

ABERDEENSHIRE COUNCIL  
**PERFORMANCE INFORMATION 2003/2004**

The Local Government Act 1992 requires the council to publish performance information for its main services each year. These are the figures for April 2003 – March 2004. Figures for 2002/03 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

	2002/03	2003/04
<b>COMMUNITY CARE ASSESSMENTS</b>		
1A Community Care Assessments		
Persons assessed or reviewed per 1,000 population		
a) Elderly people aged 65+	180.2	200.9
b) Elderly people aged 65+ with dementia	21.7	20.5
c) People aged 18-64 with mental health problems/dementia	1.9	2.5
d) People aged 18-64 with physical disability	7.4	11.5
e) People aged 18-64 with learning disability	2.4	2.6
f) People aged 18-64 with HIV/AIDS	Under 10	Under 10
g) People aged 18-64 with drug/alcohol abuse problems	2.0	2.7
1B Community Care Assessments		
Persons receiving a service per 1,000 population		
a) Elderly people aged 65+	218.5	210.9
b) Elderly people aged 65+ with dementia	29.5	29.2
c) People aged 18-64 with mental health problems/dementia	3.9	4.9
d) People aged 18-64 with physical disability	9.6	12.9
e) People aged 18-64 with learning disability	6.5	5.5
f) People aged 18-64 with HIV/AIDS	Under 10	Under 10
g) People aged 18-64 with drug/alcohol abuse problems	1.8	1.4
<b>EXPENDITURE</b>		
2 Expenditure on services for adults in community care client groups:		
a) i) percentage of total expenditure for home and community based services	39.9%	40.6%
ii) Cost per head of population aged 18+	£152.59	£166.75
b) i) percentage of total expenditure for long-term residential and nursing home care	60.1%	59.4%
ii) Cost per head of population aged 18+	£229.48	£244.23
<b>RESIDENTIAL ACCOMMODATION: STAFF QUALIFICATION</b>		
3 Care staff in Local Authority residential homes, who have appropriate qualifications:		
a) Elderly People	-	31.07%
b) Others adults	-	27.59%
<b>RESIDENTIAL ACCOMMODATION: PRIVACY</b>		
4 The percentage of all residential care places that are single rooms for the following groups for the following providers		
a) i) Elderly people – Council	Data not available from the Care	98.6%
ii) Elderly people – voluntary sector		93.9%
iii) Elderly people – private sector	Commission to allow this indicator to be calculated.	92.7%
b) i) Other adults – Council		100.0%
ii) Other adults – voluntary sector		94.4%
iii) Other adults – private sector		83.1%
Rooms with en-suite facilities		
a) i) Elderly people – Council	Data not available from the Care	26.9%
ii) Elderly people – voluntary sector		68.4%
iii) Elderly people – private sector	Commission to allow this indicator to be calculated.	76.0%
b) i) Other adults – Council		0.0%
ii) Other adults – voluntary sector		6.8%
iii) Other adults – private sector		49.2%
<b>HOME CARE/HOME HELPS</b>		
5 Total number of homecare hours per 1,000 population aged 65+	-	306.83
Percentage of homecare clients aged 65+ receiving:		
a) personal care	-	76.74%
b) a service during evening / overnight	-	25.00%
c) a service at weekends	-	55.48%

## ADULT SOCIAL WORK (continued)

	2002/03	2003/04
<b>RESPIRE CARE</b>		
6 a) Number of nights residential respite care provided per 1,000 population aged:		
i 65+	-	<b>461.38</b>
ii 18 – 64	-	<b>71.48</b>
b) Number of hours respite care provided at home per 1,000 population aged:		
i 65+	-	<b>1,995.25</b>
ii 18 – 64	-	<b>128.06</b>
<b>CRIMINAL JUSTICE</b>		
7 a) Number of Social Enquiry Reports submitted to courts during the year per 1,000 population aged 16+	4.0	<b>4.0</b>
b) Proportion of Social Enquiry Reports requested by the courts allocated to social work staff within 2 working days of receipt	96.2%	<b>93.0%</b>
c) Proportion of reports submitted to courts by due date	96.4%	<b>93.6%</b>
8 a) Number of new probation orders issued during the year per 1,000 population aged 16+	1.2	<b>1.05%</b>
b) Number and proportion of new probationers seen by a supervising officer within one week	165 / 100%	<b>149 / 88.17%</b>
c) Proportion of people subject to a probation order who were reported to the court for breach of probation during the year	8.0%	<b>11.69%</b>
9 Average number of hours per week to complete community orders	-	<b>3.40</b>

