

ABERDEEN CITY COUNCIL

ASSESSMENT OF THE COUNCIL'S PUBLIC PERFORMANCE REPORTING FOR 2013/14

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Key links – if a link does not open the web page/document you seek, please copy and paste the link into your web browser. Links valid as at April 2015.

SPI 1.

- Aberdeen City Council's performance page : [Home](#) > [Council and Government](#) > [Council Performance](#) leads to [Aberdeen Performs](#), [Council Annual Performance Reports](#), [Service Performance](#) and [Statutory Performance Indicators](#)
- [Our Priorities](#)
- [Aberdeen Performs](#) leads to [SPIs 2013/14](#) and [Comparison of Performance Indicators against comparator authorities](#), but for 2012/13, not 2013/14

SPI 2.

- [Our Priorities](#): outlines SPI 2/ Service performance.

SPI 3 – This is covered by link on [Aberdeen Performs](#) regarding the LGBF

Links to SPIs / summary of ratings

| SPI1. Corporate | Rating | SPI2. Service | Rating | SPI3. LGBF | Rating | 4. Overall aspects | Rating |
|---|----------|--|----------|--------------------------|----------|--|----------|
| 1.1 Responsiveness to communities | AFI | 2.1 Benefits administration | AFI | 3.1 LGBF | Yes | 4.1 Structured approach | AFI |
| 1.2 Revenues & service costs | AFI | 2.2 Community care | AFI | | | 4.2 Customer satisfaction | AFI |
| 1.3 Employees | AFI | 2.3 Criminal justice social work | AFI | | | 4.3 Balanced picture | AFI |
| 1.4 Assets | AFI | 2.4 Cultural & community | Yes | | | 4.4 Comparators | Yes |
| 1.5 Procurement | AFI | 2.5 Planning | AFI | | | 4.5 Financial & cost information | AFI |
| 1.6 Sustainable development | AFI | 2.6 Education of children | Yes | | | 4.6 Dialogue with public | Yes |
| 1.7 Equalities & diversity | AFI | 2.7 Child protection social work | AFI | | | 4.7 Accessibility | Yes |
| | | 2.8 Housing & homelessness | Yes | | | | |
| | | 2.9 Protective services | AFI | | | | |
| | | 2.10 Roads & lighting | AFI | | | | |
| | | 2.11 Waste management | Yes | | | | |
| Number of Yes | - | | 4 | | 1 | | 3 |
| Number of AFI | 7 | | 7 | | - | | 4 |

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Assessment detail

The summary **Rating** should be noted as **Yes** (fully meets requirements) or **AFI** (area for improvement). **Key to other terms:** **CPO** = Community Payback Order. **CPP** = Community Planning Partnership. **FOI** = Freedom of Information. **PI** = Performance indicator. **LGBF** = Local Government Benchmarking Framework. **PPR** = Public Performance reporting. **RAG** = Red, Amber, Green. **SOA** = Single Outcome Agreement. **SPI** = Statutory Performance Indicator.

| Theme | Characteristics include... | Evidence (key facts / links to web pages) | Summary judgement | Rating |
|---|--|---|---|--------|
| SPI1. CORPORATE MANAGEMENT – Each council should report a range of information sufficient to demonstrate that it is securing Best Value in relation to: | | | | |
| 1.1 Responsiveness to communities <ul style="list-style-type: none"> Engagement Customer feedback Satisfaction survey Consultation Citizen panel Customer care Complaints FOI requests Contact centre | 1.1.a. A range of PPR information gives a broad overview of performance. | The council reports a range of indicators in the document SPI 2013/14 . Under 'Section 1. Corporate Governance - 06. Community Engagement', the council describes its work in the community. | The council provides narrative on how it wishes to engage with the public, but there is no evidence of performance indicators that would provide for measuring and reporting the council's responsiveness to the communities it serves. | AFI |
| | 1.1.b. PPR includes local indicators that give a full picture, eg on: <ul style="list-style-type: none"> how well the council meets the needs of specific communities data from its surveys and consultations how it has reacted to feedback how it has improved services. | <p>The council offers a narrative about its community engagement that explains how it utilises its citizen panel – described by the council as the Aberdeen City Voice. Only one indicator covers responsiveness to communities. It does not offer any trend data or any infographics to describe the theme.</p> <p>Under the council's priority 'Smarter Living', it mentions its work to make Aberdeen a fair and equal city. There is mention of the council's use of the 'Aberdeen City Voice' to assess the community's feelings on council work. There is a narrative on 'what we are doing' that includes information gathered from Aberdeen City Voice.</p> | | |
| | 1.1.c. The council actively seeks feedback on corporate and service issues. | <p>The council provides an email address for the public's use, aberdeenperforms@aberdeencity.gov.uk, at the bottom of the lead performance page. This allows the public to email in any comments they may have about the information they have read.</p> <p>The council also has a Tell us what you think page, located on the right hand side of the performance page. It offers the public the opportunity to leave comments about how useful they found the information displayed in the performance section.</p> | | |
| | 1.1.d. Complaints data are reported for all services. | There was no evidence of complaints data on the performance pages but data were observed through the complaints page (Home > Council and Government > Corporate Complaints Procedure). Statistics found [here] explained the breakdown per service: | | |
| | 1.1.e. It is easy to make a complaint or a FOI request. | Yes, from the complaints page via Home > Council and Government > Corporate Complaints Procedure , which outlines the process and what the public can and cannot complain about. FOI information is also found here, and outlines the procedure and contact details. | | |

