

Serving Aberdeenshire a guide to council performance 2009/10



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Key to Facts and Figures "Traffic Lights"

 Green indicates an improvement in performance or a change of circumstances in 2009/10

 Amber indicates performance is consistent or that there were no obvious changes in circumstances in 2009/10

 Red indicates a drop in performance or a change of circumstances in 2009/10

Introduction

Welcome to Serving Aberdeenshire – a guide to council performance in 2009/10. This is Aberdeenshire Council's way of explaining how we have performed over the past year, our plans for the future and what it costs.

Aberdeenshire Council's Strategic Priorities set a clear direction for the council, guiding policy development, service delivery and effective use of our resources whilst championing continuous improvement.

The Strategic Priorities sit within six main themes:

- **Community well being**
- **Jobs & the economy**
- **Lifelong learning**
- **Sustainable environment**
- **Developing our partnerships**
- **Corporate improvement**

Under each theme we highlight some of the projects undertaken during the year aimed at delivering these priorities, accompanied by some facts and figures on our performance in these areas – including areas where we need to improve. We have also set out what we hope to achieve in the year ahead, all set in the context of a new financial climate which will bring many challenges and difficult decisions about our service priorities.

We are a council that listens and acts upon the views of our residents using our resources efficiently and effectively to meet the needs of the community. This has been reflected in the Shared Risk Assessment Assurance and Improvement Plan produced by a number of scrutiny bodies including Audit Scotland and Her Majesty's Inspectorate which states that: "The council has made good progress in delivering outcomes for communities."

Aberdeenshire Council provides a wide range of services to residents. With a growing and ageing population and ever-increasing pressure on our budgets, good forward planning is essential, as is finding new and more effective ways of delivering our services.

At a time when our government grant per head of population is now 13.6% below the Scottish average, placing Aberdeenshire last in terms of funding received in comparison to similar Scottish rural councils we are effectively underfunded by £69 million per year.

An additional £69 million could help us undertake many of the key actions for 2010/11 outlined within this report, better serving you, our residents. For further information please see www.aberdeenshire.gov.uk/fairshare and support our commitment to serving you even better.

Despite the extreme financial challenges facing the public sector, Aberdeenshire has the 15th lowest Council Tax in Scotland with spending and staffing levels 11.2% and 6.5% below the Scottish averages respectively.

We hope you find the information contained in this publication useful in finding out more about the council's work.

Anne Robertson, Leader; Colin Mackenzie, Chief Executive

Community well-being

Aberdeenshire is the best place to be, where the council is creating and sustaining the best quality of life for all, through happy, healthy and confident people who live in safe, friendly and lively communities.

Road Safety

Over the last 5 years the council has continued to work jointly with our partners across the North East of Scotland to reduce the number and severity of casualties on the road network.

Work is now ongoing to develop a new Road Safety Plan for the period 2010 to 2015. The plan will review progress over the last 5 years and set out new road safety targets supported by a framework of actions to achieve them.

- The percentage reduction in all child casualties on the roads within
- Aberdeenshire has reduced by 53.9%, significantly exceeding the council's target of a 50% reduction by 2010 when compared to the 1994-1998 average of 115 casualties



Photo courtesy of Press and Journal

Lessons learned from Stonehaven and Huntly flooding

Severe weather conditions led to extensive flooding throughout Aberdeenshire, with Stonehaven and Huntly particularly hard hit. Many people were forced to leave their homes and business was disrupted.

The council launched investigations into its handling of the flooding in the two towns. Reports described the outcomes of the investigations covering the build up to and cause of the flood, the emergency response, the recovery and future resilience. It found that the intense rainfall, coupled with the existing saturated ground conditions, resulted in a 1 in 200 year event.

The overall response was regarded as having been generally well run, considering the immense pressure placed on services from communities throughout Aberdeenshire – many of which were experiencing similar weather conditions.

The report highlights a number of learning points which are being implemented by the council. These include improved information sharing, better communications and the use of rest centres.

The vital role that a number of public agencies, community and voluntary organisations played in supporting local communities through recovery was also recognised.

Aberdeenshire is one of only a few councils subsidising the cost of flood gates and sandbags for residents.

Landslip prevention

During the year 12 landslips were reported in the area, many of them due to the heavy rains which fell during November. Two of the main landslips affected Pennan and Bervie Braes in Stonehaven.

Despite the land not being in council ownership the Scottish Government offered £500,000 towards the cost of securing the cliff face over Pennan, in addition to the £100,000 of council funds which enabled preventative works to be carried out.

During November 2009 further landslips occurred at Bervie Braes. In early 2010 confirmation was received that the Scottish Government had agreed to offer £2 million support for a remedial scheme, with a further £1 million coming from Aberdeenshire Council. Preparatory work is now underway to stabilise the Bervie Braes providing added security to around 100 properties in their shadow. Construction is scheduled to start in spring 2011.

Fuel poverty

The Scottish House Condition Survey (SHCS) reported on Fuel Poverty at a Local Authority level in May 2010. According to this information, 33% of households in Aberdeenshire are in fuel poverty, compared with 25% across Scotland.

The SHCS key findings also show that there are 10% of households in Aberdeenshire living in extreme fuel poverty, compared with 7% across Scotland as a whole.

Aberdeenshire Council is committed to tackling the issue of fuel poverty having approved the Aberdeenshire Fuel Poverty Strategic Outcome Statement and Action Plan in December 2009 which aims to meet the Scottish Government's target to eradicate fuel poverty, as far as is reasonably practical, by 2016.

As a result of the council's efforts:

- We have provided funding to the Aberdeenshire Energy Advice project enabling over 1100 households to receive in depth advice in addition to home visits and household energy efficiency reports
- Almost 60% of council houses meet the Scottish Housing Quality Standard for energy efficiency
- 70% of our houses now have 300mm of loft insulation, an increase of 1,996 properties over the previous year



Child protection

Aberdeenshire Council recognises that all of its employees have a responsibility to ensure that children are protected, all services are incorporating child protection awareness within staff inductions and in employee handbooks



Affordable Housing

Partnership working continues to enable the delivery of affordable housing across Aberdeenshire. During 2009/10 a total of 534 new affordable homes were built in Aberdeenshire; these included homes for rent, homes for purchase for first-time buyers; and homes for households with particular needs. Meantime work has started in relation to Aberdeenshire Council's new build programme – over the next two years a further 109 homes will be provided across Aberdeenshire both for rent and home ownership.

