

2012/13 TO 2013/14 Performance Summary

		2012/13				2013/14										
	Data Ref	Indicator Description	Moray	Rank National (32)	Rank Family (8)	Moray	Angus	Argyll & Bute	East Lothian	Highland	Midlothian	Scottish Borders	Stirling	Scotland	Rank National (32)	Rank Family (8)
Children's Services	CHN1	Cost per Primary School Pupil	£4,398	7	1	£4,261	£4,554	£5,911	£4,185	£5,241	£4,762	£4,689	£4,967	£4,734	4	2
	CHN2	Cost per Secondary School Pupil	£5,654	2	1	£5,903	£6,302	£7,924	£5,869	£7,457	£6,367	£6,500	£6,692	£6,532	3	2
	CHN3	Cost per Pre-School Education Place	£1,967	1	1	£2,009	£1,959	£4,024	£2,800	£2,260	£3,004	£2,374	£3,623	£3,008	2	2
	CHN4	Percentage of Secondary Pupils in S4 achieving 5 or more Awards at Level 5	41%	12	4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	CHN5	Percentage of Secondary Pupils in S6 achieving 5 or more Awards at Level 6	24%	18	6	28%	25%	31%	30%	28%	24%	31%	38%	28%	16	6
	CHN6	Percentage of Pupils Living in the 20% most Deprived Areas Gaining 5+ Awards at Level 5	-	-	-	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Children's Services

APPENDIX 1

Data Ref	Indicator Description	Moray	Rank National (32)	Rank Family (8)	Moray	Angus	Argyll & Bute	East Lothian	Highland	Midlothian	Scottish Borders	Stirling	Scotland	Rank National (32)	Rank Family (8)
CHN7	Percentage of Pupils Living in the 20% most Deprived Areas Gaining 5+ Awards at Level 6	-	-	-	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
CHN8a	The Gross Cost of 'Children Looked After' in Residential Based Services per child per Week	£3,953	25	6	£10,069 (£4,861)*	£5,766	£3,849	£2,503	£2,945	£4,402	£1,724	£2,886	£3,074	31 (28)*	8 (7)*
CHN8b	The Gross Cost of 'Children Looked After' in Community Setting per Child per Week	£231.59	15	4	£241.86	£314.36	£191.40	£312.60	£229.41	£254.59	£373.28	£215.86	£264.73	16	4
CHN9	Balance of Care for 'Looked After Children'; % of Children being Looked After in the Community	85%	28	7	86%	94%	86%	88%	81%	92%	84%	87%	91%	25	5
CHN10	Percentage of Adults Satisfied with Local Schools	83.0%	21	5	79%	76%	84%	89%	79%	78%	71%	83%	81%	22	4

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CHN11	Proportion of Pupils Entering Positive Destinations	94.0%	7	2	93.9%	91%	91%	92.2%	92.7%	93.9%	94.2%	91.5%	92.3%	7	2

* National statistical return used to calculate this indicator contained suppressed data to maintain confidentiality, adjusted result noted in brackets.

Key trends:

