

# The Moray Council

## Council Key Indicators 2014/15



Key indicator results should be read in conjunction with the Council's Corporate Public Performance Report and Benchmarking Summary Overview Report to help readers form a view as to how the Council performed in 2014/15. Key indicators provide comparison with performance in previous years, national and minimum/maximum results across all other Scottish local authorities where available. Performance indicators are monitored half yearly by Service Committees in our commitment to provide Best Value services to the people in Moray. Additional performance data is available on the Council's performance [webpage](#) including links to indicator tables and half yearly reporting to Committee that provide a fuller context to results. The Local Government Benchmarking Framework ensures that councils report standard performance information on the services provided to local communities across Scotland; [mylocalcouncil](#) is the online tool that aims to help members of the public and others understand how well their council is performing across a range of council services.

### CORPORATE MANAGEMENT

#### Responsiveness to our Communities

Short Name	2012/13	2013/14			2014/15				
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
<b>1 Web Access</b>									
Percentage availability of the Moray Council website against target (99% availability 24 hours a day, 7 days a week)	99.6%		100%				100%		
<b>2 Complaints and Freedom of Information</b>									
Complaints received per 1,000 population (change to complaints process nationally in 2012/13, results comparison against 2013/14 only)	5.6		4.9				5.5		
Number of Freedom of Information requests received	728		870				971		
Percentage of Freedom of Information requests replied to within 20 working days	94.5%		97.5%				98.1%		
<b>3 Corporate Customer Satisfaction</b>									
Customer Services – Customer Satisfaction Index Score (based on all Council Access Points)	N/A		91.9				N/A		
Registrars – Customer Satisfaction Index Score	N/A		97.5				N/A		

N/A - Not available – data not collected

N/A<sup>1</sup> - Not available at time of publication, results due 2016

**Comment:**

Service Plans support the Council's priorities and continuous improvement by detailing the planned actions to be made that contribute to both. Service Plans provide the context in which services work, how they are organised and resourced and the risks affecting services. Customer results are a key input in the preparation of Service Plans and an area that has seen significant growth in the last few years. It is now common place amongst all services to gather feedback which is then used to inform Service Plan activities.

To enhance the indicators presented nationally through the Local Government Improvement Framework; Legal Services, Human Resources, Educational Services, Direct Services, Development Services and Housing and Property Services gathered customer results locally during 2014/15, the results of which are included under the respective service headings; generally results reflected that service users appear satisfied. More detailed customer results are available under the heading 'Customer Results' on Service Performance Pages of the Council's website; [Environmental Services](#), [Corporate Services](#) and [Education and Social Care](#).

**Revenues and Service Costs**

Short Name	2012/13	2013/14			2014/15				
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
<b>4 Efficiency Savings</b>									
Total cash efficiency savings (£000's)	£6,085			£6,866					£5,788

**Comment:**

Efficiency is reported annually to the Council's Policy and Resources Committee. In 2014/15, total efficiencies increased and amounted to 3.05% of the Council's net revenue budget for General Services, above the Scottish Government's expectation of 3%. Further information on the delivery of efficiencies is available [here](#). Service area cost indicators are included within their respective headings in order that data can be viewed in the round. The financial responsibility of the Council is included with the [Council's Public Performance Report](#).

**Employees**

Short Name	2012/13	2013/14			2014/15				
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
<b>5 Sickness Absence</b>									
Sickness Absence Rates – Sickness absence days per teacher	6.55	6.75	6.09	4.34	7.56	7.02	6.28	3.64	10.14
Sickness Absence Rates – Sickness absence days per Employee (Non teacher)	10.80	10.24	10.34	7.92	13.07	11.88	10.80	8.8	14.46
Employee Survey – Overall satisfaction with present job (% satisfied)	68%			N/A				67% (70% neighbouring authority benchmark)	
Employee Survey – I take pride in working for the Moray Council (% agree)	65%			N/A				70%	

N/A - Not available – data not collected

N/A<sup>1</sup> - Not available at time of publication, results due 2016

**Comment:**

In terms of sickness absence indicators for 2014/15, Moray had a total of 3,316 staff (full time equivalent) with around 35k days lost per year through sickness, a decrease in number of FTE but around a 10% increase in days lost from 2013/14.

Since 2006, the Moray Council has undertaken a whole workforce employee opinion survey every 2 years; with the last set of published results relating to the [2015 Survey](#).

Workforce planning has developed in the Council since 2006 through the introduction of a framework to collate data and provide the basis for workforce analysis in order to meet the current and future demands of services. The Council's Workforce Strategy ensures our workforce is deployed, managed and developed effectively to support the Council's strategic and service priorities. For the last few years, focus has been on; Transformation and Change, Employee Engagement and Leadership Development and Capacity. Workforce planning is cascaded to departments through the provision of profiling data. [Progress made against the 2014/15 Plan](#) is included in the report submitted to the Policy and Resources Committee in May 2016.

