

## Shetland Islands Council

Information on council performance comes from statutory performance indicators, the performance management and planning audit, value for money and other reports. **All** of these must be taken into account in considering how a council is performing. Further details about all of the information below are available in Section 1 of this document.

### Contextual data

- total resident population 21,988
- number of households 9,280
- Grant Aided Expenditure for 2002/2003 (£'000) 55,230
- Band D Council Tax for 2001/2002 (£) 810

### Statutory Performance Indicators - summary information

The council's performance worsened by 5% or more on 17 measures, and improved by 5% or more on 15 measures

	Measures that worsened by...			Measures that improved by...		
	>15%	10-14%	5-9%	5-9%	10-14%	>15%
<b>Scotland</b>	5.9	2.7	3.7	4.5	3.0	9.2
<b>Shetland Islands</b>	9	3	5	4	2	9

A full set of the SPI measures used for this analysis is included at the end of the profile.

In 1999/2000 this council had a ranking of 25 or below in indicators 7, 13, 16, 18, 19, 22, 28, 32, 52 and 54. By 2001/02, they had not improved by at least 5% in the following indicators:

Indicator number	Indicator definition
<b>13</b>	Pre-school provision - the percentage of children in their pre-school year who received pre-school education
<b>18</b>	Special Educational Needs - the average number of weeks taken to complete an assessment of special educational needs
<b>28</b>	Council tax - the gross cost of collecting council tax per chargeable dwelling (£)
<b>32</b>	Tenancy changes - the percentage of rent loss due to unoccupied dwellings
<b>52</b>	Staff qualification – the percentage of staff in residential homes for children, who are qualified

### Progress towards Best Value: The performance management and planning (PMP) audit

Best Value requires councils to implement effective arrangements for planning and managing their performance. The performance management and planning (PMP) audit assesses the extent to which councils have these arrangements in place. Results from the PMP audit, SPIs, performance audit and other reports should **all** be considered when assessing council or service performance.

Between 1999 and 2002 the PMP audit was applied to Shetland Islands Council's corporate function and to a total of eight Shetland Islands Council services (Exhibit 1). The criteria used in the PMP audit are outlined in Section 1, Exhibit 3. Having over 70% of best practice criteria elements in place is recognised as a good achievement. Councils with less than 60% of best practice elements in place generally have room to make substantial improvements.

The corporate audit (2000/01) found that Shetland Islands Council had less than 60% of the elements of best practice performance management and planning in place. The service audits found that none of the eight Shetland Islands Council services had 70% or more of best practice elements in place. All three services audited in 1999/00, two services audited in 2000/01 (waste management and inter-islands air services) and one service audited in 2001/02 (personnel) had less than 60% of best practice elements in place.

Shetland Islands Council planned to make improvements in all the PMP audited services and to its corporate function. The 2001/02 PMP audit looked at the extent of progress made and found:

**Services audited in 1999/00**

- Inter-islands ferry services – some progress but slippage
- Design construction services – some progress but slippage
- Economic development – improvements had been or were on target to be introduced

**Services audited in 2000/01**

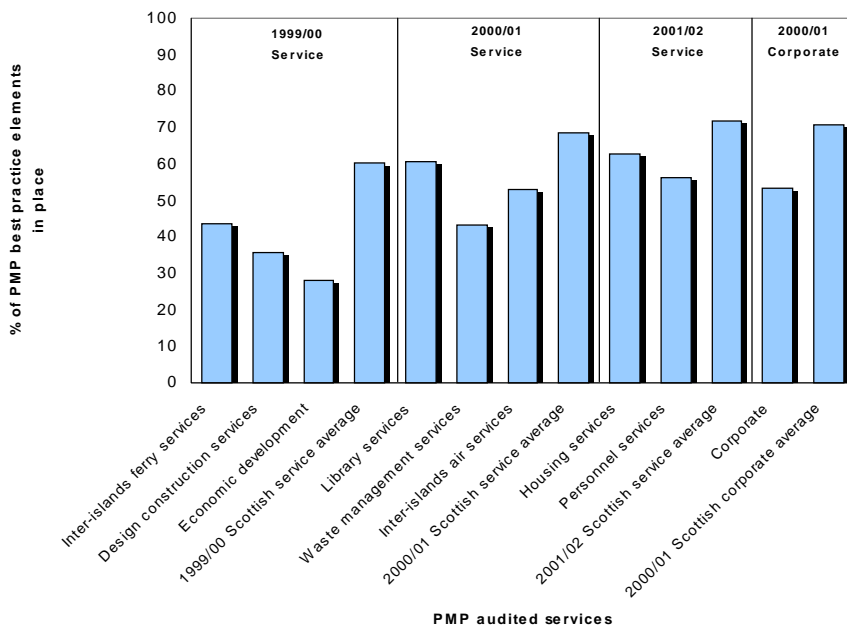
- Library services – some progress but slippage
- Waste management services – improvements had been or were on target to be introduced
- Inter-islands air services – improvements had been or were on target to be introduced

