
Report To: Policy & Resources Committee **Date:** 18 September 2012

Report By: Corporate Director
Education, Communities &
Organisational Development **Report No:** PR063/12/AH/KMcC

Contact Officer: Karen McCreedy **Contact No:** 712146

Subject: Corporate Performance Report – Statutory Performance Indicators 2011/12

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 features the Council's Statutory Performance Indicator (SPI) return.

2.0 SUMMARY

- 2.1 As per the Audit Scotland SPI Direction, Inverclyde Council is required to monitor and report on performance in relation to a range of information under the headings of Corporate Management and Service Performance. The Council has a legal obligation to submit this information to Audit Scotland for national publication by 31 August 2012.
- 2.2 Appendix 1 provides full details of Inverclyde Council's performance in relation to both Audit Scotland's prescriptive indicators (SPIs) and our own key, self assessment performance indicators (KPIs). The prescribed indicators, suffixed with an S, are shaded grey and cannot be changed or altered. Indicators that are suffixed with a K are the Council's own key performance, or self assessment indicators, which can be changed as long as they are replaced with something else which measures performance under the relevant category.
- 2.3 Overall performance for reporting year 2011/12 is strong with more than three quarters, (76%) of all performance measures falling into the category of good performance or within tolerance. 15% of all measures have room for improvement. Information is currently awaited for 4% of indicators and no target has been set for the remaining 5%.
- 2.4 In relation to the SPIs, the 20 statutory performance indicators that the Council must report on contain 42 measures. Of these, 22 measures (52%) demonstrated good performance (green), 8 measures (19%) were within tolerance (amber) and 7 measures (17%) showed room for improvement (red).
- 2.5 The remaining five sub-measures relate to Homecare, which have no target set due to the nature of the indicator.
- 2.6 Of the 99 key, self assessment performance indicators, 61 measures (61%) demonstrated good performance (green), 16 measures (16%) were within tolerance (amber) whilst 14 (14%) measures showed room for improvement (red). Information was not available for 6 indicators (7%) and no target has been set for 2 measures (Trading Standard and Health and Safety at Work interventions).

3.0 RECOMMENDATIONS

3.1 That the Committee note:

- Overall performance in relation to SPIs and KPIs for 2011/12.
- That our performance information in relation to the SPIs will be published nationally by Audit Scotland early next year.
- That work will be ongoing to ensure that the Council's own key self assessment performance indicators continue to be robust and appropriate.
- That both the SPIs and KPIs will be placed on the Council's website for public viewing following consideration by this Committee.

Albert Henderson
Corporate Director
Education, Communities and Organisational Development

4.0 BACKGROUND

- 4.1 The Local Government Act 1992 requires local authorities to collect and publish annual information relating to its performance. The Accounts Commission specifies some of the performance information and gives Councils discretion to report additional information relevant to local priorities.
- 4.2 In its 2008 Direction, Audit Scotland announced a review of the SPIs. Prior to this, SPIs had been prescribed for Councils each year and accompanied by detailed guidelines to ensure that performance information was compiled across all local authorities in a consistent manner.
- 4.3 Following the review, Audit Scotland adopted a significantly different approach and Councils were provided with the flexibility to develop a broad set of key, self assessment indicators for the public, alongside a shorter set of 25 prescribed indicators, which were retained by Audit Scotland for comparative purposes. This performance information will be published nationally for all 32 Scottish Councils. Within the overarching categories of Corporate Management and Services Performance, a number of performance categories were identified as being of importance:

Corporate Management

- Responsiveness to its communities
- Employees
- Assets
- Procurement
- Sustainable Development
- Equalities and Diversity

Service Performance

- Benefits Administration
- Community Care
- Criminal Justice Social Work
- Cultural & Community Services
- Planning
- The education of children
- Child protection and Children's Social Work
- Housing & Homelessness
- Protective Services
- Roads and Lighting
- Waste Management Services

- 4.4 Inverclyde Council is required to report on performance against 20 of the 25 prescribed indicators. The remaining 5 indicators relate to Housing, which is the responsibility of River Clyde Homes.
- 4.5 2011/12 is the third year of reporting under the amended Audit Scotland approach. As the self assessment element of reporting is still at an early stage, the indicators are subject to review and refinement to ensure that they remain meaningful and appropriate.
- 4.6 Following the latest review, 2 self assessment indicators were changed due to a lack of robust performance information. These were:
- Employee Training – right training?
 - Reduction in the ecological footprint of the Inverclyde area

These indicators have been replaced by:

- % of Council employees that understand how their work contributes to the Council's aims
 - Total carbon dioxide emissions that are within the scope of influence of the local authority
- 4.7 In addition, the two key self assessment indicators relating to the educational attainment of looked after young people has been refined from measuring the attainment of 'young people ceasing to be looked after by the local authority' to reporting on the attainment levels of **all** our looked after young people.
- 4.8 The prescribed set of 20 indicators will be submitted to Audit Scotland prior to their deadline of 31 August 2012. The full set of SPI and KPI indicators will be presented to the meeting of Policy and Resources Committee on 18 September. All indicators must be available in the public domain and will be placed prominently on the Council's website following approval from Committee.

4.9 Audit Scotland has indicated that it intends to carry out a more fundamental review of the statutory performance indicators in 2012 to ensure that they remain relevant and fit for purpose.

5.0 2011/12 SPI / KPI PERFORMANCE OVERVIEW

5.1 Appendix 1 provides details of Inverclyde Council's performance in relation to both Audit Scotland's prescriptive indicators and our own self assessment indicators. The prescribed indicators, suffixed with an S are shaded grey and cannot be changed or altered. Indicators that are suffixed with a K are the Council's own key performance, or self assessment indicators, which can be changed as long as they are replaced with something else which measures performance under the relevant category.

5.2 The performance information contained within this report has been extracted from the Council's electronic performance management system, Inverclyde Performs. Using a balanced scorecard approach, Inverclyde Performs allocates the performance of each measure a status: green = good performance, amber = performance is within tolerance and red = poor performance.

5.3 The Statutory Performance Indicator return will be submitted to Audit Scotland in advance of the deadline of 31 August 2012. Audit Scotland will publish this performance information nationally for all 32 Scottish Councils.

