
Report To:	Policy & Resources Committee	Date:	22 September 2009
Report By:	Corporate Director Improvement and Performance	Report No:	POL/40/09/PW/WB
Contact Officer:	William Baxter	Contact No:	712635
Subject:	Statutory Performance Indicators 2008/09		

1.0 PURPOSE

- 1.1 The purpose of this report is to provide the Committee with an update on the current position with the Statutory Performance Indicators (SPIs) 2008/09 in the context of two recent reviews and the fact that from 2009/10 Audit Scotland have cut the number of Statutory PIs to 25 (21 of which Inverclyde Council are required to report on).

2.0 SUMMARY

- 2.1 For the reporting year 2008/09 Inverclyde Council reported on 49 out of a possible 58 Statutory Performance Indicators.
- 6 of the housing indicators which were previously submitted by the Council are now the responsibility of Riverclyde Homes following the housing stock transfer in 2007;
 - 2 Benefits Administration indicators have been affected by changes to the DWP method of collection and Audit Scotland have confirmed that there is no requirement to report on these indicators (Benefits Administration- Paying the Right Benefit at the Right Time and Accuracy and Security of Processing) this year;
 - and one indicator (Residential Care - staff qualifications) does not apply in Inverclyde.
- 2.2 For the 49 indicators required to be reported on by Inverclyde Council this equates to a total of 122 measures including the component parts of each indicator. (Full details are given in Appendix 1).
- 2.3 For the third year in succession, there has been a significant improvement in the performance of the Council's SPIs with the improvement to decline ratio being over 2:1. **60 measures have improved in performance**, 25 of which have significantly improved in comparison to the figures reported last year. **16 measures have maintained the performance levels reported last year.**
- 2.4 However, **31 measures have declined in performance**, 9 of which showed a significant deterioration. In many cases there was an underlying reason and a decline in performance was expected in certain circumstances - these reasons have been outlined to members in previous performance reports.
- 2.5 In 9 measures there was no direct comparison possible with the previous years figure,
- 2.6 Of the 21 indicators being retained by Audit Scotland, there are a total of 38 measures. Half of these measures (19 in total) improved in performance over the year, 11 performed comparatively poorer, 6 of the measures changed and no comparison was possible, 1 retained the same performance level and there was no service the remaining 1.

(See section 4 for further breakdown).

- 2.7 These results however, will not be able to be considered in full context until after Audit Scotland publishes their Council Profiles in January 2010. A further report will be presented to the Committee which will give more detail on Inverclyde's comparative performance against the other 31 local authorities.
- 2.8 It should be noted however, that this could be the last year that Audit Scotland publish "league tables" owing to the changes they have introduced. There will only be a small core of retained statutory indicators but the Council will be expected to prove it is providing best value in corporate management and service provision under the guided headings provided by Audit Scotland. These new indicators will be embedded with the Council's Performance Management Framework and be audited under Best Value 2.
- 2.9 Appendix 1 of the report lists the figures for all Inverclyde's SPIs for 2008/09 and includes 2007/08 figures as a comparison giving an indication of where performance has improved or declined over the year. The SPIs which are being retained by Audit Scotland as the core set of indicators are highlighted in yellow and an analysis of how the comparatively well and poor performing indicators have performed is contained in the background (Section 4)

3.0 RECOMMENDATIONS

3.1 The Committee is asked to:

- a) Note the contents of the report and the continued positive upward trend in the performance of Inverclyde's SPIs.
- b) Agree to progress reports on continued monitoring and improvement agenda for the core set of SPIs being presented to future meetings of Policy & Resources Committee.
- c) Agree that a further report is submitted to Committee once the national report on SPIs is published by Audit Scotland in January 2010, which will allow comparisons with similar authorities.