**Assets**

Short Name	2012/13	2013/14			2014/15				
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
<b>6 Assets</b>									
The proportion of operational accommodation that is in a satisfactory condition	53.5%	32.3%	80.9%	32.3%	99.4%	32.7%	77.7%	32.7%	99.5%
The proportion of operational accommodation that is suitable for its current use	87.4%	93.7%	78.2%	57.0%	94.4%	93.7%	75.6%	61.3%	95.4%
Annual property costs per m <sup>2</sup>	N/A	£51.46			£51.69				
Overall cost of required maintenance per m <sup>2</sup>	N/A	£309.40			£279.18				
Customer Satisfaction rating of Building Cleaning and Catering Services	N/A	72%			N/A				
<b>7 Fleet Services</b>									
Percentage of occasions where vehicles were available for use (Local target 2014/15 - 94.5%)	95.7%	96.3%			95.7%				
Average mileage of pool cars (Local target - 12,000 miles pa)	12,045	13,487			12,536				
Pool car savings (£000,s)	£176	£211			£124				

N/A - Not available – data not collected

N/A<sup>1</sup> - Not available at time of publication, results due 2016

**Comment:**

The Council's vision is that all assets contribute to sustainable and accessible service delivery. The proportion of operational accommodation that is in a satisfactory condition has increased slightly, current investment in the Council's property portfolio is not sufficient to stop the condition of the portfolio from deteriorating. Area-based reviews set in motion a formal process whereby services were challenged regarding the property assets they occupy and use for the delivery of services. The school estate accounts for 66% of the total floor area of the operational property portfolio and accounts for 78% of those buildings failing to meet the minimum standard for condition. Projects underway that will address these issues include the replacement of Elgin High School, refurbishment of four primary schools, provision of new nursery and classroom accommodation at another primary school, together with a rolling programme designed to achieve the required standard. The [Property Asset Performance Annual Report 2014/15](#) was presented to the Council's Policy and Resources Committee in June 2016.

The Council provide industrial buildings for lease to give new and existing businesses an opportunity to secure premises at reasonable cost in comparison to buying or building their own premises. This encourages economic growth in Moray by enabling businesses to secure premises without incurring substantial capital investment, releasing capital to fund growth. The Council's industrial portfolio comprises of 164 industrial buildings and 124 development and ground leases. In recent years, rental income generated has increased steadily and occupancy levels remain high. The [Industrial Portfolio Annual Report 2014/15](#) and [appendices](#) were presented to the Council's Economic Development and Infrastructure Committee in August 2015.

The Council's Corporate Asset Management Plan describes the arrangements which the Moray Council has made for Asset Management Planning. The Council are progressing with the development of Asset Management Plans across 6 categories of asset; Property, Open Space, Roads and Infrastructure, Housing, Fleet and ICT. Monitoring on the development of plans and the work done to meet the targets set in the [Corporate Asset Management Plan for 2014/15](#) and [Plans for each asset type](#) was reported to the Policy and Resources Committee in May 2015.

**Procurement**

Short Name	2012/13	2013/14				2014/15			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
<b>8</b> <i>Payment of Invoices</i>									
Percentage of invoices sampled paid within 30 days (Local target 2012/13 - 85%)	81.9%	86.9%	91.9%	76.9%	99.1%	88.0%	92.5%	77.2%	98.8%
<b>9</b> <i>Procurement</i>									
Total cash savings achieved through procurement for all procurement projects delivered for Financial Year (£000's)	£1,738	£1,778				£1,358			

**Comment:**

Procurement Performance achieved savings of £1.358m in 2014/15. It was always anticipated that there would be a slow reduction in the values achieved following an initial surge having introduced recorded savings in 2010. [Tables](#) submitted to the Policy and Resources Committee as part of the [Procurement Performance \(2014/15\) report](#) in August 2015 provides further information.

