

2018/19 SPI Report

The numerical Statutory Performance Indicators (SPIs) in this report are all reported to regularly to Committees with the exception of the non-numerical SPIs. The SPIs, excluding Education SPIs, are presented as part of our ongoing Public Performance Reporting duties.

1. Commissioning

ALEOs

01. LGBF - ALEO Sport and Leisure Management

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Total number of attendances for indoor pool and dry sports facilities; schools and community education establishments	2,396,458	2,494,247	2,229,239	2,365,953
Total number of attendances for indoor pool sports and leisure facilities; schools and community education establishments	727,546	767,029	662,351	660,049
Total number of attendances for indoor dry sports and leisure facilities (excluding pools in a combined complex)- sports facilities; schools and community education establishments	1,668,912	1,727,218	1,566,888	1,705,882

Business Intelligence & Performance Management

01. Citizen Panel

Qualitative Statement
<p>The City Voice is an important tool for Aberdeen City Council, and the Community Planning Partners. It allows the different services to get a feel for and an understanding of what the public thinks about different policies and services. It shows services the level of satisfaction with different services; but also where there might be room for improvement. The City Voice is well received by panellists and question providers alike. The response rate is generally high – between 55%-60%. Additional feedback about a particular question/ questionnaire or about City Voice is generally very positive. We take any suggestions and comments seriously and try to address suggestions for improvement where possible, and actively encourage our panellists to provide feedback.</p> <p>An indicator to measure the satisfaction of question providers with the City Voice is the questionnaire we asked them to fill in after having used City Voice. This allows us to measure our performance and to make improvements where necessary. The feedback is overwhelmingly positive. And finally, the long running history of the City Voice is proof of its success. The City Voice was first founded in 2003 and we are currently working on the 43rd edition of the questionnaire.</p>

Commercial and Procurement

01. Council expenditure with local suppliers

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Percentage of council expenditure with local suppliers	24.6%	21.5%	21.5%	25%
Percentage of local suppliers	21.9%	20.1%		

02. SME Expenditure

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Percentage of council expenditure with Small and Medium Enterprises	71%	74.7%	82.8%	

03. Supplier Development Programme

Qualitative Statement
Our supplier development programme, the Positive Procurement Programme (PPP), facilitates engagement with the local business community. PPP is a joint initiative between Aberdeen City and Aberdeenshire Councils that brings C&PSS and Economic Development from Aberdeen City and Aberdeenshire Councils together. The purpose of PPP is to support local businesses of all sizes and across all business sectors (including 3rd sector) to develop their capacity and capability to bid successfully for public contracts. As well as market testing events for forthcoming contract opportunities, PPP offers an effective platform to fulfil obligations under the Suppliers' Charter to "increase stakeholder understanding of public sector procurement policy/legislation" in addition to delivering practical support in terms of: i) 1 to 1 procurement surgeries, ii) training/ workshop/ networking events and iii) supplier bulletins. Meet the Buyer events also supplement the programme; the use of national Supplier Development Programme (SDP) is under review by Economic Development colleagues, this to clarify the relevance to local suppliers.

2. Customer

Customer Experience

01. Freedom of Information

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
% of Environmental Info Requests replied to within 20 working days - Corporate	92.24%	97.19%	90.35%	85%
% of Freedom of Information requests replied to within 20 working days - Corporate	90.96%	95.33%	90.43%	85%
Percentage of Corporate Requests dealt with within 20 working days (FOIs and EIRs combined)	91.31%	95.93%	90.4%	85%

02. Benefit Administration Costs

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Weighted private rented sector caseload	3,442.08	3,618.87	3,480.42	

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Weighted registered social landlord caseload	4,288	4,306	4,346	
Weighted Council Tax Benefit caseload	20,685.68	21,086.96	20,884.8	
Gross administration cost per benefit case	£41.85	£38.08	£33.83	£37.00
Weighted rent rebate caseload	15,808.19	15,599.81	15,220.8	

