

**AGENDA ITEM NO. 11****Report To: Policy and Resources Committee****Date: 18 November 2014****Report By: Angela Edwards, Head of Inclusive Education, Culture and Corporate Policy****Report No: PR/120/14/PC/KB****Contact: Miriam McKenna, Corporate Policy and Partnership Manager****Contact No: 01475 712042****Subject: Statutory and Key Performance Indicators Annual Report 2013/14****1. PURPOSE**

- 1.1 The purpose of this report is to present to Committee the Council's Statutory Performance Indicator return which details the progress made in 2013/14 towards the achievement of performance indicator targets.

**2. SUMMARY**

- 2.1 The indicators contained in this report fulfil the requirement set out in the Audit Scotland Statutory Performance Indicator (SPI) Direction 2012. The Direction specifies that the Council must report on how well it has performed in 2013/14, firstly, in two categories, Corporate Management and Service Performance. The third component of the SPI Direction is the Local Government Benchmarking Framework (formerly referred to as the SOLACE benchmarking indicators), and this information is scheduled for publication by the Improvement Service in late December 2014. A report will be made to this Committee once this information is available and has been analysed.
- 2.2 The Appendix provides full details of how we performed across the range of performance indicators which includes Audit Scotland's former prescriptive indicators (commonly referred to as SPIs) and our own key, self-assessment performance indicators (commonly referred to as KPIs). Data is provided for 2011/12, 2012/13 and 2013/14 (where available), including target and RAG status (red, amber, green), details 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.
- 2.3 It is important to note that it is possible for performance to decline but the indicator will still have a 'green' status if performance remains above target.
- 2.4 Inverclyde Council has 117 performance indicators covering the two thematic areas of Corporate Management and Service Performance. The 2013/14 status of the indicators is:

APPENDIX

green – good  
performance  
62

amber - within  
tolerance  
14

red – poor  
performance  
12

no target set  
8

There are two indicators where there has been no activity, therefore no status is available i.e. there were no abandoned vehicles or major planning applications in 2013/14. Information is awaited on 14 indicators, within the education of children category. This information will be available in February 2015. A further five indicators have no up to date information: % of residents who accessed Council buildings in the past 12 months; % of residents who found Council buildings easy to access; % of residents satisfied they can influence decisions affecting the local community; % of carers feeling they receive enough support in their caring role; and % of Inverclyde residents participating in sport/similar activity at least every two weeks. These are measured via the Citizens' Panel and questions regarding them will be asked in the New Year.

### **3. RECOMMENDATIONS**

3.1 It is recommended that the Committee:

- a. notes the performance information outlined in this report;
- b. agrees that the information contained in the Appendix is used to update the performance pages on the Council's website; and
- c. notes that a further report will be made regarding the 2013/14 Local Government Benchmarking Framework indicators once these are published.

**Angela Edwards**  
**Head of Inclusive Education, Culture and Corporate Policy**

## 4. BACKGROUND

- 4.1 Improving corporate and service performance is a key priority for Inverclyde Council. Information is given to key stakeholders to allow them to evaluate and make informed judgements about performance and the achievement of key outcomes. Key performance indicators, comprising the former statutory performance indicators and local performance indicators, provide an important measure of how Directorates contribute to the Council's strategic aims.
- 4.2 The Local Government Act 1992 requires local authorities to publish annual performance information. As per the Audit Scotland Statutory Performance Indicator Direction 2012, the Council must monitor and report its performance to the public on a range of information under the headings Corporate Management and Service Performance. The aim of this is to provide the public with a rounded picture of the Council's performance. The information contained in the Appendix will also be published on the Council's website.
- 4.3 The indicators in this report are arranged around two categories as set out in the Audit Scotland SPI Direction under SPI 1 and SPI 2:

### Corporate management (SPI 1)

- Assets
- Employees
- Equality and diversity
- Procurement
- Responsiveness to communities
- Revenues and service costs
- Sustainable development

### Service performance (SPI 2)

- Benefits administration
- Child protection and children's social work
- Community care
- Criminal justice social work
- Culture and community services
- Health and trading standards
- Homelessness
- Planning
- Protective services
- Education of children
- Waste management services.

- 4.4 Historically, the Council reported on 20 prescribed indicators set by Audit Scotland. However, as discussed at the Policy and Resources Committee in March 2013, these indicators have been supplemented from 2013/14 by the Society of Chief Executives in Scotland Local Government Benchmarking Framework (SOLACE LGBF) indicators. The LGBF sits within the Audit Scotland SPI Direction under SPI 3. The LGBF 2013/14 indicators will be published by the Improvement Service in November 2014 and will be the subject of a future report.
- 4.5 The Appendix contains data for 2011/12, 2012/13 and 2013/14, together with target information and a commentary from the appropriate Council Service.
- 4.6 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.
- 4.7 Each indicator has two set values, a target and an alarm. It should also be noted that the targets are not definitive targets as such. The target is the point where the status turns

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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. PROGRESS

- 5.1 The Appendix provides details of the Council's performance during the three years from 2011/12. The overall status of the 103 indicators for which we have information for 2013/14 is:

green – good performance	amber - within tolerance	red – poor performance	No target set
63	15	12	8.

- 5.2 Two performance indicators had no activity in 2013/14:

- the average time (in weeks) to deal with major planning applications determined during the year - there were no major planning applications
- abandoned vehicles: % of vehicles uplifted within 14 days – there were no abandoned vehicles.

- 5.3 Due to the nature of the service provided, target and status details have not been allocated to four child protection indicators; three community care indicators and one trading standards indicator.

- 5.4 Information for 14 of the Education of Children indicators is still awaited and will be available in February 2015. These are related to the national comparisons of data and the school leaver destination results.

- 5.5 Five indicators have no up to date information: % of residents who accessed Council buildings in the past 12 months; % of residents who found Council buildings easy to access; % of residents satisfied they can influence decisions affecting the local community; % of carers feeling they receive enough support in their caring role; and % of Inverclyde residents participating in sport/similar activity at least every two weeks. These are measured via the Citizens' Panel and questions regarding them will be asked in the New Year.

## 6. 2013/14 PERFORMANCE INDICATORS OVERVIEW

- 6.1 Overall, performance in 2013/14 regarding the performance indicators was good.

- 6.2 In 2013/14, maximum performance was achieved or maintained across 10 indicators:

- community regeneration: % of community organisations within disadvantaged neighbourhoods and excluded groups who had increased their capacity;
- supervision requirement: % of children issued with a new supervision requirement who were seen by a supervising officer within timescale;
- % of criminal justice social enquiry reports submitted to the courts by the due date;
- pest control: high priority service requests - % attended by next working day;
- trading standards: % of advice requests completed within 14 days;
- successful planning appeals as a % of all determinations;
- % of building warrants assessed within 20 working days of registration;
- anti-social behaviour response times: medium priority - % received during the

- Wardens' shift hours attended within 60 minutes;
- public health complaints: high priority - % attended by next working day; and
- % of schools/early years establishments receiving positive inspection reports.

6.3 Fourteen indicators show room for improvement (red status). These are listed below with a summary of commentary from services.

- **Health and safety: incident rate per 1,000 employees**

There has been an expected increase in incidents reported by employees, especially within the Education Service. The majority of this increase in reported incidents lies within the area of pupils or service users with additional support needs and is in general related to a small number of pupils or service users with very complex support needs.

While on paper it would appear that there has been an increase in reported incidents, much of this increase is due to increased understanding of the requirement to report incidents through the implementation of the *Positive Relations, Positive Behaviour Policy*.

The significant rise in incidents reported also coincides with the introduction of a new on-line accident reporting system which has raised the profile of incident reporting across the Council. It has also made it easier for employees to record incidents. It was anticipated that the numbers of incidents reported would increase with the introduction of the new system and the Organisational Development, Human Resources and Corporate Communications Service will reassess the target for this indicator in line with the new reporting mechanisms and heightened awareness.

- **Collection of sundry debtors accounts: % proportion of outstanding debt that is more than 90 days old from date of invoice as at 31 March 2014**

It is difficult to control the performance of the sundry debt indicator as one or two very large outstanding invoices can have an adverse effect on the percentage of debt outstanding. The Council carried out enforcement works on properties in the area from which there are unpaid invoices. The Council's Revenue services have robust processes in place to ensure that appropriate recovery action is undertaken. Many of the sundry debtors, although having outstanding balances that are reflected in the outstanding percentage figure, have payment plans in place

- **CO<sub>2</sub> emissions within the scope of influence of the local authority, per capita, in CO<sub>2</sub> tonnes**

Inverclyde's 'area-wide' emissions increased by 0.3 CO<sub>2</sub> tonnes per capita between 2011 and 2012. This is explained by a decrease in emissions from the transport sector but an increase from the industrial, commercial and domestic sectors. Emissions from gas consumption also increased which is perhaps surprising since both 2011 and 2012 experienced similar winter temperatures. Electricity use increased for all sectors during the same period, significantly so for the domestic sector.

This indicator calculates emissions from the use of gas, electricity and other fuels by the industrial and commercial, agricultural and domestic sectors along with emissions from the transport sector.

Although we saw an increase in these emissions between 2011 and 2012, Inverclyde's figures have been consistently lower than the Scottish average since 2010.

- **Reduction in the Council's carbon emissions**

While the Council's carbon emissions increased between 2012/13 and 2013/14, we have seen a reduction of 210 CO<sub>2</sub> tonnes since our Carbon Management Plan's baseline year of 2011/12.

Between 2012/13 and 2013/14, our emissions increased overall by 1.1% or 290 tonnes. During this period, emissions from the Council's energy use in buildings decreased slightly (0.5%) while emissions from waste increased by 0.5%. All other sources also increased their emissions from 2012/13 to 2013/14: water +32.3%; street lighting +8.9%; fleet transport +1.6%; and business travel +0.3%.

It should be noted that, while emissions from street lighting and fleet transport increased between 2012/13 and 2013/14, our electricity use for street lighting and fuel for fleet transport actually reduced. The increase in emissions was the result of amendments made to the conversion factors used to calculate the carbon emissions.

