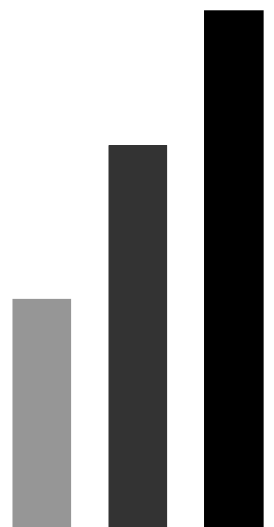


Agenda 2015

Policy & Resources Committee

For meeting on:

| | | |
|----|----------|------|
| 17 | November | 2015 |
|----|----------|------|



A meeting of the Policy & Resources Committee will be held on Tuesday 17 November 2015 at 3pm within the Municipal Buildings, Greenock.

GERARD MALONE
Head of Legal & Property Services

BUSINESS

****Copy to follow**

| | | |
|-------------------------------|--|---|
| 1. | Apologies, Substitutions and Declarations of Interest | |
| PERFORMANCE MANAGEMENT | | |
| 2. | Policy & Resources Capital Programme 2015/18 – Progress Report Report by Chief Financial Officer and Corporate Director Environment, Regeneration & Resources | p |
| 3. | 2015/18 Capital Programme Report by Chief Financial Officer | p |
| 4. | Policy & Resources Committee 2015/16 Revenue Budget – Period 6 to 30 September 2015 Report by Chief Executive, Corporate Director Environment, Regeneration & Resources, Head of Inclusive Education, Culture & Corporate Policy, Head of Organisational Development, Human Resources & Communications and Chief Financial Officer | p |
| 5. | 2015/16 General Fund Revenue Budget as at 30 September 2015 Report by Chief Financial Officer | p |
| 6. | Welfare Reforms Update Report by Chief Financial Officer and Chief Officer, Inverclyde Health & Social Care Partnership | p |
| 7. | Treasury Management – Mid-Year Report 2015/16 Report by Chief Financial Officer | p |

| | | |
|--------------------------------|---|---|
| 8. | Insurance Fund Position as at 30 September 2015 Report by Chief Financial Officer | p |
| 9. | Annual Update in respect of Governance of External Organisations Report by Chief Financial Officer | p |
| 10. | Corporate Services Performance Report Report by Head of Inclusive Education, Culture & Corporate Policy and Corporate Director Environment, Regeneration & Resources | p |
| 11. | Statutory and Key Performance Indicators Annual Report 2014/15 Report by Head of Inclusive Education, Culture & Corporate Policy | p |
| CONTINUED BUSINESS | | |
| 12. | Media and Social Media Protocol - Update Report by Head of Organisational Development, Human Resources & Communications | p |
| 13. ** | Former Tied Housing Employees Report by Head of Organisational Development, Human Resources & Communications | |
| NEW BUSINESS | | |
| 14. | Council Tax – 2016/18 Budget Implications Report by Chief Financial Officer | p |
| 15. ** | 2016/18 Budget Update Report by Chief Financial Officer | |
| 16. | Inverclyde Information Sharing Protocol Report by Chief Officer, Inverclyde Health & Social Care Partnership | p |
| 17. | Contract Awards – 1 April 2015 to 30 September 2015 Report by Corporate Director Environment, Regeneration & Resources | p |
| REMITTS FROM COMMITTEES | | |
| 18. | Social Work Revenue Budget – Remit from Health & Social Care Committee Report by Corporate Director Environment, Regeneration & Resources | p |
| 19. | Update on RCGF Bids for Physical Regeneration Projects – Remit from Environment & Regeneration Committee Report by Corporate Director Environment, Regeneration & Resources | p |

| | | |
|---|--|--|
| <p>The documentation relative to the following items has been treated as exempt information in terms of the Local Government (Scotland) Act 1973 as amended, the nature of the exempt information being that set out in the paragraphs of Part I of Schedule 7(A) of the Act whose numbers are set out opposite the heading to each item.</p> | | |
| <p>NEW BUSINESS</p> | | |
| 20. | <p>Change to Home Care Working Pattern Report by Head of Organisational Development, Human Resources & Communications on the implementation of revised working patterns for Home Care employees</p> | <p>Paras 1, 11 & 12</p> <p>p</p> |
| 21. | <p>Business Property Renovation Allowance Scheme Report by Corporate Director Environment, Regeneration & Resources on the appointment of external legal advisers to assist the Council in implementing a second Business Property Renovation Allowance Scheme</p> | <p>Para 6</p> <p>p</p> |

Enquiries to – **Rona McGhee** - Tel 01475 712113

| | | | |
|-------------------------|---|--------------------|-------------------------|
| Report To: | Policy & Resources Committee | Date: | 17 November 2015 |
| Report By: | Chief Financial Officer and Corporate Director Environment, Regeneration & Resources | Report No: | FIN/111/15/AP/MT |
| Contact Officer: | Matt Thomson | Contact No: | 01475 712256 |
| Subject: | Policy & Resources Capital Programme 2015/18 - Progress Report | | |

1.0 PURPOSE

- 1.1 The purpose of the report is to update the Committee in respect of the status of the projects within the Policy & Resources Capital Programme and to highlight the overall financial position.

2.0 SUMMARY

- 2.1 This report advises Committee in respect of the progress and financial status of the projects within the Policy & Resources Capital Programme.
- 2.2 It can be seen from the table in 6.3 that the projected spend is £6.842m, which means that the total projected spend is on budget.
- 2.3 Expenditure at 30th September is 7.79% of 2015/16 projected spend, advancement of £0.323m (57.37%) relating to the Scottish Wide Area Network is being reported.

3.0 RECOMMENDATIONS

- 3.1 That Committee note current position of the 2015/18 Capital Programme and the progress on the specific projects detailed in Appendix 1.

Alan Puckrin
Chief Financial Officer

Aubrey Fawcett
Corporate Director
Environment, Regeneration
& Resources

4.0 BACKGROUND

4.1 On February 19th 2015 the Council approved a new 3 year Capital Programme covering the period 2015/18, effectively extending the previously approved 2013/16 Capital Programme to 2017/18. As part of this process the recurring annual allocations, reduced due to revenue savings, were added. In addition the Modernisation Fund budget was reduced by £0.1m as part of the Earmarked Reserve write back exercise.

5.0 PROGRESS

5.1 The annual PC refresh programme has now begun (93 Desktops and 142 laptops were replaced in Schools and nurseries and 136 desktops and 57 laptops were replaced in other Services). All PCs have now been updated with Windows 7 and Office 2010.

5.2 Infrastructure Refresh Programme - ICT are continuing their programme of upgrading core Network Infrastructure Equipment in support of the migration to the Scottish Wide Area Network (SWAN). Additional Network Storage has been implemented in support of the Virtualised Infrastructure Environment and in anticipation of additional capacity requirements.

5.3 Funding for replacement Whiteboards for St John's Primary refurbishment is now completed.

6.0 FINANCIAL IMPLICATIONS

Finance

6.1 The figures below detail the position at 30th September 2015. Expenditure to date is £0.069m (7.79% of the 2015/16 projected spend).

6.2 The current budget is £6.842m. The current projection is £6.842m which means the total projected spend is on budget.

6.3 The approved budget for 2015/16 is £0.563m. The Committee is projecting to spend £0.886m with advancement from future years of £0.323m (57.37%) relating to the Scottish Wide Area Network.

One off Costs

| Cost Centre | Budget Heading | Budget Years | Proposed Spend this Report £000 | Virement From | Other Comments |
|-------------|----------------|--------------|---------------------------------|---------------|----------------|
| N/A | | | | | |

Annually Recurring Costs/ (Savings)

| Cost Centre | Budget Heading | With Effect from | Annual Net Impact £000 | Virement From (If Applicable) | Other Comments |
|-------------|----------------|------------------|------------------------|-------------------------------|----------------|
| N/A | | | | | |

7.0 CONSULTATION

7.1 Legal

There are no legal issues arising from the content of this report and as such the Head of Legal and Property Services has not been consulted.

7.2 Human Resources

There are no direct staffing implications in respect of the report and as such the Head of Organisational Development, HR and Communications has not been consulted.

7.3 Equalities

There are no equalities implications in this report.

7.4 Repopulation

There are no repopulation implications in this report.

8.0 LIST OF BACKGROUND PAPERS

8.1 None.

COMMITTEE: POLICY & RESOURCES

| Project Name | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|---|-----------------------|--------------------------|--------------------------------|----------------------------|---------------------------|--------------------|--------------------|---------------------|
| | <u>Est Total Cost</u> | <u>Actual to 31/3/15</u> | <u>Approved Budget 2015/16</u> | <u>Revised Est 2015/16</u> | <u>Actual to 30/09/15</u> | <u>Est 2016/17</u> | <u>Est 2017/18</u> | <u>Future Years</u> |
| | <u>£000</u> | <u>£000</u> | <u>£000</u> | <u>£000</u> | <u>£000</u> | <u>£000</u> | <u>£000</u> | <u>£000</u> |
| <u>Environment, Regeneration & Resources</u> | | | | | | | | |
| <u>ICT</u> | | | | | | | | |
| Storage/Backup Devices/Minor Works & Projects | 400 | 313 | 87 | 87 | 19 | 0 | 0 | 0 |
| Mobile Technology | 47 | 32 | 15 | 15 | | 0 | 0 | 0 |
| Rolling Replacement of PC's | 3,114 | 2,871 | 243 | 243 | 24 | 0 | 0 | 0 |
| Whiteboard/Projector Refresh | 572 | 374 | 40 | 40 | | 92 | 66 | 0 |
| Server & Switch Replacement Programme | 612 | 528 | 84 | 84 | 9 | 0 | 0 | 0 |
| 2013/15 Indicative Allocation | 644 | 0 | 0 | 0 | | 347 | 297 | 0 |
| Scottish Wide Area Network complete on Site | 323 | 0 | 0 | 323 | | 0 | 0 | 0 |
| | 2 | 0 | 2 | 2 | | 0 | 0 | 0 |
| <u>ICT Total</u> | 5,714 | 4,118 | 471 | 794 | 52 | 439 | 363 | 0 |
| <u>Finance</u> | | | | | | | | |
| Modernisation Fund | 1,128 | 926 | 92 | 92 | 17 | 110 | 0 | 0 |
| <u>Finance Total</u> | 1,128 | 926 | 92 | 92 | 17 | 110 | 0 | 0 |
| TOTAL | 6,842 | 5,044 | 563 | 886 | 69 | 549 | 363 | 0 |

| | | | |
|-------------------------|---|--------------------|-------------------------|
| Report To: | Policy & Resources Committee | Date: | 17 November 2015 |
| Report By: | Chief Financial Officer | Report No: | FIN/112/15/JB/MT |
| Contact Officer: | Jan Buchanan | Contact No: | 01475 712225 |
| Subject: | 2015/18 Capital Programme | | |

1.0 PURPOSE

- 1.1 The purpose of the report is to provide Committee with the latest position of the 2015/18 Capital Programme.

2.0 SUMMARY

- 2.1 On February 19th 2015 the Council approved a new 3 year Capital Programme covering the period 2015/18, effectively extending the previously approved 2013/16 Capital Programme to 2017/18.
- 2.2 As part of the approved Capital Programme it was agreed to return the existing surplus in Capital Resources to Revenue Reserves, returning the Capital Programme to a break-even position. Following adjustments made during the year end accounts process however a deficit of £0.115m is now being reported as can be seen from Appendix 1. This is not a material deficit, representing 0.1% of projected spend over the 3 year period, well within the recommended level.
- 2.3 It can be seen from Appendix 2 that as at 30th September 2015 expenditure in 2015/16 was 29.69% of projected spend. Phasing and project spend has been reviewed by the budget holders and the relevant Corporate Director and will be continue to be monitored throughout the year.
- 2.4 The position in respect of each individual Committee is reported in Appendix 2 and Section 5 of the report. In view of high slippage levels in previous years officers are actively seeking to advance projects where at all possible, as no significant slippage in budgeted projects is yet being reported this is resulting in a projected net advancement of projects of 4.29%. This is a reduction in advancement of 6.97% from that reported to the previous Committee. As the year progresses some budgeted projects may fall behind schedule and is likely to see this figure move to being either on target or reporting modest slippage levels. This compares with a slippage outturn of 15.3% in 2014/15, the details of this were reported to Committee in August 2015.

3.0 RECOMMENDATIONS

- 3.1 It is recommended that Committee note the current position of the 2015/18 Capital Programme.

4.0 BACKGROUND

- 4.1 On February 19th 2015 the Council approved a new 3 year Capital Programme covering the period 2015/18, effectively extending the previously approved 2013/16 Capital Programme to 2017/18. As part of this process the previously reported surplus, along with minor underspends in 2 projects, returned £1.261m to Revenue Reserves. Subsequent adjustments arising as part of the year end accounts process have resulted in a small deficit.

5.0 CURRENT POSITION

- 5.1 Appendix 1 shows that over the 2015/18 period the Capital Programme is in a break-even position.
- 5.2 The position in respect of individual Committees is as follows:

Social Care

Project slippage of £0.315m (46.94%) with spend being 2.2% of projected spend for the year. This relates to the replacement for Neil St Children's Home and is a reduction in projected spend of £1.315m since last Committee, of this movement however £1m is due to an error in the previous Committee which overstated the projected spend.

Environment & Regeneration

Net advancement of £0.765m (3.92%) is being reported with spend being 25.8% of projected spend for the year. This is a net reduction in acceleration of spend of £0.909m (4.66%) since last Committee mainly due to slippage in the Flooding Strategy – Greenock Central (£0.746m) and AMP Depots – Vehicle Maintenance Shed (£0.500m) which is offset by advanced RAMP – Lighting (£0.513m).

Education & Communities

Net advancement of £0.498m (5.59%) is being reported with spend being 41.1% of projected spend for the year. Slippage within St John's Primary School Refurbishment is being more than offset by advancements including Rankin Park Cycle Track (£0.250m) and Ravenscraig Sports Barn (£0.200m).

Policy & Resources

Advancement of £0.323m (57.37%) relating to the Scottish Wide Area Network is being reported with spend being 7.8% of projected spend for the year.

- 5.3 Overall in 2015/16 it can be seen that expenditure is 29.69% of the projected spend for the year and that project advancement from the programme agreed in February 2015 is currently £1.271 million (4.29%).

6.0 CONCLUSIONS

- 6.1 As can be seen in paragraph 5.3 projected project advancement is currently 4.29%, this compares with slippage of 15.3% in 2014/15. It should be noted that officers have sought actively to advance projects in anticipation of potential slippage. However no such slippage is yet being reported. It is anticipated that as the year progresses it is possible that some budgeted projects will fall behind schedule and this is likely to see this figure move to being either on target or reporting modest slippage levels.
- 6.2 Following adjustments made during the year end accounts process the Council's Capital Programme for 2015/18 is showing a shortfall in resources of £0.115m. This is not a material deficit representing approximately 0.1% of the projected £94.7m spend over the 3 year period.
- 6.3 Overall Service Committees have spent 29.69% of the 2015/16 projected spend as at 30th September 2015.

7.0 CONSULTATION

7.1 This report has been approved by the Corporate Management Team and reflects the detail reported to Service Committee.

8.0 IMPLICATIONS

Finance

8.1 Financial Implications

All financial implications are shown in detail within the report and in Appendices 1 & 2.

One off Costs

| Cost Centre | Budget Heading | Budget Years | Proposed Spend this Report £000 | Virement From | Other Comments |
|-------------|----------------|--------------|---------------------------------|---------------|----------------|
| N/A | | | | | |

Annually Recurring Costs/ (Savings)

| Cost Centre | Budget Heading | With Effect from | Annual Net Impact £000 | Virement From (if Applicable) | Other Comments |
|-------------|----------------|------------------|------------------------|-------------------------------|----------------|
| N/A | | | | | |

Legal

8.2 There are no legal implications.

Human Resources

8.3 There are no direct staffing implications in respect of this report and as such the Head of Organisational Development, HR & Communications has not been consulted.

Equalities

8.4 The report has no impact on the Council's Equalities policy.

Repopulation

8.5 The Council's continuing significant capital investment levels will have a positive impact on regeneration, job creation and hence repopulation.

9.0 BACKGROUND PAPERS

9.1 None.

Appendix 1

Capital Programme - 2015/16 - 2017/18

Available Resources

| | A | B | C | D | E |
|--|---------------|---------------|---------------|------------|---------------|
| | 2015/16 | 2016/17 | 2017/18 | Future | Total |
| | £000 | £000 | £000 | £000 | £000 |
| Government Capital Support | 11,180 | 7,300 | 7,300 | - | 25,780 |
| Less: Allocation to School Estate | (5,317) | (4,300) | (4,300) | - | (13,917) |
| Capital Receipts (Note 1) | 1,006 | 133 | 385 | - | 1,524 |
| Capital Grants (Note 2) | 526 | 110 | - | - | 636 |
| Prudential Funded Projects (Note 3) | 9,668 | 21,971 | 11,866 | 450 | 43,955 |
| Balance B/F From 14/15 (Exc School Estate) | 2,890 | - | - | - | 2,890 |
| Capital Funded from Current Revenue (Note 4) | 4,810 | 6,939 | 333 | - | 12,082 |
| | <u>24,763</u> | <u>32,153</u> | <u>15,584</u> | <u>450</u> | <u>72,950</u> |

Overall Position 2014/18

| | |
|--|---------------|
| | <u>£000</u> |
| Available Resources (Appendix 1, Column E) | 72,950 |
| Projection (Appendix 2, Column B-E) | <u>73,065</u> |
| (Shortfall)/Under Utilisation of Resources | <u>(115)</u> |

Notes to Appendix 1

All notes exclude School Estates

Note 1 (Capital Receipts)

| | 2015/16 | 2016/17 | 2017/18 | Future | Total |
|--------------------------|--------------|------------|------------|----------|--------------|
| | £000 | £000 | £000 | £000 | £000 |
| Sales | 974 | 83 | 385 | - | 1,442 |
| Contributions/Recoveries | 32 | 50 | - | - | 82 |
| | <u>1,006</u> | <u>133</u> | <u>385</u> | <u>-</u> | <u>1,524</u> |

Note 2 (Capital Grants)

| | 2015/16 | 2016/17 | 2017/18 | Future | Total |
|----------------------------------|------------|------------|----------|----------|------------|
| | £000 | £000 | £000 | £000 | £000 |
| Cycling, Walking & Safer Streets | 121 | - | - | - | 121 |
| SPT | 114 | - | - | - | 114 |
| Sustrans | 56 | - | - | - | 56 |
| Sports Scotland/SFA | 18 | 100 | - | - | 118 |
| Electric Vehicle Charging Points | 39 | - | - | - | 39 |
| Big Lottery Fund | 178 | 10 | - | - | 188 |
| | <u>526</u> | <u>110</u> | <u>-</u> | <u>-</u> | <u>636</u> |

Notes to Appendix 1

| <u>Note 3 (Prudentially Funded Projects)</u> | <u>2015/16</u> | <u>2016/17</u> | <u>2017/18</u> | <u>Future</u> | <u>Total</u> |
|--|----------------|----------------|----------------|---------------|---------------|
| | £000 | £000 | £000 | £000 | £000 |
| Additional ICT - Education Whiteboard & PC Refresh | 78 | 92 | 66 | - | 236 |
| Vehicle Replacement Programme | 1,250 | 900 | 1,481 | - | 3,631 |
| Greenock Parking Strategy | 273 | - | - | - | 273 |
| Asset Management Plan - Offices | 1,254 | 3,856 | 133 | - | 5,243 |
| Asset Management Plan - Depots | 2,360 | 4,961 | 531 | - | 7,852 |
| Capital Works on Former Tied Houses | 20 | 160 | 60 | 360 | 600 |
| Waterfront Leisure Complex Combined Heat and Power Plant | 181 | 50 | - | - | 231 |
| Leisure & Pitches Strategy | 103 | 204 | - | - | 307 |
| Broomhill Community Facility | - | 500 | - | - | 500 |
| Kylemore Childrens Home (return of borrowing in lieu of receipt) | (200) | - | - | - | (200) |
| Neil Street Childrens Home Replacement | 346 | 1,369 | 29 | - | 1,744 |
| Crosshill Childrens Home Replacement | - | 157 | 1,435 | 90 | 1,682 |
| Modernisation Fund | 92 | 110 | - | - | 202 |
| Watt Complex Refurbishment | - | 700 | 2,221 | - | 2,921 |
| Gourock One Way System | 2,000 | 500 | - | - | 2,500 |
| Roads Asset Management Plan | 1,001 | 7,102 | 4,600 | - | 12,703 |
| Surplus Prudential Borrowing due to project savings | 60 | 60 | 60 | - | 180 |
| Reduction in Prudential Borrowing, ICT Annual allocation | (150) | (150) | (150) | - | (450) |
| Additional Prudential Borrowing to Support annual allocations | 1,000 | 1,400 | 1,400 | - | 3,800 |
| | <u>9,668</u> | <u>21,971</u> | <u>11,866</u> | <u>450</u> | <u>43,955</u> |

| <u>Note 4 (Capital Funded from Current Revenue)</u> | <u>2015/16</u> | <u>2016/17</u> | <u>2017/18</u> | <u>Future</u> | <u>Total</u> |
|--|----------------|----------------|----------------|---------------|---------------|
| | £000 | £000 | £000 | £000 | £000 |
| Regeneration of Port Glasgow Town Centre | 416 | 326 | - | - | 742 |
| Play Areas | 352 | 308 | - | - | 660 |
| Coronation Park, Port Glasgow | 185 | - | - | - | 185 |
| Contribution to Birkmyre Park Pitch Improvements | - | 200 | - | - | 200 |
| Gourock Walled Garden, Toilet Provision | 27 | - | - | - | 27 |
| Hillend Respite Unit | 3 | - | - | - | 3 |
| Scheme of Assistance | 433 | 333 | 333 | - | 1,099 |
| Flooding Strategy | (609) | 2,472 | - | - | 1,863 |
| Greenock Parking Strategy | 68 | - | - | - | 68 |
| Roads Asset Management Plan | 2,190 | - | - | - | 2,190 |
| Broomhill Community Facility (Community Facility Fund) | 101 | 252 | - | - | 353 |
| Inverkip Community Facility | 901 | 715 | - | - | 1,616 |
| Primary School MUGA's - various | 473 | 838 | - | - | 1,311 |
| Various MUGAs - transfer to SEMP | (138) | (365) | - | - | (503) |
| Watt Complex Refurbishment | 152 | 800 | - | - | 952 |
| Community Facilities Investment | 100 | 300 | - | - | 400 |
| Blaes Football Parks | 26 | 40 | - | - | 66 |
| Ravenscraig Sports Barn | 600 | - | - | - | 600 |
| Broomhill Regeneration | 80 | 670 | - | - | 750 |
| Central Gourock | - | 150 | - | - | 150 |
| Scottish Wide Area Network | 323 | - | - | - | 323 |
| Rankin Park Cycle Track | 250 | (100) | - | - | 150 |
| Asset Management Plan - Depots | 137 | - | - | - | 137 |
| Use of General Fund Reserves | (1,260) | - | - | - | (1,260) |
| | <u>4,810</u> | <u>6,939</u> | <u>333</u> | <u>-</u> | <u>12,082</u> |

Capital Programme - 2015/16 - 2017/18Agreed Projects

| Committee | A Prior Years £000 | B 2015/16 £000 | C 2016/17 £000 | D 2017/18 £000 | E Future £000 | F Total £000 | G Approved Budget £000 | H (Under)/ Over £000 | I 2014/15 Spend To 30/09/15 £000 |
|---|-----------------------------|----------------------|----------------------|----------------------|---------------------|--------------------|---------------------------------|-------------------------------|---|
| Policy & Resources | 5,044 | 886 | 549 | 363 | - | 6,842 | 6,842 | - | 69 |
| Environment & Regeneration | 25,690 | 20,272 | 23,102 | 11,307 | 360 | 80,731 | 80,731 | - | 5,239 |
| Education & Communities (Exc School Estate) | 1,021 | 3,272 | 6,464 | 3,054 | - | 13,811 | 13,811 | - | 1,006 |
| CHCP | 191 | 356 | 1,526 | 1,464 | 90 | 3,627 | 3,627 | - | 8 |
| Sub -Total | 31,946 | 24,786 | 31,641 | 16,188 | 450 | 105,011 | 105,011 | - | 6,322 |
| School Estate (Note 1) | 8,145 | 6,139 | 12,615 | 3,308 | 2,696 | 32,903 | 32,903 | - | 2,861 |
| Total | 40,091 | 30,925 | 44,256 | 19,496 | 3,146 | 137,914 | 137,914 | - | 9,183 |

Note 1Summarised SEMP Capital Position - 2014/18

| | 2015/16 | 2016/17 | 2017/18 |
|---|---------------|---------------|--------------|
| Capital Allocation | 5,317 | 4,300 | 4,300 |
| Scottish Government School Grant (estimate) | 1,120 | 1,953 | 100 |
| Surplus b/fwd | 3,762 | 4,758 | (774) |
| Prudential Borrowing | 500 | 465 | - |
| Prudential Borrowing - In Lieu of Receipts | | | |
| Prudential Borrowing - Accelerated Investment | | | |
| Contractor Contribution | 60 | | |
| CFCR | 138 | 365 | - |
| Available Funding | <u>10,897</u> | <u>11,841</u> | <u>3,626</u> |
| <u>Projects</u> | | | |
| Ex-Prudential Borrowing | 5,501 | 11,785 | 3,308 |
| Prudential Borrowing | 500 | 465 | - |
| CFCR | 138 | 365 | - |
| Total | <u>6,139</u> | <u>12,615</u> | <u>3,308</u> |
| Surplus c/fwd | 4,758 | (774) | 318 |

Report To: Policy & Resources Committee **Date:** 17 November 2015

Report By: Chief Executive, Corporate
Director Environment,
Regeneration & Resources,
Head of Inclusive Education,
Culture and Corporate Policy,
Head of Organisational
Development, H.R &
Communications and Chief
Financial Officer

Report No: FIN/110/15/AP/AE

Contact Officer: Angela Edmiston **Contact No:** 01475712143

Subject: Policy & Resources Committee 2015/16 Revenue Budget – Period 6 to
30th September 2015

1.0 PURPOSE

- 1.1 To advise Committee of the 2015/16 projected out-turn for the Policy & Resources Committee as at period 6, 30th September 2015.

2.0 SUMMARY

- 2.1 The total revised Committee budget for 2015/16 is £17,533,000. This excludes Earmarked Reserves of £1,631,000.
- 2.2 The latest projection, excluding Earmarked Reserves, is an underspend of £2,437,000 which is an increase in underspend of £443,000 since period 4 report to Committee.
- 2.3 The main reasons for this underspend are:
- a) £1,900,000 projected underspend due to a projected significant reduction in call on Pay and Non Pay Inflation Contingency. This is an increase of £200,000 since last reported to Committee which has been factored into the Budget Strategy.
 - b) One-off £200,000 underspend projected due to no significant calls being anticipated on the Pressures Contingency until 2016/17.
 - c) £100,000 over-recovery of Benefit subsidy in line with mid-year estimate.
 - d) £120,000 over-recovery of prior year Council Tax income collection which is in line with 2014/15 out-turn.
 - e) A £91,000 projected underspend within Finance Services employee costs not previously reported to Committee. This is mainly due to additional turnover savings and a delay in restructure of the Customer Service Centre.
 - f) An £80,000 projected over-recovery of Internal Resource Interest income based on previous year out-turn not previously reported to Committee
- 2.4 The Earmarked Reserves for 2015/16 totals £1,631,000 of which £523,000 is projected to be spent in the current financial year. To date expenditure of £219,000 (41.87%) has been incurred which is £53,000 over the phased budgeted spend to date. It is to be noted that Earmarked Reserves reported in appendix 4 excludes Earmarked Reserves for Asset Plans and Strategic Funds.
- 2.5 The Common Good Fund is projecting a surplus fund balance at 31 March 2016 of £43,010.

This is below the minimum level of reserves of £100,000 recommended. Rates costs are also being examined to ensure all appropriate relief has been obtained. It is important that the Common Good budget operates on a sustainable basis and a full review will take place as part of the budget.

3.0 RECOMMENDATIONS

- 3.1 The Committee note the projected underspend of £2,437,000 for the Policy and Resources Committee as at Period 6, 30th September 2015.
- 3.2 The Committee note the projected fund balance of £43,010 for the Common Good Fund and that a full review of the Common Good budget is being undertaken as part of the 2016/18 budget.

John Mundell
Chief Executive

Alan Puckrin
Chief Financial Officer

Angela Edwards
Head of Service
Inclusive Education,
Culture & Corporate Policy

Aubrey Fawcett
Corporate Director
Environment, Regeneration &
Resources

Steven McNab
Head of Service
Organisational Development,
H.R & Communications

4.0 BACKGROUND

4.1 The purpose of this report is to advise Committee of the current position of the 2015/16 budget and to highlight the main issues contributing to the projected underspend of £2,437,000.

5.0 2015/16 CURRENT POSITION

5.1 The current projection is an underspend of £2,437,000. The following are the material variances:

5.2 The following material variances relate to the Environment, Regeneration & Resources Directorate:

Finance - £321,000 underspend

Employee Costs: £91,000 projected underspend which is a further decrease in spend of £78,000 since period 4 report to Committee mainly due to a delay in restructure of the Customer Service Centre and additional turnover savings.

Supplies & Services: £22,000 projected underspend, an increase in underspend of £12,000 since last reported to Committee mainly due to a reduction in costs for Software upgrades.

Other Expenditure: Current projection is an underspend of £103,000, a minor increase in underspend of £3,000 since period 4 report to Committee.

Income: £109,000 projected over-recovery of income which is an additional £51,000 increase in income mainly due to a further £20,000 increase in prior year Council Tax income based on collections to date, £20,000 increase in Statutory Additions income based on prior year out-turn and £10,000 reduction in previously projected income under-recovery from sale of PC's.

Legal & Property - £55,000 overspend

Employee Costs: An overspend of £48,000 is being projected due to turnover target not being met. This is a decrease in spend of £12,000 since last reported to Committee due to early achievement of savings. It is anticipated that this overspend will be reduced by charging fees to specific projects.

Administration Costs: A £11,000 underspend is being projected mainly due to a £10,000 projected reduction in Franking Machine costs which is fully offset by a reduction in rechargeable income.

Income: An under-recovery of £20,000 is being projected which is a £10,000 increase in under-recovery since last reported to Committee, due to a reduction in rechargeable Franking Machine income, fully offset by a reduction in costs.

5.3 The following material variances relate to the Education, Communities & Organisational Development Directorate:

Organisational Development, H.R. & Communications - £4,000 underspend

Employee Costs: £23,000 overspend is being projected mainly due to turnover target not being met. This is an increase in spend of £1,000 since last reported to Committee.

Other Expenditure: £15,000 underspend projected which is an increase in underspend of £5,000 since last reported to Committee due to Service projecting a decrease in spend for Workforce Development.

5.4 The following material variances relate to the Miscellaneous budget.

Miscellaneous – £2,180,000 underspend

Inflation Contingency: A £1,900,000 underspend is being projected which is an increase in underspend of £200,000 since last reported to Committee and is due to a further projected reduction in calls on non-pay inflation contingency.

Pressures Contingency: As no significant calls are expected, a one off £200,000 underspend is being projected for the pressures contingency until 2016/17. This was reported to Committee in period 4.

Internal Resource Interest: An over-recovery of £80,000 is being projected in period 6 which is in line with 2014/15 out-turn.

6.0 VIREMENT

6.1 There are no virements to report in period 6.

7.0 EARMARKED RESERVES

7.1 Appendix 4 gives a detailed breakdown of the current earmarked reserves position. Total funding is £1,631,000 of which £523,000 is projected to be spent in 2015/16 and the remaining balance of £1,108,000 to be carried forward to 2016/17 and beyond. It can be seen that expenditure of £219,000 has been achieved which is £53,000 over the phased budgeted spend to date and represents 41.87% of the annual projected spend.

8.0 COMMON GOOD FUND

8.1 Appendix 5 shows a projected overspend of £7,000 in the Common Good Fund as at 30th September 2015. This results in a projected available fund balance at 31st March 2016 of £43,010. This is below the minimum level of reserves of £100,000 recommended. Rates costs are also being examined to ensure all appropriate relief has been obtained.

8.2 It is important that the Common Good budget operates on a sustainable basis and a full review will take place as part of the budget.

9.0 IMPLICATIONS

9.1 Finance

Financial Implications:

One off Costs

| Cost Centre | Budget Heading | Budget Years | Proposed Spend this Report £000 | Virement From | Other Comments |
|--------------------|-----------------------|---------------------|--|----------------------|-----------------------|
| N/A | | | | | |

Annually Recurring Costs/ (Savings)

| Cost Centre | Budget Heading | With Effect from | Annual Net Impact £000 | Virement From (If Applicable) | Other Comments |
|--------------------|-----------------------|-------------------------|-----------------------------------|--------------------------------------|-----------------------|
| N/A | | | | | |

9.2 Legal

There are no specific legal implications arising from this report.

9.3 Human Resources

There are no specific human resources implications arising from this report.

9.4 Equalities

Has an Equality Impact Assessment been carried out?

Yes See attached appendix

No This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy. Therefore, no Equality Impact Assessment is required.

9.5 Repopulation

There are no repopulation issues arising from this report.

10.0 CONSULTATIONS

10.1 The Chief Executive, Corporate Director Environment, Regeneration & Resources, Head of Inclusive Education, Culture and Corporate Policy, Head of Organisational Development, H.R and Communications and the Chief Financial officer have been consulted in the preparation of this report.

11.0 CONCLUSIONS

11.1 The Committee note the 2014/15 Revenue Budget out-turn and the 2015/16 projected underspend of £2,437,000 for the Policy and Resources Committee as at Period 6, 30th September 2015.

12.0 BACKGROUND PAPERS

12.1 There are no background papers for this report.

Policy & Resources Budget Movement - 2015/16

Period 6: 1st April - 30th September 2015

| Service | Approved Budget | Movements | | | Revised Budget |
|---|-----------------|-------------------|------------------|----------------------------------|-------------------------------|
| | 2015/16 £000 | Inflation £000 | Virement £000 | Supplementary Budgets £000 | Transferred to EMR £000 |
| Finance | 7,585 | 5 | (307) | | 7,283 |
| Legal & Property | 1,507 | | | | 1,507 |
| Organisational Development, HR & Communications | 1,669 | | (4) | | 1,665 |
| Corporate Policy | 180 | | | | 180 |
| Chief Exec | 398 | | | | 398 |
| Miscellaneous | 7,496 | (990) | (6) | | 6,500 |
| Totals | <u>18,835</u> | <u>(985)</u> | <u>(317)</u> | <u>0</u> | <u>17,533</u> |

Supplementary Budget Detail

£000

External Resources

Internal Resources

Savings/Reductions

0

POLICY & RESOURCES

Appendix 2

REVENUE BUDGET MONITORING REPORT

CURRENT POSITION

PERIOD 6: 1st April 2015- 30th September 2015

| Service | Approved Budget 2015/16 £000 | Revised Budget 2015/16 £000 | Projected Out-turn 2015/16 £000 | Projected Over/(Under) Spend £000 |
|--|------------------------------------|-----------------------------------|---------------------------------------|---|
| Finance | 7,585 | 7,283 | 6,962 | (321) |
| Legal & Property Services | 1,507 | 1,507 | 1,562 | 55 |
| Total Net Expenditure Environment, Regeneration & Resources | 9,092 | 8,790 | 8,524 | (266) |
| Organisational Development, Human Resources & Communications | 1,669 | 1,665 | 1661 | (4) |
| Corporate Policy | 180 | 180 | 184 | 4 |
| Total Net Expenditure Education, Communities & Organisational Development | 1,849 | 1,845 | 1,845 | 0 |
| Chief Executive | 398 | 398 | 407 | 9 |
| Miscellaneous | 7,496 | 6,500 | 4,320 | (2,180) |
| TOTAL NET EXPENDITURE | 18,835 | 17,533 | 15,096 | (2,437) |
| Earmarked reserves | | | | |
| Total Net Expenditure excluding Earmarked Reserves | 18,835 | 17,533 | 15,096 | (2,437) |

POLICY & RESOURCES**REVENUE BUDGET MONITORING REPORT****MATERIAL VARIANCES (EXCLUDING EARMARKED RESERVES)****PERIOD 6: 1st April 2015 - 30th September 2015**

| Outturn 2014/15 £000 | Budget Heading | Budget 2015/16 £000 | Proportion of Budget £000 | Actual to 30/09/15 £000 | Projection 2015/2016 £000 | Over/(Under) Budget £000 |
|----------------------------|--|---------------------------|---------------------------------|-------------------------------|---------------------------------|--------------------------------|
| | <u>Finance</u> | | | | | |
| 5,391 | Employee Costs | 5,325 | 2,568 | 2,506 | 5,234 | (91) |
| 35,720 | Benefit Subsidy | 36,486 | 12,162 | 11,169 | 36,386 | (100) |
| 3 | Legal Expenses | 3 | 2 | 1 | 13 | 10 |
| (299) | Statutory additions | (260) | (130) | (131) | (280) | (20) |
| 132 | Computer Software Upgrade | 140 | 70 | 126 | 128 | (12) |
| (304) | Council tax income Prior Year | (187) | (94) | 0 | (307) | (120) |
| (99) | ICT - Income | (60) | (30) | (28) | (36) | 24 |
| | <u>Organisational Development, HR & Communications & Events</u> | | | | | |
| 1,525 | Employee Costs | 1,359 | 653 | 668 | 1,382 | 23 |
| 91 | Consultants costs | 100 | 33 | 28 | 90 | (10) |
| | <u>Miscellaneous</u> | | | | | |
| 553 | Inflation Contingency | 4,678 | 2,339 | 935 | 2,778 | (1,900) |
| 0 | Pressures Contingency | 232 | 116 | 0 | 32 | (200) |
| (334) | Internal Resource Interest | (226) | (113) | 0 | (306) | (80) |
| | <u>Legal & Property Services</u> | | | | | |
| 1,850 | Employee Costs | 1,071 | 516 | 766 | 1,119 | 48 |
| 31 | Postages | 40 | 20 | 18 | 30 | (10) |
| (17) | Income recharges | (28) | (14) | (7) | (18) | 10 |
| (4) | Income | (24) | (12) | 0 | (14) | 10 |
| 44,239 | TOTAL MATERIAL VARIANCES | 48,649 | 18,086 | 16,051 | 46,231 | (2,418) |

EARMARKED RESERVES POSITION STATEMENT

Appendix 4

COMMITTEE: Policy & Resources

| <u>Project</u> | <u>Lead Officer/ Responsible Manager</u> | <u>Total Funding 2015/16</u> | <u>Phased Budget To Period 6 2015/16</u> | <u>Actual To Period 6 2015/16</u> | <u>Projected Spend 2015/16</u> | <u>Amount to be Earmarked for 2016/17 & Beyond</u> | <u>Lead Officer Update</u> |
|--|--|--------------------------------------|--|---|------------------------------------|--|--|
| | | £000 | £000 | £000 | £000 | £000 | |
| Modernisation Fund | Alan Puckrin | 308 | 80 | 80 | 161 | 147 | 4 employees fully/part funded from Fund at present. Business case being developed for HR EDRMS project |
| Procurement Development Fund | Alan Puckrin | 4 | 0 | 0 | 0 | 4 | £18k vired to fund Procurement Apprentice. Use of balance being considered or written back. |
| Welfare Reforms - Operational | Alan Puckrin | 344 | 15 | 14 | 39 | 305 | Extra funding of £27k but £30k vired to fund 2 Modern Apprentices in the CSC. Further temporary CSC resource funded from EMR to meet increased demand for services and funding extra Benefits post. |
| Budget Development | Alan Puckrin | 310 | 0 | 20 | 129 | 181 | Budget development spend being incurred. Budget also includes allocations for ad-hoc projects. |
| Protection of Vulnerable Groups | S McNab | 48 | 39 | 35 | 48 | 0 | Full spend expected to be incurred by October 2015. |
| 2013/16 Revenue Contingency | Alan Puckrin | 212 | 32 | 70 | 122 | 90 | Nepal earthquake, Waverly Enterprise and Kelburn Park fully spent. £16k spend incurred for Corlic Farm legal representation and full spend expected by November 2015. Full spend of £9k incurred for Inverclyde Leisure playschemes with £3k balance to be returned to uncommitted reserves. £28k for Newark Castle lighting expected to be incurred end of 2015. The Event fee for Powerboat Grand Prix is expected to be in Jan 2016. Future spend will consist of £5k for Toll Boys, £65k for Powerboat Grand Prix and £20k uncommitted reserves. |
| Discretionary Housing Payments / Welfare Reform - Policy | Alan Puckrin | 405 | 0 | 0 | 24 | 381 | £24k allocation for Discretionary Housing Payments. Decisions required on the balance and will be taken as part of the 2016/18 budget. |

| <u>Project</u> | <u>Lead Officer/ Responsible Manager</u> | <u>Total Funding 2015/16</u> | <u>Phased Budget To Period 6 2015/16</u> | <u>Actual To Period 6 2015/16</u> | <u>Projected Spend 2015/16</u> | <u>Amount to be Earmarked for 2016/17 & Beyond</u> | <u>Lead Officer Update</u> |
|-----------------------|--|--------------------------------------|--|---|------------------------------------|--|----------------------------|
| | | <u>£000</u> | <u>£000</u> | <u>£000</u> | <u>£000</u> | <u>£000</u> | |
| Total Category C to E | | 1,631 | 166 | 219 | 523 | 1,108 | |

REVENUE BUDGET MONITORING REPORT 2015/16PERIOD 6 : 1st April 2015 to 30th September 2015

| | | Final Outturn 2014/15 | Approved Budget 2015/16 | Budget to Date 2015/16 | Actual to Date 2015/16 | Projected Outturn 2015/16 |
|--------------------------------------|---|--------------------------------------|------------------------------------|-----------------------------------|-----------------------------------|--------------------------------------|
| <u>PROPERTY COSTS</u> | | 28,400 | 10,000 | 5,000 | 16,340 | 28,040 |
| Repairs & Maintenance | 1 | 19,650 | 9,000 | 4,500 | 10 | 9,000 |
| Rates | 2 | 11,140 | | 0 | 18,040 | 18,040 |
| Property Insurance | | (2,390) | 1,000 | 500 | (1,710) | 1,000 |
| Marketing Costs | | | | | | |
| <u>ADMINISTRATION COSTS</u> | | 21,670 | 8,700 | 1,900 | 4,100 | 8,700 |
| Sundries | 3 | 14,470 | 1,500 | 800 | 1,900 | 1,500 |
| Commercial Rent Management Recharge | | 2,200 | 2,200 | 1,100 | 2,200 | 2,200 |
| Recharge for Accountancy | | 5,000 | 5,000 | 0 | | 5,000 |
| <u>OTHER EXPENDITURE</u> | | 145,650 | 98,800 | 44,300 | 3,230 | 100,700 |
| Christmas Lights Switch On | | 10,500 | 10,500 | 0 | | 10,500 |
| Christmas Dinners/Parcels | | 18,000 | 21,600 | 0 | | 21,600 |
| Christmas Decorations | | 35,400 | 0 | 0 | | 0 |
| Gourock Highland Games | | 29,400 | 29,400 | 29,400 | | 29,400 |
| Armistice Service | | 6,930 | 8,300 | 0 | 730 | 8,300 |
| Comet Festival | | 13,300 | 13,300 | 13,300 | | 13,300 |
| Fireworks | | 12,600 | 12,600 | 0 | | 12,600 |
| Society of the Innocents Rent Rebate | | 7,620 | 3,100 | 1,600 | 2,500 | 5,000 |
| World War 1 Centenary | 4 | 600 | | | | 0 |
| Bad Debt Provision | | 11,300 | | | | 0 |
| <u>INCOME</u> | | (145,880) | (149,300) | (74,700) | (51,650) | (130,440) |
| Property Rental | | (164,150) | (181,100) | (90,600) | (51,610) | (183,000) |
| Void Rents | 5 | 19,340 | 33,800 | 16,900 | | 54,560 |
| Internal Resources Interest | | (1,070) | (2,000) | (1,000) | (40) | (2,000) |
| Disposal of Land | 6 | 0 | | | | 0 |
| <u>NET ANNUAL EXPENDITURE</u> | | 49,840 | (31,800) | (23,500) | (27,980) | 7,000 |
| <u>EARMARKED FUNDS</u> | 7 | 76,580 | 49,170 | 0 | 21,990 | 49,170 |
| John Wood St/Bay St Shop Improvemnts | | 76,576 | 18,420 | | 18,420 | 18,420 |
| World War 1 Centenary | 4 | | 3,750 | | 3,570 | 3,750 |
| Port Glasgow Road - Demolition | | | 15,000 | | | 15,000 |
| Repairs & Renewals Fund | | | 12,000 | | | 12,000 |
| <u>TOTAL NET EXPENDITURE</u> | | 126,420 | 17,370 | (23,500) | (5,990) | 56,170 |

Fund Balance as at 31st March 2015

99,180

Projected Fund Balance as at 31st March 2016

43,010

Notes:

1 Repairs & Maintenance

Additional Repairs costs are due to be incurred in respect of 12 Bay St to bring this property to an adequate condition to allow the property to be let out. These costs are estimated to be £16,000 and will be funded from a combination of the ongoing repairs & Maintenance budget and the Repairs & Renewals Fund.

