

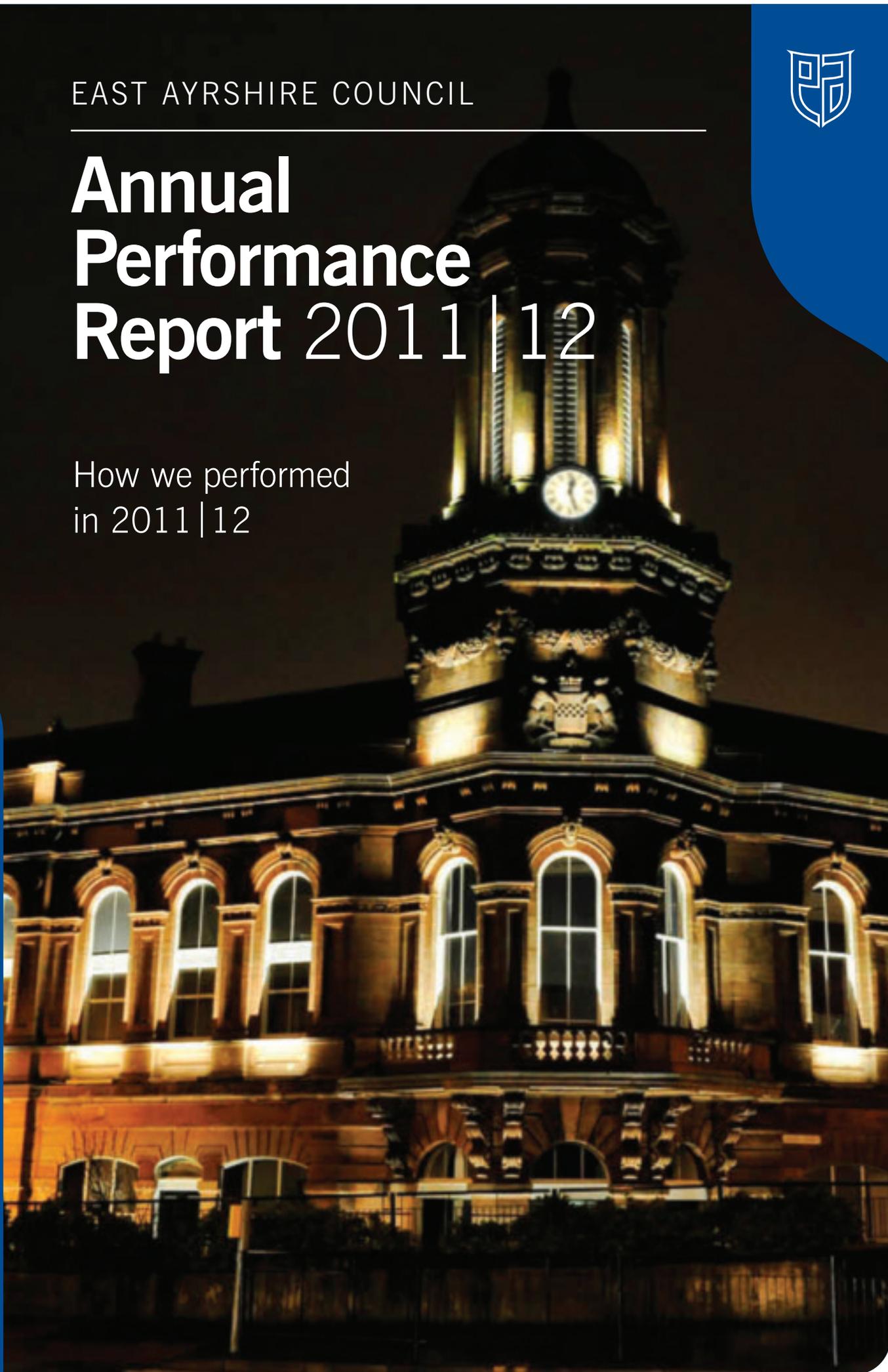
EAST AYRSHIRE COUNCIL

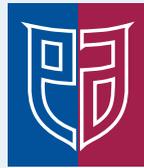


Annual Performance Report 2011 | 12

How we performed
in 2011 | 12

Quality | Equality | Access | Partnership





East Ayrshire
COUNCIL

Welcome to East Ayrshire Council's Annual Performance Report for 2011/12. For the first time, this year's report summarises our performance in relation to the Statutory Performance Indicators (SPIs) as well as progress and achievement on partnership activity with our Community Planning Partners.

Foreword

This Summary Report highlights some of our achievements in 2011/12 and activity against our Community Plan Action Plans 2011-15 and the associated Community Planning Partnership Single Outcome Agreement 2011-2014.

The Report is set around the four key themes of our Community Plan, namely:

- Promoting Lifelong Learning
- Delivering Community Regeneration
- Improving Community Safety
- Improving Health and Wellbeing.

The Report includes a range of performance information. At the back of the report, you will find listed in summary format all of our Statutory Performance Indicator results for 2011/12 and the previous two years (where available). In addition, a summary all of the performance indicators in our Community Planning Partnership Single Outcome Agreement 2011-14 is accompanied by 2006/07 and 2009/10 baseline data, and progress as at March 2012, where available, which allows us to reflect longer term trends.

We are continuing to successfully address priorities for our communities but we are not complacent and recognise that there is more to be done.

Within East Ayrshire, we have a strong partnership and are confident that, working together, we are able to deliver services which make a difference and improve the quality of life of our residents. It is also important that we continue to recognise the valuable contribution that local people can, and do, make in our communities.

As we go forward, we want to see services throughout East Ayrshire delivered with, rather than for, communities and it is important that as a Council we provide every possible support; only by working together can we be successful in meeting the challenges that lie ahead.

In order to successfully address these challenges and to ensure that council services remain financially viable in the current economic climate, in June 2012, the Council approved its Transformation Strategy 2012-2017. The Strategy also sets out the Council's three strategic priorities as follows:

- Raise educational attainment and equip our young people for the world of work.
- Promote town centre living.
- Support older people to live independently in the community.

It is important that everyone understands the scale of the financial challenges which the Council faces and has the opportunity to contribute to an agreed solution. We will be meeting with local communities and the Third Sector, Community Planning Partners, Trade Unions and employees to discuss the Strategy and its impact.

All our Statutory Performance Indicators are published on the Council's website at: www.east-ayrshire.gov.uk and on Audit Scotland's website at www.auditscotland.gov.uk. Paper based copies of this information are also freely available in our library and office network across East Ayrshire.

In addition, the full Community Planning Partnership Single Outcome Agreement Annual Performance Report 2011/12 is available on the Community Planning website at www.eastayrshirecommunityplan.org.

Public agencies have a duty to ensure that the resources available to them each year, particularly in times of financial constraint, are spent wisely and well. Through effective partnership working and by combining our resources, the Council and our Community Planning Partners continue to deliver best value and real and tangible outcomes for our local communities.



Councillor Douglas Reid
Leader of the Council

Chair of East Ayrshire Community Planning Partnership



Fiona Lees

Chief Executive, East Ayrshire Council

Promoting Lifelong Learning

The Council is committed to raising educational attainment and, with our Community Planning Partners, to building capacity within the local community and ensuring that our young people are prepared for the world of work.

Detailed below, is a sample of progress and achievement in 2011/12 in relation to learning opportunities in our establishments and community facilities.

Educational Attainment

The percentage of S4 pupils attending publicly funded schools attaining five or more awards at SCQF 3 (Foundation or better), SCQF 4 (General or better) and SCQF 5 (Credit or better) has increased over the last three years.

Cumulative attainment by all pupils at S4:

NB: Post appeal results are provided for 2009/10 and 2010/11; and pre-appeal results are provided for 2011/12.

	2009/10	2010/11	2011/12
SCQF 3: (5+ awards)	89%	90%	93%
SCQF 4: (5+ awards)	71%	75%	77%
SCQF 5: (5+ awards)	29%	33%	33%

In addition, there has been an increase in the percentage of S5 pupils achieving SCQF Level 6 (Higher) awards over the last three years.

Cumulative attainment by all pupils at S5:

NB: Post appeal results are provided for 2009/10 and 2010/11; and pre-appeal results are provided for 2011/12.

	2009/10	2010/11	2011/12
SCQF 6: (1+ awards)	41%	39%	46%
SCQF 6: (3+ awards)	22%	20%	24%
SCQF 6: (5+ awards)	9%	9%	10%

While we are pleased to report the best performance in educational attainment in our secondary schools in the last three years, we realise that there is still much to be done to reach a position where we are better than most. In this regard, the Council and its partners remain committed to raising attainment levels across all our schools.

Preparing our young people for work

Ensuring that our young people are supported to progress into work is a key strategic priority of the Council and its Community Planning Partners, and progress continues to be demonstrated within a challenging economic climate.

Percentage of school leavers in positive destinations:

NB: It is anticipated that the School Leavers Destinations Report 2011/12 will be available in December 2012.

2009/10	2010/11	2011/12
84.7% (2008/09)	88.3% (2009/10)	88.4% (2010/11)

A range of activity has been taken forward to ensure that our young people are prepared for the world of work, including college based skills for work and vocational programmes; enhanced work experience through the Ayrshire Chamber of Commerce; and 16+ Learning Choices programmes fully implemented across all secondary and special schools.

In addition, a number of school based programmes continue to be delivered in schools to assist young people with additional support needs to prepare for work, including school college link programmes, flexible work experience, looked after and accommodated support programmes, and support from voluntary sector organisations. Transitional Support Workers are also in place to support potential school leavers across all secondary schools.

Young Enterprise

East Ayrshire Council's Business Enterprise Fund, of £1 million, has been utilised to establish Business Enterprise and Skills Centres in each of our nine secondary schools and is specifically designed to ensure that young people leaving school are 'business ready'. Each centre delivers a range of enterprise programmes and qualifications, supported by local and well known national business leaders, who have provided a significant contribution as role models, offering their experience and support in mentoring students and taking forward this ambitious education initiative. Enterprise has been further promoted across our secondary schools through implementation of the Sir Tom Hunter Challenge, the Young Enterprise Scotland Programme and

a Prince's Scottish Youth Business Trust event. Work is being taken forward to engage additional local employers who want to contribute to this successful initiative.

Eco-schools

Every school in East Ayrshire participates in the Eco-schools programme, an internationally recognised award scheme which accredits schools committed to improving their environmental performance. The programme is also used to raise awareness of environmental issues among our school pupils. Good progress continues to be made in 2011/12 and over a third of East Ayrshire schools are accredited to Green Flag status, the highest accolade possible.

