

## Shetland Islands Council

Information on council performance comes from statutory performance indicators, value for money and other reports. **All** of these must be taken into account in considering how a council is performing. Further details about all of the information below are available in Section 1 of this document.

### Contextual data

- total resident population 21,870
- number of households 9,111
- Grant Aided Expenditure for 2004/2005 (£'000) 61,645
- Band D Council Tax for 2004/2005 (£) 936

### Statutory Performance Indicators - summary information

The council's performance worsened by 5% or more on 17 measures, and improved by 5% or more on 8 measures.

	Measures that worsened by...			Measures that improved by...		
	>15%	10-14%	5-9%	5-9%	10-14%	>15%
<b>Scotland</b>						
<b>Shetland Islands</b>	13	1	3	1	2	5

A full set of the SPI measures used for this analysis is included at the end of the profile.

In 2001/02 this council had a ranking of 25 or below in indicators 16, 21, 22, 23, 24, 54, 55, 58, 69, 70 and 71. By 2003/04, they had not improved by at least 5% in the following indicators:

Indicator number	Indicator definition
16	Administration costs - the overall gross administration cost (£) per council tax or housing benefit application
55	Tenancy changes - the percentage of empty houses that were re-let within four weeks
69	Traffic light repairs - the percentage of repairs completed within 48 hours
70	Street light repairs - the percentage of repairs completed within seven days
71	Refuse collection - the gross cost per property (£) of refuse collection

### Progress towards Best Value

Between 1999 and 2002, the Accounts Commission's Performance Management and Planning (PMP) audit assessed the arrangements that councils' had in place to manage their performance under Best Value. It examined the extent to which councils and their various services had in place the basic building blocks for Best Value, in particular the key management processes required. Comment on the findings of the PMP Audit for the council may be found in the Profiles for 2001/02.

The PMP audits are now being superseded by a cyclical programme of Best Value and Community Planning audits. This programme began in early 2004 and aims to cover all 32 councils over three years.

### **Accounts Commission/Audit Scotland reports (April 2003 to December 2004)**

- There were no Accounts Commission statutory reports published on this council during the time period
- The appointed auditor's report on the council's financial statement for the year was unqualified
- The following Value for Money reports were published during the time period and looked at the comparative performance of all councils:
  - *'Bye now, pay later? A follow-up review of the management of early retirement'* (June 2003). This report made no specific mention of Shetland Islands Council.
  - *'Dealing with offending by young people A follow-up report'* (November 2003). This report made no specific mention of Shetland Islands Council.
  - *'Maintaining Scotland's Roads'* (November 2004). This report made no specific mention of Shetland Islands Council.

More information about the work of the Accounts Commission and Audit Scotland are available at [www.audit-scotland.gov.uk](http://www.audit-scotland.gov.uk)

### **Inspectorates (April 2003 to December 2004)**

- HM Inspectorate of Education completed a QMiE inspection of the council's education department in May 2004. More information is available at [www.scotland.gov.uk/hmie](http://www.scotland.gov.uk/hmie)
- The Benefit Fraud Inspectorate did not undertake an inspection of the council during this time period. More information is available at [www.bfi.gov.uk](http://www.bfi.gov.uk)
- The Social Work Services Inspectorate included a section on this council in their annual report *'Growth & Development'* (November 2002). More information is available at [www.scotland.gov.uk/socialwork/swsi](http://www.scotland.gov.uk/socialwork/swsi)
- The Food Standards Agency completed an audit of this council's food law enforcement services as part of their audit scheme year 3 (April 2003 to March 2004). More information is available at [www.foodstandards.gov.uk](http://www.foodstandards.gov.uk)

For more information on the work of Inspectorates in general, please refer to Section 1 of this report

### **Scottish Public Services Ombudsman (April 2003 to December 2004)**

- There were no findings of maladministration against this council during this time period.

More information on the work of the Ombudsman is available at [www.scottishombudsman.org.uk](http://www.scottishombudsman.org.uk)

