

Audit Scotland – Statutory Performance Indicators Exception Report

Department – Community Services – Community Care

Indicator Title – Adult Social Work – Residential Accommodation – Privacy; the number of private sector rooms with en-suite facilities occupied by older people, expressed as a percentage of registered care places

Description of Indicator – Research in relation to the preferences of residents' establishments confirms that privacy is of particular importance. This indicator is a measure of a key aspect of the quality of residential services commissioned by councils.

| Results | 2006/07 | 2007/08 | 2008/09 |
|-----------------|----------------|----------------|----------------|
| PI Measurement | 61.5% | 66.7% | 69.2% |
| Ranking (25-32) | 27 | 29 | 27 |

Comments / Actions for improvement – Community Services do not directly provide residential care places for older people and this is an issue that continues to be discussed with the independent care homes.

This indicator is not defined as a statutory performance indicator for 2009/10.

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Department – Community Services – Community Care

Indicator Title – Adult Social Work – Home Care; as a proportion of home care clients age 65+, the number receiving a service at weekends

Description of Indicator – Home care is one of the most important services available to local authorities to support people with community care needs to remain at home. This indicator measures the overall volume of service for the largest client group, in terms of both the total number of clients and the total number of home care hours provided or purchase per 1,000 people age 65+.

| Results | 2006/07 | 2007/08 | 2008/09 |
|-----------------|----------------|----------------|----------------|
| PI Measurement | 46.3% | 51.1% | 52.9% |
| Ranking (25-32) | 26 | 28 | 29 |

Comments / Actions for improvement – New shift rotas are being proposed for implementation in August 2010/11 and a new contract for external provision will be fully in place from 1 July 2010. This will impact positively on the proportion of service users over the age of 65+ receiveing home care at weekends.

This indicator continues as a statutory performance indicator for 2009/10.

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Department – Community Services – Community Care

Indicator Title – Adult Social Work – Respite Care; total overnight respite nights provided for older people aged 65+ per 1,000 population

Description of Indicator – Respite care is a service intended to benefit a carer and the person he or she cares for by providing a short break from caring tasks. The break is made possible through alternative care arrangements. This indicator is intended to measure a key element in support for carers and only concerns respite care provided or purchased by the Council, or by voluntary organisations funded for this purpose by the Council.

| Results | 2006/07 | 2007/08 | 2008/09 |
|-----------------|----------------|----------------|----------------|
| PI Measurement | 235.9 | 185.2 | 184.3 |
| Ranking (25-32) | 26 | 28 | 26 |

Comments / Actions for improvement – For 2008/09, Community Care met its overall COSLA respite target and has responded to service user and carer demand by offering more flexible forms of daytime respite provision. Combined with the investment and expansion of Home Care Service provision, Older People Services are managing to support and retain service users in their own homes for longer periods of time. This is reflected in the provision of the number of overnight respite nights as noted above.

This indicator is not defined as a statutory performance indicator for 2009/10.

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Department – Community Services – Criminal Justice

Indicator Title – Adult Social Work – Criminal Justice; the proportion of new probationers seen by a supervising officer within one week

Description of Indicator – This indicator provides some measure of the efficiency of the service. However, the proportion of probationers seen within a week of the order being made (or received by the Council) will be adversely affected by probationers not attending scheduled appointments and by late notification of orders by the Courts.

| Results | 2006/07 | 2007/08 | 2008/09 |
|-----------------|----------------|----------------|----------------|
| PI Measurement | 71.4% | 15.2% | 58.1% |
| Ranking (25-32) | 18 | 32 | 28 |

Comments / Actions for improvement – The significant improvement in this result from that reported in 2007/08 can be attributed to a number of factors:

- The system in terms of drop down menu options has been improved and simplified.
- Errors in the interpretation of National Standards have been clarified.
- The importance of seeing clients within standards has been reinforced with all workers and active monitoring this area of practice is undertaken.
- Clients' appointments are offered when probationers appear in Court and every attempt is made to see probationers within our Reporting Service.

Results in quarters 1 and 2 of 2009/10 show a continued improvement, 64% and 80% respectively.

This indicator is not defined as a statutory performance indicator for 2009/10.

Audit Scotland – Statutory Performance Indicators Exception Report

Department – Central Services - Personnel

Indicator Title – Corporate Management – Equal Opportunities Policy; percentage of women employees in top 5% earners among council employees

Description of Indicator – The delivery of quality services is dependent on a trained and motivated workforce and it is, therefore essential that councils' employment policy reflects their commitment to equal opportunities. This indicator provides a picture of the current gender balance in more senior posts.

| Results | 2006/07 | 2007/08 | 2008/09 |
|-----------------|----------------|----------------|----------------|
| PI Measurement | 33.6% | 37.4% | 37.9% |
| Ranking (25-32) | 26 | 23 | 25 |

Comments / Actions for improvement – This indicator provides a picture of the current gender balance in more senior posts providing a baseline for measuring improvement over time. A small management team and low turnover within the Council continue to add to the difficulties in improving the situation.

Generally, there are difficulties in recruiting due to location, however with the current age profile and the expected turnover in the coming years, there will be opportunity to address equalities issues in the recruitment process.

The Council has considered the above as part of its Workforce Plan.

This area is included in the Service Improvement Plan 2009/10 and a Senior Females Review is scheduled to be undertaken in 2010.

This indicator continues as a statutory performance indicator for 2009/10.

