

















Key		Adverse	Favorable	No Change	
		Compared to 2009/2010: Data has increased ↑	Data has decreased ↓	No change ↔	
Eilean Siar	Corporate Management & Benefits	2008/2009	2009/2010	2010/2011	2010/2011 Trend
<b>Indicator Number</b>					
1	Total number of FTE Teachers	408	411	404	
	Total number of days lost per year through sickness absence for teachers	4,064	3,525	3,524	
	<b>Days lost per employee for teachers</b>	<b>10.0</b>	<b>8.6</b>	<b>8.7</b>	↑
	Total number of FTE other Local Government employees	1,404	1,606	1,430	
	Total number of days lost per year through sickness absence for other Local Government employees	14,737	15,277	18,622	
	<b>Days lost per employee for other Local Government employees</b>	<b>10.5</b>	<b>9.5</b>	<b>13.0</b>	↑
2	Total number of council employees	1,585	1,874	1,979	
	Total number of council employees in top 2% of earners	40	39	47	
	Total number of female council employees in top 2% of earners	9	10	13	
	<b>Percentage of council employees in top 2% of earners that are women</b>	<b>22.5%</b>	<b>25.6%</b>	<b>27.7%</b>	↑
	Total number of council employees in top 5% of earners	89	94	106	
	Total number of female council employees in top 5% of earners	28	31	36	
	<b>Percentage of council employees in top 5% of earners that are women</b>	<b>31.5%</b>	<b>33.0%</b>	<b>34.0%</b>	↑
3	Number of building from which the council delivers services to the public	51	47	37	
	Number of public service buildings that are suitable for and accessible to disabled people	16	16	15	
	<b>Percentage of public service buildings that are suitable for and accessible to disabled people</b>	<b>31.4%</b>	<b>34.0%</b>	<b>40.5%</b>	↑
4	a) Average rent rebate caseload	-	48	53	
	Weighted rent rebate caseload	-	72	80	
	b) Average private rented sector caseload	-	175	194	
	Weighted private rented sector caseload	-	373	413	
	c) Average registered social landlord caseload	-	1,153	1,157	
	Weighted registered social landlord caseload	-	2,306	2,314	
	d) Average council tax benefit caseload	-	3,068	3,034	
	Weighted Council Tax Benefit caseload	-	4,663	4,612	
	e) Gross cost of providing the service	-	£536,935	£576,604	
	<b>Gross administration cost per case</b>	<b>-</b>	<b>£72.42</b>	<b>£77.72</b>	↑
5	<b>Cost of collecting council tax per dwelling</b>	<b>£23.45</b>	<b>£24.60</b>	<b>£22.15</b>	↓
	Cost of collecting council tax	£330,720	£350,238	£317,010	
	Number of dwellings	14,101	14,237	14,314	
	Income received from council tax summary warrants	£70,215	£74,415	£70,557	
6	a) Income due from council tax for the year excluding reliefs and rebates	£8,313,380	£8,437,367	£8,609,844	
	Income due from council tax for the year excluding all water charges and outstanding council tax	£11,879,913	£12,023,284	£12,139,021	
	Reliefs and rebates due to council for council tax for the year	£3,566,533	£3,585,917	£3,529,177	
	<b>Percentage of income due from council tax for the year that was received by the end of the year</b>	<b>94.6%</b>	<b>94.5%</b>	<b>94.6%</b>	↑
	Income received from council tax for the year	£7,863,816	£7,973,004	£8,145,325	
7	Number of invoices sampled	63,284	60,160	57,521	
	Number of invoices sampled that were paid within 30 days	43,785	44,037	50,863	
	<b>Percentage of invoices sampled paid within 30 days</b>	<b>69.2%</b>	<b>73.2%</b>	<b>88.4%</b>	↑
8	Gross internal floor area of operational buildings	109,960	107,122	106,494	
	Gross internal floor area of operational buildings in satisfactory condition	56,880	57,512	57,397	
	<b>Proportion of internal floor area of operational buildings in satisfactory condition</b>	<b>51.7%</b>	<b>53.7%</b>	<b>53.9%</b>	↑
	Total number of operational buildings	140	136	127	

<b>Key</b>				<b>Adverse</b>	<b>Favorable</b>	<b>No Change</b>
Compared to 2009/2010: Data has increased 		Data has decreased 		No change 		
Number of operational buildings that are suitable for their current use		100	98	98		
<b>Proportion of operational buildings that are suitable for their current use</b>		<b>71.4%</b>	<b>72.1%</b>	<b>77.2%</b>		

Key		Adverse	Favorable	No Change	
