

---

**Report To: Policy and Resources Committee****Date: 15 November 2011****Report By: Head of Organisational Development,  
Human Resources & Performance /  
Chief Financial Officer****Report No: PR046/11/AF/WB****Contact Officer: William Baxter****Contact No: 712635****Subject: Corporate Performance Report – Statutory Performance Indicators (SPIs) 2010/11**

---

## **1.0 PURPOSE**

- 1.1 The purpose of this report is to present to Committee the Corporate Performance Report. Each year the autumn edition of the Corporate Performance Report will feature the Council's SPI return.

## **2.0 SUMMARY**

- 2.1 In September 2010 the Committee reviewed a new set of performance indicators which had been developed in order to comply with the significant changes introduced by Audit Scotland in their 2008 SPI Direction which were reported for the first time for 2009/10. Appendix 1 provides an update of these figures for 2010/11 and for the first time provides trend and status information.
- 2.2 Under the direction issued by Audit Scotland which came into effect for the first time last year Inverclyde Council are required to monitor performance in both Corporate Management and Service Performance under a series of guide headings (for these headings, and progress in each, see section 5).
- 2.3 Overall the SPIs are performing well and have demonstrated improvement on the base figures set in 2009/10.
- 2.4 For the first time the information used in this report has been generated from the Council's new performance management system 'Inverclyde performs', due to be launched in December 2011. This is part of Inverclyde's drive to switch from performance measurement to performance management.
- 2.5 Successful performance measurement and management involves: identifying the outcomes and objectives of an organisation or service; measuring key aspects of the delivery of services to achieve these outcomes or objectives; analysing the data collected against expected performance; and, if appropriate, implementing management action to raise performance levels towards the targets set out regarding expected performance.
- 2.6 The performance management system allows the Council to see how it is progressing towards best value under its main priorities and outcomes using a set of balanced scorecards.
- 2.7 The first of the scorecards to be developed is for the SPIs. The system allows us to see how the Council is performing under each of the required headings. As progress continues, and each of the Council's other main actions and objectives are mapped to the system, it will be easy to see at a glance what contribution these indicators make towards the Council's, and its Partner's, other strategic outcomes and local priorities.
- 2.8 In the attached document at Appendix One it should be noted that some areas are highlighted as being red status and have shown a decline in performance. In some instances, where no target was provided, the target set for the indicator is a default target of 5% improvement on the previous year, which means some indicators will be allocated a red status as a result. Work will continue with services to continually review targets on an ongoing basis.

- 2.9 It should be noted that the targets are not definitive targets as such. Each indicator is set two values – a target and alarm. The target is the point where the status turns green for good performance and the alarm point is where it turns red for poor performance (anything in between will appear as amber). Most services supplied targets and alarms for the indicators provided last year. However, as mentioned before where no target exists the system will default to a 5% increase on the figure provided last year.
- 2.10 The system has the facility to add procedure notes on how an indicator is calculated and to explain and performance exceptions thus should help with the audit process.
- 2.11 Each indicator has been set up with a series of automatic email alerts which notify the responsible officer, data inputers and verifiers when an update is due, and responsible officers and management if an indicator changes status. If an indicator changes to red a note of explanation by the service is required.
- 2.12 Going forward SPI information will be available year round as updates are made to the indicators when the information becomes available.

### **3.0 RECOMMENDATIONS**

- 3.1 It is recommended that the Committee:
- Note the change to the way SPIs are monitored and reported
  - Support the roll out of “Inverclyde Performs”
  - Support dialogue with services on the refinement of realistic targets and alarms to ensure a realistic picture of performance can be portrayed in the year ahead.

**Alasdair Moore**  
**Head of Organisational Development,**  
**Human Resources & Performance**

## **4.0 BACKGROUND**

- 4.1 The changes to the SPIs were detailed in the report to this Committee in September 2010. In summary, Audit Scotland significantly reduced the number of prescribed set indicators Councils were required to report on each year. They did however keep a core set of 20 set indicators (excluding the housing indicators which Inverclyde are no longer obliged to report), which need to be submitted to Audit Scotland by the end of September in the normal manner by every Scottish council each year.
- 4.2 In place of the rescinded indicators Audit Scotland introduced the requirement for Councils to report a selection of new indicators under the guide headings detailed in section 5 over and above the prescribed indicators which also fit into the categories.
- 4.3 The set indicators (suffixed with an S) on the list in appendix 1 (shaded grey) cannot be changed or altered. The key statutory indicators (suffixed with a K) can be changed or deleted after consultation as long as they are replaced with something else which measures performance under the relevant category.
- 4.4 All indicators, including the new indicators, have to be in the public domain but are no longer restricted by set timescales. The advantage of having a live performance management system is that performance information can be viewed and reported at the timescales suited to each individual indicator.

## **5.0 2010/11 PERFORMANCE**

- 5.1 The criteria for determining which indicators to report upon left the Council with a large degree of discretion. Audit Scotland did prescribe two main areas, Corporate Management and Service Performance, which they required performance to be reported against. Below is an analysis of Inverclyde's progress in 2010/11 on the baseline figures set last year in order to comply with Audit Scotland's Direction.

## **5.2 OVERALL PERFORMANCE**

- 5.3 Overall Inverclyde reported on 71 indicators, 168 measures in total, including all sub indicators. All 168 measures have been plotted onto a balanced scorecard and allocated a status (green = good performance, amber = within tolerance, and red = poor performance) and trend (comparison of performance against last year's baseline figure indicating whether performance is better, the same or worse).
- 5.4 In total 87 measures (52%) were demonstrating good performance, 47 measures (28%) were within tolerance and a further 27 measures (16%) were showing room for improvement. For the 7 (4%) remaining measures there was no appropriate target which could be imposed e.g. Social Work- child protection referrals.
- 5.5 83 measures (49%) improved on last year's performance, 51 measures (30%) deteriorated in performance over the year, 24 measures (14%) held the same performance level as the previous year. There were 4 (2%) new measures that were reported for the first time this year and there was no comparable corresponding figure in the remaining 4 (2%) indicators.
- 5.6 Full details can be examined in the table in appendix 1.

## 5.7 DETAILED PERFORMANCE

5.8 Overall performance in each of Audit Scotland's prescribed headings is detailed in the table below and performance in the individual indicators can be checked in the table in appendix 1 and Inverclyde Performs after its launch in December 2011.

The status column indicates whether there is good performance in relation to the indicator (Green), whether the indicator is within tolerance (Amber) and whether there is poor performance of the indicator (Red). The trend arrows indicate whether the figures for the indicator have improved since last year (↑), remained the same (→) or are not as good as last year (↓).

A trend arrow may show a downward trend whilst the status remains green. This means the indicator is within the range set for good performance.

The performance indicators are rolled up from the detailed list in Appendix One, to give the overall status under each of the headings allocated by Audit Scotland.

