Renfrewshire
Glasgow City
Renfrewshire
Stirling
West Dunbartonshire

The following councils did not make any material improvement in their performance by 2007/08:

Renfrewshire

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 07/08		PI measurement			Better ✓ or worse ✗ since 05/06		
	1-32	✓1-8 ✗ 25-32	05/06	06/07	07/08	5-9%	10-14%	>15%
Aberdeen City	12		36.2	38.1	38.1	✓		
Aberdeenshire	11		32.2	32.3	38.7			✓
Angus	26	✗	23.2	24.2	27.5			✓
Argyll & Bute	29	✗	27.0	28.0	25.7			
Clackmannanshire	24		33.3	33.3	29.5		✗	
Dumfries & Galloway	25	✗	29.3	30.0	28.2			
Dundee City	30	✗	23.9	28.1	25.2	✓		
East Ayrshire	26	✗	26.1	28.4	27.5	✓		
East Dunbartonshire	2	✓	31.6	44.5	47.9			✓
East Lothian	6	✓	39.7	44.1	41.8	✓		
East Renfrewshire	6	✓	39.2	42.6	41.8	✓		
City of Edinburgh	8	✓	37.1	39.6	41.4		✓	
Eilean Siar	31	✗	18.8	20.0	19.7			
Falkirk	4	✓	39.5	41.5	44.3		✓	
Fife	10		32.5	32.8	39.2			✓
Glasgow City	19		32.2	34.2	33.6			
Highland	23		30.9	27.6	30.0			
Inverclyde	3	✓	32.6	36.6	44.4			✓
Midlothian	21		29.3	26.4	31.8	✓		
Moray	20		29.6	34.4	33.3		✓	
North Ayrshire	22		29.7	31.5	31.5	✓		
North Lanarkshire	14		31.6	35.8	36.9			✓
Orkney Islands	15		13.9	20.8	35.7			✓
Perth & Kinross	18		27.9	26.5	34.0			✓
Renfrewshire	16		27.4	31.1	34.4			✓
Scottish Borders	5	✓	36.5	38.8	42.6			✓
Shetland Islands	32	✗	10.4	11.5	12.3			✓
South Ayrshire	28	✗	26.6	30.9	27.0			
South Lanarkshire	13		33.2	37.1	37.8		✓	
Stirling	1	✓	42.1	47.1	49.3			✓
West Dunbartonshire	9		34.2	37.8	40.9			✓
West Lothian	17		30.2	32.3	34.1		✓	
			Scotland					
			31.7	33.9	35.9			

Ranked performance	05/06	06/07	07/08
Highest ranked performance	42.1	47.1	49.3
Upper quartile	33.5	37.9	41.0
Median	31.3	32.6	34.3
Lower quartile	27.3	28.1	29.2
Lowest ranked performance	10.4	11.5	12.3

Data features	Symbol	05/06	06/07	07/08
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2005/06	
Improvement	
5-9%	7
10-14%	5
>15%	13
Decline	
5-9%	-
10-14%	1
>15%	-

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 following councils were ranked 25th or below in 2005/06:

Angus
Argyll & Bute
Dundee City
East Ayrshire
Eillean Siar
Orkney Islands
Shetland Islands
South Ayrshire

The following councils did not make any material improvement in their performance by 2007/08:

Argyll & Bute
Eillean Siar
South Ayrshire

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 07/08		PI measurement			Better ✓ or worse ✗ since 05/06		
	1-32	✓1-8 ✗ 25-32	05/06	06/07	07/08	5-9%	10-14%	>15%
Aberdeen City	15		41.4	41.9	43.7	✓		
Aberdeenshire	1	✓	40.8	47.0	57.9			✓
Angus	27	✗	25.0	31.3	35.3			✓
Argyll & Bute	29	✗	31.9	33.2	30.6			
Clackmannanshire	20		32.0	35.5	40.2			✓
Dumfries & Galloway	23		37.3	36.0	37.4			
Dundee City	30	✗	23.6	24.6	26.2		✓	
East Ayrshire	21		37.6	39.5	39.4			
East Dunbartonshire	8	✓	27.3	46.3	47.5			✓
East Lothian	12		36.6	42.5	45.7			✓
East Renfrewshire	4	✓	37.1	38.8	48.8			✓
City of Edinburgh	15		40.4	43.1	43.7	✓		
Eilean Siar	31	✗	23.5	23.6	24.7	✓		
Falkirk	9		43.0	45.8	46.2	✓		
Fife	5	✓	42.1	44.9	48.3		✓	
Glasgow City	11		41.0	41.1	45.8		✓	
Highland	25	✗	35.7	35.9	36.6			
Inverclyde	3	✓	40.7	43.8	48.9			✓
Midlothian	18		36.6	38.1	42.3			✓
Moray	23		31.4	33.6	37.4			✓
North Ayrshire	10		39.0	43.5	46.1			✓
North Lanarkshire	17		38.7	41.8	42.9		✓	
Orkney Islands	28	✗	28.7	29.6	33.8			✓
Perth & Kinross	19		35.6	36.1	41.8			✓
Renfrewshire	13		36.8	42.6	44.8			✓
Scottish Borders	22		36.4	39.1	39.1	✓		
Shetland Islands	32	✗	10.8	14.0	20.9			✓
South Ayrshire	26	✗	35.6	38.7	35.9			
South Lanarkshire	7	✓	39.6	41.9	47.6			✓
Stirling	2	✓	46.8	50.5	52.3		✓	
West Dunbartonshire	6	✓	45.4	46.6	47.9	✓		
West Lothian	14		35.6	37.8	44.0			✓
			Scotland					
			38.0	40.4	44.0			

Ranked performance	05/06	06/07	07/08
Highest ranked performance	46.8	50.5	57.9
Upper quartile	40.5	43.2	46.5
Median	36.7	39.3	43.3
Lower quartile	32.0	35.8	37.2
Lowest ranked performance	10.8	14.0	20.9

Data features	Symbol	05/06	06/07	07/08
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2005/06	
Improvement	
5-9%	6
10-14%	5
>15%	16
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 following councils were ranked 25th or below in 2005/06:

Angus
Argyll & Bute
Dundee City
East Dunbartonshire
Eillean Siar
Moray
Orkney Islands
Shetland Islands

The following councils did not make any material improvement in their performance by 2007/08:

Argyll & Bute

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 07/08		PI measurement			Better ✓ or worse ✗ since 05/06		
	1-32	✓1-8 ✗ 25-32	05/06	06/07	07/08	5-9%	10-14%	>15%
Aberdeen City	7	✓	42.8	62.0	77.6			✓
Aberdeenshire	16		40.8	48.0	63.6			✓
Angus	4	✓	76.2	79.0	82.8	✓		
Argyll & Bute	11		72.3	76.5	74.2			
Clackmannanshire	16		70.3	<u>70.3</u>	63.6	✗		
Dundee City	3	✓	81.1	82.7	83.0			
East Ayrshire	23		40.6	45.9	47.1			✓
East Dunbartonshire	28	✗	13.8	14.9	35.8			✓
East Lothian	29	✗	63.5	64.9	34.7			✗
East Renfrewshire	8	✓	64.5	73.9	77.2			✓
City of Edinburgh	10		<u>71.7</u>	72.0	76.0			
Eilean Siar	30	✗	5.0	<u>34.0</u>	28.0			✓
Falkirk	18		52.3	56.0	63.4			✓
Fife	5	✓	7.4	18.2	79.9			✓
Glasgow City	27	✗	23.0	26.9	37.7			✓
Highland	14		24.9	61.3	70.2			✓
Inverclyde	24		25.0	35.4	44.4			✓
Midlothian	13		60.2	61.8	71.8			✓
Moray	9		67.2	80.3	77.1		✓	
North Ayrshire	19		36.0	55.0	60.0			✓
North Lanarkshire	31	✗	12.9	17.3	22.1			✓
Orkney Islands	22		41.9	48.1	48.2			✓
Perth & Kinross	20		55.2	56.7	56.7			
Renfrewshire	1	✓	66.8	73.7	85.9			✓
Scottish Borders	2	✓	85.4	<u>82.9</u>	85.5			
Shetland Islands	15		60.6	63.6	64.7	✓		
South Ayrshire	21		49.0	49.0	50.0			
South Lanarkshire	6	✓	74.3	78.5	79.0	✓		
Stirling	12		70.2	72.3	73.1			
West Dunbartonshire	26	✗	28.6	33.7	39.6			✓
West Lothian	25	✗	30.4	35.8	41.8			✓
			Scotland					
			43.4	51.9	56.6			

