ABERDEEN CITY COUNCIL

COMMITTEE	Council
DATE	8 October 2015
DIRECTOR	Angela Scott
TITLE OF REPORT	Statutory Performance Indicators 2014/15
REPORT NUMBER	CG/15/104
CHECKLIST COMPLETED	Yes

1.   PURPOSE OF REPORT

The report presents Council with the outturn performance for the Statutory Performance Indicators for the 2014/15 reporting year.

2.   RECOMMENDATION(S)

Council is asked to:

i.   Note the outturn performance and analysis of the 2014/15 Statutory Performance Indicators (SPIs);

ii. Note that further information and analysis on specific SPIs is available on request and that service committees will receive in-depth analysis of SPIs as part of the regular service performance reporting process;

iii. Agree that the SPI outturn performance for 2014/15 be published as part of our Public Performance Reporting arrangements.

3.   FINANCIAL IMPLICATIONS

There are no financial implications arising from the report although some reported measures are aligned with our priority to improve the use of resources.

4.   OTHER IMPLICATIONS

There are no other implications specifically arising from this report although some measures are aligned to the improvement in staff and customer experience.

5.   BACKGROUND/MAIN ISSUES

5.1 Councils are required to publish a range of performance information sufficient to demonstrate that Best Value across a defined range of services and criteria. These requirements are shown below.

SPI 1 a range of information "sufficient to demonstrate that the council is securing Best Value in relation to:-

- Responsiveness to communities
- Revenues and service costs
- Employees
- Assets
- Procurement
- Sustainable development
- Equalities and diversity

SPI 2 a range of information sufficient to demonstrate that the Council is securing Best Value in providing the following services:-

- 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

SPI 3 a fixed suite of indicators to support benchmarking through the Local Government Benchmarking Framework (LGBF) covering:-

- Children's Services
- Corporate Services
- Social Work Services
- Culture and Leisure Services
- Environmental Services
- Housing Services
- Corporate Asset Management
- Economic Development

Some of the LGBF activity takes the form of 'Family Group' benchmarking. This a 'deep dive' process where we compare our practices with the aim of deriving best practice solutions. We will continue to participate in these exercises and use the output to inform service improvements where possible.

Although the LGBF indicators are not due to be reported until late 2015 at the earliest, a small number of those indicators are provided directly to the Improvement Service by Aberdeen City Council. These indicators are reported along with the local indicators in this report. The indicators are:

- Number of days lost through sickness absence per employee
- Percentage of women employees in the top 5% of employees by earnings
- Cost per dwelling of collecting council tax
- Percentage of income from council tax due for the year that was received
- Percentage of invoices paid within 30 days
- Percentage of operational buildings suitable for their current use
- Percentage of gross floor area of operational buildings that is in a satisfactory condition
- Domestic Noise Complaints – average time in hours between complaint received and attendance on site.

In addition, the Council provides the Improvement Service with data to support the calculation of other unit cost indicators:

- Libraries
- Museum visits
- Refuse collection

5.2   The attached performance scorecard uses traffic light symbols to aid the better understanding of direction of travel, where possible:

🛑 denotes an indicator which is not meeting target performance;

🔺 denotes an indicator which is at risk of falling significantly below target performance;

✅ denotes an indicator which is meeting target performance;

📈 denotes an indicator which is based on data collection only and no performance target is appropriate or where a target has yet to be established.

6.   IMPACT

Improving Customer Experience –
Many of the indicators in the attached report reflect our responsiveness to our customers.   In general terms, we report the effectiveness of complaints handling and processing Freedom of Information requests. At a more specific level, detail around responsiveness to trading standards complaints and requests, waste collection complaints, pest control and food hygiene inspections and domestic noise complaints is provided. We also report on the activity undertaken by our citizens' panel. The outturn reported against these indicators, including performance against targets and trend analysis, assists with the establishment of improvement actions and targets through which we can work to improve the customer experience.

Improving Staff Experience –
How confident our staff are in the mechanisms and processes for service delivery and the structures in place within the Council is extremely important to our success. For the first time as a statutory performance indicator, we report on the attributes of our employees including the age, gender and disability profiles of the workforce. Additionally, an evaluation of the level of

engagement our employees experience with the Council has been carried out and is reported along with details of further plans to improve those levels of engagement.

Improving our use of Resources –
Some of the indicators in the report identify specific financial performance or 'unit costs' such as cost of the accountancy and human resources functions and repairs, maintenance and management costs for council houses. Many other unit cost indicators will be reported later in the year through the Local Government Benchmarking Framework.

In other areas of the report, information is provided on issues with particular importance for the future of service provision within an environment of increasing resource constraints, including expenditure with local suppliers and investment in areas of new technology in the roads and lighting section.

Corporate -
Some of the indicators reported in our suite of SPIs are also reported in our performance management web page: *Aberdeen Performs* which is structured around the 5 themes of the Council's vision; "Aberdeen – the Smarter City." For example;

The Smarter Living priority: 'Residents have a dry, warm home in a safe and enjoyable environment' is supported by the indicator for tenancy sustainment.
The Smarter Environment priority 'The city has a clean, safe and attractive streetscape' is supported by the indicators on domestic noise and anti-social behaviour.
The Smarter Economy priority; 'Citizens have access to affordable housing' is supported by our number of affordable houses built indicator.

There are many other indicators used to support the Smarter Aberdeen priorities, often sourced from the wider city region and reflecting demographic, environmental and economic factors.

Public –
The report is designed for information purposes and no Equalities and Human Rights Impact Assessment has been prepared.

All reports which detail performance of the Council's key functions and services form a part of our public performance reporting requirement (PPR), which is subject to annual assessment by Audit Scotland and which we continue to work to improve.

These reports impact more widely than the internal management of performance. Our performance and improvement frameworks support delivery of outcomes at the council–wide level and in the Single Outcome Agreement. Our performance frameworks also impact on our requirement for good governance and assurance frameworks across the Council Group, including Arms-Length External Organisations.

This report therefore supports our commitment to:

- The delivery of Best Value;
- Improved Public Performance Reporting.

7.   MANAGEMENT OF RISK

The Council is at risk of failing to meet Audit Scotland requirements in our Public Performance Reporting arrangements which may lead to poor public perceptions of our activities and unfavourable assessment when compared with our peer authorities.
Audit Scotland requires that we report our performance against a range of public service and internal management categories. In some categories, we do not currently fully meet those requirements and they have been identified as areas for improvement.

To mitigate this risk, we are developing additional performance indicators and encouraging services to continue to develop methods of reporting more meaningful information into the public domain. This includes case studies on areas of particular interest such as public-facing projects, as well as new initiatives and the output of our engagement activity with customers and citizens. We are also canvassing public opinion on the nature of the performance information we provide as well as the communication channels our citizens prefer.

8.   BACKGROUND PAPERS

None

9.   REPORT AUTHOR DETAILS
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10.   REPORT

10.1 **2014/15 Performance**
This report provides performance information against 66 indicators; 19 of which are categorised as SPI 1, 39, SPI 2 and 8 SPI 3. Most indicators are based on numerical data outturn but in 5 instances, the indicators reflect a purely qualitative assessment of performance over the year.   These indicators all fall within SPI 1 (Corporate Management) and are:

- The Citizens Panel
- Work done to support and encourage sustainable development
- Sustainable Energy
- Work done to support and encourage community engagement
- Work done to support and encourage equalities and diversity.

10.2 **Performance against targets**
The indicators detailed in the report are supported by a range of performance metrics. In some cases only one metric is involved whilst in others, such as the 'employees' indicator, a number of metrics detail the characteristics of the Council's workforce.   In many cases it is not appropriate to set targets for

metrics such as these but wherever possible, services are encouraged to establish meaningful targets which provide context for performance.

For SPI 1, 10 metrics have targets. 3 are performing below target and are classified as red. 2 are at amber (warning) status and 5 are meeting or exceeding target.
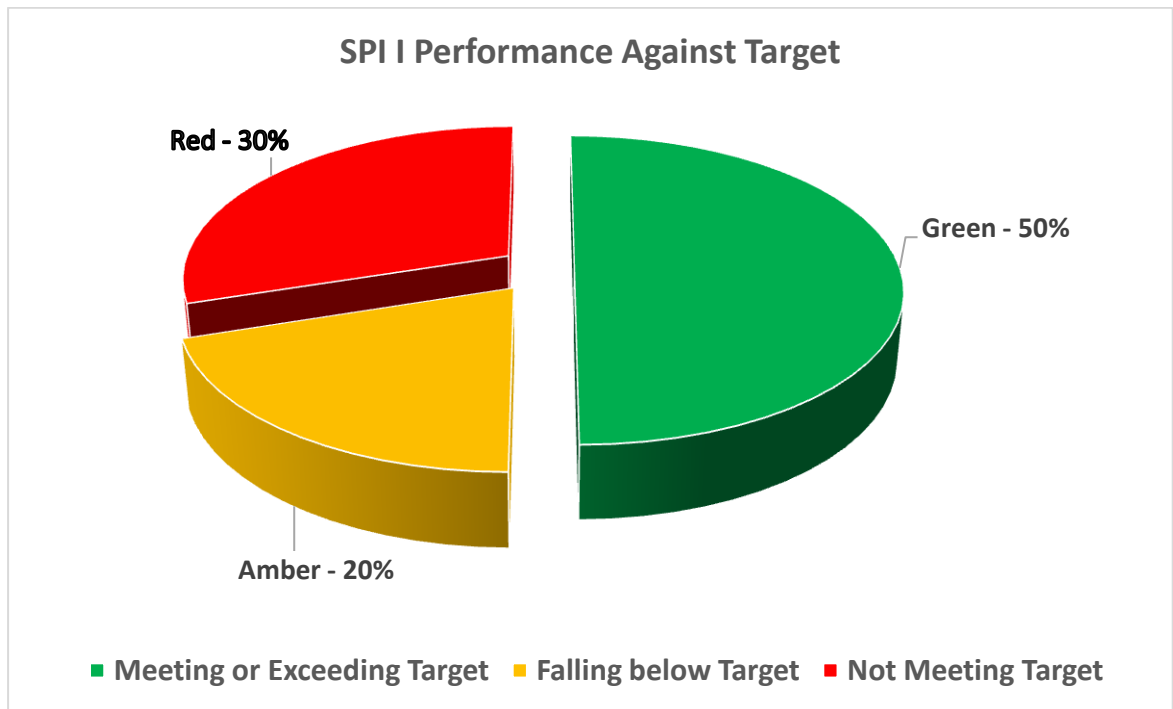
For SPI 2 all indicators are numerical and are supported by 80 metrics. 27 have targets of which 23 are performing at or above target, 3 below target and 1 at amber (warning) status.
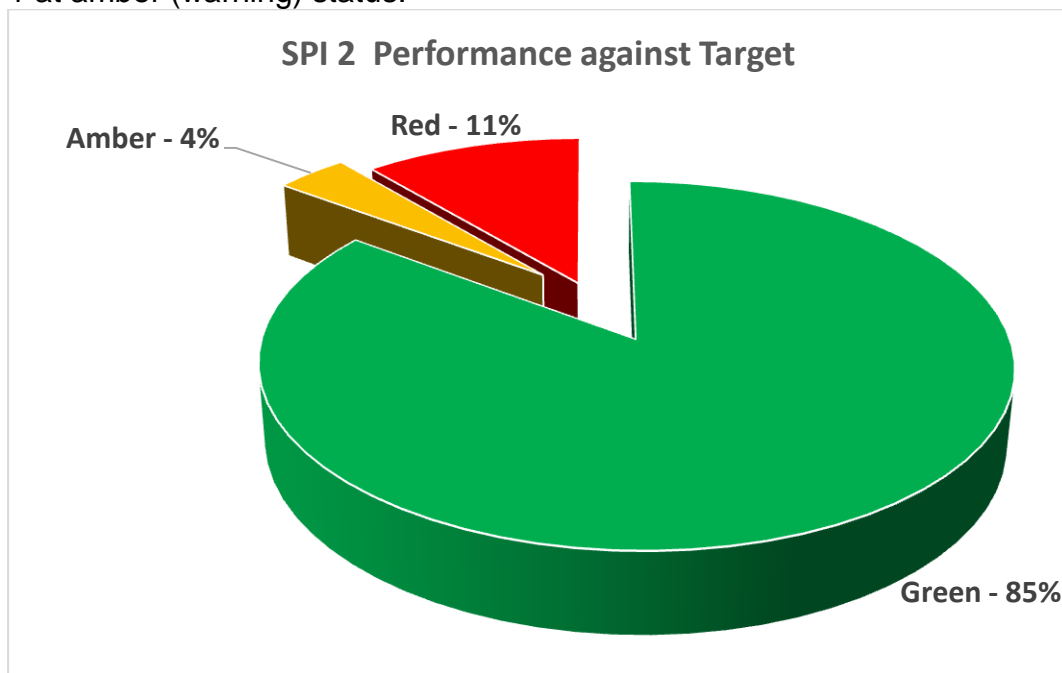
SPI 3 indicators: 8 of the indicators included in the report are reported to the Improvement Service (which works with Scottish councils and their partners to improve the efficiency, quality and accountability of local public services by providing advice, consultancy and programme support) each year as part of

