

Delivering Modern, Innovative Services

These pages contain a range of performance information on the progress that the council is making towards the achievement of the following organisational priority:

To deliver services that are responsive to community needs and underpinned by a culture of innovation, continuous improvement and effective management of resources

The performance information provided here is taken from the high level indicators in the council's Corporate Plan and the council's key performance indicators. The information on these pages relates to the following areas of performance:

- Customer perception and satisfaction levels
- Benefits administration
- Channel shift
- Procurement
- Suitability of accommodation
- Pest control
- Consumer complaints (Trading Standards)

You can find out more about our Citizens' Panel here: [Citizens' Panel](#)

If you would like more information on how we are performing in relation to complaints made to the council, please follow the link provided here: [Inverclyde Council complaints](#)

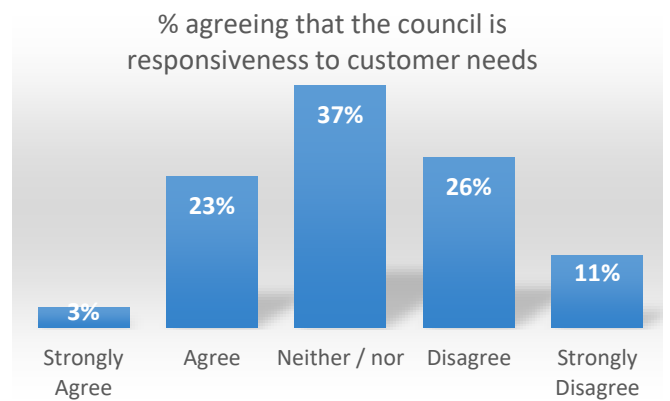
Customer perception and satisfaction levels

The percentage of respondents that agree that the council is responsive to customer needs

The performance data for this measure is taken from the Council's Citizens' Panel (Winter 2020).

Just over a quarter of respondents, 26%, either strongly agree or agree that the Council is responsive to customer needs.

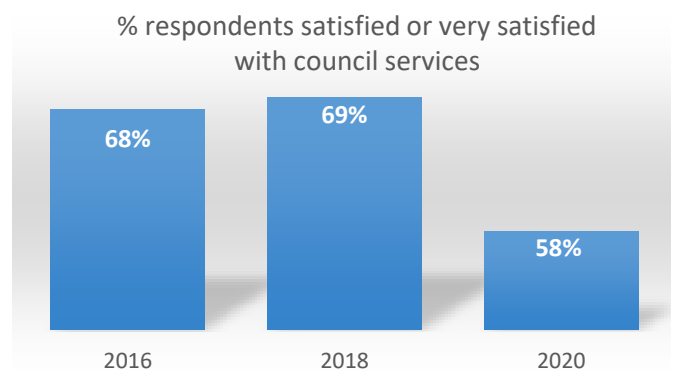
More than a third of respondents, 37% did not offer an opinion in response to this question whilst the same number either disagreed or strongly disagreed with this statement.



The percentage of respondents satisfied or very satisfied with the services provided by Inverclyde Council (CP)

Overall, satisfaction with Council services have decreased from 2018 levels, falling from 69% to 58%.

The Citizens' Panel Survey also seeks the views of panel members on satisfaction levels with individual services. The results from the Survey are fed back to services to help them identify areas for improvement.

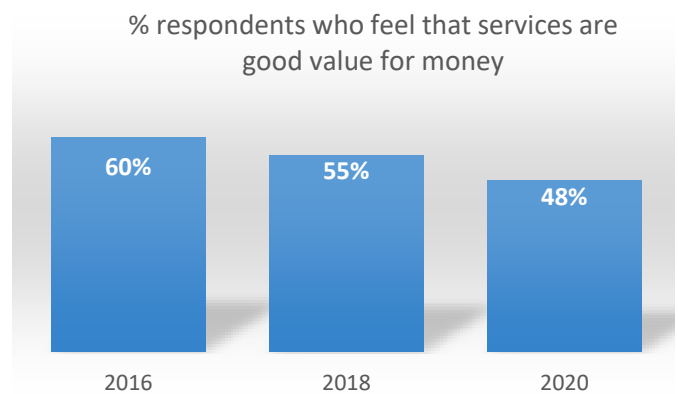


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The percentage of residents who felt that services were good value for money (CP)

The percentage of people who think the services provided by the Council are good value for money decreased in 2020 and is just below half of all panel respondents.

It is anticipated that the difficult budget cuts in recent years and the reduction of service provision in some areas will have had an adverse effect on customer satisfaction.