Keeping Aberdeenshire Safe

Aberdeenshire is a safe place to live and communities place a high value on their quality of life and wellbeing. The Council is committed, along with partners, to reducing the incidence of anti-social behaviour. They will always try to intervene as early as possible to resolve problems. This may be through the preferred methods of voluntary measure such as mediation, warning letters, acceptable behaviour contracts but also by formal measures such as ASBOs when necessary. Four ASBOs were granted within Aberdeenshire in 2009/10 bringing the current total of Orders in force to nine.

- Latest data shows that Aberdeenshire has one of the lowest rates of vandalism per 10,000 population in the country.
- Over the last 3 years, the ACSP, in conjunction with the police, helped effect a 22% reduction (was 2846, now 2219) in vandalism offences across the Shire. This has resulted in savings of over half a million pounds in the last year alone.
- Over the last 3 years, the ACSP helped effect a 19% reduction (was 2507 now 2024) in incidents of Youth Disorder across the Shire.



FACTS&FIGURES

- In 2009 Her Majesty's Inspectorate rated Aberdeenshire as "Good" in 5 out of 6 areas of their inspection of services to protect children and young people and "very good" in helping children to keep safe

- The number of visitors to Aberdeenshire country parks for 2009/10 declined by 1.5% (was 774,800 now 763,300) over the previous year despite the target being to achieve a 1% increase. However over the first nine months which were unaffected by the extreme weather conditions attendance increased by 2.5%

- 45% of available housing stock has been let to those who were unintentionally homeless in 2009/10 which is close to our target of 50%. By 2012, all individuals who have not made themselves homeless by personal choice should be re-housed according to their circumstances

- The percentage of children / families offered or provided with Housing and Social Work services which can include assessment within 28 days of referral dropped by 1% from the previous year. The Service remains committed to maintaining the very best standards and is currently undertaking continuous improvement activity including the Kaizen for Daily Improvement programme aimed at further improving performance

Key actions 2010/11

Continue progress towards the target of 10 Business Partnerships to increase the number of publicly available toilet facilities and undertaking condition surveys of all public toilet facilities to identify improvements

Complete the design of the remedial scheme for the Bervie Braes landslips and obtain necessary licences

Obtain the views of a range of people to inform the development of the new Road Safety Plan

Begin delivery on key actions in local Community Plans for 2010-2014 through partnership and community working

To progress flood protection schemes for Huntly and Stonehaven through ongoing community engagement, information distribution and public awareness

To continue to work towards ensuring all our housing stock meets the Scottish Housing Quality Standard by 2015

To support informal carers to enable them to continue to care through advice, guidance, homecare, respite and day care

To reduce the number of children looked after in "out of authority" placements

To provide support to help vulnerable tenants to sustain occupancy and prevent homelessness

To increase the programme of tobacco legislation enforcement activity in line with the Scottish Government's smoking prevention action plan

To upgrade loft and cavity insulation to our housing stock in South Marr and South Formartine

To support food premises to secure compliance with food law by working with our Food Safety team, applying enforcement action where necessary

Jobs & the economy

Aberdeenshire is the best area, where the Council works with partners to create and sustain the best quality of life for all through an enterprising and adaptable economy, that is the location of choice for high value national organisations, for expanding businesses and for social enterprises.

Aberdeenshire economic trends

Aberdeenshire residents continue to be amongst the highest paid in Scotland. At £626.45 gross weekly earnings, Aberdeenshire is the third highest in Scotland, significantly above both the Scottish and national average of £555.50 and £589.50 respectively.

These positive figures come at a time when unemployment in the area rose from 1.4 to 1.6% which continues to compare favourably with the Scottish average of 4.5%.

Aberdeenshire remains committed to building on its excellent economic and employment record through a range of initiatives including partnership working and local investment to ensure the best quality of life for all its residents.



Aberdeenshire wins Scottish Transport Local Authority of the Year

In October 2009, having been shortlisted in six categories demonstrating their achievements across a range of disciplines, Aberdeenshire Council was named "Scottish Transport Local Authority of the Year" for a second year running.

The team was commended for its approach to working in partnership with other local authorities as well as private sector partners and for their approach to a range of initiatives. The council also scooped an award for its Travel to School and Work schemes, an initiative that was developed in partnership with Highland Council.

Effective partnership working with bus operators such as Stagecoach Bluebird has brought many benefits to the travelling public in Aberdeenshire. For example development of the Quality Bus Corridors has seen a significant investment in new Bus Stops, Shelters and boarding kerbs. Comprehensive, up to date passenger information can now be accessed from the majority of bus stops. A network of information kiosks has been developed. Over 55% of bus services are now covered by Aberdeenshire Council through ticketing arrangements and there has been development of park and ride facilities in Ellon and Peterhead with further park and ride sites planned for the future.

Joint working between partners is not only confined to public transport initiatives and last year also saw further progress on various school transport safety initiatives including the launch of the "Bus Stop!" school transport safety DVD which was produced in partnership with Talisman UK.

Winter Maintenance

2009/10 saw one of the most prolonged spells of winter weather for a number of years. Extreme conditions across the entire UK led to severe shortages of road deicing salt, and robust contingency plans, including salt conservation measures, had to be put in place to ensure that our most important routes were kept clear of snow and ice - allowing commuters and businesses to continue to operate.



Fairer Scotland Fund

Through the Scottish Government's Fairer Scotland Fund allocation Aberdeenshire Council is working with its many partner organisations to help individuals, families and communities who experience poverty, inequality and deprivation. There is a wide range of work being supported through the Fairer Scotland Fund including the Aberdeenshire Literacies Project, Aberdeenshire Advice Services, CLAN, Health Points in Peterhead and Fraserburgh, the Future Jobs Fund initiative for young unemployed people, Buchan Dial a Bus, Huntly Health Project, Employment Support for those with mental health problems, the Out Reach Project through the Hotspot in Peterhead, and the Working for Families Project. For every £1 invested from this fund Aberdeenshire has been able to secure an additional £2.40 from other funding sources.



Regeneration of Fraserburgh

During 2009 the next phase in the regeneration of Fraserburgh began with the start of a new affordable housing development. The transformation of the north of the town is an important part of the Fraserburgh Masterplan, a multi million pound investment which represents one of the largest urban regeneration projects in the north of Scotland.

The Scottish Government contributed around £6 million to the building of 51 houses in Denmark Street by Langstane Housing Association and Aberdeenshire Council. The homes are expected to be complete by September 2010 and will include 13 shared equity houses to get people onto the property ladder under the government's LIFT scheme. This is in addition to the nearby Aberdeenshire Housing Partnership development which provides exceptionally energy efficient housing within a safe and attractive environment.