Paul Wallace
Corporate Director Improvement and Performance

4.0 BACKGROUND

- 4.1 Audit Scotland publish a set of profiles each year which effectively rank how each Scottish Council performs on certain key measures known as Statutory Performance Indicators. Historically Inverclyde has had the highest number of poorly performing indicators and the least number of performance indicators in the highest performing categories.
- 4.2 These profiles rank the performance of all Scotland's 32 councils, with the top performing council being ranked 1 and the poorest being ranked 32. They highlight the best performing councils for each measure (i.e. those ranked 1 to 8 as the top quartile) with the poorest performing being those in the lower quartile (i.e. those ranked between 25 and 32).
- 4.3 Reviews of SPI performance in both 2007 and 2008 were carried out there was a marked improvement in for the last 3 years in a row with the improvement to decline ratio being 2:1 year on year, a trend that has continued this year. The full extent of the improvement will be reported in a further report this committee following the publication of Audit Scotland's Profile in January 2010.
- 4.4 However these improvements have to be looked at in the context of the changes to the SPIs which are due to impact on this coming year (2009/10).
- 4.5 As reported in the summary at 2.6 there are a total of 38 measures from the 21 indicators for which Inverclyde Council will still have responsibility to report to Audit Scotland in 2009/10. Half of these measures (19 in total) improved in performance over the year, 11 performed comparatively poorer, 6 of the measures changed and no comparison was possible, 1 retained the same performance level and there was no service for the remaining 1.
- 4.6 Of those 38 measures 6 featured in the top quartile in Audit Scotland's 2007/08 profile when compared to all other Scottish Local Authorities in 2007/08 and 9 featured in the lower quartile. Of the 6 top performing measures, 3 managed further improvements this year and will again feature prominently in this years comparisons, these are
- Home care - the number of homecare hours per 1,000 population age 65
 - Equal opportunities policy - % of women employees in the top 5%
 - Attendance at indoor sports facilities excluding pools

Of the 9 relatively poorer performing measures in 2007/08 6 managed to improve performance this year (listed below) with significant improvements being recorded in asset management, trading standards and refuse recycling.

- Council tax collection the cost of collecting council tax per dwelling
- Asset Management – Condition and Suitability Proportion of gross internal floor area that is in a satisfactory condition
- Trading standards – complaints and advice Percentage of consumer complaints dealt with within 14 days of receipt
- Trading standards – complaints and advice Percentage of business advice requests dealt with within 14 days of receipt
- Refuse recycling – Municipal waste -% composted/recycled
- Public libraries - number of visits per 1,000 population

However the remaining 3 measures, listed below, recorded a decrease in performance over the year

- Council tax income percentage of income due from Council tax for the year that was received by the end of the year
- Borrowers from public libraries as % of population
- Home care as a proportion of home care clients age 65+, the number receiving a service during evenings/overnight

Although in context the income from Council tax stands at 93.5%, the overall number of library visits increased and the additions to library stock significantly increased and although the homecare provision for evening/weekends has decreased overall homecare service provision ranks comparatively well and has increased again this year.

- 4.7 The Council has invested in a new performance management system 'Inverclyde Performs', which will help ease the transition from performance measurement to performance management. The new set of SPIs for 2009/10 will be among the first information to be loaded onto the system which is programmed to go live in early 2010. The system will deploy a red, amber, green (RAG) to each indicator and performance exceptions will be reported to this Committee.

5.0 IMPLICATIONS

5.1 Finance

None

5.2 Personnel

None

5.3 Legal

None

5.4 Equality and Diversity

Equality and diversity issues/indicators have been reflected in this report.

6.0 CONSULTATION

- 6.1 This report was prepared by Performance Management and Procurement in consultation with Statutory Performance co-ordinators and responsible officers for each service

7.0 BACKGROUND PAPERS



- 7.1 Statutory Performance Indicators 2006/07 POL/24/07/PW/WB
Statutory Performance Indicators 2006/07(follow up report) POL/05/08/PW/WB
Statutory Performance Indicators (2008 Review) POL/25/08/PW/WB
Statutory Performance Indicators 2007/08 POL/49/08/PW/WB
Statutory Performance Indicators - National Context POL/09/09/PW/WB

Inverclyde Council
**Statutory Performance
Indicators**
2008/2009



Statutory Performance Indicators 2008/2009

Statutory Performance Indicators (SPIs) are set each year by Audit Scotland. All Scottish Councils must capture and record their performance in relation to these indicators. For the reporting year 2008/09, Councils were required to provide information on 58 SPIs (122 measures in total including all the component parts of each indicator [i.e. a, b, c etc]), relating to a range of Council services. This report contains information relating to how Inverclyde Council has performed against the Statutory Performance Indicators set by Audit Scotland. The purpose of this report is to give stakeholders including the public a better understanding of how the services provided by Inverclyde Council are performing and how this performance has changed over time.

Performance which has improved over the last year is marked by  and conversely performance which has deteriorated is marked . A double arrow shows a significant change (i.e. more than 10% plus or minus). NC means that the figure is not comparable with the previous years figure, an = sign means that the performance level has been maintained over the year. NS denotes that there is no service provision by Inverclyde Council under that category and finally where the indicator is shaded light grey it remains as a statutory indicator for 2009/10.

