

## Appendix A - Performance Management Framework Report, 5<sup>th</sup> July 2023 – Commissioning, Resources Functions and Personnel and Organisational Development

### COMMISSIONING FUNCTION

#### CITY GROWTH CLUSTER

##### 1. Customer

##### Cluster Level Measures – 2023/24 Service Standards

| Performance Measure  | 2023/24 Target |
|--|----------------|
| We will, with partners, support established businesses and new business start-ups in the city through the Business Gateway service, and will aim for a satisfaction rating of 80% for our interactions                                 | 80%            |
| We will maintain and update Accreditation standards for Museums and Gallery and apply for Accredited status for Archives.  | 100%           |
| We will improve sector-assessed star ratings for visitor venues to achieve highest ratings achievable at Maritime Museum, Art Gallery and Provost Skene's House (based on current criteria and building limitations - Visit Scotland). | Improve        |
| We will improve customer satisfaction levels for events, venues, retail, cafes, exhibitions, and engagement programmes (across City Growth managed events and venues).   | Improve        |
| We will make relevant, and up to date data, information and insights permanently available to stakeholders through a North East of Scotland Performs economic data observatory and the Aberdeen Economic Policy Report                 | 100%           |

|  |      |
|--|------|
| We will collaborate with Culture Partners to maximise opportunities and investment within the sector and submit a Culture Value Impact Report annually | 100% |
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|---|
| <p><b>Metric Descriptor</b></p> <p>Service Commentary</p> <p>The 2023/24 Standards represent a renewed suite of measures which will largely use 2023/24 as a baseline, and will incorporate the development of additional data robustness that will offer extended and sustainable insight around aspects of service delivery ( e.g., satisfaction levels)</p> <p>These Standards are intended to be reported against at the conclusion of the fiscal year, but progress updates will be provided against the Accreditation and Visit Scotland driven measures as and when engagement with the national organisations ( Museums and Galleries Scotland and Visit Scotland) offer information that is supportive of the outcomes expressed.</p> <p>Outcomes relating to Policy Reports will be reported in the context of the reports themselves at the appropriate points in the Business Planner</p> |
|---|

### Corporate Measures – Cluster Level

| Performance Indicator  | Quarter 2<br>2022/23 | Quarter 3<br>2022/23 | Quarter 4<br>2022/23 | Quarter 1<br>2023/24 | Quarterly<br>Status   | 2023/24<br>Target | Long Trend<br>Quarterly   |
|--|----------------------|----------------------|----------------------|----------------------|---|-------------------|---|
|  | Value                | Value                | Value                | Value                |   |                   |   |
| Total No. complaints received (stage 1 and 2) – City Growth                  | 1                    | 0                    | 3                    | 2                    |    |                   |    |
| % of complaints resolved within timescale stage 1 and 2) – City Growth       | 0%                   | N/A                  | 100%                 | 100%                 |  | 75%               |  |
| % of complaints with at least one point upheld (stage 1 and 2) – City Growth | 0%                   | N/A                  | 33.3%                | 0%                   |  |                   |  |
| Total No. of lessons learnt identified (stage 1 and 2) – City Growth         | 0                    | N/A                  | 1                    | 0                    |  |                   |   |

## 2. Processes

## Service Level Measures – Museums and Galleries

| Performance Indicator   | Quarter 2<br>2022/23 | Quarter 3<br>2022/23 | Quarter 4<br>2022/23 | Quarter 1<br>2023/24 | Long Trend - Quarterly  |
|---|----------------------|----------------------|----------------------|----------------------|---|
|   | Value                | Value                | Value                | Value                |   |
| Number of total visits/attendances at museums and galleries * | 358,021              | 319,983              | 337,162              | 330,788              |  |
| Number of virtual visits/attendances at museums and galleries | 267,038              | 253,340              | 256,358              | 252,017              |  |
| Number of visits at museums and galleries that were in person | 90,555               | 65,188               | 78,720               | 77,264               |  |

\* Includes outreach/enquiries and events-based visits not captured separately in the above table,

## Service Commentary

The long trend for each of the quarterly measures continues on a sustained upwards direction. Although the circumstances around the pandemic and variations in the number of accessible venues, precludes more extended analysis for individual contributing measures, (with the exception of virtual visits) the pattern of visits/usage at Quarter 1, exceeds that of the prior three years. This latter dip is likely related to the enhanced physical availability of venues, including full re-opening of the Maritime Museum at the commencement of the Quarter.

Tracking the pattern of visits across a ten-year term indicates that seasonality is a significant influence in quarter-to-quarter variations in City visit levels, both those in person and virtual, and is experienced nationally.

## 3. Staff

## Corporate Measures – Cluster Level

| Performance Indicator                                | Quarter 2<br>2022/23 | Quarter 3<br>2022/23 | Quarter 4<br>2022/23 | Quarter 1<br>2023/24 | Status  | Long Trend -<br>Quarterly   |
|--|----------------------|----------------------|----------------------|----------------------|---|---|
|  | Value                | Value                | Value                | Value                |   |   |
| H&S Employee Reportable by Cluster – City Growth     | 0                    | 0                    | 0                    | 0                    |  |  |
| H&S Employee Non-Reportable by Cluster – City Growth | 1                    | 2                    | 2                    | 0                    |  |  |

| Performance Indicator   | Quarter 2 2022/23 | Quarter 3 2022/23 | Quarter 4 2022/23 | Quarter 1 2023/24 | Status  | Corporate Figure Quarter 1 | Long Trend - Monthly  |
|---|-------------------|-------------------|-------------------|-------------------|---|----------------------------|---|
|   | Value             | Value             | Value             | Value             |   |                            |   |
| Average number of total working days lost per FTE (12 month rolling figure) – City Growth | 1                 | 0.9               | 1                 | 1.2               |  | 8.3                        |  |
| Establishment actual FTE – City Growth  | 171.22            | 165.9             | 174.1             | 154.3             |  |                            |   |

