Inverclyde council

Report To:	**Policy & Resources Committee**	**Date:**	**24 September 2013**
Report By:	**Corporate Director Education, Communities & Organisational Development**	**Report No:**	**PR/096/13/AH/KM**
Contact Officer:	**Karen McCready**	**Contact No:**	**712146**
Subject:	**Corporate Performance Report – Statutory Performance Indicators 2012/13**		

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 its performance to the public on a range of information under the headings of Corporate Management and Service Performance. This includes 20 prescribed indicators that have been set by Audit Scotland. The Council has a legal obligation to submit SPI information to Audit Scotland for national publication by 31 August 2013 and thereafter make it publically available.

2.2 It should be noted that this is the final year that Inverclyde Council will be required to report on the 20 prescribed indicators set by Audit Scotland. These indicators will be replaced by the SOLACE Benchmarking Indicators in reporting year 2013/14. Members considered a report on the SOLACE Benchmarking Indicators at a meeting on 26 March 2013. A presentation and full performance briefing was also provided to Members on 25 March 2013.

2.3 At the Policy and Resources meeting on 26 March 2013, Members agreed that services should submit a further follow up report on the progress that has been made and the benchmarking activity that has been carried out in relation to the SOLACE Benchmarking Indicators prior to the end of the year.

2.4 In relation to Inverclyde Council's performance for reporting year 2012/13, Appendix 1 provides full details of how we performed in relation to both Audit Scotland's prescriptive indicators (referred to as SPIs) and our own key, self assessment performance indicators (referred to as KPIs). Data is provided for 2010/11, 2011/12 and 2012/13, target and RAG status (Red, Amber, Green), a note of whether performance has improved or declined and a commentary on performance. This information is aimed at providing the public with a more rounded picture of our performance.

2.5 The prescribed indicators in Appendix1 are suffixed with an S and shaded grey. As these indicators are set by Audit Scotland, they cannot be changed. 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.

2.6 The 20 statutory performance indicators (SPIs) that the Council must report are broken down into 42 individual measures. No target has been set for the five Homecare measures because of the nature of the service provided and therefore no RAG status has been allocated.   Of the remaining 37 measures, 21 (57%) demonstrated good performance (Green), 9 measures (24%) were within tolerance (Amber)

and 7 measures (19%) showed room for improvement (Red).

2.7 The Council has 95 key, self assessment performance measures that supplement the SPIs. At the time of writing, information is being finalised for the following 8 measures. These will be reported as soon as the performance information becomes available:

- Community Care (4 respite measures)
- Sustainable Development (1 measure)
- Education (3 measures – awaiting publication of national figures from Scottish Government)

2.8 Of the remaining 87 measures where performance information is available, 7 do not have a target set and therefore have no RAG status. Of the remaining 80 measures, 63 (79%) demonstrate good performance (green), 7 measures (8.5%) are within tolerance (amber) whilst 10 (12.5%) measures show room for improvement (red).

2.9 Overall, the combined performance for both SPIs and KPIs is good. 84 (71%) of available measures demonstrate good performance (green). 16 (14%) of measures are within tolerance (amber) whilst 17 (15%) measures show room for improvement (red). Details of the measures that have a 'red' status are provided in paragraphs 6.5 (for SPIs) and 7.6 (for KPIs). As mentioned above, there are 12 combined SPI/KPI measures which do not have a performance target set and therefore do not have a RAG status.

2.10 Full performance details are provided in Appendix 1.

3.0 RECOMMENDATIONS

That the Committee:

- Note the Council's performance in relation to SPIs and KPIs for reporting year 2012/13.
- Note that our performance information in relation to the SPIs will be published nationally by Audit Scotland early next year.
- Note that the prescribed SPIs will be replaced by the SOLACE Benchmarking Indicators for reporting year 2013/14.
- Note that a follow up report and details of benchmarking activity on the SOLACE Benchmarking Indicators will be presented by the relevant services to Committee before the end of the year.
- Agree that the performance report (Appendix 1) which provides a commentary on performance for both the SPIs and KPIs will be placed on the Council's website as part of the Council's public performance reporting arrangements.

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 20 prescribed indicators (excluding 5 housing 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	**Service Performance**
• Responsiveness to its communities	• Benefits Administration
• Employees	• Community Care
• Assets	• Criminal Justice Social Work
• Procurement	• Cultural & Community Services
• Sustainable Development	• Planning
• Equalities and Diversity	• The education of children
	• Child protection and Children's Social Work
	• Housing & Homelessness
	• Protective Services
	• Roads and Lighting
	• Waste Management Services

4.4 2012/13 is the fourth year of reporting under this approach. The self assessment indicators are subject to annual review and refinement to ensure that they remain meaningful and appropriate.

4.5 Following the latest review, a number of self assessment indicators were changed. These indicators relate to the areas of:

- Criminal Justice Social Work
- Child Protection & Children's Social Work
- Procurement

4.6 The prescribed set of 20 indicators were submitted to Audit Scotland prior to the deadline of 31 August 2013. All indicators must be available in the public domain by 30 September and will be placed prominently on the Council's website following approval from Committee.

4.7 Audit Scotland's indicators will be replaced in 2013/14 by the SOLACE Benchmarking Indicators. Members considered a report on the SOLACE Benchmarking Indicators at a meeting on 26 March 2013. A presentation and full performance briefing was also provided to Members on 25 March 2013.

4.8 At the Policy and Resources meeting on 26 March 2013, Members agreed that services should submit a further follow up report on the progress that has been made and the benchmarking activity that has been carried out in relation to the SOLACE Benchmarking Indicators prior to the end of the year.

5.0 2012/13 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 Performance information 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 Each indicator is set two values, a target and an alarm. It should be noted that the majority of indicators in Appendix 1 have targets and alarms in place that have been set by the service, however in some instances, where no target has been provided, a system default target of 5% improvement on the previous year is imposed. Work will continue with services to continually review targets on an ongoing basis.

5.4 It should also be noted that the targets are not definitive targets as such. The target is the point where the status turns green for good performance and the alarm point is where it turns red for what is considered poor performance. Anything that is in between these two points is designated amber (within tolerance).

5.6 Overall, for reporting year 2012/13, Inverclyde Council reports on 137 performance measures. This is a combination of 42 Statutory Performance Indicators (which sit beneath 20 headline SPIs) and 95 key self assessment indicators. Performance information is currently being finalised for 8 KPIs.

5.7 Of those measures that are available at the moment, overall performance is strong (i.e. the combined performance level for both SPIs and KPIs). 84 (71%) of available measures demonstrate good performance (green). 16 (14%) of measures are within tolerance (amber) whilst 17 (15%) measures show room for improvement (red). There are 12 combined SPI/KPI measures which do not have a performance target set and therefore do not have a RAG status. Full performance details are provided in Appendix 1.

6.0 PERFORMANCE INFORMATION – Statutory Performance Indicators

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 2012/13 remains good. The 20 statutory performance indicators that the Council must report on contain 42 individual measures. No target has been set for the five Homecare measure because of the nature of the service provided.   Of the remaining 37 measures, 21 (57%) demonstrated good performance (green), 9 measures (24%) were within tolerance (amber) and 7 measures (19%) showed room for improvement (red).

6.3 In terms of year on year performance when compared with 2011/12, 17 measures have gone up - improved performance - with 5 measures remaining steady. 12 measures have a downward trend i.e performance levels are lower than last year. It should be noted however that a fall in performance level does not necessarily mean poor performance, as performance can go down but still remain above target. Three measures relating to Planning were changed in 2012/13 therefore

no trend information is available. A full explanation of all performance is provided in Appendix 1.

6.4   Highest ever performance levels were achieved in 2012/13 in the following:

- The number of council buildings from which the council delivers services to the public which are suitable for and accessible to disabled people - 78% in 2012/13 from 25% in 2005/06.
- The percentage of operational accommodation that is in satisfactory accommodation is now 82.3% from 69% in 2008/09.
- The proportion of operational buildings that are suitable for current use is now 80.3%. It was 63.2% in 2008/09.
- Gross HB administration cost is now £37.53, significantly down from £45.43 in 2008/09.
- The percentage of invoices sampled and paid within 30 days is now 96.03%.
- The number of visits to museums per 1,000 population was 721, compared to 615 in 2008/09.
- The number of library visits per 1000 population (actual and virtual) was 4,462. In 2008/09 the figure was 2,878.
- The average time (hours) between the time of domestic noise complaint and attendance on site fell in 2012/13 to 16.6hours. In 2008/09 it was 50 hours.
- The percentage of household waste recycled reached its highest level of 54.1%

6.5   As referred to in paragraph 6.2, 7 SPI measures had red status i.e. showed room for improvement in 2012/13. These were:

- **Number of females in top 2% of earners**

- **Number of females in top 5% of earners**

The number of females in the top 2% and 5% has remained fairly constant over the past 3 years. The Council has robust equality management procedures in place. In addition, our recruitment and selection procedures are equality impact assessed to ensure that equality standards are met. Recruitment and selection procedures are subject to rigorous re-evaluation at regular intervals to ensure equality standards are maintained.   Despite performance being lower than the Council's own set targets, comparison with other Scottish Councils for 2011/12 (2012/13 not yet available) shows that the percentage of females within Inverclyde Council that are amongst the top earners is higher than both the Scottish average and median.

- **Use of sports and leisure facilities – Number of attendees per 1000 population**

The performance information for this indicator is supplied by Inverclyde Leisure. The target that has been set for this indicator was a 5% improvement on the previous year's performance (9832 attendances per 1000 population). The actual number of attendances however fell to 8,719. This fall may be attributable to the closure of Greenock Sports Centre, a popular leisure facility, which closed in June 2012 and re-opened in March 2013.

- **Trading Standards – the % of consumer complaints completed within 14 days**

Performance for this indicator fell from 100% in 2011/2 to 83.7% in 2012/13. First tier consumer advice requests are taken nationally by Citizen's Advice Service (CAS) on a national helpline. These are then uploaded automatically to the Trading Standards Service back office system (Uniform) from the database of the CAS. CAS took on this role on 1 April 2012 from Consumer Direct. Complaints from CAS are categorised as Notifications and Referrals. The bulk of consumer complaints come to Trading Standards as Notifications i.e. CAS has given advice and there is no further action required, these are not included in the PI but are monitored for any underlying trends. Referrals, usually where there is a suspicion of illegal trading, form the basis of this PI. In these cases Trading Standards Officers will investigate further. Unfortunately between 1st April 2012 & 7th August 2012 the link between the CAS database & Uniform was disabled. As a result

of this no new Referrals or Notifications were accepted into the Uniform system. This led to 14 failures of the PIs as Trading Standards were unable to access the complaints and thus unable to deal with them within the required timescale. Some consumers followed up their complaints by contacting us directly but some complaints could not be dealt with until the link was restored. If the Uniform link had been working correctly only 3 failures would have occurred leading to a 97% PI rate.

- **Homelessness (temporary) % of decision notifications issued within 28 days of date**

- **Homelessness (temporary) % of cases reassessed within 12 months of completion of duty**

Performance for both temporary homelessness indicators fell below target in 2012/13. It is worth noting here however, that this section refers to cases that the local authority's only duty is to provide temporary accommodation. These cases tend to require a lot of investigation to come that decision and therefore it is not surprising that it proves difficult to maintain the target set. The same can be said for the increase in repeat presentation and this group are the most challenging to engage with services.

- **The average time taken in weeks to deal with major planning applications determined during the year**

This is a new statutory performance indicator and is a subset of wider measure where the overall performance is good (green). While only 4 major planning applications were determined during the year, they attracted in excess of 1,600 representations from members of the public. The practicalities of administering and taking into account this high level of public interest significantly contributed to the average time taken to determine major planning applications not being met.

7.0   PERFORMANCE INFORMATION– KPIs

7.1   In addition to the SPIs, the Council has 95 key, self assessment performance indicators or measures that it assesses performance against on an annual basis.

7.2   At the time of writing, information is being finalised for the following 8 measures. These will be reported as soon as the performance information becomes available:

- Community Care (4 respite measures)
- Sustainable Development (1 measure)
- Education (3 measures – awaiting publication of national figures from Scottish Government)

7.3   There are seven KPI measures which provide contextual information and do not have a set target, therefore these measures do not have a RAG status. 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.
- Case conferences – Cases of parental drug misuse identified
- Case conferences – Cases of alcohol misuse identified
- Looked After Children Community Placements
- Children on the Child Protection Register

In addition, a new Equalities Training measure was introduced for reporting year 2012/13 but no target was set. A target has however been established for 2013/14. This measure however has no RAG status for 2012/13.

7.4 Of the remaining 80 measures where performance information is available, 63 (79%) demonstrate good performance (green), 7 measures (8.5%) are within tolerance (amber) whilst 10 (12.5%) measures show room for improvement (red).

7.5 In terms of year on year performance when compared with 2011/12, 44 measures show an upward trend – improving performance, 23 measures have a downward trend – performance lower than the previous year and 9 measures have remained static. There is no trend information for the 7 measures that do not have RAG status and also 4 Criminal Justice indicators which were new this reporting year.

7.6 Details of the 10 KPI measures with a 'red' status i.e. showing room for improvement in 2012/13 are provided below:

- **Access to buildings - % of residents stating that they found buildings easy to access**

This performance data has been obtained from the Council's Citizens' Panel Survey in 2012. Questions are repeated every two years to allow us to assess whether an improvement has been achieved. In 2010, 93% of residents found the Council buildings easy to access, however this fell to 79% in 2012. This may have been due to the closure of the Council's main reception in the Municipal Buildings and the transfer of reception facilities to Wallace Place whilst the Council's Customer Service Centre was being built over the period 2011/12. The Council's office modernisation / rationalisation programme will result in improved accommodation and we would expect to see performance in relation to this indicator improve again when respondents are asked this question in a 2014 Citizens' Panel survey.

- **Health & Safety incident rates per 1000 employees**

Whilst Health and Safety incident rates fell in 2012/13 after a rise in the previous two years, performance for this indicator remains below target. The most common incident types reported were violence to staff and slip, trips and falls. Violence to staff incidents saw a reduction from 86 to 57. Education Services have been rolling out their Positive Behaviour Strategy over the course of the year and while it is too early to say if this strategy has had an effect on the reduction in incidents, a link between this and the reduction in incidents is possible and will be monitored. There has been a slight reduction in the number of slip, trip and fall incidents from 49 to 46, there is no overall pattern to the types of falls and for most there was no definite underlying cause.

- **Sundry Debtors Accounts – the proportion of outstanding debt that is more than 90 days old**

The proportion of sundry debt that is more than 90 days old increased from 11.25% in 2011/12 to 35.89% in 2012/13. Performance in this area however can vary widely due to a number of influencing factors such as large value debts being raised which result in long term repayment plans and significant differences in the value of overall debt at each year-end. The collection of Sundry Debt is an area that the Council's in-house Debt Recovery team strives to improve. The value of sundry debt outstanding at 31st March 2013 was £1.09m compared to £2.25m at 31st March 2012 thus accounting for over half the deterioration in the KPI. The percentage of debt over 90 days old can vary significantly annually due to differences in the value of invoices raised and accounts on long term arrangements.

- **Number of library issues per 1,000 population**

The number of library issues per 1,000 population fell from 2,936 issues per 1000 population to 2,702 in 2012/13. Benchmarking undertaken with neighbouring local authorities indicates that this reflects the national picture and is closely related to the increase in popularity of eBooks and use of eReaders / tablets. In response Inverclyde Libraries launched an eBooks download service in April 2013 and we would hope to see issue figures increase next year on the back of this.

- **Anti Social Behaviour - % of respondents reporting a reduction in anti-social behaviour**

The performance information for the above has also been extracted from the Council's Citizens' Panel Survey. 10% of respondents reported a reduction in anti-social behaviour in 2011, which fell below the target set. Performance for this indicator however remained fairly constant between the two surveys (11% in 2009). The Council works closely with partners to address any complaints of anti-social behaviour to identify problematic hotspots and to take the appropriate action in these areas. This question is due to be asked again in a future Citizens' Panel Survey later this year.

