




# SPI Report 2008-09

18 August 2009





## KEY to symbols



 Performance is improving

 Performance is declining

 Performance is staying the same or not comparable

## Adult Social Work

Name	Latest Note		
ASW01 Community Care Service	Achievement of targets for assessment and service delivery. 2008/09 was the first year this target was measured.		
PI Code & Short Name	2007/08	2008/09	
	Value	Value	Short Trend & Additional Note
Achievement of targets for assessment and service delivery:			
SAS1bi ASW1Assessment	-	517	 A total of 582 clients received an assessment.
SAS1di ASW1: % of people for which target was met - Assessment	-	89%	 582 people receiving an assessment, 517 were assessed within local target time.
SAS1bii ASW1: Number of people within target time per 1000 population - Delivery of Care Service	-	394	 A total of 493 people received a first service. Of this number, 394 received their first service within target times.
SAS1dii ASW1: % of people for which target was met - Delivery of care service	-	80%	 Of the 493 people receiving a first service, 394 received this service within local target times.

Name	Latest Note		
ASW02 Residential Accommodation: Staff Qualifications	The percentage of qualified staff currently stands at 68.3% compared to last year 56.8% This is well above the target of 50%		
PI Code & Short Name	2007/08	2008/09	
	Value	Value	Short Trend & Additional Note
SAS2bii ASW2b: % of care staff with appropriate qualifications in council residential homes for other adults			No service
SAS2cii ASW2: c) Percentage of care staff with appropriate qualifications in council residential homes for older people and other adults	57%	68%	 28 of the 41 care staff had appropriate qualifications in the period. As above. These figures will always be the same as % care staff with appropriate qualification in council residential home for older people, as there is no separate service for other adults.
SAS2aii ASW2a: % of care staff with appropriate qualifications in council residential homes for older people	57%	68%	

Name	Latest Note
ASW03 Residential Accommodation: privacy	<p>Performance has been maintained for local authority provision for older people on the single occupancy indicator and improved for en-suite facilities between 2007/08 and 2008/09, both now at 100%.</p> <p>Voluntary sector provision has decreased for single occupancy and en-suite provision for both older people and adults.</p> <p>In the private sector there is a small decline in single room provision but a significant difference in en-suite facilities for adults. The apparent large drop in percentage is due to the small number of care homes and the small number of clients in this sector meaning that small changes in actual numbers can have a large effect on performance figures.</p>

Rooms with en-suite facilities			
PI Code & Short Name	2007/08	2008/09	
	Value	Value	Short Trend
SAS3b1iii ASW3: % of other adults accommodated in rooms with en-suite facilities in council owned care homes		No service	
SAS3a1iii ASW3: % of older people accommodated in rooms with en-suite facilities in council owned care homes	97%	100%	↑
SAS3a2iii ASW3: % of older people accommodated in rooms with en-suite facilities in voluntary sector care homes	90%	82%	↓
SAS3a3iii ASW3: % of older people accommodated in rooms with en-suite facilities in private sector care homes	88%	86%	↓
SAS3b2iii ASW3: % of other adults accommodated in rooms with en-suite facilities in voluntary sector care homes	38%	38%	▬
SAS3b3iii ASW3: % of other adults accommodated in rooms with en-suite facilities in private sector care homes	87%	30%	↓

Single rooms			
PI Code & Short Name	2007/08	2008/09	
	Value	Value	Short Trend
SAS3b1ii ASW3: % of other adults accommodated in single rooms in council owned care homes	0%	100%	↑
SAS3a1ii ASW3: % of older people accommodated in single rooms in council owned care homes	100%	100%	▬
SAS3a2ii ASW3: % of older people accommodated in single rooms in voluntary sector care homes	98%	92%	↓
SAS3a3ii ASW3: % of older people accommodated in single rooms in private sector care homes	91%	89%	↓
SAS3b2ii ASW3: % of other adults accommodated in single rooms in voluntary sector care homes	100%	88%	↓
SAS3b3ii ASW3: % of other adults accommodated in single rooms in private sector care homes	94%	90%	↓

Name	Latest Note
ASW04 Home care/Home helps	<p>There has been a slight increase in the per capita rate of older people receiving home care services and performance indicates that the service is now more effectively targeted. Evening/overnight service provision has remained fairly stable and there has been a slight increase in numbers receiving a service at weekends. Increasing levels of personal care being provided, together with greater flexibility there will be a degree of fluctuation in the nature of service provided dependent on the requirements of clients.</p>

PI Code & Short Name	2007/08	2008/09	
	Value	Value	Short Trend
SAS4bi Total number of homecare hours provided to people aged 65+	5,723	6,183	↑
SAS4ci Number of homecare clients aged 65+ receiving personal care	670	692	↑
SAS4cii1 Number of homecare clients aged 65+ receiving a service during evening/overnight	272	279	↑
SAS4ciii1 Number of homecare clients aged 65+ receiving a service at weekends	614	659	↑
SAS4a ASW4a: Number of people aged 65+ receiving homecare	825	832	↑
SAS4bii ASW4b: Total number of homecare hours provided as a rate per 1,000 population aged 65+	375	403	↑
SAS4ci1 ASW4c: Percentage of homecare clients aged 65+ receiving personal care	81%	83%	↑
SAS4cii2 ASW4c: Percentage of homecare clients aged 65+ receiving a service during evening/overnight	33%	34%	↑
SAS4ciii2 ASW4c: Percentage of homecare clients aged 65+ receiving a service at weekends	74%	79%	↑

Name	Latest Note
ASW05 Respite Care	Increasing flexibility in respite care has resulted in fluctuations in the type of service offered based on individual assessment of need. With regards to respite for older people, there has been an overall reduction in the number of respite nights from over 8,500 nights, last year, compared to 5000 nights this year hence the large per capita reduction. In part, this is due to Glen Almond being closed for approximately 7 months due to staff shortage. There has also been much less home based respite this year - 700 nights compared to approx 2,300 nights last year - resulting in the drop of 10% as % nights not in a care home. This is mainly due to a number of clients passing away, and some clients receiving different types of service. The overall daytime respite has not changed significantly however the balance of that care has shifted resulting in a drop of 3%. Similarly with adults, there has been a huge reduction in provision of home based daytime respite hours. All daytime respite is provided outwith a day centre thus the figure of 100% remains.

