

STATUTORY PERFORMANCE INDICATORS

PERFORMANCE INFORMATION 2008/09

The Local Government Act 1992 requires the Accounts Commission to give such directions as it thinks fit for requiring councils, fire and police authorities to publish such information relating to their activities in any financial year or such other period as is specified as will, in the Commission's opinion:

- a) facilitate the making of appropriate comparisons (by reference to the criteria of cost, economy, efficiency and effectiveness in securing best value in accordance with section 1 of the Local Government in Scotland Act 2003) between -
 - i. the standards of performance achieved by different relevant bodies in that financial year or other period; and
 - ii. the standards of performance achieved in different financial years or, as the case may be, other periods.
- b) facilitate the drawing of conclusions about the discharge of those bodies' functions under Part 2 (community planning) of the Local Government in Scotland Act 2003.

The attached are the figures for Aberdeenshire Council for April 2008 – March 2009. Figures for 2007/08 are also included where they are available.

If you have any comments or questions about this performance information, please contact Alex Stephen, Principal Accountant, Woodhill House, Westburn Road, Aberdeen, AB16 5GB Tel. 01224 664554. Fax 01224 664022. E-mail: alex.stephen@aberdeenshire.gov.uk

UNRELIABLE INDICATORS

During the audit process the following five indicators were identified as being unreliable:

ASW 7 – Probation (Part B)

CM 4 – Public Access

CCS 3 – Museum (Part A)

CCS 4 – Changes in Library Stock (Children's and Teenage lending stock)

WM 5 – Abandoned Vehicles

The unreliable indicators are identified throughout the following document by a *.

2007/08 indicators with n/a are not included as no comparison can be made to the current year results, due to changes in how these indicators should be calculated.

The 2008/09 benefit indicators have not been reported, as the Department for Work and Pensions stopped producing information required to calculate these indicators.

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ADULT SOCIAL WORK		
COMMUNITY CARE ASSESSMENTS	2007/08	2008/09
1 Achievement of Targets for Assessment and Service Delivery		
a) Assessment – Percentage of people for which local assessment times were met	<i>n/a</i>	78.1%
b) Delivery of Care Service – Percentage of people for which local service target times were met	<i>n/a</i>	61.6%
RESIDENTIAL ACCOMMODATION: STAFF QUALIFICATION		
2 Care staff in Local Authority residential homes, who have appropriate qualifications:		
c) Older People	49.0%	51.4%
d) Others adults	52.2%	71.4%
e) Overall	49.6%	55.1%
RESIDENTIAL ACCOMMODATION: PRIVACY		
3 The percentage of all residential care places that are single rooms for the following groups for the following providers:		
a) i Elderly people – Council	86.5%	98.6%
ii Elderly people – voluntary sector	99.2%	97.9%
iii Elderly people – private sector	96.2%	95.8%
b) i Other adults – Council	100.0%	100.0%
ii Other adults – voluntary sector	97.9%	97.1%
iii Other adults – private sector	97.6%	92.4%
Rooms with en-suite facilities		
a) i Elderly people – Council	27.9%	34.8%
ii Elderly people – voluntary sector	60.3%	62.9%
iii Elderly people – private sector	79.4%	80.7%
b) i Other adults – Council	7.7%	0.0%
ii Other adults – voluntary sector	14.4%	13.6%
iii Other adults – private sector	63.4%	65.7%
HOME CARE/HOME HELPS		
4 Level of service		
a) Number of people aged 65+ receiving homecare	2,071	2,117
b) Total number of homecare hours per 1,000 population aged 65+	299.1	354.5
c) Percentage of homecare clients aged 65+ receiving:		
i personal care	97.3%	98.0%
ii a service during evening / overnight	36.3%	38.0%
iii a service at weekends	62.6%	67.1%
RESPIRE CARE		
5 a) Total overnight respite nights provided per 1000 population aged:		
i 65+	423.7	447.9
ii 18 – 64	27.6	29.0
b) Percentage of respite nights not in a care home per 1,000 population aged:		
i 65+	4.2%	4.5%

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ii 18 – 64	41.2%	9.7%
c) Total daytime respite hours provided per 1,000 population aged		
i 65+	1,403.8	1,500.9
ii 18 – 64	122.3	171.3
d) Percentage of daytime respite not in a care home per 1,000 population aged:		
i 65+	99.6%	99.8%
ii 18 – 64	100.0%	100.0%