The overall revitalisation of the North Fraserburgh area involves strategies to enhance the area from a social, environmental and commercial perspective including a major shop enhancement scheme.

Centred upon the removal of redundant buildings and the provision of modern housing the scheme could yield up to £50 million of public and private investment, transforming the northern part of the town whilst boosting the local jobs market.

Energetica Progress


During the year significant progress was made with the development of the Energetica project. Energetica is a business inspired initiative that aims to position a 30 mile corridor along the A90 between Aberdeen and Peterhead as a home for energy related companies stimulating energy research, development and innovation. The aim is to create a technology lifestyle community showcasing the latest low carbon technologies supported by transport and energy strategies promoting sustainable living and low carbon emissions.


A Delivery Plan has been produced to set the overall context for the project and highlighting opportunities, assessing potential impact and identifying the required resources over the next few years.


At the heart of Energetica is an aspiration to shape development within the designated area so it achieves the project's vision of an attractive and quality location to live and work, founded on principles of energy efficiency, sustainable development and associated lifestyle. Work is underway on a design guide which will help developers to meet these aspirations.




FACTS&FIGURES

 The business survival rate in Aberdeenshire, based on VAT businesses, with almost 80% of businesses formed still trading three years later is higher than the Scottish average of 70%

 We are facilitating employment and training opportunities for a significant proportion of adults with learning disabilities, 27% of these adults in Aberdeenshire are in some form of employment compared with the national average of 14%

 The 2009 Citizen's Panel survey revealed that the use of public transport has remained relatively static since 2004 with over four in five respondents using it rarely or not at all. Aberdeenshire has higher than the national average levels of car ownership and is therefore less reliant upon public transport but continues to adopt a number of strategies and promote awareness of its services to ensure that they remain adaptable and meet the needs of our residents. For information on travel planning see www.aberdeenshire.gov.uk/travelplan

 An annual survey to identify the percentage of Scotland's roads that need to be considered for maintenance revealed that within Aberdeenshire this figure has increased from 22.7% in 2008/09 to 25.9% for 2009/10 indicating that there has been further deterioration over the past year. Despite this increase this figure is still within the target figure of 32% and Aberdeenshire continues to be ranked as one of the top five councils. However these figures do not take account of the effects of the extreme winter weather, which is estimated to have caused around £10 million of additional damage to the network. This is likely to be reflected in the figures over the coming years

Regeneration Strategy

The framework for Regeneration in Aberdeenshire comes as a result of monies from Scottish Government and will be utilised in the Regeneration Priority Areas mentioned in the Structure Plan i.e. Banff & Buchan, Buchan, and Kincardine & Mearns. Allocation of funding has been based on indicators such as the Scottish Indices of Multiple Deprivation and delivery will be in partnership with other organisations where appropriate.

Recession-Busting Support offered to Local Businesses

The Business Gateway Business Support programme introduced by the Scottish Enterprise in July 2003 provides a range of services including business information, business start-up support and services to existing businesses.

Since 2008, local authorities have undertaken responsibility for providing this support to business in their area. In the period of recession, Business Gateway introduced the Survive & Thrive project in April, 2009 as an additional service to help sustain business and preserve jobs during the recession. The programme, which is operating throughout Aberdeenshire focussed on practical advice and support on vital areas such as strategy, stabilisation, access to finance and marketing planning. 29 businesses were assisted during 2009/10 with 14 of these businesses receiving three or more days intensive support. An estimated 150 jobs were safeguarded and feedback, via e-mail and telephone surveys for the programme has been very positive. The programme has been extended into 2010/11.

Business advisors have been assigned to a business and together with the business owner the advisor will draw up a stabilisation plan and after this is put into practice, ideas on how to progress the business will be implemented. This is another facility which has been added to the range of services proving that flexibility for particular circumstances needs to be available and helping businesses safeguard and possibly increase jobs is paramount to the economy of Aberdeenshire.

Key actions 2010/11

To deliver key actions in the ACSEF Economic Action Plan, in particular to support the development of the Energetica corridor

To review the existing Local Transport Strategy

To deliver the Aberdeenshire Employability Strategy Action Plan which enables people to progress towards or get into employment, to stay in employment and move on in the work place

To develop a route assessment approach to our transport services to help identify and fund life-line services

Lifelong learning

Aberdeenshire is the best area with its special environment and diverse culture. It is the best possible place to live and learn, work and play and where working together for the best quality of life for all is the norm.



Museums accreditations

All 12 of the directly managed council museums have achieved Museums, Libraries and Archives Council registration / accreditation during a time which has seen an 11% average increase in the number of visitors to museums in the Aberdeenshire area.



Library developments

Peterhead Library refurbishment is complete and reopened to the public in March 2010.

The interior features contemporary and comfortably furnished reading areas, study and ICT zones, and a colourful new storytime corner for younger visitors. The cultural traditions of the Peterhead area are reflected in a large glazed photographic screen featuring an historic image of the local fishing fleet, wallpanels celebrating the work of local poet Peter Buchan and contemporary prints of the Buchan coast by renowned national artist Jolomo. Visitors are also benefiting from the introduction of a self issue machine which enables customers to borrow items quickly and independently.

Plans for a replacement library to be located at Westhill Primary school are on schedule with building works including a new school extension scheduled for July 2011.

16+ Learning Choices

Through partnership working with schools the 16+ Learning Choices offer has been successfully implemented in Aberdeenshire. As a result of the More Choices, More Chances partnership, the number of young people in positive destinations post school in Aberdeenshire remains one of the highest in Scotland at 94.7% in 2009. Specific support has been given to ensure that all young people are included e.g. additional support for young carers and looked after children.

HM Inspection

In August 2009, HM Inspectorate of Education conducted an inspection of service to protect children and young people in the Aberdeenshire Council area. The report presents a positive picture of services in Aberdeenshire and found that services were good or very good across all of the areas inspected. The report also acknowledges the improvements made since the 2007 inspection.

Aberdeenshire's young people keep up the good work

2009 saw young people in Aberdeenshire maintain a high quality of exam results.

The overall pass rates at Higher and Standard Grade remained at a higher level than national figures.

The pass rate at Standard Grade Credit Level is down slightly (48% from 50%), though there was improvement in the overall pass rates at Intermediate 1 (77% compared with 75%).

The percentage of pupils gaining a pass at Grade A at Intermediate 1 increased from 29% in 2008 to 39% in 2009. Grade A passes in Advanced Highers increased from 23% to 24% over the same period.

Across most of the other levels, pass rates were in line with those seen last year.

Across the area's 17 secondary schools and four special schools, more than 7,000 pupils were entered for around 36,000 courses across the range of course levels.