- **Homelessness: permanent accommodation - % of decision notifications issued within 28 days of initial presentation**
- **Homelessness: temporary accommodation - % of decision notifications issued within 28 days of initial presentation**
- **Homelessness: average time in weeks between presentation and completion of duty by the Council for cases assessed as homeless or potentially homeless**

The length of time people spent in a homeless situation increased; this may be due to the pre-allocation of housing which can result in people waiting longer for the allocated house.

The indicators regarding the % of decision notifications issued within 28 days of initial presentation (permanent and temporary accommodation) are linked and show a slight increase in our decision-making times. It should be noted that many clients presenting to the service are quite complex and therefore it is not surprising that investigating homelessness and assessing their need can be quite challenging.

In this reporting year, the homelessness service carried out a service review following a full staffing restructure in 2011/12. This resulted in the reconfiguration of the staffing structure which reduced the assessment and support team by two members of staff and increased the accommodation team by two members of staff.

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

There is an overall positive trend towards the faster delivery of both planning decisions and building warrant approvals. This indicator has a red status as the number of successful appeals was above target, however the numbers involved are small. In 2013/14 there were 3 successful appeals out of 5 appeal applications.

- **Traffic light repairs: % completed within 48 hours**

There are only a small number of traffic lights and variations in performance are largely due to the small statistical sample size.

- **Street lighting repairs: % completed within 7 days**

The reduction in the percentage of street lighting repairs completed within 7 days was due to issues with the previous lighting maintenance contractor

- **% of looked-after children who achieved SVQ Level 3 or better in English and mathematics by the end of S4**

Unlike the overall school population, which remains broadly stable over time, the cohort of Looked-after (LAC) pupils in any given year can vary considerably, as can the “distribution” of LAC pupils across the schools. In 2014, there was a relatively high number of LAC pupils in S4, and the spread of pupils across the schools was quite uneven. It would be accurate to state that levels of joint attainment in English and mathematics was lower in the school with the largest LAC population.

This has impacted on the authority figures for this measure, however, the general attainment of LAC pupils has increased from last year - **in all schools**. Pupils have completed S4 with, taken as an average, a greater number of qualifications - the issue for this measure is that they are not necessarily in **both** English and mathematics.

- **Refuse: net cost in £ of refuse disposal per premise**

Although the data shows a declining performance for refuse disposal, this is to be expected as a result of an £8 per tonne increase in landfill tax (a 12.5% increase from the previous year). Furthermore, the increase in the level of service provision for new food waste services required under legislation has increased our collection costs accordingly.

## 7. IMPLICATIONS

7.1 There are no direct financial implications arising from this report.

Financial implications – one-off costs:

Cost centre	Budget heading	Budget year	Proposed spend this report	Virement from	Other comments
n/a	n/a	n/a	n/a	n/a	n/a

Financial implications - annually recurring costs/(savings):

Cost centre	Budget heading	With effect from	Annual net impact	Virement from	Other comments
n/a	n/a	n/a	n/a	n/a	n/a

7.2 Human Resources: There are no direct human resources implications arising from this report.

7.3 Legal: There are no direct legal implications arising from this report

7.4 Equalities: There are no direct equalities implications arising from this report.

7.5 Repopulation: Provision of Council Services which are subject to close scrutiny with the aim of delivering continuous improvement for current and potential citizens of Inverclyde

support the Council's aim of retaining and enhancing the area's population.

## **8. CONSULTATION**

8.1 The information in the Appendix was provided by Council Services.

## **9. CONCLUSION**

9.1 The report on progress made in 2013/14 towards the achievement of performance indicator targets is presented for the Committee's information with the recommendation that the information contained in the Appendix is published on the Council's website.



### **Inverclyde Council's statutory and key performance indicators**

Inverclyde Council has a statutory duty to capture and record how well it is performing in relation to a wide range of performance information. Our performance, as set out in Audit Scotland's SPI Direction under SPI 1 and SPI 2, is presented in this report.

This report contains information relating to how Inverclyde Council has performed in relation to our performance indicators covering Corporate Management and Service Performance and aims to give 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:

green – good performance

amber – within tolerance

red – poor performance

There is also information on whether performance has improved over time or whether it has declined. The Council's performance information can be found on the website under *Council and Government* → *Performance* at <http://www.inverclyde.gov.uk/council-and-government/performance/statutory-performance-indicators/>.

You may also be interested in the Council's performance information in relation to the SOLACE Local Government Benchmarking Framework (LGBF) Indicators, set out in the Audit Scotland SPI Direction under SPI 3, which provide full details of the Council's performance across a range of areas compared to the Scottish average, together with our ranking in relation to the 32 Scottish Councils. The LGBF indicators for 2013/14 will be published by the Improvement Service in November 2014 and will be available here <http://www.improvementservice.org.uk/benchmarking/>.

**Inverclyde Council**  
**Statutory and key performance indicators performance report**


**Corporate management**

- Assets
- Employees
- Equality and diversity
- Procurement
- Responsiveness to communities
- Revenues and service costs
- Sustainable development

**Service performance**

- Benefits administration
- Child protection and children's social work
- Community care
- Criminal justice social work
- Culture and community services
- Health and trading standards
- Homelessness
- Planning
- Protective services
- Education of children
- Waste management services

## Corporate management - assets

		Status	
<b>SPI 015aK</b>	Access to buildings: % of residents who accessed Council buildings in the past 12 months	no updated information available	
<b>SPI 015bK</b>	Access to buildings: % of residents who found Council buildings easy to access	no updated information available	
<b>SPI 016K</b>	Property maintenance response times: % of repairs completed within target time		green - improving

**a. Indicator details: Access to buildings**

SPI 015aK	Access to buildings: % of residents who accessed Council buildings in the past 12 months		
2008	2010	2012	Target
27	26	29	27

SPI 015bK	Access to buildings: % of residents who found Council buildings easy to access		
2008	2010	2012	Target
88	93	79	97.65

**What the above data tells us:**

This data has been extracted from the Council's Citizens' Panel survey results. The first indicator is a measure of visits to Council premises rather than a measure of performance. Instead of calling in person at a Council office, residents may prefer to contact the Council by telephone, in writing or via e-mail.

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

**Further information:** Citizens' Panel questionnaires are distributed to a representative sample of 1,000 Inverclyde residents. Questions are repeated periodically to allow us to assess whether improvement has been achieved. It should be noted that sample surveys are subject to a degree of random error. The margin of error within the data supplied is +/- 4%, therefore the 29% of respondents who accessed Council buildings in the past 12 months will lie within the range 25-33%. With this in mind, when reviewing the 2008, 2010 and 2012 results, it appears that responses in relation to this indicator have remained fairly constant.

The last time this indicator was measured was in 2012. 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 when respondents are asked this question in a future Citizens' Panel survey.

To view the Citizens' Panel results, visit: <https://www.inverclyde.gov.uk/council-and-government/citizens-panel>

**b. Indicator details: Property maintenance**

SPI 016K Property maintenance response times: % of repairs completed within target time			
2011/12	2012/13	2013/14	Target
94.3	92.9	93.5	90





**What the above data tells us:**

This indicator demonstrates the service level response times for maintenance support services achieved for properties under the control of Legal and Property Services. All emergency repairs are identified with a priority 1 category and are responded to by maintenance contractors within agreed timescales. The effectiveness of the existing emergency repairs service is measured against the performance of both in-house and external contractors. Whilst the % of repairs completed on time fell slightly between 2011/12 and 2012/13, it increased between 2012/13 and 2013/14. The performance remains high and above target and therefore is 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 on-site within the first two hours following notification. Whilst there can be different reasons or factors which drive the requirement for emergency repairs responses, such repairs would be attributable to specific building-related issues or faults reported for each individual property under normal circumstances.

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

## Corporate management – employees

		Status	
<b>SPI 010aK</b>	Health and safety: incident rate per 1,000 employees		red - declining
<b>SPI 010bK</b>	Health and safety: average time lost (in days) to the Council per incident		green - improving
<b>SPI 011K</b>	Employee satisfaction: % of employees who are satisfied with their jobs		green - improving
<b>SPI 012K</b>	Corporate aims: % of employees who understand how their work contributes to the Council's aims		green - improving

**a. Indicator details: Health and safety**

SPI 010aK	Health and safety: incident rate per 1,000 employees		
2011/12	2012/13	2013/14	Target
51.4	44.4	55.7	39.4

SPI 010bK	Health and safety: average time lost (in days) to the Council per incident		
2011/12	2012/13	2013/14	Target
4.2	3.3	2.1	0.5

**What the above data tells us:**

There was a substantial increase in the number of incidents being reported in 2013/14; this was not unexpected given the roll-out of the Council's new *Positive Relations, Positive Behaviour Policy* and the simplification of the incident reporting system.

The number of incidents reported within the Community Health and Care Partnership and the Education, Communities and Organisational Development Directorate increased by almost 50%. However, the number of incidents reported by the Environment, Regeneration and Resources Directorate remained relatively static.

The amount of lost time following incidents reduced between 2012/13 and 2013/14. One possible reason is that, where employees have sustained an injury which resulted in a musculoskeletal issue, they are referred to occupational health for assessment and physiotherapy, where appropriate.

**Further information:** There has been an expected increase in incidents reported by employees, especially within the Education Service. The use of the terms 'violence' and 'abuse' in relation to incidents are often emotive and must be placed in context; there is a significant difference between violence instigated by someone with deliberate intent and that by a young person who, due to communication difficulties, medication changes etc, lacks awareness or control of their actions. The majority of this increase in reported incidents lies within the area of pupils or service users with additional support needs and is in general related to a small number of pupils or service users with very complex support needs. A very typical pattern in reporting is to see an increase in reports associated with one pupil or service user and then to see the number of reports reduce as supported mechanisms are established and support plans implemented.

Overall 60% of the incidents are reported by Education and 36% by the CHCP, the others are spread over the remaining Service areas. For Education 63% of the incidents lie within the additional support needs area and involve some form of physical incident; depending on the sector

these can be either bites or scratches or the throwing of items of furniture, i.e. tables and chairs. Verbal abuse in the additional support needs area accounts for 18% of the incidents, with all other incidents lying out with this area.

