

2017/18 SPIs excluding Education



1. Commissioning

01. Citizen Panel

Citizens Panel

The City Voice is an important tool for us as 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.

The City Voice is a great tool for public engagement. We ask every service to provide a service response once they have received the results from the questionnaire. In their response services explain how they will use the information gained through this process. Additionally to that, we run an additional feature called 'a year on' in every newsletter which asks services that submitted questions a year ago to give a short update on the impact the information gained through the City Voice process had on their service. This new feature helps improving the communication between the public and the services.

The City Voice has undertaken a review to more closely reflect the outcome of the LOIP. As such there is now two surveys a year. One focused on all panellists and the second one purely based on localities.

02. Council expenditure with local suppliers

Percentage of council expenditure with local suppliers	Value		Value		Value Target		?
	2015/16	30.1%	2016/17	24.6%	2017/18	21.5%	

Percentage of local suppliers	Value		Value		Value Target		?
	2015/16	22.2%	2016/17	21.9%	2017/18	20.1%	

03. SME Expenditure

Percentage of council expenditure with Small and Medium Enterprises	Value		Value		Value Target		?
	2015/16	55.6%	2016/17	71%	2017/18	74.7%	

04. Supplier Development Programme

Supplier Development Programme (Positive Procurement Programme)
<p>Our supplier development programme, the Positive Procurement Programme (PPP), facilitates engagement with the local business community. PPP is a joint initiative between Aberdeen City and Aberdeenshire Councils that brings C&PSS and Economic Development from Aberdeen City and Aberdeenshire Councils together. The purpose of PPP is to support local businesses of all sizes and across all business sectors (including 3rd sector) to develop their capacity and capability to bid successfully for public contracts. As well as market testing events for forthcoming contract opportunities, PPP offers an effective platform to fulfil obligations under the Suppliers' Charter to "increase stakeholder understanding of public sector procurement policy/legislation" in addition to delivering practical support in terms of i) 1 to 1 procurement surgeries, ii) training/ workshop/ networking events and iii) supplier bulletins. Meet the Buyer events also supplement the programme and the national Supplier Development Programme (SDP) is promoted by Economic Development colleagues. This allows local suppliers access to procurement related SDP events, materials and webinars.</p>

2. Customer

01. Freedom of Information

Percentage of FOIs dealt within 20 working days – Corporate	Value		Value		Value Target		
	2015/16	94.31%	2016/17	90.96%	2017/18	95.33%	
<p>The total number of requests received rose from last year’s annual figure of 1783 to 1968 which is a 10.4% increase. Potential reasons include an increased public awareness of the Freedom of Information process and also a rise in the number of high profile incidents in Aberdeen, causing interest in information not currently published by Aberdeen City Council.</p> <p>The improvement in performance could be partly attributed to a change in approach when assigning requests to certain services, where there had previously been delays.</p>							

% of EIR Requests replied to within timescale (Corporate)	Value		Value		Value Target		
	2015/16	95.12%	2016/17	92.24%	2017/18	97.19%	

Percentage of Corporate Requests dealt with within 20 working days (FOIs and EIRs combined)	Value		Value		Value Target		
	2015/16	94.55%	2016/17	91.31%	2017/18	95.93% 85%	

02. Benefit Administration Costs

Weighted private rented sector caseload	Value		Value		Value Target		
	2015/16	3,037.38	2016/17	3,442.08	2017/18	3,618.87	

Weighted registered social landlord caseload	Value		Value		Value Target		
	2015/16	4,242	2016/17	4,288	2017/18	4,306	

Weighted Council Tax Benefit caseload	Value		Value		Value Target		
	2015/16	20,136.96	2016/17	20,685.68	2017/18	21,086.96	

Gross administration cost per benefit case	Value		Value		Value Target		
	2015/16	£44.34	2016/17	£41.85	2017/18	£38.08 £41.00	
The cost of Central Service recharges, Non-Staff Costs and Staffing costs have all reduced.. This along with an increase in the weighted caseload has attributed to a decreased cost of service. A performance target of £37.00 has been set for 2018/19.							

Weighted rent rebate caseload	Value		Value		Value		Target	
	2015/16	15,722.12	2016/17	15,808.19	2017/18	15,599.81		

03. Benefits Claims and Changes

Average time taken in calendar days to process all new claims and change events in Housing Benefit (monthly)	Value		Value		Value		Target	
	2015/16	10	2016/17	8.81	2017/18	10.93	10	

Average Number of Days to Process New Benefit Claims	Value		Value		Value		Target	
	2015/16	18.41	2016/17	18.4	2017/18	18.81	20	

Average Number of Days to Process Change of Circumstances	Value		Value		Value		Target	
	2015/16	8.46	2016/17	7.24	2017/18	9.76	9	
<p>The decrease in performance can be attributed to staffing turnover in this area. Plans are in place to manage turnover as it appears throughout the year and a revised training plan has been put in place to reduce the training time required for new starts. This along with streamlining processes and procedures, additional training and individual/team Performance Management will have a positive impact on this indicator on a fully resourced service.</p> <p>Targets for 2018/19 are at 9 days for change of circumstances, 23 days for new claims and 12 days for Right Time Indicator. These targets have been set to take into account staff turnover throughout the year.</p>								

04. Complaints

The number of complaints closed at Stage 1 within 5 working days as % of total no of Stage 1 complaints	Value		Value		Value		Target	
	2015/16	71.35%	2016/17	64.55%	2017/18	58.32%		

The number of complaints closed at Stage 2 within 20 working days as % of total no of Stage 2 complaints	Value		Value		Value		Target	
	2015/16	53.42%	2016/17	47.86%	2017/18	61.82%		

% complaints resolved within time (Corporate)	Value		Value		Value		Target	
	2015/16	65.78%	2016/17	61.75%	2017/18	59.03%	100%	

The number of stage 1 complaints have increased in 2016/17 and the number of stage 2 complaints have fallen. The reason for this is because emphasis has been placed on the importance of applying the Complaints Handling Procedure (CHP) correctly and only dealing with complaints at Stage 2 where appropriate, as opposed to a means of extending the response time. A range of training exercises have been undertaken with officers across the organisation to reinforce the CHP requirements and the quality of responses. Performance has decreased slightly for both stages which may be a result of the increased number of complaints overall, which has grown by 33.46%. The reasons why delays still occur, especially in relation to Stage 2 complaints, will continue to be explored and addressed with the services, with the aim to further improve performance.

The complaints function is currently being consolidated to a single corporate Customer Feedback Team. Once established, this change will provide a number of benefits including enhanced visibility of complaint handling. The team will perform a quality assurance function and ensure that complaints are handled consistently across the organisation.

