

Corporate Policy and Strategy Committee

10am, Tuesday, 4 December 2012

Annual Performance Report 2012

Item number 7.5

Report number

Wards

Links

Coalition pledges

Council outcomes [CO24; CO25](#)

Single Outcome Agreement

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Executive summary

Annual Performance Report 2012

Summary

The Council's Annual Performance Report 2011/12 is appended. The report summarises performance over the year and progress against key outcomes.

In line with recent years the report will be published as a professionally prepared web document on the Council's website following this meeting.

The report draws on a range of sources to give a rounded view of performance and where relevant performance is compared to similar local authorities.

The key messages are:

- performance as good or better than similar councils for 89% of measures, as well as a more rapid rate of improvement than any other similar council;
- sound financial management;
- positive progress against our key outcomes;
- quality is demonstrated through attaining high profile awards such as Investor in People Gold, Customer Service Excellence and Recognised for Excellence; and
- residents' perceptions of services are positive and improving.

Recommendations

It is recommended that the Committee:

- approves the 2011/12 Annual Performance Report.

Measures of success

The success of the annual performance report can be measured by:

- the number of times it is viewed online; and
- the extent to which residents provide feedback.

Financial impact

There are no costs associated with publishing this report

Equalities impact

There are a number of positive results relating to equalities and rights. Two statutory indicators in the report relate to gender equalities and show:

- an improving trend in women in senior positions;
- around half of the highest paid 2% and 5% of posts are occupied by women; and
- performance in this area is better than that recorded by similar councils.

Tackling poverty and disadvantage is evidenced by improved destinations for school leavers and looked after children, higher school attendance and a reduction in children referred to the Reporter on offence grounds. Other disadvantaged groups have benefited from higher volumes of respite care, improvements to home care and more self directed support.

Sustainability impact

There are no adverse impacts arising from this report.

Consultation and engagement

This report furthers the Council's engagement agenda by providing balanced information about values, achievements, service objectives and performance.

Background reading / external references

The report refers to other publications:

- the Strategic Plan 2012-17;
- the single Outcome Agreement 2012 - 2015

Links

Coalition pledges

Council outcomes

CO24 - The Council communicates effectively internally and externally and has an excellent reputation for customer care

CO25 - The Council has efficient and effective services that deliver on objectives.

Single Outcome Agreement

Annual Performance Report 2011/2012

Introduction

I am delighted to introduce the City of Edinburgh Council's Annual Performance Report for 2011/2012. Edinburgh is a successful city, a great place to live and makes a major contribution to Scotland's economic and cultural well-being.

Edinburgh's population exceeded 500,000 in 2012, giving it the status of a "large city" and is acclaimed as "the best large European city of the future" by the Financial Times' FDi magazine.

The Council delivers a wide range of high quality services that are fundamental to the well being of the city and residents' quality of life. Staff commitment to delivering, and continuously improving, these services for residents is demonstrated by Edinburgh being the only Scottish council to achieve Investor's in People (IiP) Gold Status.

We do however face unprecedented challenges including:

- constraints on public spending;
- demographic pressures, including the increasing care needs of an ageing population;
- tackling poverty and disadvantage and managing the changes proposed in the UK Government's welfare reform programme; and
- a shortage of affordable housing.

Following the local elections in May 2012, the city is governed by a Capital Coalition of the Labour Party and the Scottish National Party. The Council is working to deliver the commitments made by these parties in their [Capital Coalition Agreement](#).

This report sets out the Council's vision, ambitions and priorities for making enhancing the quality of life in Edinburgh and ensuring the well-being of our residents, communities, businesses and visitors.

I hope you find this report of interest. More detail about how we intend to further transform Edinburgh into a world-class city in which residents enjoy a prosperity and quality of life that is second to none can be found in the Strategic Plan 2012-2017 (link when available). Please do not hesitate to contact me direct at Chief.Executive@edinburgh.gov.uk if I, or the Council, can be of any assistance to you.

Sue Bruce

Chief Executive
The City of Edinburgh Council

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2. How well are we managing our money?