PI Code & Short Name	2007/08	2008/09	
	Value	Value	Short Trend
SAS5aai ASW5a: Number of nights of respite care provided for elderly people (65+) per 1000 65+	582	328	↓
SAS5aiv ASW5a: Number of nights of respite care provided for other adults (18-64) per 1000 18-64	39	40	↑
SAS5bii ASW5b: % of overnight respite nights not in a care home for elderly people (65+)	28%	19%	↓
SAS5biv ASW5b: % of overnight respite nights not in a care home for other adults (18-64)	11%	14%	↑
SAS5cii ASW5c: Number of hours daytime respite care provided for elderly people (65+) per 1000 65+	8,722	8,672	↓
SAS5civ ASW5c: Number of hours daytime respite care provided for other adults (18-64) per 1000 18-64	471	261	↓
SAS5dii ASW5d: % of daytime respite hours not in a day care centre for elderly people (65+)	6%	4%	↓
SAS5div ASW5d: % of daytime respite hours not in a day care centre for other adults (18-64)	100%	100%	▬

Criminal Justice	
Name	Latest Note
ASW06 Social enquiry reports	Performance has increased to 100% this year compared to 98.7% last year

PI Code & Short Name	2007/08	2008/09	
	Value	Value	Short Trend
SAS6b ASW6b: % of social enquiry reports submitted to courts by the due date	99%	100%	
SAS6a ASW6a: Number of social enquiry reports submitted to courts during the year	308	287	

Name	Latest Note
ASW07 Probation	Performance for proportion of new probationers seen by a supervising officer within one week has improved from 86% last year to 90.7% this year.

PI Code & Short Name	2007/08	2008/09	
	Value	Value	Short Trend
SAS7b ASW7b: Proportion of new probationers seen by a supervising officer within one week	86%	91%	
SAS7a ASW7a: Number of new probation orders issued during the year	43	43	

Name	Latest Note
ASW08 Community service	Over the year a total of 46 people completed their Community Service Orders.

PI Code & Short Name	2007/08	2008/09	
	Value	Value	Short Trend
SAS8b ASW9b: Average number of hours per week taken to complete Community Service Orders	4	5	
SAS8a ASW9a: Number of new Community Service Orders issued during the year	54	77	

## Benefits Administration

Name	Latest Note
BA01 Administration Costs	The overall gross administration cost when compared to the previous year has been reduced by £5.28. In 2008/09 although the number of caseload increased we reduced our costs including temporary staff costs and costs associated with unpaid sick leave that occurred in previous years.

PI Code & Short Name	2007/08	2008/09	
	Value	Value	Short Trend
SBA1e BA1: Gross administration cost per case	£63.92	£58.64	




Name	Latest Note
BA02 and BA03 - Paying the right benefit at the right time	As with other councils, these indicators could not be collected for 2008/09. The Right Time and Right Benefit performance indicators depend on the Single Housing Benefit Extract (SHBE). The SHBE extract is being developed by our software suppliers and targets will be set in September 2009. Audit Scotland has been informed by the President/Chairman of the IRRV, of all councils' strong criticism and concern of this reported PI.

## Corporate Management




Name	Latest Note														
CM01 Sickness Absence	From 2008-09, PI now calculated as number of days absent per person rather than % of days lost therefore the current PI cannot be compared with previous years. However even though this comparison is lost, action is being taken to further reduce the level of absence.														
<b>PI Code &amp; Short Name</b>	<table border="1"> <thead> <tr> <th>2007/08</th> <th colspan="2">2008/09</th> </tr> <tr> <th>Value</th> <th>Value</th> <th>Short Trend</th> </tr> </thead> <tbody> <tr> <td>SCM1aiv CM1: The average number of working days per employee lost through sickness absence for: a) local government employees and craft workers</td> <td>-</td> <td>14</td> <td>■</td> </tr> <tr> <td>SCM1civ CM1: The average number of working days per employee lost through sickness absence for: b) teachers</td> <td>-</td> <td>7</td> <td>■</td> </tr> </tbody> </table>	2007/08	2008/09		Value	Value	Short Trend	SCM1aiv CM1: The average number of working days per employee lost through sickness absence for: a) local government employees and craft workers	-	14	■	SCM1civ CM1: The average number of working days per employee lost through sickness absence for: b) teachers	-	7	■
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SCM1civ CM1: The average number of working days per employee lost through sickness absence for: b) teachers	-	7	■												

Name	Latest Note																		
CM02 Litigation Claims	The number of claims in 2008/09 reduced by 15% (47 claims). We will continue to review and improve our risk procedures.																		
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CM03 Equal Opportunities Policy	<p>Figures for 2008/09 show a slight increase in the percentage of women in the top 2% and a similar increase in the top 5%.</p> <p>Where there are a number of employees on the same salary, straddling the 2% and 5% points, all have been included in these calculations. In effect, this means that the data below actually represents the top 2.63% and 5.96% respectively.</p>																		
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SCM3biii CM3: Total number of employees in top 5%	170	188	↑																
SCM3ai CM3: Total number of female council employees in top 2% of earners	28	36	↑																

SCM3aaii CM3: Percentage of council employees in top 2% of earners that are women	42%	43%	
SCM3bi CM3: Total number of female council employees in top 5% of earners	83	95	
SCM3bii CM3: Percentage of council employees in top 5% of earners that are women	49%	51%	



Name	Latest Note
CM04 Public Access	The programme of inclusive access improvements works has resulted in this 3% improvement from 07/08. Future improvements are liable to be more difficult to achieve due to significant issues with the remaining buildings. This will be taken forward as part of the Council's approach to asset management.


PI Code & Short Name	2007/08	2008/09	
	Value	Value	Short Trend
SCM4c CM4: Number of council buildings in which all public areas are suitable for and accessible to disabled people	71	76	
SCM4a CM4: Number of council buildings from which the council delivers services to the public	92	94	
SCM4b CM4: % of council buildings in which all public areas are suitable for and accessible to disabled people	77%	80%	



Name	Latest Note
CM05 Council Tax Collection	The cost of collecting council tax improved slightly by 28p between 2007/08 and 2008/09.

PI Code & Short Name	2007/08	2008/09	
	Value	Value	Short Trend
SCM5 CM5: Cost of collecting council tax per dwelling	£10.85	£10.57	


Name	Latest Note
CM06 Council Tax income	The collection rate for council tax has reduced very slightly from 96.4% in 2007/08 to 96.2% for 2008/09. The council recognises the pressures of achieving high collection rates in this climate. Money advice, income maximisation and an arrears control officer have been integrated into the revenues section. These services work together to offer support and ensure clients maximise income and benefit entitlement. Payment arrangements are streamlined as a result of the integration of these services.