N/A - Not available – data not collected

N/A<sup>1</sup> - Not available at time of publication, results due 2016

## Sustainable Development

Short Name	2012/13	2013/14				2014/15			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
<b>10 Energy and emissions</b>									
Local Authority Carbon Dioxide emissions per capita (tonnes) CO <sub>2</sub> emissions (tonnes) within the scope of influence of Local Authorities	10.1	10.0	6.6	4.6	10.0	8.5	5.7	4.2	8.5
Annual energy (gas, electricity and fuel oil) consumption kWh per m <sup>2</sup>	N/A	199				195			
Annual CO <sub>2</sub> emissions tonnes per m <sup>2</sup>	N/A	0.057				0.059			
Percentage area of local authority classified as derelict	0.0008%	0.004%	0.1%	0.0004%	3.7%	N/A <sup>1</sup>	N/A <sup>1</sup>	N/A <sup>1</sup>	N/A <sup>1</sup>
Derelict land in hectares	3	9				N/A <sup>1</sup>			
<b>Comment:</b>									
<p>The Carbon Management Plan 2009-2014 was adopted by the Council on March 2009. The projects delivered have met the targets established within the <a href="#">Plan</a>. The ambitious 30% target in CO<sub>2</sub> savings has been achieved with the recovery of landfill gas being the main contributor to achieving the savings. The financial savings predicted in the Carbon Management Plan have been exceeded.</p>									

N/A - Not available – data not collected

N/A<sup>1</sup> - Not available at time of publication, results due 2016

## Equalities and Diversity

Short Name	2012/13	2013/14				2014/15			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
<b>11 Equal Opportunities</b>									
Equal Opportunities - Percentage of highest paid 5% of earners that are women	43.7%	45.1%	50.7%	24.0%	61.8%	49.7%	51.7%	25.0%	61.1%
<b>12 School Catering</b>									
Percentage of Primary School Pupils taking School Meals - Uptake in Primary School Meals (Local target 2014/15 - 45.5%)	50.5%	50.9%				54.4%			
Average Spend per Smart Card in Secondary Schools	£1.83	£1.86				£1.89			
<b>Comment:</b>									
<p>In April 2015, the Council published its <a href="#">Equality Outcomes</a> and <a href="#">Mainstreaming</a> Report including a separate <a href="#">report on Schools</a> in compliance with the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012. In supporting the principle of equal pay for work of equal value, the Council undertook a series of <a href="#">Equal Pay Audits</a>.</p>									

N/A - Not available – data not collected

N/A<sup>1</sup> - Not available at time of publication, results due 2016

## SERVICE PERFORMANCE

### Benefits Administration

Short Name	2012/13	2013/14				2014/15			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
<b>13 Benefit Administration</b>									
Gross administration cost per benefits case (Local target 2014/15 - £71.00)	N/A	£69.20				£63.43			
<b>14 Council Tax Collection</b>									
Cost of collecting council tax per dwelling (Local target 2014/15 - £14.00)	£11.58	£12.52	£12.13	£5.45	£23.20	£10.44	£10.94	£4.28	£24.57
<b>15 Council Tax Income</b>									
Percentage of current year council tax received (Local target 2014/15 - 95.1%)	95.6%	95.1%	93.1%	92.7%	98.5%	94.4%	£95.5	£93.29	£98.27
<b>16 Welfare Benefits Clients</b>									
Estimated benefit gain (£000's)	£1,661	£2,064				£2,270			
Percentage of clients with successful claims and appeals	71%	82%				89%			
Percentage of welfare benefits clients who were 'very satisfied' or 'fairly satisfied' with service received	N/A	100%				97.5%			

#### Comment:

The [Benefits Service](#) provides general information on all types of benefits as well as the changes that apply to the [Welfare Reform](#). The Policy and Resources Committee receive regular update reports relating to the [Welfare Reform](#), the most recent report presented in June 2015 reported on the [welfare reform programme](#) which included the implementation of Universal Credit in Moray.

### Community Care

Short Name	2012/13	2013/14				2014/15			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
<b>17 Services for Older People</b>									
Percentage of Care Plans agreed within 7 days from the completion of the assessment (Local Target 2014/15 - 100%)	87.4%	84.3%				85.9%			
Home care costs per hour for people aged 65 or over	£23.58	£20.97	£20.25	£11.48	£36.68	£21.98	£20.01	£12.79	£31.18
Percentage of people 65+ with intensive needs receiving care at home	39.8%	41.5%	34.3%	21.0%	49.3%	43.4%	35.6%	20.2%	49.7%

N/A - Not available – data not collected

N/A<sup>1</sup> - Not available at time of publication, results due 2016

Short Name	2012/13	2013/14				2014/15			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
Residential Care Costs per week per resident age 65+	£295.38	£285.15	£367.96	£194.05	£1056.62	£298.63	£372.07	£224.40	£908.46
Percentage of Occupation Therapy Service users satisfied with equipment provision (Local target 2014/15 – 80%)	95.2%	92.3%				89.5%			
<b>Comment:</b>									
In November 2014, the Moray Council agreed that the <a href="#">draft Integration Scheme for Moray proceed to consultation</a> ; the <a href="#">consultation findings</a> and revised version of the <a href="#">Moray Integration Scheme</a> was approved by Full Council in March 2015, which outline the future governance framework for how adult and older people care services will be integrated and delivered by The Moray Council and NHS Grampian.									

