

## **STATUTORY PERFORMANCE INDICATORS**

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 following figures for Aberdeenshire Council are for April 2007 to March 2008. Figures for 2006/07 are also included where they are available.

If you have any comments or questions about this performance information, please contact the Director of Finance, Woodhill House, Westburn Road, Aberdeen, AB16 5GB.

### **Unreliable Indicators**

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

ASW 1: Community care services

CCS 3: Museum services

CCS 4: Library stock turnover

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

## STATUTORY PERFORMANCE INDICATORS

### ADULT SOCIAL WORK

COMMUNITY CARE ASSESSMENTS	2006/07	2007/08
1 Average taken to provide Community Care Services from first identification of need to first service provision	36 days	44 days*
<b>RESIDENTIAL ACCOMMODATION: STAFF QUALIFICATION</b>		
2 Care staff in Local Authority residential homes, who have appropriate qualifications:		
a) Older People	46.8%	49.0%
b) Others adults	54.9%	52.2%
c) Overall	48.4%	49.6%
<b>RESIDENTIAL ACCOMMODATION: PRIVACY</b>		
3 The percentage of all residential care places that are single rooms for the following groups for the following providers		
a) i Elderly people – Council	99.1%	86.5%
ii Elderly people – voluntary sector	99.1%	99.2%
iii Elderly people – private sector	91.0%	96.2%
b) i Other adults – Council	100.0%	100.0%
ii Other adults – voluntary sector	96.7%	97.9%
iii Other adults – private sector	91.3%	97.6%
Rooms with en-suite facilities		
a) i Elderly people – Council	30.8%	27.9%
ii Elderly people – voluntary sector	65.2%	60.3%
iii Elderly people – private sector	74.5%	79.4%
b) i Other adults – Council	7.7%	7.7%
ii Other adults – voluntary sector	15.2%	14.4%
iii Other adults – private sector	55.0%	63.4%
<b>HOME CARE/HOME HELPS</b>		
4 Total number of homecare hours per 1,000 population aged 65+ Percentage of homecare clients aged 65+ receiving:	314.5	299.1
a) personal care	93.8%	97.3%
b) a service during evening / overnight	32.2%	36.3%
c) a service at weekends	58.2%	62.6%
<b>RESPIRE CARE</b>		
5 a) Total overnight respite nights provided per 1000 population aged:		
i 65+	385.3	423.7
ii 18 – 64	47.6	27.6
b) Percentage of respite nights not in a care home per 1,000 population aged:		
i 65+	4.5%	4.2%
ii 18 – 64	28.4%	41.2%
c) Total daytime respite hours provided per 1,000 population aged		
i 65+	1,418.3	1,403.8
ii 18 – 64	129.1	122.3
d) Percentage of daytime respite not in a care home per 1,000 population aged:		
i 65+	98.7%	99.6%
ii 18 – 64	99.5%	100.0%

## STATUTORY PERFORMANCE INDICATORS

### CRIMINAL JUSTICE

6	Proportion of reports submitted to courts by due date	99.1%	<b>99.2%</b>
7	Proportion of new probationers seen by a supervising officer within one week	64.3%	<b>61.5%</b>
8	Average number of hours per week to complete community orders	2.4	<b>2.4</b>

### BENEFITS ADMINISTRATION

BENEFITS ADMINISTRATION		2006/07	2007/08
1	Gross administration cost per case	£56.34	<b>£62.13</b>
2	Average time to process:-		
	(i) new claims	33.8 days	<b>29.6 days</b>
	(ii) change of circumstances	17.5 days	<b>20.5 days</b>
3	Percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available at the determination	96.8%	<b>96.4%</b>
4	Housing benefits recovered as a percentage of housing benefit overpayments identified.	65.4%	<b>76.7%</b>
5	Housing benefits recovered as a percentage of total overpayments debt at the start of the year plus the in-year overpayments.	25.0%	<b>32.3%</b>
6	Percentage of housing benefits overpayments written off.	2.6%	<b>0.4%</b>

### CORPORATE MANAGEMENT

SICKNESS ABSENCE		2006/07	2007/08
1 a)	Number of days lost through sickness absence, expressed as a percentage of total working days available, for the following groups of staff:-		
	i Chief officers and local government employees	5.2%	<b>5.3%</b>
	ii Craft employees	6.0%	<b>6.6%</b>
	iii Teachers	3.9%	<b>4.2%</b>

