

Aberdeenshire Performs

Welcome to Aberdeenshire Council

Summary Performance Report 2014/15

This short report is designed to give you an overview of the council's performance and let you make a judgement about how you think the council is doing. Our detailed Annual Report 2014/15 is published on our website.

This year the council reported a range of performance indicators to the Improvement Service through the Local Government Benchmarking Framework. In total we reported 56 SPIs and 90 local indicators.

Overall we have achieved our targets in 70% of the indicators and improved performance in 56%.

You can find all the indicators in our Annual Report 2014/15. It provides more detailed information on how we are delivering the priority outcomes identified in the Council Plan 2013-2017.



You can view the Annual Report on our website at www.aberdeenshire.gov.uk/performance

You can also view our [current performance](#)

Lifelong Learning

Aberdeenshire is the best place to live and learn, work and play. It is an area where we are working together for the best quality of life, supporting healthy, successful, inclusive communities.

Our priorities

- Improve Early Year Opportunities
- Improve Opportunities to Achieve and Attain
- Preparing for Life and Work
- Enhance Community Learning & Participation
- Support and Enhance Access to Leisure & Cultural Opportunities

How are we doing?

97.8% of children are educated entirely within their local school for the year *(remains high and is above target)*



38% of 5th year pupils achieved three or more **Highers** (5% from last year Scottish average is 28%)



94%

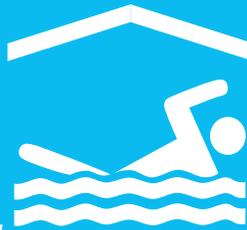
school leavers go into positive destinations *(no change from last year, Scottish average is 93%)*

96.9% positive HMle school and pre-school inspections *(satisfactory or better)*

3,671

visits to swimming pools per 1,000

population *(total year figures are 7% higher than 13/14 - a figure of over 60,000 extra swims)*



1,412,800

visits to libraries *(10% more than last year)*



19,229

participants in youth work, adult learning and community capacity building *(lower than last year but more targeted to those most in need of support)*



In more detail:

The opening of Mearns Academy Community Campus which includes lecture theatres, full size artificial and grass football pitches, fitness studio and court halls, a library, drama studios and an unmanned police office where the police can be contacted.

Work to modernise the school estate progresses with the new Ellon Academy campus opening in time for the 2015/16 school year. We continue to invest significantly in our learning estate enabling the development of new schools such as Markethill Primary School in Turriff, Ellon and Alford Community Academies which will open during the 2015/16 academic year, as well as refurbishment of several primary and secondary schools including schools in Aboyne and Kemnay.

As a result of an increased programme of events within Libraries, physical attendances in Aberdeenshire continues to grow, compared to a 12% national decrease in usage.



52.5% of facilities rated in top 2 suitability categories *(slightly higher from last year)*

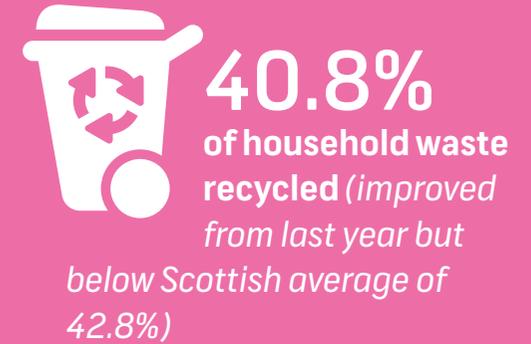
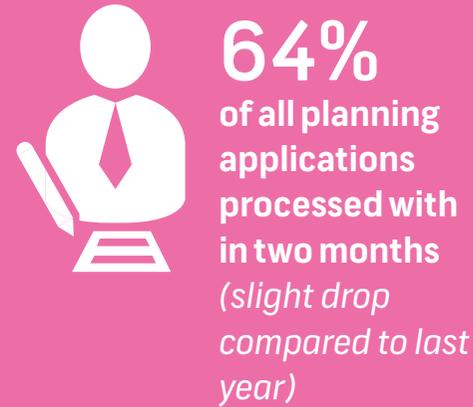
Strong & Sustainable Communities

Aberdeenshire is the best area where the council works with partners and communities to create and sustain the best quality of life for all through an enterprising and adaptable economy, that is the location of choice for high value national organisations, for smaller expanding businesses and for social enterprises.

Our priorities

- Promote Aberdeenshire locally, nationally, globally as a location for life, work and leisure
- Attract and Support Businesses
- Promoting and Sustaining an Integrated Transport Network
- Promote and Support Sustainable Development
- Managing Waste
- Protect & Promote Aberdeenshire's Heritage & Natural Environment

How are we doing?