	Status	Trend
<b>All SPIs</b>	Green	↑
<b>Corporate Management</b>	Amber	↓
Responsiveness to its communities	Green	→
Revenues and service costs	Green	↑
Employees	Amber	↓
Assets	Amber	↑
Procurement	Green	↑
Sustainable development	Green	↑
Equalities and diversity	Red	↓
<b>Service Performance</b>	Green	↑
Benefits administration	Green	↑
Community care	Amber	↓
Criminal justice social work	Green	↑
Cultural & community services covering at least sport & leisure, museums, the arts and libraries	Amber	↓
Planning (both environmental and development management)	Amber	↑
The education of children	Green	↓
Child protection and children's social work	Green	↑
Housing & homelessness	Red	↓
Protective services including	Green	↓

environmental health, and trading standards		
Health & trading standards	Green	↑
Waste management services	Green	↑

5.9 Detailed below are some of examples of the performance exceptions and the notes of explanation that appear on “Inverclyde Performs”.

#### 5.10 **Good performance – Examples**

##### **18aK Procurement % notified by electronic contract notice**

Increased from 8% to a maximum of 100%. This is because Inverclyde council now use the public contract (Scotland) web portal. Therefore this indicator will remain at 100% from now on and will no longer be routinely reported.

##### **33K Criminal Justice - Social enquiry reports**

Indicator has increased to maximum performance (100%).

#### 5.11 **Poorer performance – Examples**

**E SPI 018cK Operational Procurement - % of contracts handled through e-sourcing or e-tendering system.** Remains at 0% for 2010/11 however this indicator is expected to improve with the introduction of a new e-tendering system due to be trialled in January 2012.

##### **58a Homelessness – Duty to secure permanent accommodation**

Target not reached, as not enough housing stock was made available from housing providers.

##### **30 K Provision of daytime respite hours**

There was a -39% change in the provision of respite hours between 2009/10 and 2010/11.

There has been a redesign of respite services locally which has led to a reconfiguration of the services. The implication of the reconfiguration is still being worked through. New services that have come on line are starting to impact on individual children and families in a more planned and focussed way than was previously possible with priority given to those most in need.

##### **10K Health and Safety Incident Rates**

There was an increase in the number of incidents relating to slips, trips and falls due to ice and snow and an increase in the number of incidents of violence to staff within special needs educational establishments.

##### **39k Additions to library stock**

Target not met as £12,000 was deducted from the 2010/11 book fund.

## 2010/2011 Statutory Performance Indicators

### Key

The status column indicates whether there is good performance in relation to the indicator (Green), whether the indicator is within tolerance (Amber) and whether there is poor performance of the indicator (Red). The trend arrows indicate whether the figures for the indicator have improved since last year (↑), remained the same (→) or are not as good as last year (↓).

A trend arrow may show a downward trend whilst the status remains green. This means the indicator is within the range set for good performance.

The indicators shaded in grey are the Statutory Set Indicators which are submitted to Audit Scotland on an Annual basis.

Indicator	Co-ordinating Officer/Service	Previous Period	Current Period	Next update due	Status	Trend
<b>SPIs</b>					<b>Green</b>	<b>↑</b>
<b>Corporate Management</b>					<b>Amber</b>	<b>↓</b>
<b>Responsiveness to its Communities</b>					<b>Green</b>	<b>→</b>
SPI 001K <sup>1</sup> - <b>Customer feedback</b> - % residents satisfied that they can influence decisions affecting the local area	<b>Lynsey Frizell</b> Organisational Development, Human Resources & Performance Management	41% (2007)	<b>47%</b> (2010)	August 2012	Green	<b>↑</b>
SPI 002K - <b>Community Safety</b>	<b>Lynsey Frizell</b> Organisational Development, Human Resources & Performance Management	(Roll up of a+b below)		August 2012	Green	<b>→</b>
SPI 002aK <sup>1</sup> - <b>Community Safety</b> - % of respondents either satisfied or very satisfied with their neighbourhood as a place to live	<b>Lynsey Frizell</b> Organisational Development, Human Resources & Performance Management	79% (2007)	<b>87%</b> (2010)	August 2012	Green	<b>↑</b>
SPI 002bK <sup>1</sup> - <b>Anti Social Behaviour</b> - % of respondents reporting a reduction in anti-social behaviour in the last 12 months	<b>Lynsey Frizell</b> Organisational Development, Human Resources & Performance Management	13% (2007)	<b>12%</b> (2010)	August 2012	Amber	<b>↓</b>
SPI 003K- <b>Community Engagement - Impact</b> Increased evidence of impact / influence, by communities, on strategic and service plans	<b>Claire Alexander</b> Safer & Inclusive Communities	11 examples (2009/10)	<b>12 examples</b> (2010/11)	May 2012	Green	<b>↑</b>

<sup>1</sup> Question asked in Citizen's Panel

Indicator	Co-ordinating Officer/Service	Previous Period	Current Period	Next update due	Status	Trend
SPI 004K- <b>Community Regeneration</b> - % community organisations within disadvantaged neighbourhoods and excluded groups who had <b>increased their capacity</b>	<b>Claire Alexander</b> Safer & Inclusive Communities	79.2% (2009/10)	<b>83.3%</b> (2010/11)	May 2012	Green	↑
<b>Revenues and Service Costs</b>					Green	↑
SPI 005S - <b>Cost of collection of council tax</b>	<b>Elizabeth Brown</b> Finance	£16.70 (2009/10)	<b>£16.61</b> (2010/11)	June 2012	Amber	↑
SPI 006S - <b>Current year Council Tax income</b> -% that was received during the year	<b>Elizabeth Brown</b> Finance	93.7% (2009/10)	<b>94.0%</b> (2010/11)	June 2012	Green	↑
SPI 007S - <b>Creditor Payments</b> The number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid	<b>Kirsteen Moreland</b> Finance	93.9% (2009/10)	<b>94.4%</b> (2010/11)	June 2012	Green	↑
SPI 008K - <b>Collection of Sundry Debtors Accounts</b> - % Outstanding Debt that is more than 90 days old from date of invoice as at 31st March	<b>Elizabeth Brown</b> Finance	23.03% (2009/10)	<b>20.49%</b> (2010/11)	June 2012	Green	↑
<b>Employees</b>					Amber	↓
SPI 009S - <b>Sickness Absence</b>	<b>Angela Rainey</b> Organisational Development, Human Resources & Performance	(Roll up of a+b below)		May 2012	Green	↓
SPI 009aS - <b>Sickness Absence - Teachers</b> The average number of working days per employee lost through sickness absence	<b>Angela Rainey</b> Organisational Development, Human Resources & Performance	7.0 days (2009/10)	<b>8.1 days</b> (2010/11)	May 2012	Green	↓



Indicator	Co-ordinating Officer/Service	Previous Period	Current Period	Next update due	Status	Trend
SPI 009bS - <b>Sickness Absence - All other local government employees</b> The average number of working days per employee lost through sickness absence	<b>Angela Rainey</b> Organisational Development, Human Resources & Performance	10.1 days (2009/10)	<b>10.9 days</b> (2010/11)	May 2012	Amber	↓
SPI 010K - <b>Health &amp; Safety</b> Incidents Rates	<b>Pauline Ramsay</b> Organisational Development, Human Resources & Performance	(Roll up of a+b below)			Red	→
SPI 010aK - Health & Safety ( <b>incidents rates per 1000 employees</b> )	<b>Pauline Ramsay</b> Organisational Development, Human Resources & Performance	38.06 (2009/10)	<b>42.59</b> (2010/11)	May 2012	Red	↓
SPI 010bK - Health & Safety ( <b>average time lost per incident to the Council</b> )	<b>Pauline Ramsay</b> Organisational Development, Human Resources & Performance	4.92 workdays (2009/10)	<b>4.61 workdays</b> (2010/11)	May 2012	Amber	↑
SPI 011K <sup>2</sup> - <b>Employee satisfaction</b> % of IC employees stating that they are satisfied with the Council as an employer	<b>Carol Reid</b> Organisational Development, Human Resources & Performance	76.9% (2009/10)	March 2012		Amber	→
SPI 012aK <sup>2</sup> - <b>Employee Training</b> - Right training?	<b>Carol Reid</b> Organisational Development, Human Resources & Performance	45.7% (2009/10)	Not available		Amber	→