## Statutory Performance Indicators – list of measures

### Shetland Islands

	Measure	Rank in 03/04		PI measurement			Better ✓ or worse X since 01/02		
		1-32	✓ 1-8 X 25-32	01/02	02/03	03/04	5-9%	10-14%	>15%
<b>Adult Social Work</b>									
1	Staff qualification – the percentage of care staff who are qualified, working in care homes for older people	28	X	32	43	17			X
2	Staff qualification – the percentage of care staff who are qualified, working in care homes for other adults	25	X	55	50	22			X
3	Privacy - percentage of residential care places occupied by older people that are in single rooms	1	✓	-	-	100.0			
4	Privacy - percentage of residential care places occupied by older people that have en-suite facilities	1	✓	-	-	100.0			
5	Privacy - percentage of residential places occupied by other adults that are in single rooms	1	✓	-	-	100.0			
6	Privacy - percentage of residential places occupied by other adults that have en-suite facilities	13		-	-	40.0			
7	Home care - total hours as a rate per 1,000 population aged 65+	4	✓	-	-	778.6			
8	Home care - number of home care clients aged 65+ receiving personal care as a percentage of clients	29	X	-	-	44.0			
9	Home care - number of home care clients aged 65+ receiving care in evenings/overnight as a percentage of clients	23		-	-	16.7			
10	Home Care - number of home care clients aged 65+ receiving care at weekends as a percentage of clients	24		-	-	36.9			
11	Social enquiry reports - the proportion of reports requested by the courts that were allocated to social work staff within 2 working days of receipt by the social work department	1	✓	100.0	100.0	100.0			
12	Social enquiry reports - the proportion of reports submitted by the social work department to the courts by the due date	1	✓	100.0	100.0	100.0			
13	Probation - the proportion of new probationers seen by a supervising officer within one week	1	✓	100.0	100.0	100.0			
14	Probation - the proportion of people subject to a probation order who were reported to the court for breach of probation during the year	29	X	34.8	23.3	42.4			X
15	Community service - the average hours per week taken to complete community service orders	5	✓	5.9	3.4	5.0			X
<b>Benefits Administration</b>									
16	Administration costs - the overall gross administration cost (£) per council tax or housing benefit application	32	X	101.55	109.86	98.52			
17	New claims - the average time (days) taken to process new claims	5	✓	23	32	31			X
18	Changes of circumstances - the average time (days) taken to process notifications of changes of circumstances	1	✓	3	5	3			
19	Accuracy and security of processing - percentage of cases for which the calculation of benefit due was correct.	3	✓	99.8	100.0	99.5			
<b>Children's Services</b>									
20	Primary schools - the percentage of schools in which the ratio of pupils to available places is between 61% and 100%	26	X	58.8	29.4	52.9			X
21	Secondary schools - the percentage of schools in which the ratio of pupils to available places is between 61% and 100%	11		55.6	55.6	88.9			✓
22	Special educational needs - the average number of weeks taken to complete an assessment of special educational needs	14		53	15	24			✓
23	Child care placements – the percentage of children being looked after by the council who are in community placements	16		77.2	71.9	87.9			✓

## Shetland Islands

	Measure	Rank in 03/04		PI measurement			Better ✓ or worse X since 01/02		
		1-32	✓ 1-8 X 25-32	01/02	02/03	03/04	5-9%	10-14%	>15%
<b>Children's Services</b>									
24	Staff qualification – the percentage of care staff in residential homes for children who are qualified	7	✓	19	46	63			✓
25	Privacy - percentage of residential places occupied by children that are single rooms	1	✓	-	-	100.0			
26	Privacy - percentage of residential places occupied by children that have en-suite facilities	29	X	-	-	0.0			
27	Social background reports - percentage of reports requested by the Reporter, that were submitted within 20 days	6	✓	-	-	56.5			
28	Supervision - percentage of children made subject to a supervision order that were seen by a supervising officer within 15 days	1	✓	-	-	100.0			
<b>Corporate Management</b>									
29	Sickness absence - the percentage of working days lost through sickness absence for chief officers, administrative, professional, technical and clerical staff	12		3.9	5.1	4.8			X
30	Sickness absence - the percentage of working days lost through sickness absence for craft and manual employees	27	X	4.3	7.3	7.6			X
31	Sickness absence - the percentage of working days lost through sickness absence for teachers	11		1.9	3.0	3.7			X
32	Litigation claims - number of claims per 10,000 population	5	✓	-	-	11.9			
33	Equal opportunities policy - percentage of highest paid 2% of earners among council employees that are women	31	X	-	-	7.5			
34	Equal opportunities policy - percentage of highest paid 5% of earners among council employees that are women	31	X	-	-	16.0			
35	Council tax - the gross cost of collecting council tax per dwelling (£) (see note 2)	29	X	-	19.79	21.69			
36	Council tax - the percentage of council tax income for the year that was collected in the year (see note 2)	3	✓	95.8	96.1	95.9			
37	Non-domestic rates - percentage of income due from non-domestic rates that was received by the end of the year	3	✓	-	98.4	98.3			
38	Invoice payment - the percentage of invoices paid within 30 days	20		-	-	81.6			
<b>Cultural and Community Services</b>									
39	Sport and Leisure Management - the number of attendances per 1,000 population for all pools	1	✓	14130	15001	15850			✓
40	Indoor facilities - the number of attendances per 1,000 population	1	✓	15584	16508	16269			
41	Processing time - the average time (days) taken to satisfy library book requests			13	FTR	<u>24</u>			
42	Stock turnover – the percentage of the national target met for replenishing lending stock for adults			94.4	71.6	<u>83.1</u>			
43	Stock turnover – the percentage of the national target met for replenishing lending stock for children and teenagers			337.9	80.8	<u>249.6</u>			
44	Use of libraries – the number of borrowers as a percentage of the resident population			<u>49.0</u>	FTR	<u>41.6</u>			
45	Use of libraries – the average number of issues per borrower			<u>20.6</u>	FTR	<u>24.8</u>			
46	Learning centre and learning access points - number of users as a percentage of the resident population			-	5.9	<u>10.1</u>			
47	Learning centre and learning access points - number of time terminals are used per 1,000 population			-	564.1	<u>1051.0</u>			

