Business Services

**Service Overview**

The majority of the corporate indicators fall under the remit of Business Services. The directorate is ultimately responsible for ensuring the good governance of the council. Further information on corporate activities can be accessed [here](http://www.aberdeenshire.gov.uk/council-and-democracy/about-us/service-structure/corporate-services/).

The indicators relating to Domestic Noise and Asset Management fall under the remit of the council’s Infrastructure Services directorate and information for these indicators is available here.

 Both services regularly report their performance against a range of indicators as well as provide updates on the progress of key actions and projects. You can find a range of reports by clicking [here](http://committees.aberdeenshire.gov.uk/).

**Highlights for 2014/15**

*96.37% - percentage of income due from council tax, receive by end of year*

The council's performance continues to be above the national average of 95.46%.   Collection rates remain higher with the indicator monitored on a quarterly basis by the council and locally defined targets identified.

*61.11% staff in the highest paid 5% are female*

 The council is an attractive and inclusive employer and has the highest proportion of women in the top 5% of earners for the whole of Scotland. The council has a range of supportive and family-friendly policies to help attract the best candidates and we will continue to promote these initiatives. You can find out more by viewing the [Worksmart website.](http://worksmart.aberdeenshire.gov.uk/apply/)

 You can view performance for all corporate LGBF indicators [here](http://www.covalentcpm.com/CovalentWebModule/CovalentWidget?c=424&id=3100).

**What could we have done better?**

 *Corporate and democratic services cost £41,566 per 1000 population*

The cost of delivering corporate and democratic services reduced by 9.25% since 2013/14. Certain factors influence costs including having a policy and area committee structure, which increases travel expenditure, cost of printing and cost of maintenance of buildings.

*84% of invoices paid within 30 days*

 We also need to improve our efficiency in terms of processing invoices. Council performance has remained consistent over the past few years, while other local authorities have made more significant improvements. This has had the effect of pushing the council in the lowest quartile of performers.

In terms of managing our assets, we are making improvements locally but it should be noted that other councils are improving at a quicker rate.

**What are we doing to improve?**

The council continually strives to review and implement efficiencies where possible including as mentioned above, the WorkSPACE programme and asset rationalisation, we are also undertaking a review of corporate governance to ensure it is fit for 21st century democracy.

Work is also underway to explore the possibility of centralising invoice handling with a view to improving efficiency. A long term aspiration is to embed a full e-invoicing system.

The council’s workSPACE programme is focused on ensuring our office portfolio is efficient and fit for purpose. As part of the project we are reducing our estate, refurbishing offices and building new facilities where required. You can find out more on the project website [here](http://worksmart.aberdeenshire.gov.uk/workspace/project-overview/).