CRIMINAL JUSTICE

6 Proportion of reports submitted to courts by due date	99.2%	99.1%
7 Proportion of new probationers seen by a supervising officer within one week	61.5%	73.5%*
8 Average number of hours per week to complete community orders	2.4	2.4

BENEFITS ADMINISTRATION

BENEFITS ADMINISTRATION	2007/08	2008/09
1 Gross administration cost per case	£62.13	n/a
2 Average time to process:-		
(i) new claims	29.6 days	n/a
(ii) change of circumstances	20.5 days	n/a
3 Percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available at the determination	96.4%	n/a

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CORPORATE MANAGEMENT		
SICKNESS ABSENCE	<i>2007/08</i>	2008/09
1 a) Average number of days lost through sickness absence for the following groups of staff:-		
i Teachers	<i>n/a</i>	6.2
ii All other local government employees	<i>n/a</i>	9.3
LITIGATION CLAIMS		
2 a) The number of civil liability claims incurred by the council in the year per 10,000 population.	<i>16.7</i>	20.3
2 b) Claims as a percentage of the revenue budget.	<i>0.1%</i>	0.1%
2 c) i) The number of civil liability claims incurred by the council, updated for 2005/06, per 10,000 population.	<i>19.6</i>	17.9
2 c) ii) 2005/06 claims (updated) as a percentage of the revenue budget.	<i>0.1%</i>	0.1%
EQUAL OPPORTUNITIES		
3 a) The percentage of women employees in the top 2% of earners among council employees.	<i>38.7%</i>	40.1%
b) The percentage of women employees in the top 5% of earners among council employees.	<i>57.9%</i>	56.3%
PUBLIC ACCESS		
4 The percentage of buildings from which the council delivers services that are suitable for, and accessible to, disabled people.	<i>63.6%</i>	83.2%*
COUNCIL TAX COLLECTION		
5 Cost of collecting council tax per chargeable dwelling.	<i>£13.17</i>	£12.73
6 a) Income due from council tax for the year excluding relief and rebates.	<i>£105.4m</i>	£107.4m
b) The percentage of income due from council tax for the year that is received by the end of the year.	<i>96.1%</i>	96.0%
PAYMENT OF INVOICES		
7 The percentage of invoices paid within 30 days of receipt	<i>86.9%</i>	84.1%

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ASSET MANAGEMENT			
8 a)	Proportion of gross internal floor area that is in satisfactory condition.	38.4%	68.5%
b)	Percentage of operational buildings that are suitable for their current use.	47.1%	53.5%
CULTURAL AND COMMUNITY SERVICES			
SPORT AND LEISURE MANAGEMENT		2007/08	2008/09
1	Number of attendances per 1,000 population for all pools	3,248	3,292
2	Number of attendances per 1,000 population for indoor sport and leisure facilities excluding pools in a combined complex	873	2,714
MUSEUMS			
3 a)	Number of visits to / usages of council funded or part funded museums per 1,000 population	468	578*
b)	Number of visits in part a) that were in person per 1,000 population	468	505
LIBRARY STOCK TURNOVER			
4 a)	Changes in adult library lending stock		
i	Additions per 1,000 population	150	156*
ii	Closing stock items per 1,000 population	1,849	1,809*
4 b)	Changes in children's and teenage library lending stock		
i	Additions per 1,000 population	123	117*
ii	Closing stock items per 1,000 population	1,142	1,148*
5 a)	Number of visits to libraries per 1,000 population	4,991	4,573
b)	The percentage of the resident population that are borrowers from public libraries	18.9%	18.0%
LEARNING CENTRE AND LEARNING ACCESS POINT USERS			
6 a)	Users as a percentage of the population.	12.4%	14.2%
b)	Number of occasions that terminals are accessed per 1,000 population.	338.7	406.4

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DEVELOPMENT SERVICES

PROCESSING TIME – PLANNING APPLICATIONS

	2007/08	2008/09
1 Percentage of applications dealt with within two months	52.5%	61.8%
a) Householder	24.0%	27.3%
b) Non-householder	37.3%	43.4%
c) Total		

