

ABERDEENSHIRE COUNCIL
PERFORMANCE INFORMATION 2004/2005

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

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

The attached are the figures for Aberdeenshire Council for April 2004 – March 2005. Figures for 2003/04 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

ADULT SOCIAL WORK

	2003/04	2004/05
COMMUNITY CARE ASSESSMENTS		
1A Community Care Assessments		
Persons assessed or reviewed per 1,000 population		
a) Elderly people aged 65+	200.9	203.5
b) Elderly people aged 65+ with dementia	20.5	18.4
c) People aged 18-64 with mental health problems/dementia	2.5	2.5
d) People aged 18-64 with physical disability	11.5	12.3
e) People aged 18-64 with learning disability	2.6	3.1
f) People aged 18-64 with HIV/AIDS	Under 10	Under 10
g) People aged 18-64 with drug/alcohol abuse problems	2.7	3.3
1B Community Care Assessments		
Persons receiving a service per 1,000 population		
a) Elderly people aged 65+	210.9	207.7
b) Elderly people aged 65+ with dementia	29.2	30.5
c) People aged 18-64 with mental health problems/dementia	4.9	5.0
d) People aged 18-64 with physical disability	12.9	13.3
e) People aged 18-64 with learning disability	5.5	5.4
f) People aged 18-64 with HIV/AIDS	Under 10	Under 10
g) People aged 18-64 with drug/alcohol abuse problems	1.4	1.6
RESIDENTIAL ACCOMMODATION: STAFF QUALIFICATION		
2 Care staff in Local Authority residential homes, who have appropriate qualifications:		
a) Elderly People	31.07%	41.4%
b) Others adults	27.59%	52.6%
c) Overall	31.00%	43.1%
RESIDENTIAL ACCOMMODATION: PRIVACY		
3 The percentage of all residential care places that are single rooms for the following groups for the following providers		
a) i Elderly people – Council	98.6%	100.0%
ii Elderly people – voluntary sector	93.9%	99.1%
iii Elderly people – private sector	92.7%	93.7%
b) i Other adults – Council	100.0%	100.0%
ii Other adults – voluntary sector	94.4%	96.2%
iii Other adults – private sector	83.1%	90.9%
Rooms with en-suite facilities		
a) i Elderly people – Council	26.9%	30.4%
ii Elderly people – voluntary sector	68.4%	66.7%
iii Elderly people – private sector	76.0%	84.4%
b) i Other adults – Council	0.0%	0.0%
ii Other adults – voluntary sector	6.8%	10.3%
iii Other adults – private sector	49.2%	60.6%
HOME CARE/HOME HELPS		
4 Total number of homecare hours per 1,000 population aged 65+	306.83	291.9
Percentage of homecare clients aged 65+ receiving:		
a) personal care	76.74%	83.2%
b) a service during evening / overnight	25.00%	28.2%
c) a service at weekends	55.48%	53.2%

ADULT SOCIAL WORK (continued)

	2003/04	2004/05
RESPIRE CARE		
5 a) Number of nights residential respite care provided per 1,000 population aged:		
i 65+	461.38	425.4
ii 18 – 64	71.48	66.8
b) Number of hours respite care provided at home per 1,000 population aged:		
i 65+	1,995.25	2,224.9
ii 18 – 64	128.06	153.7
c) Number of hours other respite care per 1,000 population aged 65+	-	958
d) Number of nights other respite care per 1,000 population aged 65+	-	94
CRIMINAL JUSTICE		
6 a) Number of Social Enquiry Reports submitted to courts during the year per 1,000 population aged 16+	4.0	4.0
b) Proportion of Social Enquiry Reports requested by the courts allocated to social work staff within 2 working days of receipt	93.0%	95.3%
c) Proportion of reports submitted to courts by due date	93.6%	99.5%
7 a) Number of new probation orders issued during the year per 1,000 population aged 16+	1.05%	1.1%
b) Number and proportion of new probationers seen by a supervising officer within one week	149 / 88.17%	112 / 58.9%
c) Proportion of people subject to a probation order who were reported to the court for breach of probation during the year	11.69%	15.5%
8 Average number of hours per week to complete community orders	3.4	3.5

BENEFITS ADMINISTRATION

BENEFITS ADMINISTRATION	<i>2003/04</i>	2004/05
1 Gross administration cost per case	<i>£62.93</i>	£66.08
2 Average time to process:-		
(i) new claims	<i>49.0 days</i>	53.6 days
(ii) change of circumstances	<i>6.8 days</i>	6.9 days
3 Percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available at the determination	<i>94.6%</i>	93.4%
4 Percentage of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the year.	-	-