The *Positive Relations, Positive Behaviour Policy* sets out strategies for use within the Education Service to bring about positive behaviour changes through support, strategies and understanding, within a calm, controlled environment. While on paper it would appear that there has been an increase in reported incidents, much of this increase is due to increased understanding of the requirement to report incidents. By doing so, a greater understanding of the situation, any triggers, any action taken and the effectiveness of this in terms of the response of the young person, can be measured and monitored. The impact of the new Policy will also be monitored.

The significant rise in incidents reported coincides with the introduction of a new on-line accident reporting system which has raised the profile of incident reporting across the Council. It has also made it easier for employees to record incidents. It was anticipated that the numbers of incidents reported would increase with the introduction of the new system and the Organisational Development, Human Resources and Corporate Communications Service will reassess the target for this indicator in line with the new reporting mechanisms and heightened awareness.



**b. Indicator details: Employee feedback**

<b>SPI 011K</b>	<b>Employee satisfaction: % of employees who are satisfied with their jobs</b>		
<b>2008</b>	<b>2010</b>	<b>2012</b>	<b>Target</b>
-	69.1	79	77.9

<b>SPI 012K</b>	<b>Corporate aims: % of employees that understand how their work contributes to the Council's aims</b>		
<b>2008</b>	<b>2010</b>	<b>2012</b>	<b>Target</b>
-	50	83	75


**What the above data tells us:**

The most recent data was extracted from the Council's Employee Survey which was carried out in Spring 2012. The results show there has been a significant improvement both in the level of employee job satisfaction and in the number of employees who understand how their work contributes to the Council's aims.

**Further information:** Council employees were invited to complete the Employee Survey in March/April 2012. The Survey was carried out by an independent market research company and achieved a response rate of 32%. Employee survey response rates typically range between 25% and 40%, therefore our response rate falls in the middle.

The Council benchmarked the Survey results with councils that make up the Public Service Improvement Framework Benchmarking Network Group. Our results compared very favourably, with Inverclyde Council being one of the best performing local authorities in terms of positive responses. These questions will be repeated in a future Employee Survey.

## Corporate management – equality and diversity

		Status	
SPI 025aK	Equalities training: % of employees who have undertaken equalities training		green - improving

## a. Indicator details: Equality training

SPI 025aK	Equalities training: % of employees who have undertaken equalities training		
2011/12	2012/13	2013/14	Target
new indicator for 2012/13	2.8	3.21	3.5



## What the above data tells us:

There has been a gradual increase in employees making use of the Council's e-learning system, with a number of courses including equality and diversity training regarded as mandatory training.

## Further information:

The Council's Equalities Officer will be delivering face to face training across services, focussing initially on impact assessment. There is also training being developed on religion and belief. Targeted guidance for services is also being developed to assist particular service areas to respond to changes to legislation etc.

## Corporate management – procurement

		Status	
KPI 06PCA	Procurement Capability Assessment based on Scotland Excel annual audit - %		green - improving
KPI 05	Procurement work stream savings		green - improved - target exceeded

## a. Indicator details: Procurement

KPI 06PCA	Procurement Capability Assessment based on Scotland Excel annual audit - %		
2012	2013	2014	Target
47	54	62	50

## What the above data tells us:

The area of procurement has seen a significant improvement with a year-on-year improvement in the Council's Procurement Capability Assessment (PCA) % score from a low of 4% in 2009 to 62% in 2014.

**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. Topics covered are procurement leadership and governance; procurement strategy and objectives; defining the supply need; project strategies and collaborative purchasing; contract and supplier management; key purchasing processes and systems; people; and performance management.

The improvement in the Council's performance is the result of the work carried out under the Council's Strategic Procurement Framework which is directly linked to the eight sections of the PCA audit. Our Audit scores are:





	%
2009	4
2010	15
2011	37
2012	47
2013	54
2014	62

As well as improving its PCA audit score, the Council has also achieved savings from improved procurement practice:

<b>KPI 05</b>	<b>Procurement work stream savings in £</b>		
	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>
	301,000	299,000	<b>173,000</b>
			<b>Target 2013/14</b>
			<b>153,000</b>

To find out more about the Council's procurement practices, visit: <http://www.inverclyde.gov.uk/business-and-trade/procurement/>

## Corporate management – responsiveness to communities

		Status	
<b>SPI 001K</b>	Customer feedback: % of residents satisfied they can influence decisions affecting the local community	no updated information available	
<b>SPI 002aK</b>	Community safety: % of residents either fairly or very satisfied with their neighbourhood as a place to live		green - improving
<b>SPI 002bK</b>	Anti-social behaviour: % of respondents reporting a reduction in anti-social behaviour		green - improving
<b>SPI 003K</b>	Community engagement impact: increased evidence of impact/influence by communities on strategic and service plans		amber - slight decline
<b>SPI 004K</b>	Community regeneration: % of community organisations within disadvantaged neighbourhoods and excluded groups who had increased their capacity		green - improving

**a. Indicator details: Customer feedback**

<b>SPI 001K</b>	<b>Customer feedback: % of residents satisfied they can influence decisions affecting the local community</b>		
<b>2008</b>	<b>2010</b>	<b>2012</b>	<b>Target</b>
41	47	38	48

<b>SPI 002aK</b>	<b>Community safety: % of residents either satisfied or very satisfied with their neighbourhood as a place to live</b>		
<b>2009</b>	<b>2011</b>	<b>2014</b>	<b>Target</b>
87	84	85	80

<b>SPI 002bK</b>	<b>Anti-social behaviour: % of respondents reporting a reduction in anti-social behaviour</b>		
<b>2009</b>	<b>2011</b>	<b>2014</b>	<b>Target</b>
11	10	13	14

**What the above 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 to three years. 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 has maintained its performance and is therefore showing a RAG status of green (good) and the % of respondents reporting a reduction in anti-social behaviour has improved and is therefore showing a RAG status of green (improving). There is no information available for the indicator whilst the % of residents satisfied they can influence decisions affecting the local community. A question on this indicator will be asked in a Citizens' Panel survey in the near future.

**Further information:**

The data for these 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.

Work being led by the Community Learning and Development Service aims to engage communities more effectively across Inverclyde, in a more proactive and positive way, supporting them to better influence decision making locally. It is hoped that this work will improve the numbers of residents feeling that they have influenced local decisions.

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 these indicators have remained fairly constant.

**b. Indicator details: Community engagement and regeneration**

<b>SPI 003K</b>	<b>Community engagement impact: increased evidence of impact/influence by communities on strategic and service plans</b>		
	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>
			<b>Target</b>
	15	23	22
			<b>12</b>

<b>SPI 004K</b>	<b>Community regeneration: % of community organisations within disadvantaged neighbourhoods and excluded groups who had increased their capacity</b>		
	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>
			<b>Target</b>
	91.3	100	100
			<b>80</b>

**What the above data tells us:**

The data shows that performance for the above indicators improved between 2012/12 and 2012/13 and remained largely static for 2013/14 and remains above target.


**Further information:**

Community Learning and Development has supported a number of neighbourhood community organisations, ranging from Community Councils, Tenants and Residents Associations (TARAs) 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 and youth services. Targets have been exceeded due to the service adopting more flexible methods of supporting groups, offering short term intensive support (3-6 months) to groups as well as longer term support.

All of the 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, Youth Work legislation, improved understanding of local needs through feedback from consultation events and surveys. 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

		Status	
<b>SPI 008K</b>	Collection of sundry debtors accounts: % proportion of outstanding debt that is more than 90 days old from date of invoice as at 31 March 2014		red - declining

## a. Indicator details: Sundry debt

<b>SPI 008K</b>	<b>Collection of sundry debtors accounts: % proportion of outstanding debt that is more than 90 days old from date of invoice as at 31 March 2014</b>		
2011/12	2012/13	2013/14	Target
11.25	35.89	36.3	30

## What the above data tells us:

It is difficult to control the performance of the sundry debt indicator as one or two very large outstanding invoices can have an adverse effect on the percentage of debt outstanding. The Council carried out enforcement works on properties in the area from which there are unpaid invoices. This is an example of where performance can be affected. The Council's Revenue services have robust processes in place to ensure that appropriate recovery action is undertaken.

**Further information:** Many of the sundry debtors, although having outstanding balances that are reflected in the outstanding percentage figure, have payment plans in place.

## Corporate management – sustainable development

		Status	
<b>SPI 021K</b>	Abandoned vehicles: % of vehicles uplifted within 14 days	there were no abandoned vehicles in 2013/14	
<b>SPI 022K</b>	CO <sub>2</sub> emissions within the scope of influence of the local authority, per capita, in CO2 tonnes	●	red - declining
<b>SPI 023K</b>	Reduction in the Council's carbon emissions	●	red - declining

## a. Indicator details: Abandoned vehicles

SPI 021K	Abandoned vehicles: % of vehicles uplifted within 14 days		
2011/12	2012/13	2013/14	Target
80	100	there were no abandoned vehicles in 2013/14	99.9

**What the above data tells us:**

There were no abandoned vehicles in Inverclyde during 2013/14.

**Further information:** There can be significant fluctuations in the performance levels of this indicator due to the small number of vehicles involved (for example, 5 in 2011/12 and 3 in 2012/13).

**b. Indicator details: CO<sub>2</sub> emissions**

SPI 022K	CO <sub>2</sub> emissions within the scope of influence of the local authority, per capita, in CO <sub>2</sub> tonnes		
2010	2011	2012	Target
5.7	5.3	5.6	6.1

**What the above data tells us:**

Inverclyde's 'area-wide' emissions increased by 0.3 CO<sub>2</sub> tonnes per capita between 2011 and 2012. This is explained by a decrease in emissions from the transport sector but an increase from the industrial, commercial and domestic sectors. Emissions from gas consumption also increased which is perhaps surprising since both 2011 and 2012 experienced similar winter temperatures. Electricity use increased for all sectors during the same period, significantly so for the domestic sector.

**Further information:** This indicator calculates emissions from the use of gas, electricity and other fuels by the industrial and commercial, agricultural and domestic sectors along with emissions from the transport sector.

Although we saw an increase in these emissions between 2011 and 2012, Inverclyde's figures have been consistently lower than the Scottish average since 2010.