Children's Services

1. In Moray, the cost per place of pre-school education has decreased by 10.6% since 2010/11. The total number of pre-school places provided by the Council has risen by 5.7% during the same 4 year period, providing an additional 89 places, and this has been achieved against a backdrop of a 5.4% reduction in gross expenditure. Increased efficiency in the allocation of available provision, increased integration of pre-school and primary school provision and working at the balance between formally qualified and early year's staff appear to be key factors underpinning this trend, which is mirrored nationally and amongst the majority of the council's family group. Angus Council, a member of the family group, at £1,959 has the lowest cost per pre-school education registration; the authority has 2,034 places and total costs of around £4m. In 2013/14, Moray had 1,639 pre-school education places, gross expenditure around £3.3m that equated to a cost per registration of £2,009.15.
2. In primary education, there has been a 4.1% reduction in the cost per pupil since 2010/11 but a 4.8% increase in the cost per secondary school pupil over the same period. In terms of primary education gross costs have remained similar over the four year period at around £28m but the number of primary school pupils has increased by 4.4% to 6,622 pupils. Secondary gross costs have reduced by 3% to £31.8m and the number of pupils has reduced by 7% to 5,387. Moray has one of the lowest costs per pupil value when compared nationally and within the Council's family group, but this must be considered in the round alongside attainment, leaver destinations and parental satisfaction.
3. This slight increase in education cost per pupil has been accompanied by an improvement in relation to attainment. There has been a 6 percentage point increase in relation to the demanding criterion of pupils achieving 5+ awards at SQA (Scottish Qualifications Authority) level 6 since 2010/11 to 28% in 2013/14, and a 6 percentage point increase in young people entering positive destinations upon leaving school (a rise from 88% to 94%). Attainment in Moray at this stage has equalled the national result for the first time. 'Insight', introduced in 2013/14 by the Scottish Government is an online benchmarking tool, which better reflects and captures the focus on achievement as well as attainment within Curriculum for Excellence and shifts away from comparison against sets of comparator authorities to a virtual comparator. It is expected for the Local Government Benchmarking Framework will reflect this change in future years. In 2013/14, 'Insight' indicated that by the end of S6, the relative position of the mid and higher attaining cohorts has improved in Moray to

slightly better than the national position, although slightly behind the virtual comparator. The national benchmarking report states that initial exploration within family groups shows improved data intelligence to track young people and to target interventions, specialised 'key worker' provision within schools with a focus on supporting positive destinations, improved partnership working with local employers and colleges, and earlier intervention for children at risk have all contributed to this overall trend. In Moray, the Raising Attainment Strategy, focused on the entitlements and expectations of our learners, staff and parents will ensure that the service continues to strive to raise attainment across our schools.

4. Satisfaction with schools has reduced by 2 percentage points since 2010/11 and 4 percentage points from the previous year to 79% in 2013/14. In 2012/13, Educational Services carried out a parental survey and of the 319 responses received, 82% of parents of primary school pupils were satisfied overall and 73% of parents of secondary school pupils were satisfied, based on 215 responses. Combined provided an overall satisfaction result of 83%, in line with the national result for that period.
5. In 2013/14, 86% of looked after children were looked after in a community setting at a gross cost of £231.59 per child per week. This compares nationally, to 91% and £264.73; a lesser percentage and gross cost. Within the Council's family group performance is around the midpoint.
6. The cost of children looked after in a residential setting has increased year on year and the gap between national and comparator results is widening. At £4,861, the gross cost per child per week is above the national average of £3,074 and family group average of £3,439. As the restructuring within Integrated Children's Services settles, the intended benefits will become evident to reflect fewer out of area placements particularly given the planning for new residential houses within Moray, which will be significant in reducing but not eliminating placements made out of area.

		2012/13				2013/14									
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CORP1	Support Services as a % of Total Gross Expenditure	4.3%	16	3	4.6%	4.1%	4.11%	6.42%	2.23%	5.92%	3.54%	7.37%	5.1%	17	5
CORP2	Cost of Democratic Core per 1,000 population	£27,371	8	2	£26,211	£38,746	£20,916	£27,061	£31,486	£25,110	£27,293	£38,988	£32,025	9	3
CORP3a	The Percentage of the Highest Paid 2% Employees Who are Women	33.0%	26	7	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
CORP3b	The Percentage of the Highest Paid 5% Employees Who are Women	43.7%	25	5	45.1%	43.7%	51.43%	49.27%	53.75%	46.8%	52.42%	48.75%	50.7%	25	7
CORP4	Cost of Collecting Council Tax per Dwelling	£11.58	14	4	£12.52	£10.95	£12.48	£5.45	£9.93	£9.98	£10.10	£8.12	£12.13	19	8
CORP5b2	(Domestic Noise) Average time (hours) between time of complaint and attendance on site, for those requiring attendance on site	95.2	28	7	56	10.5	52.4	1.0	119.0	1.8	46.3	0.9	80.7	27	7
CORP6	Sickness Absence Days per Employee	9.8	16	6	9.4	8.8	9.9	8.6	7.9	8.7	9.9	9.1	9.2	19	6
CORP7	Percentage of income due from Council Tax received by the end of the year	95.6%	16	7	95.1%	97.6%	96.3%	96.4%	95.5%	93.5%	96.7%	97.7%	95.2%	19	7
CORP8	Percentage of invoices sampled that were paid within 30 days	81.9%	28	8	86.9%	87.0%	92.4%	91.7%	93.3%	93.4%	90.2%	91.8%	91.9%	27	8