CHILDREN'S SERVICES

	2003/04	2004/05
PRIMARY SCHOOLS		
1 Primary classes in which the number of pupils falls within the following bands:		
i) single year classes with 33 or fewer	54.3%	53.4%
ii) composite year classes with 25 or fewer	45.4%	46.4%
iii) primary classes with P1 to P3 pupils in which the number of pupils is 30 or less	100.0%	100.0%
2 The percentage of schools with occupancy of:		
a) 40% or less	5.2%	7.1%
b) 41 – 60%	21.9%	23.2%
c) 61 – 80%	29.0%	26.5%
d) 81 – 100%	25.8%	25.2%
e) 101% or more	18.1%	18.1%
SECONDARY SCHOOLS		
3 The percentage of schools with occupancy of:		
a) 40% or less	0.0%	0.0%
b) 41 – 60%	5.9%	0.0%
c) 61 – 80%	0.0%	5.9%
d) 81 – 100%	52.9%	47.05%
e) 101% or more	41.2%	47.05%
SPECIAL EDUCATIONAL NEEDS		
4 The percentage of special educational needs assessments completed in:		
i) up to 18 weeks	17.1%	56.3%
ii) 19 to 26 weeks	28.0%	10.9%
iii) 27 to 39 weeks	25.6%	15.6%
iv) 40 to 52 weeks	17.1%	6.3%
v) more than 1 year	12.2%	10.9%
EQUAL OPPORTUNITIES POLICY		
5 The percentage of teachers in each of the following staff bands who are women:		
a) Head and Deputy Head Teachers		
i) Secondary	25.6%	44.1%
ii) Primary	81.5%	87.6%
iii) Special	81.8%	75.0%
iv) Total	66.9%	80.5%
b) All teachers including Head and Deputy Head Teachers		
i) Secondary	68.6%	66.0%
ii) Primary	94.4%	94.1%
iii) Special	88.5%	91.2%
iv) Total	80.6%	80.7%
CHILD PROTECTION		
6. Percentage of children on the register in the year who had previously been on the register	7.5%	18.0%
Number of children on the register at 31 March per 1,000 population, aged 0 - 15 inclusive	2.2	2.3%
Percentage of children on the register at 31 March who had been on the register for:-		
i) less than 6 months		
ii) 6 months but under one year	43.3%	37.0%
iii) one year but under 2 years	16.3%	20.4%
iv) two years or more	20.2%	25.9%
	20.2%	16.7%
LOOKED AFTER CHILDREN – ACADEMIC ATTAINMENT		
7 Percentage of 16 or 17 year olds ceasing to be looked after away from home who attained:		
i) at least one SCQF level 3 (any subject)	-	80%
ii) at least level 3 in English and Maths	-	60%
iii) at least one Standard Grade	-	80%
iv) Standard Grade English and Maths	-	60%

CHILDREN'S SERVICES (continued)

CHILD CARE PLACEMENTS

8	Percentage of children aged 0 – 17 incl. in care / under supervision		
a)	At home	49.7%	40.0%
	As a rate per 1,000 population	3.4	2.4
b)	In other community placements	38.1%	47.6%
	As a rate per 1,000 population	2.6	2.8
c)	In residential accommodation	12.2%	12.4%
	As a rate per 1,000 population .	0.8	0.7
d)	Total number as a rate per 1,000 population	6.8	5.9
e)	Number of children aged under 12 in residential accommodation being looked after	2.2%	2.5%
f)	Number of children receiving respite excluded from above per 1,000 population aged 0 – 17 incl.	1.1	0.6
g)	Total children looked after including respite per 1,000 population aged 0 – 17 incl.	7.9	6.6

RESIDENTIAL ACCOMODATION

STAFF QUALIFICATION

9	Care staff in Local Authority residential homes, who have appropriate qualifications	41.0%	55.0%
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RESIDENTIAL ACCOMODATION

PRIVACY

10	The percentage of rooms of all residential care places for children that are single rooms (by sector):		
i)	Council	100.0%	100.0%
ii)	Voluntary	100.0%	93.3%
iii)	Private	-	92.3%

The percentage of rooms of all residential care places for children that have en-suite facilities (by sector):

i)	Council	6.7%	7.1%
ii)	Voluntary	27.6%	20.0%
iii)	Private	-	0.0%

RESPITE CARE

11	Per 1,000 population aged 0 – 17:		
a)	Number of nights residential respite care provided.	42.8	10.2
b)	Number of hours respite care provided at home	213.9	227.6
c)	Number of hours of day service respite care	106.4	184.8
d)	Number of nights respite care	-	29.8

SOCIAL BACKGROUND REPORTS

12	Percentage of reports requested by the reporter during the year that were submitted within 20 days.	39.7%	40.0%
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SUPERVISION