the Local Government Benchmarking Framework, which includes a total of 54 indicators published nationally later in the year. Most of these indicators can meanwhile be benchmarked against the Scottish average for 2013/14.

Indicator	2014/15 outturn	2013/14 Scot average
Average number of working days lost to sickness absence (Teachers)	5.57	N/A
Average number of working days lost to sickness absence (Other local authority employees)	11.22	N/A
% council employees in top 5% of earners who are women	48.45%	50.70%
Cost of collecting council tax per dwelling	£9.06	£12.13
% council tax due which is collected	94.5%	95.16%
% invoices paid within 30 days	99.09%	91.93%
% internal floor area of operational accommodation in a satisfactory condition	92.6%	80.92%
% of operational accommodation that is suitable for its current use	75.6%	78.21%
Domestic noise average attendance time (hours)	1.87	80.73

10.3   **Trend Analysis**
Of the 120 numerical metrics detailed in the attached scorecard, 86 can be subject to trend analysis. In the remainder of cases, either the metric is new to the current reporting year or else is of a nature where trend analysis would not be meaningful (for example where the metric reflects the rent rebate caseload).

In more than half of the metrics where trend analysis has been possible (55%), performance is either the same or better than for 2013/14. In 32% of cases, performance has deteriorated over the same period. .

The 'direction of travel' illustrated through the 3 year trend should be considered alongside the narrative provided where possible by services, to establish the context around performance improvements or deterioration.

Change in performance 2013/14 - 2014/15

Worse
32%

No trend
13%

Same or better
55%
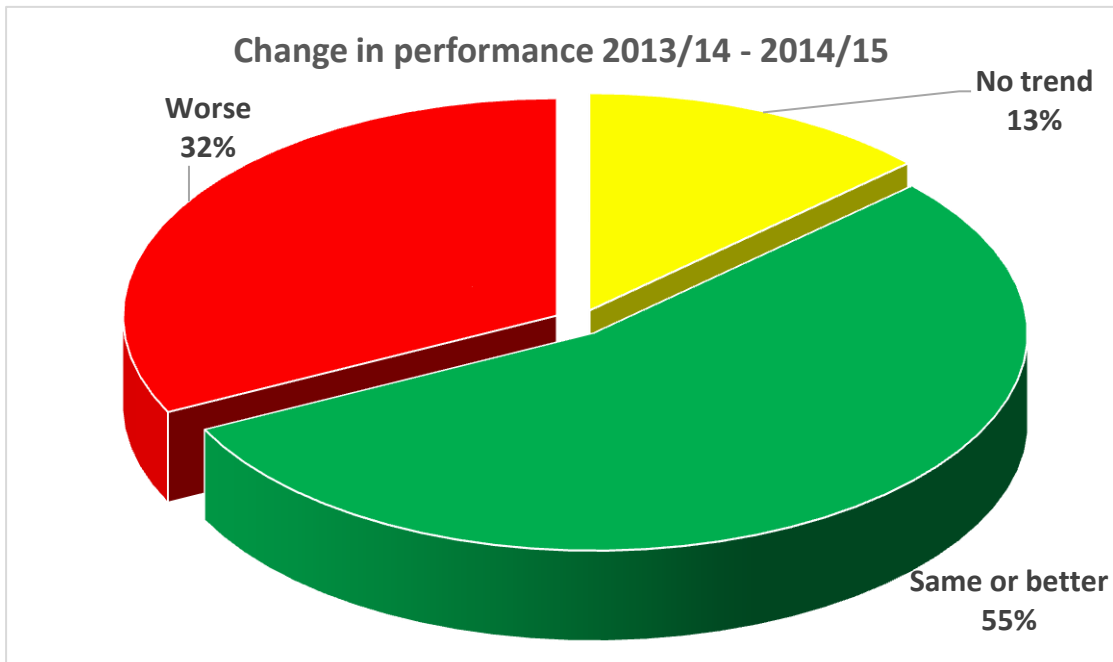
10.4 **Areas of significant performance**
Complaints Handling

This indicator is reported in 2014/15 for the first time. Despite this, data is available to provide for trend analysis from 2012/13. Targets also exist for the three metrics included in the assessment which reflect the required completion timescales embodied by the Scottish Model Complaints Handling Procedure. Performance remains below target and work continues across services to drive improvement. This work is framed by the actions identified in the internal audit of complaints handling which was carried out in 2014.

Benefits Administration

There is improvement in all four metrics where targets are in place. This improved performance has resulted in revised targets being established for the 2015/16 reporting year which will assist in encouraging continuous improvement across the main benefits processing workstreams.

Street Light Repairs

Performance for this indicator has deteriorated for the second year with 67.24% of repairs completed within 7 days against a target of 92%. The emphasis is now on the use of new lighting technology to minimise failures in the longer term and thereby deliver greater efficiency in this operation.

Sickness Absence

The scorecard report itemises two indicators which are provided to the Improvement Service as part of the Local Government Benchmarking Framework, namely the average number of days lost for teachers and average number of days lost for other local authority employees. The LGBF reports a combined assessment performance indicator for all employees.

Latest benchmarking data will be available when the LGBF publishes later in 2015/16.

Statutory Performance Indicators 2014/15

SPI 1 – Corporate Management

Responsiveness to communities

The number of complaints closed at Stage 1 within 5 working days as % of total no of Stage 1 complaints (new indicator)		Value		Value		Value	Target	
	2012/13	76.87%	2013/14	79.34%	2014/15	72.87%	100%	🛑

The number of complaints closed at Stage 2 within 20 working days as % of total no of Stage 2 complaints (new indicator)		Value		Value		Value	Target	
	2012/13	60.44%	2013/14	59.66%	2014/15	51.47%	100%	🛑

% complaints resolved within time (Corporate) (new indicator)		Value		Value		Value	Target	
	2012/13	67.6%	2013/14	65.75%	2014/15	59.54%	100%	🛑

There was a reduction in the volume of complaints in 2014/2015 but also a similar reduction in performance. A review of the current complaints handling process within the council is being undertaken and the reasons for the reduction of complaints closed within target will be explored and addressed with services. An improvement programme has been developed, which specifically includes the implementation of the 2014 audit recommendations. The proposed improvements should result in an increase in the volume of complaints closed within target.

Percentage of Freedom of Information Requests responded within timescale (new indicator)	Value		Value		Value	Target	
	2012/13		2013/14		2014/15	95% / 85%	✅

The reporting breakdown used by the Information Compliance team and provided to Services has now been mirrored in the Corporate Performance Management System. This will allow for more robust and consistent reporting and analysis, corporately and by Directorate/Service.

The target performance for this SPI is 85%, whilst the actual performance for 2014/15 is
98%, an increase over the 2013/14 figure of 93%. This can be attributed to a more focused and extensive training programme delivered by the FOI team to Directorates.

The total number of FOI requests received decreased slightly from last year's figure of 1486 to 1441.

Citizens Panel (new indicator)

The City Voice is an important tool for Aberdeen City Council. It allows the different services to get a feeling for and an understanding of what the public thinks about different policies and services. It shows them the people's satisfaction with different services; but also where there might be room for improvement. The City Voice is well received by panellists and question providers alike. The response rate is generally very high – between 65%–75%. Additional feedback about a particular question/ questionnaire or about City Voice is generally very positive. We take any suggestions and comments seriously and try to address suggestions for improvement where possible, and actively encourage our panellists to provide feedback.

An indicator to measure the satisfaction of question providers with the City Voice is the questionnaire we asked them to fill in after having used City Voice. This allows us to measure our performance and to make improvements where necessary. The feedback is overwhelmingly positive. And finally, the long running history of the City Voice is proof of its success. The City Voice was first founded in 2003 and we are currently working on the 35th edition of the questionnaire.

Revenues and service costs

Council-wide efficiencies as a percentage of revenue budget	Value		Value		Value	Target	
	2012/13	4.6%	2013/14	4.25%	2014/15	3.33% / 3%	✅

In recent years the Governments national 3% efficiency target has been achieved, and this continued 20 2014/15 with savings of just under £15 million representing over 3%

of the net budget.

This was in line with the previous year, as the full effect of the efficiency savings driven out through the Priority Based Budgeting process started to flow through. Again staff/vacancy management savings and service delivery changes featured, along with procurement savings and savings involving a complete redesign of the learning disability service within social work. The council continues to have a plan for cost reductions and savings as part of its 5 year rolling budget.
The target has been reached each year by the Council and will strive to meet its funding constraints and efficiency targets in the future.

