



INSERT 'NS' IN CELLS WHERE THERE IS NO SERVICE

		Source	Performance Information			PI values		
					05/06	06/07	07/08	
<b>RESIDENTIAL ACCOMMODATION: PRIVACY</b>								
3	The number of rooms expressed as a percentage of all residential care places							
<b>Single rooms (by sector)</b>		Number of occupied places that are <b>single rooms</b> (by sector)	Total number of occupied <b>places</b> (by sector)	Percentage of places that are <b>single rooms</b> (by sector)				
a)	i. Older people - <i>council</i>	117	117	100.0 %	98.8%	100.0%	100.0%	
	ii. Older people - <i>voluntary sector</i>	81	85	95.3 %	100.0%	80.7%	87.3%	
	iii. Older people - <i>private sector</i>	NS	NS	NS %	No Service	No Service	No Service	
b)	i. Other adults - <i>council</i>	10	10	100.0 %	100.0%	100.0%	100.0%	
	ii. Other adults - <i>voluntary sector</i>	16	16	100.0 %	No Service	100.0%	100.0%	
	iii. Other adults - <i>private sector</i>	NS	NS	NS %	No Service	No Service	No Service	
<b>Rooms with en-suite facilities (by sector)</b>		Number of occupied places with <b>en-suite</b> facilities (by sector)	Total number of occupied <b>places</b> (by sector)	Percentage of places with <b>en-suite</b> facilities (by sector)				
a)	i. Older people - <i>council</i>	69	117	59.0 %	34.9%	48.7%	48.3%	
	ii. Older people - <i>voluntary sector</i>	81	85	95.3 %	100.0%	80.7%	100.0%	
	iii. Older people - <i>private sector</i>	NS	NS	NS %	No Service	No Service	No Service	
b)	i. Other adults - <i>council</i>	0	10	0.0 %	0.0%	0.0%	0.0%	
	ii. Other adults - <i>voluntary sector</i>	16	16	100.0 %	No Service	100.0%	100.0%	
	iii. Other adults - <i>private sector</i>	NS	NS	NS %	No Service	No Service	No Service	

INSERT 'NS' IN CELLS WHERE THERE IS NO SERVICE

Adult Social Work

2008/2009

Eilean Siar

INSERT 'NS' IN CELLS WHERE THERE IS NO SERVICE

		Source	Performance Information	PI values		
				05/06	06/07	07/08
<b>HOME CARE/HOME HELPS</b>						
4	<b>Level of service</b>					
	<i>Total population aged 65+ (2007 mid year estimates)</i>	5,438				
a)	Number of people aged 65+ receiving homecare		FTR	571	539	486
	<b>Total volume of service</b>					
b)	Total number of homecare hours per 1,000 population aged 65+		Number of home care hours As a rate per 1,000 population aged 65+	851.3	847.9	788.4
c)	Number and percentage of homecare clients aged 65+ receiving:		FTR			
	i. Personal care		FTR %	76.2%	82.9%	85.4%
	ii. A service during evening/overnight		FTR %	19.3%	15.8%	15.8%
	iii. A service at weekends		FTR %	65.3%	64.2%	70.8%
<b>RESPIRE CARE</b>						
5	<b>Older people - aged 65+</b>					
	<i>Population aged 65+ (2007 mid year estimate)</i>	5,438				
a)	Total overnight respite nights provided		Volume of respite care Number per 1,000 population (65+)	607.5	678.9	768.6
b)	Number and percentage of respite nights not in a care home		4,656 nights 856.2	0.0%	0.0%	0.0%
c)	Total daytime respite hours provided		0 nights %	2,247.8	3,196.8	2,161.0
d)	Number and percentage of daytime respite not in a day centre		11,595 hours 2,132.2	67.8%	45.1%	59.3%
	<b>People aged 18-64</b>					
	<i>Population aged 18-64 (2007 mid year estimate)</i>	15,557				
a)	Total overnight respite nights provided		Volume of respite care Number per 1,000 population (18-64)	41.8	33.5	42.7
b)	Number and percentage of respite nights not in a care home		833 nights 53.5	0.0%	0.0%	0.0%
c)	Total daytime respite hours provided		0 nights %	50.2	33.0	89.6
d)	Number and percentage of daytime respite not in a day centre		1,170 hours 75.2	65.1%	56.2%	25.5%
			1,170 hours 100.0 %			
<b>CRIMINAL JUSTICE</b>						
6	<b>Social enquiry reports</b>					
a)	Number of reports submitted to court during year		134			
b)	Number and proportion of reports submitted to court by due date	134		100.0%	100.0%	100.0%

