

QUALITY IN BRIEF - ÄLMHULT MUNICIPALITY

Your municipality's level of accessibility	Älmhult's results up to and including 2007	Average results for network municipalities
1. How many residents receive a response to simple e-mail enquiries within two days? (%)	66	74
2. How many residents are able to contact an administrative official by telephone to obtain an answer to a simple enquiry? (%)	71	61
3. How many residents feel they had a positive reception when they contacted the municipality with a simple enquiry? (% positive reception)	77	86
4. How many hours/week is the main library in the municipality open outside 8.00 a.m. to 5.00 p.m. weekdays? (hours/week)	12,0	12,0
5. How many hours/week is the public indoor swimming pool in the municipality open outside 8.00 a.m. to 5.00 p.m. weekdays? (hours/week)	15,5	26,5
6. How many hours/week is the public indoor swimming pool in the municipality open outside 8.00 a.m. to 5.00 p.m. weekdays? (hours/week)	99	81
7. On average, how long is the wait for children who did not receive a pre-school place on the preferred date? (in days)	14	30
8. On average, how long is the wait for children who did not receive a pre-school place on the preferred date? (in days)	86	53

Aspects related to trust and confidence in your municipality	Älmhult's results up to and including 2007	Average results for network municipalities
9. How many authority decisions were appealed against in 2006? (number per 1,000 decisions)	1,0	8,5
10. How many authority decisions were changed as a result of an appeal at first instance in 2006? (number per 1,000 appeals)	0,2	1,1
11. How many different employees visit a person in receipt of home-help services in a 14-day period? (number of employees)	7	13
12. On average, how many children per staff member were there in the municipality's pre-schools in 2006? (number of children/staff member)	5,1	5,3 National average: 5,1
13. What access to a doctor do those living in accommodation for older people have? (number minutes/person/month)	15	17
Your participation in the municipality, and the information it provides to you		
14. How many of the municipality's registered electors voted in the most recent municipal election? (%)	79,5	78,9
15. What percentage of residents are happy with the information provided by the municipality? (% of 10 districts)	57	55
16. How successful is the municipality in enabling residents to take part in the municipality's development? (% of 60 points)	53	47

Cost-effectiveness of your municipality	Älmhult's results up to and including 2007	Average results for network municipalities
17 a. How did the municipality's results for compulsory schooling compare with other municipalities in 2006? (placing out of 290 municipalities)	134	128
17 b. How effective was the municipality's compulsory schooling compared with other municipalities in 2006? (placing out of 290 municipalities)	112	138
18.a What results were achieved by those students in the municipality taking upper-secondary courses in 2006? (placing out of 290 municipalities)	15	131
18 b. How effective was the municipality's upper-secondary school education in 2006? (placing out of 290 municipalities)	172	139
19. What level of service does the municipality's accommodation for older people offer? (% of 45 points)	71	67
20. What did a place in the municipality's accommodation for older people cost in 2006? (SEK)	600 706	476 774 National average: 480 383

Community development in your municipality	Älmhult's results up to and including 2007	Average results for network municipalities
21. How many more/fewer residents were there in the municipality in the last five years? (number/%)	- 74 / -0,5	523/0,7
22. What was the level of employment in the municipality in 2005? (%)	83,7	77,3
23. How many new companies were registered in the municipality during the first half of 2007? (number per 1,000 residents)	4,8	5,7
24. How many new jobs were created in the municipality in 2005? (number)	189	25
25. What percentage of the population received income support in 2006? (%)	2, 0	3,7
26. How do the municipality's companies collectively rate the business climate for 2007? (placing out of 290 municipalities)	106	133
27. What was the rate of sickness among the municipality's residents in 2006? (days/resident/year)	32,6	44,4 National average: 39,9
28. How did the municipality rate in terms of equal opportunities in 2005? (placing out of 290 municipalities)	170	143
29. How much carbon dioxide was discharged per resident in the municipality in 2004? (kg/resident)	3 021	4 986
30. What was the proportion of collected household waste in relation to waste deposited per resident in the municipality in 2006? (kg/resident)	4	15

Definitions of the measures used in the above table.

Measure 1: Source: an external measure of how many residents received a response to a simple e-mail enquiry within two days.

Measure 2: Source: an external measure of how many residents were able to contact an administrative official by telephone to obtain answers to simple enquiries.

Measure 3: Source: an external measure of the how residents feel they were received when they contacted the municipality.

Measure 4: Source: an internal measure of the total number of hours that the main library is open outside 8.00 a.m. to 5.00 p.m. weekdays during a normal week. Shown as hours per week.

Measure 5: Source: an internal measure of the total number of hours that the public indoor swimming pool is open (times that the public can bathe) outside 8.00 a.m. to 5.00 p.m. weekdays during a normal week. The swimming pool with the longest hours of opening in the municipality was used as the basis. Shown as hours per week.

Measure 6: Source: an internal measure of the proportion of parents that received a pre-school place for their child on the preferred date or earlier. If the preferred date was a Saturday or a holiday, the first following weekday was considered the preferred date. Shown as a percentage.

Measure 7: Source: an internal measure of the average number of days parents had to wait for a pre-school place for their child. Refers to those who did not obtain a place on the preferred date. Shown as number of days.

Measure 8: Source: an internal measure of the average wait in number of days from the time the application was received until a place in accommodation for older people was offered. Shown as number of days.