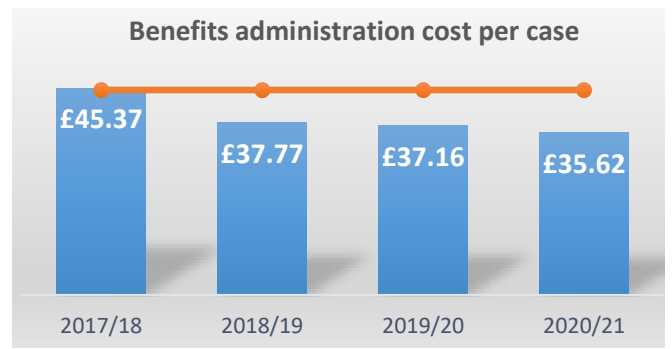


Benefits Administration

Benefits Administration Gross Cost Per Case

This indicator is a measure of the gross administration cost per benefits case. In 2020/21 costs decreased by £1.54 to £35.62.

The decrease in the gross administration cost per case for Housing Benefit from 2018/19 onwards was due to staffing reductions arising from approved savings which outstripped the decreasing case load. A saving was agreed as part of the 2018/19 Budget which has helped to reduce costs going forward.



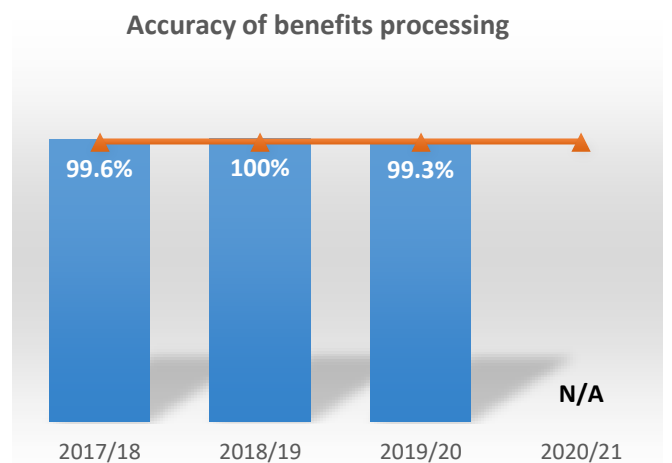
Other costs are outwith the control of the Benefits service and recharges such as accommodation charges also have an impact on costs. The Benefits service does, however, have controls in place to ensure controllable costs are kept to a minimum.

Accuracy of Benefits Processing (KPI)

This indicator is a measure of the percentage of cases where the calculation of benefit due was correct.

The collection of data for the 'Accuracy of Benefits Processing' was temporarily suspended in response to the team being redirected to process Covid-19 Business Support Grants. Quality assurance work did however continue throughout 2020/21 with no issues arising.

Measurement was reinstated from 2021/22.



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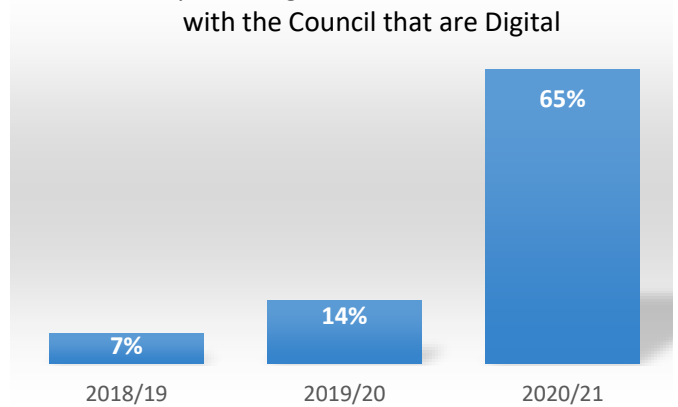
Channel Shift

The percentage of interactions with the Customer Service Centre using online and other automated services

Channel Shift is a key priority for the Council and progress is tracked through the Digital Strategy Action Plan as well as the Customer Service Action Plan. The 3 primary methods of contacting the council are by telephone, face to face and by email.

Unsurprisingly, the number of customers using electronic means of contact such as the mobile app increased substantially in 2020/21, rising from 14% in 2019/20 to 65%. Due to the closure of the Customer Service Centre and other public buildings only 1% of transactions were carried out face-to-face. The remainder, 34%, were conducted via phone.