2 Rates (Empty Properties)

Rates are currently being paid on empty properties, projection reflects current Rates levels however all historic Rates costs are being examined to ensure all appropriate empty property relief has been obtained. Any subsequent credit will be included in future reports.

3 Sundries

Additional Legal Fees of £12,400 were incurred in 2014/15 in respect of a dispute over unpaid rent. The dispute is ongoing and may result in further additional costs and/or a write-off of bad debt. A provision has previously been made for bad debt which will partly offset any write-off. Should the dispute be resolved in the Common Good's favour these costs may be recoverable.

4 World War 1 Centenary

World War 1 Centenary includes purchase of commemorative benches and attendance at Drumhead Service. The benches were not delivered until 2015/16 and as a result the budget was set aside for carry forward and is included in the Earmarked Funds section.

5 Current Empty Properties are:

12 Bay St
4 John Wood Street
15 John Wood Street
17 John Wood Street
74 Port Glasgow Road

Vacant since:

April 2015
May 2010
December 2012 (currently under offer)
March 2014
September 2012

6 Land at Port Glasgow Road

Following a marketing exercise of the site at Port Glasgow Road, Greenock, no satisfactory offers were received. The site will now be re-marketed and the remaining buildings demolished to make the site more marketable.

7 Approved Projects

In addition to the annual budget highlighted above committee have previously approved funding for Improvements to Shops in Bay St/John Wood St, Port Glasgow. As noted an allowance for the World War 1 commemorative benches has also now been included here.

In addition allowance has been made for the clearance of the site at 74 Port Glasgow Road and a Repairs & Renewals Fund was set up as part of the 2015/16 budget process.

| | | |
|-------------------------|--|------------------------------------|
| Report To: | Policy & Resources Committee | Date: 17 November 2015 |
| Report By: | Chief Financial Officer | Report No: FIN/109/15/AP/AE |
| Contact Officer: | Alan Puckrin | Contact No: 01475 712223 |
| Subject: | 2015/16 General Fund Revenue Budget as at 30 September 2015 | |

1.0 PURPOSE

- 1.1 The purpose of this report is to advise the Committee of the position of the General Fund Revenue Budget as at 30th September 2015 and to update the Committee in respect of the position of the General Fund Reserves and Earmarked Reserves.

2.0 SUMMARY

- 2.1 The Council approved a two year budget in February 2015. 2015/16 is the first year of this budget and incorporated a planned contribution to the General Fund Reserve of £2.588 million.
- 2.2 It can be seen from Appendix 1 that as at 30th September 2015 the General Fund is projecting a £3.363 million underspend which represents 1.71% of the net Revenue Budget. This is mainly due to:
- Projected significant under utilisation of pay and non-pay inflation allowance in line with the approved 2016/18 Budget Strategy.
 - A one off underspend within pressures contingency.
 - Projected over recovery of housing benefit subsidy in line with the mid-year estimate.
 - Projected saving in utility costs in line with prior years outturn.
 - One off saving in Council contribution to council tax reduction scheme.
 - Partially offset by increased client package costs in homecare.
- 2.3 From Appendix 1 it can be seen that 3 Service Committees are currently projecting underspends. Health and Social Care Committee is projecting an overspend primarily due to increased client package costs within external homecare.
- 2.4 Appendix 2 shows the latest position in respect of Earmarked Reserves, excluding those relating to Asset Plans and Strategic Funds, it can be seen that as at 30th September 2015 expenditure totalled £1.199 million which equates to 14.41% of the projected spend in 2015/16. It can also be seen from Appendix 2 that at 30th September 2015 actual expenditure is 2.74% ahead of phased budget.
- 2.5 Appendix 3 shows the latest position in respect of the General Fund Reserves and shows that the projected balance at 31st March 2016 is £4.848 million which is £0.848 million greater than the minimum recommended balance of £4 million. Appendix 3 reflects the decisions on the use of free reserves taken at Policy & Resources Committee on 22nd September 2015.
- 2.6 It is anticipated that there will be a multi-year Spending Review announced by the new UK Government and that this will take place in the autumn. Thereafter, it is anticipated that the Scottish Government will announce its funding plans for 2016/17 late December 2016 with the intention that the Local Government figures will be the announced at the same time.

3.0 RECOMMENDATIONS

- 3.1 It is recommended that the Committee note the latest position of the 2015/16 Revenue Budget and General Fund Reserves.
- 3.2 It is recommended that the Committee note the use of free reserves approved on 22nd September 2015 by Policy & Resources Committee reflected in Appendix 3 and that any further increases during the year will be subject to further reports.

Alan Puckrin
Chief Financial Officer

4.0 BACKGROUND

4.1 The Council set a two year General Fund Revenue Budget in February 2015. 2015/16 is the first year of this budget and in the process the Council agreed a contribution to the General Fund Reserve of £2.588 million.

5.0 POSITION AS AT 30 SEPTEMBER 2015

5.1 It can be seen from Appendix 1 that as at 30th September 2015 the General Fund is projecting an underspend of £3.363 million which equates to 1.71% of the net General Revenue Fund Budget.

5.2 It is projected that approximately £1.9 million of pay and non-pay inflation will not be required in 2015/16. This has largely come about due to lower than anticipated inflationary pressures around utilities, fuel, PPP contract indexation, SPT and Waste Contracts. The amount required in 2015/16 has continued to follow the same level as 2014/15. It is anticipated that contracts and costs are likely to increase in future years due to global inflationary pressures and the impact of the increase in the living wage.

5.3 A one off underspend of £200,000 is projected in relation to pressures contingency. An underspend of £330,000 is projected for the impact of Council Tax Reduction Scheme due to a reduction in caseload figures within Inverclyde. This is in line with the rest of Scotland and was reported to the May Policy & Resources Committee.

5.4 It can be seen from Appendix 1 that 3 Service Committees are currently projecting underspends, Health and Social Care Committee is currently projecting an overspend.

5.5 In summary the main issues relating to the four Service Committees are as follows:-

Policy & Resources Committee – Projected underspend of £2,437,000 (13.9%) mainly due to the significant projected under utilisation of the pay and non-pay inflation contingency, one off saving projected within the pressures contingency, a projected over recovery of benefit subsidy, prior year Council Tax income, over recovery of IRI income and statutory additions income.

Environment & Regeneration – Projected underspend of £212,000 (1.04%) mainly due to excess turnover savings projected due to early achievement of planned savings, a projected underspend in Vehicle Maintenance Fuel costs, an underspend within residual waste contract due to a reductions in waste tonnage treated offset by a shortfall in special catering income and Roads Client sales, fees and charges.

Education & Communities - £354,000 (0.42%) projected underspend mainly due to an underspend in Education Early Years due to vacancies, additional turnover savings and a projected over recovery of school meal income and income from Other Local Authorities. This has been partially offset by a projected overspend for Teachers due to increased roll and placing requests.

Health & Social Care – Projected overspend of £163,000 (0.33%) mainly due to increased client package costs within external homecare partially offset by vacancies within internal homecare.

5.6 Appendix 2 shows the latest position in respect of the Earmarked Reserves and provides information on performance against phased budget. The Committee is asked to note that the phasing will not be amended during the year and should provide a useful benchmark for Officers and Members to monitor performance against originally envisaged targets. The Earmarked Reserve statement excludes those funds that relate to Assets Plans or Strategic Funds.

5.7 It can be seen that as at 30th September 2015 the Council has spent £1.199 million

against a phased budget target of £1.167 million. This represents spend ahead of target of 2.74% and spend equates to 14.41% of the projected spend for 2015/16. Performance in respect of Earmarked Reserves is reviewed by the Corporate Management Team and reported in detail to each Service Committee.

- 5.8 Appendix 3 shows the projected General Fund Reserves position as at 31st March 2016. The projected balance at this date is shown as £4.848 million which is £0.848 million greater than the minimum reserve balance of £4 million recommended and approved via the Reserves Strategy.
- 5.9 Appendix 3 reflects decisions taken at the Policy & Resources Committee on 22nd September 2015 on use of free reserves.

6.0 OTHER FINANCIAL MATTERS

- 6.1 It was approved at the full Council Meeting on 19th February 2015 that the Members Budget Working Group will continue to meet throughout 2015/16 to develop proposals to balance the 2016/17 budget with the stated aim of eliminating the use of reserves. A report elsewhere on the agenda provides an update on progress.
- 6.2 It is anticipated that there will be a multi-year Spending Review announced by the new UK Government and that this will take place in the autumn. Thereafter, it is anticipated that the Scottish Government will announce its funding plans for 2016/17 late December 2016 and that the Local Government figures will be the announced at the same time.

7.0 CONSULTATION

- 7.1 This report has been produced utilising the detailed budget reports to each Committee.

8.0 IMPLICATIONS

8.1 Finance

One off Costs

| Cost Centre | Budget Heading | Budget Years | Proposed Spend this Report £000 | Virement From | Other Comments |
|-------------|----------------|--------------|---------------------------------|---------------|----------------|
| N/A | N/A | N/A | N/A | N/A | N/A |

Annually Recurring Costs

| Cost Centre | Budget Heading | With Effect from | Annual Net Impact £000 | Virement From (If Applicable) | Other Comments |
|-------------|----------------|------------------|------------------------|-------------------------------|----------------|
| N/A | N/A | N/A | N/A | N/A | N/A |

8.2 Legal

None.

8.3 Human Resources

None.

8.4 Equalities

None.

8.5 Repopulation

None.

9.0 BACKGROUND PAPERS

9.1 None.

Policy & Resources Committee
Revenue Budget Monitoring Report
Position as at 30th September 2015

| Committee | Approved Budget 2015/2016 | Revised Budget 2015/2016 | Projected Out-turn 2015/2016 | Projected Over/(Under) Spend | Percentage Variance |
|--|------------------------------|-----------------------------|---------------------------------|---------------------------------|------------------------|
| | £,000's | £,000's | £,000's | £,000's | |
| Policy & Resources | 18,835 | 17,533 | 15,096 | (2,437) | (13.90%) |
| Environment & Regeneration | 22,196 | 20,368 | 20,156 | (212) | (1.04%) |
| Education & Communities (Note 1) | 89,665 | 83,570 | 83,216 | (354) | (0.42%) |
| Health & Social Care | 48,767 | 49,239 | 49,402 | 163 | 0.33% |
| Committee Sub-Total | 179,463 | 170,710 | 167,870 | (2,840) | (1.66%) |
| Loan Charges (Including SEMP) | 13,935 | 18,311 | 18,311 | 0 | 0.00% |
| Unallocated Savings | 0 | 0 | 0 | 0 | 0.00% |
| Contribution to General Fund Reserve | 2,588 | 2,588 | 2,588 | 0 | 0.00% |
| One off contribution to Reserves (Note 2) | 0 | 330 | 0 | (330) | (100.00%) |
| Contribution to / (from) Statutory Funds | (240) | (240) | (240) | 0 | 0.00% |
| Post Budget Adjustments (Note 3) | 109 | 109 | 109 | 0 | 0.00% |
| Earmarked Reserves | 0 | 4,901 | 4,901 | 0 | 0.00% |
| Total Expenditure | 195,855 | 196,709 | 193,539 | (3,170) | (1.61%) |
| Financed By: | | | | | |
| General Revenue Grant/Non Domestic Rates | (169,201) | (169,975) | (169,975) | 0 | 0.00% |
| Council Tax | (33,347) | (33,427) | (33,427) | 0 | 0.00% |
| Council Tax Reduction Scheme | 6,693 | 6,693 | 6,500 | (193) | (2.88%) |
| Net Expenditure | 0 | 0 | (3,363) | (3,363) | |

Note 1 - Reduction reflects loans charges and earmarked reserves.

Note 2 - Council contribution to Council Tax Reduction Scheme.

Note 3 - Increase in band d equivalents factored into free reserves 2015/16.

Earmarked Reserves Position Statement

Appendix 2

Summary

| <u>Committee</u> | <u>Total Funding 2015/16</u> | <u>Phased Budget to 30 September 15</u> | <u>Actual Spend To 30 September 15</u> | <u>Variance Actual to Phased Budget</u> | <u>Projected Spend 2015/16</u> | <u>Earmarked 2016/17 & Beyond</u> | <u>2015/16 %age Spend Against Projected</u> | <u>2015/16 %age Over/(Under) Spend Against Phased Budget</u> |
|----------------------------|------------------------------|---|--|---|--------------------------------|---------------------------------------|---|--|
| | £000 | £000 | £000 | £000 | £000 | £000 | | |
| Education & Communities | 6,113 | 257 | 211 | (46) | 3,883 | 2,230 | 5.43% | (17.90%) |
| Health & Social Care | 2,600 | 521 | 547 | 26 | 2,439 | 161 | 22.43% | 4.99% |
| Regeneration & Environment | 2,643 | 223 | 222 | (1) | 1,475 | 1,168 | 15.05% | (0.45%) |
| Policy & Resources | 1,631 | 166 | 219 | 53 | 523 | 1,108 | 41.87% | 31.93% |
| | 12,987 | 1,167 | 1,199 | 32 | 8,320 | 4,667 | 14.41% | 2.74% |

Actual Spend v Phased Budget

Overspend = £32k

2.74%

Appendix 3

GENERAL FUND RESERVE POSITION
Position as at 30/09/15

| | <u>£000</u> | <u>£000</u> |
|---|---------------|--------------------|
| Balance 31/03/15 | | 12148 |
| Projected Surplus/(Deficit) 2015/16 | 3363 | |
| Contribution to General Fund Reserve 2015/16 | 2588 | |
| CFCR Transfer from Capital Programme 2015/16 | 1260 | |
| Use of Reserves approved February 2014 (See Undernote) | (5703) | |
| Use of Reserves approved February 2015 (See Undernote) | <u>(5305)</u> | (3797) |
| <i>Use of Reserves Approved P&R September 2015:</i> | | |
| Developing Young Persons Workforce | (87) | |
| Removal Contaminated Waste former Greenock Academy Site | (420) | |
| Increased Funding Inverkip Community Facility | (100) | |
| Bakers Brae Realignment (subject to successful RCGF bid) | (1425) | |
| Port Glasgow/Broomhill (subject to successful RCGF bid) | (1371) | |
| Birkmyre Park Drainage (subject to contribution from St Columbas) | <u>(100)</u> | (3503) |
| Projected Unallocated Balance 31/03/16 | | <u>4848</u> |

Minimum Reserve required is £4million

Excludes approved temporary use of Reserves in 2016/17 of £3.298m.

Approved Usage February 2014:

| | | |
|--|---------------|--------|
| Increased expenditure on Roads Defects and Drainage over 14/16 | (500) | |
| Increased Funding for Regeneration Projects: | | |
| Lower Port Glasgow | (500) | |
| East Central Greenock | (500) | |
| Central Gourrock | (150) | |
| Employability | (400) | |
| Commonwealth Flotilla Event | (250) | |
| Play Area Investment | (150) | |
| Birkmyre Park, Kilmacolm, Rugby Pitch / Drainage improvements | (100) | |
| Broomberry Drive Walled Gardens - provision of modular toilet | (40) | |
| Further investment in I Zone (Port Glasgow & Gourrock) | (213) | |
| Ravenscraig Sports Barn | (600) | |
| SEMP - increase investment in MUGAs within Primary School Estate | (1100) | |
| Create Loan Charge EMR to meet spike in Loan Charges from 16/17 | <u>(1200)</u> | (5703) |

Approved Usage February 2015:

| | | |
|---|---------------|--------|
| Increase to Voluntary Severance/ Early Retiral Reserve | (1250) | |
| Increased allocation to Birkmyre Park Drainage Project | (150) | |
| Funding for Equipment - Adults with Learning Difficulties | (40) | |
| 2 Year Extension to 2 x Specialist Posts | (167) | |
| Scottish Wide Area Network - One off Costs | (323) | |
| Part Year Costs - Ravenscraig Sports Barn | (40) | |
| Flooding - Next Phase | (950) | |
| Rankin Park Cycle Track | (150) | |
| Substitute Funding - Riverside Inverclyde | (250) | |
| Substitute Funding - Common Good | (35) | |
| Beacon Contract and Core Funding | <u>(1950)</u> | (5305) |

| | | | |
|-------------------------|---|--------------------|---------------------------------------|
| Report To: | Policy & Resources Committee | Date: | 17th November, 2015 |
| Report By: | Chief Financial Officer and Chief Officer HSCP | Report No: | FIN/95/15/AP/CM |
| Contact Officer: | Alan Puckrin | Contact No: | 01475 712223 |
| Subject: | Welfare Reforms Update | | |

1.0 PURPOSE

- 1.1 The purpose of the report is to provide Committee with an update on the various aspects of Welfare Reform and to seek approval for the allocation of part of the Welfare Reforms revenue budget.

2.0 SUMMARY

- 2.1 Appendix 1 shows the latest position in respect of SWF payments. From this it can be seen that spend represents 56.5% of the budget 50% of the way through the year. The projected year end overspend can be contained in the carry forward from 2014/15 however it does flag up a potential budget pressure from 2016/17.
- 2.2 Universal Credit (UC) became live in Inverclyde on 12th October with initial numbers being very low. The Delivery Partnership agreement is in place and the Council receives payment from the DWP each month for agreed tasks carried out.
- 2.3 Following the transfer of Housing Benefit fraud duties to the DWP in February 2016 the Council will retain certain tasks such as Council Tax Reduction Fraud, Single Person Discounts checks and co-ordination of the National Fraud Initiative exercise. In order to resource these tasks it is recommended that a post is created within the Internal Audit function funded from the Welfare Reform revenue budget to carry out these duties.
- 2.4 Proposals to utilise a significant proportion of the unallocated Welfare Reform monies will be presented to the next meeting of the Committee.

3.0 RECOMMENDATIONS

- 3.1 It is recommended that the Committee note the contents of the report and the Council's initial experiences from the introduction of Universal Credit within Inverclyde.
- 3.2 It is recommended that the Committee approve the proposed changes to non-SSSC DHP outlined in paragraph 5.4.
- 3.3 It is recommended that the Committee approve the allocation of £43,000 from the Welfare Reform revenue budget from 2016/17 to allow the Council to create a post to continue to fulfil its fraud obligations post transfer of Housing Benefit fraud duties to the DWP in February 2016.

4.0 BACKGROUND

- 4.1 Committee receive a report each Committee cycle providing updates as to the Council's response to the major Welfare Reform changes being rolled out across the UK. The Council set aside £1.3million on a recurring basis from 2016/17 to meet the significant financial challenges generated by the changes.
- 4.2 Committee has previously agreed that proposals for the use of the Welfare Reform ear marked reserve should be considered as part of the 2016/18 budget.
- 4.3 The DWP were due to implement Universal Credit within Inverclyde from 12th October 2015 whilst the DWP are to take over Housing Benefit Fraud investigations from February 2016.

5.0 SCOTTISH WELFARE FUND & DISCRETIONARY HOUSING PAYMENTS

- 5.1 Spend to date represents 56.5% of the current year programme funding allocation 50% of the way through the year. Appendix 1 shows the latest position in respect of SWF payments and from this it can be seen that spend represents 47.97% of the budget including underspend carried forward from 2014/15. The projected year end overspend can be contained in the carry forward from 2014/15. This will however generate budget pressures in future years.
- 5.2 It should be noted that the Scottish Government are reviewing how the SWF grants are distributed amongst Councils and changes are expected from 2016/17. The expectation would be that Inverclyde will receive an increased grant allocation in future years.
- 5.3 The Council is projecting an underspend of £43,000 (4.5%) in DHP SSSC cases in 2015/16 and the Scottish Government have guaranteed to fully fund all SSSC (Bedroom Tax) costs. Projected spend in 2015/16 is £922,000.
- 5.4 Based on the current policy there is a projected underspend on non-SSSC DHP cases. In order to ensure that the Council utilises the DWP DHP funding then Committee is asked to approve two changes to DHP Policy.
 - a) Use DHP for rent advances (up to 1 week) to allow the placement with RSLs of applicants supported by the Homelessness Service. The agreement to this will remove a stressful barrier for clients. Based on recent statistics this will cost up to £3000 over the period 1 December 2015 – 31 March 2016.
 - b) Increase the level of DHP awarded to those under 35 living in the Private Rental Sector from 50% to 75%. Those in financial hardship are currently awarded 50% of the difference between maximum weekly HB entitlement of £60.00 and Local Housing Allowance 1 room rate of £80.78. The proposal will save those eligible approximately £5/week and increase DHP spend by approximately £250/week. The proposal will be backdated to 1 April 2015 if approved.

6.0 UNIVERSAL CREDIT

- 6.1 Universal Credit (UC) became live in Inverclyde on 12th October with claimant numbers being very low.
- 6.2 The Council entered into a Delivery Partnership agreement with DWP in advance of implementation which sets out the respective roles and responsibilities and outlines the funding which the Council will receive for carrying out these tasks. Some of these tasks are carried out by other organisations which are paid on results by the Council using the DWP funding.
- 6.3 Inverclyde has gained from being in tranche 3 of implementation as lessons have been learned by DWP and the Council from earlier implementations. Saying that, some of the processes are quite cumbersome and the drive now within the DWP is to streamline these prior to the much greater numbers moving onto UC in future.

7.0 FINANCIAL INCLUSION PARTNERSHIP

7.1 Grand Central Savings

Grand Central Savings have implemented their exit strategy and have a project team from Bank of Scotland working with them to support this. They are closed to all new accounts and active account holders are being contacted by the organisation to transfer their accounts to the local Bank of Scotland branch.

The Council sought assurances from Bank of Scotland regarding the treatment of clients on two issues:

1. Bank of Scotland have confirmed it is not possible to get an overdraft on the types of accounts being offered to GCS customers and will also ensure that the appropriate indicators are placed on the accounts to ensure that they do not offer an upgrade.
2. Unfortunately Bank of Scotland has advised that they cannot offer any guarantees that customers who have previously defaulted on a loan or overdraft with them will not be pursued for any outstanding debt. This has been raised with Grand Central directly who have advised that if they know clients may have previous arrears with the bank then alternative banking options are being discussed.

Grand Central Savings will vacate the premises in Nicolson Street, Greenock at the end of November however their two local staff will transfer to the local Bank of Scotland branch for a further three months to ensure smooth transition for clients.

7.2 Credit Unions

River Clyde Homes have agreed a common bond with Pollok Credit Union to provide services to their clients and colleagues from Pollock have met with one of the local credit unions to help them consider their future direction and an enhancement in the services they currently offer. All partners are keen to ensure the Inverclyde community has access to a range of appropriate banking, savings and low cost credit offers and discussions are continuing as to how this can best be met.

7.3 ESF/Lottery

As reported at previous Committee, Inverclyde has been identified by Big Lottery as one of the areas which will be able to apply for funding through poverty and social inclusion fund. £2.2million has been earmarked for Inverclyde and a consortium application by the Financial Inclusion Partnership was agreed to be progressed. The application process was due to commence in July 2015, however this has slipped considerably and Big Lottery are still unable to confirm timescales.

8.0 SINGLE FRAUD INVESTIGATION SERVICE

- 8.1 Committee will be aware that responsibility for Housing Benefit Fraud has been transferring to the DWP across the UK and Inverclyde will be transferring in February 2016. Discussions are ongoing regarding the transfer of duties and any potential employee transfer from the Benefits Control Team (BCT). The Council's Housing Benefit Administration Grant will be reduced to reflect this transfer albeit the amount is not yet known.
- 8.2 The Council will retain certain tasks currently carried out by the BCT such as Council Tax Reduction Fraud, Single Person Discounts checks and co-ordination of the National Fraud Initiative exercise. In order to resource these tasks it is recommended that a post is created within the Internal Audit function to carry out these duties. It is anticipated that the post would be occupied by one of the two employees who could potentially transfer to the DWP. Without the post then instances of Council Tax fraud would increase and result in lost income to the Council.

8.3 Based on the assumption that the reduction in Housing Benefit Administration Grant will be at least as much as the costs of the 2 posts identified for potential transfer, the cost of the new Corporate Fraud post will require to be funded by the Welfare Reform revenue budget. The impact of this on the budget is reflected in Appendix 2.

9.0 IMPLICATIONS

9.1 Finance

Appendix 2 shows the latest position in respect of both the recurring revenue budget and the Welfare Reforms Earmarked reserve. It shows that based on the assumption that the proposal in section 8 is approved then there still remains £220,000 unallocated from 2016/17. However there remain a number of important areas where cost pressures arising from Welfare Reform are expected and which will be picked up in future reports.

Financial Implications:

One off Costs

| Cost Centre | Budget Heading | Budget Years | Proposed Spend this Report £000 | Virement From | Other Comments |
|-------------|----------------|--------------|---------------------------------|---------------|----------------|
| N/A | | | | | |

Annually Recurring Costs/ (Savings)

| Cost Centre | Budget Heading | With Effect from | Annual Net Impact £000 | Virement From (If Applicable) | Other Comments |
|----------------|----------------|------------------|------------------------|-------------------------------|--|
| Internal Audit | Employee Costs | 2016/17 | 43 | | To create a corporate fraud post to deliver retained duties post SFIS transfer |
| DHP | Non-SSSC | 2015/16 | 20 | | Estimated cost of policy changes. Will be contained in existing DHP budget. |

9.2 Legal

There are no legal implications arising from this report.

9.3 Human Resources

Discussions are on-going with the employees, the trade union and DWP regarding any potential employee transfer arising from the SFIS transfer.

9.4 Equalities

The Policy change for DHP will enhance access to support and funding will have a positive impact on inequalities. Has an Equality Impact Assessment been carried out?

Yes See attached appendix

No This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy. Therefore, no Equality Impact Assessment is required.

9.5 Repopulation

No impacts arising from this report.

10.0 CONSULTATIONS

10.1 The proposals in section 8 have been approved by the CMT and are supported by the Trades Unions.

11.0 LIST OF BACKGROUND PAPERS

11.1 None.

**Scottish Welfare Fund
30 September 2015**

| | | | |
|--|---------------|---------------|--------------|
| Calls Answered | 5243 | | |
| Applications | 2086 | | |
| Applications Granted | 1498 | 71.81% | |
| Applications Refused | 287 | 13.76% | Note 3 |
| Applications Withdrawn | 237 | 11.36% | |
| In Progress | 64 | 3.07% | |
| Referrals to DWP | 151 | | Note 2 |
| | <u>Spend</u> | <u>Budget</u> | <u>Spend</u> |
| | <u>£000</u> | <u>£000</u> | <u>%</u> |
| Crisis Grant paid (1004) | £82.3 | 198.6 | 41.44% |
| Community Care Grants paid (557) (includes 65 applications paying both CCG & CG) | £331.9 | 664.8 | 49.92% |
| | <u>£414.2</u> | <u>863.4</u> | 47.97% |

- Note 1** 1st Tier Reviews = 17 (0.95%)
1st Tier Reviews Upheld in Customer Favour = 7 (41.18%)
2nd Tier Reviews = 5 (includes 2 against decisions from 2014/15) - (33%) out of 15 1st tier decisions
2nd Tier Reviews Upheld in Customers Favour = 1 (20%) with 1 withdrawn
- Note 2** Referrals to DWP relates to customers who are awaiting payment of a new claim for JSA / ESA from DWP. In these circumstances a Short Term Benefit Advance (STBA) can be paid by DWP.
- Note 3** The most common reasons for refusal of claims are, applicants not meeting the eligibility criteria, not being in receipt of a qualifying benefit or incomplete evidence provided.
- Note 4** Core Budget is £732,000 to which is added a residual underspend from 2013/14, the first year of operation.

Discretionary Housing Payments
30 September 2015

Renewals

| | | | |
|-------------------------------|------|----------|---|
| Awards considered for renewal | 1389 | | |
| Renewals - approved | 1349 | (97.12%) | |
| Renewals - refused | 2 | (0.14%) | Applicants no longer meet priority group criteria |
| Renewals – not eligible | 38 | (2.74%) | No entitlement to DHP because Housing Benefit has stopped |

New Applications

| | | | |
|---------------------------------------|-----|----------|-----------------------|
| New Applications Received to date | 332 | | |
| Applications Approved | 210 | (63.25%) | |
| Applications Refused | 61 | (18.38%) | |
| Applications - No Action | 44 | (13.25%) | DHP paid as 'Renewal' |
| Awaiting Supporting Evidence | 0 | (0%) | |
| New Applications still to be assessed | 17 | (5.12%) | 12 from RSL tenants |

£000

| | | | |
|---------------------------------|------------|---|--|
| DHP Paid to date | 468 | Paid to Landlords a month in arrears | |
| DHP Commitments | 443 | Assumes existing claims run their course | |
| Includes Non-SSSC (£26k) | | | |
| New Applications to be assessed | 11 | Estimate based on current average weekly award of £13.70 (as at 30.9.15). | |
| Total Projected Spend | <u>922</u> | Assumes no further new applications | |

Reviews requested: 3 (0.18%)

Welfare Reform - Use of Recurring Budget

| | <u>2015/16</u> <u>£000</u> | <u>2016/17</u> <u>£000</u> | <u>Future Years</u> <u>£000</u> | |
|---|-------------------------------|-------------------------------|------------------------------------|--------|
| Available | (1,300) | (1,276) | (1,276) | Note 1 |
| SWF - Administration Shortfall | 74 | 48 | 48 | Note 1 |
| Council Tax Reduction Shortfall | - | 330 | 330 | |
| Square 40% Eligible Overpayments shortfall | 83 | 83 | 83 | |
| Benefit Administration Grant Cut | 86 | 146 | 146 | Note 2 |
| SFIS Transfer - Excess Administration Grant Cut | - | 40 | 40 | Note 2 |
| Corporate Fraud Resource | - | 43 | 43 | Note 3 |
| Financial Advice - Initial Allocation | 200 | 200 | 200 | |
| - Triage Service | - | 30 | 62 | Note 4 |
| P&R Approval Projects - | | | | |
| Clothing Grants | 45 | 45 | 45 | |
| Food Bank | 12 | 12 | 12 | |
| Starter Packs | 7 | 7 | 7 | |
| iHeat | 40 | 40 | 40 | |
| Transfer to General Fund Reserve | 330 | - | - | |
| Balance Available | <u><u>(423)</u></u> | <u><u>(252)</u></u> | <u><u>(220)</u></u> | |

Notes:

- 1/ Assume no further Government cuts in Administration Grant.
- 2/ Estimate only for 2016/17 and Future Years.
- 3/ Proposal to November P&R.
- 4/ Approved November 2014.
- 5/ Future Pressures include:
 - Subsidy Reduction - Temp Accommodation
 - Non-SSSC DHP
 - Further cuts in Administration Grant
 - Funding for time limited projects

Earmarked Reserve

| | <u>£000</u> |
|---|---------------------|
| Balance as at 31/03/15 | 617 |
| : Financial Fitness (3/2/15) | -30 |
| : Starter Packs (3/2/15) | -20 |
| : Clothing Grants (19/2/15) | -100 |
| : Grand Central Savings Rent to 30/09/15 | -11 |
| : Non-SSSC DHP Support 2015/16 (24/03/15) | -24 |
| : Inverclyde Connections (19/05/15) | -51 |
| : Transfer from 2015/16 (estimate) | 750 |
| Balance Unallocated as at October 2015 | <u><u>1,131</u></u> |

| | | | |
|-------------------------|--|--------------------|---------------------------|
| Report To: | Policy & Resources Committee | Date: | 17th November 2015 |
| Report By: | Chief Financial Officer | Report No: | FIN/107/15/JB/KJ |
| Contact Officer: | Jan Buchanan | Contact No: | 01475 712225 |
| Subject: | TREASURY MANAGEMENT – MID-YEAR REPORT 2015/16 | | |

1.0 PURPOSE

- 1.1 The purpose of this report is to advise Members of the operation of the treasury function and its activities for the first six months of 2015/16 as required under the terms of Treasury Management Practice 6 ("TMP6") on "Reporting Requirements and Management Information Arrangements".

2.0 SUMMARY

- 2.1 As at 30 September 2015 the Council had gross external debt (including PPP) of £281,397,134 and investments of £52,983,197. This compares to gross external debt (including PPP) of £284,125,698 and investments of £44,787,396 at 31 March 2015. The reduction in external debt is due to the repayment of external debt and reduction in PPP debt.
- 2.2 The Council is projected to be underborrowed by £24,048,000 compared to its Capital Financing Requirement as at 31 March 2016. This is an increase of £3,563,000 in underborrowing from the estimated position in the 2015/16 Treasury Management Strategy of £20,485,000. The Council has undertaken no borrowing so far in 2015/16 and no borrowing is projected for the remainder of the year.
- 2.3 The average rate of return achieved on investments during the first six months of 2015/16 was 0.73% which exceeds the benchmark return rate for the year of 0.45% by 0.28% and resulted in £71,600 of additional interest on investments for the Council.
- 2.4 During the first six months of 2015/16 the Council did not undertake any debt restructuring and operated within the required treasury limits and Prudential Indicators for the year set out in the Council's Treasury Policy Statement, annual Treasury Strategy Statement, and the Treasury Management Practices.

3.0 RECOMMENDATIONS

- 3.1 It is recommended that the Committee notes the contents of the Mid-Year Report on Treasury Management for 2015/16 and the ongoing work to ensure the delivery of financial benefits for the Council.
- 3.2 It is also recommended that the Mid-Year Report be remitted to the Full Council for approval.

Alan Puckrin
Chief Financial Officer

4.0 BACKGROUND

- 4.1 The Council is required by the CIPFA Code of Practice on Treasury Management 2011 and the CIPFA Prudential Code for Capital Finance in Local Authorities to produce a mid-year treasury management review of activities and prudential and treasury indicators for 2015/16.
- 4.2 Treasury Management in this context is defined as: "The management of the local authority's cash flows, its banking, money market and capital market transactions; the effective control of the risks associated with those activities; and the pursuit of optimum performance consistent with those risks."
- 4.3 A glossary of treasury management terms is attached as Appendix 1.