<sup>2</sup> 2009/10 results were derived from a staff "survey monkey" through ICON. A full Staff Survey will take place March 2012 (results will be available June 2012 but may not be directly comparable with the ICON survey)

Indicator	Co-ordinating Officer/Service	Previous Period	Current Period	Next update due	Status	Trend
SPI 012bK <sup>3</sup> - Employee Training - Assessment	<b>Carol Reid</b> Organisational Development, Human Resources & Performance Management	38.5% (2009/10)	Not available		Amber	→
SPI 012cK <sup>3</sup> - Employee Training - Access on request?	<b>Carol Reid</b> Organisational Development, Human Resources & Performance Management	41.3% (2009/10)	Not available		Amber	→
SPI 012dK <sup>3</sup> - Employee Training - Better Job?	<b>Carol Reid</b> Organisational Development, Human Resources & Performance Management	83.9% (2009/10)	Not available		Amber	→
<b>Assets</b>					Amber	↑
SPI 013S - <b>Public Access-</b> % of public areas with Council buildings <b>suitable for and accessible to disabled people</b>	<b>Audrey Galloway</b> Property Assets & Facilities Management	<b>70.5%</b> (2009/10)	<b>66.3%</b> (2010/11)	May 2012	Red	↓
SPI 014aS - Asset Management- <b>% operational accommodation that is in a satisfactory condition</b>	<b>Audrey Galloway</b> Property Assets & Facilities Management	<b>63.0%</b> (2009/10)	<b>62.6%</b> (2010/11)	May 2012	Amber	↓
SPI 014bS - <b>Asset Management-Suitability</b> % of operational accommodation that is suitable for its current use	<b>Audrey Galloway</b> Property Assets & Facilities Management	<b>72.5%</b> (2009/10)	<b>72.9%</b> (2010/11)	May 2012	Green	↑

<sup>3</sup> 2009/10 results were derived from a staff “survey monkey” through ICON. A full Staff Survey will take place March 2012 (results will be available June 2012 but may not be directly comparable with the ICON survey)

Indicator	Co-ordinating Officer/Service	Previous Period	Current Period	Next update due	Status	Trend
SPI 015aK <sup>4</sup> - <b>Access to Buildings</b> - used in last year	<b>Lynsey Frizell</b> Organisational Development, Human Resources & Performance Management	27% (2008)	<b>26%</b> (2010)	August 2012	Amber	↓
SPI 015bK <sup>4</sup> - <b>Access to Buildings</b> - ease of access % of residents stating that they found Council buildings easy to access	<b>Lynsey Frizell</b> Organisational Development, Human Resources & Performance Management	88% (2008)	<b>93%</b> (2010)	August 2012	Green	↑
SPI 016K- Annual- <b>Property Maintenance Service Response Times</b> % repairs completed within target time	<b>Donnie Buchan</b> Property Assets & Facilities Management	93.7% (2009/10)	<b>94.8%</b> (2010/11)	May 2012	Green	↑
<b>Procurement</b>					Green	↑
SPI 017K- <b>Procurement Good Practice - Spend</b> % procurement spend on a collaborative contract	<b>Brendan Hurrell</b> Finance	10.0% (2009/10)	<b>13.0%</b> (2010/11)	June 2012	Green	↑
SPI 018aK <sup>5</sup> Operational Procurement - <b>% notified by electronic contract notice</b>	<b>Brendan Hurrell</b> Finance	8.0% (2009/10)	100% (2010/11)	June 2011	Green	↑ <sup>6</sup>
SPI 018bK Operational Procurement - <b>% awarded by electronic contract notice</b>	<b>Brendan Hurrell</b> Finance	100% (2009/10)	<b>100%</b> (2010/11)	June 2012	Green	→ <sup>6</sup>

<sup>4</sup> Question asked in Citizen's Panel

<sup>5</sup> % notified by electronic contract notice increased from 8% to 100%. This is because the Inverclyde council now use the public contract (Scotland) web portal. Therefore this indicator will remain at 100% and no longer be routinely measured. E-tendering remains at 0% new e-tendering system due to be trialled in January 2012.

<sup>6</sup> Maximum performance achieved

Indicator	Co-ordinating Officer/Service	Previous Period	Current Period	Next update due	Status	Trend
SPI 018cK <sup>7</sup> Operational Procurement - % of contracts handled through e-sourcing or e-tendering system	<b>Brendan Hurrell</b> Finance	0% (2009/10)	<b>0%</b> (2010/11)	June 2012	Amber	→
SPI 018dK Operational Procurement - % of transactions processed electronically	<b>Brendan Hurrell</b> Finance	17% (2009/10)	<b>28%</b> (2010/11)	June 2012	Amber	↑
<b>Sustainable Development</b>					Green	↑
SPI 073S <sup>8</sup> -Refuse recycling Municipal Waste <b>% refuse composted/recycled</b>	<b>Angela Hughes</b> Environmental & Commercial Services	30.3% (2009/10)	<b>31.5%</b> (2010/11)	May 2012	Amber	↑
SPI 021K - <b>Abandoned vehicles</b> The number of abandoned vehicles that require to be removed by the council, and the % removed within 14 days.	<b>Margaret Vize</b> Environmental & Commercial Services	100% (2009/10)	<b>100%</b> (2010/11)	May 2012	Green	→ <sup>9</sup>
SPI 022K <sup>10</sup> - <b>Reduction in the Ecological Footprint</b> of the Inverclyde Area	<b>Karen Barclay</b> Regeneration & Planning	5.32 gha per capita (2004)	<b>4.68</b> gha per capita (2006)	December 2012	Green	↑

<sup>7</sup> E-tendering at 0% however new e-tendering system due to be trialled in January 2012.

