

**ORKNEY ISLANDS COUNCIL
PERFORMANCE INDICATORS 2004/2005**

BENEFITS ADMINISTRATION

Housing Benefit and Council Tax Benefit

	<u>2004/2005</u>	<u>2003/2004</u>
1 a) Weighted rent rebate caseload	425	430
b) Weighted private rented sector caseload	559	569
c) Weighted registered social landlord caseload	384	363
d) Weighted Council Tax Benefit caseload	1,452	1,375
e) Gross cost of providing the service	£185,693.00	£136,479
f) Gross administration cost per case	£65.83	£49.86

2 Processing Time

Type of claim	<u>2004/2005</u>		<u>2003/2004</u>	
	Number of claims	Average time to process (days)	Number of claims	Average time to process (days)
new claims	1,126	30.8	1,785	25.3
notification of changes of circumstances	3,583	5	4652	4.4

3 Accuracy and Security of Processing

	<u>2004/2005</u>	<u>2003/2004</u>
a) The percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available at the determination.	98.7%	98.7%
b) The percentage of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the year.	45.0%	47.2%

COUNCIL WIDE FUNCTIONS

SICKNESS ABSENCE

1 Number of days lost through sickness absence expressed as a percentage of total working days available for the following groups of staff :-

	<u>2004/2005</u>	<u>2003/2004</u>
a) Chief officers and local government employees	5.0%	N/A
b) Craft employees.	No Service	5.9%
c) Teachers	2.4%	3.1%

LITIGATION CLAIMS

2 The number and value of civil liability claims incurred by the council in the year

	<u>2004/2005</u>	<u>2003/2004</u>
a)		
i. Number of claims	36	32
ii. Number of claims per 10,000 population	18.6	16.7
b)		
i. Total revenue budget	£76,441,900	£76,682,364
ii. Total claims	£52,108	£84,160
iii. Claims as a percentage of revenue budget	0.1%	0.1%

EQUAL OPPORTUNITIES POLICY

3 The number and percentage of the highest paid 2% and 5% of earners among council employees, that are women

	<u>2004/2005</u>	<u>2003/2004</u>
a) Total number of employees	1,179	1119
b) Total number of employees in top 2%	24	26
c) Total number of women employees in top 2%	3	3

d) Percentage of women employees in top 2%	12.5%	11.5%
e) Total number of employees in top 5%	60	59
f) Total number of women employees in top 5%	11	9
g) Percentage of women employees in top 5%	18.3%	15.3%

PUBLIC ACCESS

4 The number of council buildings from which the council delivers services to the public and percentage of these in which all public areas are suitable for and accessible to disabled people		
	<u>2004/2005</u>	<u>2003/2004</u>
a) Number of council buildings from which the council delivers services to the public	43	N/A
b) Percentage of buildings from which the council delivers services that are suitable for , and accessible to, disabled people	34.9%	N/A

EDUCATION

PRIMARY SCHOOLS

1a) Percentage of classes in which the number of pupils falls within the following bands:		
	<u>2004/2005</u>	<u>2003/2004</u>
i) Single year classes with 33 or fewer	56.7%	59.8%
ii) Composite classes with 25 or fewer	43.3%	40.2%
iii) Primary classes with P1 to P3 pupils in which the number of pupils is 30 or less	100.0%	100.0%
	<u>2004/2005</u>	<u>2003/2004</u>
b) Number of single year primary classes	51	52
Number of composite primary classes	39	35
Number of classes with P1 to P3 pupils	41	43

2 a) Occupancy - Percentage of primary schools where ratio of pupils to places is:		
	<u>2004/2005</u>	<u>2003/2004</u>
i) 40% or less	4.8%	19.0%
ii) 41-60%	19.0%	19.0%
iii) 61-80%	38.1%	28.6%
iv) 81% -100%	38.1%	33.3%
vi) 101% or more	0.0%	0.0%
b) The total number of primary schools	21	21