**Adult Social Work**

**2008/2009**

Eilean Siar

**INSERT 'NS' IN CELLS WHERE THERE IS NO SERVICE**

	Source	Performance Information		PI values		
				05/06	06/07	07/08
<b>7</b>	<b>Probation</b>					
a)	Number of new probation orders issued during the year		38			
b)	Number of probationers	37				
	Number and proportion of new probationers seen by a supervising officer within one week		34	91.9 %	95.2%	94.7% 97.3%
<b>8</b>	<b>Community service</b>					
a)	Number of new community service orders issued during the year		54			
b) i.	Average number of hours per week to compete community orders			8.5 hours	6.0 hours	6.0 hours 7.5 hours
ii.	Total community orders completed during the year		42			
iii.	Total hours for all community orders	6,285				
c)	Total days to complete all community orders	5,171				

## Benefits Administration

2008/2009

Council: Eilean Siar

		Source	Contextual	Performance information	05/06	PI values 06/07	07/08
<b>ADMINISTRATION COSTS</b>							
1	The number of cases for each of the following should be taken from the returns to DWP for May, August, November and February and then calculate the average of the four results.						
	a) Average rent rebate caseload	38					
	Weighted rent rebate caseload			57	-	856	56
	b) Average private rented sector caseload	141					
	Weighted private rented sector caseload			300	-	273	281
	c) Average registered social landlord caseload	1,097					
	Weighted registered social landlord caseload			2,194	-	1,176	2,204
	d) Average Council Tax Benefit caseload	2,980					
	Weighted Council Tax Benefit caseload			4,530	-	4,744	4,631
	e) Gross cost of providing the service	£515,877.00					
	f) Gross administration cost per case			£72.85	-	£73.38	£72.16
<b>PAYING THE RIGHT BENEFIT AT THE RIGHT TIME</b>							
2	Processing times						
	a) Number of new and change events claims, (both successful and unsuccessful)	4,805					
	Total days to process claims	87,384					
	Average time to process new and change events claims			18.2 days	-	-	-

**Benefits Administration**

2008/2009

Council: Eilean Siar

	Source	Contextual	Performance information	PI values		
				05/06	06/07	07/08
<p>3 a) The number changes to customers' HB/CTB entitlement that are processed within the year per 1,000 caseload</p> <p>i. Total caseload</p> <p>ii. Number of changes</p> <p>iii. Change per 1000 caseload</p> <p><b>Report in accordance with data provided by DWP</b></p>	<p>3,147</p> <p>1,422</p>		<p>451.9</p>	-	-	-

Cultural and Community Services

2008/2009

Eilean Siar

		Source	Contextual	Performance information	05/06	PI values 06/07	07/08
<b>SPORT AND LEISURE MANAGEMENT</b>							
1	<p><b>All pools</b> Number of attendances and expressed per 1,000 population</p> <p><i>Population (2007 mid-year estimate)</i></p>	<p>Attendances</p> <p>121,240</p> <p>26,300</p>		4,610	4,841	4,567	4,351
<b>ATTENDANCE AT INDOOR SPORTS FACILITIES EXCLUDING POOLS</b>							
2	<p><b>Indoor sport and leisure facilities, excluding pools in a combined complex</b> Number of attendances and expressed per 1,000 population</p>	<p>Attendances</p> <p>154,902</p>		5,890	5,197	5,835	5,728
<b>MUSEUM SERVICES</b>							
3	a) Number of visits to/usages of council funded or part funded museums and expressed per 1,000 population	<p>Number of visits</p> <p>963,891</p>		36,650	-	2243.0	81.0
	b) Number of visits in part a) that were in person and expressed per 1,000 population	<p>43,390</p>		1,650	-	1634.0	66.0
<b>LIBRARY STOCK TURNOVER</b>							
4	Changes in <b>adult</b> library lending stock of books and audio-visual material						
	a) i. National target <b>number</b> of additions			7,364			
	ii. National target number of additions per 1,000 population	280					
	b) i. Number of additions		1,861				
	ii. Additions per 1,000 population			71	100	73	151
	c) i. Total number of closing stock items	76,296					
	ii. Total number of closing stock items per 1,000 population			2,901	3,414	3,248	2,987
	Changes in <b>children's &amp; teenage</b> library lending stock of books and audio-visual material						
	a) i. National target <b>number</b> of additions			2,630			
	ii. National target number of additions per 1,000 population	100					
	b) i. Number of additions		983				
	ii. Additions per 1,000 population			37	52	43	56
	c) i. Total number of closing stock items	34,431					

