

Aberdeenshire Performs

AUDIT SCOTLAND STATUTORY AND LOCAL INDICATORS –
PERFORMANCE 2010 / 2011

Welcome to Aberdeenshire Council's statutory and local indicators 2010/11 report.

Every year Audit Scotland prescribes a set of statutory performance indicators that all councils in Scotland must report annually. In addition, Aberdeenshire Council reports a set of 45 locally defined indicators that the Council believes evidence its ability to recognise and meet responsibilities under the 2003 Best Value legislation, demonstrating publicly that the council is securing Best Value, including a proper balance between quality and cost. The current locally defined indicators were approved by Policy & Resources Committee on 21 April 2011. The local indicators are identified within the relevant service's 2011-2014 Service Plan and provide evidence as to how well key service objectives are being achieved.

KEY

Indicators are grouped by theme.

Indicators marked * are statutory indicators and reported by every Council in Scotland.

↑¹ – Performance improved by 5% or more

↓² – Performance declined by 5% or more

Aberdeenshire
COUNCIL



THEME: COMMUNITY WELLBEING

Our aspiration - 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.

Indicator	2008/09	2009/10	2010/11	Performance Trend (compared to 09/10)
CW 1 Enhancing Community Safety				
The percentage of court reports submitted by due date	New 09/10	99.08%	94.71%	⬇️
The percentage of new probationers seen within 7 days	New 09/10	77.31%	61.44%	⬇️ ₂
Average hours per week to complete community service orders	New 09/10	2.41	2.35 hours	⬇️
The percentage of offenders offered community service- placement within 5 working days	New 09/10	54.95%	73.3%	⬆️ ₁
For domestic noise complaints requiring attendance on site, the average time between the time of complaint and attendance on site*	45.8hrs	38.27hrs	65hrs	⬇️ ₂
Percentage of consumer complaints dealt with within 14 days of receipt*	74.0%	69.4%	74%	⬆️ ₁
Percentage of business advise requests dealt with within 14 days of receipt*	93.1%	94.3%	92.6%	⬇️
The percentage of high risk premises visited within the timescale (trading standards)	New 09/10	100%	95%	⬇️ ₂
The percentage of risk assessments of Type B private water supplies completed within 6 weeks of contact being made.	New 09/10	81.25%	87%	⬆️ ₁
Average time taken to complete Type B private water supplies risk assessments	New 10/11	New 10/11	28 days	No comparison
Number of water supply improvement grants paid	New 10/11	New 10/11	201	No comparison
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.	New 09/10	99%	100%	⬆️

Indicator	2008/09	2009/10	2010/11	Performance Trend (compared to 09/10)
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.	New 09/10	63%	67%	↑ ₁
Percentage of street lighting fault repairs completed within 7 days.	New 09/10	97.83%	93.91%	↓
CW 2 Delivering Services for Children, Young People and Adults				
The percentage of children/families assessed or provided with a service within 28 days of referral	New 09/10	92.08%	87.27%	↓ ₂
The percentage of reports to the reporter to the children's panel submitted within the required timescale	New 09/10	47.12%	55.37%	↑ ₁
The percentage of children looked after away from home with 3 or fewer placements	New 09/10	89.89%	89.86%	↔
The percentage of increase in respite provision for children with disabilities (overnight and community based)	New 09/10	13.87%	-16.96%	↓ ₂
The percentage of children who are removed (deregistered) from the child protection register who are placed back on (reregistered) within 12 months	New 09/10	3.76%	1.54%	↑ ₁
The percentage of young people previously looked after who are in education, training or employment at age 18/19	New 09/10	30.30%	32.69%	↑ ₁
CW 3 Health and Care				
Total number of homecare hours per 1,000 population aged 65+*	354.5	335.8	355.4	↑ ₁
Percentage of homecare clients aged 65+ receiving:*				
• personal care	98.0%	98.2%	98.5%	↔
• a service during evening / overnight	38.0%	40.8%	41.3%	↑
• a service at weekends	67.1%	72.8%	73.0%	↔
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)	New 09/10	89.5%	83.6%	↓ ₂
The percentage of people receiving personal care services whose service was provided within the service standard of 6 weeks from first contact	New 09/10	71.2%	76.5%	↑ ₁