#### 4. Finance & Controls

##### Corporate Measures – Cluster Level

| Performance Indicator   | Quarter 2 2022/23 |   | Quarter 3 2022/23 |   | Quarter 4 2022/23 |   | Quarter 1 2023/24 |   |
|---|-------------------|---|-------------------|---|-------------------|---|-------------------|---|
|   | Value             | Status  | Value             | Status  | Value             | Status  | Value             | Status  |
| Staff Expenditure – % spend to full year budget profile – City Growth | 62.2%             |  | 88.6%             |  | 99.7%             |  | 35.1%             |  |

##### Service Commentary

The City Growth Cluster employs a substantial number of staff, particularly in Employability, Business Support and Economic Recovery teams, who are "project" funded from the Scottish Government and other external funding sources, where the costs involved are claimed retrospectively on a quarterly basis, so timing of these claims (and reimbursement timescales) heavily influences Year-to-Date outcomes.

As at financial period 3, 34.8 FTE posts were encompassed within the description above which equated to just over 20% of the total Cluster employee profile. These services, and Cluster management, keep in close contact with Finance colleagues around this issue to ensure that the budgets remain on track for the projected year-end out-turns.

## STRATEGIC PLACE PLANNING CLUSTER

#### 5. Customer

## Corporate Measures – Cluster Level

| Performance Indicator   | Quarter 2<br>20122/23 | Quarter 3<br>20122/23 | Quarter 4<br>2022/23 | Quarter 1<br>2023/24 | Quarterly<br>Status   | 2023/24<br>Target | Long Trend -<br>Quarterly   |
|---|-----------------------|-----------------------|----------------------|----------------------|---|-------------------|---|
|   | Value                 | Value                 | Value                | Value                |   |                   |   |
| Total No. complaints received (stage 1 and 2) – Strategic Place Planning                  | 2                     | 3                     | 1                    | 3                    |  |                   |  |
| % of complaints resolved within timescale stage 1 and 2) – Strategic Place Planning       | 50.0%                 | 66.7%                 | 100%                 | 66.7%                |  | 75%               |  |
| % of complaints with at least one point upheld (stage 1 and 2) – Strategic Place Planning | 50.0%                 | 0                     | 0                    | 66.7%                |  |                   |  |
| Total No. of lessons learnt identified (stage 1 and 2) – Strategic Place Planning         | 1                     | 2                     | 0                    | 0                    |  |                   |   |

## Cluster Level 2023/24 Service Standards – Quarterly Measures ( Development Planning)

| Performance Measure  | 2023/24 Target |
|--|----------------|
| % of local ( householder) applications determined within 10 weeks* | 100%           |
| % of local (non-householder) applications within 11 weeks*         | 100%           |
| % determine Major Planning Applications within 30 weeks*           | 100%           |

## Service Commentary

\* Validated metrics supporting the status of the above standards and measures is updated twice yearly on publication of data relating to the national Planning Performance Framework. The next of these publications, covering quarters 1 and 2 2023/24 is due to be published in January 2024.

\*Excludes applications subject to processing agreements. Status is defined by comparison with, and variation from, the local Service Standard targets

## 6.Processes

### Service Level Activity Indicator – Planning Development Management and Building Standards Applications

| Activity Indicator                                     | Quarter 2<br>2022/23 | Quarter 3<br>2022/23 | Quarter 4<br>2022/23 | Quarter 1<br>2023/24 | Long Trend-<br>Quarterly |
|--|----------------------|----------------------|----------------------|----------------------|--------------------------|
|  | Value                | Value                | Value                | Value                |                          |
| Number of Development Management Applications received | 247                  | 293                  | 331                  | 329                  | ↓                        |
| Number of Building Standards Applications received     | 345                  | 341                  | 354                  | 381                  | ↓                        |

### Service Commentary

#### Development Management Applications

There were continued signs of a recovery in the level of demand activity around Development Management applications in Quarter 1 with the numbers processed generally being above those in previous quarters and at a level similar to same time period in 2022/23 ( 330 applications).At the same time, and taking seasonality into account, the long trend in applications, is still showing levels of activity that are significantly below that of the pre-COVID-19 baseline ( 2019/20 – 453 applications) with considerable variation in year-to year trends over this timeline.

#### Building Standards Applications

Application levels are displaying a similar pattern to Management applications in the short term with a rise in activity Quarter -to Quarter but with a long trend and comparisons with the same period in 2022/23 both showing deterioration. The Quarter 1 2023/24 figure is below that of each of the previous four years, with the exception of 2020/21 where the impacts of COVID-19 restrictions were at their most prevalent. In the pre-pandemic baseline year ( 2019/20) there were 470 applications.

### Service Standards Metrics - National Quarterly Planning Performance Framework

| Performance Measure  | Quarter 1 2022/23 | Quarter 2 2022/23 | Quarter 3 2022/23 | Quarter 4 2022/23 | Annual 2022/23 | Status ^ | Long Trend-Quarterly | National Annual 2022/23 Figure |
|--|-------------------|-------------------|-------------------|-------------------|----------------|----------|----------------------|--------------------------------|
|  | Value             | Value             | Value             | Value             | Value          |          |                      |                                |
| Percentage of Local Development applications determined within 2 months (Applications)       | 86.5% (126)       | 81.7% (115)       | 72% (107)         | 81.5% (130)       | 80.8% (478)    |          |                      | 60.4%                          |
| Percentage of local (non-householder) applications determined within 2 months (Applications) | 80.3% (61)        | 75.9% (58)        | 59.6% (57)        | 80.4% (56)        | 74.1% (232)    |          |                      | 48.0%                          |
| Percentage of local (householder) applications determined within 2 months (Applications)     | 92.3% (65)        | 87.7% (57)        | 86% ( 50)         | 82.4% ( 74)       | 87% (246)      |          |                      | 71.5%                          |

^ Excludes applications subject to a processing agreement. Status is defined by comparison with National figures. Data around the percentage of Major Applications determined within 25 weeks are processed on an annual basis due to the limited numbers of applications within this category.