New build projects

During the year the council approved plans to replace Ellon and Mearns Academies. The projects will be part funded by the Scottish Futures Trust which will provide funding for the schools on a like for like basis. The funding package is £11.5m for Mearns and £22.5m for Ellon and a condition of the funding is that both schools will be built by 2016. Sites are currently being considered and it is anticipated that Mearns will be programmed ahead of Ellon, although much of the development is expected to overlap.



FACTS&FIGURES

At March 2010 the percentage of secondary schools in which the ratio of pupils to available places is between 61% and 100% was 70.6% compared to 58.8% in the previous year

Based on the 2009 SQA examination results achievement and attainments in Aberdeenshire schools continues to be at a level above the national average. When benchmarked against the family of comparator authorities, Aberdeenshire was first on five of the measures, second on a further three and third in the remaining six

Due to a combination of renovation works and adverse weather, attendances at Aberdeenshire council swimming pools and sports facilities have declined by an average of 9% over the previous year

Key actions 2010/11

Progressing plans to update and, where necessary, replace school, cultural and sporting facilities eg new academies at Ellon and Mearns, new library at Westhill and a new swimming pool and community centre in Fraserburgh

The launch of new strategies for sport, culture and community learning and development which aim to increase participation and support the development of talent, including Active Aberdeenshire and the launch of a new membership card for leisure facilities

Introduce a new online booking system designed to make it easier for people to hire and pay for community use of schools and sports facilities

Implement Aberdeenshire's Curriculum Framework 3-18 and its entitlements for learners

Deliver exciting learning experiences for learners through a range of new technologies

Produce an assessment and reporting system to ensure we continue to improve attainment and achievement

Sustainable environment

Aberdeenshire is the best council, always looking to the future, finding new and more efficient ways of doing things. We raise awareness in others to secure changes in behaviour by individuals, communities, business and public sector partners to be a sustainable and carbon neutral region in the medium term.

School Energy Savings

Aberdeenshire Council's 172 schools account for almost half of the annual energy consumption for all public buildings in Aberdeenshire. The Energy Management team employs numerous methods to reduce energy consumption in the schools to decrease carbon emissions and costs including:

- Implementing a rolling programme of draught proofing works to windows and doors. Annually, these installations save 427 tonnes of CO₂ and 2.5 million kWh's of energy, equivalent to £76,000
- Installing swimming pool covers at various school and leisure facilities. Annually, these installations save 130 tonnes of CO₂ and 700,000 kWh's of energy, equivalent to £21,000
- Commissioning of a biomass boiler for Banff Academy and swimming pool, a similar boiler at Aboyne academy saves 600 tonnes of CO₂ annually and decreases the heating fuel bills by 25%




Household waste recycling

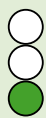
By the year 2020 more than half of household waste will need to be recycled. The final phase of a three stage rollout of a new collection service was completed in October 2006 bringing the total households covered by the new service to 100,000. There are now more than 160 recycling points and centres in Aberdeenshire.

The tonnage of waste recycled continues to increase year on year backing up the findings of the residents survey's which have indicated that 85% of respondents now recycle more as a result of these service changes (up from 70% in 2006).





FACTS&FIGURES

 Aberdeenshire Council negotiates significant levels of contributions from developers which are used for the benefit of communities. Incoming funds for 2009/10 were £1.6m, up 2.25% on the previous year. Over the last year funds have been spent on a number of projects including improvements to Banchory Town Hall, purchase of land for recreation and educational use in Huntly and the provision of CCTV in Fraserburgh.

 Aberdeenshire Council achieved its target of reducing the number of "single child" school trips made by car by 2.5% by 2010



 The annual review against the Climate Change Action Plan 2008 showed that progress has been made against some targets but not others, for example: emissions from energy consumption in council buildings have reduced by 3% since 2005/06 against a target reduction of 20% by 2012. Emissions from business mileage have risen by 6% against a target of 4% reduction. Aberdeenshire continues to find new and innovative ways of working including the mobile and flexible working arrangements available under the councils Worksmart programme to help tackle these issues

 The household waste recycling centre in Ellon has not yet been built, work is progressing on this project which will be completed during 2010/11

Structure Plan sets the vision for the future of Aberdeen City and Shire

In February 2010 Aberdeen City and Aberdeenshire councillors voted overwhelmingly in favour of the region's new Finalised Structure Plan which lays out an aspirational, 20-year vision for the City and Shire.

The Aberdeen City and Shire Strategic Development Planning Authority (SDPA) has drawn up the plan to ensure the region maintains and enhances its attractiveness and continues to develop sustainably over the next 20 years.

The document maps out a framework for the delivery of the new homes, businesses, transport infrastructure and facilities required to ensure continued prosperity.

It also stresses that the City and Shire must aim high – and earn a reputation for top-quality design and construction in which local people and the whole country can take pride.



Key actions 2010/11

Submission of a further draft of the revised Parks and Open Space Strategy to the Area Committees and Infrastructure Service Committee for approval and publication on the council's web site

Continue to deliver the council's Climate Change Action Plan objectives including developing renewable energy schemes and reducing business mileage

Continue progress towards achieving Fairtrade Zone status across Aberdeenshire

To progress towards implementation of the new duties imposed under the Climate Change (Scotland) Act 2009

To continue to reduce greenhouse gas emissions through reducing the impact of travel, energy consumption and waste whilst increasing recycling

To host a series of "Give and Take Days" across Aberdeenshire in conjunction with local environmental charities to allow the public to deposit unneeded items for re-use by others

To investigate the feasibility of increasing the frequency of the current fortnightly kerbside recycling service in urban areas to weekly and extending it to include weekly food waste recycling as part of the service

Developing ^{our} partnerships

Aberdeenshire is the best council, where the community planning framework and joint working with individuals, private and voluntary sector partners in the community ensures that people are involved, listened to and empowered and where excellent services are provided for all.



Community groups

Community economic development activities provide real support to developing community groups. Financial support was awarded to eight rural partnerships for activity in 2009/10 to support other community economic development groups in their area and to carry out community planning work.

Buchan Development Partnership continues to assist the Maud Village Trust to develop the former mart site. The various groups on site now employ over 70 people.

Community Asset Fund

The council's Community Asset Fund (which is matched by Scottish Enterprise) enabled ten community groups to either explore an income generating investment or invest directly in an asset that will create an income for the group.

Projects funded by Community Asset Fund in 2009/10 have created five jobs and in one project twenty volunteers were to be trained. Another project refurbished and increased the use of an historical building and three projects will include enhancing woodland areas.