Measure 9: Source: an internal measure of how many authority decisions were appealed at first instance. Shown as the number per 1,000 decisions.

Measure 10: Source: an internal measure of how many authority decisions were changed due to an appeal at first instance. Shown as the number per 1,000 appeals.

Measure 11: Source: an internal measure of the number of employees per person in receipt of care and per 2 weeks. Comprises the service included in the home-help service charge. Shown as the number of different employees on average per person in receipt of care during a 14-day period.

Measure 12: Source: statistics from the Swedish National Agency for Education. Shown as the number of children registered divided by the number of permanent employees. Shown as the number of children per employee. Link <http://www.skolverket.se/sb/d/1665>

Measure 13: Source: an internal measure of how much access residents living in accommodation for older people have to a doctor. Shows contracted time for municipalities that have an agreement with the county council or for established time if there is no agreement. Total number of hours with a doctor divided by the number of residents.

Measure 14: Source: the Swedish Election Authority. The number of votes in municipal elections in relation to the number of registered voters. Link <http://www.val.se/val/val2006/slutlig/K/rike/delar.html>

Measure 15: Source: an external measure. Presented in the Swedish Association of Local Authorities and Regions' information index as the average percentage for the 10 districts.

Measure 16: Source: an internal measure. Presented in the Swedish Association of Local Authorities and Regions' citizen index as a percentage of a total of 60 points.

Measure 17 a: Source: statistics from the Swedish National Agency for Education. The measures included in the results index are an average year-9 merit rating, the proportion that qualified for national upper-

secondary programmes, and the proportion with no grade in one or more subjects. An index was obtained from these figures and presented in a national ranking.

Measure 17 b: Source: statistics from the Swedish National Agency for Education and the Swedish Association of Local Authorities and Regions' publication about the cost of local public services in Sweden, "*Vad kostar verksamheten i din kommun?*". The measures included in the effectiveness index are cost per credit, cost per compulsory-school pupil excluding the cost of the premises divided by the estimated average grades for pupils in year 9 (SALSA), cost per compulsory-school pupil excluding the cost of the premises divided by the proportion of pupils who reached the objectives, cost per compulsory-school pupil excluding the cost of the premises divided by the expected proportion of pupils who will reach the objectives (SALSA) and the total cost for compulsory school based on the expected cost. This is presented in a national ranking.

Measure 18 a: Source: statistics from the Swedish National Agency for Education. The measures included in results index 1 - the proportion (registered in the municipality) that completed their upper-secondary education within 4 years including the individual programme; results index 2 - the proportion (registered in the municipality) that began studying at university within 3 years of having completed upper-secondary school; results index 3 - the proportion of residents 20 years old (registered in the municipality) with the basic qualifications required for university studies. An index was obtained from these figures and presented in a national ranking.

Measure 18 b: Source: statistics from the Swedish National Agency for Education. The measures included in results index 1 - total cost per pupil for all pupils registered in the municipality; results index 2 - cost per pupil in relation to the proportion that completed an upper-secondary programme. An index was obtained from these two measures and presented in a national ranking.

Measure 19: Source: an internal measure based on the Swedish Association of Local Authorities and Regions' accommodation for older people index. Shown as the municipality's results, as a percentage in relation to the highest number of points (45 points).

Measure 20: Source: table 8b in the Swedish National Agency for Education and the Swedish Association of Local Authorities and Regions' publication about the cost of local public services in Sweden "*Vad kostar verksamheten i din kommun?*". Cost for a place in accommodation for older people. Shown as SEK/resident.

Measure 21: Source: Statistics Sweden. Shown as the actual number of residents and the percentage increase or decrease in the last five years.

Measure 22: Source: Statistics Sweden. Shown as the percentage in the municipality in paid employment.

Measure 23: Source: Jobs and Society's (*NyforetagarCentrum*) company barometer. 'Jobs and Society' obtains information from the Swedish Companies Registration Office. Shown as the number of newly registered companies per 1,000 residents. Link http://www.nyforetagarcentrum.se/files/kommun2007A-bilaga-rankxls_microsoft

Measure 24: Source: Statistics Sweden's company register. Shown as the number of jobs.

Measure 25: Source: statistics from the National Board of Health and Welfare. The number of households in receipt of income support in relation to the total number of households.

Measure 26: Source: the Confederation of Swedish Enterprise's ranking of municipalities based on a questionnaire survey sent to companies on how they assess the municipality's business climate. Shown as the municipality's ranking in relation to other municipalities in the country.
www.svensktnaringsliv.se/appkfakta/kommunfaktor.do?rc=1440&y=2006&fi=qj-13

Measure 27: Sources: Statistics Sweden and the Swedish Social Insurance Agency. Shown as the total rate of sickness in the municipality. Link http://statistik.forsakringskassan.se/portal/page?_pageid=47,45277&_dad=portal&_schema=PORTAL

Measure 28: Source: Statistics Sweden's equal opportunities index. Shows the municipality's ranking. Link http://www.h.scb.se/scb/bor/scbboju/jam_hm/index.asp

Measure 29: Source: Statistics Sweden. Shows the municipality's carbon dioxide emissions in kg per resident.

Measure 30: Source: an internal measure. This is the municipality's report of collected household waste compared to the deposited (non-recycled) amount. Collected household waste refers to compost, combustible and landfill waste that was collected at homes and waste that is left at recycling centres. Shown as kg per resident.