

Assets

These pages contain a range of performance information on the assets managed by Inverclyde Council. This information will allow you to assess how we are performing in this area. The performance information provided here comes from a number of sources:

- Local Government Benchmarking Framework (LGBF)
- Service Key Performance Indicators (KPIs).

You can also view more information on the LGBF indicators on the Improvement Service website: <http://www.improvementservice.org.uk/benchmarking/>

Our school estate management plan has been produced in accordance with the requirements of the Scottish Government. It sets out the Council's vision for the renewal of the school estate and the proposals to provide schools that will meet the educational needs of our children, young people and the wider community. The current edition of the school estate management plan can be found on the Council's website via this link [School Estate Management Plan](#)

You can also view our Corporate Asset Management Strategy here: [Corporate Asset Management Strategy](#)

Performance Overview 2017/18

A number of our asset performance indicators are taken from the Local Government Benchmarking Framework (LGBF). We achieved a further improvement in both the percentage of our operational accommodation that is in satisfactory condition and the percentage of operational accommodation that is suitable for its current use. Inverclyde continues to perform better than the Scottish average for both measures.

We have also continued to make improvements in the School Estate. All our primary, secondary and additional support need schools are ranked in category A (good) or B (satisfactory).

The target for property maintenance response time was also achieved in this year.

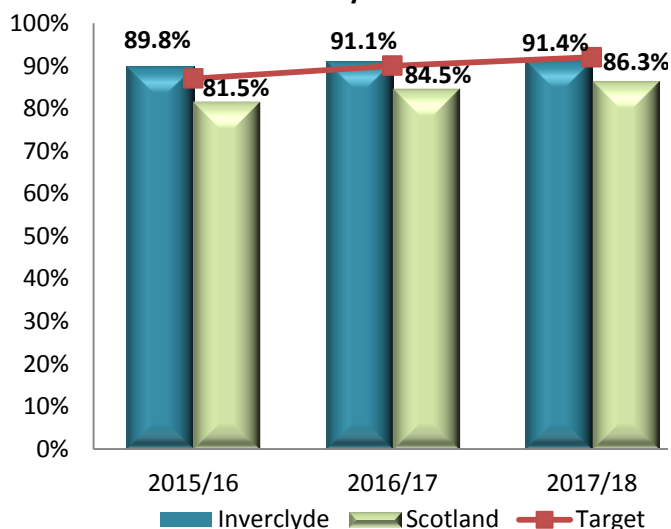
There has been an overall improvement in the roads network for the fourth year in a row.

% of operational accommodation that is in satisfactory condition (KPI) (LGBF)

The percentage of operation accommodation that is in a satisfactory condition has improved year-on-year and in 2017/18 reached 91.4%. The increased target of 92% was not achieved.

This indicator is part of the Local Government Benchmarking Framework. Inverclyde has consistently performed better than the Scottish average over the past 5 years. In 2017/18, Inverclyde was the 14th highest performer out of 32 local authorities.

% operational accommodation in satisfactory condition



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This indicator has improved as a result of the improvements that the Council has made to its property portfolio. The continuing programme of new build and comprehensive refurbishment has seen a significant improvement in the school estate whilst the Council has undertaken projects aimed at improving Council offices. Full refurbishment of the former Strone office has also been completed and now houses the new Glenbrae Children's Centre. The upgrade of the school estate has continued, with the completion of St Ninian's Primary School and the new Glenpark Early Learning Centre. Additionally, full refurbishment of Moorfoot Primary School is complete, together with the full refurbishment and extension of Lady Alice Primary School.

As the indicators relate to property, changes cannot be made instantly and there is a time element involved, for example, in marketing/acquiring and refurbishing/building new properties. As such, there is a knock-on effect to Council Services who may have to remain in unsuitable properties while waiting for new premises being prepared. The Office and Depot Rationalisation Programme continues, with the recent sale of 40 West Stewart Street, Greenock. Complete refurbishment of the former Education Headquarters and Drummer's Close was also carried out in 2017/18 while the ongoing rationalisation of the Council's whole estate will continue until most, if not all, operational properties fall within a 'satisfactory condition'.

