

Aberdeenshire Council

Information on council performance comes from statutory performance indicators, 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 239,160
- number of households 106,309
- Grant Aided Expenditure for 2008/2009 (£'000) 410,197
- Band D Council Tax for 2008/2009 (£) 1,141

A profile of the council area has been prepared by the council as part of its 2008/9 Single Outcome Agreement (SOA) with the Scottish Government. The profile provides the basis for a clearer understanding of the environment within which the council provides its services. The SOA is available at: [Click here to go to the SOA](#)

Statutory Performance Indicators - summary information

The council's performance worsened by 5% or more on 19 measures, and improved by 5% or more on 30 measures.

	Measures that worsened by...			Measures that improved by...		
	>15%	10-14%	5-9%	5-9%	10-14%	>15%
Scotland	10	3	4	6	5	18
Aberdeenshire	17	-	2	6	6	18

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

In 2005/06 this council had a ranking of 25 or below in indicators 6, 7, 25, 28, 45, 53, 72, 75, 78 and 80. By 2007/08, they had not improved by at least 5% in the following indicators:

Indicator number	Indicator definition
7	Home care - total hours as a rate per 1,000 population aged 65+
53	Learning centre and learning access points - number of time terminals are used per 1,000 population
78	Refuse collection - the net cost per property (£) of refuse disposal

Progress towards Best Value

The cyclical programme of Best Value and Community Planning audits began in early 2004. It is anticipated that Best Value Audit reports on all 32 councils will be published by the Spring of 2009.

The Best Value Audit report on Aberdeenshire Council was published in June 2008. It is available at: www.audit-scotland.gov.uk

Accounts Commission/Audit Scotland reports (April 2007 to October 2008)

- 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

- There were no reports published during this period that made reference to the comparative performance of councils.

More information about the work of the Accounts Commission and Audit Scotland are available at: www.audit-scotland.gov.uk

Inspectorates (April 2007 to October 2008)

- HM Inspectorate of Education carried out a QMiE inspection of the council's education service during this period. The Aberdeenshire report was published in March 2008. More information is available at: www.hmie.gov.uk
- The responsibilities of the Benefit Fraud Inspectorate (BFI) in Scotland were integrated with the benefits audit work of Audit Scotland on 1 April 2008. During the period 1 April 2007 to 31 March 2008 the BFI did not undertake an inspection of the council.
- In January 2008 the Social Work Inspection Agency published its performance inspection follow-up report on the council's Social Work Services. In August 2007 the Grampian Multi-agency Inspection (Substance Misuse) was published. More information is available at: www.swia.gov.uk
- The Scottish Housing Regulator did not undertake an inspection of the council during this time period. More information is available at: www.scottishhousingregulator.gov.uk
- The Food Standards Agency undertook a core audit of Aberdeenshire Council; the report was published in August 2007. More information is available at 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 2007 to October 2008)

During this period the SPSO published the following reports on complaints against the council that were wholly or partially upheld:

- Aberdeenshire Council - complaint upheld regarding an education matter - October 2008
- Aberdeenshire Council - complaint upheld regarding a housing matter - February 2008
- Aberdeenshire Council – 1 complaint upheld and 1 complaint partially upheld regarding a planning matter - December 2007

More information on the work of the Ombudsman is available at www.spsso.org.uk

Statutory Performance Indicators – list of measures

Aberdeenshire

	Measure	Rank in 07/08		PI measurement			Better ✓ or worse X since 05/06		
		1-32	✓1-8 X 25-32	05/06	06/07	07/08	5-9%	10-14%	>15%
Adult Social Work									
1	Staff qualification – the percentage of care staff who are qualified, working in care homes for older people	18		44.8	46.8	49.0	✓		
2	Staff qualification – the percentage of care staff who are qualified, working in care homes for other adults	15		52.8	54.9	52.2			
3	Privacy - percentage of residential care places occupied by older people that are in single rooms	12		95.9	93.0	95.0			
4	Privacy - percentage of residential care places occupied by older people that have en-suite facilities	23		65.4	66.6	69.6	✓		
5	Privacy - percentage of residential places occupied by other adults that are in single rooms	8	✓	94.9	95.1	97.9			
6	Privacy - percentage of residential places occupied by other adults that have en-suite facilities	29	X	23.5	27.9	30.7			✓
7	Home care - total hours as a rate per 1,000 population aged 65+	29	X	300.1	314.5	299.1			
8	Home care - number of home care clients aged 65+ receiving personal care as a percentage of clients	2	✓	91.1	93.8	97.3	✓		
9	Home care - number of home care clients aged 65+ receiving care in evenings/overnight as a percentage of clients	9		29.5	32.2	36.3			✓
10	Home care - number of home care clients aged 65+ receiving care at weekends as a percentage of clients	17		56.0	58.2	62.6		✓	
11	Respite care - total overnight respite nights provided for older people aged 65+ per 1,000 population	10		435.0	385.3	423.7			
12	Respite care - percentage of respite nights not in a care home aged 65+	9		7.8	4.5	4.2			X
13	Respite care - total daytime respite hours provided for older people aged 65+ per 1,000 population	21		1435.4	1418.3	1403.8			
14	Respite care - percentage of daytime respite not in a day centre aged 65+	10		99.1	98.7	99.6			
15	Respite care - total overnight respite nights provided for people aged 18-64 per 1,000 population	27	X	72.4	47.6	27.6			X
16	Respite care - percentage of respite nights not in a care home aged 18-64	4	✓	41.9	28.4	41.2			
17	Respite care - total daytime respite hours provided for people aged 18-64 per 1,000 population	23		95.3	129.1	122.3			✓
18	Respite care - percentage of daytime respite not in a day centre aged 18-64	1	✓	99.8	99.5	100.0			
19	Social enquiry reports - the proportion of reports submitted by the social work department to the courts by the due date	10		99.4	99.1	99.2			
20	Probation - the proportion of new probationers seen by a supervising officer within one week	25	X	64.3	64.3	61.5			
21	Community service - the average hours per week taken to complete community service orders	30	X	3.0	2.4	2.4			X
Benefits Administration									
22	Administration costs - the overall gross administration cost (£) per council tax or housing benefit application	25	X	-	56.34	62.13			
23	New claims - the average time (days) taken to process new claims	25	X	33.3	33.8	29.6		✓	

