

The Moray Council

Council Key Indicators 2016/17



Key indicator results should be read in conjunction with the Council's Corporate Public Performance Report and Benchmarking Summary Overview Report (published Autumn 2017) to help readers form a view as to how the Council performed in 2016/17. 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	2014/15	2015/16			2016/17				
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
1 Web Access									
Percentage availability of the Moray Council website against target (99% availability 24 hours a day, 7 days a week)	100%		100%				99.9%		
2 Complaints and Freedom of Information									
Complaints received per 1,000 population	5.5		4.6				2.5		
Number of Freedom of Information requests received	971		1,001				1,144		
Percentage of Freedom of Information requests replied to within 20 working days	98.1%		96.5%				99.6%		
3 Corporate Customer Satisfaction									
Registrars – Customer Satisfaction Index Score	N/A		N/A				97.7%		

N/A - Not available – data not collected

N/A¹ - Not available at time of publication, results due 2017

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; Democratic Services, Registrars, Trading Standards and Housing Services gathered customer results locally during 2016-17, the results of which are included within Performance Monitoring Statements; 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](#).

The Council requires gathering and reporting customer results every 3 years. The Council's Customer Focus Strategy and Charters are available on the [website](#).

Revenues and Service Costs

Short Name	2014/15	2015/16				2016/17			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
4 <i>Efficiency Savings</i>									
Total cash efficiency savings (£000's)	£5,788	£5,840				N/A ¹			

Comment:

Efficiency is reported annually, in August to the Council's Policy and Resources Committee.

In 2015/16, total efficiencies remained unchanged at 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](#) (2016/17 Efficiency Statement due August 2017). 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	2014/15	2015/16				2016/17			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
5 <i>Sickness Absence</i>									
Sickness Absence Rates – Sickness absence days per teacher	7.02	5.88	6.09	4.16	8.40	N/A ¹	N/A ¹	N/A ¹	N/A ¹
Sickness Absence Rates – Sickness absence days per Employee (Non teacher)	11.88	11.89	10.63	8.76	14.76	N/A ¹	N/A ¹	N/A ¹	N/A ¹

N/A - Not available – data not collected

N/A¹ - Not available at time of publication, results due 2017

Short Name	2014/15	2015/16				2016/17			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
Employee Survey – Overall satisfaction with present job (% satisfied)	67% (70% neighbour authority bench- mark)			N/A				N/A ¹	
Employee Survey – I take pride in working for the Moray Council (% agree)	70%			N/A				N/A ¹	

Comment:

2015/16 results due to be published in Autumn 2016.

In terms of sickness absence indicators for 2015/16, Moray had a total of 3,340 staff (full time equivalent) with around 35k days lost per year through sickness. There was a significant reduction in the level of sickness absence amongst teaching staff as a result of a number of factors including the effective management of absence cases by Head Teachers and Education Managers assisted by HR, the input of Occupational Health and a number of ill health retirements of long term absentees.

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](#). A survey refresh has been undertaken in 2017 with results due later in the year.

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/Morale and Motivation, Leadership Capacity, Workforce/Employee Development, Health and Well-being, Succession Planning, Recruitment and Retention and Reward and Recognition. Workforce planning is cascaded to departments through the provision of profiling data. [Progress made against the 2015/16 Plan](#) is included in the report submitted to the Policy and Resources Committee in June 2017.

Assets

Short Name	2014/15	2015/16				2016/17			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
6 Assets									
The proportion of operational accommodation (number of properties) that is in a satisfactory condition	32.7%	40.8%	81.5%	40.8%	99.5%	N/A ¹	N/A ¹	N/A ¹	N/A ¹
The proportion of operational accommodation (number of properties) that is suitable for its current use	93.7%	94.1%	79.6%	59.3%	100%	N/A ¹	N/A ¹	N/A ¹	N/A ¹
The proportion of operation floor area that is in a satisfactory condition	33%			41%				N/A ¹	
The proportion of operational floor area that is suitable for its current use	85%			85%				N/A ¹	
Customer Satisfaction rating of Building Cleaning and Catering Services	72%			69%				N/A	