Percentage of schools achieving Bronze/Silver/Green Flag status:

	2009/10	2010/11	2011/12
Bronze	71.9%	77.2%	78.6%
Silver	59.6%	64.9%	71.4%
Green Flag	15.8%	26.3%	35.7%

Adult Learners

Developing the skills base of the local population, including literacy and numeracy skills, continues to be a priority and a range of activity has contributed to progress in this regard, including:

- 695 adult learners assisted with literacy and numeracy skills through the Essential Skills Service and Kilmarnock College;
- 16 family literacy programmes delivered by the Essential Skills Service in partnership with nurseries and schools, involving 72 adults and 92 children;
- 687 adult learners supported through ICT literacy sessions within libraries; and
- 54 ICT learning programmes delivered to 357 learners through the Council's Community Learning and Development Service.

Percentage of adult literacy learners achieving intermediary outcomes as set out in their individual learning plans:

2009/10	2010/11	2011/12
87%	87%	97%

Libraries

Library use continues to decline and we will be exploring ways to ensure that access to library services is available to those who want it. The use of e-books is one area where development work is being undertaken.

Number of visits per 1,000 population:

2009/10	2010/11	2011/12
4,748	4,624	4,274

Although the number of visits to our libraries has fallen slightly over the past year, it is anticipated that the opening of new library facilities in Cumnock, Auchinleck and Patna will allow us to develop our hub approach, and to explore and encourage new and innovative ways to use library services.

Learning Centres

Every library in East Ayrshire is equipped with a learning centre, where visitors have free access to the Internet and a range of other learning opportunities free of charge.

Number of times Learning Centres terminals are used per 1,000 population:

2009/10	2010/11	2011/12
476.0	598.4	588.3

There has been a decline in terminal usage over the last year, which reflect increased computer device ownership.

Building community capacity

In 2011/12, a range of support was provided to local community and voluntary organisations, including:

- 138 community organisations and projects received support ranging from start up support to securing external funding or managing resources;
- 320 community groups supported by the Third Sector; and
- 68 community groups supported by the Federations of Community Groups.

In a move towards increased community resilience, activity to support community groups to plan, fund and manage appropriate projects/services continues to be progressed.

Delivering Community Regeneration

The Council and our Community Planning Partners continue to prioritise economic and community regeneration, and provide a range of opportunities to increase the capacity of the local workforce.

Detailed below, is a sample of progress and achievement in 2011/12 in relation to regenerating our communities.

Economic regeneration

The Council and its Community Planning Partners continue to work proactively to address the challenges of the economic downturn and are committed to developing the economy as a whole, with a particular focus on local business development and industry. In 2011/12:

- 279 new businesses were established in East Ayrshire against an annual target of 250; and
- the most recent statistics (2010) show an annual increase in business survival rate (three years after start-up) from 65.5% to 66.9%.

Business start up rate per 1,000 adults:

Based on the most recent data available.

2009/10	2010/11	2011/12
2.5 (2008/09)	2.1 (2009/10)	2.6 (2010/11)

In terms of large scale investment, progress has been made at Moorfield Industrial Park for the development of a speculative unit and serviced industrial plots, which will provide significant new industrial floor space in Kilmarnock. The Council has allocated £3.4 million to match fund an offer of over £2.04 million from the European Development Fund, providing a total budget of over £5.4 million for investment in the Moorfield Industrial Park.

The three Ayrshire Councils are working together with Scottish Enterprise, the Ayrshire Chamber of Commerce and the private sector to deliver more effective economic development support to Ayrshire. Collectively, as the Ayrshire Economic Partnership, priority action is being taken on the following areas of work: Marine and Coastal; Engineering; Renewables; and Food and Drink, with East Ayrshire leading this programme.

We have also committed financial support to the development of the 'West Coast Hatchery', a business unit, which was formally launched by Sir Tom Hunter and Sir Willie Haughey in June 2012 to support would-be entrepreneurs to develop their business ideas, and offers new start-up businesses, free workshop space, IT access and marketing advice from Scotland's leading business people.

Tourism

Tourism has a significant contribution to make to developing the East Ayrshire economy in terms of both revenue and jobs. The value of the tourism industry to the local economy has steadily improved year on year, with annual growth of £7.96 million between 2010 and 2011. The total number of visitors to East Ayrshire has increased by 17% to over 1.07 million in 2011; and the total number of employees increased by 5% to 1,575 in 2011/12.

Growth in tourism revenue:

Based on the most recent data available.

2009/10	2010/11	2011/12
£62.9 million (2009)	£65.55 million (2010)	£73.51 million (2011)

A new Ayrshire and Arran Tourism Team, a shared service for the three Councils, was established in February 2012, the remit of which is to deliver the objectives of the Ayrshire and Arran Tourism Strategy 2012-17.

Town centres

Regeneration continues to be a key priority for the Council and its partners, and progress can be demonstrated as follows.

Kilmarnock

- The new Johnnie Walker Bond office development locates additional staff in the town centre, who contribute to the local economy and provide easy access to services.
- Planning permission in principle has been granted and £50 million funding confirmed for the construction of a new college campus, which will accommodate 7,500 students.
- Extensive streetscape improvements have been made through the Town Centre Regeneration Fund Project, making it a more attractive place for investors.
- Events such as farmers' markets, global markets and the Christmas Lights have attracted thousands of visitors to the town centre.

Cumnock

- The new town centre office development has been operational since February 2012, providing a range of services from a single location.

- The redevelopment of the Glaisnock Shopping Centre has received in principle planning permission.
- The Knockroon Development has commenced and is already established as an exemplar development under the Scottish Government's Sustainable Communities Initiative.

Other Areas:

- Public realm improvements progressed and the establishment of a Community Development Trust in Galston.
- A complete funding package secured for Catrine Environmental Heritage Project, allowing the re-instatement of the hydro system to commence on site.
- A total of 8 community projects received grant approval from the Renewable Energy Fund.

Skills Development and Employability Service

The Council's Skills Development and Employability Service (SDES) continues to ensure a strategic and partnership approach to the provision of employability programmes and that the skills capacity of local people, in particular those who are unemployed, meet the needs of existing businesses and potential inward investors. Working within a partnership initiative, the SDES has led on securing £1.9 million from the European Social Fund, contributing to a total project value of £4.4 million over two years from July 2011 to provide education, training and employability support for unemployed residents in East Ayrshire.

Number of SDES participants entering employment, education or training:

2009/10	2010/11	2011/12
N/A	(New programme from July 2011)	420

Number of SDES participants achieving qualifications:

2009/10	2010/11	2011/12
N/A	(New programme from July 2011)	210

Youth employment is a key priority in East Ayrshire and the Council works with a wide range of partners across the private, public and third sectors to deliver opportunities for young people to access training, support and work experience to equip them with the skills to compete within the labour market. A Youth Summit was convened in August 2012, providing key stakeholders with a further opportunity to assess the needs of our young people to support them into employment. A range of activity will be taken forward in 2012/13 in this regard.

Roads network

The condition of our roads is independently surveyed by the Society of Chief Officers of Transport in Scotland annually and ranked against other local authority areas. There has been an improvement in the condition of our highways over the last year, which reflects the Council's increased investment in the local roads network following the severe winter weather of 2009/10. The Council allocated additional resources of £3 million over the last year for repairs to frost damaged roads.

Percentage of road network considered for maintenance treatment:

2009/10	2010/11	2011/12
40.1%	45.3%	42.8%

The quality of East Ayrshire's roads is crucial not only to local residents, but also for attracting inward investment. Further investment in our roads network, therefore, is planned over the next ten years.

Good quality housing

Progress towards the achievement of the Scottish Housing Quality Standard is proceeding on target for full compliance by the required deadline of 2015. This means that our housing stock must be free from serious disrepair; energy efficient; provided with modern facilities and services; and healthy, safe and secure. At 31 March 2012, a total of 78.1% of our council housing stock had been brought up to the Scottish Housing Quality Standard and this will rise to 100% by 2015.

Council house stock being brought up to the Scottish Housing Quality Standard:

	2011/12
Tolerable standard	99.5%
Free from serious disrepair	90.9%
Energy efficient	95.5%
Modern facilities and services	92.7%
Healthy, safe and secure	99.5%
Total dwellings meeting the Standard	78.1%

The Council also measures the number of response repairs to its housing stock carried out over the year and the percentage of these which are completed within the targeted time. Over 53,000 repairs were carried out in 2011/12, of which 88.6% were completed within the allocated target time.

Homelessness

Good progress continues to be made in preventing and tackling homelessness in East Ayrshire. In 2011/12, the overall number of households assessed was 554, compared to 665 in 2010/11 (a reduction of 17%) in difficult economic circumstances.

In addition, a more targeted approach has been adopted to deal with repeat homelessness, in particular through preventative work in prisons aligned to more flexible arrangements with the Allocations Policy. As a consequence of this, repeat homelessness stands at 6.7% in 2011/12 and is close to the target of 6.5% by 2014.

Percentage of repeat homelessness within one year:

2009/10	2010/11	2011/12
8.7%	6.6%	6.7%

With regard to those assessed as homeless who were provided with permanent accommodation in council stock, there was slight decline in the percentage of households which maintained the tenancy for at least six months, in particular among younger, single households.

Percentage of those provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months:

2009/10	2010/11	2011/12
71.7%	66.2%	63.4%

At national level, the Scottish Government is carrying out a consultation on the range of customised supports available to homeless households, which may result in additional provision.

Waste recycling

We are committed to effectively managing the waste generated in East Ayrshire and fulfilling the aims of the Zero Waste Plan, which requires that our waste is minimised; waste being disposed of in landfill is reduced; and most waste is sorted and recycled. In East Ayrshire, 46.2% of our waste was recycled or composted in 2011/12 and we are on track to meet the national target of 50% by 2013.

Percentage of municipal waste collected that was recycled and composted:

2009/10	2010/11	2011/12
43.0%	43.9%	46.2%

The Council continues to optimise kerbside recycling to further increase diversion of waste from landfill. In addition, 2011/12 saw the continued roll-out of the kerbside food and mixed plastics collection to around 10,000 households. This has been well received and further roll out of this programme will now be taken forward.

It is important that the Council keeps refuse collection and disposal costs to a minimum. In 2011/12, collection costs increased slightly, while disposal costs remained broadly unchanged. The main cost drivers in recent years have been increased landfill tax charges, the purchase of new refuse collection vehicles and additional overtime costs for staff as a result of severe winter weather.

Refuse collection and disposal costs per household:

	2009/10	2010/11	2011/12
Refuse collection	£60.87	£63.59	£67.92
Refuse disposal	£89.09	£93.13	£93.04

Street cleanliness

A reduction in littering and ensuring that our streets are clean is a priority. The LEAMS Index (monitored by Keep Scotland Beautiful) score for cleanliness of local authority streets is based on seven surveys carried out over the year. The street cleanliness index ranges from '0', which is the lowest score, reflecting a poor level of cleanliness, to '100', which is the highest score possible. In 2011/12, again there was improvement in East Ayrshire's performance.

Co-ordinated education and enforcement activity has been taken forward across our cleansing services, all with the intention of encouraging people to dispose of their litter thoughtfully.