<sup>8</sup> Also appears in another category (Waste Management Service)

<sup>9</sup> Maximum performance achieved

<sup>10</sup> Updated every two years with a four year time lag (e.g. 2008 data will be released summer 2012)

Indicator	Co-ordinating Officer/Service	Previous Period	Current Period	Next update due	Status	Trend
<b>SPI 023K - Reduction in the Council's Carbon Emissions</b> Progress against the target of a 15% reduction in CO2 emissions by 2012/13 against a baseline of 2007/08 (excludes water and waste)	<b>Karen Barclay</b> Regeneration & Planning	18,876 (2009/10)	19,296 (2010/11)	October 2012	Red	↓
<b>Equality &amp; Diversity</b>					Red	↓
<b>SPI 024S - Equal Opportunities - Number females in top 2% and 5% of earners</b>	<b>Angela Rainey</b> Organisational Development, Human Resources & Performance Management	(Roll up of a+b below)			Red	↓
<b>SPI 024aS - Equal Opportunities - Number females in top 2% of earners</b>	<b>Angela Rainey</b> Organisational Development, Human Resources & Performance Management	50% (2009/10)	42.5% (2010/11)	May 2012	Red	↓
<b>SPI 024bS - Equal Opportunities- Number females in top 5% of earners</b>	<b>Angela Rainey</b> Organisational Development, Human Resources & Performance Management	55.3% (2009/10)	47.6% (2010/11)	May 2012	Red	↓
<b>SPI 025K - Equalities Training</b> % of employees who have undertaken Equalities Training	<b>Carol Reid</b> Organisational Development, Human Resources & Performance Management	2.5% (2009/10)	Not available (2010/11)	November 2011	Amber	

Indicator	Co-ordinating Officer/Service	Previous Period	Current Period	Next update due	Status	Trend
<b>Service Performance</b>					Green	↑
<b>Benefits Administration</b>					Green	↑
SPI 026S - Benefits Admin- <b>Cost per Case</b>	<b>Tracy Bunton</b> Finance	£44.97 (2009/10)	<b>£43.65</b> (2010/11)	June 2012	Green	↑
SPI 027K – <b>Right Benefit Indicator</b> % of cases where the calculation of benefit due was correct	<b>Tracy Bunton</b> Finance	97.8% (2009/10)	<b>98.8%</b> (2010/11)	June 2012	Green	↑
SPI 028K – <b>Right Time Indicator</b> The average number of days per case to process new HB/CTB claims and change events.	<b>Tracy Bunton</b> Finance	15.1 days (2009/10)	<b>10 days</b> (2010/11)	June 2012	Green	↑
<b>Community Care</b>					Amber	↓
SPI 029S <sup>11</sup> - <b>Home care / home helps, age 65+</b>	<b>Kathleen Kennedy</b> Community Care & Health Partnership	(Roll up of a,b &c below)			Targets being determined	↓
SPI 029aS - The <b>number</b> of people age 65+ <b>receiving homecare</b>	<b>Kathleen Kennedy</b> Community Care & Health Partnership	1,152 (2009/10)	<b>1112</b> (2010/11)	May 2012	Targets being determined	↓
SPI 029bS - Homecare <b>hours per 1,000 population</b> age 65+	<b>Kathleen Kennedy</b> Community Care & Health Partnership	761.8 hours (2009/10)	<b>663.2 hours</b> (2010/11)	May 2012	Targets being determined	↓

<sup>11</sup> The explanation for this decrease in hours (rate) in the annual figures is partly due to the removal of 60 Learning Disability clients, 16 of whom were over 65+ in receipt of non mainstream homecare who had erroneously been counted in this indicator in previous years.

Two additional posts have been added to homecare services in order to carry out service reviews and this has resulted in a reduction in service at an earlier stage. The review of homecare services is also being implemented to roll out a re-ablement model which will support this shift in provision

Indicator	Co-ordinating Officer/Service	Previous Period	Current Period	Next update due	Status	Trend
SPI 029c1S - % age 65+ <b>receiving personal care</b>	<b>Kathleen Kennedy</b> Community Care & Health Partnership	93.2% (2009/10)	<b>100%</b> (2010/11)	May 2012	Targets being determined	↑ <sup>12</sup>
SPI 029c2S - % age 65+ <b>receiving a service during evenings/overnight</b>	<b>Kathleen Kennedy</b> Community Care & Health Partnership	22.7% (2009/10)	<b>18.6%</b> (2010/11)	May 2012	Targets being determined	↓
SPI 029c3S - % age 65+ <b>receiving a service at weekends</b>	<b>Kathleen Kennedy</b> Community Care & Health Partnership	70.4% (2009/10)	<b>69.2%</b> (2010/11)	May 2012	Targets being determined	↓
SPI 030K <sup>13</sup> - Balance of Care (Respite) <b>% of all respite care in traditional setting</b>	<b>Andrea Connolly</b> Community Care & Health	26.8% (2009/10)	<b>29.1%</b> (2010/11)	May 2012	Amber	↓
SPI 030dK - <b>Total Respite Care (weeks)</b> <b>% of respite care in traditional setting</b>	<b>Andrea Connolly</b> Community Care & Health	26.8% (2009/10)	<b>29.1%</b> (2010/11)	May 2012	Amber	↓
SPI 030diK <sup>14</sup> <b>Total Respite Care - Total overnight provision (nights)</b>	<b>Andrea Connolly</b> Community Care & Health	6797 nights (2009/10)	<b>6616 nights</b> (2010/11)	May 2012	Amber	→
SPI 030diiK <sup>15</sup> - <b>Total Respite Care - Total daytime hours provided</b>	<b>Andrea Connolly</b> Community Care & Health	619,928 hours (2009/10)	<b>577,037 hours</b> (2010/11)	May 2012	Red	↓

<sup>12</sup> Maximum performance achieved

<sup>13</sup> The level of respite being provided in alternative setting/short breaks is increasing reflecting a shift in the balance of care towards more natural breaks.

<sup>14</sup> This relates to all overnight respite provision. The reduction in nights is as a result of the end of a time limited funding stream in addiction services for additional overnight respite in 2010/11.

<sup>15</sup> One of the main reasons for the reduction of hours is due to a reduction of hours of service by a number of our main providers. For example, one of these providers reduced its service in 2010-11 from 7/5 days to 2/3 days with the consequential reduction of daytime hours delivered this year.

Indicator	Co-ordinating Officer/Service	Previous Period	Current Period	Next update due	Status	Trend
SPI 031K - <b>Delayed Discharge from Hospital</b> Number of people delayed in hospital for more than 6 weeks	<b>Kathleen Kennedy</b> Community Care & Health Partnership	0% (2009/10)	<b>0%</b> (2010/11)	May 2012	Green	→ <sup>16</sup>
SPI 032K – <b>Carers</b> % carers feeling that they receive enough support in their caring role	<b>Lynsey Frizell</b> Organisational Development, Human Resources & Performance Management	51% (2007#)	<b>54%</b> (2010)	August 2012	Green	↑
<b>Criminal Justice Social Work</b>					Green	↑
SPI 033K - Criminal Justice - <b>Social enquiry reports</b> % reports submitted to the courts during the year by the due date	<b>Kathleen Kennedy</b> Community Care & Health Partnership	99.9% (2009/10)	<b>100%</b> (2010/11)	May 2012	Green	↑ <sup>16</sup>
SPI 034K - Criminal Justice - <b>Probation</b> % new probationers seen by a supervising officer within one week	<b>Kathleen Kennedy</b> Community Care & Health Partnership	93.7% (2009/10)	<b>100%</b> (2010/11)	May 2012	Green	↑ <sup>16</sup>
SPI 035K <sup>17</sup> - Criminal Justice - <b>Community Service</b> The average number of hours per week taken to complete orders.	<b>Kathleen Kennedy</b> Community Care & Health Partnership	3.7 hours (2009/10)	<b>4.4 hours</b> (2010/11)	May 2012	Green	↑
<b>Culture &amp; Community Services</b>					Amber	↓
SPI 036S - <b>Use of leisure facilities</b>	<b>Jim Lyon</b> Inverclyde Leisure	(Roll up of a+b below)			Red	↓

<sup>16</sup> Maximum performance achieved

<sup>17</sup> This indicator is a national standard and demonstrates efforts by the Service to maximise the amount of time spent each week by the offender conducting their sentence. (e.g. the fewer hours completed in a week will increase the length of the period to complete the sentence; therefore we wish to see an increase in the average hours per week for this indicator).