SECONDARY SCHOOLS

3 a) Occupancy - Percentage of secondary schools where ratio of pupils to places is:		
	<u>2004/2005</u>	<u>2003/2004</u>
i) 40% or less	0.0%	16.7%
ii) 41-60 %	33.3%	33.3%
iii) 61-80 %	50.0%	33.3%
iv) 81% -100%	16.7%	16.7%
vi) 101% or more	0.0%	0.0%
b) The total number of secondary schools	6	6

SPECIAL EDUCATIONAL NEEDS

4 The average time (in weeks) taken to complete an assessment of special educational needs and the percentage completed in each of the following time bands:		
	<u>2004/2005</u>	<u>2003/2004</u>

Time Bands	% of total assessments completed	% of total assessments completed
up to 18 weeks	0%	0%
19 to 26 weeks	100%	25%
27 to 39 weeks	0%	75%
40 to 52 weeks	0%	0%
more than 1 year	0%	0%
Average time for completion of all assessments	25 weeks	30 weeks

ENVIRONMENTAL HEALTH

FOOD SAFETY: HYGIENE INSPECTIONS

- 1 The number of establishments in each of the following three categories requiring inspection during the year, and the % of the inspections which were undertaken within the prescribed period:

	<u>2004/2005</u>		<u>2003/2004</u>	
	Number to be Inspected	% actually Achieved	Number to be Inspected	% actually Achieved
Minimum Inspection Frequency				
6 months	0	N/A	4	62.5%
12 months	20	60.0%	30	66.7%
More than 12 months	116	56.0%	100	76.0%

WORKPLACE SAFETY INSPECTIONS

- 2
- a) The percentage of premises liable to inspection brought within the inspection rating system.
- | | <u>2004/2005</u> | <u>2003/2004</u> |
|--|------------------|------------------|
| | 100.0% | 38% |
- b) Information on the level of achievement against the council's own inspection targets:

2004/2005

Workplace Safety : Risk Categorisation

Locally determined target inspection frequency	No. of premises in this category	Number to be inspected	% achieved
i) 12 months	11	2	50%
ii) 24 months	30	0	N/A
iii) 36 months	39	12	41.7%
iv) 48 months	62	23	43.5%
vi) 60 months	259	0	N/A
vii) None	No Service	N/A	N/A

2003/2004

Workplace Safety : Risk Categorisation

Locally determined target inspection frequency	No. of premises in this category	Number to be inspected	% achieved
i) 12 months	3	1	100%
ii) 24 months	12	2	100%
iii) 36 months	34	6	100%
iv) 48 months	44	10	100%
vi) 60 months	69	7	100%
vii) None	259	2	100%

NOISE COMPLAINTS

- | | <u>2004/2005</u> | <u>2003/2004</u> |
|---|------------------|------------------|
| 3a) Total number of complaints | 25 | 27 |
| The number of complaints: | | |
| b) i. Settled on first contact with the complainant | 9 | 5 |

ii. Where following initial enquiry, the council recognised its responsibility to take further action in relation to a problem	16	22
c) i The percentage of complaints settled on first contact with the complainant, dealt with on the day of receipt from the complainant	44.4%	18.5%
ii The percentage of complaints requiring further action, completed within 14 (calendar) days of receipt of the complaint	25.0%	13.6%

PEST CONTROL

4 Pest control response time:

	<u>2004/2005</u>		<u>2003/2004</u>	
	Target response time	% of responses which met the target	Target response time	% of responses which met the target
High priority	No Service	No Service	No Service	No Service
Low Priority	No Service	No Service	No Service	No Service

ENVIRONMENTAL SERVICES

REFUSE COLLECTION AND DISPOSAL COSTS

	<u>2004/2005</u>	<u>2003/2004</u>
1 Net cost of:		
a) collection (combined domestic, commercial and domestic bulky uplift) per premise.	£67.65	N/A
b) disposal per premise.	£86.12	N/A
2 Special uplift service for bulky domestic refuse:		
a) number of special uplifts	1,940	1,546
b) number of special uplifts completed within 5 working days	1,089	769
c) Percentage of uplifts completed within 5 working days	56.1%	49.7%
3 Complaints regarding household waste collections		
a) Total number of complaints	58	54
b) Complaints per 1,000 households	6.1	5.7