Audit Scotland – Statutory Performance Indicators Exception Report

Department – Economic Development – Development Services

Indicator Title – Development Services – Processing Time of Planning Applications: percentage of non-householder applications dealt with within two months

Indicator Title – Development Services – Processing Time of Planning Applications: percentage of total applications dealt with within two months

Description of Indicator – In its revised National Planning Policy Guidelines 1 (November 2000), The Scottish Executive identified a series of targets for councils in dealing with planning applications and this indicator is a measure of performance against target, although it is recognised that the time taken to deal with an application may be affected by a range of factors.

| Results | 2006/07 | 2007/08 | 2008/09 |
|-----------------|----------------|----------------|----------------|
| PI Measurement | | | |
| Non-householder | 31.3% | 29.8% | 34.0% |
| Ranking (25-32) | 29 | 29 | 27 |
| PI Measurement | | | |
| Total | 47.5% | 46.6% | 48.5% |
| Ranking (25-32) | 29 | 29 | 28 |

Comments / Actions for improvement – In 2008/9 there were several significant influences on the activities of the Development Management Section which is responsible for dealing with planning applications;

- Involvement in preparations for introduction of the Planning Act 2006.
- Implementation of the Moray Local Plan, adopted in December 2008.
- Implementation of the National ePlanning project, which went live in March 2009
- Undertaking the Public Sector Improvement Framework review of Planning, in March 2009
- Participation in the Council's corporate initiative 'Moray Performs', which includes Performance Management and Designing Better Services.

Each of these initiatives required staff time, particularly senior officers, and have resulted in some change to Development Management activity, whether in terms of procedures or best use of staff.

In 2009/10 the activities described above had a more significant impact, as the legislative changes took effect. ePlanning came into effect in March 2009, the Planning Act took effect in August 2009, PSIF action plan came into effect in April 2009, the Local Plan implementation began in January 2009, there was a long term absence in staffing from August 2009 and changes in the workloads and roles of Principal Officers from Autumn 2009, all of which have taken place within existing

staff resources, and which continue to have an effect on processing of planning applications.

The Development Management Section continues to review its activities and staff resources to adapt to, and implement the Planning Act, ePlanning and the Local Plan. Action Plans have been prepared for addressing matters arising from PSIF, the implementation of ePlanning and the Planning Act, and management structures have been agreed but are not yet fully in place. Implementing Action Plans takes place alongside continuing to provide front line services and participating in Scottish Government and Council initiatives.

Training has been provided for staff, Councillors, agents and consultees on ePlanning and the Act. This took place in a period of considerable change in the Service which continues to affect workloads and performance.

The slight increase in performance from 2007/8 to 2008/9 is due to a number of factors; a slight decrease in numbers of applications, recent changes in dealing with and response times of consultees, more monitoring of workloads and target dates and the fact that newer staff are gaining experience.

This indicator continues as a statutory performance indicator for 2009/10.

Audit Scotland – Statutory Performance Indicators Exception Report

Department – Economic Development – Development Services

Indicator Title – Development Services – Appeals: the number of appeals that were successful as a percentage of the number of planning determinations made by the council

Indicator Title – Development Services – Appeals: the number of appeals that were successful as a percentage of the number of determinations that went to appeal

Description of Indicator – Councils consistently determining applications in accordance with up-to-date local plans allowing for special circumstances where appropriate are likely to have lower levels of appeals against their decisions. Nevertheless, of those cases subject to appeal, the percentage of appeals determined by Scottish Ministers in favour of the appellant may be regarded as giving an indication as to the quality of decision taken by a council. That is, the lower the percentage of determination appealed, and the lower the percentage of these found in favour of the appellant, the better the quality of decisions taken by the council.

| Results | 2006/07 | 2007/08 | 2008/09 |
|--|----------------|----------------|----------------|
| PI Measurement | | | |
| As a % of determinations | 0.9% | 0.8% | 1.4% |
| Ranking (25-32) | N/A | N/A | 26 |
| PI Measurement | | | |
| As a % of determinations that went to appeal | 30.2% | 25.0% | 40.9% |
| Ranking (25-32) | N/A | N/A | 25 |

Comments / Actions for improvement – There were less than 50 out of over 1,200 applications that went to appeal, only slightly more than the year before. However, the total number of applications has decreased. The reporting period also covered the last year of the old Local Plan and this is likely to be a factor as some policies may not have been reflecting current requirements. The new Local Plan was adopted in December 2008.

This indicator is not defined as a statutory performance indicator for 2009/10.

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Department – Chief Executives Office – Corporate Policy Unit
Community Services - Housing

Indicator Title – Protective Services – Domestic Noise Complaints; the average time (hours) between the time of the complaint and attendance on site, for those requiring attendance on site

Description of Indicator – This indicator examines the ways in which councils initially handle/investigate complaints of domestic noise abuse. It does not show the various informal or formal mechanisms used by councils to deal with noise abuse once it has established that a complaint may be justified. Some of the complaints investigated by councils will result in them finding that the noise is within tolerable limits and that no further action is appropriate.

| Results | 2006/07 | 2007/08 | 2008/09 |
|-----------------|-------------------|----------------|----------------|
| PI Measurement | Failure to Report | 43 | 76.7 |
| Ranking (25-32) | N/A | N/A | 25 |

Comments / Actions for improvement – The number of complaints fell by 9% to 159. Just over half of these required attendance on site. The Council is responsible for maintaining the level of service it considers appropriate for its area. The noise complaints services offered by councils in Scotland vary widely. In some cases the service is available up to 24 hours, 7 days a week, while in others it may only be available during office hours Monday to Friday which directly affects results and rankings. Moray Council have close partnership arrangements in place with the Grampian Police to provide an integrated service and although the Council are in the lowest quartile nationally, Housing staff deal with noise complaints in terms of the tenancy agreement and the Council's Neighbour Disputes Policy and the Anti-social Behaviour Unit meet agreed service standards.

This indicator continues as a statutory performance indicator for 2009/10.