05. Community Use of Libraries

Number of community participations generated by Library and Information Service Engagement and Extensions activity	Value		Value		Value Target		
	2015/16	27,003	2016/17	35,257	2017/18	41,978	
<p>With an increase in the number of activities taking place from 1708 in 2016–17 to 3017 in 2017–18 and an increase in participation, it is clear that the service is engaging with customers more effectively through a planned annual programme of activities, workshops and events.</p> <p>The figures reflect a more accurate and informed way of recording community engagement and the increase of 19.1% in participants can be partially attributed to the 125 festival during July – September 2017. 573 activities were held with 8709 attendees compared to 331 in July – Sept 2016 with 6559 attendees</p>							

06. Learning Centres / Access Points

Number of PC terminal and Netloan Wi-Fi access uses within Libraries and Library Learning Centres	Value		Value		Value Target		
	2015/16	209,290	2016/17	228,890	2017/18	215,587	
<p>Whilst Wi-Fi use remains steady with minimal decrease of 0.2%, PC usage is down by 7.8%. The problems with the Netloan PC Booking System over several months causing slowness and intermittent access failure for customers may account for the decrease.</p>							

07. Homelessness

YTD % of cases reassessed as being homeless or potentially homeless within 12 months of a previous case being closed. (Data Provided By Scottish Government on a Quarterly Basis)		Value		Value		Value	Target	
	2015/16	6.3%	2016/17	6.5%	2017/18	6.4%	5%	
YTD % of statutory homeless decisions reached within 28 Days (Unintentional & Intentional)		Value		Value		Value	Target	
	2015/16	80.3%	2016/17	98.9%	2017/18	98.6%	100%	
YTD % of statutory applicants found to be intentionally homeless		Value		Value		Value	Target	
	2015/16	15.4%	2016/17	5.9%	2017/18	5.5%	6%	
YTD Average length of journey in weeks for statutory homeless cases (Unintentional & Intentional) closed in the year (As reported by Scottish Government)		Value		Value		Value	Target	
	2015/16	28.1	2016/17	26.3	2017/18	23.7	24	

YTD % of unintentionally homeless cases closed where the applicant maintained contact and was allocated a Scottish Secure Tenancy (ACTLA01 & 10)	Value		Value		Value		Target	
	2015/16	89.23%	2016/17	79.8%	2017/18	78.3%	80%	

YTD % of new homeless tenancies sustained for more than a year	Value		Value		Value		Target	
	2015/16	91.17%	2016/17	92.09%	2017/18	87.98%	94%	

08. Affordable Homes

No. of affordable houses developed (year to date)	Value		Value		Value		Target	
	2015/16	214	2016/17	108	2017/18	367	423	

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.

The HNDA finalised in 2017 identified a need for 2119 affordable units over a 5 year period.

2017/18 completions were 367 against a target of 423. Completions by developers and housing associations are outwith the control of the Council. Developers build out sites based on a number of factors including market performance and site conditions. Weather plays an important part and the extreme weather conditions in March resulted in delays with a number of completions being pushed into April 2018.

09. Housing Repairs Expenditure

Average repairs and maintenance expenditure per house per year	Value		Value		Value Target		
	2015/16	1,167	2016/17	1,194	2017/18	1,170	
Reduced overall spend of £781k from 16/17 principally within the gas maintenance contract. However budgeted £1,163.39 compared with actual £1,170.44 resulting from higher than budgeted costs in utilities.							

10. Housing Management Expenditure

Average supervision and management expenditure per house	Value		Value		Value Target		
	2015/16	765	2016/17	782	2017/18	709	
Reduction of £2.2m from 16/17 mainly as a result of the change in method of recharging Building Services staff and level of vacancies. Comparison of Budget £810.37 to Actual £708.66 favourable due to similar reasons as 16/17.							

11. Diversity

Work done to encourage and support equalities and diversity within the city
<p>Our key achievements and improvements 17–18 include</p> <p>We published our Equality Outcomes 2017–21 by 30 April 2018 on our website and also in hard copy and different formats and languages (on request) so that all can access. .http://www.aberdeencity.gov.uk/council_government/equality_and_diversity/eqd_report_2017_21.asp</p> <p>BSL Version at: https://www.youtube.com/watch?v=UgvF3_ERk2o&feature=youtu.be</p> <p>The renewed focus on Community Empowerment coupled with the reduction in council resources within the Equalities Team has led to more events and projects being community rather than council led.</p> <p>Direct feedback from DEP on proposals/ plans around planning and design issues has contributed positively and constructively and influenced working practice.</p> <p>The renewed focus on Community Empowerment coupled with the reduction in council resources within the Equalities Team has led to more events, projects and community forums being community rather than council led, for example, Aberdeen Women’s Alliance, Older People’s Forum (now AVOX), the North East LGBT + Forum (now LGBT+</p>

Community Development Group) and the Holocaust Memorial Day following feedback from the local Jewish community.
 Review of Equality and Human Rights Impact Assessment and Prejudice and Discrimination Report Form so that it is more user friendly and more widely used.
 Issues for the future – Need to engage with BSL user communities and publish our BSL Action Plan by October 2018 and to ensure that marginalised people are supported as we move increasingly to on line and automated service delivery.

12. Community Engagement

Work done to encourage and support community engagement within the city

The Council continues to use a wide range of approaches to encourage, support and provide opportunities to be involved in the development and decision making regarding services and strategies. This is activity that takes place across the spectrum of Council services and with Community Planning Aberdeen partners.

The Community Engagement Outcome group is encouraging Community Planning partners to use the Place Standards tool to engage with communities in a robust and coordinated manner to reduce duplication and provide better information. The initial online survey has been carried out in coordination with the planning department, and bi-annual follow up surveys targeting different communities and groups are planned.

Participatory budgeting continues to take place across the 3 localities, Fairer Aberdeen and with tenant groups (Housing).

13. ASBIT Noise

PS2b: 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		
	2015/16	0.37	2016/17	0.37	2017/18	0.56	

The Anti-Social Behaviour Team fielded 3837 calls regarding noise complaints in 2017/18 which has increased by 695 on 3837 in 2017/18. This increase is due to the improved recording procedures which have been implemented in relation to reports of anti-social behaviour. Of these 3837 domestic noise complaints dealt with under part V of the Antisocial Behaviour etc. (Scotland) Act 2004, 1275 of these calls required attendance on site. In terms of the average time taken to attend these complaints, this was **0.5 hours** in 2017/18, working out at just 30 minutes between receipt of phone call and attendance at site. This number has slightly increased from the 22 minutes reported last year. This performance is considered to be encouraging and comfortably within internal expectations, given the boundaries of the city.