**Service Commentary**

In each of the Quarter 3 and 4 measures, the outcomes were better than the National level with a similar pattern being recorded against the cumulative year-end outcomes. In Quarter 4, the percentage of applications determined within 2 months matched or exceeded the Service Standards outlined for 2022/23.

**Service Measures – National Planning Performance Framework\***

| Performance Indicator  | Quarter 1 2022/23 | Quarter 2 2022/23 | Quarter 3 2022/23 | Quarter 4 2022/23 | Annual 2022/23 | Status | Long Trend - Quarterly | National Annual 2022/23 Figure |
|--|-------------------|-------------------|-------------------|-------------------|----------------|--------|------------------------|--------------------------------|
|  | Value             | Value             | Value             | Value             | Value          |        |                        |                                |
| Percentage (and Number of decisions) of Application Processing Agreements agreed within timescale – Local Developments | 98.3% (60)        | 93.8% (64)        | 100% (41)         | 97.2% (36)        | 97.0% (201)    |        |                        | 71.2%                          |

| Performance Indicator  | Quarter 1 2022/23 | Quarter 2 2022/23 | Quarter 3 2022/23 | Quarter 4 2022/23 | Annual 2022/23 | Status | Long Trend - Quarterly | National Annual 2022/23 Figure |
|--|-------------------|-------------------|-------------------|-------------------|----------------|--------|------------------------|--------------------------------|
|  | Value             | Value             | Value             | Value             | Value          |        |                        |                                |
| Percentage (and Number of decisions) of Application Processing Agreements agreed within timescale – Major Developments | NA                | 100.0% (1)        | NA                | NA                | 100% ( 1)      |        |                        | 58.7%                          |

| Performance Indicator   | Quarter 1 2022/23 | Quarter 2 2022/23 | Quarter 3 2022/23 | Quarter 4 2022/23 | Annual 2022/23 | Status | Long Trend- Quarterly | National Annual 2022/23 Figure |
|---|-------------------|-------------------|-------------------|-------------------|----------------|--------|-----------------------|--------------------------------|
|   | Value             | Value             | Value             | Value             | Value          |        |                       |                                |
| Average Determination Times of All Local Development Planning Applications in Weeks (Applications) **             | 7.9 (126)         | 9.3 (115)         | 10.7 (130)        | 8.4 (107)         | 9.0 (478)      |        |                       | 11.5                           |
| Average Determination Times of Non-Householder Local Development Planning Applications in Weeks (Applications) ** | 8.4 ( 61)         | 9.6 (58)          | 12.7 (57)         | 9.4 (56)          | 10.0 (232)     |        |                       | 14.4                           |
| Average Determination Times of Householder Local Development Planning Applications In Weeks (Applications)**      | 7.4 (65)          | 9.0 (57)          | 7.6 (74)          | 8.5 (50)          | 8.1 (246)      |        |                       | 8.9                            |

\*\* Applications not subject to a processing agreement. Status is defined by comparison with National figures.

**Metric Descriptor**

Information on the formal status of the above standards and measures is updated twice yearly on publication of data relating to the national Planning Performance Framework. The latest of these publications, covering quarters 3 and 4, 2022/23 was published on 26<sup>th</sup> July 2023

**Service Commentary**

**Processing Agreements**

The proportion of Local Development Processing Agreements processed within agreed timescales, at each quarter, and for the full year, were better than the National data

**Planning Determination Times**

Planning Determination times ( in weeks) at Quarter 4 for both All Local and Non-Householder applications were on an upwards trend and matched or were better than the National levels, as was the annual 2022/23 outcome The quarterly trend for Householder Applications at year-end was stable and with the annual outcome also being better than the Scotland figure

**7. Staff**

**Corporate Measures – Cluster Level**

| Performance Measure   | Quarter 2 2022/23 | Quarter 3 2022/23 | Quarter 4 2022/23 | Quarter 1 2023/24 | Status | Long Trend - Quarterly |
|---|-------------------|-------------------|-------------------|-------------------|--------|------------------------|
|   | Value             | Value             | Value             | Value             |        |                        |
| H&S Employee Reportable by Cluster – Strategic Place Planning     | 0                 | 0                 | 0                 | 0                 |        |                        |
| H&S Employee Non-Reportable by Cluster – Strategic Place Planning | 0                 | 0                 | 0                 | 1                 |        |                        |

| Performance Measure  | Quarter 2 2022/23 | Quarter 3 2022/23 | Quarter 4 2022/23 | Quarter 1 2023/24 | Status | Corporate Figure Quarter 1 | Long Trend - Quarterly |
|--|-------------------|-------------------|-------------------|-------------------|--------|----------------------------|------------------------|
|  | Value             | Value             | Value             | Value             |        |                            |                        |
| Average number of total working days lost per FTE (12 month rolling figure) – Strategic Place Planning | 1.3               | 1.1               | 1.1               | 1.2               |        | 8.3                        |                        |
| Establishment actual FTE – Strategic Place Planning  | 88.9              | 94.7              | 93.86             | 92.27             |        |                            |                        |

**8. Finance & Controls**

**Corporate Measures – Cluster Level**

| Performance Measure  | Quarter 2 2022/23 |   | Quarter 3 2022/23 |   | Quarter 4 2022/23 |   | Quarter 1 2023/24 |   |
|--|-------------------|---|-------------------|---|-------------------|---|-------------------|---|
|  | Value             | Status  | Value             | Status  | Value             | Status  | Value             | Status  |
| Staff Expenditure – Spend to full year budget profile – Strategic Place Planning | 48.0              |  | 71.5%             |  | 101%              |  | 23.9%             |  |