13	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%	98.6%
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CORPORATE MANAGEMENT

	2003/04	2004/05
SICKNESS ABSENCE		
1 a) Number of days lost through sickness absence, expressed as a percentage of total working days available, for the following groups of staff:-		
i Chief officers and local government employees	-	4.5%
ii Craft employees	-	3.0%
iii Teachers	3.3%	3.6%
LITIGATION CLAIMS		
2 a) The number of civil liability claims incurred by the council in the year per 10,000 population.	17.3	21.1
2 b) Claims as a percentage of the revenue budget	0.1%	0.1%
EQUAL OPPORTUNITIES		
3 a) The percentage of women employees in the top 2% of earners among council employees.	26.2%	31.8%
b) The percentage of women employees in the top 5% of earners among council employees.	44.5%	42.5%
PUBLIC ACCESS		
4 The percentage of buildings from which the council delivers services that are suitable for, and accessible to, disabled people.	-	28.3%
COUNCIL TAX COLLECTION		
5 Cost of collecting council tax per chargeable dwelling	£14.40	£10.82
6 a) Income due from council tax for the year excluding relief and rebates	£81.4m	£86.9m
b) The percentage of income due from council tax for the year that is received by the end of the year	94.0%	95.3%
NON-DOMESTIC RATES COLLECTION		
7 The percentage of income due from non-domestic rates that was received by the end of the year.	98.0%	96.9%
PAYMENT OF INVOICES		
8 The percentage of invoices paid within 30 days of receipt	88.0%	87.8%

CULTURAL AND COMMUNITY SERVICES

	<i>2003/04</i>	2004/05
SPORT AND LEISURE MANAGEMENT		
1 Number of attendances per 1,000 population for all pools	<i>3,678</i>	3,708
2 Number of attendances per 1,000 population for indoor sport and leisure facilities excluding pools in a combined complex	<i>587</i>	542
MUSEUMS		
3 a) Number of museums operated by or financially supported by the Council	<i>17</i>	17
b) The percentage of museums registered under the museums and Galleries Commission (MGC) registration scheme	<i>88.2%</i>	88.2%
LIBRARY BOOK REQUESTS		
4 Average time taken to satisfy library book requests	<i>20 Days</i>	20 days
LIBRARY STOCK TURNOVER		
5 a) Changes in adult library lending stock		
i Additions per 1,000 population	<i>114</i>	104
ii Closing stock items per 1,000 population	<i>2,317</i>	2,095
5 b) Changes in children's and teenage library lending stock		
i Additions per 1,000 population	<i>67</i>	75
ii Closing stock items per 1,000 population	<i>709</i>	732
6 a) The percentage of the resident population that are borrowers from public libraries	<i>22.7%</i>	22.3%
b) Average number of issues per library borrower	<i>26.3</i>	25.0
LEARNING CENTRE AND LEARNING ACCESS POINT USERS		
7 a) Users as a percentage of the population	<i>3.6%</i>	6.1%
b) Number of occasions that terminals are accessed per 1,000 population	<i>277.9</i>	427.0

DEVELOPMENT SERVICES

	2003/04	2004/05
BUILDING WARRANTS AND COMPLETION CERTIFICATES		
1 a) The percentage of requests for a building warrant responded to within 15 days	52.3%	53.2%
b) The average time taken to respond to a request for a completion certificate	5 days	6 days
c) The percentage of building warrants issued (or an application otherwise determined) within 6 days.	74.5%	78.8%
d) The percentage of completion certificates issued within 3 days.:	65.7%	73.0%
PROCESSING TIME – PLANNING APPLICATIONS		
2 Percentage of applications dealt with within two months		
a) Householder	77.6%	84.6%
b) Non-householder	40.4%	46.9%
c) Total	58.8%	65.5%
APPEALS		
3 a) Successful appeals as a percentage of determinations	0.4%	0.5%
b) Successful appeals as a percentage of determinations that went to appeal	34.9%	28.6%
DEVELOPMENT PLANS		
4 Percentage of population covered by a Local Plan which has been adopted or finalised within the last five years	100.0%	100.0%