PI Code & Short Name	2007/08	2008/09	
	Value	Value	Short Trend
SCM6b CM6b: % of income due from council tax for the year that was received	96.4%	96.2%	
SCM6a CM6a: Income due from council tax for the year net reliefs and rebates	£40,487,610	£40,466,139	


Name	Latest Note		
CM07 Payment of Invoices	<p>Following the lean systems review of the creditors section in 2006, we are now paying 88% of invoices within 30 days, compared to 76% at that time. We have moved from one of the poorest performing councils to one of the better performing councils for invoice processing.</p> <p>Although payment decreased very slightly in 2008/09, in 2009/10 we are hoping to further improve our process and pay all suppliers within the East Renfrewshire area within 10 days.</p>		
PI Code & Short Name	2007/08	2008/09	
	Value	Value	Short Trend
SCM8b CM7: % of invoices sampled paid within 30 days	90%	88%	

Name				
CM08 Asset Management				
PI Code & Short Name	2007/08	2008/09		Notes
	Value	Value	Short Trend	
SCM9a CM8a: The proportion of operational accommodation that is in a satisfactory condition.	75.3%	75.1%		The figure has remained fairly static, though funding has been directed to ensure that conditions do not deteriorate whilst addressing planned maintenance issues through asset management.
SCM9b CM8b: The proportion of operational accommodation that is suitable for its current use.	75%	73%		The decrease by 2% from 07/08 is due to the process of re-evaluating some Education properties. A programme has commenced using the Scottish Government prescribed methodology for schools and this will be fully reflected in 2009/10 figures.





## Cultural & Community Services

Name	Latest Note		
CCS01 Sport and Leisure Management	<p>The number of attendances per 1,000 population has risen by 930 visits between 2007/08 and 2008/2009. All swimming pools were well maintained, and there was little planned or unplanned closure during this period. Since integrating with Education, there is now more of a focus on primary school children attending swimming lessons during term time. The centres now receive a high profile through the redesigned website and marketing. The refurbished cafeterias have brought more custom to the centres.</p>		
PI Code & Short Name	2007/08	2008/09	
	Value	Value	Short Trend
SCC1 CC1: Number of attendances per 1,000 population to all pools	2,911	3,481	



Name	Latest Note		
CCS02 Attendance at Indoor Sports Facilities (ex pools)	<p>The number of attendances per 1,000 population has risen by 726 visits between 2007/08 and 2008/09. The Eastwood Action Zone was refurbished in November 2008, and has since seen a 12.5% increase in members. Generally better promotion through the website and marketing material. The new equipment has seen a reduction in down time due to breakdowns. The Action Zone Gyms have experienced a general rise in membership with 2386 members in March 2009. Increase in Action Zone membership could also be as a result of the credit crunch and the fall out of private memberships. The refurbished cafeteria has brought more custom to the centres.</p>		

PI Code & Short Name	2007/08	2008/09	
	Value	Value	Short Trend
SCC2 CC2: Number of attendances per 1,000 population for indoor sports and leisure facilities	3,768	4,404	



Name	Latest Note
CCS03 - Museum Services	There are no Council museums.
Name	Latest Note
CCS04 Library Stock Turnover	The drop in adult additions can partially be attributed to the problems experienced with book deliveries at the end of the financial year. This was caused by the untimely move of premises and IT systems by our principal supplier. In addition, significant resource was allocated to the improvement of stock for school resources for primary schools, which is not included in these Public Library SPIs.

PI Code & Short Name	2007/08	2008/09	
	Value	Value	Short Trend
SCC4iv CC4: Stock at year end per 1,000 population for adult lending stock	1,097	1,018	
SCC4aiii CC4: Number of additions per 1,000 population to adult lending stock	161	150	
SCC4biii CC4: Number of additions per 1,000 population to children & teenage lending stock	71	71	
SCC4biv CC4: Stock at year end per 1,000 population for children & teenage lending stock	464	440	

Name	Latest Note
CCS05 Use of Libraries	Success of the annual Storytelling Festival, the Library Homecoming Scotland Festival and the continuing increase in learning, heritage and Bookstart Rhymetime activity has resulted in a significant increase to visitor figures.

PI Code & Short Name	2007/08	2008/09	
	Value	Value	Short Trend
SCC5c CC5a: Number of Library visits per 1000 population	5,356	5,723	
SCC5a CC5b: % of the resident population that are borrowers from public libraries	27.9%	28.1%	

Name	Latest Note
CCS06 Learning Centre and Learning Access point users	Successful implementation of helpdesk and support system from the previous year has continued to reduce downtime of PCs. Ongoing refresh program of ICT kit ensures that hardware continues to be both reliable and attractive. Staff support to PC users is high, which encourages first time users to come back again following an initial positive experience.

PI Code & Short Name	2007/08	2008/09	
	Value	Value	Short Trend
SCC6a CC6a: Learning centre and learning access points: number of users as a percentage of the resident population	8%	9%	
SCC6b CC6b: Learning centre and learning access points: number of times that the terminals are used per 1,000 population	1,121	1,206	

## Development Services

Name	Latest Note		
DS01 Processing Time - Planning applications	85% of householder planning applications and 46% of non householder applications were processed within 2 months in 2008/09 this was an improvement on last year's figures of 74% and 41%, respectively. Performance increased steadily throughout the year but the number of applications fell slightly due to the economic climate.		
PI Code & Short Name	2007/08	2008/09	
	Value	Value	Short Trend
SDS1ai DS1: Number of householder applications dealt with within two months	738	531	↓
SDS1aii DS1: % of householder applications dealt with within two months	74%	85%	↑
SDS1bi DS1: Number of non-householder applications dealt with within two months	198	87	↓
SDS1bii DS1: % of non-householder applications dealt with within two months	41%	46%	↑
SDS1ci DS1: Total number of applications dealt with within two months	626	618	↓
SDS1cii DS1: Total % of applications dealt with within two months	67%	76%	↑

Name	Latest Note		
DS02 Appeals - Planning	Out of a total of 813 planning applications, 22 went to appeal and 11 were successful.		
PI Code & Short Name	2007/08	2008/09	
	Value	Value	Short Trend
SDS2i Total number of planning determinations	936	813	↓
SDS2ii Number of planning determinations that went to appeal	23	22	↑
SDS2iii Number of successful appeals	9	11	↓
SDS2a DS2a: Successful appeals as a percentage of planning determinations made by the council	1%	1.4%	↓
SDS2b DS2b: Successful appeals as a percentage of determinations that went to appeal	39%	50%	↓