Ranked performance	05/06	06/07	07/08
Highest ranked performance	85.4	82.9	85.9
Upper quartile	68.7	73.0	77.2
Median	52.3	61.3	63.6
Lower quartile	29.5	40.9	45.8
Lowest ranked performance	5.0	14.9	22.1

Data features	Symbol	05/06	06/07	07/08
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2005/06	
Improvement	
5-9%	3
10-14%	1
>15%	18
Decline	
5-9%	1
10-14%	-
>15%	1

Unreliable/Unreported Data in 2007/2008

Council	05/06	06/07	07/08
Dumfries & Galloway	9.3	34.1	FTR

Notes

An underlined PI measurement indicates unreliable data.

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

The following councils were ranked 25th or below in 2005/06:

Dumfries & Galloway
East Dunbartonshire
Eilian Siar
Fife
Glasgow City
Highland
North Lanarkshire

The following councils did not make any material improvement in their performance by 2007/08:

Dumfries & Galloway (Failed to Report in 2007/08)

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 05/06		
	05/06	06/07	07/08	5-9%	10-14%	>15%
Aberdeenshire	11.24	11.68	13.17			✗
Angus	13.95	13.85	13.54			
Argyll & Bute	16.07	15.00	13.49			✓
Dumfries & Galloway	13.02	13.22	10.59			✓
East Lothian	11.95	13.15	14.11			✗
Eilean Siar	29.57	25.68	23.62			✓
Highland	17.61	18.28	18.61	✗		
Midlothian	14.72	14.54	15.68	✗		
Moray	13.91	13.01	15.46		✗	
Orkney Islands	18.58	20.32	22.29			✗
Perth & Kinross	15.88	14.66	15.95			
Scottish Borders	14.33	14.03	14.84			
Shetland Islands	13.26	14.36	10.21			✓
Group Average						
	14.69	14.64	14.91			
Scotland						
	13.62	13.95	14.33			

Count of councils showing significant change since 2005/06	
Improvement	
5-9%	-
10-14%	-
>15%	4
Decline	
5-9%	2
10-14%	1
>15%	3

Data features for this Group	Symbol	05/06	06/07	07/08
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 cost of collecting council tax per dwelling (£)

Group B - Mixed councils	PI measurement			Better ✓ or worse X since 05/06		
	05/06	06/07	07/08	5-9%	10-14%	>15%
Clackmannanshire	14.07	14.48	16.63			X
East Ayrshire	8.15	10.53	17.08			X
East Dunbartonshire	8.42	7.09	7.17		✓	
East Renfrewshire	11.31	10.42	10.85			
Falkirk	6.25	10.60	9.97			X
Fife	13.13	9.25	10.11			✓
North Ayrshire	18.72	17.17	14.31			✓
South Ayrshire	10.55	10.92	8.97		✓	
Stirling	10.95	10.78	10.70			
West Lothian	7.13	8.05	8.65			X
			Group Average			
			11.05	10.55	11.00	
			Scotland			
			13.62	13.95	14.33	

Count of councils showing significant change since 2005/06	
Improvement	
5-9%	-
10-14%	2
>15%	2
Decline	
5-9%	-
10-14%	-
>15%	4

