

Aberdeenshire Council Infrastructure Services

Aberdeenshire Performs – Year End Review of Service Plan and Actions

**Performance Indicators:
1st January– 31st March, 2011**

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Aberdeenshire Council
Infrastructure Services
Service Plan Performance Indicators and Actions: January – March 2011

CORE SERVICE OBJECTIVE								
Work with communities and partners to provide recreational opportunities in well maintained public spaces and facilities so ensuring that citizens of Aberdeenshire and visitors have access to resources and services which encourage healthy and productive lifestyles.								
Key performance measure	Ranking against 32 Local Authorities in 2009/10	Achieved in 2009/10	Target in 2010/11	Achieved in Quarter 1 2010/11	Achieved in Quarter 2 2010/11	Achieved in Quarter 3 2010/11	Achieved in Quarter 4 2010/11	Are We Getting any Better?
1.1 %age satisfaction with the Council’s Parks & Open Spaces (from residents survey)	N/A	71%	N/A	N/A	N/A	N/A	N/A	N/A
1.2 %age of undertakers expressing satisfaction with the burial grounds service provided by the Council	N/A	N/A	85%	N/A	N/A	N/A	90% (figure for 2010/11)	Yes
Commentary								
1.1 Biennial measure. Last measured in the 2010 Residents’ Survey.								
1.2 Outcome was 90% rated “Good”, or above, which exceeds target. This is biennial measure - Undertaker survey completed in October 2010								
Projects/actions that contribute to this objective								
Project/action			Are we on track?		Commentary			
1.3 Develop an asset management system. Complete data consistency check by January 2011			Yes		The data measurement and reconciliation is complete, all sites maintained are plotted and can now be accessed via Haggis, Maintenance squad routes have been reviewed, revised and implemented. Owner: Landscape Services Manager			
1.4 Deliver the landscape maintenance programme. Complete on programme and Budget			Yes		The 2010-2011 maintenance programme was completed with minimal slippage despite the prolonged and severe winter weather conditions, a slight under spend of the revenue programme is anticipated Owner: Landscape Services Manager			

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1.5 Complete Review of Parks and Open Spaces Strategy. Revised Strategy implemented by March 2011	Yes	Following significant revision the revised Parks and Open Spaces Strategy was approved at Infrastructure Services Committee on 27 January 2011 Owner: Landscape Services Manager
1.6 Review Caravan Park Management Rules and Charging Regime. Revised regime in place for 2011/12 season	Yes	The Caravan Park revised charging regime was approved as part of the Councils 2011-12 budget setting process, the amended fees & charges were introduced in March 2011 Owner: Landscape Services Manager
1.7 Review burial services policies Landscape Services issues. Implementation of new policies to support existing strategy	Yes	2 Draft reports regarding policy issues are being finalised prior to submission to Area Committees and then onward to ISC, These are:- 1. Indigent death, 2. Memorial installation accreditation scheme. (The indigent deaths policy will set out how the Council will deal with the burials of people who have no family/next of kin to arrange their funeral or whose family/next of kin are unable to cover the cost of the burial service). Owner: Landscape Services Manager
1.8 Review of Recreational Harbours. Revised regime in place for 2011/12 season	Yes	Though completed and implemented, consideration to be given over next 12 months as to how further savings in operational costs can be achieved. The possible transfer of management of harbours to trusts will also be examined. Owner: Projects Manager

CORE SERVICE OBJECTIVE

Manage and maintain the road network to ensure that the public road infrastructure is maintained to a high standard so that it is safe to use, enhances accessibility and supports commercial, industrial and residential development

Key performance measure	Ranking against 32 Local Authorities in 2009/10	Achieved in 2009/10	Target in 2010/11	Achieved in Quarter 1 2010/11	Achieved in Quarter 2 2010/11	Achieved in Quarter 3 2010/11	Achieved in Quarter 4 2010/11	Are we Getting Better?
2.1 Number of surface defect related insurance claims and %age where no payment is made because the specified timescales for identifying and repairing defects have been met.	N/A	88% (214)	75% (250)	72% (61)	88.5% (131)	87.8% (82)	89.47% (38)	No
2.2 The percentage of roads, as identified by the Scottish Road Maintenance Condition Survey, which should be considered for maintenance treatment (S)	3rd	25.9%	Below 32% and maintain position in top quartile	N/A	N/A	N/A	28.2% (annual figure for 2010/11)	No
2.3 Percentage of Road Network, Council Owned Bridges which have had, at some time during the monitoring period, an unplanned temporary closure, weight or width restriction. (Local Indicator)	N/A	0.32%	0.35%	N/A	N/A	N/A	0.36% (annual figure for 2010/11)	No

Commentary

2.1 Outcome is 85.26% (312) for the year, which exceeds the target. Although performance was better than the target, it was slightly worse than 2009/10. Performance only fell below target for the first quarter of 2010/11, but recovered well in subsequent quarters. This Performance Indicator is a measure of the effectiveness with which the road inspection and repair process is executed. As claims are normally only paid if there is demonstrable failure to adhere to our inspection and repair regime, the number of successful claims provides a reasonable proxy to measure performance. The base numbers are the total number of claims resolved in that quarter. It can take months to resolve a claim. Thus the number of claims resolved will not match the number of claims made each period.

2.2 Outcome is 28.2% for the year which exceeds the target. Although this shows a slight fall in the overall condition of our roads, Aberdeenshire is still one of the highest scoring councils in Scotland, and our place in the top quartile has been maintained. This is an annual indicator and is a Statutory Performance Indicator. A report on Scotland’s road network by Audit Scotland (Maintaining Scotland’s Roads), published in February 2011 outlined that over 70% of Aberdeenshire roads are in good condition.

<p>2.3 Outcome is 0.36% for the year. Although the outcome is marginally worse than the target, 0.36% equates to 5 bridges from a total of 1368 applicable bridges. This is an annual indicator. It has also been identified as a Local Performance Indicator for Aberdeenshire. The indicator shows the percentage of Road Network, Council Owned Bridges which have had, at some time during the period 1st April 2010 to 31st March 2011, an unplanned temporary closure, weight or width restriction.</p>		
<p>Projects/actions that contribute to this objective</p>		
Project/action	Are we on track?	Commentary
<p>2.4 Develop an asset management system for the Roads physical assets. Improved defect reporting and recording by January 2011.</p>	<p>Yes</p>	<p>Implemented and complete.</p> <p>Owner:- Quality and Resources Manager</p>
<p>2.5 Deliver the Annual Programme of works. Complete programme on time and budget</p>	<p>Yes</p>	<p>Across all areas the 2010-11 Road Maintenance programme has been delivered as planned within the budget.</p> <p>Another challenging winter period led to an increased need for reactive maintenance works, such as patching. This was accommodated from within the overall budget through a realignment of the spend profile across various maintenance strands.</p> <p>Increases in Electricity charges for Street Lighting were experienced again this year, and work will continue to upgrade and enhance our lighting stock to reduce unit consumption.</p> <p>Owner: Roads Managers</p>
<p>2.6 Review speed limits on all A and B roads within Aberdeenshire in line with national guidance by 2011 Complete review by end of 2011</p>	<p>Yes</p>	<p>The review of A and B road is progressing as programmed. The review of A and B roads within settlements should be complete by early Autumn 2011, with the remainder being complete by the end of the calendar year.</p> <p>Owner: Roads Managers</p>
<p>2.7 Provision of effective and efficient winter maintenance service Review operating procedures by November 2010; debrief by May 2011</p>	<p>Yes</p>	<p>During 2010 the effectiveness of the operational plan was reviewed, with a revised version being published in November 2010. Following completion of the winter period a full debrief was held in early May 2011. The results of this debrief will be fed into a full review of winter resilience during the summer of 2011. In addition we are currently</p>

		<p>carrying out an active role in reviews being undertaken at a national level, by various agencies, such as Scottish Government, COSLA and SCOTS. Through this engagement process we hope to shape the national debate. The outcomes of these external reviews will be fed into the internal review.</p> <p>Owner: Head of Roads and Landscape Services</p>
<p>2.8 Review Quarry Operations to explore additional opportunities. Complete review by March 2011</p>	<p>Yes</p>	<p>Initial investigations complete. Wider review of Roads Materials Unit underway.</p> <p>While work has been done on this issue, the main considerations have been to focus on the impact of spiralling oil prices and the impact these have had on bituminous products. However a number of trials have been progressed including the use of quarry bi-product in winter maintenance operations, recycling of additional material, alterations to constructions specifications to allow more use of recycled materials, and investigation into use of renewable energy. The management structure of the Roads Materials Unit is about to be subject to a full service review over the next 18 months, to ensure that the way in which these specialist services are delivered is fully integrated into the Roads and Landscape Services core functions.</p> <p>Owner: Interim Materials Manager</p>

CORE SERVICE OBJECTIVE								
Promote Aberdeenshire locally, nationally and internationally as a location for employment, living and leisure with an emphasis on energy, food and drink and tourism, attract and support businesses in order to develop an enterprising, adaptable economy that is the location of choice for high value employment, for smaller expanding businesses and for social enterprises.								
Key performance measure	Ranking against 32 Local Authorities in 2009/10	Achieved in 2009/10	Target in 2010/11	Achieved in Quarter 1 2010/11	Achieved in Quarter 2 2010/11	Achieved in Quarter 3 2010/11	Achieved in Quarter 4 2010/11	Are we Getting Better?
3.1 Through assistance provided by the Business Gateway increase business start up rates in Aberdeenshire year on year (VAT registered businesses).	N/A	560	137 per quarter	N/A	N/A	N/A	567 business start ups in 2010/11	Yes
3.2 Provide innovation grants and loans through the Support for Aberdeenshire Business Scheme. Measures:-								
• Number of businesses helped	N/A	33	35	N/A	N/A	N/A	41 businesses helped	Yes
• Number of jobs created or safeguarded	N/A	88	90	N/A	N/A	N/A	126 jobs created or safeguarded (annual figure for 2010/11)	Yes
Commentary								
3.1 The basis of this indicator has been revised slightly - measure based on net business formation in area. This has required a recalculation of performance for each quarter. To avoid any confusion year end figure only has been shown but a quarterly breakdown will be provided in future.								
3.2 This figure is reported annually. Target for 2010/2011 has been exceeded.								