Aberdeenshire Joint Equipment Service

In partnership with NHS Grampian, we have created the Aberdeenshire Joint Equipment Service. The new building was officially opened in May 2010 enabling the service to deliver an integrated approach to supplying, delivering, fitting and recycling occupational therapy aids and equipment to people at home throughout Aberdeenshire.



AWPR update

Following on from the Public Local Inquiry of early 2009 the Scottish Government considered the reporters findings and agreed in December that the route should move to the final stages prior to tender and construction.

Delivery of this crucial piece of infrastructure has been undertaken on a partnership basis with Aberdeen City Council and Transport Scotland since 2003 and is key to ensuring the Regional Transport, Structure Plan and Economic Development objectives for Aberdeen City and Shire are achieved through to 2021 and beyond.

Local Community Plans developed

The Aberdeenshire Community Planning Partnership formally brings together 12 partners from the public, private and voluntary sectors. The partnership works for the best quality of life for everyone in Aberdeenshire.

It does this by encouraging organisations to work together where appropriate, and to ensure that local communities are involved in decisions on services in their area. The aim is to provide more effective service delivery that meet local needs.

Local Community Plans have been developed in each of the six administrative areas of Aberdeenshire Council led by local community planning groups.

The six community plans have been put together with input from local people and identify the key actions to be taken by a range of partners over the next four years. Actions and targets are set out under the community planning themes of community well-being, jobs and the economy, lifelong learning, sustainable environment and developing our partnerships.

The plans are the result of significant engagement with local people to assess what the needs and priorities are for the local area. The local community planning groups consist of representatives from public sector agencies such as Aberdeenshire Council, Grampian Police, Grampian Fire and Rescue Service and NHS Grampian, as well as third sector and community representatives such as the Councils for Voluntary Service, the rural partnerships and community councils.

The plans are available to view online on the partnership's website at www.ouraberdeenshire.org.uk/localcommunityplans



FACTS&FIGURES

Through strengthened child protection arrangements across Grampian, Aberdeenshire now has its own multi agency Child Protection sub committee of the NESPC

Through Grampian Caredata we provide professionals and members of the public with free local care, community and health information. Aberdeenshire Council is currently ranked in the top 3 councils for the percentage of older people receiving free personal care

41% of citizens' panel members feel they do not have enough opportunity to influence decision-making in the community

Key actions 2010/11

To work with NESTRANS to help deliver the Aberdeen Western Peripheral Route (AWPR) to improve our transport and economic links

To implement the Health Protection Plan 2010 – 2012 in conjunction with NHS Grampian and neighbouring local authorities

To continue to work with Community Planning Partners to support communities to help make Aberdeenshire a sustainable and carbon neutral area in the medium term

To finalise a formal joint working arrangement with Aberdeen City Trading Standards Service covering issues such as shared projects and cross boundary working for the joint benefit of our residents



Corporate improvement

Aberdeenshire Council is the best council. It is a modern, effective organisation aiming to provide excellent services by finding new and more efficient ways of doing things, where the focus is on continuous improvement of the quality, efficiency and level of services provided for all.

Shared Risk Assessment Assurance and Improvement Plan

Aberdeenshire Council has recently undergone considerable scrutiny in light of the requirements of the Shared Risk Assessment Assurance and Improvement Plan. This risk assessment ensures that the level of scrutiny that Aberdeenshire receives is proportionate based on the assessed risks determined by the following scrutiny bodies:

- Audit Scotland
- Care Commission
- HM Inspectorate of Education (HMIE)
- Scottish Housing Regulator (SHR)
- Social Work Inspection Agency (SWIA)

This collaborative approach seeks to maximise the efficiency and effectiveness of scrutiny work and minimise the impact of this activity on the council.

The summary stated: "...The council has made good progress in delivering outcomes and quality services for communities."

The summary did indicate levels of uncertainties in a number of areas of performance but recognised that the council's new performance management framework should improve the quantity of performance indicators reported.

Treasury management

The credit crunch, the banking crisis and the economic climate have made the treasury management role within the council especially challenging over the last three years. However, the treasury team has risen to the challenge and successfully achieved savings throughout the current economic turmoil.

The team manages daily cash flows, money market investments and makes borrowing decisions to ensure that the funds are available to meet the council's expenditure programme. The team has developed a new system to help keep a close eye on bank interest rates and market prices to ensure we make best use of our financial resources.

The treasury team manages the council's money to obtain the best available deals at that time; leading to considerable savings for the council over the past few years. The savings made by the team helps the council balance its budget. This will become even more important in the future when public sector spending is cut.

Driving efficiency across the council

The Corporate Improvement and Performance section has a commitment to finding new and more efficient ways of doing things; our focus is on improving the efficiency of services that the council provides.

Our Kaizen for Daily Improvement (KDI) programme engages with all council staff and empowers them to increase efficiency, service level quality and focus on the needs of our customers.

The Council Tax teams in Fraserburgh and Inverurie have reduced the time taken to process 'change of circumstances' information received from our residents from an average of 11 weeks to 4 whilst our Peterhead housing repair depot reduced its outstanding jobs from a high of over 250 per month to an average of less than 40 per month.

We also focus on improved customer service through our Worksmart programme by looking at where and when services can be provided more flexibly and further improved through the use of new technology.

Over 300 staff have moved from being based within an office to having the ability to work at multiple locations across Aberdeenshire. Longer term, this will provide savings from reduced accommodation and travel costs.

In these increasingly challenging financial times it is essential that the council delivers its services to our residents in the most efficient and effective manner possible enabling us to do more for you within our tight resources. As corporate programmes, KDI and Worksmart will help us to achieve these goals."



Joint Aberdeenshire / Aberdeen City Council procurement unit achieves excellence

The joint Aberdeenshire and Aberdeen City Procurement Unit has attained the National Award for Team Excellence and also came second out of all 32 Scottish Councils in the Procurement Capability Assessment.

Both councils have worked in partnership to transform purchasing activity by combining our efforts to develop a fully shared service. Creation and implementation of collaborative contracts at local and national level has identified joint savings for the councils of £25 million over 5 years. Over £12 million of this figure has been achieved since the start of 2008.

Customer Contact Centre – providing better services to the community

Aberdeenshire Council's Contact Centre, based in Fraserburgh is responsible for delivering front-line telephone services to internal and external customers of the council. It provides a first point of contact for the public in many areas of the council's work, resolving issues on the first contact where possible, while ensuring the highest standards of customer care and service are maintained.

The services currently being delivered by the Contact Centre are council tax, benefit fraud, housing repairs, job applications, lair ornamentation, public conveniences, roads, street lighting, waste, zero tolerance, Home Care general enquiry line and Acute hospital referral line.