N/A - Not available – data not collected

N/A¹ - Not available at time of publication, results due 2017

Short Name	2014/15	2015/16			2016/17				
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
7 Fleet Services									
Percentage of occasions where vehicles were available for use (Local target 2016/17 – 94.5%)	95.7%		95.9%				97.2%		
Average mileage of pool cars (Local target – 12,000 miles pa)	12,536		11,503				11,637		
Pool car savings (£000,s) (Local target - £190k)	£124		£132				N/A		

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 2015/16](#) was presented to the Council's Policy and Resources Committee in August 2016 (Property Asset Performance Annual Report 2016/17 due August 2017).

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 166 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 2015/16](#) and [appendices](#) were presented to the Council's Economic Development and Infrastructure Committee in June 2016 (Industrial Portfolio Annual Report 2016/17 due August 2017).

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 2016/17](#) and [Plans for each asset type](#) was reported to the Policy and Resources Committee in May 2016.

Procurement

Short Name	2014/15	2015/16			2016/17				
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
8 Payment of Invoices									
Percentage of invoices sampled paid within 30 days (Local target 2016/17 – 85%)	88.0%	89.8%	92.8%	75.9%	98.0%	90.2%	N/A ¹	N/A ¹	N/A ¹

N/A - Not available – data not collected

N/A¹ - Not available at time of publication, results due 2017

Short Name	2014/15	2015/16			2016/17				
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
9 Procurement									
Total cash savings achieved through procurement for all procurement projects delivered for Financial Year (£000's)	£1,358	£1.293			N/A ¹				
Comment:									
Procurement Performance achieved savings of £1.293m in 2015/16. 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 (2015/16) report in August 2015 provides further information (2016/17 Procurement Performance Report due August 2017).									

Sustainable Development

Short Name	2014/15	2015/16			2016/17				
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
10 Energy and emissions									
Local Authority Carbon Dioxide emissions per capita (tonnes) CO ₂ emissions (tonnes) within the scope of influence of Local Authorities	8.5	8.3	5.5	4.0	8.5	N/A ¹			
Percentage area of local authority classified as derelict	8	7	10,729	1	2,386	N/A ¹			
Derelict land in hectares	8	7			N/A ¹				
Comment:									
Reducing energy consumption in the Council's non-domestic operation properties by 2% per annum is the main objective of the Council's Energy Policy and Council's Carbon Management Programme. The Council's Annual Energy Report 2015/16 was agreed by the Policy and Resources Committee in August 2016. (Scottish Government Department of Energy & Climate Change Local Authority Carbon Dioxide Emissions Estimates 2015 / Council energy, emissions and derelict data due June 2018)									

Equalities and Diversity

Short Name	2014/15	2015/16			2016/17				
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
11 Equal Opportunities									
Equal Opportunities - Percentage of highest paid 5% of earners that are women	49.7%	50.6%	51.9%	28.4%	61.0%	N/A ¹	N/A ¹	N/A ¹	N/A ¹

N/A - Not available – data not collected

N/A¹ - Not available at time of publication, results due 2017

Short Name	2014/15	2015/16			2016/17				
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
12 School Catering									
Percentage of Primary School Pupils taking School Meals - Uptake in Primary School Meals (Local target 2016/17 - 60%)	54.4%	64.3%			64%				
Food cost per school meal (Primary School) (Local target 2016/17 - £0.75)	£0.76	£0.68			£0.67				
Average Spend per Smart Card in Secondary Schools	£1.89	£1.90			£1.94				
Comment:	In March 2017, the Council published its Equality Outcomes and Mainstreaming Report in compliance with the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012. In 2015, to support the principle of equal pay for work of equal value, the Council undertook a series of Equal Pay Audits . (2017/18 Equality Outcomes and Mainstreaming Report due April 2018).								