WASTE DISPOSAL

4 The amount of waste collected by the authority during the year that was disposed of by the following methods:

Method	<u>2004/2005</u>		Tonnes per commercial industrial premise	
	Tonnes per household	%		%
Used for recovery of heat, power and other energy sources	0.736	59.1%	1.843	34.8%
Ash from incineration recycled	0	N/A	0	N/A
Composted by the authority	0.096	7.7%	0.246	4.6%
Other recycling methods	0.132	10.6%	0.663	12.5%
Landfill	0.281	22.6%	2.545	48.0%
Other methods	0	N/A	0	N/A
Total	1.245	100.0%	5.297	99.9%
	Domestic		Commercial & industrial	
Total Tonnage collected	11,865	100.0%	2,691	100.0%

Method	<u>2003/2004</u>		Tonnes per commercial industrial premise	
	Tonnes per household	%		%
Used for recovery of heat, power and other energy sources	0.657	66.4%	0.783	38.3%
Ash from incineration recycled	0.012	1.2%	0.007	0.3%
Composted by the authority	0.085	8.6%	0.006	0.3%
Other recycling methods	0.082	8.3%	0.118	5.8%

Landfill	0.153	15.5%	1.128	55.2%
Other methods	0.000	0.0%	0.000	0.0%
Total	0.989	100.0%	2.042	99.9%
	Domestic		Commercial & industrial	
Total Tonnage collected	9,390	100.0%	3,670	100.0%

CLEANLINESS

5 Overall Cleanliness Index

	<u>2004/2005</u>	<u>2003/2004</u>
Overall Cleanliness Index	76	N/A

FINANCE

COUNCIL TAX COLLECTION

	<u>2004/2005</u>	<u>2003/2004</u>
1 The cost of collecting Council Tax per dwelling.	£17.87	NA
2 Income		
a) The income due from Council Tax for the year, excluding reliefs and rebates; and	£5,928,934	£5,624,575
b) The % of a) that was received during the year.	97.3%	97.7%

NON-DOMESTIC RATES INCOME

3		
a) The income due from Non-Domestic rates for the year, excluding reliefs	£6,763,558	£6,546,427
b) The percentage of a) that was received during the year	98.8%	100.0%

PAYMENT OF INVOICES

4 The number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid	81.5%	80.0%
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HOUSING

RESPONSE REPAIRS

1 The percentage of repairs completed within the target response time for each priority category

		<u>2004/2005</u>		<u>2003/2004</u>
	Target	Achieved	Target	Achieved
Category 1 (emergency)	24hrs	75.7%	24 Hrs	86.5%
Category 2 (urgent)	3 days	73.1%	3 Days	76.7%
Category 3 (normal)	28 days	84.2%	28 Days	86.2%

MANAGING TENANCY CHANGES

		<u>2004/2005</u>		<u>2003/2004</u>
2 Total annual rent lost due to voids as a percentage of total amount of rent due in the year			1.3%	1.4%
3 Time taken to re-let houses:				
	Houses	% of Total	Houses	% of Total
< 2 weeks	5	7.8%	7	9.3%
2-4 weeks	22	34.4%	17	22.7%
> 4 weeks	37	57.8%	51	68.0%
	64	100%	75	100%

Average time to relet houses

52 days
Page 5

76 days

RENT ARREARS

	<u>2004/2005</u>	<u>2003/2004</u>
4 a) Current tenant arrears as a percentage of net rent due in the year	3.8%	2.8%
b) The % of all tenants owing more than 13 weeks rent at year end, excluding those owing < £250.	2.8%	2.2%

COUNCIL HOUSE SALES

	<u>2004/2005</u>	<u>2003/2004</u>
5		
a) The percentage of house sales completed within 26 weeks	47.8%	58.3%
b) The average time for council house sales	37 weeks	26 weeks

HOMELESSNESS

	<u>2004/2005</u>	<u>2003/2004</u>
6		
a) The total number of households assessed as homeless or potentially homeless during the year	88	69
b) The average time between presentation and completion of duty by the council for those cases assessed as homeless or potentially homeless	36.5 weeks	11.8 weeks
c) The percentage of cases reassessed as homeless or potentially homeless within 12 months of the previous case being completed	21.6%	21.7%