3. Operations

01. Looked After Accommodated Children

LAC with 3 or more placements in the past year (%)	Value		Value		Value Target		
	2015/16	3.8%	2016/17	5.38%	2017/18	4.58%	
<p>Research has clearly evidenced that the more placement moves children have they generally experience poorer outcomes. The instability of care experiences doesn't allow for children to put down roots to plan for their future, to develop a sense of belonging and forge relationships of significance with their primary care givers which can support them into adulthood. Moves of care placement's often necessitate changes of schools providing a disrupted pattern of education commonly resulting in poorer outcomes i.e. qualifications, employment etc.</p> <p>Of the 27 children noted in this year's SPI, 9 (33%) were aged 12+; 6 (22%) were aged between 6-11 years old and 12 (44%) were aged 0-5. Within the 27 children there were:</p> <ul style="list-style-type: none"> • 3 sibling groups including 2 sibling groups of three children. We know that caring for sibling groups can be more challenging and recruiting foster carers and finding placements for sibling groups is a local and national challenge. • Four of the children were or are in secure care. Three of the four moved within in the same establishment ie moving from the open part of the school to the secure component or vice versa. Even although they are moving within establishment, where there is a continuity of education and other supports, these moves are recorded as a change of placement. • Four children were placed in foster care before moving to live with their parent(s) in a joint placement. Although their parents had full time care of their child this still constitutes a placement for the child. The limited availability of this resource consequently necessitated an additional move for the child. <p>Due to longstanding challenges in relation to the recruitment of staff to our residential service it has meant that one of our units is currently not operational. Recruitment to these posts will enhance the services capacity and flexibility to support young people and minimise the number of moves they experience.</p>							

02. Families at Risk

01.11a: % of looked after children and young people supported to remain within their families (at home and within kinship care)	<table border="1"> <thead> <tr> <th colspan="2">Value</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>46.13%</td> </tr> </tbody> </table>	Value		2015/16	46.13%	<table border="1"> <thead> <tr> <th colspan="2">Value</th> </tr> </thead> <tbody> <tr> <td>2016/17</td> <td>44.91%</td> </tr> </tbody> </table>	Value		2016/17	44.91%	<table border="1"> <thead> <tr> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>43.24%</td> </tr> </tbody> </table>	Value	Target	2017/18	43.24%	
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<p>Around two thirds of all children and young people who are assessed as 'in need' of support from Children's Social Work live at home within their own communities without becoming looked after. The other third are looked after not only at home or with friends, but also in foster care and residential care and will include some for whom a return home is not a possibility.</p> <p>Given that the total number of children and young people supported by Children's Social Work has remained largely constant over the period, this suggests that more children are being supported without the need for statutory measures and that where it is necessary to seek such intervention it is because a return to family may not be possible. Confirmation of this though would require analysis over a period and could not rely on limited snapshot data.</p> <p>The 2016-17 CLAS return shows that the proportion of Aberdeen City Council's looked after children placed at home or within a kinship placement remains below the national average. Data from the same return shows that nationally there has been a downward trend in the number placed at home over the last five years. Raising the proportion looked after at home or in kinship care to be more in line with the national average will take time but is a focus and priority for the service.</p>																

03. Child Protection Register No's

Number of children on Child Protection Register	<table border="1"> <thead> <tr> <th colspan="2">Value</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>249</td> </tr> </tbody> </table>	Value		2015/16	249	<table border="1"> <thead> <tr> <th colspan="2">Value</th> </tr> </thead> <tbody> <tr> <td>2016/17</td> <td>276</td> </tr> </tbody> </table>	Value		2016/17	276	<table border="1"> <thead> <tr> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>258</td> </tr> </tbody> </table>	Value	Target	2017/18	258	
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<p>There has been a steady decrease this year in the number of Aberdeen City children who have featured on the CPR to what would appear to be an unusually low number as at 01.05.18. This represents a change to trend, given that the preceding year had seen an increase in the rate of registration per population to above the national average (2.9 per 1000 population.) Aberdeen City's lower registration rate (1.8 per 1000 population) which is noted to be in line with similarly low CPR numbers in neighbouring local authority, Aberdeenshire (1.7 per 1000 population), continues to be sought by Children's Social Work, through multi and single agency actions under the umbrella of the Child Protection Committee. Work undertaken to explore this to date has outlined that this change may represent:</p> <ul style="list-style-type: none"> • Embedding of systemic training and understanding across the children's services workforce, with focus on working ethically and collaboratively with families, even when this is challenged due to high risk care and protection concerns • The continuing embedding of the national practice model (GIRFEC) and improved partnership working • Multi agency support to a wider cohort of children at home 																

- Not keeping children on the CPR where not necessary
- PACE project, which charges social workers with the task of reducing delay where rehabilitation to parental care is assessed as not in a child’s best interests.
- Continued embedding of the learning from the January 2017 audit, particularly in relation to the focus on Records of Investigation and subsequent conversion to case conferences, as well as the review of children on the CPR for more than one year.

Analysis of the reasons for registration show that the primary categories of registration in the city, have remained fairly static. Whilst Parental Drug Use (16%) Domestic Abuse (20%) and Neglect (20%) have for several years been the top for categories of registration within Aberdeen City, in line with the national picture, this year, it is mental health concerns that have seen a further increase in categories of referral at 25% of all registrations, joining the top categories as most cited in the City. The highest category of referral again this year is emotional abuse, which has risen further, to 59% of all referrals (stats as at March 2018). Although categories of registration are not ranked we are aware that emotional abuse is more often recorded as a secondary cause for concern.

04. Child Protection Re-registrations

01.14a47: The number of children re-registering on the Children Protection Register within two years of being taken off the register	Value		Value		Value Target		
	2015/16	30	2016/17	22	2017/18	12	

During the year 2017–2018(1 April 2017 – 31 March 2018) there were a total of 12 children that featured on the Aberdeen City’s Child Protection Register who had a previous registration history within the preceding two years. This is a decrease of 10, on the previous year however it is recognised that the previous year featured a higher number of children’s names recorded on the CPR. The Scottish average for children whose names featured on the CPR with a previous history of registration is 16%. The level of reregistration for Aberdeen City as at 31st March 2018 was 28%. The level of reregistration in our neighbouring authorities on this date was Aberdeenshire 15% and Moray 22%. Parental drug and alcohol use are among the most common reasons for children’s names appearing on the CPR. We know that the recovery pattern for adults with addiction challenges is one prone to relapse. Given this it is perhaps unsurprising for some children’s names to reappear on the CPR particularly where the post registration plans have indicated what type of concern would require a revisiting of CPR status. It does of course however remains incumbent on all agencies to ensure that decisions around de-registration are evidenced based with appropriate post registration support available to ensure change is sustained. A further audit has been initiated under the auspices of the Child Protection Committee, to further explore any potential learning from the examination of children who have experienced a second registration over the period January – March 2018.

05. Traffic Light Repairs

Percentage of all traffic light repairs completed within 48 hours	Value		Value		Value		Target	
	2015/16	96.46%	2016/17	97.24%	2017/18	96.12%	96%	
<p>The total number of faults recorded by the indicator decreased significantly from last year's figure of 869, to 747. Lamp faults decreased significantly from last year's figure of 314 to 276 and represents around a 12% decrease. It is felt that this decrease is due to improvements in LED technology leading to a reduction in the level of intermittent faults. Detector faults decreased by almost 36% from 126 in 2016/17 to 81 in 2017/18. This is due to the additional reliability provided by the newer detectors which are being installed on street through the refurbishment of older traffic signal installations. Faults attributable to damage caused following road traffic collisions (RTC's) decreased from 69 in 2016/17 to 59 in 2017/18.</p> <p>The number of all dark faults also decreased significantly, from 160 in 2016/17 to 122 in 2017/18, which represents a decrease of around 24%. This decrease is due to the reduction in the number of traffic signal installations which have exceeded their service life due to the ongoing traffic signal refurbishment programme.</p> <p>The main reason for the reduction in performance is the Council's traffic signal maintenance contractor suffered a drop in the level of experience within the team prior to the Christmas holidays, which was exacerbated by the prolonged period of inclement weather earlier this year. Following a meeting with the maintenance contractor to discuss these performance issues, assistance has been provided to help mitigate the loss of experience within the maintenance team over the short term. This has proved to be beneficial as performance in March improved significantly.</p>								