The Council's 2011/12 approved revenue budget for the provision of services was just over £1bn. The approved capital budget for building work (including the Housing Revenue Account) and the development of infrastructure and community assets was £219 million.

At March 2012, the Council employed 15,042 full-time equivalent members of staff, down from 15,568 in March 2011.

For the third successive year, all Council service areas kept expenditure within budget in 2011/12. This was achieved despite a 3.1% headline reduction in the level of government grant funding received at a time of increasing demand for services within a difficult economic climate.

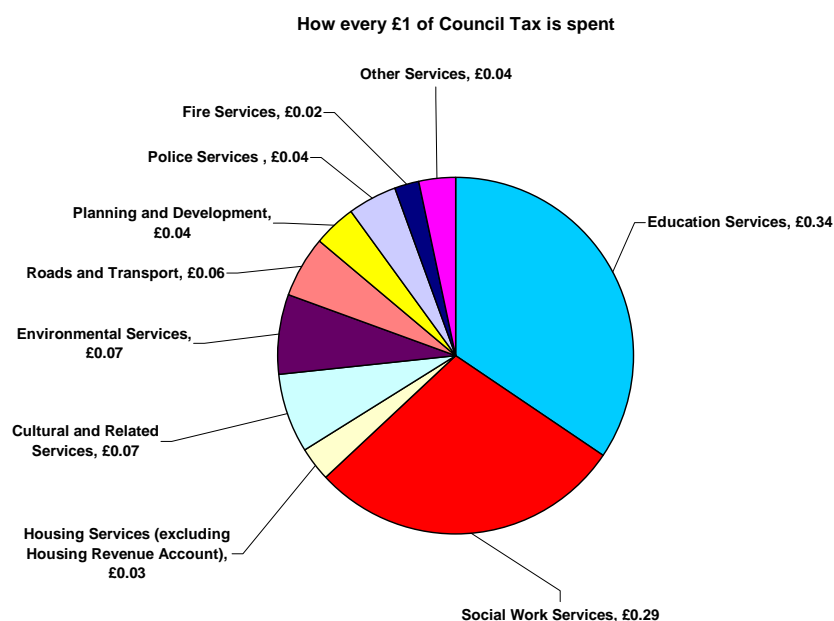
Our performance is set against a backdrop of significant savings targets and efficiency targets. Since 2006/7 we have realised almost £150m efficiency savings, equivalent to about 16% of our net budget. Savings of nearly £29m which were identified as part of the 2011/12 budget have been delivered.

2.1 Council's pattern of spending

More information can be found in the Audited Annual [Statement of Accounts](#) and in the [Key Facts and Figures](#) booklet.

2.2 How we spent every £ of your Council Tax in 2011/12

Band D Council Tax in Edinburgh remains the lowest of Scotland's four city councils as it has been since 2004. The chart shows how we use every £ of Council Tax raised.



2.3 Looking Forward

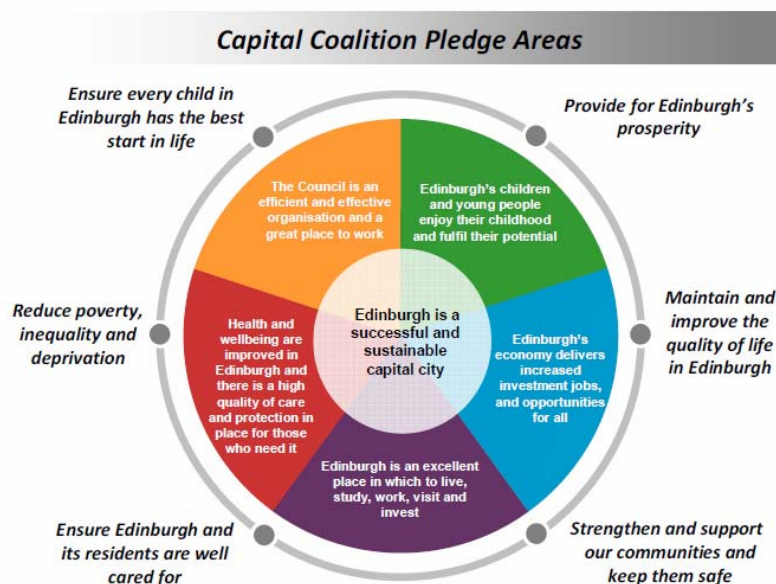
The Council's [Long-Term Financial Plan](#) provides the foundation from which savings opportunities across the “6 Ps” of people, procurement, property, processes, prioritisation and prevention are explored. Modernisation of our financial planning and management is underway and includes:

- **Priority-Based Planning** which aligns resources and priorities and develops options for savings and disinvestment;
- The **Procurement Transformation Plan**, under which savings of up to £50m have been targeted over the next five years.

3. Delivering outcomes

Our Single Outcome Agreement sets out how public bodies in Edinburgh will work together to secure to common goals and meet Scottish Government outcomes. The [SOA for 2012-15](#) explains how this is being taken forward and this report focuses on the areas for which the Council is directly responsible.

We have set a series of outcomes and pledges that reflect the Capital Coalition priorities and will improve the lives of people, communities and businesses who live, work and visit Edinburgh.



Our progress is summarised in the following sections.

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3.1 Edinburgh's children and young people enjoy their childhood and fulfil their potential

3.1.1 School leaver destinations

The Edinburgh Guarantee and other major initiatives have led to a significant improvement in the numbers of young people leaving school into a positive destination from 82.3% in 2008/09 to 87.4% in 2010/11, the highest level for a decade. This is an additional 177 school leavers going on into a positive destination. This remains a focus for improvement with the aim of reaching and exceeding the national average (88.9% in 2010/11).

3.1.2 Educational attainment

Attainment continues to improve with the percentage of pupils gaining 5 or more SCQF awards at:

- Level 3 (Standard Grade Foundation equivalent) increasing from 90.0% to 91.2%. National figure is 92.3%;
- Level 4 (Standard Grade General equivalent) increasing from 78.1% to 80.6%. National figure is 80.6%;
- Level 5 (Standard Grade Credit equivalent) increasing from 50.2% to 55.1%. National figure is 52.6%;
- Level 6 (Highers) increasing from 23.7% to 27.7%. National figure is 23.8%.

3.1.3 Outcomes for Looked After Children

63% of Looked After Children were in a positive destination six months after leaving school, compared with 55% nationally. Attainment (measured by the average tariff score) of these children is also above the national average.

3.1.4 Scottish Children's Reporter Administration (SCRA)

Early intervention helped reduce the number of children referred to the Reporter on offence grounds from 357 to 299.

3.1.5 Inclusion

New procedures helped school attendance improve from 94.5% in 2010/11 to 95.2% in 2011/12 at primary and from 91.0% to 92.7% at secondary. Children permanently excluded also fell from 27 to 17.

3.1.6 Priorities for 2012/13

The priorities for improvement are:

- improve support in early years so that children reach appropriate developmental and social milestones;

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- improve early support for families so that fewer children need to be looked after, with a particular focus on addressing the impact of parental drug and alcohol misuse;
- improve the educational attainment of the lowest achieving pupils;
- improve health outcomes for children, including healthy weight, sexual health, emotional health and wellbeing and drug and alcohol misuse;
- improve life chances for Looked After Children including increasing the focus on Corporate Parenting;
- increase the number of young people who enter and sustain positive destinations; and
- improve early support for children with Additional Support Needs.

3.1.7 Initiatives

- Investment in new school and children's services building programmes including:
 - consultation was undertaken on options for the future of Boroughmuir High School;
 - the Council remains totally committed to replacing Portobello High School as soon as possible and the preferred option remains to build it on part of Portobello Park; and
 - construction commenced on the Seaview Children's Respite Centre.
- New funding through the Early Years and Early Intervention Change Fund.
- Continuing implementation of Curriculum for Excellence.

