

POLICY & RESOURCES COMMITTEE – 18 APRIL 2013

Audit Scotland Statutory and Local Indicators 2013/14 (Aberdeenshire Performs)

1 Recommendations

The Policy & Resources Committee is recommended to -

- 1.1 Consider and approve the statutory and local indicators to be reported to Audit Scotland for financial year 2013/14, as set out in Appendix 2.**

2 Background / Discussion

- 2.1 In December 2012, Audit Scotland, on behalf of the Accounts Commission, published the 2012 Direction for the reporting of statutory performance information (Appendix 1). The Direction is valid for the financial year ending 31 March 2014.
- 2.2 The 2012 Direction introduces significant changes to previous reporting arrangements by removing a requirement to collate and report the existing twenty five Statutory Performance Indicators (SPIs).
- 2.3 A statutory requirement to report the indicators identified in the Local Government Benchmarking Framework (LGBF) is introduced by the Direction.
- 2.4 The LGBF indicators incorporate several of the existing SPIs. The remaining benchmark indicators are collated by the Improvement Service from other sources of data that the council is required to report, for example, to Scottish Government (including the Local Finance Return) and collated by external sources such as the Scottish Household Survey. The Improvement Service has indicated it will collate these indicators for the reporting period. The practicalities of collating these indicators internally, enabling indicators to be incorporated into service planning and allow for early indication of performance, is being considered.
- 2.5 The requirement to collate and publish a local set of indicators that demonstrate that we are securing Best Value for council wide areas such as: Responsiveness to our communities; Revenue and service costs; Employees; Assets; Procurement; Sustainable Development and Equalities and diversity, is retained in the 2012 Direction.
- 2.6 There is also a continued requirement to demonstrate Best Value in providing the services (in partnership with others where appropriate) such as:
 - Benefits Administration;
 - Community Care;
 - Criminal Justice Social Work;
 - Cultural & Community Services (including Sport & Leisure, Museums, The Arts and Libraries);

- Planning (Environmental And Development Management);
 - Education;
 - Child Protection And Children's Social Work;
 - Housing & Homelessness;
 - Protective Services (Environmental Health and Trading Standards);
 - Roads and Lighting; and
 - Waste Management Services.
- 2.7 The council has added the additional service area 'Economic Development' in order to ensure the priorities underpinning the Council Plan 2013-2017 can be evidenced through the local indicator set.
- 2.8 The local indicators the council is choosing to report to demonstrate Best Value for the service areas identified above are listed in Appendix 2. These indicators have been incorporated into Service Plans, Business Plans or Team Plans as appropriate enabling the indicators to also be agreed as part of the relevant approval process. The council's Improvement Programme Board has endorsed the set of indicators.
- 2.9 The statutory and local indicators will be collated for the period April 2013 – March 2014 and reported to Audit Scotland by no later than September 2014. Performance associated with the indicators will be incorporated in to the council's annual public performance report which is published in September.
- 2.10 The Head of Finance and Monitoring Officer within Corporate Services have been consulted in the preparation of this report and their comments have been incorporated.

3 Equalities, Staffing and Financial Implications

- 3.1 An equality impact assessment is not required because the report is to inform committee on performance and there will be no differential impact, as a result of the report, on people with protected characteristics.
- 3.2 There are no specific staffing or financial implications arising from this report but trends are used to inform improvement activity and future budget planning.

Colin Mackenzie
Chief Executive

Report prepared by Amanda Roe, Performance Manager
13 March 2013
SPI201314Report.doc

Local Government Act 1992

Statutory Performance Indicators

Direction 2012

December 2012

Introduction

by John Baillie, Chair of the Accounts Commission

The Accounts Commission has a statutory power to define the performance information that local authorities must publish locally. Each December, the Commission considers the performance information that it will direct authorities to report on in the following financial year.

We believe that it is of the utmost importance for authorities to have performance information that will enable them to report effectively to local communities and that will support decision-making on priorities; as well as to promote effective self-evaluation.

For several years we have been encouraging councils to develop their own comprehensive set of performance information. We, therefore, welcome the progress that is being made by the local government community through a SOLACE led project to improve performance information. As a result of this project and our review of councils' public performance reporting, we will refine our approach and place greater reliance on local authority reporting to citizens.

Our 2012 Direction reinforces our focus on public performance reporting and councils' requirement to take responsibility for the performance information they report. We wish to see councils, as part of their public performance reporting, continue to use a wide range of service performance and corporate management information. There will, therefore, be a requirement to report the SOLACE benchmarking indicators. We are satisfied that these include many of the Commission's specific statutory performance indicators. This information will allow appropriate comparisons over time and between councils to be made.

