

**PERFORMANCE INFORMATION 2005/2006**

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

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

The attached are the figures for Aberdeenshire Council for April 2005 – March 2006. Figures for 2004/05 are also included where they are available.

If you have any comments or questions about this performance information, please contact David Hughes, Chief Internal Auditor, Woodhill House, Westburn Road, Aberdeen, AB16 5GB Tel. 01224 664184. Fax 01224 664022. E-mail: [david.hughes@aberdeenshire.gov.uk](mailto:david.hughes@aberdeenshire.gov.uk)

## ADULT SOCIAL WORK

COMMUNITY CARE ASSESSMENTS	2004/05	2005/06
1 Average taken to provide Community Care Services from first identification of need to first service provision	-	<b>11 days</b>
<b>RESIDENTIAL ACCOMMODATION: STAFF QUALIFICATION</b>		
2 Care staff in Local Authority residential homes, who have appropriate qualifications:		
a) Older People	-	<b>44.8%</b>
b) Others adults	-	<b>52.8%</b>
c) Overall	-	<b>46.0%</b>
<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	100.0%	<b>99.2%</b>
ii Elderly people – voluntary sector	99.1%	<b>100.0%</b>
iii Elderly people – private sector	93.7%	<b>94.6%</b>
b) i Other adults – Council	100.0%	<b>100.0%</b>
ii Other adults – voluntary sector	96.2%	<b>95.0%</b>
iii Other adults – private sector	90.9%	<b>93.5%</b>
Rooms with en-suite facilities		
a) i Elderly people – Council	30.4%	<b>32.3%</b>
ii Elderly people – voluntary sector	66.7%	<b>56.6%</b>
iii Elderly people – private sector	84.4%	<b>74.1%</b>
b) i Other adults – Council	0.0%	<b>0.0%</b>
ii Other adults – voluntary sector	10.3%	<b>12.4%</b>
iii Other adults – private sector	60.6%	<b>56.5%</b>
<b>HOME CARE/HOME HELPS</b>		
4 Total number of homecare hours per 1,000 population aged 65+	294.9	<b>300.1</b>
Percentage of homecare clients aged 65+ receiving:		
a) personal care	82.8%	<b>91.1%</b>
b) a service during evening / overnight	27.1%	<b>29.5%</b>
c) a service at weekends	51.1%	<b>56.0%</b>
<b>RESPIRE CARE</b>		
5 a) Total overnight respite nights provided per 1000 population aged:		
i 65+	-	<b>435.0</b>
ii 18 – 64	-	<b>73.7</b>
b) Percentage of respite nights not in a care home per 1,000 population aged:		
i 65+	-	<b>7.8%</b>
ii 18 – 64	-	<b>41.9%</b>
c) Total daytime respite hours provided per 1,000 population aged		
i 65+	-	<b>1,435.4</b>
ii 18 – 64	-	<b>97.0</b>
d) Percentage of daytime respite not in a care home per 1,000 population aged:		
i 65+	-	<b>99.1%</b>
ii 18 – 64	-	<b>99.8%</b>
<b>CRIMINAL JUSTICE</b>		
6 Proportion of reports submitted to courts by due date	99.5%	<b>99.4%</b>
7 Proportion of new probationers seen by a supervising officer within one week	58.9%	<b>64.3%</b>
8 Average number of hours per week to complete community orders	3.5	<b>3.0</b>

## BENEFITS ADMINISTRATION

BENEFITS ADMINISTRATION	2004/05	2005/06
1 Gross administration cost per case	£66.08	£70.40
2 Average time to process:-		
(i) new claims	53.6 days	33.3 days
(ii) change of circumstances	6.9 days	22.3 days
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	93.4%	95.0%
4 Housing benefits recovered as a percentage of housing benefit overpayments identified.	-	64.0%
5 Housing benefits recovered as a percentage of total overpayments debt at the start of the year plus the in-year overpayments.	-	25.2%
6 Percentage of housing benefits overpayments written off.	-	1.9%

## CORPORATE MANAGEMENT

SICKNESS ABSENCE	2004/05	2005/06
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	4.5%	4.6%
ii Craft employees	3.0%	3.5%
iii Teachers	3.6%	3.5%