06. Street Light Repairs

Percentage of all street light repairs completed within 7 days	Value		Value		Value		Target	
	2015/16	59.99%	2016/17	59.07%	2017/18	55.57%	90%	
<p>Performance dipped particularly low between December and January, with figures dropping below 45%. Dips in performance can be attributed to lack of staff resource due to winter maintenance operations.</p>								

07. Street Light Columns

Percentage of street lighting columns that are over 30 years old	Value		Value		Value Target		
	2015/16	26.71%	2016/17	26.82%	2017/18	24.42% 28.7%	
<p>The current level of investment has reduced the age profile of the column stock and there continues to be a commitment to continue with funding improvements.</p> <p>Capital spend will continue to 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 survey and carrying out non-destructive column testing.</p>							

08. Road Network Restrictions

Percentage of council and private bridges assessed that failed to meet the EU standard of 40 tonnes	Value		Value		Value Target		
	2015/16	3.09%	2016/17	3.09%	2017/18	2.55% 4.6%	
<p>Strengthening of the Union Terrace Widening is proposed within the Union Terrace Gardens Redevelopment Project. Strengthening of the Milton of Drum Bridge is to be investigated in financial year 2018/2019.</p>							

09. Pothole Repairs

Potholes Category 1 and 2 - % defects repaired within timescale	Value		Value		Value Target		
	2015/16	93.3%	2016/17	95.9%	2017/18	92.5% 95%	
<p>Priority pothole repairs decreased from 12,081 in 2016/17 to 8,256 in 2017/18, a decrease of 31.66% on the previous year. For Category 1 defects, the most serious failures, 1,776 were repaired in the period. There has been a recorded rise in the number of find and fix pothole repairs carried out, which may account for the drop. Road conditions in some locations had deteriorated to the extent that the road required to be closed in 11 locations and resurfaced. It is estimated that if this had not been done there would have been at least 200 more find and fix potholes. The average performance of Category 2 repairs is 92.1% completed within timescale.</p> <p>The high number of repairs during the fourth quarter of the year reflects a typical year whereby there are a high number of failures following the winter. The total number of find and fix potholes repaired during 2017/18 was 11,597, an increase of 3,562 on last year.</p>							

10. Abandoned Vehicles

The number of abandoned vehicles that require to be removed by the council – removed within 14 days	Value		Value		Value Target		
	2015/16	61.54%	2016/17	61.63%	2017/18	44.76%	

11. Domestic Noise Complaints

PS2b: 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		
	2015/16	26.8	2016/17	18.6	2017/18	16.17	

There were 283 domestic noise complaints (not antisocial behaviour) in 2017/18. A majority of the complaints related to dog barking noise. The average response time to visit was 16.17 hours.

Time taken to respond is slightly quicker than the previous year and is more than two times quicker than the required performance time and therefore well within management expectation. Systems are reviewed annually to identify potential improvements. Dog wardens are now capable of accessing the services database at different locations across the City. This means there is virtually no requirement to travel to headquarters to obtain service request information and assists with improved response times.

12. Trading Standards – Complaints and Advice

% of trading standards consumer complaints that were dealt with in 14 days	Value		Value		Value		Target	
	2015/16	84.85%	2016/17	83.84%	2017/18	83.02%	100%	
<p>The time to deal with a consumer complaint can vary because of a number of factors outwith the control of the service. For example, it may take time for a consumer to provide additional information or for goods to be examined by an expert for evidential purposes. There are always complaints which are very complicated to complete due to the level of detail required and these take over 14 days to respond.</p> <p>The main reason for business requests taking longer than 14 days to complete is the time taken by businesses to respond our request for clarification or to schedule an appointment following their initial enquiry. This extends the period of time it takes to provide the complete answers businesses are looking for. As with consumer complaints, there are requests which take longer than 14 days to compete because of the level of detail required.</p>								

PS4: % of trading standards business advice requests that were dealt with in 14 days	Value		Value		Value		Target	
	2015/16	87.43%	2016/17	88.42%	2017/18	86.01%	100%	

13. Trading Standards Inspections

Trading Standards Inspections – % visits to high risk premises achieved	Value		Value		Value		Target	
	2015/16	92.52%	2016/17	98.95%	2017/18	98.98%	100%	

14. Food Hygiene

Food Safety Hygiene Inspections % premises inspected 6 monthly	Value		Value		Value		Target	
	2015/16	100%	2016/17	90.2%	2017/18	97.22%	100%	

The six monthly and 12 monthly inspections achieved a high level of performance and missed inspections were due to business or legal reasons, however they were all successfully undertaken. Inspections greater than 12 months are improving, but resources are targeted towards higher risk activities.

Food Safety Hygiene Inspections % premises inspected 12 monthly	Value		Value		Value		Target	
	2015/16	97.86%	2016/17	97.89%	2017/18	97.94%	100%	

Food Safety Hygiene Inspections % premises inspected more than 12 monthly	Value		Value		Value		Target	
	2015/16	98.76%	2016/17	50.9%	2017/18	53.88%	100%	

15. High Priority Pest Control

High Priority Pest Control % responded to within 2 days	Value		Value		Value		Target	
	2015/16	98.7%	2016/17	98.8%	2017/18	99.4%	100%	
<p>100% response time may not always be possible to be achieved through variation in number of complaints received each month and lower staffing levels through annual leave, training and sickness makes this more challenging. In 2017/18 100% of complaints were responded to within the target time 7 times.</p> <p>The majority of complaints will be possible to complete within the time period of 30 days, however, certain infestations can take longer to reach a satisfactory conclusion e.g. large infestations of cockroaches, pharaohs ants or rats. Climatic change and increasing resistance to insecticide can also affect time taken to resolve an infestation, historically a bedbug infestation could be satisfactorily resolved with one treatment, however, it is becoming more common that it takes two or more treatments.</p> <p>Pest control have continued to extend the variety of services offered in house, such as bird proofing domestic and commercial council properties and pigeon shooting at council depots. They also carry out cleaning of areas contaminated with bird droppings. These are not reported within the SPI and therefore they are carrying a heavier work load than is reflected within this.</p>								

High Priority Pest Control – % completed within 30 days	Value		Value		Value		Target	
	2015/16	90.4%	2016/17	86.8%	2017/18	90.5%	100%	
<p>High priority pest control complaints response rate has remained consistently high although there was a slight drop in the percentage responded within 30 days. The majority of complaints will be possible to complete within the time period of 30 days, however, certain infestations can take longer to reach a satisfactory conclusion e.g. large infestations of cockroaches, pharaohs ants or rats. Climatic change and increasing resistance to insecticide can also affect time taken to resolve an infestation, historically a bedbug infestation could be satisfactorily resolved with one treatment, however, it is becoming more common that it takes two or more treatments.</p> <p>Pest control have extended the variety of services offered in house, such as bird proofing domestic council properties and pigeon shooting at council depots, these are not reported within the SPI and therefore they are carrying a heavier work load than is reflected within this.</p>								