Projects/actions that contribute to this objective		
Project/action	Are we on track?	Commentary
3.3 Work with Aberdeen City and Shire Economic Future to develop a cluster of excellence in Aberdeenshire for energy related and hydrogen technology to become known as the location for innovative energy related and hydrogen fuel technology – identified by the number of energy related business opportunities identified within Energetica	Yes	<p>Work in progress in partnership with Scottish Enterprise to develop a domestic combined heat and power/smart grid project.</p> <p>Owner: Industry Sector Manager</p>
3.4 Work with local communities in north Aberdeenshire to support Development Trusts and ensure sustainability. Target is 4 Development Trusts becoming sustainable.	Yes	<p>We are 'continuing to work towards sustainability with the 4 Trusts. Three of the four have established recurring sources of income but are not yet fully financially sustainable.'</p> <p>Owner ATP Coordinator</p>
3.5 Encourage new projects to come forward for European funding. Number of projects in Aberdeenshire that have successfully gained financial support from European Structural Funds (minimum project size is £200K)	Yes	<p>6 projects awarded funding. Five European Regional Development Fund (ERDF) Projects with activities in Aberdeenshire were awarded funding under the programme's Rural Development Priority. Aberdeenshire Council is directly involved in the following;</p> <ol style="list-style-type: none"> 1. Aberdeenshire Real Time Passenger Information (RTPI) System (<i>Lead</i>) 2. East Coast Renewables – Rural Supply-chain Development (<i>Partner</i>) 3. Rural Tourism Business Support (<i>Partner, as are Banff Coast Tourism Partnership and Royal Deeside Destination Management Organisation</i>) <p>The following are delivered by other agencies:</p> <ol style="list-style-type: none"> 1. New Seasonal Tourism Campaign (<i>Visit Scotland</i>) 2. Energetica Industry Park Peterhead (<i>Scottish Enterprise</i>) <p>In addition, the Aberdeenshire Community Planning Partnership was successful in securing funding from the European Social Fund for the 'Work 4U' project to help deliver their Employability Strategy.</p> <p>Owner European Services Executive</p>

<p>3.6 Organise or participate in exhibitions and trade missions outwith Aberdeenshire, utilising the Regional Identity to promote the area as a business and living location. Target – 3 per annum.</p>	<p>Yes</p>	<p>The 3 Key Conferences participated in were:- 1. ONS (Off-Shore Northern Seas) Stavanger 2. Visit Scotland Expo. 3. The Offshore Technology Conference (OTC) Houston (May 2010)</p> <p>Owner: Industry Sector Manager</p>
<p>3.7 Support the development of community and social enterprises to help them become self sufficient. Target is 10 projects per year</p>	<p>No Oversubscribed</p>	<p>During the year it was not possible to support as many enterprises as had been anticipated as Scottish Enterprise no longer contributes to the fund. This year the fund has been ended as part of the budget savings. However a new Asset Fund for Communities has now been set up to assist community groups to take on assets and services in order to bring in an income and so make the groups more sustainable.</p> <p>Owner: CED Coordinator</p>
<p>3.8 Work with partners to increase demand for locally produced wood pellets. Target is to generate 2000 tonnes additional demand per annum.</p>	<p>No Delayed but being progressed</p>	<p>Installed capacity increasing more slowly than expected because UK Government has delayed introduction of RHI payments to domestic customers.</p> <p>Owner: Industry Sector Manager</p>
<p>3.9 Promote innovation in food and drink industry – provide support to food and drink businesses to develop new products or enter new markets to improve profitability Target 3 businesses per quarter.</p>	<p>Yes</p>	<p>12 businesses attended the Innovation and Business Growth Programme which took place from April 2010 to February 2011.</p> <p>Owner: Grampian Food Forum Coordinator</p>
<p>3.10 Deliver actions identified in NESAG agricultural study – six actions to be complete by March 2011.</p>	<p>Yes</p>	<p>1. NESAG to provide sectoral leadership. Outcome: Coordinated meeting agendas, numerous consultation responses and lobbying activity (of European Commission) on behalf of NESAG. Website has been improved and updated.</p> <p>2. Identify and respond to issues likely to impact on Aberdeenshire rural economic activity. Outcome: Active involvement in Pack Inquiry on CAP post-2013 and on technical developments (agricultural sector); continuing to chair NE Scotland Forest Industry Cluster to promote</p>

innovation and collaboration in forest and timber industry; engagement with wide range of related agencies/businesses/individuals ranging from farm-based renewable energy to apiculture.

3. Organise NESAAAG Rural Forum and ensure it has form and outputs. Outcome: NESAAAG Rural Forum ran on 1 July 2010. Delivered to members a position statement on various rural sectors including arable, livestock and meat processing, forestry, renewables and environment

4. Advance common interests in the meat sector. Outcome: The study noted the high costs of inspection and compliance borne by meat processors on lower throughput volumes. Professor Charles Milne, the recently appointed Director of Food Standards Agency Scotland was invited to address these concerns at NESAAAG on 18th September 2009. The meat industry has since indicated its preference to lobbying FSA through its own trade body (SAMW) and so most RDO effort has been directed to supporting ancillary businesses such as Scot Proteins Ltd to increase the value of co-products.

5. Help expand range of markets for agricultural produce. Outcome: Active in supporting Aberdeenshire farmers markets leading to formation of Aberdeenshire Farmers and Community Markets Association, LEADER application and appointment of Katrina Barclay as Marketing Coordinator. Also ran seminar on public sector food procurement opportunities on 22 June 2010 and participated at launch of CPS Supplier Development Programme on 1 Sept 2010.

6. Knowledge and Technology Transfer. Outcome: Active support of initiatives with partners such as SAC, SAOS, NFUS, QMS and FCS. Council has been particularly supportive of Royal Northern Agricultural Society and its Good Farming Practice Awards – and its subsidiary RNCI

		<p>which provides on-farm learning opportunities for schoolchildren. The council has provided financial support for Countryside Live at Dunecht Estate on 12-13 June.</p> <p>Owner: Rural Development Officer</p>
3.11 Develop a supply chain for agriculture and fisheries industries with a greater degree of local control Target 6 successful European Fisheries Fund applications in Aberdeenshire per quarter.	Yes	<p>Achieved – over 50 applications from Aberdeenshire approved. Marketing officer appointed to promote Farmers and Produce markets.</p> <p>Owner: Fishing Industry Coordinator</p>
3.12 Provide financial support to recreational tourism businesses within the Cairngorms National Park area, Deeside and on the Banff Coast. Target 3 businesses/ groups per quarter receiving financial support	Yes	<p>As was reported to ISC in May (Funds Distributed By Economic Development Schemes 2010/11) support was given to 7 businesses and projects in this area including the Banffshire Coast Tourism Partnership and the Cairngorms and Deeside Tourism Partnership. Both of these bodies contain many businesses.</p> <p>Owner: Business & Community Support Manager</p>
3.13 Promote increased energy efficiency and lower heating costs in Community Groups. Target 12 Community Groups per annum interested in developing renewable energy projects	Yes	<p>We currently have 6 community groups actively engaged in developing community wind energy projects and a further 3 groups developing hydro projects. A number of groups have benefitted from Climate Challenge Fund grants including BERI (Banchory Energy Reduction Initiative) who are continuing their work promoting energy efficiency and renewable energy in and around Banchory.</p> <p>Birse Community Trust has also benefitted from a recent Climate Challenge Fund award to promote domestic energy efficiency and the development and supply of wood fuel from the community owned woodland.</p> <p>The Aberdeenshire Sustainable Community Halls initiative now has 86 member halls. All the halls have had an Energy Audit and a number of halls have undertaken energy efficiency measures based upon the recommendations of the audit report. Some of these halls have also installed or are intending to install renewable energy based heating</p>

		<p>systems including wood pellet boilers and air-source Heat Pumps.</p> <p>Owner Renewable Energy Development Coordinator</p>
<p>3.14 Work with ACSEF and other partners in order to grow the economy of the region and in doing so improve North East Scotland's position within the top 15 EU regions. Achieve a 2.5% GVA growth.</p>	<p>Yes</p>	<p>The most recent data relates to 2008 when GDP in the North East was 40,400 Euros per head - the 18th highest in the EU out of 271 regions.</p> <p>Gross Value Added - In 2008 the growth rate in the North East was maintained at 5.6%, the 2007 figure, while the Scottish and UK rates fell sharply.</p> <p>Owner: Business & Community Support Manager</p>
<p>3.15 Create new Economic Development Strategy defining the priorities for the area for the period 2011 – 2016. Produce new strategy by March 2011.</p>	<p>No Delayed but being progressed</p>	<p>Final Draft now going to IS Committee in August 2011. This is partly because the Members asked that the Draft Strategy go back to Area Committees.</p> <p>Owner: Business & Community Support Manager</p>

CORE SERVICE OBJECTIVE								
Assist individuals across Aberdeenshire with flexible childcare and support to help them access training, volunteering and employment opportunities.								
Key performance measure	Ranking against 32 Local Authorities in 2009/10	Achieved in 2009/10	Target in 2010/11	Achieved in Quarter 1 2010/11	Achieved in Quarter 2 2010/11	Achieved in Quarter 3 2010/11	Achieved in Quarter 4 2010/11	Are we getting better?
4.1 Through Working for Families support parents to access training and employment opportunities so that they can transfer from benefits/low pay to improved employment prospects – target is 60 families per quarter transferring from benefit/low pay to improved employment prospects.	N/A	109 transfers	240 transfers	N/A	N/A	N/A	224 New Client Registrations, 146 clients progressing to training and employment (annual figure for 2010/11)	Yes
Commentary								
4.1 Performance shows an improvement on last years position but was just below target. This measure covers clients transferring onto training schemes or into employment. Staffing issues in the first three quarters has made it difficult to deliver on target outcomes. Working for Families staff have now been offered two year contracts which should stabilise the workforce somewhat.								