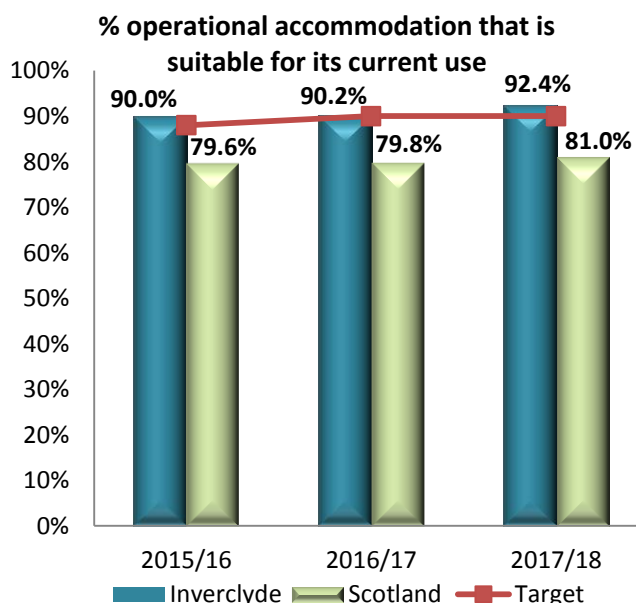
% of operational accommodation that is suitable for its current use (KPI) (LGBF)

The performance information for this indicator is obtained from a questionnaire that is issued to all occupiers, as they are best placed to advise on the suitability of the property for their own service. The questionnaires were compiled following discussion with other Scottish councils so all returns should be on a fairly similar basis. Results are benchmarked at the Associations of Chief Estates Surveyors and Property Managers meetings.

In 2017/18 there was a continued improvement in the percentage of operational accommodation that is suitable for its current use.

Further improvements are planned through the Council's office and depot rationalisation programme and the School Estate Strategy, progress on which is reported to Committee on a regular basis.

This indicator is included in the Local Government Benchmarking Framework. The percentage of operational accommodation suitable for its current use was higher in Inverclyde than in Scotland for the seventh year in a row. Inverclyde was the 6th best performing local authority in 2017/18, which places Inverclyde in the top quartile of all local authorities.

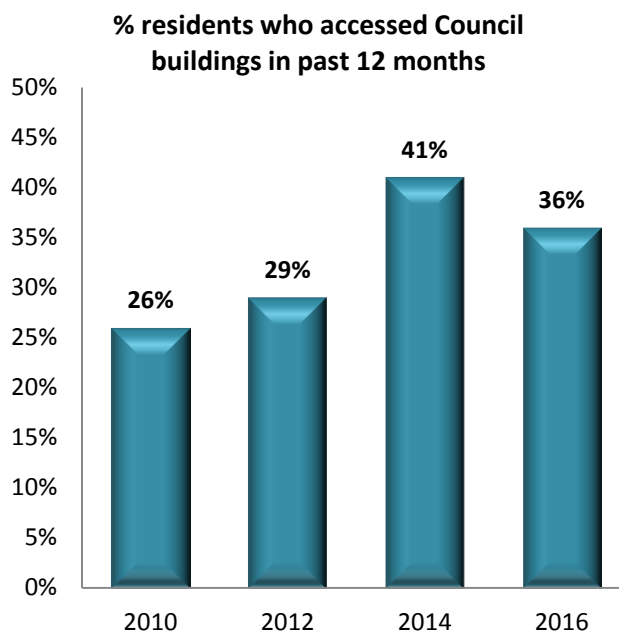


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Access to buildings: % of residents who accessed Council buildings in the past 12 months (KPI)

This indicator is one of the Council's key performance indicators and is a measure of visits to Council premises rather than a measure of performance. Information on the percentage of residents who accessed Council buildings is taken from the Council's Citizens' Panel Surveys.

Panel questionnaires are distributed to a representative sample of 1,000 Inverclyde residents. Questions are repeated periodically to allow us to assess whether improvement has been achieved. The percentage of residents who accessed the council buildings in the previous 12 months decreased by 5%, however instead of calling in person at a Council office, residents may prefer to contact the Council by telephone, in writing or via e-mail. The Council's website also offers online facilities for bill payment and forms which were not available in 2014.

