



REPORT

To: Audit and Scrutiny Committee

7 October 2009

**From: Performance Management Co-ordinator
Organisational Development**

Audit and Scrutiny Committee Work Programme 2009-10

Report No: CE-44-F

1.0 Introduction

- 1.1 This report introduces a refreshed Work Programme for the period October 2009 to March 2010. This will be reviewed in March 2010 and further items added.

2.0 Link to Corporate Priorities

- 2.1 This report does not make any specific links to the priorities in the Corporate Plan 2008-11.

3.0 Work Programme 2009-10

- 3.1 Judging by feedback from Members and officers, a Work Programme is seen as a useful tool for the Audit and Scrutiny Committee. Setting out in advance the areas which the Committee would like to look at, will provide greater clarity for Members on what to expect at each meeting and will also give officers time to prepare reports. It is also a useful way of keeping track of progress during the year and when reviewing achievements at the end of the year.
- 3.2 Members of the Audit and Scrutiny Committee were consulted on new issues that they felt should be taken forward during the coming year. The final list has then been added to the Work Programme. This has been done in the knowledge that there will be additional items that will come out of reports such as the SPIs and Internal Audit 6-monthly update, which the Committee may seek to look at in more detail.
- 3.3 Members of the Committee are asked to discuss the draft Work Programme, agree or reprioritise items, as considered appropriate. Once agreed, it is proposed that this be brought to the attention of managers across the Council.

4.0 Financial Implications

4.1 There are no financial implications arising from this report.

5.0 Policy and Delegated Authority

5.1 As outlined in Section 10 of the Council's Scheme of Delegations, the remit of the Audit and Scrutiny Committee includes reviewing Council performance information.

6.0 Conclusion

6.1 This report has sought to refresh the Audit and Scrutiny Committee's Work Programme for 2009-10. It is hoped that this will help Members of the Committee to be aware of what items to expect at future meetings and give officers adequate time to prepare reports.

7 Recommendations

7.0 I recommend that the Audit and Scrutiny Committee considers and agrees the attached Work Programme.

Date: September 2009

Report No: CE-44-F

Audit and Scrutiny Committee

Work Programme – October 2009 to March 2010

The aim of this Work Programme is to help Members of the Audit and Scrutiny Committee and supporting officers to organise agenda items for meetings between now and March. It's hoped that this will help to manage the Committee's workload as well as improve Members' information on future agenda topics.

The Programme will be updated as new items arise during the year.

| Meeting date | Agenda Items | Officer responsible |
|--------------------------------|--|--|
| 7 October | <ul style="list-style-type: none"> • Annual Statutory Performance Indicators • Audit & Scrutiny Work Programme 2009-10 • Diesel Usage Update <p><u>Standing item</u></p> <ul style="list-style-type: none"> • Corporate Risk Register • Governance Review | <p>A Sutherland</p> <p>A Sutherland</p> <p>P Peterson / A Sutherland</p> <p>S Pearson D Clark</p> |
| 25 November | <ul style="list-style-type: none"> • Abstract of Accounts 2008-09 • 6-monthly internal audit progress report 2009-10 • 'Sustaining Shetland' annual update • Corporate Plan 6-month update • Diesel Usage Update <p><u>Standing item</u></p> <ul style="list-style-type: none"> • Corporate Risk Register • Governance Review | <p>G Johnston</p> <p>C McIntyre</p> <p>J Smith</p> <p>P Peterson</p> <p>P Peterson / A Sutherland</p> <p>S Pearson D Clark</p> |
| 3 February Date TBC | <ul style="list-style-type: none"> • Statutory Performance Indicators – annual comparative analysis with Orkney Islands and Western Isles Councils • LEAN Update • Low Demand Housing Options for Re-let <p><u>Standing item</u></p> <ul style="list-style-type: none"> • Corporate Risk Register • Governance Review | <p>A Sutherland</p> <p>P Peterson</p> <p>C Medley</p> <p>S Pearson D Clark</p> |

| | | |
|--|---|---|
| <p>10 March Date TBC</p> | <ul style="list-style-type: none"> • Annual Complaints Report • Planning Board • Staff Absence – 6 month update <p><u>Standing item</u></p> <ul style="list-style-type: none"> • Corporate Risk Register • Governance Review | <p>J Riise</p> <p>M Gordon</p> <p>S Pearson D Clark</p> |
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REPORT

To: Audit and Scrutiny Committee

7 October 2009

From: Head of Organisational Development

Statutory Performance Indicators - 2008/09

Report No: CE-43-F

1.0 Introduction

- 1.1 The purpose of this report is to present the Statutory Performance Indicators for 2008-09.