**Cultural and Community Services**

**2008/2009**

Eilean Siar

	Source	Contextual	Performance information	PI values		
				05/06	06/07	07/08
ii. Total number of closing stock items per 1,000 population			1,309	1,672	1,619	1,391

**USE OF LIBRARIES**

5 a) Number of visits to libraries and expressed per 1,000 population	233,440		8,876	-	9,538	9,754
b) Number of borrowers and expressed as a percentage of the resident population	8,815		33.5 %	46.3%	33.1%	23.2%

**LEARNING CENTRE AND LEARNING ACCESS POINT USERS**

6 a) Number of users and expressed as a percentage of the population	6,094		23.2 %	11.7%	18.9%	21.0%
b) Number of occasions that terminals are accessed, and expressed per 1,000 population	29,812		1,133.5	1,458.3	1,646.8	1,334.5

Corporate Management

2008/2009

Eilean Siar

		Source	Contextual	Performance information	05/06	PI values 06/07	07/08
<b>SICKNESS ABSENCE</b>							
1	The average number of working days per employee lost through sickness absence						
a)	<b>Teachers</b>						
	i. Total number of FTE staff		408				
	ii. Total number of days lost per year through sickness absence		4,064				
	iii. Days lost per employee			10.0 days	-	-	-
b)	<b>All other local government employees</b>						
	i. Total number of FTE staff		1,404				
	ii. Total number of days lost per year through sickness absence		14,737				
	iii. Days lost per employee			10.5 days	-	-	-
<b>LITIGATION CLAIMS</b>							
2	The number and value of civil liability claims incurred by the council in the year						
	<i>Population (2007 mid-year estimate)</i>	26,300					
a)	i. Number of claims		1				
	ii. Number of claims per 10,000 population			0.4	17.1	Not Reported	11.4
b)	i. Total revenue budget		£ 113,564,924				
	ii. Total claims		£ 5,363				
	iii. Claims as a percentage of revenue budget			0.0 %	0.1%	Not Reported	0.1%
	<b>Updated position for 2007/08</b>						
	<i>Population (2006 mid-year estimate)</i>	26,350					
c)	i. Number of claims (2007/08)	30					
	Number of claims per 10,000 population (2007/08)			11.4	15.3	Not Reported	12.9
	Total revenue budget (2007/08)	£ 96,743,923					
	ii. Total claims value for 2007/08	£ 66,521					
	2007/08 claims as a percentage of revenue budget			0.1 %	0.0%	Not Reported	Not Reported

**Corporate Management**

**2008/2009**

Eilean Siar

		Source	Contextual	Performance information	05/06	PI values 06/07	07/08
<b>EQUAL OPPORTUNITIES POLICY</b>							
3	The number and percentage of the highest paid 2% and 5% of earners among council employees, that are women						
	Total number of employees	1,585					
	Total number of employees in top 2%		40				
	Total number of women employees in top 2%		9				
	Percentage of women employees in top 2%			22.5 %	18.8%	20.0%	19.7%
	Total number of employees in top 5%		89				
Total number of women employees in top 5%		28					
Percentage of women employees in top 5%				31.5 %	23.5%	23.6%	24.7%
<b>PUBLIC ACCESS</b>							
4	Number of council buildings from which the council delivers services to the public		51				
	Number and percentage of buildings from which the council delivers services that are suitable for, and accessible to, disabled people		16	31.4 %	5.0%	34.0%	28.0%
<b>COUNCIL TAX COLLECTION</b>							
5	a) Cost of collecting council tax per dwelling (All dwellings, not just chargeable)			£ 23.45	£29.57	£25.68	£23.62
	b) Cost of collecting council tax	£ 330,720					
	c) Number of dwellings	14,101					
	d) Income received from summary warrants (i.e. 10% recovered by council)	£ 70,215					