- **Exercise - % of Inverclyde residents participating in sport / similar activity at least every two weeks**

The performance information for the above has been extracted from the Citizens' Panel Survey. Questions within the survey are repeated every two years to assess whether an improvement has been achieved. 57% of respondents in a 2012 Citizens' Panel survey advised that they participated in sport or a similar activity at least every two weeks, which fell below the target of 59% (performance at the time of the 2010 survey). This question is due to be asked again in a future Citizens' Panel Survey later this year.

Inverclyde Council and Inverclyde Leisure together with representatives from sports clubs are currently developing a new 'Framework for Sport in Inverclyde'. The framework aims to maximise the benefits of Inverclyde's sporting facilities to clubs and individuals. It will focuses on participation and enabling clubs and individuals to achieve their potential. The CHCP has also developed an Active Living Strategy in partnership with local agencies and organisations to encourage more people to become physically active and improve their long term health and well being.

- **Food Safety Hygiene Inspections - % of interventions achieved**

Performance for this indicator fell from 95% in 2011/12 to 72.1% in 2012/13. This performance indicator is based upon Inverclyde's return to the Food Standards Agency (FSA), the Local Authority Enforcement Monitoring return (LAEMS). The LAEMS return is based on an authority's performance against its inspection programme. The inspection programme for LAEMS is based upon the risk rating of the premises (A-E) with inspection of premises due at intervals based upon that risk rating.

In 2012, Inverclyde Council embarked on a three year programme to introduce the FSAs cross contamination guidance to food businesses in Inverclyde. This is a resource heavy programme resulting in a partial suspension of the normal risk based inspection programme with the agreement of the FSA. A number of inspections which would normally be due in the course of the year were therefore ignored in favour of the more tightly focussed inspection programme. At the time the implications for the Council's LAEMS return were flagged up to FSA.
At the end of the first year we sought guidance from the FSA on how to report our activities in LAEMS. Two options were available:

1. Approach 1 – Count Category C premises which would have been due inspection under previous risk based programme but which did not form part of the cross-contamination programme. Total interventions achieved 479, 184 due outstanding from original (risk based) programme - 479/479+184 = 72%

2. Approach 2 - Remove from the 184 due outstanding interventions: 103 category C not handling raw therefore not part of cross contamination programme; 69 C category premises which form part of the overall cross-contamination programme but which were not due inspection in year 1 having been assessed as medium or low risk for cross-contamination; 3 category c premises which were assessed as high risk for cross contamination however as we over achieved against our programme for this category (we expected to manage 50 but in fact managed 94) these do not count as failures and; 4Ds & 4Cs.

In fact, under this method only one inspection was missed which was included as part of the year's cross-contamination programme (a C premises scoring 20 for vulnerable groups which was accidentally missed having been printed on the reverse side of a print out of inspections due) we in fact achieved 479/480 interventions or 99.8%. Advice from the FSA was that we should follow approach 1 in our LAEMS return therefore the PI appears to show a marked reduction whereas we actually achieved very close to 100% of the inspections we intended to carry out at the outset.

- **Successful planning appeals as a percentage of all appeals**

Whilst the percentage of successful planning appeals in 2012/13 was higher than the target set, the apparently large increase in successful appeals is due to the small numbers that make up this indicator e.g. in 2012/13 there were 4 appeals, 3 of which were successful (75%). In the previous year, there were 9 appeals, 6 of which were successful (66%). Overall planning appeal numbers are therefore low and a difference of 1 can significantly impact on the performance of this indicator. In addition, this indicator forms the second part of a measure which relates to 'successful planning appeals as a percentage of all determinations'. Performance for this indicator improved in 2012/13 and has a Green status.

- **Roads - Customer Satisfaction Surveys Completed**

The number of customer satisfaction surveys completed in 2012/13 (9 surveys) fell below the target set (13 surveys). The bulk of the surveys carried out are in relation to the major carriageway and footway resurfacing/reconstruction schemes, and completion is dependent on the return of the survey form by the public; generally, returns are low, and performance for this KPI is affected by this.

- **Roads - % of footways reconstructed/resurfaced**

In 2012/13 the percentage of footways reconstructed / resurfaced fell by 0.4%, which placed it below the target of 0.9%. The extent of footways resurfaced/reconstructed is determined largely by the budget availability and technical priorities. The increased funding for the period 2013 to 2016 may improve data in respect of this KPI, but this is dependent of technical priory and competition with other roads assets (carriageways, street lighting and structures).

7.7 Full performance details and a commentary on all statutory and key, self assessment indicators can be found in Appendix 1.

8.0 IMPLICATIONS

8.1 <u>Finance</u>
One off Costs - None
Annually recurring costs – None

8.2 <u>Human Resources</u>
None

8.3 <u>Legal</u>
The Council has a legal obligation to provide Audit Scotland with information in relation to Statutory Performance Indicators on or before 31 August 2013. 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 <u>Equality and Diversity</u>
None

8.5 <u>Repopulation</u>
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. A commentary on performance has also been provided by service managers.

10.0 BACKGROUND PAPERS

10.1 SOLACE – Improving Local Government Benchmarking Report

Inverclyde Council
Statutory Performance Indicators

2012 /2013

Inverclyde council

INVERCLYDE COUNCIL'S STATUTORY AND KEY PERFORMANCE INDICATORS

Inverclyde Council has a statutory duty to capture and record how well we are performing in relation to a wide range of performance information. This includes 20 indicators that are prescribed by Audit Scotland as well as a broad set of key performance indicators for the public that the Council has established as a means of self assessment within the parameters of Audit Scotland's overarching categories of Corporate Management and Services Performance.

All Inverclyde Council's Performance Indicators are presented in this report. The indicators that are shaded light grey (and suffixed S) are prescribed (set) Statutory Indicators for 2012/13 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 which aim to fulfil the criteria under the set headings provided by Audit Scotland. This report contains information relating to how Inverclyde Council has performed in relation to all our Performance Indicators and aims to give all our stakeholders and the public in particular, 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 performance is considered good in relation to the indicator (Green), whether the indicator is within tolerance (Amber) and whether performance is considered to be poor in relation to the target (Red). There is also information on whether the performance has improved over time or whether it has declined.

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

You may also be interested in the Council's performance in relation to the SOLACE Benchmarking Indicators. The Benchmarking indicators provide full details of the Council's performance across a range of areas compared to the Scottish average and median and also our ranking in relation to the 32 Scottish Councils.

You can view our SOLACE Benchmarking Indicators Performance Report here:

INVERCLYDE COUNCIL

STATUTORY AND KEY PERFORMANCE INDICATORS PERFORMANCE REPORT

CORPORATE MANAGEMENT

Page

SERVICE PERFORMANCE

Corporate Management - Assets

SPI 013S	Public Access - % of public areas with Council buildings suitable for and accessible to disabled people
SPI 014aS	Asset management - % operational accommodation that is in satisfactory condition
SPI 014bS	Asset Management Suitability - % of operational accommodation that is suitable for its current use
SPI 015aK	Access to Buildings (used in last year) - % of residents who have accessed Council buildings in the past 12 months
SPI 015bK	Access to Buildings (ease of access) - % of residents stating that they found Council buildings easy to access
SPI 016K	Property Maintenance Service Response Times **-** % of repairs completed within target time

Assets   (6)
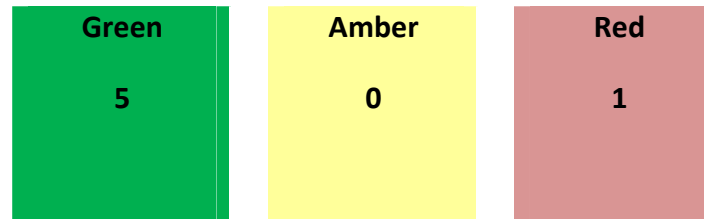
Green	Amber	Red
5	**0**	**1**

Corporate Management - Assets

SPI 013S   Public Access - % of public areas with Council buildings suitable for and accessible to disabled people

2010/11	2011/12	2012/13	Target (where set)	Status
66.3%	71.4%	**78%**	74%	**Green - Improving**

SPI 014aS   Asset management - % operational accommodation that is in satisfactory condition

2010/11	2011/12	2012/13	Target (where set)	Status
62.6%	77.1%	**82.3%**	78%	**Green – Improving**

SPI 014bS   Asset Management Suitability - % of operational accommodation that is suitable for its current use

2010/11	2011/12	2012/13	Target (where set)	Status
72.9%	78.4%	**80.3%**	**80%**	**Green – Improving**

What the Data Tells Us

There has been a significant year on year improvement across all three performance areas detailed above, with the largest overall improvement over the period recorded in the percentage of operational accommodation that is in a satisfactory condition (19.7%).

Further Information

This is a priority area for the Council as it wants to ensure it delivers services to the public from buildings which are fit for purpose.

As the Council refurbishes/re-news its property holdings, it ensures that all equality requirements are attended to at the same time, which obviously records an increase in the performance of this indicator. All Council properties have now had access surveys carried out and the recommendations contained therein are attended to on a priority basis. Sometimes it is not possible to improve the access to properties due to the particular circumstances of each building however where this is the case the Council tries to ensure the public can get access to the services via another route.

Corporate Management - Assets

Condition surveys on our main properties were also carried out in 2008 – 09. The surveys were broken down into the 11 elements which Audit Scotland required. The surveys and the identified necessary repairs were analysed and each building was given a rating. In the following years all improvement works or items requiring repair were noted and the gradings against each element of each building changed accordingly, as did the overall score. The requirement for condition surveys is that they should be undertaken every 5 years; as such we should be renewing ours shortly.

In 2011/12 two new secondary schools were finished which helped to improve these indicators. Results in 2012/13 improved further as other properties undergoing refurbishment were completed such as Whinhill and St Andrew's Primary schools, Binnie St Nursery, Gourock Pool and Ravenscraig stadium. The Council's Customer Service Centre, which is a £2 million custom built facility, also opened in July 2012.

As the indicators relate to property, changes cannot be made instantly and there is a time element involved e.g. in marketing / acquiring and refurbishing / building new properties. As such, there is a knock on effect to services who may have to remain in unsuitable properties while waiting on new premises being prepared. Currently the Council is progressing an Office Rationalisation programme which has two objectives: firstly to introduce more modern ways of working, including flexible working, home working and electronic document storage which will reduce the requirement for desks and space and secondly, to rationalize and refurbish the office accommodation portfolio resulting in a smaller estate which is in good condition and suitable for purpose. As a result, the Council will be able to dispose of unsuitable and uneconomical properties. This is an on-going process as the Council strives to make savings in property costs.

With regard to suitability, questionnaires were issued to all occupiers, as they are best placed to advise on the suitability of the property for their own service. The questionnaires were compiled following discussion with other Scottish Councils so all returns should be on roughly the same basis. Results are benchmarked at ACEs meetings.

Further improvements are planned through the office and depot rationalisation programme and the School Estate Strategy. This is reported to Committee on a regular basis. In 2013/14 a major new community campus will be opened replacing one secondary and two ASN schools as well as a fully refurbished Secondary School and a fully refurbished ASN school. Three major office refurbishment projects will also be undertaken in 13/14.

SPI 014a and SPI014b are also SOLACE Benchmarking indicators.

Corporate Management - Assets

SPI 015aK Access to Buildings (used in last year)-% of residents who have accessed Council buildings in the past 12 months				
2008	**2010**	**2012**	**Target (where set)**	**Status**
27%	26%	**29%**	**28%**	**Green– Level***

SPI 015bK Access to Buildings (ease of access) - % of residents stating that they found Council buildings easy to access				
2008	**2010**	**2012**	**Target (where set)**	**Status**
88%	**93%**	**79%**	**95%**	**Red – Declining**

What the Data Tells Us

This data has been extracted from the Council's Citizens' Panel. SPI 015aK (% of residents who have accessed Council buildings in past 12 months) is a measure of usage of the Council premises rather than a measure of performance.   Residents may prefer to telephone, write, e-mail etc rather than call in person to an office of the Council.

The percentage of respondents who found Council buildings easy to access fell between the 2010 and 2012 questionnaires.

Further Information

The data for both performance indicators has been obtained from the Council's own Citizens' Panel. The Panel Questionnaires is distributed to a representative sample of 1000 Inverclyde residents. Questions are repeated every two years to allow us to assess whether improvement has been achieved.   * Please note that all sample surveys are subject to a degree of random error. The margin of error within the data supplied is +/-4%, therfore the 29% of respondents who accessed council buildings in the past 12 month will lie within the range 25% and 33%. With this in mind, when reviewing 2008, 2010 and 2012 results, it appears that responses in relation to this indicator have remained fairly constant.

The fall in percentage of residents who found the Council's buildings easy to access may be due to the closure of the Council's main reception in the Municipal Buildings and the transfer of reception facilities to Wallace Place whilst the Council's Customer Service Centre was being built over the period 2011/12. The Council's office modernisation / rationalisation programme will result in improved accommodation and we would expect to see performance in relation to this indicator improve again when respondents are asked this question in a 2014 Citizens' Panel survey.   You can view all the results from our Citizens' Panel at http://www.inverclyde.gov.uk/council-and-government/citizens-panel

Corporate Management - Assets

SPI 016K Property Maintenance Service Response Times - % of repairs completed within target time				
2010/11	**2011/12**	**2012/13**	**Target 2013/14 (where set)**	**Status**
84.2%	94.3%	**92.9%**	90%	**Green – Slight Decline**

What the Data Tells Us

This indicator demonstrates the service level response times for the provision of maintenance support services achieved for Properties under the control of Property Resources and Facilities Management – Construction Services
All emergency repairs are identified with a Priority 1 category and are responded to by maintenance contractors within agreed timescales, the effectiveness of the existing emergency repairs service is measured against the performance of both in-house and external contractors. Whilst the percentage of repairs completed on time fell slightly between 2011/12 and 2012/13, performance is high and remains above target and therefore is still categorised as 'good'.

Further Information

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

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

Corporate Management – Employees

Corporate Management - Employees

SPI 009aS	Sickness Absence (Teachers) The average number of working days lost per employee through sickness absence
SPI 009bS	Sickness Absence (Local Government Employees) The average number of working days lost per employee through sickness absence
SPI 010aK	Health & Safety incident rates per 1000 employees
SPI 010bK	Health & Safety incident rates – average time lost per incident to the Council
SPI 011K	Employee satisfaction - % of employees stating that they are satisfied with their jobs
SPI 012K	Corporate Aims - % of employees that understand how their work contributes to the Council's aims

Assets (6)

Green	Amber	Red
4	1	1

Corporate Management – Employees

SPI 009aS Sickness Absence (Teachers) The average number of working days lost per employee through sickness absence				
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
8.1 days	8.7days	**8.3days**	8.7days	**Green – Marginal Improvement**

SPI 009bS Sickness Absence (LGE) The average number of working days lost per employee through sickness absence				
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
10.9days	10.9days	**10.7days**	10.6 days	**Amber – Marginal Improvement**

What the Data Tells Us

There has been a marginal improvement in the average number of days lost through sickness absence this year for both groups of employees.

Further Information

It is recognised that after steady progress in reducing the absence rate over a number of years a plateau has been reached. The Absence Management Strategy is under constant review to determine patterns of absence and ensure that resources are directed to those areas where support is required.   Employee costs form a large proportion of the Council's budget and it recognised that high levels of absence represent a significant cost to the Council. Through robust absence management procedures, the Council is endeavouring to support employees and reduce this level of absence.

Although guidelines are available to all Councils as to how data is collected and analysed we are currently seeking information to ensure that we are comparing like for like as some LA's operate manual absence recording systems and others electronic data collection.   Once completed, we will ensure that Inverclyde prepares data in line with the majority of other councils to ensure a consistent approach.