2.0 Background and Link to Corporate Priorities

- 2.1 Statutory Performance indicators are required to be submitted to Audit Scotland and published by the end of September 2009.
- 2.2 The Local Government Act 1992 requires Audit Scotland to ensure that local authorities publish certain performance indicators. These indicators are intended to facilitate "the making of appropriate comparisons (by reference to the criteria of cost, economy, efficiency and effectiveness) between:
- a) the standards of performance achieved by different authorities in that financial year; and
 - b) the standards of performance achieved by such bodies in different financial years."
- 2.3 Audit Scotland then collates and publishes data and comparisons between Councils each year.
- 2.4 This report makes no specific contribution to the priorities set out in the Council's Corporate Plan 2008-11.

3.0 Statutory Performance Indicators for 2008/09

- 3.1 Appendix A contains a summary of the Performance Indicators, which were submitted to Audit Scotland at the end of August 2009. Information on previous years' performance indicators has been included for comparative purposes and an indication of whether

performance has got better or worse since 2007/08. In summary, **48** indicators have improved, **36** have got worse and **33** have stayed the same.

3.2 A point worthy of note is that Audit Scotland has confirmed that this Council has performed well, receiving no 'X' marks. However, 1 indicator is a Failure to Report (FTR) this year.

3.3 Areas where performance has improved

Staff Qualification

The percentage of care staff who are qualified, working in care homes for adults aged 18-64, increased from 26.7% in 2007/08 to 45.2% in 2008/09. This is an area which was highlighted for improvement by the Committee last year.

Respite Care

The total daytime respite hours provided for people 18-64 has increased from 1,605 in 2007/08 to 2,985 in 2008/09. This is due to increased capacity at the Eric Gray Centre.

Planning Applications

The percentage of householder planning applications dealt with within two months has increased from 24.2% in 2007/08 to 50.5% in 2008/09. This is an area which was highlighted for improvement by the Committee last year.

Food Hygiene Inspections

The percentage of premises requiring inspection that were inspected in time has increased from 22.2% in 2007/08 to 100% in 2008/09. This is an area which was highlighted for improvement by the Committee last year.

3.4 Areas where performance has deteriorated

Council House Sales

The percentage of Council house sales completed within 26 weeks has fallen from 24.4% in 2007/08 to 2.7% in 2008/09. This is due to staff absence within the Legal & Admin section which has led to delays. There have also been some land and property issues that have taken longer to resolve within 2008/09.

Traffic Light Repairs

The percentage of traffic light repairs that were completed within 48 hours has fallen from 19.1% in 2007/08 to 3.4% in 2008/09. This is due to a combination of a lack of electricians to do the work and poor weather, during which the work cannot be completed.

4.0 Public Performance Reporting arrangements

- 4.1 The Executive decided on 4th August to create another performance calendar to report Council performance for 2008-09. Production of this has therefore started, with employees submitting photos for inclusion. This will again be made available at various public points across Shetland (ferries, leisure centres, bus station, Council offices).
- 4.2 As a contribution towards the Council's Public Performance Reporting Framework for 2009-10, it is proposed that we collate these performance indicators, together with explanations of any significant items of note, and publish this on the Council's Internet site. Some of these will also be mentioned in the calendar.

5.0 Financial Implications

- 5.1 The production and distribution costs of the performance indicators, performance calendar and information supplement will be met within existing resources.

6.0 Policy and Delegated Authority

- 6.1 The remit of the Audit and Scrutiny Committee includes the review of Council performance and investigation of areas of under performance/good performance. Review of the annual Statutory Performance Indicators is therefore within this Committee's remit.

7.0 Conclusions

- 7.1 There is a legal requirement for the Council to keep the people of Shetland informed about how it is performing in terms of the level of service delivery they can expect. This exercise is in line with principles of Best Value, which focuses attention on service delivery standards and continuous improvement.

8.0 Recommendations

- 8.1 I recommend:

that the Audit and Scrutiny Committee analyses the Performance Indicators outlined in Appendix A for 2008-09 and decides whether any areas requires further investigation.