HOUSING

	2003/04	2004/05
RESPONSE REPAIRS		
1 The percentage of repairs completed within the following targets:		
a) Call-outs – target 2 hours	-	90.3%
b) Emergency repairs – target 24 hours	88.1%	83.0%
c) Urgent repairs – target 5 working days	78.9%	75.9%
d) Standard 1 repairs – target 10 working days	83.6%	77.1%
e) Standard 2 repairs – target 20 working days	64.4%	82.0%
f) Planned – target 40 days	93.2%	89.6%
MANAGING TENANCY CHANGES		
2 The percentage of rent due in the year that was lost due to voids	1.90%	1.80%
3 The percentage of all houses re-let that took		
a) Less than 2 weeks	14.2%	9.4%
b) 2 to 4 weeks	33.6%	34.9%
c) More than 4 weeks	52.2%	55.7%
Average time to re-let houses	68 days	67 days
RENT ARREARS		
4 a) Current tenants' arrears as a percentage of net rent due	3.8%	4.2%
b) The percentage of current tenants owing more than 13 weeks rent at the year end excluding those owing less than £250	3.1%	3.7%
COUNCIL HOUSE SALES		
5 a) The percentage of house sales completed within 26 weeks.	48.1%	68.0%
b) Average time taken to sell houses	30 weeks	25 weeks
HOMELESSNESS		
6 a) The average time per case between presentation and completion of duty by the council for those cases assessed as homeless or potentially homeless	7.1 weeks	13.5 weeks
b) Percentage of cases reassessed as homeless or potentially homeless within 12 months of previous case being completed.	12.7%	12.6%

PROTECTIVE SERVICES

	2003/04	2004/05
FOOD SAFETY: HYGIENE INSPECTIONS		
1. Percentage of establishments actually inspected within time:		
a) Inspections required every 6 months	87.6%	98.7%
b) Inspections required every 12 months	92.1%	96.3%
c) Inspections required greater than 12 months	83.2%	83.4%
WORKPLACE SAFETY INSPECTIONS		
2. Percentage of premises liable to workplace safety inspections inspected within target time of:-		
a) 12 months	97.6%	97.3%
b) 24 months	91.3%	91.3%
c) 36 months	90.3%	85.4%
d) 48 months	79.7%	75.8%
e) 60 months	78.8%	60.9%
NOISE COMPLAINTS		
3 a) Percentage of noise complaints settled at first contact with complainant on day of receipt	100.0%	81.5%
b) Percentage of complaints requiring further action that were completed within 14 days.	99.0%	96.5%
TRADING STANDARDS – ENQUIRIES, COMPLAINTS AND ADVICE		
4 a) Percentage of consumer enquiries dealt with on day of receipt	87.1%	86.1%
b) Percentage of consumer complaints dealt with within 14 days of receipt	80.1%	74.3%
c) Percentage of business advise requests dealt with within 14 days of receipt	92.8%	91.6%
INSPECTION OF TRADING PREMISES		
5 Premises liable to inspection in the following categories where inspections were undertaken within time		
a) High Risk (12 months)	-	72.5%
b) Medium Risk (2 years)	-	52.0%
c) Low Risk (5 years)	-	61.6%

ROADS AND LIGHTING

	2003/04	2004/05
CARRIAGEWAY CONDITION		
1 Percentage of road network that should be considered for maintenance treatment:		
i) A class roads	25.9%	27.0%
ii) B class roads	33.4%	36.8%
iii) C class roads	25.7%	22.4%
iv) Unclassified roads	41.7%	35.8%
v) Overall	33.8%	31.0%
TRAFFIC LIGHT REPAIRS		
2 Percentage of traffic light failures repaired within 48 hours	88.2%	96.1%
STREET LIGHT REPAIRS		
3 Percentage of street light failures repaired within 7 days	91.8%	93.9%
STREET LIGHTING COLUMNS		
4. The proportion of street lighting columns that are over 30 years old	-	23.5%
BRIDGES – ROAD NETWORK RESTRICTIONS		
5. (a) The number and percentage of bridges failing European standards:		
i) Council	-	93 / 8.8%
ii) Private	-	7 / 22.6%
iii) Total	-	100 / 9.2%
5. (b) The number and percentage of bridges with a weight or width restriction:		
i) Council	-	6 / 0.6%
ii) Private	-	1 / 3.2%
iii) Total	-	7 / 0.6%

WASTE MANAGEMENT

	<i>2003/04</i>	2004/05
REFUSE COLLECTION		
1 a) Net cost of refuse collection per premise	-	£28.89
b) Net cost of refuse disposal per premise	-	£68.89
2 Percentage of special uplifts completed within 5 working days	95.4%	96.4%
3 The number of complaints per 1,000 households	32.6	0.1
REFUSE RECYCLING		
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	6.3%	4.0%
iv Other recycling or recovery methods	6.5%	6.6%
v Landfill	87.0%	89.4%
vi Other methods	0.2%	0.0%
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	11.3%	27.1%
iv Other recycling or recovery methods	86.8%	71.6%
v Landfill	1.9%	1.4%
vi Other methods		
CLEANLINESS		
5. The cleanliness index achieved following inspection of a sample of streets and other land	-	72