Key trends:

Corporate Services

1. In relation to overall council corporate and support costs, these continue to account for only 5% of total gross revenue spend. There has been a 6% decrease in costs of the democratic core per 1,000 population since 2010/11.
2. The cost per dwelling of collecting Council Tax has reduced over the four year period however more recently the cost increased from £11.60 in 2012/13 to £12.50 in 2013/14 against a reduction nationally and across all but one of the Council's family group. Overall, increases in the use of new technology and reductions in staffing costs underpin the reduction in costs for many councils. In Moray, the collection rate has reduced over the last two years to 95.1% in 2013/14.
3. Nationally there has been continued improvement in relation to ensuring equal pay opportunities across genders, with an increase in the percentage of women in the top 5% of earners in councils, from 46% to 51% between 2010/11 to 2013/14. In Moray, the improvement over the same period was from 41% to 45%. The Council continues to monitor through the Workforce Plan and senior management workforce profiling.
4. The Council attended 269 domestic noise complaints in 2013/14 that took on average, 56 hours to attend. Contact with other authorities has confirmed that calculation methods used for this indicator vary widely as do the type of service provided across councils.
5. A programme of targeting poor performing areas resulted in improved performance in the percentage of invoices paid within 30 calendar days to 86.9% in 2013/14, although results remain below national and family group comparators. Family group benchmarking activity is scheduled for late 2015 affording an opportunity to share good practise with other councils, meantime monitoring continues and where necessary, work with departments is undertaken to streamline processes.

			2012/13					2013/14								
Assets	Data Ref	Indicator Description	Moray	Rank National (32)	Rank Family (8)	Moray	Angus	Argyll & Bute	East Lothian	Highland	Midlothian	Scottish Borders	Stirling	Scotland	Rank National (32)	Rank Family (8)
	CORP ASSET1	Proportion of operational buildings that are suitable for their current use	87.4%	9	3	93.7%	87.8%	69.1%	83.8%	58.1%	88.9%	83.6%	89.4%	78.2%	2	1
	CORP ASSET2	Proportion of internal floor area of operational buildings in satisfactory condition	53.5%	31	8	32.3%	84.4%	86.6%	96.0%	58.0%	81.5%	91.6%	96.4%	80.9%	32	8

Key trends:

Assets

A potential source of confusion is the distinction between suitability and condition. To avoid this problem, when assessing suitability, buildings are assessed as though they are in a satisfactory condition, e.g. a leaking roof will not affect the suitability assessment but will, instead, be a matter for consideration in the context of the condition rating given following the condition survey.

1. The proportion of operational buildings that are suitable for their current use has improved from 89.5% in 2010/11 to 93.7% in 2013/14, well above the national average and family group results. Issues that impact on suitability include a building's location, functionality, accessibility, internal environment, safety and security and its fixed furniture and fittings.
2. The proportion of operational buildings that are in satisfactory condition has worsened to 32.3% in 2013/14; condition surveys were carried out for a proportion of the school estate and for all depot facilities. The drop in performance reflects a significant deterioration in condition and this trend is likely to continue through 2014/15 when condition surveys of all schools will be completed. 77% of those buildings that are classed as poor or bad lie within the school estate. Issues that impact on condition include the works required to bring each building up to, and maintain it at, the appropriate standard for its property group.