CO <sub>2</sub> emissions within the scope of influence of the local authority, per capita, in CO <sub>2</sub> tonnes				
Year	Inverclyde total	Scotland total	Difference	Inverclyde population estimate used in calculation
2010	5.7	7.2	-1.5	81,200
2011	5.3	6.5	-1.2	81,200
2012	5.6	6.8	-1.2	80,700

The 2012 figures are the most recent available. Source: <https://www.gov.uk/government/publications/local-authority-emissions-estimates>

**c. Indicator details: Reduction in carbon emissions**

SPI 023K	Reduction in the Council's carbon emissions in CO <sub>2</sub> tonnes		
2011/12	2012/13	2013/14	Target
25,993	25,493	25,783	3,119 by 2016/17

**What the above data tells us:**

While the Council's carbon emissions increased between 2012/13 and 2013/14, we have seen a reduction of 210 CO<sub>2</sub> tonnes since our Carbon Management Plan's baseline year of 2011/12.

Between 2012/13 and 2013/14, our emissions increased overall by 1.1% or 290 tonnes. During this period, emissions from the Council's energy use in buildings decreased slightly (0.5%) while emissions from waste increased by 0.5%. All other sources also increased their emissions from 2012/13 to 2013/14: water +32.3%; street lighting +8.9%; fleet transport +1.6%; and business travel +0.3%.

It should be noted that, while emissions from street lighting and fleet transport increased between 2012/13 and 2013/14, our electricity use for street lighting and fuel for fleet transport actually reduced. The increase in emissions was the result of amendments made to the conversion factors used to calculate the carbon emissions.

**Further information:** The Council's Carbon Management Plan aims to reduce emissions by 12% (or 3,119 CO<sub>2</sub> tonnes) during the five year period from 2011/12. The CO<sub>2</sub> emission figures comprise data from the Council's energy use in buildings, together with street lighting, fleet transport, business travel, water and waste. The conversion factors used in the calculations are based on the latest guidance from the Department for Environment, Food and Rural Affairs and the Department of Energy and Climate Change. The 2011/12 and 2012/13 figures are different from those previously reported due to changes in the conversion factors.

## Service performance – benefits administration

		Status	
<b>SPI 026K</b>	Benefits administration: gross administration cost per case in £	●	green – slight increase on 2012/13 costs but still below target
<b>SPI 027K</b>	Accuracy of Benefits payments: % of cases where the calculation of Benefit due was correct	●	green - improving
<b>SPI 028aK</b>	Speed of Benefits processing: average number of days per case to process new Housing Benefit/Council Tax reduction claims	●	green - improving
<b>SPI 028bK</b>	Speed of Benefits processing: average number of days per case to process Housing Benefit/Council Tax Benefit reduction claim changes of circumstances	●	green - improving

**a. Indicator details: Benefits administration**

<b>SPI 026K</b>	<b>Benefits administration: gross administration cost per case in £</b>		
	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>
			<b>Target</b>
	39.06	37.43	39.99
			<b>35.56</b>

<b>SPI 027K</b>	<b>Accuracy of Benefits payments: % of cases where the calculation of Benefit due was correct</b>		
	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>
			<b>Target</b>
	99.6	99.2	99.6
			<b>98.8</b>

<b>SPI 028aK</b>	<b>Speed of Benefits processing: average number of days per case to process new Housing Benefit/Council Tax reduction claims</b>		
	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>
			<b>Target</b>
	20.6	23	22
			<b>23</b>

<b>SPI 028bK</b>	<b>Speed of Benefits processing: average number of days per case to process Housing Benefit/Council Tax Benefit reduction claim changes of circumstances</b>		
	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>
			<b>Target</b>
	5.8	6	5
			<b>8</b>

**What the above data tells us:**

The gross administration cost per case for processing Housing Benefit and Council Tax reductions is largely outwith the control of the Benefits service. Recharges such as accommodation charges impact on the first indicator above. The Benefits service does, however, have controls in place to ensure controllable costs are kept to a minimum.

The consistently high level of accuracy of Benefits payments reflects the robust quality assurance measures in place within the Benefits service.

The speed of processing both new claims and changes of circumstances for Housing Benefit and Council Tax reduction claims remain ahead

of target and of performance in 2012/13. This reflects the effective management and hard work delivered by the Benefits service.

**Further information:**



## Service performance – child protection and children's social work

		Status	
<b>SPI 034K</b>	Supervision requirement: % of children issued with a new supervision requirement who were seen by a supervising officer within timescale	●	green - maximum performance achieved
<b>SPI 035aK</b>	Case conferences : % of child protection case conferences where parental drug misuse was identified	no targets have been set due to the nature of these indicators	
<b>SPI 035bK</b>	Case conferences: % of child protection case conferences where parental alcohol misuse was identified		
<b>SPI 053K</b>	% of social background reports submitted to the Scottish Children's Reporter Administration within timescale	●	green - improving
<b>SPI 055K</b>	Looked-after and accommodated children - community placements as a % of total placements	no targets have been set due to the nature of these indicators	
<b>SPI 056K</b>	Ratio of child protection referrals: % of children who were placed on the Child Protection Register		

## a. Indicator details: Supervision requirements

SPI 034K	Supervision requirement: % of children issued with a new supervision requirement who were seen by a supervising officer within timescale		
2011/12	2012/13	2013/14	Target
93.4	96.7	100	75

**What the above 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.

**Further information:** This was previously a national standard; a number of years ago, Inverclyde CHCP children and families management set a local target of 75% in an effort to meet the standard. The data shows we have consistently surpassed this target and reached the desired 100% standard in 2013/14.

**b. Indicator details: Case conferences**

SPI 035aK	Case conferences - % of child protection case conferences where parental drug misuse was identified		
2011/12	2012/13	2012/14	Target
23	29.8	23.7	-

SPI 035bK	Case conferences - % of child protection case conferences where parental alcohol misuse was identified		
2011/12	2012/13	2012/14	Target
30	42.6	28.8	-

**What the above data tells us:**

These indicators tell us that parental drug and/or alcohol abuse are amongst a range of concerns, identified for children at child protection case conferences, which are likely to be contributing factors to a child being at risk and may determine the decision or outcome of a child being placed on the child protection register. The data shows a drop in both of these areas of concern for the 2013/14 reporting period.

**Further information:** This knowledge provides social workers with critical information which helps them in the case management of these children and their families.

## c. Indicator details: Social background reports

SPI 053K	% of social background reports submitted to the Scottish Children's Reporter Administration within timescale		
2011/12	2012/13	2012/14	Target
69.09	74.1	75.12	75

**What the above data tells us:**

This indicator provides information on 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. The data shows we have consistently improved our performance over the past three years and exceeded the target, increasing our performance to 75.12% in 2013/14.

**Further information:** This was previously a national standard and Inverclyde CHCP children and families management set a local target of 75% in an effort to meet the standard.

**d. Indicator details: Child protection**

SPI 055K	Looked-after and accommodated children: community placements as a % of total placements		
2011/12	2012/13	2013/14	Target
89.26	90.1	87.8	88

SPI 056K	Ratio of child protection referrals: % of children who were placed on the Child Protection Register		
2011/12	2012/13	2013/14	Target
24.4	38	35.7	-






**What the above data tells us:**

The first indicator tells us that, as part of our *Nurturing Inverclyde* approach, we are continuing to pursue 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 settings is at its lowest level and the number of children placed in community-based settings is stable at the 88% target.

The second indicator tells us that, although it is not appropriate to set a target in this area of social work activity, the percentage of referrals that resulted in a child or children being placed on the Child Protection Register, fluctuated between 2011/12 and 2013/14. There was a significant increase from 24.4% in 2011/12 to 38% in 2012/13, followed by a drop to 35.7% in 2013/14. Through close scrutiny of child protection data at quarterly performance reviews, it was identified that the number of child protection referrals decreased over the past few years. The service is due to begin a specific review of the full process of child protection, including referrals, outcome of case conferences and registrations.

**Further information:** Performance in child protection 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. Activity is monitored through quarterly performance service reviews, quarterly progress and status reports and the Child Protection Committee. An annual data return on child protection is submitted to the Scottish Government and a national bulletin is published each year showing comparative data.

## Service performance – community care

		Status	
<b>SPI 029aK</b>	Number of people aged 65+ receiving homecare		green - improving
<b>SPI 029bK</b>	Homecare hours per 1,000 population aged 65+		amber - slight decline
<b>SPI 029c1K</b>	% of people aged 65+ receiving personal care		amber – slight decline
<b>SPI 029c2K</b>	% of people aged 65+ receiving a service during evenings/overnight		green - improving
<b>SPI 029c3K</b>	% people aged 65+ receiving a service at weekends		green - improving
<b>SPI 030aK</b>	Balance of care (respite) % of all respite care in a traditional setting	no targets have been set due to the nature of these indicators	
<b>SPI 030diK</b>	Total respite care - total overnight provision (nights)		
<b>SPI 030diiK</b>	Total respite care - total daytime hours provided		
<b>SPI 032K</b>	Carers - % carers feeling they receive enough support in their caring role	no updated information available	

## a. Indicator details: Homecare and personal care

<b>SPI 029aK</b>	<b>Number of people aged 65+ receiving homecare</b>		
	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>
			<b>Target</b>
	1,096	1,125	1,177
			<b>1,136</b>

<b>SPI 029bK</b>	<b>Homecare hours per 1,000 population aged 65+</b>		
	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>
			<b>Target</b>
	632.2	665.7	662.91
			<b>698.99</b>

<b>SPI 029c1K</b>	<b>% of people aged 65+ receiving personal care</b>		
	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>
			<b>Target</b>
	96.4	99.6	96.5
			<b>100</b>

<b>SPI 029c2K</b>	<b>% of people aged 65+ receiving a service during evenings/overnight</b>		
	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>
			<b>Target</b>
	20.3	20.2	28.5
			<b>21.3</b>

<b>SPI 029c3K</b>	<b>% people aged 65+ receiving a service at weekends</b>		
	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>
			<b>Target</b>
	69.8	68.8	79.1
			<b>70.8</b>

**What the above data tells us:**

The data shows us that there has been a gradual increase (7%) in the number of people aged over 65 receiving homecare services in Inverclyde since 2011/12; this is reflective of the demographic profile of a growing older population. There is also a 5% increase in homecare

hours delivered to this age group, as well as a steady percentage of those in receipt of personal care, which is typically just below 100%.