5.4 It should be noted that in Appendix 1, some performance areas are highlighted as being red status and have shown a decline in performance. The majority of indicators have targets and alarms in place, however in some instances, where no target has been provided, a default target of 5% improvement on the previous year is imposed, which means that some indicators will be noted as red as a result. Work will continue with services to continually review targets on an ongoing basis.

5.5 It should also be noted that the targets are not definitive targets as such. Each indicator is set two values, a target and an 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 that is in between these two points is designated amber (within tolerance).

5.6 Overall, Inverclyde Council reports on 141 performance measures. This is a combination of 42 Statutory Performance Indicators (which sit beneath 20 headline SPIs) and 99 key self assessment indicators.

5.7 In total for the reporting year 2011/12, more than three quarters of all indicators fell into the category of good performance or within tolerance. 83 indicators demonstrated good performance (59%), 24 were within tolerance (17%) and 21 showed room for improvement (15%). There is no performance information for 13 indicators. Of these, information is still being finalised for 6 indicators whilst no targets have been set for the remaining 7 indicators, which relate to Homecare and Trading Standards / Health & Safety at Work interventions.

5.8 When comparing performance with 2010/11, 68 measures show an upward trend (improving performance), 18 remained static and 49 measures have a downward trend (performance not as good as last year). There is currently no trend information for the 6 indicators that are still being finalised.

5.9 Full details of performance is provided in Appendix 1.

6.0 DETAILED PERFORMANCE - SPIs

6.1 The Council's performance in relation to the SPIs will be published by Audit Scotland. Whilst Audit Scotland no longer produce league tables ranking the performance of all 32 Scottish Councils it will be possible to carry out our own analysis of how we compare with our comparator authorities, once this information is available later in the year.

- 6.2 Overall, performance in relation to the SPIs for 2011/12 remains strong. The 20 statutory performance indicators that the Council must report on contain 42 sub-measures. Of these, 22 measures (52%) demonstrated good performance (green), 8 measures (19%) were within tolerance (amber) and 7 measures (17%) showed room for improvement (red).
- 6.3 The remaining five sub-measures relate to Homecare, which have no target set due to the nature of the indicator.
- 6.4 In terms of year on year performance, when compared with 2010/11, 21 measures have gone up - improved performance - (50%) with 4 measures (10%) remaining steady. 17 measures have a downward trend – poorer performance than last year - (40%).
- 6.5 Highest ever performance levels were achieved for:
- The percentage of consumer complaints and business advice requests dealt with within 14 days of receipt. Maximum performance (100%) was achieved for both. Furthermore, this was the second year that 100% performance was achieved for business advice requests completed within 14 days.
 - The Council Tax collection rate, which now stands at 94.2%
 - The percentage of invoices sampled and paid within 30 days, which is now 95.6%
- 6.6 Further analysis of the SPIs that improved between 2010/11 and 2011/12 shows that 14 of these improved by 5% or more (as a proportion of the previous year's performance):
- An 8% increase in the percentage of buildings from which the Council delivers services that are suitable for, and accessible to, disabled people
 - The overall gross cost of benefits administration fell by 10%
 - The overall cost of collecting council tax per dwelling fell by almost 10%
 - The percentage of gross internal floor area that is in satisfactory condition increased by almost a quarter
 - A 7% increase in the % of operational buildings that are suitable for current use
 - A 15% increase in the number of visits to / usages of council funded or part funded museums (expressed per 1,000 population)
 - A 6% increase in the number of visits to museums in person(per 1,000 population)
 - A 16% increase in the number of visits to libraries (per 1,000 population)
 - An 11% improvement in the percentage of homeless decision notifications issued within 28 days of initial presentation (permanent accommodation)
 - The percentage of permanent accommodation cases requiring to be re-assessed within 12 months of completion of duty improved by almost a fifth
 - The percentage of temporary accommodation cases requiring to be re-assessed within 12 months of completion of duty almost halved
 - The average time between complaint and attendance for domestic noise complaints almost halved from 46.1 hours to 25.5 hours
 - The percentage of household waste recycled increased by a third from 31.5% to 41.9%
 - The net cost of refuse disposal per premise fell by 7% from £85.25 to £79.34
- 6.7 Comparing performance between 2010/11 and 2011/12 shows that 6 SPI indicators declined by 5% or more (as a proportion of the previous year's performance). Explanations of these are provided below:
- ❖ **Number of attendances at pools expressed per 1,000 population fell by 8%** (partner indicator)

Inverclyde Leisure Commentary – the fall in pool statistics reflects the closure of Gourock pool for

refurbishment.

❖ **The percentage of homeless housed into permanent accommodation decreased by 11%**

Commentary – The Homelessness Service underwent a staffing restructure in July 2011 which involved staff taking on new responsibilities and undergoing training which may have contributed to a slight delay in referrals being made to the housing providers under Section 5 of the legislation. Also, as a stock transfer authority, the service is completely reliant on housing providers making sufficient offers of housing available to homeless clients. These difficulties have been recognised and the Local Housing Strategy has incorporated a requirement that the Homeless Service should receive 50% of the available housing for their clients, but as yet this has not been achieved.

❖ **The percentage of B class roads and C class roads that should be considered for maintenance treatment increased by 9% and 13% respectively**

Commentary - Due to the lack of adequate investment in the rural road network in the past, which includes the majority of B and C Classified routes, the condition of the network has deteriorated at an ever increasing pace. It is evident that there is a need for planned preventative measures to prevent further deterioration as well as planned reconstruction to replace the damage which has already taken place on the network. A Roads Asset Investment Strategy is being prepared for CMT and Committee approval which is designed to recover this situation and reverse this trend.

❖ **The net cost of refuse collection per premise increased by 14%**

Commentary – The cost of refuse collection has increased as a result of the purchase of new vehicles which has meant the inclusion of loan charges which were not incurred with the older fleet. In addition, costs were pushed up by the increase in fuel prices as refuse collection is the main user of fuel within the Council.

❖ **The overall street cleanliness index score fell by 5% from 76 to 72**

Commentary - Each LEAMS audit is based on a random 2% sample, chosen by Keep Scotland Beautiful, which can throw up a fairly wide range of results. One possible reason why the cleanliness index is lower than the previous year is that, having attended refresher training at KSB, Auditors are newly aware of the standards set out in the Code of Practice. As a consequence, our own judgements as well as those of officers from visiting authorities are more exacting.