### Criminal Justice, Social Work

Short Name	2012/13	2013/14				2014/15			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
<b>18 Social Work</b>									
Self-directed support spend for people aged over 18 as a percentage of total social work spend on adults	2.29%	3.65%	6.40%	0.82%	31.48%	4.03%	6.86%	1.04%	32.27%
Percentage of adults satisfied with social care or social work services	60%	50%	55%	41%	85%	49.0%	51.0%	39.0%	78.0%
Percentage of people who contact the Community Care Access Service who are satisfied that their needs were taken into account and their reason for contacting the service was addressed (Local target 2014/15 – 80%)	N/A	92%				86%			
Percentage of carers satisfied with their involvement in the design of the care package (Local target 2014/15– 90%)	98.7%	86.2%				89.7%			
Percentage of carers who feel supported and capable to continue their role as a carer (Local target 2014/15 – 90%)	95.1%	95.7%				98.1%			
Percentage of community mental health service users satisfied with their involvement in the design of their care plan (Local target 2014/15 – 100%)	100%	98.5%				100%			
<b>19 Criminal Justice</b>									
Percentage of social enquiry reports submitted to courts by the due date (Local target 2014/15 – 100%)	100%	100%				100%			
Percentage of new probationers seen by a supervising officer within one week (Local target 2014/15 – 100%)	100%	100%				96.0%			

N/A - Not available – data not collected

N/A<sup>1</sup> - Not available at time of publication, results due 2016



## Cultural & Community Services

Short Name	2012/13	2013/14				2014/15			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
<b>20 Sport and Leisure Management</b>									
Number of attendances per 1,000 population to all pools (Local target 2014/15 – 4,876)	5,378	5,320				5,478			
Number of attendances per 1,000 population for indoor sports and leisure facilities (Local target 2014/15 – 5,640)	5,446	5,682				5,479			
Cost per attendance at sport facilities	£3.70	£3.45	£3.84	£1.11	£10.43	£3.44	£3.68	£0.73	£10.17
Percentage of adults satisfied with leisure facilities	80%	77%	78%	65%	93%	77%	76%	58%	96%
<b>21 Museum Services</b>									
The number of visits to/usages of council funded or part funded museums per 1000 population	746	662				804			
The number of visits to/usages of council funded or part funded museums that were in person per 1000 population	379	409				271			
Cost of museums per visit	£3.98	£2.86	£3.72	£0.16	£15.31	£2.17	£3.53	£0.20	£19.58
Percentage of adults satisfied with museums and galleries	62%	58%	76%	42%	94%	57%	75%	49%	96%
<b>22 Use of Libraries</b>									
The number of visits to libraries per 1,000 population	7,755	11,727				9,539			
Cost per library visit	£3.18	£1.89	£2.71	£1.37	£6.95	£2.15	£2.57	£1.26	£7.66
Percentage of the resident population that are borrowers from public libraries (Local target 2014/15 – 18.5%)	22.3%	19.9%				21.5%			
Percentage of adults satisfied with libraries	89%	78%	81%	67%	96%	75%	77%	56%	94%
<b>23 Playground Inspections / Lands and Parks</b>									
Cost of parks and open spaces per 1,000 population	£20,245	£15,654	£30,786	£584	£52,486	£13,752	£31,304	£1,028	£50,443
Percentage of Playground inspections completed to schedule (Local target 2013/14 – 100%)	100%	100%				100%			
Percentage of adults satisfied with parks and open spaces (2014/15 80% - based on local survey)	93%	92%	86%	73%	96%	94%	86%	74%	95%

N/A - Not available – data not collected

N/A<sup>1</sup> - Not available at time of publication, results due 2016

**Comment:**

Attendances at swimming pools increased by 3% at both Council and Moray Leisure Centre in 2014/15, temporary closures at Elgin Sports and Community Centre due to flooding and closure of Forres House Community Centre for maintenance contributed to falling attendances at indoor sports and leisure facilities.

Active Schools aim to increase the activity levels of children by enabling the provision of high-quality, safe and sustainable physical activity opportunities for all pupils. Annual Active Schools Reports are available [here](#).