**Corporate function audited in 2000/01**

- some progress but slippage

**Exhibit 1: PMP audit results 1999-2002**

The proportion of best practice elements that audited services across Scotland had in place has increased over the three years of the PMP audit. In 1999/00 the average (mean) proportion was 60%; in 2000/01 the average proportion was 69%; and in 2001/02 the average proportion was 72%. None of the eight audited services had higher than Scottish average scores.



Source: PMP audits 1999-2002

**Accounts Commission/Audit Scotland reports (April 2001 to December 2002)**

- There were no Accounts Commission statutory reports published on this council during the time period
- The appointed auditor’s report on the council’s financial statement for the year was unqualified

- The following Value for Money reports were published during the time period and included comparative performance levels on all councils:
  - ‘A job worth doing – raising the standard of internal audit in Scottish councils’ (August 2001) assessed this council as band 4, councils that generally do not comply with the CIPFA code of practice for internal audit
  - ‘A safer place revisited – a review of progress in property risk management in schools’ (June 2001) mentioned this council as:
    - having very low levels of vandalism, a total of £300 in 1999/2000, equating to less than £1 per pupil
    - having made good progress on some recommendations, but less on others

More information about the work of the Accounts Commission and Audit Scotland are available at [www.audit-scotland.gov.uk](http://www.audit-scotland.gov.uk)

### Inspectorates (April 2001 to December 2002)

- HM Inspectorate of Education completed a QMiE inspection of the council’s education department in December 2001
- The Benefit Fraud Inspectorate did not undertake an inspection of the council during this time period. More information is available at [www.bfi.gov.uk](http://www.bfi.gov.uk)
- The Social Work Services Inspectorate included a section on this council in their annual report ‘Growth & Development’ (November 2002). More information is available at [www.scotland.gov.uk/socialwork/swsi](http://www.scotland.gov.uk/socialwork/swsi)
- The Food Standards Agency completed a partial audit of this council’s food law enforcement services as part of their audit scheme year 1 (April 2001 to March 2002). They have also been subject to a phase 2 audit (April 2002 to March 2003). More information is available at [www.foodstandards.gov.uk](http://www.foodstandards.gov.uk)

For more information on the work of Inspectorates in general, please refer to Section 1 of this report

### Scottish Public Services Ombudsman (April 2001 to December 2002)

- There were no findings of maladministration against this council during this time period

More information on the work of the Ombudsman is available at [www.scottishombudsman.org.uk](http://www.scottishombudsman.org.uk)

### Statutory Performance Indicators – list of measures

	Measure	Rank in 01/02		PI measurement			Better ✓ or worse ✗ since 99/00		
		1-32	✓1-8 ✗ 25-32	99/00	00/01	01/02	5-9%	10-14%	>15%
<b>Benefits administration</b>									
1	Administration costs - the overall gross administration cost (£) per council tax or housing benefit application	31	✗	-	-	101.55			
2	New claims - the average time (days) taken to process new claims	3	✓	-	-	23			
3	Changes of circumstances - the average time (days) taken to process notifications of changes of circumstances	2	✓	-	-	3			
4	Renewal claims - the percentage of renewal claims processed on time	6	✓	-	-	98.0			
5	Recoverable overpayments - the percentage of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the year	12		-	FTR	50.7			
<b>Building control</b>									
6	Building warrants - the average time (days) taken to respond to a request for a building warrant	19		4	12	14			✗
7	Completion certificates - the average time (days) taken to respond to a request for a completion certificate	20		6	4	5			✓