## Corporate Management

2008/2009

Eilean Siar

	Source	Contextual	Performance information	05/06	PI values 06/07	07/08
<b>COUNCIL TAX INCOME</b>						
6 a) i. Income due from council tax for the year excluding reliefs and rebates			£ 8,313,380 .00	£7,396,266	£7,823,182	£8,182,333
ii. Income due from council tax for the year excluding all water charges and outstanding council tax	£ 11,879,919					
iii. Reliefs and rebates due to council for council tax for the year	£ 3,566,539					
b) i. Percentage of income due from council tax for the year that was received by the end of the year			94.6 %	93.9%	93.7%	94.3%
ii. Income received from council tax for the year	£ 7,863,816					
<b>PAYMENT OF INVOICES</b>						
7 a) Number of invoices sampled		63,284				
b) Number of invoices sampled and paid within 30 days	43,785					
c) Percentage of invoices sampled and paid within 30 days			69.2 %	78.5%	76.2%	73.3%
<b>ASSET MANAGEMENT</b>						
8 a) Gross internal floor area of operational buildings		109,960 m <sup>2</sup>				
Proportion of GIA that is in satisfactory condition		56,880 m <sup>2</sup>	51.7 %	-	44.6	51.6
b) Total number of operational buildings		140				
Number and percentage of operational buildings that are suitable for their current use		100	71.4 %	-	68.8	72.9

**Development Services**

**2008/2009**

Eilean Siar

			Source	Contextual	Performance information	05/06	PI values 06/07	07/08
<b>PROCESSING TIME - PLANNING APPLICATIONS</b>								
1	Number and percentage of householder and non-householder applications dealt with within two months		Number of applications	Number dealt with within two months	% dealt with within two months			
a)	i.	Householder	87	67	77.0 %	75.8%	81.3%	67.9%
	ii.	Non-householder	413	260	63.0 %	64.1%	63.3%	52.2%
		<b>Total</b>	500	327	65.4 %	65.9%	65.3%	54.5%
<b>APPEALS - PLANNING</b>								
2	a)	Number of planning determinations		500				
	b)	Number of planning determinations that went to appeal		5				
	c)	Number of successful appeals		4				
	d)	i. Successful appeals as a percentage of determinations			0.8 %	0.0%	0.0%	0.0%
		ii. Successful appeals as a percentage of determinations that went to appeal			80.0 %	0.0%	0.0%	0.0%
<b>DEVELOPMENT PLANS</b>								
3	Percentage of population covered by a Local Plan which has been adopted or finalised within the last five years				100.0 %	100.0%	100.0%	100.0%

**Education & Children's Services**

**2008/2009**

Eilean Siar

**INSERT 'NS' IN CELLS WHERE THERE IS NO SERVICE**

**PRIMARY SCHOOLS**

	Source	Contextual	Performance information	PI values		
				05/06	06/07	07/08
<b>1 a)</b> Occupancy: number and percentage of primary schools	Number of schools					
i. Number of schools with occupancy of: 40% or less	18		50.0 %	31.6%	39.5%	42.1%
ii. Number of schools with occupancy of: 41 - 60%	12		33.3 %	42.1%	31.6%	47.4%
iii. Number of schools with occupancy of: 61 - 80%	6		16.7 %	21.1%	23.7%	10.5%
iv. Number of schools with occupancy of: 81 - 100%	0		0.0 %	5.3%	5.3%	0.0%
v. Number of schools with occupancy of: 101% or more	0		0.0 %	0.0%	0.0%	0.0%
<b>b)</b> Total number of primary schools		36				

**SECONDARY SCHOOLS**

<b>2 a)</b> Occupancy: number and percentage of secondary schools	Number of schools					
i. Number of schools with occupancy of: 40% or less	3		27.3 %	18.2%	27.3%	36.4%
ii. Number of schools with occupancy of: 41 - 60%	7		63.6 %	45.5%	36.4%	45.5%
iii. Number of schools with occupancy of: 61 - 80%	1		9.1 %	18.2%	9.1%	18.2%
iv. Number of schools with occupancy of: 81 to 100%	0		0.0 %	18.2%	27.3%	0.0%
v. Number of schools with occupancy of: 101% or more	0		0.0 %	0.0%	0.0%	0.0%
<b>b)</b> Total number of secondary schools		11				