### Planning (*both environmental and development management*)

Short Name	2012/13	2013/14			2014/15				
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
<b>24 Processing Time – Planning Applications</b>									
Average time (weeks) to deal with major planning applications determined during the year	48.1		96.6			100.5			
Number of major planning applications determined	9		11			4			
Average time (weeks) to deal with local planning applications determined during the year	23.1		13.5			7.2			
Number of local planning applications determined	1,002		987			789			
<b>25 Development Plans</b>									
Percentage of planning applications that are determined in accordance with the Development Plan (Local target 2014/15 – 90%)	94.7%		94.8%			99.2%			
<b>26 Building Standards</b>									
Percentage of Completion Certificates dealt with within 10 working days or such longer period as agreed	87%		85%			91%			
Average number of days taken to respond to Fast Track applications (Local target 2014/15 – 10 days)	7.5		9			7			
Average number of days taken to respond to Mid Range applications (Local target 2014/15 – 15 days)	14.5		14			13			
Average number of days taken to respond to Major applications (Local target 2014/15 – 15 days)	12.5		14			11			
Average number of days taken to respond to amended plans (Local target 2014/15 – 15 days)	5		5			5			

N/A - Not available – data not collected

N/A<sup>1</sup> - Not available at time of publication, results due 2016

Short Name	2012/13	2013/14				2014/15			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
<b>27 Environmental Health</b>									
Food Safety – percentage of registered food premises which are broadly compliant with food law (Local target 2014/15 – 80%)	82.5%	78.5%				78.8%			
Cost of environmental health services per 1,000 population (£000s)	£15,606	£15,241	£18,302	£7,180	£27,725	£14,596	£17,698	£7,383	£27,661
<b>Comment:</b>									
The <a href="#">Scottish Local Authorities Economic Development Group (SLEAD) Indicators</a> contribute to the <a href="#">national reporting</a> on Scotland's economy and provide benchmarking opportunities.									
In 2014/15, the Council published its first <a href="#">Economic Development Annual Review</a> to bring together the broad span of economic activity undertaken to include development and employability work with Education, the supply of Council housing and employment land with Housing and Property Services and the provision of infrastructure within Direct Services.									
<a href="#">Moray Speyside Tourism Activity Report 2014/15</a> details progress against the Moray Tourism Strategy that notes that tourism generates over 10% of Moray's total employment and 3.8% of the total turnover of businesses. Visitor spending in Moray is between £85m and £90m per year, below the levels reported in other parts of Scotland.									

<b>The Education of Children</b>									
Short Name	2012/13	2013/14				2014/15			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
<b>28 Pre-school Education</b>									
Cost per Pre-School Registration	£1,967	£2,009	£3,008	£1,959	£4,789	£2,166	£3,306	£2,166	£4,843
Percentage of pre-school centres receiving an evaluation of satisfactory or better in HMIE inspection reports (Local target 2014/15 – 100%)	100%	96%				100%			
<b>29 Primary and Secondary Education</b>									
Percentage of levels of attendance - Primary	94.7%	95.8%				95.3%			
Percentage of levels of attendance - Secondary	90.8%	93.6%				92.5%			
Pupil/Teacher Ratio (Primary & Secondary)	13.7	13.7	13.7	10.0	15.2	13.7	13.7	10.0	15.1
Percentage of Co-ordinated Support Plans created and reviewed within required timescales – secondary education (Local target 2014/15 – 100%)	96.1%	97.6%				78%			
Percentage of school leavers in positive and sustained destinations	94.0%	93.9%	92.3%	89.7%	97.2%	94.3%	92.9%	89.4%	96.7%
Cost per Primary School Pupil	£4,398	£4,261	£4,750	£3,890	£8,306	£4,257	£4,653	£4,071	£8,139
Cost per Secondary School Pupil	£5,654	£5,903	£6,427	£5,582	£10,539	£6,124	£6,593	£5,578	£10,921

N/A - Not available – data not collected

N/A<sup>1</sup> - Not available at time of publication, results due 2016

Short Name	2012/13	2013/14				2014/15			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
Percentage of Primary Schools receiving an evaluation of satisfactory or better in HMIE Inspection reports (Local target 2014/15 – 100%)	100%	96%				0%			
Percentage of secondary schools receiving an evaluation of satisfactory or better in HMIE inspection reports (Local target 2013/14 – 100%)	100%	No inspections were carried out in 2013/14				No inspections were carried out in 2014/15			
Percentage of adults satisfied with local schools	83%	79%	81%	65%	96%	74%	79%	65%	95%
Percentage of parents who are satisfied with the school bus service	N/A	55%				60%			