## BENEFITS ADMINISTRATION

<b>BENEFITS ADMINISTRATION</b>	<i>2002/03</i>	<b>2003/04</b>
1 Gross administration cost per case	<i>£46.41</i>	<b>£62.93</b>
2 Average time to process:-		
(i) new claims	<i>43.9 days</i>	<b>49.0 days</b>
(ii) change of circumstances	<i>5.7 days</i>	<b>6.8 days</b>
Percentage of renewal claims processed on time	<i>88.1%</i>	<b>82.2%</b>
3 Percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available at the determination	-	<b>94.6%</b>
4 Percentage of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the year.	-	-

## CHILDREN'S SERVICES

	2002/03	2003/04
<b>PRE-SCHOOL EDUCATION</b>		
1a) The percentage of children, for whom a pre-school place was requested, who are:		
i) in their pre-school	-	100.0%
ii) 3-year-olds in the year before their pre-school year and received government grant-aided education.	-	100.0%
1b) The percentage of these grant-aided children who received fewer than five education sessions per week during the period they were eligible:		
i) pre-school children	-	7.5%
ii) 3-year-olds in the year before their pre-school year	-	49.3%
<b>PRIMARY SCHOOLS</b>		
2 a) Primary classes in which the number of pupils falls within the following bands:		
i) single year classes with 33 or fewer	-	54.3%
ii) composite year classes with 25 or fewer	-	45.4%
iii) primary classes with P1 to P3 pupils in which the number of pupils is 30 or less	-	100.0%
3 The percentage of schools with occupancy of:		
a) 40% or less	5.8%	5.2%
b) 41 – 60%	17.9%	21.9%
c) 61 – 80%	25.6%	29.0%
d) 81 – 100%	27.6%	25.8%
e) 101% or more	23.1%	18.1%
<b>SECONDARY SCHOOLS</b>		
4 The percentage of schools with occupancy of:		
a) 40% or less	5.9%	0.0%
b) 41 – 60%	0.0%	5.9%
c) 61 – 80%	0.0%	0.0%
d) 81 – 100%	41.2%	52.9%
e) 101% or more	52.9%	41.2%
<b>SPECIAL EDUCATIONAL NEEDS</b>		
5 The percentage of special educational needs assessments completed in:		
i) up to 18 weeks	10.0%	17.1%
ii) 19 to 26 weeks	20.8%	28.0%
iii) 27 to 39 weeks	35.8%	25.6%
iv) 40 to 52 weeks	18.3%	17.1%
v) more than 1 year	15.0%	12.2%
<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 Standard Grade	76.0%	72.2%
ii) Standard Grade English and Maths	56.0%	55.6%
<b>EQUAL OPPORTUNITIES POLICY</b>		
7 The percentage of teachers in each of the following staff bands who are women:		
a) Head and Deputy Head Teachers		
i) Secondary	-	25.6%
ii) Primary	-	81.5%
iii) Special	-	81.8%
iv) Total	-	66.9%
b) All teachers including Head and Deputy Head Teachers		
i) Secondary	-	68.6%
ii) Primary	-	94.4%
iii) Special	-	88.5%
iv) Total	-	80.6%

CHILDREN'S SERVICES (continued)

**CHILD PROTECTION**

8	Percentage of children on the register in the year who had previously been on the register	13.5%	7.5%
	Number of children on the register at 31 March per 1,000 population, aged 0 - 15 inclusive	2.3	2.2
	Percentage of children on the register at 31 March who had been on the register for:-		
i)	less than 6 months	28.6%	43.3%
ii)	6 months but under one year	23.2%	16.3%
iii)	one year but under 2 years	32.1%	20.2%
iv)	two years or more	16.1%	20.2%

**CHILD CARE PLACEMENTS**

9	Percentage of children aged 0 – 17 incl. in care / under supervision		
a)	At home	56.9%	49.7%
	As a rate per 1,000 population	3.7	3.4
b)	In other community placements	32.3%	38.1%
	As a rate per 1,000 population	2.1	2.6
c)	In residential accommodation	10.8%	12.2%
	As a rate per 1,000 population .	0.7	0.8
d)	Total number as a rate per 1,000 population	6.5	6.8
e)	Number of children aged under 12 in residential accommodation being looked after	2.7%	2.2%
f)	Number of children receiving respite excluded from above per 1,000 population aged 0 – 17 incl.	1.2	1.1
g)	Total children looked after including respite per 1,000 population aged 0 – 17 incl.	7.7	7.9

**RESIDENTIAL ACCOMODATION**

10	Care staff in Local Authority residential homes, who have appropriate qualifications	-	41.0%
11	The percentage of rooms of all residential care places for children that:		
i)	are single rooms	-	100.0%
ii)	have en-suite facilities	-	20.5%

**RESPITE CARE**

12 a)	Number of nights residential respite care provided per 1,000 population aged 0 – 17.	-	42.8
b)	Number of hours respite care provided at home per 1,000 population aged 0 – 17.	-	213.9
c)	Number of hours of day service respite care	-	106.4