Indicator	Co-ordinating Officer/Service	Previous Period	Current Period	Next update due	Status	Trend
SPI 036aS - <b>Use of pool facilities</b> The number of attendees per 1000 population	<b>Jim Lyon</b> Inverclyde Leisure	4,317 (2009/10)	<b>4,186</b> (2010/11)	May 2012	Red	↓
SPI 036bS - <b>Use of Other sports &amp; leisure facilities</b> (excluding pools) The number of attendees per 1000 population	<b>Jim Lyon</b> Inverclyde Leisure	10,305 (2009/10)	<b>9,591</b> (2010/11)	May 2012	Red	↓
SPI 037S - <b>Museums</b>	<b>Val Boa</b> Educational Planning & Culture	(Roll up of a+b below)			Green	↑
SPI 037aS - Museums- <b>Number of visits to/usages of</b>	<b>Val Boa</b> Educational Planning & Culture	689 (2009/10)	<b>936</b> (2010/11)	May 2012	Green	↑
SPI 037bS - Museums - <b>Number of visits in person</b>	<b>Val Boa</b> Educational Planning & Culture	482 (2009/10)	<b>469</b> (2010/11)	May 2012	Amber	↓
SPI 038S - <b>Use of libraries</b>	<b>Anne Doak</b> Educational Planning & Culture	(Roll up of a+b below)			Green	→
SPI 038aS - Use of libraries - <b>number of visits per 1,000 population</b>	<b>Anne Doak</b> Educational Planning & Culture	3,380 (2009/10)	<b>3,599</b> (2010/11)	May 2012	Green	↑
SPI 038bS - Use of libraries - <b>borrowers as a percentage of the resident population</b>	<b>Anne Doak</b> Educational Planning & Culture	11.2% (2009/10)	<b>11.2%</b> (2010/11)	May 2012	Amber	→
SPI 039K - Library Services - <b>Changes in Adult and Children's lending stock</b>	<b>Anne Doak</b> Educational Planning & Culture	(Roll up of a-d below)			Red	↓

Indicator	Co-ordinating Officer/Service	Previous Period	Current Period	Next update due	Status	Trend
SPI 039aK - Library Services - <b>Additions to Adult lending stock per 1000 population</b>	<b>Anne Doak</b> Educational Planning & Culture	149 (2009/10)	<b>141</b> (2010/11)	May 2012	Red	↓
SPI 039bK - Library Services - <b>Total Closing Adult lending stock per 1000 population</b>	<b>Anne Doak</b> Educational Planning & Culture	1,126 (2009/10)	<b>1,007</b> (2010/11)	May 2012	Red	↓
SPI 039cK - Library Services - <b>Additions to Children's lending stock per 1000 population</b>	<b>Anne Doak</b> Educational Planning & Culture	38 (2009/10)	<b>33</b> (2010/11)	May 2012	Red	↓
SPI 039dK - Library Services - <b>Total Closing Children's lending stock per 1000 population</b>	<b>Anne Doak</b> Educational Planning & Culture	364 (2009/10)	<b>342</b> (2010/11)	May 2012	Amber	↓
SPI 040K - <b>Use of Learning Centres in Libraries</b>	<b>Anne Doak</b> Educational Planning & Culture	(Roll up of a+b below)			Amber	→
SPI 040aK - <b>number of users expressed as % of the population</b>	<b>Anne Doak</b> Educational Planning & Culture	7.5% (2009/10)	<b>8.0%</b> (2010/11)	May 2012	Green	↑
SPI 040bK - <b>Number of occasions terminals are accessed per 1,000 population</b>	<b>Anne Doak</b> Educational Planning & Culture	617.6 (2009/10)	<b>583.7</b> (2010/11)	May 2012	Red	↓
SPI 042K - <b>Exercise</b> <sup>18</sup> % of Inverclyde residents participating in sport / similar activity at least every two weeks	<b>Lynsey Frizell</b> Organisational Development, Human Resources & Performance Management	61% (2008)	<b>58%</b> (2010)	August 2012	Red	↓
<b>Planning</b>					Amber	↑
SPI 043S - <b>All planning applications processing time</b>	<b>Alaria Lever</b> Regeneration & Planning	74.1% (2009/10)	<b>78.6%</b> (2010/11)	May 2012	Green	↑

<sup>18</sup> Question asked in Citizen's Panel

Indicator	Co-ordinating Officer/Service	Previous Period	Current Period	Next update due	Status	Trend
% decided within 2 months						
SPI 043aS - <b>Planning householder applications processing time</b> % decided within 2 months	<b>Alaria Lever</b> Regeneration & Planning	85.1% (2009/10)	<b>87.2%</b> (2010/11)	May 2012	Green	↑
SPI 043bS - <b>Planning non-householder applications processing time</b> % decided within 2 months	<b>Alaria Lever</b> Regeneration & Planning	66.2% (2009/10)	<b>70.1%</b> (2010/11)	May 2012	Green	↑
SPI 044aK- <b>Sucessful Planning Appeals (as a % of all determinations)</b>	<b>Alaria Lever</b> Regeneration & Planning	1.2% (2009/10)	<b>0.3%</b> (2010/11)	May 2012	Green	↑
SPI 044bK- <b>Sucessful Planning Appeals (as a % of all appeals)</b>	<b>Alaria Lever</b> Regeneration & Planning	60.0% (2009/10)	<b>50.0%</b> (2010/11)	May 2012	Red	↑
<b>The Education of Children</b>					Green	↓
SPI 045K - <b>S5 Stage Staying on Rates</b>	<b>Elizabeth Robertson</b> Education	85.9% (2009/10)	<b>85.7%</b> (2010/11)	September 2012	Amber	↓
SPI 046aK - <b>S6 Stage Staying on Rates (S4-S6)</b>	<b>Elizabeth Robertson</b> Education	57.2% (2009/10)	<b>56.6%</b> (2010/11)	September 2012	Amber	↓
SPI 046bK - <b>S6 Stage Staying on Rates (S5-S6)</b>	<b>Elizabeth Robertson</b> Education	68.2% (2009/10)	<b>65.8%</b> (2010/11)	September 2012	Amber	↓
SPI 047K - Primary School Pupil teacher Ratio (1:)	<b>Elizabeth Robertson</b> Education	15.4:1 (2009/10)	<b>16.2:1</b> (2010/11)	September 2012	Green	↓
SPI 048K - Secondary School Pupil teacher Ratio(1:)	<b>Elizabeth Robertson</b> Education	12.1:1 (2009/10)	<b>12.2:1</b> (2010/11)	September 2012	Green	↓