Cost of overall accountancy function per £1,000 of net expenditure		Value		Value		Value	Target	
	2012/13	£5.62	2013/14	£6.14	2014/15	£5.88	£6.36	

Costs for the Accountancy Service decreased during the year, and the reasons for these decreased costs are:
1. Reduced reliance on agency staff following the embedding of the new accounting structure;
2. Reduction in use of consultants to support year end and process improvements. This follows changes to staff structures and successful recruitment;
3. Costs of technology incurred in 2011/12 were one-off and did not have to be borne in 2012/13.

The combined impact of these factors was to decrease the cost per £'000 of net expenditure for Accounting Services. The Accounting Service has been through a period of change and continues to re-evaluate its resource requirements. In 2012/13 progress to deliver services using permanent staff rather then agency or consultants support has been delivered, and Accounting will continue to review the demands of the financial environment to seek further improvement.

Cost of overall human resources function per £1,000 of net expenditure		Value		Value		Value	Target	
	2012/13	£5.24	2013/14	£5.84	2014/15	£6.14		

The cost of the overall human resources function per £1000 of net expenditure in 2014/15 was £6.14 compared to £5.84 in 2013/14. This is an increase of £0.30 (per £1000 of net expenditure) between the two years. The main reason for the increase was due to the extra resource requirement in the human resources function to support the organisation through a period of change.

The required maintenance cost of operational assets per square metre	Value		Value		Value	Target	

		2012/13	£117.28	2013/14	£116.65	2014/15	£106.03	£117.00	

The figure has improved from £117 per sqm to £106 per sqm, with a target of £117 per sqm. The overall cost has come down from £64.6m to £58.7m. The overall floor area has remained very similar with some assets coming into operational use and some assets ceasing to be operational. This included closing some poor condition assets such as Hazlehead Park Public Convenience and the depot at Union Terrace Gardens. These changes resulted in a reduction in required maintenance.

Further reductions have been made by C&S investment in buildings such as Bridge of Don Academy, Fernielea Primary School, St Machar Academy and Woodside Primary School. Revenue spend has also contributed to improvements in other buildings. These improvements have been partially offset by the deterioration in condition identified in the third condition survey programme and the addition of operational assets with maintenance requirements.

The C&S Programme will continue to allow for targeted priority capital spend. This will result in improvements to specific assets but assets not included in the programme may decline. The resurvey of assets during the third cycle of the condition survey programme will continue to pick up such decline in condition. Taking this into account a target of £102 sqm has been set for next year.

Average repairs and maintenance expenditure per house per year		Value		Value		Value	Target	
	2012/13	£969	2013/14	£1,009	2014/15	£1143		

Average supervision and management expenditure per house		Value		Value		Value	Target	
	2012/13	£664	2013/14	£706	2014/15	£716	£727	

The target figure for 2014/15 for this SPI is £727.38 per house this is based on the budgets for each heading contained within the definition. The actual figure for 2014/15 for this SPI is £715.91 per house this compares favourably to the target figure. This is as a result of lower than budgeted staff costs for managing the staff costs. Analysis of the actuals in 2013/14 and 2014/15 is contained in Appendix 3, showing an increase of £140K principally as a result of additional costs of admin & management & staff costs for repairs & management & reduction in fly tipping & IT purchases.

Employees (new indicator)

Percentage of disabled employees	Value		Value		Value	Target	
	2012/13		2013/14		2014/15	2.9%	

Percentage of full-time female employees	Value		Value		Value	Target	
	2012/13		2013/14		2014/15	36.2%	

Percentage of part-time male employees	Value		Value		Value	Target	
	2012/13		2013/14		2014/15	3.4%	

Percentage of full-time male employees	Value		Value		Value	Target	
	2012/13		2013/14		2014/15	27.4%	

Percentage of employees under 20 years	Value		Value		Value	Target	
	2012/13		2013/14		2014/15	0.4%	

Percentage of employees aged 20 – 29	Value		Value		Value	Target	

	2012/13		2013/14		2014/15	13.9%	

Percentage of employees aged 30 – 39		Value		Value		Value	Target	
	2012/13		2013/14		2014/15	20.5%		

Percentage of employees aged 40 – 49		Value		Value		Value	Target	
	2012/13		2013/14		2014/15	24.6%		

Percentage of employees aged 50 – 59		Value		Value		Value	Target	
	2012/13		2013/14		2014/15	29.5%		

Percentage of employees aged 60 – 64		Value		Value		Value	Target	
	2012/13		2013/14		2014/15	7.9%		

Percentage of employees aged over 65		Value		Value		Value	Target	
	2012/13		2013/14		2014/15	3.2%		

Percentage of part-time female employees		Value		Value		Value	Target	
	2012/13		2013/14		2014/15	33%		

Percentage of engaged employees		Value		Value		Value	Target	
	2012/13		2013/14		2014/15	42%		

Overall commentary for Employees Indicators. ACC has a key role to play in ensuring the city's sustainable prospects for the future. In order to deliver on our ambitious plans and transform the way we deliver our day to day services (in light of projected funding shortfalls) we need staff who are actively engaged and committed to delivering on these plans. Research shows that employee engagement leads to more innovation, increased productivity, better customer service as well as reduced absence and turnover. ACC measured the level of engagement in November 2014 via a survey which concluded that: overall, two in five of our workforce are defined as engaged (42%), whilst 13% are disengaged. The remaining 45% are partially engaged. These figures compare favourably to an external benchmark of 39% engaged and 6% disengaged (BMG: 2014). Engagement levels are also above other national benchmarks (CIPD: 38%).

ACC conducted a range of engagement activities in 2014/15 including, an awards ceremony to recognise staff, events where staff could contribute to shaping the organisational structure and an employee suggestion scheme where staff could put forward ideas to improve services.
We aim to improve and increase employee engagement through a corporate plan specifically designed to improve the experience of staff working in ACC along with targeted Directorate action plans. Underpinning this will be a robust development programme for both managers and employees. The level of employee engagement will be measured again in 2016.

Assets

Percentage of council buildings in which all public areas are suitable for and accessible to disabled people		Value		Value		Value	Target	
	2012/13	81.63%	2013/14	82.43%	2014/15	84.03%	84%	

This year sees a slight improvement from 82.4% to a new figure of 84%, which meets target. This small improvement has been achieved by improving access at 82 Spring Garden.

The new survey programme has seen some assets being reassessed as accessible with some being highlighted as not accessible. Four buildings were removed from the list two were accessible and two were not accessible. These factors have essentially had a neutral affect on the overall position.

It is not anticipated that any significant improvements will be made in the next 12 months, so a target of 84% has been set. This is essentially maintaining the current position for the forthcoming year.

Procurement

Percentage of council expenditure with local suppliers (new indicator)		Value		Value		Value	Target	
	2012/13		2013/14		2014/15	35%	40%	⚠️

Annual procurement capability (new indicator)		Value		Value		Value	Target	
	2012/13		2013/14		2014/15	72%		📈
The Procurement Capability Assessment will be replaced by the Procurement and Commercial Improvement Programme from January 2016. This will radically change the scoring methodology and so will not be directly comparable with previous years.								

Sustainable Development

Building and Street lighting Carbon Emissions (new indicator)		Value		Value		Value	Target	
	2012/13		2013/14		2014/15	40,056 tonnes		📈
The aim for the Council is to reduce energy consumption and carbon emissions. There are targets set by the Scottish Government for the reduction of the overall carbon emissions as well as the Council's own 2.5% year- on- year energy reduction target. Energy consumption can be reduced through operational management and asset improvement. The Energy Management Team delivers energy efficiency projects, energy billing management and energy audit surveys to ensure that the targets are met. This								

demonstrates that the Council is actively managing energy for all public buildings, social housing and street lighting.

Work done to encourage and support sustainable development

In 2014−15 progress has been made in encouraging and supporting sustainable development and embedding sustainability in Aberdeen City, with this activity outlined in Appendix 1. Council work has included a programme of embedding sustainability to make sure the environment, people and finance are effectively considered in Council actions and decision making. Several awards for best practice were achieved in this period, in addition, the Council presented the Aberdeen EcoCity Awards in 2014, recognising environmental achievement across the city.

Work to address climate change included the production of a Weather Impacts Report, as well as work to develop a Sustainable Energy Action Plan and an Adaptation Plan, enhanced by Council participation in the Adaptation Learning Exchange programme. Completion of a Climate Change Assessment Tool workshop has allowed the council to understand progress with meeting Public Bodies Duties under the Climate Change (Scotland) Act 2009. A range of low carbon initiatives took place including the successful launch of Europe's largest fleet of hydrogen buses and a hydrogen production and refuelling station also took place in this period alongside a Hydrogen strategy for the region.

Renewal of Aberdeen's Fairtrade City status took place in 2014, with a 2 year Fairtrade Action Plan and renewal of the Council Fairtrade Resolution in 2015. Completion of the East Tullos Burn Environmental Improvement project has improved biodiversity in an area of the city, as well as providing a valuable space for the local community. A programme of core path work has enhanced the path network improving accessibility and future proofing against weather impacts. Training for Council staff as BREEAM Assessors took place and this will help enhance sustainability in new development.

Sustainable Energy (new indicator)

Aberdeen City Council (ACC) has taken the decision to provide resource to the development of a Sustainable Energy Action Plan (SEAP) for the entire city, through stakeholder collaboration and project implementation. The resources initially dedicated to undertaking the internal Carbon Management Plan (CMP) have been allocated to this project, therefore progress of the CMP has ceased.

There is no data available on ACC owned assets relating to carbon emissions that has been collated in such a document. However some data is available under our Carbon Reduction Commitment (CRC) returns and information filed for the Scottish Climate Change Declaration (SCCD) (soon to change to Public Bodies Duties required reporting).

Emissions data is therefore presently being reported at a city wide level as opposed to a local authority level for the purposes of the SEAP. The SEAP starts by establishing what our current city wide emissions are and then involves working with stakeholders to identify projects that can be implemented to help reduce such emissions. The SEAP covers many topics from transport to energy generation, covering all operations within the city and not just those from council activity.

Equalities and diversity

Work done to encourage and support community engagement within the city
This submission identifies some of the work carried out across Council services and with community planning partners to encourage, support and provide opportunities for citizens to be involved in the development and decision making regarding services that address their needs. Examples have been drawn from the Council's Community Learning and Development, Community Planning and Equalities and Housing services teams and demonstrate how the Council is engaging with communities, providing information about services and involving residents in our most disadvantaged communities in making direct decisions about funding via our Fairer Aberdeen Fund and developing local Learning Plans through Learning Partnerships. Most Council services engage with citizens using a wide range of methods on a day to day basis. These examples are drawn from service that have a direct role to engage and encourage community involvement.