### LITIGATION CLAIMS

2 a) The number of civil liability claims incurred by the council in the year per 10,000 population.	21.1	20.1
2 b) Claims as a percentage of the revenue budget	0.1%	0.1

### EQUAL OPPORTUNITIES

3 a) The percentage of women employees in the top 2% of earners among council employees.	31.8%	32.2%
b) The percentage of women employees in the top 5% of earners among council employees.	42.5%	40.8%

### PUBLIC ACCESS

4 The percentage of buildings from which the council delivers services that are suitable for, and accessible to, disabled people.	28.3%	40.8%
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### COUNCIL TAX COLLECTION

5 Cost of collecting council tax per chargeable dwelling	£10.82	£11.24
6 a) Income due from council tax for the year excluding relief and rebates	£86.9m	£94.4m
b) The percentage of income due from council tax for the year that is received by the end of the year	95.3%	95.8%

### NON-DOMESTIC RATES COLLECTION

7 The percentage of income due from non-domestic rates that was received by the end of the year.	96.9%	96.7%
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### PAYMENT OF INVOICES

8 The percentage of invoices paid within 30 days of receipt	87.8%	87.0%
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## CULTURAL AND COMMUNITY SERVICES

### SPORT AND LEISURE MANAGEMENT

	2004/05	2005/06
1 Number of attendances per 1,000 population for all pools	3,708	3,165
2 Number of attendances per 1,000 population for indoor sport and leisure facilities excluding pools in a combined complex	542	771

### MUSEUMS

3 a) Number of museums operated by or financially supported by the Council	17	14
b) The percentage of museums registered under the museums and Galleries Commission (MGC) registration scheme	88.2%	85.7%

### LIBRARY STOCK TURNOVER

4 a) Changes in adult library lending stock		
i Additions per 1,000 population	104	230
ii Closing stock items per 1,000 population	2,095	1,938
4 b) Changes in children's and teenage library lending stock		
i Additions per 1,000 population	75	176
ii Closing stock items per 1,000 population	732	792
5 a) The percentage of the resident population that are borrowers from public libraries	22.3%	23.0%
b) Average number of issues per library borrower	25.0	26.4

### LEARNING CENTRE AND LEARNING ACCESS POINT USERS

6 a) Users as a percentage of the population	6.1%	8.5%
b) Number of occasions that terminals are accessed per 1,000 population	427.0	407.2

## DEVELOPMENT SERVICES

### PROCESSING TIME – PLANNING APPLICATIONS

	2004/05	2005/06
1 Percentage of applications dealt with within two months		
a) Householder	84.6%	75.6%
b) Non-householder	46.9%	37.9%
c) Total	65.5%	56.2%

### APPEALS

2 a) Successful appeals as a percentage of determinations	0.5%	0.3%
b) Successful appeals as a percentage of determinations that went to appeal	28.6%	20.4%

### DEVELOPMENT PLANS

3 Percentage of population covered by a Local Plan which has been adopted or finalised within the last five years	100.0%	100.0%
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## EDUCATION AND CHILDREN'S SERVICES