### LITIGATION CLAIMS

2 a)	The number of civil liability claims incurred by the council in the year per 10,000 population.	18.5	<b>16.7</b>
2 b)	Claims as a percentage of the revenue budget.	0.1	<b>0.1</b>
2 c) i)	The number of civil liability claims incurred by the council, updated for 2005/06, per 10,000 population.	21.3	<b>19.6</b>
2 c) ii)	2005/06 claims (updated) as a percentage of the revenue budget.	0.1	<b>0.1</b>

## STATUTORY PERFORMANCE INDICATORS

EQUAL OPPORTUNITIES			
3 a)	The percentage of women employees in the top 2% of earners among council employees.	32.3%	<b>38.7%</b>
b)	The percentage of women employees in the top 5% of earners among council employees.	47.0%	<b>57.9%</b>
PUBLIC ACCESS			
4	The percentage of buildings from which the council delivers services that are suitable for, and accessible to, disabled people.	48.0%	<b>63.6%</b>
COUNCIL TAX COLLECTION			
5	Cost of collecting council tax per chargeable dwelling.	<i>£11.68</i>	<b>£13.17</b>
6 a)	Income due from council tax for the year excluding relief and rebates.	<i>£100.6m</i>	<b>£105.4m</b>
5 b)	The percentage of income due from council tax for the that is received by the end of the year.	95.9%	<b>96.1%</b>
PAYMENT OF INVOICES			
7	The percentage of invoices paid within 30 days of receipt	88.3%	<b>86.9%</b>
ASSET MANAGEMENT			
8 a)	Proportion of gross internal floor area that is in satisfactory condition.	34.0%	<b>38.4%</b>
b)	Percentage of operational buildings that are suitable for their current use.	40.3%	<b>47.1%</b>
CULTURAL AND COMMUNITY SERVICES			
SPORT AND LEISURE MANAGEMENT		2006/07	2007/08
1	Number of attendances per 1,000 population for all pools	3,172	<b>3,248</b>
2	Number of attendances per 1,000 population for indoor sport leisure facilities excluding pools in a combined complex	799	<b>873</b>
MUSEUMS			
3 a)	Number of visits to / usages of council funded or part funded museums per 1,000 population	537	<b>468*</b>
b)	Number of visits in part a) that were in person per 1,000 population	537	<b>468*</b>

## STATUTORY PERFORMANCE INDICATORS

### LIBRARY STOCK TURNOVER

4 a)	Changes in adult library lending stock		
i	Additions per 1,000 population	252	<b>150</b>
ii	Closing stock items per 1,000 population	1,937	<b>1,849</b>
4 b)	Changes in children's and teenage library lending stock		
i	Additions per 1,000 population	170*	<b>123*</b>
ii	Closing stock items per 1,000 population	1,136*	<b>1,142*</b>
5 a)	Number of visits to libraries per 1,000 population	5,256	<b>4,991</b>
b)	The percentage of the resident population that are borrowers from public libraries	20.2%	<b>18.9%</b>

### LEARNING CENTRE AND LEARNING ACCESS POINT USERS

6 a)	Users as a percentage of the population.	11.0%	<b>12.4%</b>
b)	Number of occasions that terminals are accessed per 1,000 population.	391.5	<b>338.7</b>

### DEVELOPMENT SERVICES

PROCESSING TIME – PLANNING APPLICATIONS		2006/07	2007/08
1	Percentage of applications dealt with within two months		
a)	Householder	71.3%	<b>52.5%</b>
b)	Non-householder	33.9%	<b>24.0%</b>
c)	Total	51.7%	<b>37.3%</b>

### APPEALS

2 a)	Successful appeals as a percentage of determinations.	0.7%	<b>0.8%</b>
b)	Successful appeals as a percentage of determinations that went to appeal.	50.9%	<b>43.4%</b>

### DEVELOPMENT PLANS

3	Percentage of population covered by a Local Plan which has been adopted or finalised within the last five years.	100.0%	<b>100.0%</b>
---	--	--------	---------------

### EDUCATION AND CHILDREN'S SERVICES

PRIMARY SCHOOLS		2006/07	2007/08
1	The percentage of schools with occupancy of:		
a)	40% or less	7.2%	<b>8.6%</b>
b)	41 – 60%	21.6%	<b>21.1%</b>
c)	61 – 80%	34.6%	<b>35.5%</b>
d)	81 – 100%	20.9%	<b>20.4%</b>
e)	101% or more	15.7%	<b>14.5%</b>

## STATUTORY PERFORMANCE INDICATORS

### SECONDARY SCHOOLS

2	The percentage of schools with occupancy of:		
a)	40% or less	0.0%	0.0%
b)	41 – 60%	0.0%	0.0%
c)	61 – 80%	5.9%	11.8%
d)	81 – 100%	35.3%	41.2%
e)	101% or more	58.8%	47.1%