Cleanliness index achieved following inspection of a sample of streets and other relevant land:

2009/10	2010/11	2011/12
73	74	76

Improving Community Safety

The Council and our Community Planning Partners continue to take work forward to improve community safety in neighbourhoods and homes, and protect our most vulnerable individuals and families.

Detailed below, is a sample of progress and achievement in 2011/12 in relation to improving community safety.

Child protection and vulnerable young people

Keeping all our children and young people safe from harm remains a key priority of East Ayrshire Council and our Community Planning Partners. In this regard, East Ayrshire Child Protection Committee continues to work in partnership to improve child protection and secure better outcomes for children, and, in particular, vulnerable children. Data on child protection re-registrations is closely monitored and there has been a reduction in the number of re-registrations over the last year.

Number of child protection re-registrations:

2009/10	2010/11	2011/12
9	18	12

The Council also monitors the number of children who are referred to the Scottish Children's Reporter Administration. Referrals are normally made because children are 'at risk', they have committed an offence or due to concerns over their welfare.

Number of reports submitted to the Scottish Children's Reporter Administration:

2009/10	2010/11	2011/12
436	393	401

Adult protection, domestic abuse and violence against women

Extensive work has been progressed over 2011/12 through the Adult Protection Committee to increase people's skills and knowledge in identifying the potential need for adult support and protection. As a result of this work, the number of adults under formal adult protection has increased from 13% in 2010/11 to 17% in 2011/12.

Our partnership work to raise awareness of domestic abuse has seen a slight increase in the number of incidents reported to the police over the last year, and we have issued more domestic abuse alarms and installed home

security measures to help victims of domestic abuse to remain in their own home. In 2011/12, there were 69 referrals, with 29 alarms fitted and 23 home security installations, including door cameras, lighting and door locks, compared with 54 referrals, 29 alarms fitted and 18 security installations in 2010/11.

Number of domestic abuse incidents reported to the police:

2009/10	2010/11	2011/12
N/A	1,409	1,449

East Ayrshire Violence Against Women Partnership delivered a range of events and programmes to raise awareness of domestic abuse issues and external funding resources have been secured to further develop this work in the years ahead.

Risk Management Centre

The Risk Management Centre, located at Council Headquarters, has an integrated security management system, which provides 24-hour control and management of a number of key services, including:

- monitoring of 67 open space CCTV cameras and 3 deployable cameras;
- monitoring all Council owned property, including intruder alarms;
- a community alarm system for vulnerable and older residents to assist them to live independently in their own home;
- extended telecare systems, with linked smoke detectors, in the homes of older and vulnerable people;
- domestic abuse alarms; and
- the Council's Out-of-Hours Helpline, dealing with a range of enquiries from individuals outwith business hours.

In 2011/12, a total of 881 incidents were reported to Strathclyde Police from the Risk Management Centre via CCTV monitoring, with 614 of these calls being made as a result of operator observation.

Youth disorder

There has been a reduction in the incidents of youth disorder and a wide range of positive community based programmes of activity continue to be delivered to young people across East Ayrshire with the aim of diverting them from crime and antisocial behaviour. In 2011/12, a total of 77,493 attendances were recorded at community based play, sport and health development initiatives; 10,232 recorded attendances at seasonal outdoor play events; and 25,221 attendances recorded across a range of community based night time physical activities provided by the Council's Leisure Services.

Number of incidents of youth disorder:

2009/10	2010/11	2011/12
N/A	2,755	2,408

Antisocial behaviour - Noise Complaints

Legislation gives all Scottish local authorities greater powers to deal with domestic noise incidents. A total of 921 complaints regarding domestic noise in East Ayrshire were made in 2011/12 (a 19% reduction on the previous year). Most of these were dealt with by the Out of Hours Noise Team, with 404 incidents in 2011/12 dealt with under Part V of the Antisocial Behaviour Scotland Act 2004, compared with 555 incidents in 2010/11.

Average time between time of complaint* and attendance on site:

* Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004.

2009/10	2010/11	2011/12
0.7 hours	0.8 hours	1.0 hours

Where there is evidence that a person has behaved in an antisocial manner, the Council can, in consultation with the Police, apply to the Sheriff Court for an Antisocial Behaviour Order (ASBO) in the interests of public protection; 10 ASBOs were raised in 2011/12, compared to 5 in the previous year.

Road Safety

Road casualty statistics continue to show a downward trend as East Ayrshire Road Safety Officers continue to implement a wide range of initiatives to improve road safety. Age appropriate resources are provided to children and young people in support of the road safety message, including the new 'Ziggy' road safety resource pack for early years; 'Streetsense' and 'Speeding Ted' for primary school aged children; and 'Crash Magnets' for secondary school pupils.

There have been no children killed on East Ayrshire's roads since 1996 and the number of children seriously injured declined from 8 in 2010 to 5 in 2011.

Infrastructural road safety improvements continue to be progressed across East Ayrshire, including traffic calming and anti-skid surfacing. This work is informed by an annual accident investigation, which is undertaken to identify areas where recurring road accidents have taken place.

Number of people killed or seriously injured in road accidents:

Based on the most recent data available.

	2009/10	2010/11	2011/12
People killed	8	5 (2010)	2 (2011)
People seriously injured	56	50 (2010)	42 (2011)

Fire Safety

The Council continues to work with Strathclyde Fire and Rescue to raise awareness of fire safety and improve home safety and personal safety. Home Fire Safety visits have been carried out and a joint initiative, supported by the Community Planning Partnership Board, to link smoke alarms to telecare devices in every home where there is a community alarm will be monitored by the Risk Management Centre to reduce the risk of vulnerable older residents being killed or seriously injured if fire occurs in their homes.

In addition, a range of partnership initiatives has been delivered to address secondary fire activity, including Fire Reach, Grass Fire Campaigns, Firework Campaigns; and four primary school and nursery visits made by Strathclyde Fire and Rescue. This activity has contributed to a 24% reduction in primary and secondary fires from 1,343 in 2010/11 to 1,016 in 2011/12.

While there has been a slight increase in the number of fire related fatalities and casualties between 2010/11 and 2011/12, this has been attributed to more people being taken to hospital for precautionary check ups, in particular in relation to smoke related injuries.

Number of fire related fatalities and casualties:

	2009/10	2010/11	2011/12
Fire related fatalities	0	1	3
Fire related casualties	15	17	19

Improving health and wellbeing

The Council and our Community Planning Partners continue to provide a range of opportunities to improve physical and mental health, wellbeing and care, and reduce health inequalities.

Detailed below, is a sample of progress and achievement in 2011/12 in relation to improving health and wellbeing of those individuals living in our communities.

Community Health Improvement Partnership

In terms of active and healthy living, a range of activities and interventions to support and encourage physical activity and healthy eating continues to be delivered and well received in communities across East Ayrshire. The work of our Community Health Improvement Partnership (CHIP), managed by the Council's Leisure Services, continues to contribute to improving the health of our residents.

A total of 15,131 attendances were recorded in 2011/12 at a range of physical activity programmes and 4,219 attendances were recorded at outreach services such as the CHIP Van events and community visits. In addition, 1,279 'Keep Well' health checks were delivered to local residents.

Tackling health inequalities which exist between our most disadvantaged communities and other areas remains a key challenge. There is evidence to suggest that the incidence of coronary heart disease in our 0-15% most deprived communities is reducing, although the rate remains higher than the wider community.

Deaths from coronary heart disease (under 75 years) in 0-15% most deprived communities per 100,000 population:

Based on the most recent data available.

2009/10	2010/11	2011/12
110.1 (2007-2009)	N/A	85.4 (2008-2010)

Healthy Lifestyles for Children and Young People

A range of opportunities continues to be offered to encourage children and young people across East Ayrshire to adopt active lifestyles. During 2011/12:

- 3,866 pre-school children participated in community based play;
- 9,498 primary school aged children participated in active play opportunities during term time and seasonal periods;

- 6,134 children participated in active play by taking part in swimming-facilitated by the SHOUT card free swimming offer; and
- 10,232 children participated in outdoor play opportunities during term time and seasonal periods.

The SHOUT card is a membership card issued free to all P1-P7 children living in, or attending primary school, in East Ayrshire and aims to improve the health and wellbeing of children by ensuring that they have free or discounted access to a range of services, including physical or cultural activities and discounts at retail outlets and events.

A total of 97% of children within East Ayrshire primary schools have a SHOUT card, which equates to 8,703 children.

Leisure Facilities

The Council provides and manages a wide range of community facilities, including games halls, sports centres, leisure centres, community halls, football pavilions and seasonal facilities. 2011/12 saw an increase in recorded attendance across a wide range of facilities.

The number of attendances per 1,000 population for swimming pools:

2009/10	2010/11	2011/12
2,393	2,517	2,722

The number of attendances per 1,000 population for other indoor sports and leisure facilities:

2009/10	2010/11	2011/12
7,070	7,391	7,970

Oral Health

Oral health promotion and access to dental services continues to be a focus for the Council and the Community Planning Partnership. The 'Search for a Smile' initiative has been delivered across educational establishments.

Percentage of children with dental caries in Primary 1:

Based on the most recent data available.

2009/10	2010/11	2011/12
38.7% (2008)	N/A	35.9% (2010)

National Dental Inspection Programme P1 data is published every two years.

In addition, community development activity continues to be delivered in North West Kilmarnock and the Doon Valley. This preventative approach has been supported by the development of increased access to dental services for vulnerable groups, particularly older people, people with learning disabilities, prisoners on release and homeless people.

Substance Misuse

The Alcohol and Drugs Partnership continues to pro-actively tackle the issues relating to drugs misuse in East Ayrshire in delivering a Recovery Oriented System of Care. A total of 90% drug users receive treatment within 3 weeks of referral and 100% of drug and alcohol users receive treatment within 5 weeks. Alcohol brief interventions are being delivered across East Ayrshire through maternity services, local GP practices and, in order to reach young people at risk of drugs and alcohol misuse, through leisure and physical activity services.

Work has taken place to support drug users to come off methadone and, over the next year, we will work with partner agencies and service users to continue to support this change.

In addition, the SPICE educational resource, which was developed in East Ayrshire in 2010/11, continues to be implemented in our primary and secondary schools. Additional educational resources have been produced for P5 and P6, and age appropriate resources are currently being piloted for Early Years and lower primary classes.

Care at Home

The Council's Home Care Service supports older people to remain in their own homes for as long as it is safe and practical to do so. Homecare services can include help for older people with using the toilet, washing and bathing, getting in and out of bed, and taking meals and medication.

The Council's Homecare services were the subject of redesign in 2009/10. The new model is intended to be more targeted at the most vulnerable older people within our communities, as evidenced by the year-on-year increase in take-up of personal care, evening and weekend services.

As a proportion of home care clients aged 65+, the number receiving:

	2009/10	2010/11	2011/12
Personal care	97.1%	98.2%	98.5%
Night time service	39.7%	46.2%	47.1%
Weekend service	84.7%	88.0%	89.9%

The Council encourages its personal carers to work towards the achievement of the appropriate Scottish Vocational Qualification (SVQ) level. Significant progress was made towards increasing the number of qualified carers in 2011/12. All personal carers will require to be registered by 2014.