16. Low Priority Pest Control

Low Priority Pest Control – % responded to within 5 days	Value		Value		Value Target		
	2015/16	100%	2016/17	99.8%	2017/18	99.4% 100%	
<p>More pest control complaints were received, which may be due to more favourable conditions for wasps to survive and grow. Although the response rate and completion rate are slightly down, this shows performance is still being maintained.</p> <p>100% response time may not always be possible to be achieved through variation in number of complaints received each month and lower staffing levels through annual leave, training and sickness makes this more challenging. In 2017/18 100% of complaints were responded to within the target time over 8 months. The majority of complaints will be possible to complete within the time period of 30 days, however, certain infestations can take longer to reach a satisfactory conclusion e.g. large infestations of stored product insects. Climatic change and increasing resistance to insecticide can also affect time taken to resolve an infestation, historically a bedbug infestation could be satisfactorily resolved with one treatment, however, it is becoming more common that it takes two or more treatments.</p> <p>Pest control have extended the variety of services offered in house, such as bird proofing domestic and commercial council properties and pigeon shooting at council depots. They also carry out cleaning of areas contaminated with bird droppings. These are not reported within the SPI and therefore they are carrying a heavier work load than is reflected within this.</p>							

Low priority Pest Control % completed within 30 days	Value		Value		Value Target		
	2015/16	98.9%	2016/17	97.5%	2017/18	98% 100%	
<p>In 2016/17 we received significantly more low priority complaints, which may be due to more favorable conditions for wasps to survive and grow. Although the response rate and completion rate are slightly down, considering the increase in complaints received this shows performance is still being maintained. 100% response time may not always be possible to be achieved through variation in number of complaints received each month and lower staffing levels through annual leave, training and sickness makes this more challenging. The majority of complaints can be completed within the time period of 30 days, however, certain infestations can take longer to reach a satisfactory conclusion e.g. large infestations of stored product insects. Climatic change and increasing resistance to insecticide can also affect time taken to resolve an infestation, historically a bedbug infestation could be satisfactorily resolved with one treatment, however, it is becoming more common that it takes two or more treatments. Pest control have extended the variety of services offered in house, such as bird proofing domestic council properties and pigeon shooting at council depots, these are not reported within the SPI and therefore they are carrying a heavier work load than is reflected within this.</p>							

17. High Priority Public Health Complaints

High Priority Public Health % responded to within 2 days	Value		Value		Value		Target	
	2015/16	99.1%	2016/17	97.5%	2017/18	93.3%	100%	
<p>For the most part of 2017/18 the Public Health Team have been missing two thirds of the team due to various issues.</p> <p>100% response time may not always be possible to be achieved through variation in number of complaints received each month and lower staffing levels through annual leave, training and sickness makes this more challenging. In 2017/18 100% of complaints were responded to within the target time over 1 month.</p> <p>The majority of complaints will be possible to complete within the time period of 30 days, however, certain issues can take longer to reach a satisfactory conclusion e.g. a leaking water pipe within an unoccupied tenement flat. In this instance a statutory notice may have to be issued to allow works to be undertaken by the local authority to abate the nuisance. Thereafter it may take time to establish the owner and engage with them to arrange provision of replacement keys before passing the matter to the finance section for cost recovery.</p>								

High Priority Public Health – % completed within 30 days	Value		Value		Value		Target	
	2015/16	91.5%	2016/17	87.4%	2017/18	84.1%	100%	
<p>There was slight decrease in the number of complaints responded within 2 days and completed within 30 days. The majority of complaints will be possible to complete within the time period of 30 days, however, certain issues can take longer to reach a satisfactory conclusion e.g. a leaking water pipe within an unoccupied tenement flat. In this instance a statutory notice may have to be issued to allow works to be undertaken by the local authority to abate the nuisance. Thereafter it may take time to establish the owner and engage with them to arrange provision of replacement keys before passing the matter to the finance section for cost recovery.</p>								

18. Low Priority Public Health Complaints

Low Priority Public Health – % responded to within 5 days	Value		Value		Value		Target	
	2015/16	98.7%	2016/17	97.2%	2017/18	94.3%	100%	

For the most part of 2017/18 the Public Health Team have been missing two thirds of the staff due to various issues.

100% response time may not always be possible to be achieved through variation in number of complaints received each month and lower staffing levels through annual leave, training and sickness makes this more challenging. In 2017/18 100% of complaints were responded to within the target time over 1 month.

The majority of complaints will be possible to complete within the time period of 30 days, however, certain issues can take longer to reach a satisfactory conclusion e.g. a dirty house. In this instance it may take time to try and engage with the person who’s property is causing the issue, there may also be several other partner agencies that are involved i.e. housing, social work, meaning joint visits or meetings have to be arranged. The owner/occupier will be given a reasonable amount of time to make improvements clearing refuse or other putrescible items. Ultimately a statutory notice may have to be issued to allow works to be undertaken by the local authority to abate the nuisance, this will typically take well over the 30 day target.

Low Priority Public Health –% completed within 30 days	Value		Value		Value		Target	
	2015/16	96%	2016/17	95.6%	2017/18	91.3%	100%	

There was slight decrease in response rate but the completion rate remains consistently high. The majority of complaints will be possible to complete within the time period of 30 days, however, certain issues can take longer to reach a satisfactory conclusion e.g. a dirty house. In this instance it may take time to try and engage with the person whose property is causing the issue, there may also be several other partner agencies that are involved, such as housing or social work, meaning joint visits or meetings have to be arranged. The owner/occupier will be given a reasonable amount of time to make improvements clearing refuse or other putrescible items. Ultimately a statutory notice may have to be issued to allow works to be undertaken by the local authority to abate the nuisance which will typically take well over the 30 days.

19. Vehicles over 5 years old

Fleet Services – percentage vehicles over 5 years old	Value		Value		Value Target		
	2015/16	52.8%	2016/17	47%	2017/18	27.4%	

4. Place

01. Sustainable Energy

Emissions Management
<p>Aberdeen City Council is working towards becoming a smarter, more efficient, low carbon city. Progress made on some of the actions set out under Powering Aberdeen – Aberdeen’s Sustainable Energy Action Plan since its approval in October 2016 are:</p> <ul style="list-style-type: none"> • External insulation was completed on 96 properties in a three-story mixed tenure building in Froghall. This would help to improve the thermal comfort in the buildings, reduce heating costs, reduce emissions and improve overall living conditions for the residents. • The Sustainable Food City Partnership Aberdeen (SFCPA) which was inaugurated in March 2017. Aberdeen City Council with voluntary and public health support aim to produce and buy locally in order to reduce the amount of miles a product travels. It is being coordinated by a third sector CFINE. The SFCPA have created and shared 2017-18 Action Plan; developed the SFCPA Food Charter with approximately 70 signatures to date and assisting the establishment of Aberdeen Procurement Partnership and Aberdeen Community Cafés; Network. http://sustainablefoodcities.org/findacity/cityinformation/userid/462 • Aberdeen City Council continues to expand the Co-wheels car club, promote and encourage its wider spread use across the city. Currently, there are 40 fleet cars and 3 vans consisting of 25 electric or alternatively fuelled vehicles, 5 hybrid vehicles and 1 Wheelchair accessible vehicle. The car-club membership was 887 in 2017/18 compared to 677 in 2016/17. There was also progress in the electric vehicle charging infrastructure with a further 11 electric vehicle charging points becoming available in Aberdeen in 2017, and 2 further rapid recharging points were installed in 2018. http://www.co-wheels.org.uk/Aberdeen • Aberdeen City Council continues to promote sustainable modes of transportation particularly by foot, bicycle and public transport with new and improved cycle parking installed at Dyce Station in 2018. In addition, the draft Sustainable Urban Mobility Plan (SUMP) is being updated to explore links between the New Harbour and City Centre, investigating options for Collective Travel along the A96 Corridor and developing a Smart Journey Planning App.