Indicator	2008/09	2009/10	2010/11	Performance Trend (compared to 09/10)
The percentage increase in respite provision(nights/hours):				
• for adults 18-64	New 09/10	72.16%	-22.09%	↓ ²
• for older people	New 09/10	5.34%	5.67%	↑ ¹
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)	New 09/10	0.61%	0.72%	↑ ¹
CW 4 Delivering Quality Housing Services				
Percentage of repairs completed within target times	93.9%	95.7%	95%	↓
Percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard by criteria*	14.4%	37.3%	47.6%	↑ ¹
The percentage of rent due in the year that was lost due to voids*	1.5%	1.6%	1.5%	↑ ¹
Average time to re-let dwelling that are:*				
• not low demand	45 Days	40 Days	26 Days	↑ ¹
• low demand	85 Days	77 Days	94 Days	↓ ²
Current tenants' arrears as a percentage of net rent due*	3.4%	3.8%	3.3%	↑ ¹
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%	3.0%	↑ ¹
The percentage of tenants giving up their tenancy during the year that were in rent arrears*	36.4%	37.1%	36.7%	↑
The average number of weeks rent owed by tenants leaving in arrears*	8.2	9.2	8.5	↑ ¹
The percentage of former tenants arrears written off or collected during the year*	27.3%	27.7%	23.6%	↓ ²

Indicator	2008/09	2009/10	2010/11	Performance Trend (compared to 09/10)
Permanent accommodation:*				
• Percentage of decision notifications issued within 28 days of initial presentation	81.4%	83.2%	78.2%	⬇️ ²
• Percentage who are housed	46.9%	60.4%	53.6%	⬇️ ²
• Percentage of cases reassessed within 12 months of completion of duty	7.8%	6.5%	4.9%	⬆️ ¹
Temporary accommodation:*				
• Percentage of decision notifications issued within 28 days of date of initial presentation	79.3%	87%	80.5%	⬇️ ²
• Percentage of cases reassessed within 12 months of completion of duty	8.6%	10.5%	6.1%	⬆️ ¹
The proportion of those provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months*	90.2%	89.7%	86%	⬇️
CW 5 Community Engagement/ CW 6 Promoting Inclusiveness				
The percentage of buildings from which the council delivers services that are suitable for, and accessible to, disabled people*	83.2%	71.6%	85.6%	⬆️ ¹
The percentage of users and carers satisfied with their involvement in the design of care package	New 09/10	90.98%	Not yet available	No Comparison
The percentage of offenders who agree or agree strongly that they are satisfied with the support received from the service	New 09/10	65.57%	71%	⬆️
Percentage of adults satisfied with Sports & Leisure Services (Residents Survey)	New 10/11	New 10/11	70%	No Comparison
Percentage of adults satisfied with Museums and Galleries (Residents Survey)	New 10/11	New 10/11	81%	No Comparison
Percentage of adults satisfied with Library Services (Residents Survey)	New 10/11	New 10/11	86%	No Comparison

THEME: JOBS & THE ECONOMY

Our aspiration – 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 smaller expanding businesses and for social enterprises

Indicator	2008/09	2009/10	2010/11	Performance Trend (compared to 09/10)
JE 2 Attract and Support Businesses				
Percentage of applications dealt with within two months:*				
• Householder	61.8%	68.5%	69.7%	↑
• Non-householder	27.3%	35.8%	39.7%	↑ ¹
• Total	43.4%	50.0%	52.4%	↑
The percentage of applications for which letters requesting additional information were sent no later than 14 days after validation	New 09/10	89%	89%	↔
JE 4 Maintain Road Network				
Percentage of road network that should be considered for maintenance treatment:*				
• A class roads	21.3%	24.2%	25%	↓
• B class roads	21%	23.6%	23.7%	↔
• C class roads	19.4%	21.9%	23%	↓ ²
• Unclassified roads	25.9%	29.8%	30.5%	↓
• Overall	22.7%	25.9%	26.7%	↓
Percentage of bridges with weight or width restriction	New 09/10	0.32%	0.23%	↑ ¹
Percentage of road construction material recycled	New 09/10	2.56%	3.73%	↑ ¹

THEME: LIFELONG LEARNING

Our aspiration – 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. It is the area where working together for the best quality of life for all is the norm.