Indicator	Co-ordinating Officer/Service	Previous Period	Current Period	Next update due	Status	Trend
SPI 049K - School Leaver Destination Results % into positive destinations - Inverclyde (Scotland)	Elizabeth Robertson Education	89.9% (86.6%) (2008/09)	<b>89.1% (86.8%)</b> (2009/10)	December 2012	Amber	↓
SPI 050K - Attendance in all Schools	Elizabeth Robertson Education	(Roll up of a,b &c below)			Amber	↑
SPI 050aiK - Attendance in Inverclyde Primary Schools	Elizabeth Robertson Education	94.4% (2009/10)	<b>94.7%</b> (2010/11)	August 2012	Amber	↑
SPI 050aiiK <sup>19</sup> - Attendance in Primary Schools (cf National Average)	Elizabeth Robertson Education	+0.1% (2008/09)	<b>+3.3%</b> (2009/10)	February 2012	Green	↑
SPI 050biK - Attendance in Inverclyde Secondary Schools	Elizabeth Robertson Education	90.6% (2009/10)	<b>90.8%</b> (2010/11)	August 2012	Amber	↑
SPI 050biiK <sup>19</sup> - Attendance in Secondary Schools (cf National Average)	Elizabeth Robertson Education	-0.4% (2008/09)	<b>+5.3%</b> (2009/10)	February 2012	Green	↑
SPI 050ciK - Attendance in Inverclyde Special Schools	Elizabeth Robertson Education	91.4% (2009/10)	<b>93.0%</b> (2010/11)	August 2012	Green	↑
SPI 050ciiK <sup>19</sup> - Attendance in Special Schools (cf National Average)	Elizabeth Robertson Education	+2.0% (2008/09)	<b>+3.6%</b> (2009/10)	February 2012	Green	↑
SPI 051K - School Improvement % schools/early years establishments receiving positive inspection reports	Elizabeth Robertson Education	100% (2009/10)	<b>100%</b> (2010/11)	August 2012	Green	→
SPI 052K - Attainment	Elizabeth Robertson Education	(Roll up of a-i below)			Green	↑
SPI 052aiK - Attainment - S4 (Secondary) - English & Maths % of pupils reaching level 3 in English & Maths by end of S4	Elizabeth Robertson Education	95.0% (2009/10)	<b>95.0%</b> (2010/11)	September 2012	Green	→

<sup>19</sup> Educational attendance figures published each August, however National Comparisons not published till the following February

## APPENDIX 1

Indicator	Co-ordinating Officer/Service	Previous Period	Current Period	Next update due	Status	Trend
SPI 052aiiK - Attainment - S4 (Secondary) - English & Maths <b>(comparison)</b> cf National average (family average)	<b>Elizabeth Robertson</b> Education	+3.0% (+2.0%) (2009/10)	<b>+16.0%</b> <b>(+16.0%)</b> (2010/11)	September 2012	Green	↑
SPI 052biK - Attainment - S4 (Secondary) - % achieving 5 at level 3 by the end of S4	<b>Elizabeth Robertson</b> Education	96.0% (2009/10)	<b>95.0%</b> (2010/11)	September 2012	Green	↓
SPI 052biiK - Attainment - S4 (Secondary) - % achieving 5 at level 3 by the end of S4 <b>(comparison)</b> cf National average (family average)	<b>Elizabeth Robertson</b> Education	+4.0%(+3.0%)(2009/10)	<b>+7.0%(+5.0%)</b> (2010/11)	September 2012	Green	↑
SPI 052ciK - Attainment - S4 (Secondary) - % achieving 5 level 5	<b>Elizabeth Robertson</b> Education	34.0% (2009/10)	<b>36.0%</b> (2010/11)	September 2012	Green	↑
SPI 052ciiK - Attainment - S4 (Secondary) - % achieving 5 level 5 <b>(comparison)</b> cf National average (family average)	<b>Elizabeth Robertson</b> Education	-1.0%(+2.0%) (2009/10)	<b>+3.0%(+5.0%)</b> (2010/11)	September 2012	Green	↑
SPI 052diK - Attainment - S5 (Secondary) - % achieving 1 at level 6 by the end of S5	<b>Elizabeth Robertson</b> Education	42.0% (2009/10)	<b>43.0%</b> (2010/11)	September 2012	Green	↑
SPI 052diiK - Attainment - S5 (Secondary) - % achieving 1 at level 6 by the end of S5 <b>(comparison)</b> cf National average (family average)	<b>Elizabeth Robertson</b> Education	-1.0%(+2.0%) (2009/10)	<b>-1.0%(+2.0%)</b> (2010/11)	September 2012	Green	→
SPI 052eiK - Attainment - S5 (Secondary) - % achieving 3 at level 6 by the end of S5	<b>Elizabeth Robertson</b> Education	23.0% (2009/10)	<b>26.0%</b> (2010/11)	September 2012	Green	↑
SPI 052eiiK - Attainment - S5 (Secondary) - % achieving 3 at level 6 by the end of S5 <b>(comparison)</b> cf National average (family average)	<b>Elizabeth Robertson</b> Education	-1.0%(+2.0%) (2009/10)	<b>0.0%(+4.0%)</b> (2010/11)	September 2012	Green	↑
SPI 052fiK - Attainment - S5 (Secondary) - % achieving 5 at level 6 by the end of S5	<b>Elizabeth Robertson</b> Education	8.0% (2009/10)	<b>12.0%</b> (2010/11)	September 2012	Amber	↑
SPI 052fiiK - Attainment - S5 (Secondary) - % achieving 5 at level 6 by the end of S5 <b>(comparison)</b>	<b>Elizabeth Robertson</b> Education	-3.0%(-1.0%) (2009/10)	<b>0.0%(+3.0%)</b> (2010/11)	September 2012	Green	↑

Indicator	Co-ordinating Officer/Service	Previous Period	Current Period	Next update due	Status	Trend
cf National average (family average)						
SPI 052giK - Attainment - S6 (Secondary) - <b>% achieving 3 at level 6 by the end of S6</b>	<b>Elizabeth Robertson</b> Education	32.0% (2009/10)	<b>34.0%</b> (2010/11)	September 2012	Green	↑
SPI 052giiK - Attainment - S6 (Secondary) - <b>% achieving 3 at level 6 by the end of S6 (comparison)</b> cf National average (family average)	<b>Elizabeth Robertson</b> Education	-1.0%(+3.0%) (2009/10)	<b>-1.0%(+2.0%)</b> (2010/11)	September 2012	Green	↓
SPI 052hiK - Attainment - S6 (Secondary) - <b>% achieving 5 at level 6 by the end of S6</b>	<b>Elizabeth Robertson</b> Education	22.0% (2009/10)	<b>22.0%</b> (2010/11)	September 2012	Green	→
SPI 052hiiK - Attainment - S6 (Secondary) - <b>% achieving 5 at level 6 by the end of S6 (comparison)</b> cf National average (family average)	<b>Elizabeth Robertson</b> Education	0.0%(+4.0%) (2009/10)	<b>-1.0%(+2.0%)</b> (2010/11)	September 2012	Green	↓
SPI 052iiK - Attainment - S6 (Secondary) - <b>% achieving 1 at level 7 by the end of S6</b>	<b>Elizabeth Robertson</b> Education	12.0% (2009/10)	<b>14.0%</b> (2010/11)	September 2012	Amber	↑
SPI 052iiiK - Attainment - S6 (Secondary) - <b>% achieving 1 at level 7 by the end of S6 (comparison)</b> cf National average (family average)	<b>Elizabeth Robertson</b> Education	-2.0%(+2.0%) (2009/10)	<b>-1.0%(+3.0%)</b> (2010/11)	September 2012	Green	↑
<b>Child Protection &amp; Children's Social Work</b>					Green	↑
SPI 053K - <b>Children's Reported liaison</b> % requested by the Reporter which were submitted within target time	<b>Kathleen Kennedy</b> Children's Services & Criminal Justice	68.9% (2009/10)	<b>65.9%</b> (2010/11)	May 2012	Amber	↓

