

## 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 22,000
- number of households 10,267
- Grant Aided Expenditure for 2007/2008 (£'000) 62,670
- Band D Council Tax for 2007/2008 (£) 1,053

### Statutory Performance Indicators - summary information

The council's performance worsened by 5% or more on 13 measures, and improved by 5% or more on 17 measures.

	Measures that worsened by...			Measures that improved by...		
	>15%	10-14%	5-9%	5-9%	10-14%	>15%
<b>Scotland</b>	<b>7</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>11</b>
<b>Shetland Islands</b>	9	2	2	2	1	14

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

In 2004/05 this council had a ranking of 25 or below in indicators 8, 9, 10, 24, 36, 37, 39, 56, 64, 65, 72, 74 and 75. By 2006/07, they had not improved by at least 5% in the following indicators:

Indicator number	Indicator definition
<b>24</b>	Primary schools - the percentage of schools in which the ratio of pupils to available places is between 61% and 100%
<b>36</b>	Equal opportunities policy - percentage of highest paid 2% of earners among council employees that are women
<b>37</b>	Equal opportunities policy - percentage of highest paid 5% of earners among council employees that are women

### 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The PMP audits have been superseded by a cyclical programme of Best Value and Community Planning audits.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.

The Controller of Audit's report to the Accounts Commission on the Best Value Audit of Shetland Islands Council was published in January 2007 and is available at: [www.audit-scotland.gov.uk](http://www.audit-scotland.gov.uk)

### Accounts Commission/Audit Scotland reports (April 2006 to October 2007)

- 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 qualified for the second year in a row because of the council's failure to include two bodies in the group accounts.

- There were no reports published during this period that made reference to the comparative performance of councils.

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 2006 to October 2007)**

- HM Inspectorate of Education did not undertake a QMiE inspection of the council's education service during this period. More information is available at: [www.hmie.gov.uk](http://www.hmie.gov.uk)
- 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)
- In August 2007 the Social Work Inspection Agency published a performance inspection report on Shetland Island's Social Work Services. More information is available at: [www.swia.gov.uk](http://www.swia.gov.uk)
- Communities Scotland did not undertake an inspection of the council during this time period. More information is available at: [www.communitiesscotland.gov.uk](http://www.communitiesscotland.gov.uk)
- The Food Standards Agency did not undertake an inspection of the council during this time period. 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 2006 to October 2007)**

During this period the SPSO published a report against the council partially upholding a complaint regarding a housing matter – August 2006

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

## Statutory Performance Indicators – list of measures

### Shetland Islands

	Measure	Rank in 06/07		PI measurement			Better ✓ or worse ✗ since 04/05		
		1-32	✓1-8 ✗ 25-32	04/05	05/06	06/07	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	13		-	57.9	52.8			
2	Staff qualification – the percentage of care staff who are qualified, working in care homes for other adults	20		-	26.9	20.7			
3	Privacy - percentage of residential care places occupied by older people that are in single rooms	1	✓	100.0	100.0	100.0			
4	Privacy - percentage of residential care places occupied by older people that have en-suite facilities	1	✓	100.0	100.0	100.0			
5	Privacy - percentage of residential places occupied by other adults that are in single rooms	1	✓	100.0	100.0	100.0			
6	Privacy - percentage of residential places occupied by other adults that have en-suite facilities	1	✓	100.0	100.0	100.0			
7	Home care - total hours as a rate per 1,000 population aged 65+	3	✓	790.2	782.2	750.8			
8	Home care - number of home care clients aged 65+ receiving personal care as a percentage of clients	30	✗	40.0	32.3	47.1			✓
9	Home care - number of home care clients aged 65+ receiving care in evenings/overnight as a percentage of clients	26	✗	14.8	16.0	21.7			✓
10	Home care - number of home care clients aged 65+ receiving care at weekends as a percentage of clients	29	✗	34.2	32.6	36.6	✓		
11	Respite care - total overnight respite nights provided for older people aged 65+ per 1,000 population	1	✓	-	1967.6	1890.9			
12	Respite care - percentage of respite nights not in a care home aged 65+	19		-	0.0	0.0			
13	Respite care - total daytime respite hours provided for older people aged 65+ per 1,000 population	18		-	1346.6	1749.2			
14	Respite care - percentage of daytime respite not in a day centre aged 65+	1	✓	-	100.0	100.0			
15	Respite care - total overnight respite nights provided for people aged 18-64 per 1,000 population	1	✓	-	162.5	128.7			
16	Respite care - percentage of respite nights not in a care home aged 18-64	11		-	30.0	16.5			
17	Respite care - total daytime respite hours provided for people aged 18-64 per 1,000 population	17		-	209.4	188.6			
18	Respite care - percentage of daytime respite not in a day centre aged 18-64	21		-	35.3	40.1			
19	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			
20	Probation - the proportion of new probationers seen by a supervising officer within one week	6	✓	100.0	97.4	88.0		✗	
21	Community service - the average hours per week taken to complete community service orders	23		9.4	5.0	3.1			✗
<b>Benefits Administration</b>									
22	Administration costs - the overall gross administration cost (£) per council tax or housing benefit application	29	✗	-	-	65.53			
23	New claims - the average time (days) taken to process new claims	19		-	31.9	32.1			