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| Theme | Characteristics include... | Evidence (key facts / links to web pages) | Summary judgement | Rating |
|---|---|--|--|--------|
| 1.2 Revenues and service costs <ul style="list-style-type: none"> Budget Revenue Expenditure Income Service cost Council tax | 1.2.a. A range of PPR information gives a broad overview of performance. | The council provides indicators in the document SPI 2013/14 . Under 'Section 1. Corporate Governance - 01. Human Resources Costs, 03. Efficiencies Achieved and 04. Accountancy Costs', the council represents its revenues and service costs' performance. | There is evidence that the council utilises performance indicators for revenues and service costs. However, a wider range of indicators would be useful and some additional explanatory narrative and infographics would enhance the description of performance. | AFI |
| | 1.2.b. PPR includes local indicators giving a full picture, eg on: <ul style="list-style-type: none"> unit costs/service expenditure efficiency targets. | The council provides three indicators that have trend information and describe: <ul style="list-style-type: none"> The overall cost of the human resources function. Council-wide efficiencies as a percentage of the revenue budget. The overall cost of the accountancy function. However, there is no narrative on the impact of the performance data covered by these indicators. | | |
| 1.3 Employees <ul style="list-style-type: none"> Sickness absence Staff survey Staff engagement Staff feedback Staff turnover Staff satisfaction Staff training | 1.3.a. A range of PPR information gives a broad overview of performance. | In the document SPI 2013/14 , the council provides a range of indicators. However, there is little evidence that the council produces any performance indicators about its employees – apart from sickness-absence being reported through the LGBF. | There is little evidence of performance information about the council's employees. | AFI |
| | 1.3.b. PPR includes local indicators that give a full picture, eg on: <ul style="list-style-type: none"> wider performance measures such as job satisfaction the cost of the HR function staff engagement workforce changes, eg staffing reductions through voluntary severance or redundancy senior management restructuring. | As per 1.3.a. | | |

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|---|---|---|---|--------|
| 1.4 Assets <ul style="list-style-type: none"> Asset management Property maintenance Property repairs Buildings Vehicles Equipment | 1.4.a. PPR includes local indicators that give a full picture, eg on: <ul style="list-style-type: none"> corporate asset management plan key projects (eg new HQ) property repairs property maintenance spend work with partners to best use joint assets. | In the document SPI 2013/14 , one indicator describes the council's assets: <ul style="list-style-type: none"> 'Enterprise, Planning and Infrastructure – 02. Operational assets: required maintenance costs'. This indicator reports the maintenance cost of operational assets per square metre. There is trend information but there is no narrative to describe the impact of performance. | The council could use a wider range of indicators, additional narrative, and supporting infographics to help the public understand the council's management of its assets. | AFI |
| 1.5 Procurement <ul style="list-style-type: none"> Procurement Procurement Capability Assessment (PCA) | 1.5.a. PPR includes local indicators that give a full picture, eg on: <ul style="list-style-type: none"> e-procurement. PCA score Improvements from joint spend with partner bodies | There is no evidence of performance about procurement. | There is no evidence that the council issues performance information about its procurement activity. | AFI |
| 1.6 Sustainable development (Focusing on environmental aspects) <ul style="list-style-type: none"> Sustainability Environmental Green, Ecology Street cleaning Carbon emissions Energy efficiency Biodiversity | 1.6.a. A range of PPR information gives a broad overview of performance. | In the document SPI 2013/14 , the council provides a range of indicators. Under 'Section 3. Enterprise, Planning and Infrastructure'... <ul style="list-style-type: none"> Carbon emissions: council-owned & managed assets. Sustainable development. ... the council provides information on sustainable development performance. | The council provides some performance information, but it is spread across several locations, making it awkward to locate. The nature of the information provided for the indicators is inconsistent. | AFI |
| | 1.6.b. PPR includes local indicators that give a full picture, eg on: <ul style="list-style-type: none"> biodiversity actions and targets energy consumption vehicle fleet CO₂ emissions derelict land parks and outdoor spaces. | The council provides two indicators that have trend data and describe sustainable development at the council. These are: <ul style="list-style-type: none"> Carbon emissions: council assets and operations Work done to encourage and support sustainable development. The former has no narrative while the latter is in narrative form and has no numerical data. Additionally, this aspect is picked up in the council's 'Smarter Environment' priority. A wide range of extra performance information is available along with explanatory narrative that explains 'why this is important' and 'what is happening'. | | |