CORE SERVICE OBJECTIVE								
Support the delivery of the Council’s Asset Management Plan through effective maintenance and management of the Council’s property assets so ensuring that citizens and visitors to Aberdeenshire have the best possible facilities in which to learn, work and play.								
Key performance measure	Ranking against 32 Local Authorities in 2009/10	Achieved in 2009/10	Target in 2010/11	Achieved in Quarter 1 2010/11	Achieved in Quarter 2 2010/11	Achieved in Quarter 3 2010/11	Achieved in Quarter 4 2010/11	Are we getting better?
5.1 Asset Management: Condition of Operational Buildings:- Gross Internal Floor Area and Proportion of Internal Floor Area of Operational Buildings in Satisfactory Condition (S)	26 th	511,739 out of 699,406 M ² (73.2%)	N/A	N/A	N/A	N/A	513,429 M ² out of 690,190 M ² (74.4%) (annual figure for 2010/11)	Yes
5.2 Asset Management: Suitability of Operational Buildings:- Number and Proportion of operational buildings that are suitable for their current use. (S)	28 th	472 out of 848 (55.7%)	N/A	N/A	N/A	N/A	463 out of 817 (56.7%) (annual figure for 2010/11)	Yes
5.3 Asset Management – DDA Compliance:- Action complete programme of works to achieve compliance with the DDA Act – measure % of Buildings from which the Council delivers services that are suitable for and accessible to disabled people (S).	15 th	71%	100% by March 2012	71%	71%	86%	86% (154 properties out of 180) – (annual figure for 2010/11)	Yes
<p>Commentary 5.1 and 5.2 are annual indicators. Out turn figures for 2010/11 show an improvement on the previous year. This improvement reflects both the on-going investment in Council property assets and the fact that a number of assets which are in poor position have now been declared surplus to requirement and are earmarked for disposal. Buildings no longer in use are excluded from the figures.</p>								

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The Property and Facilities Management service is looking to achieve a year on year improvement in asset condition and suitability through targeted investment and asset rationalisation but it is difficult to set an actual target for this as what can be achieved depends on the budget available and the other demands placed on the budget. On top of this the criteria used to assess condition and suitability of buildings is based on the methodology laid down by the Scottish Government. This is being revised. When we apply the revised methodology it is anticipated that the overall position in Aberdeenshire will appear to improve.

5.3 There has been a review of all buildings programmed for DDA compliance works in 2010/11 to determine that expenditure is only made on buildings that have a long term asset life. This resulted in DDA compliance being on hold until the review was completed. The programme has now recommenced and the percentage achieved based on the review of Assets is now 86% with the expectation that it will be 100% by 2012/13.

Projects/actions that contribute to this objective

Project/action	Are we on track?	Commentary
5.4 Develop a “Gateway” project management approach and revised procurement strategy. Revised procurement strategy to be completed by Nov 2010	Yes	The approach was approved by P&R in June 2010. Since that date supporting documentation has been produced and revised. One of the key documents in use is a scoring matrix for prioritising capital projects. Owner – Head of Property and Facilities Management
5.5 Lead the development of a revised and integrated Asset Management Plan covering all Council assets and which will outline the framework for future investment and disinvestment.	Yes	The Corporate Asset Management Plan Incorporating Capital Strategy was approved by P&R in September 2010. Copies of the document are now available on the Council’s website. Owner – Head of Property and Facilities Management
5.6 Develop an office accommodation strategy linked to the Asset Management Plan which supports the objectives of initiatives such as Worksmart. Target Dec 2010.	No Delayed but being progressed	The Office Accommodation Strategy incorporating the Front Facing Customer Service Provision for the 21st Century shall be presented to the Area Committees in June 2011 and to Policy and Resources in September 2011. Owner – Head of Property and Facilities Management
5.7 Develop and implement a revised property maintenance strategy to address the significant maintenance backlog and to ensure that property assets are maintained, developed and improved in line with the strategy set out in the Asset Management Plan.	No Delayed but being progressed	The revised Maintenance Strategy shall be completed by September 2011. Owner – Building Surveying Manager

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<p>5.8 Review current service delivery and implement an integrated Facilities Management Service. As part of this action identify and achieve efficiencies in building cleaning. Target date Dec 2010</p>	<p>No Delayed</p>	<p>The review of Facilities Management is now wider in scope than originally envisaged as it involves combining the section with the Building Services function to create a fully integrated Building and Facilities Management Team. The review will be completed by September 2011.</p> <p>Owner – Facilities Manager</p>
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CORE SERVICE OBJECTIVE								
Deliver actions in the Council’s Local Transport Strategy and related action plans in order to improve road safety, encourage and support healthy travel choices and move towards more sustainable travel methods throughout Aberdeenshire.								
Key performance measure	Ranking against 32 Local Authorities in 2009/10	Achieved in 2009/10	Target in 2010/11	Achieved in Quarter 1 2010/11	Achieved in Quarter 2 2010/11	Achieved in Quarter 3 2010/11	Achieved in Quarter 4 2010/11	Are we getting better?
6.1 Reduction in the number of people killed or seriously injured (KSI) on Aberdeenshire Roads.	N/A	2.4% reduction KSI	5% reduction killed and 7% reduction seriously injured per year	On target	On target	On target	On target (12% reduction on 2008) (annual figure for 2010)	Yes
Commentary								
<p>6.1 New Scottish Government road safety targets to 2020 have now been set. Each of the targets has a milestone reduction target by 2015 (compared with the average casualty figures for 2004-2008) which coincides with the lifespan of this joint Road Safety Plan for Aberdeen City, Aberdeenshire and Moray. However, in 2007, Grampian Police road casualty data underwent a quality review which resulted in a change in the reporting procedure adopted by the Police with the resultant effect that the 2004-2008 data is not available for using as a baseline. It has therefore been agreed that for the purposes of the new Joint Road Safety Plan for Aberdeen City, Aberdeenshire and Moray the 2007-2009 data will be used as a baseline, albeit this differs from the baseline used in the National Road Safety Framework. This Road Safety Plan sets out the strategies the Councils will deliver to contribute to the achievement of the Scottish Government targets to 2020. Analysis of the data for Aberdeenshire shows that there has been a pleasing reduction in 2011 compared with 2010. The figures for Killed or Seriously Injured over the past 3 years are:-</p> <p>2008 = 252 2009 = 242 2010 = 223 (equates to a 12% reduction on 2008)</p>								
Projects/actions that contribute to this objective								
Project/action			Are we on track?		Commentary			
6.2 Work with Transport Scotland, NESTRANS and Aberdeen City Council on the delivery plan for the Strategic Transport Projects Review and keep Members up to date on progress with key strategic transport projects.			Yes		A report is taken to ISC every cycle covering the progress on key strategic transport issues and projects that are being taken forward with colleagues at Nestrans, Aberdeen City Council and Transport Scotland. Owner:- Head of Transportation			

<p>6.3 Support the delivery of NESTRANS Action Plans for Bus, Rail, Freight and Health & Transport.</p>	<p>Yes</p>	<p>All four action plans are in place and Aberdeenshire Officers are involved in supporting their delivery. Progress in each aspect is reported to ISC as appropriate.</p> <p>Owner:- Head of Transportation</p>
<p>6.4 Liaise with partners in Transport Scotland and Aberdeen City Council on the delivery of the Aberdeen Western Peripheral Route</p>	<p>Yes</p>	<p>Scottish Ministers decision to proceed in December 2009. Decisions awaited on the Legal Challenges as heard at the Court of Session February 2011. The appeal before Lord Tyre lasted 9 days. The Court goes into recess on 1st July 2011 and if no decision has been issued at that point then nothing will be announced until Autumn 2011.</p> <p>Owner:- Head of Transportation</p>
<p>6.5 Support expansion of travel planning projects across public and private sector businesses.</p>	<p>Yes</p>	<p>The Council has offered travel planning support working with companies in Westhill and Portlethen. Guidance is also given to businesses establishing travel plans for new premises through the planning process and the Council's website.</p> <p>Owner – Transportation Manager</p>
<p>6.6 Liaise with partners in Transport Scotland and Aberdeen City Council on the incremental delivery of the Aberdeen Crossrail Project</p>	<p>No Delayed but being progressed</p>	<p>The Rail Action Plan was approved in the first half of 2010 The Guide to Rail Investment Procedures (GRIP) 2 stage Engineering Study for Aberdeen-Inverness has now been published by Transport Scotland. Work is currently underway by Network Rail on the GRIP 3 report which is expected by early 2012</p> <p>Owner:- Head of Transportation</p>
<p>6.7 Review and update Local Transport Strategy.</p>	<p>Yes</p>	<p>In 2010, a critical review of the current LTS was carried out to determine the relevance of the document against current policies at national, regional and local levels, and progress made against set targets during the period 2007-2010. The findings of this review showed that the LTS held up well within the context of the current policy framework. Therefore, at ISC in November 2010, it was agreed to</p>

		<p>extend the period covered by the existing LTS by a year to the end of December 2011.</p> <p>ISC also approved the setting up of a Project Steering Group to oversee the review of the Local Transport Strategy, and this group has met on various occasions to help steer the development of the new LTS. Key stages in the development of the new LTS have thus far included a Citizen's Panel Questionnaire, as well as an extensive public consultation exercise asking residents for their views on future transport priorities, to which over 500 responses were received. These responses are being used to inform the development of a draft LTS which will be subject to further consultation in the future, including with Area Committees. It is anticipated that the new LTS will be approved towards the end of the year.</p> <p>Owner – Strategy Manager</p>
<p>6.8 Develop, produce and review Travel Plans for all schools and Council Offices in Aberdeenshire. Monitor plans for schools. Plans for offices to be reviewed by Aug 2011.</p>	<p>Yes</p>	<p>The Council's School Travel Planning officer works closely with Aberdeenshire Schools to put in place travel plans. Currently 96% of all schools in Aberdeenshire; have or are working on school Travel plans. 33% of schools have completed school travel plans. Monitoring takes places annually with a hands up survey of travel to school modes. A draft travel plan has been produced for Woodhill House and further travel plans will be drafted for other Aberdeenshire Council offices.</p> <p>Owner – Transportation Manager</p>
<p>6.9 Implementation of Travel Plans and Travel Awareness Schemes - implement at least one Travel Plan/Travel awareness scheme in each Area each year</p>	<p>Yes</p>	<p>Internally business mileage reduction and Eco-Driving is being promoted, a Pool Car Working Group is implementing pool cars and an electric vehicle is being purchased to deliver mail. The Council's car sharing scheme is promoted during National Liftshare Week, cycling during Bike Week and participation in National Walk to Work is encouraged across the area. Peterhead continues to be developed as a Cycle Demonstration Town, No Excuse Zones maps are promoted in Peterhead and Westhill and are being</p>

developed for Portlethen and Inverurie. Recreational cycling is to be encouraged through a series maps available free in print and as downloads.

