

QUALITY IN BRIEF - ÄLMHULT MUNICIPALITY

Your municipality's level of accessibility (Figures from previous survey in brackets)	Älmhult's results up to and including 2008*	Average results for network municipalities 2008*
1. How many residents receive a response to simple e-mail enquiries within two days? (%)	88 (66)	76 (74)
2. How many residents are able to contact an administrative official by telephone to obtain an answer to a simple enquiry? (%)	54 (71)	51 (61)
3. How many residents feel they had a positive reception when they contacted the municipality with a simple enquiry? (% positive reception)	45 (77)	64 (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)	11,0 (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 (15,5)	24,0 (26,5)
6. How many children who received a pre-school place were able to begin on the preferred date? (%)	100 (99)	80 (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)	0 (14)	22 (30)
8. On average, what is the waiting time for receiving a place in the municipality's accomodation for older people? (in days from application date to the date a place is offered)	109 (86)	48 (53)

*In case figures are not from 2008, the actual year of measurement is given in the text.

Aspects related to trust and confidence in your municipality. (Figures from previous survey in brackets)	Älmhult's results up to and including 2008*	Average results for network municipalities 2008*
9. How many authority decisions were changed as a result of an appeal at first instance in 2007? (number per 1,000 decisions)	0,2 (0,2)	0,8 (1,1)
10. How many different employees visit a person in receipt of home-help services in a 14-day period? (number of employees)	10 (7)	13 (13)
11. On average, how many children per staff member were there in the municipality's pre-schools in 2007? (number of children/staff member)	5,4 (5,1)	5,3 National average: 5,3
Your participation in the municipality, and the information it provides to you		
12. What was the voter turnout in the most recent municipal election? (%)	79,5	79,4
13. What percentage of residents are happy with the information provided by the municipality? (% of 10 districts)	62 (57)	59 (55)
14. How successful is the municipality in enabling residents to take part in the municipality's development? (% of 60 points)	45 (53)	45 (47)

*In case figures are not from 2008, the actual year of measurement is given in the text.

Cost-effectiveness of your municipality (Figures from previous survey in brackets)	Älmhult's results up to and including 2008*	Average results for network municipalities 2008*
15 a. How did the municipality's results for compulsory schooling compare with other municipalities in 2007? (placing out of 290 municipalities)	134 (134)	138 (128)
15 b. How effective was the municipality's compulsory schooling compared with other municipalities in 2007? (placing out of 290 municipalities)	129 (112)	129 (138)
16.a What results were achieved by those students in the municipality taking upper-secondary courses in 2007? (placing out of 290 municipalities)	59 (15)	133 (131)
16 b. How effective was the municipality's upper-secondary school education in 2007? (placing out of 290 municipalities)	196 (172)	141 (139)
17. How many fifth-grade pupils passed national examination tests in main subjects?(%)	Swedish 76,0 English 81,4 Mathematics 73,7	Swedish 84,3 English 88,7 Mathematics 84,9
18. What level of service does the municipality's accommodation for older people offer? (% of 65 points). The number of criteria was increased in 2008.	66 (71)	68 (67)
19. What did a place in the municipality's accommodation for older people cost in 2006? (SEK)	469 736 (600 706)	513 252 National average: (480 383)

20. What is the cost for a place in the municipality's homes for elderly, in relation to the level of service 2007-2008. (SEK per quality criterion achieved)	10 924	12 026
21. How satisfied are the residents of homes for elderly with their housing? (index, points out of 100).	73	70
22. What level of care and other services does the home-help services provide? (% of 67 points).	66	59
23. What is the cost per person receiving home-help services, in relation to the level of care and other services? (SEK per quality criterion achieved).	3 053	3 923
24. How satisfied are recipients of home-help services? (index, points out of 100).	75	75