Aberdeenshire

	Measure	Rank in 07/08		PI measurement			Better ✓ or worse X since 05/06		
		1-32	✓1-8 X 25-32	05/06	06/07	07/08	5-9%	10-14%	>15%
Education & Children's Services									
24	Primary schools - the percentage of schools in which the ratio of pupils to available places is between 61% and 100%	23		53.9	55.6	55.9			
25	Secondary schools - the percentage of schools in which the ratio of pupils to available places is between 61% and 100%	29	X	47.1	41.2	52.9		✓	
26	Supervision - percentage of children made subject to a supervision order that were seen by a supervising officer within 15 days	1	✓	93.0	100.0	100.0		✓	
27	Staff qualification – the percentage of care staff in residential homes for children who are qualified	11		60.9	62.5	72.0			✓
28	Respite care - total overnight respite nights provided per 1,000 population	31	X	14.5	21.3	21.1			✓
29	Respite care - percentage of respite nights not in a care home	17		23.5	9.2	18.8			X
30	Respite care - total daytime respite hours provided for children per 1,000 population	6	✓	340.7	440.3	1273.8			✓
31	Respite care - percentage of daytime respite hours provided not in a day centre	20		61.1	78.4	74.3			✓
Corporate Management									
32	Sickness absence - the percentage of working days lost through sickness absence for chief officers and local government employees	7	✓	4.6	5.2	5.3			X
33	Sickness absence - the percentage of working days lost through sickness absence for craft employees	18		3.5	6.0	6.6			X
34	Sickness absence - the percentage of working days lost through sickness absence for teachers	22		3.5	3.9	4.2			X
35	Litigation claims - number of claims per 10,000 population	8	✓	20.1	18.5	16.7			✓
36	Equal opportunities policy - percentage of highest paid 2% of earners among council employees that are women	11		32.2	32.3	38.7			✓
37	Equal opportunities policy - percentage of highest paid 5% of earners among council employees that are women	1	✓	40.8	47.0	57.9			✓
38	Public access - percentage of public service buildings that are suitable and accessible to disabled people	16		40.8	48.0	63.6			✓
39	Council tax - the cost of collecting council tax per dwelling (£) (see note 2)	11		11.24	11.68	13.17			X
40	Council tax - the percentage of council tax income for the year that was collected in the year (see note 2)	12		95.8	95.9	96.1			
41	Invoice payment - the percentage of invoices paid within 30 days	14		87.0	88.3	86.9			
42	Asset management - proportion of GIA that is in satisfactory condition	27	X	-	34.0	38.4			
43	Asset management - percentage of operational buildings that are suitable for their current use	27	X	-	40.3	47.1			