<b>PRIMARY SCHOOLS</b>	<i>2004/05</i>	<b>2005/06</b>
1 The percentage of schools with occupancy of:		
a) 40% or less	<i>7.1%</i>	<b>6.6%</b>
b) 41 – 60%	<i>23.2%</i>	<b>21.7%</b>
c) 61 – 80%	<i>26.5%</i>	<b>31.6%</b>
d) 81 – 100%	<i>25.2%</i>	<b>22.4%</b>
e) 101% or more	<i>18.1%</i>	<b>17.8%</b>
<b>SECONDARY SCHOOLS</b>		
2 The percentage of schools with occupancy of:		
a) 40% or less	<i>0.0%</i>	<b>0.0%</b>
b) 41 – 60%	<i>0.0%</i>	<b>0.0%</b>
c) 61 – 80%	<i>5.9%</i>	<b>0.0%</b>
d) 81 – 100%	<i>47.05%</i>	<b>47.1%</b>
e) 101% or more	<i>47.05%</i>	<b>52.9%</b>
<b>EQUAL OPPORTUNITIES POLICY</b>		
3 The percentage of teachers in each of the following staff bands who are women:		
a) Head and Deputy Head Teachers		
i Secondary	<i>44.1%</i>	<b>28.8%</b>
ii Primary	<i>87.6%</i>	<b>86.0%</b>
iii Special	<i>75.0%</i>	<b>77.8%</b>
iv Total	<i>80.5%</i>	<b>71.6%</b>
b) All teachers including Head and Deputy Head Teachers		
i Secondary	<i>66.0%</i>	<b>66.7%</b>
ii Primary	<i>94.1%</i>	<b>94.7%</b>
iii Special	<i>91.2%</i>	<b>91.0%</b>
iv Total	<i>80.7%</i>	<b>81.3%</b>
<b>CHILDREN'S REPORTER LIAISON</b>		
4 The percentage of Children's Hearing reports requested by the Reporter which were submitted within the target time	-	<b>48.1%</b>
<b>SUPERVISION</b>		
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.	<i>98.6%</i>	<b>93.0%</b>
<b>LOOKED AFTER CHILDREN – ACADEMIC ATTAINMENT</b>		
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)	<i>80%</i>	<b>71.4%</b>
ii at least level 3 in English and Maths	<i>60%</i>	<b>57.1%</b>
iii at least one Standard Grade	<i>80%</i>	<b>71.4%</b>
iv Standard Grade English and Maths	<i>60%</i>	<b>50.0%</b>
<b>RESIDENTIAL ACCOMMODATION STAFF QUALIFICATION</b>		
7 Care staff in Local Authority residential children's homes, who have appropriate qualifications for the level of post held.	-	<b>60.9%</b>
<b>RESIDENTIAL ACCOMMODATION PRIVACY</b>		
8 The percentage of rooms of all residential care places for children that are single rooms (by sector):		
i) Council	<i>100.0%</i>	<b>100.0%</b>
ii) Voluntary	<i>93.3%</i>	<b>85.7%</b>
iii) Private	<i>92.3%</i>	<b>76.9%</b>
The percentage of rooms of all residential care places for children that have en-suite facilities (by sector):		
i) Council	<i>7.1%</i>	<b>6.7%</b>
ii) Voluntary	<i>20.0%</i>	<b>14.3%</b>
iii) Private	<i>0.0%</i>	<b>0.0%</b>

## EDUCATION AND CHILDREN'S SERVICES (cont)

### RESPIRE CARE

9	Per 1,000 population aged 0 – 17:		
a)	Number of overnight respite nights provided.	-	<b>14.5</b>
b)	Percentage of respite nights not in a care home	-	<b>23.5%</b>
c)	Number of hours daytime respite provided	-	<b>340.7</b>
d)	Percentage of daytime respite hours not in a day care centre	-	<b>61.1%</b>

## HOUSING

### RESPONSE REPAIRS

	2004/05	2005/06
1	The percentage of repairs completed within the following targets:	
a)	Call-outs – target 2 hours	90.3% <b>88.8%</b>
b)	Emergency repairs – target 24 hours	83.0% <b>87.9%</b>
c)	Urgent repairs – target 5 working days	75.9% <b>76.6%</b>
d)	Standard 1 repairs – target 10 working days	77.1% <b>77.1%</b>
e)	Standard 2 repairs – target 20 working days	82.0% <b>80.3%</b>
f)	Planned – target 40 days	89.6% <b>88.8%</b>

### MANAGING TENANCY CHANGES

2	The percentage of rent due in the year that was lost due to voids	1.80%	<b>1.90%</b>
3	Average time to re-let dwelling that are:		
a)	not low demand	-	<b>51 days</b>
b)	low demand	-	<b>148 days</b>

### RENT ARREARS

4 a)	Current tenants' arrears as a percentage of net rent due	4.2%	<b>4.7%</b>
b)	The percentage of current tenants owing more than 13 weeks rent at the year end excluding those owing less than £250	3.7%	<b>4.3%</b>