APPEALS

2 a) Successful appeals as a percentage of determinations.	0.8%	0.6%
b) Successful appeals as a percentage of determinations that went to appeal.	43.4%	27.5%

DEVELOPMENT PLANS

3 Percentage of population covered by a Local Plan which has been adopted or finalised within the last five years.	100.0%	100.0%
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STATUTORY PERFORMANCE INDICATORS

EDUCATION AND CHILDREN'S SERVICES

PRIMARY SCHOOLS

2007/08

2008/09

1	The percentage of schools with occupancy of:		
	a) 40% or less	8.6%	9.9%
	b) 41 – 60%	21.1%	17.8%
	c) 61 – 80%	35.5%	34.9%
	d) 81 – 100%	20.4%	23.7%
	e) 101% or more	14.5%	13.8%

SECONDARY SCHOOLS

2	The percentage of schools with occupancy of:		
	a) 40% or less	0.0%	0.0%
	b) 41 – 60%	0.0%	0.0%
	c) 61 – 80%	11.8%	11.8%
	d) 81 – 100%	41.2%	47.1%
	e) 101% or more	47.1%	41.2%

EQUAL OPPORTUNITIES POLICY

3	The percentage of teachers in each of the following staff bands who are women:		
	a) Head and Deputy Head Teachers		
	i Secondary	32.1%	38.2%
	ii Primary	83.6%	85.5%
	iii Special	85.7%	87.5%
	iv Total	69.9%	73.5%
	b) All teachers including Head and Deputy Head		
	i Secondary	66.9%	67.1%
	ii Primary	93.9%	94.1%
	iii Special	92.3%	92.2%
	iv Total	80.8%	81.1%

CHILDREN'S REPORTER LIAISON

4	The percentage of Children's Hearing reports requested by the Reporter which were submitted within the target time	45.7%	43.1%
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SUPERVISION

5	Percentage of children that were seen by a supervising officer within 15 days as a result of new supervision requirements made during the year.	100.0%	100.0%
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LOOKED AFTER CHILDREN – ACADEMIC ATTAINMENT

6	Percentage of 16 or 17 year olds ceasing to be looked after away from home who attained:		
	i at least one SCQF level 3 (any subject)		
	a) at home	80.0%	52.9%
	b) away from home	28.6%	62.5%
	ii at least level 3 in English and Maths		
	a) at home	50.0%	29.4%
	b) away from home	28.6%	37.5%

RESIDENTIAL ACCOMMODATION STAFF QUALIFICATION

7	Care staff in Local Authority residential children's homes, who have appropriate qualifications for the level of post held.	72.0%	76.9%
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RESPIRE CARE

8	Per 1,000 population aged 0 – 17:		
	a) Number of overnight respite nights provided.	21.1	16.6%
	b) Percentage of respite nights not in a care home	18.8%	14.6%
	c) Number of hours daytime respite provided	1,273.8	1,271.6
	d) Percentage of daytime respite hours not in a day care centre	74.3%	74.4%

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HOUSING		
RESPONSE REPAIRS	2007/08	2008/09
1 The percentage of repairs completed within target times	<i>n/a</i>	93.9%
HOUSING QUALITY		
2. Percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard by criteria		
a) Tolerable standard	<i>n/a</i>	99.6%
b) Free from serious disrepair	<i>n/a</i>	96.3%
c) Energy efficient	<i>n/a</i>	49.4%
d) Modern facilities and services	<i>n/a</i>	83.7%
e) Healthy, safe and secure	<i>n/a</i>	38.9%
f) Total dwellings meeting SHQS	<i>n/a</i>	14.4%
MANAGING TENANCY CHANGES		
3 The percentage of rent due in the year that was lost due to voids	1.7%	1.5%
4 Average time to re-let dwelling that are:		
a) not low demand	<i>48 days</i>	45 days
b) low demand	<i>159 days</i>	85 days
c) the average number of days that low demand houses which were un-let at the year end had been un-let during the year	<i>432 days</i>	140 days
RENT ARREARS		
5 a) Current tenants' arrears as a percentage of net rent due	2.8%	3.4%
b) The percentage of current tenants owing more than 13 weeks rent at the year end excluding those owing less than £250	2.5%	3.6%
c) The percentage of tenants giving up their tenancy during the year that were in rent arrears	37.4%	36.4%
d) The average number of weeks rent owed by tenants leaving in arrears	7.8	8.2
e) The percentage of former tenants arrears written off or collected during the year	30.8%	27.3%
COUNCIL HOUSE SALES		
6 a) The percentage of house sales completed within 26 weeks.	87.8%	88.1%
b) Average time taken to sell houses.	<i>21 weeks</i>	21 weeks