5.0 MID-YEAR REVIEW

- 5.1 The treasury management issues arising during the first six months of 2015/16 were:
 - a. The Council's debt (excluding PPP) has reduced during the period by £0.645m due to repaying maturing debt without undertaking new borrowing.
 - b. The Council's investments have increased by £8.196m during the period due to increased cash flow and timing of income.
 - c. As at 31 March 2015 the Council had under borrowed against its capital financing requirement by £19.255m. The latest projection is for this under borrowing to increase to £24.048m at 31 March 2016. Under borrowing means that the Council is using funds it currently has to cash flow capital expenditure rather than bringing in new funds from borrowing. The projected level of under borrowing is considered manageable but the position is kept under review in light of Council capital financing and other funding requirements.
 - d. No borrowing has been undertaken during 2015/16 to date and no borrowing is projected for the year.
 - e. The Council did not undertake any debt restructuring during the first six months of 2015/16 and remained within its Prudential Indicator and Treasury Management limits during the year.
 - f. The Bank Rate remained unchanged during the period at 0.50% (unchanged since March 2009). The first increase is now forecast by the Council's treasury advisers for Quarter 2 of 2016 although this increase may be delayed due to ongoing economic uncertainty.
 - g. PWLB rates for new borrowing were expected to increase by between 0.20% and 0.30% during the period. Rates have increased but only by around 0.10% although volatility during the period led to spreads between high and low rates of up to 0.66% for some loan periods. The Council's treasury advisers expect PWLB rates to increase further during the rest of the year but the extent and speed of increase will depend on economic factors affecting the UK and global markets.
 - h. Investment returns were expected to remain relatively low and this was indeed the position during the period.
 - i. The Council's investments earned a rate of return of 0.73% during the period and outperformed the benchmark return of 0.45% resulting in additional income to the Council of £71,600.
 - j. All investments were in accordance with the Council's investment policy and no institutions with which investments were made had any difficulty in repaying those investments and interest in full during the period.
 - k. The Council's investment performance is due to undertaking fixed term investments at interest rates that were above the benchmark with a counterparty which has high creditworthiness (the Bank of Scotland) and in accordance with the Council's investment strategy.

5.2 As advised in the Treasury Management Annual Report for 2014/15, the UK Government are continuing with their trading plan to sell their shares in the Lloyds Banking Group which includes the Bank of Scotland who are the Council's bankers and with whom the Council has regularly undertaken fixed term deposits. The removal of government ownership does not affect the strength or stability of the Bank but may cause the Council to reduce the maximum period for investments with the Bank under the Investment Strategy and affect the likely return on any fixed-term funds invested with the Bank.

5.3 The Council's debt position was as follows:

| | At 31 March 2015 | At 30 September 2015 |
|---------------------|------------------------|----------------------------|
| | £ | £ |
| Total Excluding PPP | 214,314,698 | 213,670,134 |
| PPP Debt | 69,811,000 | 67,727,000 |
| Total Including PPP | 284,125,698 | 281,397,134 |

Further detail is given in the following table:

| | At 31 March 2015 | | At 30 September 2015 | | Movement In Period |
|------------------------|---------------------|-------|-------------------------|-------|-----------------------|
| | Principal | Rate | Principal | Rate | Principal |
| | £000 | | £000 | | £000 |
| Fixed Rate Funding: | | | | | |
| - PWLB | 111,373 | | 110,730 | | (643) |
| - Market * | 36,000 | | 36,000 | | See * Below |
| | 147,373 | 3.95% | 146,730 | 3.92% | (643) |
| Variable Rate Funding: | | | | | |
| - PWLB | 0 | | 0 | | 0 |
| - Market * | 66,900 | | 66,900 | | See * Below |
| - Temporary | 42 | | 40 | | (2) |
| | 66,942 | 4.81% | 66,940 | 4.81% | (2) |
| Total Debt (Excl PPP) | 214,315 | 4.22% | 213,670 | 4.20% | (645) |
| PPP Debt | 69,811 | | 67,727 | | (2,084) |
| Total Debt (Incl PPP) | 284,126 | | 281,397 | | (2,729) |

* - Market Loans are shown as variable when they have less than 1 year to go until their next call date. The total value of Market Loans has not changed between financial years, just the split between fixed and variable.

5.4 The Council's investment position was as follows:

| | At 31 March 2015 | | At 30 September 2015 | | Movement In Period |
|-----------------------|---------------------|--------|-------------------------|--------|-----------------------|
| | Principal | Return | Principal | Return | Principal |
| | £000 | | £000 | | £000 |
| Investments: | | | | | |
| - Fixed Term Deposits | 32,500 | 0.85% | 32,500 | 0.79% | 0 |
| - Deposit Accounts | 12,287 | 0.50% | 20,483 | 0.50% | 8,196 |
| Totals | 44,787 | 0.76% | 52,983 | 0.68% | 8,196 |

Maximum level of investments in Period: £58,087,597 on 17 September 2015

Minimum level of investments in Period: £45,961,697 on 28 April 2015

Daily average for the period: £51,130,655.

5.5 2015/16 Latest Projection Compared to Estimates in 2015/16 Strategy

The latest 2015/16 projection compared to the estimates in the 2015/16 strategy:

| | 2015/16 Estimate | 2015/16 Latest Projection |
|---|---------------------|---------------------------------|
| <u>Borrowing Requirement</u> | £000 | £000 |
| New borrowing | 0 | 0 |
| Alternative financing requirements | 0 | 0 |
| Replacement borrowing | 0 | 0 |
| TOTAL | 0 | 0 |
| <u>Prudential/Treasury Management Indicators</u> | | |
| | £000 | £000 |
| Gross external debt including PPP (As at 31 March 2016) | 280,864 | 280,852 |
| Capital financing requirement (As at 31 March 2016) | 301,349 | 304,900 |
| (Under)/over borrowing against CFR | (20,485) | (24,048) |
| | £000 | £000 |
| Net external borrowing and capital financing requirement (As at 31 March 2016) | (54,135) | (61,143) |
| | £000 | £000 |
| Capital expenditure | 29,486 | 32,992 |
| • Capital Programme | | |
| • PPP Schools/Finance Leases (incl. accounting adjustments) | (1,904) | (2,084) |
| Total | 27,582 | 30,908 |
| | | |
| Ratio of financing costs (including PPP/ Finance Leases) to net revenue stream | 11.90% | 11.90% |
| | | |
| Incremental impact of capital investment decisions - incremental increase in council tax (band D) per annum (use of capital receipts and prudential borrowing for capital expenditure) | £1.00 | £1.06 |
| | | |

5.6 2015/16 Mid-Year Position Compared to Limits in 2015/16 Strategy

The 2015/16 mid-year position compared to limits in the 2015/16 strategy:

| | 2015/16 Limits | 2015/16 Mid-Year Position |
|---|----------------|---------------------------|
| <u>Prudential/Treasury Management Indicators</u> | | |
| Authorised limit for external debt | £000 | £000 |
| • Borrowing | 239,000 | 213,670 |
| • Other long term liabilities | 68,000 | 67,727 |
| | 307,000 | 281,397 |
| Operational boundary for external debt | | |
| • Borrowing | £000 | £000 |
| • Other long term liabilities | 234,000 | 213,670 |
| | 68,000 | 67,727 |
| | 302,000 | 281,397 |
| Upper limit for fixed interest rate exposure | 140% | 91% |
| Upper limit for variable rate exposure | 40% | 9% |
| Upper limit on sums invested for periods longer than 364 days (Actual is maximum in period) | £000 10,000 | £000 0 |
| Limits on fixed rate borrowing maturing in each period (LOBOs included based on call dates and not maturity dates) at 31 March 2016 | | |
| • Under 12 months | 45% | 3.7% |
| • 12 months and within 24 months | 45% | 11.2% |
| • 24 months and within 5 years | 45% | 34.6% |
| • 5 years and within 10 years | 45% | 17.2% |
| • 10 years and within 30 years | 45% | 6.0% |
| • 30 years and within 50 years | 45% | 27.3% |
| • 50 years and within 70 years | 45% | 0.0% |
| <u>Council Policy Limits</u> | | |
| Maximum Percentage of Debt Repayable In Year | 25% | 18.7% |
| Maximum Proportion of Debt At Variable Rates | 40% | 31.3% |
| Maximum Percentage of Debt Restructured In Year | 30% | 0.0% |

The forecast Investment Balances for 2015/16 required under Investment Regulation 31 and the actual position at 30 September 2015 is shown in Appendix 2. An analysis of the cash balances managed in-house is shown in Appendix 3.

5.7 The forecast from the Treasury Advisors in the Strategy for the Bank Rate as at 31 March and the latest forecast are:

| | Forecast Per 2015/16 Strategy | Latest Forecast |
|---------|-------------------------------|-----------------|
| 2015/16 | 0.75% | 0.50% |
| 2016/17 | 1.25% | 1.00% |
| 2017/18 | 2.00% | 1.75% |

- 5.8 The Council's investment policy for the year is governed by Scottish Government Investment Regulations, which was implemented in the annual investment strategy approved by the Council on 9 April 2015. This policy sets out the approach for choosing investment categories and counterparties, and is based on credit ratings provided by the three main credit rating agencies supplemented by additional market data such as rating outlooks, credit default swaps, bank share prices etc.
- 5.9 All investments were in accordance with the policy and no institutions with which investments were made had any difficulty in repaying investments and interest in full during the year.

The result of the investment strategy undertaken by the Council in the first six months of 2015/16 is as follows:

| Average Investment | Rate of Return (gross of fees) | Benchmark Return (3 month LIBID uncompounded) |
|--------------------|-----------------------------------|---|
| £51,131,000 | 0.73% | 0.45% |

The Council have outperformed the benchmark by 0.28% resulting in additional income to the Council of £71,600. Opportunities for the Council to out-perform the benchmark rate are becoming fewer due to more standardisation of rates and periods offered.

6.0 IMPLICATIONS

Legal

- 6.1 None. Any borrowing or lending is done under the Council's legal powers.

Finance

Through the achievement of exceeding the investment benchmark return rate, the Council has benefited from additional returns of £71,600. The Council utilises Treasury Management as part of the overall Financial Strategy. Officers will continue to investigate borrowing and investment opportunities to bring financial benefits to the Council, all within the Treasury Management Policy.

Human Resources

- 6.2 None.

Equalities

- 6.3 None.

Repopulation

- 6.4 None.

7.0 CONSULTATIONS

- 7.1 This report has been produced based on advice from the Council's treasury advisers (Capita Treasury Solutions Limited).

8.0 LIST OF BACKGROUND PAPERS

- 8.1 CIPFA - Treasury Management in the Public Services – Code of Practice and Cross-Sectoral Guidance Notes – 2011 Edition
Inverclyde Council – Treasury Management Strategy 2015/16.

TREASURY MANAGEMENT
GLOSSARY OF TERMS

Authorised Limit for External Debt

This is a limit for total Council external debt as set by the Council based on debt levels and plans.

Bank of England

The central bank for the UK with ultimate responsibility for setting interest rates (which it does through the Monetary Policy Committee or “MPC”).

Bank Rate

The interest rate for the UK as set each month by the Monetary Policy Committee (“MPC”) of the Bank of England. This was previously referred to as the “Base Rate”.

Call Date

A date on which a lender for a LOBO loan can seek to apply an amended interest rate to the loan. The term “call date” is also used in relation to some types of investments with a maturity date where the investments can be redeemed on call dates prior to the maturity date.

Capital Expenditure

Expenditure on or for the creation of fixed assets that meets the definition of Capital Expenditure under the accounting rules as set-out in the Code of Practice on Local Authority Accounting in the United Kingdom and for which the Council are able to borrow.

Capital Financing Requirement

The Capital Financing Requirement (sometimes referred to as the “CFR”) is a Prudential Indicator that can be derived from the information in the Council’s Balance Sheet. It generally represents the underlying need to borrow for capital expenditure (including PPP schemes).

CIPFA

CIPFA is the Chartered Institute of Public Finance and Accountancy who produce guidance, codes of practice, and policy documents for Councils.

Counterparty

Another organisation involved in a deal i.e. if the Council enters a deal with a bank then the bank would be referred to as the “Counterparty”.

Credit Ratings

Credit ratings are indicators produced by a ratings provider (such as Fitch, Moody's or Standard & Poor's) that aim to give an opinion on the relative ability of a financial institution to meet its financial commitments. Credit ratings are not guarantees – they are opinions based on investigations and assessments by the ratings providers and they are regularly reviewed and updated. The Council makes use of credit ratings to determine which counterparties are appropriate or suitable for the Council to make deposits with.

The highest credit rating is AAA.

European Central Bank

Sometimes referred to as “the ECB”, the European Central Bank is the central bank for the Eurozone and is the equivalent of the Bank of England. The European Central Bank sets interest rates for the Eurozone.

Eurozone

This is the name given to the group of 19 countries in Europe that have the Euro as their currency and that participate in a monetary union. Interest rates in the Eurozone are set by the European Central Bank. The Eurozone is comprised of: Austria, Belgium, Cyprus, Estonia, Finland, France, Germany, Greece, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Portugal, Slovakia, Slovenia, and Spain.

Federal Reserve

Sometimes referred to as “the Fed”, the Federal Reserve is the central bank for the US and is the equivalent of the Bank of England. The Federal Reserve sets interest rates for the US.

Fixed Term Deposit

A Fixed Term Deposit or Fixed Term Investment is an investment with a named bank or financial institution which matures on a set date and which is repaid with interest on the maturity date. Fixed Term Deposits cannot be traded and cannot be terminated before the maturity date without the payment of a penalty (if at all).

Gilt Yields

A gilt yield is the effective rate of return that someone buying a gilt at the current market price will receive on that gilt. Since the market price of a gilt can vary at any time, the yield will also vary.

Gilts

Gilts are bonds (i.e. debt certificates) that are issued (i.e. sold) by the UK Government. When they issue gilts the Government sets the interest rate that applies to the gilt, sets when they will repay the value of the gilt, and it agrees to make interest payments at regular intervals until the gilt is repaid or redeemed. Gilts are traded in the financial markets with the price varying depending on the interest rate applicable to the gilt, when the gilt will be repaid (i.e. when it will mature), on Bank Rate expectations, and on market conditions.

Gross Domestic Product

Gross Domestic Product (“GDP”) is a measure of the output of goods and services from an economy.

Growth

Positive growth in an economy is an increase in the amount of goods and services produced by that economy over time. Negative growth in an economy is a reduction in the amount of goods and services produced by that economy over time.

Incremental Impact of Capital Investment Decisions

These are Prudential Indicators that reflect the impact on Council Tax of movements in projected and estimated capital expenditure within and between financial years.

Inflation

Inflation is the term used for an increase in prices over time. It can be measured in various ways including using the Consumer Prices Index (“CPI”) or the Retail Prices Index (“RPI”).

Investment Regulations

The Local Government in Scotland Act 2003 allows the Scottish Ministers to introduce Regulations to extend and govern the rules under which Scottish Councils may invest funds. The Local Government Investments (Scotland) Regulations 2010 came into effect on 1st April 2010.

LIBID

This is the London Interbank Bid Rate – an interest rate that is used between banks when they wish to attract deposits from each other.

LIBOR

This is the London Interbank Offering Rate – an interest rate that is used as a base for setting interest rates for deals between banks.

LOBO

This is a form of market loan that the Council has with some lenders. The term is short for the phrase “Lender Option/Borrower Option”.

MPC

The MPC or Monetary Policy Committee is a committee of the Bank of England that meets each month (in a meeting over 2 days) to set the Bank Rate for the UK.

Operational Boundary

This is a level of debt set by the Council at lower than the Authorised Limit and which Council debt levels should not normally exceed during normal operations.

Prudential Code

Councils are required to comply with the CIPFA Prudential Code for Capital Finance in Local Authorities. These requirements include the production of Prudential Indicators. The Prudential Code was last revised in November 2011.

Prudential Indicators

Indicators set-out in the Prudential Code that will help Councils to meet requirements in relation to borrowing limits or which will help Councils demonstrate affordability and prudence with regard to their prudential capital expenditure.

PWLB

The Public Works Loan Board is a government agency and part of the Debt Management Office. The PWLB provides loans to local authorities and other specified bodies.

PWLB Certainty Rates

In the Budget in March 2012, the Chancellor of the Exchequer announced that local authorities that provide information on their long-term borrowing and capital spending plans would be eligible for a 0.20% discount rate for new PWLB borrowing. The PWLB Certainty Rates came into effect on 1st November 2012.

PWLB Rates

These are the interest rates chargeable by the Public Works Loan Board for loans. The rates for fixed rate loans are determined by the day on which the loan is agreed. The rates to be charged by the PWLB for loans are set each day based on gilt yields at the start of business each day and then updated at least once during the day.

Quantitative Easing

This is the creation of money by a central bank (such as the Bank of England) in order to purchase assets from banks and companies and boost the supply of money in an economy.

Spread

For interest rates the spread is the difference between the highest and lowest rate for that interest rate over a period.

Treasury Management Code

This is the "Treasury Management in the Public Services: Code of Practice" and is a code of practice for Council treasury management activities. It is produced by CIPFA and was last revised in November 2011.

Treasury Management Indicators

These are Prudential Indicators specifically relating to Treasury Management issues.

Treasury Management Practices (TMPs)

This is a Council document that sets out Council policies and procedures for treasury management as required by the Treasury Management Code. The Council also agrees an annual treasury management strategy that is submitted to Committee in accordance with the Treasury Management Practices.

Yield

The yield is the effective rate of return on an investment.

**FORECAST OF INVESTMENT BALANCES
ESTIMATE FOR 2015/16 AND ACTUAL AT 30 SEPTEMBER 2015**

Investment Regulation 31 requires the Council to provide forecasts for the level of investments. The estimate for 2015/16 and the actual as at 30 September 2015 are:

| | 2015/16 | 2015/16 |
|---|--------------------------|---|
| | Estimate For Year | Actual For 1 April 2015 to 30 September 2015 |
| | £000 | £000 |
| Cash balances managed in-house | | |
| - At Start of Year | 50,169 | 49,467 |
| - At End of Year/Period | 33,650 | 52,983 |
| - Change in Year/Period | (16,519) | 3,516 |
| - Average daily cash balances | 41,910 | 51,131 |
| Holdings of shares, bonds, units (includes local authority owned company) | | |
| - At Start of Year | 2 | 2 |
| - Purchases | 0 | 0 |
| - Sales | 0 | 0 |
| - At End of Year/Period | 2 | 2 |
| Loans to local authority company or other entity to deliver services | | |
| - At Start of Year | 0 | 0 |
| - Advances | 600 | 124 |
| - Repayments | 10 | 0 |
| - At End of Year/Period | 590 | 124 |
| Loans made to third parties | | |
| - At Start of Year | 2,240 | 2,240 |
| - Advances | 1,803 | 11 |
| - Repayments | 33 | 17 |
| - At End of Year/Period | 4,010 | 2,234 |
| Total of all investments | | |
| - At Start of Year | 52,411 | 51,709 |
| - At End of Year/Period | 38,252 | 55,343 |
| - Change in Year/Period | (14,159) | 3,634 |

**CASH BALANCES MANAGED IN-HOUSE
ACTUAL AS AT 1 APRIL 2015 AND 30 SEPTEMBER 2015**

The following is an analysis of cash balances managed in-house as at 1 April 2015 and at 30 September 2015:

| | As At 1 April 2015 | As At 30 September 2015 |
|-----------------------------|-----------------------------------|--|
| | £ | £ |
| <u>Fixed Term Deposits</u> | | |
| Bank of Scotland | 22,500,000 | 22,500,000 |
| Nationwide Building Society | 10,000,000 | 10,000,000 |
| | 32,500,000 | 32,500,000 |
| Average Interest Rate | 0.85% | 0.79% |
| <u>Deposit Accounts</u> | | |
| Bank of Scotland | 12,286,900 | 20,482,700 |
| Santander UK | 496 | 497 |
| | 12,287,396 | 20,483,197 |
| Average Interest Rate | 0.50% | 0.50% |
| TOTAL | 44,787,396 | 52,983,197 |
| Average Interest Rate | 0.76% | 0.68% |
| | | |

| | | | |
|-------------------------|--|--------------------|-------------------------|
| Report To: | Policy & Resources Committee | Date: | 17 November 2015 |
| Report By: | Chief Financial Officer | Report No: | FIN/113/15/JB/KJ |
| Contact Officer: | Jan Buchanan | Contact No: | 01475 712223 |
| Subject: | Insurance Fund Position as at 30 September 2015 | | |

1.0 PURPOSE

- 1.1 The purpose of this report is to advise Committee of the position of the Council's Insurance Fund as at 30 September 2015 and to highlight any relevant issues.

2.0 SUMMARY

- 2.1 The insurance claims against the Council and the Insurance Fund for 2014/15 is lower than for 2013/14 mainly due to a lower number of public liability claims although these claims can appear at a later date. Claims have been relatively stable on a rolling 5-year period with claims reducing by only around 3.5%. This remains encouraging given the reported "claims culture" and continual advertising by claims advisers.
- 2.2 As at 30 September 2015 the Insurance Fund had a balance of £4.307 million which is £329,800 lower than the previous year due to lower annual contributions into the Fund offset by a reduction in charges to the Fund for insurance claims.
- 2.3 Estimated liabilities on claims outstanding at 30 September 2015 are £1.8 million with a provision for clawback on Municipal Mutual Insurance (MMI) claims having been made of £378,554.
- 2.4 As in previous years, the Insurance Fund may be affected by potential Pleural Plaques cases and by MMI's financial position. These matters will continue to be closely monitored.

3.0 RECOMMENDATIONS

- 3.1 It is recommended that the Committee note the contents of this report and the continued financial benefits the Council is achieving from the current Insurance strategy.

Alan Puckrin
Chief Financial Officer

4.0 BACKGROUND

- 4.1 The Council's insurance strategy involves purchasing insurance for some types/levels of risks but also self-insuring for other risks by setting aside monies in an Insurance Fund.

The strategy was approved at the September 2003 meeting of the Corporate Business Committee following a review of available options by the officers of the Council and also on advice from the Council's Insurance Brokers.

- 4.2 This approach has delivered significant savings in both external premiums and internal recharges.

5.0 2014/15 PERFORMANCE

- 5.1 The overall insurance picture for 2014/15 has, so far, seen a decrease in the number of claims received compared to 2013/14. As can be seen in Appendix A, the Council has so far received 200 claims for the 12 month period which is a 32.9% decrease on claims received to date for insurance year 2013/14. It should, however, be noted that claims relating to a year can be made in future years.

Last year the report showed 1,618 claims for the previous 5 insurance years (2009/10-2013/14) whereas Appendix A shows 1,561 claims when the position is moved forward a year (for 2010/11-2014/15), showing a reduction of 57 claims or 3.5% on the 5 year rolling basis.

The Fund balance decreased by £329,800 during the year to 30 September 2015 due to lower annual contributions into the Fund (as a one-off saving for the Revenue Budget) offset by a reduction in charges to the Fund for insurance claims. The estimated liabilities have increased slightly, from £1.75m last year to £1.76m this year.

In addition, part of the Fund has been set aside as a provision for the potential future clawback of claims relating to MMI. Further background to this issue is given in paragraph 6.3.

When the estimated liabilities and the provision for the MMI clawback are taken into consideration, there is a balance of £2.2 million in the Fund for future claims as at 30 September 2015. This represents a healthy position.

- 5.2 The Fund is the subject of an actuarial review every 3 years. The last review was undertaken in November 2012 and so the actuarial review will be undertaken shortly.

Aside from a one-off reduction in financial year 2014/15 given the health of the Fund, contributions are set at a level consistent with the actuarial review but Fund performance continues to be monitored in case action needs to be taken on the level of contributions.

Continued low interest rates mean that the annual interest earned on the Fund balance remains low.

- 5.3 As advised above, Committee should note that some insurance claims may appear several years after the period to which they relate and that the claims paid in a year do not relate solely to the claims arising in that year but also cover some claims arising for previous years. The current balance on the Fund ensures that the self-insurance position remains encouraging.

- 5.4 Appendix B shows that payments made by the Council's External Insurers continue to be significantly less than the premium paid although there are estimated outstanding liabilities to be borne by the Insurers of over £237,000 relating to ongoing claims. Factors affecting the premiums charged and the claims payments by Insurers include:
- For Property Insurance the Insurers are effectively providing disaster cover and it is hoped by both parties that the Insurer will never be asked to pay out against this policy.
 - For Liability Insurance the Insurers deal with the longer-tailed claims such as Employer's Liability and these claims take longer to be generated and finalised.
- 5.5 High volume, low value claims for public liability continue to be dealt with in-house, whilst the Insurers deal with all other claims.
- 5.6 One area of particular interest relates to claims arising from road or pathway defects. The claim statistics for the last 3 insurance years are as follows:

| Insurance Year | No. of Claims | % of Total Claims For Year | Claims Rejected/ Dropped | Claims Paid | | Claims Outstanding | |
|----------------|---------------|----------------------------|--------------------------|---------------|-----------------------|--------------------|-------------------|
| | | | | No. of Claims | Actual Cost of Claims | No. of Claims | Amounts Claimed** |
| | | | | | £000 | | £000 |
| 2012/13 | 221 | 64.1% | 145 | 56 | 17 | 20 | 210 |
| 2013/14 | 165 | 55.4% | 106 | 34 | 20 | 25 | 333 |
| 2014/15 | 92 | 46.0% | 22 | 9 | 1 | 61 | 320 |

**These amounts are subject to review as claims progress through insurance process but are likely to reduce.

It should be noted whilst some claims can be resolved relatively quickly, the legal processes for dealing with claims can result in some claims taking some time to resolve.

6.0 RECENT DEVELOPMENTS

- 6.1 There are ongoing issues on 2 areas affecting the Council's insurance position:
- Pleural Plaques
 - Municipal Mutual Insurance (MMI).

6.2 Pleural Plaques

The Damages (Asbestos-related Conditions) (Scotland) Act 2009 provides that asbestos-related and certain other asymptomatic asbestos-related conditions are compensable in Scotland if it can be established that the conditions were caused by negligent asbestos exposure.

The insurance industry challenged the legal validity of the Act but failed at the Supreme Court in October 2011.

As advised in previous years, it is expected that the Act will result in additional claims and costs to be borne by insurers although the impact is unknown.

6.3 MMI

MMI is a former insurer which provided insurance primarily to local authorities. As a result of financial difficulties, MMI ceased to write new insurance business in September 1992 and "went into run-off" i.e. it continues but only to pay any claims that were outstanding or any claims that have arisen/may arise.

This "run-off" involved the establishment of a "Scheme of Arrangement" under which each local authority involved essentially assumed an element of mutual ownership of the

company to manage the transition. When the Scheme was established it was believed that the company had sufficient resources to meet all existing liabilities and potentially provide a final distribution to participating local authorities of any residual surplus.

As a result of legal developments (including in relation to Pleural Plaques), it is expected that there will be additional claims and therefore costs to be borne by all insurers (including MMI).

MMI do not have sufficient funds to meet the cost of any new claims so, from 1 January 2014, they are only paying 85% of the cost of claims and any claims paid prior to that date under the Scheme of Arrangement are subject to clawback (there being no underwriting or reinsurance to cover this situation). The remaining 15% of the cost of claims and the amount of the clawback is impacting on Inverclyde and on a large number of other local authorities throughout the UK who are part of the Scheme of Arrangement.

As part of the last Actuarial Review, the Council included an allowance for the above eventuality and continues to monitor and revise that allowance using the latest information from MMI, whilst taking a prudent approach. The allowance will be revised following the actuarial review being undertaken.

7.0 THE YEAR AHEAD

7.1 Officers within Finance Services will continue to monitor the performance of the insurance strategy closely and will continue to present reports to Committee no less frequently than annually.

8.0 IMPLICATIONS

8.1 Legal
None.

8.2 Financial
The Fund balance as at 30 September 2015 was £4.307m which is £330,000 lower than the previous year.

One off Costs:

| Cost Centre | Budget Heading | Budget Years | Proposed Spend this Report £000 | Virement from | Other Comments |
|-------------|----------------|--------------|------------------------------------|---------------|----------------|
| None | | | | | |

Annually Recurring Costs/(Savings):

| Cost Centre | Budget Heading | Budget Years | Proposed Spend this Report £000 | Virement from | Other Comments |
|-------------|----------------|--------------|------------------------------------|---------------|----------------|
| None | | | | | |

8.3 Human Resources
None.

8.4 Equalities
None.

9.0 CONSULTATIONS

9.1 None.

10.0 LIST OF BACKGROUND PAPERS

10.1 None.

Appendix A

Insurance Fund Financial Summary - Insurance Years 2013/14 - 2014/15

| | Insurance Years | | |
|--|--|--|---------|
| | 2013/2014 (1st Oct 2013 - 30th Sept 2014) £ | 2014/2015 (1st Oct 2014 - 30th Sept 2015) £ | |
| Fund Income in Year | | | |
| Total Contributed to the Fund | 425,000.00 | 50,000.00 | |
| Internal Resources Interest | 17,937.32 | 17,046.91 | |
| | 442,937.32 | 67,046.91 | A |
| Fund Expenditure in Year | | | |
| Risk Management | 5,000.00 | 5,000.00 | |
| Consultants/Other Fees | 3,400.00 | 0.00 | |
| Computer Replacement Fund | 0.00 | 0.00 | |
| | 8,400.00 | 5,000.00 | |
| Actually Incurred Charges to the Fund in Year | 499,140.83 | 391,882.86 | |
| | 507,540.83 | 396,882.86 | B |
| Net Surplus/(Deficit) on Fund in Year | (64,603.51) | (329,835.95) | C=A-B |
| <hr/> | | | |
| Fund Balance | | | |
| | £ | £ | |
| Balance As At Start of Year | 4,701,614.78 | 4,637,011.27 | D |
| Add: | | | |
| Net Surplus/(Deficit) on Fund in Year | (64,603.51) | (329,835.95) | C |
| Actual Fund Balance At End of Year | 4,637,011.27 | 4,307,175.32 | E=D+C |
| Less: | | | |
| Estimated Outstanding Charges on Fund | 1,754,877.85 | 1,761,658.44 | F |
| Provision for Clawback for MMI Claims | 345,159.00 | 378,554.00 | G |
| Balance for Future Years Claims At End of Year | 2,536,974.42 | 2,166,962.88 | H=E-F-G |

Claims Information For Last 5 Insurance Years

(This information is for the number of claims received analysed by the year to which the claim relates)

| | No. of Claims Received For Year | No. of Claims Settled/Resolved | No. of Claims Outstanding | Estimated Outstanding Charges On Insurance Fund £ |
|--------------------|------------------------------------|-----------------------------------|------------------------------|---|
| 2010/11 | 315 | 312 | 3 | 35,839.16 |
| 2011/12 | 403 | 389 | 14 | 138,930.00 |
| 2012/13 | 345 | 312 | 33 | 325,700.00 |
| 2013/14 | 298 | 252 | 46 | 399,189.00 |
| 2014/15 | 200 | 74 | 122 | 721,731.88 |
| | 1,561 | 1,339 | 218 | 1,621,390.04 |
| Claims Pre-2010/11 | | | 14 | 140,268.40 |
| TOTALS | | | 232 | 1,761,658.44 |

Of the claims outstanding 40 relate to Motor Vehicle claims, none of which are payable by the Insurance Fund.

Insurance Premiums/Payments By Insurers

Appendix B

| | | | | 2014/15 | 2014 | 2013/2014 | 2013 | 2012/2013 | 2012 | 2011/2012 | 2011 | 2010/2011 | 2010 |
|---|------------------|--------------------------------|---|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| | Insurer | Policy Excess | Responsibility for Policy Excess | Payments Made By Insurer For Claims | Premium Paid To Insurer (Incl. IPT) | Payments Made By Insurer For Claims | Premium Paid To Insurer (Incl. IPT) | Payments Made By Insurer For Claims | Premium Paid To Insurer (Incl. IPT) | Payments Made By Insurer For Claims | Premium Paid To Insurer (Incl. IPT) | Payments Made By Insurer For Claims | Premium Paid To Insurer (Incl. IPT) |
| | | | | £ | £ | £ | £ | £ | £ | £ | £ | £ | £ |
| Property Policies | | | | | | | | | | | | | |
| General Properties | Zurich Municipal | £1m | Note 1 | | | | | | | | | | |
| Education Properties | Zurich Municipal | £1m | Note 1 | | | | | | | | | | |
| Professional Fees (First Loss) | Zurich Municipal | £1m | Note 1 | | | | | | | | | | |
| Removal of Debris (First Loss) | Zurich Municipal | £1m | Note 1 | 2,831.23 | 118,866.24 | 162,918.80 | 124,699.98 | 0.00 | 146,288.78 | 0.00 | 150,494.88 | 0.00 | 163,931.66 |
| Money | Zurich Municipal | £500 | Note 2 | | | | | | | | | | |
| Business Interruption:- | | | | | | | | | | | | | |
| - Gross Revenue | Zurich Municipal | | Note 1 | | | | | | | | | | |
| - Additional Expenditure | Zurich Municipal | | Note 1 | | | | | | | | | | |
| All Risks | Zurich Municipal | Various | Note 1 | | | | | | | | | | |
| Industrial/Commercial Property | Zurich Municipal | £250/ £1,000 for subsidence | Note 2 | | | | | | | | | | |
| Museum & Fine Art | Zurich Municipal | £1,000 | Note 3 | 0.00 | 14,431.92 | 0.00 | 10,662.02 | 0.00 | 34,729.15 | 0.00 | 34,729.15 | 0.00 | 34,827.96 |
| Casualty Policies (Incl Claims Handling) | | | | | | | | | | | | | |
| Public Liability | Zurich Municipal | £50,300 | Note 3 | | | | | | | | | | |
| Employers Liability | Zurich Municipal | £50,300 | Note 3 | 117,249.49 | 214,469.20 | 9,507.65 | 190,526.41 | 0.00 | 185,975.94 | 0.00 | 182,692.06 | 11,272.77 | 177,836.40 |
| Officials Indemnity | Zurich Municipal | £50,300 | Note 3 | | | | | | | | | | |
| Libel & Slander | Zurich Municipal | --- | Note 3 | 0.00 | 2,038.56 | 0.00 | 2,038.56 | 0.00 | 2,767.66 | 0.00 | 2,718.90 | 0.00 | 2,693.25 |
| Professional Negligence | Zurich Municipal | Various | --- | 0.00 | 6,545.50 | 0.00 | 6,545.50 | 0.00 | 848.00 | 0.00 | 6,784.00 | 0.00 | 6,195.00 |
| Other Policies | | | | | | | | | | | | | |
| Motor (Incl Claims Handling) | RMP/QBE | £50,000 | Note 4 | 6,892.99 | 84,849.60 | 18,588.63 | 101,038.80 | 8,844.98 | 69,232.84 | 11,929.21 | 70,447.60 | 27,035.51 | 73,983.00 |
| Fidelity Guarantee | RMP/QBE | £10,000 | Note 3 | 0.00 | 23,687.82 | 0.00 | 23,687.82 | 0.00 | 23,320.00 | 0.00 | 23,320.00 | 0.00 | 23,100.00 |
| Work In Progress (Cont. All Risks) | Zurich Municipal | £1m | Note 1 | 0.00 | 15,631.62 | 18,532.40 | 14,875.45 | 0.00 | 21,322.73 | 0.00 | 24,784.56 | 0.00 | 25,218.90 |
| Contractors Plant | Zurich Municipal | £500 | Note 2 | 0.00 | 4,304.93 | 0.00 | 9,695.85 | 0.00 | 858.60 | 0.00 | 858.60 | 0.00 | 850.50 |
| Engineering Insurance | RMP/ HSB | --- | --- | 0.00 | 2,691.66 | 0.00 | 2,713.60 | 0.00 | 3,512.91 | 0.00 | 3,594.27 | 0.00 | 3,600.49 |
| Public Health Act | Zurich Municipal | --- | --- | 0.00 | 1,244.85 | 0.00 | 1,205.57 | 0.00 | 1,720.27 | 0.00 | 1,792.03 | 0.00 | 1,851.00 |
| Computer | RMP/HSB | £5,000 | Note 5 | 0.00 | 7,472.75 | 0.00 | 6,974.80 | 0.00 | 13,649.12 | 0.00 | 13,649.12 | 0.00 | 12,398.65 |
| Hirers Liability | Zurich Municipal | £100 | Note 2 | 0.00 | 251.75 | 0.00 | 251.75 | 0.00 | 997.19 | 0.00 | 1,361.20 | 0.00 | 2,740.50 |
| School Journey | Zurich Municipal | Various | Note 2 | 895.00 | 5,995.47 | 14,304.03 | 5,995.47 | 485.00 | 4,642.57 | 75.45 | 4,186.90 | 338.00 | 4,644.36 |
| Business Travel/PA | Zurich Municipal | Various | Note 2 | 0.00 | 5,417.51 | 0.00 | 5,532.88 | 0.00 | 6,865.62 | 0.00 | 7,314.00 | 0.00 | 8,178.01 |
| | | | | 127,868.71 | 507,899.38 | 223,851.51 | 506,444.46 | 9,329.98 | 516,731.38 | 12,004.66 | 528,727.27 | 38,646.28 | 542,049.68 |

Estimated Outstanding Insurers' Liabilities for Current Claims:
£
237,800.10

Notes

Note 1 - Insurance Fund (except for first £1k which is met by Service).

Note 2 - Excess is met direct by Service.

Note 3 - Insurance Fund.

Note 4 - Insurance Fund (except for first £2.5k which is met by Service).

Note 5 - Insurance Fund pre-1/10/08. Education Service pays excess of £1k from 1/10/08.

Appendix B

| | | | |
|-------------------------|---|--------------------|---------------------------|
| Report To: | Policy & Resources Committee | Date: | 17th November 2015 |
| Report By: | Chief Financial Officer | Report No: | FIN/105/15/AP/BH |
| Contact Officer: | Brendan Hurrell | Contact No: | 01475 712223 |
| Subject: | Annual Update in respect of Governance of External Organisations | | |

1.0 PURPOSE

- 1.1 The purpose of this report is to provide the annual update in respect of the governance of external organisations.

2.0 SUMMARY

- 2.1 In May 2011, the Council approved a risk based approach to the governance of those external organisations with whom the Council had a significant financial relationship. In June 2011 the Audit Commission published a report as part of the 'are you getting it right?' reports on Arm's Length External Organisations which highlights good practice and governance when delivering services through Arm's Length External Organisations.
- 2.2 As part of the approved framework, reports are presented to the relevant Service Committee throughout the year giving updates and assurances in terms of performance and governance whilst an annual report is presented to the Policy & Resources Committee summarising progress and highlighting any areas of concern.
- 2.3 Overall, the Council's approach to the governance of external organisations is operating well with Service Committees commenting positively on the information provided.
- 2.4 The 2014 performance in respect of the governance of external organisations is shown in Appendix 1. The matrix used to appraise the level of governance required is in Appendix 2. The list of external organisations that are proposed will form part of this framework for 2015 are shown in Appendix 3.

3.0 RECOMMENDATIONS

- 3.1 It is recommended that the Committee note the last 12 months performance in respect of the governance of external organisations as shown in Appendix 1.
- 3.2 It is recommended that the Committee approve the list of external organisations that will form part of this framework for the period October 2015 – September 2016 as shown in Appendix 3.

4.0 BACKGROUND

- 4.1 In May 2011, the Committee approved a framework for monitoring the governance of key external organisations with whom which the Council has a significant financial relationship.
- 4.2 The purpose of this framework was to provide a formal mechanism for feeding back to the relevant Committee on the organisations' performance and to highlight any issues in respect of governance, financial stability or overall performance. This approach was recognised by the Council's External Auditors at the time as being an example of good practice.
- 4.3 In June 2011 the Audit Commission published a 'are you getting it right' report on Arm's Length External Organisations (ALEO's), part of their series of improvement report for Councillors and Officers. During 2013/14 Grant Thornton, the Council's External Auditor, carried out a targeted audit on how the Council has responded to this national performance report which was a positive report placing the Council scoring the Council as 'Basic and better practice' in all areas. The full report was presented to the Audit Committee on 26 August 2014.