Work done to encourage and support equalities and diversity within the city
The work undertaken to promote equality and diversity in the city from 2014-15 evidences how the council is meeting its statutory general equality duty to reduce harassment and discrimination, to advance equality of opportunity and to foster good relations. Our activity programme throughout the year marking national days locally and engaging with local communities has produced outcomes, which include raising awareness, breaking down cultural and other barriers to participation, and giving a voice to the most marginalised communities. We have been reviewing the Aberdeen Disability Advisory Group DAG over the last year to make it more accessible and welcoming and representative of a wide range of people with disabilities including younger people and people from ethnic minority backgrounds. Our work has been mainstreamed through the development, implementation and review of the Council's Equality Outcomes (2013-17) and reported in the Equality Outcomes and Mainstreaming Progress Report 2015. In December 2014, the council's first Equalities Newsletter was produced in accessible format and BSL to raise awareness of the Equality Outcomes and the progress we are making.

SPI 2 – Service Performance

Benefits administration

Average Number of Days to Process New Benefit Claims		Value		Value		Value	Target	✅
	2012/13	27.07	2013/14	38.12	2014/15	20.02	25	

Right Time Indicator – Average number of time taken in calendar days to process all new claims and change events in Housing Benefit/Council Tax Benefit		Value		Value		Value	Target	✅
	2012/13	17.69	2013/14	25.66	2014/15	12.95	16	

The improved performance is a results of redesigning processes alongside the Department for Works and Pensions Performance team, changes to work allocation methods and the introduction of individual and team performance management.

The target for change of circumstances was 14 days, 26 days for new claims and 12 days for right time indicator in 2013/14. It is hoped improvement will continue and new targets for 2015/16 have been set as 9 days for change of circumstances. 20 days for new claims and 12 days for right time indicator.

Average Number of Days to Process Change of Circumstances		Value		Value		Value	Target	✅
	2012/13	15.28	2013/14	22.41	2014/15	11.71	14	

Weighted rent rebate caseload		Value		Value		Value	Target	📈
	2012/13	17,273	2013/14	16,455	2014/15	15,791		

Weighted private rented sector caseload		Value		Value		Value	Target	
	2012/13	3,070	2013/14	2,899	2014/15	2,864		

Weighted registered social landlord caseload		Value		Value		Value	Target	
	2012/13	4,292	2013/14	4,122	2014/15	4,101		

Weighted Council Tax Reduction caseload		Value		Value		Value	Target	
	2012/13	23,486	2013/14	21,591	2014/15	20,593		

Gross administration cost per benefit case		Value		Value		Value	Target	
	2012/13	£39.47	2013/14	£42.45	2014/15	£41.96	£42.00	

Overall commentary on benefit administration. The cost per Benefits case has decreased from £42.45 in 2013/14 to £41.96 in 2014/15. A target of £42.00 was set in 204/15. A performance target for £41.90 has been set for 2015/16.

Although weighted caseload has decreased from 45,068.81 in 2013/14 to 43,350.96 in 2014/15, the improvement can be attributed to the reduced costs from central recharges.

Community Care

The Number of people aged 65+ receiving a service who	Value	Value	Value	Target	

are supported to stay at home	2012/13	1599	2013/14	1581	2014/15	1496	

There continues to be a shortfall in the availability of an appropriately qualified and experienced local social care workforce to meet the assessed demand for social care in Aberdeen. This largely accounts for the 5% reduction in older citizens who receive a service compared to last year and the 6% reduction in those who receive a service at weekends. The 33% increase on those who receive a service in the evening is due to those who receive a service having greater and more complex needs but reflects a relative success in that we have been able to increase support for these vulnerable citizens.

The total number of homecare hours provided to people aged 65+		Value		Value		Value	Target	
	2012/13	11607.08	2013/14	11607.08	2014/15	11853.9		

The % of homecare clients aged 65+ receiving personal care		Value		Value		Value	Target	
	2012/13	100%	2013/14	100%	2014/15	99.93%		

The % of homecare clients aged 65+receiving a service during the evening / overnight		Value		Value		Value	Target	
	2012/13	28.71%	2013/14	28.71%	2014/15	27.34%		

The % of homecare clients aged 65% receiving a service at weekends		Value		Value		Value	Target	
	2012/13	77.61%	2013/14	77.61%	2014/15	76.4%		

Number of delayed discharges outwith the four week delayed discharge planning period		Value		Value		Value	Target	
	2012/13		2013/14	161	2014/15	242		

Delayed Discharges which breach the four week target in Aberdeen City have increased over the course of 2014-15. Numbers peaked in January 2015, and have then dropped back.

Primary reasons for the delays are not social work assessment or health care practice, rather it is lack of availability of appropriate care home and care at home capacity.

Criminal justice social work

Percentage of Criminal Justice Social Work reports submitted to courts by the due date		Value		Value		Value	Target	
	2012/13	99.35%	2013/14	99.49%	2014/15	99.85%		

This SPI has maintained the general good level of performance. It has exceeded the last available Audit Scotland (2008/09) Scottish average, and has fulfilled management expectation for 2014–15. The objective is to maintain current performance. It should be acknowledged that a target of 100% would not be meaningful due to unavoidable reasons for late reports. There are rare occasions where it is not possible to submit a report until the day of the court appearance, in these circumstances it is preferable to submit a report on the day of the court appearance despite this being late within the definitions of this indicator. The current performance shows that it is only one report in over six hundred where this is happening.

Proportion of offenders with supervision seen within 5 working days		Value		Value		Value	Target	
	2012/13	65.44%	2013/14	80.65%	2014/15	78.45%	74.5%	

The results for this year continue to show the positive performance of 2013/14 with only a minor drop in performance which is in line with a settling of the trend from 2008/09 to 2011/12 toward above average performance (based on the last available, 2008/09, audited Scottish average of 74.5%). This shows that the issues that caused a fall in the performance in 2012/13 have been addressed.

Please note that a majority of our clients will have met a member of Criminal Justice staff before an induction takes place and this will also apply for those who did not meet with the timelines for this indicator.

Percentage of offenders with Unpaid Work who attended their first work placement within 7 working days of date of order		Value		Value		Value	Target	
	2012/13	22.08	2013/14	42.38	2014/15	41.94		

The performance in this financial year of 41.9% marks a slight fall in the on the previous financial year in which 42.38% of service users attended a placement within 7 working days. However this is still an improvement over all other years that this indicator has been recorded. It should also be noted that there has been an almost 10% increase in the number of orders with unpaid work this year as compared to last year. The Criminal Justice service aims to build upon the improvement of the last two financial years to continue to provide service users with placements as soon as is possible following the imposition of an order from court. One of the ways in which this goal will be realised is through looking at additional community based facilities to increase placement capacity.

It should be noted that there are many factors that determine the possibility of providing a service user with a placement following the imposition of an order and as a consequence it is not possible to achieve this goal in all instances. This means that the setting of a target of 100% success in this indicator would not be achievable or helpful in the interpretation of success.

Cultural and community services

Number of community participations generated by Library and Information Service Promotions and Extensions activity		Value		Value		Value	Target	
	2012/13	25,945	2013/14	23,803	2014/15	28,301		

There were a total of 28,031 attendances/participations recorded during 2014-15, an increase of 4,228 (+17.7%) with a wide and enhanced variety of activities and events throughout the year reflecting engagement with both children and adults. Underlying this overall increase, school visits formed a large proportion of the rise in participations with just over 11,200 children (+13.1%) involved and the offering for pre-school aged children also being significantly enhanced with over 400 participations in Storytime events (+7.4%) and nearly 5,800 adults and children (+737 individuals, or 14.7%, more) attending Book Bug activities.

As a counterbalance to this, the number of educational visits to libraries by nursery schools fell by 7.6%, (although the numbers attending as a whole were only marginally reduced by 1.2%) and the in-venue School Holiday programme experienced a fall in both the numbers of events and participants, arising from a greater emphasis on external event engagement. Both the number of, and participations in, established reading groups and CPD based events showed material increases with rises in the latter figures of 28.2% and 74.1% respectively generating a combined additional 250 attendances. Whilst those attending PC taster sessions and organised group visits fell, participations involved in Talks/Workshops and Other Events rose by just under 300 (+12.1%) with + 8.9% more events and the level of engagement at external community events rose to 2,456 individuals, approximately double that recorded in 2013-14.

Number of times that PC terminals in Library Learning Centres are used		Value		Value		Value	Target	
	2012/13	191,946	2013/14	200,627	2014/15	183,260		

At a national level, the numbers of uses of PC equipment based within library venues is experiencing a material downwards trend as the extent of computer ownership and the accessibility to the range of library information services is enhanced through mobile technology. In this regard, the figures across Scotland, derived from CIPFA Public Library data, suggest a decline of around 8.2% in the past three years which is significantly above the 4.5% experienced within the City over the same timeframe

The number of terminals accessed over the year decreased from 200,627 in 2013/14 to 183,260 in 2014-15 (-8.6%) although the number of learning centre users has increased with a rise of 1.1% on 2013-14 to 17.7% of the City's population. It is judged that the decrease in PC use, in the context of increasing users, can be explained by a number of factors: (a) the increasing popularity of Wi-fi with the number of Wi-Fi logins continuing to rise, from 20,677 in 2013-14 to 21,580 in 2014-15, an increase of 4.4%, (b) problems with network reliability, particularly at Bucksburn and Kaimhill, which affected both Wi-fi and general network access for a significant proportion of the year and (c) extended periods of maintenance and refurbishment resulting in service closure at two venues. At the same time, it is anticipated that moving the wired PC estate on to the new network, along with a new Netloan server, will make the service infrastructure, which supports PC use, more robust and the longer term trend in declining use might either be slowed, or even reversed, over the course of the next two years.

Number of users of PC terminals within Library Learning Centres and Learning Access Points as percentage of resident population		Value		Value		Value	Target	
	2012/13	17.4%	2013/14	16.6%	2014/15	17.7%		

Planning

Average Time (Weeks) to deal with Planning Applications – Major Developments		Value		Value		Value	Target	
	2012/13	64.7	2013/14	75.9	2014/15	47.6		

The focus of effort in the last year has been to prioritise improvements to the speed and efficiency of dealing with major development applications in response to average determination times that were below the Scottish average in 2013-14 and the consequent identification of this as being in the "red" category in the Scottish Government's Annual Planning Performance Report. Determination times have improved from 88.6 weeks in 2013-14 to 47.6 weeks in 2014-15 – a figure that, whilst still very much a focus for further attention, is now better than the Scottish average for 2013-14. The recruitment of additional senior level staff (including two experienced Senior Planners) and more of a focus on project management by case officers, systematically monitored by Team Leaders, has had a significant bearing on this improvement which is expected to

continue as recently recruited staff gain workload and experience.

Conversely, there has been a small increase in the average determination time for local and householder development applications. Factors that contributed to this decline in performance include:

- clearing of legacy cases – 48 in the year

- a period of unprecedented turnover of staff in the Application Support Team which has significantly slowed down the validation process (see supporting information)

- a very significant increase in the number of Local Review Body cases (from 7 to 25), combined with the introduction of pre-application forum meetings (27 proposals considered in the year) in line with a Scottish Government requirement/best practice: both of which have demanded considerable staff resource

- planning officer level vacancies in the applications team which have only recently been filled (including maternity leave)

- in common with previous years, the time taken to determine the legal agreements, whilst improving, had a significant impact on the figures and is a factor over which the planning service has limited control. It should be noted, however, that the average time from "willingness to approve" to decision on an application subject to a legal agreement has halved from 53.94 weeks (2013-14) to 26.75 weeks (2014-15).