There have been some significant increases in homecare clients receiving evenings/overnight and weekend services (9% and 10% respectively) which has possibly resulted from new ways of working introduced in recent years, together with the impact of re-enablement which is aligning the balance of service delivery between internal and externally-provided services.

**Further information:**



**b. Indicator details: Respite care**

<b>SPI 030aK</b>	<b>Balance of care (respite) % of all respite care in a traditional setting</b>		
	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>
			<b>Target</b>
	26.1	32.1	30.8
			-

<b>SPI 030diK</b>	<b>Total respite care - total overnight provision</b>		
	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>
			<b>Target</b>
	6,063 nights	7,402 nights	7,809 nights
			-

<b>SPI 030diiK</b>	<b>Total respite care - total daytime hours provided</b>		
	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>
			<b>Target</b>
	618,750	517,641	517,713
			-

**What the above data tells us:**

Whilst the number of overnight short breaks provided in a traditional setting continues to increase, we are beginning to offset this by promoting more natural and community-based short breaks, including city breaks, theatre breaks and family breaks.

Daytime provision has shown an increase in day activities based on a person-centred approach rather than relying on traditional day care provision.

**Further information:** With the introduction of self-directed support, staff will be encouraged to promote a whole range of short breaks in a variety of settings by adopting creative and innovative responses to the needs of service users and carers. We will build on the model promoted by the Creative Breaks Fund administered by Shared Care Scotland. It is anticipated that the CHCP review of day care services will result in different opportunities as to how individuals receive a break from their caring responsibilities through the day and we continue to explore available opportunities for non-residential overnight care.

## c. Indicator details: Carers

SPI 032K	Carers - % carers feeling they receive enough support in their caring role		
2008	2010	2012	Target
51	54	55	55

**What the above data tells us:**

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

**Further information:** Citizens' Panel questionnaires are distributed to a representative sample of 1,000 Inverclyde residents. Questions are repeated periodically to allow us to assess whether an improvement has been achieved. Sample surveys are subject to a degree of random error. The margin of error within the data supplied is +/- 4%, therefore the 55% of carers who feel they receive enough support will lie within the range 51-59%. 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.





There are currently 2,564 carers registered at the Inverclyde Carers' Centre. The Centre offers information, advice and support to individual carers at a number of locations including Inverclyde Royal Hospital and community venues, as well as at the Centre itself. With additional funding from the CHCP, the Centre provides a range of relaxation therapies and counselling, together with short breaks for carers and their families.

In the past year, Inverclyde CHCP participated in a pilot project called *EPiC*, one of four demonstrator sites in Scotland. *EPiC* is a training programme for staff around *Carers as Equal Partners in Care*. The project is supported by NHS Education Services and the Scottish Council of Social Services to target front-line staff in health and social care around the key principles and outcomes for supporting carers as equal partners. This involves staff recognising that anyone can be a carer and that carers have a right to be involved in care planning for the person they care for. In addition, carers are encouraged to look after their own health and well-being, as well as have a right to a life of their own. To date, we have targeted 180 staff in health and social care reception and front-line services with further training planned for home care staff. We

adopted a partnership approach by working with staff from the Carers' Centre and the young carers worker. Carers have also been involved in presenting short dramas to put across their messages.

At the same time, we are promoting the use of a self-assessment tool by carers which they are encouraged to return to the Carers' Centre, where staff endeavour to match their needs and desired outcomes.

## Service performance – criminal justice social work

		Status	
<b>SPI 057k</b>	% Criminal justice social enquiry reports submitted to the courts by the due date		green - maximum performance maintained
<b>SPI 058ak</b>	% Criminal justice social work interviews on day of court order		amber – slight decline
<b>SPI 058ck</b>	% service users whose induction/first meeting with a supervising officer took place within 5 working days of imposition of the court order		green – slight decline in performance but still above target
<b>SPI 058dk</b>	% service users who began their first work placement within 7 working days of imposition of court order		amber – slight decline

## a. Indicator details: Criminal justice

<b>SPI 057k</b>	<b>% Criminal justice social enquiry reports submitted to the courts by the due date</b>		
	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>
			<b>Target</b>
	99.8	100	100
			<b>95</b>

<b>SPI 058ak</b>	<b>% Criminal justice social work interviews on day of court order</b>		
	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>
			<b>Target</b>
	96	91.6	82.4
			<b>85</b>

<b>SPI 058ck</b>	<b>% service users whose induction/first meeting with a supervising officer took place within 5 working days of imposition of the court order</b>		
	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>
			<b>Target</b>
	95	99	88
			<b>85</b>

<b>SPI 058dk</b>	<b>% service users who began their first work placement within 7 working days of imposition of court order</b>		
	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>
			<b>Target</b>
	94	93.2	81.2
			<b>90</b>

**What the above data tells us:**

Inverclyde Council's criminal justice social workers reached the 100% target in terms of the timing of information submitted to court.

Of the 244 community payback orders issued during 2013/14, approximately 10% were for courts outwith Greenock. For this 10%, the service requires to wait for notification from the issuing courts before arrangements can be made to interview these individuals. The notification does not always happen on the day the order was imposed. Of those orders that were issued locally, this measure was reached in 183 cases which is 82.4%

The measure about induction/first meeting includes all orders and, in recognition of the volume of orders issued at courts outwith Inverclyde,

the performance achieved was 88%, exceeding the target of 85%.

81% of individuals began their work placements within 7 working days of the court order being imposed. Performance has been particularly challenged in this regard due to both the year-on-year increase in orders with an unpaid work requirement and available resources.




**Further information:** The number of court orders issued in Inverclyde with a requirement to carry out unpaid work increased by 59% between 2011/12 and 2013/14. This increase in activity presented challenges for the criminal justice service which had to meet the Scottish Government's speed and immediacy targets within its existing resources. To help meet this challenge, the service made a concerted effort to improve the efficiency of the resources deployed in this area, particularly in ensuring the full utilisation of all four squads which take service users out on placements. This has seen efficiency levels improve.

Notwithstanding the challenges mentioned above, the service managed to provide a broad range of placements for service users on unpaid work which has not only provided opportunities for them to undertake meaningful payback to the community within Inverclyde, but also to learn new skills which may enhance their employability.

The criminal justice service is presently working on developing systems that will enable us to determine the reasons why an individual was not seen on the day of court, and also to improve communication which will enable quicker first contact to be made for those orders issued by courts outwith Inverclyde.

Each of the measures reported are set by Criminal Justice National Standards to be 100%. However, specific, measurable, realistic and achievable local targets have been set against these measures which reflect the challenges faced by the service, and will allow for continual improvement to be monitored.

## Service performance – culture and community services

		Status	
<b>SPI 038bK</b>	Number of library issues per 1,000 population		green - improving
<b>SPI 039K</b>	Number of users of computer facilities per 1,000 population		green - improving
<b>SPI 040K</b>	Number of adult learners attending classes within Inverclyde libraries		green - improving
<b>SPI 042K</b>	Exercise: % of Inverclyde residents participating in sport/similar activity at least every two weeks	no updated information available	

**a. Indicator details: Libraries**

<b>SPI 038bK</b>	<b>Number of library issues per 1,000 population</b>		
<b>2011/2</b>	<b>2012/13</b>	<b>2013/14</b>	<b>Target</b>
2,936	2,702	2,759	2,837

<b>SPI 039K</b>	<b>Number of users of computer facilities per 1,000 population</b>		
<b>2011/2</b>	<b>2012/13</b>	<b>2013/14</b>	<b>Target</b>
85	94	119	96

<b>SPI 040K</b>	<b>Number of adult learners attending classes within Inverclyde libraries</b>		
<b>2011/2</b>	<b>2012/13</b>	<b>2013/14</b>	<b>Target</b>
1,213	1,277	2,442	1,300

**What the above data tells us:**

Performance across all three library performance indicators has improved. The number of issues per 1,000 population and the usage of computer facilities increased between 2012/13 and 2013/14. During the same period, the number of adult learners attending classes in Inverclyde libraries almost doubled.

**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 2013/14 has been due to the popularity of the Business Store location for the Central Library; visitor figures at this branch increased by 10% between 2012/13 and 2013/14.

Encouragingly, the number of library issues increased slightly between 2012/13 and 2013/14. This is in contrast to benchmarking activities which found that the national picture is of a declining number of issues, something which is closely related to the increased popularity of e-Books and e-audiobooks and the use of e-Readers/tablets. In response, Inverclyde Libraries launched an e-Books/e-Audio download service



in April 2013 and this service attracts more than 500 issues a month. Additionally, in April 2014, we introduced the use of digital magazines which can be downloaded directly to library users' tablets.

Computer use remains extremely popular in Inverclyde Libraries and the extension of the Central Library to include a learning centre is helping to cope with the high demand for this service. The increase in demand for computer facilities between 2012/13 and 2013/14 is more than 26% and we would expect to see this figure increase further 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. An example of this is the creative writing classes delivered by the University of Glasgow during Summer 2014.

The Libraries Service undertakes robust self-evaluation and has an annually-updated *Inverclyde Libraries Service Improvement Plan 2014/15* in place. Inverclyde Libraries also undertakes benchmarking with similar-sized authorities across the central belt of Scotland.

To find out more about the wide range of services offered by Inverclyde Libraries, visit: <http://www.inverclyde.gov.uk/community-life-and-leisure/libraries/>

**b. Indicator details: Sport and activity**

SPI 042K	Exercise: % of Inverclyde residents participating in sport/similar activity at least every two weeks		
2008	2010	2012	Target
61	59	57	59

**What the above data tells us:**

This data has been extracted from the Council's Citizens' Panel survey results. The % of residents participating in sport/similar activity at least every two weeks remained fairly steady at just over half of respondents.

**Further information:** Citizens' Panel questionnaires are distributed to a representative sample of 1,000 Inverclyde residents. Questions are repeated periodically to allow us to assess whether an improvement has been achieved. Sample surveys are subject to a degree of random error. The margin of error within the data supplied is +/- 4%, therefore the 57% of respondents who participate in sport/similar activity at least every two weeks will lie within the range 53-61%. With this in mind, when reviewing the 2010 and 2012 results, it appears that responses in relation to this indicator remained fairly constant.