7.0 DETAILED PERFORMANCE – KPIs

7.1 In addition to the SPIs, the Council has 99 key, self assessment performance indicators or measures that it assesses performance against on an annual basis.

7.2 At the time of writing, performance information is currently not available for the following indicators (6 in total):

- Equality & Diversity (Equalities training)
- Sustainability - Reduction in the Council's carbon emissions
- Community Care (4 respite indicators)

7.3 Performance in relation to these indicators will however be reported when the performance information for all SPIs and KPIs is placed on the Council's website before the end of September (with the exception of the Equalities Training measure which will not be available until June 2013 due to the introduction of new software during 2011/12 which has resulted in a change in how we measure this indicator).

7.4 There are two KPI measures where it has been agreed that it is not appropriate to set targets.

These relate to:

- Trading Standards – the number of interventions carried out at business premises in Inverclyde during the financial year
- Health and Safety at Work – the number of interventions carried out at business premises in Inverclyde during the financial year.

7.5 Of the 99 key, self assessment performance indicators, 61 measures (62%) demonstrated good performance (green), 16 measures (16%) were within tolerance (amber) whilst 14 (14%) measures showed room for improvement (red). Information is currently not available for 6 indicators (6%) and no target was set for 2 measures.

7.6 When comparing performance with 2010/11, 47 measures show an upward trend – improving performance - (47%), 32 measures have a downward trend – performance not as good as last year - (32%) and 14 measures (14%) have remained static. There is no trend information for the 6 measures that are currently unavailable.

7.7 Full details of performance in relation to the key self assessment indicators can be found in Appendix 1.

8.0 IMPLICATIONS

8.1 Finance
None

8.2 Human Resources
None

8.3 Legal
The Council has a legal obligation to provide Audit Scotland with information in relation to Statutory Performance Indicators on or before 31 August 2012. The Council also has a legal obligation under the Local Government Act 1992 to place the information in relation to all SPIs and KPIs in the public domain.

8.4 Equality and Diversity
None

9.0 CONSULTATION

9.1 The information contained within Appendix 1 has been taken from the Council's Performance Management System, Inverclyde Performs. This information has been provided by the SPI / KPI lead officers that are based within various services of the Council.

10.0 BACKGROUND PAPERS

10.1 None

Inverclyde Council
**Statutory Performance
Indicators**
2011/2012



Performance Indicators 2011/12

All Scottish Councils must capture and record their performance in relation to their Performance Indicators (SPIs). Inverclyde Council's Performance Indicators are presented here. The indicators shaded light grey (and suffixed S) are Set Statutory Indicators for 2011/12 and are reported by all 32 Scottish Authorities to Audit Scotland.

The remaining indicators (those suffixed with a K) are Key Performance Indicators chosen by Inverclyde Council to fulfil the criteria under the set headings provided by Audit Scotland. This report contains information relating to how Inverclyde Council has performed against all Inverclyde Council's SPIs. The purpose of this report is to give stakeholders, including the public, a better understanding of how the services provided by Inverclyde Council are performing and how this performance has changed over time.

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).

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.

Further details about Statutory Performance Indicators can be found on Audit Scotland's web site, "www.audit-scotland.gov.uk" or by telephoning 0131 625 1875. If you would like further information about any aspect of our performance please contact the Corporate Policy Team located within Inclusive Education, Culture and Corporate Policy Service, (01475) 712146 or 712042.

All the Council's performance information can be found on the website under Council and Government /Performance.

Indicator	Previous Period	Current Period	Next update due	Target (where set)	Status
SPIs					
Corporate Management					
Responsiveness to its Communities					
SPI 001K ¹ - Customer feedback - % residents satisfied that they can influence decisions affecting the local area	47% (2010)	38% (2012)	August 2014	48%	Red
SPI 002K - Community Safety (Roll up of a+b below)					
SPI 002aK ¹ - Community Safety - % of respondents either satisfied or very satisfied with their neighbourhood as a place to live	87% (2009)	84% (2011)	Autumn 2014	80%	Green
SPI 002bK ¹ - Anti Social Behaviour - % of respondents reporting a reduction in anti-social behaviour in the last 12 months	11% (2009)	10% (2011)	Autumn 2013	14%	Amber
SPI 003K- Community Engagement - Impact Increased evidence of impact / influence, by communities, on strategic and service plans	12 examples (2010/11)	15 examples (2011/12)	May 2013	12	Green
SPI 004K- Community Regeneration - % community organisations within disadvantaged neighbourhoods and excluded groups who had increased their capacity	83.3% (2010/11)	91.3% (2011/12)	May 2013	80%	Green

¹ Citizens' Panel Question. Please note that all sample surveys are subject to a degree of random error. The margin of error within the data supplied is +/-4%, thus for example, the 84% of respondents who were satisfied with their neighbourhood as a place to live will lie within the range 80% and 88%. Bearing this in mind, when reviewing the results over 2009 and 2011 we can see that the responses have remained fairly constant .

Indicator	Previous Period	Current Period	Next update due	Target (where set)	Status
<p>Commentary: The reduction in the percentage of residents satisfied that they can influence decisions affecting the area will be investigated by the Single Outcome Agreement Delivery Group regarding Social Regeneration/Area Renewal and the Community Engagement and Capacity Building Network.</p>					
<p>Revenues and Service Costs</p>					
SPI 005S - Cost of collection of council tax	£16.61 (2010/11)	£15.05 (2011/12)	June 2013	£16.50 or lower	Green
SPI 006S - Current year Council Tax income -% that was received during the year	94% (2010/11)	94.2% (2011/12)	June 2013	93.7%	Green
SPI 007S - Creditor Payments The number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid	94.4% (2010/11)	95.6% (2011/12)	June 2013	92.5%	Green
SPI 008K - Collection of Sundry Debtors Accounts - % Outstanding Debt that is more than 90 days old from date of invoice as at 31st March	20.49% (2009/10)	11.25% (2011/12)	June 2013	30%	Green
<p>Commentary: The Council Tax collection rate is at its highest performance level ever achieved to date. The cost of collecting Council tax per dwelling has fallen by almost 10%, a very positive move.</p>					
<p>Employees</p>					
SPI 009S - Sickness Absence					
SPI 009aS - Sickness Absence - Teachers The average number of working days per employee lost through sickness absence	8.1 days (2010/11)	8.7 days (2011/12)	May 2013	Under 9.2 days	Green