Whilst disappointed in the lack of overall improvement, reasons for absence have been analysed and through working with colleagues in services, targeted interventions are being put in place. The overall trend for a number of years has been downwards and while it is recognised that the absence level has reached a plateau, the Council is fully committed to reducing absence.

The Absence Management Policy is being actively promoted within Services with higher levels of absence. The Council works closely with our Occupational Health provider to ensure that absent employees are given the necessary support to enable then to return to work as soon as possible.

Corporate Management – Employees

A challenging absence rate has been set for the Council and all services which are monitored quarterly with the overall results for the Council absence rate and individual service absence rates reported to Committee.

Absence statistics are also submitted to service committees by all services to allow scrutiny to be undertaken at a service committee level.

Inverclyde Council benchmarks performance in this area against other Local Authorities and Public Sector organisations

Corporate Management – Employees

SPI 010aK	Health & Safety incident rates per 1000 employees			
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
42.6	51.4	**44.4**	**36.2**	**Red – Improving**

SPI 010bK	Health & Safety incident rates – average time lost per incident to the Council			
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
4.6days	4.2 days	**3.3 days**	**4.2 days**	**Green – Improving**

What the Data Tells Us

Incident rates have risen over the previous two financial years; it is therefore encouraging to see a decrease in incident rates for 2012/13. Incident rates in all directorates reduced, this is despite a new incident reporting system being introduced and increased publicity regarding the need to report incidents

Further Information

The most common incident types reported were violence to staff and slip, trips and falls. Violence to staff incidents saw a reduction from 86 to 57, Education Services have been rolling out their Positive Behaviour Strategy over the course of the year and while it is too early to say if this strategy has had an effect on the reduction in incidents a link between this and the reduction in incidents is possible and will be monitored. There has also been a reduction in violence incidents reported by the homeless unit, this is due to one Service User no longer being within the system. There has been a slight reduction in the number of slip, trip and fall incidents from 49 to 46, there is no overall pattern to the types of falls and for most there was no definite underlying cause.

Corporate Management – Employees

SPI 011K	Employee satisfaction - % of employees stating that they are satisfied with their jobs			
2008	**2010**	**2012**	**Target (where set)**	**Status**
No Survey	69.1%	**79%**	75%	**Green – Improving**

SPI 012K	Corporate Aims - % of employees that understand how their work contributes to the Council's aims			
2008	**2010**	**2012**	**Target 2013/14 (where set)**	**Status**
No Survey	50%	**83%**	**75%**	**Green – Improving**

What the Data Tells Us

This performance information has been extracted from the Council's Employee Survey which the Council carried out in spring 2012. The results show that there has been a significant improvement both in the level of employee job satisfaction and the number of employees that understand how their work contributes to the Council's aims.

Further Information

All employees of the Council were invited to complete the Employee Survey over March / April 2012. The response rate to the survey was 32% - response rates for employee surveys typically range from 25% to 40%, therefore our response rate falls in the middle. The Survey was carried out by an independent market research company and will be carried out again in spring 2014.

The Council has benchmarked its employee survey results, including the above, with other Councils that comprise the Public Service Improvement Framework Benchmarking Network Group and the results compare very favourably, with Inverclyde Council being one of the best performing authorities in terms of positive responses**.**

Corporate Management – Equality & Diversity

Corporate Management - Equality & Diversity

SPI 024aS	Number of females in top 2% of earners
SPI 024bS	Number of females in top 5% of earners
SPI 025K	Equalities training - % of employees who have undertaken Equalities Training *

Equality & Diversity (3)

Green	Amber	Red
		2
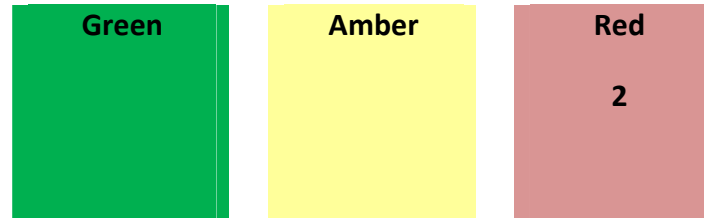
*No trend or target information available for SPI 025K

Corporate Management – Equality & Diversity

SPI 024aS   Number of females in top 2% of earners

2010/11	2011/12	2012/13	Target (where set)	Status
42.5%	42%	**41.5%**	47%	**Red – Level**

SPI 024bS   Number of females in top 5% of earners

2010/11	2011/12	2012/13	Target (where set)	Status
47.6%	47.6%	**47%**	52%	**Red -Level**

SPI 025K   Equalities training - % of employees who have undertaken Equalities Training

2010/11	2011/12	2012/13	Target 2013/14 (where set)	Status
N/A	N/A	**2.8%**	**Not set**	-

What the Data Tells Us

The number of females in the top 2% and 5% has remained fairly constant over the past 3 years. Despite performance being lower than the Council's own set targets, comparison with other Scottish Councils for 2011/12 (2012/13 not available) shows that the percentage of females within Inverclyde Council that are amongst the top earners is higher than both the Scottish average and median.

The Equalities Training measure is a new indicator for 2012/13, and has been introduced following the introduction of new software, therefore trend information is not currently available.

Further Information

Information on the percentage of females that are in the top percentage of earners is drawn directly from the electronic HR / Payroll management system. The Council has robust equality management procedures in place. In addition our recruitment and selection procedures are equality impact assessed to ensure that equality standards are met.   Recruitment and selection procedures are subject to rigorous re-evaluation at regular intervals to ensure equality standards are maintained.

Corporate Management – Equality & Diversity

In relation to training, the Council had difficulty in securing robust attendance at our traditional Corporate Equality Training Courses which took the employee away from the workplace for the day. Courses set each year on the corporate training calendar were subject to cancellation due to lack of bookings. However, following the introduction of E-learning in April 2011, 114 employees have been recorded as undertaking on-line training, which is proving a more convenient learning option within working hours.

E-learning provides the opportunity for individuals to learn each module covered in the course at their own pace and it is therefore expected that information retention will be higher as a result. The course is embedded within our 'Induction Training' which ensures that all new employees complete this training. Existing employees that have completed the course generally have a decision making responsibility within their job role, however the CMT will take a decision shortly on the courses that will become mandatory training for all employees from this year onwards.

In addition, the Council has appointed an Equalities Officer for two years to further embed equalities within the day to day activities of the Council.

Both indicators (SPI 024a and SPI024b) are SOLACE Benchmarking indicators and will continue to be reported in 2013/14.

Corporate Management – Procurement

Corporate Management - Procurement

SPI 018K   Procurement Capability Assessment

Procurement (1)

Green	Amber	Red
1		
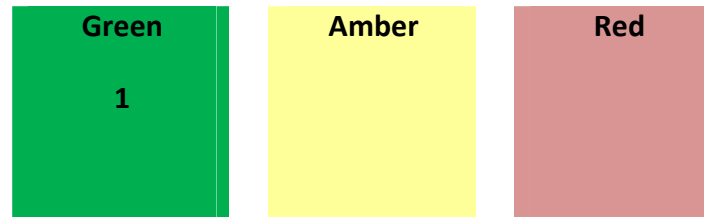
Corporate Management – Procurement

SPI 018K	Procurement Capability Assessment based on Scotland Excel Annual Audit - %			
2010	**2011**	**2012**	**Target (where set)**	**Status**
15%	34%	**47%**	44%	**Green – Improving**

What the Data Tells Us

The area of procurement has seen a significant improvement in recent years with a year on year improvement in the PCA % score from a low of 4% in 2009 to 47% in 2012.

Further Information

The Council's PCA score is assessed by Scotland Excel. This is a 2 day evidenced based audit of procurement which all Scottish public sector bodies within local government, health and further education sectors are subjected to. The objective of the PCA is to assist organisations to improve their structure, capability, processes and ultimately performance, by attaining a level of performance that is appropriate to the scale and complexity of their organisation.

The improvement in performance is the result of the work that has been carried out under the Council's Strategic Procurement Framework which is directly linked to the 8 sections of the PCA audit. The table below shows how the scores compared between the 2011 and 2012 audit.

PCA Section	2012 Score	2011 Score
Procurement Leadership & Governance	40%	38%
Procurement Strategy & Objectives	73%	54%
Defining the Supply Need	39%	13%
Project Strategies & Collaborative Purchasing	53%	35%
Contract & Supplier Management	38%	19%
Key purchasing processes and systems	27%	22%
People	67%	48%
Performance Management	33%	40%
Overall value of results	47%	34%

Corporate Management – Procurement

Scores for the majority of sections demonstrate a significant improvement in performance as a result of the work on the Strategic Procurement Framework. Moreover, 3 sections are now in 'Improved Performance' in line with the McClelland report. The score for Performance Measurement has reduced as the number and mix of questions has changed from 2011 and therefore this is not a like for like comparison. The next PCA of Inverclyde Council will be carried out in November 2013.

If you would like to know more about the Council's procurement practices please follow the web link below:

http://www.inverclyde.gov.uk/business-and-trade/procurement/

Corporate Management – Responsiveness to Communities

Corporate Management - Responsiveness to Communities

SPI 001K   Customer Feedback - % of residents satisfied that they can influence decisions affecting the local community
SPI 002aK   Community Safety - % of residents either satisfied or very satisfied with their neighbourhood as a place to live
SPI 002bK   Anti Social Behaviour - % of respondents reporting a reduction in anti-social
SPI 003K   Community Engagement Impact – Increased evidence of impact / influence by communities or strategic and service plans
SPI 004K   Community Regeneration - % of community organisations within disadvantaged neighbourhoods and excluded groups who had increased their capacity

Responsiveness to Communities (5)	Green	Amber	Red
	3	1	1
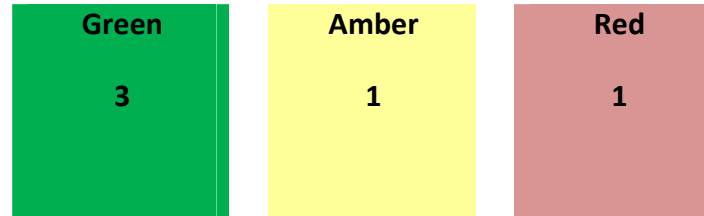
Corporate Management – Responsiveness to Communities

SPI 001K	Customer Feedback - % of residents satisfied that they can influence decisions affecting the local community			
2008	**2010**	**2012**	**Target (where set)**	**Status**
41%	47%	38%	48%	**Amber – Declining**

SPI 002aK	Community Safety - % of residents either satisfied or very satisfied with their neighbourhood as a place to live			
2007	**2009**	**2011**	**Target (where set)**	**Status**
-	87%	84%	80%	**Green – Level ***

SPI 002bK	Anti Social Behaviour - % of respondents reporting a reduction in anti-social behaviour			
2007	**2009**	**2011**	**Target (where set)**	**Status**
-	11%	10%	14%	**Red – Level ***

What the Data Tells Us

The performance information for the above has been extracted from the Council's Citizens' Panel questionnaires. Questions within the survey are repeated every two years. Whilst all have appeared to show a decline in positive responses, the questionnaires are subject to random error which means that performance for 2 of the indicators has remained fairly level (see below for further explanation). The percentage of residents satisfied with their neighbourhood remains above target and is therefore showing a RAG status of green (good), whilst the % of respondents reporting a reduction in anti social behaviour has fallen below target and is therefore showing a RAG status of red (poor).

Further Information
The data for both performance indicators has been obtained from the Council's own Citizens' Panel. The Panel Questionnaires is distributed to a representative sample of 1000 Inverclyde residents.

* 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 are either satisfied or very satisfied with their neighbourhood as a place to live will lie within the range 80% and 84%. Bearing this in mind, when reviewing the results over 2010 and 2012 we can see that the responses in relation to this indicator have remained fairly constant.

Corporate Management – Responsiveness to Communities

These questions will be repeated in the Citizens' Panel Surveys that will be issued in Autumn 2013 (SPI 002K) and in 2014 (SPI 001K). You can view all the results from our Citizens' Panel at http://www.inverclyde.gov.uk/council-and-government/citizens-panel

If you would like to become more actively involved in what's going on in your community you can find out more information by clicking on the links below:

Community Councils -   http://www.inverclyde.gov.uk/council-and-government/citizens-panel

Community Learning & Development - http://www.inverclyde.gov.uk/community-life-and-leisure/community-learning-development/

CVS Inverclyde - http://www.cvsinverclyde.org.uk/

If you would like further information, advice and support on anti-social behaviour please follow the link below:
http://www.inverclyde.gov.uk/advice-and-benefits/anti-social-behaviour/

Corporate Management – Responsiveness to Communities

SPI 003K Community Engagement Impact – Increased evidence of impact / influence by communities or strategic & service plans				
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
12	15	**23**	12	**Green –Improving**

SPI 004K Community Regeneration - % of community organisations within disadvantaged neighbourhoods and excluded groups who had increased their capacity				
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
83.3%	91.3%	**100%**	80%	**Green - Improving**

What the Data Tells Us

The data shows that performance for the above indicators improved between 2011/12 and 2012/13 and exceeded target. The 100% achieved for SPI 004K relates to 28 community organisations.

Further Information

Community Learning and Development has supported a number of neighbourhood community organisations, ranging from Community Councils, Tenants and Residents and Community Associations to health and interest groups, to effect change and influence local and strategic planning. Groups have successfully effected positive change in a numbers of ways including the development of local services/facilities, improved housing, environmental improvements in local areas such as community gardens/ play parks and have contributed to and shaped thinking on a range of key local issues, e.g. road safety and wind farms. Community groups have also influenced and been involved in the service delivery of community based adult learning, youth services. Targets have been exceeded due to the service adopting more flexible methods of supporting groups, offering short term intensive support (3-6 mths) to groups as well as longer term support.

All of the 28 community organisations Community Learning and Development worked with increased their capacity, progressing their confidence, organisational skills, equality and involvement levels through training and active learning, e.g. Committee Skills training, 1:1 support for office bearers, Youthwork legislation, improved understanding of local needs through feedback from consultation events and survey's. Knowledge, skills and understanding of a range of specific issues/areas was also improved through increasing active participation in local developments.

Corporate Management – Revenues and Service Costs

Corporate Management - Revenues and Service Costs

SPI 005S	Cost of Council Tax Collection
SPI 006S	Current Year Council Tax Income
SPI 007S	Creditor Payments
SPI 008K	Collection of Sundry Debtors Accounts

Revenues and Service Costs (4)

Green	Amber	Red
3		1
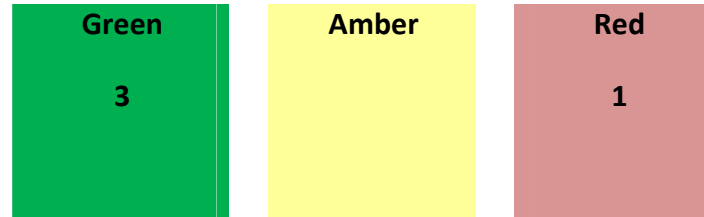
Corporate Management – Revenues and Service Costs

SPI 005S	Cost of Council Tax Collection			
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
£16.61	£15.05	**£15.47**	£16.50	**Green – Declining**

SPI 006S	Current Year Council Tax Income			
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
94%	94.2%	**94.2%**	93.7%	**Green – Level**

What the Data Tells Us

Council Tax Cost

The cost of collection of council tax increased slightly between 2011/12 and 2012/13, however remains well under target and has fallen significantly from 2007/08 levels of £17.87. In Inverclyde the cost of collection fell by 10% between 10/11 and 11/12 and is fairly reflective in terms of the level of resource that is required in order to collect Council Tax particularly due to the demographics in the area combined with the high benefit caseload.

Council Tax Income

The percentage of income due from Council Tax collected in 2012/13 has remained steady between 2011/12 and 2012/13. Over the longer period there has been a year on year improvement and Inverclyde's performance is close to the national average whilst performing better than most Council's with similar demographics.