Short Name	2012/13	2013/14			2014/15		
	Value	Value	National	Virtual Comparator	Value	National	Virtual Comparator
<b>Attainment Results</b>							
S4 Results: Percentage of pupils attaining Level 4 literacy and numeracy	67.2%	83.6%	77.4%	79.9%	81.3%	82.4%	84.7%
S4 Results: Percentage of pupils attaining Level 5 literacy and numeracy	26.8%	35.3%	37.6%	40.5%	38.4%	43.8%	47.0%
S4 Results: Percentage of pupils achieving 5+ awards at National 3	N/A	70%	N/A	85%	77.6%	N/A	86.9%
S4 Results: Percentage of pupils achieving 5+ awards at National 4	N/A	64%	N/A	80%	72.8%	N/A	82.0%
S4 Results: Percentage of pupils achieving 5+ awards at National 5	N/A	38%	N/A	43%	37.6%	N/A	43.4%
S5 Results: Percentage of pupils attaining 1 or more awards at Level 6 or better	49%	53%	52.6%	58.5%	54.1%	57.5%	61.4%
S5 Results: Percentage of pupils attaining 3 or more awards at Level 6 or better	29%	32.2%	33.2%	38.1%	34.3%	37.0%	41.1%
S5 Results: Percentage of pupils attaining 5 or more awards at Level 6 or better	13%	16.3%	16.6%	19.1%	16.9%	18.0%	19.8%
S6 Results: Percentage of pupils attaining 3 or more awards at Level 6 or better	36%	42.7%	42.4%	47.3%	41.7%	44.0%	49.7%
S6 Results: Percentage of pupils attaining 5 or more awards at Level 6 or better	24%	29.3%	29.5%	32.9%	30.3%	30.7%	35.1%
S6 Results: Percentage of pupils attaining 1 or more awards at Level 7 or better	17%	19%	18.8%	20.7%	22.6%	19.9%	22.4%
S6 Results: Percentage of pupils in 20% least deprived areas getting 5+ awards at level 6 (* numbers involved below accepted publication threshold)	*	*	13.6%	10.5%	*	12.6%	9.0%

**Comment:**

Educational and Social Care publish an [annual statistical report](#). In addition, the service publishes a [range of performance information](#) throughout the year to monitor and report progress.

Note an asterisk denotes that due to small numbers values have had to be suppressed to reduce the risk of identification of an individual

N/A - Not available – data not collected

N/A<sup>1</sup> - Not available at time of publication, results due 2016

## Child Protection and Children's Social Work

Short Name	2012/13	2013/14				2014/15			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
<b>30</b> <i>Looked after Children and Child Protection</i>									
The gross cost of 'children looked after' in residential based services per child per week	£3,953	£4,699	£3,098	£1,556	£7,219	N/A <sup>1</sup>			
The gross cost of 'children looked after' in a community setting per child per week	£231.59	£237.94	£264.83	£104.97	£396.26	N/A <sup>1</sup>			
Balance of care for looked after children: Percentage of children being looked after in the community	85%	86%	91%	67%	95%	N/A <sup>1</sup>			
The number per thousand child population in Moray, looked after and accommodated by the local authority (Local target 2014/15 – 8)	7.7	7.9				8.2			
Rate per thousand population aged 0-15 of children on the child protection register	3.0	3.8	2.9	0.7	5.4	2.7	3.2	0.8	5.9
Percentage of initial case conferences held within planned timescales	96%	97%				100%			
Percentage of review case conferences held within planned timescales	75%	87%				67.5%			

### Comment:

Moray Child Protection Committee published its [Annual Report in 2015](#) to articulate the work completed and identify the improvements targeted for the year ahead.

N/A - Not available – data not collected

N/A<sup>1</sup> - Not available at time of publication, results due 2016

## Housing and Homelessness

Short Name	2012/13	2013/14				2014/15			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
<b>31 Housing Quality and Maintenance</b>									
Overall percentage of repairs completed during period within target times (excludes void repairs) (Local target 2014/15 – 97%)	92.6%	93.3%	N/A <sup>1</sup>			92.9%	N/A <sup>1</sup>		
Average length of time (hours) to complete emergency repairs (Local target 2014/15 – 4)	N/A	2.42				2.4			
Average length of time (working days) to complete non-emergency repairs (Local target 2014/15 – 20)	N/A	6.2	10.2	2.9	17.4	6.7	9.9	4.9	16.2
Total dwellings meeting the Scottish Housing Quality Standard (Local target 2014/15 – 100%)	89.1%	90.3%	83.7%	62.1%	96.3%	94.7%	90.4%	81.6%	98.9%
Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date (Local target 2014/15 – 100%)	97.2%	98.3%				99.2%			
Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the service	96.9%	82%				79%			
Percentage of tenants satisfied with the standard of their home when moving in	70%	84.3%				86%			
Percentage of tenants satisfied with the standard of the quality of their home	79%	79%				86%			
<b>32 Getting Good Value from Rents and Service Charges</b>									
Percentage of rent due in the year that was lost due to voids (Local target 2014/15 – 0.63%)	0.8%	0.6%	1.3%	0.4%	3.5%	0.6%	1.2%	0.38%	2.7%
Average time taken to re-let empty properties (calendar days) (Local target 2014/15 – 28)	28	31				35			
Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year	N/A	2.6%	5.5%	2.6%	9.39%	2.9%	6.0%	3.5%	9.9%
Percentage of current tenants owing more than 13 weeks rent excluding those owing less than £250	2.2%	2.5%				2.4%			
The proportion of those tenants giving up their tenancy during the year that was in rent arrears.	27%	27.5%				22.2%			
Percentage of former tenants arrears written off or collected during the year	112.8%	69.7%				125.9%			