Indicator	Previous Period	Current Period	Next update due	Target (where set)	Status
SPI 009bS - Sickness Absence - All other local government employees The average number of working days per employee lost through sickness absence	10.9 days (2010/11)	10.9days (2011/12)	May 2013	Under 10.6 days	Amber
SPI 010K - Health & Safety Incidents Rates					
SPI 010aK - Health & Safety (incidents rates per 1000 employees)	42.59 (2010/11)	51.45 (2011/12)	May 2013	36.17	Red
SPI 010bK - Health & Safety (average time lost per incident to the Council)	4.61 workdays (2010/11)	4.19workdays (2011/12)	May 2013	4.2	Green
SPI 011K - Employee satisfaction ² % of IC employees stating that they are satisfied with their job	69% (2009)	79% (2012)	June 2014	72.9% or over	Green
SPI 012K – Corporate Aims ³ - % of IC employees that understand how their work contributes to the Council's aims	50% (2009)	83% (2012)	June 2014	75%	Green
<p>Commentary:</p> <p>The Health and Safety incident rate has shown a substantial rise over the past year; there are three main reasons for this:</p> <ol style="list-style-type: none"> 1. A rise in incidents within Education and Communities mainly in relation to Special Educational Needs facilities. 2. A rise in incidents in Regeneration and Environment, mainly within Environmental and Commercial Services. 3. An overall reduction in the number of employees within the Council, mainly from areas which have historically reported less accidents i.e. Clerical and Teaching. 					

^{2 & 3} Results from 2012 Employee Survey

Indicator	Previous Period	Current Period	Next update due	Target (where set)	Status
The previous Employee measure of 'Employee Training – right training?' has been replaced by '% of Council employees that understand how their work contributes to the Council's aims'. This was due to a lack of robust performance information.					
Assets					
SPI 013S - Public Access - % of public areas with Council buildings suitable for and accessible to disabled people	66.3% (2010/11)	71.4% (2011/12)	May 2013	70%	Green
SPI 014aS - Asset Management- % operational accommodation that is in a satisfactory condition	62.6% (2010/11)	77.1% (2011/12)	May 2013	62%	Green
SPI 014bS - Asset Management- Suitability % of operational accommodation that is suitable for its current use	72.9% (2010/11)	78.4% (2011/12)	May 2013	75%	Green
SPI 015aK ⁴ - Access to Buildings - used in last year % of residents who have accessed Council buildings in the past 12 months	26% (2010)	29% (2012)	August 2014	30%	Amber
SPI 015bK ⁵ - Access to Buildings - ease of access % of residents stating that they found Council buildings easy to access	93% (2010)	79% (2012)	August 2014	89%	Red

^{4 & 5} Results obtained from Citizens' Panel Survey. Survey is subject to a margin of error of +/- 4%.

Indicator	Previous Period	Current Period	Next update due	Target (where set)	Status
SPI 016K- Annual- Property Maintenance Service Response Times % repairs completed within target time	84.19% (2010/11)	94.26% (2011/12)	May 2013	85%	Green
<p>Commentary: The reduction of residents stating that they found the Council buildings easy to access may have been influenced by the work being carried out on the Customer Contact centre.</p>					
Procurement					
SPI 017K- Procurement Good Practice - Spend % procurement spend on a collaborative contract	13.0% (2010/11)	42 % (2011/12)	June 2013	13.7%	Green
SPI 018aK Operational Procurement - % notified by electronic contract notice	100% (2010/11)	100% (2011/12)	June 2013	100%	Green
SPI 018bK Operational Procurement - % awarded by electronic contract notice	100% (2010/11)	100% (2011/12)	June 2013	100%	Green
SPI 018cK Operational Procurement - % of contracts handled through e-sourcing or e-tendering system	0% (2010/11)	0% (2011/12)	June 2013	Target not set	Red
SPI 018dK Operational Procurement - % of transactions processed electronically	28% (2010/11)	17% (2011/12)	June 2013	22%	Amber
<p>Commentary: The Council doesn't currently have an e-sourcing or e-tendering system therefore this key, self assessment indicator is red. The percentage of transactions processed electronically can fluctuate because only certain suppliers contract electronically, therefore during tendering some of these organisations will drop out of the process, bringing the figure down.</p>					

Indicator	Previous Period	Current Period	Next update due	Target (where set)	Status
Sustainable Development					
SPI 073S ⁶ -Refuse recycling household Waste % refuse composted/recycled	31.5% (2010/11)	41.9% (2011/12)	May 2013	35%	Green
SPI 021K - Abandoned vehicles The number of abandoned vehicles that require to be removed by the council, and the % removed within 14 days.	100% (2010/11)	80% (2011/12)	May 2013	99.9%	Red
SPI 022K – Carbon Dioxide emissions – total carbon dioxide emissions within the scope of influence of local authority	6.4 tonnes (2008)	5.8 tonnes (2009)	December 2012	6.1 tonnes	Green
SPI 023K - Reduction in the Council's Carbon Emissions Progress against the target of a 15% reduction in CO2 emissions by 2012/13 against a baseline of 2007/08 (excludes water and waste)	19,296 (2010/11)	Not yet available (2011/12)	September 2012		-
<p>Commentary:</p> <p>The information regarding the Council's Carbon emissions comes from an external source (the Department of Energy and Climate Change. This information has not yet been received.</p> <p>The car which caused the Council to miss maintaining its 100% performance on the indicator regarding Abandoned vehicles was on private land which means there is a 15 day notice period required. A number of Council's have raised this as a problem with the indicator.</p>					

⁶ Also appears in another category (Waste Management Service)

Indicator	Previous Period	Current Period	Next update due	Target (where set)	Status
Equality & Diversity					
SPI 024S - Equal Opportunities - Number females in top 2% and 5% of earners (Roll up of a+b below)					
SPI 024aS - Equal Opportunities - Number females in top 2% of earners	42.5% (2010/11)	42% (2011/12)	May 2013	52%	Red
SPI 024bS - Equal Opportunities- Number females in top 5% of earners	47.6% (2010/11)	47.6% (2011/12)	May 2013	52%	Amber
SPI 025K - Equalities Training % of employees who have undertaken Equalities Training	Not available (2010/11)	Not available (2011/12)	June 2013		-
Commentary: A new Equalities e-learning package has been introduced for Council Employees and data on the number of employees who have undertaken the training will be reported for 2012/13.					