To view the Citizens' Panel results, visit: <https://www.inverclyde.gov.uk/council-and-government/citizens-panel>

Inverclyde Council, together with representatives from Sportscotland, Inverclyde Leisure and Sport Inverclyde, developed the *Inverclyde Sports Framework*. A steering group was also established to oversee the implementation of the Framework whose vision is to inspire a sporting way of life for all in Inverclyde. To view the Framework, visit: <https://www.inverclyde.gov.uk/committees/details/1705/> (agenda item 6).

The Community Health and Care Partnership 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.

## Service performance – health and trading standards

		Status	
<b>SPI 065aK</b>	Pest control: high priority service requests - % attended by next working day	●	green - maximum performance achieved
<b>SPI 065bK</b>	Pest control: low priority service requests - % attended within 5 working days	●	green - slight decline on 2012/13 levels but remains above target
<b>SPI 068aK</b>	Trading standards: % of consumer complaints completed within 14 days	●	green - improving
<b>SPI 068bK</b>	Trading standards: % of advice requests completed within 14 days	●	green - maximum performance maintained
<b>SPI 069aK</b>	Trading standards: number of interventions carried out at business premises in Inverclyde during the year	target not set due to the nature of the measure	
<b>SPI 069bK</b>	Trading standards: % of liable business premises subject to intervention	●	green - improving
<b>SPI 070aK</b>	Food safety hygiene inspections: % of premises broadly compliant	●	green - improving
<b>SPI 070bK</b>	Food safety hygiene inspections: % of interventions achieved	●	green - improving

## a. Indicator details: Pest control

SPI 065aK	Pest control: high priority service requests - % attended by next working day		
2011/2	2012/13	2013/14	Target
94.9	95	100	95

SPI 065bK	Pest control: low priority service requests - % attended within 5 working days		
2011/2	2012/13	2013/14	Target
98.4	99	98.1	95

**What the above 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 above target for 2013/14.

The percentage of low priority requests attended within 5 working days decreased very slightly, but remains above target and is just short of maximum performance.

**Further information:**

**b. Indicator details: Trading standards – complaints and requests**

<b>SPI 068aK</b>	<b>Trading standards: % of consumer complaints completed within 14 days</b>		
2011/2	2012/13	2013/14	Target
100	83.7	98.7	95

<b>SPI 068bK</b>	<b>Trading standards: % of advice requests completed within 14 days</b>		
2011/2	2012/13	2013/14	Target
100	100	100	95

**What the above data tells us:**

The data shows that there has been a significant increase in the percentage of consumer complaints completed within 14 days and this indicator is now above target. . Performance in 2012/13 was significantly impacted by a software issue with the reporting process and the 2013/14 figure is more in line with the norm.

The percentage of advice requests completed within 14 days remains at maximum performance for the fifth year running (100% in 2009/10 and 2010/11).

**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.

Previous issues between the CAS database and Uniform, which is the local system used to manage complaints, have been resolved.

## c. Indicator details: Trading standards - interventions

SPI 069aK	Trading standards: number of interventions carried out at business premises in Inverclyde during the year		
2011/2	2012/13	2013/14	Target
198	180	196	n/a

SPI 069bK	Trading standards: % of liable business premises subject to intervention		
2011/2	2012/13	2013/14	Target
14.1	12.1	13.6	12

**What the above 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 was an increase in the % of liable business premises subject to intervention. The percentage of businesses subject to intervention will vary from year to year depending on the enforcement campaigns run 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.

**Further information:**

**d. Indicator details: Food safety**

<b>SPI 070aK</b>	<b>Food safety hygiene inspections: % of premises broadly compliant</b>		
	<b>2011/2</b>	<b>2012/13</b>	<b>2013/14</b>
			<b>Target</b>
	86.4	87.2	89.9
			<b>85</b>

<b>SPI 070bK</b>	<b>Food safety hygiene inspections: % of interventions achieved</b>		
	<b>2011/2</b>	<b>2012/13</b>	<b>2013/14</b>
			<b>Target</b>
	95	72.1	84.3
			<b>80</b>







**What the above data tells us:**

In 2013/14 there has been an increase in the number of premises broadly compliant with food safety hygiene, above the 85% target. The percentage of interventions achieved has improved by 12.2% from 2012/13 and is now back above the target of 80%. Over the coming couple of years this % of interventions achieved is expected to return to 2011/12 levels as the impact of a specific enforcement initiative reduces.

**Further information:**

This performance indicator is based upon Inverclyde's return to the Food Standards Agency, 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.

## Service performance – homelessness

		Status	
<b>SPI 058aiK</b>	Homelessness: permanent accommodation - % of decision notifications issued within 28 days of initial presentation		red - declining
<b>SPI 058aiiK</b>	Homelessness: % who are housed into permanent accommodation		green - improving
<b>SPI 058aiiiK</b>	Homelessness: permanent accommodation - % of cases reassessed within 12 months of completion of duty		green - improving
<b>SPI 058biK</b>	Homelessness: temporary accommodation - % of decision notifications issued within 28 days of initial presentation		red - declining
<b>SPI 058biiK</b>	Homelessness: temporary accommodation - % of cases reassessed within 12 months of completion of duty		green - improving
<b>SPI 059K</b>	Homelessness: average time in weeks between presentation and completion of duty by the Council for cases assessed as homeless or potentially homeless		red - declining



## a. Indicator details: Homelessness

SPI 058aiK	Homelessness: permanent accommodation - % of decision notifications issued within 28 days of initial presentation		
2011/2	2012/13	2013/14	Target
77.3	78.5	76.7	83.54

SPI 058aiiK	Homelessness: % who are housed into permanent accommodation		
2011/2	2012/13	2013/14	Target
37.1	39.7	45.5	41.69

SPI 058aiiiK	Homelessness: permanent accommodation - % of cases reassessed within 12 months of completion of duty		
2011/2	2012/13	2013/14	Target
7.2	7.7	6.8	5.73

SPI 058biK	Homelessness: temporary accommodation - % of decision notifications issued within 28 days of initial presentation		
2011/2	2012/13	2013/14	Target
77.1	68.2	63	70.2

SPI 058biiK	Homelessness: temporary accommodation - % of cases reassessed within 12 months of completion of duty		
2011/2	2012/13	2013/14	Target
5.7	9.1	3.7	8.09

SPI 059K	Homelessness: average time in weeks between presentation and completion of duty by the Council for cases assessed as homeless or potentially homeless		
2011/2	2012/13	2013/14	Target
24.1	24.69	27.89	23.5

**What the above data tells us:**











The % of people housed into permanent accommodation improved and exceeded the target between 2012/13 and 2013/14. Access to housing increased during this period, with the introduction of the Inverclyde Common Housing Register and Choice Based Lettings. However, the length of time people spent in a homeless situation also increased; this may be due to the pre-allocation of housing which can result in people waiting longer for the allocated house.

The indicators regarding the % of cases reassessed within 12 months of completion of duty (permanent and temporary accommodation) are linked and show a decrease in repeat homelessness between 2012/13 and 2013/14. Housing options interviewing explores all the alternatives for people threatened with homelessness which allows them to make more informed decisions regarding their housing situation. The Council's homeless service also entered into a joint working arrangement with the Inverclyde Common Housing Register which provides a one stop shop approach which has improved access to housing services.

The indicators regarding the % of decision notifications issued within 28 days of initial presentation (permanent and temporary accommodation) are also linked and show a slight increase in our decision-making times. It should be noted that many clients presenting to the service are quite complex and therefore it is not surprising that investigating homelessness and assessing their need can be quite challenging.

**Further information:** In this reporting year, the homelessness service carried out a service review following a full staffing restructure in 2011/12. This resulted in the reconfiguration of the staffing structure which reduced the assessment and support team by two members of staff and increased the accommodation team by two members of staff.

## Service performance – planning

		Status	
<b>SPI 044aK</b>	Successful planning appeals as a % of all determinations		green - performance maintained
<b>SPI 044bK</b>	Successful planning appeals as a % of all appeals		red - declining
<b>ERR CDIP KPI35</b>	% of building warrants assessed within 20 working days of registration		green - improving
<b>New indicator</b>	Average number of days to register a building warrant application		green - slight decline in performance but still well below target
<b>New indicator</b>	Response to requests for completion certificates within 10 working days		green - improving
<b>New indicator</b>	Average number of days to issue a notice of acceptance of completion certificate		green - improving
<b>ERR CDIP KPI33</b>	% of all planning applications decided in under two months		green - improving
<b>ERR CDIP KPI34</b>	% of all householder planning applications decided in under 2 months		green - improving
<b>New indicator</b>	% of non-householder applications decided in under 2 months		green - improving
<b>ERR CDIP KPI35</b>	% of building warrants assessed within 20 working days of registration		green - maximum performance achieved
<b>SPI 043aK</b>	Average time (in weeks) to deal with major planning applications determined during the year	there were no major planning applications in 2013/14	

## a. Indicator details: Planning

<b>SPI 044aK</b>	<b>Successful planning appeals as a % of all determinations</b>		
2011/2	2012/13	2013/14	Target
1.6	1	1	1

<b>SPI 044bK</b>	<b>Successful planning appeals as a % of all appeals</b>		
2011/2	2012/13	2013/14	Target
66.6	75	60	30

<b>ERR CDIP KPI35</b>	<b>% of building warrants assessed within 20 working days of registration</b>		
2011/12	2012/13	2013/14	Target
85	87	91	100

<b>New</b>	<b>Average number of days to register a building warrant application</b>		
2011/12	2012/13	2013/14	Target
0.9	0.9	1.3	4

<b>New indicator</b>	<b>Response to requests for completion certificates within 10 working days</b>		
2011/12	2012/13	2013/14	Target
92	94	95	100

New indicator	Average number of days to issue a notice of acceptance of completion certificate		
	2011/12	2012/13	2013/14
	2.9	3.4	2.9
			Target
			3

ERR CDIP KPI33	% of all planning applications decided in under 2 months		
	2011/12	2012/13	2013/14
	77	80	87
			Target
			80

ERR CDIP KPI34	% of all householder planning applications decided in under 2 months		
	2011/12	2012/13	2013/14
	88	93	97
			Target
			90

New	% of non-householder applications dealt with within 2 months		
	2011/12	2012/13	2013/14
		73	78.8
			Target
			65

ERR CDIP KPI35	% of building warrants assessed within 20 working days of registration		
	2011/12	2012/13	2013/14
	85	87	100
			Target
			100








SPI 043ak	Average time (in weeks) to deal with major planning applications determined during the year		
	2011/12	2012/13	2013/14
		26	there were no major planning applications in 2013/14
			Target
			12

**What the above data tells us:**

There is an overall positive trend towards the faster delivery of both planning decisions and building warrant approvals. SPI044bk has a red status as this is still well above target, however the direction of travel is an improving one, with 15 fewer planning appeals successful in comparison to 2012/13.