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| 1.7 Equalities and diversity <ul style="list-style-type: none">• Equality• Diversity• Female employees• Disability• Ethnic minority | 1.7.a. A range of PPR information gives a broad overview of performance. | In the document SPI 2013/14 , the council provides a range of indicators. Under 'Section 1. Corporate Governance - 05. Diversity', the council provides information on the council's equalities and diversity work. | The council does offer contextual narrative about the council's work to meet its statutory duties and improve its performance. However, there is a lack of indicators and infographics to help enrich the information provided to the public. | AFI |
| | 1.7.b. PPR recognises equalities & diversity in its broader sense, and covers how well the council is tackling inequality. | Under 'Smarter Living – Aberdeen is a fair and equal city', the council provides indicators that show performance, using trend data for: <ul style="list-style-type: none">• Percentage of prejudice incidents recorded.• Proportion of the council's workforce from protected characteristics groups (age) compared to the working age population of Aberdeen.• People living in the 0-15 percent most deprived domain data zones in Scotland, for income. | | |
| | 1.7.c. PPR includes commentary on the council's response to its statutory duties on diversity and equality. | 'Section 05. Diversity' in SPI 2013/14 outlines the council's work to fulfil its statutory duties for equalities and diversity. | | |
| | 1.7.d. PPR includes local indicators that give a full picture, eg on: <ul style="list-style-type: none">• complaints by ethnic minorities• user satisfaction with services. | One indicator outlines work to encourage and support equalities and diversity within the city. This provides information on specific pieces of engagement that the council has been involved in during 2013/14. | | |
| SPI2. SERVICE PERFORMANCE – 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) | | | | |
| 2.1 Benefits administration <ul style="list-style-type: none">• Benefit• Benefit fraud• Welfare reform | 2.1.a. A range of PPR information gives a broad overview of performance. | In the document SPI 2013/14 , the council provides a range of indicators. In 'Section 1.corporate governance - 02. Benefits Claims and Changes', it provides information on benefits administration. | Performance information uses a few indicators; they lack narrative explanation and do not link to strategic priorities. | AFI |
| | 2.1.b. PPR includes local indicators that give a full picture, eg on: <ul style="list-style-type: none">• how well the council has responded to welfare reforms• service impacts as a result. | The council uses three indicators, with trend data, describing: <ul style="list-style-type: none">• Average number of days to process benefits claims.• Housing benefit claims.• 'Change of circumstance' applications. There is no narrative for these indicators. | | |
| | 2.1.c. PPR has clear links to higher-level strategic themes in the SOA and/or CPP plan/strategy. | The council uses 'Our priorities' on the Aberdeen Performs page to outline its strategic objectives. However, there is no mention of benefits administration under any of the priorities noted. | | |

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|--|---|---|---|--------|
| 2.2 Community care <ul style="list-style-type: none"> Community care Delayed discharge Respite care Care satisfaction Waiting times Service user survey Telecare Care staff training Personal care | 2.2.a. A range of PPR information gives a broad overview of performance. | <p>In the document SPI 2013/14, the council uses a range of indicators. Under 'Section 5. Social care and wellbeing'...</p> <ul style="list-style-type: none"> Delayed discharge. Home care / home helps. <p>...provide information on the council's work on community care.</p> | <p>The council provides indicators about delayed discharge and homecare issues. However, there is little information about the many other aspects of community care. Some, performance information lacks supporting narrative and information for this SPI 2 theme does not link clearly to the council's strategic priorities.</p> | AFI |
| | 2.2.b. PPR includes local indicators that give a full picture, eg on: | <p>The council provides six indicators that give some insight into the performance of community care. These cover:</p> <ul style="list-style-type: none"> Number of delayed discharges. Total number of homecare hours for people aged 65+. Number of homecare statistics for those 65+. <p>There is no narrative with the indicators.</p> | | |
| | 2.2.c. PPR has clear links to higher-level strategic themes in the SOA and/or CPP plan/strategy | <p>The council uses 'Our priorities' on the Aberdeen Performs page to outline its strategic objectives. However, there is no mention of community care under any of the priorities noted.</p> | | |