			2012/13										2013/14									
Social Work			Data Ref	Indicator Description	Moray	Rank National (32)	Rank Family (8)	Moray	Angus	Argyll & Bute	East Lothian	Highland	Midlothian	Scottish Borders	Stirling	Scotland	Rank National (32)	Rank Family (8)				
	SW1		Home Care Costs per Hour for people Aged 65 or over	£23.58	23	5	£20.97	£11.48	£20.98	£13.01	£30.07	£23.81	£17.85	£15.49	£20.25	19	5					
	SW2		Self Directed Support Spend on People Aged 18 or Over as a % of Total Social Work Spend on Adults	2.3%	12	6	3.6%	2.2%	4.1%	4.1%	3.2%	2.7%	4.5%	2.3%	6.4%	8	4					
	SW3		Percentage of people aged 65 or Over with Intensive Needs Receiving Care at Home	39.8%	11	4	41.5%	41.0%	49.3%	39.7%	21.0%	38.8%	26.2%	39.2%	34.7%	6	2					
	SW4		Percentage of Adults satisfied with social care or social work services	60%	16	2	50%	67%	57%	78%	54%	42%	50%	52%	55%	25	6					
	SW5		Average weekly cost per resident	£295.38	3	1	£285.15	£384.06	£412.44	£410.13	£406.94	£392.51	£347.06	£404.39	£368.35	3	1					

Key trends:

Social Work

1. In the last year, across adult social care, there has been a reduction in costs in relation to home care unit costs and residential care unit costs while in relation to the balance of care, there has been an increase in the percentage of people with intensive needs cared for at home.
2. Since 2010/11, homecare costs per hour per adult over the age of 65 have increased by 13.8% to £20.97 in 2013/14 although costs have fallen by 11.1% from £23.58 in the last year. While there has been an increase in gross expenditure there has been a proportionately smaller increase in the number of home care hours delivered. Increases in expenditure reflect the increased complexity of needs being catered for by home care services and the move

towards provision focused on personal care rather than the more preventative elements of traditional home care. In the absence of reliable indicators regarding the outcomes for older people, it is not possible to reflect the relative merits of the two service delivery models.

3. To be able to care for more people in their own home rather than institutional settings is an area of highest importance in achieving a positive shift in the balance of care. In Moray the percentage of people with intensive needs receiving care at home has increased in three of the last four years, from 38.4% in 2010/11 to 41.5% in 2013/14. Care home numbers remain proportionally low, but the 65+ population continues to grow and put pressure on the system. How the system adapts to respond to meet the future needs of this aging population is an area of continuing effort.
4. Self-directed support (SDS) has increased in the past 4 years. Performance in Moray compares well against national and family group results. The majority of growth occurred in Glasgow where there has been a growth of 30 percentage points during the 4 year period. Glasgow City Council was part of a national project to drive increases in Direct Payments and has already assessed all of their under 65 clients under SDS. A point worth making here is that the continued growth in SDS will have further implications for the social care market place and our ability to accurately track where and how resources are spent.
5. The percentage of adults satisfied with social care / work services has decreased in the past year from 60% to 50%. Similar decreases are recorded nationally and in three family group authorities. Local data presents a more positive view.

			2012/13					2013/14							
	Indicator Description	Moray	Rank National (32)	Rank Family (8)	Moray	East Ayrshire	East Lothian	Fife	North Ayrshire	Perth & Kinross	Stirling	South Ayrshire	Scotland	Rank National (32)	Rank Family (8)
C&L1	Gross cost per attendance at Sports facilities	£3.67	16	4	£3.45	£1.11	£4.15	£2.78	£2.25	£4.20	£10.43	£2.20	£3.88	15	5
C&L2	Cost Per Library Visit	£3.18	11	5	£1.89	£5.54	£2.48	£4.49	£1.54	£5.58	£3.38	£3.14	£2.70	5	2
C&L3	Cost of Museums per Visit	£3.98	14	5	£2.86	£3.00	£2.74	£2.07	£0.16	£15.31	£12.26	£3.76	£3.72	10	4
C&L4	Cost of Parks & Open Spaces per 1,000 Population	£20,245	6	1	£15,654	£20,116	£52,486	£41,174	£44,778	£37,245	£33,762	£21,324	£30,738	5	1
C&L5a	Percentage of Adults Satisfied with Libraries	89%	8	3	78%	89%	90%	71%	93%	83%	84%	93%	81%	24	6
C&L5b	Percentage of Adults Satisfied with Parks and Open Spaces	93%	6	3	92%	87%	93%	84%	91%	91%	91%	91%	86%	3	2
C&L5c	Percentage of Adults Satisfied with Museums and Galleries	62%	27	6	58%	80%	87%	60%	85%	75%	76%	88%	76%	28	8
C&L5d	Percentage of Adults Satisfied with Leisure Facilities	80%	16	5	77%	81%	88%	69%	83%	81%	72%	89%	78%	18	6