Appendix A

| | Measure | PI measurement | | | | Better, worse or stayed the same since 07/08 |
|-------------|--|----------------|------------|------------|------------|--|
| | | 05/06 | 06/07 | 07/08 | 08/09 | |
| | Adult Social Work | | | | | |
| 1.a. | Percentage of people for which local assessment target times were met | - | - | - | FTR | - |
| 1.b. | Percentage of people for which local service target times were met | - | - | - | FTR | - |
| 2.a. | Staff qualification – the percentage of care staff who are qualified, working in care homes for older people | 58.2 | 52.8 | 60.3 | 69.2 | √ |
| 2.b. | Staff qualification – the percentage of care staff who are qualified, working in care homes for other adults | 29.6 | 20.7 | 26.7 | 45.2 | √ |
| 3.a.i | Privacy – percentage of residential care places occupied by older people that are in single rooms – Council | 100 | 100 | 100 | 100 | = |
| 3.a.ii | Privacy – percentage of residential care places occupied by older people that are in single rooms – Voluntary Sector | 100 | 100 | 100 | 100 | = |
| 3.a.ii i | Privacy – percentage of residential care places occupied by older people that are in single rooms – Private Sector | No service | No service | No service | No service | - |
| 3.b.i | Privacy – percentage of residential places occupied by other adults that are in single rooms - Council | 100 | 100 | 100 | 100 | = |
| 3.b.ii | Privacy – percentage of residential places occupied by other adults that are in single rooms – Voluntary | No Service | No Service | No Service | No service | - |
| 3.b.ii | Privacy – percentage of residential places occupied by other adults that are in single rooms – Private | No Service | No Service | No Service | No service | - |
| 3.c.i | Privacy – percentage of residential care places occupied by older people that have en-suite facilities - Council | 100 | 100 | 100 | 100 | = |
| 3.c.ii | Privacy – percentage of residential care places occupied by older people that have en-suite facilities -Voluntary | 100 | 100 | 100 | 100 | = |
| 3.c.ii i | Privacy – percentage of residential care places occupied by older people that have en-suite facilities - Private | No Service | No Service | No Service | No service | - |
| 3.d.i | Privacy – percentage of residential places occupied by other adults that have en-suite facilities - Council | 100 | 100 | 100 | 100 | = |
| 3.d.ii | Privacy – percentage of residential places occupied by other adults that have en-suite facilities - Voluntary | No Service | No Service | No service | No service | - |

| | | | | | | |
|--------------|---|------------|------------|------------|------------|---|
| 3.d.ii i | Privacy – percentage of residential places occupied by other adults that have en-suite facilities – Private | No Service | No Service | No Service | No service | - |
| 4.a. | Home care – number of people aged 65+ receiving homecare | 470 | 429 | 400 | 423 | √ |
| 4.b. | Home care – total hours as a rate per 1,000 population aged 65+ | 782.2 | 750.8 | 762.7 | 802 | √ |
| 4.c.i. | Home care – number of home care clients aged 65+ receiving personal care as a percentage of clients | 32.3 | 47.1 | 54.5 | 52.2 | X |
| 4.c.ii . | Home care – number of home care clients aged 65+ receiving care in evenings/ overnight as a percentage of clients | 16 | 21.7 | 24.8 | 24.6 | = |
| 4.c.ii i. | Home care – number of home care clients aged 65+ receiving care at weekends as a percentage of clients | 32.6 | 36.6 | 44.0 | 43.5 | X |
| 5.a. | Respite care – total overnight respite nights provided for people 65+ | 6,369 | 6,289 | 6,652 | 5,165 | X |
| 5.b. | Respite care – percentage of overnight respite nights not in a care home for people 65+ | 0 | 0 | 0 | 0 | = |
| 5.c. | Respite care – total daytime respite hours provided for people 65+ | 4,359 | 5,818 | 7,207 | 7,882 | √ |
| 5.d. | Respite care – percentage of daytime respite hours not in a day care centre for people 65+ | 100 | 100 | 100 | 100 | = |
| 5.e. | Respite care – total overnight respite nights provided for people 18-64 | 2,194 | 1,741 | 1,491 | 2,014 | √ |
| 5.f. | Respite care – percentage of overnight respite nights not in a care home for people 18-64 | 29.3 | 16.5 | 3.5 | 6.9 | √ |
| 5.g. | Respite care – total daytime respite hours provided for people 18-64 | 2,828 | 2,550 | 1,605 | 2,985 | √ |
| 5.h. | Respite care – percentage of daytime respite hours not in a day care centre for people 18-64 | 35.3 | 40.1 | 46.0 | 17.1 | X |
| 6.a | Social enquiry reports – number of reports submitted to the courts during the year | 114 | 107 | 165 | 125 | √ |
| 6.b. | Social enquiry reports – the proportion of reports submitted to the court by the due date | 100 | 100 | 98.8 | 100 | √ |
| 7.a. | Probation – number of new probation orders issued during the year | 54 | 30 | 37 | 44 | X |
| 7.b. | Probation – the proportion of new probationers seen by a supervising officer within one week | 97.4 | 88 | 97 | 97 | = |
| 8.a. | Community service – number of new community service orders issued during the year | 38 | 38 | 40 | 50 | X |
| 8.b. | Community service – the average hours per week taken to complete community service orders | 5 | 3.1 | 4.3 | 3.8 | √ |
| | Benefits Administration | | | | | |
| 1.a | Average rent rebate; Weighted rent rebate | / | 1,344 | 1,267 | 1,203 | √ |
| 1.b | Average private rented sector; Weighted private rented sector caseload | / | 132 | 115 | 117 | = |
| 1.c | Average registered Social Landlord Caseload; Weighted registered social landlord caseload | / | 179 | 184 | 208 | X |
| 1.d | Average Council Tax benefit caseload Weighted council tax benefit caseload | / | 2,090 | 1,999 | 1,979 | √ |
| 1.F | Gross Administration cost per case | / | £65.53 | £69.80 | £70.22 | X |