**Further information:**

## Service performance – protective services

		Status	
<b>SPI 061K</b>	Traffic light repairs: % completed within 48 hours		red - declining
<b>SPI 062K</b>	Street lighting repairs: % completed within 7 days		red - declining
<b>SPI 063aK</b>	Anti-social behaviour response times: high priority - % received during the Wardens' shift hours attended within 30 minutes		green - improving
<b>SPI 063bK</b>	Anti-social behaviour response times: medium priority - % received during the Wardens' shift hours attended within 60 minutes		green - maximum performance maintained
<b>SPI 064aK</b>	Public health complaints: high priority - % attended by next working day		green - maximum performance achieved
<b>SPI 064bK</b>	Public health complaints: medium priority - % attended within 2 working days		amber - slight decline
<b>SPI 064cK</b>	Public health complaints: low priority - % attended within 5 working days		green - very slight decline on 2012/13 performance but remains above target
<b>SPI 067aK</b>	Roads: customer satisfaction surveys completed		amber - slight decline
<b>SPI 067bK</b>	Roads: % of carriageways reconstructed/resurfaced		green - improving
<b>SPI 067cK</b>	Roads: % of footways reconstructed/resurfaced		green - improving
<b>SPI 067dK</b>	Roads: gullies emptied per year		green - improving

## a. Indicator details: Traffic and street light repairs

SPI 061K		Traffic light repairs: % completed within 48 hours		
2011/12		2012/13	2013/14	Target
78.6		95.8	89.3	98
SPI 062K		Street lighting repairs: % completed within 7 days		
2011/12		2012/13	2013/14	Target
99.7		98.4	78.56	95

**What the above data tells us:**

SPI 061K: There has been a drop in the percentage of traffic light repairs of 6.5%.

SPI 062K: The reduction in the percentage of street lighting repairs completed within 7 days was due to issues with the previous lighting maintenance contractor.

**Further information:** There are only a small number of traffic lights and variations in performance are largely due to the small statistical sample size. The new contractor for street lighting repairs is now achieving target figures.



**b. Indicator details: Anti-social behaviour response times**

<b>SPI 063aK Anti-social behaviour response times: high priority - % received during the Wardens' shift hours attended within 30 minutes</b>			
2011/12	2012/13	2013/14	Target
97.2	96.1	96.2	95.8
<b>SPI 063bK Anti-social behaviour response times: medium priority - % received during the Wardens' shift hours attended within 60 minutes</b>			
2011/12	2012/13	2013/14	Target
100	100	100	95

**What the above data tells us:**

Anti-social behaviour response times remain high with high priority responses received within Wardens' shift hours above target. All medium priority responses remain at 100% for the third year.

**Further information:**

## c. Indicator details: Public health complaints

SPI 064aK Public health complaints: high priority - % attended by next working day			
2011/12	2012/13	2013/14	Target
93.2	96.7	100	95
SPI 064bK Public health complaints: medium priority - % attended within 2 working days			
2011/12	2012/13	2013/14	Target
92.2	93	91.4	95
SPI 064cK Public health complaints: low priority - % attended within 5 working days			
2011/12	2012/13	2013/14	Target
93.4	98	97.2	95

**What the above data tells us:**

All high priority public health complaints were attended by the next working day. However, performance dropped slightly for medium priority complaints attended within 2 working days, by 1.6%. Whilst the low priority complaints attended within 5 working days also dropped very slightly (0.8%), this is still above target.

**Further information:**

## d. Indicator details: Roads

SPI 067aK	Roads: customer satisfaction surveys completed		
2011/12	2012/13	2013/14	Target
12	9	8	9.45
SPI 067bK	Roads: % of carriageways reconstructed/resurfaced		
2011/12	2012/13	2013/14	Target
4	3.3	4	3.5
SPI 067cK	Roads: % of footways reconstructed/resurfaced		
2011/12	2012/13	2013/14	Target
0.84	0.39	0.75	0.79
SPI 067dK	Roads: gullies emptied per year		
2011/12	2012/13	2013/14	Target
6,026	7,838	8,189	8,229







**What the above data tells us:**







The return rate for customer satisfaction surveys tends to be low so any changes are negligible.

The increase in the % of roads and footways resurfaced was due to an increase in capital spend. At present levels, we would expect roads to be resurfaced every 25 years and footways every 133 years. Approximately 78% of gullies were cleaned which is a 3% increase on the previous year.

**Further information:** An increase in capital spend over the next few years will result in an increase in the above figures.

## Service performance – the education of children

		Status	
Staying on rates			
SPI 045K	Staying on rates: % for S5 pupils		green - good performance
SPI 046aK	Staying on rates: % for S6 pupils (S4-S6)		amber – within tolerance
SPI 046bK	Staying on rates: % for S6 pupils (S5-S6)		amber – within tolerance
Pupil/teacher ratios			
SPI 047K	Pupil/teacher ratio: primary schools		amber – within tolerance
SPI 048K	Pupil/teacher ratio: secondary schools		amber – within tolerance
School leaver destination results			
SPI 049K	% proportion of school leavers (from Scottish publicly-funded schools) into positive and sustained destinations	Information available in February 2015	
Attendance rates			
SPI 050aiK	% Attendance rate: primary schools		green - good performance
SPI 050aiiK	Attendance rate: primary schools - % difference from the national average	information available in February 2015	

		Status	
SPI 050biK	% Attendance rate: secondary schools		green - good performance
SPI 050biiK	Attendance rate: secondary schools - % difference from the national average	information available in February 2015	
SPI 050ciK	% Attendance rate: special schools		green - good performance
SPI 050ciiK	Attendance rate: special schools - % difference from the national average	information available in February 2015	
School improvement			
SPI 051K	% of schools/early years establishments receiving positive inspection reports		green - maximum performance maintained
Attainment			
SPI 052aiK	% of pupils reaching Level 3 in English and mathematics by the end of S4	not available – see further information below	
SPI 052aiiK	% of pupils reaching Level 3 in English and mathematics by the end of S4 – comparison with the national average	not available – see further information below	
SPI 052biK	% of pupils achieving 5 passes at Level 3 by the end of S4		amber – within tolerance
SPI 052biiK	% of pupils achieving 5 passes at Level 3 by the end of S4 – comparison with the national average	not available – see further information below	
SPI 052ciK	% of pupils achieving 5 passes at Level 5 by end of S4		green - good performance
SPI 052ciiK	% of pupils achieving 5 passes at Level 5 by end of S4 – comparison with the national average	not available – see further information below	
SPI 052diK	% of pupils achieving one pass at Level 6 by the end of S5		green - good performance

		Status	
<b>SPI 052diiK</b>	% of pupils achieving one pass at Level 6 by the end of S5 – comparison with the national average	information available in February 2015	
<b>SPI 052eiK</b>	% of pupils achieving 3 passes at Level 6 by the end of S5		green - good performance
<b>SPI 052eiiK</b>	% of pupils achieving 3 passes at Level 6 by the end of S5 – comparison with the national average	information available in February 2015	
<b>SPI 052fiK</b>	% of pupils achieving 5 passes at Level 6 by the end of S5		green - good performance
<b>SPI 052fiiK</b>	% of pupils achieving 5 passes at Level 6 by the end of S5 - comparison with the national average	information available in February 2015	
<b>SPI 052giK</b>	% of pupils achieving 3 passes at Level 6 by the end of S6		green - good performance
<b>SPI 052giiK</b>	% of pupils achieving 3 passes at Level 6 by the end of S6 - comparison with the family group/national average	information available in February 2015	
<b>SPI 052hiK</b>	% of pupils achieving 5 passes at Level 6 by the end of S6		green - good performance
<b>SPI 052hiiK</b>	% of pupils achieving 5 passes at Level 6 by the end of S6 - comparison with the national average	information available in February 2015	
<b>SPI 052iiK</b>	% of pupils achieving one pass at Level 7 by the end of S6		amber – within tolerance
<b>SPI 052iiiK</b>	% of pupils achieving one pass at Level 7 by the end of S6 - comparison with the family group/national average	information available in February 2015	
<b>SPI 054aK</b>	% of looked-after children who achieved at least one qualification at SVQ Level 3 or better in the current diet for examinations		green - good performance
<b>SPI 054bK</b>	% of looked-after children who achieved SVQ Level 3 or better in English and mathematics by the end of S4		red - poor performance

**a. Indicator details: Staying on rates**

<b>SPI 045K</b>	<b>Staying on rates: % for S5 pupils</b>		
	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>
			<b>Target</b>
	87.5	89.7	92.3
			<b>91.7</b>

<b>SPI 046aK</b>	<b>Staying on rates: % for S6 pupils (S4-S6)</b>		
	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>
			<b>Target</b>
	60.9	64.1	66
			<b>66.1</b>

<b>SPI 046bK</b>	<b>Staying on rates: % for S6 pupils (S5-S6)</b>		
	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>
			<b>Target</b>
	71	73.2	73.6
			<b>75.2</b>

**What the above 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.

**b. Indicator details: Pupil/teacher ratio**

<b>SPI 047K</b>	<b>Pupil/teacher ratio: primary schools</b>		
	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>
			<b>Target</b>
	16.7	16.8	16.9
			<b>n/a</b>

<b>SPI 048K</b>	<b>Pupil/teacher ratio: secondary schools</b>		
	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>
			<b>Target</b>
	12.4	12.3	12.4
			<b>n/a</b>

**What the above data tells us:**

The ratio of primary school teacher to pupil increased very slightly between 2012/13 and 2013/14, 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 increased very slightly between 2012/13 and 2013/14, representing a marginal decline in performance.