**Service Level Activity Indicator**

| Activity Indicator   | Quarter 2 2022/23 | Quarter 3 2022/23 | Quarter 4 2022/23 | Quarter 1 2023/24 | Status  |
|--|-------------------|-------------------|-------------------|-------------------|---|
|  | Value             | Value             | Value             | Value             |   |
| YTD % of budgeted income received from Planning Application fees * | 32.4%             | 48.1%             | 81.6%             | 25.0%             |  |
| YTD % of budgeted income received from Building Warrant fees       | 39.9%             | 60.4%             | 93.8%             | 17.3%             |  |

\*Includes fees generated from Pre-Application and Conditions processing activity. As at 30<sup>th</sup> June 2023, the value of this activity was £20,230 from 47 applications

**Service Commentary**

As noted previously, seasonality and the scale of applications received are significant demand influences around the fees received from planning and building standards application processing.

Recovery in the number of applications have been countered by the economic circumstances around raw materials costs and the availability of construction employee resource, which continues to influence the development landscape and the progression of pipeline works that might have been anticipated from first contacts with the respective management teams.

This challenging situation, from the perspective of continued inflationary pressures in the commercial and domestic sectors, and the extent to which this acts as a suppressing influence around both application numbers and fee generation, eased slightly towards the end of the prior year but, as reflected in the Quarter 1 Financial Performance report to this Committee on the 8<sup>th</sup> of August 2023, will continue to be felt throughout the current fiscal period

**GOVERNANCE CLUSTER**

**Corporate Measures -Service Level**

|             |
|-------------|
| 9. Customer |
|-------------|

| Performance Measure   | Quarter 2 2022/23 | Quarter 3 2022/23 | Quarter 4 2022/23 | Quarter 1 2023/24 | Quarterly Status  | 2023/24 Target | Long Trend - Quarterly  |
|---|-------------------|-------------------|-------------------|-------------------|---|----------------|---|
|   | Value             | Value             | Value             | Value             |   |                |   |
| Total No. complaints received (stage 1 and 2) – Governance                  | 2                 | 3                 | 1                 | 2                 |  |                |  |
| % of complaints resolved within timescale stage 1 and 2) – Governance       | 50%               | 66.7%             | 100%              | 50%               |  | 75%            |  |
| % of complaints with at least one point upheld (stage 1 and 2) – Governance | 50%               | 0%                | 0%                | 0%                |  |                |  |
| Total No. of lessons learnt identified (stage 1 and 2) – Governance         | 1                 | 0                 | 0                 | 1                 |  |                |   |

## 10. Processes

## Cluster Level 2023/24 Service Standards – Quarterly Measures

| Performance Measure  | Current Status  | 2023/24 Target |
|--|---|----------------|
| .% of requests for review acknowledged within 14 days (Local Review Body)  |    | 100%           |
| % of Civic licensing complaints acknowledged within 24 hours.  |    | 100%           |
| % of Civic licensing complaints investigated within 10 days  |    | 90%            |
| School Placing and Exclusion requests – hearings heard within 28 days of request   |  | 100%           |
| % of Civic Licence Applications determined within 9 months of a valid application  |  | 100%           |
| % of Hearings to determine a Premises Licence application or Variation application within 119 days of the last date for representations. |  | 100%           |
| % of Decision Letters for alcohol applications issued within 7 days of Board meeting   |  | 100%           |
| Personal Licence issued within 28 days of date of grant  |  | 100%           |

**11. Staff**

**Corporate Measures - Service Level**

| Performance Measure                                 | Quarter 2 2022/23 | Quarter 3 2022/23 | Quarter 4 2022/23 | Quarter 1 2023/24 | Status | Long Trend - Quarterly |
|---|-------------------|-------------------|-------------------|-------------------|--------|------------------------|
|   | Value             | Value             | Value             | Value             |        |                        |
| H&S Employee Reportable by Cluster – Governance     | 0                 | 0                 | 0                 | 0                 |        |                        |
| H&S Employee Non-Reportable by Cluster – Governance | 0                 | 0                 | 0                 | 0                 |        |                        |

| Performance Measure  | Quarter 2 2022/23 | Quarter 3 2022/23 | Quarter 4 2022/23 | Quarter 1 2023/24 | Status | Corporate Figure Quarter 1 | Long Trend - Quarterly |
|--|-------------------|-------------------|-------------------|-------------------|--------|----------------------------|------------------------|
|  | Value             | Value             | Value             | Value             |        |                            |                        |
| Average number of total working days lost per FTE (12 month rolling figure) – Governance | 0.1               | 0.3               | 0.8               | 1.7               |        | 8.3                        |                        |
| Establishment actual FTE – Governance  | 59.8              | 60.2              | 59.5              | 59.1              |        |                            |                        |

**12. Finance and Controls**

**Corporate Measures – Service Level**

| Performance Indicator  | Quarter 2 2022/23 |        | Quarter 3 2022/23 |        | Quarter 4 2022/23 |        | Quarter 1 2023/24 |        |
|--|-------------------|--------|-------------------|--------|-------------------|--------|-------------------|--------|
|  | Value             | Status | Value             | Status | Value             | Status | Value             | Status |
| Staff Expenditure – % spend to full year budget profile – Governance | 46.4%             |        | 71.4%             |        | 95.8%             |        | 24.6%             |        |