		Compared to 2009/2010: Data has increased 	Data has decreased 	No change 	
<b>Eilean Siar</b>	<b>Adult Social Work</b>	<b>2008/2009</b>	<b>2009/2010</b>	<b>2010/11</b>	<b>2010/11 Trend</b>
<b>Indicator Number</b>					
9	a) Total population aged 65+ Number of people aged 65+ receiving homecare	5,438 Not Reported	5,616 514	5,616 448	
	b) Total number of homecare hours provided Total number of homecare hours provided as a rate per 1,000 population aged 65+	Not Reported Not Reported	5,012 892.5	4,449 792.2	
	c) i Number of homecare clients receiving personal care <b>Percentage of homecare clients receiving personal care</b>	Not Reported <b>Not Reported</b>	485 <b>94.4%</b>	426 <b>95.1%</b>	
	ii Number of homecare clients receiving a service during evening/overnight <b>Percentage of homecare clients receiving a service during evening/overnight</b>	Not Reported <b>Not Reported</b>	135 <b>26.3%</b>	203 <b>45.3%</b>	
	iii Number of homecare clients receiving a service at weekends <b>Percentage of homecare clients receiving a service at weekends</b>	Not Reported <b>Not Reported</b>	427 <b>83.1%</b>	384 <b>85.7%</b>	
<b>Eilean Siar</b>	<b>Cultural &amp; Community Services</b>	<b>2008/2009</b>	<b>2009/2010</b>	<b>2010/11</b>	<b>2010/11 Trend</b>
<b>Indicator Number</b>					
10	Total population <b>Number of attendances per 1,000 population to all pools</b>	26,300 <b>4,610</b>	26,180 <b>5,522</b>	26,180 <b>4,847</b>	
	Total attendances for all pools <b>Number of attendances per 1,000 population for other indoor sports and leisure facilities excluding pools in a combined complex</b>	121,240 <b>5,890</b>	144,555 <b>6,326</b>	126,903 <b>7,433</b>	
	Total attendances for other indoor sports and leisure facilities, excluding pools in a combined complex	154,902	165,612	194,594	
11	Number of visits to/usages of council funded or part funded museums Number of visits to/usages of council funded or part funded museums expressed per 1,000 population Number of visits that were in person Number of visits that were in person expressed per 1,000 population	963,891 36,650 43,390 1,650	446,036 17,037 57,671 2,203	59,787 2,284 41,950 1,602	Not comparable to previous year as method of collation changed
12	Number of visits to libraries <b>Number of visits to libraries expressed per 1,000 population</b>	233,440 <b>8,876</b>	205,564 <b>7,852</b>	200,506 <b>7,659</b>	
<b>Eilean Siar</b>	<b>Development Services</b>	<b>2008/2009</b>	<b>2009/2010</b>	<b>2010/2011</b>	<b>2010/2011 Trend</b>
<b>Indicator Number</b>					
13	Number of householder applications Number of householder applications dealt with within two months <b>Percentage of householder applications dealt with within two months</b>	87 67 <b>77.0%</b>	107 94 <b>87.9%</b>	103 82 <b>79.6%</b>	
	Number of non-householder applications Number of non-householder applications dealt with within two months <b>Percentage of non-householder applications dealt with within two months</b>	413 260 <b>63.0%</b>	407 229 <b>56.3%</b>	460 297 <b>64.6%</b>	
	Total number of applications Total number of householder and non-householder applications dealt with within two months <b>Percentage of householder and non-householder applications dealt with within two months</b>	500 327 <b>65.4%</b>	514 323 <b>62.8%</b>	563 379 <b>67.3%</b>	

<b>Key</b>		Adverse	Favorable	No Change	
Compared to 2009/2010: Data has increased		Data has decreased	No change		
Eilean Siar	Housing	2008/2009	2009/2010	2010/2011	2010/2011 Trend
<b>Indicator Number</b> <b>14</b>	Target response time for housing response repairs falling within the first priority category	No Service	No Service	No Service	
	Number of first priority housing response repairs	No Service	No Service	No Service	
	Number of first priority housing response repairs completed within target time	No Service	No Service	No Service	
	Target response time for housing response repairs falling within the second priority category	No Service	No Service	No Service	
	Number of second priority housing response repairs	No Service	No Service	No Service	