Indicator	Previous Period	Current Period	Next update due	Target (where set)	Status
Service Performance					
Benefits Administration					
SPI 026S - Benefits Admin- Cost per Case	£43.65 (2010/11)	£39.06 (2011/12)	June 2013	£44.50	Green
SPI 027K – Accuracy of Benefit processing % of cases where the calculation of benefit due was correct	98.8% (2009/10)	99.6% (2011/12)	June 2013	98%	Green
SPI 028K – Speed of benefit processing The average number of days per case to process new HB/CTB claims and change of circumstances	New Claims 29days (2010/11) Change of circ claims 6 days 2010/11	New Claims 20.6 days (11/12) Change of circ 5.8 days (11/12)	June 2013	New Claims 24days Change of circ 6 days	Green
Commentary: The overall gross cost of benefits administration has fallen by 10%, and the speed of benefit processing continues to increase.					
Community Care					
SPI 029S - Home care / home helps, age 65+ (Roll up of a,b &c below)					
SPI 029aS - The number of people age 65+ receiving homecare	1,112 (2010/11)	1096 (2011/12)	May 2013	No target set	
SPI 029bS - Homecare hours per 1,000 population age 65+	663.2 hours (2010/11)	632.2 hours (2011/12)	May 2013	No target set	

Indicator	Previous Period	Current Period	Next update due	Target (where set)	Status
SPI 029c1S - % age 65+ receiving personal care	100% (2010/11)	96.4% (2011/12)	May 2013	No target set	
SPI 029c2S - % age 65+ receiving a service during evenings/overnight	18.6% (2010/11)	20.3% (2011/12)	May 2013	No target set	
SPI 029c3S - % age 65+ receiving a service at weekends	69.2% (2010/11)	69.8% (2011/12)	May 2013	No target set	
SPI 030K - Balance of Care (Respite) % of all respite care in traditional setting	29.1% (2010/11)	% (2011/12)	1 September 2012		-
SPI 030dK - Total Respite Care (weeks) % of respite care in traditional setting	29.1% (2010/11)	% (2011/12)	1 September 2012		-
SPI 030diK Total Respite Care - Total overnight provision (nights)	6616 nights (2010/11)	nights (2011/12)	1 September 2012		-
SPI 030diiK - Total Respite Care - Total daytime hours provided	577,037 hours (2010/11)	hours (2011/12)	1 September 2012		-
SPI 031K - Delayed Discharge from Hospital Number of people delayed in hospital for more than 6 weeks	0 (2010/11)	0 (2011/12)	May 2013	1	Green
SPI 032K⁷ – Carers % carers feeling that they receive enough support in their caring role	54% (2010)	55% (2012)	August 2014	55%	Green

Commentary:

The figures for Respite care will be submitted to the Scottish Government at the end of August – this is an extension as a result of the number of returns for a variety of different information being required at the same time and the number of staff available to provide this information.

⁷ Results obtained from Citizens' Panel Survey. Survey is subject to a margin of error of +/- 4% (see footnote 1 for further explanation).

Indicator	Previous Period	Current Period	Next update due	Target (where set)	Status
Criminal Justice Social Work					
SPI 033K - Criminal Justice - Social enquiry reports % reports submitted to the courts during the year by the due date	100% (2010/11)	99.8% (2011/12)	May 2013	95%	Green
SPI 034K - Criminal Justice - Probation % new probationers seen by a supervising officer within one week	100% (2010/11)	97.8% (2011/12)	May 2013	95%	Green
SPI 035K ⁸ - Criminal Justice - Community Service The average number of hours per week taken to complete orders.	4.4 hours (1020/11)	4.2 hours (2011/12)	May 2013	3 hours	Green
Commentary: Whilst some of the indicators may have reduced slightly, they all remain within the range of good performance agreed when developing the indicators.					
Culture & Community Services					
SPI 036S - Use of leisure facilities	(Roll up of a+b below)				
SPI 036aS - Use of pool facilities The number of attendees per 1000 population	4,186 (2010/11)	3,860 (2011/12)	May 2013	4,395	Red
SPI 036bS - Use of Other sports & leisure facilities (excluding pools) The number of attendees per 1000 population	9591 (2010/11)	9,365 (2011/12)	May 2013	10,070	Red
SPI 037S – Museums					

⁸ 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	Previous Period	Current Period	Next update due	Target (where set)	Status
SPI 037aS - Museums- Number of visits to/usages of council funded museums expressed per 1000 population	620 (2010/11)	715 (2011/12)	May 2013	703	Green
SPI 037bS - Museums - Number of visits in person expressed per 1,000 population	469 (2010/11)	495 (2011/12)	May 2013	472	Green
SPI 038S - Use of libraries					
SPI 038aS - Use of libraries - number of visits per 1,000 population	3,599 (2010/11)	4,178 (2011/12)	May 2013	3604	Green
SPI 038bK - Use of libraries - borrowers as a percentage of the resident population	11.2% (2010/11)	11.6% (2011/12)	May 2013	11.3%	Green
SPI 039K - Library Services - Changes in Adult and Children's lending stock	(Roll up of a-d below)				
SPI 039aK - Library Services - Additions to Adult lending stock per 1000 population	141 (2010/11)	118 (2011/12)	May 2013	142	Red
SPI 039bK - Library Services - Total Closing Adult lending stock per 1000 population	1,007 (2010/11)	998 (2011/12)	May 2013	1011	Amber
SPI 039cK - Library Services - Additions to Children's lending stock per 1000 population	33 (2010/11)	30 (2011/12)	May 2013	35	Red
SPI 039dK - Library Services - Total Closing Children's lending stock per 1000 population	342 (2010/11)	341 (2011/12)	May 2013	345	Amber
SPI 040K - Use of Learning Centres in Libraries	(Roll up of a+b below)				