N/A - Not available – data not collected

N/A<sup>1</sup> - Not available at time of publication, results due 2016

Short Name	2012/13	2013/14			2014/15				
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
Percentage of tenants who feel that the rent for their property represents good value for money	78%		78%			84%			
<b>33 Access to Housing and Support</b>									
Percentage of new tenancies sustained for more than one year; existing tenants	N/A		95.5%			96.3%			
Percentage of new tenancies sustained for more than one year; statutory homeless	87.6%		91.7%			88.4%			
Percentage of new tenancies sustained for more than one year; housing list	N/A		96.7%			93.0%			
Percentage of allocations by group - Homeless Priority (Local target 2014/15 - 40%)	41.5%		40.6%			42.4%			
Percentage of allocations by group - Waiting List (Local target 2014/15 - 40%)	38.4%		35.2%			37.4%			
Percentage of allocations by group - Transfer List (Local target 2014/15 - 20%)	20.1%		24.2%			20.2%			
Percentage satisfied with the quality of temporary or emergency accommodation (of those households homeless in the last 12 months)	N/A		81.3%			94.3%			
Percentage of tenants satisfied with the overall services provided by their landlord	88%		88.6%			80%			
Percentage of tenants who feel landlord is good at keeping them informed about services	86%		86%			78%			
Percentage of tenants happy with opportunity to participate in decision making process	73%		73.2%			60%			
Percentage of tenants satisfied with the management of the neighbourhood they live in	87%		87%			76%			
<b>34 Planning and Development</b>									
Number of Affordable house completions	132		40			109			
<b>35 Housing - Building Services</b>									
Rate of return on investment (%) (Local target 2014/15 - 7.7%)	3.84%		3.18%			2.6			
<b>Comment:</b>									
The service publishes a <a href="#">range of performance information</a> throughout the year to monitor and report progress to include the most recent tenant satisfaction survey.									

N/A - Not available – data not collected

N/A<sup>1</sup> - Not available at time of publication, results due 2016

## Protective Services including Environmental Health and Trading Standards

Short Name	2012/13	2013/14				2014/15			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
<b>36 Community Safety</b>									
Average time (hours) between the time of the Domestic Noise complaint and attendance on site	95.2	56.0	80.7	0.4	1,488.0	40.5	58.9	0.4	567.3
<b>37 Trading Standards – Complaints and Advice</b>									
Average number of days to complete consumer complaints	7	8				8			
Average number of days to complete business advice requests	N/A	2				6			
Cost of trading standards and environmental health per 1,000 population	£23,356	£23,370	£23,966	£14,874	£35,438	£20,707	£17,601	£15,399	£33,908
Percentage of clients who were 'very satisfied' or 'fairly satisfied' with the consumer complaint service	96.1%	96%				100%			
Percentage of money advice clients who were 'very satisfied' or 'fairly satisfied' with service received	100%	98%				100%			
<b>38 Environmental Health</b>									
Environmental Health - Food Safety - Percentage of category A (6 month) premises inspected within time during quarter (Local target 2014/15 – 100%)	95%	90%				84.6%			
Environmental Health - Food Safety - Percentage of category B (12 months) premises inspected within time during quarter (Local target 2014/15 – 100%)	92%	90%				81.5%			
Environmental Health - Percentage of responses for high-priority pest control services which met the national target (Local target 2014/15 – 90%)	95%	100%				100%			
Environmental Health - Health & Safety - Percentage of high-risk (12 months) premises inspected within time during quarter (Local target 2014/15 – 100%)	100%	87.5%				75%			
Cost of environmental health per 1,000 population	£15,607	£15,241	£18,302	£7,180	£27,725	£14,596	£17,698	£7,383	£27,661

### Comment:

In 2014/15, there were 101 business advice requests received, less than half the number received in the previous year (252) and 704 consumer complaints received, again less than the 970 received in 2013/14. There has been significant growth in welfare benefit clients, the service assisted in 436 initial welfare benefit claims almost double the number in 2013/14 (236) and 157 welfare benefit appeals, again slightly above the number when compared to the year before. There were increases in the percentage with successful claims and appeals and the estimated benefit gain, 89% and £2,270m respectively.