Staff within the Contact Centre undergo a rigorous training programme including customer service training, local knowledge training and multiple system training. All employees are multi-skilled to handle all incoming service requests, ensuring that any cross-service requests are handled by one member of staff only.

Technology has assisted the Contact Centre greatly in delivering this excellent service as the state-of-the-art computerised Customer Relationship Management (CRM) system has numerous benefits for the council and the customer, including:

- Recording and monitoring all customer requests
- The ability to link directly into back office computer systems
- Guiding the customer advisor to ask all the right questions
- Providing better information to the customers
- Allowing information to be shared consistently over different services

- The Customer Contact Centre continually delivers more than
- 75% of calls received to a satisfactory conclusion at the first
- point of contact

FACTS&FIGURES

- National data (September 2009)
- shows that Aberdeenshire Council
- employs 39.6 full time equivalent staff per 1,000 population compared with the average for Scotland of 42.38 emphasising the council's commitment to economic and efficient service delivery for its residents

- Currently 53.5% of council buildings
- are classified as suitable for their current use, ranking Aberdeenshire 28th out of the 32 Scottish councils. Aberdeenshire is carrying out a programme of condition surveys to obtain a more accurate baseline of the condition of council buildings which will be used to measure the success of the initiatives contained in the council's asset management strategy
-



Employee health and well-being

Government initiatives are continually highlighted in the media suggesting ways we can look after or improve our health. Even small changes in diet and exercise can help fight against heart disease, strokes and cancers and lead overall to a healthier lifestyle.

Aberdeenshire Council is committed to looking after the well-being of our employees, and as a large employer, we are in a unique



position to educate, motivate and support them. Improvements to the health of our employees can beneficially impact not only on their health and quality of life, but also on that of their families, as well as the wider community as a whole.

Scrutiny and Audit

The Scrutiny and Audit Committee is one way councillors contribute to continuous improvement. In reviewing Council performance, it focuses on the effectiveness of policies and service delivery and looks for potential improvements. Investigations arise from resident feedback, customer complaints, or performance issues. Those with the greatest potential impact, or where the highest level of concern expressed, are chosen.

Recent examples where changes have happened following a Scrutiny and Audit investigation are:

- Policy Led Budgeting can change the way budget information is presented and decisions are made, ensuring the most effective and efficient delivery of services. This will make understanding of budget choices and assessment of conflicting funding needs easier.
- The public toilet review has created several "changing places" style facilities. Five are already in place and more are planned as part of the refurbishment of swimming-pool changing-areas.
- "Comfort partnerships" also increased, allowing a more cost-effective provision - and acceptable standard - of publicly available toilets across Aberdeenshire.
- The recommendations of the sports facilities review are being progressed. Potential trust status for sports and leisure facilities is being investigated, along with the establishment of user-friendly leisure access cards and electronic bookings and payments, to make it easier for residents to use our leisure facilities.

Key actions 2010/11

To continue to progress against the revised Disability Discrimination Act (DDA) to ensure that all public facing buildings meet the requirements of the Act by 2012

To complete the programme of condition surveys to assess building condition and suitability to baseline progress against our asset management strategy

To lead the development of a revised Asset Management Plan covering all council assets to support the development and implementation of maintenance strategies

To further develop customer contact and satisfaction through the development of a second contact centre, implementation of a Westhill Service point and refurbishment of the Huntly Service Point. A feedback system will be rolled out to all Services to identify and implement further improvement actions to meet the needs of our customers

To embed policy led budgeting into the council's management of its financial resources to ensure that our income and spending reflects our service delivery to our residents

To implement a corporate debt system to improve the information we hold on money due to the council and to help us to improve our collection of it

To progress the rollout of the Kaizen for Daily Improvement programme across all Services with a view to embedding continuous improvement activity as part of our daily working activity

To transfer all corporate contracts onto the council's electronic purchasing system in order to maximise purchasing savings whilst minimising administration time requirements

To develop the Procurement Strategy and awareness of the Procurement unit and its role

Your views

Aberdeenshire Council is committed to being “The best area” and “The best council”, helping to create and sustain the best quality of life and providing excellent services for all. Throughout this report we’ve told you what we’re doing, how well we’re doing and where we need to make further progress under each of our six strategic priority themes.



As a council committed to meeting the needs of our residents and visitors to the area, what you think matters to us.

We have included a selection of the information expressed in the 2010 residents survey which shows how you think we’re performing under the first four strategic priority themes.

In the interest of balance we have shown the 2 highest and 2 lowest residents ratings in each category:

The council values the views of its residents and will consider the results of the 2010 survey in detail to better inform us in terms of future service delivery to you.

	% Rating as good or Very Good	% Rating as Poor or Very Poor	Number of respondents
Aspect of Community Well Being			
Ensuring child protection measures are in place to protect vulnerable children	45%	19%	398
Ensuring the needs of vulnerable adults are met	47%	23%	444
Tackling anti-social behaviour	20%	49%	559
Tackling issues caused by the misuse of alcohol or drugs	17%	52%	524
Aspect of Jobs and the Economy			
Promoting Aberdeenshire locally, nationally and internationally as a location for employment, living and leisure	41%	16%	633
Ensuring an adequate supply of employment, land and business premises across Aberdeenshire	37%	20%	554
Encouraging the development of new and existing businesses	29%	28%	619
Encouraging the Scottish Government and others to deliver the necessary strategic transport links with the rest of Scotland, Europe and abroad	18%	48%	643
Aspect of Lifelong Learning			
Access to computer technology in education and learning services	57%	8%	635
Involvement of parents in schools	54%	12%	506
Meeting the leisure needs of disabled people	30%	30%	436
Meeting the leisure needs of older people	32%	33%	559
Aspect of Sustainable Environment			
Improving opportunities for people to recycle	58%	15%	893
Managing access to the natural environment	43%	13%	636
Managing sustainable development through effective land use planning	20%	35%	479
Encouraging the adoption of more sustainable travel methods in Aberdeenshire	22%	45%	658

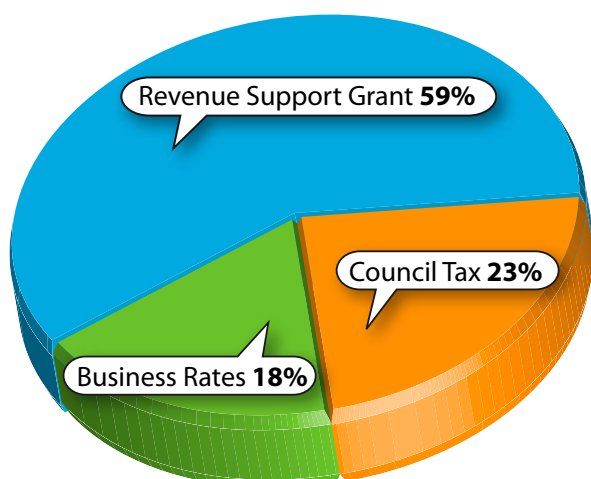
Financial overview

Aberdeenshire Council is committed to providing residents with a summary of the financial accounts which explain the main sources of council funding and how this was spent on services in 2009/10. This is based on the unaudited accounts of the council. A full copy of the council's Statement of Accounts is available for examination on request.