	Number of second priority housing response repairs completed within target time	No Service	No Service	No Service	
	Target response time for housing response repairs falling within the third priority category	No Service	No Service	No Service	
	Number of third priority housing response repairs	No Service	No Service	No Service	
	Number of third priority housing response repairs completed within target time	No Service	No Service	No Service	
	Target response time for housing response repairs falling within the fourth priority category	No Service	No Service	No Service	
	Number of fourth priority housing response repairs	No Service	No Service	No Service	
	Number of fourth priority housing response repairs completed within target time	No Service	No Service	No Service	
	Target response time for housing response repairs falling within the fifth priority category	No Service	No Service	No Service	
	Number of fifth priority housing response repairs	No Service	No Service	No Service	
	Number of fifth priority housing response repairs completed within target time	No Service	No Service	No Service	
	Target response time for housing response repairs falling within the sixth priority category	No Service	No Service	No Service	
	Number of sixth priority housing response repairs	No Service	No Service	No Service	
	Number of sixth priority housing response repairs completed within target time	No Service	No Service	No Service	
	Total number of housing response repairs	No Service	No Service	No Service	
	Total number of housing response repairs completed within target	No Service	No Service	No Service	
	Percentage of repairs completed within target times	No Service	No Service	No Service	
<b>15</b>	Number of council dwellings	No Service	No Service	No Service	
	Number of council dwellings brought up to a tolerable standard	No Service	No Service	No Service	
	Percentage of council dwellings brought up to a tolerable standard	No Service	No Service	No Service	
	Number of council dwellings free from serious disrepair	No Service	No Service	No Service	
	Percentage of council dwellings free from serious disrepair	No Service	No Service	No Service	
	Number of council dwellings that are energy efficient	No Service	No Service	No Service	
	Percentage of council dwellings that are energy efficient	No Service	No Service	No Service	
	Number of council dwellings that have modern facilities and services	No Service	No Service	No Service	
	Percentage of council dwellings that have modern facilities and services	No Service	No Service	No Service	
	Number of council dwellings that are healthy, safe and secure	No Service	No Service	No Service	
	Percentage of council dwellings that are healthy, safe and secure	No Service	No Service	No Service	
	Total dwellings meeting SHQS	No Service	No Service	No Service	

<b>Key</b>		<b>Adverse</b>	<b>Favorable</b>	<b>No Change</b>
Compared to 2009/2010: Data has increased		Data has decreased	No change	
	Percentage of dwellings meeting SHQS	No Service	No Service	No Service
<b>16</b>	Percentage of rent due in the year that was lost due to voids	No Service	No Service	No Service
	Amount of rent loss due to voids	No Service	No Service	No Service
	Gross annual rent debit	No Service	No Service	No Service
<b>17</b>	Number of not low demand houses re-let in less than 2 weeks	No Service	No Service	No Service
	Number of not low demand houses re-let in 2-4 weeks	No Service	No Service	No Service
	Number of not low demand houses re-let in 5-8 weeks	No Service	No Service	No Service
	Number of not low demand houses re-let in 9-16 weeks	No Service	No Service	No Service
	Number of not low demand houses re-let in more than 16 weeks	No Service	No Service	No Service
	Total number of not low demand houses re-let	No Service	No Service	No Service
	Total number of days to re-let not low demand houses	No Service	No Service	No Service
	Average time to re-let not low demand houses	No Service	No Service	No Service
	Number of low demand houses re-let in less than 2 weeks	No Service	No Service	No Service