Indicator	Co-ordinating Officer/Service	Previous Period	Current Period	Next update due	Status	Trend
SPI 054K - <b>Looked after children academic achievement</b>	<b>Kathleen Kennedy</b> Children's Services & Criminal Justice	(Roll up of a+b below)			Green	↑
SPI 054aK - Academic achievement ( <b>any subject</b> ) % of young people ceasing to be looked after, who achieved SCQF level 3 or better in any subject	<b>Kathleen Kennedy</b> Children's Services & Criminal Justice	51.5% (2009/10)	<b>63.6%</b> (2010/11)	May 2012	Green	↑
SPI 054bK - Academic achievement ( <b>English &amp; Maths</b> ) % of young people ceasing to be looked after, who achieved SCQF level 3 or better in English & Maths	<b>Kathleen Kennedy</b> Children's Services & Criminal Justice	39.4% (2009/10)	<b>45.5%</b> (2010/11)	May 2012	Green	↑
SPI 055K - Looked after children ( <b>Balance of Care</b> ) Looked after and accommodated children Community placements as % of total placements	<b>Kathleen Kennedy</b> Children's Services & Criminal Justice	88.0% (2009/10)	<b>87.5%</b> (2010/11)	May 2012	Amber	→
<b>Homelessness</b>					Red	↓
SPI 058aS - Homelessness ( <b>Permanent Accommodation</b> ) - Duty to secure permanent accommodation	<b>Eileen Tamburrini</b> Mental Health, Addictions & Homelessness	(Roll up of ai-aiii below)			Red	↑
SPI 058aiS - Homelessness Permanent Accommodation-% of <b>decision notifications issued within 28 days</b>	<b>Eileen Tamburrini</b> Mental Health, Addictions & Homelessness	67.2% (2009/10)	<b>69.7%</b> (2010/11)	May 2012	Amber	↑

Indicator	Co-ordinating Officer/Service	Previous Period	Current Period	Next update due	Status	Trend
SPI 058aiiS- Homelessness -% <b>who are housed into permanent accommodation</b>	<b>Eileen Tamburrini</b> Mental Health, Addictions & Homelessness	45.6% (2009/10)	<b>42.0%</b> (2010/11)	May 2012	Red	↓
SPI 058aiiiS - Homelessness Permanent- % <b>of cases reassessed within 12 months of completion of duty</b>	<b>Eileen Tamburrini</b> Mental Health, Addictions & Homelessness	7.7% (2009/10)	<b>8.8%</b> (2010/11)	May 2012	Red	↓
SPI 058biS - Homelessness - <b>Temporary accommodation</b>	<b>Eileen Tamburrini</b> Mental Health, Addictions & Homelessness	(Roll up of bi and bii below)			Amber	↑
SPI 058biS- Homelessness (Temp) % <b>of decision notifications issued within 28 days of date</b>	<b>Eileen Tamburrini</b> Mental Health, Addictions & Homelessness	76.9% (2009/10)	<b>78.1%</b> (2010/11)	May 2012	Amber	↑
SPI 058biiS - Homelessness (Temp) - % <b>of cases reassessed within 12 months of completion of duty</b>	<b>Eileen Tamburrini</b> Mental Health, Addictions & Homelessness	13.5% (2009/10)	<b>10.9%</b> (2010/11)	May 2012	Amber	↑
SPI 059K <sup>20</sup> - Homelessness - <b>average time to complete duty</b> for those cases assessed as homeless or potentially homeless	<b>Eileen Tamburrini</b> Mental Health, Addictions & Homelessness	17.8 days (2009/10)	<b>18.8 days</b> (2010/11)	May 2012	Red	↓

<sup>20</sup> Despite persistent lobbying of the local RSLs in Inverclyde, the percentage figure of lets to homeless households remains lower than the Scottish average, and the resultant lack of offers has a direct effect on the length of time taken to discharge duty to those cases to whom the Council has a statutory duty to re-house in permanent accommodation. The Council is seeking to redress the imbalance in lets to homeless households by setting a quota of 50% of RSL lets to statutory homeless households in the draft Local Housing Strategy.



Indicator	Co-ordinating Officer/Service	Previous Period	Current Period	Next update due	Status	Trend
<b>Protective Services (inc. Environmental)</b>					Green	↓
SPI 060S - Domestic noise complaints	(Roll up of a, bi and bii below)				Green	↓
SPI 060aS - Number of Domestic noise complaints - <b>number of complaints</b>	<b>Stewart MacKenzie</b> Safer & Inclusive Communities	312 (2009/10)	<b>337</b> (2010/11)	May 2012	No target (contextual info)	
SPI 060biS - <b>Domestic noise complaints - response time (requiring attendance)</b> Average time (hours) between complaint and attendance	<b>Stewart MacKenzie</b> Safer & Inclusive Communities	45.0 hours (2009/10)	<b>46.1 hours</b> (2010/11)	May 2012	Amber	↓
SPI 060biiS - <b>Domestic noise complaints - response time (dealt under Part V)</b> Average time (hours) between complaint and attendance	<b>Stewart MacKenzie</b> Safer & Inclusive Communities	0.6 hours (2009/10)	<b>0.6 hours</b> (2010/11)	May 2012	Green	→
SPI 061K - <b>Traffic light repairs</b> % of repairs completed within 48 hours	<b>Gordon McCready</b> Environmental & Commercial Services	100% (2009/10)	<b>100%</b> (2010/11)	May 2012	Green	→ <sup>21</sup>
SPI 062K - <b>Street Lighting</b> % of repairs completed within 7 Days	<b>Gordon McCready</b> Environmental & Commercial Services	91.2% (2009/10)	<b>94.2%</b> (2010/11)	May 2012	Green	↑
SPI 063K - <b>Anti-Social Behaviour - response times</b>		(Roll up of a+b below)			Green	→
SPI 063aK - <b>Anti-Social Behaviour (response times- high priority)</b> % received during the warden's shift hours attended within 30 minutes.	<b>Ross Scullion</b> Safer & Inclusive Communities	96.5% (2009/10)	<b>96.3%</b> (2010/11)	May 2012	Green	↓