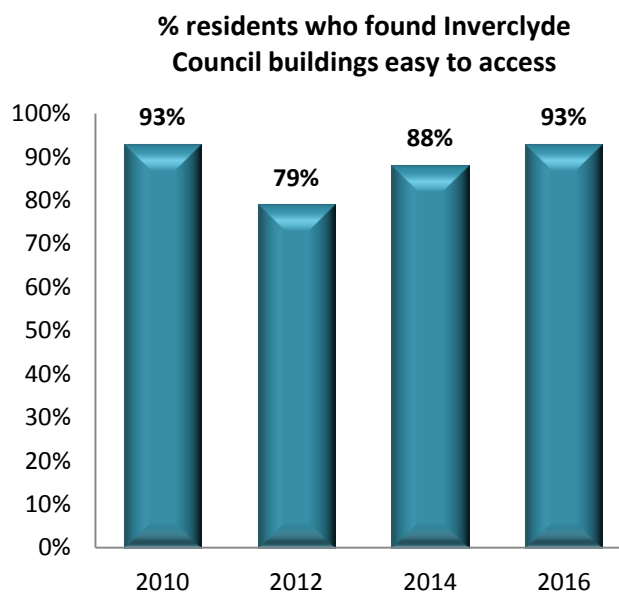


Access to buildings: % of residents who found Inverclyde Council buildings easy to access (KPI)

This indicator is one of the Council's key performance indicators. Information on the percentage of residents who found our Council buildings easy to access is taken from the Council's Citizens' Panel Surveys.

Panel questionnaires are distributed to a representative sample of 1,000 Inverclyde residents. Questions are repeated periodically to allow us to assess whether improvement has been achieved.

The percentage of respondents who found Council buildings easy to access increased by 5% between 2014 and 2016. This may be a result of the Council's office modernisation / rationalisation programme.



Due to the increased usage of online services provided by the Council, the above two indicators are less meaningful in relation to performance measurement and will not feature in our performance reporting from 2018/19.

You can view more information on our Citizens' Panel at <https://www.inverclyde.gov.uk/council-and-government/citizens-panel>

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Property maintenance response times: % of repairs completed within target time (KPI)

This indicator is one of the Council's key performance indicators and demonstrates the service level response times for maintenance support services achieved for properties under the control of Legal and Property Services.

All emergency repairs are identified with a priority 1 category and are responded to by maintenance contractors within agreed timescales. The effectiveness of the existing emergency repairs service is measured against the performance of both in-house and external contractors. The percentage of repairs completed on time fell slightly between 2016/17 and 2017/18 by 1.6%. Performance remains high however and above target.

The data is collated and measured verifying the contractor's ability to achieve the agreed target i.e. by responding and attending on-site within the first two hours immediately following notification. Whilst there can be different reasons or factors which drive the requirement for an emergency repairs responses, such repairs would be attributable to specific building related issues or faults reported for each individual property under normal circumstances.

However, the very nature, type and volume of emergency repairs can vary significantly and, on occasion particularly when influenced by unforeseen, adverse or seasonal factors (such as flooding, utilities disruption, snow falls or freezing temperatures) can impact upon the contractor's ability to respond within the target time. In this type of situation, such circumstances should be taken into context when evaluating and measuring emergency reactive response times. Demand-led periods are recognised as being attributable due to the unusually high volume demand placed upon approved term-contractors which, in certain circumstances, can lead to a slight decline in performance levels.

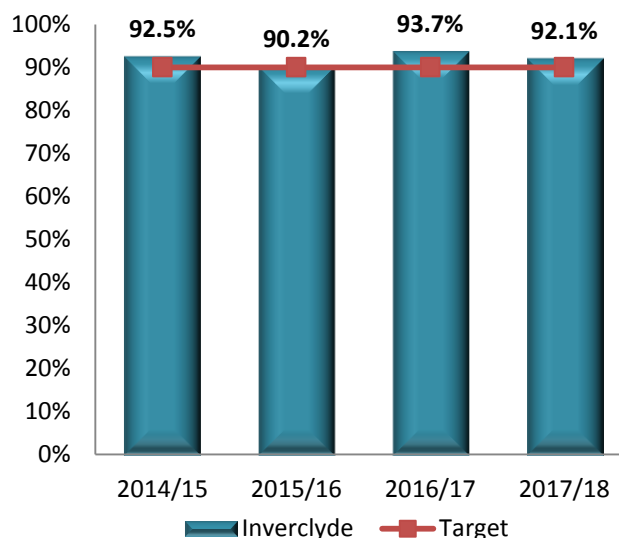
School Estate

The council has invested in excess of £270 million in its school estate. One of the prime objectives of the School Estate Strategy at national level is to have all schools as category A (Good) or B (Satisfactory) for Condition. Inverclyde's school estate across Primary, Secondary and Additional Support Need sectors all meet the criteria for category A or B. This also reflects the condition of current decant facilities (former Sacred Heart Primary School and former St Stephen's High School).