The Go For IT project involves 35 schools and provides incentives to children who choose active modes of transport to school by rewarding them with points that can be exchanged for free activities. The Hands up survey determines the impact of this project and on average has increased active travel by 20%. A cycle event called 'Tour de Rayne' took place with three rural schools; Logie Durno, Old Rayne and Rayne North. Children cycled a route of 10 miles accompanied by teachers and parents. Work is underway with cycling Scotland to deliver a social marketing campaign within Peterhead, involving the 8 schools to promote cycle safety messages to drivers and pupils. Inch received a grant from Sustrans to complete a path though the NHS ground to create a short and safer route to school for a large housing development. Auchenblae carried out a film project highlighting messages of road safety and conducted road safety walks with the primary three classes.

Owner – Transportation Manager

CORE SERVICE OBJECTIVE								
Support the provision of integrated and affordable public transport services across Aberdeenshire in order to promote accessibility to resources and services and to help maintain sustainable communities and to provide effective management of school transport services to ensure that all pupils who rely on the service are conveyed to school and back again efficiently, safely and on time.								
Key performance measure	Ranking against 32 Local Authorities in 2009/10	Achieved in 2009/10	Target in 2010/11	Achieved in Quarter 1 2010/11	Achieved in Quarter 2 2010/11	Achieved in Quarter 3 2010/11	Achieved in Quarter 4 2010/11	Are we getting better?
7.1 Providing public transport support, information and infrastructure – percentage of timetable cases with up to date information	N/A	98.2%	95%	99.8%	99.4%	100%	99.8%	Yes
7.2 Managing and providing school transport – percentage of pupils eligible for school transport arriving at school on time (16.1)	N/A	99.94%	100%	99.98%	99.99%	99.92%	99.91%	Yes
Commentary								
7.1 Average for year was 99.75%. The performance target continues to be achieved despite a trend increase in bus service revisions. This indicator is based on a total of 1079 bus stops with time table cases.								
7.2 Average for year 99.95%. A high standard of service delivery continues to be achieved. This indicator is based on approximately 1,543,900 entitled pupil journeys to school per year (an average of 128,600 journeys per month).								
Projects/actions that contribute to this objective								
Project/action	Are we on track?		Commentary					
7.3 Increase bus patronage on Aberdeenshire Council’s subsidised bus services – output target for 2010/11 increase by 4% compared to 2004/05 baseline.	No Patronage increasing but below target		Subsidised services re-tendered April 2010. Patronage on <i>Aberdeenshire Local</i> supported bus services decreased in 2010/11 by 2.6% due to a number of factors including: the ongoing economic climate; the withdrawal of poorly performing services/journeys; and, the exceptionally adverse winter weather conditions. Owner – Public Transport Manager					

<p>7.4 Increase the percentage of supported public transport across Aberdeenshire that is compliant with the Disability Discrimination Act. Target 60% compliance by 2012</p>	<p>Yes</p>	<p>Currently 72% of <i>Aberdeenshire Local</i> supported bus services are operated with DDA compliant vehicles.</p> <p>Owner – Public Transport Manager</p>
<p>7.5 Develop and monitor progress with the Quality Partnership for Public Transport in Aberdeenshire.</p>	<p>Yes</p>	<p>Aberdeenshire Council continues to contribute to the Quality Partnership for Public Transport through active participation on the Local Authority Bus Operators Forum Steering Group and Executive. The 2010/11 performance of the partnership relative to the 24 agreed standards and targets and will be reported to the Local Authorities Bus Operators Forum in June 2011.</p> <p>Owner – Public Transport Manager</p>
<p>7.6 Further promote and extend Demand Responsive Transport Services. Regular update reports to ISC and Areas as required.</p>	<p>Yes</p>	<p>Patronage on Aberdeenshire A2B dial-a-bus services decreased marginally by only 0.6% despite overall economic climate. This decrease was primarily due to the extremely severe adverse winter weather. The 65 Special dial-a-trip service is currently subject to review, the outcome of which will be reported to the Kincardine and Mearns and Marr Area Committees.</p> <p>Owner – Public Transport Manager</p>
<p>7.7 Undertake regular review of supported public transport services utilising a route assessment model.</p>	<p>Yes</p>	<p>The supported bus service network was subject to a comprehensive review in June 2010. The performance of individual services continues to be monitored to ensure that service delivery costs are contained within the available revenue budget provision.</p> <p>Owner – Public Transport Manager</p>

CORE SERVICE OBJECTIVE

Contribute to the reduction in Aberdeenshire’s global footprint and promote sustainable development through energy conservation, use of renewable energy and sustainable construction techniques to ensure that Aberdeenshire becomes a sustainable and carbon neutral region in the medium term, e.g. by year 2030.

Key performance measure	Ranking against 32 Local Authorities in 2009/10	Achieved in 2009/10	Target in 2010/11	Achieved in Quarter 1 2010/11	Achieved in Quarter 2 2010/11	Achieved in Quarter 3 2010/11	Achieved in Quarter 4 2010/11	Are we getting better?
8.1 Asset Management Energy usage - quantity of energy consumed in council properties (Local Indicator) - kWh per m ² gross internal area	Not available	183,318,000 kWh 247.5		N/A	N/A	N/A	Data not yet available	N/A
8.2 Asset Management CO ₂ emissions – kg per m ² gross internal area	Not available	80.3		N/A	N/A	N/A	Data not yet available	N/A

Commentary

8.1 and 8.2 are measures that are reported annually. Data for 2010/11 is not yet available for financial year 2010/11 but will be analysed and reported at the next suitable opportunity (December 2011) . The Carbon Reduction Commitment – Energy Efficiency Scheme (CRC – EES) has been introduced as part of the UK’s Climate Change Bill and requires local authorities to measure energy consumption and emissions and to purchase carbon allowances. As part of this scheme a national league table will be produced. The scheme is not yet finalised but will provide an opportunity next year to review this performance measure and align it with a national indicator.

Projects/actions that contribute to this objective

Project/action	Are we on track?	Commentary
8.3 Ensure delivery of the energy management actions in the Council’s Climate Change Action Plan. Install at least one renewable energy source in a Council building each year.	Yes	Energy efficiency measures continue to be identified and implemented as indicated in item 8.4 below. An air-source heat pump was installed in Westhill Primary School Library in 2010 and is due to be commissioned shortly. Biomass boilers have been included in the proposed Stonehaven Care Home, Fraserburgh Swimming Pool, Mearns Academy Replacement and Ellon Academy Replacement projects. Owner – Engineering Services Manager

<p>8.4 Implement a range of energy conservation and energy efficiency projects designed to reduce energy consumption in Aberdeenshire Council’s operational buildings.</p>	<p>Yes</p>	<p>91 energy efficiency projects have been completed through the Central Energy Efficiency fund (CEEF) since 2005. Typical projects include the insulation of heating pipes and valves, improving heating systems and controls, improving lighting installations and installing swimming pool covers. Arrangements have been made to fit draught-proofing and install loft installation to reduce consumption.</p> <p>Owner – Engineering Services Manager</p>
<p>8.5 Develop fuel choice strategy for approval by Policy and Resources Committee by Nov 2010.</p>	<p>Yes</p>	<p>Completed – Strategy was reported to P&R in September 2010 with a recommendation that it be reviewed annually.</p> <p>Owner – Engineering Services Manager</p>
<p>8.6 Develop specification and design for low carbon new build housing by March 2011. This relates to the design of council housing. As Property is a support service with no budget of its own it is dependent on the Housing service as client funding the building of low carbon housing.</p>	<p>Yes</p>	<p>Design work has been progressed as far as possible. Awaiting decision from client service to invest in low carbon new build council houses. The Head of Property and Facilities Management has now written to the Head of Housing to determine whether there is likely to be any further progress in this regard.</p> <p>Owner – Architecture Manager</p>
<p>8.7 Increase land maintained in accordance with biodiversity objectives. Target 2% increase year on year</p>	<p>Yes</p>	<p>Target achieved for 2010-11, significant additional areas currently being identified for alternative maintenance regimes to support budget adjustments and increased biodiversity.</p> <p>Owner:- Landscape Services Manager</p>
<p>8.8 Establish a carbon management monitoring programme and set of targets for future reduction in carbon emissions related to transportation, in particular work to promote business mileage reduction.</p>	<p>Yes</p>	<p>In 2008 the Council commissioned a study to investigate the most efficient method of collecting the required information in relation to the above and establish a baseline of the Council’s carbon emissions related to transport. Completion of this study revealed a series of data anomalies and opportunities to augment existing systems to allow the collection of the appropriate datasets to allow a robust monitoring regime to be initiated. Work is currently ongoing to investigate and implement the changes required to allow ongoing carbon emissions monitoring to be built into existing systems. It is hoped that the conclusion of this work will</p>

		<p>provide the Council with a better understanding of its transport related emissions, and provide an evidence base for future policy development. An update on progress with this work is expected by December 2011 as part of the development of the revised Local Transport Strategy.</p> <p>Owner:- Strategy Manager</p>
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CORE SERVICE OBJECTIVE

Work with other public bodies, private and voluntary sector partners to continually improve the quality, efficiency and level of services provided for all stakeholders in order to demonstrate Best Value and to help the Council achieve its aim of being the best council.