Indicator	Previous Period	Current Period	Next update due	Target (where set)	Status
SPI 040aK - number of users expressed as % of the population	8.0% (2010/11)	8.5% (2011/12)	May 2013	8.1%	Green
SPI 040bK - Number of occasions terminals are accessed per 1,000 population	583.7 (2010/11)	741.3 (2011/12)	May 2013	586.1	Green
SPI 042K - Exercise ⁹ % of Inverclyde residents participating in sport / similar activity at least every two weeks	59% (2010)	57% (2012)	August 2014	60%	Red
<p>Commentary:</p> <p>The number of people using pool facilities has dropped as a result of Gourock Pool being closed for refurbishment. It is anticipated that this figure will rise as the pool has now reopened.</p> <p>The additions to the Adult and Children's lending stock have dropped as a result of a combination of reducing budgets, varying prices of books and varying discounts from publishers.</p>					
Planning					
SPI 043S - All planning applications processing time % decided within 2 months	78.6% (2010/11)	77.4% (2011/12)	May 2013	77.5%	Amber
SPI 043aS - Planning householder applications processing time % decided within 2 months	87.2% (2010/11)	87.6% (2011/12)	May 2013	85.0%	Green
SPI 043bS - Planning non-householder applications processing time % decided within 2 months	70.1% (2010/11)	70.2% (2011/12)	May 2013	70.0%	Green

⁹ Results obtained from Citizens' Panel Survey. Survey is subject to a margin of error of +/- 4% (see footnote 1 for further explanation).

Indicator	Previous Period	Current Period	Next update due	Target (where set)	Status
SPI 044aK-Successful Planning Appeals (as a % of all determinations)	0.3% (2010/11)	1.6% (2011/12)	May 2013	1.0%	Amber
SPI 044bK-Successful Planning Appeals (as a % of all appeals)	50.0% (2010/11)	66.6% (2011/12)	May 2013	40.0%	Red
Commentary:					
The indicator regarding successful planning appeals (as a % of all appeals) can vary widely from year to year depending on the number of appeals made, and due to a variety of circumstances, for example if only two appeals are made and one of those is successful the rate is 50%.					
The Education of Children					
SPI 045K - S5 Stage Staying on Rates	85.7% (2010/11)	87.5% (2011/12)	September 2013	87.7%	Amber
SPI 046aK - S6 Stage Staying on Rates (S4-S6)	56.6% (2010/11)	60.9% (2011/12)	September 2013	58.6%	Green
SPI 046bK - S6 Stage Staying on Rates (S5-S6)	65.8% (2010/11)	71% (2011/12)	September 2013	67.8%	Green
SPI 047K - Primary School Pupil teacher Ratio (1:)	16.2:1 (2010/11)	16.7:1 (2010/11)	September 2013	16.2:1	Amber
SPI 048K - Secondary School Pupil teacher Ratio(1:)	12.2:1 (2010/11)	12.4:1 (2011/12)	September 2013	12.2:1	Amber
SPI 049K - School Leaver Destination Results % into positive destinations - Inverclyde (Scotland)	89.1% (86.6%) (2009/10)	88.4% (88.9%) (2010/11)	December 2012	90.0%	Amber
SPI 050K - Attendance in all Schools	(Roll up of a,b &c below)				

Indicator	Previous Period	Current Period	Next update due	Target (where set)	Status
SPI 050aiK - Attendance in Inverclyde Primary Schools	95% (2010/11)	95.23% (2011/12)	August 2013	95%	Green
SPI 050aiiK ¹⁰ - Attendance in Primary Schools (cf National Average)	+3.3% (2009/10)	0%(2010/11)	February 2013	n/a	Green
SPI 050biK - Attendance in Inverclyde Secondary Schools	91% (2010/11)	91.79% (2011/12)	August 20123	92%	Amber
SPI 050biiK ¹⁹ - Attendance in Secondary Schools (cf National Average)	+5.3% (2009/10)	-0.1 (2010/11)	February 2013	n/a	Amber
SPI 050ciK - Attendance in Inverclyde Special Schools	93.0% (2010/11)	93.52% (2011/12)	August 2013	92%	Green
SPI 050ciiK ¹⁹ - Attendance in Special Schools (cf National Average)	+3.6% (2009/10)	+3% (2010/11)	February 2013	n/a	Green
SPI 051K - School Improvement % schools/early years establishments receiving positive inspection reports	100% (2010/11)	100% (2011/12)	August 2013	99%	Green
SPI 052K – Attainment (Roll up of a-i below)					
SPI 052aiK - Attainment - S4 (Secondary) -English & Maths % of pupils reaching level 3 in English & Maths by end of S4	95.0% (2010/11)	97% (2011/12)	September 2013	95%	Green
SPI 052aiiK - Attainment - S4 (Secondary) -English & Maths (comparison) cf National average (family average)	+3.0% (+2.0%) (2009/10)	+2% (+2%) (2010/11)	September 2013	n/a	Green
SPI 052biK - Attainment - S4 (Secondary) - % achieving 5 at level 3 by the end of S4	95.0% (2010/11)	95% (2011/12)	September 2013	95%	Green
SPI 052biiK - Attainment - S4 (Secondary) – % achieving 5 at level 3 by the end of S4 (comparison)	+4.0%(+3.0%) (2009/10)	+2%(+2%) (2010/11)	September 2013	n/a	Green

¹⁰ Educational attendance figures published each August, however National Comparisons not published till the following February

Indicator	Previous Period	Current Period	Next update due	Target (where set)	Status
cf National average (family average)					
SPI 052ciK - Attainment - S4 (Secondary) - % achieving 5 level 5	38% (2010/11)	33% (2011/12)	September 2013	35%	Amber
SPI 052ciiK - Attainment - S4 (Secondary) - % achieving 5 level 5 (comparison) cf National average (family average)	-1.0%(+2.0%) (2009/10)	+2.0%(+5.0%) (2010/11)	September 2013	n/a	Green
SPI 052diK - Attainment - S5 (Secondary) - % achieving 1 at level 6 by the end of S5	45.0% (2010/11)	48% (2011/12)	September 2013	40.0%	Green
SPI 052diiK - Attainment - S5 (Secondary) – % achieving 1 at level 6 by the end of S5 (comparison) cf National average (family average)	-1.0%(+2.0%) (2009/10)	0%(+3.0%) (2010/11)	September 2013	n/a	Green
SPI 052eiK - Attainment - S5 (Secondary) - % achieving 3 at level 6 by the end of S5	25.0% (2010/11)	26% (2011/12)	September 2013	22.0%	Green
SPI 052eiiK - Attainment - S5 (Secondary) – % achieving 3 at level 6 by the end of S5 (comparison) cf National average (family average)	-1.0%(+2.0%) (2009/10)	-1.0%(+3.0%) (2010/11)	September 2013	n/a	Green
SPI 052fiK - Attainment - S5 (Secondary) - % achieving 5 at level 6 by the end of S5	12% (2010/11)	12% (2011/12)	September 2013	10.0%	Green
SPI 052fiiK - Attainment - S5 (Secondary) - % achieving 5 at level 6 by the end of S5 (comparison) cf National average (family average)	-3.0%(-1.0%) (2009/10)	0.0%(+2.0%) (2010/11)	September 2013	n/a	Green
SPI 052giK - Attainment - S6 (Secondary) - % achieving 3 at level 6 by the end of S6	34.0% (2010/11)	37% (2011/12)	September 2013	30.0%	Green
SPI 052giiK - Attainment - S6 (Secondary) – % achieving 3 at level 6 by the end of S6	-1.0% (+3%)	-1.0%(+2.0%) (2010/11)	September 2013	n/a	Green