Key trends:

Culture & Leisure Services

1. Across culture and leisure services at a Scotland-wide level, costs per visit/attendance have reduced. Nationally, significant increases in visitor numbers for sports (17.3%), libraries (26.6%) and museums (25.8%) have been achieved against a backdrop of reductions in gross expenditure in the four year to 2013/14.
2. In Moray, across the same period, the cost per visit to sports facilities increased from £2.77 in 2010/11 to £3.45 in 2013/14, but reduced for both library and museum visits from £3.02 and £3.42 in 2010/11 to £1.89 and £2.86 in 2013/14 respectively. There have been increases in visitor numbers for sports (13%) and libraries (62%) but a decrease for museums (15%). The significant increase in library visitors coincided with the introduction of the libraries Facebook page as virtual visits are included in the calculation.

3. Nationally, customer satisfaction rates for all culture and leisure facilities have fallen in the last 12 months, with the exception of lands and parks which remained unchanged. In Moray, satisfaction levels fell across all categories over the same period.
4. A significant capital investment programme in sports facilities across Scotland 10 years ago is now bearing fruit and resulting in increased usage. In Moray, development and improvement of Council owned facilities is a contributory factor to improved visitor numbers. For libraries, the increase in virtual visits, use of public access computers and mapping of opening times to user demand have driven continued increases in user numbers. Nationally, further exploration is required to understand the factors behind increased museum use, locally decreases in virtual visits reflect the reduction of the half post Visitor Development Officer.

2013/14															
2012/13															
Data Ref	Indicator Description	Moray	Rank National (32)	Rank Family (8)	Moray	East Ayrshire	East Lothian	Fife	North Ayrshire	Perth & Kinross	Stirling	South Ayrshire	Scotland 2013/14	Rank National (32)	Rank Family (8)
ENV1	Gross Cost of Waste Collection per Premise	£76.92	16	2	£70.25	£82.91	£70.68	£81.43	£80.84	£86.13	£87.06	£142.37	£79.94	8	1
ENV2	Gross Cost per Waste Disposal per Premise	£122.68	25	7	£116.80	£85.86	£71.10	£129.78	£97.56	£116.66	£77.16	£158.54	£108.76	21	6
ENV3a	Net Cost of Street Cleaning per 1,000 Population	£7,868	2	1	£7,271	£73.12	£56.75	£76.24	£82.10	£98.46	£75.67	£79.83	£16,260	1	1
ENV3b	Street Cleanliness Index	84	1	1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
ENV4a	Cost of Maintenance per Kilometre of Roads	£4,153	9	2	£6,222	£5998	£11,632	£9,450	£9,068	£2,842	£4,858	£5,941	£6,082	14	5
ENV4b	Percentage of A Class roads that should be considered for maintenance treatment	22.3%	8	1	19.3%	26.2%	28%	31.3%	35.5%	37.4%	41.6%	28.4%	28.7%	6	1
ENV4c	Percentage of B Class roads that should be considered for maintenance treatment	18.9%	1	1	15.9%	37.8%	34.1%	33.6%	39.8%	34.8%	49.7%	39.6%	35.2%	1	1
ENV4d	Percentage of C Class roads that should be considered for maintenance treatment	23.3%	4	1	21.5%	46.5%	28.7%	28.7%	51.2%	33.0%	48.0%	42.7%	36.6%	4	1
ENV4e	Percentage of unclassified roads that should be considered for maintenance treatment	31.3%	5	2	32.1%	45.0%	29.6%	34.4%	38.2%	36.2%	46.2%	50.4%	39.4%	7	2
ENV5	Cost of trading standards and environmental health per 1,000 population	£23,356	23	7	£23,370	£18,654	£19,820	£20,825	£19,296	£21,475	£21,675	£29,038	£23,931	22	7
ENV6	Percentage of total waste arising that is recycled	52.7%	8	4	51.4%	48.8%	42.3%	55.9%	56.1%	54.0%	44.3%	53.7%	42.2%	9	5
ENV7a	Percentage of adults satisfied with refuse collection	88%	11	4	86%	83%	92%	81%	90%	92%	91%	74%	83%	14	5
ENV7b	Percentage of adults satisfied with street cleaning	79%	8	2	77%	69%	84%	84%	80%	82%	71%	85%	74%	17	6