Education & Children's Services

2008/2009

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**EQUAL OPPORTUNITIES POLICY**

		Source	Contextual	Performance information	PI values		
					05/06	06/07	07/08
<b>3</b>	The number and percentage of teachers in each of the following staff bands who are women:- (Total number of staff, NOT full time equivalents)						
	<b>Head and Deputy Head Teachers</b>						
	Secondary	25	6	24.0 %	10.5%	19.0%	25.9%
	Primary	30	29	96.7 %	100.0%	96.0%	93.3%
	Special	NS	NS	NS %	No Service	No Service	No Service
	Total	55	35	63.6 %	64.6%	42.2%	61.4%
	<b>All teachers (including Head and Deputy Head teachers)</b>						
	Secondary	224	127	56.7 %	50.2%	59.9%	56.0%
	Primary	210	191	91.0 %	89.9%	93.0%	88.7%
	Special	NS	NS	NS %	No Service	No Service	No Service
	Total	434	318	73.3 %	69.5%	71.6%	72.5%

**CHILDREN'S REPORTER LIAISON**

<b>Figures should be consistent with those in final report from SCRA</b>							
<b>4 a)</b>	The number of Children's Hearing reports submitted to the Reporter during the year		91				
<b>b)</b>	The number and percentage of Children's Hearing reports requested by the Reporter which were submitted within target time		25	27.5 %	36.3%	42.6%	33.8%

**Education & Children's Services**

**2008/2009**

Eilean Siar

**INSERT 'NS' IN CELLS WHERE THERE IS NO SERVICE**

**SUPERVISION**

	Source	Contextual	Performance information	PI values		
				05/06	06/07	07/08
5		10				
		6				
			60.0 %	54.5%	75.0%	76.9%

**LOOKED AFTER CHILDREN - ACADEMIC ATTAINMENT**

	Source	Contextual		Percentage	05/06	06/07	07/08
		Number	Percentage				
6 a)							
	At home	4					
	Away from home	2					
	Total	6					
b)							
	At home	4	100.0 %	-	100.0	50.0	
	Away from home	2	100.0 %	-	50.0	66.7	
	Total	6	100.0 %	0.0	77.8	60.0	
c)							
	At home	1	25.0 %	-	60.0	50.0	
	Away from home	2	100.0 %	-	25.0	66.7	
	Total	3	50.0 %	0.0	44.4	60.0	

**Education & Children's Services**

**2008/2009**

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**INSERT 'NS' IN CELLS WHERE THERE IS NO SERVICE**

**RESIDENTIAL ACCOMMODATION: STAFF QUALIFICATION**

7 Care staff in Local Authority residential children's homes, who have appropriate qualifications for the level of post held

Source	Contextual	Performance information	PI values		
			05/06	06/07	07/08
Number of staff (not whole time equivalent) [ ] NS	Number of qualified staff (not whole time equivalent) [ ]	Percentage qualified [ ] NS %	No Service	No Service	No Service

**RESPITE CARE**

8 **Children aged 0-17 with disabilities**  
*Population aged 0-17 (2007 mid year estimates)*

	Source	Contextual	Performance information	PI values		
				05/06	06/07	07/08
	5,305	Volume of respite care	No. per 1,000 population			
a) Total overnight respite nights provided		142 nights	26.8	697.7	41.9	26.3
b) Number and percentage of respite nights not in a care home		0 nights	%	0.0%	16.6%	0.0%
c) Total hours daytime respite provided		2,713 hours	511.4	472.8	388.9	452.5
d) Number and percentage of daytime respite hours provided not in a day care centre		0 hours	%	0.0%	4.2%	0.0%