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		1-32	✓1-8 X 25-32	05/06	06/07	07/08	5-9%	10-14%	>15%
Cultural and Community Services									
44	Sport and Leisure Management - the number of attendances per 1,000 population for all pools	20		3,165	3,172	3,248			
45	Indoor facilities - the number of attendances per 1,000 population	30	X	771	799	873		✓	
46	Museum services - the number of visits to/usages of council funded or part funded museums per 1,000 population			-	537	<u>468</u>			
47	Museum services - the number of visits to/usages of council funded or part funded museums that were in person per 1,000 population			-	537	<u>468</u>			
48	Stock turnover – the percentage of the national target met for replenishing lending stock for adults	24		82.2	89.9	53.6			X
49	Stock turnover – the percentage of the national target met for replenishing lending stock for children and teenagers			175.7	FTR	<u>122.8</u>			
50	Use of libraries – the number of visits to libraries per 1,000 population	18		-	5256	4991			
51	Use of libraries – the number of borrowers as a percentage of the resident population	21		23.0	20.2	18.9			X
52	Learning centre and learning access points - number of users as a percentage of the resident population	13		8.5	11.0	12.4		✓	
53	Learning centre and learning access points - number of times terminals are used per 1,000 population	32	X	407.2	391.5	338.7			X
Development Services									
54	Processing time – the percentage of householder applications dealt with within two months	30	X	75.6	71.3	52.5			X
55	Processing time – the percentage of all applications dealt with within two months	31	X	56.2	51.7	37.3			X
Housing									
56	Tenancy changes - the percentage of rent loss due to voids	17		1.90	2.40	1.70		✓	
57	Tenancy changes - the percentage of dwellings that were not low demand that were re-let within four weeks	14		45.0	46.0	42.5		X	
58	Tenancy changes - the average time (days) to re-let houses that are not low demand	16		51	49	48		✓	
59	Rent arrears - current tenant arrears as a percentage of the net amount of rent due in the year (see note 2)	2	✓	4.7	3.8	2.8			✓
60	Rent arrears - the percentage of current tenants owing more than 13 weeks' rent at the year end, excluding those owing less than £250 (see note 2)	7	✓	4.3	3.0	2.5			✓
61	Rent management - the proportion of tenants giving up their tenancy during the year that were in rent arrears (see note 2)	12		-	38.2	37.4			
62	Rent management - the average number of weeks rent owed by tenants leaving in arrears (see note 2)	6	✓	-	8.8	7.8			
63	Rent management - the percentage of former tenant arrears written off or collected during the year (see note 2)	16		-	25.1	30.8			
64	Council house sales - the percentage of sales completed within 26 weeks	10		53.2	85.6	87.8			✓
65	Homelessness - average time (weeks) between presentation and completion of duty by the council for those cases assessed as homeless or potentially homeless	10		15.3	17.6	18.6			X
66	Homelessness - percentage of cases reassessed as homeless or potentially homeless within 12 months of previous case being completed	5	✓	3.0	2.8	2.8		✓	

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	1-32	✓1-8 X 25-32	05/06	06/07	07/08	5-9%	10-14%	>15%
Protective Services								
67	Food hygiene - the percentage of premises with a minimum inspection frequency of 12 months or less, that were inspected on time		27	X	94.9	97.0	93.7	
68	Domestic noise complaints - the average time (hours) between the time of the complaint and attendance on site: Requiring attendance on site		20		-	34.0	56.0	
69	Domestic noise complaints - the average time (hours) between the time of the complaint and attendance on site: Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004		NS		-	NS	NS	
70	Consumer complaints - the percentage of complaints processed within 14 days of receipt		20		75.3	60.8	68.7	X
71	Business advice requests - the percentage of requests dealt with within 14 days of receipt		21		95.5	92.1	94.8	
72	Inspection of trading premises - the percentage of premises in high and medium risk inspection level that were inspected on time		23		51.3	75.4	84.3	✓
Roads & Lighting								
73	Carriageway condition - percentage of network that should be considered for maintenance treatment		5	✓	-	-	26.8	
74	Traffic light repairs - the percentage of repairs completed within 48 hours		23		93.0	87.2	89.5	
75	Street light repairs - the percentage of repairs completed within seven days		12		84.8	94.9	94.4	✓
76	Road network restrictions - the percentage of council and private bridges assessed that failed to meet the European standard of 40 tonnes		15		8.9	7.9	7.3	✓
Waste Management								
77	Refuse collection - the net cost per property (£) of refuse collection (see note 2)		8	✓	33.63	52.25	53.85	X
78	Refuse collection - the net cost per property (£) of refuse disposal (see note 2)		28	X	79.36	115.12	103.70	X
79	Refuse collection - the number of complaints per 1,000 households		19		10.9	27.8	34.3	X
80	Recycling - of the municipal waste collected by the authority, the percentage that was recycled		24		15.2	21.2	30.3	✓
81	Cleanliness - overall cleanliness index achieved (see note 2)		12		70	FTR	73	
82	Abandoned Vehicles - proportion of abandoned vehicles removed within 14 days (see note 2)		20		-	85.1	78.2	
			✓1-8	15				
			X 25-32	17				

Data features	Symbol	05/06	06/07	07/08
No Service	(NS)	0	1	1
Failure to report	(FTR)	0	2	0
Unreliable data	(underlined)	0	0	3

Notes

1. An underlined measurement indicates unreliable data.
2. This measure is presented in family groups in Section 3.
3. Unreliable data has not been ranked.

Reason for unreliable determination 2007/08

- 46-47 - The council was unable to back-up the figures for this SPI and were recording visits only.
- 49 - Children's lending stock figures included both public and school libraries which does not comply with SPI definition.

Count of measures showing significant change since 2005/06

Improvement	
5-9%	6
10-14%	6
>15%	18
Decline	
5-9%	2
10-14%	-
>15%	17