02. Sustainable Development

Work done to encourage and support sustainable development
<p>There has been continued progress during 2017/18 with work to encourage and support sustainable development and embed sustainability, in several key areas. ACC submitted a Climate Change Report for the second year of statutory reporting in 2017, outlining progress with reducing emissions and adapting to the impacts of climate change. Stakeholder workshops were held to develop the Aberdeen Adapts, climate adaptation strategy and Granite City Growing, a food growing strategy for the city. Work also continued in the development of a city Trees and Woodland Strategy. Operations started at the Altens East Recycling and Resource Facility improving recycling infrastructure for Aberdeen. Progress continued with several EU projects looking at sustainable travel and the development of blue/ green infrastructure in Aberdeen.</p> <p>Further awards were received in this period including, a number of awards at the 51st annual Beautiful Scotland awards, a win for the Seaton Park Wetland Project in the Herald Society Award 2017 and a Highly Commended Award for the East Tullos Burn Environmental Improvement Project at the UK River Restoration Awards in April 2017. ACC was chosen as a finalist in the 2017 Association for Public Service Excellence (APSE) Awards Best Commercialisation and Entrepreneurship Initiative for the Aberdeen Hydrogen Bus Project; and Best Service Team of the Year in Parks, Grounds and Horticultural Service for the Environmental Services team. Acknowledging local sustainability achievements, the ACC Ecocity Awards received an increased number of submissions in 2017.</p>

03. Planning Applications Processing Time

Average Determination Times of Major Development Planning Applications (weeks)	Value		Value		Value		Target	
	2015/16	24.1	2016/17	46.9	2017/18	23.1	35	
<p>This figure has been skewed significantly by extended determination times inherent in project managing determination of few exceptionally large or complex major developments including applications for an Energy from Waste Plant for the region, New Maternity and Cancer Hospitals at Aberdeen Royal Infirmary, new £333M Aberdeen Exhibition and Conference Centre, Rowett South (an 1700 home mixed use community), Countesswells (a 3000 home mixed use community), Broadford Works (an 890 home mixed use conversion of Scotland's largest complex of Category A Listed buildings) and Cornhill Hospital (323 home development involving demolition/relocation of granite/listed buildings in a conservation area). A further issue has been the difficulty of getting applicants to enter into planning processing agreements which enables effective and timely project management of planning applications. Another causative factor applicable to extended determination times for major applications has been the legal challenge to the Strategic Transport Fund Guidance that meant that previously agreed strategic transport contributions had to be negotiated or renegotiated from scratch eg. Phase 3 Dubford - 115 homes. There has also been an increase in the number of cases considered by the Local Review Body - to which, until now, all Senior Planners have acted as a pool of Planning Advisors. To address this issue, and to improve consistency of advice to the Local Review Body (LRB), it was decided that, as of April 2017, the role of Planning Advisor to the LRB would be filled by a single dedicated Senior Planner.</p>								

Average Determination Times of Non Householder Local Planning Applications (weeks)	Value		Value		Value		Target	
	2015/16	14.2	2016/17	12.8	2017/18	10.2	13	

Average Determination Times of Householder Planning Applications (weeks)	Value		Value		Value		Target	
	2015/16	10.8	2016/17	8.9	2017/18	7.3	9.5	

5. Resources

01. Public Access

Percentage of council buildings in which all public areas are suitable for and accessible to disabled people	Value		Value		Value		Target	
	2015/16	81.56%	2016/17	82.01%	2017/18	81.88%		
<p>The decrease in performance is due to Clinterty Caravan site being assessed as no longer accessible. The 25 buildings that are not accessible are generally inherently difficult to improve so unless they are replaced/closed then they will continue to negatively affect performance. The estate is in a period of transition with rationalisation progressing where possible. This may include both accessible and not accessible buildings being removed from the list. That makes predictions more challenging. Looking ahead across the next 12 months there are buildings that will be coming back into use such as the Art Gallery, which will be accessible. In addition, a project to make Middleton Park Nursery accessible should be completed. Therefore a target of 83% has been set.</p>								

02. Operational Assets Required Maintenance Costs

The required maintenance cost of operational assets per square metre	Value		Value		Value Target		
	2015/16	£107.48	2016/17	£104.74	2017/18	£96.00 £102.00	
<p>Both the cost per square metre and overall cost reduced. The overall floor area has reduced by about 3500 sqm with some assets closing permanently (Kincorth Swimming Pool) or temporarily (Music Hall). These closures saw the removal of around £1m in required maintenance with investment from the Condition and Suitability Programme making improvements to other properties. However, this has been offset by the deterioration in condition identified during the condition survey programme. The Condition and Suitability 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.</p> <p>The completion of capital projects such as Orchard Brae and Altens East Office will help improve the figure over the next 12 months. Improvements will continue to be made through the Condition and Suitability Programme. Further decline in assets identified during the current survey programme is difficult to predict. However this is unlikely to offset all the programmed Condition and Suitability work and capital projects. Taking this into account a target of £102 sqm has been set for next year.</p>							

03. Carbon Reduction Commitment

Building and Streetlighting Carbon Emissions	Value		Value		Value Target		
	2015/16	39,996 tonnes	2016/17	34,365 tonnes	2017/18	31,829 tonnes	
<p>The Energy Management Team has annual 2.5% energy reduction target and have worked actively to reduce the energy consumption and carbon emissions from all public buildings and streetlighting. Energy efficiency measures and actions include energy awareness campaigns in schools, boiler controls, heating pipe insulation, lighting replacement to LED, district heating connections, improved building management systems and new LED streetlighting. However in 2017/18 the weather has been extremely colder and wetter for longer during the year and this has caused a significant increase of 8% in gas consumption. This unusually cold weather also resulted in an increase in electricity consumption. On a positive note, the streetlighting electricity consumption has shown a reduction of 7% as part of the ongoing LED streetlighting programme. So overall there is reduction of 2,536 tonnes of carbon emissions. The Energy Team are continuously monitoring energy consumption patterns to identify more energy savings. There are also ongoing energy spend-to-save projects being planned and implemented.</p>							

04. Efficiencies Achieved

Council-wide efficiencies as a percentage of revenue budget	Value		Value		Value		Target	
	2015/16	3.85%	2016/17	5.82%	2017/18	4.6%		
Staff/vacancy management savings and service delivery changes featured along with procurement savings and increased income targets. The council continues to have to plan for cost reductions and savings as part of its 5-year business plan, and will strive to meet its funding constraints and efficiency targets in the future.								