Community development in your municipality (Figures from previous survey in brackets)	Älmhult's results up to and including 2008*	Average results for network municipalities 2008*
25. How many more/fewer residents were there in the municipality in the last five years? (number/%)	- 59/-0,4 (- 74 / -0,5)	731/1,2 (523/0,7)
26. What was the level of employment in the municipality in 2007? (%)	85,6 (83,7)	79,9 (77,3)
27. How many new companies were registered in the municipality during the first half of 2008? (number per 1,000 residents)	4,9 (4,8)	5,7 (5,7)
28. How many new jobs were created in the municipality in 2007? (number	81 (189)	315 (25)

29. What percentage of the population received income support in 2007? (%)	2,3 (2,0)	3,7
30. How do the municipality's companies collectively rate the business climate for 2008? (placing out of 290 municipalities)	56 (106)	130 (133)
31. What was the rate of sickness among the municipality's residents in 2006? (days/resident/year)	29,4 (31,0)	48,6 National average: (41,5)
32. What is the proportion of "green" cars in the municipality's vehicle fleet? (percentage of cars owned by the municipality).	24,3	28,6
33. How much of the food procured by the municipality in 2007 had been ecologically produced? (percentage of money spent on food).	4,8	5,2
34. How much paper is used in the municipality organization? (kilograms per full-time employee)	17,4	15,5

*In case figures are not from 2008, the actual year of measurement is given in the text.

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 (between preferred date and actual start date).

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 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 11: 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 12: Source: the Swedish Election Authority. The number of votes cast in municipal elections in relation to the number of eligible voters. Link <http://www.val.se/val/val2006/slutlig/K/rike/delar.html>

Measure 13: 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 14: 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 15 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 15 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 16 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 16 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 17: Source: local results from national examination tests for pupils in fifth grade. The measure shows the ratio of pupils achieving the specified levels set by the Swedish National Agency for Education for the three subjects, as a percentage of the pupils taking the tests.

Measure 18: 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 of the highest number of points (45 points in 2007, 65 in 2008).

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 of the highest number of points (45 points in 2007, 65 in 2008).

Measure 20: SALAR's publication on the cost of local public services in Sweden. "Vad kostar verksamheten I din Kommun?", table 8, and the internal measure based on SALAR's accommodation for older people index. The results from the accommodation for older people index (measure 18) are put in relation to the cost for a place in a home for elderly (measure 19). Costs are mainly staff costs, the figure do not include occupancy costs or overhead costs.

Measure 21: Source: Statistics Sweden. "Nöjd-Kund-Index" (customer satisfaction index). Residents of homes for elderly people have rated their level of satisfaction concerning different aspects of their living conditions several areas of, for example trust and confidence, resident influence, and services, on a scale 1-10. The index is calculated on these ratings.

Measure 22: Source: internal measure. The assessment is based n the municipality's guidelines for home-help services. Shown as percentage of maximum points score (67 points).

Measure 23: Source: internal measure, and SALAR's publication about the cost of local public services in Sweden, "Vad kostar verksamheten I din Kommun? (VKV)", table 8b. The result from measure 23 in relation to the cost per recipient of home-help services, according to VKV table 8b.

Measure 24: Source: Statistics Sweden, "Nöjd-Kund-Index" (customer satisfaction index). Recipients of home-help services have rated their level of satisfaction with different aspects of the services, on a scale 1-10. The index is calculated on these ratings.

Measure 25: Source: Statistics Sweden. Shown as the actual number of residents and the percentage increase or decrease in the last five years.

Measure 26: Source: Statistics Sweden. Shown as the percentage in the municipality in paid employment.

Measure 27: Source: Jobs and Society's (*NyföretagarCentrum*) 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 28: Source: Statistics Sweden's company register. Shown as the number of jobs.

Measure 29: 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 30: 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 31: 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 32: Source: Internal measure

Measure 33: Source: Internal measure

Measure 34: Source: Internal measure. Total amount of paper procured by the municipality (only paper for photocopies, printers and print products).