Name	Latest Note		
DS03 Development Plans	<p>The current Local Plan was adopted in November 2003 therefore during the course of year 2008/09 it no longer met the criteria in SDS3 DS3.</p> <p>The Replacement Local Plan is well advanced. The finalised version was published in August 2008 and an Examination into objections to it, held by a Scottish Government Reporter, is expected to take place early in 2010. It is anticipated that the Replacement Plan will be adopted mid to late 2010.</p>		
PI Code & Short Name	2007/08	2008/09	
	Value	Value	Short Trend
SDS3 DS3: % of population covered by local plans adopted within the last 5 years	100%	100%	■

## Education & Children's Services

Name	Latest Note
ECS01 Primary Schools	<p>The spread of occupancy levels in 2008-09 has remained very similar to 2007-08, with 50% of primary schools having occupancy levels of 80% or more compared to 54% in 2007-08 (a change of only one school).</p> <p>East Renfrewshire primary schools have high occupancy levels compared to national averages. The School Estate Statistics (Scottish Government Statistics Publication: September 2008) showed 21% of East Renfrewshire primary schools had occupancy levels of 90% or more compared to the national average of 14%. 71% of ERC primary schools had occupancy levels of 75% or more compared to 40% nationally. East Renfrewshire had no schools with 50% occupancy or less, this compared to 21% nationally.</p>

PI Code & Short Name	2007/08	2008/09	
	Value	Value	Short Trend
% of primary schools in which the ratio of pupils to available places is:			
SCS1ai EC1ai: 40% or less	0%	0%	■
SCS1aii EC1aii: 41%-60%	8%	8%	■
SCS1aiii EC1aiii: 61%-80%	38%	42%	▲
SCS1aiv EC1aiv: 81%-100%	50%	46%	▼
SCS1av EC1av: 101% or more	4%	4%	■
SCS1b EC1b: Total number of primary schools	24	24	■

Name	Latest Note
ECS02 Secondary Schools	<p>From 2007-08 to 2008-09 there was no change in the occupancy levels for secondary schools, with 71% of secondary schools having occupancy levels of 80% or more.</p> <p>The majority of East Renfrewshire secondary schools have very high occupancy rates. This was reflected in the School Estate Statistics (Scottish Government Statistics Publication: September 2008) which showed 43% of East Renfrewshire secondary schools had occupancy levels of 90% or more compared to the national average of 35%</p>

PI Code & Short Name	2007/08	2008/09	
	Value	Value	Short Trend
% of secondary schools in which the ratio of pupils to available places is:			
SCS2ai EC2ai: 40% or less	0%	0%	■
SCS2aii EC2aii: between 41%-60%	0%	0%	■
SCS2aiii EC2aiii: between 61%-80%	29%	29%	■
SCS2aiv EC2aiv: between 81%-100%	57%	57%	■
SCS2av EC2av: 101% or more	14%	14%	■
SCS2b EC2b: Total number of secondary schools	7	7	■

Name				
ECS03 Equal Opportunities Policy				
Name		Latest Note		
All Teachers (including Head and Depute Head teachers)		Number of women teachers increased by 5% in 2008/09.		
PI Code & Short Name		2007/08	2008/09	
		Value	Value	Short Trend
SCS3div % of all teachers that are women		78%	78%	■
SCS3diii Total number of female teachers (including head and depute head teachers)		1,074	1,065	↓
SCS3aiii EC3: Total number of secondary school female teachers		467	454	↓
SCS3aiv EC3: % of all secondary school teachers that are women		64%	63%	↓
SCS3biii EC3: Total number of female primary school teachers		578	567	↓
SCS3biv EC3: % of all primary school teachers that are women		94%	93%	↓
SCS3ciii EC3: Total number of special schools female teachers (including head and depute head teachers) N.B. The number of special schools female teachers above has increased in 2008/09 due to the inclusion of 7 female teachers from the Teachers of Additional Support Needs (TASN) team who were previously shown under the 'Other Teachers' section of the Council's Staffing Watch return.		29	38	■
SCS3civ EC3: % of all special schools teachers that are women		94%	93%	■

Name		Latest Note		
Head and Depute Head Teachers				
PI Code & Short Name		2007/08	2008/09	
		Value	Value	Short Trend
SCS3di Total number of female head and depute head teachers		78	76	↓
SCS3dii % of all head and depute head teachers that are women		70%	67%	↓
SCS3ai EC3: Number of female secondary school head and depute head teachers		16	15	↓
SCS3aii EC3: % of secondary school head and depute head teachers that are women		38%	35%	↓
SCS3bi EC3: Number of female primary school head and depute head teachers		59	58	↓
SCS3bii EC3: % of primary school head and depute head teachers that are women		91%	88%	↓
SCS3ci EC3: Number of female special schools head and depute head teachers		3	3	■
SCS3cii EC3: % of special schools head and depute head teachers that are women		75%	75%	■

Name	Latest Note
ECS04 Children's Reporter Liaison	The percentage of Children's Hearing reports requested by the Reporter which were submitted within the target time currently stands at 94.6%- an increase of 13% on last year.

PI Code & Short Name	2007/08	2008/09	
	Value	Value	Short Trend
SCS4b EC4b: Proportion of Children's Hearing system reports submitted within target time	82%	95%	
SCS4c EC4b: Number of Children's Hearing system reports submitted within target time	128	139	
SCS4a EC4a: Number of Children's Hearing system reports submitted to the Reporter during the year	157	147	

Name	Latest Note
ECS05 Supervision	The percentage of children seen within 15 days currently stands at 97.8%. Only one child out of 45 was not seen within the 15 day target despite two attempts at a home visit.

PI Code & Short Name	2007/08	2008/09	
	Value	Value	Short Trend & additional note
SCS5c EC5b: Number of children seen by a supervising officer within 15 working days	30	44	
SCS5a EC5a: Number of new supervision requirements made during the year	30	45	
SCS5b EC5b: Proportion of children seen by a supervising officer within 15 days	100%	98%	Two attempts were made to see the other child however the family were not at home

Name	Latest Note
ECS06 Looked after children - Academic attainment	The numbers of looked after children who come into this category are extremely small. In 2007/08 there were only 3 children in this category. This year there were 9 children. The small numbers result in large variances from year to year.