SERVICE PERFORMANCE

Benefits Administration

Short Name	2014/15	2015/16			2016/17				
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
13 Benefit Administration									
Gross administration cost per benefits case (Local target 2016/17 - £71.00)	£63.43	£60.86			N/A ¹				
14 Council Tax Collection									
Cost of collecting council tax per dwelling (Local target 2016/17 - £14.00)	£10.44	£9.71	£10.34	£3.65	£24.98	£9.71	N/A ¹	N/A ¹	N/A ¹
15 Council Tax Income									
Percentage of current year council tax received (Local target 2016/17 - 94.4%)	94.4%	95.6%	95.7%	93.6%	98.5%	95.6%	N/A ¹	N/A ¹	N/A ¹
16 Welfare Benefits Clients									
Estimated benefit gain (£000's)	£2,270	£2,086			£1,713				
Percentage of clients with successful claims	N/A	84%			84%				
Percentage of clients with successful appeals	N/A	80%			83%				
Percentage of welfare benefits clients who were 'very satisfied' or 'fairly satisfied' with service received	97.5%	100%			96%				
Comment:									

N/A - Not available – data not collected

N/A¹ - Not available at time of publication, results due 2017

The [Benefits Service](#) provides general information on all types of benefits as well as the changes that apply to the [Welfare Reform](#).

Community Care

Short Name	2014/15	2015/16			2016/17				
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
17 Services for Older People									
Home care costs per hour for people aged 65 or over	£21.98	£22.18	£21.22	£14.74	£40.07	N/A ¹	N/A ¹	N/A ¹	N/A ¹
Percentage of people 65+ with intensive needs receiving care at home	43.4%	43.5%	34.8%	20.4%	48.8%	N/A ¹	N/A ¹	N/A ¹	N/A ¹
Residential Care Costs per week per resident age 65+	£298.63	£314.40	£364.99	£171.15	£959.13	N/A ¹	N/A ¹	N/A ¹	N/A ¹
Comment:									
The Moray Integration Joint Board was established as a new public body in February 2016, allowing key governance and operating arrangements to progress. The draft Moray Integration Joint Board's Annual Performance Report 2016/17 to assess performance against the National Health and Wellbeing Outcomes was presented to the Board in June 2017.									

Criminal Justice, Social Work

Short Name	2014/15	2015/16			2016/17				
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
18 Social Work									
Self-directed support spend for people aged over 18 as a percentage of total social work spend on adults	4.03%	4.41%	6.61%	0.93%	27.59%	N/A ¹	N/A ¹	N/A ¹	N/A ¹
Percentage of adults satisfied with social care or social work services	53.0%	45.7%	50.7%	36.3%	72.7%	N/A ¹	N/A ¹	N/A ¹	N/A ¹
19 Criminal Justice									
Percentage of social enquiry reports submitted to courts by the due date (Local target 2016/17 – 100%)	100%	99.8%			99.6%				
Percentage of new probationers seen by a supervising officer within one week (Local target 2016/17 – 100%)	96.0%	90.7%			87.8%				
Percentage of community payback orders successfully completed (adults)	55.1%	69.1%			N/A ¹				
Reconviction rate of offenders within one year of conviction (adults)	23.3%	24.9%			N/A ¹				

N/A - Not available – data not collected

N/A¹ - Not available at time of publication, results due 2017

Comment:

In 2015/16, 170 of 246 (69.1%) Community Payback Orders were successfully completed during the year above the national average of 65.1%. 24.9% of people were reconvicted within one year of their original conviction, below the national average of 28.2% in the same reporting period.