Average Time (Weeks) to deal with Planning Applications – Local Developments (Non-householder)		Value		Value		Value	Target	
	2012/13	16.2	2013/14	15.9	2014/15	16.6		

Average Time (Weeks) to deal with Planning Applications – Householder Developments		Value		Value		Value	Target	
	2012/13	9.8	2013/14	10.0	2014/15	12.8		

The education of children

% of local authority primary schools receiving positive Education Scotland inspection reports per financial year		Value		Value		Value	Target	
	2012/13	100%	2013/14	83%	2014/15	50%		

Education Scotland inspections performance is analysed in line with the National Performance Framework Indicator with comparative performance being evaluated by the Directorate and used to inform both School Improvement Plans and discussions linked to KIT visits and targeted support measures for individual schools. During 2014, Aberdeen City was subject to a Care Inspectorate Joint Inspection of Services for Children and Young People in Aberdeen, including evaluation of the quality of formal education provision in the City, with publication of final report in March 2015. This resulted in positive assessments being awarded against each of the core criteria. In terms of taking forwards the Report's recommendations around areas for improvement, these are now being delivered, by the Directorate and CPP partners, through a defined Action Plan spanning the short, intermediate and long term.

50% or 1out of 2 school inspections conducted in 2014/15 were positive, a reduction against the previous year figure of 83.3%, as the result of a single negative inspection and a much reduced inspection sample size. The Service has put in place a series of measures which are designed to assist this school to meet the recommendations arising from this inspection report both to improve the outcomes for pupils and in preparedness for any follow-up inspection by Education Scotland. Extracting the impact of this particular report, and reflecting on the wider outcomes from the remaining inspection undertaken, the proportion of Core indicators that were rated 'Good' or above, which serves as a benchmark stretch target, was recorded at 100.%, well above the aggregated inspection outcome at this level of 63.3%, noted in 2013-14.

66.7% or 10 out of 15 Quality Indicator areas evaluated during Education Scotland school inspections conducted in 2014/15, combining secondary and primary schools, were positive, a reduction against the previous year's figure of 83.3%, the result of the single negative inspection and a 50% reduction in sample size from 6 to 3 schools.

% of local authority secondary schools receiving positive Education Scotland inspection reports per financial year		Value		Value		Value	Target	
	2012/13	100%	2013/14	No inspections	2014/15	100%		

| % of local authority special schools receiving positive Education Scotland inspection reports per financial year | 2012/13 | Value
No inspections | 2013/14 | Value
No inspections | 2014/15 | Value
No inspections | | |

| % school leavers from publicly funded schools in positive and sustained destinations | 2012/13 | Value
91.0 | 2013/14 | Value
91.9 | 2014/15 | Value | Target | |

2014/15 data available late 2015

| SQA Performance – % attaining 1+ awards at SCQF level 6 or better by end of S5 | 2012/13 | Value
43% | 2013/14 | Value
45% | 2014/15 | Value | Target | |

2014/15 data available late 2015

| SQA Performance – % attaining 3+ awards at SCQF level 6 or better by end of S5 | 2012/13 | Value
27% | 2013/14 | Value
29% | 2014/15 | Value | Target | |

2014/15 data available late 2015

| SQA Performance – % attaining 5+ awards at SCQF level 5 or better by end of S5 | 2012/13 | Value
49% | 2013/14 | Value
51% | 2014/15 | Value | Target | |

2014/15 data available late 2015

SQA Performance – % attaining 1+ awards at SCQF level 6 or better by end of S6		Value		Value		Value	Target	
	2012/13	48%	2013/14	49%	2014/15			
2014/15 data available late 2015								

SQA Performance – % attaining 1+ awards at SCQF level 7 or better by end of S6		Value		Value		Value	Target	
	2012/13	18%	2013/14	17%	2014/15			
2014/15 data available late 2015								

SQA Performance – % attaining 3+ awards at SCQF level 6 or better by end of S6		Value		Value		Value	Target	
	2012/13	36%	2013/14	36%	2014/15			
2014/15 data available late 2015								

SQA Performance – % attaining 5+ awards at SCQF level 6 or better by end of S6		Value		Value		Value	Target	
	2012/13	24%	2013/14	24%	2014/15			
2014/15 data available late 2015								

% of local authority pre-school education centres receiving positive Care Inspectorate reports per financial year		Value		Value		Value	Target	
	2012/13	100.0%	2013/14	100.0%	2014/15	90.9%		

During 2014, Aberdeen City was subject to a Care Inspectorate Joint Inspection of Services for Children and Young People in Aberdeen, a report against which was published in March 2015. This resulted in positive assessments being awarded against each of the core criteria and encompassed evaluations of the quality of pre-school education offered in the City through partnership working. In terms of taking forwards the Report's recommendations around areas for improvement, these are now being delivered, by the

Council and CPP partners, through a defined Action Plan spanning the short, intermediate and longer term

The total number of Care Inspectorate inspections undertaken for the period was 11 with 10 (90.9%) of these inspections being positive overall, a reduction of 9.1% on the previous year as a result of this single negative inspection. However, the 2014-15 outcome against each inspection Quality Indicator was marginally better as all the positive inspections were graded 4+ (Good) against each core Indicator. A further drill-down of the data on Quality Themes indicates that, of the assessed positive criteria, 59% were graded at level 5, (Very Good) demonstrating progress on the 2013-14 where only 50% of the gradings were assessed at this high level.

The Council, therefore, continues to deliver a high level of performance in Care Inspectorate inspections and, taking cognisance of the comments above, has been able to both effectively address identified areas for potential improvement against individual Indicator criteria outcomes from previous year's inspections and deliver progress against each core area of inspection.

% of local authority pre-school education centres receiving positive Education Scotland inspection reports per financial year		Value		Value		Value	Target	
	2012/13	100%	2013/14	100%	2014/15	50%		

% of partner provider pre-school education centres receiving positive Care Inspectorate reports per financial year		Value		Value		Value	Target	
	2012/13	93.1%	2013/14	83.3%	2014/15	95.5%		

As has been the case over the past two years, the private and voluntary sectors have faced a significant challenge recruiting and retaining experienced managers. The Scottish Social Services Council's expectation that managers be qualified to degree or SCQF (Scottish Credit and Qualification Framework) level 9 has resulted in managers leaving the sector. In addition, the buoyant local economy, has had an impact against these organisation's capacity to retain younger and more junior employees who, having gained initial experience, are more able and willing to consider employment options outwith the childcare service
There has been an increase in positive outcomes for Care Inspectorate inspections of partner centres over the last year with the % of positive inspections rising from 83.3% to 95.5 %. Evaluation of the percentage of Quality Indicators which were positively assessed at Level 3 was at a slightly higher level still at 97.7%, an increase of 6.1% on 2013-14. One partner organisations failed to meet the criteria for a positive outcome at Care Inspectorate inspection. The Early Years Team is working closely with the organisation that operates this nursery to improve on (i) the relevant inspection outcomes for follow-through Care Inspectorate inspections that may be undertaken as a result of these findings and (ii) more immediately, the current standard of provision to improve the outcomes for children presently attending these centres.

When considering the pattern of performance against the individual inspection indicators from both regimes, the proportion of outcomes rated at the higher ends of each

assessment scale has risen against both 2013/14 and 2012/13, demonstrating an overall qualitative improvement across the range of partner provider centres in the past three years.

% of partner provider pre-school education centres receiving positive Education Scotland inspection reports per financial year		Value		Value		Value	Target	
	2012/13	83%	2013/14	100%	2014/15	100%		

% of eligible ante pre-school child population allocated part time nursery provision within local authority and partner provider settings		Value		Value		Value	Target	
	2012/13	78.1%	2013/14	80.1%	2014/15	76.3%		

There has been a deterioration against this indicator over the last year by 3.8%, from 80.1% to 76.3% of the eligible population being allocated ante pre-school places. This is effectively due to the loss of partner provider places, the increase in the number of eligible children (+106 or 4.3%) and a relatively unique APS population fall experienced in 2013-14. On this basis the Council, as in previous years, and in common with a number of other local authorities, remains in a position where it is not fully meeting the requirements of the present legislative frameworks although, arising from the work of the Early Years team over the past number of years, the number of available places for ante pre-school and pre-school which are being allocated by the Council against local authority provision has materially improved with a 2.4% increase in places in 2014-15 and with a planned increase of 8.6% on the 2014-15 figures for places in 2015-16.

Whilst the Council has materially increased the number of nursery places available in its own centres from 2,994 to 3,030 and, in 2014-15, met 99.0% of those applications received for nursery places in a local authority setting, a similar level to that recorded in 2013-14, at the same time, it should be borne in mind that (a) this data refers to the allocation of part-time places as opposed to the proportion of eligible children in receipt of the current statutory 600 hours of early learning and childcare which would offer lower percentages against secured Ante Pre-school provision in particular and (b) 2013 mid year population estimates (excluding any increase arising from the impact of inwards migration and the above extension of entitlement) for the eligible age band are predicting that the numbers requiring secured places will remain stable over the 2015-16 academic year.

% of eligible pre-school child population allocated part time nursery provision within local authority and partner provider settings		Value		Value		Value	Target	
	2012/13	88.8%	2013/14	94.7%	2014/15	90.7%		

Child protection and children's social work

01.11a: % of looked after young people and families at risk supported to stay together or in their own communities		Value		Value		Value	Target	
	2012/13	54.97%	2013/14	52.45%	2014/15	48.64%	66%	🛑

The joint inspection in 2014 of services for children and young people in Aberdeen City found that the impact of services on family well-being was good. It also noted that partners in the city were committed to improving outcomes and that there were a wide range of initiatives to improve services that better met children and young people's needs, including a recognition of the need to improve partners ability to collectively analyse, monitor and report on their performance.
Implementation of Reclaiming Social Work, which is a whole system redesign of services for families in need, is underway within children's social work services. Bi-annual caseload audits have been undertaken ahead of the model's introduction. These have identified both the number of children and the number of families being supported by social work services.
Two thirds of children and young people whose families meet the threshold for receipt of targeted services from social work as vulnerable and in need, are supported to live at home within in their own communities without becoming looked after. Of those children and young people who are looked after, the proportion who are looked after at home, or with friends or relatives, has fallen for the second year running. This is also reflected in a similar trend both within comparator authorities and across Scotland as demonstrated by the 2014 Scottish Government CLAS return.