Indicator	Previous Period	Current Period	Next update due	Target (where set)	Status
(comparison) cf National average (family average)	2009/10				
SPI 052hiK - Attainment - S6 (Secondary) - % achieving 5 at level 6 by the end of S6	22.0% (2010/11)	24% (2011/12)	September 2013	22.0%	Green
SPI 052hiiK - Attainment - S6 (Secondary) - % achieving 5 at level 6 by the end of S6 (comparison) cf National average (family average)	0.0%(+4.0%) (2009/10)	-2.0%(+1.0%) (2010/11)	September 2013	n/a	Green
SPI 052iik - Attainment - S6 (Secondary) - % achieving 1 at level 7 by the end of S6	14.0% (2010/11)	17% (2011/12)	September 2013	15.0%	Green
SPI 052iiiK - Attainment - S6 (Secondary) - % achieving 1 at level 7 by the end of S6 (comparison) cf National average (family average)	-2.0%(+2.0%) (2009/10)	-2.0%(+3.0%) (2010/11)	September 2013	n/a	Green
<p>Commentary: Attainment levels continue to improve in most measures and perform well against the national and 'family Council's' rates. The attendance in secondary schools indicator has dropped in comparison to the national average and the Education Service will investigate this.</p> <p>There has been a slight drop in Attainment - S4 (Secondary) - % achieving 5 level 5 which will again be looked into by the Education Service.</p> <p>For two years in a row 100% of inspection reports of establishments have been positive, which is a very good result for Inverclyde's schools.</p>					
Child Protection & Children's Social Work					
SPI 053K - Children's Reported liaison % requested by the Reporter which were submitted	65.9% (2010/11)	69.1% 2011/12	May 2013	75%	Amber

Indicator	Previous Period	Current Period	Next update due	Target (where set)	Status
within target time					
SPI 054K - Looked after children academic achievement					
SPI 054aK - Academic achievement % of all looked after children who achieved SVQ level 3 or better in current diet of examinations	33%	59% 2011/12	August 2013	63.6%	Amber
SPI 054bK - Academic achievement (English & Maths) % of S4 looked after children who achieved SVQ level 3 or better in English or Maths	42%	72% 2011/12	August 2013	45.5%	Green
SPI 055K - Looked after children (Balance of Care) Looked after and accommodated children, Community placements as % of total placements	87.5% (2010/11)	89.3% 2011/12	August 2013	89.0%	Green
<p>Commentary: The academic achievement of all our looked after children has almost doubled, rising by 26% for those who achieved SVQ level 3 or better, and those who have achieved English and Maths SVQ level 3 or better has improved by 30%.</p>					
Homelessness					
SPI 058aS - Homelessness (Permanent Accommodation) - Duty to secure permanent accommodation					
SPI 058aiS - Homelessness Permanent Accommodation-% of decision notifications issued within 28 days	69.7% (2010/11)	77.3% (2011/12)	May 2013	74.7%	Green

Indicator	Previous Period	Current Period	Next update due	Target (where set)	Status
SPI 058aiiS- Homelessness -% who are housed into permanent accommodation	42.0% (2010/11)	37.1% (2011/12)	May 2013	47.0%	Red
SPI 058aiiiS - Homelessness Permanent- % of cases reassessed within 12 months of completion of duty	8.8% (2010/11)	7.2% (2011/12)	May 2013	3.8%	Amber
SPI 058bS - Homelessness - Temporary accommodation	(Roll up of bi and bii below)				
SPI 058biS- Homelessness (Temp) % of decision notifications issued within 28 days of date	78.1% (2010/11)	77.1% (2011/12)	May 2013	80.5%	Amber
SPI 058biiS - Homelessness (Temp) - % of cases reassessed within 12 months of completion of duty	10.9% (2010/11)	5.7% (2011/12)	May 2013	9.5%	Green
SPI059K – Homelessness – Average time to complete duty for those cases assessed as homeless or potentially homeless	18.8 weeks (2010/11)	24.1 weeks	May 2013	18.7 weeks	Red
<p>Commentary: The Homelessness Service underwent a staffing restructure in July 2011 which involved staff taking on new responsibilities and undergoing training which may have contributed to a slight delay in referrals being made to the housing providers under Section 5 of the legislation. Also, as a stock transfer authority, the service is completely reliant on housing providers making sufficient offers of housing available to homeless clients. These difficulties have been recognised and the Local Housing Strategy has incorporated a requirement that the Homeless Service should receive 50% of the available housing for their clients, but as yet this has not been achieved.</p>					
Protective Services (inc. Environmental)					
SPI 060S - Domestic noise complaints					

Indicator	Previous Period	Current Period	Next update due	Target (where set)	Status
SPI 060aiS - Domestic noise complaints - response time (requiring attendance) Average time (hours) between complaint and attendance	46.1 hours (2010/11)	25.5 hours (2011/12)	May 2013	45.0%	Green
SPI 060aiiS - Domestic noise complaints - response time (dealt under Part V) Average time (hours) between complaint and attendance	0.6 hours (2010/11)	0.6 hours (2011/12)	May 2013	0.75 hours	Green
SPI 061K - Traffic light repairs % of repairs completed within 48 hours	100% (2010/11)	78.6% (2011/12)	May 2013	99.9%	Red
SPI 062K - Street Lighting % of repairs completed within 7 Days	94.2% (2010/11)	99.7% (2011/12)	May 2013	90.0%	Green
SPI 063K - Anti-Social Behaviour - response times	(Roll up of a+b below)				
SPI 063aK - Anti-Social Behaviour (response times- high priority) % received during the warden's shift hours attended within 30 minutes.	96.3% (2010/11)	97.2% (2011/12)	May 2013	95.0%	Green
SPI 063bK - Anti-Social Behaviour (response times-medium priority) % received during the warden's shift hours attended within 60 minutes	99.1% (2009/10)	99.1% (2011/12)	May 2013	95.0%	Green
SPI 064K - Public Health Complaints - response time (Roll up of a,b+c below)					
SPI 064aK - Public Health Complaints (High Priority) % attended by next working day	85% (2010/11)	93.2% (2011/12)	May 2013	90.0%	Green
SPI 064bK - Public Health Complaints (Medium priority) % attended within 2 working days	91.2% (2009/10)	92.2% (2011/12)	May 2013	90.0%	Green