Cultural & Community Services

Short Name	2014/15	2015/16				2016/17			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
20 Sport and Leisure Management									
Number of attendances per 1,000 population to all pools (Local target 2016/17 – 5,176)	5,371	5,753				5.630			
Number of attendances per 1,000 population for indoor sports and leisure facilities (Local target 2016/17 – 5,330)	5,372	5,299				5,152			
Cost per attendance at sport facilities	£2.08	£1.82	£2.92	£0.68	£6.11	N/A ¹	N/A ¹	N/A ¹	N/A ¹
Percentage of adults satisfied with leisure facilities	78%	74.7%	75.7%	56.7%	92.3%	N/A ¹	N/A ¹	N/A ¹	N/A ¹
21 Museum Services									
The number of visits to/usages of council funded or part funded museums per 1000 population	804	536				595			
The number of visits to/usages of council funded or part funded museums that were in person per 1000 population	271	68				64			
Cost of museums per visit	£2.07	£2.22	£3.07	£0.31	£18.95	N/A ¹	N/A ¹	N/A ¹	N/A ¹
Percentage of adults satisfied with museums and galleries	59%	53%	74%	45.5%	94%	N/A ¹	N/A ¹	N/A ¹	N/A ¹
22 Use of Libraries									
The number of visits to libraries per 1,000 population	9,539	10,750				12,212			
Cost per library visit	£1.94	£1.87	£2.45	£1.06	£4.83	N/A ¹	N/A ¹	N/A ¹	N/A ¹
Percentage of the resident population that are borrowers from public libraries (Local target 2016/17 – 21%)	21.5%	20.8%				20%			
Percentage of adults satisfied with libraries	80.7%	73.7%	77.3%	68.3%	95.7%	N/A ¹	N/A ¹	N/A ¹	N/A ¹
23 Playground Inspections / Lands and Parks									
Cost of parks and open spaces per 1,000 population	£10,892	£12,533	£21,794	£960	£33,006	N/A ¹	N/A ¹	N/A ¹	N/A ¹
Percentage of adults satisfied with parks and open spaces (2016/17 75% - based on local survey)	75%	79%	86%	74%	93%	N/A ¹	N/A ¹	N/A ¹	N/A ¹

N/A - Not available – data not collected

N/A¹ - Not available at time of publication, results due 2017

Comment:

Attendances at Moray Leisure Centre swimming pool increased by 3.4% but decreased by 9.8% at Council pools in 2016/17 due to the closure of Forres Swimming Pool for the majority of the reporting period.

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	2014/15	2015/16			2016/17				
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
24 Processing Time – Planning Applications									
Total number of planning applications received	772		651			566			
Average time (weeks) to deal with major planning applications determined during the year	N/A		164			N/A ¹			
Average time (weeks) to deal with local planning applications determined during the year	7.2		6.7			6.7			
25 Development Plans									
Percentage of planning applications that are determined in accordance with the Development Plan (Local target 2016/17 – 90%)	99.2%		98.1%			98.5%			
26 Building Standards									
Percentage of Completion Certificates dealt with within 10 working days or such longer period as agreed	91%		89%			77%			
Average number of days taken to respond to Fast Track applications (Local target 2016/17 – 10 days)	7		9			12			
Average number of days taken to respond to Mid Range applications (Local target 2016/17 – 15 days)	13		18			19			
Average number of days taken to respond to Major applications (Local target 2016/17 – 15 days)	11		19			20			
Average number of days taken to respond to amended plans	5		8			11			

N/A - Not available – data not collected

N/A¹ - Not available at time of publication, results due 2017

Short Name	2014/15	2015/16				2016/17			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
Comment:									
The Scottish Local Authorities Economic Development Group (SLEAD) Indicators, with comparator data contribute to the national reporting on Scotland's economy and provide benchmarking opportunities (2016/17 SLAED indicators results due March 2018).									
In 2015/16, the Council published its second Economic Development Annual Review to provide a comprehensive overview of major economic development activity driven or closely supported by the Council during the period. Developments that stand out for their economic significance include the end of the Western Link Road Project and the development of a new Transport Strategy for Elgin, the emergence of the Masterplan for the regeneration of Elgin City Centre, completion of Elgin Flood Alleviation Scheme and work to publicise the commercial opportunities available at Buckie Harbour. (2016/17 Economic Development Annual Review due December 2017).									
Moray Speyside Tourism Activity Report 2015/16 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.									