The council's accounts for 2009/10 will be audited by Audit Scotland and a full copy will be available for inspection.

Council spending is divided between Revenue and Capital with Revenue spending itself subdivided between Council Housing (the Housing Revenue Account) and all other services.

This chart shows the proportion of income received from Council Tax, Business Rates and Revenue Support Grant.



In 2009/10 the revenue generated by Council Tax, which comprises 23% of the total income on the council's General Fund, is the only part that can be varied at the council's discretion. This discretion was effectively removed from the 1st April 2008 with the freezing of Council Tax across Scotland.

Business Rates are set nationally by the Scottish Government, pooled and paid alongside Revenue Support Grant.

General Fund

The General Fund Account presents the cost of running all council services between April 2009 and March 2010.

	£'million
Education Services	240.1
Housing Services	7.9
Housing Revenue Account	(6.1)
Cultural & Related Services	21.5
Environmental Services	30.7
Roads & Transport Services	34.8
Planning & Development Services	12.8
Social Work Services	125.8
Central Services	6.6
Fire Services	10.2
Police Services	18.3
Corporate & Democratic Core Services	9.3
Non Distributed Costs	6.3
Exceptional Item	1.4
Net Cost of Service Expenditure	519.6
Less: Internal Charges for use of Council Assets	(43.6)
Add: Repayment of loans and interest on loans	31.1
Less: Appropriations and other internal accounting	24.7
Amount to be met from Government Grants and Local Taxation	531.8
Revenue Support Grant	(308.1)
Council Tax	(116.4)
Business Rates	(100.5)
Net General Fund deficit for year	6.8
Surplus balance brought forward	(23.1)
Surplus balance carried forward	(16.3)

Council Housing



The Housing Revenue Account (HRA) represents a statutory requirement to account separately for council housing provision. All expenditure must be met from rental income.

The HRA balance, although lower than anticipated by the 30 Year "Retention Plus" business plan agreed by the council for the HRA, is still healthy. The balance will be taken into account in subsequent revisions of the business plan. The Business Plan seeks to ensure that the future needs of the stock and of tenants can be met and are affordable.

	£'million
Income	
Council house rents (gross)	(36.2)
Other income	(5.8)
	(42.0)
Expenditure	
Repairs & Maintenance	12.6
Supervision & Management	8.2
Capital Financing Costs	5.4
Other Costs	25.1
	51.3
Net HRA deficit for year	9.3
Surplus balance brought forward	(29.1)
Surplus balance carried forward	(19.8)

The council owned the following types and numbers of houses as at 31st March 2010.

Sheltered Housing	1,546
bedsit	10
1 bedroom	3,598
2 bedrooms	5,150
3 bedrooms	2,501
4 + bedrooms	137
	12,942

Capital Expenditure

Capital expenditure generally represents money spent by the council on purchasing, upgrading and improving assets such as roads and buildings. The council receives the benefit from capital expenditure over a longer period of time.

Of the total capital expenditure of £73,172,000, £26,773,000 was financed through borrowing with the remainder being financed from a combination of the proceeds from the sale of assets, grants and a contribution from the revenue account.

	£'million
Site & Building Acquisition	1.1
Building Works	37.3
Furniture & Equipment	11.7
Works – Roads	17.7
Fees	5.4
	73.2

Balance Sheet

This represents what the council owns and is owed. It shows that the council is solvent and has sufficient funds to meet its obligations.

	£'million
Buildings, Land and Equipment owned by the Council	1,854.4
Stock and Work in Progress	3.8
Cash and Investments	19.3
Money owed to the Council	35.2
Money owed by the Council	(242.3)
	1,670.4
Financed by:	
Borrowing	(357.1)
Distributable Reserves	(46.4)
Non Distributable Reserves	(1,266.9)
	(1,670.4)

Summary of Revenue Monitoring



To secure proper financial management within Aberdeenshire Council, expenditure is monitored regularly throughout the year to ensure that spending remains as close as possible to budget. A summary comparing actual outturn to budget is shown below.

	Budget £'million	Actual £'million	Actual to Budget £'million
Education, Learning & Leisure	266.2	262.3	(3.9)
Housing and Social Work	130.6	134.0	3.4
Planning & Environmental Services	34.8	34.4	(0.4)
Transportation & Infrastructure	39.9	39.0	(0.9)
Chief Executive	10.0	9.8	(0.2)
Corporate Services	55.0	54.1	(0.9)
Councillors	1.9	1.9	0.0
Office Accommodation	3.8	3.5	(0.3)
Charges to HRA/Capital/Others	(24.3)	(24.9)	(0.6)
Sub Total	517.9	514.1	(3.8)
Trading Accounts	(2.0)	(0.7)	1.3
Capital Financing Charges	21.3	20.2	(1.1)
Cross Service Savings	(0.6)	0.0	0.6
Transfers to/(from) Statutory Funds	0.1	1.4	1.3
Transfers to/(from) Earmarked Reserves	(0.5)	(0.2)	0.3
Other Expenditure	0.0	(0.9)	(0.9)
Gross Expenditure	536.2	533.9	(2.3)
Revenue Support Grant	(307.7)	(308.1)	(0.4)
Business Rates	(100.5)	(100.5)	0.0
Council Tax	(116.3)	(116.4)	(0.1)
Total Income	(524.5)	(525.0)	(0.5)
(Replenishment)/Use of Balances	11.7	8.9	(2.8)

Summary Operating Financial Review

Financial Performance

For direct service provision, revenue expenditure was £3,778,000 less than budget. These underspends have arisen from a number of one-off savings which are unlikely to be repeated in future years. Expenditure on other items such as Capital Financing Costs, Trading Accounts and transfers to and from various council balances was £1,463,000 higher than anticipated resulting in gross expenditure being £2,315,000 below budget.

Actual income was £512,000 higher than budget. As a result the council's working balance decreased by £8,903,000, compared with a budgeted decrease of £11,730,000.