03. Benefits Claims and Changes

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Average time taken in calendar days to process all new claims and change events in Housing Benefit (monthly)	8.81	10.93	9.65	12
Average Number of Days to Process New Benefit Claims	18.4	18.81	19.5	23
Average Number of Days to Process Change of Circumstances	7.24	9.76	8.22	9

04. LGBF - Council Tax Collection

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Cost of collecting council tax per dwelling	£8.32	£7.92	£7.20	£7.75

05. LGBF - Council Tax Income

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Percentage of income due from council tax for the year that was received by the end of the year	95.15%	94.96%	94.59%	95.25%
Income due from council tax for the year net reliefs and rebates	106,189,619	112,827,839	117,139,771	

06. LGBF - Payment of Invoices

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Percentage of invoices sampled and paid within 30 days	97.21%	95.96%	80.49%	98%

07. Complaints

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
The number of complaints closed at Stage 1 within 5 working days as % of total no of Stage 1 complaints	71.35%	58.32%	58.27%	75%
The number of complaints closed at Stage 2 within 20 working days as % of total no of Stage 2 complaints	47.86%	61.82%	39.39%	75%
% complaints resolved within time (Corporate)			52.99%	75%
The number of escalated complaints closed within 20 working days as % of total no of escalated complaints			33.91%	75%

Digital and Technology

Qualitative Statement
<p>The successful delivery of digital solutions continues, supporting the achievement of the Council's digital transformation aims. A key component of this transformation focuses on making it quicker, easier and more consistent for customers to access Council services digitally, enabling them to become more self-sufficient. The provision of online services gives customers a choice of when and how they access our services and facilitates a reduced transaction cost compared to traditional channels of face to face and telephone. It also removes the need to complete paper forms and associated costs such as postage.</p> <p>In 18/19, a total of 93 online services have been developed and implemented across the organisation. These represent a combination of 'report it', 'request it', 'book it' and 'pay for it' services. Examples of these online services are:</p> <ul style="list-style-type: none"> Blue Badge Free School Meals School Clothing Grants School Applications - the first local authority in Scotland to deliver a fully online service. <p>The digital solutions are enabling:</p>

Qualitative Statement
<p>A consistent experience for our customers when accessing our services</p> <p>A consistent experience for our staff receiving and processing these applications, requests and reports.</p> <p>Convenience of 24/7/365 access to services e.g. don't need to wait until office hours to obtain a paper form.</p> <p>Faster service delivery e.g. applications, requests and reports are received quicker leading to quicker turnaround.</p> <p>Intelligent forms that remove potential for error in manual handling and deliver mandatory information at the first point of contact, meaning a reduction in follow up calls required.</p>

Early Intervention and Community Empowerment

01. LGBF - Library Visits

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Total number of library visits - person; virtual	1,478,224	1,461,623	1,429,729	

02. Community Use of Libraries

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Number of community participations generated by Library and Information Service Engagement and Extensions activity	35,257	41,978	38,730	

03. Learning Centres / Access Points

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Number of PC terminal and Wi-Fi access uses within Libraries and Library Learning Centres	228,890	215,587	187,673	

04. Housing Repairs Expenditure

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Average repairs and maintenance expenditure per house per year	1,194	1,170	1,352	1,323

05. Housing Management Expenditure

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Average supervision and management expenditure per house	782	709	691	

06. Equalities and Diversity

Qualitative Statement
<p>The range and volume of activity carried out by this team and the outcomes achieved are considerable given the financial challenges of the council which has meant staff reductions at a time of increasing equalities legislation and focus on improving the customer experience.</p> <p>Some of our key tasks:</p> <ul style="list-style-type: none"> • Equality Outcomes Mainstreaming Report 2017- 21 which was published by 30th April 2018 and the Equality Outcomes Mainstreaming Progress Report 2017-19 was published by 30th April 2019 and has been approved by the Operational Delivery Committee. • Our Equalities Newsletter is published quarterly with some special editions. Work has been done to make it a joint news bulletin with Community Justice services. This is one of our key tools for information sharing and awareness raising. • Following face to face and digital consultation with our groups, our British Sign Language 2018-24 published in October 2018. BSL version is available here. <p>The above reports were produced as a result of the various consultation and engagement events held over the year like the Jo Cox event which promotes unity and equality, Holocaust</p>