The Support for Aberdeenshire Business scheme helped create 55 jobs and safeguard 24 jobs.

£16,000,000
for improved broadband connectivity throughout Aberdeenshire

54,852
tonnes of CO² emissions from council buildings (similar to last year)

In more detail:

Over the year there have been many successes including a number of services achieving national awards such as the community library within HMP &YOI Grampian achieving Gold at the CoSLA Excellence Awards with a further four bronze awards across all services.

We continued to invest significantly in communities, supporting businesses, improving facilities and encouraging visitors to the area. This includes £16 million for improved broadband connectivity throughout Aberdeenshire - over 25,000 additional premises in Aberdeenshire have been able to access fibre optic cable enabled broadband since April 2014 as a result of this investment. £600,000 investment supported regeneration and the economy in towns such as Fraserburgh and the Mearns coastal area.

Once again Aden Country Park was recognised as one of the best green spaces in Scotland with a prestigious Green Flag award; and this year it has been joined by Haddo Country Park for the first time.

68%

of residents agree that they are satisfied with Aberdeenshire Council as a provider of local services

Caring for Communities

Aberdeenshire is the best place to be, where the council is creating and sustaining the best quality of life for all through involving and enabling happy, healthy and confident people who live in safe, friendly and lively communities.

Priorities

- Promote and support safe communities
- Providing quality public spaces
- Provide quality, affordable housing
- Support and protect vulnerable children, young people and adults
- Support independence for adults and older people

How are we doing?

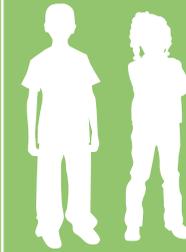


91% council houses meeting the **Scottish Housing Quality Standard** (compared to Scottish average of 77%)

All housing quality indicators continue to improve *energy efficiency, SHQS, repair time and less rent loss due to voids*



72 affordable homes built (fewer than we aimed to build)



88.2% of children looked

after away from home experience three or fewer changes in placements (slight drop from last year)



29.2% of older people with intensive care needs supported at home (better than last year but below Scottish average of 35.5%)

Work is currently underway on how to most effectively report the provision of respite services to carers and service users due to introduction of self-directed support



1,039 complaints dealt with by trading standards (lower than last year)

In more detail:

The principles of early intervention and prevention continued to underpin our approach to service delivery. A key achievement was the continued focus on homelessness prevention through mediation and advice and support, resulting in a reduction in the number of households presenting as homeless and a significant reduction in the use of bed and breakfast accommodation as temporary accommodation. We continue to progress the integration of health and social care services with a focus on the personalisation of care enabling individuals to take control of the support they need.

In addition we invested in our own housing stock and at March 2015 over 99% of all council houses met the Scottish Housing Quality Standard.

8 beaches with rural seaside award



Public Service Excellence

Aberdeenshire is the best council. It is a dynamic, effective organisation aiming to provide excellent services by finding new and more efficient ways of doing things. The focus is on continuous improvement of the quality and efficiency of service provided with strong leadership and motivated employees.

Priorities

- A Focus on the Customer
- Effective Resource & Asset Management
- The Best Workforce
- Excellent Communication, Performance & Improvement

How are we doing?



85% of calls to our contact centre dealt with at first point of contact (*down from last year but handling 18% more calls*)



25 days on average to process a new benefit claim (*3 days slower than last year*)



87% of invoices processed with 30 days (*less than last year and lower than Scottish average of 90%*)

87.5%

Residents believe the council takes account of their views (*15% higher than last year*)



96.5% of Council tax collected (*no change from last year, higher than Scottish average*)



8.9 days average sickness per employee (*slightly higher than last year but better than the Scottish average*)

In more detail:

The council's Capital Plan was approved by Full Council in February 2015. The revised Capital Plan is worth nearly £804 million over the next 15 years and represents a massive programme of investment, creating jobs, supporting businesses, delivering improved facilities and growing ambition in the area.

Our approach to Procurement has resulted in approximately 20% of expenditure in 2014/15 being spent with local suppliers within Aberdeenshire and 40% with suppliers in the wider region (Aberdeen City, Aberdeenshire and Moray). Over 50% of the council spend was with small/medium enterprises (SMEs), just below our target of 55%. Improving the Customer Experience (ICE) is a significant project for the council that has been focusing on common interactions between the council and our customers and residents. As part of the programme, a Customer Experience Panel has been established which enables residents to get involved in helping to shape future service delivery by testing new online service delivery approaches and participating in online surveys.



100% response rate to potentially dangerous buildings within 4 hours of notification