| Corporate Management | | | | | | |
|--|---|-----------|-----------|-----------|-----------|---|
| 1.a. | Sickness absence – the average number of working days per employee lost through sickness absence for teachers | - | - | - | 5.3 | - |
| 1.b. | Sickness absence – the average number of working days per employee lost through sickness absence for all other local government employees | - | - | - | 13.3 | - |
| 2.a. | Civil Liability Claims – number of claims per 10,000 population | 8.7 | 4.1 | 20.1 | 18.7 | √ |
| 2.b. | Claims – claims value as a percentage of revenue budget | 0 | 0 | 4.8 | 0 | √ |
| 3.a. | Equal opportunities policy – percentage of highest paid 2% of earners among council employees that are women | 10 | 11.5 | 12.3 | 12.7 | = |
| 3.b. | Equal opportunities policy – percentage of highest paid 5% of earners among council employees that are women | 11 | 14 | 20.9 | 21.2 | √ |
| 4 | Public access – percentage of public access buildings that are suitable and accessible to disabled people | 72 | 63.6 | 64.7 | 62.9 | X |
| 5 | Council tax – the cost of collecting council tax per dwelling (£) | 13.26 | 14.36 | 10.21 | 15.52 | X |
| 6.a. | Council tax – the income due from council tax for the year | 6,795,790 | 7,106,218 | 7,494,513 | 7,655,874 | √ |
| 6.b. | Council tax – the percentage of council tax income for the year that was collected in the year | 96 | 96.3 | 96.4 | 96.5 | = |
| 7. | Invoice payment – the percentage of invoices sampled and paid within 30 days | 81.5 | 83.7 | 86.4 | 86.4 | = |
| 8.a | Proportion of Gross Internal floor Area that is in satisfactory condition (operational buildings) | / | 73.5 | 73.5 | 80.7 | √ |
| 8.b | Number and percentage of operational buildings that are suitable for their current use | / | 68.7 | 65.9 | 66.2 | √ |
| Cultural and Community Services | | | | | | |
| 1. | Sport and leisure management – the number of attendances expressed per 1,000 population | 15,626 | 15,496 | 12,402 | 12,105 | X |
| 2. | Indoor sports facilities – the number of attendances expressed per 1,000 population | 19,171 | 17,120 | 14,996 | 14,718 | X |
| 3.a. | Museums – number of visits to/usages of council funded or part funded museums an expressed per 1,000 population | N/A | 261 | 5,198 | 289 | X |
| 3.b. | Museums – number of visits in part a) that were person and expressed per 1,000 population | N/A | 245 | 3,687 | 184 | X |
| 4. | | | | | | |
| 4.a.i | Library stock turnover – Adult - Number of Additions, expressed per 1,000 population | 398 | 343 | 357 | 269 | X |
| 4.a.ii | Library stock turnover – Total number of closing stock items, expressed per 1,000 population | 3,413 | 3,589 | 3,507 | 3,413 | X |
| 4.b.i | Library stock turnover – Teenagers and Children - Number of Additions and expressed per 1,000 population | 272 | 253 | 275 | 249 | X |