Environmental Services

Key trends:

Environmental Services

1. Recycling rates continue to improve across Scotland from 41% in 2011/12 to 42.2% in 2013/14 as efforts are made to achieve Scotland's Zero Waste 60% household waste recycling target by 2020. In Moray, following a significant increase in recycling rates in 2012/13 to 52.7%, there was a slight decrease in 2013/14 to 51.4%; Moray continues to compare well nationally and within the Council's family group. In terms of the combined gross costs of waste management per premise (collection and disposal, exploration in family groups has identified the implementation of 'route optimisation' software systems saving costs on vehicles and employees, changes in working practices (e.g. shift-working, zonal working, weekend working) and moving to three or four weekly refuse collections as key factors driving the reduction in costs. Additionally, a nationwide reduction in waste arisings due to the recession and austerity measures may account for some of the fall in costs in the last 12 months.
2. Street cleaning costs per 1,000 population continue to reduce at an increasing rate, while in Moray the cleanliness score and satisfaction rates remain stable. Discussion in family groups has highlighted the introduction of shift working, a decrease in staff numbers and maximising the use of assets has driven these reductions across many councils and also that great care has been taken to protect key areas of public concern even in the context of reducing budgets.
3. In Scotland, the condition of the roads network in terms of Class A, Class B and unclassified roads continues to improve. Family groups identified the implementation of Road Asset Management Plans and better targeting of spend as key factors driving this improvement.

		2013/14										2012/13				
Housing Services	Data Ref	Indicator Description	Moray	Rank National (32)	Rank Family (8)	Moray	Angus	Argyll & Bute	East Lothian	Highland	Midlothian	Scottish Borders	Stirling	Scotland	Rank National (32)	Rank Family (8)
	HSN1a	Current tenants' arrears as a percentage of net rent due	3.3%	1	1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	HSN1b	Gross rent arrears (all tenants) as at year end as a percentage of rent due for the reporting year	N/A	N/A	N/A	2.6%	6.7%	N/A	9.3%	4.4%	4.3%	N/A	8.2%	5.5%	1	1
	HSN2	Percentage of rent due in the year that was lost due to voids	0.8%	7	2	0.6%	2.6%	N/A	1.1%	1.2%	1.6%	N/A	0.6%	1.3%	4	3
	HSN3	Percentage of council dwellings meeting Scottish Housing Standards	89.1%	3	1	90.3%	78.8%	N/A	71.4%	70.2%	94.4%	N/A	79.4	83.7%	7	3
	HSN4a	Percentage of repairs completed within target times	92.6%	11	2	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	HSN4b	Average time to complete non-emergency repairs	N/A	N/A	N/A	6.2	6.2	N/A	17.4	8.7	7.0	N/A	7.6	10.2	2	2
	HSN5	Percentage of council dwellings that are energy efficient	94.3%	8	1	92.4%	78.4%	N/A	94.6%	75.7%	99.1%	N/A	93.2%	94.0%	16	8

Key trends:

Housing Services

1. When looking at council management of housing stock, the rent due lost to voids has remained unchanged nationally at 1.3% since 2010/11. In Moray the rate has improved in each of the last three year to 0.6%. This suggests that the council continues to manage their stock well in the face of mounting pressures as a consequence of the impacts of Welfare Reform among other pressures. In terms of housing quality, there have been consistent and significant improvements over the past 3 years in terms of dwellings meeting Scottish Housing Standards and energy efficiency standards. Moray continues to perform well against all housing indicators.