The remaining School Estate Management Plan projects will address the refurbishment of schools which are already in satisfactory condition but are on the lower elements of the scale due to significant elements of the buildings requiring lifecycle replacement or comprehensive refurbishment. Comprehensive refurbishment projects also address Equality / DDA compliance and general improvement in suitability through extension or remodelling works.

Each year Inverclyde Council submits a Core Facts return to the Scottish Government outlining the condition of its schools. The information shown below is taken from the Council's Core Facts return 2017:

% repairs completed within target time



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ASN Schools	Condition	Suitability
Craigmarloch School (Port Glasgow Community Campus)	A	A
Lomond View Academy	A	A

Secondary Schools	Condition	Suitability
Clydeview Academy	A	A
Inverclyde Academy	A	A
Notre Dame High School	A	A
St Columba's High School	A	A
St Stephen's High School / Port Glasgow High School (Port Glasgow Community Campus)	A	A

Secondary Schools	Condition	Suitability
Aileymill Primary School	A	A
All Saints' Primary School	A	A
Ardgowan Primary School	A	A
Gourock Primary School	B	B
Inverkip Primary School	B	B
Kilmacolm Primary School	A	A
Kings Oak Primary School	B	A
Lady Alice Primary School	B	B
Moorfoot Primary School	B	C
Newark Primary School	A	A
St Andrew's Primary School	A	A
St Francis' Primary School	B	B
St John's Primary School	A	A
St Joseph's Primary School	B	B
St Mary's Primary School	B	B
St Michael's Primary School	B	A
St Ninian's Primary School	B	B
St Patrick's Primary School	A	A
Wemyss Bay Primary School	B	A
Whinhill Primary School	A	A

The continuing programme of new build and comprehensive refurbishment has seen a significant improvement in the condition of the school estate since the initial School Estate Management position in 2004. The tables below provides a comparison of the 2004 (2010 for suitability), 2016 and 2017 Core Facts submission data.

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School Type	Condition Rating	2004	2016	2017	Overall change 2016-17
Secondary	A	0	5	5	-
	B	1	0	0	-
	C	7	0	0	-
	D	0	0	0	-
		8	5	5	-
Primary	A	1	7	9	+2
	B	5	13	11	-2
	C	21	0	0	-
	D	0	0	0	-
		27	20	20	-
Special	A	0	2	2	-
	B	1	1	0	-1*
	C	3	0	0	-
	D	0	0	0	-
		4	3	2	-
*Garvel School is no longer shown as a separate entry in the Core Facts return					

In terms of suitability there has also been significant progress made although the majority of improvements earlier in the programme are not fully captured above due to the Suitability Core Fact only being collected from 2010.

School Type	Suitability Rating	2010#	2016	2017	Overall change 2016-17
Secondary	A	1	5	5	-
	B	0	0	0	-
	C	6	0	0	-
	D	0	0	0	-
		7	5	5	-
Primary	A	6	10	12	+2
	B	10	8	7	-1
	C	6	2	1	-1
	D	0	0	0	-
		22	20	20	-
Special	A	0	2	2	-
	B	0	1	0	-1*
	C	4	0	0	-
	D	0	0	0	-
		4	3	2	-
# Suitability Core Fact first collected 2010					
*Garvel School is no longer shown as a separate entry in the Core Facts return.					

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Road Assets

The Council's Roads Assets Investment Strategy was approved by the Environment & Regeneration Committee on 10 August 2012. Subsequent to this, in February 2013, the Council approved a three year budget which included £17 million capital investment for carriageways, footways / footpaths, street lighting and structures. In 2015/16 the total investment in the Roads Asset Management Plan was £5.8 million.