In Environmental Health, resource issues have had an impact on inspection results which have in the majority decreased this year to below local target levels. The service continues to target high risk premises and monitor the situation overall.

N/A - Not available – data not collected

N/A<sup>1</sup> - Not available at time of publication, results due 2016



<b>Roads and Lighting</b>									
Short Name	2012/13	2013/14							
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
<b>39 General and Planned Maintenance – Carriageway Condition</b>									
Percentage of A class roads that should be considered for maintenance treatment	22.3%	19.3%	28.7%	14.7%	44.5%	20.1%	29.0%	16.5%	45.8%
Percentage of B class roads that should be considered for maintenance treatment	18.9%	15.9%	35.2%	15.9%	65.0%	17.7%	36.1%	17.7%	63.1%
Percentage of C class roads that should be considered for maintenance treatment	23.3%	21.5%	36.6%	11.5%	62.6%	22.2%	37.4%	14.4%	60.1%
Percentage of unclassified roads that should be considered for maintenance treatment	31.3%	32.1%	39.4%	23.9%	60.4%	33.1%	39.3%	24.1%	60.3%
Cost of maintenance per kilometre of roads	£4,153	£5,701	£6,058	£2,392	£25,960	£5,365	£5,618	£2,285	£24,236
Percentage of the public satisfied with the Roads Service (2014/15 based on local survey) (Local target 2014/15 – 60%)	N/A	51%				53%			
Percentage of customers satisfied with the car parks (2014/15 based on local survey) (Local target 2014/15 – 85%)	N/A	86%				84%			
Percentage of harbour users who are satisfied with the facilities (2014/15 based on local survey) (Local target 2014/15 – 60%)	N/A	58%				60%			
<b>40 Street Lighting</b>									
Percentage of Street Lighting Emergency repairs responded to and on site within 2 hours (Local target 2014/15 – 100%)	100%	100%				99%			
Percentage of Street Lighting – Priority 1 repairs completed within 1 working day (Local target 2014/15 – 100%)	97.1%	98.4%				100%			
Percentage of Street Lighting – Priority 2 repairs completed within 7 days (Local target 2013/14 – 95%)	90.2%	87.9%				83.7%			
Percentage of Street Lighting – Priority 3 repairs completed within 28 working days (Local target 2013/14 – 80%)	72.4%	80.7%				68.1%			
<b>41 Winter Maintenance</b>									
Cost of winter maintenance per kilometre of roads	N/A	£898.17				£1,182			
<b>Comment:</b>									
Historically, Moray's road condition is one of the best in Scotland and the best within our family group, maintenance costs per kilometre also rank well alongside national and family comparators. The service used the Citizens Panel to gather customer results which informed service planning going forward. Budget reductions continue to affect the ability to meet the lower priority street lighting repair targets; over 3,000 repairs were received in these categories with 83% were completed within target timescales.									

N/A - Not available – data not collected

N/A<sup>1</sup> - Not available at time of publication, results due 2016

## Waste Management

Short Name	2012/13					2013/14			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
<b>42 Refuse Collection</b>									
Net cost of refuse collection per premise	£58.98	£53.69	£61.29	£37.14	£128.72	£54.22	£65.17	£29.85	£100.28
Net cost of refuse disposal per premise	£96.59	£87.76	£91.80	£16.83	£166.72	£88.57	£91.46	£52.10	£176.68
Gross cost of waste collection per premise	£76.92	£70.25	£79.88	£48.55	£146.66	£65.55	£83.49	£57.99	£132.03
Gross cost of waste disposal per premise	£122.68	£116.80	£108.76	£67.41	£242.49	£121.86	£104.65	£62.51	£269.54
Percentage of adults satisfied with refuse collection (93% - based on local survey)	88%	86%	83%	66%	95%	89%	84%	70%	95%
<b>43 Refuse Recycling</b>									
Waste recycled against target (Local target 2014/15 – 60%)	52.7%	51.4%	42.2%	12.2%	59.9%	54.4%	42.8%	9.0%	56.8%
<b>44 Cleanliness</b>									
The Cleanliness Index score achieved following inspection (Local target 2014/15 – 80)	84	83	96	83	100	86	94	82	100
Net cost of street cleaning per 1,000 population	£7,868	£7,271	£15,617	£7,271	£29,317	£6,850	£15,818	£6,850	£26,415
Percentage of adults satisfied with street cleaning (58% - based on local survey) (Local target 2014/15 – 70%)	79%	77%	74%	58%	85%	67%	74%	52%	87%
<b>Comment:</b>									
Performance against recycling and cleanliness has exceeded local targets and is anticipated to be above national average in these areas.									

N/A - Not available – data not collected

N/A<sup>1</sup> - Not available at time of publication, results due 2016