### COUNCIL HOUSE SALES

5 a)	The percentage of house sales completed within 26 weeks.	68.0%	<b>53.2%</b>
b)	Average time taken to sell houses	25 weeks	<b>27 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	13.5 weeks	<b>15.3 weeks</b>
b)	Percentage of cases reassessed as homeless or potentially homeless within 12 months of previous case being completed.	12.6%	<b>3.0%</b>

## PROTECTIVE SERVICES

<b>FOOD SAFETY: HYGIENE INSPECTIONS</b>	<i>2004/05</i>	<b>2005/06</b>
1. Percentage of establishments actually inspected within time:		
a) Approved premises	-	<b>83.7%</b>
b) Inspections required every 6 months	98.7%	<b>98.2%</b>
c) Inspections required every 12 months	96.3%	<b>98.2%</b>
d) Inspections required greater than 12 months	83.4%	<b>79.4%</b>
<b>NOISE COMPLAINTS</b>		
2 a) Percentage of noise complaints settled at first contact with complainant on day of receipt	81.5%	<b>88.9%</b>
b) Percentage of complaints requiring further action that were completed within 14 days.	96.5%	<b>98.3%</b>
<b>TRADING STANDARDS – COMPLAINTS AND ADVICE</b>		
3 a) Percentage of consumer complaints dealt with within 14 days of receipt	74.3%	<b>75.3%</b>
b) Percentage of business advise requests dealt with within 14 days of receipt	91.6%	<b>95.5%</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)	72.5%	<b>78.7%</b>
b) Medium Risk (2 years)	52.0%	<b>47.6%</b>
c) Low Risk (5 years)	61.6%	<b>46.4%</b>

## ROADS AND LIGHTING

<b>CARRIAGEWAY CONDITION</b>	<i>2004/05</i>	<b>2005/06</b>
1 Percentage of road network that should be considered for maintenance treatment:		
i) A class roads	27.0%	<b>28.7%</b>
ii) B class roads	36.8%	<b>30.8%</b>
iii) C class roads	22.4%	<b>17.9%</b>
iv) Unclassified roads	35.8%	<b>45.5%</b>
v) Overall	31.0%	<b>33.2%</b>
<b>TRAFFIC LIGHT REPAIRS</b>		
2 Percentage of traffic light failures repaired within 48 hours	96.1%	<b>93.0%</b>
<b>STREET LIGHT REPAIRS</b>		
3 Percentage of street light failures repaired within 7 days	93.9%	<b>84.8%</b>
<b>STREET LIGHTING COLUMNS</b>		
4. The proportion of street lighting columns that are over 30 years old	23.5%	<b>25.3%</b>
<b>BRIDGES – ROAD NETWORK RESTRICTIONS</b>		
5. (a) The number and percentage of bridges failing European standards:		
i) Council	93 / 8.8%	<b>91 / 8.6%</b>
ii) Private	7 / 22.6%	<b>5 / 17.9%</b>
iii) Total	100 / 9.2%	<b>96 / 8.9%</b>
5. (b) The number and percentage of bridges with a weight or width restriction:		
i) Council	6 / 0.6%	<b>7 / 0.7%</b>
ii) Private	1 / 3.2%	<b>1 / 3.6%</b>
iii) Total	7 / 0.6%	<b>8 / 0.7%</b>

## WASTE MANAGEMENT

<b>REFUSE COLLECTION</b>		
	<i>2004/05</i>	<b>2005/06</b>
1 a) Net cost of refuse collection per premise	<i>£28.89</i>	<b>£33.63</b>
b) Net cost of refuse disposal per premise	<i>£68.89</i>	<b>£79.36</b>
2 The number of complaints per 1,000 households	<i>0.1</i>	<b>10.9</b>
<b>REFUSE RECYCLING</b>		
3 The amount of municipal waste collected by the Council that was disposed of by the following methods:-		
i Landfilled	-	<b>84.8%</b>
ii Composted	-	<b>4.5%</b>
iii Recycled	-	<b>10.7%</b>
iv Other recovery including energy from waste	-	<b>0.0%</b>
v Percentage of waste that was landfilled that was biodegradable	-	<b>63.0%</b>
<b>CLEANLINESS</b>		
4 The cleanliness index achieved following inspection of a sample of streets and other land	<i>72</i>	<b>70.3</b>