Data features for this Group	Symbol	05/06	06/07	07/08
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 cost of collecting council tax per dwelling (£)

Group C - Urban councils		PI measurement			Better ✓ or worse X since 05/06		
		05/06	06/07	07/08	5-9%	10-14%	>15%
Aberdeen City		13.77	14.09	13.52			
Dundee City		26.21	25.31	22.91		✓	
City of Edinburgh		14.28	18.19	17.03			X
Glasgow City		14.46	15.59	16.85			X
Inverclyde		18.25	17.99	17.87			
North Lanarkshire		12.46	12.05	12.73			
Renfrewshire		13.42	13.73	13.52			
South Lanarkshire		11.82	12.60	13.22		X	
West Dunbartonshire		9.24	7.26	16.59			X
		Group Average					
		14.39	15.40	15.78			
		Scotland					
		13.62	13.95	14.33			

Count of councils showing significant change since 2005/06	
Improvement	
5-9%	-
10-14%	1
>15%	-
Decline	
5-9%	-
10-14%	1
>15%	3

Data features for this Group	Symbol	05/06	06/07	07/08
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 cost of collecting council tax per dwelling (£)

The following councils were ranked 25th or below in 2005/06:

Argyll & Bute
Dundee City
Eilian Siar
Highland
Inverclyde
North Ayrshire
Orkney Islands
Perth & Kinross

The following councils did not make any material improvement in their performance by 2007/08:

Highland
Inverclyde
Orkney Islands
Perth & Kinross

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 05/06		
	05/06	06/07	07/08	5-9%	10-14%	>15%
Aberdeenshire	95.8	95.9	96.1			
Angus	95.8	96.4	96.6			
Argyll & Bute	94.9	95.7	95.8			
Dumfries & Galloway	94.1	94.8	95.0			
East Lothian	96.1	96.1	96.2			
Eilean Siar	93.9	93.7	94.3			
Highland	95.1	95.4	95.5			
Midlothian	94.2	94.3	94.6			
Moray	96.0	96.6	96.8			
Orkney Islands	97.6	97.8	97.7			
Perth & Kinross	96.4	96.6	96.4			
Scottish Borders	96.7	96.8	96.6			
Shetland Islands	96.0	96.3	96.4			
Group Average						
	95.5	95.8	96.0			
Scotland						
	93.3	93.8	94.2			

Count of councils showing significant change since 2005/06	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Data features for this Group	Symbol	05/06	06/07	07/08
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 ✗ since 05/06		
	05/06	06/07	07/08	5-9%	10-14%	>15%
Clackmannanshire	92.1	92.6	92.6			
East Ayrshire	92.0	92.4	92.4			
East Dunbartonshire	95.3	95.6	96.2			
East Renfrewshire	95.7	95.9	96.4			
Falkirk	95.9	96.2	96.4			
Fife	94.0	94.3	94.3			
North Ayrshire	92.8	93.3	93.8			
South Ayrshire	94.8	94.8	95.3			
Stirling	96.8	96.9	97.1			
West Lothian	93.5	93.8	94.0			
Group Average						
	94.4	94.6	94.9			
Scotland						
	93.3	93.8	94.2			

Count of councils showing significant change since 2005/06	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Data features for this Group	Symbol	05/06	06/07	07/08
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 C - Urban councils		PI measurement			Better ✓ or worse ✗ since 05/06		
		05/06	06/07	07/08	5-9%	10-14%	>15%
Aberdeen City		92.2	93.3	93.8			
Dundee City		90.7	90.7	92.1			
City of Edinburgh		91.8	92.6	92.9			
Glasgow City		86.1	86.0	88.0			
Inverclyde		91.9	93.1	93.5			
North Lanarkshire		94.2	94.6	94.8			
Renfrewshire		94.7	94.9	95.0			
South Lanarkshire		94.8	95.1	95.2			
West Dunbartonshire		90.4	92.1	92.8			
		Group Average					
		91.3	91.9	92.6			
		Scotland					
		93.3	93.8	94.2			