Further Information
Cost

This is a key area for the Council as it involves Revenue for the Council so we have to measure the collection levels against the cost. Due to the demographics of the area we need to, for example, ensure that the Debt Recovery Team is fully staffed as to reduce this resource would reduce the cost per dwelling but would likely have a detrimental effect on Revenue.

Corporate Management – Revenues and Service Costs

While there is no formal benchmarking, the Directors of Finance SPI's are looked at each year and the service continually looks at best practice and reviews what areas are being charged to this measure. This area is therefore under constant review.

Overall, this is a very small area of costs and savings have been achieved. It is not thought practical that costs could be reduced further without it having a far larger cost in terms of Council Tax Collection.

Income

This is an area that is constantly monitored and reviewed and is reported in the Corporate Directorate Improvement Plan. The Chief Financial Officer receives monthly briefings on this area of performance. In addition, while there is no formal benchmarking, the Directors of Finance SPI's are looked at each year and performance is monitored and discussed on a constant basis both within the service and with the Council's Debt Management Partner. A good practical guide issued by the Directors of Finance has been reviewed to identify areas of possible improvement. Previous detailed comparison with a number of Councils with higher over all collection shows that Inverclyde out performs these Councils in terms of the lower banded / more difficult to collect debt i.e.; the mix of housing tenure/values is a key influence on this measure.

Finally, the current economic climate continues to make the collection of council tax a difficult task.

Corporate Management – Revenues and Service Costs

SPI 007S	Creditor Payments - % Invoices paid within 30 days			
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
94.37%	95.59%	**96.03%**	94%	**Green – Improving**

SPI 008K	Collection of Sundry Debtors Accounts – the proportion of outstanding debt that is more than 90 days old			
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
20.49%	11.25%	**35.89%**	30%	**Red –Declining**

What the Data Tells Us

Creditor Payments

There has been a continued improvement in the percentage of invoices paid within 30 days. Comparison with other Scottish Councils for previous years shows that Inverclyde Council is amongst the top performing authorities in this area and in fact was the best performing council in 2011/12 for this indicator (awaiting 2012/13 data for all Scottish Councils).

Sundry Debt

Sundry debt is money owed to the Council for a service other than Council Tax and Non Domestic Rates. There has been a significant increase in the proportion of outstanding debt that is more than 90 days old in 2012/13. Performance in this area however can vary widely due to a number of influencing factors such as large value debts being raised which result in long term repayment plans and significant differences in the value of overall debt at each year-end.

Further Information

Creditor Payments

Creditor payments is an area in which the Council has seen significant improvements between 2005 and 2008, and then steady improvements in the last few years. Despite this the team has reduced in size whilst services and Finance work together to maintain performance.

The focus of the service is to maintain performance although in addition the Council has agreed to improve payment times to our local suppliers to 20 days rather than the statutory 30 days. Whilst this will not make a difference to this indicator it will improve cash flow to local businesses.

Sundry Debt

The collection of Sundry Debt is an area that the Council's in-house Debt Recovery team strives to improve. The value of sundry debt outstanding at 31st March 2013 was £1.09m compared to £2.25m at 31st March 2012 thus accounting for over half the deterioration in the KPI. The percentage of debt over 90 days old can vary significantly annually due to differences in the value of invoices raised and accounts on long term arrangements.

Corporate Management – Benefits Administration

Corporate Management - Sustainable Development

SPI 021K   Abandoned Vehicles
SPI 022K CO_2 emissions within the scope of influence of the local authority
SPI 023K   Reduction in the Council's Carbon Emissions *

Sustainable Development (3)	Green	Amber	Red
	2		
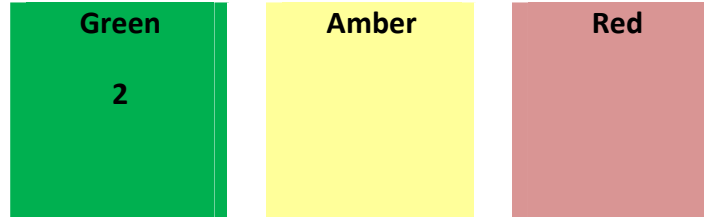
* Data for this indicator is still being finalised. Once data is available RAG status will be allocated.

Corporate Management – Benefits Administration

SPI 021K	Abandoned Vehicles - % vehicles uplifted within 14 days			
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
100%	80%	**100%**	**99.9%**	**Green – Improving**

What the Data Tells Us

Performance in 2012/13 has again reached maximum levels from a slight fall in 2011/12, which was outwith the control of the Council.

Further Information

There can be significant fluctuations in the performance levels of this indicator, however this is due to the small numbers involved e.g. during 2011/12, 5 cars were uplifted however 1 was on private land hence the process that had to be undertaken by necessity took longer than target 14 days, which resulted in performance falling to 80%.

In 2012/13 3 cars were uplifted, all within the 14 day timescale.

Corporate Management – Benefits Administration

SPI 022K	Total CO_2 emissions within the scope and influence of the local authority (per capita)					
2008	**2009**	**2010**	**2011**	**Target (where set)**	**Status**
6.4 CO_2 tonnes	5.7 CO_2 tonnes	6.0 CO_2 tonnes	5.6 tonnes CO_2	**6.1 tonnes CO_2 per capita**	**Green – Improving**

What the Data Tells Us

This indicator calculates emissions from 11 areas including the use of electricity and gas by businesses in Inverclyde, together with road transport and domestic energy consumption. Between 2008 and 2011, emissions fell from 9 of the sectors measured including electricity and gas used by industry and the commercial sector. Inverclyde also saw a year-on-year decrease in emissions from electricity used in domestic properties since 2008. Emissions from gas and 'other fuels' used in domestic buildings decreased every year between 2008 and 2011; the exception was 2010 which saw a rise in this area, possibly due to the extreme, adverse winter weather conditions experienced at the beginning and end of 2010. Overall, emissions fell by 0.8 CO_2 tonnes per capita between 2008 and 2011 to 5.6 CO_2 tonnes per capita, exceeding our target of 6.1 CO_2 tonnes per capita.

Further Information

SPI 022K, CO_2 emissions within the scope of influence of the local authority figures are provided annually with a 2 year time lag. Between 2008 and 2011, Inverclyde's figures have been consistently lower than the Scottish average for CO_2 emissions within the scope of influence of local authorities:

Year	Inverclyde	Scotland Total	Difference	Population estimate used in calculation
2008	6.4 CO_2 tonnes per capita	7.6 CO_2 tonnes per capita	- 1.2 CO_2 tonnes per capita	80,780
2009	5.7 CO_2 tonnes per capita	6.8 CO_2 tonnes per capita	- 1.1 CO_2 tonnes per capita	80,210
2010	6.0 CO_2 tonnes per capita	7.2 CO_2 tonnes per capita	- 1.2 CO_2 tonnes per capita	79,770
2011	5.6 CO_2 tonnes per capita	6.5 CO_2 tonnes per capita	- 0.9 CO_2 tonnes per capita	81,220

Source: Department of Energy and Climate Change:
http://webarchive.nationalarchives.gov.uk/20121217150421/http://decc.gov.uk/assets/decc/11/stats/climate-change/6222-local-and-regional-co2-emissions-estimates-for-200.xls

Corporate Management – Benefits Administration

SPI 023K	Reduction in the Council's Carbon Emissions			
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
33,601 CO$_2$ tonnes	29,963 CO$_2$ tonnes	This figure is being calculated at present	12% reduction by 2017/18 from the 2011/12 baseline	To be confirmed when the 2012/13 figure has been calculated

What the Data Tells Us

Work on finalising the 2012/13 data is currently underway, however between 2010/11 and 2011/12 there was a 10% drop in the Council's carbon emissions.

Further Information

The above figures comprise data from energy use in buildings, street lighting, fleet transport, business travel, together with water and waste. Water, waste and heating oil were not included in the Council's first Carbon Management Plan. However, since that document was devised, the Council's understanding of carbon management has improved, complemented by enhancements in data collection and management. These developments have enabled us to include water, waste and heating oil in the 2011/12 baseline figures. To allow comparison on a like-for-like basis, we have therefore retrospectively added water, waste and heating oil to the 2010/11 figure.

The emission conversion factors used in the calculations are sourced from the latest guidance from the Department of Energy and Climate Change and Department for Environment Food and Rural Affairs.

The 2011/12 figure is the baseline in our Carbon Management Plan 2012/17 and progress during the five year life of the Plan will be measured against it. The Council's carbon emissions for 2012/13 are currently being calculated.

Corporate Management – Benefits Administration

Service Performance – Benefits Administration

SPI 026S	Benefits Administration – Cost per Case
SPI 027K	Accuracy of Benefits Processing
SPI 028aK	Speed of Benefits Processing – New Claims Performance
SPI 028bK	Speed of Benefits Processing – Change of Circumstances

Assets   (4)

Green	Amber	Red
4	0	0
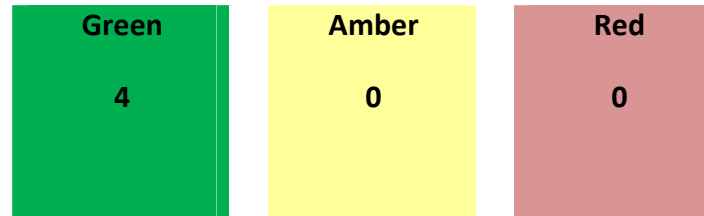
Corporate Management – Benefits Administration

SPI 026S	Benefits Administration – Gross Administration Cost per Case				
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**	
£43.65	**£39.06**	**£37.43**	**£44.50**	**Green – Improving**	

SPI 027K	Accuracy of Benefits Processing				
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**	
98.8%	99.6%	**99.2%**	98%	**Green – Improving**	

SPI 028aK	Speed of Benefits Processing (average number of days to process) – New Claims Performance				
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**	
29 days	20.6 days	**23 days**	24 days	**Green – Declining**	

SPI 028bK	Speed of Benefits Processing (average number of days to process) – Change of Circumstances				
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**	
6.0 days	5.8 days	**6.0 days**	6 days	**Green – Declining**	

What the Data Tells Us

Performance in relation to benefits remains good with all areas meeting or exceeding target. The average number of days to process benefits has increased slightly, however still remains good.

Further Information

Given the level of work involved due to the impact of the Welfare Reform Agenda, plus the reduction in staffing levels, the overall performance of the Benefits team in 2012/13 is very good.

Corporate Management – Child Protection & Children's Social Work

Service Performance - Child Protection and Children's Social Work

SPI 034K	Supervision Requirement
SPI 035aK	Case Conferences – Drug Misuse*
SPI 036bK	Case Conferences – Alcohol Misuse*
SPI 053K	Social Background Reports
SPI 054aK	Looked After Children Academic Achievement – Academic Achievement in Current Exam Diet
SPI 054bK	Looked After Children Academic Achievement – Academic Achievement S4 (English and Maths)
SPI 055K	Looked After and Accommodated Children – Community Placements as a % of total placements *
SPI 056K	Ratio – Child Protection Referrals: Children on the Child Protection Register *

Child Protection & Children's Social Work (8)	Green 3	Amber 1	Red
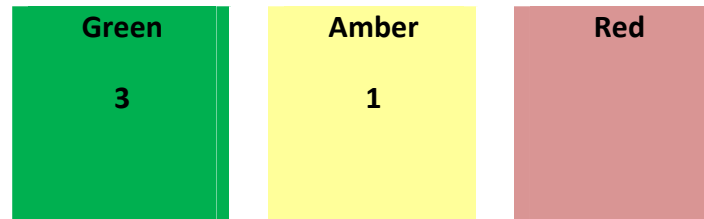
* No targets have been set due to the nature of these indicators

Corporate Management – Child Protection & Children's Social Work

SPI 034K	Supervision Requirement - % children issued with a new supervision requirement seen by supervising officer within timescale			
2010/11	2011/12	2012/13	Target 2013/14 (where set)	Status
94.4%	93.4%	96.7%	95%	Green – Improving

What the Data Tells Us

The data tells us how quickly a child is seen by a social worker following a decision at a children's hearing to place the child on a statutory supervision order. The data shows that we have consistently been close to meeting this target over the past 3 years and finally surpassed the target in 2012-13 for this indicator.

Further Information

This was previously a national standard and Inverclyde CHCP Children and Families management set a local target of 95% in efforts to meet the standard.

Corporate Management – Child Protection & Children's Social Work

SPI 035aK Case Conferences – Number of child protection case conferences where parental drug misuse was identified				
2010/11	**2011/12**	**2012/13**	**Target 2013/14 (where set)**	**Status**
n/a	23%	**29.8%**	-	-

SPI 035bK Case Conferences – Number of child protection case conferences where parental alcohol misuse was identified				
2010/11	**2011/12**	**2012/13**	**Target 2013/14 (where set)**	**Status**
n/a	30%	**42.6%**	-	-

What the Data Tells Us

The data indicates the level of concerns of children who have been subject to a child protection case conference during the reporting period and where a level of concern of parental drug or parental alcohol misuse was identified at that case conference. We have only recently begun to collect this data therefore 2010/11 data is not available. It is noted however that the percentage rate here has increased by almost 7% compared to the previous year for Drugs and almost 13% for alcohol.

Further Information

This information is provided to Scottish Government in an annual upload for publication which is reported for the academic year as opposed to the financial year, therefore it should be noted that the annual figures published nationally, may vary due to these different reporting periods – Also due to changes in methodology in the reporting arrangements this year there may be some variations from previous year expected from our systems.

Corporate Management – Child Protection & Children's Social Work

SPI 053K	Percentage of social background reports submitted to SCRA within timescale			
2010/11	**2011/12**	**2012/13**	**Target 2013/14 (where set)**	**Status**
66%	69.1	74.1	75%	**Amber – Improving**

What the Data Tells Us

The data shows that we have consistently improved our performance over the past 3 years towards reaching the target increasing to 74% for this indicator in 2012-13.

Further Information

The data tells us how quickly a social background report is completed and submitted by social work to the Children's Reporter in time for a children's hearing to take place where an outcome decision may be made for the child at the Hearing.   This was previously a national standard and Inverclyde CHCP Children and Families management set a local target of 75% in efforts to meet the standard.

Corporate Management – Child Protection & Children's Social Work

SPI 054aK	Looked After Children Academic Achievement – Academic Achievement in Current Exam Diet, the % of looked after children who achieved at least one qualification at SVQ level 3 or better in current diet for examinations				
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**	
-	59.18%	61.9%	60%	**Green - Improving**	

SPI 054bK	Looked After Children Academic Achievement – Academic Achievement S4 (English and Maths), the % of looked after children who achieved SVQ level 3 or better in English and Maths by the end of S4				
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**	
-	72.34%	86.8%	47.2%	**Green - Improving**	

What the Data Tells Us

These indicator were refined in 2011/12 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.

There was an improvement in both the percentage of looked after children who achieved at least one qualification at SVQ level 3 or better and also the percentage of looked children who achieved SVQ level 3 or better in English and Maths.

Further Information

Looked After and Accommodated Children is a priority area within the Best Start In Life Outcome Delivery Group which sits under the Inverclyde Alliance's overarching Single Outcome Agreement. There is a particular focus in the Outcome Delivery Plan on achievement in terms of the Curriculum for Excellence and on improving literacy and numeracy.

Improving attainment for looked after and accommodated children is also a specific improvement action within the Education Communities and Organisational Development Corporate Directorate Improvement Plan.