The benchmarking project is an iterative process and the indicators will further develop in future years. We recognise the significant resource implications, not only in benchmarking, but also in maintaining, reporting and developing performance indicators. We welcome the continuing commitment from SOLACE to undertake this work. The first report for the 2010/11 and 2011/12 benchmarks will be published in the New Year.

As part of our work, the Commission will review periodically councils' approaches to public performance reporting, both in terms of the benchmark indicators and in the range of service and corporate management performance information that councils report. We reserve the right to introduce specific statutory performance indicators that will meet Best Value principles of reporting to citizens, should there be insufficient progress.

Having undertaken a review of the 25 previously specified statutory performance indicators that all councils require to report against, we believe that a number of them are no longer

appropriate. This is due to changes in legislation or changes in policy by other regulators. Those indicators that continue to provide appropriate levels of comparison have been included in the benchmark set and councils will report them as part of that project. We have asked Audit Scotland to work closely with the local government community over the coming year to ensure a smooth transition of the data collection process for the statutory performance indicators.

You will also be aware of the Police and Fire Reform (Scotland) Bill to create a single police service and a single fire and rescue service from April 2013. As a consequence of this reform the Auditor General will have responsibility for the examination of economy, efficiency and effectiveness of the new services. These services, therefore, will not be subject to the Local Government Act 1992 legislation and will not therefore be included in future Directions.

We are encouraged by the progress that has been made by local government but recognise that there remain significant challenges for authorities in meeting the principles of Best Value and reporting to service users and citizens. We expect continuing effort to improve and national and local reporting of performance information to become more embedded in authorities' performance management culture.

We look forward to noting good progress and wish you well in your efforts during the coming year.

John Baillie
Chair of the Accounts Commission for Scotland
December 2012

LOCAL GOVERNMENT ACT 1992
THE PUBLICATION OF INFORMATION
(STANDARDS OF PERFORMANCE) DIRECTION 2012

1. This Direction is given by the Accounts Commission for Scotland (“the Commission”) under section 1(1)(a) of the Local Government Act 1992, which requires the Commission to direct relevant bodies to publish such information relating to their activities in any financial year or other specified period as will, in the Commission’s opinion:
“facilitate the making of appropriate comparisons (by reference to the criteria of cost, economy, efficiency and effectiveness and of 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 by such bodies in different financial years or, as the case may be, other periods”***
2. This Direction is given to all local authorities and to joint committees and joint boards, as defined by the Local Government (Scotland) Act 1973, and amended by the Local Government etc. (Scotland) Act 1994.
3. Each of the bodies referred to in paragraph 2 shall, in accordance with section 13 of the Local Government in Scotland Act 2003 and associated regulations and guidance from Scottish Ministers:
 - a. publish the information specified in the schedule to this Direction for all those activities which are carried out by the body
 - b. ensure that publication facilitates the making of comparisons where appropriate and possible with performance for those activities which were also specified in 2012/13 (2011 Direction).
4. The period for which the information must be published is the financial year ending 31st March 2014.
5. In determining the information to be reported, authorities should consider and, where appropriate, reflect:
 - i the criteria set out in 1 above recognising the need to balance efficiency & effectiveness information with cost and economy information
 - ii achievement against their single outcome agreements with the Scottish Government

- iii the performance reporting requirements of any other legislation
- iv indicators/measures in relevant suites or frameworks of performance information determined by government, regulatory agencies, professional associations or others
- v national standards and targets for service delivery
- vi local service priorities and objectives
- vii service user views.

6 In the schedule, the term ' Best Value' shall be interpreted in accordance with the definition and requirements of Part 1 of the Local Government in Scotland Act 2003.

Schedule

Corporate management

SPI 1: Each council will report a range of information, sufficient to demonstrate that it is securing Best Value in relation to:

- responsiveness to its communities
- revenues and service costs
- employees
- assets
- procurement
- sustainable development
- equalities and diversity.

Service performance

SPI 2: Each council will report a range of information sufficient to demonstrate that it is securing Best Value in providing the following services (in partnership with others where appropriate):

- benefits administration
- community care
- criminal justice social work
- cultural & community services covering at least sport & leisure, museums, the arts and libraries
- planning (both environmental and development management)
- the education of children
- child protection and children's social work
- housing & homelessness
- protective services including environmental health, and trading standards
- roads and lighting
- waste management services

SOLACE benchmarks

SPI 3: Each council will report its performance in accordance with the requirements of the Society of Local Authority Chief Executive (SOLACE) benchmark project.