Count of councils showing significant change since 2005/06	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Data features for this Group	Symbol	05/06	06/07	07/08
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

The following councils were ranked 25th or below in 2005/06:

Aberdeen City
Clackmannanshire
Dundee City
East Ayrshire
City of Edinburgh
Glasgow City
Inverclyde
West Dunbartonshire

The following councils did not make any material improvement in their performance by 2007/08:

Aberdeen City
Clackmannanshire
Dundee City
East Ayrshire
City of Edinburgh
Glasgow City
Inverclyde
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 07/08		PI measurement			Better ✓ or worse ✗ since 05/06		
	1-32	✓1-8 ✗ 25-32	05/06	06/07	07/08	5-9%	10-14%	>15%
Aberdeen City	23		91.9	<u>93.3</u>	81.7		X	
Aberdeenshire	14		87.0	88.3	86.9			
Angus	24		85.2	81.8	80.6	X		
Argyll & Bute	13		86.6	87.6	87.1			
Clackmannanshire	28	X	72.1	84.7	77.3	✓		
Dumfries & Galloway	9		90.0	90.9	89.0			
Dundee City	3	✓	92.8	93.2	91.9			
East Ayrshire	14		84.9	85.1	86.9			
East Dunbartonshire	30	X	79.8	77.1	76.6			
East Lothian	25	X	72.7	80.0	80.4		✓	
East Renfrewshire	5	✓	75.7	82.1	90.0			✓
City of Edinburgh	2	✓	72.2	88.7	92.2			✓
Eilean Siar	32	X	78.5	76.2	73.3	X		
Falkirk	11		86.5	86.2	87.3			
Fife	18		87.2	86.9	85.8			
Glasgow City	12		87.5	86.9	87.2			
Highland	20		88.8	83.8	83.9	X		
Inverclyde	10		77.9	83.3	88.3		✓	
Midlothian	26	X	81.6	80.1	78.2			
Moray	17		85.0	88.5	86.2			
North Ayrshire	22		84.0	86.1	82.1			
North Lanarkshire	18		84.3	84.7	85.8			
Orkney Islands	29	X	78.2	79.5	76.7			
Perth & Kinross	7	✓	89.4	90.6	89.6			
Renfrewshire	5	✓	86.5	88.2	90.0			
Scottish Borders	31	X	63.5	73.9	74.8			✓
Shetland Islands	16		81.5	83.7	86.4	✓		
South Ayrshire	27	X	84.1	81.1	77.4	X		
South Lanarkshire	4	✓	91.2	89.1	90.2			
Stirling	8	✓	89.9	88.9	89.2			
West Dunbartonshire	21		81.4	71.2	82.6			
West Lothian	1	✓	91.6	92.3	93.0			
			Scotland					
			85.1	85.8	86.5			

Ranked performance	05/06	06/07	07/08
Highest ranked performance	92.8	93.3	93.0
Upper quartile	87.8	88.6	89.1
Median	85.0	85.6	86.3
Lower quartile	79.5	81.6	80.6
Lowest ranked performance	63.5	71.2	73.3

Data features	Symbol	05/06	06/07	07/08
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2005/06	
Improvement	
5-9%	2
10-14%	2
>15%	3
Decline	
5-9%	4
10-14%	1
>15%	-

Notes

An underlined PI measurement indicates unreliable data.

Invoice payment - the percentage of invoices paid within 30 days

The following councils were ranked 25th or below in 2005/06:

Clackmannanshire
East Lothian
East Renfrewshire
City of Edinburgh
Eilian Siar
Inverclyde
Orkney Islands
Scottish Borders

The following councils did not make any material improvement in their performance by 2007/08:

Eilian Siar
Orkney Islands

Corporate management

Asset Management - the proportion of operational accommodation that is in a satisfactory condition.

The indicator shows the percentage of floor area (m²) of operational buildings assessed as being in a satisfactory condition.