3.2 Edinburgh's economy delivers increased investment, jobs and opportunities for all

3.2.1 Development of the economy

The Council's approach to economic development in Edinburgh is structured around four strategic programmes: investment in development and regeneration, supporting inward investment, supporting businesses and helping unemployed people into work or learning.

3.2.2 Outcomes delivered

Development and Regeneration – During 2011/12, the Council helped attract £148m of new development and regeneration investment into the city. Examples include new offices in Charlotte Square and a mixed use development in Edinburgh City Centre.

Inward investment – the Council's investor support helped attract £6.7m of new commercial investment into Edinburgh during 2011/12.

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Supported investments from companies such as Avaloq and the Green Investment Bank are expected to generate 530 jobs.

Support businesses – the Council’s Business Gateway supported over 6,000 Edinburgh and Lothian businesses during 2011/12. These included almost 1,500 new businesses and 90 potential high growth companies. Research suggests that growth companies will expand their number of employees by 14% in the coming year as a result of this support.

Help unemployed people into work and learning – Over 5,100 people were supported into employment, education or training during 2011/12. Around 660 school leavers were helped into positive destinations through the Council’s Edinburgh Guarantee programme, including 50 employed by the Council in modern apprenticeships.

In 2009 the Council set five targets for improving the city’s economy by 2012. Of these four have been met or exceeded despite the very difficult economic climate.

Economic Development performance 2009-12			
Target	2011/12 performance	2009-12 performance	Status
Support £500m of new investment into Edinburgh’s physical regeneration by 2012.	£148m	£496.9m	Met
Support £100m of new commercial investment into Edinburgh by 2012.	£6.7m	£56.4m	Not met
Increase the GVA of Edinburgh’s domestic businesses by 1% p.a. above the average by 2012.	+14%	10-14%	Met
Increase visitor spend in the city by 15% by 2012.	+6%	+15%	Met
Bring 5,000 people with significant barriers to participation in the economy into employment, education or training by 2012.	5,135	8,602	Met

3.2.3 Priorities for 2012/13

The Council’s new economic strategy “[A strategy for jobs](#)” sets out our approach for delivering economic success for 2012-17 and focuses on:

- creating the conditions for sustainable jobs through investment and job growth;
- engaging the whole Council in supporting the economy - creating the conditions for new jobs is everyone’s business; and
- pooling the knowledge, expertise, and resources of the Council and its partners to enhance our capacity to support the economy.

Our targets for 2017 are to support:

- the creation or safeguarding of 20,000 jobs in Edinburgh;
- £1.3 billion of development in Edinburgh; and

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- the movement into work or learning of 10,000 people.

3.3 Edinburgh is an excellent place in which to live, study, work, visit and invest

3.3.1 Well-housed

We are working to ensure that people can live in a good quality home that is affordable, meets their needs and is in a good quality neighbourhood. Around 1,500 are required each year to meet housing need.

Progress in 2011/12

- In 2011/12 1,558 new affordable homes for rent and sale were approved for construction.
- Nearly a third of all planning consents for affordable homes across Scotland were in Edinburgh.
- The first new Council homes for a generation were completed at Gracemount, with the first tenants moving in to their new homes in February 2012.
- £47m was invested in improving housing quality in 2011/12 and 75% of the homes now meet the Scottish Housing Quality Standard.

3.3.2 Clean and Green

We are committed to protecting and improving our environment and increasing recycling.

Progress in 2011/12

- Levels of recycling continue to improve with a rate of 33.5% reported for 2011/12. However, this is below the 42% target as a result of delays in introducing managed weekly collections. Recycling in Edinburgh compares favourably with other Scottish urban authorities and in particular with cities.
- Performance in street cleaning has been on an upward trend since 2006/07. In the March 2012 CIMS assessment 96% of streets surveyed met the national standard of cleanliness.
- In the management and maintenance of parks and greenspaces performance continues to improve with 24 parks attaining Green Flag status in 2012 – the highest number of Green Flags in Scotland and second highest in the UK.