Further details about this can be found on Audit Scotland's web site, "www.audit-scotland.gov.uk" or by telephoning 0131 625 1875.

In addition to reporting on our Statutory Performance Indicators we also produce an annual Public Performance Report (PPR). The purpose of the PPR is to provide stakeholders with information about the Council's overall performance. The PPR contains information on the main services that we provide, our main achievements in the last year, how we intend to further improve our services. If you would like to receive a copy of our Public Performance Report for 2008/2009 which will be available from December, or if you would like further information about any aspect of our performance please contact the Corporate Policy Team located in the Performance Management and Procurement Service by telephoning (01475) 712635 or 712146.

John W Mundell
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August 2009

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Adult Social Work

Statutory Performance Indicators 2008/09

Indicator 1

Community Care Services	2008/2009	2007/2008	
The number of people per 1000 population for which service delivery targets were achieved :			
a) For assessment	a) 73.2%	Changed Indicator	NC
b) For delivery of care service	b) 61.2%	Changed Indicator	NC

Indicator 2

Residential accommodation: Staff qualifications	2008/2009	2007/2008	
The percentage of care staff in local authority residential homes who have appropriate qualifications, for:			
a) Older people (age 65+)	No service	No service	=
b) Other adults	No service	No service	=
c) Overall totals for elderly and other adults	No service	No service	=

Residential Accommodation: Privacy	Single Rooms %			Rooms with en-suite facilities %		
	2008/2009	2007/2008		2008/2009	2007/2008	
The number of rooms expressed as a percentage of all residential care places - Older People (age 65+)						
a (i) Council homes	100%	100%	=	100%	100%	=
b (ii) Voluntary sector	90.8%	90.8%	=	65.6%	64.7%	↑
c (iii) Private sector	100%	91.1%	↑	70.6%	66.1%	↑

Adult Social Work

Statutory Performance Indicators 2008/09

Indicator 3 (continued)

Residential Accommodation: Privacy The number of rooms expressed as a percentage of all residential care places - Other Adults (aged 18-64)	Single Rooms %			Rooms with en-suite facilities %		
	2008/2009	2007/2008		2008/2009	2007/2008	
a (i) Council homes	No service	No service	=	No service	No service	=
b (ii) Voluntary sector	96.8%	97.0%	↓	51.6%	56.1%	↓
c (iii) Private sector	100%	100%	=	46.7%	28.6%	↑↑

Indicator 4

Home care / home helps	2008/2009	2007/2008	
a) The number of people age 65+ receiving homecare	1,140	1,124	↑
b) The number of homecare hours per 1,000 population age 65+	713	711.7	↑
c) As a proportion of home care clients age 65+, the number receiving:			
- personal care	91.8%	91.3%	↑
- a service during evenings/overnight	9.4%	17.3%	↓↓
- a service at weekends.	66.7%	64.1%	↑

Adult Social Work

Statutory Performance Indicators 2008/09

Indicator 5

Respite Care	Per 1000 older people (65+)			Per 1000 other adults (18 – 64)		
	2008/2009	2007/2008		2008/2009	2007/2008	
a) Total overnight respite nights provided	230.8	210.1	↑	48	41.3	↑↑
b) Percentage of respite nights not in a care home	28.8%	23.5%	↑↑	18.5%	11.3%	↑↑
c) Total daytime respite hours provided	27,088.3	11,168.5	↑↑	2,533.2	3,103.7	↓↓
d) Percentage of daytime respite not in a day centre	72.9%	53.3%	↑↑	52.8%	29.7%	↑↑

Indicator 6

Criminal Justice Social enquiry reports:	2008/2009	2007/2008	
a) The number of reports submitted to court during the year	987	1,113	
b) Proportion of reports submitted to court by due date	100%	99.6%	↑

Indicator 7

Probation	2008/2009	2007/2008	
a) The number of new Probation Orders issued during the year	166	105	
b) The proportion of new probationers seen by a supervising officer within one week	97.0%	94.9%	↑

Indicator 8

Community service	2008/2009	2007/2008	
a) The number of new Community Service Orders issued during the year	156	180	
b) The average number of hours per week taken to complete orders.	3.6	4.3	↑↑