The indicator covers all property used for the delivery of services including schools and temporary buildings, but it excludes rented housing stock and properties available for commercial let.

Points to bear in mind

As part of their asset management processes Scottish councils are each using an agreed suite of local asset management indicators, the guidance for which recognises that property assessments should be undertaken at least every five years.

Each council will have its own 'mix' of properties used for service provision. The choice of that mix is a matter for the council and will vary with a range of factors such as settlement pattern, and population density. However, it is important both to staff and service users that those properties are maintained in a reasonable condition and that they are suitable for the service provided.

Factors that may affect the reported performance of councils include:

- variations in the assessment process
- the mix of properties in use
- the extent to which councils are constrained by the use of listed buildings where possible modification is limited.

Corporate management

Asset management - proportion of GIA that is in satisfactory condition

Council	Rank in 07/08		PI measurement			Better ✓ or worse ✗ since 05/06		
	1-32	✓1-8 ✗ 25-32	05/06	06/07	07/08	5-9%	10-14%	>15%
Aberdeen City	29	✗	-	27.0	25.8			
Aberdeenshire	27	✗	-	34.0	38.4			
Angus	9		-	80.8	82.1			
Argyll & Bute	10		-	<u>64.9</u>	82.0			
Clackmannanshire	23		-	52.4	52.1			
Dumfries & Galloway	16		-	76.3	71.4			
East Ayrshire	7	✓	-	79.7	83.4			
East Lothian	3	✓	-	92.5	94.0			
East Renfrewshire	13		-	75.0	75.3			
Eilean Siar	24		-	44.6	51.6			
Falkirk	14		-	75.3	73.7			
Fife	7	✓	-	74.2	83.4			
Glasgow City	1	✓	-	97.2	96.1			
Highland	19		-	54.5	63.2			
Inverclyde	28	✗	-	38.6	34.6			
Midlothian	17		-	60.8	67.3			
Moray	18		-	64.2	65.4			
North Ayrshire	12		-	57.1	76.8			
North Lanarkshire	25	✗	-	46.6	47.2			
Orkney Islands	6	✓	-	FTR	84.8			
Perth & Kinross	1	✓	-	94.2	96.1			
Renfrewshire	22		-	FTR	60.2			
Scottish Borders	5	✓	-	88.2	88.1			
Shetland Islands	15		-	73.5	73.5			
South Ayrshire	26	✗	-	45.4	40.9			
South Lanarkshire	20		-	<u>57.3</u>	62.8			
Stirling	21		-	57.9	61.2			
West Dunbartonshire	4	✓	-	<u>90.0</u>	92.0			
West Lothian	11		-	76.4	78.1			
			Scotland					
			-	63.6	67.6			

Ranked performance	05/06	06/07	07/08
Highest ranked performance	-	97.2	96.1
Upper quartile	-	78.1	83.4
Median	-	64.9	73.5
Lower quartile	-	53.5	60.2
Lowest ranked performance	-	27.0	25.8

Data features	Symbol	05/06	06/07	07/08
PI not applicable	(-)	29	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2005/06	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Unreliable/Unreported Data in 2007/2008

Council	05/06	06/07	07/08
Dundee City	-	<u>68.0</u>	<u>99.7</u>
East Dunbartonshire	-	FTR	<u>93.4</u>
City of Edinburgh	-	<u>88.7</u>	<u>88.7</u>

Reason for Unreliable Determination in 2007/2008

Dundee City - As in 2006/07 the data used to compile the indicator is unreliable.

East Dunbartonshire - Method correct but data incomplete.

City of Edinburgh - Incomplete information supplied on the PI return. A small % of operational buildings in the estate reported.

Notes

An underlined PI measurement indicates unreliable data.

Corporate management

Asset Management - the proportion of operational accommodation that is suitable for its current use.

The indicator shows the extent to which operational buildings are suitable for their use and the delivery of services.