The Education of Children

Short Name	2014/15	2015/16				2016/17			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
27 Pre-school Education									
Cost per Pre-School Registration	£2,166	£2,367	£3,857	£2,367	£5,311	N/A ¹	N/A ¹	N/A ¹	N/A ¹
Percentage of pre-school centres receiving an evaluation of satisfactory or better in HMIE inspection reports (Local target 2016/17 – 100%)	100%	100%				100%			
28 Primary and Secondary Education									
Percentage of levels of attendance - Primary	95.3%	95.4%				N/A ¹			
Percentage of levels of attendance - Secondary	92.5%	92.5%				N/A ¹			
Pupil/Teacher Ratio (Primary & Secondary)	13.7	14.1		13.7		N/A ¹		N/A ¹	
Percentage of school leavers in positive and sustained destinations	94.4%	92.7%	93.3%	89.9%	97.6%	N/A ¹	N/A ¹	N/A ¹	N/A ¹
Cost per Primary School Pupil	£4,257	£4,401	£4,744	£4,052	£8,276	N/A ¹	N/A ¹	N/A ¹	N/A ¹

N/A - Not available – data not collected

N/A¹ - Not available at time of publication, results due 2017

Short Name	2014/15	2015/16				2016/17			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
Cost per Secondary School Pupil	£6,124	£6,452	£6,729	£5,771	£11,555	N/A ¹	N/A ¹	N/A ¹	N/A ¹
Percentage of Primary Schools receiving an evaluation of satisfactory or better in HMIE Inspection reports (Local target 2016/17 – 100%)	0%	100%				100%			
Percentage of secondary schools receiving an evaluation of satisfactory or better in HMIE inspection reports (Local target 2015/16 – 100%)	No inspections were carried out in 2014/15	60%				100%			
Percentage of adults satisfied with local schools	79%	74%	78%	65%	95%	N/A ¹	N/A ¹	N/A ¹	N/A ¹
Percentage of parents who are satisfied with the school bus service (Local target 2015/16 – 55%)	60%	70%				N/A			

Short Name	2014/15	2015/16			2016/17		
	Value	Value	National	Virtual Comparator	Value	National	Virtual Comparator
Attainment Results							
S4 Results: Percentage of pupils attaining Level 4 literacy and numeracy	82.9%	80.4%	83.1%	84.6%	N/A ¹	N/A ¹	N/A ¹
S4 Results: Percentage of pupils attaining Level 5 literacy and numeracy	38.4%	40.4%	47.6%	49.6%	N/A ¹	N/A ¹	N/A ¹
S5 Results: Percentage of pupils attaining 1 or more awards at Level 6 or better	54.1%	56.3%	59.0%	63.4%	N/A ¹	N/A ¹	N/A ¹
S5 Results: Percentage of pupils attaining 3 or more awards at Level 6 or better	34.3%	35.6%	38.7%	42.8%	N/A ¹	N/A ¹	N/A ¹
S5 Results: Percentage of pupils attaining 5 or more awards at Level 6 or better	16.9%	15.8%	18.7%	20.3%	N/A ¹	N/A ¹	N/A ¹
S6 Results: Percentage of pupils attaining 3 or more awards at Level 6 or better	41.7%	42.8%	46.7%	50.8%	N/A ¹	N/A ¹	N/A ¹
S6 Results: Percentage of pupils attaining 5 or more awards at Level 6 or better	30.3%	29.2%	32.6%	36.1%	N/A ¹	N/A ¹	N/A ¹
S6 Results: Percentage of pupils attaining 1 or more awards at Level 7 or better	22.6%	19.2%	20.7%	23.0%	N/A ¹	N/A ¹	N/A ¹
Comment:							
Educational and Social Care publish an annual statistical report (2016/17 Annual Statistical Report due December 2017). In addition, the service publishes a range of performance information throughout the year to monitor and report progress.							