LEISURE AND RECREATION

	<u>2004/2005</u>	<u>2003/2004</u>
1 SPORT AND LEISURE MANAGEMENT		
The number of attendances per 1000 population for all pools	6,393	5,408
2 The number of attendances per 1000 population for other indoor sports and leisure facilities, excluding pools in a combined complex.	8,765	7009

MUSEUMS

	<u>2004/2005</u>	<u>2003/2004</u>
3		
a) The number of museums operated by or financially supported by the Council	12	12
b) The percentage of these which are registered under the Museum and Galleries Commission (MGC) registration scheme.	58.3%	58.3%

LIBRARIES

PROCESSING TIME

	<u>2004/2005</u>	<u>2003/2004</u>
1 Average time to satisfy book requests	19 days	20 days

STOCK TURNOVER

2 Changes in library stock:

	<u>2004/2005</u>	Adult lending stock of book and audio-visual material	Children's and teenage lending stock of book and audio-visual material
a) Target Additions: National target for annual number of additions per 1,000 population.		280	100
b) Actual Additions:			

Actual additions per 1,000 population	218	116
c) Additions and Withdrawals: Stock at year end per 1,000 population	4504	1,771

<u>2003/2004</u>	Adult lending stock of book and audio-visual material	Children's and teenage lending stock of book and audio-visual material
a) Target Additions: National target for annual number of additions per 1,000 population.	280	100
b) Actual Additions: Actual additions per 1,000 population	216	129
c) Additions and Withdrawals: Stock at year end per 1,000 population	4288	1,703

USE OF LIBRARIES

3 Borrowers from public libraries:	<u>2004/2005</u>	<u>2003/2004</u>
a) Borrowers as a percentage of the resident population;	37.7%	38.9%
b) Average number of issues per borrower.	26.8	23

LEARNING CENTRE AND LEARNING ACCESS POINT USERS

	<u>2004/2005</u>	<u>2003/2004</u>
4		
a) The number of users as a percentage of the resident population	8.8%	3.9%
b) The number of times the terminals are used per 1,000 population	802.9	483

DEVELOPMENT SERVICES

BUILDING WARRANT AND COMPLETION CERTIFICATE APPLICATIONS

1	<u>2004/2005</u>	<u>2003/2004</u>
a) Percentage of building warrants responded to within 15 days	4.6%	9.7%
b) Percentage of building warrants issued within 6 days	26.4%	23.5%
c) Average time taken to respond to a completion certificate	3 days	6 days
d) Percentage of completion certificates issued within 3 days	16.1%	28.3%

PLANNING APPLICATION PROCESSING TIME

2 Percentage of planning applications dealt with within two months		
	<u>2004/2005</u>	<u>2003/2004</u>
Householder	55.2%	82.3%
Non-householder	44.6%	71.1%

APPEALS

	<u>2004/2005</u>	<u>2003/2004</u>
3 a) Number of decisions which went to appeal.	4	1
b) Appeals as a % of all decisions.	0.9%	0.3%
c) Percentage of successful appeals.	0%	0%

DEVELOPMENT PLANS

	<u>2004/2005</u>	<u>2003/2004</u>
4 Percentage of population covered by a Local Plan which has been adopted, within the last 5 years:	100%	0%

ROADS AND LIGHTING

CARRIAGEWAY CONDITION

- 1 Percentage of the road network that should be considered for maintenance treatment

	<u>2004/2005</u>	<u>2003/2004</u>
a) A class roads	20.6%	16.6%
b) B and C class roads	26.1%	26.9%
c) Unclassified roads	15.3%	41.7%
b) Overall	21.1%	32.1%

TRAFFIC LIGHT REPAIRS

- 2 Traffic lights failure: the percentage of repairs completed within 48 hours

<u>2004/2005</u>	<u>2003/2004</u>
No service	No service

- 3 Street lights failure: the percentage of repairs completed within 7 days

<u>2004/2005</u>	<u>2003/2004</u>
88.1%	93.4%

- 4 The proportion of street lighting columns that are over 30 years old

<u>2004/2005</u>	<u>2003/2004</u>
19.2%	N/A

BRIDGES

- 5 As a percentage of the total number of assessed bridges, the number of council and private bridges that:

	<u>2004/2005</u>	<u>2003/2004</u>
a) fail to meet that European standard of 40 tonnes	No Service	N/A
b) have a weight or width restriction placed on them	No Service	N/A

SOCIAL WORK

COMMUNITY CARE ASSESSMENTS

- 1 Persons assessed or reviewed and services provided:

2004/2005

	Number of Persons Assessed	Rate per 1,000 relevant population	Persons Receiving a Service	Rate per 1,000 relevant population
a) Elderly people aged 65+	576	171.8	563	168.2
b) Elderly people aged 65+ with dementia	49	14.6	48	14.3
c) People aged 18-64 with mental health problems / dementia	30	2.6	29	2.5
d) People aged 18-64 with physical disability	155	13.2	150	12.8
e) People aged 18-64 with learning disability	46	3.9	44	3.7
f) People aged 18-64 with HIV / AIDS	0	0	0	0
g) People aged 18-64 with drug / alcohol abuse problems	13	1.1	9	0.8
h) Total	868	57.5	843	55.9

2003/2004

	Number of Persons Assessed	Rate per 1,000 relevant population	Persons Receiving a Service	Rate per 1,000 relevant population
a) Elderly people aged 65+	696	213	657	201.1
b) Elderly people aged 65+ with dementia	84	25.7	70	21.4

c) People aged 18-64 with mental health problems / dementia	33	2.8	26	2.2
d) People aged 18-64 with physical disability	184	15.8	173	14.8
e) People aged 18-64 with learning disability	48	4.1	43	3.7
f) People aged 18-64 with HIV / AIDS	0	0	0	0
g) People aged 18-64 with drug / alcohol abuse problems	16	1.4	15	1.3
h) Total	1,061	71.1	984	65.9

CHILD PROTECTION

	<u>2004/2005</u>	<u>2003/2004</u>
2 a) number of referrals received in 12 months to 31 March	59	55
b) percentage of children on the register in the year who had previously been on the register	11.8%	0.0%
i) number of children on the register in the year who had previously been on any UK council child protection register (in the reporting year or previous year)	2	0
ii) total number of children whose names appeared on the register at some point during the year	17	12
c) number of children on the child protection register at 31 March	4	8
d) number of children on the child protection register at 31 March per 1,000 population, aged 0 - 15 years inclusive.	1.1	2.1
e) The percentage of children on the register at 31 March who have been on the register for:		
i) less than 6 months	75%	75%
ii) 6 months but under one year	25%	25%
iii) one year but under 2 years	0%	0%
iv) two years or more	0%	0%

CHILDREN BEING LOOKED AFTER BY THE COUNCIL

- 3 The number and percentage of children being looked after by the council in the following types of placement:

	<u>2004/2005</u>		
	No of Children	As a % of total	Rate per 1,000 population aged 0-17
a) At home	11	47.8%	2.6
b) In other Community Placements	7	30.4%	1.7
c) In Residential Accommodation	5	21.7%	1.2
d) Total number being looked after excluding respite	23	100.0%	5.5
e) Children aged under 12 in residential accommodation	1	N/A	10%
f) Total children aged under 12 looked after, excluding respite	10	N/A	N/A
g) Children receiving respite excluded from a) to f)	0	N/A	0
h) Total looked after including respite	23	N/A	5.5

	<u>2003/2004</u>		
	No of Children	%	Rate per 1000 population aged 0-17
At home	17	63.0%	4.0
In other Community Placements	6	22.2%	1.4
In Residential Accommodation	4	14.8%	0.9
Total number being			

looked after excluding respite	27	100.0%	6.3
Children aged under 12 in residential accomodation	1	N/A	6.3%
Total children aged under 12 looked after, excluding respite	16	N/A	N/A
Children receiving respite excluding from a) to f)	0	N/A	0
Total looked after including respite	27	N/A	6.3