Percentage of personal carers who are qualified to the appropriate standard (SVQ Level 2 or equivalent):

2009/10	2010/11	2011/12
52.2%	67.1%	73.3%

Rent Arrears

The Council aims to keep rent levels as low as possible by ensuring high levels of efficiency in managing our housing stock.

Percentage of tenants owing more than 13 weeks rent (over £250):

2009/10	2010/11	2011/12
1.1% (136 households)	1.3% (157 households)	1.4% (178 households)

East Ayrshire's performance in 2010/11 was the best of all 32 Scottish councils, although it has declined marginally in the last year.

We are aware of the impact debt has on the lives of tenants and have arrangements in place to support them to make sure they can pay their rent.

The Council provides benefits and debt advice and makes early contact with tenants in arrears to establish repayment arrangements. This targeted approach will not only help to improve rent collection and reduce arrears, but will also prevent evictions and homelessness.

Financial Inclusion

The Council and its Community Planning Partners in East Ayrshire have continued to focus on financial inclusion and collaborative working arrangements have delivered the following:

- over £1.25 million additional income for residents through Joint Team benefit checks and income maximisation services; and
- income maximisation with a value of £5.5 million secured through the Citizens' Advice Bureau.

Managing our services

Council Tax

Your Council Tax helps to pay for the services we provide for the residents of East Ayrshire. We make every effort to collect all Council Tax which is owed, acknowledging the difficulties which some individuals in our communities face in making payments. The Council Tax collection performance of all Scottish councils is measured annually.

Percentage of Council Tax Income due that was received by year end:

2009/10	2010/11	2011/12
94.1%	94.2%	94.3%

All remaining debts will be pursued vigorously by the Council.

Administration of Benefits

The Council is responsible for processing Housing and Council Tax benefits for residents. The average time for processing all claims increased slightly over the last year, from 14.0 days to 14.5 days. A total of 83.9% of claims are processed within 14 days of receipt. Going forward, the introduction of new and streamlined procedures within the service will support improved performance.

Average time for processing claims:

2009/10	2010/11	2011/12
10.6 days	14.0 days	14.5 days

Percentage of benefits claims processed within 14 days of receiving all information:

2009/10	2010/11	2011/12
81.1%	85.3%	83.9%

Property Assets

In our Transformation Strategy, we have identified a need to reduce the Council's estate. The ongoing review of the Council's property assets is designed to reduce the property portfolio by 25%, except schools, with reduced running costs and optimum use of facilities by community groups. The School Asset Management Plan sets a total target occupancy level of 85% across the authority.

The Council's property assets are an essential part of service delivery, with our services currently delivered from

around 400 buildings in communities across East Ayrshire, including schools, libraries, leisure facilities and offices. The Council strives to ensure that all our buildings are maintained in a satisfactory condition and are suitable for use. The increase in the number of our buildings deemed 'satisfactory' is mainly due to the opening of three new properties in 2011/12, namely the Johnnie Walker Bond, Kilmarnock; Stewarton Sports Centre; and Cumnock Area Centre, all of which have been constructed to the highest standards. The Council also seeks to ensure that our buildings meet or exceed the requirements of the Disability Discrimination Act 1995.

Proportion of operational buildings that are in a satisfactory condition:

2009/10	2010/11	2011/12
94.1%	92.7%	94.3%

Percentage of buildings in which all public areas are suitable for and accessible to disabled people:

2009/10	2010/11	2011/12
66.0%	66.7%	66.0%

Comments, Suggestions and Complaints

The Council welcomes all comments, suggestions and complaints about our services. By listening to local people, we can continually improve our services.

Across the Council, 181 formal complaints were received during 2011/12, compared to 155 in the previous year. Of this total, 47.5% were considered to have been justified following investigation. It should be noted that only one of these complaints was upheld against the Council by the Scottish Public Services Ombudsman (SPSO) in relation to the Council's complaints handling procedure. Subsequently, the Council has put measures in place to avoid a recurrence of this issue.

2012/13 will see the introduction of the SPSO's Model Complaints Handling Procedure across Scotland. All 32 Scottish councils have signed up to the new procedures. By introducing a new two stage complaints handling procedure, the SPSO's intention is to simplify and improve complaints handling across the local government sector. The Council is taking work forward to ensure effective implementation of the new procedure.

Trading Standards

The increase (by 14.8%) in the number of consumer complaints received as well as the complex nature of some of the complaints, has contributed to a slight decline in this year's performance in relation to completing these complaints within the 14 day timescale. With regard to business advice, three requests were not completed within 14 days in 2011/12, which were received shortly before the Christmas/New Year closure.

Percentage of consumer complaints completed within 14 days:

2009/10	2010/11	2011/12
65.0%	71.1%	67.7%

Percentage of business advice requests completed within 14 days:

2009/10	2010/11	2011/12
99.5%	100%	97.8%

Sickness Absence

The Council continues to keep under review its absence management policy and procedures, and the average number of working days lost through sickness absence by teachers and local government employees has declined. However, we are aware that more can be done and we will continue our efforts to ensure this improvement in 2012/13 and beyond.

Average number of days lost for teachers:

2009/10	2010/11	2011/12
5.7	5.6	5.1

Average number of days lost for other local government employees:

2009/10	2010/11	2011/12
12.0	10.9	10.8

Invoice Payment

As a Council, we take very seriously our responsibility to support all the companies we deal with by paying invoices promptly. Although fewer invoices were received in 2011/12, our performance against the 30 day target improved by almost 3%. The average time to pay an invoice was 11.35 days.

Number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid:

2009/10	2010/11	2011/12
80.7%	85.2%	88.1%

Cross-Council Budget and Performance Working Group

The Council, in common with all other local authorities in Scotland, continues to operate against a backdrop of economic recession and budgetary constraints. 2009/10 saw the development of our efficiency strategy, in which it was recognised that there was a need for further substantial information relating to the cost and performance of key services.

As a consequence of this, a Cross-Council Budget and Performance Working Group was established by East Ayrshire Council in 2010, comprising officers from East Ayrshire, North Ayrshire, South Ayrshire, Clackmannanshire, East Renfrewshire, South Lanarkshire, Inverclyde and West Dunbartonshire Councils. The overarching aim of the group is to gather and analyse information relating to the cost and performance of services. The processes which have been established seek to identify a consistent basis for identifying the cost of a service (using Local Finance Returns). In so doing, this will allow for more accurate comparisons and a greater understanding of the cost drivers in service delivery. This work has attracted national attention and was highlighted as good practice by Audit Scotland.

A group workplan has been agreed and is being implemented. The results of our first pathfinder reviews have allowed Councils to identify where additional costs have been incurred in specific service areas, namely Planning, Libraries, Waste Management and Waste Disposal, relative to their neighbouring authorities. The group intends to build on its early successes and key areas of work identified for the year ahead will focus on a number of areas within Education services and Human Resources. In addition, officers are continuing to work with the Improvement Service and SOLACE in relation to benchmarking.

Audits and inspections

As a public body, the Council's performance is subject to scrutiny by a range of external audit and inspection agencies, including Audit Scotland, Her Majesty's Inspectorate of Education and the Social Work Inspection Agencies.

Independent audits and inspections provide assurance that services are well managed, fit for purpose and represent good value for money. They are also intended to check whether services are meeting national and local performance standards, legislative and professional requirements and the needs of service users. As a Council which is fully committed to continuous improvement, it is our business to ensure that any recommendations arising from audits and inspections are actioned and implemented, as appropriate.

Copies of audit and inspection reports are published on the Council's website at: www.east-ayrshire.gov.uk

Sustainable Development

As a Council, we seek to ensure that in delivering our services, we are contributing to the long-term sustainability of all communities across East Ayrshire.

The Council, with all other Scottish councils, has signed up to Scotland's Climate Change Declaration. This Declaration provides an opportunity for us to demonstrate local leadership and commitment in taking action. The 2011/12 Declaration includes some notable highlights in respect of successful initiatives that have been undertaken, including the following:

- **Universal Home Insulation Scheme (UHIS):** This scheme provided free or discounted insulation measures to over 5,000 homes in Kilmarnock, following a pilot programme that was initially delivered in the Doon Valley and Dronagan areas.
- **Energy Advice:** The Council's dedicated Energy Advice Team provides guidance on energy matters to local residents and businesses via a public energy advice telephone line and a network of surgeries and home visits. During 2011/12, the team undertook 21 energy advice surgeries from a range of community based locations, providing advice to over 300 individuals.

In addition, the Council has agreed an Energy Management Strategy, and consideration of energy use and costs is a key workstream in the Council's Transformation Strategy. Work has been progressed to identify energy usage and costs across the Council's top 50 buildings, with a view to identifying and rolling out best practice in reducing usage.

- **Fleet Management:** The Council has access to management information which allows us to better control the use of fuel in our vehicles. Fuel savings targets are now in place and monitored each month. Additionally, the Council has trialled a number of devices which are designed to reduce fuel consumption. These have included the Zoeller EDA (Eco Drive Assistant) fuel saving device and Magnaflo fuel line magnets.

- **School Meals:** The Council has developed its own sustainable food strategy for schools. In over 40 primary schools, 30% of the food used is organic, at least 70% is sourced locally and over 90% of the food used is fresh and unprocessed. Independent research for the Scottish Environmental Protection Agency shows that for one school, the local food sourcing policy has generated annual savings of 37.7 tonnes of CO2 emissions and a carbon saving of 10.3 tonnes.

As well as our own reporting processes, the Environment Agency (through the Carbon Reduction Commitment Energy Efficiency Scheme) will publish a national league table each year. The table will rank all participants (around 3,000 public and private sector organisations) in order of their energy efficiency. This table is anticipated to become a benchmark for all participants and will provide a reputational incentive and demonstrable method of energy efficiency.

Finance Matters

The Council's summary financial accounts provide an explanation of the main sources of Council income and expenditure. They can be accessed from the Council's website at: www.east-ayrshire.gov.uk/finance/publications.asp

The information set out in the table below breaks down the main sources of Council funding and how this was spent in providing services in 2011/12.

Net Cost of Services 2011/12

	Expenditure £m	Income £m	Net £m
Central Services to the Public	1.314	(0.805)	0.509
Cultural and Related Services	20.984	(3.273)	17.711
Education Services	132.700	(5.785)	126.915
Environmental Services	16.768	(3.470)	13.298
Roads and Transportation	21.982	(3.745)	18.237
Housing Revenue Account	52.079	(38.615)	13.464
Other Housing Services	61.622	(52.360)	9.262
Planning and Development	12.627	(7.981)	4.646
Police	11.035	(0.579)	10.456
Fire	5.926	-	5.926
Social Work	81.430	(14.439)	66.991
Corporate and Democratic Core	7.825	-	7.825
Non Distributed Costs	2.719	-	2.719
Net Cost of Services	429.011	(131.052)	297.959

Capital Expenditure 2011/12

Capital spending in 2011/12 on General Fund Services was £54.686 million and on housing was £15.274 million. The table below shows the sources of funding for identified capital expenditure.