**SOCIAL BACKGROUND REPORTS**

13	Percentage of reports requested by the reporter during the year that were submitted within 20 days.	-	39.7%
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**SUPERVISION**

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

	2002/03	2003/04
<b>SICKNESS ABSENCE</b>		
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, administrative, professional, technical and clerical employees	3.9%	4.6%
ii Craft and manual employees	5.4%	5.5%
iii Teachers	3.0%	3.3%
<b>LITIGATION CLAIMS</b>		
2 a) The number of civil liability claims incurred by the council in the year per 10,000 population.	-	17.3
2 b) Claims as a percentage of the revenue budget	-	0.1%
<b>EQUAL OPPORTUNITIES</b>		
3 a) The percentage of women employees in the top 2% of earners among council employees.	-	26.2%
b) The percentage of women employees in the top 5% of earners among council employees.	-	44.5%
<b>COUNCIL TAX COLLECTION</b>		
4 Cost of collecting council tax per chargeable dwelling	£14.41	£14.40
5 a) Income due from council tax for the year excluding relief and rebates	£76.1m	£81.4m
b) The percentage of income due from council tax for the year that as received by the end of the year	94.0%	94.0%
<b>NON-DOMESTIC RATES COLLECTION</b>		
6 The percentage of income due from non-domestic rates that was received by the end of the year.	97.6%	98.0%
<b>PAYMENT OF INVOICES</b>		
7 The percentage of invoices paid within 30 days of receipt	84.7%	88.0%

## CULTURAL AND COMMUNITY SERVICES

<b>SPORT AND LEISURE MANAGEMENT</b>			
1	Number of attendances per 1,000 population for all pools	2002/03 -	2003/04 <b>3,678</b>
2	Number of attendances per 1,000 population for indoor sport and leisure facilities excluding pools in a combined complex	592	<b>587</b>
<b>MUSEUMS</b>			
3 a)	Number of museums operated by or financially supported by the Council	17	<b>17</b>
b)	The percentage of museums registered under the museums and Galleries Commission (MGC) registration scheme	88.2%	<b>88.2%</b>
<b>LIBRARY BOOK REQUESTS</b>			
4	Average time taken to satisfy library book requests	21 Days	<b>20 Days</b>
<b>LIBRARY STOCK TURNOVER</b>			
5 a)	Changes in adult library lending stock		
i	Additions per 1,000 population	92	<b>114</b>
ii	Closing stock items per 1,000 population	1,812	<b>2,317</b>
5 b)	Changes in children's and teenage library lending stock		
i	Additions per 1,000 population	58	<b>67</b>
ii	Closing stock items per 1,000 population	721	<b>709</b>
6 a)	The percentage of the resident population that are borrowers from public libraries	21.7%	<b>23.0%</b>
b)	Average number of issues per library borrower	24.5	<b>26</b>
<b>LEARNING CENTRE AND LEARNING ACCESS POINT USERS</b>			
7 a)	Users as a percentage of the population	-	<b>4%</b>
b)	Number of occasions that terminals are accessed per 1,000 population	-	<b>278</b>

## DEVELOPMENT SERVICES

	2002/03	2003/04
<b>BUILDING WARRANTS AND COMPLETION CERTIFICATES</b>		
1 a) The percentage of requests for a building warrant responded to within 15 days	55.6%	52.3%
b) The average time taken to respond to a request for a completion certificate	4 days	5 days
c) The percentage of building warrants issued (or an application otherwise determined) within 6 days.	84.6%	74.5%
d) The percentage of completion certificates issued within 3 days.:	75.0%	65.7%
<b>PROCESSING TIME – PLANNING APPLICATIONS</b>		
2 Percentage of applications dealt with within two months		
a) Householder	-	77.6%
b) Non-householder	54.7%	40.4%
c) Total	-	58.8%
<b>APPEALS</b>		
3 a) Successful appeals as a percentage of determinations	0.3%	0.4%
b) Successful appeals as a percentage of determinations that went to appeal	19.3%	34.9%
<b>DEVELOPMENT PLANS</b>		
4 Percentage of population covered by a Local Plan which has been adopted within the last five years	100.0%	100.0%