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|--|--|--|--|--------|
| 2.3 Criminal justice social work <ul style="list-style-type: none"> • Criminal justice • Community payback orders • Reconviction rates • Child reporting • Young offenders • Probation orders • Payback orders | 2.3.a. A range of PPR information gives a broad overview of performance. | In the document SPI 2013/14 , the council uses a range of indicators. Under 'Section 5. Social care and wellbeing'... <ul style="list-style-type: none"> • Criminal justice social work reports. • Court orders with supervision. • Court orders with unpaid work. ...the council provides information on criminal justice social work. | The council does reflect criminal justice social work in its indicators but there is a limited range of indicators on offer, and they lack a clear link to the council's strategic priorities. | AFI |
| | 2.3.b. PPR includes local indicators that give a full picture, eg on: <ul style="list-style-type: none"> • no. of community payback orders started <7 working days • percentage of community payback orders successfully completed • reconviction rates. | The council uses three indicators that give performance information on criminal justice social care: <ul style="list-style-type: none"> • Percentage of reports submitted by the due day. • Proportion of offenders with supervision seen with 5 working days. • Percentage of offenders with unpaid work who attended their first work placement within seven working days of the date of the order. The Chief Social Work Officer's Annual provides narrative on the range of social care indicators. | | |
| | 2.3.c. PPR has clear links to higher-level strategic themes in the SOA and/or CPP plan/strategy | The council uses 'Our priorities' on the Aberdeen Performs page to outline the council's strategic objectives. However, there is no mention of criminal justice social work under any of the priorities noted. | | |

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|---|--|---|---|--------|
| 2.4 Cultural & community services <ul style="list-style-type: none"> Community access Satisfaction survey Cultural heritage Learning centres | 2.4.a. A range of PPR information gives a broad overview of performance. | The council provides a range of indicators through the document SPI 2013/14 . 'Section 2 Education, Culture and Sport' covers: <ul style="list-style-type: none"> Use of libraries. Learning centres / access points... ...and provides performance information on cultural and community services for the public. | The council offers the public performance information about cultural and community services through a number of indicators and narrative contained in its strategic priorities. However, more information could be provided on sport and leisure. | Yes |
| | 2.4.b. PPR includes local indicators that give a full picture, eg on: <ul style="list-style-type: none"> cost per attendance at a sport/leisure facility service user satisfaction specific improvement commitments/ actions. | The council uses four indicators covering cultural and community services, but with no specific narrative: <ul style="list-style-type: none"> Annual number of borrowers from libraries as percentage of the resident population. Number of times that PC terminals in Library Learning Centres and Learning Access Points are used. Number of users of PC terminals within Library Learning Centres. Learning Access Points as percentage of the resident population. Six additional indicators are located in two sections of Our Priorities : 'Smarter Living' and 'Smarter Mobility'. For example, these cover: <ul style="list-style-type: none"> Number of participants in council-funded or part-funded cultural participation/learning programmes. Number of times that PC terminals in Library Learning Centres and Learning Access Points are used per 1,000 of population. These indicators are also explained further in the narrative below the respective indicator tables. | | |
| | 2.4.c. PPR has clear links to higher-level strategic themes in the SOA and/or CPP plan/strategy. | The council uses Our Priorities on the Aberdeen Performs page to outline its strategic objectives. This theme is covered in two of the priorities that the council has outlined. | | |

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| Theme | Characteristics include... | Evidence (key facts / links to web pages) | Summary judgement | Rating |
|--|---|---|---|--------|
| 2.5 Planning <ul style="list-style-type: none"> Planning applications Building warrants Use of land Building standards | 2.5.a. A range of PPR information gives a broad overview of performance. | In the document SPI 2013/14 , the council uses a range of indicators. Under 'Section 3. Enterprise, Planning and Infrastructure - 10 Planning Applications Processing Time', indicators cover Planning. | The council provides two indicators that both relate to same aspect of Planning. PPR could be enhanced by a more comprehensive set of indicators, with each indicator supported by relevant data and explanatory narrative. | AFI |
| | 2.5.b. PPR includes local indicators that give a full picture, eg on: <ul style="list-style-type: none"> the council's aims service costs customer satisfaction. | <p>The council has two relevant in the document SPI 2013/14, covering:</p> <ul style="list-style-type: none"> Average time (weeks) to deal with planning applications – major Developments. Average time (weeks) to deal with planning applications – local developments. <p>There is no narrative to directly explain performance.</p> | | |
| 2.6 Education of children <ul style="list-style-type: none"> Young people Attainment School inspections School leaver Education cost School survey Exclusion Attendance +ve destinations School meals Eco schools Special education | 2.6.a. A range of PPR information gives a broad overview of performance. | <p>The council uses a range of indicators in the document SPI 2013/14. Under 'Section 2 Education, Culture and Sport, in...</p> <ul style="list-style-type: none"> Attainment for national qualifications. School inspections. Local authority pre-school inspections. Partner pre-school inspections/allocated part-time nursery provision. | The council provides the public with performance information using a range of indicators and offering narrative on how these indicators have developed over time. | Yes |
| | 2.6.b. PPR includes local indicators that give a full picture, eg on: <ul style="list-style-type: none"> Education Scotland inspection results and satisfaction information SQA/SCQF attainment levels. | <p>The council uses 19 indicators. For example:</p> <ul style="list-style-type: none"> Percentage attainment at different qualification levels. Schools receiving education inspections. Nursery provision levels. <p>Other indicators are found in Our Priorities, in the section on 'Smarter people'. Eg, percentage of pupils gaining 5+ awards at level 6 and the different costs associated with school pupils. These indicators are accompanied by some narrative explaining that 'what is happening'.</p> | | |
| | 2.6.c. PPR has clear links to higher-level strategic themes in the SOA and/or CPP plan/strategy | The council uses Our Priorities on the Aberdeen Performs page to outline the higher level strategic objectives of the council. This theme is covered in one of the priorities that the council has outlined. | | |