Qualitative Statement
<p>Memorial Day which is marked every year in January to remember those who lost lives in genocides and how we can use this to stop reoccurrence in our current day, Interfaith week which brings together people of all faith and those with no faith, Aberdeen Mela which is an event that celebrates the diversity and multiculturalism in Aberdeen, Grampian Pride which supports the LGBT community and allies in Aberdeen, Aberdeen Women's Alliance (AWA) supporting women's issues and working towards gender equality, British Sign Language(BSL) events at schools, at North East Sensory Service and through the BSL social clubs and networks.</p> <p>The national trend identifies that communities are more engaged in the delivery and co-production of services and the Community Empowerment Act means further community engagement. As the council moves through its digital transformation process, and communications, transaction and engagement shift to become increasingly online, there will be a need to provide support through this to groups who are more at risk of being marginalised.</p> <p>The changing trends are also being used in a positive way to change how we deliver services efficiently and supporting our customers through this change. A good practice example has been the Blue Badge which is the parking scheme for those with Disabilities and additional needs and the Customer Experience team engaged with the Disability Equality Partnership (DEP) to provide solutions for those who may need additional support in filling out the forms. This support will be provided through trained staff at Marischal College, help with online fillings of</p>

07. Community Engagement

Qualitative Statement
<p>There has been increasing engagement activity across teams using tools such as living streets, Asset Based Community Development - a tool to look the communities' assets and building on them and Open Space Technology a tool to engage with communities and provide improvement ideas, then progress them. During 18/19, almost 200 community engagement activities with more than 4,000 hours of staff support to communities.</p> <p>Some examples are: Support by the Community Centre Liaison Officer, Boogie in the Bar – supporting people with dementia, Food and Fun – during the school holidays ensures that young people get a meal every day and a chance to join in some fun activities as well as providing volunteering opportunities with Active Schools and Aberdeen Football Community Trust. There are also numerous community gardening initiatives which encourages food growing and learning new skills for all ages from school children to grand parents. We held lots of litter picks which encourages communities to work together and take pride in their community. Several community facilities across the city have benefited from Developers' Obligations such as changing building layouts to make them more accessible.</p> <p>The CLD Strategic Plan 2018 was approved at Operational Committee in September after consultation with community members and Partners. The Community Engagement Outcome group has commented on Easy Read LOIP and this has been sent out to all partners and community groups. Externally funded projects are now being asked to report on their contribution to the LOIP and CLD strategic Plan 2018-2019. The CEG has developed Project Charters on aspects of the Community Empowerment Act for Participation requests and Asset Transfer. Easy read leaflets have been produced and training is being developed. Participatory budgeting continues to take place across the 3 localities, Fairer Aberdeen and with tenant groups (Housing).</p>

08. LGBF - ASBIT Noise

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
For domestic noise complaints received during the year dealt with under part V of the Antisocial Behaviour etc	0.37	0.56	0.56	1

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
(Scotland) Act 2004, the average time (hours) between the time of the complaint and attendance on site				

09. Housing

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Gross rent Arrears as a percentage of Rent due	4.63%	5.3%	6.86%	6.2%
Rent loss due to voids - Citywide - YTD average	0.98%	1.19%	1.47%	1%
The year to date percentage of reactive repairs carried out in the last year completed right first time	92.39%	93.08%	92.68%	93.6%
The year to date average length of time taken to complete non emergency repairs (days)	6.53	7.46	4.88	8.3
% Properties meeting the Scottish Housing Quality Standard (SHQS).	92.42%	82.64%	83.29%	95%