Housing

2008/2009

Eilean Siar

	Source	Contextual	Performance information	PI values		
				05/06	06/07	07/08
<b>1 RESPONSE REPAIRS</b>						
<b>Category 1</b>						
i. Target response time for this category			NS			
ii. Number of repairs in this category			NS			
iii. Number completed within target time	NS					
<b>Category 2</b>						
i. Target response time for this category			NS			
ii. Number of repairs in this category			NS			
iii. Number completed within target time	NS					
<b>Category 3</b>						
i. Target response time for this category			NS			
ii. Number of repairs in this category			NS			
iii. Number completed within target time	NS					
<b>Category 4</b>						
i. Target response time for this category			NS			
ii. Number of repairs in this category			NS			
iii. Number completed within target time	NS					
<b>Category 5</b>						
i. Target response time for this category			NS			
ii. Number of repairs in this category			NS			
iii. Number completed within target time	NS					
<b>Category 6</b>						
i. Target response time for this category			NS			
ii. Number of repairs in this category			NS			
iii. Number completed within target time	NS					
<b>All categories</b>						
d) i. Total number of response repairs			NS			
ii. Number of housing response repairs completed within target			NS			
iii. Percentage completed within target times				NS %	-	-

**Housing**

**2008/2009**

**Eilean Siar**

		Source	Contextual	Performance information	PI values		
					05/06	06/07	07/08
<b>Housing Quality</b>							
<b>2</b>	The number and proportion of the council's housing stock being brought up to the Scottish Housing Quality Standard by criteria						
	Number of council dwellings	NS					
i.	Tolerable standard		NS	NS %	-	-	-
ii.	Free from serious disrepair		NS	NS %	-	-	-
iii.	Energy efficient		NS	NS %	-	-	-
iv.	Modern facilities and services		NS	NS %	-	-	-
v.	Healthy, safe and secure		NS	NS %	-	-	-
vi.	Total dwellings meeting SHQS		NS	NS %	-	-	-
<b>MANAGING TENANCY CHANGES</b>							
<b>3</b>	a) Percentage of rent due in the year that was lost due to voids			NS %	1.8%	No Service	No Service
	b) Amount of rent loss due to voids		£ NS,00				
	c) Gross annual rent debit (rent due in the year)		£ NS,00				



Housing

2008/2009

Eilean Siar

		Source	Contextual	Performance information	05/06	PI values 06/07	07/08	
<b>RENT MANAGEMENT</b>								
5	a) i.	Amount of current tenants' rent arrears	£ NS,00					
	ii.	Net annual rent debit	£ NS,00					
	iii.	Current tenants' arrears as a percentage of net rent due		NS %	7.8%	No Service	No Service	
	b) i.	Number of current tenants	NS					
	ii.	Number of current tenants owing more than 13 weeks rent excluding those owing less than £250	NS					
	iii.	Percentage of current tenants owing more than 13 weeks rent excluding those owing less than £250		NS %	9.3%	No Service	No Service	
	c) i.	Number of tenants giving up their tenancy during the year	NS					
	ii.	The number and proportion of those tenants that were in rent arrears	NS	NS %	-	No Service	No Service	
	d) i.	Average weekly rent	£ NS					
	ii.	Total debt owed by tenants leaving their tenancies with arrears	£ NS					
	iii.	Average debt owed by tenants leaving their tenancies with arrears	£ NS					
	iv.	Average number of weeks rent owed by tenants leaving in arrears		NS	-	No Service	No Service	
	e) i.	Amount of former tenant arrears	£ NS					
	ii.	Amount and percentage of former tenant arrears written off or collected during the year	£ NS	NS %	-	No Service	No Service	
<b>COUNCIL HOUSE SALES</b>								
6		The number and percentage of house sales completed within 26 weeks		House sales NS	NS %	44.4%	No Service	No Service
	a)	Total council house sales		NS				
	b)	Total time to sell houses	NS weeks					
	c)	Average time to sell houses		NS weeks	32 weeks	No Service	No Service	

Housing

2008/2009

Eilean Siar

	Source	Contextual	Performance information	PI values		
				05/06	06/07	07/08
<b>HOMELESSNESS</b>						
<b>7 a) Permanent accomodation</b>						
i. Number of households assessed during the year		130				
ii. Number and percentage of decision notifications issued within 28 days of date of initial presentation		92	70.8 %	-	-	-
iii. Number and percentage who are housed		70	53.8 %	-	-	-
iv. Number of cases reassessed within 12 months of completion of duty		3				
Number of cases assessed during the year		130				
% of cases reassessed			2.3 %	-	-	-
<b>Temporary accomodation</b>						
v. Number of households assessed during the year		65				
vi. Number and percentage of decision notifications issued within 28 days of date of initial presentation		47	72.3 %	-	-	-
vii. Number of cases reassessed within 12 months of completion of duty		2				
Number of cases assessed during the year		54				
% of cases reassessed			3.7 %	-	-	-
b) The proportion of those provided with permanent accomodation in council stock who maintained their tenancy for at least 12 months			NS	-	-	-