Number of children on child protection register		Value		Value		Value	Target	
	2012/13	223	2013/14	260	2014/15	257		📈

In 2014/15, there were a total of 260 registrations involving 257 children. This total highlights a similar number to the previous year which saw 266 registrations involving 260 children. Drug misuse has increased to being the most cited risk factor in registrations over the past 12 months. The increased prevalence of use of new psychoactive substances, probably unhelpfully referred to as 'legal highs' is likely to be a significant factor here. Almost as often cited as a risk factor is domestic violence, then followed by alcohol misuse and neglect. The highest noted registration category however is emotional abuse, perhaps in the light of the fact that it can be the observed result for children of the impact of the other categories.

After a clear spike in registration numbers towards the end of 2013 and early 2014, when numbers reached 121 children, the figures have now fallen again, with March 2015 seeing 99 children's names placed on the register. This equates to 2.9 children per 1000 population of 1-16 year olds, which sits exactly in line with the national average conversion rate in Scotland over the same period. Scotland however continues to have the lowest level by population of children's names placed on the child protection

register.

The number of children re-registering on the Children Protection Register within two years of being taken off the register		Value		Value		Value	Target	✅
	2012/13	24	2013/14	22	2014/15	30	32	

The figures for 2014/2015 show that 23% of those registered on 31st March 2015 in Aberdeen city had previous registration history. This is similar to our neighbouring authorities; Aberdeenshire showing a 22% re-registration rate and Moray with a 19% rate. These conversion rates are higher than the National average which sees those with previous registration sitting at 13% of all registrations. In Aberdeen, there were 30 children re-registered within a 2 year period amounting to approximately 11% of all registrations. This shows a slight increase on last year's figures at 8%.

Given that drug and alcohol misuse is cited as a risk factor in over 50% of registrations in Aberdeen City, it is likely that re-registration numbers will continue to be a significant trend, given both are conditions prone to relapse. However, in order to understand more fully the higher proportion of children in Aberdeen who require more than one period of time on the child protection register, an audit exploring in more detail a sample of such case files has been set up under the 2015/2016 Child Protection Programme. Initially, focus will be on a target group of children who have required more than one registration, within a two year period of having their name removed from the register. Whilst scrutiny of any multiple registration might identify interesting and useful data, it is felt that focussing on those who have required a second (or more) registration within the shorter timeframe of 2 years, may highlight issues for practice relating to how robust the Child's Plans are for children at the time their name is removed from the child protection register.

This work may then serve as a pre-curser to considering in more detail Aberdeen's registration duration as a means of learning more about risk to children in Aberdeen City. It is known that this latter statistic has continued to fall, with children registered at an earlier age, but for a shorter period than had been the case prior to 2008. This may well evidence that in Aberdeen, professionals are responding at an earlier stage to children in need of protection and that the supports in place reduce the risks within a shorter time-frame.

The percentage of looked after and accommodated children with 3 or more placements in the past year		Value		Value		Value	Target	📈
	2012/13		2013/14		2014/15	6%		

Research has clearly evidenced that the more placement moves children experience and resulting changes in their primary care givers the poorer their outcomes generally are. It is the aim of Aberdeen City Council to minimise the number of care placements children have.

The implementation of the Reclaiming Social Work model is intended to support more children to remain within their families and to enable families to find solutions to their own problems. There will continue to be instances when children will need to be accommodated but hopefully as staff become more familiar with this model there will be a reduction in the overall numbers of looked after children.

34 children over the past year have experienced 3 or more placements over the past year.

The challenge of having a sufficient supply of foster carers to enable children, when they are accommodated, to be placed in a placement best suited to their needs is a local as well as national priority. The fostering service is further developing its recruitment strategy to make better use of modern media as well as the Councils website to attract new carers. Of particular challenge is the recruitment of foster carers able to care for larger sibling groups; teenagers and children on a permanent basis. These will continue to be a focus for the service over the coming year.

Our children homes care for some of the City's most vulnerable young people. Managing a group living environment of 5/6 young people each with their own individual and competing needs is a complex and challenging task. The Council has been undertaking a review of its residential services which is nearing completion. This review will set out the role and remit of each of our children's homes to ensure they best placed to meet the future needs of our young people over the coming years. The review will also set out a workforce development plan to support the staff within the residential service to be best placed to meet the needs of the young people in their care thus minimising the number of moves young people experience

Housing & homelessness

House Sales completed within 26 weeks – %		Value		Value		Value	Target	
	2012/13	86.3%	2013/14	86.8%	2014/15	97.8%	97%	✅

Staffing levels have reflected the increase in applications under Right to Buy following the announcement of the abolition of RTB in 2016. The additional staffing is required to deal with the feu disposition plans. Capability to increase administration staff remains and will be introduced when necessary.

Sales completed in less than 26 weeks has significantly increased both in actual numbers and percentage with performance now above target notwithstanding the increase in applications.

The pending abolition of Right to Buy has resulted in an increase of applications and it is anticipated that there will be continuing increases until abolition on 01 August 2016.

Average time for house sales (weeks)		Value		Value		Value	Target	✅
	2012/13	22.9	2013/14	23.6	2014/15	21.5	21.6	

Council duty to secure permanent accommodation for household – % of decision notifications issued within 28 days of date of initial presentation		Value		Value		Value	Target	
	2012/13	70.8%	2013/14	53.1%	2014/15	57.5%		

Overall commentary on homelessness

The new Housing Access Service, comprising housing advice, prevention, statutory homeless assessment and allocation functions was launched and commenced operations on 7th April 2014. Any person/s now wishing to apply for housing must first undergo a housing options assessment that is designed to help customers explore and understand the full range of the options available to them so that they can in turn, identify the best solution to meet their needs.

During the first year of operations the Housing Access Service received 1510 homeless applications', a 14.2% increase upon the 1322 applications received the previous year and the first recorded increase since 2010/11. Despite the increase in applications this year the service still managed to achieve improved levels of performance against most of the established indicator. Two primary areas of improvement this year were:

1. A 4.4% increase in number of decision notifications issued within 28 days where a total of 57.5% of applicants' received their decision within target, ending a downturn trend recorded in the previous 2 years. An earlier initiative by the service to close off long standing cases impacted upon higher levels of performance being achieved. With the service now making better use of available monitoring mechanisms, performance levels are expected to further improve next year.

2. 608 statutory homeless households were permanently rehoused, 18% more than the 514 housed the previous year. For 2014/15 the Council retained its target to provide 50% of its own general need let's to statutory homeless households. While performance for the year fell below this level at 45.2%, this does in fact mark a big improvement upon the 32.1% achieved the previous year. Better case management with more applications being shortlisted and made live this year has helped drive improvements in this area. A change to the quota of allocations where all available properties are now offered out to the Urgent List in the first instance has also had a positive impact on this indicator.

While improvement was evident across many areas this year the homeless tenancy sustainment rates fell for the 3rd consecutive year to 89.6% and the first time it's fallen below the 90% local target since 2010/11. Support Services restructuring was completed this year where realignment of service standards, aims, duties, processes and roles took time to conclude. A new model of support has now been introduced to ensure households receive the same quality of support in their permanent home as they do in

temporary accommodation.

Council duty to secure permanent accommodation for household – iii. the % who are housed		Value		Value		Value	Target	
	2012/13	78.4%	2013/14	77.3%	2014/15	82.9%		

Council duty to secure permanent accommodation for household – iv. % of cases reassessed within 12 months of completion of duty		Value		Value		Value	Target	
	2012/13	4.6%	2013/14	3%	2014/15	2.4%		

Council duty to secure temporary accommodation, provide advice and guidance or take reasonable measures to retain accommodation – ii. % of decision notifications issued within 28 days of date of initial presentation		Value		Value		Value	Target	
	2012/13	74.3%	2013/14	41.9%	2014/15	43.7%		

Council duty to secure temporary accommodation, provide advice and guidance or take reasonable measures to retain accommodation – iv. % of cases reassessed within 12 months of completion of duty		Value		Value		Value	Target	
	2012/13	3.2%	2013/14	1.2%	2014/15	2.6%		

		Value		Value		Value	Target	
Homelessness – The proportion of those provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months.	2012/13	91.8%	2013/14	90.2%	2014/15	89.6%	90%	✅

		Value		Value		Value	Target	
No. of affordable houses developed	2012/13	157	2013/14	266	2014/15	22	415	🛑

The Housing Need and Demand Assessment (HNDA) provides the evidence base upon which housing supply targets are defined in local housing strategies and suitable available land is allocated through development plans to meet these targets. HNDAs are cross boundary studies that local authorities are required to undertake to inform the development of planning and housing policy. A HNDA is expected to explore the characteristics of the local housing system, establish how key factors work together, and to determine the probable scale of change in housing need and demand in the years ahead. The HNDA update report prepared in 2010-11 identified an annual requirement of 415 affordable houses in Aberdeen over a 10 year period.

2014/15 completions were 22 against a target of 415. Completions by housing developers and RSLs are outwith the direct control of the Council. Planning consents have taken longer for a number of sites to be delivered. Once planning consents are received developers build out sites with a number of factors impacting on the timeframes including weather, market performance, site conditions etc. The 1st April to 30th June 2015 period has seen 140 completions so 2015/16 delivery will be significantly higher with 622 potential completions over the period 1st July 2015 to 31st March 2017. 2014/15 can be seen as a blip in the delivery of affordable housing with the first three months of 2015/16 already showing a six fold increase.

Protective Services

		Value		Value		Value	Target	
High Priority Pest Control % responded to within 2 days	2012/13	99.2%	2013/14	99.3%	2014/15	98.5%	100%	✅

High Priority pest control complaints relate to issues such as rats, mice, fleas, cockroaches and bed bugs. These complaints require a response within 2 days. 98.5% of these complaints in 2014/15 were responded to within this timescale. At busy times it is not always operationally possible to fully meet this target. In these circumstances priority is given to the most urgent infestations. However, a high level of service continues to be delivered.

High Priority Pest Control – % completed within 30 days		Value		Value		Value	Target	✅
	2012/13	93.9%	2013/14	93.8%	2014/15	92.8%	100%	

Low Priority Pest Control – % responded to within 5 days		Value		Value		Value	Target	✅
	2012/13	99.8%	2013/14	97.5%	2014/15	96.8%	100%	

Low Priority pest control complaints relate to issues such as wasps, ants and seagulls. 96.8% of complaints in 2014/15 were responded to within 5 days. During the wasp season there is a high volume of complaints and it is not always operationally possible to respond within the target time. Likewise, there is a large number of calls during the seagull breeding period. Complaints are therefore further prioritised at these times.

Resolution of these complaints generally requires one spray treatment which can be readily achieved within 30 days. In some cases repeat treatments are required which results in the 30 day target not being met. However, a high level of performance is being maintained.