Corporate Management – Child Protection & Children's Social Work

SPI 055K	Looked After and Accommodated Children – Community Placements as a % of total placements			
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
87.5%	89.3%	**90.1%**	-	-

SPI 056K	Ratio – Child Protection Referrals: Children on the Child Protection Register			
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
31.3%	24%	**38%**	-	-

What the Data Tells Us

SPI 055K: The data tells us that as part of our overall Nurturing Inverclyde approach we are pursuing an explicit policy of placing Inverclyde Children within Inverclyde (with the exception of adoption) We are pleased to report that the number of Inverclyde Children placed in residential schools is at its lowest level and the number of children placed in community based settings is at its highest at 90.1%

SPI 056K: The data tells us although it is not appropriate to set a target in this area of social work activity, the percentage of referrals in the reporting period that resulted in child/children being placed on the child protection register has fluctuated over the 3 years shown with a significant increase to 38% in 2012-13 from the previous year.   Through close scrutiny of child protection data which takes place at quarterly performance reviews it has been identified that the number of child protection referrals had decreased over the past few years and the service is presently due to begin a specific review of the full process of child protection including, Referral, Outcome of Case Conference and Registrations

Further Information

Performance in Child Performance information can vary, depending upon specific cases that are referred to the service; therefore it is very difficult to set targets in this area.   However the service has always and continues to maintain close scrutiny of all areas of child protection work, and activity is monitored through quarterly performance service reviews and QPSR and Child Protection Committee. An annual data return is also submitted to Scottish Government on child protection, and a national bulletin is published each year showing comparative data.

Service Performance – Community Care

SPI 029aS	The number of people aged 65+ receiving homecare
SPI 029bS	Homecare hours per 1000 population aged 65+
SPI 029c1S	% of people aged 65+ receiving personal care
SPI 029c2S	% of people aged 65+ receiving a service during evenings / overnight
SPI 029c3S	% people aged 65+ receiving a service at weekends
SPI 030aK	Balance of care (respite) % of all respite care in a traditional setting
SPI 030diK	Total respite care – Total overnight provision (nights)
SPI030diiK	Total respite care – Total daytime hours provided
SPI 031K	Delayed Discharge from hospital – number of people delayed in hospital for more than 6 weeks
SPI 032K	Carers - % carers feeling that they receive enough support in their caring role

Community Care (10)

Green	Amber	Red
1		
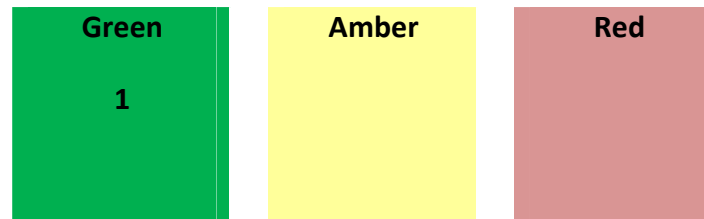
There are no targets set for the statutory performance indicators on Homecare and Respite due to the nature of the indicator.

Service Performance – Community Care

SPI 029aS   The number of people aged 65+ receiving homecare

2010/11	2011/12	2012/13	Target (where set)	Status
1,112	1,096	**1,125**	No target set	-

SPI 029bS   Homecare hours per 1000 population aged 65+

2010/11	2011/12	2012/13	Target (where set)	Status
663.2 hours	632.2 hours	**665.7 hours**	No target set	-

SPI 029c1S % of people aged 65+ receiving personal care

2010/11	2011/12	2012/13	Target (where set)	Status
100%	96.4%	**99.6%**	No target set	-

SPI 029c2S % of people aged 65+ receiving a service during evenings / overnight

2010/11	2011/12	2012/13	Target (where set)	Status
18.6%	20.3%	**20.2%**	No target set	-

SPI 029c3S % people aged 65+ receiving a service at weekends

2010/11	2011/12	2012/13	Target (where set)	Status
69.2%	69.8%	**68.8%**	No target set	-

What the Data Tells Us

There are no targets set for Homecare due to the nature of the indicator. The number of people aged 65+ receiving homecare increased in 2012/13 as did the number of homecare hours per 1,000 population aged 65+. The percentage of people receiving personal care increased by 3.2% whilst the percentage of people aged 65+ receiving a service during evenings, overnight and at weekends decreased slightly.

Service Performance – Community Care

SPI 030K   Balance of Care (respite) % of all respite care in a traditional setting

2010/11	2011/12	2012/13	Target (where set)	Status
29.1%	26.1%	Data available end Aug	No target set	

SPI 030diK Total respite care – Total overnight provision

2010/11	2011/12	2012/13	Target (where set)	Status
6,616 nights	6,063 nights	Data available end Aug	No target set	

SPI 030diiK Total respite care – total daytime hours provided

2010/11	2011/12	2012/13	Target (where set)	Status
577,034 hours	618,759 hours	Data available end Aug	No target set	

What the Data Tells Us

Data currently being finalised.

Further Information

Service Performance – Community Care

SPI 031K Delayed Discharge from Hospital – Number of people delayed in hospital for more than 6 weeks				
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
0	0		0	

What the Data Tells Us

Further Information

Service Performance – Community Care

SPI 032K Carers - % of carers feeling that they receive enough support in their caring role				
2008	**2010**	**2012**	**Target (where set)**	**Status**
51%	54%	**55%**	55%	Green – Level *

What the Data Tells Us

This performance information has been derived from the Council's Citizens' Panel. The percentage of carers feeling that they receive enough support has remained fairly steady over the period at just over half of all respondents.

Further Information

The data for this performance indicator has been obtained from the Council's Citizens' Panel. The Panel Questionnaires is distributed to a representative sample of 1000 Inverclyde residents. Questions are repeated every two years to allow us to assess whether improvement has been achieved.

* 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, the 55% of carers who feel that they receive enough support will lie within the range 51% and 59%. Bearing this in mind, when reviewing the results over 2008, 2010 and 2012 we can see that the responses in relation to this indicator have remained fairly constant.

This question will be included again in the 2014 Citizens' Panel Survey.

There are an estimated 8,000 carers in Inverclyde. 1,992 are currently registered with the Carers Centre. 514 of this number are carers aged 65+ with 213 of these carers being aged 75+. Almost half of the registered carers, 913 are looking after someone over the age of 65. We are fully committed to supporting carers as equal partners in care and we are committed to building continuously on the strong partnerships between the CHCP and Inverclyde Carers Centre and Inverclyde Carers Council to ensure that carers have a strong voice.

Inverclyde's response to the needs of carers has been underpinned by our own local Carers and Young Carers Strategy 2012/ 20015, which was co-produced with carers and has been recognised nationally as an example of best practice. You can view our Carers and Young Carers Strategy 2012 – 2016 here http://www.chps.org.uk/content/default.asp?page=s459_36_4

Service Performance – Criminal Justice Social Work

SPI 033K   Criminal Justice CJSWR Reports submitted to court within timescale
SPI 057aK   % Criminal Justice Social Work interviews on day of court order*
SPI 057bK   % Criminal Justice Social Work Interviews within 5 working days*
SPI 057cK   Induction / first meeting within 5 working days*
SPI 057dK   Work placements within 7 working days *

Criminal Justice Social Work (5)	**Green**	**Amber**	**Red**
	4	1	
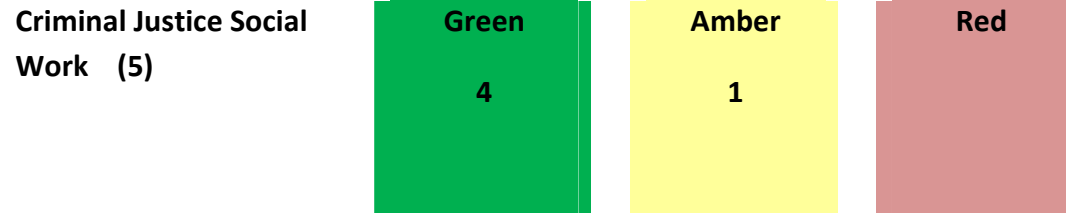
* SPI 057a-d are new indicators, therefore no trend data is currently available.

Service Performance – Criminal Justice Social Work

SPI 033K	Criminal Justice Social Enquiry Reports – The % of social background reports submitted to SCRA within timescale				
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
100%	99.8%	100%	95%	**Green – Improving**

SPI 057aK	% Criminal Justice Social Work interviews on day of court order				
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
-	96%	N/a*	95%	**Green – New Indicator. No trend data**

SPI 057bK	% Criminal Justice Social Work Interviews within 5 working days				
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
-	95%	N/a*	95%	**Green – New Indicator. No trend data**

SPI 057cK	Induction / first meeting within 5 working days				
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
-	95%	N/a*	95%	**Green – New Indicator. No trend data**

SPI 057dK	Work placements within 7 working days				
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
-	94%	N/a*	95%	**Amber – New Indicator. No trend data**

What the Data Tells Us

SPI 033K : The data tells us that criminal justice social work services in Inverclyde have continued to deliver a high standard of service across the full spectrum of their responsibilities and every criminal justice report requested by the courts 100% was submitted within the agreed timescales (1 day before the court hearing).

Service Performance – Criminal Justice Social Work

SPI 057 a-d are new performance indicators for 2012/13. Also although the 2012-13 data is not currently available for publication in the new set of indicators the latest performance rates are good have met or exceeded the target set in 4/5 indicators.

N/a*. Information for these indicators is not yet available for the period **2012-13** These will form part of a national statutory return which is due to be submitted to Scottish Government Justice Division in the next few weeks.   However, based on the previous year's performance, the target in 3/4 was met and 1 just missed the target at 94%.

Further Information

Preparing assessments and reports are crucial parts of Social work tasks in the criminal justice system to ensure that the right decisions are made and appropriate interventions agreed. Report writing is one of the key elements of the assessment process. Scottish CJ National Standards states 'reports should be accurate, timely and fit for purpose'

Targets have been set for the new CPO indicators at 95%. Arrangements have been put in place to support the national immediacy

These have included an increased presence at our local Court to facilitate offenders newly sentenced to a CPO being seen on the day their Order has been made.

SPI 036aS	Use of pool facilities – Number of attendees per 1000 population
SPI 036bS	Use of sports and leisure facilities – number of attendees per 1000 population
SPI 037aS	Museums- Number of visits to/usages of council funded museums expressed per 1000 population
SPI 037bS	Museums – Number of visits in person expressed per 1000 population
SPI 038aS	Use of libraries – number of visits per 1,000 population
SPI 038bK	Number of library issues per 1000 population
SPI 039K	Number of users of computer facilities per 1000 population
SPI 040K	Adult Learners in Libraries
SPI 042K	Exercise - % of Inverclyde residents participating in sport / similar activity at least every two weeks

Culture & Community Services (9)	**Green**	**Amber**	**Red**
	5	1	3
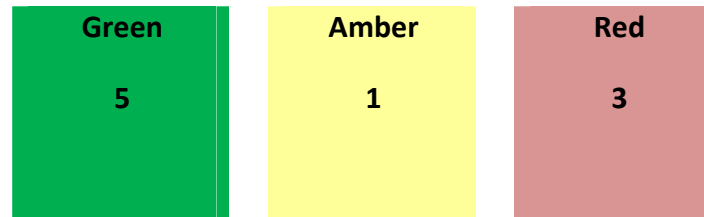
Service Performance – Culture & Community Services

SPI 036aS Use of pool facilities – Number of attendees per 1000 population				
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
4,186	3,860	**4,342**	4053	**Green – Improving**

SPI 036bS Use of sports and leisure facilities – number of attendees per 1000 population				
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
9,591	9,365	**8,719**	9832	**Red – Declining**

What the Data Tells Us

The use of pool facilities increased in 2012/13 following a drop in 2011/12.

The use of sports and other sports facilities has declined over the past 3 years since a high of 10,305 in 2009-10.

Further Information

The drop in the number at attendees at pools was largely due to the temporary closure of Gourock pool for refurbishment during the period 2011/12. The number of attendees at pools has increased again following the re-opening of the pool. Gourock Pool also encompasses a gym which was relocated during the period of refurbishment.

Greenock Sports Centre was also closed for refurbishment in June 2012 and reopened in March 2013, which impacted on the number of attendees at sports and leisure facilities.

Service Performance – Culture & Community Services

SPI 037aS Museums- Number of visits to / usages of council funded museums expressed per 1000 population				
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status (RAG) / (Improving / Declining)**
620	715	**721**	718	**Green - Improving**

SPI 037bS Museums – Number of visits in person expressed per 1000 population				
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
469.4	495.0	**486.0**	498.0	**Amber – Declining**

What the Data Tells Us

The data shows that whilst there has been a fall in the number of visits *in person* to the Museum, the actual number of visits to / usages of the Museum slightly increased in 2012/13. Visits / usage includes:

- visits by members of the public, including group visits and schools visits
- enquiries (through whatever medium, such as online) that mean the public gain knowledge from/about the museum collections
- outreach visits by museum staff to specific audiences.

Further Information

The McLean Museum provides a comprehensive service over a number of disciplines including fine art, local history and world cultures to local users and tourists along with providing extensive on line collections information. The high quality collections include items of national and international importance. The Museum is one of Scotland's largest outwith the cities.

As part of the McLean Museum's Service Plan there has been considerable investment of time and effort in expanding the on line presence of the Museum's collections, giving access to enquirers worldwide. This effort is ongoing and the launch of a new on line catalogue is planned for the near future.

Service Performance – Culture & Community Services

The Museum currently does not have disabled access to the upper floors and this reduces potential audiences. A major refurbishment programme is planned to address this issue and other access barriers throughout the building. The project also aims to modernise and improve all aspects of the service, which should lead to an increase of visits in person to the building.

In addition, Inverclyde suffers from a declining population, although the rate of decline has slowed. A further factor that may impact on visitor numbers is that cities have a higher potential visiting population, however Inverclyde is not yet a fully developed tourist destination so the potential for maximising visitor numbers from outwith the area remains low.

Usage figures for 2010/11 were revised downwards from those previously recorded owing to a reassessment of the web session statistics therefore there was actually an improvement in performance in 2011/12 compared with the year before, with web sessions rising from 2010/11 to 2011/12 in response to an increased web presence for collections related information on line. There was a period of total closure in January 2012 occasioned by storm damage to the building which reduced overall visitor figures.

No benchmarking is planned in this are as there are very few local authority services of similar size and ambition to the Museum run by Inverclyde Council. Those venues where the comparison is closest are organised, managed and funded in different ways from the Museum, such as being one venue in a large service as opposed to being run from a single venue as the museum service is in Inverclyde.

SPI 038aS   Use of libraries – number of visits per 1,000 population

2010/11	2011/12	2012/13	Target (where set)	Status
3,599	4,178	**4,462**	4183	**Green – Improving**

SPI 038bK   Number of library issues per 1000 population

2010/11	2011/12	2012/13	Target (where set)	Status
2957	2936	**2702**	2945	**Red – Declining**

SPI 039K   Number of users of computer facilities per 1000 population

2010/11	2011/12	2012/13	Target (where set)	Status
80	85	**94**	86	**Green - Improving**

SPI 040K   Adult Learners in Libraries

2010/11	2011/12	2012/13	Target (where set)	Status
1447	1213	1277	1274	**Green – Improving**

What the Data Tells Us

Performance in relation to library performance indicators remains good. The number of visits per 1000 population, usage of computer facilities and number of adult learners all increased over the period 2011/12 to 2012/13. The number of library issues per 1000 population however fell over the same period.

Further Information

There is an improving figure across the board with use of libraries increasing at all branches. A large proportion of the increase in 2012-3 has been due to the popularity of the Business Store location for the Central Library. Central Library visitor figures increased 15% between 11/12 and 12/13.

Service Performance – Culture & Community Services

The number of library issues are declining across Inverclyde Libraries. Benchmarking undertaken with neighbouring local authorities indicates that this is a national picture and is closely related to the increase in popularity of eBooks and use of eReaders / tablets. In response Inverclyde Libraries launched an eBooks download service in April 2013 and we would hope to see issue figures increase next year on the back of this.

Computer use remains extremely popular in Inverclyde Libraries and the recent extension of the Central Library to include a learning centre is helping to cope with the high demand for this service. We would expect to see this figure increase in future years as the impact of the changes to welfare reform and the Government's Digital by Default agenda start to have an impact.

With regard to Adult Learners, the demand for classes, particularly in beginners' computing and using mobile devices such as iPads, remains high and we are working in partnership with other organisations and volunteers to deliver as many classes as possible in Inverclyde Libraries.

The Libraries Service undertakes robust self-evaluation and there is an annually updated service improvement plan in place. Inverclyde Libraries undertakes benchmarking with similar sized authorities across the central belt of Scotland.