**Protective Services**

2008/2009

Eilean Siar

	Source	Contextual	Performance information	PI values		
				05/06	06/07	07/08
<b>FOOD SAFETY: HYGIENE INSPECTIONS</b>						
1						
a) <b>Approved premises</b>						
i. Number of establishments requiring inspection in the year		NS				
ii. Total number of inspections	NS					
iii. Number of inspections undertaken within time	NS					
iv. Percentage actually inspected within time			NS %	0.0%	100.0%	96.2%
b) <b>Every 6 months</b>						
i. Number of establishments requiring inspection in the year		2				
ii. Total number of inspections	4					
iii. Number of inspections undertaken within time	4					
iv. Percentage actually inspected within time			100.0 %	100.0%	100.0%	100.0%
c) <b>Every 12 months</b>						
i. Number requiring inspection in the year		10				
ii. Number of inspections undertaken within time	9					
iii. Percentage actually inspected within time			90.0 %	100.0%	90.0%	90.0%
d) <b>Greater than 12 months</b>						
i. Number requiring inspection in the year		166				
ii. Number of inspections undertaken within time	42					
iii. Percentage actually inspected within time			25.3 %	53.8%	58.3%	44.5%
<b>DOMESTIC NOISE COMPLAINTS</b>						
2						
a) The number of complaints of domestic noise received during the year:						
i. Settled without the need for attendance on site						
ii. Requiring attendance on site		2				
iii. Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004		0				
		Total	2			
b) For aii. and aiii. above, the average time (hours) between the time of the complaint and attendance on site:						
i. Requiring attendance on site			48.0 hours	-	48.0	24.0
ii. Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004			0.0 hours	-	No Service	No Service

<b>NON-DOMESTIC NOISE COMPLAINTS</b>						
3	a)	The number of complaints of non-domestic noise received during the year:				
	i.	Settled without the need for formal action		10		
	ii.	Requiring formal action		0		
		Total		10		
b)		For those requiring formal action, the average time (calendar days) to institute formal action			0.0 days	- Not Required Not Required

<b>TRADING STANDARDS - COMPLAINTS AND ADVICE</b>						
4	a)	Number and percentage of consumer complaints completed:				
	i.	Total number received		131		
	ii.	Number dealt with within 14 days of receipt	77		58.8 %	71.7% 82.6% 73.2%
	iii.	Percentage dealt with within 14 days of receipt				
	b)	Number and percentage of business advice requests completed:				
	i.	Total number received		34		
ii.	Number dealt with within 14 days of receipt	31		91.2 %	100.0% 100.0% 100.0%	
iii.	Percentage dealt with within 14 days of receipt					

<b>INSPECTION OF TRADING PREMISES</b>						
5		Premises liable to inspection in the following categories:				
	a)	<b>High risk (12 months)</b>				
	i.	Number of premises in risk category		21		
	ii.	Number of premises to be inspected in the year		21		
	iii.	Number and percentage of inspections undertaken within time		21	100.0 %	100.0% 100.0% 100.0%
	b)	<b>Medium risk (2 years)</b>				
	i.	Number of premises in risk category		208		
	ii.	Number of premises to be inspected in the year		102		
	iii.	Number and percentage of inspections undertaken within time		71	69.6 %	84.3% 91.3% 90.4%