Expenditure	£m	Finance By	£m
Education Services	25.286	Government Grants	13.810
Housing Services	15.274	Capital Receipts	2.725
Cultural & Related Services	11.448	Capital Financed from Revenue	6.581
Environmental Services	1.953	Borrowing	44.344
Roads & Transportation	6.344	Capital Fund	2.500
Social Work	0.801		69.960
Planning and Development	0.422		
Corporate & Democratic Core	8.432	Represented By	£m
		General Fund Services	54.686
		Housing	15.274
	69.960		69.960

The Council's annual financial statements are the subject of external scrutiny by Audit Scotland. Our financial statements are an essential means by which we account for our stewardship of the resources which are made available to us and our financial performance in the use of those resources.

In their annual report, which was published in October 2011, Audit Scotland concluded that our financial statements provided a fair view of the financial position of the Council for the year. Audit Scotland also certified that the Council's accounts were prepared properly in accordance with relevant legislation, applicable accounting standards and other reporting requirements.

2011/12 Statutory Performance Indicators

Council Compendium

In the pages which follow, detailed information is provided on the full range of performance information that is reported by the Council. This data falls into two categories, based on guidance from Audit Scotland. The first of these categories is 'Corporate Management' and the second is 'Service Performance'.

It should be noted that for a small number of indicators, 2011/12 performance data is not yet available. This is due to a time lag in the production of the data and relates mainly to indicators which are collected by agencies external to East Ayrshire Council.

It should also be noted that in the case of SPI 9 (Winter Maintenance), the 2010/11 data which was reported in last year's Annual Performance Report has been subject to change (following external verification by the Association for Public Sector Excellence). The two measures which make up this indicator are italicised for ease of reference.

The reporting framework is subject to annual review. This can sometimes result in an indicator being changed, indicators being merged or a new indicator being introduced. Where an indicator has changed, these are marked with a 'C'; where indicators have been merged, these are marked with an 'M'; and where new indicators have been introduced, these are marked with an 'N'.

Where possible, performance data covering the last three financial years is included.

Measure	2009/10 Performance	2010/11 Performance	2011/12 Performance
CORPORATE MANAGEMENT			
RESPONSIVENESS TO COMMUNITIES			
1. Complaints:			
Number of customers expressing dissatisfaction formally.	145	155	181
Percentage of formal complaints classed as 'justified' following investigation.	44.8%	47.7%	47.5%
Percentage of formal complaints responded to within agreed timescale.	64.1%	71.0%	69.1%
Percentage of formal complaints relating to any form of discrimination.	2.0%	0.0%	0.6%
Number of positive comments received.	1,241	1,966	2,655
Number of improvements implemented as a result of complaints.	28	30	55
2. Freedom of Information (FOI):			
Percentage of FOI requests responded to in 20 working days.	91.7%	90.3%	89.9%
REVENUES AND SERVICE COSTS			
3. Council Tax:			
Cost of collecting Council Tax per dwelling.	£11.45	£12.89	£11.44
4. Council Tax:			
The percentage of Council Tax that was received during the year.	94.1%	94.2%	94.3%
The overall percentage of Council Tax income for all prior years that was received (N).	97.0%	96.5%	97.4%

Measure	2009/10 Performance	2010/11 Performance	2011/12 Performance
5. Invoices:			
Number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid.	80.7%	85.2%	88.1%
6. Home Care:			
The unit cost of home care.	£14.30	£14.55	£14.69
7. Arts & Museums:			
Cost per visit across Arts and Museums facilities.	£2.95	£2.87	£2.69
8. School meals:			
Average cost of producing school meals.	£2.66	£2.43	Available October 2012
Satisfaction levels.	95.8%	96.6%	
9. Winter maintenance:			
<i>Cost of winter maintenance per km of road network.</i>	£1,360	£1,229	Available October 2012
<i>Cost per gritted km of priority roads network.</i>	£2,427	£2,443	
10. Road maintenance expenditure:			
Percentage of actual maintenance expenditure that is planned/proactive.	82%	89%	Available October 2012
Percentage of actual maintenance expenditure that is reactive.	18%	11%	
11. Recycling:			
Net cost of recycling per premise (C).	-	£8.77	£2.63
EMPLOYEES			
12. Sickness absence:			
Average number of days lost for teachers.	5.7	5.6	5.1
Average number of days lost for other local government employees.	12.0	10.9	10.8
13. Equal opportunities:			
Percentage of highest paid 2% of earners among council employees that are women.	29.4%	33.6%	35.9%
Percentage of highest paid 5% of earners among council employees that are women.	39.8%	40.4%	43.7%
14. Turnover:			
Leavers in the last year as a percentage of the average total staff.	6.3%	9.4%	8.2%
ASSETS			
15. Assets:			
Proportion of operational accommodation that is in a satisfactory condition.	94.1%	92.7%	94.3%
Proportion of operational accommodation that is suitable for its current use.	96.6%	80.1%	78.9%
16. Energy performance:			
Percentage of buildings rated 'F' or above (where 'A' is most efficient and 'G' is least efficient.)	85.0%	85.2%	85.3%
17. Occupancy:			
Occupancy rates for office accommodation expressed as square metres per FTE.	21.9	22.8	23.2
18. Operational Portfolio:			
Extent of operational portfolio expressed in square metres.	318,801	320,764	319,948
19. Condition of the School Estate:			
Percentage of schools graded A (Good)	19.3%	19.3%	18.2%
Percentage of schools graded B (Satisfactory)	59.6%	61.4%	65.5%
Percentage of schools graded C (Poor)	19.3%	15.8%	14.5%
Percentage of schools graded D (Bad)	1.8%	3.5%	1.8%

Measure	2009/10 Performance	2010/11 Performance	2011/12 Performance
20. School capacity:			
Percentage of primary schools where ratio of pupils to places is 0-40%.	11.6%	16.3%	9.3%
Percentage of primary schools where ratio of pupils to places is 41-60%.	32.6%	25.6%	25.6%
Percentage of primary schools where ratio of pupils to places is 61-80%.	39.5%	41.9%	51.2%
Percentage of primary schools where ratio of pupils to places is 81-100%.	16.3%	16.3%	14.0%
Percentage of primary schools where ratio of pupils to places is 101% or more.	0.0%	0.0%	0.0%
Percentage of secondary schools where ratio of pupils to places is 0-40%.	0.0%	0.0%	0.0%
Percentage of secondary schools where ratio of pupils to places is 41-60%.	0.0%	0.0%	22.2%
Percentage of secondary schools where ratio of pupils to places is 61-80%.	77.8%	77.8%	55.6%
Percentage of secondary schools where ratio of pupils to places is 81-100%.	22.2%	22.2%	22.2%
Percentage of secondary schools where ratio of pupils to places is 101% or more.	0.0%	0.0%	0.0%
PROCUREMENT			
21. PECOS (the Council's electronic purchasing system):			
Value of spend through PECOS as a percentage of council (non-pay) spend.	21.6%	47.5%	46.8%
SUSTAINABLE DEVELOPMENT			
22. Eco-schools:			
Percentage of schools achieving: Bronze	71.9%	77.2%	78.6%
Percentage of schools achieving: Silver	59.6%	64.9%	71.4%
Percentage of schools achieving: Green Flag Status	15.8%	26.3%	35.7%
EQUALITIES AND DIVERSITY			
23. Accessibility:			
Percentage of council buildings in which all public areas are suitable for and accessible to disabled people.	66.0%	66.7%	66.0%
24. Ethnic minority:			
Percentage of the local population who are from an ethnic minority.	0.7%	0.7%	0.7%
Percentage of the total workforce who are from an ethnic minority.	0.4%	0.5%	0.4%
25. Disabilities:			
Percentage of workforce who have declared they are disabled under the terms of the Disability Discrimination Act 1995.	0.7%	0.6%	0.7%

2011/12 Statutory Performance Indicators

Council Compendium

Measure	2009/10 Performance	2010/11 Performance	2011/12 Performance
SERVICE PERFORMANCE			
BENEFITS ADMINISTRATION			
26. Administration costs:			
Gross administration costs per benefits case.	£42.60	£39.74	£38.65
27. Benefits Processing (M):			
Average time for processing claims.	10.6 days	14.0 days	14.5 days
Percentage of claims processed within 14 days of receiving all information.	81.1%	85.3%	83.9%
Percentage of claims processed accurately.	93.4%	95.6%	94.9%
COMMUNITY CARE			
28. Homecare:			
The number of homecare hours per 1,000 population age 65+.	558.5	517.5	571.1
As a proportion of home care clients age 65+, the number receiving personal care.	97.1%	98.2%	98.5%
As a proportion of home care clients age 65+, the number receiving a service during evenings/overnight.	39.7%	46.2%	47.1%
As a proportion of home care clients age 65+, the number receiving a service at weekends.	84.7%	88.0%	89.9%
29. Accessibility:			
Number of people waiting longer than target for assessment per '000 population.	3.4	3.8	3.9
Number of people waiting longer than target time for service per '000 population.	0.6	0.0	0.0
30. Staff qualifications:			
The percentage of personal carers who are qualified to SSSC (Scottish Social Services Council) standard.	52.2%	67.1%	73.3%
31. Respite care:			
Total number of overnight respite weeks provided: 18-64.	701	690	684
Total number of overnight respite weeks provided: 65+.	934	930	1,048
Total number of daytime respite weeks provided: 18-64.	2,958	2,977	3,073
Total number of daytime respite weeks provided: 65+.	1,601	1,622	1,590
Total number of respite weeks provided: 18-64.	3,659	3,667	3,757
Total number of respite weeks provided: 65+.	2,535	2,552	2,638
CRIMINAL JUSTICE SOCIAL WORK			
32. Social Enquiry Reports:			
The number of reports submitted to the courts during the year.	1,092	1,028	1,092
The percentage of these submitted by the due date.	99.2%	99.3%	98.7%
CULTURAL & COMMUNITY SERVICES			
33. Pools/other leisure facility attendances:			
Number of attendances per 1,000 population for pools.	2,393	2,517	2,722
Number of attendances per 1,000 population for other indoor sports and leisure facilities, excluding pools in a combined complex.	7,070	7,391	7,970