Key performance measure	Ranking against 32 Local Authorities in 2009/10	Achieved in 2009/10	Target in 2010/11	Achieved in Quarter 1 2010/11	Achieved in Quarter 2 2010/11	Achieved in Quarter 3 2010/11	Achieved in Quarter 4 2010/11	Are we getting better?
9.1 Percentage of industrial/commercial properties occupied at end of each period	N/A	96% occupied	90% occupied	98.2%	96.5%	93.6%	94.38%	No - unchanged

Commentary

9.1 Outcome was 96% for year There has been a down turn in occupation rates over the year reflecting the economic downturn affecting the country. However performance was above target and on a par with last year's performance. The indicator is based on an average of 350 units which means that for 2010/11 at any one time 336 would be occupied and 14 vacant.

Projects/actions that contribute to this objective

Project/action	Are we on track?	Commentary
9.2 Carry out annual self-assessment using the AIM (Business Excellence Model) and implement agreed improvement actions. Action plan developed after each self assessment.	No On-hold	No self-assessment was carried out in 2010/11 due to uncertainty as to the role of AIM in the continuous improvement framework of the Council. A report on a revised framework is expected shortly. If it supports self-assessment one will be undertaken for IS. Owner – Service Development Coordinator
9.3 Pilot the Worksmart project amongst certain groups of staff such as the Property and Roads inspectors. If successful the initiative to be rolled out to other groups of staff. Extend current pilot with Property Inspectors to other groups of Inspectors by Dec 2010.	Yes	The introduction of Worksmart across IS is proceeding. To date the service has had 174 applications for changes to work profile - Flexible, mobile, fixed etc. 164 of these have been approved with 10 still outstanding. The service has also had 51 applications for changes to work patterns (i.e. compressed hours, day/time changes, changes to flexi scheme etc) (49 applications so far approved.) Work is on-going to encourage applications from teams not just individuals in order to maximise opportunities for achieving efficiency savings. Owner – Service Development Coordinator

<p>9.4 Implement programme of Kaizen for Daily Improvement (KDI) projects to develop a culture of performance management and continuous improvement. Progress in accordance with the programme agreed by the IS DMT.</p>	<p>Yes</p>	<p>19 Active Teams against target of 23. Six teams having attained Bronze status. The delivery of 'Bronze' Workshop activity is progressing well but being hampered by the seasonal weather constraints and operational team issues. The focus of the programme is moving towards Silver activity and the Service is taking a lead in preparing the methodology and structure of the next phase of deployment.</p> <p>Owner – Senior Improvement Officer</p>
<p>9.5 Update existing career development schemes when the basic template is agreed corporately and consider where any additional schemes may be relevant. Update within 6 months of the corporate template being agreed.</p>	<p>Yes</p>	<p>The Scheme for Civil Engineers was launched last August. HR has also been developing a revised career development scheme for other groups. Proposals are scheduled for reporting to the SMT in early June. If approved the scheme should be implemented between 2 – 5 months after consultation with staff and Trade Unions. HR have agreed to support services to update or create new schemes for their staff in line with the approved career development scheme.</p> <p>Owner – Support Services Manager</p>
<p>9.6 Complete existing Modernisation Reviews and identify further areas to review. Progress in accordance with the programme agreed by the T&I Steering Group</p>	<p>No Delayed but being progressed</p>	<p>Economic Development - The new Head of Service has suspended working on the existing Modernisation Review. A review of the service structure will be undertaken once the new Economic Development Strategy has been approved in September 2011.</p> <p>The review of Facilities has been suspended pending the appointment of a new Building & Facilities Manager – the intention is to integrate the facilities function with that of Building Management, so providing opportunities for greater integration of service delivery and potential efficiency savings.</p> <p>Fleet:- Fleet Organisational Review is underway and anticipated that proposals will be finalised by August 2011</p>

		<p>The Support Services Review has been suspended. The integration of T&I and P&ES provides opportunities to improve service delivery. In addition there is an on-going corporate review of Support Service functions underway the outcomes of which may impact on the operational delivery of support services.</p> <p>In March the DMT Approved that Ranger Service Review could begin.</p> <p>Transportation review has been suspended until later in the year.</p> <p>Owner T&I DMT</p>
<p>9.7 Continue to develop T&I Business Systems in support of front line service delivery. Generate efficiencies through the successful implementation of business systems such as Confirm, Tranman, Trapeze and Bodet. Update T&I Business Systems Strategy.</p>	<p>Yes</p>	<p>Significant development has taken place with a number of business systems this year. For example an on-line system for the reporting of road defects, street lighting and other faults was launched in March.</p> <p>The Bodet Time and Attendance System was extended to around 3,000 users across the Council and could be expanded to 4,000 users by the end of this year.</p> <p>The financial management module for the DRT system “Trapeze” was implemented during the year. This has an interface with Oracle which will significantly streamline the processing of supplier invoices.</p> <p>Owner Principal Business Systems Officer</p>

PLANNING & BUILDING STANDARDS

MANAGING DEVELOPMENT THROUGH THE PLANNING SYSTEM BY STREAMLINED, SOUND, EFFECTIVE, FAST AND EFFICIENT DECISION MAKING IN ACCORDANCE WITH THE OBJECTIVES OF THE LOCAL PLAN									
Key Performance Measure		Most Recent Ranking against 32 Local Authorities	Achieved in 2009/10	Target in 2010/11	Achieved in Quarter 1 2010/11	Achieved in Quarter 2 2010/11	Achieved in Quarter 3 2010/11	Achieved in Quarter 4 2010/11	Are we getting better?
10.1 S	Percentage of householder planning applications determined within 2 months	2008/09 = 29th	67%	75%	75% BB = 78% B = 78% G = 79% F = 73% KM = 70% M = 74%	68% BB = 71% B = 74% G = 89% F = 45% KM = 68% M = 64%	68% BB = 84% B = 80% G = 72% F = 55% KM = 67% M = 61%	66% (222/334) BB = 66% 25/38 B = 86% 25/29 G = 71% 44/62 F = 63% 37/59 KM = 63% 40/64 M = 62% 51/82	Yes
10.2 S	Percentage of non-householder planning applications determined within 2 months	2008/09 = 32nd	34%	40%	45% BB = 42% B = 45% G = 49% F = 38% KM = 50% M = 48%	41% BB = 41% B = 47% G = 46% F = 21% KM = 42% M = 47%	37% BB = 45% B = 39% G = 49% F = 23% KM = 40% M = 30%	40% (212/526) BB = 44% 33/75 B = 30% 16/53 G = 32% 26/81 F = 48% 42/87 KM = 35% 37/105 M = 46% 58/125	Yes

10.3 S	Successful appeals as a percentage of determinations	N/A	20%	N/A	40% BB = 100% B = 0% G = 60% F = 33% KM = 0% M = 25%	30% BB = n/a B = 0% G = 50% F = n/a KM = 33% M = 0%	18% BB = 50% B = 0% G = 0% F = 33% KM n/a M = 0%	35% (8/23) BB = 40% 2/5 B = 25% 1/4 G = 33% 2/6 F = 0% 0/2 KM = 100% 1/1 M = 40% 2/5	No
COMMENTARY									
10.1	<p>The overall percentage of householder applications determined within 2 months in 2010/11 has risen to 70% (1076 out of a total of 1546 applications). Whilst it had been hoped to reach the target of 75% the severe staff shortages in one of the teams (Formartine) has impacted on the overall Aberdeenshire performance.</p> <p>Improved monitoring systems, are currently being explored and the recent appointment of a new Planning Manager to assist the current Planning Manager responsible for Development Management will assist on an operational basis. The Planning Service is also working with the KDI team to establish a Silver Project which will look to improve and simplify Reports of Handling and Committee reports. The Planning Service is also seeking to establish a more formal pre-application advice service with the co-operation of agents. This matter has recently been discussed with agents a regular agents forum.</p>								
10.2	<p>The overall percentage of non-householder applications determined within 2 months in 2010/11 has risen to 41% (888 applications out of 2167) which is slightly ahead of target.</p> <p>The Planning Service is meeting Planning Application agents in late June when the issue of improving performance will be discussed and ideas sought as in addition to the Planning Service seeking to improve processes, procedures and performance it must also rely on applicants and agents for co-operation.</p>								
10.3	<p>This PI is to be removed and will not appear next time around. Outcome was 31% (11 out of 36 appeals determined) for year which shows a fall in performance compared to last year</p>								

Projects/Activities Contributing to This Objective		Are we on track?	Commentary
10.4	Design and introduce customer satisfaction survey	No Delayed	This piece of work has been delayed due to other work commitments. The Service is anticipating carrying out this work in 2011/2012. Planning Manager (Development)
10.5	Hold topic based agent focus groups every three months to help improve quality of application submissions	Yes	The topic based focus groups are on going and work is continuing both internally and with agents to improve application submissions. Planning Manager (Development)
10.6	Produce action plan and outline specification for replacement of IT information systems by March 2011	No Delayed but being progressed	Review of Planning Information Systems completed November 2010. Options identified. TRIM pilot completed March 2011. Propose to continue to Phase 2 of TRIM pilot within limited resources available. Head of Service + Planning Manager (Development)