Regular reports on the Roads Asset Management are considered by the Environment and Regeneration Committee. You can find these reports by clicking on the link below:

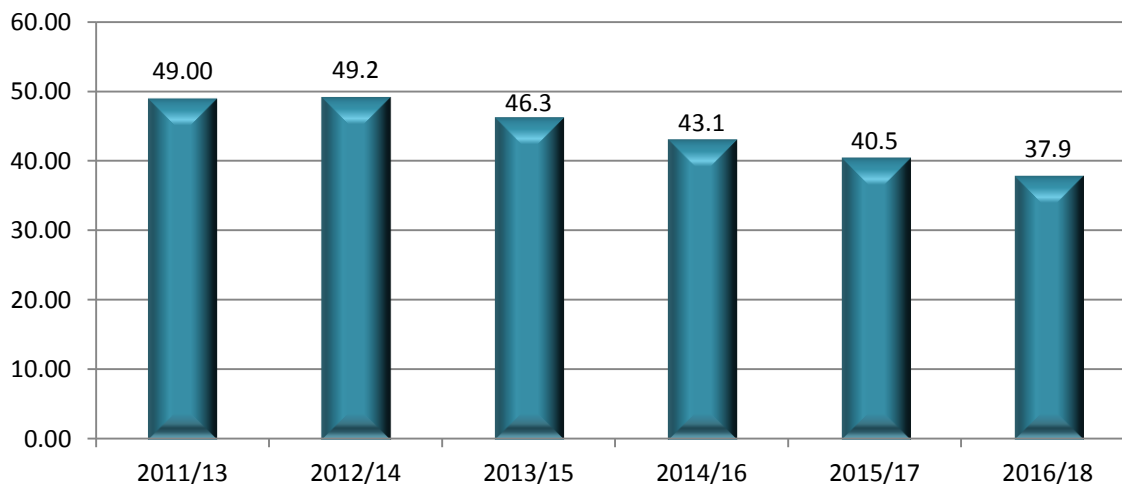
[Environment and Regeneration Committee](#)

There has been an overall improvement in the roads network as shown in the graph below. The Road Condition Indicator (RCI) is an assessment of the road network. This is defined as the percentage of the road network which should be considered for maintenance treatment.

The RCI is derived by adding together the lengths of road shown as 'red' (repairs very likely to be required) and 'amber' (further investigation required) and expressing the result as a percentage of the total road network length.

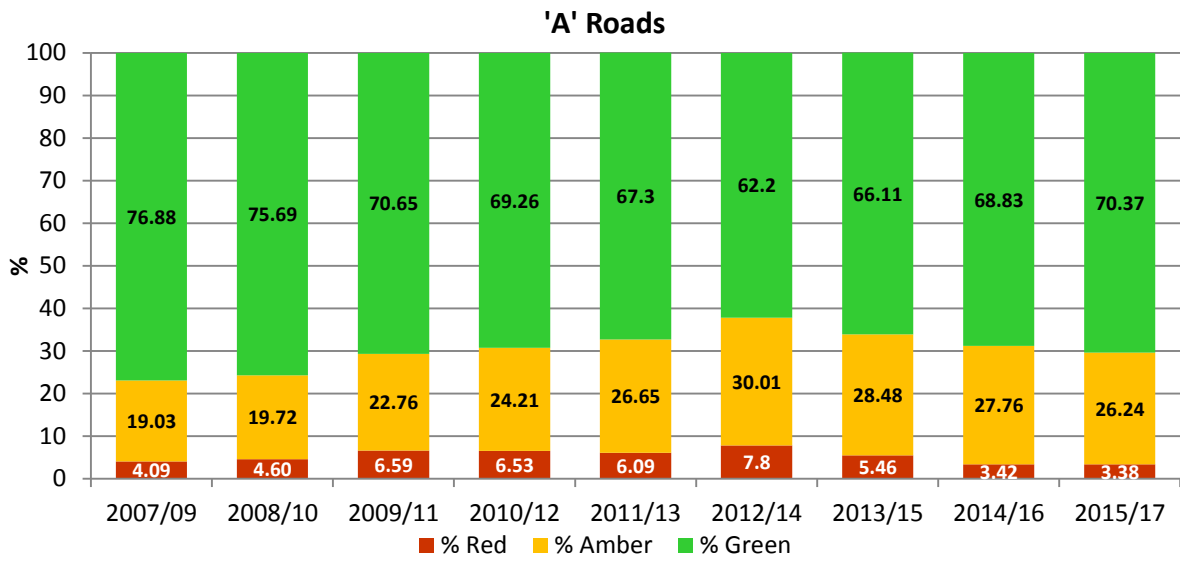
An increase in the figure indicates deterioration whilst a decrease indicates improvement. The graph below shows the continued improvement in the road network, which is to be expected given the investment made in this area.

Roads Condition Indicator (all network)



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The graph below shows the condition of 'A' class roads over the period 2007/9 – 2015/17.



The graph below shows the condition of 'B' class roads over the period 2007/9 – 2015/17.