### EQUAL OPPORTUNITIES POLICY

3	The percentage of teachers in each of the following staff bands who are women:		
a)	Head and Deputy Head Teachers		
i	Secondary	32.5%	32.1%
ii	Primary	87.6%	83.6%
iii	Special	87.5%	85.7%
iv	Total	73.1%	69.9%
b)	All teachers including Head and Deputy Head Teachers		
i	Secondary	66.3%	66.9%
ii	Primary	94.3%	93.9%
iii	Special	89.8%	92.3%
iv	Total	80.9%	80.8%

### CHILDREN'S REPORTER LIAISON

4	The percentage of Children's Hearing reports requested by the Reporter which were submitted within the target time	44.9%	45.7%
---	--	-------	-------

### SUPERVISION

5	Percentage of children that were seen by a supervising officer within 15 days as a result of new supervision requirements made during the year.	100.0%	100.0%
---	---	--------	--------

### LOOKED AFTER CHILDREN – ACADEMIC ATTAINMENT

6	Percentage of 16 or 17 year olds ceasing to be looked after away from home who attained:		
i	at least one SCQF level 3 (any subject)		
a)	at home	90.9%	80.0%
b)	away from home	52.9%	28.6%
ii	at least level 3 in English and Maths		
a)	at home	45.5%	50.0%
b)	away from home	47.1%	28.6%

### RESIDENTIAL ACCOMMODATION STAFF QUALIFICATION

7	Care staff in Local Authority residential children's homes, who have appropriate qualifications for the level of post held.	62.5%	72.0%
---	---	-------	-------

### RESPIRE CARE

8	Per 1,000 population aged 0 – 17:		
a)	Number of overnight respite nights provided.	21.3	21.1
b)	Percentage of respite nights not in a care home	9.2%	18.8%
c)	Number of hours daytime respite provided	440.3	1,273.8
d)	Percentage of daytime respite hours not in a day care centre	78.4%	74.3%

## STATUTORY PERFORMANCE INDICATORS

### HOUSING

<b>RESPONSE REPAIRS</b>	<i>2006/07</i>	<b>2007/08</b>
1 The percentage of repairs completed within the following targets:		
a) Call-outs – target 2 hours	<i>94.0%</i>	<b>95.8%</b>
b) Emergency repairs – target 24 hours	<i>91.3%</i>	<b>91.9%</b>
c) Urgent repairs – target 5 working days	<i>80.9%</i>	<b>94.6%</b>
d) Standard 1 repairs – target 10 working days	<i>79.7%</i>	<b>95.9%</b>
e) Standard 2 repairs – target 20 working days	<i>82.5%</i>	<b>95.6%</b>
f) Planned – target 40 days	<i>86.3%</i>	<b>97.2%</b>

### MANAGING TENANCY CHANGES

2 The percentage of rent due in the year that was lost due to voids	<i>2.40%</i>	<b>1.7%</b>
3 Average time to re-let dwelling that are:		
a) not low demand	<i>49 days</i>	<b>48 days</b>
b) low demand	<i>107 days</i>	<b>159 days</b>
c) the average number of days that low demand houses which were un-let at the year end had been un-let during the year	<i>389 days</i>	<b>432 days</b>

### RENT ARREARS

4 a) Current tenants' arrears as a percentage of net rent due	<i>3.8%</i>	<b>2.8%</b>
b) The percentage of current tenants owing more than 13 weeks rent at the year end excluding those owing less than £250	<i>3.0%</i>	<b>2.5%</b>
c) The percentage of tenants giving up their tenancy during the year that were in rent arrears	<i>38.2%</i>	<b>37.4%</b>
d) The average debt for those at c) above expressed as a percentage of average weekly rent	<i>876.4%</i>	<b>779.7%</b>
e) The percentage of former tenants arrears written off or collected during the year	<i>25.1%</i>	<b>30.8%</b>

### COUNCIL HOUSE SALES

5 a) The percentage of house sales completed within 26 weeks.	<i>85.6%</i>	<b>87.8%</b>
b) Average time taken to sell houses.	<i>22 weeks</i>	<b>21 weeks</b>

### HOMELESSNESS

6 a) The average time per case between presentation and completion of duty by the council for those cases assessed as homeless or potentially homeless	<i>17.6 weeks</i>	<b>18.6 weeks</b>
b) Percentage of cases reassessed as homeless or potentially homeless within 12 months of previous case being	<i>2.8%</i>	<b>2.8%</b>