The percentage of customer transactions with the Council that are Digital



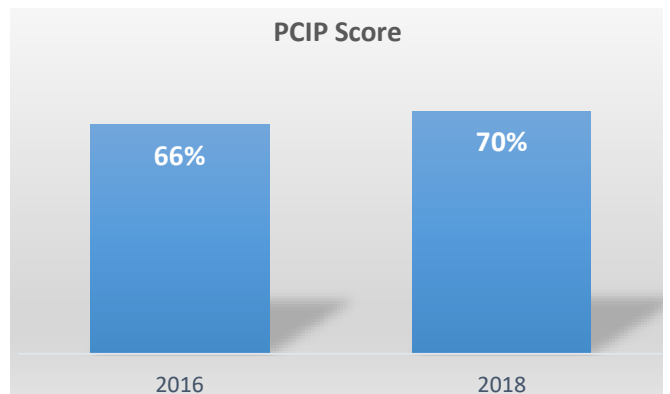
Procurement

PCIP rating

The Procurement & Commercial Improvement Programme focuses on the policies and procedures driving procurement performance and more importantly, the results they deliver.

The assessment due to take place in 2020 was delayed due to Covid-19. In our previous assessment, which took place in November 2018, the Council achieved a score of 70%, an improvement of 4% on 2016 performance.

PCIP Score



Suitability of accommodation

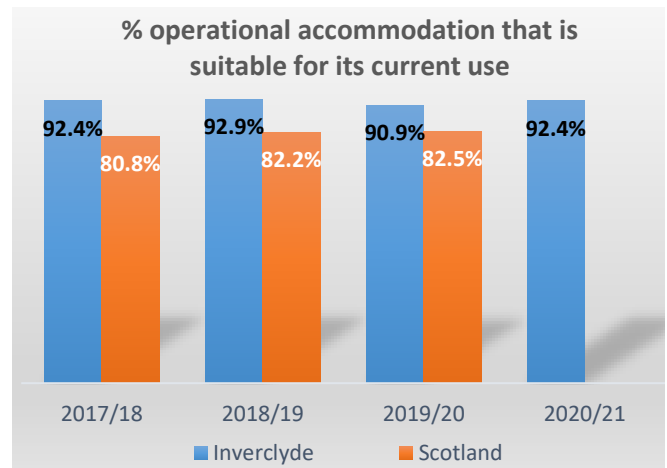
The percentage of operational accommodation that is suitable for its current use

In 2020/21, 109 of Inverclyde Council's 118 buildings (92.4%) were suitable for their current use. This is a 1.5% improvement on 2019/20.

Suitability surveys are carried out every 5 years although it can be more frequent if the service in a particular building changes or if significant work is carried out at the property.

Comparable national performance data for 2020/21 is not yet published.

% operational accommodation that is suitable for its current use



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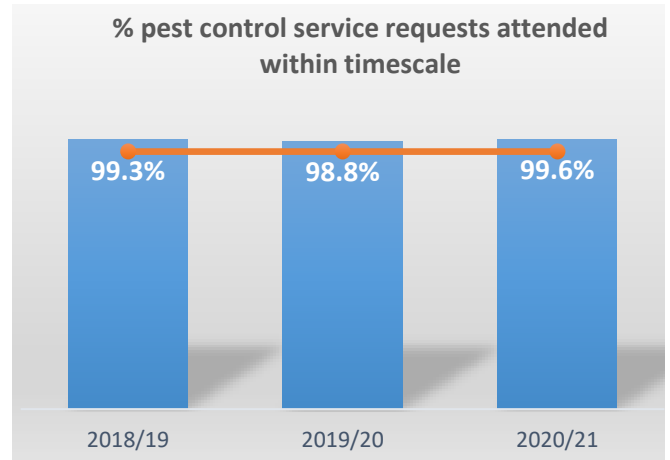
Pest Control

The percentage of pest control service requests attended within 5 working days

Public health relates to the health and well-being of the whole community.

The percentage of pest control service requests attended to within timescale remained very high in 2020/21. Performance continues to be above target.

In 2020/21, the council received 459 pest control service requests which required attendance within five working days, only two of which were not responded to within timescale.



Trading Standards Consumer Complaints

The percentage of trading standards consumer complaints completed within 14 days

There was an increase in the percentage of trading standards complaints completed within 14 days in 2020/21, up 2.6% from 2019/20 to 92%. However despite this, the target for the year was not achieved.

In 2020/21, there were 50 consumer complaints received; 46 of which were completed within 14 days.

The number of consumer complaints received during the year fell from 123 in 2019/20 to 50 in 2020/21.