**Shetland Islands**

	Measure	Rank in 01/02		PI measurement			Better ✓ or worse ✗ since 99/00		
		1-32	✓1-8 ✗ 25-32	99/00	00/01	01/02	5-9%	10-14%	>15%
<b>Corporate issues</b>									
8	Sickness absence - the percentage of working days lost through sickness absence for chief officers, administrative, professional, technical and clerical staff	2	✓	3.6	3.4	3.9			✗
9	Sickness absence - the percentage of working days lost through sickness absence for craft and manual employees	1	✓	4.6	4.6	4.3			✓
10	Sickness absence - the percentage of working days lost through sickness absence for teachers	1	✓	2.7	2.8	1.9			✓
11	Equal opportunities - the percentage of chief official employees, who are female	19		-	14.3	13.6			
12	Equal opportunities - the percentage of senior professionals, who are female	26	✗	-	16.7	16.7			
<b>Education</b>									
13	Pre-school provision - the percentage of children in their pre-school year who received pre-school education	32	✗	92.1	90.3	87.1			✗
14	Pre-school provision - the percentage of children in their ante-pre-school year who received pre-school education	32	✗	85.0	79.7	72.3			✗
15	Primary schools - the percentage of classes with P1 to P3 pupils, with no more than 30 pupils	1	✓	100.0	100.0	100.0			
16	Primary schools - the percentage of schools in which the ratio of pupils to available places is between 61% and 100%	21		44.1	35.3	58.8			✓
17	Secondary schools - the percentage of schools in which the ratio of pupils to available places is between 61% and 100%	25	✗	66.7	66.7	55.6			✗
18	Special educational needs - the average number of weeks taken to complete an assessment of special educational needs	32	✗	37	47	53			✗
<b>Environmental health</b>									
19	Food hygiene - the percentage of premises with a minimum inspection frequency of 12 months or less, that were inspected on time	20		41.0	15.2	91.2			✓
20	Noise complaints - the percentage of initial noise complaints that were dealt with in one day	1	✓	100.0	100.0	100.0			
21	Noise complaints - the percentage of noise complaints requiring further investigation that were dealt with in three days	23		100.0	N/A*	90.9			✗
22	Pest control - the percentage of responses to requests for high-priority pest control services within two days	19		82.6	97.4	91.5			✓
23	Pest control - the percentage of responses to requests for low-priority pest control services within five days	1	✓	95.0	100.0	100.0			✓
<b>Environmental services</b>									
24	Refuse collection - the gross cost of refuse collection per property (£) (see note 2)	25	✗	48.38	39.49	59.75			✗
25	Refuse collection - the gross cost of refuse disposal per property (£) (see note 2)	24		-	76.53	63.90			
26	Refuse collection - the percentage of special uplifts of bulky domestic refuse completed within five days	NS		NS	NS	NS			
27	Recycling - of the household, commercial and industrial waste collected by the authority, the percentage that was recycled	9		-	-	10.3			
<b>Finance</b>									
28	Council tax - the gross cost of collecting council tax per chargeable dwelling (£) (see note 2)	25	✗	15.48	16.52	17.21			✗
29	Council tax - the percentage of council tax income for the year that was collected in the year (see note 2)	3	✓	94.5	95.2	95.8			
30	Invoice payment - the percentage of invoices paid within 30 days or other agreed time period	11		77.5	83.1	82.5			✓