Measure	2009/10 Performance	2010/11 Performance	2011/12 Performance
34. Visits to and use of museums:			
The number of visits to/usages of council funded or part funded museums per 1,000 population.	2,184	2,231	2,235
The number of those visits that were in person per 1,000 population.	1,589	1,580	1,525
35. Library usage:			
Number of visits per 1,000 population.	4,748	4,624	4,274
Borrowers as a percentage of the resident population.	18.1%	17.8%	16.7%
36. Adult literacy:			
Number of adult literacy learners achieving intermediary outcomes as set in their Individual Learning Plans.	87%	87%	97%
37. Learning Centres:			
Number of times Learning Centre terminals are used per 1,000 population.	476.0	598.4	588.3
Percentage of resident population who use Learning Centres.	5.2%	4.8%	4.6%
PLANNING			
38. Planning applications:			
Percentage of planning applications dealt with within 2 months.	51.5%	66.3%	41.8%
Average time to process planning applications (N).	-	-	19.7 weeks
39. Building warrants:			
Percentage of warrants determined within 6 days of receipt of all outstanding information.	96.4%	96.4%	96.8%
Percentage of applications responded to within 20 days of being valid.	97.2%	99.3%	99.0%
Average income per warrant.	£380	£672	£356
Income as a percentage of the value of development plans submitted.	0.8%	0.5%	0.8%
The average time to process building warrants (N).	-	-	15.4 weeks
EDUCATION OF CHILDREN			
40. Additional Support:			
Percentage of pupils with Individual Education Plans meeting targets.	86.5%	81.9%	Available December 2012
41. Destination of school leavers:			
Percentage of school leavers entering full-time higher education.	34%	34%	Available December 2012
Percentage of school leavers entering full-time further education.	32%	35%	
Percentage of school leavers entering training.	8%	6%	
Percentage of school leavers entering employment.	14%	12%	
Percentage of school leavers entering other known destination.	12%	12%	
Percentage of school leavers entering unknown destination.	0%	0%	
42. Looked after children:			
Average tariff scores of all looked after children in S4 and S5 in the current academic year.	-	54.8	Available December 2012
43. Exclusion rates:			
Number of exclusion incidents per 1,000 pupils: Primary.	12.9	10.7	10.6
Number of exclusion incidents per 1,000 pupils: Secondary.	85.1	84.2	92.4
Number of exclusion incidents per 1,000 pupils: Special.	83.8	69.7	82.1

Measure	2009/10 Performance	2010/11 Performance	2011/12 Performance
44. Pupil to staff ratio:			
Pupil to staff ratio in educational establishments: Primary.	15.1:1	15.6:1	16.0:1
Pupil to staff ratio in educational establishments: Secondary.	12.0:1	12.7:1	12.6:1
Pupil to staff ratio in educational establishments: Special.	3.8:1	4.2:1	4.2:1
CHILD PROTECTION AND CHILDREN'S SOCIAL WORK			
45. Child Protection re-registrations:			
Number of Child Protection re-registrations in-year.	9	18	12
46. Children's Reporter Liaison:			
Percentage of reports submitted to the Scottish Children's Reporter Administration (SCRA) by the due date.	37.4%	68.0%	68.0%
47. Child Protection Orders			
Number and percentage of Child Protection Orders made within 24 hours.	6 (100%)	3 (100%)	11 (100%)
HOUSING AND HOMELESSNESS			
48. Repairs to council dwellings:			
The overall percentage of repairs completed within target.	86.7%	89.2%	88.6%
49. Housing Quality			
Proportion of the Council's housing stock which meets the Scottish Housing Quality Standard.	58.4%	71.0%	78.1%
50. Voids			
Total annual rent loss (from council dwellings) due to voids, expressed as a percentage of the total amount of rent due in the year.	1.8%	1.9%	2.6%
51. Re-lets:			
Average re-let time for non low demand stock.	41 days	46 days	56 days
Average re-let time for low demand stock.	61 days	71 days	90 days
Average period that low demand properties were void.	464 days	377 days	326 days
52. Tenant arrears:			
Current tenant arrears as a percentage of the net amount of rent due in the year.	2.5%	2.6%	2.8%
Percentage of current tenants owing more than 13 weeks rent at year end, excluding those owing less than £250.	1.1%	1.3%	1.4%
Proportion of those tenants giving up their tenancy during the year that were in rent arrears.	60.2%	60.5%	59.1%
Average debt owed by tenants leaving in arrears as a proportion of the average weekly rent.	7.2 weeks	7.4 weeks	7.5 weeks
Proportion of arrears owed by former tenants that was either written off or collected during the year.	39.7%	57.1%	55.2%
53. Homelessness:			
Number of households assessed during the year (Permanent Accommodation).	523	460	349
% of decision notifications issued within 28 days of initial presentation (Permanent Accommodation).	62.0%	98.7%	100.0%
% who are housed (Permanent Accommodation).	64.0%	49.9%	50.9%
% of cases reassessed within 12 months of completion of duty (Permanent Accommodation).	10.9%	7.8%	6.3%
Number of households assessed during the year (Temporary Accommodation).	182	205	205

Measure	2009/10 Performance	2010/11 Performance	2011/12 Performance
% of decision notifications issued within 28 days of initial presentation (Temporary Accommodation).	63.7%	100.0%	100.0%
% of cases reassessed within 12 months of completion of duty (Temporary Accommodation).	17.2%	10.2%	8.8%
% of those provided with permanent accommodation in Council stock who maintained tenancy for at least 12 months.	71.7%	66.2%	63.4%
54. Repairs: (M)			
% of repairs appointments kept.	96.8%	94.8%	92.1%
Average end to end time taken to complete a repair, from the time that the repair is logged to completion of the job to the tenants' satisfaction.	3.4 days	3.0 days	5.4 days
Housing repairs - first time fix rate (N).	-	-	94.6%
55. Gas Safety:			
% of gas safety checks carried out within 12 months.	99.7%	99.8%	99.9%
56. Council House Sales:			
% of Council House Sales concluded within 26 weeks.	92.8%	98.0%	96.7%
Average timescale for conclusion of Council House Sales.	21.0 weeks	16.5 weeks	18.4 weeks
57. Domestic noise complaints:			
a) The number of domestic noise complaints received during the year.	1,075	1,181	921
i) Settled without the need for attendance on site.	531	620	504
ii) Requiring attendance on site.	9	6	13
iii) Dealt with under part V of the Antisocial Behaviour Scotland Act 2004.	535	555	404
b) For those in a)ii above, the average time (hours) between the time of the complaint and attendance on site.	0.6	0.9	2.5
For those in a)iii above, the average time (hours) between the time of the complaint and attendance on site.	0.7	0.8	1.0
58. Trading Standards			
% of consumer complaints completed within 14 days.	65.0%	71.1%	67.7%
% of business advice requests completed within 14 days.	99.5%	100.0%	97.8%
59. Non domestic noise complaints			
The number of complaints of non domestic noise received during the year settled without the need for formal action.	66	65	56
The number of complaints of non domestic noise received during the year requiring formal action.	1	2	4
The average time (calendar days) to institute formal action.	1 days	2 days	30 days
60. Antisocial behaviour:			
Number of Antisocial Behaviour Orders Applications.	12	5	10
% of Antisocial Behaviour Orders Applications raised within 7 working days from agreeing instruction with Housing.	91.7%	100.0%	80.0%
61. Food Hygiene Inspections:			
Percentage of premises with a minimum inspection frequency of 12 months or less, that were inspected on time: 6 months.	100%	100%	100%
Percentage of premises with a minimum inspection frequency of 12 months or less, that were inspected on time: 12 months.	97%	100%	97.6%

Measure	2009/10 Performance	2010/11 Performance	2011/12 Performance
ROADS AND LIGHTING			
62. Roads maintenance:			
Percentage of the road network that should be considered for maintenance treatment.	40.1%	45.3%	42.8%
63. Street Lighting Failure:			
The percentage of repairs completed within 7 days.	98.1%	97.4%	95.3%
64. Bridges:			
The percentage of council bridges not meeting the European Standard of 40 tonnes.	11.7%	12.0%	13.6%
The percentage of council bridges that have a weight or width restriction placed on them.	1.9%	1.9%	1.9%
The percentage of private bridges not meeting the European Standard of 40 tonnes.	9.1%	5.9%	5.7%
The percentage of private bridges that have a weight or width restriction placed on them.	3.0%	2.9%	2.9%
65. Street Lighting and Traffic Lights:			
Percentage of street lighting columns over 30 years old.	46.3%	43.7%	40.6%
Percentage of Traffic Light repairs completed within 48 hours.	99.1%	95.7%	94.6%
66. Road Condition:			
Number of emergency maintenance repairs.	84	74	150
Percentage of emergency maintenance repairs responded to within target.	83%	88%	83%
WASTE MANAGEMENT SERVICES			
67. Refuse collection and disposal:			
Net cost per premises of refuse collection.	£60.87	£63.59	£67.92
Net cost per premises of refuse disposal.	£89.09	£93.13	£93.04
68. Waste Recycling:			
Percentage of municipal waste collected that was recycled and composted.	43.0%	43.9%	46.2%
69. Cleanliness:			
The cleanliness index achieved following inspection of a sample of streets and other relevant land.	73	74	76

East Ayrshire Community Planning Partnership Single Outcome Agreement 2011-2014

Summary of Performance at March 2012

KEY	Improving progress ✓	Maintaining progress =	Improvement required X	Data unavailable 0
	Progress at March 2012 is measured against the 2009/10 baseline position. Targets identified are up to March 2012 unless otherwise stated.			
	Where the symbol reflecting current status has been identified in brackets, the associated performance measure has not been included in the total number of indicators provided for reporting purposes.			

Outcome	2006/07 Baseline	2009/10 Baseline	Progress at March 2012	Current Status
National Outcome 1: We live in a Scotland that is the most attractive place for doing business in Europe.				
Local economy improved				
1. Business start-up rate per 1,000 adults (Increase)	2.5 (2005)	2.5 (2008)	2.6 (2010)	✓
2. Net number of active enterprises (Increase)	2,600 VAT registered companies (2006)	2,705 active enterprises (2009)	2,670 active enterprises (2010)	X
3. Business survival rate (3 years after start up) (Maintain/Increase)	New indicator for 2011/12	65.5% (2009)	66.9% (2010)	✓
National Outcome 2: We realise our full economic potential with more and better employment opportunities for our people.				
Skills development and employability improved				
1. Claimant count unemployment (Reduction)	3.9% (April 2007)	6.1% (March 2010)	6.2% (March 2012)	X
2. Employment rate (Increase)	71%	74.4%	70.2%	X
3. Median weekly earnings for full time employees (Maintain level with or above the national median weekly residents earnings and reduce the gap in median weekly workplace earnings)	£444 EA residents	£481 EA residents	£503 EA residents	✓
	£432 Sco residents	£472 Sco residents	£491 Sco residents	
	£439 EA workplace	£440 EA workplace	£496 EA workplace	✓
	£428 Sco workplace (2006)	£473 Sco workplace (2009)	£489 Sco workplace (2011)	
4. Number of Skills Development and Employability Service (SDES) participants entering employment (Increase to 700 by 30 June 2013)	New indicator for 2011/12	0 New programme at 1 July 2011	90 (1 July 2011 – 31 March 2012)	✓
5. Number of Skills Development and Employability Service participants entering education or training (Increase to 990 by 30 June 2013)	New indicator for 2011/12	0 New programme at 1 July 2011	330 (1 July 2011 - 31 March 2012)	✓