Indicator	2008/09	2009/10	2010/11	Performance Trend (compared to 09/10)
LL 1 Effective Targeting of Resources				
Percentage of teaching vacancies still unfilled 3 months after being identified	New 09/10	41.5%	23.1%	↑ ₁
LL 3 Improved Achievement for All				
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)	New 09/10	2.7	3.6	↓ ₂
Percentage of school leavers who go on to positive destinations (i.e. employment, voluntary work, education or training)	New 09/10	90.1%	91.4%	↑
LL 4 Improve Inclusion and Participation Across the Service				
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 at least a “satisfactory” level across three key quality indicators)	New 09/10	85.7%	88%	↑
Number of children and young people who have an integrated assessment plan in place to meet their needs	New 09/10	424	520	↑ ₁
LL 5 Improved Access to Sports and Cultural Activities				
Number of attendances per 1,000 population for all pools*	3,292	2,966	3,051	↑
Number of attendances per 1,000 population for indoor sport and leisure facilities excluding pools in a combined complex*	2,714	2,064	2,125	↑
Number of visits to / usages of council funded or part funded museums per 1,000 population*	578	556	569	↑
Number of visits that were in person per 1,000 population*	505	548	501	↓ ₂
Number of visits to libraries per 1,000 population*	4,573	5,313	5,236	↓
LL 6 Enhanced Community Learning & Development				
Number of participants in youth work, adult learning and community capacity building	New 10/11	New 10/11	15,387	No Comparison

THEME: SUSTAINABLE ENVIRONMENT

Our aspiration – 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 measurable behaviour change by individuals, communities, business and public sector partners. Aberdeenshire will be a sustainable and carbon neutral region in the medium term e.g. by the year 2030.

Indicator	2008/09	2009/10	2010/11	Performance Trend (compared to 09/10)
SE 1 Reduce Aberdeenshire's Global Footprint				
Quantity of Biomass energy consumed in council properties	New 09/10	3,206,000 kWhs	Not yet available	No Comparison
Quantity of energy consumed in council properties	New 09/10	183,318,000 kWhs	Not yet available	No Comparison
Quantity of energy consumed by council street lighting	New 09/10	16,109,000 kWhs	Not yet available	No Comparison
SE 4 Protect and Promote the Natural Environment				
The length of path in the Core Paths Plan opened or improved annually	New 09/10	17.6km	9.4kms	⬇️ ₂
SE 5 Managing Waste				
Net cost of refuse collection per premise*	£53.99	£56.80	£54.12	↔️
Net cost of refuse disposal per premise*	£101.25	£137.54	£150.30	⬇️ ₂
The percentage of municipal waste collected by the Council that was composted or recycled*	31.1%	33.3%	32.4%	⬇️
The cleanliness index achieved following inspection of a sample of streets and other land*	74	72	73	↔️

THEME: CORPORATE IMPROVEMENT

Our aspiration – Aberdeenshire 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. The focus is on continuous improvement of the quality, efficiency and levels of service provided for all.

Indicator	2008/09	2009/10	2010/11	Performance Trend (compared to 09/10)
CI 1 Efficiency				
Gross administration cost per case*	Not Reported	£72.68	£66.47	↑ 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	Not Reported	12.86 Days	12.77 Days	↑
Cost of collecting council tax (All dwellings, not just chargeable)*	£12.73	£13.30	£11.40	↑ ¹
CI 2 Outcome Focus				
Percentage of residents very or quite satisfied with council services	New 09/10	53%	57%	↑ ¹
CI 5 The Best Workforce				
The average number of working days per employee lost through sickness absence:*				
• Teachers	6.2	6.5	5.8	↑ ¹
• All other local government employees	9.2	10.4	9.8	↑ ¹
The percentage of women employees in the top 2% of earners among council employees*	40.1%	41.3%	42.6%	↑
The percentage of women employees in the top 5% of earners among council employees*	56.3%	56.8%	57.7%	↑
CI 6 Managing Our Buildings and Assets				
Proportion of gross internal floor area that is in satisfactory condition*	68.5%	73.2%	74.4%	↑
Percentage of operational buildings that are suitable for their current use*	53.5%	55.7%	56.7%	↑
The percentage of planned expenditure on the capital plan achieved	New 09/10	58.78%	66.01%	↑ ¹

Indicator	2008/09	2009/10	2010/11	Performance Trend (compared to 09/10)
CI 7 Managing Financial Resources				
The percentage of income due from council tax for the year that is received by the end of the year*	96.0%	95.7%	95.8%	↔
The percentage of invoices sampled and paid within 30 days of receipt*	New 09/10	87.7%	87.3%	↔
The percentage of miscellaneous debt due that was collected during the financial year.	New 09/10	81.43%	79.53%	↓
Actual spend as a percentage of budgeted spend	New 09/10	99.57%	98.10%	↓
Value of efficiencies (savings) achieved through improved procurement	New 10/11	New 10/11	£2.8million	No Comparison