**COMMERCIAL AND PROCUREMENT CLUSTER**

**13. Customer**

| Performance Measure | Quarter 2 2022/23 | Quarter 3 2022/23 | Quarter 4 2022/23 | Quarter 1 2023/24 | Quarterly Status | 2023/24 Target | Long Trend - Quarterly |
|---------------------|-------------------|-------------------|-------------------|-------------------|------------------|----------------|------------------------|
|                     | Value             | Value             | Value             | Value             |                  |                |                        |

|  |    |    |    |    |   |     |   |
|--|----|----|----|----|---|-----|---|
| Total No. complaints received (stage 1 and 2) – C&P                  | 0  | 0  | 0  | 0  |  |     |  |
| % of complaints resolved within timescale stage 1 and 2) – C&P       | NA | NA | NA | NA | NA  | 75% |  |
| % of complaints with at least one point upheld (stage 1 and 2) – C&P | NA | NA | NA | NA |  |     |  |
| Total No. of lessons learnt identified (stage 1 and 2) – C&P         | NA | NA | NA | NA |  |     |   |

#### 14. Processes

#### Cluster Level Measures – 2023/24 Service Standards

| Performance Measure  | Current Status   | 2023/24 Target |
|--|--|----------------|
| . We will ensure demand management is embedded for all revenue contracts above £50K contracts at strategy stage and throughout life of contract to ensure that the quantity and specification of goods and services match, but do not exceed, the actual needs of the Council. |   | 100%           |
| We will enable access to all internal procedural procurement information online.   |   | 100%           |
| We will publish annual contract pipelines for each financial year online after the Council Budget is set.  |   | 100%           |
| We will ensure that all contracts above £50K in value can be tracked to show community, local economic and environmental benefits.   |   | 100%           |
| We will ensure that all contracts above £50K have standard clauses to require providers to demonstrate commitments towards carbon reduction and efficiency.  |  | 100%           |

#### Service Commentary

##### Carbon Reduction in Procurement

Specific evaluation criteria have been built into procurement templates for use by all procurers and would be used to evaluate commitment and proposed outcomes for Carbon Reduction and Efficiency, which would then be incorporated into contracts. A pilot commenced March 2023 for a period of 12 months, with a system for gathering data across selected procurement activity to support reporting quarterly.

The status of this measure reflects (a) on-going development around the monitoring of providers demonstrative evidence subsequent to the inclusion of these standard clauses in all contracts above £50k which is now universally applied and (b) on-going validation of the data produced from the initial quarterly period.

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**15, Staff**

**Corporate Measures - Service Level**

| Performance Measure                          | Quarter 2 2022/23 | Quarter 3 2022/23 | Quarter 4 2022/23 | Quarter 1 2023/24 | Status | Long Trend - Quarterly |
|--|-------------------|-------------------|-------------------|-------------------|--------|------------------------|
|  | Value             | Value             | Value             | Value             |        |                        |
| H&S Employee Reportable by Cluster – C&P     | 0                 | 0                 | 0                 | 0                 |        |                        |
| H&S Employee Non-Reportable by Cluster – C&P | 0                 | 0                 | 0                 | 0                 |        |                        |

| Performance Measure   | Quarter 2 2022/23 | Quarter 3 2022/23 | Quarter 4 2022/23 | Quarter 1 2023/24 | Status | Corporate Figure Quarter 1 | Long Trend - Quarterly |
|---|-------------------|-------------------|-------------------|-------------------|--------|----------------------------|------------------------|
|   | Value             | Value             | Value             | Value             |        |                            |                        |
| Average number of total working days lost per FTE (12 month rolling figure) – C&P | 0.5               | 0.5               | 0.5               | 0.8               |        | 8.3                        |                        |
| Establishment actual FTE – C&P  | 42.55             | 45.1              | 44.35             | 45.1              |        |                            |                        |

**16, Finance and Controls**

**Corporate Measures – Service Level**

| Performance Indicator   | Quarter 2 2022/23 |        | Quarter 3 2022/23 |        | Quarter 4 2022/23 |        | Quarter 1 2023/24 |        |
|---|-------------------|--------|-------------------|--------|-------------------|--------|-------------------|--------|
|   | Value             | Status | Value             | Status | Value             | Status | Value             | Status |
| Staff Expenditure – % spend to full year budget profile – C&P | 47.9%             |        | 72.4%             |        | 96.6%             |        | 32.2%             |        |

**Service Commentary**

Where Service savings, agreed as part of the Council’s 2023/24 budget setting process, have a staffing element e.g., the application of VSER and removal of vacancies this will be reflected against later quarterly outcomes as implementation plans at individual Cluster/Service levels are progressed.

**RESOURCES FUNCTION****FINANCE CLUSTER****17. Customer****Corporate Measures – Cluster Level**

| Performance Indicator  | Quarter 2<br>2022/23 | Quarter 3<br>2022/23 | Quarter 4<br>2022/23 | Quarter 1<br>2023/24 | Quarterly<br>Status   | 2023/24<br>Target | Long Trend -<br>Quarterly   |
|--|----------------------|----------------------|----------------------|----------------------|---|-------------------|---|
|  | Value                | Value                | Value                | Value                |   |                   |   |
| Total No. complaints received (stage 1 and 2) – Finance                  | 1                    | 0                    | 2                    | 3                    |  |                   |  |
| % of complaints resolved within timescale stage 1 and 2) – Finance       | 0%                   | NA                   | 100%                 | 66.7%                |  | 75%               |  |
| % of complaints with at least one point upheld (stage 1 and 2) – Finance | 0%                   | NA                   | 50%                  | 0%                   |  |                   |  |
| Total No. of lessons learnt identified (stage 1 and 2) – Finance         | 0                    | NA                   | 1                    | 1                    |  |                   |   |