**Further information:**

The national target for pupil teacher ratios across both primary and secondary sectors combined is 1:13.4. When taken together Inverclyde is currently at 1:13.7 (including special schools). The reason the national target is set, is to maintain the level of teachers in schools, in line with the Parliament's commitment to maintain high levels of teachers.



## c. Indicator details: School leavers

SPI 049K	% proportion of school leavers (from Scottish publicly-funded schools) into positive and sustained destinations		
2011/12	2012/13	2013/14	Target
94.8	94.9	not available	90

**What the above data tells us:**

The 2013/14 information regarding school leaver destinations will not be available until February 2015. The methodology is changing in how this indicator will be worked out.

**Further information:**

In 2003, Inverclyde had the 2nd highest percentage rate of young people leaving school into *negative* destinations. By 2013, Inverclyde ranked 4th in Scotland in relation to *positive* destinations, with 94.9% of school leavers, recorded through the School leaver Destination Return exercise, going onto a positive destination post-school.

A follow-up exercise took place in March 2014, reporting a national positive destination of 90%. In Inverclyde, the follow-up positive destination was 92.2% - 2.2 percentage points higher than the national average.

The collection of this data, including 0% unknowns over the past four years and the work sitting behind the positive outcomes are testimony to the excellent partnership working that exists in Inverclyde.

## d. Indicator details: Attendance Rates

SPI 050aiK	% Attendance rate: primary schools		
2011/12	2012/13	2013/14	Target
96	95	95	95

SPI 050aiiK	Attendance rate: primary schools - % difference from the national average		
2011/12	2012/13	2013/14	Target
% difference from national average	% difference from national average	% difference from national average	
Available Feb 2015	Available Feb 2015	Available Feb 2015	

SPI 050biK	% Attendance rate: secondary schools		
2011/12	2012/13	2013/14	Target
93	92	92	92

SPI 050biiK	Attendance rate: secondary schools - % difference from the national average		
2011/12	2012/13	2013/14	Target
% difference from national average	% difference from national average	% difference from national average	
Available Feb 2015	Available Feb 2015	Available Feb 2015	

SPI 050ciK	% Attendance rate: special schools		
2011/12	2012/13	2013/14	Target
94	93	92	92

SPI 050ciiK		Attendance rate: special schools - % difference from the national average	
2011/12	2012/13	2013/14	Target
% difference from national average	% difference from national average	% difference from national average	
Available Feb 2015	Available Feb 2015	Available Feb 2015	

**What the above data tells us:**

Attendance rates at schools remain steady and at a high level.

**Further information:**

Previously we have been able to compare our figures with a family group, and this information is no longer available. The information in regard to the national average will be available in February 2015, and will help us understand how our attendance rates compare with the national figure.

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.

**e. Indicator details: Inspection Reports**

SPI 051K	% of schools/early years establishments receiving positive inspection reports		
2011/12	2012/13	2013/14	Target
100	100	100	100

**What the above data tells 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.

## f. Indicator details: S4

SPI 052aiK	% of pupils reaching Level 3 in English and mathematics by the end of S4		
2011/12	2012/13	2013/14	Target
97	97	Not available	95

SPI 052aiiK	% of pupils reaching Level 3 in English and mathematics by the end of S4 – comparison with the family group and national average		
2011/12	2012/13	2013/14	Target
% difference from national average	% difference from national average	% difference from national average	21
16	16	Available Feb 2015	

SPI 052biK	% of pupils achieving 5 passes at Level 3 by the end of S4		
2011/12	2012/13	2013/14	Target
95	97	93	95

SPI 052biiK	% of pupils achieving 5 passes at Level 3 by the end of S4 – comparison with the family group and national average		
2011/12	2012/13	2013/14	Target
% difference from national average	% difference from national average	% difference from national average	9
5	7	Available Feb 2015	

SPI 052ciK	% of pupils achieving 5 passes at Level 5 by end of S4		
2011/12	2012/13	2013/14	Target
33	35	36	35

SPI 052ciiK	% of pupils achieving 5 passes at Level 5 by end of S4 – comparison with the family group and national average		
2011/12	2012/13	2013/14	Target
% difference from national average	% difference from national average	% difference from national average	6
-2	-1	Available Feb 2015	

#### What the above data tells us:

The percentage of pupils achieving 5 passes at Level 3 by the end of S4 has dropped slightly however the percentage of pupils achieving 5 passes at Level 5 by the end of S4 has increased slightly.

#### Further information:

For the indicators regarding % of pupils reaching Level 3 by the end of S4, there is no comparable information this year, due to the change in examination structure. New national benchmarking is being rolled out for the first year, and this information will be used to determine new performance indicators for this area, including a literacy and numeracy indicator.

## g. Indicator details: S5

SPI 052diK	% of pupils achieving one pass at Level 6 by the end of S5		
2011/12	2012/13	2013/14	Target
48	45	49	40

SPI 052diiK	% of pupils achieving one pass at Level 6 by the end of S5 – comparison with the family group and national average		
2011/12	2012/13	2013/14	Target
% difference from national average	% difference from national average	% difference from national average	4
2	-3	Available Feb 2015	

SPI 052eiK	% of pupils achieving 3 passes at Level 6 by the end of S5		
2011/12	2012/13	2013/14	Target
26	25	26	22

SPI 052eiiK	% of pupils achieving 3 passes at Level 6 by the end of S5 – comparison with the family group and national average		
2011/12	2012/13	2013/14	Target
% difference from national average	% difference from national average	% difference from national average	8
-1	-3	Available Feb 2015	

SPI 052fiK	% of pupils achieving 5 passes at Level 6 by the end of S5		
2011/12	2012/13	2013/14	Target
13	10	12	10

SPI 052fiiK % of pupils achieving 5 passes at Level 6 by the end of S5 - comparison with the family group and national average			
2011/12	2012/13	2013/14	Target
% difference from national average	% difference from national average	% difference from national average	8
0	-3	Available Feb 2015	

**What the above data tells us:**

Performance against each of the indicators has improved across the board except for a very slight dip in performance in regard to the percentage of pupils achieving 3 passes at Level 6 by the end of S6.

**Further information:**

As set out above there is no family group comparable information this year, but the national information for level 6 and 7 will be available in February 2015.



## h. Indicator details: S6

SPI 052giK Attainment S6 Secondary –% achieving 3 at level 6 by the end of S6			
2011/12	2012/13	2013/14	Target (where set)
37	38	37	30

SPI 052giiK	% of pupils achieving 3 passes at Level 6 by the end of S6 - comparison with the family group/national average		
2011/12	2012/13	2013/14	Target
% difference from national average	% difference from national average	% difference from national average	8
1	0	Available Feb 2015	

SPI 052hiK	% of pupils achieving 5 passes at Level 6 by the end of S6		
2011/12	2012/13	2013/14	Target
24	26	23	10

SPI 052hiiK	% of pupils achieving 5 passes at Level 6 by the end of S6 - comparison with the family group/national average		
2011/12	2012/13	2013/14	Target
% difference from national average	% difference from national average	% difference from national average	7
-1	-1		

SPI 052iiK	% of pupils achieving one pass at Level 7 by the end of S6		
2011/12	2012/13	2013/14	Target
17	18	13	15

SPI 052iiiK % of pupils achieving one pass at Level 7 by the end of S6 - comparison with the family group/national average			
2011/12	2012/13	2013/14	Target
% difference from national average	% difference from national average	% difference from national average	10
1	1		

**What the above data tells us:**

There has been a slight drop off in performance under each of the indicators.

**Further information:**

## i. Indicator details: Looked-after children

SPI 054aK	% of looked-after children who achieved at least one qualification at SVQ Level 3 or better in the current diet for examinations		
2011/12	2012/13	2013/14	Target
59.2	61.9	93	66.9

SPI 054bK	% of looked-after children who achieved SVQ Level 3 or better in English and mathematics by the end of S4		
2011/12	2012/13	2013/14	Target
72.3	86.8	65	75

**What the above data tells us:**



Whilst the percentage of looked-after children who have achieved at least one qualification at SVQ Level 3 has increased by a significant amount, the percentage of those who achieved both SVQ level 3 or better in English and mathematics by the end of S4 has dropped off by 21.8%.

**Further information:**

Unlike the overall school population, which remains broadly stable over time, the cohort of Looked After (LAC) pupils in any given year can vary considerably, as can the “distribution” of LAC pupils across the schools. In 2014, there was a relatively high number of LAC pupils in S4, and the spread of pupils across the schools was quite uneven. It would be accurate to state that levels of joint attainment in English and mathematics was lower in the school with the largest LAC population.

This has impacted on the authority figures for this measure, however the general attainment of LAC pupils has increased from last year – **in all schools**. Pupils have completed S4 with, taken as an average, a greater number of qualifications – the issue for this measure is that they are not necessarily in **both** English **and** mathematics.

## Service performance – waste

		Status	
<b>SPI 072aK</b>	Refuse: net cost in £ of refuse collection per premise (combined domestic, commercial and domestic bulky uplift)		amber- slight decline
<b>SPI 072bK</b>	Refuse: net cost in £ of refuse disposal per premise		red - declining

## a. Indicator details: Waste

<b>SPI 072aK</b>	<b>Refuse: net cost in £ of refuse collection per premise (combined domestic, commercial and domestic bulky uplift)</b>		
2011/12	2012/13	2013/14	Target
47.69	52.34	54.93	59

<b>SPI 072bK</b>	<b>Refuse: net cost in £ of refuse disposal per premise</b>		
2011/12	2012/13	2013/14	Target
79.34	74.56	83.39	97

## What the above data tells us:

This data measures the cost of service provision per premises.

**Further information:** Although the data shows a declining performance for refuse disposal, this is to be expected as a result of an £8 per tonne increase in landfill tax (a 12.5% increase from the previous year). Furthermore, the increase in the level of service provision for new food waste services required under legislation has increased our collection costs accordingly.