STATUTORY AND LOCAL INDICATORS 2013/14

CORPORATE MANAGEMENT

Responsiveness to the Council's Communities

- Percentage of residents who agree with the statement 'I am satisfied with services Aberdeenshire Council provides' Chief Executive's Service
- Percentage of residents who agree with the statement 'Aberdeenshire Council services are value for money' Corporate Services

Revenues and Service Costs

- Actual spend as a percentage of budgeted spend Corporate Services
- Cost of Support Services as a percentage of total gross expenditure LGBF
- Cost of Democratic Core per 1,000 population LGBF
- The cost per dwelling of collecting Council Tax LGBF
- Percentage of income due from Council Tax received by the end of the year LGBF
- Percentage of invoices sampled that were paid within 30 days LGBF

Employees

- Sickness Absence Days per Employee LGBF

Assets

- The percentage of planned expenditure on the capital plan achieved Infrastructure Services
- Proportion of operational buildings that are suitable for their current use LGBF
- Proportion of internal floor area of operational buildings in satisfactory condition LGBF

Procurement

- Percentage of Council expenditure with local suppliers Corporate Services
- Annual Procurement Capability Assessment Score Corporate Services

Sustainable Development

- Quantity of Biomass energy consumed in Council properties Infrastructure Services

- Quantity of energy consumed in council properties (expressed as kWh per m² gross internal area) Infrastructure Services
- CO₂ emissions – Kg per M² gross internal area of Council operational buildings Infrastructure Services

Equalities and Diversity

(Public performance report will also include Equality Outcomes monitoring)

- The percentage of the highest paid 2% employees who are women LGBF
- The percentage of the highest paid 5% of employees who are women LGBF

Economic Development

- The percentage of settlements (pop 5000+) which have an immediately available 7 year supply of employment land. Infrastructure Services
- Through assistance provided by the Business Gateway the number of business start ups per year. Infrastructure Services

SERVICE PERFORMANCE

Benefits Administration

- The average time taken to process all new benefit claims and change of circumstances from the date of receipt to the date of decision Corporate Services

Community Care

- The percentage of single shared assessments carried out within agreed service standards (currently 21 days for a community care assessment and 7 days for a home care assessment) Housing & Social Work Service
- The volume of respite provision(nights/hours):
 - for adults 18-64 Housing & Social Work Service
 - for older people Housing & Social Work Service
- The percentage of users and carers satisfied with their involvement in the design of care package Housing & Social Work Service
- Percentage of occupational therapy assessments carried out within target timescales Housing & Social Work Service
- Older Persons (Over65) Home Care Costs per Hour LGBF
- SDS spend on adults 18+ as a percentage of total social work spend on adults 18+ LGBF

- Percentage of people 65+ with intensive needs receiving care at home LGBF
- Percentage of Adults satisfied with social care or social work services LGBF

Criminal Justice Social Work

- The percentage of offenders offered community service- placement within 7 working days Housing & Social Work Service
- Percentage who attend unpaid work placement within 7 days of order being made Housing & Social Work Service
- Percentage of offenders reporting that supervision has had a positive impact on reducing their offending behaviour Housing & Social Work Service
- Percentage of the community beneficiaries of 'payback' satisfied with work carried out Housing & Social Work Service

Cultural & Community Services (including Sport & Leisure, Museums, The Arts and Libraries)

- Gross cost per attendance at Sports facilities LGBF
- Cost Per Library Visit LGBF
- Percentage of adults satisfied with libraries LGBF
- Percentage of adults satisfied with museums and galleries LGBF
- Percentage of adults satisfied with leisure facilities LGBF
- Number of participants in youth work, adult learning and community capacity building (*exact indicator tbc*) Education, Learning & Leisure services

Planning (Environmental And Development Management)

- The percentage of household planning applications dealt with within two months Infrastructure Services
- The percentage of non-householder planning applications dealt with within two months Infrastructure Services
- The percentage of the total number of planning applications dealt with within two months Infrastructure Services
- The percentage of applications for which letters requesting additional information were sent no later than 14 days after validation Infrastructure Services
- Percentage of applications assessed for compliance with technical standards within 20 working days of validation. Infrastructure Services
- Attend potentially dangerous buildings within 4 hours of notification. Infrastructure Services

- Percentage of Building Warrant applications approved within 6 working days following receipt of satisfactory technical information Infrastructure Services
- The length of path in the Core Paths Plan opened or improved annually Infrastructure Services
- Cost of Parks& Open Spaces per 1,000 Populations LGBF
- Percentage of adults satisfied with parks and open spaces LGBF

Education of Children

- Percentage of school leavers who go on to positive destinations (i.e. employment, voluntary work, education or training) LGBF
- Average rating of Aberdeenshire across key national measures of attainment at S4, S5 and S6 (1 = within top 10% of local authorities, 2 = within top 20% of local authorities etc) Education, Learning & Leisure
- Attainment of Children at Standard Grade by all children LGBF
- Attainment of all children at Higher Grade LGBF
- Percentage of Pupils Gaining 5+ Awards at Level 5 for Standard Grade by SIMD (Pre-Appeal) LGBF
- Percentage of Pupils Gaining 5+ Awards at Level 6 for Higher Grade by SIMD (Pre-Appeal) LGBF
- Percentage of schools inspected that received positive inspection reports (a "positive" inspection report is one in which Her Majesty's Inspectorate of Education assess the school as performing at at least a "satisfactory" level across three key quality indicators) Education, Learning & Leisure
- Cost per Primary school Pupil LGBF
- Cost per Secondary School Pupil LGBF
- Cost per Pre-School Education Registration LGBF
- Percentage of Adults Satisfied with local schools LGBF