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Priorities for 2012/13

- The ImProve it Programme encompasses Waste and Fleet Services, Street Cleansing, Grounds maintenance and Public Convenience designed to realise significant service improvements and an estimated £45 million in savings by 2019.

3.3.3 Attractive and well maintained

Edinburgh remains an attractive city through the development of high quality buildings and places, and delivery of high standards in the maintenance of infrastructure and public realm.

Progress in 2011/12

- The total value of development in the planning pipeline increased by 6% to £10.6 billion.
- Published Local Development Plan Main Issues Report.
- Completed the Edinburgh World Heritage Management Plan and Action Plan.
- Flood Prevention Schemes – further work on the Water of Leith Prevention Scheme Phase 1 has been completed. Phase 2 design works were completed and funding options are being developed.

Performance comparisons

	Comparative performance			Performance since 2009-10			
	09/10	10/11	11/12	09/10	10/11	11/12	Trend
Roads needing repair	6	3	4	32.9%	34.6%	32.5%	↑
Householder planning applications in 2 months	3	3	4	87.4%	91.9%	91.3%	↑
Non-householder planning applications in 2 months	3	1	4	57.6%	79.0%	69.0%	↑

Note: Green score shows top quartile, red bottom quartile and yellow mid range performance
We use nationally published statistics to compare our performance with the ten most similar Scottish Councils. (Aberdeen City, Dundee City, East Dunbartonshire, East Renfrewshire, City of Edinburgh, Glasgow City, Inverclyde, North Lanarkshire, Renfrewshire and West Dunbartonshire except where indicated). The performance tables show these results and an arrow indicates performance improvements and declines over the period.

3.3.4 Safe

Edinburgh is a safe place to live and getting safer.

Progress in 2011/12

- Crime rates have reduced by 5% in 2011/12 compared to 2010/11.

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- 2011/12 Antisocial Behaviour figures have reduced by 30% compared to 2008/09.
- Performance in dealing with consumer complaints has increased steadily over the past few years rising from 76% dealt with within 14 days in 2008/09 to 92.5% in 2011/12.
- Customer satisfaction with how the Council and its partners deal with antisocial behaviour has increased from 53% in 2007/08 to 67% in 2011/12.
- Residents feeling safe in the neighbourhood after dark have increased from 70% in 2007/08 to 77% in 2011/12.

	Comparative performance			Performance since 2009-10			
	09/10	10/11	11/12	09/10	10/11	11/12	Trend
Response to noise complaints	6	9	7	23.9	25.2	18.8	↓
Business advice requests completed within 14 days	10	7	5	92.0%	95.7%	99.4%	↑
Consumer complaints completed within 14 days	3	2	2	81.4%	84.9%	92.5%	↑

Note: Green score shows top quartile, red bottom quartile and yellow mid range performance

Offender Management

All our criminal justice social workers have been trained in new skills to reduce re-offending and the most recent data shows relative success.

	Comparative performance			Performance since 2009-10			
	09/10	10/11	11/12	09/10	10/11	11/12	Trend
Reconviction rates (1 year)*	1	2	2	26.9%	27.8%	27.9%	↓

* this is the latest data available. Note: Green score shows top quartile, red bottom quartile and yellow mid range performance

3.3.5 Moving Efficiently

The [Transport 2030 Vision](#) sets out a long term vision of a transport system that is one of the greenest, healthiest and most accessible in northern Europe.

Progress in 2011/12

- Investment of £1.9 million in walking and cycling facilities took place in the 2011 – 2012 financial year.

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- RingGo – usage of the innovative “RingGo” cashless parking payment scheme has increased to 25% of all cash taken for this service.
- Road traffic has declined from 3,040 (2008) to 2,885 (2010) million vehicle kilometres per annum, better than the [Local Transport Strategy](#) target.
- Road safety has seen the target for reducing road deaths (nine per year) surpassed, with an actual average of 8.4 fatalities. Generally there are fewer people killed, seriously and slightly injured in road traffic accidents.
- The number of casualties is on a long term downward trend, having fallen from an average of 1,661 during the period 2004-2008, to 1,371 in 2011.