SECURING THE HEALTH, SAFETY, WELFARE AND CONVENIENCE OF PERSONS IN OR ABOUT BUILDINGS, FURTHER THE CONSERVATION OF FUEL AND POWER AND FURTHER THE ACHIEVEMENT OF SUSTAINABLE DEVELOPMENT									
Key Performance Measure		Most Recent Ranking against 32 Local Authorities	Achieved in 2009/10	Target in 2010/11	Achieved in Quarter 1 2010/11	Achieved in Quarter 2 2010/11	Achieved in Quarter 3 2010/11	Achieved in Quarter 4 2010/11	Are we getting better?
11.1	Attend potentially dangerous buildings within 4 hours of notification	N/A	100%	100%	100% BB = 100% B = 100% G = n/a F = n/a KM = 100% M = 100%	100% BB = 100% B = 100% G = 100% F = n/a KM = 100% M = 100%	100% BB = 100% B = 100% G = 100% F n/a KM = 100% M n/a	100% (19/19) BB = 100% 2/2 B = 100% 9/9 G = 100% 1/1 F = n/a KM = 100% 5/5 M = 100% 2/2	No change
11.2	Percentage of Building Warrant applications assessed for compliance with technical standards within 20 working days of validation	N/A	78%	80%	90% BB = 85% B = 95% G = 99% F = 91% KM = 93% M = 76%	93% BB = 94% B = 97% G = 97% F = 93% KM = 96% M = 81%	65% BB = 67% B = 37% G = 78% F = 56% KM = 77% M = 68%	79%(653/827) BB = 57% 51/90 B = 66% 72/109 G = 87% 151/173 F = 86% 134/155 KM = 90% 133/147 M = 73% 112/153	Yes
11.3	Percentage of Building Warrant applications approved within 6 working days following receipt of satisfactory technical information	N/A	77%	80%	81% BB = 82% B = 94% G = 96% F = 74% KM = 60% M = 82%	81% BB = 76% B = 97% G = 90% F = 78% KM = 74% M = 70%	66% BB = 69% B = 78% G = 81% F = 58% KM = 44% M = 71%	83% (549/659) BB = 82% 54/66 B = 86% 72/84 G = 97% 135/139 F = 77% 79/103 KM = 84% 112/133 M = 72% 97/134	Yes

Key Performance Measure		Most Recent Ranking against 32 Local Authorities	Achieved in 2009/10	Target in 2010/11	Achieved in Quarter 1 2010/11	Achieved in Quarter 2 2010/11	Achieved in Quarter 3 2010/11	Achieved in Quarter 4 2010/11	Are we getting better?
11.4	Percentage of completion certificate requests inspected within 6 working days	N/A	83%	100%	84% BB = 84% B = 79% G = 83% F = 98% KM = 79% M = 78%	88% BB = 92% B = 86% G = 89% F = 98% KM = 78% M = 85%	85% BB = 91% B = 83% G = 85% F = 96% KM = 74% M = 80%	83% (567/681) BB = 90% 63/70 B = 80% 83/104 G = 84% 128/153 F = 98% 113/115 KM = 75% 107/143 M = 76% 73/96	Yes
11.5	Percentage of Completion Certificate Acceptance Notices Issued Within 3 Working Days	N/A	80%	90%	85% BB = 95% B = 92% G = 89% F = 88% KM = 76% M = 74%	79% BB = 66% B = 92% G = 84% F = 61% KM = 91% M = 72%	74% BB = 82% B = 59% G = 76% F = 74% KM = 81% M = 67%	78% (528/681) BB = 89% 62/70 B = 46% 48/104 G = 93% 143/153 F = 80% 92/115 KM = 82% 117/143 M = 69% 66/96	No
COMMENTARY									
11.1	Outcome was 100% for year (on target). (This equates to 56 out of 56 notifications). Top priority is given to public safety and all reported potentially dangerous buildings are inspected within 4 hours.								
11.2	Outcome was 82% for year (above target).(This equates to 3070 out of 3753 applications). Final quarter shows large improvement on previous one. The backlog of applications submitted when new regulations were introduced has been cleared.								
11.3	Outcome was 78% for year (just below target). (This equates to 2205 out of 2826 applications). Fourth quarter shows large improvement on third quarter. The backlog of applications submitted when new regulations were introduced has been cleared.								
11.4	Outcome was 85% for year (below target). (This equates to 2644 out of 3113 applications). Fourth quarter performance similar to previous quarters. The year as a whole was an improvement on last year.								
11.5	Outcome was 79% for year (below target). (This equates to 2463 out of 3113 applications). Fourth quarter performance similar to previous quarters. The year as a whole is down 1%. Not having a Senior Building Surveyor means only four people instead of five are available across Aberdeenshire to sign completion certificate acceptance notices.								

Projects/Activities Contributing to This Objective		Are we on track?	Commentary
11.6	Continue with customer consultations in the form of satisfaction surveys and use information received to address any customer concerns	Yes	The latest customer satisfaction survey has been analysed and various aspects have been incorporated into the Building Standards Balanced Scorecard. Building Standards Manager
11.7	Further develop benchmarking groups at a national level to adopt and achieve consistent approach to service delivery	Yes	National discussions have taken place and a benchmarking forum has been set up in conjunction with Scottish Association Building Standards Managers (SABSM). Building Standards Manager
11.8	Expand Agent focus groups to include 6 Area focus groups across Aberdeenshire	Yes	On hold until outcome of re-appointment of verifiers was announced and outcomes of national discussions/working groups is known. Building Standards Manager
11.9	Develop joint training group with Moray and Aberdeen City Councils to achieve a similar consistency with neighbouring authorities	Yes	Grampian Liaison Building Standards Group has formed a training group which has already held two training sessions and various CPD events throughout the year. Building Standards Manager
11.10	Engagement with Building Standards Division and the Scottish Association of Building Standards Managers to achieve a consistent and standardised approach to service delivery	Yes	National working groups through Scottish Association Building Standards Managers (SABSM) and Scottish Building Standards Division (BSD) have been set up to look at various aspects of building standards including service delivery. Head of Service

DEVELOPMENT OF A FRAMEWORK OF LAND-USE PLANS, POLICIES AND GUIDELINES									
Key Performance Measure		Most Recent Ranking against 32 Local Authorities	Achieved in 2009/10	Target in 2010/11	Achieved in Quarter 1 2010/11	Achieved in Quarter 2 2010/11	Achieved in Quarter 3 2010/11	Achieved in Quarter 4 2010/11	Are we getting better?
12.1 S	Percentage of population covered by review of the LP/LDP within the last 5 years	n/a	100%	Publication of proposed new LDP	n/a	n/a	n/a	100% (annual figure for 2010/11)	No change
COMMENTARY									
12.1	Annual Measure. Proposed new LDP published in July 2010.								
Projects/Activities Contributing to This Objective				Are we on track?	Commentary				
12.2	Progression of Proposed Local Development Plan (LDP) through examination. Adoption and implementation of the Aberdeenshire Local Development Plan.			Yes	<p>Around 3,000 representations were received to the publication of the Proposed Plan in July 2010. These have now been assessed and the Proposed Plan was submitted to Scottish Ministers for examination on 31 March 2011. Reporters were appointed to examine the Plan on 8 April 2011. The Reporters recommendations are expected to be received by December 2011 with adoption of the Local Development Plan in Spring 2012.</p> <p>Policy Team</p>				
12.3	Completion of annual housing and employment land audits			Yes	<p>Both audits are in preparation and on track to be completed in September 2011</p> <p>Sustainability, Information & Research Team</p>				
12.4	Adjust monitoring regime to the new LDP			Yes	<p>Completed</p> <p>Head of Service</p>				

MANAGING ACCESS TO THE OUTDOOR ENVIRONMENT									
Key Performance Measure		Most Recent Ranking against 32 Local Authorities	Achieved in 2009/10	Target in 2010/11	Achieved in Quarter 1 2010/11	Achieved in Quarter 2 2010/11	Achieved in Quarter 3 2010/11	Achieved in Quarter 4 2010/11	Are we getting better?
13.1	No of kms of path opened or improved	n/a	17.5	15	n/a	n/a	n/a	9.5 Km (annual figure for 2010/11)	No
13.2	Leverage achieved for outdoor access projects	n/a	x 3.3 approx (£685k)	x 3	n/a	n/a	n/a	X3.4 (£623,996) plus COAT matched funding (annual figure for 2010/11)	Yes
COMMENTARY									
13.1	Outcome = 9.5 Km for year (behind target). This is an annual figure, which can only realistically be assessed at the end of each financial year. Not shown is the preparation work carried out on the Formartine-Buchan Way, Maud to Brucklay section. In 2010/11 there was significant spend on associated infrastructure supporting the path network so less was spent on paths themselves hence not achieving the target. Associated works included works to the Drinnies Wood Car Park, improvements to the access track at Battlehill, Dunnydeer and Potarch lay by improvements and creating a safe link over the rail bridge at Portlethen to the new woodland development. Also the access budget has been reduced by £22K since the PI was set.								

13.2	Outcome = levered in X3.4 for outdoor access projects worth £623,996. This is an annual figure, which can only realistically be assessed at the end of each financial year. The leverage figure does not include the Cairngorms Outdoor Access Trust budget for 2010/11 of £1,234,000 (Aberdeenshire contribution is £10,000) as it is difficult to identify an accurate figure for spend in the Aberdeenshire area.		
Projects/Activities Contributing to This Objective	Are we on track?	Commentary	
13.3	Completion of Core Paths Plan	No Delayed but being progressed	The submission of the draft Core Paths Plan to the DPEA has been delayed as the SEA is still to be consulted on. Expected submission date is now summer 2011. Adoption by December 2011 Environment Staff + Specialist Services
13.4	Deeside Way	Yes	Banchory to Potarch section will be completed by June 2011. Signage and waymarking is in place on all previously completed sections of the route. Funding has been secured to establish a Deeside Way web site. Environment Staff + Specialist Services
13.5	Completion of Formartine & Buchan Way	No Delayed but being progressed	Completion of Maud to Brucklay section (the missing link) delayed until Summer 2011 due to presence of protected species. New leaflets, signage and interpretation has been prepared and will be launched in Summer 2011. Environment Staff + Specialist Services

ENVIRONMENTAL HEALTH

PROTECTING THE ENVIRONMENT (PUBLIC HEALTH)