Outcome	2006/07 Baseline	2009/10 Baseline	Progress at March 2012	Current Status
National Outcome 3: We are better educated, more skilled and more successful, renowned for our research and innovation.				
Positive and sustained destinations for learners improved				
1. Percentage of school leavers in positive and sustained destinations (Increase by 2% by 2014)	85%	84.7% (2009/10)	88.4% (2010/11)	✓
2. Percentage of economically active working age persons with no qualifications (Reduction)	18.6% (2006)	16.2% (2009)	16.5% (2010)	X
3. Percentage of economically active working age persons with degree/professional qualifications (Increase)	10.9% (2006)	12.7% (2009)	13.2% (2010)	✓
4. Number of Skills Development and Employability Service participants achieving full qualifications (Increase to 1,555 participants by 30 June 2013)	New indicator for 2011/12	0 New programme at 1 July 2011	210 (1 July 2011 - 31 March 2012)	✓
5. Percentage of students successfully completing courses or able to continue to the next year in further education establishments (Maintain/Increase)	N/A	Ayr College: FE: 81% HE: 85% (2009/10)	Ayr College: FE: 86% HE: 84% (2010/11)	✓ X
		Kilmarnock College: FE: 87% HE: 82% (2009/10)	Kilmarnock College: FE: 86% HE: 85% (2010/11)	X ✓
6. Percentage of students successfully completing courses or able to continue to the next year in higher education establishments (Maintain level – 85%)	N/A	University of the West of Scotland: 85% (2008/09)	Update anticipated in October 2012	Not reported
7. Student retention rates in further education establishments (Maintain)	Ayr College: FE/FT: 75% FE/PT: 91% HE/FT: 74% HE/PT: 90% (2006/07)	Ayr College: FE/FT: 81% FE/PT: 87% HE/FT: 83% HE/PT: 93% (2009/10)	Ayr College: FE/FT: 85% FE/PT: 88% HE/FT: 84% HE/PT: 90% (2010/11)	✓ ✓ ✓ X
		Kilmarnock College: FE/FT: 73% FE/PT: 88% HE/FT: 81% HE/PT: 94% (2006/07)	Kilmarnock College: FE/FT: 78% FE/PT: 89% HE/FT: 83% HE/PT: 95% (2009/10)	Kilmarnock College: FE/FT: 81% FE/PT: 86% HE/FT: 87% HE/PT: 92% (2010/11)
8. Student retention rates in higher education establishments (Maintain level – 85%)	N/A	University of the West of Scotland: 85% (2008/09)	Update anticipated in October 2012	Not reported
Literacy and numeracy skills for children, young people and adults improved				
9. Total number of adult learners assisted with adult literacy (including English for speakers of other languages [ESOL] learners) and numeracy skills (Increase by 4% by 2014)	N/A	593 adults learners Baseline at 2009/10 revised to reflect the Essential Skills Service only due to a reduced budget for 2011/12.	695 adult learners	✓

Outcome	2006/07 Baseline	2009/10 Baseline	Progress at March 2012	Current Status
10. Percentage of adult literacy learners (Essential Skills Service) achieving intermediary outcomes set in individual learning plans (Maintain)	N/A	87% New indicator for 2009/10	97%	✓
National Outcome 4: Our young people are successful learners, confident individuals, effective contributors and responsible citizens.				
Positive and sustained destinations for learners improved				
1. Cumulative attainment of National Qualifications by all pupils in publicly funded secondary schools for S4 (Increase by 3% by 2014)	SCQF 3: (English & Maths) 90% (5+ awards): 89% SCQF 4: (5+ awards): 73% SCQF 5: (5+ awards): 28%	SCQF 3: (English & Maths): 89% (5+ awards): 89% SCQF 4: (5+ awards): 71% SCQF 5: (5+ awards): 29%	SCQF 3: (English & Maths): 89% (5+ awards): 93% SCQF 4: (5+ awards): 77% SCQF 5: (5+ awards): 33%	= ✓ ✓ ✓
2. Cumulative attainment of National Qualifications by all pupils in publicly funded secondary schools for S5 (Increase by 3% by 2014)	SCQF 6: (1+ awards): 36% (3+ awards): 19% (5+ awards): 8%	SCQF 6: (1+ awards): 41% (3+ awards): 22% (5+ awards): 9%	SCQF 6: (1+ awards): 46% (3+ awards): 24% (5+ awards): 10%	✓ ✓ ✓
3. Pupil attendance rates (Increase by 1% by 2014)	Primary: 95% Secondary: 90%	Primary: 95% Secondary: 91%	Primary: 95% Secondary: 91%	= =
4. Pupil exclusion rates per 1,000 pupils (Reduction)	Primary: 16 Secondary: 133	Primary: 13 Secondary: 85	Primary: 11 Secondary: 92	✓ X
Community capacity, spirit and cohesion developed				
5. Number of young people participating in flexible community based learning opportunities (Increase)	265	367	1,831	✓
6. Percentage of young people who report improved confidence and skills as a result of community based learning opportunities (Increase)	N/A	0 New programme	94%	✓
National Outcome 5: Our children have the best start in life and are ready to succeed.				
Children and young people, including those in early years and their carers, assisted to be active, healthy, nurtured and included				
1. Percentage early education and childcare services managers/lead practitioners with or working towards qualifications at SCQF (Scottish Credit Qualifications Framework) Level 9 (Increase to 40% by 2015)	N/A	11% Managers/Lead Practitioners hold a qualification at SCQF Level 9 89% Managers/Lead Practitioners working towards a qualification at SCQF Level 9	11% Managers/Lead Practitioners hold a qualification at SCQF Level 9 89% Managers/Lead Practitioners working towards a qualification at SCQF Level 9	= =

Outcome	2006/07 Baseline	2009/10 Baseline	Progress at March 2012	Current Status
National Outcome 5: Our children have the best start in life and are ready to succeed.				
Children and young people, including those in early years and their carers, assisted to be active, healthy, nurtured and included				
2. Number of parents using the Rickter scale to evaluate if they have increased confidence in their relationship with their children (Increase)	N/A	To be established	Update anticipated in April 2013	Not reported
3. Number of 0-8 year old children involved in nurture approaches (Increase)	N/A	27	587	✓
4. Percentage of children with dental caries in Primary 1 (Reduction)	54.2% (2006)	38.7% (2008)	35.9% (2010)	✓
5. Estimated percentage of obese children in Primary 1 (Reduction)	10.6% (2007/08) <small>Revised baseline figure provided by NHS Ayrshire and Arran</small>	8.9% (2008/09) <small>Revised baseline figure provided by NHS Ayrshire and Arran</small>	10.1% (2010/11)	X
6. Percentage of new-born children exclusively breastfed at 6-8 weeks (Increase)	21.5% (2006/07) <small>Revised baseline figure provided by NHS Ayrshire and Arran</small>	18.0% (2009/10) <small>Revised baseline figure provided by NHS Ayrshire and Arran</small>	16.8% (2010/11)	X
National Outcome 6: We live longer, healthier lives.				
Active, healthy lifestyles and positive behaviour change promoted				
1. Life expectancy at birth - males/females (Increase)	74.5 years males 78.2 years females (2004-2006)	74.6 years males 78.5 years females (2006-2008)	75.4 years males 79.5 years females (2008-2010)	✓ ✓
2. Deaths from coronary heart disease (under 75 years) per 100,000 population (Reduction)	89.9 (2006) <small>Revised baseline provided by NHS Ayrshire and Arran based on codes used for coronary heart disease</small>	64.9 (2008) <small>Revised baseline provided by NHS Ayrshire and Arran based on codes used for coronary heart disease</small>	45.7 (2010)	✓
3. Deaths from all cancers (under 75 years) per 100,000 population (Reduction)	171.8 (2006)	181.2 (2008)	161.5 (2010)	✓
4. Smoking prevalence (Reduction)	N/A	25% (2007/08)	27% (2009/10)	X
5. Teenage pregnancies (under 16 years) per 1,000 females aged 13-15 years (Reduction)	6.6 (2003-2005) <small>Baseline figure revised by ISD Scotland in 2012</small>	11.1 (2006-2008) <small>Baseline figure revised by ISD Scotland in 2012</small>	9.0 (2007-2009)	✓
Alcohol and drug related harm reduced				
6. Patients hospitalised with alcohol conditions per 100,000 population (Reduction)	1,106.3 (2004-06)	1,538 (2007-09)	Update anticipated end 2012	Not reported
7. Deaths from alcohol related diseases per 100,000 population (Reduction) <small>NHS Ayrshire and Arran has recommended that the original indicator is replaced by the identified indicator below from the approved suite of performance indicators relating to health.</small>	28.5 (2006)	25.0 (2008)	26.6 (2010)	(X)

Outcome	2006/07 Baseline	2009/10 Baseline	Progress at March 2012	Current Status
Deaths due to alcohol related diseases (Reduction) (Revised indicator)	31 (2004-2008) (5 year moving average)	33 (2005-2009) (5 year moving average)	33 (2006-2010) (5 year moving average)	=
8. Patients hospitalised with drug related conditions per 100,000 population (Reduction)	153.3 (2004-2006)	173.0 (2007-2010)	Update anticipated end 2012	Not reported
Older people, vulnerable adults and their carers supported, included and empowered to live the healthiest life possible				
9. Patients hospitalised with Chronic Obstructive Pulmonary Disease per 100,000 population (Reduction)	N/A	231.5 (2007-2010)	Update anticipated end 2012	Not reported
10. Patients hospitalised with asthma per 100,000 population (Reduction)	N/A	1,056.5 (2007-2010)	Update anticipated end 2012	Not reported
11. Deaths from suicide per 100,000 population (Reduction) (See proxy indicator below)	11.2 (2002-2006)	13.0 (2005-2009)	Update anticipated end 2012	Not reported
Deaths from suicide (Reduction) (Proxy indicator)	15 (2004-2008) (5 year moving average)	15 (2005-2009) (5 year moving average)	15 (2006-2010) (5 year moving average)	=
12. Patients prescribed drugs for anxiety/depression psychosis (Reduction)	7.8% (2006)	10.2% (2009)	Update anticipated end 2012	Not reported
13. Number of patients diagnosed with dementia (Increase) To ensure consistency and clarity, NHS Ayrshire and Arran has recommended that this indicator is replaced by the Change Fund dementia indicator, as identified below.	660 (March 2007)	766 (2008/09)	1,009 (2010/11)	(✓)
Prevalence rates for diagnosis of dementia (raw prevalence rate per 100 patients) (Increase) (Revised indicator)	0.60 (2006/07)	0.65 (2009/10)	0.81 (2010/11)	✓
National Outcome 7: We have tackled the significant inequalities in Scottish society.				
Impact of multiple deprivation and poverty on the health and well being of the most vulnerable individuals and communities addressed				
1. Number of claimants in receipt of out of work benefits as percentage of working age population (Reduction)	20.7% (February 2007)	22.2% (February 2010)	20.4% (February 2011)	✓
2. Percentage of children living in households that are dependent on out of work benefits or child tax credit (Reduction)	19.1%	13.2% (2008)	15.6% (2010)	X
3. Total number of Credit Union members (Increase)	909 (October 2006)	2,210 (March 2010)	2,635 (March 2012)	✓
4. Percentage of tenants in severe rent arrears (Maintain)	1.3%	1.1%	1.4%	X
5. Coronary Heart Disease mortality rate, under 75 years, in the 0-15% most deprived communities per 100,000 population (Reduction)	118.9 (2005-2007)	110.1 (2007-2009)	85.4 (2008-2010)	✓
National Outcome 8: We have improved the life chances for children, young people and families at risk.				
Protection of children and the safety of vulnerable adults, individuals and families promoted				
1. Number of child protection re-registrations in year (Reduction of 2% per year)	17	9 Update provided by EAC	12	X