**Roads & Lighting**

**2008/2009**

**Eilean Siar**

		Source	Contextual	Performance information	05/06	PI values 06/07	07/08
<b>CARRIAGEWAY CONDITION</b>							
1	Percentage of the road network that should be considered for maintenance treatment			Red and Amber 42.6%	-	-	-
	i. A class roads			39.1%	-	-	-
	ii. B class roads			44.6%	-	-	-
	iii. C class roads			50.5%	-	-	-
	iv. Unclassified roads			45.7%	-	-	-
	v. Overall						
<b>TRAFFIC LIGHT REPAIRS</b>							
2	The number and proportion of traffic light failures completed within 48 hours	Number of repairs to be completed 6	Number completed within 48 hours 6	100.0 %	90.9%	94.1%	91.7%
<b>STREET LIGHT REPAIRS</b>							
3	The number and proportion of street light failures completed within 7 days	Number of repairs to be completed 346	Number completed within 7 days 226	65.3 %	92.8%	89.3%	70.7%
<b>STREET LIGHTING COLUMNS</b>							
4	The number and proportion of street lighting columns that are over 30 years old	Total street columns 6,130	Number over 30 years old 4,161	67.9 %	34.5%	62.5%	44.2%

**Roads & Lighting**

**2008/2009**

Eilean Siar

		Source	Contextual	Performance information	05/06	PI values 06/07	07/08
<b>BRIDGES - ROAD NETWORK RESTRICTIONS</b>							
<b>5</b>	Bridges failing to meet European standard of 40 tonnes or having weight or width restrictions placed on them						
<b>a) i.</b>	Total number of assessed council bridges		78				
<b>ii.</b>	Total number of assessed private bridges		0				
<b>iii.</b>	All bridges		78				
<b>iv.</b>	Number and percentage of bridges failing European standard:						
	(a) Council		13	16.7 %	10.5%	12.1%	15.8%
	(b) Private		0	%	0.0%	0.0%	0.0%
	(c) All bridges		13	16.7 %	10.5%	12.1%	15.8%
<b>b)</b>	Number and percentage of bridges with a weight or width restriction:						
	(a) Council		7	9.0 %	8.1%	7.7%	9.2%
	(b) Private		0	%	0.0%	0.0%	0.0%
	(c) All bridges		7	9.0 %	8.1%	7.7%	9.2%

**Waste Management**

2008/2009

Eilean Siar

		Source	Contextual	Performance information	05/06	PI values 06/07	07/08	
<b>REFUSE COLLECTION</b>								
1	a) i.	Net cost of refuse collection per premise		£ 61.84	£46.03	£56.85	£54.38	
	ii.	Net cost of refuse collection	£ 1,004,380					
	iii.	Number of premises for refuse collection (household and commercial)	16,242					
	b) i.	Net cost of refuse disposal per premise		£ 175.01	£76.15	£135.74	£165.12	
	ii.	Net cost of disposal (Includes landfill tax element)	£ 2,842,435					
	iii.	Cost of capping landfill site (to be included in bii) (This is a one off capping cost which affects comparison with previous years)	£ 0					
<b>REFUSE COLLECTION COMPLAINTS</b>								
2		Number of complaints and per 1,000 households	Number of households 14,101	Number of complaints 15	1.1	1.2	2.8	1.4
<b>REFUSE RECYCLING</b>								
3	<b>MUNICIPAL WASTE</b>							
	SEPA no longer undertake a LA waste arisings survey, however, councils should ensure figures reported for this indicator are consistent with the new Waste Data Flow return.							
	i.	total tonnes of municipal waste collected	23,647					
	ii.	tonnes of municipal waste composted		2,323.0				
	iii.	tonnes of municipal waste recycled		2,084.0				
iv.	percentage of municipal waste composted/recycled			18.6 %	-	-	-	

**Waste Management**

2008/2009

Eilean Siar

		Source	Contextual	Performance information	PI values		
					05/06	06/07	07/08
<b>CLEANLINESS</b>							
4	The cleanliness index achieved following inspection of a sample of streets and other land						
	<b>Cleanliness measurement</b>						
	<b>a) Local authority</b>						
	i. Inspection one	80					
	ii. Inspection two	77					
	iii. Inspection three	84					
	iv. Inspection four	81					
	<b>b) Partner authority</b>						
	v. Inspection one	69					
	vi. Inspection two	66					
	<b>c) Keep Scotland Beautiful inspection</b>						
	vii. Validation inspection	68					
	Overall cleanliness index			72	77	78	75
<b>ABANDONED VEHICLES</b>							
5	Number and proportion of abandoned vehicles removed within 14 days	Number that require removal 13	Number removed within 14 days 6	46.2 %	-	100.0	63.6