Priorities for 2012/13

- Construct a cycle path to link Leith Links and Portobello.
- Implementation of the Active Travel Action Plan.
- Introduce a Quality Bike Corridor from George IV Bridge to King’s Buildings.

3.3.6 Well Engaged and Well Informed

The [Next Generation Library and Information Services Strategy](#) sets out Edinburgh’s approach to developing library services from 2012-15 with a focus on improving access and meeting changing customer expectations.

Progress in 2011/12

- Two new libraries opened in the South Neighbourhood Office and the Drumbrae Library Hub.
- The service won the Bookseller’s Award for Best Library 2012 for its achievements in inclusion, community information, and cutting edge digital services.
- Between 2009 and 2012 the cost per library transaction fell from £3.23 to £1.89.

Environmental Sustainability

	Comparative performance			Performance since 2009-10			
	09/10	10/11	11/12	09/10	10/11	11/12	Trend
Waste recycled	6	8	8	31.5%	31.6%	33.3%	↑
Cleanliness of streets	8	10	6	70	69	72	↑

Note: Green score shows top quartile, red bottom quartile and yellow mid range performance

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Leisure

	Comparative performance			Performance since 2009-10			
	09/10	10/11	11/12	09/10	10/11	11/12	Trend
Library visits*	6	6	5	5482	5546	5849	↑
Museum visits*	3	4	3	2154	2238	3122	↑
Swimming pool usage*	7	4	3	3171	3687	3787	↑
Sports Centre usage*	10	9	9	3629	4505	4256	↑

* this figure is adjusted to show usage per 1000 population Note: Green score shows top quartile, red bottom quartile and yellow mid range performance

Housing

	Comparative performance			Performance since 2009-10			
	09/10	10/11	11/12	09/10	10/11	11/12	Trend
Tenant arrears*	3	2	2	5.4%	5.2%	5.8%	↓
Formerly homeless people maintaining a tenancy	4	6	4	81.0%	81.9%	84.4%	↑
Empty homes*	1	2	1	30	27	22	↑
Council houses that meet the Scottish Housing Quality Standard	3	1	2	53.0%	69.8%	74.5%	↑

* does not include Glasgow or Inverclyde, who do not have housing stock. Note: Green score shows top quartile, red bottom quartile and yellow mid range performance

3.3.7 Initiatives

- The Royal Commonwealth Pool and Assembly Rooms in George Street are now open following a £46.5m refurbishment.
- The Usher Hall was rated a five star venue by VisitScotland, and is the only concert hall in Scotland to hold this award.
- The new East Neighbourhood Office and Library in Craigmillar was 80% complete by July 2012 and on track for completion in late 2012.
- The new Royston/Wardieburn Community Centre opened in January 2012
- About 45% of Council services have achieved Customer Service Excellence accreditation and this is on track to reach 60% by December 2012.
- Construction of phase 1 of the Water of Leith Flood Prevention Scheme has continued during the year. Funding arrangements are being explored to allow the Council to invite tenders for the

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construction of Phase 2. A decision on this is expected early in 2013.

- a detailed study into the way a number of services are provided considered a number of alternative business models. The Council chose to retain services in house. Savings of around £95m are expected over the next seven years as a result of radical improvement programmes.
- The Edinburgh Tram Project is now making significant progress with passenger services programmed to commence by winter 2013.

3.4 Health and wellbeing are improved in Edinburgh and there is a high quality of care and protection for those who need it

Working with partners we continue to care for more people at home and place greater emphasis on prevention and early intervention.

3.4.1 Outcomes delivered

Shifting the balance of care - Currently around 30% of our older people with high levels of need are supported to live at home, continuing the upward trend of the last few years.

Supporting informal carers: the volume of respite for carers of adults increased: 14,069 weeks were provided in 2011-12 compared with 13,491 weeks provided in 2009-10.

Self Directed Support: direct payments for care have almost doubled over the last two years (440 in March 2010, 807 in March 2012).