## Shetland Islands

	Measure	Rank in 06/07		PI measurement			Better ✓ or worse ✗ since 04/05		
		1-32	✓1-8 ✗ 25-32	04/05	05/06	06/07	5-9%	10-14%	>15%
<b>Education &amp; Children's Services</b>									
24	Primary schools - the percentage of schools in which the ratio of pupils to available places is between 61% and 100%	28	✗	45.5	42.4	40.6			✗
25	Secondary schools - the percentage of schools in which the ratio of pupils to available places is between 61% and 100%	10		88.9	88.9	88.9			
26	Supervision - percentage of children made subject to a supervision order that were seen by a supervising officer within 15 days	1	✓	100.0	100.0	100.0			
27	Staff qualification – the percentage of care staff in residential homes for children who are qualified	15		-	56.0	50.0			
28	Respite care - total overnight respite nights provided per 1,000 population	4	✓	-	103.8	114.7			
29	Respite care - percentage of respite nights not in a care home	19		-	15.6	15.6			
30	Respite care - total daytime respite hours provided for children per 1,000 population	5	✓	-	1446.2	1581.4			
31	Respite care - percentage of daytime respite hours provided not in a day centre	31	✗	-	1.1	1.7			
<b>Corporate Management</b>									
32	Sickness absence - the percentage of working days lost through sickness absence for chief officers and local government employees	31	✗	FTR	5.7	6.9			
33	Sickness absence - the percentage of working days lost through sickness absence for craft employees	10		FTR	7.0	5.8			
34	Sickness absence - the percentage of working days lost through sickness absence for teachers	21		3.2	3.2	4.2			✗
35	Litigation claims - number of claims per 10,000 population			4.1	8.7	<u>4.1</u>			
36	Equal opportunities policy - percentage of highest paid 2% of earners among council employees that are women	32	✗	13.6	10.4	11.5			✗
37	Equal opportunities policy - percentage of highest paid 5% of earners among council employees that are women	32	✗	21.0	10.8	14.0			✗
38	Public access - percentage of public service buildings that are suitable and accessible to disabled people	11		53.9	60.6	63.6			✓
39	Council tax - the cost of collecting council tax per dwelling (£) (see note 2)	20		18.50	13.26	14.36			✓
40	Council tax - the percentage of council tax income for the year that was collected in the year (see note 2)	7	✓	96.1	96.0	96.3			
41	Invoice payment - the percentage of invoices paid within 30 days	20		84.1	81.5	83.7			
42	Asset management - proportion of GIA that is in satisfactory condition	12		-	-	73.5			
43	Asset management - percentage of operational buildings that are suitable for their current use	16		-	-	68.7			

**Shetland Islands**

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		1-32	✓1-8 ✗ 25-32	04/05	05/06	06/07	5-9%	10-14%	>15%
<b>Cultural and Community Services</b>									
44	Sport and Leisure Management - the number of attendances per 1,000 population for all pools			15,901	15,626	<u>704</u>			
45	Indoor facilities - the number of attendances per 1,000 population			17,126	19,171	<u>778</u>			
46	Museum services - the number of visits to/usages of council funded or part funded museums per 1,000 population			-	-	<u>261</u>			
47	Museum services - the number of visits to/usages of council funded or part funded museums that were in person per 1,000 population			-	-	<u>245</u>			
48	Stock turnover – the percentage of the national target met for replenishing lending stock for adults	1	✓	85.0	142.0	122.6			✓
49	Stock turnover – the percentage of the national target met for replenishing lending stock for children and teenagers	1	✓	244.0	272.1	253.1			
50	Use of libraries – the number of visits to libraries per 1,000 population	3	✓	-	-	8024			
51	Use of libraries – the number of borrowers as a percentage of the resident population	1	✓	35.7	35.4	35.1			
52	Learning centre and learning access points - number of users as a percentage of the resident population	2	✓	14.5	21.1	26.0			✓
53	Learning centre and learning access points - number of time terminals are used per 1,000 population	7	✓	978.9	1,307.0	1,254.5			✓
<b>Development Services</b>									
54	Processing time – the percentage of householder applications dealt with within two months	27	✗	77.4	<u>71.8</u>	70.9	✗		
55	Processing time – the percentage of all applications dealt with within two months	32	✗	58.3	<u>67.7</u>	39.5			✗
<b>Housing</b>									
56	Tenancy changes - the percentage of rent loss due to voids	22		5.40	4.00	3.20			✓
57	Tenancy changes - the percentage of dwellings that were not low demand that were re-let within four weeks	20		-	22.1	31.2			
58	Tenancy changes - the average time (days) to re-let houses that are not low demand	27	✗	-	257	125			
59	Rent arrears - current tenant arrears as a percentage of the net amount of rent due in the year (see note 2)	8	✓	6.8	4.5	4.5			✓
60	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)	14		3.1	4.1	4.5			✗
61	Rent management - the proportion of tenants giving up their tenancy during the year that were in rent arrears (see note 2)	21		-	-	50.5			
62	Rent management - the average number of weeks rent owed by tenants leaving in arrears (see note 2)	6	✓	-	-	7.81			
63	Rent management - the percentage of former tenant arrears written off or collected during the year (see note 2)	10		-	-	34.9			
64	Council house sales - the percentage of sales completed within 26 weeks	26	✗	20.0	28.6	21.1	✓		
65	Homelessness - average time (weeks) between presentation and completion of duty by the council for those cases assessed as homeless or potentially homeless	27	✗	28.4	32.1	24.6			✓
66	Homelessness - percentage of cases reassessed as homeless or potentially homeless within 12 months of previous case being completed	31	✗	13.6	18.7	14.8	✗		