PI Code & Short Name	2007/08	2008/09	
	Value	Value	Short Trend & Additional Note
SCS6biii The number of young people ceasing to be looked after at home, who achieved at least one SCQF level 3 or better (any subject)	2	5	
SCS6biv The percentage of young people ceasing to be looked after at home, who achieved at least one SCQF level 3 or better (any subject)	100%	83%	5 out of the 6 LAC at home achieved one SCQF level 3
SCS6bv The total number of young people ceasing to be looked after, who achieved at least one SCQF level 3 or better (any subject)	2	7	5 LAC at home and 2 LAC away from home achieved one SCQF level 3.
SCS6bvi The number of young people ceasing to be looked after away from home, who achieved SCQF level 3 - any subject	0	2	
SCS6bvii The percentage of young people ceasing to be looked after away from home, who achieved at least one SCQF level 3 or better (any subject)	0%	67%	Of the 3 LAC (away from home), 2 achieved at least one SCQF level 3
SCS6ciii The number of young people ceasing to be looked after at home, who achieved at least SCQF level 3 or better (English & Maths)	2	3	
SCS6cv The total number of young people ceasing to be looked after, who achieved at least SCQF level 3 or better (English & Maths)	2	4	

SCS6cvi The number of young people ceasing to be looked after away from home, who achieved SCQF level 3 in English and Maths	0	1		
SCS6cvii The percentage of young people ceasing to be looked after away from home, who achieved at least one SCQF level 3 or better in English and Maths	0%	33%		Of the 3 LAC (away from home), 1 attained both English and Maths SCQF level 3
SCS6cii EC6: Proportion of children ceasing to be looked after that attained at least one SCQF level 3 in English and Maths	67%	44%		Out of a total of 9 looked after children, 4 achieved SCQF level 3 in both English and Maths
SCS6ai EC6: Number of children ceasing to be looked after	3	9		
SCS6bii EC6: Proportion of children ceasing to be looked after that attained at least one SCQF level 3	67%	78%		Of the 9 children ceasing to be looked after, 7 achieved SCQF level 3 or above in at least one subject. (5 at home, 2 away from home)
SCS6civ The percentage of young people ceasing to be looked after at home, who achieved at least SCQF level 3 or better (English & Maths)	100%	50%		

Name	Latest Note
ECS07 Residential Accommodation staff qualification	There are no Local Authority residential children's homes.

Name	Latest Note
ECS08 Respite care	As with adult services, an increasing array of respite care and greater flexibility around person centred care has seen a fluctuation in services. Between 2007/08 and 2008/09 there has been an increase in the number of children's respite nights spent away from home resulting in the per capita increase of 18.9 nights. Chavey Down in particular has seen its overnight respite services increase by 350 nights. This correspondingly impacts on the percentage of nights <u>not</u> spent in a care home – an increase of 8.6%. Total hours daytime respite has remained fairly consistent but again greater flexibility means less time is being spent in day care centre offering more opportunities.

PI Code & Short Name	2007/08	2008/09	
	Value	Value	Short Trend
SCS9aii EC8a: Number of overnight respite nights provided for children (0-17 yrs) per 1000 children (0-17yrs)	34	59	
SCS9bii EC8b: Percentage of overnight respite nights not in a care home provided for children (0-17 yrs)	14%	17%	
SCS9cii EC8c: Number of daytime respite hours provided for children (0-17 yrs) per 1000 children (0-17yrs)	873	940	
SCS9dii EC8c: Percentage of daytime respite hours provided not in a day care centre for children (0-17 yrs)	86%	100%	

## Housing

Name	Latest Note		
H1 Response repairs	The performance indicator for response repairs has changed in 2008/09.		
PI Code & Short Name	2007/08	2008/09	
	Value	Value	Short Trend
SH1bii HS1b: Number of second priority housing response repairs	6,942	6,857	▬
SH1biv HS1b: Number of second priority housing response repairs completed within target time	6,026	6,266	↑
SH1cii HS1b: Number of third priority housing response repairs	7,277	5,224	▬
SH1civ HS1b: Number of third priority housing response repairs completed within target time	6,127	3,769	↓
SH1dii HS1b: Number of fourth priority housing response repairs	5,908	5,320	▬
SH1div HS1b: Number of fourth priority housing response repairs completed within target time	4,210	4,045	↓
SH1eii HS1b: Number of fifth priority housing response repairs	18	49	▬
SH1evi HS1b: Number of fifth priority housing response repairs completed within target time	7	4	↓
SH1fii HS1b: Number of sixth priority housing response repairs	248	215	▬
SH1fiv HS1b: Number of sixth priority housing response repairs completed within target time	161	52	↓
SH1a HS1: Response repairs: a) The number of response repairs completed during the year	-	17,665	▬
SH1b HS1: Response repairs: b) The overall % of repairs completed within the target times	-	80%	▬

Name	Latest Note		
H2 Housing Quality	This is a new SPI. The Housing Service is developing a new asset management system to track progress towards the 2015 SHQS target.		
PI Code & Short Name	2007/08	2008/09	
	Value	Value	Short Trend
The number and proportion of the council's housing stock being brought up to the Scottish Housing Quality Standard by criteria:			
SH7ai HS2: Tolerable standard - Number	-	3,085	▬
SH7aii HS2: Tolerable standard - Percentage	-	100%	▬
SH7aiii HS2: Free from serious disrepair - Number	-	1,831	▬
SH7aiv HS2: Free from serious disrepair - Percentage	-	59%	▬
SH7av HS2: Energy efficient - Number	-	1,443	▬
SH7avi HS2: Energy efficient - Percentage	-	47%	▬
SH7avii HS2: Modern facilities and services - Number	-	2,912	▬
SH7aviii HS2: Modern facilities and services - Percentage	-	94%	▬
SH7aix HS2: Healthy, safe and secure - Number	-	1,452	▬

SH7ax HS2: Healthy, safe and secure - Percentage	-	47%	
SH7axi HS2: Total dwellings meeting SHQS - Number	-	1,641	
SH7axii HS2: Total dwellings meeting SHQS - Percentage	43% <sup>1</sup>	53%	