| | | | | | | |
|--|---|-------|---------|---------|---------|---|
| 4.b.ii | Library stock turnover – Teenagers and Children - Total number of closing stock items and expressed per 1,000 population | 3,153 | 3,271 | 3,286 | 3,487 | √ |
| 5.a. | Use of libraries – the number of visits to libraries and expressed per 1,000 population | N/A | 8,024 | 8,045 | 8,398 | √ |
| 5.b. | Use of libraries – the number of borrowers as a percentage of the resident population | 35.4 | 35.1 | 34.7 | 34.2 | = |
| 6.a. | Learning centre and learning access points – number of users as a percentage of the resident population | 21.1 | 26.0 | 23.6 | 21.6 | X |
| 6.b. | Learning centre and learning access points – number of times terminals are used per 1,000 population | 1,307 | 1,254.5 | 1,128.2 | 1,045.8 | X |
| Development Services | | | | | | |
| 1.a. | Planning applications processing time – percentage of householder applications dealt with within two months | 71.8 | 70.9 | 24.2 | 50.5 | √ |
| 1.d. | Planning applications processing time – percentage of non-householder applications dealt with within two months | 65.7 | 28.0 | 23.7 | 31.6 | √ |
| 2.c. | Appeals – number of successful appeals as a percentage of the number of decisions that went to appeal | 0 | 100 | 66.7 | 25 | √ |
| 3. | Development plans – the percentage of the population covered by a Local Plan which has been adopted or finalised within the last five years | 100 | 100 | 100 | 100 | = |
| Education & Children's Services | | | | | | |
| 1.a.i | Primary schools – the percentage of primary schools in which the ratio of pupils to available places is between 0% and 40% | 24.2 | 28.1 | 34.4 | 37.5 | X |
| 1.a.ii | Primary schools – the percentage of primary schools in which the ratio of pupils to available places is between 41% and 60% | 33.3 | 31.1 | 25 | 21.9 | X |
| 1.a.ii i. | Primary schools – the percentage of primary schools in which the ratio of pupils to available places is between 61% and 80% | 18.2 | 21.9 | 28.1 | 25 | X |
| 1.a.i v. | Primary schools – the percentage of primary schools in which the ratio of pupils to available places is between 81% and 100% | 24.2 | 18.8 | 12.1 | 12.5 | = |
| 1.a. v. | Primary schools – the percentage of primary schools in which the ratio of pupils to available places is 101% or more | 0 | 0 | 0 | 3.1 | X |
| 1.b. | Primary schools – the total number of primary schools | 33 | 32 | 32 | 32 | = |
| 2.a.i | Secondary schools – the percentage of secondary schools in which the ratio of pupils to available places is between 0% and 40% | 11.1 | 11.1 | 11.1 | 11.1 | = |
| 2.a.ii | Secondary schools – the percentage of secondary schools in which the ratio of pupils to available places is between 41% and 60% | 0 | 0 | 0 | 22.2 | X |
| 2.a.ii i. | Secondary schools – the percentage of secondary schools in which the ratio of pupils to available places is between 61% and 80% | 55.6 | 77.8 | 66.7 | 55.6 | X |
| 2.a.i v. | Secondary schools – the percentage of secondary schools in which the ratio of pupils to available places is between 81% and 100% | 33.3 | 11.1 | 22.2 | 11.1 | X |