5.0 CURRENT POSITION

- 5.1 Appendix 1 shows the position of the 2015 organisations from where it can be seen that for the vast majority the framework has been fully adhered to. There are however a small number who have not managed to fully implement the number of meetings required, this will be addressed during coming months.
- 5.2 The scoring matrix which was reviewed and updated for the 2014 process can be found at Appendix 2. No proposed changes to the scoring matrix are recommended for the forthcoming year.
- 5.3 The process has had a positive impact on the relationship between suppliers and the Council and in particular strengthening the relationships between Care Providers and the Council. This will further support the alternative delivery models available to the community through Self Directed Support and the new Health and Social Care Partnership (HSCP).
- 5.4 Enhancements to the governance process were made in 2014. Reports presented to the relevant Service Committee giving updates on Riverside Inverclyde and Inverclyde Leisure are now clear about the reasons for using these ALEOs. Service risk reporting now takes into account more than just financial risk and some thought is given to contingency planning in the event of an organisation failing. Further enhancements this year will involve automation and tracking using new software available to Procurement.

6.0 CONCLUSIONS

- 6.1 The Council's approach to the governance of external organisations is working well and has resulted in strengthening relationships with suppliers and the Council.
- 6.2 After almost four years, the process has matured in all areas of the Council and the Corporate Management Team is keeping an overview of compliance with the framework.
- 6.3 The Procurement Manager will continue to co-ordinate the monitoring of overall performance and report to Committee on an annual basis.

7.0 IMPLICATIONS

7.1 Financial Implications:

One off Costs

| Cost Centre | Budget Heading | Budget Years | Proposed Spend this Report £000 | Virement From | Other Comments |
|-------------|----------------|--------------|---------------------------------|---------------|----------------|
| | | | | | |

Annually Recurring Costs/ (Savings)

| Cost Centre | Budget Heading | With Effect from | Annual Net Impact £000 | Virement From (if Applicable) | Other Comments |
|-------------|----------------|------------------|------------------------|-------------------------------|----------------|
| | | | | | |

7.2 **Legal**

There are no legal implications arising from this report.

7.3 **Human Resources**

There are no HR implications arising from this report.

7.4 **Equalities**

There are no equalities implications arising from this report.

7.5 **Repopulation**

Whilst there are no direct impacts in respect of repopulation, the Council's approach to the governance of external organisations should provide early warnings of organisations in distress and therefore provide greater stability to these organisations with a resultant impact on job security.

8.0 CONSULTATION

8.1 The report has been approved by the Corporate Management Team.

9.0 BACKGROUND PAPERS

9.1 None.

Appendix 1

Governance - list of organisations for the period of 1/10/14 - 30/9/15

| | <u>Organisations name</u> | <u>13/14 Spend</u> | <u>Service</u> | <u>Last or planned Governance Monitoring Date</u> | <u>Date reported to Committee</u> | <u>Nature of Payments</u> | <u>Total</u> |
|----|--|--------------------|----------------|---|-----------------------------------|---------------------------|--------------|
| 1 | MUIRSHIEL CENTRE | £304,851 | HSCP | currently being arranged | 01/09/2015 | Commissioned - No Tender | 28 |
| 2 | COTTAGE CARE SERVICES SCOTLAND LTD | £113,499 | HSCP | 23/04/2015 | 01/09/2015 | Grant - No SLA | 26 |
| 3 | INVERCLYDE CARERS CENTRE LTD | £237,780 | HSCP | Planned for 19/11/2015 | 01/09/2015 | Grant - No SLA | 26 |
| 4 | INVERCLYDE COMMUNITY CARE FORUM | £51,854 | HSCP | currently being arranged | 01/09/2015 | Grant - No SLA | 26 |
| 5 | PARKLEA ASSOCIATION | £113,730 | HSCP | 04/06/2015 | 01/09/2015 | Commissioned - No Tender | 26 |
| 6 | ALT-NA-CRAIG LIMITED | £687,099 | HSCP | 21/10/2015 | 01/09/2015 | Commissioned - No Tender | 24 |
| 7 | BALCLUTHA COURT | £1,252,722 | HSCP | 21/10/2015 | 01/09/2015 | Commissioned - No Tender | 24 |
| 8 | CARE CONCERN LIMITED | £670,410 | HSCP | 24/09/2015 | 01/09/2015 | Commissioned - No Tender | 24 |
| 9 | CRAIGEND RESOURCE CENTRE | £32,719 | E&C | ongoing | 05/05/2015 | Grant - No SLA | 24 |
| 10 | FLAGSHIP TOWER (GREENOCK) LIMITED | £1,344,388 | HSCP | 24/04/2015 | 01/09/2015 | Commissioned - No Tender | 24 |
| 11 | INVERCLYDE COUNCIL ON DISABILITY | £32,846 | HSCP | 01/09/2015 | 01/09/2015 | Grant - No SLA | 24 |
| 12 | INVERCLYDE WOMENS AID | £111,196 | HSCP | 27/10/2014 | 01/09/2015 | Commissioned - No Tender | 24 |
| 13 | MARINER SUPPORT ASSOCIATES LTD | £58,637 | HSCP | Planned for Mar 2016 | 01/09/2015 | Commissioned - No Tender | 24 |
| 14 | THE BEACON | £52,183 | E&C | ongoing meetings | ongoing reports | Commissioned - No Tender | 24 |
| 15 | EVERGREEN HOME SUPPORT | £253,890 | HSCP | Planned for Nov 2015 | 01/09/2015 | Tendered | 22 |
| 16 | GREENOCK MEDICAL AID SOCIETY | £830,823 | HSCP | 26/06/2015 | 01/09/2015 | Commissioned - No Tender | 22 |
| 17 | INVERCLYDE ADVICE & EMPLOYMENT RIGHTS | £67,384 | E&R | ongoing meetings | ongoing reports | Grant - No SLA | 22 |
| 18 | INVERCLYDE ASS FOR MENTAL HEALTH | £418,064 | HSCP | Planned for Nov 2015 | 01/09/2015 | Tendered | 22 |
| 19 | INVERCLYDE COMMUNITY DEV TRUST | £2,297,403 | E&R | ongoing meetings | ongoing reports | Tendered | 22 |
| 20 | INVERCLYDE LEISURE | £2,260,143 | E&C | 28/09/2015 | ongoing reports | Grant - With SLA | 22 |
| 21 | MARGARET BLACKWOOD HOUSING ASS | £534,641 | HSCP | 31/08/2015 | 01/09/2015 | Commissioned - No Tender | 22 |
| 22 | MEALLMORE LODGE LIMITED | £433,086 | HSCP | 15/06/2015 | 01/09/2015 | Commissioned - No Tender | 22 |
| 23 | MOVING ON (INVERCLYDE) | £73,472 | HSCP | currently being arranged | 01/09/2015 | Commissioned - No Tender | 22 |
| 24 | QUARRIERS | £2,631,698 | HSCP | 26/06/2015 | 01/09/2015 | Commissioned - No Tender | 22 |
| 25 | RIVERSIDE INVERCLYDE | £2,797,487 | E&R | 17/09/2015 | 03/09/2015 | Grant - With SLA | 22 |
| 26 | SCOTT ASSOC FOR MENTAL HEALTH | £719,570 | HSCP | currently being arranged | 01/09/2015 | Tendered | 22 |
| 27 | ALLIED HEALTHCARE GROUP LIMITED | £725,262 | HSCP | 24/07/2015 | 01/09/2015 | Commissioned - No Tender | 20 |
| 28 | ALZHEIMER SCOTLAND INVERCLYDE SERVICES | £180,498 | HSCP | 30/10/2014 | 01/09/2015 | Commissioned - No Tender | 20 |

| | | | | | | | |
|----|---|------------|------|--------------------------|--------------------|--------------------------|----|
| 29 | ALZHEIMER SCOTLAND-ACTION ON DISABILITY | £87,704 | HSCP | 18/09/2015 | 01/09/2015 | Grant - No SLA | 20 |
| 30 | CONFIDENT CARE LTD | £200,527 | HSCP | 30/10/2014 | 01/09/2015 | Commissioned - No Tender | 20 |
| 31 | CORA FOUNDATION | £430,074 | HSCP | Planned for 16/10/2015 | 01/09/2015 | Tendered | 20 |
| 32 | IVCSS | £76,718 | HSCP | Planned for December | 01/09/2015 | Commissioned - No Tender | 20 |
| 33 | KARMA HEALTHCARE | £673,621 | HSCP | 25/06/2015 | 01/09/2015 | Commissioned - No Tender | 20 |
| 34 | LITTLE SISTERS OF THE POOR | £359,297 | HSCP | 16/02/2015 | 01/09/2015 | Commissioned - No Tender | 20 |
| 35 | TRANS-PORT GROUP | £84,153 | HSCP | Planned for December | 01/09/2015 | Commissioned - No Tender | 20 |
| 36 | UNITY ENTERPRISE | £78,664 | HSCP | Planned for Nov 2015 | 01/09/2015 | Grant - No SLA | 20 |
| 37 | YOUR VOICE | £119,798 | HSCP | currently being arranged | 01/09/2015 | Commissioned - No Tender | 20 |
| 38 | BARNARDO SCOTLAND | £282,858 | HSCP | 16/01/2015 | 01/09/2015 | Commissioned - No Tender | 18 |
| 39 | CAPABILITY SCOTLAND | £86,696 | HSCP | 06/05/2014 | 01/09/2015 | Commissioned - No Tender | 18 |
| 40 | CAR - GOMM SCOTLAND | £54,140 | HSCP | Planned for Nov 2015 | 01/09/2015 | Tendered | 18 |
| 41 | CAREWATCH (INVER & NTH AYRSH) | £176,930 | HSCP | 14/08/2015 | 01/09/2015 | Commissioned - No Tender | 18 |
| 42 | DANSHELL HEALTHCARE LTD | £99,785 | HSCP | currently being arranged | 01/09/2015 | Commissioned - No Tender | 18 |
| 43 | DUNAN HEALTHCARE UK LTD IN ADMINISTRATION | £738,106 | HSCP | no longer required | no longer required | Commissioned - No Tender | 18 |
| 44 | HANSEL ALLIANCE | £69,573 | HSCP | Planned for Nov 2015 | 01/09/2015 | Commissioned - No Tender | 18 |
| 45 | HC ONE LIMITED | £567,260 | HSCP | 20/01/2015 | 01/09/2015 | Commissioned - No Tender | 18 |
| 46 | KINCAID HOUSE | £1,449,294 | HSCP | 15/06/2015 | 01/09/2015 | Commissioned - No Tender | 18 |
| 47 | RIVER CLYDE HOMES | £186,841 | HSCP | 12/05/2015 | 01/09/2015 | Commissioned - No Tender | 18 |
| 48 | SIR GABRIEL WOOD'S MARINERS HOME | £364,650 | HSCP | 26/06/2015 | 01/09/2015 | Commissioned - No Tender | 18 |
| 49 | SPARK OF GENIUS | £96,007 | HSCP | Planned for 01/12/2015 | 01/09/2015 | Tendered | 18 |
| 50 | STEPWELL CONSULTANCY LIMITED | £107,566 | E&R | ongoing meetings | ongoing reports | Tendered | 18 |
| 51 | THE RICHMOND FELLOWSHIP SCTLND | £1,069,389 | HSCP | Planned for Oct 2015 | 01/09/2015 | Commissioned - No Tender | 18 |
| 52 | THORNTOUN LTD | £62,922 | HSCP | currently being arranged | 01/09/2015 | Commissioned - No Tender | 18 |
| 53 | TRUST HOUSING ASSOCIATION LTD | £208,886 | HSCP | 31/07/2015 | 01/09/2015 | Commissioned - No Tender | 18 |
| 54 | TURNING POINT SCOTLAND | £873,250 | HSCP | 20/01/2015 | 01/09/2015 | Tendered | 18 |
| 55 | ACTION FOR CHILDREN SERVICES LIMITED | £142,788 | HSCP | Planned for 08/12/2015 | 01/09/2015 | Commissioned - No Tender | 16 |
| 56 | BELLEAIRE HOUSE | £242,124 | HSCP | 15/06/2015 | 01/09/2015 | Commissioned - No Tender | 16 |
| 57 | BIELD HOUSING ASSOCIATION | £43,934 | HSCP | currently being arranged | 01/09/2015 | Commissioned - No Tender | 16 |
| 58 | CARE UK | £74,154 | HSCP | currently being arranged | 01/09/2015 | Commissioned - No Tender | 16 |
| 59 | CIRCLES NETWORK | £100,878 | HSCP | Planned for Oct 2015 | 01/09/2015 | Commissioned - No Tender | 16 |
| 60 | CORBENIC CAMPBILL COMMUNITY | £30,007 | HSCP | Planned for Mar 2016 | 01/09/2015 | Commissioned - No Tender | 16 |
| 61 | CORNERSTONE COMMUNITY CARE | £38,910 | HSCP | currently being arranged | 01/09/2015 | Commissioned - No Tender | 16 |

| | | | | | | | |
|----|---|------------|------|--------------------------|------------|--------------------------|----|
| 62 | ERSKINE HOSPITAL | £219,132 | HSCP | Planned for Dec 2015 | 01/09/2015 | Commissioned - No Tender | 16 |
| 63 | EUROPEAN CARE & LIFESTYLES (UK) LTD | £237,546 | HSCP | currently being arranged | 01/09/2015 | Commissioned - No Tender | 16 |
| 64 | GEILSLAND SCHOOL | £59,160 | HSCP | currently being arranged | 01/09/2015 | Commissioned - No Tender | 16 |
| 65 | KEY HOUSING ASSOCIATION LTD | £1,070,401 | HSCP | 20/10/2014 | 01/09/2015 | Commissioned - No Tender | 16 |
| 66 | KIBBLE EDUCATION AND CARE CENTRE | £283,286 | HSCP | Planned for 20/10/2015 | 01/09/2015 | Commissioned - No Tender | 16 |
| 67 | MILLPORT CARE CENTRE | £40,323 | HSCP | Planned for Jan 2016 | 01/09/2015 | Commissioned - No Tender | 16 |
| 68 | PARK HOUSE HEALTHCARE LTD | £44,839 | HSCP | currently being arranged | 01/09/2015 | Commissioned - No Tender | 16 |
| 69 | SALVATION ARMY TERRITORIAL HEADQUARTERS | £76,542 | HSCP | 11/12/2014 | 01/09/2015 | Commissioned - No Tender | 16 |
| 70 | SCOTTISH CARE COMMERCIAL | £62,765 | HSCP | currently being arranged | 01/09/2015 | Commissioned - No Tender | 16 |
| 71 | SCOTTISH MASONIC HOMES LIMITED | £165,660 | HSCP | 23/10/2015 | 01/09/2015 | Commissioned - No Tender | 16 |
| 72 | THE ABBEYFIELD STRATHGRYFFE SOC LTD | £85,162 | HSCP | 21/07/2015 | 01/09/2015 | Commissioned - No Tender | 16 |
| 73 | VOYAGE CARE | £64,980 | HSCP | currently being arranged | 01/09/2015 | Commissioned - No Tender | 16 |
| 74 | WOODSIDE CARE | £83,020 | HSCP | 06/11/2015 | 01/09/2015 | Commissioned - No Tender | 16 |

Appendix 2

External Organisations Governance

Matrix

| | | |
|----|--|---------------|
| 1/ | <u>Annual Payment to the Organisation (Ex-Vat)</u> | <u>Points</u> |
| | Payment over £250,000 | 6 |
| | Payment £50,000 to £250,000 | 4 |
| | Payment £20,000 to £49,999 | 2 |
| | Payment £19,999 and below | Exclude |
| 2/ | <u>Proportion of turnover funded by Council</u> | <u>Points</u> |
| | 51% to 100% | 8 |
| | 26% to 50% | 6 |
| | 10% to 25% | 4 |
| | Below 10% | 2 |
| 3/ | <u>Nature of Payment to Organisation</u> | <u>Points</u> |
| | Grant – No SLA | 8 |
| | Grant – With SLA | 6 |
| | Commissioned – No Tender | 6 |
| | Tendered | 4 |
| 4/ | <u>Council Representation at Meetings</u> | <u>Points</u> |
| | No Council Presence | 6 |
| | Member on Board | 4 |
| | Officer's attendance allowed | 2 |

Governance Oversight

Points

20 plus

- a) Annual Accounts received by Service and reviewed by Finance.
- b) Briefing prepared where appropriate for Council Board Member in advance of any Board Meetings.
- c) Post Board meeting briefing notes prepared by attendee for Corporate Director, Head of Service, Finance and Procurement.
- d) Half yearly documented Governance meetings with organisations.
- e) Annual Committee report covering performance and quality issues.
- f) The Council identify, review and monitor specific governance, finance and performance indicators which will give early warning of any potential problems and acts accordingly.
- g) Evidence that risks register exists which capture all risks and not just financial risk.
- h) Contingency Plans are in place to ensure continuity of service delivery if the agreement ends.
- i) Where services are delivered through ALEOs, the Council has well-developed and sound based strategy for the delivery of services which is linked to the wider Council's strategic objective and priorities

19 - 16

- a) As above
- b) Optional
- c) Optional
- d) Annual documented Governance meetings
- e) As above
- f) As above

15 or Under

- a) No action

Note: 1. The above are the minimum requirements however Services may decide on more frequent meetings / reporting based on specific risks / intelligence.

Appendix 3

Proposed list for October 2015 to October 2016

| | <u>Organisations name</u> | <u>14/15 Spend</u> | <u>Service</u> | <u>Nature of Payments</u> | <u>Total</u> |
|----|--|---------------------------|-----------------------|----------------------------------|---------------------|
| 1 | INVERCLYDE CARERS CENTRE LTD | £250,280.00 | HSCP | Grant - no SLA | 28 |
| 2 | MUIRSHIEL CENTRE | £290,973.64 | HSCP | Grant - no SLA | 28 |
| 3 | ALT-NA-CRAIG LIMITED | £746,756.56 | HSCP | Commissioned no tender | 26 |
| 4 | BRANCHTON COMMUNITY CENTRE | £117,292.00 | HSCP | Grant - no SLA | 26 |
| 5 | CARE CONCERN LIMITED | £760,670.30 | HSCP | Commissioned no tender | 26 |
| 6 | CRAIGEND RESOURCE CENTRE | £120,000.00 | E&C | Grant - no SLA | 26 |
| 7 | GREENOCK MEDICAL AID SOCIETY | £939,822.31 | HSCP | Commissioned no tender | 26 |
| 8 | INVERCLYDE ASS FOR MENTAL HEALTH | £499,432.96 | HSCP | Commissioned no tender | 26 |
| 9 | INVERCLYDE VOLUNTARY COUNCIL | £115,463.00 | HSCP | Grant - no SLA | 26 |
| 10 | MEALLMORE LODGE LIMITED | £777,496.53 | HSCP | Commissioned no tender | 26 |
| 11 | PARKLEA ASSOCIATION | £106,457.80 | HSCP | Grant - no SLA | 26 |
| 12 | TRANS-PORT GROUP | £91,090.05 | HSCP | Grant - no SLA | 26 |
| 13 | YOUR VOICE | £120,674.92 | HSCP | Grant - no SLA | 26 |
| 14 | BALCLUTHA COURT | £1,352,389.47 | HSCP | Tendered | 24 |
| 15 | EVERGREEN HOME SUPPORT | £279,966.24 | HSCP | Commissioned no tender | 24 |
| 16 | ICDT LTD | £2,146,320.39 | HSCP | Tendered | 24 |
| 17 | INVERCLYDE COUNCIL ON DISABILITY | £42,966.85 | HSCP | Grant - no SLA | 24 |
| 18 | INVERCLYDE LEISURE | £1,771,492.91 | HSCP | Grant with SLA | 24 |
| 19 | INVERCLYDE WOMENS AID | £153,523.08 | HSCP | Commissioned no tender | 24 |
| 20 | RIVERSIDE INVERCLYDE | £1,369,568.97 | E&R | Grant with SLA | 24 |
| 21 | SIR GABRIEL WOOD'S MARINERS HOME | £571,357.08 | HSCP | Commissioned no tender | 24 |
| 22 | ALZHEIMER SCOTLAND-ACTION ON D | £265,703.72 | HSCP | Grant - no SLA | 22 |
| 23 | CLOCH HOUSING ASSOCIATION LTD | £528,184.29 | E&C | Commissioned no tender | 22 |
| 24 | CONFIDENT CARE LTD | £258,463.26 | HSCP | Commissioned no tender | 22 |
| 25 | INVERCLYDE ADVICE & EMPLOYMENT RIGHTS | £50,168.91 | HSCP | Tendered | 22 |
| 26 | MILLPORT CARE CENTRE | £27,303.34 | HSCP | Commissioned no tender | 22 |
| 27 | THE KILMACOLM NEW COMMUNITY CENTRE COMPANY LIMITED | £76,013.00 | E&C | Grant - with SLA | 22 |
| 28 | YOUTH CONNECTIONS | £120,396.00 | E&C | Grant - no SLA | 22 |

| | <u>Organisations name</u> | <u>14/15 Spend</u> | <u>Service</u> | <u>Nature of Payments</u> | <u>Total</u> |
|----|-------------------------------------|---------------------------|-----------------------|----------------------------------|---------------------|
| 29 | ALLIED HEALTHCARE GROUP LIMITED | £1,069,483.82 | HSCP | Commissioned no tender | 20 |
| 30 | BARNARDOS | £501,177.39 | HSCP | Commissioned no tender | 20 |
| 31 | CIRCLES NETWORK | £112,183.38 | HSCP | Grant - no SLA | 20 |
| 32 | CORA FOUNDATION | £867,015.87 | CHJCP | Commissioned no tender | 20 |
| 33 | DANSHELL CARE HOMES | £823,026.00 | HSCP | Commissioned no tender | 20 |
| 34 | ENCHANTED FOREST NURSERY | £103,502.56 | E&C | Commissioned no tender | 20 |
| 35 | ERSKINE HOSPITAL | £257,577.16 | HSCP | Commissioned no tender | 20 |
| 36 | FLAGSHIP TOWER (GREENOCK) LIMITED | £1,469,134.72 | HSCP | Commissioned no tender | 20 |
| 37 | HC ONE LIMITED | £863,088.85 | HSCP | Commissioned no tender | 20 |
| 38 | KARMA HEALTHCARE | £923,920.55 | HSCP | Commissioned no tender | 20 |
| 39 | KINCAID HOUSE | £1,659,711.52 | HSCP | Commissioned no tender | 20 |
| 40 | LITTLE SISTERS OF THE POOR | £442,020.09 | HSCP | Commissioned no tender | 20 |
| 41 | MARGARET BLACKWOOD HOUSING ASS | £605,582.29 | HSCP | Commissioned no tender | 20 |
| 42 | MARINER SUPPORT ASSOCIATES LTD | £109,186.19 | HSCP | Commissioned no tender | 20 |
| 43 | SPARK OF GENIUS | £533,584.54 | HSCP | Commissioned no tender | 20 |
| 44 | STEPWELL CONSULTANCY LIMITED | £143,145.09 | E&R | Tendered | 20 |
| 45 | THE BEACON | £78,703.74 | HSCP | Grant - no SLA | 20 |
| 46 | UNITY ENTERPRISE | £79,864.79 | HSCP | Grant - no SLA | 20 |
| 47 | BELLEAIRE HOUSE | £137,305.55 | HSCP | Commissioned no tender | 18 |
| 48 | BIELD RESPONSE 24 | £151,894.00 | HSCP | Commissioned no tender | 18 |
| 49 | CAPABILITY SCOTLAND | £210,331.92 | HSCP | Commissioned no tender | 18 |
| 50 | CAR - GOMM SCOTLAND | £74,442.72 | HSCP | Commissioned no tender | 18 |
| 51 | CAREWATCH (INVER & NTH AYRSH) | £230,017.38 | HSCP | Commissioned no tender | 18 |
| 52 | COTTAGE CARE SERVICES SCOTLAND LTD | £213,825.00 | HSCP | Commissioned no tender | 18 |
| 53 | EMBRACE ALL LIMITED COLLECTIONS | £212,642.37 | HSCP | Commissioned no tender | 18 |
| 54 | ENABLE SCOTLAND | £55,574.88 | HSCP | Commissioned no tender | 18 |
| 55 | EUROPEAN CARE & LIFESTYLES (UK) LTD | £80,027.75 | HSCP | Commissioned no tender | 18 |
| 56 | HANSEL ALLIANCE | £82,624.60 | HSCP | Commissioned no tender | 18 |
| 57 | KEY HOUSING ASSOCIATION LTD | £1,199,034.96 | HSCP | Tendered | 18 |
| 58 | MADEIRA NURSERY | £44,403.02 | E&C | Commissioned no tender | 18 |
| 59 | MOVING ON (INVERCLYDE) | £78,193.00 | HSCP | Commissioned no tender | 18 |
| 60 | NAS SERVICES LIMITED | £33,813.88 | HSCP | Grant - no SLA | 18 |

| | <u>Organisations name</u> | <u>14/15 Spend</u> | <u>Service</u> | <u>Nature of Payments</u> | <u>Total</u> |
|----|---|---------------------------|-----------------------|----------------------------------|---------------------|
| 61 | PARK HOUSE HEALTHCARE LTD | £101,706.09 | HSCP | Commissioned no tender | 18 |
| 62 | QUARRIERS | £2,957,973.13 | HSCP | Tendered | 18 |
| 63 | RIVER CLYDE HOMES | £2,517,854.27 | HSCP | Grant with SLA | 18 |
| 64 | SCOTT ASSOC FOR MENTAL HEALTH | £837,540.41 | HSCP | Tendered/Grant | 18 |
| 65 | SCOTTISH MASONIC HOMES LIMITED | £220,050.90 | HSCP | Commissioned no tender | 18 |
| 66 | ST ANDREW'S CHILDREN'S SOCIETY | £22,000.00 | HSCP | Grant - no SLA | 18 |
| 67 | THE ABBEYFIELD STRATHGRYFFE SOC LTD | £142,110.76 | HSCP | Commissioned no tender | 18 |
| 68 | THE RICHMOND FELLOWSHIP SCTLND | £1,287,144.34 | HSCP | Tendered | 18 |
| 69 | THISTLE HEALTHCARE LTD | £24,522.26 | HSCP | Grant - no SLA | 18 |
| 70 | TRUST HOUSING ASSOCIATION LIMITED | £298,985.73 | HSCP | Commissioned no tender | 18 |
| 71 | TURNING POINT SCOTLAND | £1,104,456.79 | HSCP | Tendered | 18 |
| 72 | WOODSIDE CARE | £123,797.92 | HSCP | Commissioned no tender | 18 |
| 73 | WRVS | £41,834.00 | HSCP | Grant - no SLA | 18 |
| 74 | ACTION FOR CHILDREN | £164,267.00 | HSCP | Tendered | 16 |
| 75 | ARDFERN LEARNING CENTRE | £31,881.00 | E&C | Commissioned no tender | 16 |
| 76 | BEARSDEN CARE LLP | £27,822.22 | HSCP | Commissioned no tender | 16 |
| 77 | CARE UK | £47,761.95 | HSCP | Commissioned no tender | 16 |
| 78 | CORBENIC CAMPHILL COMMUNITY | £42,517.32 | HSCP | Commissioned no tender | 16 |
| 79 | CURO SALUS LTD | £26,004.00 | E&C | Commissioned no tender | 16 |
| 80 | KIBBLE EDUCATION AND CARE CENTRE | £101,772.00 | HSCP | Tendered | 16 |
| 81 | ORCHARD CARE HOMES | £41,095.56 | HSCP | Commissioned no tender | 16 |
| 82 | SALVATION ARMY TERRITORIAL HEADQUARTERS | £77,872.81 | HSCP | Tendered | 16 |

Report To: Policy and Resources Committee **Date:** 17 November 2015

Report By: Head of Inclusive Education, Culture and Corporate Policy **Report No:** PR/144/15/AF/KB
 Corporate Director, Environment, Regeneration and Resources

Contact Officer: Karen Barclay, Corporate Policy Officer **Contact No:** 01475 712065

Subject: Corporate Services Performance Report

1.0 PURPOSE

- 1.1 The purpose of this report is to update Committee on the achievement of key objectives by the Council’s Corporate Services, as detailed in the refreshed Education, Communities and Organisational Development Corporate Directorate Improvement Plan 2013/16 and the refreshed Environment, Regeneration and Resources Corporate Directorate Improvement Plan 2013/16.
- 1.2 The report focuses on improvement actions that sit within the following Services: Finance; ICT; Legal and Property; Corporate Policy; and Organisational Development, Human Resources and Communications.

2.0 SUMMARY

- 2.1 This is the sixth Corporate Services Performance Report. Details are provided in the Appendices.
- 2.2 The current status of the Plans’ improvement actions, together with the status at the last report, is:

Appendix 1
Appendix 2

| Status | blue - complete | red - significant slippage | amber - slight slippage | green - on track |
|----------|-----------------|----------------------------|-------------------------|------------------|
| Current | 27 | 0 | 5 | 32 |
| May 2015 | 25 | 0 | 3 | 25. |

3.0 RECOMMENDATIONS

- 3.1 It is recommended that the Committee:
 - a. notes the progress made by Corporate Services in delivering improvement actions outlined in their respective refreshed Corporate Directorate Improvement Plans 2013/16; and

b. agrees to consider the seventh progress report at its meeting on 22 March 2016.

Angela Edwards
Head of Inclusive Education, Culture and
Corporate Policy

Aubrey Fawcett
Corporate Director, Environment,
Regeneration and Resources

4.0 BACKGROUND

4.1 Corporate Directorate Improvement Plans (CDIPs) are a key component of the Council's Strategic Planning and Performance Management Framework. They are the principal vehicle for managing and delivering the strategic outcomes in the Single Outcome Agreement 2013/16 and the Council's Corporate Statement 2013/17, as well as the well-being outcomes which are Safe, Healthy, Achieving, Nurtured, Active, Respected and Responsible and Included (SHANARRI).

4.2 The Council's CDIPs 2013/16 were approved in 2013. A refresh of the Plans took place in Summer 2015 and the resultant documents were approved by the Committees in September 2015. The refreshed Education, Communities and Organisational Development and the Environment, Regeneration and Resources CDIPs have improvement actions that are of a corporate nature. A separate Corporate Services progress report is therefore submitted to every second meeting of the Committee. The remaining CDIP improvement actions are reported to every second meeting of the appropriate Committee.

Min Ref
E&C
Cttee
7.5.13
Para 363

Min Ref
P&R
Cttee
21.5.13
Para 384

4.3 As detailed in Appendix 1, improvement actions have been allocated a 'BRAG' status:

blue - complete; red - significant slippage; amber - slight slippage; green - on track.

4.4 The CDIPs also contain key performance indicators, comprising statutory performance indicators and local performance indicators. These indicators provide an important measure of how the Directorate's Services contribute to the Council's strategic aims. Information on indicators is gathered either quarterly or annually and performance reported to Committee at the appropriate time; the most recent position on the indicators is attached as Appendix 2.

5.0 PROGRESS

5.1 This is the sixth progress report on the Corporate Services CDIPs' improvement actions. The last report was approved by the Policy and Resources Committee in May 2015. The current status of the CDIPs' improvement actions, together with the status at the last report, is:

Min Ref
P&R
Cttee
19.5.15
Para 379

| Status | blue - complete | red - significant slippage | amber - slight slippage | green - on track |
|----------|-----------------|----------------------------|-------------------------|------------------|
| Current | 27 | 0 | 5 | 32 |
| May 2015 | 25 | 0 | 3 | 25. |

5.2 The status of the improvement actions, grouped under the well-being outcomes, is:

| Well-being outcome | blue - complete | red - significant slippage | amber - slight slippage | green - on track |
|---------------------------|-----------------|----------------------------|-------------------------|------------------|
| Safe | 4 | 0 | 0 | 3 |
| Healthy | 0 | 0 | 0 | 0 |
| Achieving | 20 | 0 | 5 | 21 |
| Nurtured | 0 | 0 | 0 | 1 |
| Active | 0 | 0 | 0 | 0 |
| Respected and Responsible | 3 | 0 | 0 | 3 |
| Included | 0 | 0 | 0 | 4 |
| Totals | 27 | 0 | 5 | 32. |

Appendix 1 details the present status of the improvement actions, together with commentaries from the appropriate Service.

5.3 Since the last progress report in May 2015, good progress has been made in delivering the majority of the improvement actions, examples of which include:

- community justice transition to community planning - a criminal justice coordinator has been appointed to take forward this work.
- improve public performance information on Council's website - an Audit Scotland report has placed Inverclyde Council in the top quartile of all Scottish councils in terms of compliance with public performance reporting requirements.
- website - the Council's new website was launched in May 2015 and positive feedback has been received. There has been a steady rise in the number of unique visitors and a greater rise in the number of times these visitors are using the site.

5.4 There has been slight slippage with five improvement actions:

- finance-related systems - progress with this improvement action has slipped due to lack of resource. However, a dedicated part-time resource commenced in September 2015. The target to be operating SWIFT financials by March 2016 remains.
- working with libraries to assess demand for performance information - all performance information is available on the Council's website. Audit Scotland assessed the Council as being compliant in 23 of 26 PPR categories. However, the additional piece of work with libraries has still to be carried out. A meeting will therefore take place with libraries staff by the end of the year to make them aware of the location of performance information on the Council's website. This will enable staff in the Council's libraries to respond to performance enquiries from members of the public and signpost them to the relevant pages on our website.
- utilise InView as a means of providing performance information to all households - if approved by the Policy and Resources Committee on 17 November 2015, extracts from the Statutory and Key Performance Indicators Annual Report 2014/15 will be submitted to Corporate Communications for possible inclusion in the Winter 2015 edition of InView. Additionally, performance information in the style of infographics is currently being compiled for inclusion in InView and for posting thereafter on the performance pages of the Council's website.
- Corporate Communications Strategy - a Communications Strategy has been drafted and is currently being benchmarked with other local authorities.
- Service reviews - Service review guidance has been drafted and will be taken to the meeting of the Corporate Quality Improvement Group on 11 November 2015 for comments and approval.

6.0 IMPLICATIONS

6.1 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 (if applicable) | Other Comments |
|-------------|----------------|------------------|-------------------|-------------------------------|----------------|
| n/a | n/a | n/a | n/a | n/a | n/a |

- 6.2 Human Resources: There are no direct human resources implications arising from this report.
- 6.3 Legal: There are no direct legal implications arising from this report.
- 6.4 Equalities: There are no direct equalities implications arising from this report.
- 6.5 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.

7.0 CONSULTATION

- 7.1 Updates on progress with the CDIPs' implementation have been provided by the lead officers of each improvement action.

8.0 CONCLUSION

- 8.1 The sixth progress report on progress made by Corporate Services in delivering improvement actions outlined in their respective CDIPs is presented for Committee's approval with the recommendation that the seventh report is submitted to the Policy and Resources Committee's meeting on 22 March 2016.

9.0 LIST OF BACKGROUND PAPERS

- 9.1 Education, Communities and Organisational Development CDIP 2013/16. Environment, Regeneration and Resources CDIP 2013/16.