Name	Latest Note	2007/08	2008/09	
H3 Managing Tenancy Changes	The void rent loss level has been indentified as an ongoing concern. A performance management sub group has been set up to investigate the issues during 2009/10.			
<b>PI Code &amp; Short Name</b>		<b>Value</b>	<b>Value</b>	<b>Short Trend</b>
SH2i HS2: Percentage of rent due in the year that was lost due to voids		2.2%	2.4%	

Name	Latest Note	2007/08	2008/09	
H4a Not low demand dwellings	There has been a substantial increase in the average re-let time for this indicator which is due to a number of long-term voids being brought back into the letting pool but they do not meet the criteria for low demand.			
<b>PI Code &amp; Short Name</b>		<b>Value</b>	<b>Value</b>	<b>Short Trend</b>
Not low demand stock:				
SH3avii HS3a: Number of dwellings re-let		221	230	
SH3ai HS3a: Number of houses which took fewer than 2 weeks to re-let		10	15	
SH3aai HS3a: Number of houses which took 2 - 4 weeks to re-let		28	34	
SH3aiii HS3a: Number of houses which took 5 - 8 weeks to re-let		83	73	
SH3aiv HS3a: Number of houses which took between 9 - 16 weeks to re-let		81	71	
SH3av HS3a: Number of houses which took more than 16 weeks to re-let		17	37	
SH3avi HS3a: Average re-let time		65	106	

Name	Latest Note	2007/08	2008/09	
H4b low demand dwellings	Housing Services have introduced new selection measures and letting initiatives to let current low demand properties.			
<b>PI Code &amp; Short Name</b>		<b>Value</b>	<b>Value</b>	<b>Short Trend</b>
Low demand stock:				
SH3bvi HS3b: Number of houses which took between 33-52 weeks to re-let		3	1	
SH3bvii HS3b: Number of houses which took more than 52 weeks to re-let		1	0	
SH3bviii HS3b: Average re-let time		117	81	
SH3bix HS3b: Number of dwellings re-let		29	23	



<sup>1</sup> Sourced from benchmarking data 2007/08 but not recorded in Covalent as an SPI

SH3bi HS3b: Number of houses which took fewer than 2 weeks to re-let	1	4	
SH3bii HS3b: Number of houses which took 2 - 4 weeks to re-let	2	3	
SH3biii HS3b: Number of houses which took 5 - 8 weeks to re-let	11	6	
SH3biv HS3b: Number of houses which took between 9 - 16 weeks to re-let	7	5	
SH3bv HS3b: Number of houses which took between 17-32 weeks to re-let	4	4	

Name	Latest Note			
H4: un-let, re-let and low demand at year end	A large number of the properties that are unlet at the end of the year are due to major improvement works required at a high cost.			
PI Code & Short Name		2007/08	2008/09	Short Trend
		Value	Value	
SH3ci HS3ci: Low demand stock: Number remaining un-let at year end		16	17	
SH3cii HS3cii: Low demand stock: Average period these dwellings had been un-let at year end		1,438	1,940	
SH3d HS3d: Number of dwellings considered to be low demand at year end		112	188	
SH3e HS3e: Number of dwellings considered to be low demand at start of year		187	112	
SH3f HS3f: Number of low demand dwellings not actively being re-let as subject to a disposal strategy		0	0	








Name	Latest Note			
H5 Rent Management	During 2008/09 various initiatives were carried out to look for ways to improve our rent arrears. As a result of these projects, we have implemented closer contact with tenants and more support to ensure those tenants in arrears who are entitled to benefits are receiving them and home visits to tenants from estate officers.			
PI Code & Short Name		2007/08	2008/09	Short Trend
		Value	Value	
SH4ai HS4a: Current tenants' arrears as a percentage of net rent due in the year		8.2%	8%	
SH4bi HS4b: % of current tenants owing more than 13 weeks rent excluding those owing less than £250		6%	5.1%	
SH4cii HS4c: Number of tenants giving up their tenancy during the year		460	403	
SH4di HS4d: The average debt owed by tenants leaving in arrears, as a proportion of the average weekly rent.		12%	9%	
SH4diii HS4diii: Average debt owed by tenants leaving their tenancies with arrears		£569.18	£450.26	
SH4ci HS4c: The proportion of those tenants giving up their tenancy during the year that were in rent arrears.		23%	32%	
SH4ei HS4e: The percentage of arrears owed by former tenants that was either written off or collected during the year.		8%	5%	

Name	Latest Note
H6 Council House sales	The percentage of house sales completed in 26 weeks has increased but due to the economic climate the number of house sales has dropped by 37%






PI Code & Short Name	2007/08	2008/09	
	Value	Value	Short Trend
SH5aai HS5a: Percentage of house sales completed within 26 weeks	83%	88%	
SH5b HS5b: Average time (in weeks) to sell houses	22	22	

Name	Latest Note
H7 Homelessness	The performance indicators for homelessness have changed in 2008/09.

Permanent Accommodation	Housing Service has increased the number of homeless households being housed by arranging a weekly selection meeting to ensure that the accommodation needs are met and that they are also housed quickly.
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PI Code & Short Name	2007/08	2008/09	
	Value	Value	Short Trend
SH6ciii Number of permanent accommodation homeless households assessed during the year	-	185	
SH6ciii Number of permanent accommodation decision notifications within 28 days of date of initial presentation during the year	-	168	
SH6cv Percentage of permanent accommodation decision notifications within 28 days of date of initial presentation during the year	-	91%	
SH6cvi Number of permanent accommodation housed during the year	-	148	
SH6cvii Percentage of permanent accommodation housed during the year	-	80%	
SH6cviii Number of permanent accommodation cases reassessed within 12 months of completion of duty	-	16	
SH6d Number of permanent accommodation cases assessed during the year	-	185	

Name	Latest Note
Temporary Accommodation	For homeless households only eligible for temporary accommodation the Housing Service will attempt to address the homelessness through advice and information and other housing options.