Benefits Administration

Statutory Performance Indicators 2008/09

Indicator 1

Administration costs	2008/2009	2007/2008	
The gross administration cost per case	£45.44	£43.33	↓

Indicator 2

Paying the Right Benefit at the Right Time	2008/2009	2007/2008	
The average number of days per case to process new HB/CTB claims and change events	No Return*	Changed Indicator	NC

Indicator 3

Accuracy and security of processing	2008/2009	2007/2008	
The number and percentage of changes to customers' HB/CTB entitlement that are processed within the year compared to estimate established by DWP.	No Return*	Changed Indicator	NC

*Due to changes in the way the Department of Work and Pensions (DWP) collect the information Audit Scotland have confirmed there is no requirement to report BA 2 and 3 for 2008/09.

Corporate Management

Statutory Performance Indicators 2008/09

Indicator 1

Sickness absence	2008/2009		2007/2008	
	The average number of working days per employee lost through sickness absence for:			
a) Teachers	8.3 days	Changed Indicator		NC
b) All other local government employees	10.9 days	Changed Indicator		NC

Indicator 2

Litigation Claims	2008/2009		2007/2008	
	The number and value of civil liability claims incurred by the council in the year:			
a) The number of claims per 10,000 population	20.7	29.9		↑↑
b) Claims as a percentage of revenue budget.	0.2%	0.2%		=
c) i Number of claims per 10,000 population (2006/07 updated position)	31.9	37.3		↑↑
ii 2006/07 (updated) claims as a percentage of revenue budget	0.2%	0.1%		↓↓

Indicator 3

Equal opportunities policy	Percentage		
	2008/2009	2007/2008	
a) The percentage of women employees in the top 2%	36.1%	44.4%	↓↓
b) The percentage of women employees in the top 5%	49.8%	48.9%	↑

Corporate Management

Statutory Performance Indicators 2008/09

Indicator 4

Public Access	2008/2009	2007/2008	
Percentage of public buildings from which the Council delivers services that are suitable for, and accessible to, disabled people	56.5%	44.4%	↑↑

Indicator 5

Council tax collection	2008/2009	2007/2008	
The cost of collecting council tax per dwelling	£17.21	£17.87	↑

Indicator 6

Council tax income	2008/2009	2007/2008	
a) income due from Council Tax for the year excluding reliefs and rebates	£26.7m	£26.6m	
b) percentage of income due from Council tax for the year that was received by the end of the year	93.3%	93.5%	↓

Indicator 7

Payment of Invoices	2008/2009	2007/2008	
The percentage of invoices paid within 30 days of receipt	93.4%	83.3%	↑↑

Indicator 8

Asset Management – Condition and Suitability	2008/2009	2007/2008	
a) Proportion of gross internal floor area that is in a satisfactory condition	69.0%	34.6%	↑↑
b) The percentage of buildings that are suitable for their current use	63.2%	63.2%*	=

* The 2007/08 figure was deemed as unreliable by Audit Scotland in that it could not be substantiated by an auditable trail. This was not the case in 2008/09.

Cultural and Community Services

Statutory Performance Indicators 2008/09

Indicator 1

Sport and leisure management	2008/2009	2007/2008	
Number of attendances per 1,000 population for all pools	3,848	4,009	↓

Indicator 2

Attendance at indoor sports facilities excluding pools	2008/2009	2007/2008	
Number of attendances per 1,000 population for indoor sports and leisure facilities, excluding pools in a combined complex	9,543	8,803	↑

Indicator 3

Museums	2008/2009	2007/2008	
a) number of visits/usages per 1,000 population	615	539	↑↑
b) number of visits in person per 1,000 population	436	486	↓↓

Indicator 4

Library stock turnover	Adult lending Stock			Children's and teenage lending stock		
	2008/2009	2007/2008		2008/2009	2007/2008	
Changes in library stock						
a) Additions per 1,000 population	146	56	↑↑	40	16	↑↑
b) Total number of closing stock items per 1,000 population	1,063	1,003	↑	337	313	↑

Cultural and Community Services

Statutory Performance Indicators 2008/09

Indicator 5

Use of Libraries	2008/2009	2007/2008	
Borrowers from public libraries			
a) number of visits per 1,000 population	2,878	2,699	↑
b) % of borrowers as % of population	10.9	17.9	↓↓

Indicator 6

Learning centre and learning access point users	2008/2009	2007/2008	
a) The number of users as a percentage of the resident population	7.7%	8.4%	↓
b) Number of occasions that terminals are accessed per 1,000 population	605.1	556.1	↑