Outcome	2006/07 Baseline	2009/10 Baseline	Progress at March 2012	Current Status
Protection of children and the safety of vulnerable adults, individuals and families promoted				
2. Rates of domestic abuse incidents reported to the police per 10,000 population (Increase)	85 (5 year average 2003-2008)	100 (5 year average 2005-2010)	121	✓
Positive and sustained destinations for learners improved				
3. Average tariff score (Unified Points Score) of all looked after and looked after and accommodated children (Increase by 10% by 2014)	N/A	35 (2009/10)	69 (2010/11)	✓
4. Attendance rates for looked after and looked after and accommodated children (Improve by 3% by 2014)	N/A	89% (2009/10)	91% (2010/11)	✓
5. Percentage of exclusion incidents involving looked after and looked after and accommodated children (Reduction by 3% by 2014)	N/A	10.5% (2009/10)	8.8% (2010/11)	✓
6. Proportion of looked after school leavers going into education / employment / training (Increase to 76% by 2014)	N/A	42% (2009/10)	64% (2010/11)	✓
Sustainable and affordable housing solutions delivered				
7. Number and percentage of repeat homelessness within one year (Reduction to 6.5% by 2014)	99 (11.6%)	58 (8.7%)	37 (6.7%)	✓
National Outcome 9: We live our lives safe from crime, disorder and danger.				
Crime and anti-social behaviour tackled, and the fear of crime and anti-social behaviour reduced				
1. Crimes of Violence per 10,000 population (Reduction to below the 5 year average)	26 (5 year average 2003-2008)	24 (5 year average 2005-2010)	17	✓
• Serious assaults	N/A	14 (5 year average 2005-2010)	8	✓
• Robbery	N/A	4.4 (5 year average 2005-2010)	4	✓
• Common assaults	N/A	140 (5 year average 2005-2010)	143	X
2. Crimes of Vandalism per 10,000 population (Reduction to below the 5 year average)	227 (5 year average 2003-2008)	214 (5 year average 2005-2010)	159	✓
3. Drug Crime (Supply) detections per 10,000 population (Increase detections to above the 5 year average)	20 (5 year average 2003-2008)	22 (5 year average 2005-2010)	16	X
4. Anti-social behaviour detections per 10,000 population (including Breach of the Peace, Urinating and Consuming Alcohol in a public place) (Increase detections to above the 5 year average)	231 (5 year average 2003-2008)	255 (5 year average 2005-2010)	190	X
5. Stop searches (Increase detections to above the 5 year average)	N/A	10,685 (5 year average 2005-2010)	30,113	✓
• Possession of drugs as a result of stop searches	N/A	2,579 (5 year average 2005-2010)	9,335	✓

Outcome	2006/07 Baseline	2009/10 Baseline	Progress at March 2012	Current Status
<ul style="list-style-type: none"> Possession of offensive weapons/knives as a result of stop searches 	N/A	3,221 (5 year average 2005-2010)	6,891	✓
<ul style="list-style-type: none"> Possession of alcohol as a result of stop searches 	N/A	3,611 (5 year average 2005-2010)	12,148	✓
6. Reconviction rates (Reduction by 2% by 2014)	47%	48%	44%	✓
	Ayrshire figure provided	Ayrshire figure provided	Ayrshire figure provided	
Preventative and diversionary activity delivered				
7. Incidents of youth disorder per 10,000 population reported to the police (Reduction to below the 5 year average)	N/A	217 (5 year average 2005-2010)	201	✓
8. Incidents of street drinking per 10,000 population reported to the police (Reduction to below the 5 year average)	N/A	68 (5 year average 2005-2010)	71	X
Community safety in neighbourhoods and homes improved				
9. Number of fire related fatalities and injuries (Reduction by 5% per year)	35	15	22	X
10. Number of fire related incidents (Reduction by 2% primary fires and 2.5% secondary fires per year)	Incidents: 1,468	Primary fires: 296 Secondary fires: 868	Primary Fires: 260 (12% reduction) Secondary fires: 756 (13% reduction)	✓ ✓
11. Number of people killed and seriously injured in road accidents (Reduction by 30% people killed; 43% people seriously injured; and 50% children seriously injured by 2015. Maintain zero level for children killed)	140 (1994-98 average remains the Scottish Government baseline)	People killed: 8 People seriously injured: 56 Children killed: 0 Children seriously injured: 8	People killed: 2 People seriously injured: 42 Children killed: 0 Children seriously injured: 5 (2011)	✓ ✓ ✓ ✓
National Outcome 10: We live in well-designed, sustainable places where we are able to access the amenities and services we need.				
Connectivity and local transport solutions improved				
1. Percentage of the road network considered for maintenance treatment (Reduction of 5% by 2014)	43.5% (2007/08)	40.1%	42.8%	X
Quality and accessibility ensured				
2. Number of council buildings where the Council delivers services to the public; and	159	162	144	
Number and percentage of these with full public area suitability for, and accessible to, people with a disability (Increase)	73 (45.9%)	107 (66.0%)	95 (66.0%)	=

Outcome	2006/07 Baseline	2009/10 Baseline	Progress at March 2012	Current Status
National Outcome 10: We live in well-designed, sustainable places where we are able to access the amenities and services we need.				
Sustainable and affordable housing solutions delivered				
3. Number and percentage of Council houses meeting the Scottish Housing Quality Standard (Increase)	7,205 (55.1%) (April 2009)	7,585 (58.4%) (March 2010)	10,069 (78.1%) (March 2012)	✓
National Outcome 11: We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others.				
Community capacity, spirit and cohesion developed				
1. Number of community/voluntary groups managing their own facilities (Increase)	0	2	6	✓
Older people, vulnerable adults and their carers supported, included and empowered to live the healthiest life possible				
2. Uptake of carers support plans (assessments) (Increase by 100% by March 2013)	N/A	56	106	✓
National Outcome 12: We value and enjoy our built and natural environment and protect it and enhance it for future generations.				
Our town centres and villages are sustainably regenerated				
1. Percentage vacant and derelict urban land (Maintain levels at 8%)	7.2% ha (2006)	8.09% ha	7.4% ha	✓
2. Number of vacant and derelict town centre buildings (Reduction of 3% by 2014)	210 (November 2006)	66 (September 2010) Revised baseline provided by EAC at September 2010 to reflect the boundaries of town centres within the Local Development Plan.	68 (September 2011)	X
3. Cleanliness of local authority streets and other relevant land – index recorded by the Local Environmental Audit and Management System (LEAMS) (Maintain index level at 72)	LEAMS index: 70	LEAMS index: 73	LEAMS index: 76	✓
The natural environment protected, conserved and enhanced, and the negative effects of climate change mitigated				
4. Total of new woodland created each year in hectares (ha) (Increase by 310 ha per year – 22.5% woodland cover by 2014).	715 ha	424 ha new woodland (2009/10) 20/21% woodland cover	153 ha new woodland (2011/12) 20/21% woodland cover	X
National Outcome 13: We take pride in a strong, fair and inclusive national identity.				
Leisure, culture and tourism potential promoted and developed				
1. Growth in tourism revenue (Increase by 8% by 2014)	£55.75m (2006)	£62.9m (13% increase from 2006 baseline) (2009)	£73.51m (17% increase from 2009 baseline) (2011)	✓

Outcome	2006/07 Baseline	2009/10 Baseline	Progress at March 2012	Current Status
2. Annual number of visitors to the area (Increase to 901,740 visitors by 2012/13)	858,800 (2008)	884,070 (2009)	1,071,290 (2011)	✓
3. Employment supported by tourism activity (Increase to 1,496 jobs by 2012/13)	1,425 jobs (2008)	1,488 jobs (2009)	1,575 jobs (2011)	✓
National Outcome 14: We reduce the local and global environmental impact of our consumption and production.				
The natural environment protected, conserved and enhanced, and the negative effects of climate change mitigated				
1. Proportion of municipal waste recycled (Increase to 50% by 2013; and 51.4% by 2014)	36.6%	43.0%	43.9%	✓
2. Tonnage of biodegradable municipal waste land filled (Reduction to 19,451 tonnes by 2013; and 18,630 tonnes by 2014)	29,920 tonnes	25,602 tonnes	26,479 tonnes	X
3. Proportion of pupils walking or cycling to school (Increase to 47% by 2014)	43.0%	44.9%	44.0%	X
National Outcome 15: Our public services are high quality, continually improving, efficient and responsive to local people's needs.				
Resources and services delivered maximised through shared premises; and shared services with shared management arrangements				
1. Number of shared services arrangements established (Increase)	N/A	128	135	✓
2. Total number of co-location facilities established (Increase)	4	5	7	✓
National Outcome 16: Our people are able to maintain their independence as they get older, and are able to access appropriate support when they need it.				
Older people, vulnerable adults and their carers supported, included and empowered to live the healthiest life possible				
1. Bed days lost to delayed discharge (Reduction) (See proxy indicator below)	N/A	To be established	See proxy indicator below	(0)
Patients whose discharge is delayed more than 4 weeks (Reduction) (Proxy indicator)	N/A	5 (October 2009)	4 (January 2012)	✓
2. Percentage of people aged 65+ with intensive needs receiving care at home (Increase)	N/A	N/A	Indicator now obsolete	Not reported
3. Number of bed days utilised for over 75 years population (Reduction)	48,045 (2006/07)	46,079 (2009/10)	45,295 (2010/11) Provisional data	✓
4. Number of emergency admissions of over 75 years population (Reduction)	3,130 (2006/07) Baseline revised by NHS Ayrshire and Arran	3,353 (2009/10) Baseline revised by NHS Ayrshire and Arran	3,651 (2010/11) Provisional data	X
5. Length of stay for emergency admissions of over 75 years (Reduction)	15.3 (2006/07)	13.7 (2009/10)	12.4 (2010/11)	✓