PI Code & Short Name	2007/08	2008/09	
	Value	Value	Short Trend
SH7bi Number of temporary accommodation decision notifications issued within 28 days of date of initial presentation	-	77	
SH7bii Percentage of temporary accommodation decision notifications issued within 28 days of date of initial presentation	-	91%	
SH7biii Number of temporary accommodation cases reassessed within 12 months of completion of duty	-	12	
SH7iv Number of temporary accommodation cases assessed during the year	-	85	
SH7v Percentage of temporary accommodation cases reassessed during the year	-	14%	

## Protective Services

Name	Latest Note		
PS01 Food safety: hygiene inspections	<p>The Commercial Service of Environmental Health has remained consistently in the top ten performing Authorities with 100 percent achievement across all categories of inspections for food hygiene and food standards.</p> <p>In 2008/09 performance fell marginally due to one business whose inspection was slightly delayed; the category of inspection for it was in the 'over 18 month period'. This was due to staff absence where high risk businesses (those in the requiring inspection within 6 months and 12 months) received priority.</p> <p>This reduced performance by 0.5 percent in the low risk business inspection category, however the authority has still maintained a comparable performance with previous years and expects to retain its higher performing authority status. Although this SPI is not intended to remain statutory, legislation and the government will still expect inspection of food businesses to continue to a high level for the protection of public health.</p>		
PI Code & Short Name	2007/08	2008/09	Short Trend & additional note
	Value	Value	
SPS1ai PS1: Number of premises in the 'Approved premises' category requiring food safety inspection	1	1	
SPS1aii PS1: % of premises in the 'Approved premises' category that were inspected on time	100%	100%	
SPS1bi PS1: Number of premises in the '6 months' category requiring food safety inspection	10	13	
SPS1bii PS1: % of premises in the '6 months' category that were inspected on time	100%	100%	
SPS1ci PS1: Number of premises in the '12 months' category requiring food safety inspection	90	88	
SPS1cii PS1: % of premises in the '12 months' category that were inspected on time	100%	100%	
SPS1di PS1: Number of premises in the 'more than 12 months' category requiring food safety inspection	181	182	
SPS1dii PS1: % of premises in the 'more than 12 months' category that were inspected on time	100%	95.5%	<p>181 of 182 C, D, E Risk premises were inspected with the 28 day window but still remains consistent with previous years.</p>

Name	Latest Note
PS02 Domestic Noise complaints	<p>In 2008/9 there was a rise in the overall number of complaints received compared to the previous year. The nature of this reactive area of work means that the numbers are reliant on affected residents approaching the Council for assistance. Although there was also an increase in the number of complaints, where attendance was required on site, a proportion of these could only be dealt with informally as there is still a reticence on the part of some residents to allow noise levels to be measured from inside their property as required by the anti social behaviour legislation. This reluctance is mainly due to a fear of the consequences of being identified as having complained about the alleged offenders.</p> <p>The figures do not show details of 40 complaints which were dealt with by Strathclyde Police Officers during the transition period from 1/11/08-31/12/08 when the provision of the out of hours service for anti social noise complaints changed from an external contractor to the expanded Community Warden Service.</p> <p>For next year, it is anticipated that the provision of an extended 24 hour service for antisocial noise will provide a further improvement in performance and a rise in the number of complaints received and dealt with as ERC residents become aware that Community wardens are available throughout the extended hours.</p>

PI Code & Short Name	2007/08	2008/09	
	Value	Value	Short Trend
SPS6a PS2a: The total number of complaints of domestic noise received during the year	340	411	↓
Domestic noise complaints a) The number of complaints of domestic noise received during the year:			
SPS6ai PS2: i) settled without the need for attendance on site	147	197	↑
SPS6aii PS2: ii) requiring attendance on site	90	156	↓
SPS6aiii PS2: iii) dealt with under Part V of the Antisocial Behaviour etc (Scotland) Act 2004.	103	58	↑
SPS6bi PS2: b) For those in SPS6aii (the number of domestic noise complaints received during the year requiring attendance on site) the average time (hours) between the time of the complaint and attendance on site.	11	15	↓
SPS6bii PS2: b) For those in SPS6aiii (the number of domestic noise complaints received during the year dealt with under part V of the Antisocial Behaviour etc (Scotland) Act, 2004) the average time (hours) between the time of the complaint and attendance on site	1	1	■

Name	Latest Note
PS03 Non-domestic Noise complaints	In 2008/9 there was a sizable drop in complaints received. As this is a reactive service it is difficult to fully account for this but it is due in part to the downturn in commercial construction activity.

PI Code & Short Name	2007/08	2008/09	
	Value	Value	Short Trend
SPS5ai PS3ai: The number of complaints of non-domestic noise received during the year - settled without the need for formal action	60	24	↓
SPS5aii PS3aii: The number of complaints of non-domestic noise received during the year - requiring formal action	2	1	↓
SPS5aiii PS3ai: The total number of complaints of non-domestic noise received during the year	62	25	↑
SPS5bi PS3b: The average time in calendar days to institute formal action for complaints of non-domestic noise received during the year - requiring formal action	2	1	↑

Name	Latest Note
PS04 Trading standards - complaints and advice	<p>Consumer complaints: The number of Consumer Complaints dealt with in 08/09 increased by 39 (9%) and there was also a performance increase in the completion of complaints within 14 days, up from 65% to 70%. All calls for initial consumer advice are passed Consumer Direct, in line with Government policy, which has meant the overall number of complaints is still below that of 2005. If Consumer Directs cannot resolve a complaint, normally because it complex, it is referred to Trading Standards for intervention action. It is this decrease in overall complaints allied to the relative increase in complex complaints which has meant that trading standards has not been able to meet the target for 14 day resolution of 85%.</p> <p>Business Advice: The number of requests for advice increased by over 75%, increasing from 76 to 132 and there was also an increase to 100% of these requested being completed within 30days</p>

PI Code & Short Name	2007/08	2008/09	
	Value	Value	Short Trend
SPS3ai PS4: Number of trading standards consumer complaints received	436	473	▬
SPS3aii PS4: % of trading standards consumer complaints that were dealt with in 14 days	65%	70%	↑
SPS3bi PS4: Number of trading standards business advice requests received	76	132	↑
SPS3bii PS4: % of trading standards business advice requests that were dealt with in 14 days	97%	100%	↑
SPS3aiii PS4: Number of trading standards consumer complaints that were dealt with in 14 days	284	332	↑
SPS3biii PS4: Number of trading standards business advice requests that were dealt with in 14 days	74	132	↑



Name	Latest Note
PS05 Inspection of Trading premises	<p>In 2007/08 this SPI ranked 1<sup>st</sup> in Scotland for the percentage of premises in high and medium risk inspection level that were inspected on time.</p> <p>The Trading Standards inspection regime is undertaken using a sectoral/ project approach rather than a risk/time generated approach for all but those premises identified as High Risk. It should be noted that this approach is gaining favour as this SPI no longer includes premise rated as Low Risk. This permits the formulation of a Plan of inspections which maximises the use of resources and addresses the specific needs of ERC residents and businesses.</p>