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| Theme | Characteristics include... | Evidence (key facts / links to web pages) | Summary judgement | Rating |
|--|--|---|---|--------|
| 2.7 Child protection & children's social work <ul style="list-style-type: none"> • Child protection • Children looked after at home • Child care • Foster care • Supervision order | 2.7.a. A range of PPR information gives a broad overview of performance. | <p>In the document SPI 2013/14, the council uses a range of indicators. Under 'Section 5. Social care and wellbeing' :</p> <ul style="list-style-type: none"> • Looked-after accommodated children. • Child protection register numbers. • Protection re-registrations. | <p>Performance information uses few indicators. These lack narrative explanation and do not link clearly to strategic priorities.</p> | AFI |
| | 2.7.b. PPR includes local indicators that give a full picture, eg on: <ul style="list-style-type: none"> • placement of looked after children • percentage of children seen by a supervisor officer < 15 days • children on the child protection register. | <p>The council uses three indicators, with trend data, that cover child protection:</p> <ul style="list-style-type: none"> • Percentage of looked-after accommodated children. • Number of children on the child protection register. • Number of children re-registering. <p>There is no narrative with these indicators.</p> | | |
| | 2.7.c. PPR has clear links to higher-level strategic themes in the SOA and/or CPP plan/strategy | <p>The council uses 'Our priorities' on the Aberdeen Performs page to outline its strategic objectives. There is, however, no mention of child protection and children's social work under any of the priorities noted.</p> | | |

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| Theme | Characteristics include... | Evidence (key facts / links to web pages) | Summary judgement | Rating |
|---|---|--|--|--------|
| 2.8 Housing & homelessness <ul style="list-style-type: none"> • Homeless • House repair • Domestic noise • House building • Affordable homes • Rent arrears • Scottish Housing Quality Survey • Building investment • Energy efficiency | 2.8.a. A range of PPR information gives a broad overview of performance. | <p>The council uses a range of indicators in the document SPI 2013/14. Under 'Section 4. Housing and Environment':</p> <ul style="list-style-type: none"> • Homelessness. • Affordable Home. • Housing Repairs Expenditure. | <p>The council provides the public with performance information by using by a number of indicators and offering narrative on how these indicators have developed over time. However, there could be a wider range of indicators.</p> | Yes |
| | 2.8.b. PPR includes local indicators that give a full picture, eg on: | <p>The council uses eight indicators to represent the performance of housing and homelessness. Most indicators (six) are on homelessness and cover the council's duty to provide accommodation for homeless households. The other indicators are on:</p> <ul style="list-style-type: none"> • Number of affordable houses developed. • Average repairs and the maintenance expenditure/ house/ year. <p>Housing and homelessness is covered under the council's priorities on:</p> <ul style="list-style-type: none"> • 'Smarter Living' – using some indicators about tenant satisfaction, and households that benefit from fuel poverty alleviation. • 'Smarter Economy' – with an indicator on the number of affordable houses developed. In this case, more narrative provided around this indicator for 'why this important' and 'what is happening'. | | |
| | 2.8.c. PPR has clear links to higher-level strategic themes in the SOA and/or CPP plan/strategy | The council uses Our Priorities on the Aberdeen Performs page to outline the council's strategic objectives. This SPI theme is covered in one of the priorities that the council has outlined. | | |