Corporate Services Performance Report - November 2015




| Safe | | | | |
|--|--|----------------------------------|------------------|---|
| Where do we want to be? | How will we get there? | Status September-October 2015 | | Commentary September-October 2015 |
| <u>Data protection</u> The Council's approach to data protection is fully developed | Develop training, policies and procedures | ● | blue - complete | |
| <u>Regulation of Investigatory Powers (Scotland) Act 2000 (RIPSA)</u> Implement recommendations regarding improvements to be made at the last inspection by the Surveillance Commissioner | Carry out actions required to meet recommendations and report to the Council on progress | ● | green - on track | Actions required largely concluded: (i) Policy and Guidance Documents amended (ii) Training for Authorising Officers and annual report to CMT presented in July 2015 (iii) Training for applicants presented 30 April 2015 – Further training to be provided before the year end. |
| <u>Risk management</u> Implement and embed risk management in key business/management processes | Develop a Risk Management Action Plan by 31 August 2013 | ● | blue - complete | |
| | Action Plan fully implemented by 31 March 2015 | ● | blue - complete | |
| <u>Software asset management</u> Be confident that all software deployed on the network is fully licensed and all asset records are accurate | Working with Services and suppliers to ensure compliance | ● | blue - complete | |

Corporate Services Performance Report - November 2015

| Safe | | | | |
|--|--|----------------------------------|-------------------------|--|
| Where do we want to be? | How will we get there? | Status September-October 2015 | | Commentary September-October 2015 |
| <p><u>New action: Community justice transition to community planning</u></p> <p>Arrangements are in place for Inverclyde for community justice</p> <p>The Community Planning Partnership is ready to fulfil a scrutiny and improvement role around community justice</p> | <p>Follow any regulations and guidance to come from the Scottish Parliament regarding the Community Justice Bill, when it is enacted</p> | <p>●</p> | <p>green - on track</p> | <p>The guidance is expected in 2016.</p> |
| | <p>The Corporate Policy and Partnership Team will work closely with Criminal Justice Social Work and other relevant partners to develop a local approach to criminal justice</p> | <p>●</p> | <p>green - on track</p> | <p>A Criminal Justice Co-ordinator has been appointed to take forward this work.</p> |

| Achieving | | | | |
|--|---|----------------------------------|------------------------|--------------------------------------|
| Where do we want to be? | How will we get there? | Status September-October 2015 | | Commentary September-October 2015 |
| <p><u>Service accountancy</u></p> <p>Improve the budget management by budget holders whilst managing a reduction in accountancy staff by 4 full-time equivalents</p> | <p>Improve systems and associated management information. Improve budget holder knowledge and increase self-reliance.</p> | <p>●</p> | <p>blue - complete</p> | |




Corporate Services Performance Report - November 2015

| Achieving | | | | |
|--|--|---|-------------------------|--|
| Where do we want to be? | How will we get there? | Status September-October 2015 | | Commentary September-October 2015 |
| <u>Finance-related systems</u> Implementation of SWIFT finance module Full on-line payment capability 24 hour access Reduction in face-to-face payments | Several successful modules rolled out in 2013/14 with the remainder to be implemented during 2014/15 |  | amber - slight slippage | Progress with this improvement action has slipped due to lack of resource. However, a dedicated part-time resource commenced in September 2015. The target to be operating SWIFT financials by March 2016 remains. |
| | Upgrade systems and implement new procedures |  | blue - complete | |
| <u>Digital Access Strategy</u> Greater on-line and telephone contacts, speeding up service delivery and making efficiencies | By working with ICT and Corporate Communications to ensure effective systems and processes are in place to facilitate channel shift. Progress will be tracked through the Customer Services Action Plan. |  | green - on track | An upgrade to the CSC Kana system will take place week commencing 26 October. Staff training is being developed and is expected to be delivered by the end of the calendar year. Top tasks in selected service areas have been identified to help facilitate customer contact away from face-to-face to web transactions. Plans are also in place to increase the types of payments that can be made on line. |






Corporate Services Performance Report - November 2015

| Achieving | | | | |
|---|---|----------------------------------|-------------------------|--|
| Where do we want to be? | How will we get there? | Status September-October 2015 | | Commentary September-October 2015 |
| <p><u>Customer Services Centre (CSC) development</u></p> <p>Expand the range of customer service enquiries at first point of contact</p> | <p>Migration of appropriate services into the CSC for front-facing and telephony contact with customers. Progress will be tracked through the Customer Services Action Plan and the Corporate Improvement Group</p> | <p>●</p> | <p>green - on track</p> | <p>This is ongoing.</p> |
| <p><u>Welfare Reform Agenda</u></p> <p>Introduce and deliver the Council Tax Reduction Scheme, the Scottish Welfare Fund and the changes to Housing Benefit legislation from April 2013 and manage the impact of the move to Universal Credit</p> | <p>Oversight from the Project Board with regular reports to Committee on key milestones</p> | <p>●</p> | <p>green - on track</p> | <p>Delivery of the Scottish Welfare Fund and changes to Housing Benefit legislation have all been implemented successfully. Universal Credit (UC) went live on 12 October 2015 with minimal impact. From April 2016, both further roll-out of UC and new Welfare Reform cuts, it is anticipated that demand on Services will increase.</p> <p>Process maps and publicity material in respect of UC have been produced and circulated and an extensive training programme has been delivered to relevant Council staff and external partners.</p> |

Corporate Services Performance Report - November 2015

| Achieving | | | | |
|---|--|---|------------------|--|
| Where do we want to be? | How will we get there? | Status September-October 2015 | | Commentary September-October 2015 |
| <u>Procurement Framework</u> Deliver strategic Procurement Framework and achieve improved Procurement Capability Assessment performance | Monitored via the Procurement Board and regular committee updates |  | blue - complete | |
| <u>Competitiveness</u> Effective processes are in place to ensure challenge and improvement These are consistently used across Services | Enhancement of self-evaluation guidelines and processes regarding competitiveness and challenge |  | green - on track | Participation in the family group process continues. Inverclyde will remain as host of the Looked After Children Family Group 4. An overview meeting was arranged for 14 October 2015 with Inverclyde's representatives on the family groups covering street cleaning, HR, Council Tax, museums and equalities; topics discussed include experience of the process so far as well as next steps. |
| <u>Self-evaluation</u> Self-evaluation is embedded into everyday performance and management and planning processes | Training rolled out across Services and guidance distributed across the Council by December 2014 |  | blue - complete | |

Corporate Services Performance Report - November 2015

| Achieving | | | | |
|--|--|---|------------------|---|
| Where do we want to be? | How will we get there? | Status September-October 2015 | | Commentary September-October 2015 |
| <u>Strategic Planning and Performance Management Framework</u> All employees are aware of the Council's vision, outcomes and values and these are embedded in service planning Integration of the well-being outcomes across all planning and performance management across the Council and Inverclyde Alliance partners | Information to be readily accessible on Icon |  | blue - complete | |
| | Develop information packs |  | blue - complete | |
| | Provide further training sessions |  | blue - complete | |
| | Provision of drop-in sessions to support Services in the development of plans and strategies |  | blue - complete | |
| <u>Public performance reporting (PPR)</u> PPR is easily accessible to members of the public All Services play a role in making performance information accessible | Improve information on the Council's website from all Services |  | green - on track | The Statutory and Key Performance Indicators Annual Report 2014/15 was considered by the CMT on 15 October 2015 and will be submitted to the Policy and Resources Committee on 17 November 2015. If approved, the information in the Appendices will be posted on the performance pages of the Council's website. |




Corporate Services Performance Report - November 2015

| Achieving | | | | |
|-------------------------|--|----------------------------------|-------------------------|--|
| Where do we want to be? | How will we get there? | Status September-October 2015 | | Commentary September-October 2015 |
| | Provide information in varying formats | ● | green - on track | No requests for alternative formats have been received. Financial implications mean that alternative formats will only be provided on request. |
| | Work with libraries to assess demand and to facilitate access via the web to members of the public | ● | amber - slight slippage | All performance information is available on the Council's website. Audit Scotland assessed the Council as being compliant in 23 of 26 PPR categories. However, the additional piece of work with libraries has still to be carried out. A meeting will therefore take place with libraries staff by the end of the year to make them aware of the location of performance information on the Council's website. This will enable staff in the Council's libraries to respond to performance enquiries from members of the public and signpost them to the relevant pages on our website. |
| | Utilise InView as a means of providing performance information to all households | ● | amber - slight slippage | If approved by the Policy and Resources Committee on 17 November 2015, extracts from the Statutory and Key Performance Indicators Annual Report 2014/15 will be submitted to Corporate |

Corporate Services Performance Report - November 2015

| Achieving | | | | |
|---|--|----------------------------------|------------------|--|
| Where do we want to be? | How will we get there? | Status September-October 2015 | | Commentary September-October 2015 |
| | | | | Communications for possible inclusion in the Winter 2015 edition of InView. Additionally, performance information in the style of infographics is currently being compiled for inclusion in InView and for posting thereafter on the performance pages of the Council's website. |
| | Provide information in different formats to ensure that it is meaningful at all levels of the organisation | ● | green - on track | The Audit Scotland PPR report was considered by both the CMT and Policy and Resources Committee in September 2015. We are working with Services where we are non-compliant. |
| <u>Inverclyde Performs</u> Inverclyde Performs is used: to record and report all performance across the Council for both performance management and on-going self-evaluation by managers, officers and Councillors | Further training for Inverclyde Performs users | ● | green - on track | Visits/demonstrations to all Directorate Management Teams are complete. We have also provided demonstrations to Senior Management Teams, where requested. Training for officers is ongoing on a needs basis, as and when a training issue is highlighted. |
| | Work with Directorate Management Teams and Extended Management Teams to establish training | ● | green - on track | As comment above. |




Corporate Services Performance Report - November 2015

| Achieving | | | | |
|---|---|---|------------------|--|
| Where do we want to be? | How will we get there? | Status September-October 2015 | | Commentary September-October 2015 |
| | needs and develop a training plan | | | |
| | Work with Services to identify which plans, strategies and projects should be developed on Inverclyde Performs |  | green - on track | This work is ongoing. Most recently, the new Libraries Service Plan has been uploaded to the performance management system. Work is also ongoing to develop the functionality of the system, for example, performance dashboards and briefing books to make the presentation of performance information more visually appealing. |
| <u>HR21</u> The maximum number of employees are able to use HR21 to manage their personal information requests for leave, employee development, etc Sickness absence recording and statistics drawn from Chris 21 | HR21 to be rolled-out to Education Services and the CHCP in 2013 and to Environmental and Commercial Services and Property Assets and Facilities Management in March 2014 |  | blue - complete | |
| Pensions auto-enrolment Real-time information from Her Majesty's Revenue and Customs (HMRC) | Pilot for compiling statistics from Chris 21 in Organisational Development, Human Resources and Communications in September 2013. Extend |  | blue - complete | |

Corporate Services Performance Report - November 2015

| Achieving | | | | |
|---|---|----------------------------------|------------------|--|
| Where do we want to be? | How will we get there? | Status September-October 2015 | | Commentary September-October 2015 |
| | Chris 21 pilot to other Services in parallel with self-service in April 2014. | | | |
| | Software installation and process review to ensure compliance; liaison with the Pensions Regulator, the Strathclyde Pension Fund Office and the Scottish Public Pensions Agency by May 2013 | ● | green - on track | Software has been installed. Ongoing monitoring will take place to ensure it is functioning as required. |
| | Software installation and process review to ensure compliance; liaison with the HMRC and BACS software provider | ● | blue - complete | |
| <u>Recruitment portal</u> | Training/e-learning/development of new recruitment handbook for managers | ● | blue - complete | |
| Recruitment portal to be upgraded. On/Grasp software. | Move to Talent Link | ● | blue - complete | |






Corporate Services Performance Report - November 2015

| Achieving | | | | |
|---|---|---|-------------------------|---|
| Where do we want to be? | How will we get there? | Status September-October 2015 | | Commentary September-October 2015 |
| <u>Workforce Development Plan</u> To deliver the 4 themes as outlined in the Workforce Development Plan: <ul style="list-style-type: none"> • organisational development • leadership, succession planning and skills development • employer of choice • grading and pay | Implement the actions as identified within the 4 work streams in the Plan |  | green - on track | Implementation of the Plan is in full progress. |
| <u>Corporate Communications Strategy</u> To have an agreed Corporate Communications Strategy | Development of a Communications Strategy, working with Services and the CMT |  | amber - slight slippage | A Communications Strategy has been drafted and is currently being benchmarked with other local authorities. |
| <u>Social media</u> Use of social media as a co-ordinated means of communication and customer contact across the organisation | Creation of social media guidelines for use across the Council and schools |  | blue - complete | |

Corporate Services Performance Report - November 2015

| Achieving | | | | |
|--|--|----------------------------------|------------------|--|
| Where do we want to be? | How will we get there? | Status September-October 2015 | | Commentary September-October 2015 |
| <u>Website</u> Review and design a new Council website including on-line services | Review content of the website via a cross-departmental content review team | ● | green - on track | A cross-departmental team has been established and meetings take place on a regular basis. |
| | Draft a new design and agree with CMT | ● | blue - complete | The Council's new website was launched on schedule. Positive feedback has been received. 50% of website visits are from mobile devices. There has also been a steady rise in the number of unique visitors and a greater rise in the number of times these visitors are using the site. |
| <u>Events</u> Carry out reviews of certain events – Fireworks, Gourrock Highland Games and Christmas Lights switch-on Improved events listing on website | Cross-Service events group to be set up and to report to the CMT | ● | green - on track | Council-wide events are being delivered by Corporate Communications. An Events Group has been set up under the auspices of the Local Area Tourism Partnership with representation from Council Services including Corporate Communications, the McLean Museum and Economic Development. |





Corporate Services Performance Report - November 2015

| Achieving | | | | |
|---|---|---|------------------|--|
| Where do we want to be? | How will we get there? | Status September-October 2015 | | Commentary September-October 2015 |
| <u>Press and media</u> Conduct a review of the Media Relations Protocol | Prepare a draft media relations protocol and issue to the CMT and senior Councillors by end June 2013 |  | blue - complete | |
| | Carry out media training for key Council staff by end December 2013 |  | blue - complete | |
| <u>InView</u> Review the design, layout and frequency of publication of InView | Create reader survey to assess readership views of InView by November 2013 |  | blue - complete | |
| <u>SOA</u> New, revised SOA available with new approaches developed to meet Scottish Government expectations, including preventative and early intervention work and policy and resources across the Partnership | Hold workshops with all partners |  | blue - complete | |
| | Sub-groups set up to deal with resource development and measurement |  | green - on track | A report will be prepared for submission to the SOA Programme Board. |

Corporate Services Performance Report - November 2015

| Achieving | | | | |
|--|--|----------------------------------|------------------|--|
| Where do we want to be? | How will we get there? | Status September-October 2015 | | Commentary September-October 2015 |
| <p><u>Absence management</u></p> <p>Reduce the absence rate across the Council to below 9 days per annum</p> <p>Consider standardised reporting to align with the SOLACE indicators</p> | Continuation of the automation of processes (links to HR21 development) | ● | green - on track | In Quarter 4 of 2014/15, the number of work days lost per full-time equivalent employee was 3.01 while in Quarter 1 of 2015/16, the figure was 2.1 days; this is a reduction from the same quarter in the previous year. The trend is therefore downwards. |
| | New HR interventions/pilots to assist management and reduce absence level | ● | green - on track | The rankings are not yet known, however, there has been an overall improvement in the absence rate. |
| | Report to the CMT and the Policy and Resources Committee on the standardisation of KPIs | ● | blue - complete | |
| <p><u>Self-evaluation - Environment, Regeneration and Resources Directorate</u></p> <p>Self-evaluation is embedded into the Environment, Regeneration and Resources Directorate's everyday performance and management and planning processes</p> | <p>By conducting a Public Service Improvement Framework (PSIF) assessment for the Environment, Regeneration and Resources Directorate and devising an action plan by June 2015</p> <p>By implementing the action plan during 2015/18</p> | ● | green - on track | The inception meeting took place on 21 April 2015. It is now planned to progress the PSIF 'lite' assessment. |

Corporate Services Performance Report - November 2015

| Achieving | | | | |
|---|--|---|-------------------------|---|
| Where do we want to be? | How will we get there? | Status September-October 2015 | | Commentary September-October 2015 |
| <p><u>New action: Service reviews</u></p> <p>An improved and common approach is taken to service review and option appraisal across the authority</p> | Develop service review guidance, working with Services to ensure it meets the needs of service areas |  | amber - slight slippage | Service review guidance has been drafted and will be taken to the meeting of the Corporate Quality Improvement Group on 11 November 2015 for comments and approval. |
| <p><u>New action: Corporate Directorate Improvement Plans (CDIPs)</u></p> <p>New CDIPs are in place for each Directorate for commencement on 1 April 2016</p> | Develop guidance for Directorates |  | green - on track | New guidance is being drafted. A planning meeting took place on 14 October 2015. |
| <p>A Health and Social Care Partnership Plan is in place which meets the expectations of the NHS Greater Glasgow and Clyde Health Board, Inverclyde Council and the Scottish Government</p> | Carry out a series of events to roll out the new guidance and support Services to develop new Plans |  | green - on track | The events will be organised when the new guidance has been finalised. |
| <p><u>New action: Local Government Benchmarking Framework Family Groups</u></p> <p>We have benefitted from participating in the Family Groups, for example, by sharing examples of best practice and continuous improvement</p> | By participating in the Family Groups, as resources allow |  | green - on track | Two officers from the Corporate Policy Team attend or support other officers to attend the Family Group meetings. They also attend events run by the Improvement Service. |

Corporate Services Performance Report - November 2015

| Nurtured | | | | |
|---|--|--|------------------|--|
| Where do we want to be? | How will we get there? | Status September-October 2015 | | Commentary September-October 2015 |
| <p><u>New action: The Community Empowerment (Scotland) Act</u></p> <p>There are locality profiles for the agreed localities across Inverclyde, mapping assets and issues</p> <p>Services/the Community Planning Partners use these profiles to plan service delivery, targeting inequalities and working to reduce them</p> | Bring the Improving Data Analysis Group together to gather information around the agreed localities | ● | green - on track | Work on locality planning has begun, using Broomhill as an initial pilot area. |
| | Publish locality profiles for access by Council Services and communities | | | |
| | Develop locality plans for Port Glasgow, Greenock East and Central and Greenock South and South West | | | |

Corporate Services Performance Report - November 2015

| Respected and responsible | | | | |
|--|--|-------------------------------------|------------------|---|
| Where do we want to be? | How will we get there? | Status September-October 2015 | | Commentary September-October 2015 |
| <u>Freedom of Information publication scheme</u> New scheme in place for implementation by 31 May 2013 | Develop and populate new Scheme, liaising with Services, as required | ● | blue - complete | |
| <u>Community councils liaison</u> Updated and established processes and procedures in place to reflect best practice | Develop a suite of guidance materials for use by the Service and community councils | ● | blue - complete | |
| <u>Public Information Notices Portal</u> Council public notices published on-line | Redevelopment of the Council website and public notices published on the Public Information Notices portal | ● | blue - complete | |
| <u>Policy development</u> Remaining corporate policies to be updated and brought in to line with current legislation, case law and guidance/good practice | Identify priority policies based on legislative need, risk to the Council and information gaps | ● | green - on track | The Pension and Retirement Policy, Dignity and Respect at Work Policy and the Inverclyde Council/Trades Union Partnership Pledge have all been ratified at Committee. |

Corporate Services Performance Report - November 2015

Respected and responsible

| Respected and responsible | | | | |
|---|--|-------------------------------------|------------------|---|
| Where do we want to be? | How will we get there? | Status September-October 2015 | | Commentary September-October 2015 |
| <u>Gender equality</u> The % of female employees in the top 5% of earners is increased | Monitor application of the Council's equal opportunity policies by Services | ● | green - on track | In terms of the % of the highest paid 5% of our employees who are women (excluding teachers), our figure has increased from 47% to 50%. |
| | Link with the Corporate Equalities Officer to include as part of the overall Equality Strategy for the Council | ● | green - on track | Collaborative working is ongoing. The Equality and Diversity Policy is under review/development. |

Included

| Included | | | | |
|---|---|----------------------------------|------------------|--|
| Where do we want to be? | How will we get there? | Status September-October 2015 | | Commentary September-October 2015 |
| <u>New action: Employee Survey 2015</u> Employee Survey 2015 devised and circulated to staff | Newsletter on the 2012 headline results issued to staff | ● | green - on track | The draft newsletter was approved by the CMT on 1 October 2015 and will be circulated to staff in Autumn 2015. |

Corporate Services Performance Report - November 2015

| Included | | | | |
|--------------------------------|--|--|------------------|--|
| Where do we want to be? | How will we get there? | Status September-October 2015 | | Commentary September-October 2015 |
| | Employee Survey 2015 circulated throughout the Council | ● | green - on track | The new Employee Survey was approved by the CMT on 1 October 2015 and will be issued in Winter 2015. |
| | An improvement on the 32% return rate from the 2012 survey | ● | green - on track | Updates on these improvement actions will be available when the report on the Employee Survey is received early in 2016. |
| | An improvement on the performance of the two statutory performance indicator measures included in the Survey | ● | green - on track | |

Performance Indicators

The Council's Corporate Services' key performance indicators help demonstrate performance in terms of strategic and operational objectives. These indicators include statutory performance indicators and local performance indicators.

Full year figures for 2014/15 are shown below, together with 2013/14 comparator information as well as Quarter 1 and 2 details for 2015/16.

| Key performance measure | Relevance | Target 2015/16 | 2015/16 performance | 2014/15 performance | 2013/14 performance | Commentary on change between 2013/14 and 2014/15 |
|---|---|--|--|---------------------|---------------------|---|
| Creditor payments: number of invoices paid within 30 calendar days of receipt as a % of all invoices paid | Demonstrates the efficiency and effectiveness of the arrangements for paying creditors | 96.8% | Quarter 1: 96.89% Quarter 2: 96.15% | 96.59% | 96.3% | Performance improved by 0.29% |
| Council Tax in-year collection ¹ | Measures the efficiency and effectiveness of Council Tax billing and collection processes | Annual target: 94.5% Quarter 1 target: 27.7% Quarter 2 target: 54.4% Quarter 3 target: 81.7% Quarter 4 target: 94.5% | Quarter 1: 27.7% Quarter 2: 54.5% | 94.8% | 94.51% | Despite another challenging year due to the continuing difficult economic climate, the Council Tax in-year collection level increased by 0.29% which is a significant achievement |

¹ A higher % of Council Tax is expected to be paid in the first 3 quarters of the year than in the final quarter. Most Council Tax customers pay by 10 monthly instalments from April to January each year, therefore dividing the annual target by 4 quarters would not give a true reflection of the expected income in each quarter.

Performance Indicators

| Key performance measure | Relevance | Target 2015/16 | 2015/16 performance | 2014/15 performance | 2013/14 performance | Commentary on change between 2013/14 and 2014/15 |
|---|---|----------------|---|---------------------|---------------------|--|
| <p>Speed of Benefits processing - average number of days per case to process:</p> <ul style="list-style-type: none"> new Housing Benefit/ Council Tax reduction claims | Demonstrates the effectiveness of the quality assurance measure in place within the Benefits service | 23 days | <p>Quarter 1: 33 days</p> <p>Quarter 2: 24 days</p> | 27.7 days | 22 days | Performance has declined because of specific factors relating to the assessment of claims in the private rented sector and measures introduced to improve good tenancy management practices. It is anticipated that the improvement in performance during Quarter 2 in 2015/16 will be maintained. |
| <ul style="list-style-type: none"> Housing Benefit/ Council Tax Benefit reduction claim changes of circumstances | | 6 days | <p>Quarter 1: 5 days</p> <p>Quarter 2: 5 days</p> | 4.2 days | 5 days | Performance has improved for the second consecutive year and is ahead of target |
| Incident resolution times | Demonstrates the responsiveness of the ICT Service Desk to reported incidents, against service level agreements | 80% | <p>Quarter 1: 93.48%</p> <p>Quarter 2: 94.98%</p> | 89.34% | 95.37% | The impact is beginning to be felt of the resource reduction in the Service Desk Team |

Performance Indicators

| Key performance measure | Relevance | Target 2015/16 | 2015/16 performance | 2014/15 performance | 2013/14 performance | Commentary on change between 2013/14 and 2014/15 |
|--|---|--|---|---------------------|---------------------|--|
| Service request resolution times | % of reported ICT service requests resolved within targets defined in service level agreements | 80% | Quarter 1: 93.24% Quarter 2: 91.10% | 91.31% | 94.96% | The impact is beginning to be felt of the resource reduction in the Service Desk Team |
| Network availability | Demonstrates the availability of the network and access to ICT services required by departments in their day-to-day activities | 99.5% | Quarter 1: 100% Quarter 2: 100% | 99.98% | 99.97% | Service levels remain consistently high due to continued investment in core infrastructure |
| Key applications availability | Demonstrates the availability of key applications required by Services | 99.5% | Quarter 1: 100% Quarter 2: 100% | 100% | 100% | Service levels remain consistently high due to continued investment in core infrastructure |
| Corporate absence rate: the average number of working days per full-time equivalent employee lost through sickness absence for: <ul style="list-style-type: none"> • teachers | High levels of attendance lead to higher levels of service provision, heightened morale and, for the purposes of Best Value, the provision of competitive and | Annual target: 9 days Quarterly target: 2.25 days | Quarter 1: 1.2 days Quarter 2: Not yet available | 6.4 days | 7.6 days | The number of days lost for teachers reduced by 1.2 days |

Performance Indicators

| Key performance measure | Relevance | Target 2015/16 | 2015/16 performance | 2014/15 performance | 2013/14 performance | Commentary on change between 2013/14 and 2014/15 |
|--|--------------------|--|--|---------------------|---------------------|--|
| | effective services | | | | | |
| <ul style="list-style-type: none"> all other local government employees | | Annual target: 9 days Quarterly target: 2.25 days | Quarter 1: 2.3 days Quarter 2: Not yet available | 11.1 days | 11.9 days | The number of days lost for all other local government employees reduced by 0.8 days |
| <ul style="list-style-type: none"> all employees | | Annual target: 9 days Quarterly target: 2.25 days | Quarter 1: 2.09 days Quarter 2: Not yet available | 10 days | 10.9 days | The overall number of days lost to the Council reduced by 0.9 days |

| | | | |
|-------------------------|---|--------------------|-------------------------|
| Report To: | Policy and Resources Committee | Date: | 17 November 2015 |
| Report By: | Head of Inclusive Education, Culture and Corporate Policy | Report No: | PR/137/15/AE/KB |
| Contact Officer: | Karen Barclay, Corporate Policy Officer | Contact No: | 01475 712065 |
| Subject: | Statutory and Key Performance Indicators Annual Report 2014/15 | | |

1.0 PURPOSE

1.1 The purpose of this report is to present to the Committee the Council's Statutory and Key Performance Indicators Annual Report 2014/15 which details progress made in the last year towards achievement of our performance indicator targets. The report also includes performance information regarding the Local Government Benchmarking Framework (LGBF) performance return which is submitted to the Improvement Service.

2.0 SUMMARY

2.1 The indicators in this report fulfil the requirement set out in the Audit Scotland Statutory Performance Indicators (SPIs) Direction 2014. The Direction specifies that the Council must report on how it performed in 2014/15 in two categories: *Corporate Management* and *Service Improvement*.

2.2 The other component of the SPIs Direction is the LGBF, details of which will be published by the Improvement Service in January 2016, including the Council's ranking in comparison to the other Scottish local authorities. In the meantime, however, for the information of Members, the performance data submitted to the Improvement Service to allow them to compile the LGBF indicators for all councils in Scotland is also included in this report.

2.3 Appendix 1 outlines how the Council performed across the indicators grouped under the headings of *Corporate Management* and *Service Improvement*. The 2014/15 status of our performance indicators, together with the status for the previous year is:

APPEN
DIX 1

| Status | green - good performance | amber - within tolerance | red - performance declined | no target set | not available | no activity |
|---------|--------------------------|--------------------------|----------------------------|---------------|---------------|-------------|
| 2014/15 | 60 | 18 | 14 | 13 | 13 | 4 |
| 2013/14 | 61 | 15 | 12 | 7 | 19 | 2. |

2.4 Appendix 2 outlines the Council's performance regarding the LGBF indicators. The 2014/15 status of these indicators, together with the status for the previous year is:

APPEN
DIX 2

| Status | green - good performance | amber - within tolerance | red - performance declined | not included in this report |
|---------|--------------------------------|-----------------------------|----------------------------------|--------------------------------|
| 2014/15 | 9 | 2 | 1 | 3 |
| 2013/14 | 10 | 1 | 1 | 3. |

3.0 RECOMMENDATIONS

3.1 It is recommended that the Committee:

- a. notes the performance information outlined in this report;
- b. agrees that the performance information in the Appendices can be used to update the performance pages on the Council's website; and
- c. notes that a separate report will be prepared in 2016 when the 2014/15 LGBF indicators have been published and analysed and the Council's performance in relation to other Scottish local authorities is known.

Angela Edwards
Head of Inclusive Education, Culture and Corporate Policy

4.0 BACKGROUND

4.1 Improving corporate and service performance is a key priority for Inverclyde Council. Information is provided to key stakeholders to allow them to evaluate and make informed judgements about performance and progress made towards the achievement of key outcomes. Key performance indicators therefore 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. The Council's Statutory and Key Performance Indicators Annual Report 2013/14 was submitted to the Policy and Resources Committee in November last year and fulfilled that requirement for 2014.

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4.3 As per Audit Scotland's SPIs Direction 2014, the Council must monitor and report its performance to the public on a range of indicators under the headings *Corporate Management* (SPI 1) and *Service Performance* (SPI 2); the other component of the SPI Direction (SPI 3) is the LGBF, details of which will be published by the Improvement Service in January 2016. The Council has an obligation under the SPIs Direction 2014 to provide the public with a rounded picture of the Council's performance. It is therefore proposed to publish the information in the Appendices on the performance pages of the Council's website.

4.4 The performance indicators in Appendix 1 are arranged under the following headings:

Corporate Management

- Assets
- Employees
- Equalities 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
- Cultural and community services
- Health and trading standards
- Homelessness
- Planning
- Protective services
- Education of children
- Waste management services.

4.5 Historically, the Council reported on 20 prescribed indicators set by Audit Scotland. However, as discussed at the Policy and Resources Committee in 2013, those indicators were superseded from 2013/14 by the Society of Local Authority Chief Executives LGBF Indicators. The LGBF sits within the Audit Scotland SPIs Direction 2014 under SPI 3. The Council was required to submit the appropriate indicator details for 2014/15 by 28 August 2015 with publication expected by the Improvement Service in January 2016. A report on this information, together with the Council's ranking in comparison to the other 31 Scottish local authorities, will be prepared for a future meeting of the Policy and Resources Committee. In the meantime, however, for ease of reference, the performance information submitted to the Improvement Service to allow them to calculate the LGBF indicators is attached as Appendix 2.

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4.6 Appendices 1 and 2 contain data for 2012/13, 2013/14 and 2014/15, together with target information and a commentary on performance from the appropriate Council Service. The figures in the Appendices were extracted from the Council's electronic performance management system *Inverclyde Performs*. Using a balanced scorecard approach, the system allocates the performance of each indicator a status:

green - good performance

amber - within tolerance

red - performance declined.

4.7 Each indicator has two set values, a target and an alarm. It should be noted, however, that the targets are not definitive targets as such: the target is the point where the status turns green for good performance and the alarm point is where it turns red for what is considered poor performance. Anything in between these two points is designated as amber (within tolerance).

5.0 INDICATORS - 2014/15 POSITION

5.1 Appendix 1 outlines how the Council performed across the indicators grouped under the headings of *Corporate Management* and *Service Improvement*. The 2014/15 status of these indicators, together with the status for the previous year is:

| Status | green - good performance | amber - within tolerance | red - performance declined | no target set | not available | no activity |
|---------|--------------------------|--------------------------|----------------------------|---------------|---------------|-------------|
| 2014/15 | 60 | 18 | 14 | 13 | 13 | 4 |
| 2013/14 | 61 | 15 | 12 | 7 | 19 | 2. |

5.2 Targets are not always allocated to indicators for a variety of reasons including the nature of the service provided (for example, indicator SPI 035aK: Case conferences: % of child protection case conferences where parental drug misuse was identified) or because it would simply not be appropriate to set a target (for instance, SPI 030diiK: Respite care: total day time hours provided).

5.3 Updated information for the following two indicators will be gathered from the results of the Council's next Employee Survey which will be issued in Winter 2015:

| | |
|----------|---|
| SPI 011K | % of employees stating that they are satisfied with their job |
| SPI 012 | % of employees who understand how their work contributes to the Council's aims. |

5.4 The next audit of the Council's procurement service will be carried out in June 2016, after which updated information will be available for the following indicator:

| | |
|---------|---|
| SPI 018 | Procurement Capability Assessment based on an annual audit by Scotland Excel. |
|---------|---|

5.5 Three education indicators have been discontinued from 2014/15 and will be replaced by alternative measures:

| | |
|------------|---|
| SPI 049K | % proportion of school leavers (from Scottish publicly-funded schools) into positive and sustained destinations. An update on the new indicator is expected in December 2015. |
| SPI 052aiK | % of pupils reaching Level 3 in English and mathematics by the end of S4. This indicator is expected to be trialled in 2016. |

SPI 052aiiK % of pupils reaching Level 3 in English and mathematics by the end of S4 - comparison with the national average. This indicator is expected to be trialled in 2016.

Additionally, in February 2016, details will be available on how Inverclyde's performance on eight education measures compares with the national average.

5.6 Appendix 2 outlines the Council's performance regarding the LGBF indicators. Overall, performance of this set of indicators during 2014/15 was very positive:

- 75% had green status;
- 17% had amber status; and
- 8% had red status.

The 2014/15 status of the LGBF indicators, together with the status for the previous year is:

| Status | green - good performance | amber - within tolerance | red - performance declined | not included in this report |
|---------|--------------------------|--------------------------|----------------------------|-----------------------------|
| 2014/15 | 9 | 2 | 1 | 3 |
| 2013/14 | 10 | 1 | 1 | 3. |

More information on the LGBF indicators is outlined in Appendix 2.

5.7 Under SPI 3, the LGBF figures submitted by the Council are contextual information which is used by the Improvement Service to calculate the final indicators. On that basis, therefore, it was not considered appropriate to include performance information regarding the following three indicators in this report:

| | |
|---|--|
| Sport and Leisure Management C&L 1 10 | All pools: number of attendances. This figure is used to calculate the cost per attendance. |
| Sport and Leisure Management C&L 1 10 | Attendances at indoor sports facilities excluding pools: number of attendances. This figure is used to calculate the cost per attendance. |
| Refuse collection - ENV1, 1a, 2, 2a 23 a | Number of premises for refuse collection (household and commercial). This figure is used to calculate the cost per premise. |

6.0 2014/15 PERFORMANCE INDICATORS OVERVIEW

6.1 Overall, the 2014/15 performance of our indicators under SPI 1 and 2 was very positive:

- 66% had green status;
- 19% had amber status; and
- 14% had red status.

These figures exclude indicators which have no targets, where information is not currently available and those which have had no activity during the reporting year.

6.2 The following four indicators achieved or maintained maximum performance:

| | |
|-----------|--|
| SPI 021K | Abandoned vehicles: % of vehicles uplifted within 14 days |
| SPI 057K | % Criminal justice social enquiry reports submitted to the courts by the due date |
| SPI 068bS | Trading standards: % of advice requests completed within 14 days |
| SPI 051K | School improvement: % of schools/early years establishments receiving positive inspection reports. |

6.3 Two thirds of our indicators had green status during 2014/15, examples of which include:

- **SPI 008K: Collection of sundry debtors accounts: % proportion of outstanding debt that is more than 90 days old from date of invoice as at 31 March**

Between 2013/14 and 2014/15, our performance improved by almost 10% and is now well below the target of 30%.

- **SPI 028bK: Speed of Benefits processing: average number of days per case to process Housing Benefit/Council Tax Benefit reduction claim changes of circumstances**

The speed of processing Housing Benefit/Council Tax Benefit reduction claim changes of circumstances reduced by 0.8 days which makes it well under target.

- **SPI 058c: (Criminal justice) % Service users who began their first work placement within 7 working days of imposition of court order**

In 2014/15, 95.5% of service users began their work placements within 7 working days of the court order being imposed. This is a marked improvement in performance compared to 2013/14.

- **SPI 039K: Number of users of computer facilities per 1,000 population**
- **SPI 040K: Number of adult learners attending classes within Inverclyde libraries**

Between 2013/14 and 2014/15, the use of computer facilities and the number of adult learners attending classes in Inverclyde libraries increased substantially.

- **SPI 058aiS: Homelessness: permanent accommodation - % of decision notifications issued within 28 days of initial presentation**
- **SPI 058aiiS: Homelessness: % who are housed into permanent accommodation**

In 2014/15, there were significant improvements with these two indicators i.e. by 15.65% and 6.94% which makes the figures for the last year well above target.

- **SPI 061K: Traffic light repairs: % completed within 48 hours**

There was an increase in the percentage of traffic light repairs completed within 48 hours which resulted in performance exceeding the 2014/15 target.

- **SPI 067bK: Roads: % of carriageways reconstructed/resurfaced**
- **SPI 067cK: Roads: % of footways reconstructed/resurfaced**

We increased the percentage of carriageways that we reconstructed/resurfaced in 2014/15 by more than one third and performance of this indicator is well in excess of the target. The percentage of footways reconstructed/resurfaced also increased and is above target.

- **Educational attainment**

In every educational attainment indicator, the Council outperforms its virtual comparators. Our virtual comparators comprise pupils from schools in other local authorities who have similar characteristics to the pupils in Inverclyde schools. The virtual comparator is a measure where, for every one pupil in our statistics, information is gathered relating to 10 similarly attaining students from across Scotland. For example, a school subject taken by 35 students would be compared to 350 pupils of similar ability. Therefore, to outperform our virtual comparators is a good measure of how well the Council is performing against a much larger group of students.

- **Exclusions from school**

Inverclyde has achieved significant year-on-year reductions in school exclusions. Between 2013/14 and 2014/15, there were substantial decreases in the number of children excluded from Inverclyde's educational establishments:

- primary schools: down by 2.2
- primary school pupils who are looked after: down by 35.7
- secondary school pupils: down by 12.8
- secondary school pupils who are looked after: down by 50.6.

Further information on all indicators is included in the Appendices.

- 6.4 Less than one fifth of our indicators had amber status. In some cases, this was by a very small margin; for example, school attendance rates i.e. the reductions for attendance at primary, secondary and special educational needs schools were 0.4%, 1% and 0.4% respectively.

Appendices 1 and 2 provide more information on all indicators.

- 6.5 Fourteen per cent of all performance indicators had a red status; examples of these indicators are as follows:

- **SPI 010aK: Health and safety: incident rate per 1,000 employees**

There was a substantial increase in the number of incidents reported in 2014/15; there has been an ongoing increasing trend since 2012/13 which is indicative that work to raise awareness of health and safety issues and the requirement to report incidents is having an effect.

- **SPI 025aK: Equalities training: % of employees who have undertaken equalities training**

The reduced performance of this indicator may be a result of other priorities for employees, for example, the completion of information security and records management training, together with essential courses about the implementation of new policies and procedures.

- **SPI 023K: Reduction in the Council’s carbon emissions in CO₂ tonnes**

From 2014/15, the methodology used to calculate emissions from waste was revised; this revision increased our overall emissions figure for that year.

- **SPI 028aK: Speed of Benefits processing: average number of days per case to process new Housing Benefit/Council Tax reduction claims**

The speed of processing new Housing Benefit/Council Tax reduction claims declined due to the introduction of enhanced verification protocols in the private rented sector.

More detailed information on all indicators is included in the Appendices. It should be noted, however, that for indicators with a red status, the reason may be outwith the control of the Council. For example, the indicator which measures the speed of processing new Housing Benefit/Council Tax reduction claims declined due to the introduction of enhanced verification protocols in the private rented sector. It may also be the case that the original targets set for indicators now require review; appropriate action will therefore be taken by Council Services.

7.0 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 (if applicable) | 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.

8.0 CONSULTATION

8.1 The commentaries in the Appendices were provided by the appropriate Council Service.

9.0 BACKGROUND PAPERS

9.1 There are no background papers relative to this report.

10.0 CONCLUSION

10.1 The Council's Statutory and Key Performance Indicators Annual Report 2014/15 is presented for the Committee's information with the suggestion that the details in the Appendices are used to update the performance pages on the Council's website. Members are asked to note that a separate report will be prepared in 2016 when the 2014/15 LGBF indicators have been published and analysed and the Council's performance in relation to the other Scottish local authorities is known.

Inverclyde Council's Statutory and Key Performance Indicators Annual Report 2014/15

Inverclyde Council has a statutory duty to capture and record how well it performs in relation to a wide range of performance information. Our performance, as set out in Audit Scotland's SPIs Direction 2014 under SPI 1 and SPI 2, is presented in this Appendix.


The report contains information on how the Council has performed regarding our indicators under the headings *Corporate Management* and *Service Performance*. It aims to give our stakeholders, and the public in particular, a better understanding of how services provided by Inverclyde Council are performing and how this performance has changed over time.


The status column indicates whether performance is considered to be:

↑ green - good performance

↔ amber - within tolerance

↓ red - performance declined.

Also included is information on whether performance has improved or declined over time. To find out more about the Council's performance, visit  [Inverclyde Council's Performance](#).




You may also be interested in the Council's performance regarding the Society of Local Authority Chief Executives Local Government Benchmarking Framework (LGBF) Indicators, as set out in Audit Scotland's SPIs Direction 2014 under SPI 3. These indicators provide details of the Council's performance across a range of areas compared to the Scottish average, together with our ranking in relation to the other 31 Scottish local authorities. The LGBF 2014/15 indicators, to be published by the Improvement Service in January 2016, will be available here  [Local Government Benchmarking Framework](#).

Inverclyde Council's Statutory and Key Performance Indicators Annual Report 2014/15

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| Service performance | Page |
|---|-------------|
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Corporate management - assets

| | | Status | |
|------------------|--|---|---|
| SPI 015aK | Access to buildings: % of residents who accessed Council buildings in the past 12 months |  | ↑ green - improving |
| SPI 015bK | Access to buildings: % of residents who found Council buildings easy to access |  | ↓ red - improving but below target |
| SPI 016K | Property maintenance response times: % of repairs completed within target time |  | ↑ green - slight decline but still above target |

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

| SPI 015aK | Access to buildings: % of residents who accessed Council buildings in the past 12 months | | |
|-----------|--|------|--------|
| 2010 | 2012 | 2014 | Target |
| 26 | 29 | 41 | 30 |

| SPI 015bK | Access to buildings: % of residents who found Council buildings easy to access | | |
|-----------|--|------|--------|
| 2010 | 2012 | 2014 | Target |
| 93 | 79 | 88 | 95 |

What the above data tells us:

The first indicator is simply a measure of visits to Council premises rather than a measure of performance. Between 2012 and 2014, there was an increase of 12% in the percentage of residents who accessed Council buildings; the 2014 figure of 41% is therefore well in excess of our target (30%).

We also saw an increase of 9% in the percentage of residents who found Council buildings easy to access. However, this still means that the 2014 figure of 88% is 7% below our target figure of 95%.

Further information: This data has been extracted from the Council's Citizens' Panel survey results. 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 such sample surveys are subject to a degree of random error. The margin of error within the data supplied is +/- 4%, therefore, for example, the 41% of respondents who accessed Council buildings in the past 12 months will lie within the range 37-45%.

The Council's office modernisation/rationalisation programme has resulted in improved accommodation and we are encouraged that the performance of the second indicator has improved. We will continue to upgrade our buildings over the next few years.

To view the results from the Citizens' Panel questionnaires, visit  [Citizens' Panel](#).

b. Indicator details: Property maintenance

| SPI 016K | Property maintenance response times: % of repairs completed within target time | | |
|----------|--|---------|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 92.9 | 93.5 | 92.5 | 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 has fallen in 2014/15, it remains high and above the target level. This is therefore categorised as maintaining a good performance level.

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 times. Demand-led periods are recognised as being attributable due to the unusually high volume demand placed upon approved term contractors which, in certain circumstances, can lead to a slight decline in performance levels.