The Council's Citizens' Panel surveys show that there are high positive satisfaction rates with Inverclyde libraries. In the Autumn 2012 survey, Libraries, McLean Museum and Art Gallery topped the list of services that respondents were either satisfied or very satisfied with (87%).

You can find information on the wide range of services offered by Inverclyde libraries on the Council's website:

http://www.inverclyde.gov.uk/community-life-and-leisure/libraries/

Service Performance – Culture & Community Services

SPI042K Exercise - % of Inverclyde residents participating in sport / similar activity at least every two weeks				
2008	**2010**	**2012**	**Target (where set)**	**Status**
61%	59%	**57%**	59%	**Red – Level ***

What the Data Tells Us

This performance information has been extracted from the Council's Citizen's Panel. The percentage of residents participating in sport or similar activity at least every two weeks has remained fairly steady over the period at just over half of all respondents.

Further Information

Inverclyde Council and its partners are keen to maximise the levels of physical activity amongst all its residents to reduce levels of obesity and ill health and to promote the benefits of a leading a physically active lifestyle.

The Citizens' Panel help to provide a measure of physical activity levels. The Panel Questionnaires is distributed to a representative sample of 1000 Inverclyde residents. Questions are repeated every two years to allow us to assess whether improvement has been achieved.

* 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 57% of residents that participate in sport at least every two weeks will lie within the range 53% and 61%. Bearing this in mind, when reviewing the results between 2010 and 2012, we can see that the responses in relation to this indicator have remained fairly constant.

Inverclyde Council and Inverclyde Leisure together with representatives from sports clubs are currently developing a new 'Framework for Sport in Inverclyde'. The framework aims to maximise the benefits of Inverclyde's sporting facilities to clubs and individuals. It will focuses on participation and enabling clubs and individuals to achieve their potential.

The Community Health and Care Partnership has developed an Active Living Strategy in partnership with local agencies and organisations to encourage more people to become physically active and improve their long term health and well being.

This question will be asked again in the 2014 Citizens' Panel Survey.

Service Performance – Health & Trading Standards

SPI 065aK	Pest Control High Priority - % of those attended by next working day
SPI 065bK	Pest Control Low Priority - % of those attended within 5 working days
SPI 068aS	Trading Standards – the % of consumer complaints completed within 14 days
SPI 068bS	Trading Standards Advice – the % of advice requests completed within 14 days
SPI 069aK	Trading Standards **–** The number of interventions carried out at business premises in Inverclyde during the year *
SPI 069bK	Trading Standards - % of liable businesses subject to intervention
SPI 070aK	Food Safety Hygiene Inspections - % of premises broadly compliant
SPI 070bK	Food Safety Hygiene Inspections - % of interventions achieved
SPI 071aK	Health & Safety at Work – The number of interventions carried out at business premises in Inverclyde during the year *
SPI 071bK	**%** of businesses liable at financial year end which were subject to intervention during the financial year

Health & Trading Standards (10)	**Green** 6	**Amber**	**Red** 2
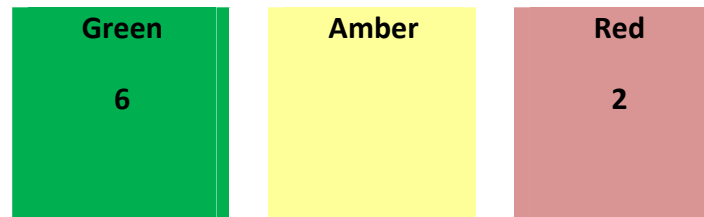
* No targets are set for SPI 069aK & SPI 070bk due to the nature of the measures. These measures provide contextual information for the second part of the indicator.

Service Performance – Health & Trading Standards

SPI065aK	Pest Control High Priority - % of those attended by next working day				
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
96%	95 %	**95%**	95%	**Green – Level**

SPI065bK	Pest Control Low Priority - % of those attended within 5 working days				
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
97%	98%	**99%**	95%	**Green - Improving**

What the Data Tells Us

The percentage of high priority requests attended by the next working day has remained steady over the period 2011/12 and 2012/13 and is also in line with target.

The percentage of low priority requests attended within 5 working days increased very slightly and is just short of maximum performance.

Further Information

There has been an improvement in performance in low priority pest control complaints (% attended within 5 working days). This probably reflects a slight decline in the overall number of complaints. Performance in high priority complaints is broadly comparable with 2011/12.

Service Performance – Health & Trading Standards

SPI068aS	Trading Standards – the % of consumer complaints completed within 14 days				
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**	
95.65	100%	**83.7%**	95%	**Red – Declining**	

SPI068bS	Trading Standards Advice – the % of advice requests completed within 14 days				
2010/11	**2011/12**	2012/13	**Target (where set)**	**Status**	
100%	100%	100%	95%	**Green – Level**	

What the Data Tells Us

The data shows that there has been a drop in the percentage of consumer complaints completed within 14 days. The reasons for this fall in performance are provided below.

The percentage of advice requests completed within 14 days remains at maximum performance for the fourth year running (100% in 2009/10).

Further Information

First tier consumer advice requests are taken nationally by Citizen's Advice Service (CAS) on a national helpline. These are then uploaded automatically to the Trading Standards Service back office system (Uniform) from the database of the CAS. CAS took on this role on 1 April 2012 from Consumer Direct. Complaints from CAS are categorised as Notifications and Referrals. The bulk of consumer complaints come to Trading Standards as Notifications i.e. CAS has given advice and there is no further action required, these are not included in the PI but are monitored for any underlying trends. Referrals, usually where there is a suspicion of illegal trading, form the basis of this PI. In these cases Trading Standards Officers will investigate further.

Unfortunately between 1st April 2012 & 7th August 2012 the link between the CAS database & Uniform was disabled. As a result of this no new Referrals or Notifications were accepted into the Uniform system. This led to 14 failures of the PIs as Trading Standards were unable to access the complaints and thus unable to deal with them within the required timescale. Some consumers followed up their complaints by contacting us directly but some complaints could not be dealt with until the link was restored. If the Uniform link had been working correctly only 3 failures would have occurred leading to a 97% PI rate.

Service Performance – Health & Trading Standards

SPI069aK	Trading Standards – The number of interventions carried out at business premises in Inverclyde during the year				
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**	
126	198	**180**	Not Set	-	

SPI069bK	Trading Standards - % of liable businesses subject to intervention				
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**	
9.3%	14.1%	**12.1%**	12%	**Green – Declining**	

What the Data Tells Us

There is no target set for the number of interventions carried out at business premises in Inverclyde due to the nature of the indicator.

There has been a decrease in the percentage of businesses liable at the end of the financial year that were subject to intervention.

Further Information

The % of liable businesses subject to intervention has declined from 14.1% to 12.1% in 2012/13 although it achieved its target of 12%. The percentage of businesses subject to intervention will vary from year to year depending on the enforcement campaigns ran during the year. This is not however a measure of overall activity as some campaigns may involve a number of visits or interventions to individual businesses.

Service Performance – Health & Trading Standards

SPI070aK	Food Safety Hygiene Inspections - % of premises broadly compliant			
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
87%	86.4%	**87.2%**	85%	**Green – Improving**

SPI070bS	Food Safety Hygiene Inspections - % of interventions achieved			
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
98.6%	95%	72.1%	75%	**Red – Declining**

What the Data Tells Us

In 2012/13 there was an increase in the percentage of premises broadly compliant in relation to food safety hygiene. There was however a decrease in the percentage of food safety hygiene interventions achieved. An explanation of this is provided below.

Further Information

This Performance Indicator is based upon Inverclyde's return to the Food Standards Agency (FSA), the Local Authority Enforcement Monitoring return (LAEMS). The LAEMS return is based on an authority's performance against its inspection programme. The inspection programme for LAEMS is based upon the risk rating of the premises (A-E) with inspection of premises due at intervals based upon that risk rating.

In 2012, Inverclyde Council embarked on a three year programme to introduce the FSAs cross contamination guidance to food businesses in Inverclyde. This is a resource heavy programme resulting in a partial suspension of the normal risk based inspection programme with the agreement of the FSA. A number of inspections which would normally be due in the course of the year were therefore ignored in favour of the more tightly focussed inspection programme. At the time the implications for the Council's LAEMS return were flagged up to FSA.

At the end of the first year we sought guidance from the FSA on how to report our activities in LAEMS. Two options were available:

1. Approach 1 – Count Category C premises which would have been due inspection under previous risk based programme but which did not form part of the cross-contamination programme. Total interventions achieved 479, 184 due outstanding from original (risk based) programme - 479/479+184 = 72%

2. Approach 2 - Remove from the 184 due outstanding interventions: 103 category C not handling raw therefore not part of cross contamination programme; 69 C category premises which form part of the overall cross-contamination programme but which were not due inspection in year 1 having been assessed as medium or low risk for cross-contamination; 3 category c premises which were assessed as high risk for cross contamination however as we over achieved against our programme for this category (we expected to manage 50 but in fact managed 94) these do not count as failures and; 4Ds & 4Cs.

In fact, under this method only one inspection was missed which was included as part of the year's cross-contamination programme (a C premises scoring 20 for vulnerable groups which was accidentally missed having been printed on the reverse side of a print out of inspections due) we in fact achieved 479/480 interventions or 99.8%

Advice from the FSA was that we should follow approach 1 in our LAEMS return therefore the PI appears to show a marked reduction whereas we actually achieved very close to 100% of the inspections we intended to carry out at the outset.

Service Performance – Health & Trading Standards

SPI071aK	Health & Safety at Work – The number of interventions carried out at business premises in Inverclyde during the year			
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
241	266	**232**	Not Set	-

SPI071bK	% of businesses liable at financial year end which were subject to intervention during the financial year			
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
10.7%	12.7%	**13.5%**	12%	**Green – Improving**

What the Data Tells Us

There is no target set for the number of interventions carried out at business premises in Inverclyde due to the nature of the indicator, however the number of business premises interventions fell between 2011/12 and 2012/13.

There has been an increase in the percentage of businesses liable at the end of the financial year that were subject to intervention.

Further Information

The overall number of interventions has declined slightly whereas the % of liable premises subject to intervention has increased. This will be an increasingly difficult indicator in future as Government policy dictates a requirement that regulators reduce inspection rates. The challenge in future will be to effectively influence the health and safety of employees in Inverclyde by the programming of meaningful interventions within this constraining framework.

Service Performance – Homelessness

SPI 058aiS	Homelessness Permanent Accommodation- % decision notifications issued within 28 days
SPI 058iiS	Homelessness - % who are housed into permanent accommodation
SPI 058aiiiS	Homelessness - % of cases reassessed within 12 months of completion of duty
SPI 058biS	Homelessness (temporary) % of decision notifications issued within 28 days of date
SPI 058biiS	Homelessness (temporary) % of cases reassessed within 12 months of completion of duty

Homelessness (6)
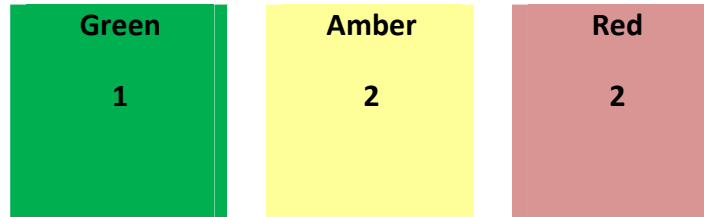
Green	Amber	Red
1	2	2

Service Performance – Homelessness

SPI 058aiS   Homelessness Permanent Accommodation- % decision notifications issued within 28 days of initial presentation

2010/11	2011/12	2012/13	Target (where set)	Status
70%	77.3%	**78.5%**	82%	**Amber – Improving**

SPI 058iiS   Homelessness - % who are housed into permanent accommodation

2010/11	2011/12	2012/13	Target (where set)	Status
42%	37.1%	**39.7%**	39.15%	**Green – Improving**

SPI 058iiiS   Homelessness - % of cases reassessed within 12 months of completion of duty

2010/11	2011/12	2012/13	Target (where set)	Status
8.7%	7.2%	**7.7%**	5%	**Amber – Declining**

SPI 058biS   Homelessness (temporary) % of decision notifications issued within 28 days of date

2010/11	2011/12	2012/13	Target (where set)	Status
78.1%	77.1%	68.2%	79%	**Red – Declining**

SPI 058biiS   Homelessness (temporary) % of cases reassessed within 12 months of completion of duty

2010/11	2011/12	2012/13	Target (where set)	Status
10.9%	5.7%	9.1%	4.7%	**Red – Declining**

Service Performance – Homelessness

What the Data Tells Us

There was a slight improvement in the percentage of decision notifications issued within 28 days of initial presentation (permanent) over 2011/12 however the percentage of (temporary) homeless decision notifications issued within 28 days fell by almost 10% between 2011/12 and 2012/13.

The percentage of permanent homeless cases reassessed within 12 months of completion of duty increased slightly, representing a slight fall in performance in this area. The number of temporary homeless cases reassessed within 12 months of completion of duty also increased.

The percentage of homeless housed into permanent accommodation improved by 2.6%.

Further Information

Permanent

Since the departure of the Service Manger in October 2012 the service has under taken a service review. This has resulted in carrying a vacancy at Team Leader level since October 2012 to date, which may have contributed the slight shift in performance in this area.

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.

Temporary

It is worth noting here that this section refers to cases that the local authority's only duty is to provide temporary accommodation. These cases tend to require a lot of investigation to come that decision and therefore it is not surprising that it proves difficult to maintain the target set. The same can be said for the increase in repeat presentation and this group are the most challenging to engage with services.

Service Performance – Planning

SPI 043	Overall planning applications processing time
SPI 043aS	The average time taken in weeks to deal with major planning applications determined during the year
SPI 043bS	The average time taken in weeks to deal with local planning applications determined during the year
SPI 044aK	Successful Planning appeals as a percentage of all determinations
SPI 074S	Successful Planning appeals as a percentage of all appeals

Planning (5)

Green	Amber	Red
3		2
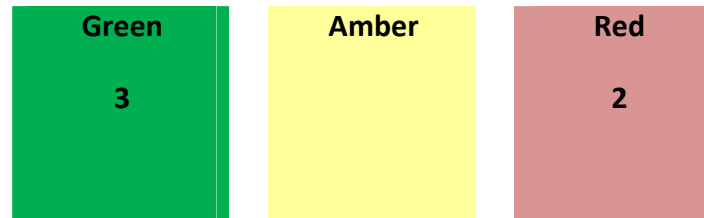
Service Performance – Planning

SPI 043S Overall planning applications processing time – weeks (Major and Local)				
2010/11	2011/12	2012/13	Target (where set)	Status
-	-	7.9 weeks	8weeks	Green – New indicator. No trend data

SPI 043aS The average time taken in weeks to deal with major planning applications determined during the year				
2010/11	2011/12	2012/13	Target (where set)	Status
-	-	26 weeks	12weeks	Red – New indicator. No trend data

SPI 043Bs The average time taken in weeks to deal with local planning applications determined during the year				
2010/11	2011/12	2012/13	Target (where set)	Status
-	-	7.7 weeks	8weeks	Green – New indicator. No trend data

What the Data Tells Us

SPI 043(a&b) are new indicators for 2012/13 therefore no trend data is available for previous years. Performance is within the overall target that has been set, although the average time taken to deal with major planning applications fell below the target for 2012/13.

Further Information

Close monitoring and weekly performance review continues to ensure that application delay as a direct result of officer performance is rare. Of 310 applications, 58 applications took more than two months to determine, with the outstanding issues on this date being:

- Awaiting additional information, including fees, from the applicant: 21
- Regulation and protocol require determination by the Planning Board: 26
- Consultation responses to allow determination outstanding: 6
- Officer delays: 5

While only 4 major planning applications were determined during the year, they attracted in excess of 1,600 representations from members of the public. The practicalities of administering and taking into account this high level of public interest significantly contributed to the average time taken to determine major planning applications not being met.