**18. Processes****Cluster Level 2023/24 Service Standards – Quarterly Measures**

| Performance Measures  | Current<br>Status   | 2023/24 Target |
|---|---|----------------|
| % of care income assessments processed within 28 days from receipt of all Care Management information |  | 90%            |
| % of sampled creditor invoices paid within 30 days of receipt   |  | 90%            |

|  |   |     |
|--|---|-----|
| . % of budget holder meetings provided in accordance with the risk schedule. |  | 90% |
|--|---|-----|

**Cluster Level 2023/24 Service Standards – Annual Measures**

|  |   |             |
|--|---|-------------|
| We will ensure that 1% of the Council’s annual revenue budget is subject to participatory budgeting.   |  | <b>100%</b> |
| We will ensure that the treasury strategy is prepared and implemented annually to comply with statutory requirements and credit rating updated annually. | <b>NA</b>   | <b>100%</b> |
| We will deliver all relevant statutory financial reporting and returns.  | <b>NA</b>   | <b>100%</b> |

**Service Commentary**

Detailed information around the Annual Measures is embedded within a series of financial and annual accounting reports to Council, this Committee and Audit and Scrutiny at appropriate points throughout the fiscal year.

**19.Staff**

**Corporate Measures – Cluster Level**

| Performance Indicator                            | Quarter 2<br>2022/23 | Quarter 3<br>2022/23 | Quarter 4<br>2022/23 | Quarter 1<br>2023/24 | Status  | Long Trend -<br>Quarterly   |
|--|----------------------|----------------------|----------------------|----------------------|---|---|
|  | Value                | Value                | Value                | Value                |   |   |
| H&S Employee Reportable by Cluster – Finance     | 0                    | 0                    | 0                    | 0                    |  |  |
| H&S Employee Non-Reportable by Cluster – Finance | 0                    | 0                    | 0                    | 0                    |  |  |

| Performance Indicator   | Quarter 2 2022/23 | Quarter 3 2022/23 | Quarter 4 2022/23 | Quarter 1 2023/24 | Status | Corporate Figure Quarter 4 | Long Trend - Monthly |
|---|-------------------|-------------------|-------------------|-------------------|--------|----------------------------|----------------------|
|   | Value             | Value             | Value             | Value             |        |                            |                      |
| Average number of total working days lost per FTE (12 month rolling figure) – Finance | 1                 | 0.3               | 0.3               | 0.3               |        | 8.3                        |                      |
| Establishment actual FTE – Finance  | 89.4              | 88.2              | 92.16             | 93.75             |        |                            |                      |

**20. Finance & Controls**

**Corporate Measures – Cluster Level**

| Performance Indicator   | Quarter 2 2022/23 |        | Quarter 3 2022/23 |        | Quarter 4 2022/23 |        | Quarter 1 2023/24 |        |
|---|-------------------|--------|-------------------|--------|-------------------|--------|-------------------|--------|
|   | Value             | Status | Value             | Status | Value             | Status | Value             | Status |
| Staff Expenditure – % spend to full year budget profile – Finance | 48.9%             |        | 74.5%             |        | 99.1%             |        | 23.8%             |        |

**CAPITAL CLUSTER**

**21. Customer**

**Corporate Measures – Service Level**

| Performance Indicator  | Quarter 2 2022/23 | Quarter 3 2022/23 | Quarter 4 2022/23 | Quarter 1 2023/24 | Quarterly Status | 2023/24 Target | Long Trend - Quarterly |
|--|-------------------|-------------------|-------------------|-------------------|------------------|----------------|------------------------|
|  | Value             | Value             | Value             | Value             |                  |                |                        |
| Total No. complaints received (stage 1 and 2) – Capital                  | 4                 | 0                 | 2                 | 1                 |                  |                |                        |
| % of complaints resolved within timescale stage 1 and 2) – Capital       | 50%               | NA                | 100%              | 0%                |                  | 75%            |                        |
| % of complaints with at least one point upheld (stage 1 and 2) – Capital | 50%               | NA                | 0%                | 100%              |                  |                |                        |

| Performance Indicator  | Quarter 2<br>2022/23 | Quarter 3<br>2022/23 | Quarter 4<br>2022/23 | Quarter 1<br>2023/24 | Quarterly<br>Status   | 2023/24<br>Target | Long Trend -<br>Quarterly |
|--|----------------------|----------------------|----------------------|----------------------|---|-------------------|---------------------------|
|  | Value                | Value                | Value                | Value                |   |                   |                           |
| Total No. of lessons learnt identified (stage 1 and 2) – Capital | 0                    | NA                   | 0                    | 0                    |  |                   |                           |

## 22. Processes

### Cluster Level 2023/24 Service Standards – Annual Measure

| Performance Measure  | 2023/24 Target |
|--|----------------|
| % of new builds where the specification meets the required environmental and building performance standards. | 100%           |

### Service Commentary

This is a new Service Standard for 2023/24 which will be reported against at conclusion of the current fiscal period. Performance and progress related to delivery against Capital projects is directly captured within separate reports within the remit of this Committee.

## 23. Staff

### Corporate Measures – Cluster Level

| Performance Indicator                            | Quarter 2<br>2022/23 | Quarter 3<br>2022/23 | Quarter 4<br>2022/23 | Quarter 1<br>2023/24 | Quarterly<br>Status   | Long Trend -<br>Quarterly   |
|--|----------------------|----------------------|----------------------|----------------------|---|---|
|  | Value                | Value                | Value                | Value                |   |   |
| H&S Employee Reportable by Cluster – Capital     | 0                    | 0                    | 0                    | 0                    |  |  |
| H&S Employee Non-Reportable by Cluster – Capital | 0                    | 0                    | 0                    | 0                    |  |  |

| Performance Indicator   | Quarter 2 2022/23 | Quarter 3 2022/23 | Quarter 4 2022/23 | Quarter 1 2023/24 | Status | Corporate Figure Quarter 1 | Long Trend - Monthly |
|---|-------------------|-------------------|-------------------|-------------------|--------|----------------------------|----------------------|
|   | Value             | Value             | Value             | Value             |        |                            |                      |
| Average number of total working days lost per FTE (12 month rolling figure) – Capital | 1.7               | 2.1               | 3.0               | 4.0               |        | 8.3                        |                      |
| Establishment actual FTE – Capital  | 67.4              | 67.6              | 66.4              | 64.84             |        |                            |                      |