**Shetland Islands**

	Measure	Rank in 01/02		PI measurement			Better ✓ or worse ✗ since 99/00		
		1-32	✓1-8 ✗ 25-32	99/00	00/01	01/02	5-9%	10-14%	>15%
<b>Housing</b>									
31	Response repairs - the percentage of response repairs due to be undertaken within 24 hours that were undertaken within target time	15		95.1	93.0	92.4			
32	Tenancy changes - the percentage of rent loss due to unoccupied dwellings	32	✗	6.30	7.42	6.42			
33	Tenancy changes - the percentage of empty houses that were re-let within four weeks	25	✗	38.1	34.5	22.4			✗
34	Rent arrears - current tenant arrears as a percentage of the net amount of rent due in the year	10		5.9	4.6	4.2			✓
35	Rent arrears - the percentage of current tenants owing more than 13 weeks' rent at the year end, excluding those owing less than £250	8	✓	3.4	2.5	2.4			✓
36	Council house sales - the percentage of sales completed within 26 weeks	26	✗	45.2	45.7	30.4			✗
37	Homelessness - the number of homeless households in priority need provided with temporary accommodation in council-furnished dwellings, as a percentage of the total provided with temporary accommodation	5	✓	56.3	36.1	67.0			✓
<b>Leisure &amp; Recreation</b>									
38	Leisure pools - the number of attendances per 1,000 population	1	✓	13,231	14,883	14,130			✓
39	Traditional pools - the number of attendances per 1,000 population	NS		NS	NS	NS			
40	Indoor facilities - the number of attendances per 1,000 population	1	✓	13,901	14,309	15,584			✓
41	Museums - the percentage of museums operated or financially supported by the council, which are registered under the Museum and Galleries Commission (MGC) registration scheme	18		100.0	77.8	66.7			✗
<b>Libraries</b>									
42	Processing time - the average time (days) taken to satisfy library book requests	2	✓	8	11	13			✗
43	Stock turnover – the percentage of the national target met for replenishing lending stock for children and teenagers	1	✓	429.2	354.4	337.9			✗
44	Stock turnover – the percentage of the national target met for replenishing lending stock for adults	2	✓	98.7	134.6	94.4			
45	Use of libraries – the number of borrowers as a percentage of the resident population			48.9	49.0	49.0			
46	Use of libraries – the average number of issues per borrower			21.2	21.0	20.6			
<b>Planning</b>									
47	Processing time – the percentage of householder applications dealt with within two months	3	✓	92.9	90.0	92.4			
48	Processing time – the percentage of non-householder applications dealt with within two months	7	✓	61.3	56.7	60.4			
<b>Roads &amp; Lighting</b>									
49	Traffic light repairs - the percentage of repairs completed within 48 hours	25	✗	93	87	87			✗
50	Street light repairs - the percentage of repairs completed within seven days	29	✗	86	77	80			✗
<b>Social Work</b>									
51	Child protection – the percentage of children being looked after by the council in community placements	30	✗	86.5	87.9	77.1			✗
52	Staff qualification – the percentage of staff in residential homes for children who are qualified	27	✗	19	18	19			
53	Staff qualification – the percentage of staff in residential homes for older people who are qualified	18		33	27	32			

## Shetland Islands

Measure	Rank in 01/02		PI measurement			Better ✓ or worse ✗ since 99/00		
	1-32	✓1-8 ✗ 25-32	99/00	00/01	01/02	5-9%	10-14%	>15%
<b>Social Work</b>								
54	Staff qualification – the percentage of staff in residential homes for other adults who are qualified	5 ✓	20	45	55			✓
55	Residential homes – the percentage of residential care places in homes for children that are single rooms	1 ✓	81.8	81.8	100.0			✓
56	Residential homes – the percentage of residential care places in homes for older people that are single rooms	1 ✓	100.0	100.0	100.0			
57	Residential homes – the percentage of residential care places in homes for other adults that are single rooms	1 ✓	100.0	100.0	100.0			
58	Residential homes – the percentage of residential care places in homes for children that have en-suite facilities	19	-	0.0	0.0			
59	Residential homes – the percentage of residential care places in homes for older people that have en-suite facilities	1 ✓	-	100.0	100.0			
60	Residential homes – the percentage of residential care places in homes for other adults that have en-suite facilities	7 ✓	-	40.0	33.3			
61	Social enquiry reports - the proportion of reports requested by the courts that were allocated to social work staff within 2 working days of receipt by the social work department	1 ✓	-	100.0	100.0			
62	Social enquiry reports - the proportion of reports submitted by the social work department to the courts by the due date	1 ✓	-	100.0	100.0			
63	Probation - the proportion of new probationers seen by a supervising officer within one week	1 ✓	-	100.0	100.0			
64	Probation - the proportion of people subject to a probation order who were reported to the court for breach of probation during the year	24	-	55	35			
65	Community service - the average hours per week taken to complete community service orders	4 ✓	-	8.3	5.9			
<b>Trading Standards</b>								
66	Consumer complaints - the percentage of complaints processed within 14 days of receipt	8 ✓	88.5	83.3	90.4			
67	Business advice requests - the percentage of requests dealt with within 14 days of receipt	23	97.8	90.0	94.9			
		✓1-8 30 ✗ 25-32 15						

Data features	Symbol	99/00	00/01	01/02
No Service	(NS)	2	2	2
Failure to report	(FTR)	0	1	0
Unreliable data	(underlined)	0	0	2

### Notes

1. An underlined measurement indicates unreliable data.
2. This measure is presented in family groups in Section 3.
3. Measure 31: Housing Response Repairs: this measure is taken from a 'transitional' indicator, which requires care in interpretation. Each council's performance is assessed against its own locally-set targets. We have measured the proportion of repairs due to be completed within 24 hours, that were completed in time. This allows broad comparison among councils.
4. Unreliable data has not been ranked.

Count of measures showing significant change since 1999/00	
<b>Improvement</b>	
5-9%	4
10-14%	2
>15%	9
<b>Decline</b>	
5-9%	5
10-14%	3
>15%	9