Service Performance – Planning

SPI 044aK	Successful Planning appeals as a percentage of all determinations			
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
0.3%	1.6%	**1%**	1%	**Green – Improving**

SPI 044bK	Successful Planning appeals as a percentage of all appeals			
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
50%	66%	**75%**	30%	**Red – Declining**

What the Data Tells Us

The number of successful appeals was down on the previous year, representing improved performance.   In 2012/13 there were 3 successful planning appeals out of 310 determinations, i.e 1% of all determinations.

Further Information

Whilst the number of successful appeals seems to have increased significantly, this is due to the small numbers that make up this indicator e.g. in 2012/13 there were 4 appeals, 3 of which were successful. In the previous year, there were 9 appeals, 6 of which were successful. Overall planning appeal numbers are therefore low.   All 4 planning application decisions that were referred to the Scottish Ministers for determination were Planning Board decisions, three of which were contrary to officer recommendation.

Service Performance – Protective Services

SPI 060aiS	Domestic noise complaints - response time (requiring attendance) **-** Average time (hours) between complaint and attendance
SPI 060aiiS	Domestic noise complaints - response time (dealt under Part V) - Average time (hours) between complaint and attendance
SPI 061K	Traffic Light Repairs - % of repairs completed within 48 hours
SPI 062K	Street Lighting - % of repairs completed within 7 days
SPI 063aK	Anti Social Behaviour (Response times – High Priority) % received during the wardens shift hours attended within 30 mins
SPI 063bK	Anti-Social Behaviour (response times-medium priority)% received during the wardens shift hours attended within 60 mins
SPI 064aK	Public Health Complaints (High Priority) % attended by next working day
SPI 064bK	Public Health Complaints (Medium priority) % attended within 2 working days
SPI 064cK	Public Health Complaints (Low Priority) % attended within 5 working days
SPI 066aS	Roads Carriageway condition (A Class roads)
SPI 066bS	Roads Carriageway condition (B Class roads)
SPI 066cS	Roads Carriageway condition (C Class roads)
SPI 066dS	Roads Carriageway condition (Unclassified roads)
SPI 066eS	Roads Carriageway condition (Overall)
SPI 067aK	Roads - Customer Satisfaction Surveys completed
SPI 067bK	Roads -% of carriageways reconstructed/resurfaced
SPI 067cK	Roads - % of footways reconstructed/resurfaced
SPI 067dK	Roads - Road Gullies emptied per year

Protective Services (18)	**Green**	**Amber**	**Red**
	12	4	2
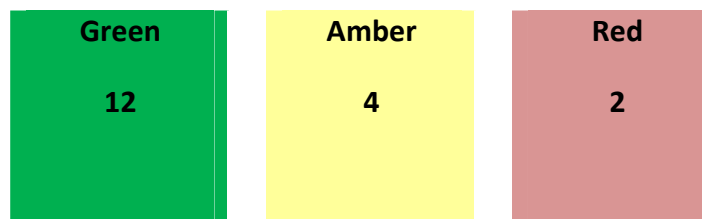
Service Performance – Protective Services

SPI 060aiS Domestic noise complaints - response time (requiring attendance) - Average time (hours) between complaint and attendance				
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
46.1 hours	25.5 hours	**16.6 hours**	40hours	**Green – Improving**

SPI 060aiiS Domestic noise complaints - response time (dealt under Part V) - Average time (hours) between complaint & attendance				
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
0.6 hours	0.6 hours	**0.6 hours**	0.6 hours	**Green – Level**

What the Data Tells Us

Performance relating to the average time between complaint and attendance on site (for those requiring attendance on site), has improved significantly since 2010/11 and now stands at 16.6 hours, whilst the average time for those dealt with under the ASB 2004 Act remains unchanged.   The above indicators are also included within the SOLACE Benchmarking Indicator set.

Further Information

Efforts have been made to improve this indicator. In 2010/11 this measure was affected by attendance on site for complaints made on a Friday not taking place till the next working day (Monday). Greater use of the warden's service for initial attendance has brought this down as we can now attend on a Saturday or Sunday. Councils with a full time out of hours service will invariably be able to have a faster response however the workload in Inverclyde would not justify such a service.

Councils achieving a better result to Inverclyde invariably have full time out of hours noise teams responding to complaints. Inverclyde operates a far cheaper on call system. As a number of the officers on call are based outside Inverclyde it is very unlikely that we could reduce the average time under the current system.

This area is very difficult to benchmark owing to the very different services offered by different councils. We do intend to participate in a wider APSE benchmarking project for the whole of Environmental Health and Trading Standards services which might bring better results. A system has been in place for a number of years and this is in effect a "stable" PI.

Service Performance – Protective Services

SPI 061K Traffic Light Repairs - % of repairs completed within 48 hours

2010/11	2011/12	2012/13	Target (where set)	Status
100%	78.6%	**95.8%**	95%	**Green – Improving**

SPI 062K Street Lighting - % of repairs completed within 7 days

2010/11	2011/12	2012/13	Target (where set)	Status
94.19%	99.7%	**98.4%**	90%	**Green – Declining**

What the Data Tells Us

The data shows that despite a fall in the percentage of traffic light repairs completed within 48 hours in 2011/12 there was a significant increase in 2012/13. The 95.8% of repairs completed within 48 hours equates to 46 out of 48 repairs. This is compared to 22 repairs completed within 48 hours out of a possible 28 in 2011/12. Performance has improved beyond target for 2012/13.

There was a slight fall in the percentage of street lighting repairs that were completed within 7 days. The 98.4% of repairs completed on time in 2012/13 consists of a total of 2,575 repairs, 2,533 of which were completed within 7 days. The Council continues to perform beyond target for street lighting repairs.

Further Information

The Council employs a specialist traffic signal contractor to effect repairs where required and this contract is performing well. There are a relatively small number of signal installations and the SPI data can be adversely affected by a more serious fault which requires the procurement of specialist equipment.

The street lighting SPI data is a combination of repair times between the Council itself (by external Contractor) and Scottish Power who are responsible for the 5th core network which is present of a significant number of the Council's street lighting infrastructure; Scottish Power's target timescales for repair are longer than the Councils and this can have a negative impact on the SPI and over which the Council has no control.

Service Performance – Protective Services

SPI 063aK Anti Social Behaviour (High Priority) % received during the wardens shift hours attended within 30 mins				
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
96.3%	97.2%	**96.1%**	95%	**Green – Marginal Decline**

SPI 063bK Anti-Social Behaviour (medium priority)% received during the wardens shift hours attended within 60 mins				
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
99.1%	99.1%	**100%**	95%	**Green - Improving**

What the Data Tells Us

Performance in relation to responding to anti-social behaviour has remained very high, with maximum performance being achieved for medium priority calls.   There was a slight fall in the percentage of high priority calls attended within 30 minutes, but performance remains above target.

During 2012/13, Inverclyde Council received 1,190 high priority calls and 74 medium priority calls regarding anti-social behaviour.

Further Information

In 2012/13 performance for high priority complaints (response in 30 minutes during shift hours) was broadly in line with 2011/12. Performance in medium priority (60 minutes) improved from 99% to 100%. It is unlikely that the high priority complaints will reach this level due to the more challenging response time

More information on anti-social behaviour can be found on the Council's website:

http://www.inverclyde.gov.uk/advice-and-benefits/anti-social-behaviour/

Service Performance – Protective Services

SPI 064aK Public Health Complaints (High Priority) % attended by next working day

2010/11	2011/12	2012/13	Target (where set)	Status
85%	93.2%	**96.7%**	92.5%	**Green – Improving**

SPI 064bK Public Health Complaints (Medium priority) % attended within 2 working days

2010/11	2011/12	2012/13	Target (where set)	Status
91.2%	92.2%	**93%**	92.5%	**Green – Improving**

SPI 064cK Public Health Complaints (Low Priority) % attended within 5 working days

2010/11	2011/12	2012/13	Target (where set)	Status
94.3%	93.4%	**98%**	92.5%	**Green – Improving**

What the Data Tells Us

There has been an improvement in performance across all the Public Health Complaints indicators. The largest improvement has been in the number of high priority complaints, which has risen from 85% in 2010/11 to 96.7%.

Further Information

Performance in 2012/13 is broadly in line with 2011/12. It is unlikely that we would seek to improve greatly on current performance as to do so would distort the work of the section.

Service Performance – Protective Services

SPI 066aS	Roads Carriageway condition (A Class roads) - % of roads network that should be considered for maintenance treatment			
2010/11	2011/12	2012/13	Target (where set)	Status
29.3%	30.7%	**32.7%**	27%	**Amber – Declining**

SPI 066bS	Roads Carriageway condition (B Class roads) - % of roads network that should be considered for maintenance treatment			
2010/11	2011/12	2012/13	Target (where set)	Status
38.4%	42%	**44.3%**	36.4%	**Amber – Declining**

SPI 066cS	Roads Carriageway condition (C Class roads)) - % of roads network that should be considered for maintenance treatment			
2010/11	2011/12	2012/13	Target (where set)	Status
44.7%	50.7%	**47.4%**	49%	**Green – Improving**

SPI 066dS	Roads Carriageway condition (Unclassified roads)			
2010/11	2011/12	2012/13	Target (where set)	Status
48.7%	49%	**51.1%**	46.7%	**Amber – Declining**

SPI 064eK	Roads Carriageway condition (Overall)			
2010/11	2011/12	2012/13	Target (where set)	Status
46.2%	47.6%	**49%**	45.6%	**Amber – Declining**

What the Data Tells Us

The data shows that the percentage of A, B and unclassified roads requiring maintenance treatment increased further in 2012/13, representing a decline in performance. Conversely, the percentage of C class roads requiring maintenance treatment has improved.

Service Performance – Protective Services

Further Information

This a priority for the Council with significant 3 year investment planned for 2013/14. The Council has prepared and implemented an asset management plan and asset investment strategy and recently allocated £17m over 3 years as the first phase in dealing with the maintenance backlog on the four main asset groups (carriageways, footways, lighting and structures); a strategy and works programme is being developed at this time.

The Council would always seek to ensure that expenditure is made on a best value basis in line with specified service requirements.

A slight increase (i.e. a worsening condition) in the road condition indicator is to be expected given recent severe winters and funding levels prior to April 2013.

Benchmarking already takes place via SCOTS Group and APSE.

Service Performance – Protective Services

SPI 067aK   Roads - Customer Satisfaction Surveys completed

2010/11	2011/12	2012/13	Target (where set)	Status
15	12	9	13	Red – Declining

SPI 067bK Roads -% of carriageways reconstructed/resurfaced

2010/11	2011/12	2012/13	Target (where set)	Status
1.6%	4%	3.3%	1.2%	Green – Declining

SPI 067cK   Roads - % of footways reconstructed/resurfaced

2010/11	2011/12	2012/13	Target (where set)	Status
0.4%	0.8%	0.4%	0.9%	Red – Declining

SPI 067dK Roads - Road Gullies emptied per year

2010/11	2011/12	2012/13	Target (where set)	Status
7600	6026	7838	6327	Green – Improving

What the Data Tells Us

The data shows that there has been a fall in the number of roads customer satisfaction surveys completed, which is now below target. There has also been a fall in the percentage of footways reconstructed / resurfaced (% is subject to budget availability).

The percentage of carriageways reconstructed / resurfaced also fell from 2011/12 levels, but is more than twice the performance level achieved in 2010/11 and remains above target (again the % is subject to budget availability).

There has been a 30% increase in the number of road gullies emptied per year between 2011/12 and 2012/13. This follows a fall in performance between 2010/11 and 2011/12. Performance now exceeds 2010/11 level and is above target.

Further Information

Surveys

The bulk of the surveys carried out are in relation to the major carriageway and footway resurfacing/reconstruction schemes, and completion is dependent on the return of the survey form by the public; generally, returns are low, and SPI is affected by this.

% Carriageways

The extent of carriageways resurfaced/reconstructed is determined largely by the budget availability, and competing technical priorities. The increased funding for the period 2013 to 2016 will improve data in respect of this SPI.

% Footways

The extent of footways resurfaced/reconstructed is determined largely by the budget availability, and technical priorities. The increased funding for the period 2013 to 2016 may improve data in respect of this SPI, but this is dependent of technical priory and competition with other roads assets (carriageways, street lighting and structures).

Road Gullies

This Service is carried out primarily in house with occasional private sector support. We would anticipate a similar performance for the coming year.
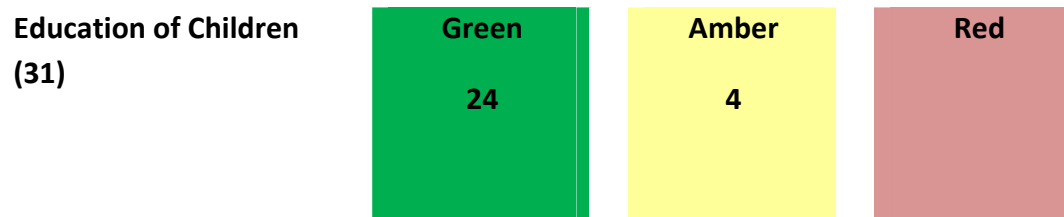
Service Performance – The Education of Children

SPI 045K   S5 Stage Staying on Rates

SPI 046aK   S6 Stage Staying on Rates (S4-S6)

SPI 046bK   S6 Stage Staying on Rates (S5-S6)

SPI 047K   Primary School Pupil teacher Ratio (1:)

SPI 048K   Secondary School Pupil teacher Ratio(1:)

SPI 049K   School Leaver Destination Results - % into positive destinations - Inverclyde (Scotland)

SPI 050aiK   Attendance in Inverclyde Primary Schools

SPI 050aiiK   Attendance in Primary Schools (**cf National Average**) *

SPI 050biK   Attendance in Inverclyde Secondary Schools

SPI 050biiK   Attendance in Secondary Schools (**cf National Average**) *

SPI 050ciK   Attendance in Inverclyde Special Schools

SPI 050ciiK   Attendance in Special Schools (**cf National Average**) *

SPI 051K   School Improvement - % Schools / Early Years Establishments receiving positive inspection reports

SPI 052aiK   Attainment - S4 (Secondary) - English & Maths % of pupils reaching level 3 in English & Maths by end of S4

SPI 052aiiK   Attainment - S4 (Secondary) - English & Maths **(comparison)** cf National average (family average)

SPI 052biK   Attainment - S4 (Secondary) - % achieving 5 at level 3 by the end of S4

SPI 052biiK   Attainment - S4 (Secondary) –% achieving 5 at level 3 by the end of S4 **(comparison)** cf National average (family average)

SPI 052ciK   Attainment - S4 (Secondary) - % achieving 5 level 5

SPI 052ciiK   Attainment - S4 (Secondary) - % achieving 5 level 5 **(comparison)** cf National average (family average)

SPI 052diK   Attainment - S5 (Secondary) - % achieving 1 at level 6 by the end of S5

SPI052diiK   Attainment - S5 (Secondary) – % achieving 1 at level 6 by the end of S5 **(comparison)** cf National average (family average)

SPI 052eiK   Attainment - S5 (Secondary) - % achieving 3 at level 6 by the end of S5

SPI 052eiiK   Attainment - S5 (Secondary) –% achieving 3 at level 6 by the end of S5 **(comparison)** cf National average (family average)

SPI 052fiK   Attainment - S5 (Secondary) -   % achieving 5 at level 6 by the end of S5

SPI 052fiiK   Attainment - S5 (Secondary) -   % achieving 5 at level 6 by the end of S5 **(comparison)** cf National average (family average)

Service Performance – The Education of Children

SPI 052giK   Attainment - S6 (Secondary) - % achieving 3 at level 6 by the end of S6

SPI 052giiK   Attainment - S6 (Secondary) - % achieving 3 at level 6 by the end of S6 **(comparison)** cf National average (family average)

SPI 052hiK   Attainment - S6 (Secondary) - % achieving 5 at level 6 by the end of S6

SPI 052hiiK   Attainment - S6 (Secondary) - % achieving 5 at level 6 by the end of S6 **(comparison)** cf National average (family average)

SPI 052iiK   Attainment - S6 (Secondary) -   % achieving 1 at level 7 by the end of S6

SPI 052iiiK   Attainment - S6 (Secondary) - % achieving 1 at level 7 by the end of S6 **(comparison)** cf National average (family average)

Education of Children (31)	Green 24	Amber 4	Red

* Performance information for these indicators is published by the Scottish Government. The last figures published were for the period 2010/11 and were published in December 2011.