## Shetland Islands

	Measure	Rank in 03/04		PI measurement			Better ✓ or worse X since 01/02		
		1-32	✓ 1-8 X 25-32	01/02	02/03	03/04	5-9%	10-14%	>15%
<b>Development Services</b>									
48	Building warrants - percentage of requests for a building warrant responded to within 15 days	28	X	-	74.2	42.4			
49	Building warrants - percentage of building warrants issued (or an application otherwise determined) within 6 days	11		-	92.3	87.8			
50	Completion certificates - average time (days) taken to respond to a request for a completion certificate	19		-	4	5			
51	Completion certificates - percentage of completion certificates issued (or an application otherwise determined) within 3 days	1	✓	-	92.7	98.7			
52	Processing time – the percentage of householder applications dealt with within two months	7	✓	92.5	88.6	88.7			
53	Processing time – the percentage of all applications dealt with within two months	14		71.6	65.8	69.5			
<b>Housing</b>									
54	Tenancy changes - the percentage of rent loss due to voids	25	X	6.42	6.71	6.00	✓		
55	Tenancy changes - the percentage of empty houses that were re-let within four weeks	21		22.4	19.2	14.1			X
56	Rent arrears - current tenant arrears as a percentage of the net amount of rent due in the year (see note 2)	7	✓	4.2	3.7	4.5	X		
57	Rent arrears - the percentage of current tenants owing more than 13 weeks' rent at the year end, excluding those owing less than £250 (see note 2)	2	✓	2.4	3.8	0.9			✓
58	Council house sales - the percentage of sales completed within 26 weeks	24		30.4	45.4	39.1			✓
59	Homelessness - average time between presentation and completion of duty by the council for those cases assessed as homeless or potentially homeless	26	X	-	-	19.1			
60	Homelessness - percentage of cases reassessed as homeless or potentially homeless within 12 months of previous case being completed	27	X	-	-	16.8			
<b>Protective Services</b>									
61	Food hygiene - the percentage of premises with a minimum inspection frequency of 12 months or less, that were inspected on time			91.2	93.5	<u>33.3</u>			
62	Noise complaints - the percentage of cases settled on first contact that were dealt with on day of receipt	31	X	-	-	33.3			
63	Noise complaints - the percentage of cases needing further action, completed within 14 days of receipt	15		-	-	62.5			
64	Pest control - the percentage of responses to requests for high-priority pest control services within two days	22		91.5	89.8	92.9			
65	Pest control - the percentage of responses to requests for low-priority pest control services within five days	16		100.0	82.6	97.2			
66	Consumer complaints - the percentage of complaints processed within 14 days of receipt	13		90.4	91.8	87.6			
67	Business advice requests - the percentage of requests dealt with within 14 days of receipt	32	X	94.9	88.5	87.5	X		
<b>Roads &amp; Lighting</b>									
68	Carriageway condition - percentage of network that should be considered for maintenance treatment	8	✓	-	-	40.7			
69	Traffic light repairs - the percentage of repairs completed within 48 hours	31	X	86.7	<u>36.4</u>	0.0			X
70	Street light repairs - the percentage of repairs completed within seven days	32	X	80	77	63			X

## Shetland Islands

	Measure	Rank in 03/04		PI measurement			Better ✓ or worse ✗ since 01/02		
		1-32	✓1-8 ✗ 25-32	01/02	02/03	03/04	5-9%	10-14%	>15%
<b>Waste Management</b>									
71	Refuse collection - the gross cost per property (£) of refuse collection (see note 2)	28	✗	59.75	73.06	64.02	✗		
72	Refuse collection - the gross cost per property (£) of refuse disposal (see note 2)	31	✗	63.90	105.37	111.39	✗		
73	Refuse collection - the percentage of special uplifts of bulky domestic refuse completed within five days	NS		NS	NS	NS			
74	Refuse collection - the number of complaints per 1,000 households	2	✓	-	-	1.9			
75	Recycling - of the household, commercial and industrial waste collected by the authority, the percentage that was recycled	24		10.3	5.6	7.4	✗		
		✓1-8	26						
		✗ 25-32	21						

Data features	Symbol	01/02	02/03	03/04
No Service	(NS)	1	1	1
Failure to report	(FTR)	0	3	0
Unreliable data	(underlined)	2	1	8

### Notes

1. An underlined measurement indicates unreliable data.
2. This measure is presented in family groups in Section 3.
3. Unreliable data has not been ranked.

Count of measures showing significant change since 2001/02	
<b>Improvement</b>	
5-9%	1
10-14%	2
>15%	5
<b>Decline</b>	
5-9%	3
10-14%	1
>15%	13