| | | | | | | |
|----------------|--|------------|------------|------------|------------|---|
| 2.a.v. | Secondary schools – the percentage of secondary schools in which the ratio of pupils to available places is 101% or more | 0 | 0 | 0 | 0 | = |
| 2.b. | Secondary schools – the total number of secondary schools | 9 | 9 | 9 | 9 | = |
| 3.a.i. | Teaching staff equal opportunities – the percentage of head and deputy head teachers in secondary schools that are women | 23.5 | 33.3 | 33.3 | 27.8 | X |
| 3.a.ii. | Teaching staff equal opportunities – the percentage of head and deputy head teachers in primary schools that are women | 80.6 | 84.6 | 79.3 | 82.1 | √ |
| 3.a.ii.i. | Teaching staff equal opportunities – the percentage of head and deputy head teachers in special schools that are women | No service | No service | No service | No service | - |
| 3.b.i. | Teaching staff equal opportunities - the percentage of teachers in secondary schools that are women | 55.9 | 63.1 | 52.1 | 53 | X |
| 3.b.ii. | Teaching staff equal opportunities – the percentage of teachers in primary schools that are women | 88.5 | 95.1 | 87.5 | 89.2 | X |
| 3.b.ii.i. | Teaching staff equal opportunities – the percentage of teachers in special schools that are women | No service | No service | No service | No service | - |
| 4.b. | Social background reports – proportion of reports requested by the Reporter which were submitted within target time | 73.3 | 52 | 85.5 | 86.5 | √ |
| 5.b. | Supervision – percentage of children seen by a supervising officer within 15 days | 100 | 100 | 100 | 100 | = |
| 6.a. | Academic achievement – number of children ceasing to be looked after | 1 | 1 | 1 | 1 | = |
| 6.b. | Academic achievement – number of these attaining at least one SCQF level 3 | 1 | 1 | 0 | 1 | √ |
| 7. | Staff qualification - Care Staff in Local Authority Residential Children's Homes, who have the appropriate qualification (%) | N/A | 50 | 46.9 | 47.9 | √ |
| 8.a. | Respite care – for children aged 0-17 with disabilities - Total overnight respite nights provided | N/A | 591 | 622 | 983 | √ |
| 8.b. | Respite care – for children aged 0-17 with disabilities, Number of overnight respite nights provided not in a care home | N/A | 92 | 101 | 141 | √ |
| 8.c. | Respite care – for children aged 0-17 with disabilities - Total hours daytime respite provided | N/A | 8,146 | 8,908 | 11,950 | √ |
| 8.d. | Respite care – for children aged 0-17 with disabilities, percentage of daytime respite hours provided not in a day care centre | N/A | 1.7 | 0.9 | 0 | X |
| Housing | | | | | | |
| 1. | Percentage of housing response repairs completed within target times | - | - | - | 76.2 | - |
| 2.a. | Housing Quality – percentage of council dwellings that are of tolerable standard | - | - | - | 80.8 | - |
| 2.b. | Housing Quality – percentage of council dwellings that are free from serious disrepair | - | - | - | 100 | - |
| 2.c. | Housing Quality – percentage of council dwellings that are energy efficient | - | - | - | 87.9 | - |

| | | | | | | |
|----------------------------|---|------------|------------|------|------|---|
| 2.d. | Housing Quality – percentage of council dwellings that have modern facilities and services | - | - | - | 99.6 | - |
| 2.e. | Housing Quality – percentage of council dwellings that are healthy, safe and secure | - | - | - | 93.8 | - |
| 2.f. | Housing Quality – percentage of council dwellings that meet the Scottish Housing Quality Standard | - | - | - | 80.8 | - |
| 3 | Tenancy changes – the percentage of rent loss due to voids | 4 | 3.2 | 3 | 2.3 | √ |
| 4.a. | Tenancy changes – the average time taken to re-let housing not in low demand, in days | 257 | 125 | 63 | 48 | √ |
| 4.b. | Tenancy changes – the average time taken to re-let housing in low demand, in days | No Service | No Service | 138 | 161 | X |
| 4.c. | Tenancy changes – the number of days that low demand housing had been un-let for, at year end | No Service | No Service | 282 | 328 | X |
| 5.a. | Rent arrears – current tenant arrears as a percentage of the net amount of rent due in the year | 4.5 | 4.5 | 3.9 | 4.0 | = |
| 5.b. | Rent arrears – the percentage of current tenants owing more than 13 weeks rent at the year end, excluding those owing less than £250 | 4.1 | 4.5 | 4 | 4.3 | = |
| 6.a. | Council house sales – the percentage of sales completed within 26 weeks | 28.6 | 21.1 | 24.4 | 2.7 | X |
| 6.b. | Council house sales – the average time taken for council house sales in weeks | 46 | 45 | 39 | 46 | X |
| 7.a. | Homelessness – permanent accommodation – the percentage of decision notifications issued within 28 days of date of initial presentation | - | - | - | 72 | - |
| 7.b. | Homelessness – permanent accommodation – percentage who are housed | - | - | - | 29 | - |
| 7.c. | Homelessness – permanent accommodation –percentage of cases reassessed within 12 months | - | - | - | 21 | - |
| 7.d. | Homelessness – temporary accommodation – the percentage of decision notifications issued within 28 days of date of initial presentation | - | - | - | 81.6 | - |
| 7.e. | Homelessness – temporary accommodation – percentage of cases reassessed within 12 months | - | - | - | 11.8 | - |
| Protective Services | | | | | | |
| 1.a | Percentage of premises requiring inspection that were inspected in time | 29.4 | 23.8 | 22.2 | 100 | √ |
| 1.b | Food hygiene – the percentage of premises with a minimum inspection frequency of 6 months or less, that were inspected on time | 100 | 100 | 60 | 100 | √ |
| 1.c | Food hygiene – the percentage of premises with a minimum inspection frequency of 12 months or less, that were inspected on time | 63.2 | 66.7 | 85.7 | 100 | √ |
| 1.d | Food hygiene – the percentage of premises with a minimum inspection frequency of more than 12 months, that were inspected on time | 11.6 | 46.1 | 50 | 79.1 | √ |