Development Services

Statutory Performance Indicators 2008/09

Indicator 1

Processing time – Planning Applications:	2008/2009	2007/2008	
a) i) The percentage of householder applications dealt with within 2 months	84.9%	84.7%	↑
ii) The percentage of non-householder applications dealt with within 2 months	59.7%	66.2%	↓
Total percentage of applications dealt with within 2 months	71.7%	74.5%	↓

Indicator 2

Appeals - Planning	2008/2009	2007/2008	
a) Successful appeals as a percentage of all determinations	0.5%	0.6%	↑↑
b) Successful appeals as a percentage of determinations that went to appeal	25.0%	27.3%	↑

Indicator 3

Development plans	2008/2009	2007/2008	
The percentage of the population covered by a Local Plan that has been adopted or finalised within the last five years.	100%	100.0%	=

Indicator 1

Primary Schools	2008/2009	2007/2008
Occupancy: The percentage of schools with an occupancy of:		
a) 40% or less	4.2%	7.7%
b) 41-60%	33.3%	26.9%
c) 61-80%	45.8%	46.2%
d) 81-100%	16.7%	19.2%
e) 101% or more	0%	0%
Total Number of Primary Schools	24	26



Indicator 2

Secondary Schools	2008/2009	2007/2008
Occupancy: The percentage of secondary schools where the ratio of pupils to places is:		
a) 40% or less	0	0
b) 41% - 60%	42.9%	42.9%
c) 61% - 80%	14.3%	14.3%
d) 81% - 100%	28.6%	28.6%
e) 101% or more	14.3%	14.3%
Total Number of Secondary Schools	7	7



Education & Children's Services

Statutory Performance Indicators 2008/09

Indicator 3

Teaching staff - Equal Opportunities The percentage of teachers in each of the following staff bands who are women.	Head and Deputy Head teachers			All teachers (including Head and Deputy Head teachers)		
	2008/2009	2007/2008		2008/2009	2007/2008	
a) Secondary schools	45.5%	43.8%	↑	56.4%	57.2%	↓
b) Primary schools	90.4%	89.3%	↑	93.0%	93.9%	↓
c) Special schools	83.3%	83.3%	=	94.1%	94.1%	=
d) Total	73.6%	73.4%	↑	74.5%	75.4%	↓

Indicator 4

Children's Reporter Liaison	2008/2009	2007/2008	
The percentage of Children's Hearing reports submitted within the target time to the Reporter during the year	53.4%	58.4%	↓

Indicator 5

Supervision	2008/2009	2007/2008	
The percentage of children seen by a supervising officer within 15 working days following a new supervision requirement being made	95.6%	92.9%	↑

Education & Children's Services

Statutory Performance Indicators 2008/09

Indicator 6

Looked after children – academic attainment	2008/2009	2007/2008	
a) Number of 16 or 17 years olds ceasing to be looked after <input type="checkbox"/>	35	29	
b) The percentage of 16 or 17 year olds ceasing to be looked after away from home who attained at least 1 SCQF level 3 (any subject) <input type="checkbox"/>	65.7%	55.2%	↑↑
c) The percentage of 16 or 17 year olds ceasing to be looked after away from home who attained at least SCQF level 3 in English and Maths	40.0%	41.4%	↓

Indicator 7

Residential accommodation – staff qualification	2008/2009	2007/2008	
Care staff in Local Authority residential homes who have appropriate qualifications for the level of post held	68.3%	60.5%	↑↑

Indicator 8

Respite care	Per 1000 children (0 – 17yrs)		
	2008/2009	2007/2008	
Children aged 0-17 with disabilities			
a) total overnight respite provided	48.7	52.3	↓
b) percentage of nights not in a care home	11.0%	11.7%	↓
c) total hours daytime respite provided	415.9	484.2	↓↓
d) percentage of daytime respite hours provided not in a day centre	100%	100%	=

Housing**

Statutory Performance Indicators 2008/09

Indicator 7

Homelessness	2008/2009		2007/2008	
	Permanent accommodation	Temporary accommodation		
a) i) Number of households assessed during year	304	86		
ii) % of decision notifications issued within 28 days of date of initial presentation	73.0%	69.8%	Changed Indicator	NC
iii) The % who are housed	58.6%	-	Changed Indicator	NC
iv) % of cases reassessed within 12 months of completion of duty	3.5%	3.6%	Changed Indicator	NC
b) The proportion of those provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months.	No Service			NS