Low priority Pest Control % completed within 30 days		Value		Value		Value	Target	✅
	2012/13	97.9%	2013/14	98.1%	2014/15	98%	100%	

High Priority Public Health % responded to within 2 days		Value		Value		Value	Target	✅
	2012/13	90.9%	2013/14	93.9%	2014/15	96.4%	100%	

789 complaints were received in the year, 90.9% were responded to within 2 days. The reason for the small number of complaints not being responded to within 5 days may be due to staff holidays, illness or error. In March a member of the team retired and this may have contributed to the lower percentage of complaints responded to within 2 days. Last year 891 complaints were received and 92.8% were responded to within 2 days. In comparison it is shown that a high level of customer service is still being delivered.
91.5% complaints were completed within 30 days. The nature of complaints and legal constraints can directly affect the completion time. Complaints can relate to communal repairs which involve multiple owners which are lengthy and complicated to resolve Timescales are also lengthened when a Statutory Notice is required to be served. Performance has steadily improved over the last 5 years and a high level of service is being delivered.

High Priority Public Health – % completed within 30 days		Value		Value		Value	Target	⚠️
	2012/13	89.6%	2013/14	88.4%	2014/15	91.5%	100%	

Low Priority Public Health – % responded to within 5 days		Value		Value		Value	Target	✅
	2012/13	96.7%	2013/14	95.7%	2014/15	98.6%	100%	

In 2014/15 98.6% of Low Priority public health complaints were responded to within the 5 day target. Low priority public health complaints relate to issues such as house inspections, dampness and condensation. Delays in response are generally caused by allocation issues or communication difficulties. Any administration errors are continuously addressed showing an improvement in performance in relation to the previous year. A high level of service is continuing to be delivered.

95.7% of complaints were completed within the 30 day target which is a markedly improved performance from previous years. This can be partly attributed to a higher staffing level. The majority of complaints which took more than 30 days to resolve relate to requests for House Inspections. There are often delays in the tenant responding to the officer to arrange a suitable time for inspection. In spite of this a high level of service is being delivered.

Low Priority Public Health –% completed within 30 days		Value		Value		Value	Target	✅
	2012/13	84.5%	2013/14	83.8%	2014/15	95.7%	100%	

Food Safety Hygiene Inspections % premises inspected 6 monthly		Value		Value		Value	Target	✅
	2012/13	100%	2013/14	96.88%	2014/15	94.12%	100%	

Performance on the inspection of high premises has been good with the majority of businesses being inspected on or before their due date. With regard to medium risk premises inspections these businesses were removed from the inspection programme in line with guidance issued by The Scottish Food Enforcement Liaison Committee and resources were allocated accordingly with a focus on controlling cross contamination risks.

Inspection targets are still being met despite two officers being seconded to work full time on a food fraud investigation and a longstanding staffing shortfall. In order to address these issues four new Environmental Health Officers and one trainee Authorised officer have been recruited during the last year.

Food Safety Hygiene Inspections % premises inspected 12 monthly		Value		Value		Value	Target	
	2012/13	98.75%	2013/14	99.44%	2014/15	97.08%	100%	✅

Food Safety Hygiene Inspections % premises inspected more than 12 monthly		Value		Value		Value	Target	
	2012/13	95.38%	2013/14	89.36%	2014/15	93.44%	100%	✅

Trading Standards Inspections – % visits to high risk premises achieved		Value		Value		Value	Target	
	2012/13	94.51%	2013/14	96.19%	2014/15	75.49%	100%	🔴

% of trading standards consumer complaints that were dealt with in 14 days		Value		Value		Value	Target	
	2012/13	79.19%	2013/14	85.76%	2014/15	86.95%		📈

% of trading standards business advice requests that		Value		Value		Value	Target	
								⚠️

| were dealt with in 14 days | | 2012/13 | 89.91% | 2013/14 | 91.18% | 2014/15 | 93.66% | 100% | |

Consumer complaint work is becoming more complex and some complaints take longer to resolve, which may explain the decline in performance.
Business advice complaint response time has declined slightly.
Performance is suffering due to a number of unfilled posts within the Service.

For domestic noise complaints received during the year requiring attendance on site, the average time (hours) between the time of the complaint and attendance on site.			Value		Value		Value	Target	✅
		2012/13	31.6	2013/14	28.17	2014/15	26.77	48	

There were 325 domestic noise complaints (not antisocial behaviour) in 2014/15. A majority of the complaints related to dog barking noise. There are 2 dog wardens in the Service and the average response time to visit was 26.77 hours. The 2014/15 average response time is well below the target of 48 hours indicating the service being provided is better than the target and slightly better than 2013/14. Management is satisfied that a high level of service is being achieved. Systems are reviewed annually to identify potential improvements. The Service is currently in the process of implementing mobile working of the dog wardens to enable the updating of records without a need to visit the office, thereby improving service efficiency.

For domestic noise complaints received during the year dealt with under part V of the Antisocial Behaviour etc (Scotland) Act 2004, the average time (hours) between the time of the complaint and attendance on site			Value		Value		Value	Target	📈
		2012/13	0.32	2013/14	0.5	2014/15	0.36		

The Antisocial Behaviour Investigation Team consists of 8 Investigation Officers and 1 Team Leader. The service is operational 7 days per week between 9am and 4am and there is at least 2 Investigation Officers on shift at any one time who can respond to ASB calls.

A total of 2660 ASB complaints were received by the team for the year 2014-15. Of the 2660 calls, 54.8% (1458) resulted in attendance. The nature of our business commands a swift response and it reassuring to see that 1420 or 97% of the calls that required a response were attended to within the hour.

145 Warning Notices and 5 Fixed Penalty Notices were served in 2014/15 in comparison to 174 Warning Notices and 5 Fixed Penalty Notices in 2013/14. Early intervention methods introduced by the introduction of the Community Safety Hub in 2013 as well as more robust case management have undoubtedly contributed to this reduction.

The Quality Assurance and Performance Management Team carry out a monthly telephone questionnaire on our behalf and it is encouraging to see that 86% of our customers contacted said that they were satisfied with the service received from the ASBIT Team.

Roads and Lighting

Percentage of all traffic light repairs completed within 48 hours		Value		Value		Value	Target	
	2012/13	94.36%	2013/14	96.82%	2014/15	98.2%	95%	✅

The PREFECT fault management system was replaced in October 2014 with the InView fault management system. This new system allows officers to keep a record of traffic monitoring and control equipment and to track the status of that equipment, including maintenance issues, running costs and equipment reliability. It also provides the facility to report faults to the Council's traffic signal maintenance contractor automatically. In the longer term it is intended to use the system as an asset management tool to allow the automated scheduling of periodic inspections and the storage of a wide range of documentation from site drawings and photographs to maintenance and accident reports.

The target performance for this SPI is 95%, whilst the actual performance figure for 2014/15 is 98.2% and represents an increase in performance over the 2013/14 figure of 96.8%. The total number of faults recorded by the indicator increased from last year's figure of 859, to 888. In the first 6 months of the year there were 342 faults recorded which is an decrease of 116 faults in comparison to the first 6 months of the previous year's figure. In the second 6 months of the year there were 546 faults recorded which is an increase of 145 faults over the same period last year. The number of lamp faults increased significantly from last year's figure of 394 to 545 and represents a 38% increase. The reason for this is currently being investigated, however it is felt that this increase is due in part to the automated fault reporting system referred to above identifying intermittent faults affecting LED lanterns and reporting them for repair. Faults attributable to detectors have decreased by 43% from 138 in 2013/14 to 78 in 2014/15. This decrease in faults is considered to be attributable to the reduction in the number of older detectors on street due to the ongoing traffic signal refurbishment programme and the increased reliability of the newer units. There has also been a 12.5% decrease in faults attributable to damage caused following road traffic collisions (RTC's) from 88 in 2013/14 to 77 in 2014/15.

It was pleasing to note that the performance target of 95% was surpassed, despite there being an increase in the number of faults over the last 12 months. Analysis has shown that of the 16 faults that were not repaired within the 48 hour timescale, 4 were related to lamp faults, only 1 of which can be attributed to issues with spare parts, either not being available at the local depot or delays in obtaining them from the manufacturers of third party equipment. This represents a significant improvement over the situation in 2012/13 and illustrates that additional monitoring by officers and regular reviews by the maintenance contractor to ensure that they possess sufficient levels of appropriate stock to adequately service the maintenance contract has paid dividends.

Percentage of all street light repairs completed within 7 days		Value		Value		Value	Target	
	2012/13	85.86%	2013/14	70.77%	2014/15	67.24%	92%	⚠️

The number of street light repairs completed decreased in 2014/15, to 6,712, a decrease of 25% from the 2013/14 figure. Performance for repairs completed within the specified timescale decreased from 71.19% in 2013–14 to 67.24%, a decrease of 5.5%.

The monthly trend show that performance dipped dramatically during three months in particular, as low as 50% repaired within timescale, and overall there were no months where the target was met. New technologies, including LEDs are now being used and it is hoped that lamp life can be extended, in order that in the future, failures will reduce.

Percentage of street lighting columns that are over 30 years old		Value		Value		Value	Target	
	2012/13	31.09%	2013/14	30.11%	2014/15	28.8%	28.7%	✅

At the current rate of spend, by the end of 2016, 10,500 columns will have exceeded their expected service life and the five year Capital programme does not provide sufficient funding to make a significant impact on reducing this figure.
The number of columns over 30 years old decreased from 9,282 in 2013/14 to 8,886 in 2014/15, a decrease of 4.3%. Additional funding has been allocated to this work for 2015/16 to help reduce this figure.
This additional funding will be prioritised to ensure those columns replaced are the ones in most need. This will be achieved by a combination of column identification, by means of a visual survey, and also carrying out non–destructive column testing to the units themselves.

Percentage of council and private bridges assessed that failed to meet the EU standard of 40 tonnes		Value		Value		Value	Target	
	2012/13	3.09%	2013/14	3.09%	2014/15	3.09%	4.6%	✅

Currently there is no change from 2013/14, although detailed design work and advanced utility diversions have completed on the Rob Roy Bridge. The project is delayed awaiting the processing of a compulsory land purchase to accommodate construction works.

The programme of work regarding weak bridges is dependent upon budget and priority. None of the 6 bridges can be regarded as a serious restriction to the public road network.

Percentage of Pothole repairs carried out within target time (Category 1 and 2)		Value		Value		Value	Target	✅
	2012/13	86.5%	2013/14	79.2%	2014/15	92.5%	92%	

The number and severity of pothole repairs vary dramatically with the weather and time of year. The highest volume of repairs occurs during the winter period.

The number of Priority pothole repairs completed decreased from 11,189 in 2013/14 to 8,663 in 2014/15, a decrease of 22.5%. For Category 1 defects, the most serious failures, 1,282 were repaired in the period and, for category 2 repairs, 7,381 were completed. Overall performance for Category 1 & 2 repairs was 92.5% completed within the specified timescale.
Squads are instructed to initially repair the defect shown on the paperwork then check the immediate vicinity repairing any additional potholes on a find and fix basis. This process has definitely assisted in repairing "non safety" defects and stopping future deterioration of specific areas of road. These additional repaired potholes do not form part of the SPI as they are not Category 1 or 2 defects. The total number of find and fix potholes repaired during 2014/15 was 5,108.