N/A - Not available – data not collected

N/A¹ - Not available at time of publication, results due 2017

Child Protection and Children's Social Work

Short Name	2014/15	2015/16				2016/17			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
29 <i>Looked after Children and Child Protection</i>									
The gross cost of 'children looked after' in residential based services per child per week	£3,956	£3,792	£3,406	£2,293	£7,776	N/A ¹	N/A ¹	N/A ¹	N/A ¹
The gross cost of 'children looked after' in a community setting per child per week	£362	£393	£292	£133	£453	N/A ¹	N/A ¹	N/A ¹	N/A ¹
Balance of care for looked after children: Percentage of children being looked after in the community	86%	84%	90%	71%	94.9%	N/A ¹	N/A ¹	N/A ¹	N/A ¹
The number per thousand child population in Moray, looked after and accommodated by the local authority (Local target 2016/17 – 8)	8.2	8.2				8.6			
Percentage of school leavers recorded as Looked After Children in previous Pupil Census who entered a positive destination	61.9%	58.3%				N/A ¹			
Rate per thousand population aged 0-15 of children on the child protection register	2.7	3.9	3.0	0.7	4.9	N/A ¹	N/A ¹	N/A ¹	N/A ¹
Percentage of initial case conferences held within planned timescales	100%	98%				100%			
Percentage of review case conferences held within planned timescales	67.5%	72.5%				80%			

Comment:

Moray Child Protection Committee published its [Annual Report in 2016](#) to articulate the work completed and identify the improvements targeted for the year ahead (2016/17 Children's Social Work Statistics due March 2018).

N/A - Not available – data not collected

N/A¹ - Not available at time of publication, results due 2017

Housing and Homelessness

Short Name	2014/15	2015/16				2016/17			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
30 Housing Quality and Maintenance									
Average length of time (hours) to complete emergency repairs (Local target 2016/17 - 4)	2.4	2.5				2.4			
Average length of time (working days) to complete non-emergency repairs (Local target 2016/17 - 20)	6.7	6.1	9.4	5.1	18.7	6.4	N/A ¹	N/A ¹	N/A ¹
Total dwellings meeting the Scottish Housing Quality Standard (Local target 2016/17 - 100%)	94.7%	95.9	92.5	75.7	99.9	100%	N/A ¹	N/A ¹	N/A ¹
Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date (Local target 2016/17 - 100%)	99.2%	99.99%				99.52%			
Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the service	N/A	79%				N/A			
Percentage of tenants satisfied with the standard of their home when moving in	83.2%	81.5%				78.3%			
Percentage of tenants satisfied with the standard of the quality of their home	N/A	86%				N/A			
31 Getting Good Value from Rents and Service Charges									
Percentage of rent due in the year that was lost due to voids (Local target 2015/16 - 0.63%)	0.61%	0.56%	1.1%	0.3%	3.0%	0.5%	N/A ¹	N/A ¹	N/A ¹
Average time taken to re-let empty properties (calendar days) (Local target 2016/17 - 32)	35	29.4				31			
Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year	2.9%	2.4%	6.2%	2.4%	10.9%	2.5%	N/A ¹	N/A ¹	N/A ¹
The proportion of those tenants giving up their tenancy during the year that was in rent arrears.	22.2%	29.1%				26.6%			
Percentage of former tenants arrears written off or collected during the year	125.9%	79.7%				81.3%			
Percentage of tenants who feel that the rent for their property represents good value for money	N/A	84%				N/A			