Key Performance Measure		Most Recent Ranking against 32 Local Authorities	Achieved in 2009/10	Target in 2010/11	Achieved in Quarter 1 2010/11	Achieved in Quarter 2 2010/11	Achieved in Quarter 3 2010/11	Achieved in Quarter 4 2010/11	Are we getting better?
14.1 S	<ul style="list-style-type: none"> Number and percentage of domestic noise complaints settled without attendance on site 		452 (72%)	N/A	22 (43%) BB 6 (75%) B 2 (100%) F 2 (40%) G 4 (24%) KM 4 (40%) M 4 (40%)	24 (48%) BB 6 (100%) B 3 (75%) F 5 (50%) G 2 (29%) KM 4 (31%) M 4 (40%)	20 (50%) BB 4 (58%) B 2 (100%) F 8 (67%) G 1 (33%) KM 3 (27%) M 1 (40%)	32 (52%) BB 6 (100%) B 11 (78%) F 4 (36%) G 6 (32%) KM 3 (60%) M 2 (33%)	No
	<ul style="list-style-type: none"> Number and percentage of domestic noise complaints recorded which require attendance on site that are not dealt with under Part V of the Antisocial Behaviour etc (Scotland) Act 2004 		173 (28%)	N/A	30 (57%) BB 2 (25%) B nil F 3 (60%) G 13 (76%) KM 6 (60%) M 6 (60%)	26 (52%) BB nil B 1 (25%) F 5 (50%) G 5 (71%) KM 9 (69%) M 6 (60%)	26 (52%) BB 3 (42%) B nil F 4 (33%) G 2 (67%) KM 8 (73%) M 3 (60%)	29 (48%) BB Nil B 3 (22%) F 7 (64%) G 13 (68%) KM 2 (40%) M 4 (77%)	Yes
	<ul style="list-style-type: none"> Average time (hours) between receipt of complaints and attendance on site <p>Note – the above SPI relates to all complaints including those dealt with by the Housing Service.</p>		38h 18m	N/A	36h 50m BB 76h B nil F 11h G 35h KM 35h M 46h	21h 40m BB nil B 26h F 22h G 27h KM 17h M 26h	46 h BB 24h B nil F 97h G 109h KM 16h M 40h	60 h BB nil B 20h F 50h G 67h KM 60h M 84h	No

Key Performance Measure		Most Recent Ranking against 32 Local Authorities	Achieved in 2009/10	Target in 2010/11	Achieved in Quarter 1 2010/11	Achieved in Quarter 2 2010/11	Achieved in Quarter 3 2010/11	Achieved in Quarter 4 2010/11	Are we getting any better?
14.2	Percentage of unauthorised Gypsy Traveller encampments complying with Aberdeenshire Council's Good Neighbour Code	N/A	40%	30%	35% Yes 65% No (13 out of 20)	40% yes 60% No (9 out of 15)	0% Yes 100% No (2 out of 2)	33% Yes 67% No (2 out of 3)	No
COMMENTARY									
14.1	<p>The number of complaints lodged is outwith the Council's control, hence the fluctuation in numbers, and will depend upon a variety of factors, environmental and human. The overall position for the year for each indicator was:-</p> <ul style="list-style-type: none"> • Number and percentage of domestic noise complaints settled without attendance on site = 97 (48%) • Number and percentage of domestic noise complaints recorded which require attendance on site that are not dealt with under Part V of the Antisocial Behaviour etc (Scotland) Act 2004 =105 (52%) • Average time (hours) between receipt of complaints and attendance on site = 42.73 hours <p>The response times for noise complaints can depend upon a variety of factors including frequency and nature of the complaint, weather conditions and availability of noise monitoring equipment.</p>								
14.2	<p>Overall figure for year = 32.5% (worse than target). This equates to only 13 out of 40 complying with the code (27 out of 40 encampments failed). There were 3 new encampments in the 4th Quarter all in Stonehaven. Two of the encampments did not comply with the good Neighbour Code due to litter, lack of control of dogs, use of the land for toileting purposes and blocking access to playing fields. Eviction action undertaken by the Council at both encampments</p>								

Projects/Activities Contributing to This Objective		Are we on track?	Commentary
14.3	Establish a protocol covering a liaison between Grampian Police, Housing Service and Environmental Health to improve average time taken to respond to domestic noise complaints	Yes	There are ongoing discussions with Grampian Police and the Housing Service with regard to improving our procedures in relation to domestic noise complaints. A protocol will be developed by March 2012. EH Specialist
14.4	Develop partnership with voluntary sector to improve liaison with Gypsy Travellers in order to reduce the number of encampments not meeting the Good	Yes	The Council now has a Service Level Agreement with GREC to deal with Gypsy/Traveller issues. Funding of £20K per year has been provided, enabling GREC to recruit a Gypsy / Traveller Liaison Worker (commenced October 2010) EH Specialist

IMPROVING THE QUALITY OF PRIVATE WATER SUPPLIES									
Key Performance Measure		Most Recent Ranking against 32 Local Authorities	Achieved in 2009/10	Target in 2010/11	Achieved in Quarter 1 2010/11	Achieved in Quarter 2 2010/11	Achieved in Quarter 3 2010/11	Achieved in Quarter 4 2010/11	Are we getting better?
15.1	<ul style="list-style-type: none"> Percentage of risk assessments of Type B private water supplies completed within 5 weeks of contact being made 	N/A	81.25% (273/336)	85%	83%	100%	82%	81% (47/58)	Yes
	<ul style="list-style-type: none"> Average time taken to complete Type B private water supplies risk assessments 	N/A	New PI	5 wks	12 days	9 days	23 days	30 days	Yes
COMMENTARY									
15.1	<p>Year end position was 87% (234/268). Performance has improved over 2009/10. Improvements introduced with regard to organisation of staff and procedures have resulted in an improved service.</p> <p>The average time taken to complete Type B private water supplies risk assessments over the year was 25 days.</p>								
Projects/Activities Contributing to This Objective				Are we on track?	Commentary				
15.2	Continue to review and improve procedures and coordination of staff to reduce average time taken to complete private water supply risk assessments.			Yes	Completed EH Specialist				

PROVIDING A WORKPLACE HEALTH AND SAFETY REGULATORY AND ADVISORY SERVICE TO REDUCE RISK AND PROTECT PEOPLE ASSOCIATED WITH WORK ACTIVITY									
Key Performance Measure		Most Recent Ranking against 32 Local Authorities	Achieved in 2009/10	Target in 2010/11	Achieved in Quarter 1 2010/11	Achieved in Quarter 2 2010/11	Achieved in Quarter 3 2010/11	Achieved in Quarter 4 2010/11	Are we getting better?
16.1	Percentage of programmed inspections of commercial premises inspected which are classed as high risk (Category A – 12 Months). For example Golf Clubs, Hotels, National Trust, Laundries, Agricultural Shows, and events with large crowds.	N/A	99%	100%	100% for all areas BB 0 B 0 F 0 G 1 KM 2 M 1	100% for all areas BB 0 B 2 F 1 G 2 KM 2 M 3	100% for all areas BB 1 B 7 F 1 G 2 KM 1 M 2	100% For all areas BB 2 B 0 F 2 G 1 KM 1 M 1	No change
16.2	Percentage of programmed inspections of commercial premises inspected which are classed as Medium Risk 1 (Category Med 1 - 18 Months). For example shops, restaurants and warehouses.	N/A	97.1%	100%	100% for all areas BB 6 B 13 F 12 G 10 KM 0 M 6	79% BB 100% 6 B 100% 12 F 100% 7 G 100% 7 KM 100% 1 M 30% 5	100% For all areas BB 9 B 3 F 5 G 1 KM 4 M 6	100% For all areas BB 10 B 4 F 2 G 7 KM 0 M 3	No
COMMENTARY									
16.1	Overall figure for year = 100% (on target). Consistently high performance.								
16.2	Overall figure for year = 93% (below target). Following resources in Marr Area being redirected to dealing with more serious safety issues in Quarter 2, the performance is once again back to it's consistent high standard.								

Projects/Activities Contributing to This Objective		Are we on track?	Commentary
16.3	To introduce new Priority Planning Policy HELA 67/2 to create a complimentary framework for both proactive and reactive interventions.	Yes	Policy introduced. EH Specialist
16.4	To maximise and target resources at high risk activities in order to achieve greatest impact.	Yes	Priority being given to high risk activities including programmed inspections of premises and involvement with the national inspection campaign on LPG fixed vessels and associated pipe work. This is ongoing. EH Specialist
16.5	To provide a coherent approach to interventions which is consistent between LA and HSE Field Operations Division (FOD)	Yes	Approach agreed EH Specialist
16.6	Comply with mandatory S18 Standards set out by the HSE Directorate and HELA Strategic Plans	Yes	Complete for 3 years up to March 2011. Ongoing for next three years to March 2014. EH Specialist

PROVIDING A FOOD LAW ENFORCEMENT INTERVENTION SERVICE									
Key Performance Measure		Most Recent Ranking against 32 Local Authorities	Achieved in 2009/10	Target in 2010/11	Achieved in Quarter 1 2010/11	Achieved in Quarter 2 2010/11	Achieved in Quarter 3 2010/11	Achieved in Quarter 4 2010/11	Are we getting better?
17.1	Percentage of food premises subject to intervention in the 6 or 12 month category found to be "broadly compliant" as defined in the Food Law Code of Practice (Scotland) Chapter 4.1.5.2.2. For example, manufacturers, processors, restaurants, take-aways, butchers, bakers, supermarkets.	N/A	63%	65%	69% (254) BB 59% (54) B 73% (40) F 87% (23) G 67% (51) KM 64% (47) M 79% (39)	68% (276) BB 62% (60) B 73% (44) F 79% (28) G 60% (62) KM 68% (44) M 79% (38)	69% (261) BB 69% (59) B 73% (41) F 77% (30) G 60% (55) KM 58% (42) M 69% (34)	64% (257) BB 69% (57) B 73% (41) F 77% (30) G 55% (53) KM 67% (43) M 82% (33)	Yes
COMMENTARY									
17.1	Overall position is 67% for year (above target). These figures indicate that food law enforcement officers are effecting a recognisable improvement in food law compliance from high risk food businesses. The number of high risk premises and the percentage of broadly compliant food businesses can fluctuate for several reasons such as a change in risk category due to an increase or decrease of inherent risk or the rise or fall of current compliance standards. The number of premises found to be 'broadly compliant' has increased significantly compared to the last year. For those premises which are found to not comply, significant breaches of food law would result in appropriate formal action to secure immediate compliance. In all other cases, businesses are given an opportunity to rectify the breaches of food law within an agreed timescale and are also subject to a verification revisit.								