	Number of low demand houses re-let in 2-4 weeks	No Service	No Service	No Service
	Number of low demand houses re-let in 5-8 weeks	No Service	No Service	No Service
	Number of low demand houses re-let in 9-16 weeks	No Service	No Service	No Service
	Number of low demand houses re-let in 17-32 weeks	No Service	No Service	No Service
	Number of low demand houses re-let in 33-52 weeks	No Service	No Service	No Service
	Number of low demand houses re-let in more than 52 weeks	No Service	No Service	No Service
	Number of low demand houses re-let	No Service	No Service	No Service
	Total number of days to re-let low demand houses	No Service	No Service	No Service
	Average time to re-let low demand houses	No Service	No Service	No Service
	Number of low demand houses remaining un-let at year end	No Service	No Service	No Service
	Number of days that these houses remained un-let	No Service	No Service	No Service
	Average time that these houses remained un-let	No Service	No Service	No Service
	Number of dwellings considered to be low demand at year end	No Service	No Service	No Service
	Number of dwellings considered to be low demand at year end, considered low demand at start of year	No Service	No Service	No Service
	Number of dwellings considered to be low demand at year end that were subject to a disposal strategy	No Service	No Service	No Service
<b>18</b>	a) Amount of current tenants' rent arrears	No Service	No Service	No Service
	Net annual rent debit	No Service	No Service	No Service
	Current tenants' arrears as a percentage of net rent due	No Service	No Service	No Service
	b) Number of current tenants	No Service	No Service	No Service
	Number of current tenants owing more than 13 weeks rent excluding those owing less than £250	No Service	No Service	No Service
	Percentage of current tenants owing more than 13 weeks rent excluding those owing less than £250	No Service	No Service	No Service
	c) Number of tenants giving up their tenancy during the year	No Service	No Service	No Service
	Number of those tenants that were in rent arrears	No Service	No Service	No Service
	Proportion of those tenants that were in rent arrears	No Service	No Service	No Service
	d) Average weekly rent	No Service	No Service	No Service
	Total debt owed by tenants leaving their tenancies with arrears	No Service	No Service	No Service
	Average debt owed by tenants leaving their tenancies with arrears	No Service	No Service	No Service
	Average number of weeks rent owed by tenants leaving in arrears	No Service	No Service	No Service
	e) Amount of former tenant arrears	No Service	No Service	No Service

Key		Adverse	Favorable	No Change	
Compared to 2009/2010: Data has increased		Data has decreased	No change		
19	Amount of former tenant arrears written off or collected during the year	No Service	No Service	No Service	
	Percentage of former tenant arrears written off or collected during the year	No Service	No Service	No Service	
	Number of households assessed during the year for permanent accommodation	130	117	129	
	Number of decision notifications issued within 28 days of date of initial presentation for permanent accommodation	92	93	115	
	<b>Percentage of decision notifications issued within 28 days of date of initial presentation for permanent accommodation</b>	<b>70.8%</b>	<b>79.5%</b>	<b>89.1%</b>	
	Number of cases open at the beginning of the year or assessed in the year	130	117	129	
	Number who are housed into permanent accommodation	70	97	57	
	<b>Percentage who are housed into permanent accommodation</b>	<b>53.8%</b>	<b>82.9%</b>	<b>44.2%</b>	
	Number of permanent accommodation cases reassessed within 12 months of completion of duty	3	3	3	
	Number of permanent accommodation cases assessed during the year	130	117	129	
	<b>Percentage of permanent accommodation cases reassessed</b>	<b>2.3%</b>	<b>2.6%</b>	<b>2.3%</b>	
	Number of households assessed during the year for temporary accommodation	65	41	30	
	Number of decision notifications issued within 28 days of date of initial presentation for temporary accommodation	47	32	25	