### PROTECTIVE SERVICES

<b>FOOD SAFETY: HYGIENE INSPECTIONS</b>	<i>2006/07</i>	<b>2007/08</b>
1 Percentage of establishments actually inspected within time:		
a) Approved premises	<i>88.5%</i>	<b>79.8%</b>
b) Inspections required every 6 months	<i>98.9%</i>	<b>97.0%</b>
c) Inspections required every 12 months	<i>98.9%</i>	<b>96.5%</b>
d) Inspections required greater than 12 months	<i>71.5%</i>	<b>67.5%</b>

## STATUTORY PERFORMANCE INDICATORS

<b>DOMESTIC NOISE COMPLAINTS</b>			
2	For those complaints requiring attendance on site, the average time between the time of complaint and attendance.	<i>34 hours</i>	<b>56 hours</b>
<b>NON-DOMESTIC NOISE COMPLAINTS</b>			
3	For those complaints requiring formal action, the average time to institute formal action.	<i>101 days</i>	<b>N/A days</b>
<b>TRADING STANDARDS – COMPLAINTS AND ADVICE</b>			
4	a) Percentage of consumer complaints dealt with	<i>60.8%</i>	<b>68.7%</b>
	b) Percentage of business advise requests dealt with within 14 days of receipt	<i>92.1%</i>	<b>94.8%</b>
<b>INSPECTION OF TRADING PREMISES</b>			
4	Premises liable to inspection in the following categories where inspections were undertaken within time:		
	a) High Risk (12 months)	<i>89.9%</i>	<b>90.3%</b>
	b) Medium Risk (2 years)	<i>74.2%</i>	<b>83.7%</b>
<b>ROADS AND LIGHTING</b>			
<b>CARRIAGEWAY CONDITION</b>		<i>2006/07</i>	<b>2007/08</b>
1	Percentage of road network that should be considered for maintenance treatment:		
	i) A class roads	<i>28.9%</i>	<b>20.5%</b>
	ii) B class roads	<i>40.9%</i>	<b>21.1%</b>
	iii) C class roads	<i>25.3%</i>	<b>19.3%</b>
	iv) Unclassified roads	<i>50.6%</i>	<b>35.6%</b>
	v) Overall	<i>39.1%</i>	<b>26.8%</b>
<b>TRAFFIC LIGHT REPAIRS</b>			
2	Percentage of traffic light failures repaired within 48 hours.	<i>87.2%</i>	<b>89.5%</b>
<b>STREET LIGHT REPAIRS</b>			
3	Percentage of street light failures repaired within 7 days.	<i>94.9%</i>	<b>94.4%</b>
<b>STREET LIGHTING COLUMNS</b>			
4	The proportion of street lighting columns that are over 30 years old.	<i>20.7%</i>	<b>20.6%</b>
<b>BRIDGES – ROAD NETWORK RESTRICTIONS</b>			
5	(a) The number and percentage of bridges failing European standards:		
	i) Council	<i>85 / 7.8%</i>	<b>72 / 6.5%</b>
	ii) Private	<i>4 / 12.1%</i>	<b>11 / 25.0%</b>
	iii) Total	<i>89 / 7.9%</i>	<b>83 / 7.3%</b>
5	(b) The number and percentage of bridges with a weight or width restriction:		
	i) Council	<i>2 / 0.2%</i>	<b>1 / 0.1%</b>
	ii) Private	<i>0 / 0.0%</i>	<b>0 / 0.0%</b>
	iii) Total	<i>2 / 0.2%</i>	<b>1 / 0.1%</b>

## STATUTORY PERFORMANCE INDICATORS

### WASTE MANAGEMENT

REFUSE COLLECTION	2006/07	2007/08
1 a) Net cost of refuse collection per premise	£52.25	<b>£53.85</b>
b) Net cost of refuse disposal per premise	£115.12	<b>£103.70</b>
2 The number of complaints per 1,000 households	27.8	<b>34.3</b>

### REFUSE RECYCLING

3 The amount of municipal waste collected by the Council that was disposed of by the following methods:-		
i Landfilled	78.8%	<b>69.7%</b>
ii Composted	0.0%	<b>0.0%</b>
iii Recycled	21.2%	<b>30.3%</b>
iv Other recovery including energy from waste	0.0%	<b>0.0%</b>
v Percentage of waste that was landfilled that was biodegradable	47.7%	<b>63.0%</b>

### CLEANLINESS

4 The cleanliness index achieved following inspection of a sample of streets and other land.	-	<b>73</b>
--	---	-----------

### ABANDONED VEHICLES

5 The proportion of abandoned vehicles removed within 14 days	85.1%	<b>78.2%</b>
---	-------	--------------