| | | | | | | |
|---------------------------|---|-------|-------|------------|------------|---|
| 2.a. | Domestic Noise Complaints | | | | | |
| 2.a.i | Settled without the need for attendance on site | N/A | 303 | 222 | 309 | √ |
| 2.a.ii | Requiring attendance on site | N/A | 5 | 4 | 0 | √ |
| 2.a.ii i | Dealt with under Part V of the antisocial Behaviour (Scotland) Act 2004 | N/A | 0 | 0 | 0 | = |
| 2.b | Average time in hours between the time of the complaint and attendance on site | | | | | |
| 2.b.i | Requiring attendance on site | N/A | 120 | 540 | 0 | √ |
| 2.b.ii | Dealt with under Part V of the antisocial Behaviour (Scotland) Act 2004 | N/A | 0 | 0 | 0 | = |
| 3.a | Non-Domestic Noise Complaints | | | | | |
| 3.a.i | Settled without the need for further action | N/A | 9 | 10 | 4 | = |
| 3.a.ii | Requiring formal action | N/A | 0 | 0 | 0 | = |
| 3.b | For those requiring formal action, the average time (calendar days) to institute formal action | N/A | 1 | No Service | No Service | - |
| 4.a. | Consumer complaints – the percentage of complaints processed within 14 days of receipt | 88.6 | 87.3 | 86.7 | 90.8 | √ |
| 5.b. | Business advice requests – the percentage of requests dealt with within 14 days of receipt | 91.2 | 90.4 | 92.6 | 94.8 | √ |
| 5.a | Inspection of trading premises - the percentage of premises in inspection level 12 months or less that were inspected on time | 91.4 | 87.1 | 96.3 | 80.0 | X |
| 5.b | Inspection of trading premises – the percentage of premises in inspection level of 2 years or less that were inspected on time | 41 | 71.3 | 79.4 | 94.2 | √ |
| Roads and Lighting | | | | | | |
| 1. | Carriageway condition – percentage of network that should be considered for maintenance treatment | 26.9 | 38.7 | 40.2 | 38.4 | √ |
| 2. | Traffic light repairs – the percentage of repairs completed within 48 hours | 0 | 40 | 19.1 | 3.4 | X |
| 3. | Street lighting – the percentage of repairs completed within 7 days | 50 | 69.6 | 66.5 | 88.1 | √ |
| 4. | Street lighting – the proportion of street lighting columns that are over 30 years old | FTR | FTR | 0.9 | 1.2 | = |
| 5.a. | Road network restrictions – the percentage of council and private bridges assessed that failed to meet the European standard of 40 tonnes | FTR | 14.3 | 12.2 | 13.5 | = |
| 5.b. | Road network restrictions – the percentage of council and private bridges assessed that have a weight or width restriction placed on them | FTR | 0 | 0 | 0 | = |
| Waste Management | | | | | | |
| 1.a. | Refuse collection – the net cost per property (£) of refuse collection | 70.50 | 67.01 | 76.89 | 60.09 | √ |

| | | | | | | |
|------|--|-------|-------|-------|-------|----------|
| 1.b. | Refuse collection – the net cost per property (£) of refuse disposal | 71.11 | 63.96 | 55.64 | 56.63 | X |
| 2. | Refuse collection – the number of complaints per 1,000 households | 5 | 0 | 2 | 2 | = |
| 3.a. | Refuse recycling – the percentage of municipal waste composted/recycled | - | - | - | 22.6 | - |
| 4. | Cleanliness – overall cleanliness index achieved | 75 | FTR | 79 | 79 | = |
| 5 | Abandoned Vehicles – Proportion of abandoned vehicles removed within 14 days | N/A | FTR | 1.3 | 7.7 | √ |

Key Used

X - Worse on the previous year

= - Stayed the same as the previous year

√ - Better than the previous year



REPORT

To: Audit & Scrutiny Committee

7 October 2009

From: Service Manager - Safety and Risk

Risk Implications in Committee Reports

Report No: LA-46-F

1. Introduction

- 1.1 Audit Scotland identified as a failing in their SARA report, the absence of a "Risk Implications" section within Committee Reports, as the decision making process cannot clearly evidence, at a political level, the consideration of risk, it's assessment, and management, and highlighted this as a management action point.
- 1.2 The Risk Management Strategy, states that SIC will comply with the CiPFA Check List. Included within the CiPFA Check List is the requirement to have a "Risk Implications" Section contained within Committee reports. This was specified in the Risk Management Development Plan approved at Council in September (min ref 113/09).