Projects/Activities Contributing to This Objective		Are we on track?	Commentary
17.2	Continue to review and improve food law policies & procedures to reduce the number of high risk food premises and to improve the efficiency of the regulatory inspection provision.	Yes	In March 2010 the Food Hygiene Information Scheme was launched in Aberdeenshire and has been rolled out during the year. It is estimated that the roll out will be completed by June 2011, six months ahead of schedule. 2011/12 Food Law Service Plan in draft format, awaiting Infrastructure Services Committee approval in May. The 2010/11 Plan review is complete. Specialist Officer (Food)
17.3	Continue monthly monitoring of the food law intervention performance to ensure compliance with the Food Law Code of Practice and local policies and procedures.	Yes	Monthly monitoring reports provided by Information Officer to Area Principal Officers for action as required. Specialist Officer (Food) & Information Officer
17.4	Continue the launch of the Food Hygiene Information Scheme in order to provide appropriate information to allow consumers to make an informed choice of where to purchase food or to eat out.	Yes	Four areas still to launch and two areas still to be assessed. Proposed completion date end June, 2011. Specialist Officer (Food)
17.5	Continue internal quality monitoring of individual food law enforcement officers performance to ensure compliance with the Food Law Code of Practice and internal policies and procedures.	Yes	Internal quality monitoring is ongoing and is estimated to progress further, on completion of the Environmental Health Service Review Specialist Officer (Food) & Information Officer

TRADING STANDARDS

PROTECT CONSUMERS FROM UNFAIR TRADING AND UNSAFE GOODS AND SUPPORT LOCAL BUSINESSES TO ACHIEVE A HIGH LEVEL OF COMPLIANCE WITH CONSUMER PROTECTION LEGISLATION

Key Performance Measure		Most Recent Ranking against 32 Local Authorities	Achieved in 2009/10	Target in 2010/11	Achieved in Quarter 1 2010/11	Achieved in Quarter 2 2010/11	Achieved in Quarter 3 2010/11	Achieved in Quarter 4 2010/11	Are we getting better?
18.1 S	The number of consumer complaints received and the percentage dealt with within 14 days	19 (2008-09)	(1482) 69.4%	70%	75% (Shire) 85% (B&B) 65% (B) 78% (F) 70% (G) 82% (M) 72% (K&M)	75% (Shire) 71% (B&B) 72% (B) 73% (F) 77% (G) 75% (M) 83% (K&M)	76% (290) BB 75% (49) B 72% (50) F 72% (46) G 83% (70) M 74% (37) K&M 73%(38)	75% (Shire) 76% (B&B) 76% (B) 79% (F) 65% (G) 84% (M) 69% (K&M)	Yes
18.2 S	The number of business advice requests received and the percentage dealt with within 14 days	28 (2008-09)	94.3% (175)	90%	91%	96%	93% (41)	95% (40)	No
18.3 S	Percentage of High Risk Premises visited within the time scale	N/A	100%	95%	92% (Shire) 100% (B&B) 100% (B) 100% (F) 100% (G) 100% (M) 75% (KM)	100% (For all areas)	80% (11) BB 100% (3) B n/a (0) F 33% (1) G 67% (2) M 100% (4) KM 100% (1)	100% (for all areas)	No

COMMENTARY

18.1	Overall position for year is 1717 complaints received and 1272 dealt with within 14 days (74%). Garioch is below target in 4 th Qrt, but within the tolerance of +/- 5% of target and Kincardine & Mearns is also just below target. There are no obvious reasons for the discrepancy - there are no particular 'problem traders' in these areas for example - and it is a normal fluctuation on the complexity of cases received. Over year the target for the Council was exceeded.
18.2	190 requests received in year and 176 dealt with within 14 days (92.6%). Results have exceeded the target but are below performance for last year.

18.3	Performance for year was 79 out of 83 (95.2%) premises visited within timescales. Results have improved over the year and target has been achieved		
Projects/Activities Contributing to This Objective		Are we on track?	Commentary
18.4	Increased enforcement activity in relation to age restricted products, incorporating enhanced tobacco sales enforcement programme as part of Scottish Govt Smoking Prevention Action Plan.	Yes	<p>An agreement was reached within the Society of Chief Officers of Trading Standards in Scotland (SCOTSS) to increase enforcement activity surrounding tobacco control measures as part of its smoking prevention action plan- Scotland’s Future is Smoke Free. In the period since October 2007, we have seen the percentage of retailers willing to sell cigarettes to young persons fall from 36% to 7%, and in a joint operation with HMRC we ensured 33,000 illegal cigarettes were removed from the market place. Likely to achieve target for advice visits and fall slightly short in test purchase targets due to unavailability of young volunteers.</p> <p>Trading Standards Manager.</p>
18.5	Carry out a survey on the accuracy of weighbridges, particularly those used for waste disposal and landfill purposes.	Yes	<p>On-going survey over two years, complete next year.</p> <p>Principal TSO, (South)</p>
18.6	In partnership with Grampian Police establish further Cold Calling Control Zones with a view to raising awareness and to more effectively tackle doorstep crime.	Yes	<p>Further potential Cold Calling Control Zone has been identified in the Stonehaven area.</p> <p>Senior TSO, (Ent Act)</p>
18.7	Carry out safety projects in conjunction with North of Scotland Safety Liaison Group.	Yes	<p>A project was carried out in relation to face and finger paints for children. All complied in relation to safety levels of heavy metals however 2 were found to have minor labelling breaches and these were referred to the Home Authority.</p> <p>A number of paints were checked to ensure they were labelled in accordance with legislation. 1 sample was found to be labelled showing it exceeded the level of volatile organic compounds now permitted and this has been referred to the Home Authority for action.</p> <p>Senior TSO, (Safety)</p>

WASTE MANAGEMENT

PROVIDE EFFICIENT COST EFFECTIVE REFUSE COLLECTION AND DISPOSAL SERVICE

Key Performance Measure		Most Recent Ranking against 32 Local Authorities	Achieved in 2009/10	Target in 2010/11	Achieved in Quarter 1 2010/11	Achieved in Quarter 2 2010/11	Achieved in Quarter 3 2010/11	Achieved in Quarter 4 2010/11	Are we getting better?
19.1 S	Net cost of refuse collection per premises	7 th	£56.80	£60	n/a	n/a	n/a		See Commentary below
19.2 S	Net cost of refuse disposal per premises.	29 th	£137.54	£150	n/a	n/a	n/a		
19.3 S	Percentage of municipal waste recycled	24 th	33.32%	35%	36.25%	33.6%	29.2%		
19.4 S	LEAMS percentage mark (LEAMS is a street cleansing assessment system promoted by Keep Scotland Beautiful – pass mark 67%)	24 th	72%	74%	n/a	n/a	n/a	73%	

COMMENTARY

19.1 -3	<p>The statutory key performance measures listed for waste management including recycling percentage figures for Quarter 4. Figures on recycling are currently being calculated and the service is awaiting information from Finance on costs in order to produce provision results for the year - and the whole of 2010/11 will not be verified by the Scottish Environment Protection Agency until July / August, 2011.</p> <p>The main reason for the position of 24th in the ranking for recycling is that the Council (unlike many) does not routinely uplift garden waste from the kerbside. If composting is discounted then the Council is 8th in the ranking for collecting dry recyclables such as cans, plastic bottles, glass and paper/card. The Scottish Government does not recognise the Council's promotion of home composting as contributing towards the percentage of municipal waste recycled.</p>
19.4	<p>The provisional figure for street cleanliness shows a measure of 73% which is better than last year but just below the target.</p>

Projects/Activities Contributing to This Objective		Are we on track?	Commentary
19.5	Review collection routes and vehicle requirements to identify and implement revised changes to create efficiencies. Continue the development of new Household Waste and Recycling Centres.	Yes	<p>All collection routes have been reviewed on a preliminary basis and will be the subject of a phased introduction in conjunction with vehicle replacement arrangements during 2011/12.</p> <p>A new waste treatment and disposal contract, the terms of which are in the final stages of negotiation, will contribute to the recycling performance.</p> <p>Waste Managers Policy & Services</p>
19.6	Divert waste from landfill by better segregation of wastes for recycling/reuse at Household Waste Recycling Centres	Yes	<p>Additional skips for wood, soils and rubble have been provided and site staff have better understanding of the need to encourage segregation at Household Waste & Recycling Centres. Furniture use containers have been added at some sites and this is hoped to be expanded in the future.</p> <p>Principal Waste Officers + Recycling Officers</p>
19.7	Work in partnership with contractor to develop cheapest waste delivery and disposal costs for municipal wastes sent to landfill under new contract.	Yes	<p>Will be progressed when the contract with SITA is finalised.</p> <p>Waste Manager Policy + Waste Management Officer (Disposal), Contracts & Data Officer</p>
19.8	Explore possibility of contractor introducing processes for recovery of recyclates from wastes delivered by Aberdeenshire Council prior to 2013	Yes	<p>Will be progressed when the contract with SITA is finalised.</p> <p>Waste Manager Policy + Waste Management Officer (Disposal), Contracts & Data Officer</p>
19.9	Ongoing KDI / Service Review	Yes	<p>Nine parts of the service are participating in the KDI process. Five of these have achieved Bronze status. The Service Review concerning Waste Operations merging with Policy & Strategy is about to commence following which there will be a move to KDI Silver</p> <p>Waste Manager (Services) / Principal Officers</p>

19.10	Increase monitoring	Yes	<p>Monitoring has increased as part of KDI and will be extremely important when the four day week and routes are implemented.</p> <p>Data monitoring provides trends and the amounts of segregation achieved for recycling materials at all waste sites operated by the Service.</p> <p>Waste Manager (Services) / Principal Officers</p>
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