Waste management services

Refuse Complaints received per 1000 households		Value		Value		Value	Target	
	2012/13	28.49	2013/14	24.69	2014/15	25.34		

The complaints received for the reporting period show an increase of 89 from the previous year's figure of 2,796. Whilst any increase is disappointing this represents a 3% increase in the number of complaints (and a 2.63 percentage increase on the SPI) and this is not considered to be significant for a service of this size that services such a large number of properties as some small variation is likely and expected on a year on year basis, however the level of complaints is closely monitored.

Factors such as the continued roll-out of communal food waste collection services to an additional 8000 properties and communal mixed recycling to approximately 600 properties are likely to have had some impact on the numbers and types of complaints the service has received.

Winter complaints followed historic trends, however the monthly breakdown of complaints in table 1 below shows an increase in August, September and October. Analysis of data for those months indicate that complaints for missed collections increased over the same months in the previous reporting period. Further analysis shows that a shortage of drivers over that period may be a contributory factor in the increase as drivers were unfamiliar with the route assigned to them.

The number of abandoned vehicles that require to be removed by the council – removed within 14 days		Value		Value		Value	Target	
	2012/13	83.12%	2013/14	84.34%	2014/15	96.77%		

The performance of removal of abandoned vehicles in the period 2014–15 has shown a marked improvement from 84.34% last year to 96.77% an increase of 14.74% this year with only two minor fails. However this must be balanced by the fact that 21 less cars were reported this year in comparison to last year.

SPI 3 – Local Government Benchmarking Framework (The indicators below are those provided by ACC to the LGBF and will be published nationally in late 2015 or early 2016 along with the remainder of the LGBF indicators).

Sickness Absence

The average number of working days per employee lost through sickness absence for teachers		Value		Value		Value	Target	
	2012/13	6.69	2013/14	6.7	2014/15	5.57		

The average number of working days per employee lost through sickness absence for other local government employees		Value		Value		Value	Target	
	2012/13	13.37	2013/14	12.69	2014/15	11.22		

Equal Opportunities Policy

The percentage of council employees in the top 5% of earners that are women		Value		Value		Value	Target	
	2012/13	49.69%	2013/14	47.06%	2014/15	48.45%		

Council Tax Collection

Cost of collecting council tax per dwelling		Value		Value		Value	Target	
	2012/13	£9.90	2013/14	£9.70	2014/15	£9.06	£9.65	
The cost per dwelling has decreased from £9.69 in 2013/14 to £9.06 in 2014/15. The target for 2014/15 was £9.65. A performance target of £9.00 has been set for 2015/16. The reduction has been achieved through costs remaining in line with previous years, the commission received from Scottish Water increasing and an increased number of properties within the city.								

Council Tax Income

Income due from council tax for the year net reliefs and rebates		Value		Value		Value	Target	
	2012/13	102,898	2013/14	105,003	2014/15	106,916		

Percentage of income due from council tax for the year that was received by the end of the year		Value		Value		Value	Target	
	2012/13	94.19%	2013/14	93.67%	2014/15	94.5%	94%	

The collection rate has increased by 0.8%. This has been achieved through reviewing working practices and procedures, work allocation methods and filling vacant posts timeously. It is hoped improvement will continue and a target of 95% has been set for 2015/16.

Payment of Invoices

Percentage of invoices sampled and paid within 30 days		Value		Value		Value	Target	
	2012/13	98.82%	2013/14	99.13%	2014/15	99.09%	96%	

It was extremely pleasing to see that performance in 2014/15 remained around that of the previous year, and for the first time placed Aberdeen City Council at the top of the SPI table. Work has continued to automate our processes as much as possible via Optical Character recognition software (OCR) which reduces manual intervention for the processing of invoices has been in place for over a year. There is more compliance across the Council in the ordering process for goods and services, with requisitioners being more aware to goods receipt orders quickly. This has had a significant impact on improving our performance. Work continues to improve the service we provide, with a Customer Self Service Portal installed in July 2014, and cloud based software going live in April 2015 giving a full e-invoicing solution for suppliers. This will allow invoice data to be sent directly to the Council and fed in to our efinancial system directly without the need for an actual invoice. We are looking eventually to have 75% of our invoice data provided via this method by start of 2015/16 financial year.

Asset Management

Percentage of internal floor area of operational accommodation that is in a satisfactory condition.		Value		Value		Value	Target	
	2012/13	91.7%	2013/14	92.7%	2014/15	92.6%	93%	

Condition – This year's satisfactory condition figure of 92.6% falls slightly short of the 93% target, with the percentage remaining the same as last year. A number of depots

have seen their grades move from unsatisfactory to satisfactory following investment through the C&S programme. However, deterioration in the condition of Braeside (former school), Stoneywood Primary and St Peters RC School has seen them become unsatisfactory overall. This has essentially cancelled out any improvements made elsewhere. Taking this into account a target for next year of 93 % has been set, which is essentially maintaining the current position.

The proportion of operational accommodation that is suitable for its current use.		Value		Value		Value	Target	
	2012/13	80.9%	2013/14	79.6%	2014/15	75.6%	81%	🔴

Suitability – The figure has dropped from 79.6% to 75.6%, which is below the target of 81%. A large number of assets have been resurveyed over the last 12 months, with many of these now moving from satisfactory to unsatisfactory. This shift in grades is the main reason for the reduced figure. That being said two depots moved into a satisfactory position following C&S investment. Ashley Road School also improved following C&S investment. Riverbank Primary improved after completion of the refurbishment/extension which was a combination of the main Capital Programme and C&S. The resurveys appear to suggest a general trend towards a reduction in satisfactory assets. Taking this into account a target for next year of 76% has been set, which is essentially maintaining the current position.

General – Out with the C&S programme there are approved capital projects for a new school for children with complex needs, the Art Gallery project, extension to Greenbrae Primary, a new secondary school to the South, a replacement Stoneywood Primary and a replacement school for Milltimber Primary. The completion of these projects will not have any impact on next year's figures but will result in improvements in subsequent years provided there is sufficient ongoing C&S funding.

Sport and Leisure Management

Total number of attendances at other indoor sports and leisure facilities excluding pools in a combined complex (sports facilities; schools and community education establishments)		Value		Value		Value	Target	
	2012/13	1,610,804	2013/14	1,735,968	2014/15	1,834,213		📈

Overall trend
Citywide Indoor Sports attendances for 2014-15 show an increase of 5.7% (+98,245 admissions) compared to 2013-14 with a total of 1,834,213 attendances, more than 506,000 (38.1%) greater than in 2010-11, which is the earliest of the directly comparable years for this particular indicator suite, and reflects a continuous seven year trend of increasing outcomes.

Arms Length External Organisation Managed Centres

Across the 'stand-alone' ALEO managed sports facilities, the Linx Ice Arena, Beacon Centre, Westburn Pavilion and Aberdeen Sports Village all reflected significant increases (+5% or greater) in attendance levels. Of the remaining 8 sites, Alex Collie, Torry and Sheddocksley and attained increased attendances of between 0.2 %-1.4 %, with five sites, the Beach Leisure, Jesmond, Westburn Tennis, Peterculter and Kincorth centres all reflecting varying degrees of attendances reduction.

Cumulatively, this reflects a 2014-15 outcome of 1,448,170 attendances, an increase of 2.5% (+ 35,000) in comparison with 2013-14.

Total number of attendances for pool sports facilities; schools and community education establishments		Value		Value		Value	Target	
	2012/13	552,952	2013/14	486,620	2014/15	652,925		

Overall commentary for attendances at sports and pool facilities
There were a total of 2,487,138 indoor dry and pool sports facility attendances over the course of 2014-15, an increase of 264,550 admissions (+11.9%) in comparison with 2013-14. This reflects a combined position with dry facility attendances improving by a margin of 5.7% to 1,834,213 with both Community and Schools use and Aberdeen Sports Village noting rising attendances of 19.1% and 5.7% respectively, although Sport Aberdeen noted a marginal reduction in footfall (-1.1%) across its core managed facilities (excluding data from the Cults campus). Admissions to pool facilities, with the introduction of attendances generated by the new 50m pool at the Aberdeen Sports Village, showed a significant overall rise of 166,305 (+34.2%), albeit that a proportion of this influence was counterbalanced by falls in visits to both Sport Aberdeen managed premises and School and Community pools of around 46,000.

Museum Services

Number of visits to/usages of council funded or part funded museums – person; enquiries; outreach; virtual		Value		Value		Value	Target	
	2012/13	801,684	2013/14	1,114,535	2014/15	1,075,225		

In total, the Museums and Galleries Service recorded 1,075,225 visits across the four contributory categories noted in detail below. Whilst this represents a year-on-year reduction of just over 3.5%, this is only the second year of this measure, introduced in 2008/09, in which a figure of more than 1 million visits has been noted.

This also needs to be taken in the context of the closure of Provost Skene's House in early 2013 and the commencement of works linked to the redevelopment of the Aberdeen Art Gallery and Museum which have, in the case of the latter, impacted on attendances generated in both February and March 2015. On this basis, the outcome for 2014/15 can be regarded as materially positive and sustaining the underlying three year growth trend displayed since 2013/13.

Use of Libraries

Total number of library visits - person; virtual		Value		Value		Value	Target	
	2012/13	1,478,728	2013/14	1,647,002	2014/15	1,525,986		

In the context of the national (UK) picture around visits to libraries, there has been a 7.9% decrease in the numbers recorded over the course of the most recent three year period and a year-on-year decline of just under 2%. Total visitor figures have decreased from 1,647,002 in 2013-14 to 1,525,986 in 2014-15, a 7.35% drop, although this represents a 3.2% rise in the three year trend pattern with 47,258 more visits than were recorded in 2012-13.

Against a national background of declining visits to library facilities (around -8.1% over the past three years in Scotland) and a number of extended site closures for refurbishment and repairs in 2014-15, physical visitors increased slightly from 987,435 to 996,285 (by 0.9%) . Of the additional 8,850 visits, the majority of these were noted against the four libraries housed within the Central Library, but with 606,511 visits being recorded through the community library network, which maintains levels recorded in the previous year in spite of the maintenance issues identified above.

The fall in virtual visitors, from 659,567 to 529,701 (a 19.69% decrease) is chiefly due to a drop in hits to the webpages, which reflects the wider picture as the trend towards accessing the Internet via downloadable apps on mobile devices continues to change how people interact with services and also a number of factors which relate to the functionality of parts of the ICT infrastructure across community libraries. At the same time, this level of use is still the second highest annual figure recorded against this Indicator over the five years of this particular measure.

Domestic Noise Complaints

Domestic noise average attendance time		Value		Value		Value	Target	
	2012/13		2013/14	3.1	2014/15	2.77		

Refuse Collection

Number of premises for refuse collection (combined domestic, commercial, and domestic bulky uplift)		Value		Value		Value	Target	
	2012/13	114,255	2013/14	114,939	2014/15	115,501		