05. Accountancy Costs

Cost of overall accountancy function per £1,000 of net expenditure	Value		Value		Value		Target	
	2015/16	£5.95	2016/17	£6.86	2017/18	£6.36	£6.36	
The decrease is due to the reduction in staff numbers in the accountancy function.								

06. Human Resources Costs

Cost of overall human resources function per £1,000 of net expenditure	Value		Value		Value		Target	
	2015/16	£6.15	2016/17	£6.34	2017/18	£5.70		
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.								

07. Employee Engagement

Percentage of engaged employees	Value		Value		Value Target		
	2015/16		2016/17	49%	2017/18	49%	
<p>As a result of last survey a number of actions were taken:</p> <p>Corporate themes arising from the Employee Opinion Survey (EOS)</p> <ul style="list-style-type: none"> o The 4 Heads of Service on the EOS working group conducted road shows at various locations to get staff views on the actions required to address the outcomes of the survey o The actions rated most highly by staff were implemented – ie an improved induction process and dedicated time for development/ volunteering for staff (35 hour CPD project) <p>Engagement with the council vision and future direction</p> <ul style="list-style-type: none"> o Following council approval of the new Target Operating Model in August 2017 a series of engagement events were held for staff between September and December 2017; these were held at a variety of locations and were designed so that staff could both understand and feed into the future vision and proposed restructure of services – over 4000 staff attended these events; feedback was collated and fed back to staff o Senior managers took turns delivering these engagement events to raise their visibility o Following this a series of gallery events were held to illustrate the draft revised structure and to get staff feedback and comments; feedback was collated and any amendments made as a result fed back along with the reasons why any suggested amendments were not made o A Transformation Zone has also been created to keep staff up to date with progress towards the Target Operating Model <p>Recognition</p> <ul style="list-style-type: none"> o The annual STAR Awards event took place in June 2017 with a record number of attendees <p>Manager development</p> <ul style="list-style-type: none"> o A new module was added to the management development programme entitled 'Being an engaging manager' to ensure managers understand the importance of recognition, trust, visibility and vision for team engagement and productivity 							

08. Workforce Profile

Percentage of disabled employees	Value		Value		Value Target		
	2015/16	2.8%	2016/17	2.9%	2017/18	2.7%	
<p>Our Strategic Workforce Plan links to the our equalities agenda. This agenda is concerned with meeting the public sector general equality duty and the specific duties under the Equality Act 2010. Over the last year we have continued to work towards meeting its specific duties in relation to employment equality.</p> <p>One of the specific duties is the publishing of equality outcomes and reporting progress against these. Our employment equality outcome is “ACC a fair employer”. There are two actions that sit below this namely “we will maintain a diverse workforce and a culture that is free from unlawful discrimination” and “we will achieve and maintain pay equality within the workforce”. Action plans have continued to be progressed over the last year to work towards achieving the outcome, with the protected characteristics of age, disability and gender included as part of this.</p> <p>Over the past year examples of actions undertaken are:- Continued work towards gaining the first level of the Carer’s accreditation which has comprised undertaking a Council wide survey of carers in the organisation. A leadership and management framework was compiled indicating what is expected of a manager which includes a bullet point ‘promotes equality and diversity’. A revised workforce plan was compiled for the next 5 years which included a section on aims in relation to equality and diversity in employment. Put in place a ‘Pit Stop’ training sessions on equalities issues.</p>							

Percentage of full-time female employees	Value		Value		Value Target		
	2015/16	37.7%	2016/17	36.4%	2017/18	34.9%	

Percentage of part-time male employees	Value		Value		Value Target		
	2015/16	3.7%	2016/17	3.8%	2017/18	4.3%	

Percentage of full-time male employees	Value		Value		Value		Target	
	2015/16	28%	2016/17	28.2%	2017/18	26.6%		

Percentage of employees under 20 years	Value		Value		Value		Target	
	2015/16	0.5%	2016/17	0.6%	2017/18	0.6%		

Percentage of employees aged 20 – 29	Value		Value		Value		Target	
	2015/16	14.4%	2016/17	15.2%	2017/18	15.2%		

Percentage of employees aged 30 – 39	Value		Value		Value		Target	
	2015/16	21.6%	2016/17	22%	2017/18	22.2%		

Percentage of employees aged 40 – 49	Value		Value		Value		Target	
	2015/16	23.6%	2016/17	23.9%	2017/18	24.1%		

Percentage of employees aged 50 – 59		Value		Value		Value	Target	
	2015/16	28%	2016/17	27.8%	2017/18	27.3%		

Percentage of employees aged 60 – 64		Value		Value		Value	Target	
	2015/16	8.4%	2016/17	7.6%	2017/18	7.9%		

Percentage of employees aged over 65		Value		Value		Value	Target	
	2015/16	3.5%	2016/17	2.8%	2017/18	2.7%		

Percentage of part-time female employees		Value		Value		Value	Target	
	2015/16	30.5%	2016/17	31.5%	2017/18	34.2%		

6. Local Government Benchmarking Forum

01. Sickness Absence

The average number of working days per employee lost through sickness absence for teachers	Value	Value	Value	Target	
	2015/16	5.67	2016/17	6.1	
	2017/18	4.83			
<p>There have been a number of initiatives which have been undertaken by the Council as a result of the information gathered throughout this process. These initiatives have included:</p> <ul style="list-style-type: none"> • The use of standardised absence profiles for all employees who have been absent for six or more short term absences in a rolling 12 month period. • Backpain toolbox talks have been developed in conjunction with the Occupational Health provider with spaces available for 260 employees. These were targeted specifically at employees who have been absent in the last year due to musculoskeletal issues. • Gastrointestinal absences have also been targeted and employees within Services have been trained in the use of the “glitterbox” which is used to train employees on proper handwashing techniques. 					

The average number of working days per employee lost through sickness absence for other local government employees	Value	Value	Value	Target	
	2015/16	11.97	2016/17	11.6	
	2017/18	11.65			
<p>There have been a number of initiatives which have been undertaken by the Council as a result of the information gathered throughout this process. These initiatives have included :- . Development of Musculoskeletal and stress action plans to address two of the main causes of absence in the organisation. Gastrointestinal absences have been targeted and employees within Services have been trained in the use of the “glitterbox” which is used to train employees on proper handwashing techniques Various health wellbeing activities including offering free health checks to employees, discounted rates for on-site massage and Shiatsu sessions, a flu vaccination programme, smoking cessation classes, stress reduction briefings and taster sessions for employees in Yoga and Meta Fit. . Maintain the ‘Healthy Working Lives’ silver award for health promotion in the workforce. Regular meetings with the Council’s occupational health provider on their compliance with the occupational health contract as well as on specific absence cases, to seek continual improvement to the service</p>					

02. Equal Opportunities Policy

Percentage of council employees in top 5% of earners that are women	Value		Value		Value		Target	
	2015/16	49.15%	2016/17	48.53%	2017/18	64.66%		
Changes in the workforce over the last year have, in the main, been due to natural wastage and voluntary severance/early retirement. It is still considered that the Council is providing equality of opportunity to both female and male employees. Targets are not set for this particular SPI as they are not appropriate, with equality initiatives considered instead.								