Corporate management - employees

| | | Status | |
|------------------|--|--|---|
| SPI 010aK | Health and safety: incident rate per 1,000 employees | ● | ↓ red - declining |
| SPI 010bK | Health and safety: average time lost (in days) to the Council per incident | ● | ↔ amber - improved performance but still above target |
| SPI 011K | Employee satisfaction: % of employees who are satisfied with their jobs | updated information will be available following the Employee Survey which will be carried out in Winter 2015 | |
| SPI 012K | Corporate aims: % of employees who understand how their work contributes to the Council's aims | | |

a. Indicator details: Health and safety

| SPI 010aK | Health and safety: incident rate per 1,000 employees | | | |
|------------------|--|---------|---------|--------|
| | 2012/13 | 2013/14 | 2014/15 | Target |
| | 44.4 | 55.7 | 97.6 | 55.7 |

| SPI 010bK | Health and safety: average time lost (in days) to the Council per incident | | | |
|------------------|--|---------|---------|--------|
| | 2012/13 | 2013/14 | 2014/15 | Target |
| | 3.3 | 2.1 | 1.5 | 0.5 |

What the above data tells us:

There was a substantial increase in the number of incidents reported in 2014/15; there has been an ongoing increasing trend since 2012/13 which is indicative that work to raise awareness of health and safety issues and the requirement to report incidents is having an effect.

The number of incidents reported within the Health and Social Care Partnership (HSCP) increased by 15% while the number of incidents reported in the Environment, Regeneration and Resources (ERR) Directorate rose by 114%. In the Education, Communities and Organisational Development (ECOD) Directorate, the number of incidents reported increased by almost 128%.

The amount of lost time following incidents reduced between 2013/14 and 2014/15. 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, if required.

Further information: Given the rise in the health and safety incident rate per 1,000 employees, it is important that Council Services utilise the information available from the detailed incidents statistics to recognise where weaknesses in systems and procedures exist and to ensure that health and safety policies and procedures are implemented. To assist Services to do so, incident information is included in the quarterly Workplace Information and Activity Reports issued by the Human Resources and Organisational Development Service.

Incidents reported as violence to employees account for 56.6% of all incidents reported, with 72% reported within the ECOD Directorate, 22% in the HSCP and the remainder in the ERR Directorate.

Within the education and social care sector, however, care must be taken when interpreting these statistics: firstly, because they may be an element of over-reporting, given that the Education Service has highlighted the importance of completing incident forms. Secondly, the use of the terms 'violence' and 'abuse' in relation to incidents is 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. Additionally, it should be noted that the majority of the reported incidents lie within the area of pupils or service users with additional support needs and are, 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 support mechanisms are established and support plans implemented.

It is expected that the Council's *Positive Relations, Positive Behaviour Policy* (PRPB Policy), which has been implemented within the Education Service and the HSCP, and the *Promoting Positive Behaviour Training Programme* (PPB Training Programme) will be key initiatives to assist in bringing these figures down. The PRPB Policy – which has been recognised nationally as an example of good practice - sets out strategies for use in the Education Service to bring about positive behaviour changes through support, strategies and understanding, within a calm, controlled environment. An element of the Policy is the completion of proactive PRPB Policy forms which enable the Service to reflect on practice and improve approaches and outcomes.

While on paper therefore 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, as mentioned above. 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 PRPB Policy and the PPB Training Programme also will be monitored.

b. Indicator details: Employee feedback

| SPI 011K | Employee satisfaction: % of employees who are satisfied with their jobs | | |
|----------|---|---|--------|
| 2010 | 2012 | 2015 | Target |
| 69.1 | 79 | the figure will be available following the Employee survey which will be carried out in Winter 2015 | 84 |

| SPI 012K | Corporate aims: % of employees that understand how their work contributes to the Council's aims | | |
|----------|---|---|--------|
| 2010 | 2012 | 2015 | Target |
| 50 | 83 | the figure will be available following the Employee survey which will be carried out in Winter 2015 | 88 |

What the above data tells us:

The most recent data was extracted from the Council's 2012 Employee Survey. The results showed there was 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 last Employee Survey in 2012. The exercise 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 fell in the middle.

The Council benchmarked the Survey results with local authorities 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. The questions relating to these two indicators will be repeated in the 2015 Employee Survey.

Corporate management - equalities and diversity

| | | Status | |
|-----------|---|--------|-------------------|
| SPI 025aK | Equalities training: % of employees who have undertaken equalities training | ● | ↓ red - declining |

a. Indicator details: Equalities training

| SPI 025aK | Equalities training: % of employees who have undertaken equalities training | | |
|-----------|---|---------|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 2.8 | 3.2 | 2.3 | 8.2 |

What the above data tells us:


Between 2013/14 and 2014/15, there was a decline of 0.9% in the number of employees who used the Council's e-learning system to undertake equality and diversity training courses.

Further information: This performance indicator covers all equality and diversity training, including e-learning and formal training delivered by the Equalities Officer.

The reduced performance of this indicator may be a result of other priorities for employees, for example, the completion of information security and records management training, together with essential courses about the implementation of new policies and procedures.

The Council's Equalities Officer supports the promotion and delivery of face-to-face training across Council Services, with an initial focus on impact assessment.

Corporate management - procurement

| | | Status | |
|-------------------------------|--|---|----------------------|
| SPI 018/ERR CDIP KPI05 | Procurement Capability Assessment based on an annual audit by Scotland Excel | updated information will be available in June 2016 | |
| ERR CDIP KPI05 | Procurement work stream savings |  | ↑ green - target met |

a. Indicator details: Procurement Capability Assessment

| SPI 018/ERR CDP KPI05 | Procurement Capability Assessment based on an annual audit by Scotland Excel | | | |
|------------------------------|--|------|--|--------|
| | 2013 | 2014 | 2015 | Target |
| | 54% | 62% | updated information will be available in June 2016 | |

What the above data tells us:

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

The next audit of the Council's procurement service will be carried out in June 2016. However, it should be noted that the criteria and scoring mechanism of the audit process are currently being re-assessed, therefore, it would not be appropriate to set a target at present.


Further information: The Council's PCA score is assessed by Scotland Excel. This is a 2-day evidence-based audit of procurement which all Scottish public sector bodies within the 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 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 our PCA audit score, the Council has achieved savings from improved procurement practice:

| ERR CDIP KPI05 | Procurement work stream savings in £ | | | |
|-------------------|--------------------------------------|---------|---------|----------------|
| | 2012/13 | 2013/14 | 2014/15 | Target 2014/15 |
| | 299,000 | 173,000 | 60,000 | 60,000 |

To find out more about our procurement practices and for information on how to do business with the Council, visit  [Procurement](#).

Corporate management - responsiveness to communities

| | | Status | |
|------------------|--|--------|---|
| SPI 001K | Customer feedback: % of residents satisfied they can influence decisions affecting the local area | ● | ↑ green - improving |
| SPI 002aK | Community safety: % of residents satisfied or very satisfied with their neighbourhood as a place to live | ● | ↑ green - improving |
| SPI 002bK | Community safety: % of respondents reporting a reduction in anti-social behaviour in the last 12 months | ● | ↑ green - improving |
| SPI 003K | Community engagement: increased evidence of the impact/influence by communities on strategic and service plans (expressed as the number of examples of impact) | ● | ↑ green - slight decline but above target |
| SPI 004K | Community regeneration: % of community organisations and groups within disadvantaged neighbourhoods and excluded groups which had increased their capacity | ● | ↑ green - performance declined but above target |

a. Indicator details: Customer feedback and community safety

| SPI 001K | Customer feedback: % of residents satisfied they can influence decisions affecting the local area | | |
|-----------------|--|-------------|---------------------|
| | 2010 | 2012 | 2014 |
| | 47 | 38 | 47 |
| | | | Target 40 |

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

| SPI 002bK | Community safety: % of respondents reporting a reduction in anti-social behaviour in the last 12 months | | |
|-----------|---|------|--------|
| 2009 | 2011 | 2014 | Target |
| 11 | 10 | 13 | 14 |

What the above data tells us:

Following a decrease in 2012, the percentage of residents who feel they can influence decisions affecting the local area has returned to 47%, the same figure as 2010 and well above the target of 40%. Meanwhile, the percentage of residents satisfied with their neighbourhood has remained fairly steady during the last five years and is also above the target (80%).

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 such sample surveys are subject to a degree of random error. The margin of error within the data supplied is +/- 4%; therefore, for example, the 47% of respondents who are satisfied they can influence decisions affecting the local area will lie within the range 43-51%.

Work led by the Council's Community Learning and Development Team aims to engage communities more effectively across Inverclyde, in a proactive and positive way, supporting them to better influence decision-making locally. It is hoped that this work will improve the number of residents who feel they have influenced local decisions.

b. Indicator details: Community engagement and regeneration

| SPI 003K Community engagement: increased evidence of the impact/influence by communities on strategic and service plans (expressed as the number of examples of impact) | | | |
|--|----------------|----------------|---------------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 23 | 22 | 19 | 12 |

| SPI 004K Community regeneration: % of community organisations within disadvantaged neighbourhoods and excluded groups which had increased their capacity | | | |
|---|----------------|---------------|---------------|
| 2012/13 | 2013/14 | 2014/5 | Target |
| 100 | 100 | 63.3 | 60 |

What the above data tells us:

While performance for the above indicators fell between 2013/14 and 2014/15, it is still above target.


For SPI 004K, the 2014/15 target was reduced to 60% from 80% in 2013/14; there were eight new groups in 2014/15 and it would not be possible to measure significant increases in capacity until the next reporting year.

Further information: The Council's Community Learning and Development Team has supported a number of neighbourhood community organisations, ranging from community councils, tenants' and residents' groups 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 and facilities, improved housing, environmental improvements in local areas such as community gardens and play parks; they have also contributed to and shaped thinking on a range of key local issues, for example, road safety and wind farms. Community groups have influenced and been involved in the service delivery of community-based adult learning and youth services. Targets have been exceeded due to the Team adopting more flexible methods of supporting groups, for example, by offering short-term intensive support (3-6 months) as well as longer term support.

All the community organisations the Community Learning and Development Team have worked with increased their capacity, progressing their confidence, organisational skills, equality and involvement levels through training and active learning; for example, committee skills training, one-to-one support for office bearers, youth work legislation, and improved understanding of local needs through feedback from consultation

events and surveys. Knowledge, skills and understanding of a range of specific issues/areas also improved through increasing active participation in local developments.

Corporate management - revenue and service costs

| | | Status | |
|-----------------|---|---|---------------------|
| SPI 008K | Collection of sundry debtors accounts: % proportion of outstanding debt that is more than 90 days old from date of invoice as at 31 March |  | ↑ green - improving |

a. Indicator details: Sundry debtors

| SPI 008K | Collection of sundry debtors accounts: % proportion of outstanding debt that is more than 90 days old from date of invoice as at 31 March | | |
|----------|---|---------|---------------------|
| | 2012/13 | 2013/14 | 2014/15 |
| | 35.90 | 36.30 | 26.55 |
| | | | Target 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. However, between 2013/14 and 2014/15, our performance improved by almost 10% and is now well below the target of 30%.

Further information: 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. It should be noted that, while many of the sundry debtors have outstanding balances that are reflected in the outstanding percentage figure, they also have payment plans in place. The Council's revenue services have robust processes in place to ensure that appropriate recovery action is undertaken.

Corporate management - sustainable development

| | | Status | |
|-----------------|---|--------|--|
| SPI 021K | Abandoned vehicles: % of vehicles uplifted within 14 days | ● | ↑ green - maximum performance achieved |
| SPI 022K | CO ₂ emissions within the scope of influence of the local authority, per capita, in CO ₂ tonnes | ● | ↔ amber - within tolerance |
| SPI 023K | Reduction in the Council's carbon emissions in CO ₂ tonnes | ● | ↓ red - declining |

a. Indicator details: Abandoned vehicles

| SPI 021K | Abandoned vehicles: % of vehicles uplifted within 14 days | | |
|-----------------|--|---|----------------------|
| | 2012/13 | 2013/14 | 2014/15 |
| | 100 | there were no abandoned vehicles in 2013/14 | 100 |
| | | | Target 100 |

What the above data tells us:

During 2014/15, there was only one vehicle abandoned in Inverclyde which was uplifted within 14 days.

Further information: Under The Environmental Protection Act 1990, the Council is required to uplift abandoned vehicles within 14 days.

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). During the last few years, however, the overall trend is of a reducing number of vehicles which were abandoned in the Inverclyde area.

b. Indicator details: Inverclyde's 'area-wide' carbon emissions

| SPI 022K | CO ₂ emissions within the scope of influence of the local authority, per capita, in CO ₂ tonnes | | | |
|----------|---|------|------|--------|
| | 2011 | 2012 | 2013 | Target |
| | 5.4 | 5.6 | 5.5 | 5.3 |

What the above data tells us:

Inverclyde's 'area-wide' emissions decreased by 0.1 CO₂ tonnes per capita between 2012 and 2013 (the 2013 information is the most recent available). While the 2013 figure is in excess of the target, the reduction in emissions puts the indicator's performance within a tolerable range.

Further information: Between 2012 and 2013, there were overall decreases in emissions from the three main sectors which make up this measure - industrial and commercial; domestic; and transport - and significantly so with the industrial and commercial sector.

During this period, emissions from electricity decreased for the industrial and commercial and domestic sectors. Emissions from transport - 'A' roads, motorways and minor roads, diesel railways and other transport - also decreased. Emissions for gas, however, increased for both the industrial and commercial and domestic sectors, which possibly indicates a greater requirement for heat due to cold temperatures in 2013.

Inverclyde's figures have been consistently lower than the Scottish average since 2011:

| CO ₂ emissions within the scope of influence of the local authority, per capita, in CO ₂ tonnes | | | | |
|---|------------------|----------------|------------|--|
| Year | Inverclyde total | Scotland total | Difference | Inverclyde population estimate used in calculation |
| 2011 | 5.4 | 6.7 | -1.3 | 81,200 |
| 2012 | 5.6 | 6.9 | -1.3 | 80,700 |
| 2013 | 5.5 | 6.6 | -1.1 | 80,300 |

It should be noted that the Inverclyde figure for 2011 and the Scotland figures for 2011 and 2012 are different from those previously reported; when more information became available, the Department of Energy and Climate Change (DECC) recalculated the figures.

To find out more about 'area-wide' emissions, see DECC's information on the Government's website [UK local authority and regional carbon dioxide emissions national statistics 2005/13](#).

c. Indicator details: Inverclyde Council's carbon emissions

| SPI 023K | Reduction in the Council's carbon emissions in CO ₂ tonnes | | |
|----------|---|---------|------------------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 25,493 | 25,783 | 27,312 | 3,119 by 2016/17 |

What the above data tells us:

Between 2013/14 and 2014/15, the Council's carbon emissions increased by 1,529 CO₂ tonnes or 5.93%.

Further information: The Council's Carbon Management Plan 2012/17 aims to reduce emissions by 12% during the five year period from 2011/12; this is the equivalent of 624 CO₂ tonnes per year. Figures for this indicator comprise data from six areas: energy use in buildings, 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 (DEFRA) and the Department of Energy and Climate Change (DECC); it should be noted that the 2012/13 figure is different from that previously reported due to changes in the conversion factors.

The following table outlines changes to the figures from the Council's emission sources:

| | % change between 2013/14 and 2014/15 |
|-------------------------|--|
| Energy use in buildings | - 13.0 |
| Street lighting | - 10.3 |
| Fleet transport | - 11.1 |
| Business travel | - 0.30 |
| Water | - 26.7 |
| Waste | + 49.6 ¹ |

For more information about the Council's Carbon Management Plan 2012/17, visit  [Carbon Management Plan](#).

¹ From 2014/15, DEFRA and DECC revised the methodology used to calculate emissions from waste which are now deemed to be more damaging to the environment than previously thought. This revision increased our 2014/15 overall emissions figure.

Service performance - benefits administration

| | | Status | |
|------------------|---|--------|---|
| SPI 026S | Benefits administration: gross administration cost per case in £ | ● | ↑ green - very small decline but still good performance |
| SPI 027K | Accuracy of Benefits payments: % of cases where the calculation of Benefit due was correct | ● | ↑ green - slight decline but still on target |
| SPI 028aK | Speed of Benefits processing: average number of days per case to process new Housing Benefit/Council Tax reduction claims | ● | ↓ red - performance declined |
| SPI 028bK | Speed of Benefits processing: average number of days per case to process Housing Benefit/Council Tax Benefit reduction claim changes of circumstances | ● | ↑ green - performance improved and now below target |

a. Indicator details: Benefits administration

| SPI 026S | Benefits administration: gross administration cost per case in £ | | |
|-----------------|---|---------|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 37.46 | 39.99 | 40.55 | 45.00 |

| SPI 027K | Accuracy of Benefits payments: % of cases where the calculation of Benefit due was correct | | |
|-----------------|---|---------|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 99.2 | 99.6 | 99 | 99 |

| SPI 028aK | Speed of Benefits processing: average number of days per case to process new Housing Benefit/Council Tax reduction claims | | |
|-----------|---|---------|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 23 | 22 | 27.7 | 23 |

| SPI 028bK | Speed of Benefits processing: average number of days per case to process Housing Benefit/Council Tax Benefit reduction claim changes of circumstances | | |
|-----------|---|---------|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 6 | 5 | 4.2 | 6 |

What the above data tells us:

In 2014/15, the gross cost per case for Benefits administration rose by a very small amount (£0.56); however, the indicator's performance is still good and well below target.

While there was a very small decline in the accuracy of Benefits payments calculations, performance of this indicator still met its target of 99%.

The average number of days taken to process new Housing Benefit/Council Tax reduction claims rose by almost 26% in 2014/15 while the speed of processing Housing Benefit/Council Tax Benefit reduction claim changes of circumstances reduced by 0.8 days which makes it well under target.

Further information: 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 new Housing Benefit/Council Tax reduction claims declined due to the introduction of enhanced verification protocols in the private rented sector. However, the speed of processing changes of circumstances for Housing Benefit/Council Tax Benefit reduction claims improved for the second consecutive year and is ahead of target. This reflects the effective management and hard work delivered by the Benefits service.

Service performance - child protection and children's social work

| | | Status | |
|------------------|--|--|----------------------------|
| SPI 034K | Supervision requirement: % of children issued with a new supervision requirement who were seen by a supervising officer within timescale | ● | ↔ amber - within tolerance |
| SPI 035aK | 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 | |
| SPI 035bK | Case conferences: % of child protection case conferences where parental alcohol misuse was identified | | |
| SPI 053K | % of social background reports submitted to the Scottish Children's Reporter Administration within timescale | ● | ↔ amber - within tolerance |
| SPI 055K | Looked-after and accommodated children: community placements as a % of total placements | ● | |
| SPI 056K | Ratio of child protection referrals: % of children who were placed on the Child Protection Register | no target has been set due to the nature of this indicator | |

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 | | |
|-----------------|---|----------------|-----------------------------|
| | 2012/13 | 2013/14 | 2014/15 |
| | 96.7 | 100 | 96.2 |
| | | | Target 100 |

What the above data tells us:

Despite a small decrease in the performance of this indicator between 2013/14 and 2014/15, the figure for last year is still very close to the target of 100%.

Further information: This indicator 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. This was previously a national standard; a number of years ago, the Inverclyde Health and Social Care Partnership children and families management set a local target of 75% in an effort to meet the standard. We have consistently surpassed this target, reaching the desired 100% standard in 2013/14 and just falling short in 2014/15.

b. Indicator details: Case conferences

| SPI 035aK Case conferences: % of child protection case conferences where parental drug misuse was identified | | | |
|--|---------|---------|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 29.8 | 42.4* | 51.7 | - |

| SPI 035bK Case conferences: % of child protection case conferences where parental alcohol misuse was identified | | | |
|---|---------|---------|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 42.6 | 33.3* | 33.3 | - |

What the above data tells us:

The data shows an increase in parental drug misuse, rising from almost 30% in 2012/13 to just under 52% in 2014/15. There was a decrease in parental alcohol misuse from 42.6% in 2012/13 to 33.3% in both 2013/14 and 2014/15.

Further information: Parental drug and/or alcohol abuse are among 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. This knowledge provides social workers with critical information which helps in the case management of these children and their families.

* The methodology used to calculate the 2013/14 figures has changed, therefore, the figures for that year have been adjusted accordingly

c. Indicator details: Social background reports

| SPI 053K | % of social background reports submitted to the Scottish Children's Reporter Administration within timescale | | | |
|----------|--|---------|---------|--------|
| | 2012/13 | 2013/14 | 2014/15 | Target |
| | 74.1 | 75.12 | 65 | 69 |

What the above data tells us:

The data shows that, although we improved our performance between 2012/13 and 2013/14, the number of social background reports submitted within timescale dropped by just under 10% during the last reporting year. However, the indicator's performance was still within a tolerable range during 2014/15.

Further information: This indicator provides information on how quickly a social background report is completed and submitted by social work to the Children's Reporter for a children's hearing where an outcome decision may be made for the child. This was previously a national standard; the Inverclyde Health and Social Care Partnership children and families management set a local target of 75% in an effort to meet the standard.

Reasons for the late submission of social background reports include resource scheduling changes, annual leave, sick leave, changes in a child's circumstances or a need for further information.

d. Indicator details: Child protection

| SPI 055K | Looked after and accommodated children: community placements as a % of total placements | | | |
|----------|---|---------|---------|--------|
| | 2012/13 | 2013/14 | 2014/15 | Target |
| | 90.1 | 88.4 | 86.2 | 88 |

| SPI 056K | Ratio of child protection referrals: % of children who were placed on the Child Protection Register | | | |
|----------|---|---------|---------|--------|
| | 2012/13 | 2013/14 | 2014/15 | Target |
| | 38 | 35.5 | 30 | - |







What the above data tells us:

While the number of looked after and accommodated children in community placements is stable at around the 88% target, the 2014/15 figure showed a very slight decrease.

Although it is not appropriate to set a target for the percentage of children who are placed on the Child Protection Register, the number of referrals that resulted in a child or children being placed on the Register has fallen from 38% in 2012/13 to 30% in 2014/15.

Further information: Performance in child protection information can vary, depending on specific cases that are referred to the service; therefore it is very difficult to set targets in this area. However, the service maintains 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 also submitted to the Scottish Government and a national bulletin published each year showing comparative data.

Service performance - community care

| | | Status | |
|--------------------|--|---|----------------------------|
| SPI 029aS | Number of people aged 65+ receiving home care |  | ↔ amber - within tolerance |
| SPI 029bS | Home care hours per 1,000 population aged 65+ |  | ↑ green - improving |
| SPI 029c1S | % of people aged 65+ receiving personal care |  | ↓ red - declining |
| SPI 029c2S | % of people aged 65+ receiving a service during evenings/overnight |  | ↑ green - improving |
| SPI 029c3S | % of people aged 65+ receiving a service at weekends |  | ↑ green - improving |
| SPI 030aK | Balance of care (respite): % of all respite care in a traditional setting | no targets have been set due to the nature of these indicators | |
| SPI 030diK | Respite care: total overnight provision (nights) | | |
| SPI 030diiK | Respite care: total day time hours provided | | |
| SPI 032K | Carers: % of carers feeling they receive enough support in their caring role |  | ↓ red - declining |

a. Indicator details: Home care and personal care

| SPI 029aS | Number of people aged 65+ receiving home care | | |
|------------------|--|----------------|----------------|
| | 2012/13 | 2013/14 | 2014/15 |
| | 1,125 | 1,177 | 1,071 |
| | | | Target |
| | | | 1,189 |

| SPI 029bS | Home care hours per 1,000 population aged 65+ | | |
|------------------|--|----------------|----------------|
| | 2012/13 | 2013/14 | 2014/15 |
| | 665.7 | 662.91 | 783 |
| | | | Target |
| | | | 696.06 |

| SPI 029c1S | % of people aged 65+ receiving personal care (based on the % who need personal care) | | |
|-------------------|---|----------------|----------------|
| | 2012/13 | 2013/14 | 2014/15 |
| | 99.6 | 96.5 | 86.1 |
| | | | Target |
| | | | 100 |

| SPI 029c2S | % of people aged 65+ receiving a service during evenings/overnight | | |
|-------------------|---|----------------|----------------|
| | 2012/13 | 2013/14 | 2014/15 |
| | 20.2 | 28.5 | 36 |
| | | | Target |
| | | | 29.5 |

| SPI 029c3S | % of people aged 65+ receiving a service at weekends | | |
|-------------------|---|----------------|----------------|
| | 2012/13 | 2013/14 | 2014/15 |
| | 68.8 | 79.1 | 91.1 |
| | | | Target |
| | | | 80.1 |

What the above data tells us:

The data shows there was a decrease of just over 100 in the number of people aged 65+ who received care at home during the last year. However, the number of home care hours per 1,000 population for this age group increased by just over 120 hours during the same period.

The percentage of people aged 65+ receiving personal care dropped by just over 10% (this figure is based on the percentage of people who are in need of and therefore receive personal care). However, the number of people in this age group who received a service during evenings/overnight and at weekends increased by 7.5% and 12% respectively.

Further information: A possible reason for the reduction in the number of people aged 65+ in receipt of home care services (during the census week ending 31 March 2015) was that a number of clients stopped the service for an extended period during this time; the Easter weekend was on 3-6 April 2015 and clients may have had family visiting during the holiday period.

A new information system is currently being implemented for home care services and it is anticipated that this will improve recording and future reporting.

b. Indicator details: Respite care

| SPI 030aK | Balance of care (respite) % of all respite care in a traditional setting | | |
|-----------|--|---------|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 32.1 | 30.8 | 28.4 | - |

| SPI 030diK | Respite care: total overnight provision | | |
|--------------|---|--------------|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 7,402 nights | 7,809 nights | 6,291 nights | - |

| SPI 030diiK | Respite care: total day time hours provided | | |
|-------------|---|---------|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 517,641 | 517,713 | 514,708 | - |

What the above data tells us:

The number of overnight short breaks (respite) provided in a traditional setting decreased between 2013/14 and 2014/15. We introduced a new category of short-term care to reflect the number of service users who require care and support in a care home setting on a short-term basis; this was previously coded as short breaks (respite). There is a steady increase in the uptake of more natural and community-based short breaks (respite), including city breaks, theatre breaks and family breaks.

Further information: The commitment to increase the shift in the balance of care in relation to short breaks will be strengthened by the review of the Short Breaks Strategy and the Short Breaks Bureau. This will help to reinvigorate the intention to build on the need to introduce more options for service users and their families and carers through the implementation of Self-Directed Support by promoting good practice around innovative and creative short breaks to ensure better outcomes.

c. Indicator details: Carers

| SPI 032K | Carers: % of carers feeling they receive enough support in their caring role | | |
|----------|--|------|--------|
| 2010 | 2012 | 2014 | Target |
| 54 | 55 | 53 | 60 |

What the above data tells us:

This performance information was derived from the Council's Citizens' Panel questionnaires. Since 2010, the percentage of carers feeling they receive enough support in their caring role has remained fairly steady at just over half of all respondents.

Further information: Citizens' Panel surveys are sent 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, however, that membership of the Citizens' Panel is refreshed by a third every year. It follows therefore that, when the question is repeated about whether carers feel they receive enough support in their caring role, the composition of the Panel will be different in each of the above reporting years. It should also be noted that the return rate for Citizens' Panel surveys is typically around 64%, therefore, the above figures each represent the opinions of around 64 local people.

Surveys like those sent to the Citizens' Panel are subject to a degree of random error. The margin of error within the data supplied is +/- 4%; therefore, for example, the 53% of carers who in 2014 felt they receive enough support in their caring role will lie within the range 49-57%.

In August 2015, a questionnaire was issued by the Health and Social Care Partnership to carers with the aim of gathering their views on a number of aspects of their caring role; almost 400 people who are involved in care planning responded. While the results have still to be fully analysed, it is encouraging to note that 89% of carers said they felt listened to by staff when planning care for their loved one and 84% were satisfied with their level of involvement.

The Inverclyde Carers' Centre offers information, advice and support to carers. At present, 2,792 carers are registered with the Centre.




An exit strategy was developed to incorporate the learning and activity from the *Change Fund* posts, which were managed by the Carers' Centre to improve the experience of carers with relatives in hospital; long term care planning with carers and identifying hidden carers. These areas of work are now incorporated into the mainstream activity of the Centre in supporting carers. An additional temporary post was also

created to work with carers on understanding long term conditions and other practical areas of importance to them. Additionally, in partnership with key personnel from a number of agencies, a series of sessions was organised with carers around four key long term conditions.

The Health and Social Care Partnership (HSCP) was involved in delivering sessions to staff in home care and district nursing roles around the principles of *Carers as Equal Partners in Care* (EPiC). The sessions enabled staff to become aware of support and services available to carers at the Centre as well as the need for staff to recognise their role in identifying carers.

The HSCP continues to fund the delivery of stress management, counselling and short breaks at the Carers' Centre and works in partnership with carers' organisations to promote the annual *Carers' Week* and *Carers' Rights Day* initiatives.

To find out more about support available for carers:

- call the Inverclyde Carers' Centre on 01475 735180 or visit  [Inverclyde Carers' Centre](#)
- Carers' Week: visit  [Carers' Week](#)
- Carers' Rights Day: visit  [Carers' Rights Day](#).

Service performance - criminal justice social work

| | | Status | |
|-----------------|--|---------------|---|
| SPI 057k | % Criminal justice social enquiry reports submitted to the courts by the due date | ● | ↑ green - maximum performance achieved |
| SPI 058a | % Criminal justice social work interviews on day of court order | ● | ↑ green - improving |
| SPI 058b | % Service users whose induction/first meeting with a supervising officer took place within 5 working days of imposition of the court order | ● | ↑ green - small decline in performance but still above target |
| SPI 058c | % Service users who began their first work placement within 7 working days of imposition of court order | ● | ↑ green - improving |

a. Indicator details: Criminal justice

| SPI 057k | % Criminal justice social enquiry reports submitted to the courts by the due date | | |
|-----------------|--|----------------|----------------|
| | 2012/13 | 2013/14 | 2014/15 |
| | 100 | 100 | 100 |
| | | | Target |
| | | | 100 |

| SPI 058a | % Criminal justice social work interviews on day of court order | | |
|-----------------|--|----------------|----------------|
| | 2012/13 | 2013/14 | 2014/15 |
| | 91.6 | 82.4 | 88.5 |
| | | | Target |
| | | | 85 |

| SPI 058b | % Service users whose induction/first meeting with a supervising officer took place within 5 working days of imposition of the court order | | |
|----------|--|---------|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 99 | 88 | 85.6 | 85 |

| SPI 058c | % Service users who began their first work placement within 7 working days of imposition of court order | | |
|----------|---|---------|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 93.2 | 81.2 | 95.5 | 90 |

What the above data tells us: The Council's criminal justice social workers achieved maximum performance when submitting social enquiry reports to the courts by the due date.

Of the 292 community payback orders issued during 2014/15, approximately 13% were for courts outwith Inverclyde. When court orders are issued outwith the local area, we are required to wait for notification from the issuing courts before arrangements can be made to interview the individuals concerned. However, the notification does not always happen on the day the court order was imposed. For locally-issued orders in 2014/15, performance was 88.5%, an increase of 6.1% from the previous year.

The indicator which measures inductions/first meetings includes all orders and, in recognition of the volume of orders issued at courts outwith Inverclyde, the performance achieved was 85.6%, exceeding the target of 85% but slightly lower than the previous year. Contributing factors to the small decline in performance may be the disruption caused by a move in premises, together with service re-structuring which took place during 2014/15.

In 2014/15, 95.5% of service users began their work placements within 7 working days of the court order being imposed. This is a marked improvement (14.3%) in performance compared to 2013/14 and demonstrates that we overcame the challenges presented by available resources and the year-on-year increase in court orders with an unpaid work requirement.

Further information: Notwithstanding the challenges mentioned above, the criminal justice service provided a broad range of placements for service users on unpaid work. The placements not only provided opportunities for service users to undertake meaningful payback to the Inverclyde community, they also learned new skills which may enhance their employability.

Targets for the four criminal justice indicators are set by Criminal Justice National Standards at 100%. However, specific, measurable, realistic and achievable local targets have also been set for these indicators which reflect the issues faced by the service and allow performance to be monitored.

Service performance - cultural and community services

| | | Status | |
|------------------|--|--------|----------------------------|
| SPI 038bK | Number of library issues per 1,000 population | ● | ↓ red - declining |
| SPI 039K | Number of users of computer facilities per 1,000 population | ● | ↑ green - improving |
| SPI 040K | Number of adult learners attending classes within Inverclyde libraries | ● | ↑ green - improving |
| SPI 042K | Exercise: % of Inverclyde residents participating in sport/similar activity at least every two weeks | ● | ↔ amber - within tolerance |

a. Indicator details: Libraries

| SPI 038bK | Number of library issues per 1,000 population | | |
|------------------|---|---------|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 2,702 | 2,759 | 2,474 | 2,897 |

| SPI 039K | Number of users of computer facilities per 1,000 population | | |
|-----------------|---|---------|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 94 | 119 | 158 | 130 |

| SPI 040K | Number of adult learners attending classes within Inverclyde libraries | | |
|-----------------|--|---------|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 1,277 | 2,442 | 2,819 | 2,564 |

What the above data tells us:

Between 2013/14 and 2014/15, the number of library issues per 1,000 population decreased while the use of computer facilities and the number of adult learners attending classes in Inverclyde libraries increased substantially.

Further information: The reduction in the number of library issues in Inverclyde between 2013/14 and 2014/15 is comparable to the results of benchmarking activities which found that the national picture is also of a declining number of library issues. In response, Inverclyde libraries launched an eMagazine service in April 2014 and, together with our eBook/eAudio service, we have seen an incredible 245% increase in eissues. The Central Library moved to smaller premises in January 2015 and any impact on library issues will be closely monitored.

Computer use remains extremely popular in Inverclyde libraries with a 32% increase in demand for computer facilities between 2013/14 and 2014/15.

With regard to adult learners, the demand for one-to-one sessions on using mobile devices has increased substantially, while secured *Future Skills Funding* has enabled us to continue to provide classes in basic computing.

The Libraries Service undertakes robust self-evaluation and has an annually updated *Inverclyde Libraries Service Improvement Plan 2015/16* in place. Inverclyde libraries also undertake 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  [Libraries](#).

b. Indicator details: Sport and activity


| SPI 042K | Exercise: % of Inverclyde residents participating in sport/similar activity at least every two weeks | | |
|----------|--|------|--------|
| 2010 | 2012 | 2014 | Target |
| 59 | 57 | 51 | 59 |

What the above data tells us:

In 2014, the % of residents who said they participated in sport/similar activity at least every two weeks reduced by 6% since the question was last asked in 2012. While the 2014 figure is below the target of 59%, the indicator's performance is still within a tolerable range.








Further information: The data for this indicator was extracted from the Council's Citizens' Panel survey results. 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 such sample surveys are subject to a degree of random error. The margin of error within the data supplied is +/- 4%, therefore the 51% of respondents who said they participated in sport/similar activity at least every two weeks will lie within the range 47-55%.

To view the Citizens' Panel results, visit:  [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:  [A Framework for Sport in Inverclyde](#) (agenda item 6).

The Inverclyde Health and Social 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 wellbeing.

Service performance - health and trading standards

| | | Status | |
|------------------|---|---|--|
| SPI 065aK | Pest control: high priority service requests - % attended by next working day |  | ↑ green - decline in performance but above target |
| SPI 065bK | Pest control: low priority service requests - % attended within 5 working days |  | ↑ green - improving |
| SPI 068aS | Trading standards: % of consumer complaints completed within 14 days |  | ↑ green - decline in performance but above target |
| SPI 068bS | Trading standards: % of advice requests completed within 14 days |  | ↑ maximum performance maintained |
| SPI 069aK | Trading standards: number of interventions carried out at business premises in Inverclyde | no target has been set due to the nature of this indicator | |
| SPI 069bK | Trading standards: % of liable business premises subject to intervention |  | ↔ amber - decline in performance and below target |
| SPI 070aK | Food safety hygiene inspections: % of premises broadly compliant |  | ↑ green - slight decline in performance but above target |
| SPI 070bK | 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 | | |
|-----------|---|---------|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 95 | 100 | 95.2 | 95 |

| SPI 065bK | Pest control: low priority service requests - % attended within 5 working days | | |
|-----------|--|---------|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 99 | 98.3 | 99.4 | 95 |

What the above data tells us:

While the percentage of high priority requests attended by the next working day decreased in 2014/15, it is still above target. In terms of low priority requests attended within five working days, there was a small increase in last year's figure which is well above target.

Further information: Public health relates to the health and well-being of the whole community and is a key area of commitment for Inverclyde Council. Insects can create a public health nuisance. The Council has a duty to investigate and take necessary action on situations which may result in a statutory nuisance. Complaints about nuisances are investigated under powers included in The Environmental Protection Act 1990. To find out more about the Council's pest control service, visit  [Pest Control](#).

b. Indicator details: Trading standards - complaints and requests

| SPI 068aS | Trading standards: % of consumer complaints completed within 14 days | | |
|-----------|--|---------|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 83.7 | 98.7 | 96.7 | 95 |

| SPI 068bS | Trading standards: % of advice requests completed within 14 days | | |
|-----------|--|---------|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 100 | 100 | 100 | 95 |

What the above data tells us:

While there was a small decrease (2%) in the number of consumer complaints completed within 14 days, performance of this indicator is still above target. The percentage of advice requests completed within 14 days was maintained at 100%.

Further information: First tier consumer advice requests are taken by the Citizens' Advice Service (CAS) on a national helpline. These are then automatically uploaded from the CAS's database to the Trading Standards back office system. Complaints from the CAS are categorised as 'notifications' and 'referrals'. The bulk of customer complaints come to Trading Standards as 'notifications' i.e. the CAS has provided advice and there is no further action required; these are not included in the performance indicators but are monitored for any underlying trends. 'Referrals', usually where there is a suspicion of illegal trading, form the basis of these performance indicators. In these cases, Trading Standards Officers will investigate further.

c. Indicator details: Trading standards - interventions

| SPI 069aK | Trading standards: number of interventions carried out at business premises in Inverclyde | | |
|-----------|---|---------|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 180 | 196 | 154 | n/a |

| SPI 069bK | Trading standards: % of liable business premises subject to intervention | | |
|-----------|--|---------|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 12.1 | 13.6 | 10.2 | 12 |

What the above data tells us:

There is no target set for the number of interventions carried out at business premises in Inverclyde. The number of liable business premises subject to intervention fell by 25% which means that performance during 2014/15 was below target.

Further information: The number of business premises subject to intervention varies depending on enforcement campaigns run during the year. However, the second indicator above is not a measure of overall activity as some campaigns may involve a number of visits or interventions to individual businesses.

d. Indicator details: Food safety

| SPI 070aK | Food safety hygiene inspections: % of premises broadly compliant | | |
|-----------|--|---------|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 87.2 | 89.9 | 88.8 | 85 |







| SPI 070bK | Food safety hygiene inspections: % of interventions achieved | | |
|-----------|--|---------|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 72.1 | 84.3 | 95.3 | 80 |

What the above data tells us:

The number of premises broadly compliant with food safety hygiene regulations fell very slightly in 2014/15 but is still well above target. There was an 11% increase in the number of interventions regarding food safety hygiene which makes the 2014/15 figure well above the target of 80%.

Further information: These two performance indicators are based on Inverclyde Council's annual return to the Food Standards Agency: the Local Authority Enforcement Monitoring System (LAEMS) return. The document outlines the Council's performance against its inspection programme. The inspection programme for LAEMS is based on the risk rating of the premises (A-E), with inspection of premises due at intervals based upon that risk rating.