3. Operations

Integrated Children's and Family Services

01. Looked After Accommodated Children

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
LAC with 3 or more placements in the past year (%)	5.38%	4.58%	3.45%	

02. Families at Risk

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
01.11a: % of looked after children and young people supported to remain within their families (at home and within kinship care)	44.91%	43.24%	41.56%	

03. Child Protection Register No's

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Number of children on Child Protection Register	276	258	208	

04. Child Protection Re-registrations

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
01.14a47: The number of children re-registering on the Children Protection Register within two years of being taken off the register	22	12	13	

Operations and Protective Services

01. Traffic Light Repairs

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Percentage of all traffic light repairs completed within 48 hours	97.24%	96.12%	97.03%	96%

02. Street Light Repairs

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Percentage of all street light repairs completed within 7 days	59.07%	55.57%	58.95%	90%

03. Street Light Columns

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Percentage of street lighting columns that are over 30 years old	26.82%	24.42%	24.73%	28.7%

04. Road Network Restrictions

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Percentage of council and private bridges assessed that failed to meet the EU standard of 40 tonnes	3.09%	2.55%	2.55%	4.6%

05. Pothole Repairs

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Potholes Category 1 and 2 - % defects repaired within timescale	95.9%	68.7%	97.74%	95%

06. LGBF - Refuse Collection

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Number of premises for refuse collection (combined domestic, commercial, and domestic bulky uplift)	116,173	117,747	118,741	

07. Abandoned Vehicles

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
The number of abandoned vehicles that require to be removed by the council - removed within 14 days	61.63%	44.76%	60.09%	

08. LGBF - Noise Complaints

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Barking Dogs and domestic Environmental Protection Act complaints received during the year requiring attendance on site, the average time (hours) between the time of the complaint and attendance on site.	18.6	16.17	30.4	48

09. Trading Standards - Complaints and Advice

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
% of trading standards consumer complaints that were dealt with in 14 days	83.84%	83.02%	80.91%	
PS4: % of trading standards business advice requests that were dealt with in 14 days	88.42%	86.01%	88.28%	

10. Trading Standards Inspections

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Trading Standards Inspections - % visits to high risk premises achieved	98.95%	98.98%	98.91%	100%

11. Food Hygiene

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Food Safety Hygiene Inspections % premises inspected 6 monthly	90.2%	97.22%	100%	100%
Food Safety Hygiene Inspections % premises inspected 12 monthly	97.89%	97.94%	98.85%	100%
Food Safety Hygiene Inspections % premises inspected more than 12 monthly	50.9%	53.88%	63.9%	100%

12. High Priority Pest Control

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
High Priority Pest Control % responded to within 2 days	98.8%	99.4%	95.8%	100%

13. Low Priority Pest Control

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Low Priority Pest Control - % responded to within 5 days	99.8%	99.4%	98.9%	100%

14. High Priority Public Health Complaints

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
High Priority Public Health % responded to within 2 days	97.5%	93.3%	97.2%	100%

15. Low Priority Public Health Complaints

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Low Priority Public Health - % responded to within 5 days	97.2%	94.3%	96.8%	100%

16. Vehicles over 5 years old

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Fleet Services - % of vehicles over 5 years old	52.8%	47%	32.2%	20%

4. Place

City Growth

01. LGBF - Museum Services

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Number of visits to/usages of council funded or part funded museums - person; enquiries; outreach; virtual	1,369,758	844,045	968,414	