2 Links to Corporate Priorities

- 2.1 This report supports Corporate Priorities in relation to the following sections of the Corporate Plan 2008:
 - Section 3 – Sustainable Organisation – Ensuring we are being efficient in everything we do.

3 Current Position

- 3.1 Risk is a fundamental element of any and every decision taken within the Council. It is important then that Members are given as much pertinent information as possible thereby better equipping them to anticipate the areas of risk that will arise within the decision-making process and/or flow from the approval, or rejection, of the proposals in any given Committee report.

3.2 The introduction of a “Risk” Section within Committee reports would help ensure that report authors are supplying all the pertinent information required to properly inform Councillors, thereby aiding them to make sound judgements and decisions on the proposals contained within any given report.

4 Proposal

4.1 The proposal, suggested by the Risk Management Board, is that the existing “Links to Corporate Priorities” section is augmented to incorporate this and should be renamed “Links to Corporate Priorities and Risks”

5 Financial Implications

5.1 There are no financial implications related to this report.

6 Policy and Delegated Authority

6.1 The role of Audit and Scrutiny Committee is to carry out a corporate scrutiny role to evaluate the effectiveness of the Council as an organisation and ensure that effectiveness is actively monitored and measured, as detailed in Section 10 of the Scheme of Delegation.

7 Recommendations

7.1 I recommend that the Audit and Scrutiny Committee:

- i) endorse, for onward approval by Shetland Islands Council, the proposal to amend the structure of Committee reports to aid the decision-making process by incorporating Risk as detailed in section 4.1 above.

Report no: LA-44-F
Our Ref: SP/A&S

28 September 2009



REPORT

To: Audit and Scrutiny Committee

7 October 2009

**From: Service Manager – Safety & Risk
Legal & Administration
Executive Services**

REPORT NO: LA-44-F

Risk Management Training for Members – 1/2 Day Course

1 Introduction and Background

- 1.1 As Members will already be aware, the Council's Risk Management Strategy incorporates the principles of the CiPFA Checklist, British Standard for Risk Management – code of Practice BS31100, and takes account of the recommendations in Audit Scotland's SARA report, as well as being in keeping with the Single Shared Outcome Agreement.
- 1.2 One of the areas where there is still some work to be done to fully and effectively embed Risk Management within the organisation (min ref 113/09) is within the Risk Management Structures and Processes category. The proposal contained within this report will, if approved, help move the Council closer to full compliance with this section of CiPFA's best practice.

2 Links to Corporate Priorities

- 2.1 This report supports Corporate Priorities in relation to the following sections of the Corporate Plan 2008:
 - Section 3 – Sustainable Organisation – Ensuring we are being efficient in everything we do.

3 Current Position

- 3.1 Risk is a fundamental element of any and every decision taken within the Council. It is important then to be able to evidence the fact that Members have at least a basic level of understanding in this field and are therefore better equipped to anticipate the areas of risk that will arise within the decision-making process and/or flow from the approval, or rejection, of the proposals in any given Committee report.

- 3.2 The training, which is specifically tailored for Members, is a half day course to be split over 2 sessions, namely: 1) Audit & Scrutiny Members; and 2) all other Members. This would permit Audit & Scrutiny Members to focus on and/or ask pertinent questions relating to their specific roles on this Committee, whilst leaving a more general “cover all” approach to the other session. The training can run during the working day or, if preferred, set for an early evening start.

4 Financial Implications

- 4.1 There are no additional financial implications relating to this report as the costs will be met from the £25k worth of credit secured at the last insurance tender process, which must be “spent” on Zurich’s Risk Management Services. The cost of Members training would account for a very small part of this credit funding and has an obvious cost/benefit value.

5 Policy and Delegated Authority

- 5.1 The role of Audit and Scrutiny Committee is to carry out a corporate scrutiny role to evaluate the effectiveness of the Council as an organisation and ensure that effectiveness is actively monitored and measured, as detailed in Section 10 of the Scheme of Delegation.

6 Recommendations

6.1 I recommend that the Audit and Scrutiny Committee:

- i) endorse this report for onward approval by Shetland Islands Council.

Report no: LA-44-F
Our Ref: SP/A&S

28 September 2009