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| 2.9 Protective services <ul style="list-style-type: none"> • Protective services • Environment • Trading Standards • Food safety • Pest control • Food hygiene • Noise complaints • Flood alleviation | 2.9.a. A range of PPR information gives a broad overview of performance. | The council has relevant information in the document SPI 2013/14 . Under 'Section 4. Housing and Environment': <ul style="list-style-type: none"> • Trading standards – complaints and advice. • Trading standards – inspections. • Food hygiene. • High-priority pest control. • Low-priority pest control. • Low-priority public health complaints. • High-priority public health complaints. | A good range of indicators is used by the council. However, there is no explanatory narrative to help give insights into the council's performance. | AFI |
| | 2.9.b. PPR includes local indicators that give a full picture, eg on: <ul style="list-style-type: none"> • food safety • pest control • flood alleviation • customer satisfaction. | The council provides 13 indicators that outline the performance of protective services. For example: <ul style="list-style-type: none"> • Trading standards – percentage of consumer complaints dealt with in 14 days. • Food safety – percentage premises inspected six- monthly. • Pest control – the response rate to pest control. However, there is no narrative around these indicators. | | |
| | 2.9.c. PPR has clear links to higher-level strategic themes in the SOA and/or CPP plan/strategy | The council uses Our priorities on the Aberdeen Performs page to outline its strategic objectives. However, there is no mention of criminal justice social work under any of the priorities. | | |

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| 2.10 Roads & lighting <ul style="list-style-type: none"> • Roads • Lighting • Cost of repairs • Road resurfacing • Road satisfaction | 2.10.a. A range of PPR information gives a broad overview of performance. | The council has relevant information in the document SPI 2013/14 . Under 'Section 3. Enterprise, Planning and Infrastructure': <ul style="list-style-type: none"> • Traffic light repairs. • Street light repairs. • Street light columns. • Road network restrictions. • Pothole repairs. | A moderate range of indicators is used by the council. However, there is no explanatory narrative to help give insights into the council's performance. | AFI |
| | 2.10.b. PPR includes local indicators that give a full picture, eg on: <ul style="list-style-type: none"> • traffic light failure repairs • winter maintenance works completed in target time period • percentage of road network resurfaced. | The council uses five indicators that outline the performance of roads and lighting. For example: <ul style="list-style-type: none"> • Percentage of all traffic light repairs completed within 48 hours. • Percentage of pothole repairs carried out within target time. There is no evidence of any narrative for these indicators. | | |
| | 2.10.c. PPR has clear links to higher-level strategic themes in the SOA and/or CPP plan/strategy | The council uses Our Priorities on the Aberdeen Performs page to outline its strategic objectives. | | |

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| 2.11 Waste management <ul style="list-style-type: none">Waste collectionWaste recyclingMissed collectionsLandfillSatisfaction surveyComplaints | 2.11.a. A range of PPR information gives a broad overview of performance. | The council uses a range of indicators in the document SPI 2013/14 . Under 'Section 4 Housing and Environment': <ul style="list-style-type: none">Refuse complaints – there is an indicator for waste management. | The council provides the public with sound performance information comprising a moderate range of indicators supported by narrative on changes in performance over time. | Yes |
| | 2.11.b. PPR includes local indicators that give a full picture, eg on: <ul style="list-style-type: none">refuse bin collection rates. | One indicator in SPI 2013/14 outlines the performance of waste management: <ul style="list-style-type: none">The number of refuse complaints received per 1,000 households; with trend data provided. Other indicators are provided in the Our Priorities section under 'Smarter Environment.' Several extra parts to this section outline what the council is doing to reduce carbon, maximise recycling, keep the city clean and ensure there are green spaces that can be used by the public. Some of indicators of interest are: <ul style="list-style-type: none">Percentage of household waste recycled/composted.Net cost of refuse collection per premise.Net cost of refuse disposal per premise. There is also narrative on 'why this is important' and 'what is happening', giving the public a better idea of the performance of waste management. | | |
| | 2.11.c. PPR has clear links to higher-level strategic themes in the SOA and/or CPP plan/strategy | The council uses Our Priorities on the Aberdeen Performs page to outline its strategic objectives. This theme is covered in one of the priorities that the council has outlined. | | |
| SPI3. Each council will report its performance in accordance with the requirements of the Local Government Benchmarking Framework (LGBF) | | | | |
| 3.1 LGBF <ul style="list-style-type: none">FrameworkBenchmarkingServicePerformance | 3.1.a. The council reports its performance against the performance indicators in the LGBF. | The council's website explains what the LGBF is and provides a link to the mylocalcouncil benchmarking website. | The council explains the LGBF and provides a link to the LGBF web portal. | Yes |
| | 3.1.b. The council reports its performance at mylocalcouncil | The council's website has a link to the mylocalcouncil web portal from its Aberdeen Performs pages. | | |