Indicator	Previous Period	Current Period	Next update due	Target (where set)	Status
SPI 064cK - Public Health Complaints (Low Priority) % attended within 5 working days	94.3% (2010/11)	93.4% (2011/12)	May 2013	90.0%	Green
SPI 066S Roads Carriageway condition % of the road network that should be considered for maintenance treatment (Roll up of a,b+c below)					
SPI 066aS Roads Carriageway condition (A Class roads)	29.3% (2010/11)	30.7% (2011/12)	May 2013	27.3%	Amber
SPI 066bS Roads Carriageway condition (B Class roads)	38.4% (2010/11)	42% (2011/12)	May 2013	36.4%	Red
SPI 066cS Roads Carriageway condition (C Class roads)	44.7% (2010/11)	50.7% (2011/12)	May 2013	42.7%	Red
SPI 066dS Roads Carriageway condition (Unclassified roads)	48.7% (2010/11)	49% (2011/12)	May 2013	46.7%	Amber
SPI 066eS Roads Carriageway condition (Overall)	46.2% (2010/11)	47.6% (2011/12)	May 2013	44.2%	Amber
SPI 067K - Roads - other indicators (Roll up of a-d below)					
SPI 067aK - Roads - Customer Satisfaction Surveys completed	15 (2010/11)	12	May 2013	16	Red
SPI 067bK - Roads - % of carriageways reconstructed/resurfaced	1.6% (2009/10)	4.0% (2011/12)	May 2013	1.2	Green
SPI 067c K - Roads - % of footways reconstructed/resurfaced	0.4% (201/110)	0.84% (2011/12)	May 2013	0.97	Red

Indicator	Previous Period	Current Period	Next update due	Target (where set)	Status
SPI 067d K - Roads - Road Gullies emptied per year	7,600 (2009/10)	6,026 (2011/12)	May 2013	9500	Red
<p>Commentary: Due to the lack of adequate investment in the rural road network in the past, which includes the majority of B and C Classified routes, the condition of the network has deteriorated at an ever increasing pace. It is evident that there is a need for planned preventative measures to prevent further deterioration as well as planned reconstruction to replace the damage which has already taken place on the network. A Roads Asset Investment Strategy is being prepared for CMT and Committee approval which is designed to recover this situation and reverse this trend.</p>					
Health & Trading Standards					
SPI 065K - Pest Control - response times	(Roll up of a+b below)				
SPI 065aK Pest Control - High Priority % of those attended by next working day	96.1% (2010/11)	94.9% (2011/12)	May 2013	95.0%	Green
SPI 065bK Pest Control - Low Priority % of those attended within 5 working days	97.2% (2009/10)	98.4% (2011/12)	May 2013	95.0%	Green
SPI 068S - Trading Standards – complaints and advice					
SPI 068aS - Trading standards – complaints % completed within 14 days	95.6% (2010/11)	100% (2011/12)	May 2013	95%	Green
SPI 068bS - Trading standards – advice % completed within 14 days	100% (2010/11)	100% (2011/12)	May 2013	95%	Green
SPI 069K - Trading Standards – interventions (Roll up of a+b below)					
SPI 069aK - Trading Standards -The number of interventions carried out at business premises in Inverclyde during the financial year	126 (2010/11)	198 (2011/12)	May 2013	Not appropriate to set target	
SPI 069bK - Trading Standards -% of liable business subject to intervention	9.3% (2010/11)	14.1% (2011/12)	May 2013	12%	Green

Indicator	Previous Period	Current Period	Next update due	Target (where set)	Status
SPI 070K - Food Safety – hygiene inspections					
SPI 070aK - Food safety – hygiene Inspections - % of premises broadly compliant	87% (2010/11)	86.4% (2011/12)	May 2013	85%	Green
SPI 070bK - Food safety – hygiene inspections % of interventions achieved	98.6% (2010/11)	95.0% (2011/12)	May 2013	95%	Green
SPI 071K - Health and Safety at Work (Roll up of a+b below)					
SPI 071aK - Health and Safety at Work The number of interventions carried out at business premises in Inverclyde during the financial year	241 (2010/11)	266 (2011/12)	May 2013	Not appropriate to set target	
SPI 071bK - Health and Safety at Work % businesses liable at financial year end which were subject to intervention during the financial year	10.7% (2010/11)	12.7% (2011/12)	May 2013	12	Green
Commentary: All of the health and trading standards indicators show good performance, matching or exceeding targets in many.					
Waste Management Service					
SPI 072aS - Refuse collection/Disposal costs (Roll up of a+b below)					
SPI 072aS -Refuse collection costs	£41.91 (2010/11)	£47.69 2011/12	June 2013	£43.00	Red

Indicator	Previous Period	Current Period	Next update due	Target (where set)	Status
SPI 072bS -Refuse disposal costs	£85.25 (2010/11)	£79.34 2011/12	June 2013	£95.00	Green
SPI 073S ¹¹ -Refuse recycling Household Waste % refuse composted/recycled	31.5% (2010/11)	41.9% (2011/12)	May 2013	35%	Green
SPI 074S -Street cleanliness	76 (2010/11)	72 (2011/12)	May 2013	71	Green

Commentary:

The cost of refuse collection has increased as a result of the purchase of new vehicles which has meant the inclusion of loan charges which were not incurred with the older fleet. In addition, costs were pushed up by the increase in fuel prices as refuse collection is the main user of fuel within the Council.

¹¹ Audit Scotland definition change in 2011/12 from 'municipal waste' to 'household waste'. Also reported in another category (Sustainable Development)