## Shetland Islands

Measure	Rank in 06/07		PI measurement			Better ✓ or worse ✗ since 04/05		
	1-32	✓1-8 ✗ 25-32	04/05	05/06	06/07	5-9%	10-14%	>15%
<b>Protective Services</b>								
67	Food hygiene - the percentage of premises with a minimum inspection frequency of 12 months or less, that were inspected on time		-	47.2	<u>46.3</u>			
68	Domestic noise complaints - the average time (hours) between the time of the complaint and attendance on site: Requiring attendance on site		22	-	-	120.0		
69	Domestic noise complaints - the average time (hours) between the time of the complaint and attendance on site: Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004		NS	-	-	NS		
70	Consumer complaints - the percentage of complaints processed within 14 days of receipt		3	✓		89.2	88.6	87.3
71	Business advice requests - the percentage of requests dealt with within 14 days of receipt		28	✗		93.0	91.2	90.4
72	Inspection of trading premises - the percentage of premises in high and medium risk inspection level that were inspected on time		25	✗		34.5	48.7	73.9
<b>Roads &amp; Lighting</b>								
73	Carriageway condition - percentage of network that should be considered for maintenance treatment		1	✓		33.1	26.9	38.7
74	Traffic light repairs - the percentage of repairs completed within 48 hours		31	✗		0.0	0.0	40.0
75	Street light repairs - the percentage of repairs completed within seven days		32	✗		57.5	50.0	69.6
76	Road network restrictions - the percentage of council and private bridges assessed that failed to meet the European standard of 40 tonnes		25	✗		FTR	FTR	14.3
<b>Waste Management</b>								
77	Refuse collection - the net cost per property (£) of refuse collection (see note 2)		21			33.52	70.50	67.01
78	Refuse collection - the net cost per property (£) of refuse disposal (see note 2)		12			47.00	71.11	63.96
79	Refuse collection - the number of complaints per 1,000 households		1	✓		1.7	0.5	0.0
80	Recycling - of the municipal waste collected by the authority, the percentage that was recycled		30	✗		9.7	10.8	17.3
81	Cleanliness - overall cleanliness index achieved (see note 2)		FTR			76	75	FTR
82	Abandoned Vehicles - proportion of abandoned vehicles removed within 14 days (see note 2)					-	-	<u>100.0</u>
			✓1-8	25				
			✗ 25-32	21				

Data features	Symbol	04/05	05/06	06/07
No Service	(NS)	0	0	1
Failure to report	(FTR)	3	1	1
Unreliable data	(underlined)	0	2	7

### 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.

### Reason for unreliable determination 2006/07

- 35** - The figures for this SPI were obtained from a report taken from the council's management recording system as at 31 March 2007. However, the report was not retained and the council was unable to provide satisfactory supporting papers.
- 44-45** - Supporting documentation was provided too close to audit deadline of 31 August 2007. The figures on the supporting papers did not agree to the figures on the return in any case.
- 46-47** - Insufficient supporting papers were provided to support the figures on the return.
- 67** - The supporting papers did not agree to the figures on the return and the council were unable to provide other satisfactory documentation.
- 82** - The figures on the return were tested and were found to be unreliable.

### Count of measures showing significant change since 2004/05

Improvement	
5-9%	2
10-14%	1
>15%	14
Decline	
5-9%	2
10-14%	2
>15%	9