Support with drug and alcohol misuse: the Edinburgh Alcohol and Drug Partnership treats 85% of people with drug and alcohol problems in three weeks and is on track to meet the national NHS target of 90% by March 2013.

Levels of physical activity: have increased over the last year, with Edinburgh Leisure recording a total of 4.4 million visits in 2011-12 - 7.5% more than the previous year.

3.4.2 Preventative Strategy

Early intervention can reduce the care people need and allow them to live more independently. Notable achievements in the last year are:

- establishing a re-ablement home care service to help people live independently. Around 32% of people needed no ongoing support as a result;
- extending day care services to weekends, to provide more respite for carers. Day care services are also now providing re-ablement support; and

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- the Community Connecting project, which saw volunteers helping around 700 older people take part in community activities.

In addition, the care people receive in their homes at evenings and weekends increased by 8% and 19% respectively, and 2% more service was provided overall.

Performance results

	Comparative performance			Performance since 2009-10			
	09/10	10/11	11/12	09/10	10/11	11/12	Trend
Balance of care	7	7	7	26.2%	27.9%	28.5%	↑
Hours of home care (65+)	6	7	5	55.1	52.1	50.6	↓
Home care: personal care	4	6	5	89.5	93.1	96.1	↑
Home care: evenings/overnight	8	8	6	31.0	37.4	40.5	↑
Home care at weekends	7	5	4	69.5	76.1	79.9	↑
Respite weeks for adults	8	8	8	34.0	34.8	34.2	↑
Direct payments to people with care needs	1	1	1	11.1	16.4	20.0	↑

Note: Green score shows top quartile, red bottom quartile and yellow mid range performance

3.4.3 Initiatives

- Construction has begun on a new 60 bed care home at Drumbrae, to supplement four new homes built in recent years.
- Work to deliver the Wester Hailes Healthy Living Centre commenced in January 2012 and is due to be completed in autumn 2013.
- The Council's Commissioning Strategy for Care and Support Services was approved in August 2011 and provides an innovative approach to engagement and partnership with users.

3.5 The Council is an efficient and effective organisation and a great place to work

A realignment of services across the Council has been implemented to create clear and defined linkages between service delivery, performance and the outcomes set out in this report. This realignment brought together front line services that can now operate more

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effectively and merged central departments to deliver significant modernisation and back office savings.

The Council compares favourably with urban councils and shows sustained improvement. Audit Scotland's national performance indicators show that we were:

- in the top 3 for 15 or (42%);
- in line with similar councils for 17 (47%); and
- in the bottom three in only 4 (11%).

	Comparative performance			Performance since 2009-10			
	09/10	10/11	11/12	09/10	10/11	11/12	Trend
Sickness absence (excluding teachers)	5	4	3	12	10.9	10.3	↑
Sickness absence Teachers	3	3	2	7.4	6.3	5.9	↑
The percentage of invoices paid within 30 days	1	2	2	95.2%	95.2%	95.6%	↑
Accommodation in a satisfactory condition	1	3	3	98.9%	92.6%	92.7%	↓
Equalities: women in the highest paid 2% of earners	4	1	1	44.3%	47.8%	48.3%	↑
Equalities: women in the highest paid 5% of earners	6	4	4	46.7%	48.5%	51.4%	↑

Note: Green score shows top quartile, red bottom quartile and yellow mid range performance

3.5.1 Priorities for 2012/13

Our priorities are to:

- address the risk to the Council associated with welfare reform;
- increase the amount of Council Tax and business rates paid on time;
- continue to deliver on the agreed savings and organisational change plans;
- increase the proportion of Customer Services Excellence accredited services;
- retain Investors In People "Gold" accreditation;
- further reduce absence due to sickness; and
- streamline the Council's estate and improve the condition of retained Council buildings.

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4.0 What people say about us

We listen to what people say about us and the services we deliver through actively seeking reactions and feedback.