## HOUSING

	2002/03	2003/04
<b>RESPONSE REPAIRS</b>		
1 The percentage of repairs completed within the following targets:		
a) Emergency repairs – target 24 hours	92.1%	88.1%
b) Urgent repairs – target 5 working days	78.1%	78.9%
c) Standard 1 repairs – target 10 working days	78.3%	83.6%
d) Standard 2 repairs – target 20 working days	52.2%	64.4%
e) Gas – target 32 working days	88.8%	87.1%
f) Planned – target 40 days	-	93.2%
<b>MANAGING TENANCY CHANGES</b>		
2 The percentage of rent due in the year that was lost due to voids	1.89%	1.90%
3 The percentage of all houses re-let that took		
a) Less than 2 weeks	15.0%	14.2%
b) 2 to 4 weeks	32.1%	33.6%
c) More than 4 weeks	52.9%	52.2%
Average time to re-let houses	52.2 days	68 days
<b>RENT ARREARS</b>		
4 a) Current tenants' arrears as a percentage of net rent due	3.3%	3.8%
b) The percentage of current tenants owing more than 13 weeks rent at the year end excluding those owing less the £250	3.2%	3.1%
<b>COUNCIL HOUSE SALES</b>		
5 a) The percentage of house sales completed within 26 weeks.	-	48.1%
b) Average time taken to sell houses	31 weeks	30 weeks
<b>HOMELESSNESS</b>		
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	-	7.1 weeks
b) Percentage of cases reassessed as homeless or potentially homeless within 12 months of previous case being completed.	-	12.7%

## PROTECTIVE SERVICES

	2002/03	2003/04
<b>FOOD SAFETY: HYGIENE INSPECTIONS</b>		
1. Percentage of establishments actually inspected within time:		
a) Inspections required every 6 months	94.5%	89.3%
b) Inspections required every 12 months	95.2%	92.1%
c) Inspections required greater than 12 months	89.2%	83.2%
<b>WORKPLACE SAFETY INSPECTIONS</b>		
2. Percentage of premises liable to workplace safety inspections inspected within target time of:-		
a) 12 months	97.1%	97.6%
b) 24 months	92.7%	91.3%
c) 36 months	90.9%	90.3%
d) 48 months	78.9%	79.7%
e) 60 months	72.2%	78.8%
<b>NOISE COMPLAINTS</b>		
3 a) Percentage of noise complaints settled at first contact with complainant on day of receipt	-	100.0%
b) Percentage of complaints requiring further action that were completed within 14 days.	-	99.0%
<b>TRADING STANDARDS – ENQUIRIES, COMPLAINTS AND ADVICE</b>		
4 a) Percentage of consumer enquiries dealt with on day of receipt	-	87.1%
b) Percentage of consumer complaints dealt with within 14 days of receipt	-	80.1%
c) Percentage of business advise requests dealt with within 14 days of receipt	-	92.8%
<b>INSPECTION OF TRADING PREMISES</b>		
5 Premises liable to inspection in the following categories		
a) High Risk – percentage of target visits to premises achieved within 12 months	15.7%	46.5%
b) Medium Risk – percentage of target visits to premises achieved within 36 months	23.5%	39.3%
c) Low Risk – percentage of target visits to premises achieved within 60 months	30.7%	69.1%

## ROADS AND LIGHTING

	2002/03	2003/04
<b>CARRIAGEWAY CONDITION</b>		
1 Percentage of road network that should be considered for maintenance treatment:		
i) A class roads	-	<b>25.9%</b>
ii) B and C class roads	-	<b>28.3%</b>
iii) Unclassified roads	-	<b>41.7%</b>
iv) Overall	-	<b>33.8%</b>
<b>REPAIRS RESPONSE</b>		
2 Percentage of traffic light failures repaired within 48 hours	91.2%	<b>88.2%</b>
3 Percentage of street light failures repaired within 7 days	70.0%	<b>91.8%</b>
4 a) Cost of street lighting per lamp	£38.52	<b>£49.10</b>
b) Lighting columns replaced as a percentage of the total number of columns	1.2%	<b>1.2%</b>

## WASTE MANAGEMENT

	2002/03	2003/04
<b>REFUSE COLLECTION</b>		
1 a) Gross cost of refuse collection per premise	£35.45	£37.25
b) Gross cost of refuse disposal per premise	£74.74	£84.03
2 Percentage of special uplifts completed within 5 working days	94.4%	95.4%
3 The number of complaints per 1,000 households	-	32.6
<b>REFUSE RECYCLING</b>		
4 a) The amount of household waste collected by the Council that was disposed of by the following methods:-		
i Used for recovery of heat, power and other energy sources	0.0%	0.0%
ii Ash from incineration which is recycled	0.0%	0.0%
iii Composted by the authority	9.6%	9.5%
iv Other recycling or recovery methods	4.2%	6.5%
v Landfill	86.2%	83.8%
vi Other methods	0.0%	0.2%
b) The amount of commercial and industrial waste collected by the Council that was disposed of by the following methods:-		
i Used for recovery of heat, power and other energy sources	0.0%	0.0%
ii Ash from incineration which is recycled	0.0%	0.0%
iii Composted by the authority	0.0%	0.0%
iv Other recycling or recovery methods	8.1%	11.3%
v Landfill	90.5%	86.8%
vi Other methods	1.4%	1.9%