**24. Finance & Controls**

**Corporate Measures - Service Level**

| Performance Indicator   | Quarter 2 2022/23 |        | Quarter 3 2022/23 |        | Quarter 4 2022/23 |        | Quarter 1 2023/24 |        |
|---|-------------------|--------|-------------------|--------|-------------------|--------|-------------------|--------|
|   | Value             | Status | Value             | Status | Value             | Status | Value             | Status |
| Staff Expenditure – % spend to full year budget profile – Capital | 35.5%             |        | 56.8%             |        | 80.3%             |        | 18.6%             |        |

**CORPORATE LANDLORD CLUSTER**

**25. Customer**

**Corporate Measures - Service Level**

| Performance Indicator   | Quarter 2 2022/23 | Quarter 3 2022/23 | Quarter 4 2022/23 | Quarter 1 2023/24 | Quarterly Status | 2023/24 Target | Long Trend - Quarterly |
|---|-------------------|-------------------|-------------------|-------------------|------------------|----------------|------------------------|
|   | Value             | Value             | Value             | Value             |                  |                |                        |
| Total No. complaints received (stage 1 and 2) – Corporate Landlord            | 12                | 27                | 7                 | 12                |                  |                |                        |
| % of complaints resolved within timescale stage 1 and 2) – Corporate Landlord | 66.7%             | 48.1%             | 28.6%             | 33.3%             |                  | 75%            |                        |

| Performance Indicator   | Quarter 2<br>2022/23 | Quarter 3<br>2022/23 | Quarter 4<br>2022/23 | Quarter 1<br>2023/24 | Quarterly<br>Status   | 2023/24 Target | Long Trend -<br>Quarterly   |
|---|----------------------|----------------------|----------------------|----------------------|---|----------------|---|
|   | Value                | Value                | Value                | Value                |   |                |   |
| % of complaints with at least one point upheld (stage 1 and 2) – Corporate Landlord | 50%                  | 44.4%                | 14.3%                | 33.3%                |  |                |  |
| Total No. of lessons learnt identified (stage 1 and 2) – Corporate Landlord         | 1                    | 3                    | 0                    | 1                    |  |                |   |

### Service Commentary

The corporate Performance Board is currently reviewing the processing and handling of complaints across the Council, on an ongoing basis, to establish the extent to which the current systems are capable of enhanced filtering and allocation of complaints that will assist Services in the handling and resolution of complaints

## 25. Processes

### Cluster Level 2023/24 Service Standards – Annual Measures

| Performance Measure  | 2023/24 Target |
|--|----------------|
| % Aberdeen City Council public buildings meeting accessibility requirements under the Equalities Act, where this is feasible | 82%            |
| % of Aberdeen City Council public buildings achieving a condition rating of at least “B”. Standard                           | 90%            |
| % of Aberdeen City Council operational buildings achieving a condition rating of at least “B” standard.                      | 70%            |
| Number of half- days individual schools are unavailable for learning due to building defects.                                | Improve        |
| % of cyclical maintenance works on public buildings completed in accordance with agreed programmes                           | 100%           |
|  | 100%           |

|   |      |
|---|------|
| % of cyclical maintenance works on council houses completed in accordance with agreed programmes                        |      |
| % of required annual gas safety checks on council owned properties conducted within twelve months of the previous check | 100% |

**Service Commentary**

The content of the 2023/24 Service Standards suite is unchanged from that agreed for 2022/23, although there may be minor metadata (how the figures are calculated) revisions intended to improve the quality of data from those used in the previous year.

Data around these measures for 2022/23 will be reported to the first cycle meeting of this Committee in 2024 with reflection against the Statutory Performance Indicator suite for the Service on conclusion, and sign off, of the current audit of the corporate submissions.

**27. Staff**

**Corporate Measures – Service Level**

| Performance Indicator                                       | Quarter 2 2022/23 | Quarter 3 2022/23 | Quarter 4 2022/23 | Quarter 1 2023/24 | Status | Long Trend - Quarterly |
|---|-------------------|-------------------|-------------------|-------------------|--------|------------------------|
|   | Value             | Value             | Value             | Value             |        |                        |
| H&S Employee Reportable by Cluster – Corporate Landlord     | 0                 | 0                 | 0                 | 0                 |        |                        |
| H&S Employee Non-Reportable by Cluster – Corporate Landlord | 0                 | 0                 | 0                 | 1                 |        |                        |

| Performance Indicator  | Quarter 2 2022/23 | Quarter 3 2022/23 | Quarter 4 2022/23 | Quarter 1 2023/24 | Status | Corporate Figure Quarter 1 | Long Trend - Monthly |
|--|-------------------|-------------------|-------------------|-------------------|--------|----------------------------|----------------------|
|  | Value             | Value             | Value             | Value             |        |                            |                      |
| Average number of total working days lost per FTE (12 month rolling figure) – Corporate Landlord | 2.4               | 0.6               | 0.9               | 1.1               |        | TBC                        |                      |
| Establishment actual FTE – Corporate Landlord  | 61.4              | 62.6              | 61.8              | 60.3              |        |                            |                      |

## 28. Finance &amp; Controls

## Corporate Measure - Service Level

| Performance Indicator  | Quarter 2 2021/22 |   | Quarter 3 2021/22 |   | Quarter 4 2021/22 |   | Quarter 1 2023/24 |   |
|--|-------------------|---|-------------------|---|-------------------|---|-------------------|---|
|  | Value             | Status  | Value             | Status  | Value             | Status  | Value             | Status  |
| Staff Expenditure – % spend to full year budget profile – Corporate Landlord | 52.2%             |  | 64.2%             |  | 82.9%             |  | 20.7%             |  |