Service performance - homelessness

| | | Status | |
|---------------------|---|---|----------------------------|
| SPI 058aiS | Homelessness: permanent accommodation - % of decision notifications issued within 28 days of initial presentation |  | ↑ green - improving |
| SPI 058aiiS | Homelessness: % who are housed into permanent accommodation |  | ↑ green - improving |
| SPI 058aiiiS | Homelessness: permanent accommodation - % of cases reassessed within 12 months of completion of duty |  | ↔ amber - within tolerance |
| SPI 058biS | Homelessness: temporary accommodation - % of decision notifications issued within 28 days of initial presentation |  | ↑ green - improving |
| SPI 058biiS | Homelessness: temporary accommodation - % of cases reassessed within 12 months of completion of duty |  | ↓ red - declining |
| SPI 059K | Homelessness: average time in weeks between presentation and completion of duty by the Council for cases assessed as homeless or potentially homeless |  | ↑ green - improving |

a. Indicator details: Homelessness

| SPI 058aiS | Homelessness: permanent accommodation - % of decision notifications issued within 28 days of initial presentation | | |
|-------------------|--|----------------|------------------------|
| | 2012/13 | 2013/14 | 2014/15 |
| | 78.5 | 76.7 | 92.35 |
| | | | Target 81.71 |

| SPI 058aiiS | Homelessness: % who are housed into permanent accommodation | | |
|--------------------|--|----------------|------------------------|
| | 2012/13 | 2013/14 | 2014/15 |
| | 39.7 | 45.5 | 52.44 |
| | | | Target 47.53 |

| SPI 058aiiiS | Homelessness: permanent accommodation - % of cases reassessed within 12 months of completion of duty | | |
|---------------------|---|----------------|---------------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 7.7 | 6.8 | 8.74 | 4.85 |

| SPI 058biS | Homelessness: temporary accommodation - % of decision notifications issued within 28 days of initial presentation | | |
|-------------------|--|----------------|---------------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 68.2 | 63 | 95 | 65 |

| SPI 058biiS | Homelessness: temporary accommodation - % of cases reassessed within 12 months of completion of duty | | |
|--------------------|---|----------------|---------------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 9.1 | 3.7 | 10 | 2.7 |

| SPI 059K | Homelessness: average time in weeks between presentation and completion of duty by the Council for cases assessed as homeless or potentially homeless | | |
|-----------------|--|----------------|---------------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 24.69 | 27.89 | 24.59 | 26.5 |

What the above data tells us:

In 2014/15, there were significant improvements with two of the permanent accommodation indicators: decision notifications issued within 28 days of initial presentation and the percentage of people who were housed into permanent accommodation. However, there was a small rise in the number of cases reassessed within 12 months of completion of duty.

The performance of two of the temporary accommodation indicators also improved in 2014/15: decision notifications issued within 28 days of initial presentation and the average time between presentation and completion of duty. However, the number of cases reassessed within 12 months of completion of duty rose by 6.3%. This may give the impression that repeated homelessness is on the increase. However, the figure regarding cases which were reassessed originates from a reduced number of presentations: during 2014/15, there were only 20 cases in this category and two of those had presented in the previous 12 months. Therefore, while we saw an increase between 2013/14 and 2014/15, it











relates only to two clients. It should also be noted that this indicator relates to clients where we only have a duty to provide temporary accommodation and not to source permanent accommodation.

Further information: Homeless presentation over recent years has been decreasing. This is due to greater emphasis on the prevention of homelessness and the introduction of housing options. The *Inverclyde Common Housing Register* and the *Choice Based Lettings* system of allocating properties have, to some extent, increased access to housing. These factors resulted in improved decision-making times, together with reduced time spent in a homelessness situation.

It is worth point out that, with the introduction of a housing option approach, clients accessing homelessness services tend to be those with complex needs. This factor, together with the introduction of Welfare Reform and Universal Credit, has the potential to influence performance of the homelessness indicators.

The pilot one stop shop arrangement with the *Inverclyde Common Housing Register* ended in July 2014. The homelessness duty service is now established in the Health and Social Care Partnership's (HSCP) Hector McNeil House building which has resulted in greater integration with the Partnership.

Service performance - planning

| | | Status | |
|-----------------------|---|---|--|
| SPI 044aK | Successful planning appeals as a % of all determinations |  | ↑ green - improving |
| SPI 044bK | Successful planning appeals as a % of all appeals |  | ↔ amber - within tolerance and well above target |
| ERR CDIP KPI33 | % of all planning applications decided in under two months |  | ↑ green - improving |
| ERR CDIP KPI34 | % of householder planning applications decided in under 2 months |  | ↑ green – good performance maintained |
| | % of non-householder planning applications decided in under 2 months |  | ↑ green - improving |
| SPI 043aS | Average time (in weeks) to deal with major planning applications determined during the year |  | ↔ amber - very slightly above target |
| | Average number of days to register a building warrant application |  | ↑ green - improving |
| | % of building warrants assessed within 20 working days of registration |  | ↑ green - very slight decline but still good performance |
| | Response to requests for completion certificates within 10 working days |  | ↑ green - improving |
| | Average number of days to issue a notice of acceptance of completion certificate |  | ↑ green - improving |

a. Indicator details: Planning

| SPI 044aK | Successful planning appeals as a % of all determinations | | | |
|------------------|---|----------------|----------------|---------------|
| | 2012/13 | 2013/14 | 2014/15 | Target |
| | 1 | 1 | 0.4 | 1 |

| SPI 044bK | Successful planning appeals as a % of all appeals | | | |
|------------------|--|----------------|----------------|---------------|
| | 2012/13 | 2013/14 | 2014/15 | Target |
| | 75 | 60 | 50 | 30 |

| ERR CDIP KPI33 | % of all planning applications decided in under 2 months | | | |
|---------------------------|---|----------------|----------------|---------------|
| | 2012/13 | 2013/14 | 2014/15 | Target |
| | 80 | 87 | 88.7 | 80 |

| ERR CDIP KPI34 | % of householder planning applications decided in under 2 months | | | |
|---------------------------|---|----------------|----------------|---------------|
| | 2012/13 | 2013/14 | 2014/15 | Target |
| | 93 | 97 | 97 | 90 |

| | % of non-householder planning applications decided in under 2 months | | | |
|--|---|----------------|----------------|---------------|
| | 2012/13 | 2013/14 | 2014/15 | Target |
| | 73 | 78.8 | 87 | 65 |

| SPI 043aS | Average time (in weeks) to deal with major planning applications determined during the year | | | |
|------------------|--|--|----------------|---------------|
| | 2012/13 | 2013/14 | 2014/15 | Target |
| | 26 | there were no major planning applications in 2013/14 | 12.1 | 12 |

| Average number of days to register a building warrant application | | | |
|---|---------|---------|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 0.9 | 1.3 | 0.8 | 4 |

| % of building warrants assessed within 20 working days of registration | | | |
|--|---------|---------|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 87 | 100 | 99.4 | 100 |


| Response to requests for completion certificates within 10 working days | | | |
|---|---------|---------|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 94 | 95 | 98.2 | 100 |

| Average number of days to issue a notice of acceptance of completion certificate | | | |
|--|---------|---------|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 3.4 | 2.9 | 2.6 | 3 |












What the above data tells us:

In 2014/15, 80% of the planning indicators achieved a good performance. Despite the number of successful planning appeals as a percentage of all appeals reducing by around 16% in 2014/15, performance of this indicator is still above target. The average time (in weeks) to deal with major planning applications determined during the year was very slightly above target (by 0.1 days), however, the indicator's performance is still less than half the 2012/13 figure.

Further information: Overall, there is positive trend towards the faster delivery of both planning applications and building warrant approvals.

For information on the Council's Planning Service, planning process, building standards, listed buildings and more, visit  [Planning, Building Standards and Property](#).

Service performance - protective services

| | | Status | |
|------------------|---|---|--|
| SPI 061K | Traffic light repairs: % completed within 48 hours |  | ↑ green - improving |
| SPI 062K | Street lighting repairs: % completed within 7 days |  | ↓ red - performance improved but still under target |
| SPI 063aK | Anti-social behaviour response times: high priority - % received during the Wardens' shift hours attended within 30 minutes |  | ↑ green - very small decline in performance but still above target |
| SPI 063bK | Anti-social behaviour response times: medium priority - % received during the Wardens' shift hours attended within 60 minutes |  | |
| SPI 064aK | Public health complaints: high priority - % attended by next working day |  | ↑ green - small decline in performance but still above target |
| SPI 064bK | Public health complaints: medium priority - % attended within 2 working days |  | ↑ green - improving |
| SPI 064cK | Public health complaints: low priority - % attended within 5 working days |  | ↑ green - improving |
| SPI 067aK | Roads: customer satisfaction surveys completed |  | ↓ red - performance declined |
| SPI 067bK | Roads: % of carriageways reconstructed/resurfaced |  | ↑ green - improving |
| SPI 067cK | Roads: % of footways reconstructed/resurfaced |  | ↑ green - improving |
| SPI 067dK | Roads: gullies emptied per year |  | ↔ amber - performance declined but within tolerance |

a. Indicator details: Traffic and street lighting repairs

| SPI 061K | Traffic light repairs: % completed within 48 hours | | |
|----------|--|---------|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 95.8 | 89.3 | 92.8 | 90 |

| SPI 062K | Street lighting repairs: % completed within 7 days | | |
|----------|--|---------|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 98.4 | 78.56 | 88.01 | 95 |

What the above data tells us:

There was an increase in the percentage of traffic light repairs completed within 48 hours which resulted in performance exceeding the 2014/15 target.

The percentage of street lighting repairs completed within 7 days increased by 9.45% in 2014/15; however, it is under the target of 95%.

Further information: There are only a small number of traffic lights and variations in performance can largely be due to the small statistical sample size. However, in 2014/15, the improved performance of the traffic light repairs indicator was the result of the enhanced service provided by the new contractor.

Between 2013/14 and 2014/15, we saw a significant increase in the percentage of street lighting repairs completed within 7 days. This is particularly pleasing given the backlog of repairs to street lighting faults caused by the non-performance of the previous lighting contractor (i.e. for the contract which ended on 31 December 2013). It took some time for the backlog to be eliminated despite the rapid mobilisation of the new contract/contractor; this factor, along with lantern supply issues early in the new contract, resulted in a knock-on effect on the repair of traffic light faults in 2014/15. Taking these issues into account, the improved performance of this indicator is therefore a considerable achievement for the Council.

b. Indicator details: Anti-social behaviour response times


| SPI 063aK | Anti-social behaviour response times: high priority - % received during the Wardens' shift hours attended within 30 minutes | | | |
|-----------|---|---------|---------|--------|
| | 2012/13 | 2013/14 | 2014/15 | Target |
| | 96.1 | 96.2 | 96 | 95 |

| SPI 063bK | Anti-social behaviour response times: medium priority - % received during the Wardens' shift hours attended within 60 minutes | | | |
|-----------|---|---------|---------|--------|
| | 2012/13 | 2013/14 | 2014/15 | Target |
| | 100 | 100 | 99.3 | 95 |

What the above data tells us:

While there was a very small reduction in both anti-social behaviour response times in 2014/15, the figures for these indicators are still above target.

Further information: The Council's Community Warden service is a uniformed visible presence in Inverclyde which responds to reports of anti-social behaviour and other community safety issues in the local area. The Wardens also act as professional witnesses on behalf of the community and work with the Council's partners on a daily basis to respond to issues of anti-social behaviour.

To contact the Wardens, call the Council's Anti-Social Behaviour Helpline on Freephone 0800 01 317 01, email problemsolving.unit@inverclyde.gov.uk or complete an on-line form  [Anti-Social Behaviour Complaint/Enquiry Form](#).

c. Indicator details: Public health complaints


| SPI 064aK | Public health complaints: high priority - % attended by next working day | | |
|-----------|--|---------|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 96.7 | 100 | 95.7 | 95 |

| SPI 064bK | Public health complaints: medium priority - % attended within 2 working days | | |
|-----------|--|---------|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 93 | 91.4 | 96.1 | 95 |

| SPI 064cK | Public health complaints: low priority - % attended within 5 working days | | |
|-----------|---|---------|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 98 | 97.2 | 98.2 | 95 |

What the above data tells us:

There was a small reduction (4.3%) in the number of high priority public health complaints attended by the next working day but the response rate is still above target. The percentage of medium and low priority public health complaints attended within two and five working days respectively increased in 2014/15 and is also above target.

Further information: Inverclyde Council has a duty to investigate and take necessary action on situations which may result in a statutory public health nuisance. Complaints are investigated under powers included in The Environmental Protection Act 1990. If you need help or information about a public health nuisance, call the Council on 01475 717171, email customerservice@inverclyde.gov.uk or complete an on-line form  [Contact Us Form](#).

d. Indicator details: Roads

| SPI 067aK | Roads: customer satisfaction surveys completed | | |
|-----------|--|---------|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 9 | 8 | 1 | 8 |

| SPI 067bK | Roads: % of carriageways reconstructed/resurfaced | | |
|-----------|---|---------|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 3.3 | 4 | 11 | 4.2 |

| SPI 067cK | Roads: % of footways reconstructed/resurfaced | | |
|-----------|---|---------|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 0.39 | 0.75 | 1 | 0.8 |

| SPI 067dK | Roads: gullies emptied per year | | |
|-----------|---------------------------------|---------|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 7,838 | 8,189 | 7,680 | 8,598 |

What the above data tells us:

We only carried out one customer satisfaction survey in 2014/15.

We increased the percentage of carriageways that we reconstructed/resurfaced in 2014/15 by more than one third and performance of this indicator is well in excess of the target. The percentage of footways reconstructed/resurfaced also increased and is above target.

The number of gullies we emptied in 2014/15 was down by 509.






Further information: In 2014/15, we issued one customer satisfaction survey regarding the adoption of new lighting technology. We failed to carry out the target number of surveys due to workload and staff availability/recruitment issues.





The increase in the percentage of roads and footways resurfaced was possible due to an increase in capital spend. Historically, the Inverclyde area had a high percentage of roads requiring maintenance treatment. The Council therefore made roads maintenance a priority, funded by significant three year investment which started in 2013/14. We also prepared and implemented an asset investment strategy and allocated £17 million over three years as the first phase in dealing with the maintenance backlog on the four main asset groups: carriageways, footways, lighting and structures.

This investment in roads has enabled the Council to carry out more preventative or resurfacing work rather than solely responding to emergency pothole repairs or patches to roads. At present levels, we would expect roads to be resurfaced every 25 years and footways every 133 years.








Approximately 73% of gullies were cleaned in 2014/15 which is a 5% decrease on the previous year's figure of 78%. The reason for this was Winter weather-related issues which prevented the deployment of the gully vehicle on the network.



Service performance - the education of children

| | | Status | |
|--|---|---|----------------------------|
| Staying on rates | | | |
| SPI 045K | Staying on rates: % for S5 pupils |  | ↑ green - improving |
| SPI 046aK | Staying on rates: % for S6 pupils (S4-S6) |  | |
| SPI 046bK | Staying on rates: % for S6 pupils (S5-S6) |  | |
| Pupil/teacher ratios | | | |
| SPI 047K | Pupil/teacher ratio: primary schools |  | ↔ amber - within tolerance |
| SPI 048K | Pupil/teacher ratio: secondary schools |  | |
| School leaver destination results | | | |
| SPI 049K | % proportion of school leavers (from Scottish publicly-funded schools) into positive and sustained destinations | a new indicator is being developed | |

| Attendance rates | | | |
|----------------------------------|---|---|--|
| SPI 050aiK | % Attendance rate: primary schools |  | ↔ amber - within tolerance |
| SPI 050aiiK | Attendance rate: primary schools - % difference from the national average | details will be available in February 2016 | |
| SPI 050biK | % Attendance rate: secondary schools |  | ↔ amber - within tolerance |
| SPI 050biiK | Attendance rate: secondary schools - % difference from the national average | details will be available in February 2016 | |
| SPI 050ciK | % Attendance rate: special schools |  | ↔ amber - within tolerance |
| SPI 050ciiK | Attendance rate: special schools - % difference from the national average | details will be available in February 2016 | |
| School improvement | | | |
| SPI 051K | % of schools/early years establishments receiving positive inspection reports |  | ↑ green - maximum performance maintained |
| National 4 Qualifications | | | |
| New indicator | % of the S4 cohort which achieved 5 or more qualifications at National 4 | new indicator - target to be confirmed | |
| New indicator | % of the S4 cohort which achieved 5 or more qualifications at National 4 or above | new indicator - target to be confirmed | |

| Attainment - S4 | | |
|------------------------|---|--|
| SPI 052aiK | % of pupils reaching Level 3 in English and mathematics by the end of S4 | not available from 2014/15 |
| SPI 052aiiK | % of pupils reaching Level 3 in English and mathematics by the end of S4 - comparison with the national average | |
| SPI 052biK | % of pupils achieving 5 passes at Level 3 by the end of S4 | ● ↓ red - declining |
| SPI 052biiK | % of pupils achieving 5 passes at Level 3 by the end of S4 - comparison with the national average | not available from 2014/15 |
| SPI 052ciK | % of pupils achieving 5 passes at Level 5 by end of S4 | ● ↑ green - improving |
| SPI 052ciiK | % of pupils achieving 5 passes at Level 5 by end of S4 - comparison with the national average | details will be available in February 2016 |
| Attainment - S5 | | |
| SPI 052diK | % of pupils achieving one pass at Level 6 by the end of S5 | ● ↑ green - improving |
| SPI 052diiK | % of pupils achieving one pass at Level 6 by the end of S5 - comparison with the national average | details will be available in February 2016 |
| SPI 052eiK | % of pupils achieving 3 passes at Level 6 by the end of S5 | ● ↑ green - improving |
| SPI 052eiiK | % of pupils achieving 3 passes at Level 6 by the end of S5 - comparison with the national average | details will be available in February 2016 |
| SPI 052fiK | % of pupils achieving 5 passes at Level 6 by the end of S5 | ● ↓ red - slight decline |
| SPI 052fiiK | % of pupils achieving 5 passes at Level 6 by the end of S5 - comparison with the national average | details will be available in February 2016 |

| Attainment - S6 | | | |
|---|--|---|----------------------------|
| SPI 052giK | % of pupils achieving 3 passes at Level 6 by the end of S6 |  | ↔ amber - within tolerance |
| SPI 052giiK | % of pupils achieving 3 passes at Level 6 by the end of S6 - comparison with the national average | details will be available in February 2016 | |
| SPI 052hiK | % of pupils achieving 5 passes at Level 6 by the end of S6 |  | ↑ green - improving |
| SPI 052hiiK | % of pupils achieving 5 passes at Level 6 by the end of S6 - comparison with the national average | details will be available in February 2016 | |
| SPI 052iiK | % of pupils achieving one pass at Level 7 by the end of S6 |  | ↑ green - improving |
| SPI 052iiiK | % of pupils achieving one pass at Level 7 by the end of S6 - comparison with the national average | details will be available in February 2016 | |
| Attainment - Looked after children | | | |
| SPI 054aK | % of looked after children who achieved at least one qualification at Scottish Credit and Qualifications Framework (SCQF) Level 3 or better in the current diet for examinations |  | ↓ red - small decline |
| SPI 054bK | % of looked after children who achieved SCQF Level 3 or better in English and mathematics by the end of S4 |  | ↑ green – improving |
| Exclusions from school | | | |
| New indicator | Exclusions from school per 1,000 pupils: primary schools |  | ↑ green - improving |
| New indicator | Exclusions from school per 1,000 pupils: primary school pupils who are looked after |  | ↑ green - improving |

| | | | |
|----------------------|---|---|---------------------|
| New indicator | Exclusions from school per 1,000 pupils: secondary schools |  | ↑ green - improving |
| New indicator | Exclusions from school per 1,000 pupils: secondary school pupils who are looked after |  | ↑ green - improving |

a. Indicator details: Staying on rates

| SPI 045K | Staying on rates: % for S5 pupils | | |
|----------|-----------------------------------|---------|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 89.7 | 92.3 | 95 | 94.3 |

| SPI 046aK | Staying on rates: % for S6 pupils (S4-S6) | | |
|-----------|---|---------|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 64.1 | 66 | 69.8 | 68 |

| SPI 046bK | Staying on rates: % for S6 pupils (S5-S6) | | |
|-----------|---|---------|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 73.2 | 73.6 | 75.6 | 75.6 |

What the above data tells us:

The data shows there has been an increase in S5 and S6 staying on rates during the last year. The performance of these three indicators has improved year-on-year since 2012/13.

Further information: Possible reasons for the year-on-year increases in staying on rates are 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 provision in the senior phase of the 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 studying traditional academic subjects. Additionally, 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 ratios

| SPI 047K | Pupil/teacher ratio: primary schools | | | |
|----------|--------------------------------------|---------|---------|--------|
| | 2012/13 | 2013/14 | 2014/15 | Target |
| | 16.8 | 16.9 | 17.1 | 16 |

| SPI 048K | Pupil/teacher ratio: secondary schools | | | |
|----------|--|---------|---------|--------|
| | 2012/13 | 2013/14 | 2014/15 | Target |
| | 12.3 | 12.4 | 12.3 | 12 |

What the above data tells us:

The pupil/teacher ratio for primary schools increased very slightly between 2013/14 and 2014/15. However, in secondary schools, there was a small decrease in the pupil/teacher ratio.

Further information: The national target for pupil/teacher ratios across primary and secondary sectors combined is 1:13.4. When taken together, Inverclyde is currently at 1:13.8 (including additional educational needs schools). The national target has been set to maintain the level of teachers in schools, in line with the Parliament's commitment to maintain high levels of teachers. Inverclyde has maintained a pupil/teacher ratio for both primary and secondary schools that is comfortably within the parameters set at national levels for this indicator.

c. Indicator details: School leavers

| SPI 049K | % proportion of school leavers (from Scottish publicly-funded schools) into positive and sustained destinations | | | |
|----------|---|---------|---|--------|
| | 2012/13 | 2013/14 | 2014/15 | Target |
| | 94.9 | 94 | a new indicator is being developed for use from December 2015 | |

What the above data tells us:

It is not appropriate to report the 2014/15 performance of this indicator as a new measurement is being developed for use from December 2015.

Further information: In 2003, Inverclyde had the second highest percentage rate of young people leaving school into negative destinations. By 2013/14, however, Inverclyde ranked sixth in Scotland regarding positive destinations, with 94% of school leavers going on to a positive destination post-school.

A follow-up exercise in March 2015 reported a national positive destination rate of 91.5%. In Inverclyde, the follow-up positive destination figure was 92%, slightly higher than the national average.

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

A new national performance indicator regarding school leaver destination results is currently being developed which is due to start in December 2015.

d. Indicator details: Attendance rates

| SPI 050aiK % Attendance rate: primary schools | | | |
|---|---------|---------|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 95 | 95 | 94.6 | 95 |

| SPI 050aiiK Attendance rate: primary schools - % difference from the national average | | | |
|---|---------|--|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| | | this figure will be available in February 2016 | |

| SPI 050biK % Attendance rate: secondary schools | | | |
|---|---------|---------|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 92 | 92 | 91 | 92 |

| SPI 050biiK Attendance rate: secondary schools - % difference from the national average | | | |
|---|---------|--|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| | | this figure will be available in February 2016 | |

| SPI 050ciK % Attendance rate: special schools | | | |
|---|---------|---------|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 93 | 92 | 91.6 | 93 |

| SPI 050ciiK Attendance rate: special schools - % difference from the national average | | | |
|---|---------|--|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| | | this figure will be available in February 2016 | |

What the above data tells us:

Attendance rates at schools dipped very slightly in 2014/15 in comparison to last year.

Further information: Pupil attendance at school is a priority for the Council and robust monitoring and recording systems are in place to maximise attendance in our educational establishments. Additionally, our primary school teachers are undergoing training in using the registration package of the SEEMiS education management information system. The aim is that all primary schools will be using the registration package by Christmas 2015. We hope this will further strengthen our ability to monitor and respond to attendance patterns and ultimately identify issues at an early stage.

The national average figures relating to this indicator will be available in February 2016 and will help us understand how our attendance rates compare with the national figures.


e. Indicator details: Inspection reports

| SPI 051K | % of schools/early years establishments receiving positive inspection reports | | |
|----------|---|---------|--------|
| 2012/13 | 2013/14 | 2014/15 | 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 which publishes reports on its inspections. To view inspection reports on Inverclyde's schools, visit  [Education Scotland](#). In addition, primary and secondary schools are regularly reviewed by the Council's Quality Improvement Officers. Each review is undertaken in partnership with school staff. The subsequent review report gives the school the opportunity to demonstrate the quality of its work and share it with parents and other interested parties.

f. Indicator details: National 4 Qualifications

| new indicator % of the S4 cohort which achieved 5 or more qualifications at National 4 | | | |
|--|---------|---------|--|
| 2012/13 | 2013/14 | 2014/15 | Target |
| the National 4 qualifications were introduced in August 2013 | 51.6 | 79.6 | new indicator - target to be confirmed |

| new indicator % of the S4 cohort which achieved 5 or more qualifications at National 4 or above | | | |
|---|---------|---------|--|
| 2012/13 | 2013/14 | 2014/15 | Target |
| the National 4 qualifications were introduced in August 2013 | 84.1 | 84.9 | new indicator - target to be confirmed |

What the above data tells us: The percentage of pupils from the S4 cohort who achieved 5 or more qualifications at National 4 increased by 28% between 2013/14 and 2014/15. In 2014/15, there was also a small increase (0.8%) from an already high number in 2013/14 in the percentage of pupils from the S4 cohort who achieved 5 or more qualifications at National 4 or above.

Further information: The number of pupils in the 2013/14 cohort was 781 while the following year's cohort comprised 806 pupils. The National 4s were introduced in August 2013 and replaced the Standard Grade (General Level) Intermediate One national qualification. The new qualifications have a greater focus on developing skills: pupils aim to develop practical skills like data collection, literacy, numeracy and team working; Core Skills like communication, ICT and problem solving; and Skills for Learning, Life and Work such as employability, independent thinking, and enterprise and citizenship. Qualifications like the National 4s are designed to ensure pupils develop these skills and transfer them to real-life settings outside the classroom, including the workplace. This process is encouraged through changes to learning, teaching and assessment. Assessment takes place via practical activities, performances and research projects.

g. Indicator details: S4 attainment

| | | | |
|--|---|----------------|---------------|
| SPI 052aiK | % of pupils reaching Level 3 in English and mathematics by the end of S4 | | |
| 2012/13 | 2013/14 | 2014/15 | Target |
| This indicator has been replaced by a national benchmarking indicator of achievement of qualifications in both literacy and numeracy at SCQF Levels 4 and 5; performance will be reported to a future meeting of the Committee | | | |

| | | | |
|--|--|----------------|---------------|
| SPI 052aiiK | % of pupils reaching Level 3 in English and mathematics by the end of S4 - comparison with the national average | | |
| 2012/13 | 2013/14 | 2014/15 | Target |
| This indicator has been replaced by a national benchmarking indicator of achievement of qualifications in both literacy and numeracy at SCQF Levels 4 and 5; performance will be reported to a future meeting of the Committee | | | |

| | | | |
|-------------------|---|----------------|---------------|
| SPI 052biK | % of pupils achieving 5 passes at Level 3 by the end of S4 | | |
| 2012/13 | 2013/14 | 2014/15 | Target |
| 97 | 93 | 90.2 | 98 |

| | | | |
|--------------------|--|--|---------------|
| SPI 052biiK | % of pupils achieving 5 passes at Level 3 by the end of S4 - comparison with the national average | | |
| 2012/13 | 2013/14 | 2014/15 | Target |
| | | this figure will be available in February 2016 | |

| | | | |
|-------------------|---|----------------|---------------|
| SPI 052ciK | % of pupils achieving 5 passes at Level 5 by end of S4 | | |
| 2012/13 | 2013/14 | 2014/15 | Target |
| 35 | 36 | 37.8 | 38 |

| | | | |
|--------------------|--|--|---------------|
| SPI 052ciiK | % of pupils achieving 5 passes at Level 5 by end of S4 - comparison with the national average | | |
| 2012/13 | 2013/14 | 2014/15 | Target |
| | | this figure will be available in February 2016 | |

What the above data tells us:

The indicators which measure the percentage of pupils reaching Level 3 in English and mathematics by the end of S4 are no longer used.

Between 2013/14 and 2014/15, there was a small decrease (2.8%) in the number of pupils who achieved five passes at Level 3 by the end of S4; the Council's performance reflects the national picture for this indicator. However, the figure should be taken in the context of the Council's improved outcomes in meeting the needs of pupils, for example, by changing their learning pathways by offering them flexible learning options including work experience and placements at college.

Additionally, it should be noted that for this measure – and indeed every educational attainment indicator - the Council outperforms its virtual comparators. Our virtual comparators comprise pupils from schools in other local authorities who have similar characteristics to the pupils in Inverclyde schools. The virtual comparator is a measure where, for every one pupil in our statistics, information is gathered relating to 10 similarly attaining students from across Scotland. For example, a school subject taken by 35 students would be compared to 350 pupils of similar ability. Therefore, to outperform our virtual comparators is a good measure of how well the Council is performing against a much larger group of students. Further, the process allows us to see how our pupils' performance compares to a similar group of pupils from across the country; it also help us undertake self-evaluation and improvement activities.

Further information: The indicators which previously measured the percentage of pupils reaching Level 3 in English and mathematics by the end of S4 have been replaced by a national benchmarking indicator of achievement of qualifications in both literacy and numeracy at SCQF Levels 4 and 5. The performance against this new indicator will be reported to a future meeting of the Committee.

The national average figures for S4 attainment will be available in February 2016 and will help us understand how the achievements of our pupils by the end of S4 compare with the national picture.

h. Indicator details: S5 attainment

| SPI 052diK | % of pupils achieving one pass at Level 6 by the end of S5 | | |
|-------------------|---|----------------|---------------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 45 | 49 | 52.1 | 48 |

| SPI 052diiK | % of pupils achieving one pass at Level 6 by the end of S5 - comparison with the national average | | |
|--------------------|--|--|---------------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| | | this figure will be available in February 2016 | |

| SPI 052eiK | % of pupils achieving 3 passes at Level 6 by the end of S5 | | |
|-------------------|---|----------------|---------------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 25 | 26 | 30 | 26 |

| SPI 052eiiK | % of pupils achieving 3 passes at Level 6 by the end of S5 - comparison with the national average | | |
|--------------------|--|--|---------------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| | | this figure will be available in February 2016 | |

| SPI 052fiK | % of pupils achieving 5 passes at Level 6 by the end of S5 | | |
|-------------------|---|----------------|---------------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 10 | 12 | 11.8 | 12 |

| SPI 052fiiK | % of pupils achieving 5 passes at Level 6 by the end of S5 - comparison with the national average | | |
|--------------------|--|--|---------------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| | | this figure will be available in February 2016 | |

What the above data tells us:

There were significant increases in the number of pupils who achieved one pass and three passes respectively at Level 6 by the end of S5. However, the percentage of pupils who achieved five passes at Level 6 by the end of S5 dropped very slightly by 0.2%. Additionally, it should be noted that the Council outperforms its virtual comparator local authorities for every educational attainment measure.

Further information: In February 2016, the national average figures for S5 attainment will be available and will provide the opportunity to help us understand how the achievements of our pupils by the end of S5 compare with the national figures.

i. Indicator details: S6 attainment

| SPI 052giK | % of pupils achieving 3 passes at Level 6 by the end of S6 | | |
|-------------------|---|----------------|---------------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 38 | 36.5 | 38.1 | 39 |

| SPI 052giiK | % of pupils achieving 3 passes at Level 6 by the end of S6 - comparison with the national average | | |
|--------------------|--|--|---------------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| | | this figure will be available in February 2016 | |

| SPI 052hiK | % of pupils achieving 5 passes at Level 6 by the end of S6 | | |
|-------------------|---|----------------|---------------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 26 | 23 | 25.9 | 27 |

| SPI 052hiiK | % of pupils achieving 5 passes at Level 6 by the end of S6 - comparison with the national average | | |
|--------------------|--|--|---------------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| | | this figure will be available in February 2016 | |

| SPI 052iiK | % of pupils achieving one pass at Level 7 by the end of S6 | | |
|-------------------|---|----------------|---------------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 18 | 13 | 17.9 | 19 |

| SPI 052iiiK | % of pupils achieving one pass at Level 7 by the end of S6 - comparison with the national average | | |
|--------------------|--|--|---------------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| | | this figure will be available in February 2016 | |

What the above data tells us:

The performance of all S6 attainment indicators improved between 2013/14 and 2014/15.

The number of pupils who achieved three passes at Level 6 by the end of S6 rose by 1.6% while the percentage of pupils who achieved five passes at Level 6 by the end of S6 increased by almost 3%. The biggest improvement, however, was in the number of pupils who achieved one pass at Level 7 by the end of S6 where the percentage increased by 4.9%. Additionally, it should be noted that the Council outperforms its virtual comparator local authorities for every educational attainment measure.

Further information:

In February 2016, the national average figures for S6 attainment will be available; they will help us understand how the achievements of our pupils by the end of S6 compare with the national figures.

j. Indicator details: Looked after children's attainment

| SPI 054aK | % of looked after children who achieved at least one qualification at SCQF Level 3 or better in the current diet for examinations | | |
|-----------|---|---------|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 61.9 | 93 | 91 | 98 |

| SPI 054bK | % of looked after children who achieved SCQF Level 3 or better in English and mathematics by the end of S4 | | |
|-----------|--|---------|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 86.8 | 65 | 76.9 | 70 |

What the above data tells us:

Despite a very small decline (2%) in the performance of the first indicator, the number of looked after children who achieved at least one qualification at SCQF Level 3 or better in the current diet for examinations is still almost 30% higher than two years ago. Additionally, the percentage of children who achieved SCQF Level 3 or better in English and mathematics by the end of S4 increased by more than 11%.

Further information: The majority of looked after children achieved significantly more than one qualification in 2014/15; indeed most pupils completed S4 with at least four qualifications at SCQF Level 3, 4 or 5.

Ensuring looked after pupils achieve a minimum of SCQF Level 3 in English and mathematics by the end of S4 is a priority for the Council. In 2012/13, targeted support was therefore put in place for children who are looked after to help them achieve this goal. At the end of the first year of this focused approach, it was evident that, without the intervention of the Looked After Teachers, more than 50% of the pupils would not have achieved their English and mathematics qualifications. The early success of this focus has led to it being embedded in our educational practice.

k. Indicator details: Exclusions from school

| Exclusions from school per 1,000 pupils: primary schools | | | |
|--|---------|---------|---------------------|
| 2012/13 | 2013/14 | 2014/15 | Target ² |
| 8.3 | 3.5 | 1.3 | see note 2 below |

| Exclusions from school per 1,000 pupils: primary school pupils who are looked after | | | |
|---|---------|---------|------------------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 51.4 | 96.3 | 60.6 | see note 2 below |

| Exclusions from school per 1,000 pupils: secondary schools | | | |
|--|---------|---------|------------------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 71.4 | 35.4 | 22.6 | see note 2 below |

| Exclusions from school per 1,000 pupils: secondary school pupils who are looked after | | | |
|---|---------|---------|------------------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 316.8 | 282.9 | 232.3 | see note 2 below |

What the data tells us:

Between 2013/14 and 2014/5, there were substantial decreases in the number of children excluded from Inverclyde's schools:

- primary schools: ↓ 2.2
- primary school pupils who are looked after: ↓ 35.7
- secondary school pupils: ↓ 12.8
- secondary school pupils who are looked after: ↓ 50.6.

² The national average for 2014/15 is currently being calculated by the Scottish Government

Further information: Inverclyde has achieved significant year-on-year reductions in school exclusions and we have consistently met the Scottish average for these indicators. To achieve this aim, we embedded the GIRFEC Champions approach in all schools. Proportional visits are also made to educational establishments by the Head of Inclusive Education, Culture and Corporate Policy and the Principal Educational Psychologist.

We have rolled out our *Positive Behaviour, Positive Relations Policy* which has been recognised nationally as an example of good practice. The Policy sets out strategies for use in the Education Service to bring about positive behaviour changes through support, strategies and understanding, within a calm, controlled environment.

In partnership with the Improvement Service, the Council is leading on a pilot benchmarking initiative on the subject of looked after children which aims to assess performance and deliver improvements across eight local authorities.

Service performance - waste

| | | Status | |
|------------------|--|--------|--|
| SPI 072aS | Refuse: net cost in £ of refuse collection per premise (combined domestic, commercial and domestic bulky uplift) | ● | ↑ green - improving |
| SPI 072bS | Refuse: net cost in £ of refuse disposal per premise | ● | ↑ green - small increase in costs but still below target |

a. Indicator details: Waste

| SPI 072aS | Refuse: net cost in £ of refuse collection per premise (combined domestic, commercial and domestic bulky uplift) | | |
|--------------------|--|---------|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 52.34 (gross cost) | 30.96 | 29.97 | 35 |

| SPI 072bS | Refuse: net cost in £ of refuse disposal per premise | | |
|--------------------|--|---------|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 74.56 (gross cost) | 63.49 | 69.36 | 75 |

What the data tells us:

Until 2012/13, the waste indicators measured the gross cost of refuse collection and disposal per premise. However, from 2013/14, the data measures the net cost of service provision per premise which takes account of income generated.

Further information: Although the data shows a declining performance for refuse disposal between 2013/14 and 2014/15, this is to be expected as a result of an £8 per tonne increase in landfill tax in 2013/14 (a 12.5% increase from the previous year). Furthermore, the increase

in the level of service provision for our new kerbside glass collection service required under legislation has increased our collection costs accordingly.

Historically, using gross costs only did not provide a true assessment of the overall cost of providing waste collection and/or disposal services. It also failed to recognise that waste management has the potential to generate significant income for local authorities and that councils' performance in this area is equally as important in managing its costs.

Inverclyde Council's Statutory and Key Performance Indicators Annual Report 2014/15

Local Government Benchmarking Framework Indicators

Inverclyde Council has a statutory duty to capture and record how well it performs in relation to a wide range of performance information. Our performance, as set out in Audit Scotland's SPIs Direction 2014 under SPI 1 and SPI 2, is presented in Appendix 1.

The other component of the SPIs Direction is the Local Government Benchmarking Framework (LGBF) indicators, details of which will be published by the Improvement Service in January 2016, including the Council's ranking in comparison to other Scottish local authorities. In the meantime, however, the performance data submitted to the Improvement Service to allow them to compile the LGBF indicators is included in this Appendix.

The status column indicates whether performance is considered to be:

↑ green - good performance








↔ amber - within tolerance






↓ red - performance declined.

Under SPI 3, the LGBF figures provided by the Council are contextual information used by the Improvement Service to calculate the final indicators. On that basis, therefore, it was not considered appropriate to include in this Appendix performance information regarding the following indicators:

| | |
|---|--|
| Sport and Leisure Management C&L 1 10 | All pools: number of attendances. This figure is used to calculate the cost per attendance. |
| Sport and Leisure Management C&L 1 10 | Attendances at indoor sports facilities excluding pools: number of attendances. This figure is used to calculate the cost per attendance. |
| Refuse collection - ENV1, 1a, 2, 2a 23 a | Number of premises for refuse collection (household and commercial). This figure is used to calculate the cost per premise. |

Local Government Benchmarking Framework Indicators

| | | | Status |
|----------------------------|--|---|---|
| Sickness absence | | | |
| CORP 6 1 a | Sickness absence: the average number of working days per employee lost through sickness absence - Inverclyde Council teachers |  | ↑ green - improving |
| CORP 6 1 b | Sickness absence: the average number of working days per employee lost through sickness absence - all other Inverclyde Council employees |  | ↑ red - performance improved but above target |
| Equal opportunities | | | |
| CORP 3b 2 | Equal opportunities policy: the % of the highest paid 5% among Inverclyde Council employees that are women (excluding teachers) |  | ↔ amber - improved and within a tolerable range |
| Council Tax | | | |
| CORP 4 5 a | Council Tax: collection - cost of collecting Council Tax in £ per dwelling (all dwellings, not just chargeable) |  | ↑ green - improving |
| CORP 7 6 a | Council Tax: income due in £ for the year excluding reliefs and rebates |  | ↑ green - improving |
| CORP 7 6 b | Council Tax income: % of income due from Council Tax for the year that was received by the end of the year |  | ↑ green - improving |
| | | | |
| CORP 8 7 | Payment of invoices: % of invoices sampled and paid within 30 days |  | ↑ green - improving |

| Asset management | | | |
|-------------------------------------|--|---|---|
| CORP ASSET 1 & 2 8 a | Asset management: gross internal floor (GIA) area of operational buildings - % proportion of the GIA that is in a satisfactory condition |  | ↑ green - improving |
| CORP ASSET 1 & 2 8 b | Asset management: operational buildings: % that are suitable for their current use |  | ↔ amber - improved and within a tolerable range |
| Museum services | | | |
| C&L 3 11 a | Museum services: number of visits to/usages of Inverclyde Council-funded or part-funded museums per 1,000 population |  | ↑ green - improving |
| Use of libraries | | | |
| C&L 2 12 a | Use of libraries: number of visits to libraries per 1,000 population |  | ↑ green - improving |
| Domestic noise complaints | | | |
| CORP 5b2 20 a | Domestic noise complaints: for all those noise complaints requiring attendance on site, the average time (in hours) between the time of the complaint and attendance on site (including both those dealt with and not dealt with under Part V of The Anti-Social Behaviour Act 2004) |  | ↑ green - improving |

a. Indicator details: Sickness absence

| CORP 6 1 a | Sickness absence: the average number of working days per employee lost through sickness absence - Inverclyde Council teachers | | | |
|---------------|---|---------|---------|--------|
| | 2012/13 | 2013/14 | 2014/15 | Target |
| | 8.3 | 7.6 | 6.4 | 9 |

| CORP 6 1 b | Sickness absence: the average number of working days per employee lost through sickness absence - all other Inverclyde Council employees | | | |
|---------------|--|---------|---------|--------|
| | 2012/13 | 2013/14 | 2014/15 | Target |
| | 10.7 | 11.9 | 11.1 | 9 |

What the above data tells us:

The data shows an improvement in sickness absence rates for both teachers and all other local government employees. Inverclyde Council's performance for these indicators compared to other Scottish councils will be published in January 2016.

