

PERFORMANCE INFORMATION 2009/2010

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 2009 – March 2010. Figures for 2008/09 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
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Statutory Performance Indicators			
		2008/2009	2009/2010
Sickness Absence			
1	The average number of working days per employee lost through sickness absence		
a)	Teachers	6.2	6.5
b)	All other local government employees	9.2	10.4
Equal Opportunities			
2a)	The percentage of women employees in the top 2% of earners among council employees.	40.1%	41.3%
b)	The percentage of women employees in the top 5% of earners among council employees.	56.3%	56.8%
Public Access			
3)	The percentage of buildings from which the council delivers services that are suitable for, and accessible to, disabled people.	83.2%	71.6%
Administration Costs			
4)	Gross administration cost per case	N/A	£72.68
Council Tax Collection			
5)	Cost of collecting council tax (All dwellings, not just chargeable)	£12.73	£13.30
Council Tax Income			
6a)	Income due from council tax for the year excluding relief and rebates.	£107.4m	£108.7m
b)	The percentage of income due from council tax for the year that is received by the end of the year	96.0%	95.7%
Payment Of Invoices			
7)	The percentage of invoices sampled and paid within 30 days of receipt	84.1%	87.7%
Asset Management			
8a)	Proportion of gross internal floor area that is in satisfactory condition.	68.5%	73.2%
b)	Percentage of operational buildings that are suitable for their current use.	53.5%	55.7%
Home Care/Home Helps			
9	Level of service		
a)	Number of people aged 65+ receiving homecare	2,117	2,125
b)	Total number of homecare hours per 1,000 population aged 65+	354.5	335.8
c)	Percentage of homecare clients aged 65+ receiving:		
i)	personal care	98.0%	98.2%
ii)	a service during evening / overnight	38.0%	40.8%
iii)	a service at weekends	67.1%	72.8%
Sport and Leisure Management			
10a)	Number of attendances per 1,000 population for all pools	3,292	2,941
b)	Number of attendances per 1,000 population for indoor sport and leisure facilities excluding pools in a combined complex	2,714	2,047
Museum Services			
11a)	Number of visits to / usages of council funded or part funded museums per 1,000 population	578	551
b)	Number of visits in part a) that were in person per 1,000 population	505	543
Use of Libraries			
12a)	Number of visits to libraries per 1,000 population	4,573	5,268
12b)	Number of borrowers and expressed as a percentage of the resident population	14.2%	17.5%
Processing Time – Planning Applications			
13	Percentage of applications dealt with within two months		
a)	Householder	61.8%	68.5%
b)	Non-householder	27.3%	35.8%
c)	Total	43.4%	50.0%
Response Repairs			
14	The percentage of repairs completed within target times	93.9%	95.7%
Housing Quality			
15)	Percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard by criteria		
a)	Tolerable standard	99.6%	100%
b)	Free from serious disrepair	96.3%	90.0%
c)	Energy efficient	49.4%	68.2%
d)	Modern facilities and services	83.7%	77.7%
e)	Healthy, safe and secure	38.9%	75.4%
f)	Total dwellings meeting SHQS	14.4%	37.3%

		2008/2009	2009/2010
	Managing Tenancy Changes		
16)	The percentage of rent due in the year that was lost due to voids	1.5%	1.6%
17)	Average time to re-let dwelling that are:		
a)	not low demand	45 Days	40 Days
b)	low demand	85 Days	77 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	140 Days	123 Days
	Rent Management		
18a)	Current tenants' arrears as a percentage of net rent due	3.4%	3.8%
b)	The percentage of current tenants owing more than 13 weeks rent at the year end excluding those owing less than £250	3.6%	3.9%
c)	The percentage of tenants giving up their tenancy during the year that were in rent arrears	36.4%	37.1%
d)	The average number of weeks rent owed by tenants leaving in arrears	8.2	9.2
e)	The percentage of former tenants arrears written off or collected during the year	27.3%	27.7%
	Homelessness		
19a)	Permanent accommodation		
ii)	Percentage of decision notifications issued within 28 days of initial presentation	81.4%	83.2%
iii)	Percentage who are housed	46.9%	60.4%
iv)	Percentage of cases reassessed within 12 months of completion of duty	7.8%	6.5%
	Temporary accommodation		
v)	Percentage of decision notifications issued within 28 days of date of initial presentation	79.3%	87%
vi)	Percentage of cases reassessed within 12 months of completion of duty	8.6%	10.5%
b)	The proportion of those provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months	90.2	89.7
	Domestic Noise Complaints		
20bi)	For those complaints requiring attendance on site, the average time between the time of complaint and attendance on site	45.8hrs	38.27hrs
	Trading Standards Complaints and Advice		
21aiii)	Percentage of consumer complaints dealt with within 14 days of receipt	74.0%	69.4%
21biii)	Percentage of business advise requests dealt with within 14 days of receipt	93.1%	94.3%
	Carriageway Condition		
22)	Percentage of road network that should be considered for maintenance treatment:		
a)	A class roads	21.3%	24.2%
b)	B class roads	21%	23.6%
c)	C class roads	19.4%	21.9%
d)	Unclassified roads	25.9%	29.8%
e)	Overall	22.7%	25.9%
	Refuse Collection		
23a)	Net cost of refuse collection per premise	£53.99	£56.80
23b)	Net cost of refuse disposal per premise	£101.25	£137.54
	Refuse Recycling		
24iv)	The percentage of municipal waste collected by the Council that was composted or recycled	31.1%	33.3%
	Cleanliness		
25)	The cleanliness index achieved following inspection of a sample of streets and other land	74	72