LOOKED AFTER CHILDREN - ACADEMIC ATTAINMENT

- 4a) Number of 16 or 17 year olds ceasing to be looked after away from home
b) Number attaining at least one Standard Grade
c) Number attaining Standard Grade English and Maths

2004/2005

Number	%
0	N/A
0	N/A
0	N/A

- Number of 16 or 17 year olds ceasing to be looked after away from home
Number attaining at least one Standard Grade
Number attaining Standard Grade English and Maths

2003/2004

Number	%
3	
3	100%
3	100%

SOCIAL BACKGROUND REPORTS

- 5
a) The number of reports submitted to the Reporter during the year
b) The percentage of reports requested by the Reporter which were submitted within 20 days

2004/2005

2003/2004

63	30
49.2%	66.7%

SUPERVISION

- 6
a) The number of new supervision requirements made during the year
b) The proportion of children seen by a suprvising officer within 15 days

2004/2005

2003/2004

9	13
77.8%	83.3%

HOME CARE

- 7
a) The number of people aged 65+ receiving home care
b) The number of home care hours per 1000 population aged 65+
c) As a proportion of home care clients aged 65+ the number receiving:
personal care
a service during evenings/overnight
a service at weekends

2004/2005

2003/2004

317	305
705.1	657.8
49.5%	61.6%
29.0%	49.2%
43.8%	13.1%

RESIDENTIAL ACCOMODATION

- 8 Staff qualifications: The percentage of care staff in local authority residential homes who have appropriate qualifications for:
a) Children
b) Older people (age 65+)
c) Other adults

2004/2005

2003/2004

47.8%	32.0%
57.7%	57.7%
72.2%	66.7%

RESIDENTIAL ACCOMODATION: PRIVACY

- 9 The number of single rooms and the number of rooms with en-suite facilities, expressed as a percentage of residential care places used by the council for each client group:

Children			
	Places Occupied	Single rooms	Rooms with en-suite facilities
a) Council homes	9	100.0%	22.2%
b) Voluntary sector	No Service	No Service	No Service
c) Private sector	5	80.0%	20.0%
Older people (age 65+)			
a) Council homes	74	100.0%	54.1%
b) Voluntary sector	No Service	No Service	No Service
c) Private sector	20	60.0%	0.0%
Other adults			
a) Council homes	13	100.0%	15.4%
b) Voluntary sector	500%	100.0%	20.0%
c) Private sector	4	100.0%	No Service

Places Occupied	Single rooms
12	100.0%
No Service	No Service
No Service	No Service

82	100.0%
No Service	No Service
20	60.0%

3	100.0%
No Service	No Service
10	100.0%

RESPIRE CARE

10 The provision of respite services	Per 1,000 children (0 to 17 years)	Per 1,000 older people (65+)	Per 1,000 other adults (18 to 64)
		<u>2004/2005</u>	
a) Residential respite care, the number of respite care bed-nights	119.8 nights	583.2 nights	64.1 nights
b) Respite care at home, the number of respite care hours	299.9 hours	No Service	2.5 hours
c) Other respite care			
i. Day services, number of hours	376.5 hours	152.4 hours	19.2 hours
ii. Overnight services, number of nights	0 nights	No Service	No Service
		<u>2003/2004</u>	
	Per 1,000 children (0 to 17 years)	Per 1,000 older people (65+)	Per 1,000 other adults (18 to 64)
a) Residential respite care, the number of respite care bed-nights	115.9 nights	563.2 nights	73.3 nights
b) Respite care at home, the number of respite care hours	622.3 hours	No Service	35.1 hours
c) Other respite care			
i. Day services, number of hours	301.2 hours	65.8 hours	26.1 hours
ii. Overnight services, number of nights	0.2 nights	No Service	No Service