PI Code & Short Name	2007/08	2008/09	
	Value	Value	Short Trend
SPS4aiii PS5: Number of premises in the high risk inspection category to be inspected in the year	13	15	↑
SPS4aiv PS5: % of premises inspections achieved in the high risk inspection category	100%	100%	▬
SPS4biii PS5: Number of premises in the medium risk inspection category to be inspected in the year	0	0	▬


## Roads & Lighting


Name	Latest Note
RL01 Carriageway condition	<p>In 2007/08 this SPI ranked 30th in Scotland for the percentage of road network that should be considered for maintenance treatment.</p> <p>In 2008/09 44% compared to 48.1% of the road network in East Renfrewshire should have been considered for maintenance.</p>




PI Code & Short Name	2007/08	2008/09	
	Value	Value	Short Trend
SRL1e RL1: Overall percentage of road network that should be considered for maintenance treatment	48%	44%	↑
SRL1a Percentage of A class roads that should be considered for maintenance treatment	24.4%	23.7%	↑
SRL1b Percentage of B class roads that should be considered for maintenance treatment	48%	50%	↓

SRL1c Percentage of C class roads that should be considered for maintenance treatment	37%	37%	
SRL1d Percentage of unclassified roads that should be considered for maintenance treatment	54%	47%	

Name	Latest Note	2007/08	2008/09	
RL02 Traffic Light Repairs	In 2007/08 this SPI ranked 16 <sup>th</sup> in Scotland for the percentage of repairs completed within 48 hours. Performance is consistent with the previous year.			
<b>PI Code &amp; Short Name</b>		Value	Value	Short Trend
SRL2aii RL2: Percentage of all traffic light repairs completed within 48 hours		94.4%	94.5%	

Name	Latest Note	2007/08	2008/09	
RL03 Street Light repairs	In 2007/08 this SPI ranked 4th in Scotland for the percentage of street light repairs completed within 7 days. There has been a slight increase in performance between 2007/08 and 2008/09 thus maintaining the high standard of service.			
<b>PI Code &amp; Short Name</b>		Value	Value	Short Trend
SRL3aii RL3: Percentage of all street light repairs completed within 7 days		97.8%	98.5%	

Name	Latest Note	2007/08	2008/09	
RL04 Street Lighting Columns	The percentage of street lighting columns over 30 years continues to decrease.			
<b>PI Code &amp; Short Name</b>		Value	Value	Short Trend
SRL4aii RL4: % of street lighting columns that are over 30 years old		69%	68%	


Name	Latest Note	2007/08	2008/09	
RL05 Bridges - road network restrictions	In 2007/08 this SPI ranked 4th in Scotland for the percentage of council and private bridges assessed that failed to meet the European standard of 40 tonnes. Performance has improved slightly in comparison to previous years.			
<b>PI Code &amp; Short Name</b>		Value	Value	Short Trend
SRL5aii RL5a: % of all assessed bridges that fail to meet EU standard of 40 tonnes		2%	1%	
SRL5bii RL5b: % of all assessed bridges that have a weight or width restriction placed on them		2%	0%	
SRL5avii RL5: % of all council bridges that fail to meet EU standard of 40 tonnes		2.5%	1.9%	
SRL5biv RL5: % of all council bridges that have a weight or width restriction placed on them		2%	1%	

## Waste Management

Name	Latest Note			
WM01 Refuse Collection	Cost of collection has increased due mainly to increased fuel costs. Fuel increased from approximately £0.70 per litre to £1.10 per litre in this year. In addition, an ageing fleet of vehicles has meant maintenance costs have increased this year as well. The costs of the trade waste collection are included in this SPI. The trade waste service did not recover enough income in this financial year to make the service cost-neutral, adding to the net cost of collection and disposal. Costs for disposal have increased mainly due to contractual increases in prices for disposing of waste materials and the £8 per tonne increase in Landfill Tax.			
<b>PI Code &amp; Short Name</b>		2007/08	2008/09	
		Value	Value	Short Trend
SWM1a WM1a: Net cost of refuse collection per premise		£82.89	£89.17	↓
SWM1b WM1b: Net cost of refuse disposal per premise		£71.68	£74.99	↓

Name	Latest Note			
WM02 Refuse Collection Complaints	The number of complaints increased in 2008/09, mainly due to the change in policy for collection refuse. The excess waste policy, whereby only one refuse bin is collected per household, was introduced in April 2008 and complaints about missed collections increased as a result.			
<b>PI Code &amp; Short Name</b>		2007/08	2008/09	
		Value	Value	Short Trend
SWM2ii WM2: Number of complaints per 1,000 households regarding the household waste collection service		18	36	↓

Name	Latest Note			
WM03 Refuse Recycling	This is the first year we have reported this SPI, however, we have collected this data in the past so are able to comment that the amount of waste handled by the Council (MSW) decreased significantly in 2008/09. Part of this is due to the ongoing recycling schemes, the introduction of a plastics recycling scheme and waste prevention exercises, however, the effect of the slowing economy is also a considerable factor in the reduction of waste. The recycling/composting rate has increased from 34.8% in 2007/08, partly due to the plastics recycling scheme and the food waste trial that was provided to 1/6 of households across East Renfrewshire. The Council made its interim commitments to reduce biodegradable municipal waste (BMW) and continues to target further reductions in the amount of BMW sent to landfill.			
<b>PI Code &amp; Short Name</b>		2007/08	2008/09	
		Value	Value	Short Trend
SWM3 WM3: The percentage of municipal waste collected by the authority during the year that was recycled and composted.		-	38%	■

Name	Latest Note		
WM04 Cleanliness	The cleanliness index achieved has increased by 2 points in 2008/09. The standards of cleanliness are still above the level of 67 set in the Environmental Protection Act 1990 and the Council continues to have a high standard of cleanliness.		
<b>PI Code &amp; Short Name</b>	2007/08	2008/09	
	Value	Value	Short Trend
SWM4 WM4: The cleanliness index achieved following inspection	73	75	

Name	Latest Note		
WM05 Abandoned Vehicles	There were only 2 vehicles that required uplift in 2008/09. The nature of these meant that dealing with them took longer than 14 days to deal with.		
<b>PI Code &amp; Short Name</b>	2007/08	2008/09	
	Value	Value	Short Trend
SWM5b WM5: The percentage of abandoned vehicles that require to be removed by the council - removed within 14 days	79%	0%	