02. Investment

Qualitative Statement
<p>Invest Aberdeen was launched in August 2018 as a joint partnership between Aberdeen City Council and Aberdeenshire Council to act as the inward investment hub for Aberdeen City and Shire offering a tailored service across a wide range of criteria and one point of contact to businesses interested in locating in the region or supporting property investors and developers seeking to invest. Invest Aberdeen has a professional, collaborative approach which seeks to respond to the needs of investors and businesses alike and facilitates access to a wide range of partners across the city. In attracting and retaining investors to the city, the Invest Aberdeen team seeks to provide a quality service that includes: business development and support, investment incentive guidance, assistance building a skills and recruitment package, access to partners and networks, investment advice and local market intelligence, marketing support to promote local success stories, dedicated aftercare for new business to the city region and linking them to relevant local events and networks.</p> <p>Key accomplishments in this initial period include:</p> <ul style="list-style-type: none">• 73 inward investment and regional growth inquiries ranging from the relocation of energy supply chain companies through to significant capital investment and expansion of local food and drink companies, covering all the Regional Economic Strategy (RES) priority sectors.• 46 investment and regional growth leads proactively generated by the team introducing potential investors to opportunities in the city region by the team actively targeting investors through networks and speculative approaches.• A series of successful launch events took place, both in Aberdeen and at other national and international.

Qualitative Statement

- Two local stakeholder engagement events followed by a programme of one-to-one and team-to-team engagements to identify areas of common ground and scope out collaboration.
- Significant engagement activity has been undertaken with leads within the priority growth sectors from the RES, with Invest Aberdeen officers embedded within sector forums and business groups. The team worked with stakeholders to develop sector propositions providing an overview of Aberdeen's key sector capabilities which have been used by UK and Scottish stakeholders.
- Hosted familiarisation visits from UK and Scottish Government agencies.
- Launch of the Invest Aberdeen website in May 2018.
- Invest Aberdeen film launched in August 2018 which is widely used by third party agencies to promote the area.
- Development and publication of an Invest Aberdeen property portfolio, launched by the Co-Leader and Invest Aberdeen team at MIPIM.
- Invest Aberdeen was a lead partner to the Scotland Government led Pavilion at MIPIM in March 2019 alongside Invest Glasgow and Invest in Edinburgh. 2019 was the first year for a Scottish Government led presence at the show and as a result the Aberdeen delegation was able to host a series of private 'one to one' meetings with 17 investors. 13 follow up meetings have occurred, with four further meetings to discuss specific investment opportunities that are of direct interest to investors. These meetings are, in the main, with international investment houses, fund managers and potential developer partners, looking at securing investment in schemes such as Aberdeen Harbour South, the Council's housing programme and Queen Street. These discussions are at early stages.

03. Employability

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
SECON 1 SLGBF % Unemployed People Assisted into work from Council operated / funded Employability Programmes	7.02%	5.79%	6.6%	

04. City Growth Projects

Qualitative Statement
<p>The Projects Team has had an extremely successful 2018/2019 period with many milestone achievements and continuing project progress:</p> <ul style="list-style-type: none">• Notably the TECA complex nears completion, SMG have been appointed as operator and the energy centre is operational.• Broad Street was one of the first CCMP project with construction completing in 2018, a significant city centre contribution to compliment the new Marischal Square development.• Within the hydrogen programme, a new city hydrogen training course was created to be delivered at Aberdeen College through the FC Train project, underpinning the our commitment to skills development. Additionally Aberdeen has the most varied fleet of hydrogen vehicles on trial in the UK, operating cars, buses, road sweepers, vans and refuse collection vehicle. A city first was the availability for the public to hire a hydrogen car through the Co-Wheels car club.• We hosted a range of cities, regions and organisations to share our world leading hydrogen project experiences and visitors from all over the world have visited Aberdeen to have site tours and presentations. This interest has also translated into the Department of Trade & Investment pitching Aberdeen as a key investment city for energy transition.