CRIMINAL JUSTICE

	<u>2004/2005</u>	<u>2003/2004</u>
11 Social enquiry reports:		
a) The number of reports submitted to courts during year	62	56
b) a) expressed as a rate per 1,000 adult population	4.0	3.6
c) the proportion of reports requested by courts and allocated to social work staff within 2 working days of receipt by the social work department	100.0%	100.0%
d) the proportion of reports submitted to courts by the due date	100.0%	100.0%
12 Probation:		
a) the number of new probation orders issued during the year	34	25
b) a) expressed as a rate per 1,000 adult population	2.2	1.6
c) the proportion of new probationers seen by a supervising officer within one week	100.0%	100.0%
d) the proportion of people subject to a probation order who were reported to the court for breach of probation during the year	18.4%	23.7%
13 Community Service:		
a) the number of new community service orders issued during the year	32	24
b) the average number of hours per week taken to complete community orders	5.0 hours	3.9 hours

TRADING STANDARDS

ENQUIRIES, COMPLAINTS AND ADVICE

1 The number of enquiries, complaints and advice requests received	<u>2004/2005</u>	<u>2003/2004</u>
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and the proportion completed in the following time bands

a)			
i	Number of consumer enquiries received	14	5
ii	Percentage of consumer enquiries dealt with on day of receipt	100.0%	80.0%
b)			
i	Number of consumer complaints received	480	340
ii	Percentage of consumer complaints dealt with within 14 days of receipt	87.5%	87.6%
c)			
i	Number of business advice requests received	201	196
ii	Percentage of business advice requests dealt with within 14 days of receipt	97.5%	99.0%

INSPECTION OF TRADING PREMISES

2 Trading standards inspection and standard compliance.

Minimum inspection frequency		Number of premises in risk category	Number to be inspected in the year	% of inspections undertaken within time
2004/2005				
High risk	12 months	18	18	5.6%
Medium risk	2 years	286	143	7.7%
Low risk	5 years	288	72	8.3%
2003/2004				
High risk	12 months	N/A	N/A	N/A
Medium risk	2 years	N/A	N/A	N/A
Low risk	5 years	N/A	N/A	N/A

VOLUNTARY INDICATORS

EDUCATION EXPENDITURE

1 Spending Provision: Spending on each of the following education sectors:

	2004/2005		
	Actual Expenditure £	Expenditure as a % of total %	Expenditure
Pre-school Education	815,126	3.3%	2,782 £ / Place
Primary Education	8,913,793	37.7%	4,484 £ / Pupil
Secondary Education	9,559,615	38.2%	6,168 £ / Pupil
Special Educational Needs	1,561,013	6.2%	
Community Education	505,148	2.0%	
Other Expenditure	3,639,246	14.6%	
Total Expenditure	24,994,051	100.0%	

	2003/2004		
	Actual Expenditure £	Expenditure as a % of total %	Expenditure
Pre-school Education	671,530	2.9%	3,229 £ / Place
Primary Education	7,551,347	33.2%	4,522 £ / Pupil
Secondary Education	8,802,196	38.6%	6,100 £ / Pupil
Special Educational Needs	1,623,446	7.1%	
Community Education	446,674	2.0%	
Other Expenditure	3,680,774	16.2%	
Total Expenditure	22,775,967	100%	

LEISURE EXPENDITURE

2 Percentage of total operating expenditure met from customer income

a)		2004/2005	2003/2004
	Pools	29.6%	30.4%
	Other indoor facilities	7.0%	0.4%
	Outdoor sports pitches and tracks	1.0%	2.7%

LIBRARIES EXPENDITURE

	<u>2004/2005</u>	<u>2003/2004</u>
3a) Expenditure per 1,000 population on library stock	£4,288	£4,921

ROADS & LIGHTING MAINTENANCE EXPENDITURE

Allocation of maintenance expenditure across main activities:

	<u>2004/2005</u>		<u>2003/2004</u>	
	Actual Expenditure Per Carriageway Kilometre £	Percentage of Expenditure %	Actual Expenditure Per Carriageway Kilometre £	Percentage of Expenditure %
4				
a) Structural Maintenance	2,078	60.7%	2,487	62.5
b) Routine Maintenance	392	11.5%	373	9.4
c) Winter Maintenance	761	22.2%	828	20.8
d) Surveys, Inspections	0	N/A	17	0.4
e) Footway Maintenance	1,654	5.6%	2,334	6.9

Rooms with en-suite facilities
16.7%
No Service
No Service

48.8%
No Service
0.0%

0.0%
No Service
10.0%