Council Reserves

In order to ensure that we can invest in service improvements to meet the needs of our residents and can respond to unpredictable events such as flooding and the unprecedented snow falls during 2009/10 the Council holds reserves that can be used to fund expenditure.

These are divided into three categories:

- **The Housing Revenue Account**

At 31st March 2010, the Housing Revenue Account balance stands at £19,772,000 compared with £29,086,000 at 31st March 2009.

This reduction is part of a deliberate strategy to fund capital expenditure from this balance, with a view to achieving longer term savings on our borrowing costs.

- **The General Fund**

At 31st March 2010, the General Fund balance stands at £16,303,000 compared with £23,101,000 at 31st March 2009.

The General Fund comprises a Working Balance and a number of earmarked balances. During the year, the Council used part of the General Fund balance for one-off enhancements to Services. The Council aims to maintain a minimum Working Balance of £7,000,000 to assist in the case of emergencies. The Working Balance stands at £9,531,000 and the Council has approved plans to reduce this balance to £7,000,000.

- **Statutory Reserves**

At 31st March 2010, the balance in the Statutory Funds stands at £10,303,000 compared with £9,005,000 at 31 March 2009. Statutory Funds allow the Council to provide certainty to Services in budgets where expenditure may vary dramatically from year to year. Where expenditure is higher than budget, the difference can be funded from the Statutory Fund, or where expenditure is less than budget, the balance is transferred to the Statutory Fund.

The total balance in these reserves is £46,378,000, so the Council's finances are healthy.

Council budget – the challenge ahead

In February, Aberdeenshire Council announced that it would need to deliver savings totalling £42 million over the next two years (2010/11 – 2011/12) in order to balance its budget. In light of further announcements being made by the UK Government, the situation may require savings at a higher level and the Council is looking at options to deliver 4% per annum over the next five years.

These are tough times and there are hard decisions to be made. Aberdeenshire Council delivers a large number of services which are at the very heart of our communities like educating our young people, caring for the elderly and supporting local businesses. We believe we are efficient but where we find inefficiency in our services, we will deal with this.

However, becoming more efficient will not deliver the level of savings we require in order to balance our budget and the financial situation presents us with an opportunity to redesign all our public services to serve our residents more effectively.

Councils have a great deal of experience of changing the way we do things, we have a lead role in our communities and we will work with our partners to find new ways of doing things which are right for our communities.

We know how much people value our services and the people who deliver them.

It is critical that communities have their say - we want you to get engaged but be realistic, help us to find solutions that will meet your local needs. Aberdeenshire Council launches its budget engagement programme in the autumn and everyone will have the chance to have their say about the way public services are delivered in the future.



Future challenges / areas for improvement

2009/10 has been another challenging year for all councils with ever increasing customer expectations in addition to greater financial pressures and the challenges of delivering against many new legislative requirements.

As a large rural authority, Aberdeenshire Council faces many challenges in delivering its services including:

- An ageing population, with the number of people over the statutory retirement age predicted to increase between 2006 and 2031 by nearly 67,500
- The population of Aberdeenshire is predicted to rise by around 19% by 2031, compared to average predicted growth of 5% for Scotland as a whole
- The provision of affordable housing in light of Aberdeenshire being one of the most expensive places to buy a house in Scotland
- The rural nature of the area, the roads and limited rail travel in terms of serving the residents of Aberdeenshire

Despite a number of favourable comments in the Shared Risk Assessment Assurance and Improvement Plan, as a forward thinking organisation Aberdeenshire Council continues to rise to these challenges and is constantly looking to the future to identify areas for further improvement.



We have identified a number of areas, including:

- progressing the rollout of additional customer service points across Aberdeenshire
- increasing the rate of new services being handled by the Customer Contact Centre and the cash efficiencies that these will bring for the council
- reducing the 2008/09 benefits new claims process timescale from 34.25 to 26 days
- improving our processes to enable Council Tax bills to be issued within target timescales
- progressing towards electronic document management in order to obtain storage and file retrieval benefits and to support mobile and flexible working
- enhancing purchasing contract management whilst streamlining the tendering process across the council along with the development of a robust way of evidencing and quantifying purchasing related savings
- improving customer service through increased uptake of electronic payment cards such as VISA and SWITCH for more of our services including registration and licensing income
- addressing the challenges posed in relation to the £10m of additional damage caused to the roads network as a result of the extreme weather over the winter period
- greater involvement with children, families and frontline employees in reviewing services to ensure that children's health needs are considered fully during investigations of children at risk of harm
- conducting a review of the Housing and Social Work assessment and care management procedures to ensure that service users are at the centre of our care planning activity
- developing options which allow older people to live at home with support as they become frail or develop dementia
- working with waste disposal contractors and other agents to reduce the disposal of waste to landfill and increase the range of materials for recycling to work towards meeting EU and Scottish Government 2010 national targets
- continuing to improve our performance in light of the findings contained in the Shared Risk Assessment Assurance and Improvement Plan
- addressing areas of localised deprivation in central Peterhead and north Fraserburgh
- progressing the council's continuous improvement and performance management framework



This is the Annual Public Performance Report for 2009/2010. If you have difficulty understanding this document and require a translation, or would like a copy in a larger print, please telephone 01224 664465.

Это годовой отчёт Районного Совета Абердиншир о выполненной работе за 2009/2010 год. Если у вас возникают затруднения в понимании этого документа и необходим его перевод, или вам требуется копия с более крупным шрифтом, пожалуйста, звоните по телефону: 01224 664465.

Ten dokument zawiera Sprawozdanie Roczne na temat Działalności Rady Miejskiej w roku 2009/2010. Jeśli masz problemy ze zrozumieniem tego dokumentu i potrzebujesz tłumaczenia, lub chciałbyś otrzymać odpis w dużym druku, proszę zadzwonić pod numer telefonu 01224 664465.

Tai 2009/2010 metu kasmetine valstybine darbo ataskaita. Jei jus turite sunkumu skaitant si dokumenta ir jums reikalingas isverstas variantas, ar noretumete isigyti kopija didelemis raidemis, prasau skambinkite tel. numeriu: 01224 664465.

Šī ir Ikgadējā Publiskā Atskaite par padarīto 2009/2010 gadā. Ja jums ir grūtības saprast šo dokumentu un ir nepieciešams tulkojums, vai arī ja jūs vēlētos saņemt kopiju ar tekstu lielākā iespaidumā, lūdzu zvaniet uz 01224 664465.

**For detailed performance information please see the council's website at
www.aberdeenshire.gov.uk/about/performance.asp**

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