Child Protection and Children's Social Work

- The percentage of reports to Scottish Children's Reporter's Administration submitted within the required timescales Housing & Social Work Service
- The percentage of children looked after away from home with 3 or fewer placements Housing & Social Work Service
- The Gross Cost of "Children Looked After" in Residential Based Services per Child per Week LGBF Housing & Social Work Service
- The Gross Cost of "Children Looked After" in a Community Setting per Child per Week LGBF

- Balance of Care for looked after children: % of children being looked after in the Community LGBF
- The volume of respite provision for children with disabilities (overnight and community based) Housing & Social Work Service
- Throughcare and Aftercare clients aged 18 - 19 who were previously looked after who are in education, training/ employment. Housing & Social Work Service
- Percentage of children seen within 15 days of a new supervision requirement being made Housing & Social Work Service

Housing & Homelessness

- Number of new affordable homes developed Housing & Social Work Service
- Number of waiting list applicants who access affordable housing Housing & Social Work Service
- Percentage of housing meeting SHQS by tenure Housing & Social Work Service
- Percentage of Homeless presentations who become applicants after being given advice and information Housing & Social Work Service
- Number of repeat presentations Housing & Social Work Service
- Total cost of Bed and Breakfast accommodation provided for homeless applicants Housing & Social Work Service
- Percentage of households in fuel poverty by tenure Housing & Social Work Service
- Number of households receiving energy efficiency advice by tenure Housing & Social Work Service
- Current tenants' arrears as a percentage of net rent due LGBF
- Percentage of rent due in the year that was lost due to voids LGBF
- Percentage of dwellings meeting SHQS LGBF
- Percentage of repairs completed within target times LGBF
- Percentage of council dwellings that are energy efficient LGBF

Protective Services (Environmental Health and Trading Standards)

- The percentage of high risk premises visited within the timescale (trading standards) Infrastructure Services
- The percentage of risk assessments of Type B private water supplies completed within 6 weeks of contact being made. Infrastructure Services
- Average time taken to complete Type B private water supplies risk assessments Infrastructure Services
- The percentage of programmed health and safety inspections carried out of commercial premises classified as Medium Risk1 (Category Med 1 – 18 months) Infrastructure Services
- The percentage of the number of high risk premises inspected in terms of Health & Safety enforcement as set against the number of such premises allocated for inspection Infrastructure Services
- The percentage of the number of premises that are “broadly compliant” and “better than broadly compliant” in terms of food safety as set against the number of premises subject to intervention in the 6 or 12 months category Infrastructure Services
- The number of complaints of domestic noise received during the year settled without the need for attendance on site LGBF
- The number of complaints of domestic noise received during the year requiring attendance on site and not dealt with LGBF
- (Domestic Noise) Average time (hours) between time of complaint and attendance on site, for those requiring attendance on site LGBF
- (Domestic Noise) Average time (hours) between time of complaint and attendance on site, for those dealt with under the ASB Act 2004 LGBF
- Cost of trading standards and environmental health per 1,000 population LGBF

Roads and Lighting

- Percentage of the roads network that should be considered for maintenance treatment Infrastructure Services
- Percentage of bridges with weight or width restriction Infrastructure Services
- Annual budget allocation for bridges as a %age of cost of identified work Infrastructure Services

- Percentage of road construction material recycled Infrastructure Services
- Percentage of street lighting fault repairs completed within 7 days Infrastructure Services
- Cost of maintenance per kilometre of roads LGBF
- Percentage of A class roads that should be considered for maintenance treatment LGBF
- Percentage of B class roads that should be considered for maintenance treatment LGBF
- Percentage of C class roads that should be considered for maintenance treatment LGBF
- Percentage of U class roads that should be considered for maintenance treatment Infrastructure Services
- Actual investment for roads as a percentage of Steady State figure Infrastructure Services

Waste Management Services.

- Gross cost of Waste collection per premise LGBF
- Gross cost per Waste disposal per premise LGBF
- Net cost of street cleaning per 1,000 population LGBF
- Street Cleanliness Index LGBF
- The percentage of total waste arising that is recycled LGBF
- Percentage of adults satisfied with refuse collection LGBF
- Percentage of adults satisfied with street cleaning LGBF