05. Museums and Galleries, Events and Exhibitions

Qualitative Statement
<p>During the 2018/19 financial year Museums and Galleries hosted two major exhibitions at Aberdeen Maritime Museum. These featured the work of contemporary artists who have lived and worked in the North East and were complemented by works from the City's Collections. This programme was a springboard for a range of workshops and activities which targeted families, young people and adult audiences including those with a diagnosis of dementia.</p> <p>5 May – 28 October 2018: View from the Deck: Sue Jane Taylor.</p> <p>10 November 2018 – April 2019: Paul Duke: At Sea – A Conversation in time</p> <p>There will be a larger programme of exhibitions in year 2019/20 as Aberdeen Art Gallery will reopen in Autumn 2019.</p> <p>During the 2018/19 financial year, the City Events Team facilitated over 100 events through the Aberdeen's Safety Advisory Group platform, delivered a core programme of 16 events and supported the delivery of 3 Event365 events. The events team also developed a comprehensive event guide intended to support external event organisers by empowering them to deliver safe and successful events (www.aberdeencity.gov.uk/eventguides).</p> <p>The major events run and supported by the Events Team included the OVD Energy Tour Series, Great Aberdeen Run, NuArt, Look Again, Grampian Pride, Celebrate Aberdeen, Aberdeen Highland Games, Christmas Lights Switch On Parade featuring the SHUMA Up Helly Aa Vikings, Christmas Village and Hogmanay.</p>

Strategic Place Planning

01. Sustainable Energy

Qualitative Statement
<p>Corporate emissions are partially covered through Public Bodies Duties reporting and Council returns as part of the Carbon Reduction Commitment.</p> <p>Public Bodies Duties returns shows corporate emissions as follows:</p> <p>2014/2015 – 44993 tCO₂e</p> <p>2015/2016 – 46371 tCO₂e</p> <p>2016/2017 – 39225 tCO₂e</p> <p>2017/2018 – 35892 tCO₂e</p> <p>2018/2019 – yet to be determined.[1]</p> <p>The most notable savings were from street lighting, business travel, gas oil usage and internal waste. Savings seen from internal waste have been attributed to residual waste being bulked and transported as refuse derived fuel since June 2017 rather than landfilled. The consumption of natural gas showed the most notable increase from last year's figures. It was explained that this is due to a decrease in temperature experienced between January to March 2018. Time needs to be taken to further scrutinise the data provided to enable the Council to identify areas for improvement and establish better performance monitoring.</p> <p>[1] Corporate emissions data lags a year due to reporting timelines.2018/2019 figures will be available after the CCR submission at the end of November 2019.</p>

02. Sustainable Development

Qualitative Statement
<p>Progress continued during 2018/19, with work to encourage and support sustainable development and embed sustainability, in several key areas. This SPI highlights ongoing partnership work on sustainability; including transport projects, energy and housing initiatives, flood management, community resilience and natural environment projects. Progress has continued with several EU partnership projects looking at sustainable travel, flood monitoring and the development of blue/ green infrastructure in Aberdeen. This resulted in the completion of a new flood alleviation project increasing city resilience and delivering multiple benefits for the city.</p> <p>ACC submitted a Climate Change Report in 2018, outlining progress with a range of work to reduce corporate emissions, to adapt to the impacts of climate change, as well as highlighting city wide actions to address climate change. Work to implement ACC's Climate Improvement programme, will help to mainstream sustainable development throughout corporate functions. Work has also taken place to reduce the use of plastic disposable products in ACC premises.</p> <p>Low carbon initiatives for the city in this period included progress in the planning and development of sustainable travel infrastructure, including widening access to hydrogen refuelling and transport options, the expansion of electric vehicle charging points and work to develop the Roads Hierarchy and Sustainable Urban Mobility Plan. Aberdeen retained Fairtrade City status in</p>

Qualitative Statement
2018, following a renewal process and submission of a 2 year action plan. Acknowledging local work to encourage and support sustainable development, the ACC Ecocity Awards received an increased number of submissions in 2018.

03. Planning Applications Processing Time

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Average Determination Times of Major Development Planning Applications (weeks)	46.9	23.1	19.9	38
Average Determination Times of Non Householder Local Planning Applications (weeks)	12.8	10.2	8.1	12
Average Determination Times of Householder Planning Applications (weeks)	8.9	7.3	6.8	9.5

04. Affordable Homes

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
No. of affordable houses developed (year to date)	108	367	356	342

5. Resources

Capital

01. Major Project Delivery

Qualitative Statement
During the 2018/19 financial year, the delivery of projects has been mixed. There have been some positive points but in general for the major projects identified, there have been more negative indicators. Recognising this led to a restructuring within the Council with the creation of a Capital Cluster led by its own Chief Officer.
Throughout 18/19, as well as managing what was the current capital programme a review has been underway into staff structures within the Capital Cluster. As part of that review it is expected that governance requirements and project management changes will be implemented in financial year 19/20.