N/A - Not available – data not collected

N/A¹ - Not available at time of publication, results due 2017

Short Name	2014/15	2015/16			2016/17				
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
32 Access to Housing and Support									
Percentage of new tenancies sustained for more than one year; existing tenants	96.3%		95.7%				94.9%		
Percentage of new tenancies sustained for more than one year; statutory homeless	88.4%		89.9%				91%		
Percentage of new tenancies sustained for more than one year; housing list	93.0%		91.4%				93.3%		
Percentage of allocations by group - Homeless Priority (Local target 2016/17 - 40%)	42.4%		39.4%				54.9%		
Percentage of allocations by group - Waiting List (Local target 2016/17 - 40%)	37.4%		40.2%				29.8%		
Percentage of allocations by group - Transfer List (Local target 2016/17-20%)	20.2%		20.5%				15.3%		
Percentage satisfied with the quality of temporary or emergency accommodation (of those households homeless in the last 12 months) (Local target 2016/17 - 90%)	94.3%		94.4%				88%		
Percentage of tenants satisfied with the overall services provided by their landlord (Local target 2016/17 90%)	N/A		80%				N/A		
Percentage of tenants who feel landlord is good at keeping them informed about services (Local target 2016/17 90%)	N/A		78%				N/A		
Percentage of tenants happy with opportunity to participate in decision making process (Local target 2016/17 80%)	N/A		60%				N/A		
Percentage of tenants satisfied with the management of the neighbourhood they live in (Local target 2016/17 85%)	N/A		76%				N/A		
33 Housing - Building Services									
Rate of return on investment (%) (Local target 2016/17 - 1.7%)	2.6		-6%				0%		
Comment:									
The service publishes a range of performance information throughout the year to monitor and report progress to include the most recent tenant satisfaction survey. Some customer results are collected every 2 years.									

N/A - Not available – data not collected

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Protective Services including Environmental Health and Trading Standards

Short Name	2014/15	2015/16				2016/17			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
34 Community Safety									
Average time (hours) between the time of the Domestic Noise complaint and attendance on site	40.5	41.3	70.3	0.37	988.70	N/A ¹	N/A ¹	N/A ¹	N/A ¹
35 Trading Standards – Complaints and Advice									
Average number of days to complete consumer complaints	8	12				11			
Average number of days to complete business advice requests	6	9				5			
Cost of trading standards per 1,000 population	£6,111	£5,225	£6,035	£1,999	£12,523	N/A ¹	N/A ¹	N/A ¹	N/A ¹
Percentage of clients who were 'very satisfied' or 'fairly satisfied' with the consumer complaint service (Local target 2016/17 – 95%)	100%	96%				95%			
Percentage of money advice clients who were 'very satisfied' or 'fairly satisfied' with service received (Local target 2016/17 – 95%)	100%	97%				100%			
36 Environmental Health									
Environmental Health - Food Safety - Percentage of category A (6 month) premises inspected within time during quarter (Local target 2016/17 – 100%)	84.6%	96%				N/A ¹			
Environmental Health - Food Safety - Percentage of category B (12 months) premises inspected within time during quarter (Local target 2016/17 – 100%)	81.5%	80%				N/A ¹			
Environmental Health - Percentage of responses for high-priority pest control services which met the national target (Local target 2016/17 – 95%)	78%	100%				100%			
Environmental Health - Health & Safety - Percentage of high-risk (12 months) premises inspected within time during quarter (Local target 2016/17 – 100%)	75%	0%				No visits scheduled			
Cost of environmental health per 1,000 population	£14,596	£14,962	£17,472	£7,403	£30,118	N/A ¹	N/A ¹	N/A ¹	N/A ¹

Comment:

In 2015/16, there were 112 business advice requests received and 127 consumer complaints, both decreasing from the numbers received in 2014/15. During the reporting period, there were 282 initial welfare benefit claims and 156 welfare benefit appeals, again decreasing in numbers from the previous year. The percentage of successful claims and appeals remained similar to the year before, 84% and 83% respectively. The estimated benefit gain totalled £1,713m.