03. Gender Pay Gap

The gender pay gap	Value		Value		Value		Target	
	2015/16	-0.23%	2016/17	0.26%	2017/18	1.66%		
The average hourly pay (excluding overtime) for male employees is £13.83 and is £13.60 for female employees. The current gender pay gap is regarded as modest and will continue to be monitored on an on-going basis.								

04. Council Tax Collection

Cost of collecting council tax per dwelling	Value		Value		Value		Target	
	2015/16	£9.85	2016/17	£8.32	2017/18	£7.92		
Reduced Central Service recharges and Non Staff costs have decreased the net cost of the service. In addition an increased number of properties in the city has reduced the cost per dwelling.								

05. Council Tax Income

Percentage of income due from council tax for the year that was received by the end of the year	Value		Value		Value		Target	
	2015/16	94.55%	2016/17	95.15%	2017/18	94.96%		
Although a review of working practices, procedures and work allocation methods has taken place, the economic downturn in the city has impacted on collection rates. It is hoped improvement will occur in 2018/19 and a target of 95.25% has been set.								

Income due from council tax for the year net reliefs and rebates	Value		Value		Value		Target	
	2015/16	107,531,934	2016/17	106,189,619	2017/18	112,827,839		

06. Payment of Invoices

Percentage of invoices sampled and paid within 30 days	Value		Value		Value		Target	
	2015/16	98.04%	2016/17	97.21%	2017/18	95.96%	98%	
Target Model not in place for Business Support. Reduction in team and requirement for more staff has resulted in lower PI. Overtime in place to get supplier paid and payment terms met.								

07. Asset Management

Percentage of internal floor area of operational accommodation that is in a satisfactory condition.	Value		Value		Value Target		
	2015/16	94.1%	2016/17	94.3%	2017/18	96%	
<p>The overall floor area has reduced by 2,600 sqm and the number of properties has reduced by seven. The closure of Cordyce and the lease termination at Tarves Road, contributed to the improvement. Both were considered as C-poor and both had large floor areas. Investment in the Beach Ballroom has also seen the condition improve from C-poor to B-satisfactory, which was another significant contribution to the improved figure.</p> <p>The completion of capital projects at the Art Gallery, Lochside Academy, Stoneywood Primary and the Music Hall will help improve the figure over the next 12 months. Improvements will also continue to be made through the condition and suitability programme. Further decline in assets identified during the current survey programme is difficult to predict. however, this is unlikely to be particularly significant. Taking this into account a target of 97% has been set.</p>							
The proportion of operational accommodation that is suitable for its current use.	Value		Value		Value Target		
	2015/16	75.3%	2016/17	72.8%	2017/18	74.2% 73%	

08. ALEO Sport and Leisure Management

Total number of attendances for indoor pool and dry sports facilities; schools and community education establishments	Value		Value		Value Target		
	2015/16	2,549,135	2016/17	2,396,458	2017/18	2,494,247 2,511,495	

There is a decrease in performance which reflects a fall-off in attendances at dry sports facilities. The decrease is due to (a) reductions in the use of school and community facilities and (b) a similar percentage drop in visits to Aberdeen Sports Village. The amber variance tolerance has been adjusted to 6% to accommodate for the closure of Hazlehead and Kincorth Swimming Pools in 2016-17.

Total number of attendances for indoor pool sports and leisure facilities; schools and community education establishments	Value		Value		Value Target		
	2015/16	727,447	2016/17	727,546	2017/18	767,029 672,712	

Arm's Length External Organisation Managed Centres

Across the ALEO managed pool facilities, Northfield, Bridge of Don and Tullos swimming pools all reflected significant increases with Bucksburn and Cults recording smaller rises of under 10% in attendance levels. Of the remaining sites, the Beach Leisure Complex saw a fall in attendances of 10.4% whilst Hazlehead and Kincorth site recorded around 60% fewer visits as a result of the decision to close these venues during the course of the year. Overall, visits to Sport Aberdeen managed venues (incorporating Cults) saw a small year-on-year improvement of 0.7%. Visits to the Aberdeen Aquatics Centre, managed by Aberdeen Sports Village were effectively maintained at 2015-16 levels.

Education Pool Facilities

Visits to these venues, Aberdeen Grammar, Hazlewood and the two education sites in Dyce generated 41,718 attendances, a 5.8% fall, largely as a result of a fall in the levels of club-based activity at the two academy sites

Total number of attendances for indoor dry sports and leisure facilities (excluding pools in a combined complex)– sports facilities; schools and community education establishments	Value		Value		Value	Target	
	2015/16	1,821,688	2016/17	1,668,912	2017/18	1,727,218	
<p><u>Arm's Length External Organisation Managed Centres</u> Sport Aberdeen managed sites saw varied attendance outcomes although attendances at Aberdeen Sports Village reduced with ticketed activities ('pay and play' use of facilities) comprising the majority of the loss.</p> <p><u>Education and Community Centre Dry Sports Facilities</u> There was a greater decrease in visits to these facilities. It is not presently clear if this represents a substantive change trend in the types of use made of these facilities or if there is transference to non-Council venues which is influencing this outcome.</p>							

09. Museum Services

Number of visits to/usages of council funded or part funded museums – person; enquiries; outreach; virtual	Value		Value		Value	Target	
	2015/16	1,094,948	2016/17	1,369,758	2017/18	844,045	
<p>The decrease in performance is due to significant drop in usage of one of our website offers, 'Aberdeenquest', which was designed several years ago to provide a particular resource relating to the school curriculum. Feedback indicates that there is now a greater choice of online educational resources and the 'Aberdeenquest' site has less direct relevance to the curriculum</p> <p>The number of physical visits to Aberdeen Maritime Museum and the Tolbooth Museum has increased by 5% from 104,407 in 2016/17 to 110,367 in 2017/18, illustrating that the programmes of exhibitions, talks and events continue to be relevant to residents and visitors to the City. Two thousand people have participated in the pre-booked tours and activities offered at Aberdeen Treasure Hub in its first full year of operation.</p>							

10. Library Visits

	Value		Value		Value Target		
	2015/16		2016/17		2017/18		
Total number of library visits – person; virtual	1,429,835		1,478,224		1,461,623		
<p>Total visitor figures have increased which bucks the national trend of decreasing library visits. Physical visitors remained broadly similar to last year, aided by the increase in opening hours towards the end of 2015–16.</p> <p>The service has also been successful in continuing to expand its use of digital channels, with an 8% rise in virtual visitors from 538,025 to 581,215. The number of customers interacting with the service via the library catalogue has recovered well following the change of provider in 2015, showing a 30% increase on the previous year. The introduction of free reservations has played a large part in this, with significant increases in online reservations.</p> <p>Other self-service channels have also shown strong growth – app launches increased as well as the automated 24/7 telephone service.</p>							

11. Domestic Noise Complaints Attendance

	Value		Value		Value Target		
	2015/16		2016/17		2017/18		
Domestic noise average attendance time	2.85		2.4		2.5		

12. Refuse Collection

	Value		Value		Value Target		
	2015/16		2016/17		2017/18		
Number of premises for refuse collection (combined domestic, commercial, and domestic bulky uplift)	116,737		116,173		117,747		