02. City Centre Masterplan

Qualitative Statement

Aberdeen is undergoing and leading the most significant transformation in the city centre's history. Across its full breadth there are several major capital projects under construction or in development, with unprecedented levels of investment, which is improving transportation connectivity, enhancing historic venues and delivering new world-class facilities.

Under construction:

- Aberdeen Art Gallery.

Construction complete:

- Broad Street
- Music Hall refurbishment

On-going:

- Union Street clean up

Under development:

- Provost Skene's House
- Union Terrace Gardens

During the 2018/19 financial year, the delivery of projects has been mixed. There have been some positive points but in general for the city centre masterplan identified, there have been more negative indicators. Recognising this led to a restructuring within the Council with the creation of a Capital Cluster led by its own Chief Officer.

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Corporate Landlord

01. LGBF - Public Access

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Percentage of council buildings in which all public areas are suitable for and accessible to disabled people	82.01%	81.88%	81.02%	83%

02. LGBF - Asset Management

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Percentage of internal floor area of operational accommodation that is in a satisfactory condition.	94.3%	96%	96.02%	97%
The proportion of operational accommodation that is suitable for its current use.	72.8%	74.2%	75.35%	76%

03. Operational Assets Required Maintenance Costs

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
The required maintenance cost of operational assets per square metre	£104.74	£96.00	£90.72	£86.00

04. Carbon Reduction Commitment

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Building and Streetlighting Carbon Emissions	34,365 tonnes	31,829 tonnes	27,631 tonnes	

Finance

01. Efficiencies Achieved

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Council-wide efficiencies as a percentage of revenue budget	5.82%	4.6%	5.28%	

02. Accountancy Costs

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Cost of overall accountancy function per £1,000 of net expenditure	£6.86	£6.36	£4.81	£6.36

People and Organisation

01. LGBF - Sickness Absence

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
The average number of working days per employee lost through sickness absence for teachers	6.1	4.83	4.87	
The average number of working days per employee lost through sickness absence for other local government employees	11.6	11.65	11.87	

02. LGBF - Equal Opportunities Policy

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Percentage of council employees in top 5% of earners that are women	48.53%	64.66%	59.88%	

03. Human Resources Costs

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Cost of overall human resources function per £1,000 of net expenditure	£6.34	£5.70	£4.22	

04. Workforce Profile

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Percentage of disabled employees	2.9%	2.7%	2.5%	
Percentage of full-time female employees	36.4%	34.9%	35.6%	
Percentage of part-time male employees	3.8%	4.3%	3.6%	
Percentage of full-time male employees	28.2%	26.6%	26.6%	
Percentage of employees under 20 years	0.6%	0.6%	0.4%	
Percentage of employees aged 20 - 29	15.2%	15.2%	13.5%	
Percentage of employees aged 30 - 39	22%	22.2%	23.2%	
Percentage of employees aged 40 - 49	23.9%	24.1%	23.6%	
Percentage of employees aged 50 - 59	27.8%	27.3%	27.8%	
Percentage of employees aged 60 - 64	7.6%	7.9%	8.5%	
Percentage of employees aged over 65	2.8%	2.7%	3%	

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Percentage of part-time female employees	31.5%	34.2%	34.3%	

05. LGBF - Gender Pay Gap

	2016/17	2017/18	2018/19	
	Value	Value	Value	Target
Average Hourly rate of Pay (Male)	£14.84	£15.21	£16.04	
Average Hourly rate of Pay (Female)	£14.87	£15.17	£16.13	
The gender pay gap	0.26%	1.66%	0.56%	