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Roads and Lighting									
Short Name	2014/15	2015/16			2016/17				
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
37 General and Planned Maintenance – Carriageway Condition									
Percentage of A class roads that should be considered for maintenance treatment	20.1%	24.5%	29.0%	17.3%	44.9%	N/A ¹	N/A ¹	N/A ¹	N/A ¹
Percentage of B class roads that should be considered for maintenance treatment	17.7%	22.5%	34.8%	18.4%	61.0%	N/A ¹	N/A ¹	N/A ¹	N/A ¹
Percentage of C class roads that should be considered for maintenance treatment	22.2%	23.9%	34.7%	15.0%	58.4%	N/A ¹	N/A ¹	N/A ¹	N/A ¹
Percentage of unclassified roads that should be considered for maintenance treatment	33.1%	32.7%	40.1%	25%	58.8%	N/A ¹	N/A ¹	N/A ¹	N/A ¹
Cost of maintenance per kilometre of roads	£8,946	£9,939	£10,791	£3,997	£55,152	N/A ¹	N/A ¹	N/A ¹	N/A ¹
Percentage of the public satisfied with the Roads Service (2015/16 based on local survey)	53%	60%			N/A				
Percentage of customers satisfied with the car parks (2015/16 based on local survey)	84%	84%			N/A				
Percentage of harbour users who are satisfied with the facilities (2014/15 based on local survey) (Local target 2016/17 – 60%)	60%	65%			N/A				
38 Street Lighting									
Percentage of Street Lighting Emergency repairs responded to and on site within 2 hours (Local target 2016/17 – 100%)	99%	100%			100%				
Percentage of Street Lighting – Priority 1 repairs completed within 1 working day (Local target 2016/17 – 100%)	100%	100%			98.1%				
Percentage of Street Lighting – Priority 2 repairs completed within 7 days	83.7%	72.2%			55.1%				
Percentage of Street Lighting – Priority 3 repairs completed within 28 working days	68.1%	56.6%			47.7%				
39 Winter Maintenance									
Cost of winter maintenance per kilometre of roads	£1,182	£1,081			£1,041				
Comment:									
Some years ago, as a budget saving the Council opted to rely on reports from the public over inspections for street lighting faults. Fault reports rise in number as the evenings darken and in the winter months there is a significant increase in the number of faults reported, beyond what the resources in place can manage to repair within target timescales and this is reflected as a seasonal variation in the performance indicator. In addition repairing one off faults in areas are delayed until there is sufficient work for a repair team going into the area in order to make more efficient use of resources, but this does affect the ability to meet performance timescale targets. As LED lighting is introduced, the level of lights out faults should reduce.									

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Waste Management

Short Name	2014/15	2015/16				2016/17			
	Value	Value	National	Min Value	Max Value	Value	National	Min Value	Max Value
40 Refuse Collection									
Net cost of refuse collection per premise	£54.22	£52.83	£64.24	£34.74	£81.83	N/A ¹	N/A ¹	N/A ¹	N/A ¹
Net cost of refuse disposal per premise	£88.57	£93.56	£97.44	£43.89	£176.82	N/A ¹	N/A ¹	N/A ¹	N/A ¹
Percentage of adults satisfied with refuse collection (93% - based on local survey)	87.7%	86.7%	83%	67%	91.7%	N/A ¹	N/A ¹	N/A ¹	N/A ¹
41 Refuse Recycling									
Waste recycled against target (Local target 2016/17 – 60%)	54.4%	57.4%	44.3%	9.2%	59.2%	58.7%	N/A ¹	N/A ¹	N/A ¹
42 Cleanliness									
The Cleanliness Index score achieved following inspection (Local target 2016/17 – 80)	86	84	93	81	99	86	N/A ¹	N/A ¹	N/A ¹
Net cost of street cleaning per 1,000 population	£6,850	£6,879	£15,444	£6,879	£26,460	N/A ¹	N/A ¹	N/A ¹	N/A ¹
Percentage of adults satisfied with street cleaning (Local target 2016/17 – 70%)	74.3%	69.3%	73.7%	58.7%	85.7%	N/A ¹	N/A ¹	N/A ¹	N/A ¹
Comment:									
Performance against recycling and cleanliness has exceeded local targets and is anticipated to be above national average in these areas.									

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