Local Performance Indicators - Corporate Management		
		2009/2010
	Responsiveness to the Councils Communities	
1)	Percentage of residents very or quite satisfied with council services	53%
	Revenues and Service Costs	
2)	The percentage of miscellaneous debt due that was collected during the financial year.	81.43%
3)	Actual spend as a percentage of budgeted spend	99.57%
	Assets	
4)	The percentage of planned expenditure on the capital plan achieved	58.78%
	Procurement	
5)	The percentage of spend with suppliers' incurred using procurement contracts.	5.26%
	Sustainable Developments	
6)	Quantity of Biomass energy consumed in council properties	3,206,000 kWhs
7a)	Quantity of energy consumed in council properties	183,318,000 kWhs
b)	Quantity of energy consumed by council street lighting	16,109,000 kWhs

Local Performance Indicators - Service Management		
		2009/2010
	Benefits Administration	
1)	The average time taken to process all new benefit claims and change of circumstances from the date of receipt to the date of decision	12.86 Days
	Community Care	
2)	The percentage of single shared assessments carried out within agreed service standards (currently 21 days for a community care assessment and 7 days for a home care assessment)	89.5%
3)	The percentage of people receiving personal care services whose service was provided within the service standard of 6 weeks from first contact	71.2%
4)	The percentage increase in respite provision(nights/hours):	
a)	for adults 18-64	72.16%
b)	for older people	5.34%
5)	The percentage shift in balance of spend between residential care (excluding respite care) and community based care (including care and support at home and in the community excluding respite)	0.61%
6)	The percentage of users and carers satisfied with their involvement in the design of care package	90.98%
	Criminal Justice Social Work	
7)	The percentage of court reports submitted by due date	99.08%
8)	The percentage of new probationers seen within 7 days	77.31%
9)	Average hours per week to complete community service orders	2.41
10)	The percentage of offenders offered community service- placement within 5 working days	54.95%
11)	The percentage of offenders who agree or agree strongly that they are satisfied with the support received from the service	65.57%
	Cultural & community services covering at least sport & leisure, museums, the arts and libraries	
12)	Percentage of facilities (Community centres, halls, sports centres, libraries, pools etc) rated within the top two categories in terms of suitability.	48.3%
13)	Total number of attendances at cultural programme events supported by Aberdeenshire Council	141,285
14)	Number of visits to key cultural services websites	399,411
15)	Number of participants, in Sports Development run programmes (including those delivered through the Active Schools programme and by coaches and instructors trained and mentored by Sports Development)	404,752
16)	Percentage of Adult learners who have achieved the goals in their own individual learning plans	54.8%
17)	Number of new projects/initiatives developed by community based groups/organisations with CLD support	0.87
	Planning (both environmental and development management)	
18)	The percentage of applicants/agents contacted within 20 working days of validation of planning application to advise of proposed actions	82%
19)	The percentage of applications for which letters requesting additional information were sent no later than 14 days after validation	89%
20)	The percentage of planning permissions conforming to supplementary planning guidance on carbon neutrality in new developments	100%
21)	The length of path in the Core Paths Plan opened or improved annually	17.6km
	The Education Of Children	
22)	Percentage of school buildings rated as good or satisfactory in terms of suitability in the Scottish Government School estate survey data	59.3%
23)	Percentage of teaching vacancies still unfilled 3 months after being identified	41.5%
24)	Percentage of school leavers who go on to positive destinations (i.e. employment, voluntary work, education or training)	90.10%
25)	Average rating of Aberdeenshire across key national measures of attainment at S4, S5 and S6 (1 = within top 10% of local authorities, 2 = within top 20% of local authorities etc)	2.70
26)	Percentage of schools inspected that received positive inspection reports (a "positive" inspection report is one in which Her Majesty's Inspectorate of Education assess the school as performing at least a "satisfactory" level across three key quality indicators)	85.70%
27)	Number of children and young people who have an integrated assessment plan in place to meet their needs	424

		2009/2010
	Child protection and children's social work	
28)	The percentage of children/families assessed or provided with a service within 28 days of referral	92.08%
29)	The percentage of reports to the reporter to the children's panel submitted within the required timescale	47.12%
30)	The percentage of children looked after away from home with 3 or fewer placements	89.89%
31)	The percentage of increase in respite provision for children with disabilities (overnight and community based)	13.87%
32)	The percentage of children who are removed (deregistered) from the child protection register who are placed back on (reregistered) within 12 months	3.76%
33)	The percentage of young people previously looked after who are in education, training or employment at age 18/19	30.30%
	Protective services including environmental health, and trading standards	
34)	The percentage of high risk premises visited within the timescale (trading standards)	100%
35)	The percentage of risk assessments of Type B private water supplies completed within 6 weeks of contact being made.	81.25%
36)	The percentage of the number of high risk premises inspected in terms of Health & Safety enforcement as set against the number of such premises allocated for inspection.	99%
37)	The percentage of the number of premises that are "broadly compliant" and "better than broadly compliant" in terms of food safety as set against the number of premises subject to intervention in the 6 or 12 months category.	63%
	Roads and lighting	
38)	Percentage of bridges with weight or width restriction	0.32%
39)	Percentage of road construction material recycled	2.56%
40)	Percentage of street lighting fault repairs completed within 7 days.	97.83%