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| Theme | Characteristics include... | Evidence (key facts / links to web pages) | Summary judgement | Rating |
|---|---|--|--|--------|
| 4. OVERALL | | | | |
| 4.1 Structured approach to PPR, with clear presentation of information | 4.1.a. PPR information is linked directly from website's Home page. | Information can be accessed directly from the Home page, via: <ul style="list-style-type: none"> • Home > Aberdeen Performs or • From Council and government to Council performance pages. To find individual indicators, the reader needs to search further in the 'Our priorities' section. | The council offers easy access to the main performance page but the information from there is not straightforward to navigate and the different sections all have a different look-and-feel. | AFI |
| | 4.1.b. There is a coherent look & feel to how information is presented and structured. | PPR information is presented in inconsistent formats. Some indicators showed data for 2012/13 rather than 2013/14, when this assessment was conducted. | | |
| | 4.1.c. There is a high-level summary on the council's overall performance. | There was no evidence of a single annual report for 2013/14 on the Aberdeen Performs page. However, under each council priority, some narrative linked to the council's strategic objectives. | | |
| | 4.1.d. There is clear layering and signposting of information, which is easy for the reader to navigate. | Navigation to the Aberdeen Performs page is straightforward, with the link presented on the Home page. However, accessing further and more detailed information involves navigating two further layers of information. | | |
| | 4.1.e. There is relevant explanatory narrative – which is in Plain English | There is little evidence of explanatory narrative around the indicators found from the Aberdeen Performs , page but at the bottom of each of corporate priority there is some narrative explanation. | | |
| | 4.1.f. There are supporting, informative graphics, eg charts, tables, and diagrams. | There is little evidence of supporting infographics for the indicators under each council priority. | | |
| | 4.1.g. Web links to other PPR information work. | The links that are available on the PPR page did nearly all work at the time of this assessment. | | |
| | 4.1.h The council reports on additional indicators that contribute to an overall view of their performance. | There are other links on the council's PPR pages but they do not provide the reader with directly-relevant, specific additional content. This requires the reader to more work than s/he initially expects. | | |
| 4.2 Effective use of customer satisfaction information | 4.2.a. PPR explains consultations and/or satisfaction surveys carried out, and specify the findings. | There is no evidence of feedback findings that the council may have received from the public. | There is no evidence that the council has made effective use of customer satisfaction information in the design of its PPR. | AFI |
| | 4.2.b. PPR explains what the council is doing as a result of feedback. | There is no evidence of the council having used feedback from the public to enhance its approach to PPR. | | |

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| Theme | Characteristics include... | Evidence (key facts / links to web pages) | Summary judgement | Rating |
|---|--|--|--|--------|
| 4.3 Balanced picture of performance | 4.3.a. The council presents a balanced picture of performance. | The council has reported data on its performance, whether good or otherwise. However, many indicators lack supporting narrative that could helpfully explain reasons for the council's performance in 2013/14 and also set out improvement actions that it committed to undertake in 2014/15. | The council does provide indicators but the description and narrative provided to accompany the indicators was not easily accessible. | AFI |
| | 4.3.b. Traffic light-style colours or symbols give a helpful overview. | A key to the symbols used on the Aberdeen Performs page describes the monochrome blue/white symbols that the council uses to highlight the performance trend on its various indicators. Symbols to indicate trends mirror the approach followed by Scotland Performs. | | |
| | 4.3.c. Priorities for improvement by the council is clear to the reader. | The indicators provided are arranged under the priorities for the council. So it is clear which indicators fall under which priority. | | |
| 4.4 Good use of comparators | 4.4.a. Performance is set in context using comparators and trends. | A document linked from the Aberdeen Performs page compares Aberdeen City and other key councils but it used information dating from before 2013/14. | There is evidence that the council provides the public with comparison information but it does not explain performance, and some data needs updated for 2013/14. | Yes |
| | 4.4.b. Trends are included for all council indicators, as appropriate. | Trend information is reported in the Statutory Performance Indicators 2013/14 document, but the information simply comprises tables of numeral values dating back to 2011/12, and there is no explanation of what the trends mean, how/why they arose, or how the council plans to address. | | |
| | 4.4.c. There are meaningful comparisons with other councils, eg in family groups, and overall. | There is evidence that the council provides comparisons with other councils through the Comparison of Performance document. However, there is no narrative in this document and it has not been updated with 2013/14 data. | | |
| 4.5 Good use of financial and cost information | 4.5.a. PPR features the costs and other financial aspects of service delivery. | Two examples of corporate indicators that provide financial information are: <ul style="list-style-type: none"> • Overall cost of the human resources function • Overall cost of the accountancy function. Some cost indicators are reported on for certain services, but the scale of coverage of financial/cost indicators varies widely among services. | The council does not make good use of its indicators to provide the public with financial and cost information. | AFI |
| | 4.5.b. Financial information is well structured and clearly presented. | Few indicators report on finance/cost in the council's own web pages. By contrast, the council reports on of finance/cost indicators as part of reporting on LGBF indicators. However, these are not supported by explanatory narrative. | | |