<sup>21</sup> Maximum performance achieved

## APPENDIX 1

Indicator	Co-ordinating Officer/Service	Previous Period	Current Period	Next update due	Status	Trend
SPI 063bK - <b>Anti-Social Behaviour (response times-medium priority)</b> % received during the warden's shift hours attended within 60 minutes	<b>Ross Scullion</b> Safer & Inclusive Communities	97.0% (2009/10)	<b>99.1%</b> (2010/11)	May 2012	Green	↑
SPI 064K - Public Health Complaints - response time	(Roll up of a,b+c below)				Green	↑
SPI 064aK - <b>Public Health Complaints (High Priority)</b> % attended by next working day	<b>Ross Scullion</b> Safer & Inclusive Communities	75.2% (2009/10)	<b>85.0%</b> (2010/11)	May 2012	Amber	↑
SPI 064bK - <b>Public Health Complaints (Medium priority)</b> % attended within 2 working days	<b>Ross Scullion</b> Safer & Inclusive Communities	88.1% (2009/10)	<b>91.2%</b> (2010/11)	May 2012	Green	↑
SPI 064cK - <b>Public Health Complaints (Low Priority)</b> % attended within 5 working days	<b>Ross Scullion</b> Safer & Inclusive Communities	85.1% (2009/10)	<b>94.3%</b> (2010/11)	May 2012	Green	↑
SPI 066S Roads Carriageway condition <b>% of the road network that should be considered for maintenance treatment</b>		(Roll up of a,b+c below)			Red	↓
SPI 066aS Roads Carriageway condition <b>(A Class roads)</b>	<b>Brenda McDonald</b> Environmental & Commercial Services	24.3% (2009/10)	<b>29.3%</b> (2010/11)	May 2012	Red	↓
SPI 066bS Roads Carriageway condition <b>(B Class roads)</b>	<b>Brenda McDonald</b> Environmental & Commercial Services	33.7% (2009/10)	<b>38.4%</b> (2010/11)	May 2012	Red	↓
SPI 066cS Roads Carriageway condition <b>(C Class roads)</b>	<b>Brenda McDonald</b> Environmental & Commercial Services	41.4% (2009/10)	<b>44.7%</b> (2010/11)	May 2012	Red	↓

Indicator	Co-ordinating Officer/Service	Previous Period	Current Period	Next update due	Status	Trend
SPI 066dS Roads Carriageway condition (Unclassified roads)	Brenda McDonald Environmental & Commercial Services	47.3% (2009/10)	48.7% (2010/11)	May 2012	Amber	↓
SPI 066eS Roads Carriageway condition (Overall)	Brenda McDonald Environmental & Commercial Services	44.1% (2009/10)	46.2% (2010/11)	May 2012	Amber	↓
SPI 067K - Roads - other indicators		(Roll up of a-d below)			Amber	↓
SPI 067aK - Roads - Customer Satisfaction Surveys completed	Brenda McDonald Environmental & Commercial Services	n/a	15	May 2012	Green	(new indicator for 2010/11)
SPI 067bK - Roads -% of carriageways reconstructed/resurfaced	Brenda McDonald Environmental & Commercial Services	1.2% (2009/10)	1.6% (2010/11)	May 2012	Green	↑
SPI 067c K - Roads - % of footways reconstructed/resurfaced	Brenda McDonald Environmental & Commercial Services	0.97% (2009/10)	0.40% (2010/11)	May 2012	Red	↓
SPI 067d K - Roads - Road Gullies emptied per year	Brenda McDonald Environmental & Commercial Services	9,500 (2009/10)	7,600 (2010/11)	May 2012	Amber	↑
<b>Health &amp; Trading Standards</b>					Green	↑
SPI 065K - Pest Control - response times		(Roll up of a+b below)			Green	↑
SPI 065aK Pest Control - High Priority % of those attended by next working day	Ross Scullion Safer & Inclusive Communities	90.0% (2009/10)	96.1% (2010/11)	May 2012	Green	↑

Indicator	Co-ordinating Officer/Service	Previous Period	Current Period	Next update due	Status	Trend
SPI 065bK <b>Pest Control - Low Priority</b> % of those attended within 5 working days	<b>Ross Scullion</b> Safer & Inclusive Communities	96.3% (2009/10)	<b>97.2%</b> (2010/11)	May 2012	Green	↑
SPI 068S - <b>Trading Standards – complaints and advice</b>					Green	↑
SPI 068aS - <b>Trading standards – complaints</b> % completed within 14 days	<b>Ross Scullion</b> Safer & Inclusive Communities	93.8% (2009/10)	<b>95.6%</b> (2010/11)	May 2012	Green	↑
SPI 068bS - <b>Trading standards – advice</b> % completed within 14 days	<b>Ross Scullion</b> Safer & Inclusive Communities	100% (2009/10)	<b>100%</b> (2010/11)	May 2012	Green	→ <sup>22</sup>
SPI 069K - Trading Standards - interventions		(Roll up of a+b below)			Amber	(new indicators for 2010/11)
SPI 069aK - <b>Trading Standards -The number of interventions</b> carried out at business premises in Inverclyde during the financial year	<b>Ross Scullion</b> Safer & Inclusive Communities	n/a	126	n/a	Amber	(new indicator for 2010/11)
SPI 069bK - <b>Trading Standards -% of liable business subject to intervention</b>	<b>Ross Scullion</b> Safer & Inclusive Communities	n/a	<b>9.3%</b> (2010/11)	May 2012	Amber	(new indicator for 2010/11)
SPI 070K - Food Safety – hygiene inspections	(Roll up of a+b below)				Green	↑
SPI 070aK - Food safety – hygiene Inspections - <b>% of premises broadly compliant</b>	<b>Ross Scullion</b> Safer & Inclusive Communities	84.1% (2009/10)	<b>87.0%</b> (2010/11)	May 2012	Green	↑
SPI 070bK - Food safety – hygiene inspections <b>% of interventions achieved</b>	<b>Ross Scullion</b> Safer & Inclusive Communities	92.5% (2009/10)	<b>98.6%</b> (2010/11)	May 2012	Green	↑

<sup>22</sup> Maximum performance achieved

Indicator	Co-ordinating Officer/Service	Previous Period	Current Period	Next update due	Status	Trend
SPI 071K - Health and Safety at Work	(Roll up of a+b below)				Green	↑
SPI 071aK - Health and Safety at Work <b>The number of interventions carried out</b> at business premises in Inverclyde during the financial year	<b>Ross Scullion</b> Safer & Inclusive Communities	138 (2009/10)	<b>241</b> (2010/11)	May 2012	Not appropriate to set target	
SPI 071bK - Health and Safety at Work <b>% businesses liable</b> at financial year end which were subject to intervention during the financial year	<b>Ross Scullion</b> Safer & Inclusive Communities	8.2% (2009/10)	<b>10.7%</b> (2010/11)	May 2012	Green	↑
<b>Waste Management Service</b>					Green	↑
SPI 072aS - <b>Refuse collection/Disposal costs</b>		(Roll up of a+b below)			Green	↑
SPI 072aS - <b>Refuse collection costs</b>	<b>Margaret Vize</b> Environmental & Commercial Services	£42.80 (2009/10)	<b>£41.91</b> (2010/11)	June 2012	Green	↑
SPI 072bS - <b>Refuse disposal costs</b>	<b>Margaret Vize</b> Environmental & Commercial Services	£85.51 (2009/10)	<b>£85.25</b> (2010/11)	June 2012	Green	↑
SPI 073S <sup>23</sup> -Refuse recycling Municipal Waste <b>% refuse composted/recycled</b>	<b>Angela Hughes</b> Environmental & Commercial Services	30.3% (2009/10)	<b>31.5%</b> (2010/11)	May 2012	Amber	↑

<sup>23</sup> Also appears in another category (Sustainable Development)

## APPENDIX 1

Indicator	Co-ordinating Officer/Service	Previous Period	Current Period	Next update due	Status	Trend
SPI 074S -Street cleanliness	<b>Martin Burrows</b> Environmental & Commercial Services	76 (2009/10)	<b>76</b> (2010/11)	May 2012	Green	➔