The annual [Edinburgh People's Survey](#) of 5,000 residents provides feedback and reaction to the services we deliver. The 2011 survey revealed:

- Edinburgh continues to be highly regarded as a place to live with nine out of ten people satisfied with the city as a place to live;
- 74% of residents are satisfied with the way the Council is managing neighbourhoods, an 11% rise since 2007. Improvements are seen for 9 out of 12 neighbourhoods;
- Satisfaction ratings with how the Council is managing the city have varied in the past 5 years. Research has linked this with Edinburgh trams, limited awareness of spending issues and their impact on Council services.

Despite budget savings there is a positive trend in satisfaction with the quality of local council services. The lower levels of satisfaction expressed with the overall management of the city, reflect the widely reported problems with Trams and property services.

4.1 Environmental services

Resident satisfaction with service quality		
	% Satisfied	5 year trend
Refuse collection	87%	4% ↑
Street cleaning	72%	5% ↑
Recycling facilities	79%	15% ↑
Street lighting	85%	No change
Maintenance of roads	53%	No change
Maintenance of pavements	56%	5% ↑

4.2 Dealing with community safety issues

Resident satisfaction with service quality		
	% Satisfied	5 year trend
Vandalism and graffiti	71%	15% ↑
Anti-social behaviour	67%	14% ↑
Neighbour disputes	72%	13% ↑
Dog fouling	56%	12% ↑

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4.3 Council houses

Tenant satisfaction with service quality		
	% Satisfied	5 year trend
Improvements to property	83%	32% ↑
Repairs to property	80%	22% ↑
Internal condition	82%	15% ↑
External condition	80%	13% ↑
Ease of paying rent	91%	12% ↑
Dealing with anti-social behaviour	62%	15% ↑

4.4 Community facilities

Resident satisfaction with service quality		
	% Satisfied	5 year trend
Nursery schools	81%	13% ↑
Primary schools	84%	10% ↑
Secondary schools	77%	11% ↑
Library services	90%	3% ↑
Social and leisure	65%	5% ↑
Public transport	88%	5% ↑

4.5 Customer service

Independently conducted exit surveys of people who had just received a service from the Council during in the year show:

- 92% of customers are satisfied with the service overall;
- 91% of customers are satisfied with the timeliness of the service; and
- over 90% of customers satisfied with staff behaviour, professionalism and attitude.

4.6 Audits and inspections

Audit Scotland: completes an annual audit of the Council's accounts and provided an unqualified audit certificate for 2010/11 and 2011/12. The Council is making significant progress in relation to the action points for 2011/12. Other audits concluded that:

- significant improvements had been made to the Revenue and Benefits service since the previous audit; and
- the controls surrounding the Councils contract for Information and Communications Technology services contract are sound.

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Care Inspectorate: inspected over half of the Council's care establishments and assessed all as being very good or excellent across each theme evaluated. The Inspectorate also assessed social work services and identified four areas for improvement, relating to communication with service users, better recording of service user information, workload monitoring and file auditing, as well as continuing to improve reviews. An action plan is in place to address these recommendations.

Education Scotland: inspected five primary, two secondary and two special schools. Eight of these nine were judged to be good or very good, the other was satisfactory.

4.7 Awards and Recognition

Our commitment to excellence has been widely recognised across a diverse range of services and activities, some of which include:

- the first Scottish authority to achieve Investors in People gold status in January 2012;
- achieving Recognised for Excellence 4 Star Silver at the Scottish Awards for Excellence in June 2012;
- Best Large City for Foreign Direct Investment (FDi Awards);
- Best UK City for the 12th year in the Guardian, Observer and guardian.co.uk Readers' Travel Awards 2011;
- the highest ranking of four stars for our Website by the Society of Information Technology Managers (SOCITM) review of UK council Websites 2012;
- Edinburgh Chamber of Commerce, 'Employer of the Year, Highly Commended, 2012;
- Best Service Team Parks, Grounds and Horticultural Service', of all the local authorities in the UK by the Association for Public Sector Excellence (APSE); and
- Edinburgh Libraries won The Bookseller Library of the Year Award for 2012.

Other Council successes in [awards](#) is available online.