Service Performance – The Education of Children

SPI 0045K S5 Staying on Rates				
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
85.7%	87.5%	**89.7%**	89.5%	**Green – Improving**

SPI 0046aK S6 Staying on Rates (S4-S6)				
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
56.6%	60.9%	**64.1%**	62%	**Green – Improving**

SPI 0046bK S6 Staying on Rates (S5-S6)				
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
65.8%	71%	**73.2%**	73%	**Green – Improving**

What The Data Tells Us

The data shows that there has been an improvement in staying on rates in both S5 and S6. Staying on rates have improved year on year.

Further Information

Possible reasons for year on year percentage increases for this measure will include the remaining impact of the national economic context, where staying on at school has become a more viable option for many young people than in previous years. The changes to education in the provision of a senior phase of education in Curriculum for Excellence (S4-S6 / 15-18 years) also make staying on at school a more flexible and relevant option for young people who may not be doing traditional academic subjects. Inverclyde is developing personalisation and choice very effectively for more and more young people every year.

Recent national changes brought about by Welfare Reform may also affect staying on rates in Inverclyde yet further in the next few years.

Service Performance – The Education of Children

SPI 0047K Primary School Teacher Ratio (1:)				
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
16.2	16.7	**16.8**	16.2	**Amber – Marginal Decline**

SPI 0048K Secondary School Teacher Ratio (1:)				
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
12.2	12.4	**12.3**	12.2	**Amber – Marginal Improvement**

What the Data Tells Us

The ratio of primary school teacher to pupil increased very slightly between 2011/12 and 2012/13, representing a marginal decline in performance as the target is to reduce the number of pupils to every teacher.

The ratio of secondary school teacher to pupil reduced very slightly between 2011/12 and 2012/12, representing a marginal improvement in performance. The ratio is now 0.1 away from the set target.

Further Information

There has been considerable stability in the pupil / teacher ratios at both primary and secondary school level in Inverclyde, given the level of change that has been effected within the local school estate. Through school amalgamation and re-provisioning there have been percentage changes of well under 1% in both sectors in the past three years.

Service Performance – The Education of Children

SPI 0049K School Leaver Destination Results (% into positive destinations)				
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
89.1%	94.8%	**Due November 2013**	90%	**Green – Improving**

What the Data Tells Us

School leaver destination results are published by the Scottish Government in November each year.   The most recent results, published in November 2012, show that there has been a significant improvement in the proportion of pupils entering positive destinations. Benchmarking carried out with other Scottish Councils shows that Inverclyde is one of the top performing authorities in this area.

Further Information

This is a priority improvement area for the Council. In 2003, Inverclyde was 31st out of 32 authorities for positive destinations and there has been year on year improvements since then.

The work that has been undertaken in recent years to improve positive destinations for our young people has been in development of partnership processes rather than funding short term programmes as Inverclyde no longer has the additional funding from Scottish Government that accompanied Inverclyde's previous status as a "NEET Hotspot". The sustainability of our local approach has been vital to us. Partnership working in this area has resulted in improvements in positive destinations. We also have no "unknown" young people in the SLDR count.

Long standing benchmarking arrangements are already in place for this measure.

Inverclyde Council and partners are finalists in the 2013 APSE awards for the results achieved in relation to positive school leaver destinations.

Service Performance – The Education of Children

SPI 050aiK Attendance in Inverclyde Primary Schools

2010/11	2011/12	2012/13	Target (where set)	Status
95%	96.4%	**94.8%**	95%	**Amber – Declining**

SPI 050aiiK Attendance in Inverclyde Primary Schools (Inverclyde comparison with national average)

2010/11	2011/12	2012/13	Target (where set)	Status
0%	Not Available	**Not available**	0	Last figures published Dec 2011

SPI 050biK Attendance in Inverclyde Secondary Schools (cf national average)

2010/11	2011/12	2012/13	Target (where set)	Status
91%	93.3%	**91.9%**	92%	**Amber – Declining**

SPI 050biiK Attendance in Inverclyde Secondary Schools (cf national average)

2010/11	2011/12	2012/13	Target (where set)	Status
-0.1	Not available	**Not available**	0	Last figures published Dec 2011

SPI 050ciK Attendance in Inverclyde ASN Schools

2010/11	2011/12	2012/13	Target (where set)	Status
93.02%	93.9%	**93.3%**	92%	**Green – Marginal Decline**

SPI 050ciiK Attendance in Inverclyde ASN Schools (cf national average)

2010/11	2011/12	2012/13	Target (where set)	Status
+3%	Not available	**Not available**	0.0	Last figures published Dec 2011

Service Performance – The Education of Children

What the Data Tell Us

There was a fall in attendance rates across all three sectors, i.e. primary, secondary and ASN schools during academic year 2012/13.

Further Information

Attendance at school is regarded as a priority for Education Services as children who miss school frequently can fall behind in their school work. Robust monitoring and recording systems are in place to maximise attendance.

The national comparison figures are published by the Scottish Executive. The latest figures that are available on the Scottish Government were published in December 2011 and relate to academic year2010/11.

SPI 051K School Improvement (% of schools / early years receiving positive inspection reports)				
2010/11	2011/12	2012/13	Target (where set)	Status
100%	100%	**100%**	99%	**Green – Level**

What the Data Tell Us

The data shows that Inverclyde Council has continued to achieve 100% positive school inspection reports.

Further Information

Schools are inspected by Her Majesty's Inspectorate of Education (HMIe), who publish reports on their inspections. You can view the inspection reports that have been carried out in all Inverclyde's schools at the HMIe website http://www.hmie.gov.uk/

In addition, school are reviewed regularly by the Council's Quality Improvement Officers. Each review is undertaken in partnership with the staff of the school. The subsequent review report gives the school the opportunity to demonstrate the quality of its work and to share this with parents and other interested parties.

Service Performance – The Education of Children

SPI 052aiK Attainment S4 Secondary – English & Maths % of pupils reaching level 3 in English & Maths by end of S4				
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
95%	97%	**97%**	95%	**Green – Level**

SPI 052aiiK Attainment S4 Secondary – English & Maths % of pupils reaching level 3 in English & Maths by end of S4 (comparison with national and family averages)						
2010/11		**2011/12**		**2012/13**		**Target (where set)**	**Status**
National	Family	National	Family	**National**	**Family**		
+2%	+2%	+17%	+17%	-	-		**Green – Improving**

SPI 052biK Attainment S4 Secondary –% of pupils achieving 5 at level 3 by the end of S4				
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
95%	95%	**97%**	95%	**Green – Improving**

SPI 052biiK Attainment S4 Secondary – % of pupils achieving 5 at level 3 by the end of S4 (comparison with national and family averages)						
2010/11		**2011/12**		**2012/13**		**Target (where set)**	**Status**
National	Family	National	Family	**National**	**Family**		
+2%	+2%	+5%	+3%	-	-	0%	**Green – Improving**

SPI 052ciK Attainment S4 Secondary – % of pupils achieving 5 at level 5				
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
38%	33%	**35%**	35%	**Green – Improving**

Service Performance – The Education of Children

SPI 052ciiK Attainment S4 Secondary – % of pupils achieving 5 at level 5(comparison with national and family averages)							
2010/11		**2011/12**		**2012/13**		**Target**	**Status**
National	Family	National	Family	**National**	**Family**		
+2%	+5%	-2%	+1%	-	-	0%	**Green – Declining**

What The Data Tells Us

The data shows that attainment levels for academic year 2012/13 has improved once again and continues to exceed the target set.

Inverclyde Council outperforms comparator authorities in all attainment categories and is higher than the national average in virtually all categories, the exception being SPI 052ciiK, where performance was 2% lower in 2011/12.

In additional, the percentage difference in attainment levels between Inverclyde Council and comparator and national averages increased between 2010/11 and 2011/12 across almost all categories .

Further Information

Attainment in English and Maths at Standard Grade general level is – apart from last year – significantly higher than any other result in the last nine years.

97% of S4 pupils achieved five or more passes at Standard Grade foundation level or above – a record high

Educational attendance figures for each authority are published in August every year, however national information which allows us to draw comparisons between our attainment levels and that of comparator authorities (family group) and national performance are not published until February in the following year.

Service Performance – The Education of Children

SPI 052diK Attainment S5 Secondary –% achieving 1 at level 6 by the end of S5				
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
45%	48%	**45%**	40%	**Green – Declining**

SPI 052diiK Attainment S5 Secondary –% achieving 1 at level 6 by the end of S5 (comparison with national and family averages)							
2010/11		**2011/12**		**2012/13**		**Target**	**Status**
National	Family	National	Family	**National**	**Family**		
0%	3%	+2%	+4%	**-**	**-**	0%	**Green – Improving**

SPI 052eiK Attainment S5 Secondary –% achieving 3 at level 6 by the end of S5				
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
25%	26%	**25%**	22%	**Green - Declining**

SPI 052eiiK Attainment S5 Secondary – % achieving 3 at level 6 by the end of S5 (comparison with national and family averages)							
2010/11		**2011/12**		**2012/13**		**Target**	**Status**
National	Family	National	Family	**National**	**Family**		
-1%	+3%	-1%	+3%			0%	**Green – Level**

SPI 052fiK Attainment S5 Secondary –% achieving 5 at level 6 by the end of S5				
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
12%	13%	**10%**	10%	**Green - Declining**

Service Performance – The Education of Children

SPI 052fiiK Attainment S5 Secondary – % achieving 5 at level 6 by the end of S5 (comparison with national and family averages)							
2010/11		2011/12		2012/13		Target	Status
National	Family	National	Family	**National**	**Family**		
0%	+2%	0%	+3%	-	-	0%	**Green – Improving**

What the Data Tells Us

Attainment by the end of S5 has fallen slightly across all performance measures in academic year 2012/13. However, attainment levels were higher that our comparator authorities in 2011/12 and exceeded, or were very close to national averages.

Further Information

Educational attendance figures for each authority are published in August every year, however national information which allows us to draw comparisons between our attainment levels and that of comparator authorities (family group) and national performance are not published until February in the following year.

Service Performance – The Education of Children

SPI 052giK Attainment S6 Secondary –% achieving 3 at level 6 by the end of S6				
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
34%	37%	**38%**	30%	**Green – Improving**

SPI 052giiK Attainment S6 Secondary –% achieving 3 at level 6 by the end of S6 (comparison with national and family averages)							
2010/11		**2011/12**		**2012/13**		**Target**	**Status**
National	Family	National	Family	**National**	**Family**		
-1%	+2%	+1%	+4%	**-**	**-**	0%	**Green – Improving**

SPI 052hiK Attainment S6 Secondary –% achieving 5 at level 6 by the end of S6				
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
22%	24%	**26%**	22%	**Green – Improving**

SPI 052hiiK Attainment S6 Secondary –% achieving 5 at level 6 by the end of S6 (comparison with national and family averages)							
2010/11		**2011/12**		**2012/13**		**Target**	**Status**
National	Family	National	Family	**National**	**Family**		
-2%	+1%	-1%	+3%	**-**	**-**	0%	**Green – Improving**

SPI 052iiK Attainment S6 Secondary –% achieving 1 at level 7 by the end of S6				
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
14%	17%	**18%**	15%	**Green – Improving**

Service Performance – The Education of Children

SPI 052iiiK Attainment S6 Secondary –% achieving 1 at level 7 by the end of S6 (comparison with national and family averages)							
2010/11		**2011/12**		**2012/13**		**Target**	**Status**
National	Family	National	Family	**National**	**Family**		
-2%	+3%	+1%	+5%	-	-	0%	**Green – Improving**

What the Data Tells Us

Attainment by the end of S6 improved across all attainment levels in 2012/13. Attainment in Inverclyde is also consistently higher than comparator Councils and exceeds, or is very close to, the national average across all performance indicators.

Further Information

The number of young people leaving school after 6th year with more than five Highers in Inverclyde has reached a record high of 26.3% in 2012/13.

Educational attendance figures for each authority are published in August every year, however national information which allows us to draw comparisons between our attainment levels and that of comparator authorities (family group) and national performance are not published until February in the following year.

Service Performance – Waste Management

SPI 072aS	Refuse Collection Costs
SPI 072bS	Refuse Disposal Costs
SPI 073S	% Refuse Recycling – Household Waste
SPI 074S	Street Cleanliness

Waste Management (4)

Green	Amber	Red
3	1	
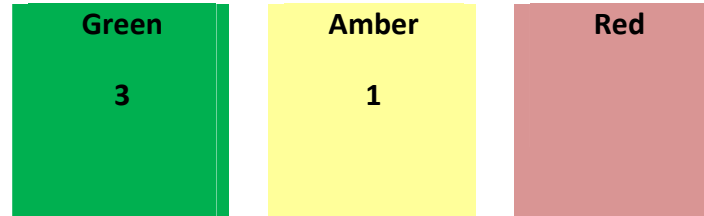
Service Performance – Waste Management

SPI 072aS	Refuse Collection Costs				
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**	
£41.91	£47.69	**£52.34**	£51.00	**Amber – Declining**	

SPI 072bS	Refuse Disposal Costs				
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**	
£85.25	£79.34	**£74.56**	£95.00	**Green – Improving**	

SPI 073S	% Refuse Recycling – Household Waste				
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**	
-	41.9%	**54.1%**	40%	**Green – Improving**	

What the Data Tells Us

The performance data shows that the gross refuse collection costs increased further in 2012/13, however this increase was anticipated following the introduction of the new Food Waste Service. When comparing 2011/12 data on gross cost of waste collection and refuse disposal per premise with other Scottish Councils (2012/13 data not yet available), Inverclyde's performance ranks amongst the best in the country, with both indicators in the top quartile.

Recycling performance has increased again in 2012/13. 2010/11 data for this indicator related to *municipal waste* recycled but the definition was changed in 2011/12 to become a measure of *household waste* recycled, therefore 2010/11 data is not directly comparable and is not provided here.

Further Information

The cost of collection is determined by the types of services offered and geographical spread of households. Services remained largely static although a food waste trial was undertaken in 2010/11 and this increased costs due to additional vehicle and treatment costs, whilst some reduction in total waste also has contributed to reduced costs.

Service Performance – Waste Management

The food waste service is now well established which has increased collection and treatment costs, although there is reduced overall waste arising.

The recycling service is reliant on appropriate collection and treatment infrastructure. Levels of recycling are directly linked to investment in service delivery. New services have been rolled out which will have an impact on performance.

Further improvements in the recycling rate are planned via the Councils Waste Strategy and a roll out of new services. Quarterly performance is reported regularly. You can view our performance reports to the Environment and Regeneration Committee by following the link below:

http://www.inverclyde.gov.uk/committees/ou/53/

Service Performance – Waste Management

SPI 074S	Street Cleanliness			
2010/11	**2011/12**	**2012/13**	**Target (where set)**	**Status**
76	72	73	71	**Green – Improving**

What the Data Tells Us

The data shows that after a drop in 2011/12, Inverclyde's street cleanliness score improved in 2012/13.

Further Information

Inverclyde suffers from a declining population whilst streets establishment is static or in some instances, increasing. The LEAMS process states 71 and above is a good overall standard of cleanliness, which should be the target for all. It is therefore arguable that any expenditure over and above what's needed to achieve an index of 71 is inefficient. An index of 80 or over may artificially skew the mean and median and leave the entire indicator open misinterpretation. An improvement plan is in place and benchmarking already takes place.

This assessment is carried out on an annual basis.