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HOMELESSNESS

7 a) Permanent accommodation		
ii) Percentage of decision notifications issued within 28 days of initial presentation	<i>n/a</i>	81.4%
iii) Percentage who are housed	<i>n/a</i>	46.9%
iv) Percentage of cases reassessed within 12 months of completion of duty	<i>n/a</i>	7.8%
Temporary accommodation		
v) Percentage of decision notifications issued within 28 days of date of initial presentation	<i>n/a</i>	79.3%
vi) Percentage of cases reassessed within 12 months of completion of duty	<i>n/a</i>	8.6%
b) The proportion of those provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months	<i>n/a</i>	90.2

PROTECTIVE SERVICES

FOOD SAFETY: HYGIENE INSPECTIONS

2007/08

2008/09

1. Percentage of establishments actually inspected within time:		
a) Approved premises	79.8%	85.7%
b) Inspections required every 6 months	97.0%	100.0%
c) Inspections required every 12 months	96.5%	98.4%
d) Inspections required greater than 12 months	67.5%	82.2%

DOMESTIC NOISE COMPLAINTS

2 For those complaints requiring attendance on site, the average time between the time of complaint and attendance on site.	<i>56 hours</i>	45.8 hours
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NON-DOMESTIC NOISE COMPLAINTS

3 For those complaints requiring formal action, the average time to institute formal action.	<i>N/A days</i>	N/A days
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TRADING STANDARDS – COMPLAINTS AND ADVICE

4 a) Percentage of consumer complaints dealt with	68.7%	74.0%
b) Percentage of business advise requests dealt with within 14 days of receipt	94.8%	93.1%

INSPECTION OF TRADING PREMISES

4 Premises liable to inspection in the following categories where inspections were undertaken within time	90.3%	94.4%
a) High Risk (12 months)	83.7%	91.2%
b) Medium Risk (2 years)		

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ROADS AND LIGHTING		
CARRIAGEWAY CONDITION	<i>2007/08</i>	2008/09
1 Percentage of road network that should be considered for maintenance treatment:		
i) A class roads	<i>20.5%</i>	21.3%
ii) B class roads	<i>21.1%</i>	21.0%
iii) C class roads	<i>19.3%</i>	19.4%
iv) Unclassified roads	<i>35.6%</i>	25.9%
v) Overall	<i>26.8%</i>	22.7%
TRAFFIC LIGHT REPAIRS		
2 Percentage of traffic light failures repaired within 48 hours.	<i>89.5%</i>	89.1%
STREET LIGHT REPAIRS		
3 Percentage of street light failures repaired within 7 days.	<i>94.4%</i>	94.8%
STREET LIGHTING COLUMNS		
4. The proportion of street lighting columns that are over 30 years old.	<i>20.6%</i>	23.1%
BRIDGES – ROAD NETWORK RESTRICTIONS		
5. (a) The percentage of bridges failing European standards:		
i) Council	<i>6.5%</i>	6.3%
ii) Private	<i>25.0%</i>	26.2%
iii) Total	<i>7.3%</i>	7.0%
5. (b) The percentage of bridges with a weight or width restriction:		
i) Council	<i>0.1%</i>	0.1%
ii) Private	<i>0.0%</i>	0.0%
iii) Total	<i>0.1%</i>	0.1%

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WASTE MANAGEMENT		
REFUSE COLLECTION	2007/08	2008/09
1 a) Net cost of refuse collection per premise	£53.85	£53.99
b) Net cost of refuse disposal per premise	£103.70	£101.25
2 The number of complaints per 1,000 households	34.3	27.6
REFUSE RECYCLING		
3 The percentage of municipal waste collected by the Council that was composted or recycled	n/a	31.1%
CLEANLINESS		
4 The cleanliness index achieved following inspection of a sample of streets and other land	73	74
ABANDONED VEHICLES		
5 The proportion of abandoned vehicles removed within 14 days	78.2%	95.0%*