The indicator covers all property used for the delivery of services including schools and temporary buildings, but it excludes rented housing stock and properties available for commercial let.

Points to bear in mind

The measurement of suitability requires that properties meet any statutory requirements (including health & safety requirements) as well as the operational requirements of the service.

As part of their asset management processes Scottish councils are each using an agreed suite of local asset management indicators, the guidance for which recognises that property assessments should be undertaken at least every five years.

Each council will have its own 'mix' of properties used for service provision. The choice of that mix is a matter for the council and will vary with a range of factors such as settlement pattern, and population density. However, it is important both to staff and service users that those properties are maintained in a reasonable condition and that they are suitable for the service provided.

Factors that may affect the reported performance of councils include:

- variations in the assessment process
- the mix of properties in use
- the extent to which councils are constrained by the use of listed buildings where possible modification is limited.

Corporate management

Asset management - percentage of operational buildings that are suitable for their current use

Council	Rank in 07/08		PI measurement			Better ✓ or worse ✗ since 05/06		
	1-32	✓1-8 ✗ 25-32	05/06	06/07	07/08	5-9%	10-14%	>15%
Aberdeen City	5	✓	-	85.4	86.9			
Aberdeenshire	27	✗	-	40.3	47.1			
Angus	7	✓	-	80.0	84.2			
Argyll & Bute	23		-	<u>67.0</u>	64.2			
Clackmannanshire	15		-	76.5	75.2			
Dumfries & Galloway	28	✗	-	24.9	37.0			
East Ayrshire	19		-	71.6	72.7			
East Lothian	11		-	76.6	78.0			
East Renfrewshire	14		-	73.1	75.4			
Eilean Siar	18		-	68.8	72.9			
Falkirk	1	✓	-	89.4	89.9			
Fife	16		-	8.6	74.7			
Glasgow City	3	✓	-	90.6	88.2			
Highland	25	✗	-	59.7	60.0			
Midlothian	12		-	67.2	77.1			
Moray	6	✓	-	86.6	86.0			
North Ayrshire	4	✓	-	85.3	87.6			
North Lanarkshire	21		-	66.0	66.8			
Orkney Islands	2	✓	-	FTR	89.8			
Perth & Kinross	17		-	71.1	73.5			
Renfrewshire	13		-	51.6	76.3			
Scottish Borders	26	✗	-	47.2	47.2			
Shetland Islands	22		-	68.7	65.9			
South Ayrshire	23		-	62.0	64.2			
South Lanarkshire	10		-	74.5	79.8			
Stirling	8	✓	-	81.8	82.6			
West Dunbartonshire	9		-	<u>58.5</u>	80.1			
West Lothian	20		-	70.5	72.0			
			Scotland					
			-	54.7	69.7			

Ranked performance	05/06	06/07	07/08
Highest ranked performance	-	90.6	89.9
Upper quartile	-	78.3	83.0
Median	-	70.5	75.3
Lower quartile	-	60.9	66.6
Lowest ranked performance	-	8.6	37.0

Data features	Symbol	05/06	06/07	07/08
PI not applicable	(-)	28	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2005/06	
Improvement	
5-9%	-
10-14%	-
>15%	-
Decline	
5-9%	-
10-14%	-
>15%	-

Unreliable/Unreported Data in 2007/2008

Council	05/06	06/07	07/08
Dundee City	-	<u>60.9</u>	<u>97.8</u>
East Dunbartonshire	-	FTR	<u>51.7</u>
City of Edinburgh	-	FTR	FTR
Inverclyde	-	63.0	<u>63.2</u>

Reason for Unreliable Determination in 2007/2008

Dundee City - As in 2006/07 the data used to compile the indicator is unreliable.

East Dunbartonshire - Method correct but data incomplete.

Inverclyde - The SPI has been qualified on the grounds that no work has been performed in the year to report against this part of the PI and the submitted figures are based on the prior year's desktop surveys which are not deemed to present an accurate assessment of the buildings.

Notes

An underlined PI measurement indicates unreliable data.