**Housing Indicators 1 to 6 will now be reported directly by River Clyde Homes.

Protective Services

Statutory Performance Indicators 2008/09

Indicator 1

Food safety Hygiene inspections	% of inspections undertaken within time		
	2008/2009	2007/2008	
a) Approved premises	100.0%	100.0%	=
b) Inspections required every 6 months	50.0%	100.0%	↓↓
c) Inspections required every 12 months	100.0%	100.0%	=
d) Inspections required in a period greater than 12 months	98.9%	99.3%	↓

Indicator 2

Noise complaints (Domestic)	2008/2009	2007/2008	
a) The number of complaints of domestic noise received during the year:	240	192	
b) The average time (hours) between the time of the complaint and attendance on site for those ii) requiring attendance on site iii) dealt with under Part V of the Antisocial Behaviour etc (Scotland) Act 2004.	50 hours 0.6 hour	50.5 hours 0.7 hour	↑↑

Indicator 3

Noise complaints (Non- Domestic)	2008/2009	2007/2008	
a) The number of complaints of non domestic noise received during the year	73	60	
b) For the complaints requiring formal action, the average time (calendar days) to institute formal action	8 days	6 days	↓↓

Indicator 4

Trading standards – complaints and advice The percentage of enquiries, complaints and advice requests received dealt with within timescale.	% dealt with within timescale		
	2008/2009	2007/2008	
a) Percentage of consumer complaints dealt with within 14 days of receipt	81.6%	40.2%	↑↑
b) Percentage of business advice requests dealt with within 14 days of receipt	95.5%	84.6%	↑↑

Indicator 5

Inspection of trading premises Premises liable to inspection in the following categories	Percentage of target visits actually achieved within time		
	2008/2009	2007/2008	
a) High risk (12months)	100%	100%	=
b) Medium risk (2 years)	14.9%	12.4%	↑↑

Roads and Lighting

Statutory Performance Indicators 2008/09

Indicator 1

The percentage of the road network that should be considered for maintenance treatment	2008/2009	2007/2008	
a) A class roads	23.1%	24.3%	↑
b) B class roads	33.7%	35.8%	↑
c) C class roads	41.9%	42.9%	↑
d) Unclassified roads	45.2%	48.7%	↑
e) Overall	42.5%	45.4%	↑

Indicator 2

Traffic light repair	2008/2009	2007/2008	
The percentage of traffic light failures repaired within 48 hours	98.8%	97.0%	↑

Indicator 3

Street lights failure	2008/2009	2007/2008	
The percentage of street light failures repaired within 7 days	92.1%	91.2%	↑

Indicator 4

Street lighting columns	2008/2009	2007/2008	
The proportion of street lighting columns that are over 30 years old	32.2%	33.6%	↑

**Roads and Lighting
Indicator 5**

Statutory Performance Indicators 2008/09

Bridges – road network restrictions	Percentage		
	2008/2009	2007/2008	
percentage of bridges failing European Standard			
a) Council	5.3%	5.1%	=
b) Private	34.6%	34.6%	=
c) All bridges	17.2%	16.9%	=
percentage of bridges with a weight or width restriction			
d) Council	5.3%	5.1%	=
e) Private	34.6%	34.6%	=
f) All bridges	17.2%	16.9%	=

Waste Management

Statutory Performance Indicators 2008/09

Indicator 1

Refuse collection	2008/2009	2007/2008	
a) Net cost of refuse collection per premise	£45.42	£36.37	↓
b) Net cost of refuse disposal per premise	£67.77	£70.59	↑

Indicator 2

Refuse collection complaints	2008/2009	2007/2008	
The number of complaints per 1,000 households	6	19	↑↑

Indicator 3

Refuse recycling Municipal Waste	2008/2009	2007/2008	
i) Total tonnes collected	49,348	(49,718.5)	
ii) Tonnes composted	3,642	(3,244)	
iii) Tonnes recycled	10,179	(8,102)	
iv) % composted/recycled	28.0%	22.8%	↑↑

Indicator 4

Cleanliness The cleanliness index achieved following inspection of a sample of streets and other land	2008/2009	2007/2008	
Overall cleanliness index	68	73	↓

Indicator 5

Abandoned vehicles	2008/2009	2007/2008	
Number (and proportion) of abandoned cars removed within 14 days	4 (100.0%)	23 (95.8%)	↑