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| Theme | Characteristics include... | Evidence (key facts / links to web pages) | Summary judgement | Rating |
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| | 4.5.c. There is information on services' unit costs, eg £ per primary school pupil. | See 4.5.a. | | |
| | 4.5.d. PPR includes information on the council's budgets for major services. | No evidence was found. | | |
| | 4.5.e. Plain language explains the figures. | There is little explanatory text surrounding the indicators provided for 2013/14 | | |
| 4.6 Dialogue with the public | 4.6.a. The council has consulted the public on what it wants from PPR. | <p>There is evidence that the council does consult the public on what they want. The web page at Council and Government > Performance > Performance Indicators > Performance Report Feedback Form > (Tell us what you think) carries a questionnaire for the public to complete a questionnaire on the council's PPR, with questions that include:</p> <ul style="list-style-type: none"> • 'Did you find Aberdeen Performs easy to navigate?' • 'Does it feel the site offers the information about our services and functions which you are interested in?' <p>However, the web page does not show a live snapshot summary of the survey's results, and there is no information on whether/how the council has used feedback to improve the design and deliver its PPR. Nonetheless, the use of an online PPR survey is an unusual but good idea.</p> | The council consults with the public about their views of the council's existing PPR and what they want of PPR in future. However, the council could do more to show how it has utilised the <i>Tell us what you think</i> survey and social media to engage the public about ways in which it could improve its PPR. | Yes |
| | 4.6.b. The council uses social media to engage the public and have a dialogue on performance. | <p>At the very bottom of each council web page, there are links to the council's various social media pages. However, the links are only a few millimetres across in size and use stylised logos, so they would be elusive for many people to find and use.</p> <p>The <i>Twitter @aberdeenilv</i> account is used as a key communication tool in raising awareness and spreading relevant news from the city.</p> <p>The council has created its own YouTube Channel, which provides viewers with a wide range of performance and consultation information. However, there is no evidence to show how the council has used social media to improve its PPR.</p> | | |

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| Theme | Characteristics include... | Evidence (key facts / links to web pages) | Summary judgement | Rating |
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| 4.7 Accessibility | 4.7.a. PPR features a range of outputs that target specific audiences. | <p>The header bar on the council's website has an option for 'Accessibility', which leads the reader through how to increase the size of on-screen text.</p> <p>Newsletters and leaflets are distributed in hard copy as well as published on the website.</p> <p>The council has prepared case studies on improvements in access to library services, the collection of Council Tax and the management of council house rent arrears (publicperformancecasesstudies) on Council Tax, Housing Arrears and Library & Information Services.</p> <p>Each service of the council reports a range of qualitative and cost-based performance information to their appropriate service committee. The Housing Service provides members of the public directly with a range of performance information which is presented using infographics. A Housing Service Performance leaflet is also produced.</p> <p>The annual Council Tax billing process includes a hard copy leaflet for each householder. The leaflet is also available in other formats and on the council's website.</p> <p>The council publishes 'Our Green Times' quarterly in both hard copy format and on the website. It has also published a Climate Change Declaration Report for 2013/14, which includes performance information on the council's approach to climate change adaptation:</p> | The council makes a wide range of information available to the public, and also in a range of media. However, it would be helpful to clarify how the public obtain hard copies of reports and information in other languages. | Yes |
| | 4.7.b. Information is available in different languages, on request. | It is unclear how to apply for information in different languages. | | |
| | 4.7.c. Printed information is available on request. | No evidence was found on whether information can be sought in printed form, eg in a large font suitable for visually impaired people. | | |

ABERDEEN CITY COUNCIL

Good/interesting practice

| | |
|--|---|
| Which council is this about? | Aberdeen City Council |
| Headline topic | Dialogue with the public. |
| What is the practice, and what makes it interesting? | <p>The council is using an online questionnaire to ask the public for their views on the council's approach to public performance reporting.</p> <p>What makes it interesting:</p> <ul style="list-style-type: none"> • This seems to be the only Scottish council to do this. • The survey is short and simple, and would probably take no more than five minutes to complete. |
| What has contributed to its success in this council? | <ul style="list-style-type: none"> • It is possibly too early to tell, because the council does not appear to have reported the results of the survey, and there is no evidence to show whether or how the council has utilised the survey findings to improve its approach to PPR. |
| Links to key web pages and/or documents | <p>Council and Government > Performance > Performance Indicators > Performance Report Feedback Form</p> <p>http://www.aberdeencity.gov.uk/council_government/performance/performance_indicators/prf_feedback_form.asp</p> |
| Who to contact in the council for further information (include contact details) | <p>Neil Buck Performance and Risk Manager Customer Service & Performance Corporate Governance nebuck@aberdeencity.gov.uk Tel 01224 522 408</p> |