**CUSTOMER FUNCTION****PEOPLE AND ORGANISATIONAL DEVELOPMENT CLUSTER**

## Corporate Measures – Cluster Level

## 29. Customer

| Performance Indicator  | Quarter 2 2022/23 | Quarter 3 2022/23 | Quarter 4 2022/23 | Quarter 1 2023/24 | Quarterly Status  | 2023/24 Target | Long Trend - Quarterly  |
|--|-------------------|-------------------|-------------------|-------------------|---|----------------|---|
|  | Value             | Value             | Value             | Value             |   |                |   |
| Total No. complaints received (stage 1 and 2) – People and Organisation                  | 0                 | 0                 | 0                 | 0                 |   |                |    |
| % of complaints resolved within timescale stage 1 and 2) – People and Organisation       | N/A               | N/A               | N/A               | N/A               | N/A   | 75%            |  |
| % of complaints with at least one point upheld (stage 1 and 2) – People and Organisation | N/A               | N/A               | N/A               | N/A               |  |                |  |
| Total No. of lessons learnt identified (stage 1 and 2) – People and Organisation         | N/A               | N/A               | N/A               | N/A               |  |                |   |

## 30. Processes

## Cluster Level 2023/24 Service Standards – Quarterly Standards

| Performance Measure   | Current Status  | 2023/24 Target |
|---|---|----------------|
| We will complete evaluation panels upon receipt of all completed and verified documentation within ten working days for each individual job, in relation to Job Evaluation. |  | 80%            |
| We will allocate an Investigation Officer, when required, within three working days.  |  | 90%            |
| We will allocate a People and Organisation advisor to formal casework within 3 working days.  |  | 80%            |
| We will make initial contact with redeployees within 3 working days of redeployment confirmation.   |  | 90%            |

## Cluster Level 2023/24 Service Standards – Annual Standards

| Performance Measure   | 2023/24 Target |
|---|----------------|
| We will deliver biannual absence review meetings for each Cluster                                 | 90%            |
| We will deliver annual workforce planning meetings for each Cluster                               | 100%           |
| All people development courses will have an average 80% take up rate                              | 90%            |
| All people development courses receive an average of at least 80% satisfaction rate from learners | 90%            |

**Service Commentary**

Reporting around the annualised measures will be provided at conclusion of the 2023/24 fiscal period, with detail around people development courses also being reflected on in the context of the Staff Governance Committee's scrutiny of various aspects of corporate Personnel and Organisational Development delivery.

**31, Staff****Corporate Measures – Cluster Level**

| Performance Indicator  | Quarter 2<br>2022/23 | Quarter 3<br>2022/23 | Quarter 4<br>2022/23 | Quarter 1<br>2023/24 | Status  | Long Trend -<br>Quarterly   |
|--|----------------------|----------------------|----------------------|----------------------|---|---|
|  | Value                | Value                | Value                | Value                |   |   |
| H&S Employee Reportable by Cluster – People and Organisation     | 0                    | 0                    | 0                    | 0                    |  |  |
| H&S Employee Non-Reportable by Cluster – People and Organisation | 0                    | 0                    | 0                    | 0                    |  |  |

| Performance Indicator   | Quarter 2<br>2022/23 | Quarter 3<br>2022/23 | Quarter 4<br>2022/23 | Quarter 1<br>2023/24 | Status  | Corporate<br>Figure<br>Quarter 4 | Long Trend -<br>Quarterly   |
|---|----------------------|----------------------|----------------------|----------------------|---|----------------------------------|---|
|   | Value                | Value                | Value                | Value                |   |                                  |   |
| Average number of total working days lost per FTE (12 month rolling figure) – People and Organisation | 0.2                  | 0.5                  | 0.7                  | 0.7                  |  | TBC                              |  |
| Establishment actual FTE – People and Organisation  | 30.3                 | 30.8                 | 31.3                 | 30.8                 |  |                                  |   |

**32. Finance & Controls****Corporate Measures – Service Level**

| Performance Indicator   | Quarter 2 2022/23 |   | Quarter 3 2022/23 |   | Quarter 4 2022/23 |   | Quarter 1 2023/24 |   |
|---|-------------------|---|-------------------|---|-------------------|---|-------------------|---|
|   | Value             | Status  | Value             | Status  | Value             | Status  | Value             | Status  |
| Staff Expenditure – % spend to full year budget profile – People and Organisation | 41.7%             |  | 61.2%             |  | 86.1%             |  | 18.2%             |  |

**Appendix Data Notes**

- Complaints data should be viewed in the round across each of the four measures in terms of the performance of individual Clusters. Targets are set in line with Ombudsman guidance as reportable annualised measures for the Council as a whole without adjustment for seasonal operational ,and external influences, and some natural variation between quarterly outcomes can arise as a result of this.
- Where no target is applied against Service Standards, the Business-As-Usual objective is that these will be delivered consistently, which would equate to a metrics target of 100%
- Staff Costs: Staffing costs referred to throughout this Appendix exclude adjustments for the corporate vacancy factor.
- Long Term Trends are based on the average of 12 monthly, 4 quarterly periods and 3 annual periods respectively

| PI Status   |  |
|---|--|
|    | Alert – more than 20% out with target/national figure  |
|  | Warning – more than 5% out with target/national figure |
|  | OK – within limits of target/national figure           |
|  | Data Only  |

| Long Term Trends  |                          |
|---|--------------------------|
|    | Improving/Increasing     |
|   | No or Limited Change     |
|  | Getting Worse/Decreasing |