	<b>Percentage of decision notifications issued within 28 days of date of initial presentation for temporary accommodation</b>	<b>72.3%</b>	<b>78.0%</b>	<b>83.3%</b>	
	Number of temporary cases reassessed within 12 months of completion of duty	2	2	3	
	Number of temporary accommodation cases assessed during the year	54	41	30	
<b>Percentage of temporary accommodation cases reassessed</b>	<b>3.7%</b>	<b>4.9%</b>	<b>10.0%</b>		
The proportion of those provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months	No Service	No Service	No Service		
<b>Eilean Siar</b>	<b>Protective Services</b>	<b>2008/2009</b>	<b>2009/2010</b>	<b>2010/2011</b>	<b>2010/2011 Trend</b>
<b>Indicator Number</b>					
20	Number of domestic noise complaints received that were settled without need for attendance on site	0	3	3	
	Number of domestic noise complaints received requiring attendance on site	2	3	3	
	Number of domestic noise complaints received that were dealt with under Part V of ASB Act 2004	0	0	0	
	Total domestic noise complaints	2	6	6	
	<b>Average time (hours) between time of complaint and attendance on site, for those requiring attendance on</b>	<b>48.0</b>	<b>48.0</b>	<b>9.3</b>	
	Average time (hours) between time of complaint and attendance on site, for those dealt with under the ASB Act 2004	No Service	No Service	No Service	
21	Number of consumer complaints received	131	135	443	
	Number of consumer complaints dealt with within 14 days of receipt	77	103	417	
	<b>Percentage of consumer complaints dealt with within 14 days of receipt</b>	<b>58.8%</b>	<b>76.3%</b>	<b>94.1%</b>	
	Number of business advice requests received	34	38	59	
	Number of business advice requests dealt with within 14 days of receipt	31	36	59	
<b>Percentage of business advice requests dealt with within 14 days of receipt</b>	<b>91.2%</b>	<b>94.7%</b>	<b>100.0%</b>		

<b>Key</b>		Adverse	Favorable	No Change	
Compared to 2009/2010: Data has increased		Data has decreased	No change		
Eilean Siar	Roads & Lighting	2008/2009	2009/2010	2010/2011	2010/2011 Trend
<b>Indicator Number</b>					
22	Percentage of A class roads that should be considered for maintenance treatment	42.6%	45.8%	48.8%	
	Percentage of B class roads that should be considered for maintenance treatment	39.1%	41.8%	45.2%	
	Percentage of C class roads that should be considered for maintenance treatment	44.6%	47.5%	51.6%	
	Percentage of unclassified roads that should be considered for maintenance treatment	50.5%	49.2%	53.5%	
	<b>Overall percentage of road network that should be considered for maintenance treatment</b>	<b>45.7%</b>	<b>46.9%</b>	<b>50.6%</b>	
Eilean Siar	Waste Management	2008/2009	2009/2010	2010/2011	2010/2011 Trend
<b>Indicator Number</b>					
23	Number of premises for refuse collection	16,242	16,384	16,483	
a)	<b>Net cost of refuse collection per premise</b>	<b>£61.84</b>	<b>£67.43</b>	<b>£71.97</b>	
	Net cost of refuse collection	£1,004,380	£1,104,739	£1,186,340	
b)	<b>Net cost of refuse disposal per premise</b>	<b>£175.01</b>	<b>£225.61</b>	<b>£242.90</b>	
	Net cost of refuse disposal	£2,842,435	£3,696,447	£4,003,678	
	Cost of capping landfill site	£0	£0	£0	
24	Total number of tonnes of municipal waste collected	23,647.0	22,211.0	22,336.0	
	<b>Total tonnes of municipal waste composted</b>	<b>2,323.0</b>	<b>2,120.0</b>	<b>2,357.0</b>	
	Total tonnes of municipal waste recycled	2,084.0	2,579.0	2,196.0	
	<b>Percentage of municipal waste recycled</b>	<b>18.6%</b>	<b>21.2%</b>	<b>20.4%</b>	
25	Local authority cleanliness measurement - inspection one	80	76	68	
	Local authority cleanliness measurement - inspection two	77	77	76	
	Local authority cleanliness measurement - inspection three	84	80	80	
	Local authority cleanliness measurement - inspection four	81	79	77	
	Partner authority cleanliness measurement - inspection one	69	68	71	
	Partner authority cleanliness measurement - inspection two	66	75	73	
	Keep Scotland Beautiful inspection - validation inspection	68	72	80	
	<b>Overall cleanliness index</b>	<b>72</b>	<b>75</b>	<b>75</b>	