Further information: Employee costs form a large proportion of the Council's budget and it is recognised that high levels of absence represent a significant cost that the Council must reduce. Through robust absence management procedures, the Council is endeavouring to support employees and reduce the level of absence. The Council works closely with its occupational health provider to ensure that absent employees are given the necessary support to enable them to return to work as soon as possible. Musculoskeletal issues and mental health-related illness represent the largest percentage of absence within the Council. Strategies are now in place to have employees with these issues fast-tracked to HR so that support can be provided as quickly as possible. We also now have an on-line attendance management form which has made the escalation of absence cases to HR more efficient and easier for Council Services.

In addition to the above, the Council has undertaken a targeted response to absence management where areas of concern have been identified; this has ensured attendance management has been brought to the top of the agenda in a variety of ways:

- real time information is available to managers via the fully automated HR/Payroll system;
- HR produce and distribute attendance information at regular intervals by section, establishment and employee;

- the Local Negotiating Committee for Teachers and head teachers' meetings are attended by HR where attendance is discussed as an agenda item;
- attendance is an established item at the Trades Union Liaison meetings and HR attend Directorate Management Team meetings on a regular basis to discuss this; and
- training on attendance management now includes lunch time drop-in type meetings, where managers can meet an HR representative to discuss attendance issues.

As a Council, we have moved to electronic data collection and pull all statistics from the Council's HR/Payroll management system. A challenging absence rate of nine work days per full-time equivalent has been set and the Council will continue to work to improve absence rates. Council Services have been given access to absence reports which will allow them to monitor absence on a continuous basis, ensuring Services take ownership of absence. Directorates are also sent quarterly absence information as part of their quarterly Workforce Information Activity reports.

b. Indicator details: Equal opportunities policy

| CORP 3b 2 | Equal opportunities policy: the % of the highest paid 5% among Inverclyde Council employees that are women (excluding teachers) | | |
|--------------|---|---------|--------------|
| | 2012/13 | 2013/14 | 2014/15 |
| 47 | 49.3 | 50.6 | Target 52 |

What the above data tells us:

The above data shows that there has been a continued increase in the percentage of female employees in the top 5% of earners. Inverclyde Council's performance for this indicator compared to other Scottish councils will be published in January 2016.

Further information: In 2014/15, there were 160 employees in the top 5% of earners within Inverclyde Council, of these 81 were female. This information is drawn directly from the Council's electronic HR/Payroll management system.

The Council has robust equality management procedures in place. In addition, recruitment and selection procedures are equality impact-assessed to ensure that equality standards are met. Recruitment and selection procedures are also subject to rigorous re-evaluation at regular intervals to ensure equality standards are maintained.

The Council has a new Equalities Officer in post who will continue to work with Council Services to further embed equalities within the day-to-day activities of the Council.

c. Indicator details: Council Tax

| CORP 4 5 a | Council Tax: collection - cost of collecting Council Tax in £ per dwelling (all dwellings, not just chargeable) | | | |
|---------------|---|---------|---------|--------|
| | 2012/13 | 2013/14 | 2014/15 | Target |
| | 15.47 | 14.05 | 11.73 | 16 |

| CORP 7 6 a | Council Tax: income due in £ for the year excluding reliefs and rebates | | | |
|---------------|---|------------|------------|--------|
| | 2012/13 | 2013/14 | 2014/15 | Target |
| | 27,033,690 | 27,246,489 | 27,664,813 | - |

| CORP 7 6 b | Council Tax income: % of income due from Council Tax for the year that was received by the end of the year | | | |
|---------------|--|---------|---------|--------|
| | 2012/13 | 2013/14 | 2014/15 | Target |
| | 94.2 | 94.5 | 94.8 | 94 |

What the above data tells us:

The data shows a further improvement in Council Tax performance in 2014/15. The cost of collecting Council Tax has fallen to its lowest level, £11.73, whilst the percentage of Council Tax collected also improved in 2014/15 to 94.8%. Inverclyde Council's performance for these indicators compared to other Scottish councils will be published in January 2016.

Further information: The decrease in the cost of Council Tax collection is mainly due a reduction in the costs of accommodation and an increase in Scottish Water Service Level Agreement income received in the year.

The percentage of Council Tax income received by the end of the year is an area that is constantly monitored and reported in the Environment, Regeneration and Resources Corporate Directorate Improvement Plan 2013/16 progress reports. Performance is consistently under review and fresh initiatives implemented where it is identified that collection levels could be improved.

d. Indicator details: Payment of invoices

| CORP 8 7 | Payment of invoices: % of invoices sampled and paid within 30 days | | | |
|-------------|--|---------|---------|--------|
| | 2012/13 | 2013/14 | 2014/15 | Target |
| 96.03 | 96.3 | 96.59 | 95 | |

What the above data tells us:

The data shows that the percentage of invoices paid within 30 days increased again in 2014/15. Inverclyde Council's performance for this indicator compared to other Scottish councils will be published in January 2016; however, Inverclyde is traditionally one of the top performing authorities for this measure.

Further information: The Council is constantly looking to see where it can improve efficiency and this is an area where the Council has made significant efficiencies in the past. The team has reduced in size as Council Services and Finance work together to maintain performance.

Like all areas within Finance, officers are constantly looking to see where efficiency can be improved.

This information is reviewed annually through the Directors of Finance performance indicators. Performance is also monitored on a monthly basis and reported through the Environment, Regeneration and Resources Corporate Directorate Improvement Plan 2013/16 progress reports.

e. Indicator details: Asset management

| CORP ASSET 1 & 2 8 a | Asset management: gross internal floor (GIA) area of operational buildings - % proportion of the GIA that is in a satisfactory condition | | | |
|----------------------------|--|---------|---------|--------|
| | 2012/13 | 2013/14 | 2014/15 | Target |
| | 82.3 | 83.5 | 85.2 | 85 |

| CORP ASSET 1 & 2 8 b | Asset management: operational buildings: % that are suitable for their current use | | | |
|----------------------------|--|---------|---------|--------|
| | 2012/13 | 2013/14 | 2014/15 | Target |
| | 80.3 | 87.2 | 88.7 | 90 |

What the above data tells us:

The performance data shows that there has been a year-on-year improvement in both the proportion of operational buildings that are suitable for current use and the proportion of the internal floor area of operational buildings that is in a satisfactory condition. Inverclyde Council's performance for these indicators compared to other Scottish councils will be published in January 2016.

Further information: The suitability of operational accommodation is measured through the use of questionnaires. Questionnaires were issued to all occupiers, as they are best placed to advise on the suitability of the property for their Council Service. The questionnaires are broken down into sections which analyse a number of factors and Council Services are asked to grade each question. All properties receiving an overall 'A' or 'B' rating are considered suitable; those with a 'C' or 'D' rating are not. Once questionnaires are returned from service users, the appropriate overall percentage of properties suitable for use is calculated. New questionnaires are issued every five years, or earlier if there has been a significant change to the property or if the service user changes. The questionnaires were compiled following discussion with other Scottish councils therefore all returns should be on roughly the same basis. Results are also benchmarked at the Association of Chief Estates Surveyors' meetings.

f. Indicator details: Museum services

| C&L 3 11 a | Museum services: number of visits to/usages of Inverclyde Council-funded or part-funded museums per 1,000 population | | |
|---------------|--|---------|---------------|
| | 2012/13 | 2013/14 | 2014/15 |
| 721 | 808 | 908 | Target 811 |

What the above data tells us:

The number of visits to the Museum increased again in 2014/15 and exceeded the target set for the year. Inverclyde Council's performance for this indicator compared to other Scottish councils will be published in January 2016.

Further information: Museum visits/usage includes:

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

In 2014/15 there were 72,943 visits to the Museum, a significant increase on the number of visits in 2013/14 which was 65,178. In 2014/15, this equated to 908 visits per 1,000 population; our target for that reporting year was therefore exceeded.

As part of the McLean Museum's Service Plan, there has been considerable investment of time and effort in expanding the online presence of the Museum's collections, giving access to enquirers worldwide.

g. Indicator details: Use of libraries

| C&L 2 12 a | Use of libraries: number of visits to libraries per 1,000 population | | | |
|---------------|--|---------|---------|--------|
| | 2012/13 | 2013/14 | 2014/15 | Target |
| | 4,462 | 4,873 | 5,003 | 4,182 |

What the above data tells us:

The number of library visits per 1,000 population has increased year-on-year and exceeded the target for 2014/15, reaching a new high for that reporting year. Inverclyde Council's performance for this indicator compared to other Scottish councils will be published in January 2016.

Further information: The increase in the number of visits to libraries during 2014/15 is partly due to the substantial increase in both the use of computer facilities and the number of adult learners attending classes in Inverclyde libraries. Additionally, Inverclyde libraries launched an eMagazine service in April 2014 and, together with our eBook/eAudio service, we have seen an incredible 245% increase in eissues.

h. Indicator details: Domestic noise complaints

| CORP 5b2 20 a | Domestic noise complaints: for all those noise complaints requiring attendance on site, the average time in hours between the time of the complaint and attendance on site (including both those dealt with and not dealt with under Part V of The Anti-Social Behaviour Act 2004) | | |
|------------------|--|---------|--------|
| 2012/13 | 2013/14 | 2014/15 | Target |
| 16.6 | 0.7 | 1.8 | 12 |

What the above data tells us:

The data shows that the time taken to attend on site for a noise complaint increased in 2014/15 from 0.7 hours to 1.8 hours. The performance level is still significantly better than target. Inverclyde Council's performance for this indicator compared to other Scottish councils will be published in January 2016.

Further information: Changes were made to the way this performance indicator was recorded in 2013/14. Previously, the indicator was inflated by our inclusion of appointments made to suit the complainant where an immediate response was not required. We are now only including those where a quick response is required.

It is unlikely that further significant improvements can be made to this indicator without disproportionate expenditure.

| | | |
|-------------------------|---|---------------------------------|
| Report To: | Policy and Resources Committee | Date: 17 November 2015 |
| Report By: | Head of Organisational Development, Human Resources and Communications | Report No: HR/15/20/GB |
| Contact Officer: | George Barbour, Corporate Communications Manager | Contact No: 01475 712385 |

Subject: MEDIA AND SOCIAL MEDIA PROTOCOL - UPDATE

1.0 PURPOSE

- 1.1 The purpose of this report is to update the Media and Social Media Protocol, which was agreed by Inverclyde Council in December 2013.

2.0 SUMMARY

- 2.1 The Media and Social Media Protocol was agreed by Councillors in December 2013. A subsequent report to the Council's Policy and Resources Committee was deferred pending additional information highlighting examples of areas where ward councillors would be invited to media events and launches. This update is included at Appendix 2.
- 2.2 The protocol sets out the legal framework which guides Council publicity in particular highlighting the Local Government Act 1986 and guidance from that Act is provided through the Code of Recommended Practice on Local Authority Publicity.
- 2.3 The Media and Social Media Protocol also seeks to set out the general principles which also cover Council social media activity.
- 2.4 The report highlights some updates to the Media and Social Media Protocol including updates clarifying the role of council champions and an update over the invitations to ward councillors being invited to attend local photocalls.

3.0 RECOMMENDATIONS

- 3.1 It is recommended the Committee note the examples in appendix 2 and approve the alterations to the Media and Social Media Protocol.

Steven McNab

Head of Organisational Development, Human Resources and Communications

4.0 BACKGROUND

- 4.1 The Media and Social Media Protocol, agreed in December 2013, sets out the broad legal framework governing Council publicity and extends that to cover social media.
- 4.2 During a debate on a motion to the Inverclyde Council meeting on 4 December 2014, it was proposed that a 24 hour moratorium be held on Council press releases after Council agendas are published due to members of the administration's 'prior knowledge' of committee agendas through the Council's pre-agenda process.
- 4.3 The premise of the motion is not practical to deliver and does not reflect the reality that press releases based on committee agendas are issued after the committee decision and not prior to the meeting taking place. While press releases may occasionally be issued in advance of a committee meeting taking place, these are rare and would be based around an identified need to inform residents of an issue of, for example, public concern being examined by a committee.
- 4.4 As the media and social media protocol highlights, there are already safeguards in place to ensure no breach of the publicity code for local authorities.
- 4.5 During the debate, Councillor Rebecchi highlighted the issue of ward members being invited to attend local ward-based photocalls and this is reflected in the attached Media and Social Media Protocol update at Appendix 1 with examples set out in Appendix 2.
- 4.6 This Council has appointed Champions for civic remits who will be quoted in relevant press releases which promote policies and activities of the Council and Council resources can only be used for that purpose. It should be recognised that it is wholly inappropriate for Council resources to be seen to promote individual councillors. A recommended process for relevant Conveners and Champions to jointly identify opportunities is highlighted on the attached media and social media protocol at 5.3 to 5.6.
- 4.7 It should be recognised that all attributions are non-political except where the political make-up of the Council is relevant to the topic of the press release. Elected Members' party affiliations are not expressly identified in Council press releases.
- 4.8 An additional form or wording is included in the Media and Social Media Protocol (appendix 1) which highlights the proposed new Unacceptable Actions Policy and its implications for social media.
- 4.9 For ease of reference, updated sections of the Media and Social Media Protocol at Appendix 1 are highlighted in ***bold, italic and underlined***.

5.0 IMPLICATIONS

5.1 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 (if applicable) | Other Comments |
|-------------|----------------|------------------|-------------------|-------------------------------|----------------|
| N/A | N/A | N/A | N/A | N/A | N/A |

- 5.2 Personnel: The Media and Social Media Protocol principally guides the work of the Council's Corporate Communications function, but the guidance equally applies to all Council officers.
- 5.3 Legal: The Media and Social Media Protocol sets out the implications of the national guidance on Local Government publicity.

6.0 IMPLICATIONS

- 6.1 Finance
N/A
- 6.2 Human Resources
N/A
- 6.3 Legal
N/A
- 6.4 Equalities

Has an Equality Impact Assessment been carried out?

YES (see attached appendix)

NO

- 6.5 Repopulation
N/A

7.0 CONSULTATION

- 7.1 Consultation has taken place with the Head of Legal and Property Services.

8.0 BACKGROUND PAPERS

- 8.1 Media and Social Media Protocol, December 2013.

Organisational Development, Human Resources and Communications

Media and social media protocol

September 2015

Media and social media protocol

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Media and social media protocol **September 2015**

1.0 INTRODUCTION

- 1.1 The aim of this document is to set out a standard operating procedures for Inverclyde Council's professional relationships, working practices and operational activity with the press and media whether local, national, broadcast, specialist, online or social media.
- 1.2 Local authority publicity is governed by the **Local Government Act 1986** and guidance is provided through the **Code of Recommended Practice on Local Authority Publicity**.
- 1.3 The general points of the media protocol are outlined as:
- *The Council is prevented from publishing, or helping others to publish, material which may appear to affect public support for a political party.*
 - *Social media is incorporated in the publicity code as it is used as a form of communication and publicity, including content on social network sites, websites and blogs.*
 - *The majority of press releases will contain a quote from the convener or vice convener of the relevant committee as the elected member with responsibility for those issues.*
 - *The Leader of the Council has a wide-ranging remit and can be quoted in media, material and undertake media work across all areas of the Council's services as required.*
 - *Conveners and vice conveners can be quoted on matters which relate to their individual Committees and will be pictured and quoted accordingly.*
 - *The Provost represents the Council for civic and ceremonial functions and will be pictured and quoted accordingly.*
 - *The council cannot provide press releases or media support to individual elected members in their ward role.*
 - *Press and media enquiries can be received by Corporate Communications seven days-a-week during office hours and out-of-hours.*
 - *Journalists contacting corporate communications with enquiries that are deemed to be political will be advised to contact the leader of the relevant political group for their response.*
- 1.4 Publicity is a corporate function and so should reflect the Council's views at all times
- 1.5 Therefore, it is inappropriate to publicise individual councillors, unless acting on behalf of the council as a whole – for example, council leader; provost; convener, etc.

2.0 THE PUBLICITY CODE

- 2.1 All publicity the Council produces should comply with the Code of Recommended Practice on Local Authority Publicity, issued under the Local Government Act 1986. Local authorities are obliged to have regard to the Code in coming to any decisions on publicity.

2.2 Paragraph 20 of the Code defines the purposes of local authority publicity as:

“To increase public awareness of the services provided by the authority and the functions it performs; to explain to electors and ratepayers the reasons for particular policies and priorities; and in general to improve local accountability.”

2.3 Paragraphs 39 and 40 of the Code say the following about individual members of an authority:

“The functions of a local authority are discharged by the Council corporately. It is therefore inappropriate for public resources to be used to publicise individual councillors.”

“In the interests of public accountability, however, it may be appropriate to give publicity to the views or activities of individual members when they are representing the council as a whole: for example, when the chairman of a council speaks or acts as the first citizen of the whole community, or when a chairman of a committee opens a new scheme or launches a policy approved by the council or by his committee on the council’s behalf.”

2.4 The Code applies to media relations work as well as other forms of communication and publicity produced by the Council, including social media.

3.0 SOCIAL MEDIA

3.1 Social media has become an essential vehicle for communication and publicity, and for that reason it must be looked at with caution as it not only reflects on the individual personally, but Inverclyde Council as an organisation.

3.2 Social media guidance: There are many different types of social media platforms and the list of websites and applications are increasingly growing by the day, with each site or application being unique. For the purpose of this guidance we use the term to include:

- Social networking sites (such as Facebook and Twitter)
- Blogs and microblogs (such as WordPress and Twitter)
- Content communities (such as YouTube, Pinterest, Instagram and Flickr)
- Collaborative projects (such as Wikipedia), and
- Internet forums and online discussion boards.

3.3 Before setting up a social media site authorisation must be gained from Corporate Communications for a number of reasons:

- To determine the purpose and overall strategic goals of using the specific site.
- To assess whether the chosen site meets strategic aims initially outlined.
- To ensure the chosen site is the most appropriate for your content.
- To evaluate if a similar account already exists for the same purpose.
- To assess an ongoing commitment to maintain and develop the site.

3.4 All Council social media sites will be evaluated each year and if no use or little engagement has taken place in the previous year, the site should be closed down and content removed if appropriate.

3.5 How employees and councillors communicate with people on social media sites reflects on the individual and on Inverclyde Council as an organisation. It is vital that employees understand the expected behaviour, and the general principles as stated in the Acceptable Use of Information Systems Policy; **The Unacceptable Actions Policy**; Employees code of Conduct and Councillors’ code of conduct are applied.

- 3.6 If employees choose to disclose their employment with Inverclyde Council on social media platforms, they are expected to follow the overall principles of this media and social media guidance when posting and sharing content. Various social media sites will have their own rules and guidance, but if there is anything that could potentially be seen as breaking these rules and damaging the reputation of the council, corporate communications reserve the right to ask that it be removed or that the site be closed down.
- 3.7 To avoid this from occurring remember when using social media:
- **Be responsible, clear and relevant.** You are responsible for the content you publish on any social media platform; everything you post is a reflection of yourself and Inverclyde Council.
 - **No spamming.** Do not post the same message, or very similar messages more than once.
 - **Publishing online is permanent** - Be mindful that what you publish will be in the public domain for a long time and can appear in search engine results/ user screen grabs even **after** you delete it.
 - **Respect copyright** especially in the use of images or music.
 - **External links and sources should be relevant and safe**, and must not compromise the integrity of the Council.
 - **Respect your audience.** Never behave in a manner which would not be acceptable in the workplace or a face to face meeting e.g. swearing, personal insults or discrimination.
 - **No defamatory comments.** All employees must not make false statements to harm the reputation of an individual, organisation or community. This could in turn damage the Council's reputation.
 - **Do not advertise products or services.**
 - **Do not promote any political parties, candidates, or groups.** This is of particular relevance to officers in politically restricted posts, but all other employees must ensure the balance is reached with expressing your personal views and whether this can be misinterpreted and compromise your position as a council employee.

Basically, don't post anything you wouldn't want to see on the front page of the newspaper.

- 3.8 *Security Guidelines:* Depending on which social media application you use, there are privacy settings available to help you control what information you would like to be *visible* to other users. You should look into your profile settings to see how 'private' your information is currently, and keep in mind that content you have deleted may still appear in the public domain. *Top tip:* Enter your full name into a search engine to view how accessible your personal information on social media platforms is to the public.
- 3.9 The purpose of social media is to provide an easier and faster way of informing the public of council services, news, events and any other relevant issues. A wider audience can be reached and information can be shared through various social media platforms directly.
- 3.10 At present, Corporate Communications maintain and use *twitter* **and Facebook** as a means of informing residents and the wider audience of council activities, upcoming events, available vacancies, news in and around the Inverclyde area, and any other general news items that would positively promote the area. All items that are published on the website are automatically 'tweeted' onto Inverclyde Council @inverclyde twitter page through RSS feeds, allowing for direct news to residents and a wider reach.
- 3.11 Individual service social media accounts should be linked to the main council twitter account to ensure sharing and cross promotion of council events and activity takes place in a co-ordinated way. Advice should be sought from Corporate Communications before any social media activity is undertaken or account set up.

3.12 **The Council shares information, images and video with the public through external social media websites. Social media offers opportunities for open discussion and debate and should be encouraged. Comments made by the public to these sites are reviewed and, while comments will not be edited by Council employees, a comment may be deleted if it is offensive, abusive or threatening to employees or elected members. In addition, offensive or unacceptable actions, language or trolling may also result in the perpetrator being blocked and/or reported to the social media site administrator.**

4.0 THE ROLE OF CORPORATE COMMUNICATIONS

4.1 The Council's corporate communications team is the primary point of contact between the Council and the local and national media for proactive and reactive communications.

4.2 Employees who are contacted by the media should immediately direct the query to Corporate Communications team who will represent and communicate the views of the Council at all times.

4.3 Most media enquiries will require a quick response to meet strict media deadlines, particularly in emergency situations. Senior officers are required to support Corporate Communications to meet deadlines to ensure the Council does not lose its right to reply and has the opportunity to provide a fast, accurate and honest account of its actions. This also applies to enquiries on social media platforms.

4.4 It is important that Corporate Communications are contacted as quickly as possible about any incident or initiative that is likely to be reported by the media.

4.5 Any officer wishing to organise media coverage or to publicise an issue or an event should speak to Corporate Communications as early as possible and ideally at least two weeks in advance. No date for an event should be chosen before consulting Corporate Communications.

4.6 The council will be open and honest in all communications with the media, taking account of legal, privacy or commercial considerations and will never say 'no comment'.

5.0 PRESS RELEASES

5.1 The purpose of a press release is to gain coverage in printed and online media to promote the activities of the Council, its decisions and policies.

5.2 The majority of press releases will contain a quote from the Convener or Vice Convener of the relevant committee as the elected member with responsibility for those issues. Where a press release may cross a number of services or committees the Council Leader may be quoted.

5.3 The remits of all Champions involves an ambassadorial role on behalf of the Council and for its approved policies. This means there must be close liaison between the Council Champions and the respective committee Convener affected by their remit.

5.4 Given the ambassadorial role of the Champions, it is essential that the duties directly relate to approved Council Policy. The Champions have many public opportunities to influence and shape involvement of key partners and the public and so there must be a direct and clear link between the Champions and the approved Council policies which affect their respective remits

5.5 As far as practicable in terms of this protocol, comment from Councillor Champions will provided for within press releases related to their remit.

5.6 There will be effective and close liaison with the Convenors of the relevant committees to link the roles of the Champions with the relevant committee Conveners. Conveners and Champion will meet regularly for purposes of this liaison.

- 5.7 All quotes included will be approved by the named individual to whom the quote is attributed. If this is not possible within the necessary timescale the Leader of the Council will be asked for final clearance.
- 5.8 The Provost will be quoted on civic issues and on issues arising from the Provost's activities, attendance at events and as 'chair' of the full council meeting and as 'first citizen' of Inverclyde.
- 5.9 Press releases are also published on the Council website and published on social media channels (eg twitter and Facebook). Press releases or media support cannot be provided to individual elected members in their ward role.

6.0 PHOTOCALLS

- 6.1 The purpose of a photocall is to provide an opportunity for the press and media to gain a visual relating to an activity, event or service to publish and gain coverage in printed and online media.
- 6.2 Photocalls will be arranged through Corporate Communications with the assistance of the service.
- 6.3 The Council Leader or Deputy Leader and/or the Convener and Vice Convener will be invited to attend photocall events on behalf of the Council. Invitations to photocalls will generally be issued by the relevant service, who will collate and co-ordinate responses and advise the communications team. Services must also ensure relevant permissions are in place for photographs to be taken.

6.4 For events or activities with a strong local connection, ward councillors will be invited to attend by the Council launch or photocall. Corporate Communications would usually invite Councillors in these circumstances when a calling notice is issued to the press and media. If, however, the photocall is part of a wider event or activity, the invitation may be issued by the relevant service or directorate.

- 6.5 If elected members have been invited to attend a formal 'launch' event or opening group photographs may be taken of all those in attendance. There can be no guarantee that all or any individual councillor or Convener's photograph would be used by the press or media.
- 6.6 Corporate Communications is still empowered to set up additional photographs at the photocall if it is requested by the media to encourage more extensive coverage for the Council. The final decision on photographs issued to the press and media will be based on the best quality of photograph taken to represent the service, activity or event and gain maximum coverage.
- 6.7 Media organisations have suggested there is more chance they will use a photograph if there are fewer individuals in it.
- 6.8 Copyright for photographs taken by Corporate Communications rests with the Council. When external photographers are commissioned the Council will ensure it has freedom to use the images as required – for example in Council publications, for issue to the media, on the Council website and in publicity material used to promote the Council.

7.0 SCHOOLS

- 7.1 Schools and education establishment may contact the media about arranged local school events. Activity in schools should be notified to corporate communications to examine if there are any opportunities for wider promotion.
- 7.2 Any enquiry from the media or press about a school-related incident or council policy should always be referred to corporate communications.

8.0 PRESS ENQUIRIES

- 8.1 Press and media enquiries can be received by Corporate Communications 7 days a week during office hours and out-of-hours.
- 8.2 While the team has extensive media contacts and is generally the first port of call for the press, officers and elected members may be contacted directly by the media.
- 8.3 Elected members approached by the media for an official Council comment should discuss the request with the communications team who can provide support and guidance.
- 8.4 Media enquiries received by officers should, without exception, be directed to the communications team.
- 8.5 Most enquiries will require a quick response and requests from the communications team for information should be viewed as a high priority by council officers. Failure to respond in time can leave the Council open to criticism and a public perception that it is unwilling to be open and accountable.
- 8.6 In extremely urgent cases the communications team will use their own professional judgement to provide appropriate quotes as necessary.
- 8.7 Quotes from the council communications team will use the convention: 'A council spokesman/person/man/woman said:...'. It should be recognised that this is a journalistic convention and some media may choose to quote individual members of the communication team by name.
- 8.8 In some cases, such as on technical or specialist enquiries, quotes will be issued in the name of a Council officer.

9.0 MEDIA FREEDOM OF INFORMATION (FOI) ENQUIRIES

- 9.1 All FOI enquiries from the press and media should be copied to the communications team. Where appropriate, officers compiling responses to freedom of information enquiries which could attract media attention should contact the communications team to discuss incorporating more explanatory information into the response or to prepare background information for follow-up enquiries.

10.0 DATA PROTECTION

- 10.1 Members of Corporate Communications will abide by the terms of the Data Protection Act.

11.0 POLITICAL PRESS ENQUIRIES

- 11.1 Journalists contacting Corporate Communications with enquiries that are deemed to be political will be advised to contact the leader of the relevant political group for their response. Elected members should make their own arrangements for issuing party political material to the media and ensure that the material does not use the Council's corporate identity or branding.

12.0 WARD COUNCILLORS

- 12.1 Corporate Communications can provide non-party political communications advice to individual councillors but cannot produce press releases or arrange photo calls for members on individual ward or party political issues. They also cannot write or issue press releases on behalf of individual political groups or independent councillors/groups.

13.0 FILMING/INTERVIEW

13.1 All requests for filming or interviews should be directed to Corporate Communications.

14.0 COUNCIL PHOTOGRAPHY

14.1 Photographs taken by the council or on behalf of the Council for publicity purposes are the property of Inverclyde Council. Photographs taken by externally commissioned photographers may also be subject to copyright agreements with those photographers. It would therefore be inappropriate for photographs to be used for party political or election purposes.

15.0 POTENTIAL MEDIA ISSUES

15.1 Officers should notify Corporate Communications of any issues within their service that has the potential to become a media story, even if it is out of hours. They should also provide contact details and ensure that they are available to Corporate Communications either by mobile or by responding to emails.

15.2 Officers should avoid withholding information because they do not wish to attract negative media coverage or because they do not see media handling as a priority. They should not respond directly to media or requests for quotes from any organisation, unless expressly authorised to do so by Corporate Communications

16.0 COUNCIL COMMITTEES AND MEETINGS

16.1 Corporate Communications team will report on decisions made by Council committees. Their role is not to report the debate or detailed discussions which take place or to minute the meeting.

17.0 PLANNING APPLICATIONS

17.1 The Council does not comment on planning applications ahead of a Planning Committee decision except to confirm that an application has been received. The exception to this would be any communication around consultation or public information of applications the Council has a direct interest in.

17.2 In most cases journalists would be directed to the council's online planning service which hosts a wealth of information and drawings on applications. Any pictures or graphics are generally owned by the applicant or their agent. If asked for copies by the media, journalists will generally be referred directly to the applicant or their agent.

18.0 PUBLICITY AHEAD OF ELECTIONS/REFERENDUMS

18.1 In the period directly before an election (usually six weeks or the period from the Notice of Election to the election itself), councils must be careful about what they publicise.

18.2 The Code of Recommended Practice says: "The period between the notice of an election and the election itself should preclude proactive publicity in all its forms of candidates and other politicians involved directly in the election. Publicity should not deal with controversial issues or report views, proposals or recommendations in such a way that identifies them with individual members or groups of members. However, it is acceptable for the authority to respond in appropriate circumstances to events and legitimate service enquiries provided that their answers are factual and not party political. Members holding key political or civil positions should be able to comment in an emergency where there is a genuine need for a member level response to an important event outside the authority's control. Proactive events arranged in this period should not involve members likely to be standing for election."

18.3 In pre-election circumstances, where a quote is required, the Chief Executive, relevant Corporate Director or relevant senior officer may be quoted.

18.4 Local circumstances may mean that some proactive events need to take place in this period, in which case, following advice from the Corporate Director and Head of Legal and Democratic services, any approved publicity photocalls and press releases should include representatives from all political parties in the Council.

19.0 EMERGENCY MEDIA RELATIONS

19.1 The Council, as part of its Emergency Plan, has a Civil Emergency Communications Plan which addresses how to handle the media in such circumstances. The Council has also signed up to the Regional Resilience Partnership communications plan which contains a mutual aid agreement between the partners. If the Council's Emergency Plan is brought into use, all of the Council's media relations work must be done in conjunction with the Civil Emergency Communications Plan.

19.2 If the Council experiences its own emergency situation and invokes its Business Continuity Plan, the corporate communications team will invoke its Business Continuity communications plan and all media relations activity will be managed in conjunction with this.

20.0 EXTERNAL COMMUNICATIONS CONTACT AND PARTNERSHIPS

20.1 Council services contacted by an external communications/media/marketing service looking to issue a press releases or arrange communications activity involving the Council or looking to set up a photocall, should immediately be referred to the Council's Corporate Communications service. Corporate Communciations will liaise with the external organisation or their representatives.

20.2 Where the Council is involved in issuing a press release as part of a partnership with a third party organisation, the partnership's arrangements for who to quote must be followed. This would normally be the chair of the organisation.

20.3 In the case of a press release being prepared on behalf of a number of partners it may be appropriate to offer each partner an opportunity to be quoted. All partners should be given an opportunity to approve the release with a stated timeframe.

20.4 If officers are contacted by a third party organisation seeking a Council comment on a press release or looking to involve the Council in photocalls or publicity, they should be referred to the corporate communications team.

21.0 MINISTERIAL VISITS

21.1 The Scottish and UK Governments may choose Inverclyde for ministerial visits and/or launch events.

21.2 Corporate Communications should be told immediately and given any details to allow timely liaison with the relevant government department about any **event management arrangement or** media coverage for the visit.

21.3 The Council's Members Services and Chief Executive's office should also be informed immediately.

21.4 The Leader, Deputy Leader and/or relevant Convener and Vice Convener will be invited to attend such an event on behalf of the Council. The Chief Executive and relevant Corporate Director will also be invited to attend.

21.5 If the Minister is opening or launching a service of particular local interest, wherever possible, all ward members should be invited to attend. See appendix 1 titled 'Invitation list'

22.0 MONITORING PRESS ENQUIRIES AND PRESS RELEASES

- 22.1 The council uses press office management software to record and monitor its response to press and media enquiries and press releases issued.
- 22.2 All press releases and responses to press and media enquiries should be logged using that system by the council's communications team.
- 22.3 Any service wishing to carry out direct press and media relations on an ongoing basis will require to purchase a license and comply fully with the council's press and media protocol. Individual officers may be subject to training. Press releases will be subject to review prior to distribution by the council's communications team.

23.0 DISTRIBUTION OF PRESS RELEASES

- 23.1 Press releases distributed to the press and media will also be distributed to Councillors and the Corporate Management Team. This distribution will take place at the same time press releases are distributed to the press and media and usually when the press release is published on the council website.
- 23.2 Content issued as an exclusive to a press or media organisation or used for feature purposes may not be distributed widely or published online through the council website or through social media before the publication/broadcast date.

Invitation list

Below is a standard invitation list for a range of press and media activities.

Local launch:

- Leader/Depute Leader or Provost/Depute Provost
- Relevant convener and/or vice convener(s)
- Local ward councillors
- Relevant Corporate Director(s) and/or Chief Executive
- Corporate Communications Manager and/or Communications Officer (Media Relations)

Photocall:

- Leader/Depute Leader or Provost/Depute Provost, if appropriate
- Relevant convener and/or vice convener
- Relevant Corporate Director(s) and/or Chief Executive, if appropriate
- **Ward Councillors, if appropriate**
- **'Champion', if appropriate**
- Corporate Communications Manager and/or Communications Officer (Media Relations)

Ministerial visit:

- Leader or Depute Leader
- Provost or Depute Provost
- Relevant convener and/or vice convener
- Local ward councillors
- Relevant Corporate Director(s) and Chief Executive
- Corporate Communications Manager and/or Communications Officer (Media Relations).

APPENDIX 2:

Examples involving ward councillors

Sod cutting ceremony at new community centre

The event is being held in a community centre which is physically in a ward councillor's area. The new facility will serve the local community in that ward area and can be described as having a strong local connection, therefore it would be entirely appropriate to invite local ward members to the launch event.

Launch of a strategy at a local school

The launch of a council-wide strategy on an educational topic is being held in a local school. In these circumstances, the location, within a particular ward could be considered random, ie, the event could be held in any school with the council area. In those circumstances it may not be appropriate to invite ward councillors to the launch event.

A launch by a partner organisation

Where a partner or national organisation is holding a launch in a council facility and this is of local significance and interest with numbers invited by the organisation not being otherwise limited, then ward members will be invited to attend. If a partner or national organisation is holding a launch in a council facility but this is not of significant local interest and/or numbers to be invited limited, then ward members may not necessarily be invited.

Opening of a new school

The opening of a new school facility can be described as having a strong local connection and it would be entirely appropriate for ward councillors to be invited.

| | | | |
|-------------------------|--|--------------------|--------------------------------------|
| Report To: | Policy & Resources Committee | Date: | 17th November 2015 |
| Report By: | Chief Financial Officer | Report No: | FIN/92/15/AP/CM |
| Contact Officer: | Alan Puckrin | Contact No: | 01475 712223 |
| Subject: | Council Tax – 2016/18 Budget Implications | | |

1.0 PURPOSE

- 1.1 The purpose of this report is to provide information to Committee to consider as part of the budget process regarding the implications of increasing Council Tax.

2.0 SUMMARY

- 2.1 The MBWG requested that a report be prepared providing information on the various impacts were the Council to increase Council Tax. The MBWG thereafter suggested the matter be reported to Committee.
- 2.2 Council Tax currently generates around 16% of the net Revenue required by the Council and was last increased in Inverclyde in 2006/7. Inverclyde currently has the 5th highest level of Council Tax in Scotland at £1198 for a Band D property with the highest being Aberdeen City at £1230. Inverclyde has the 9th lowest average Council Tax in Scotland at £1003 compared to the Scottish Average of £1087.
- 2.3 Council Tax has been frozen by the Scottish Government since the 2008/9 budget and there is a commitment from the Government to maintain this freeze up to and including 2016/17. It is claimed that Councils are compensated for not increasing the Council Tax but the practice for the last number of years is that if Councils increase their Council Tax then their existing funding is reduced ie the Council Tax freeze is effectively being self-funded by Councils.
- 2.4 Councils are dealing with demographic, environmental and legislative pressures many of which are not fully funded by increases in grant. The Council is therefore facing the option of either increasing Council Tax and having its grant cut or cutting costs/raising fees and charges. Had the Council increased Council Tax by CPI over the last 8 years then the revenue budget would be around £7million higher than at present. There is a real risk that by continuing the Freeze, Councils are reducing services to many of the people the Freeze in Council Tax was designed to protect.
- 2.5 The future of Council Tax is currently being reviewed by the Government and CoSLA and the Council recently gave its support to the CoSLA submission to the Commission on Local Taxation. This identified the need to review but retain Council Tax in order to remove its regressive nature by increasing the number of bands, reviewing the “multipliers”, having a full revaluation and reviewing reliefs to better target them at those least able to pay.
- 2.6 The report and appendices provide details on the high level impacts at a Council and Council Tax payer level were the Council to increase Council Tax by 3%. From this it can be seen that 28% of households pay no Council Tax or are on the Council Tax Reduction scheme and as such get no direct benefit from the Freeze.
- 2.7 It is not clear what approach the new Scottish Government will take post the 2016 Holyrood Election and as the 2016/18 budget covers this period then an opportunity may exist for the Council to notionally indicate a desire to increase Council Tax to support the temporary use of Reserves to balance the 2016/18 budget pending clarification of this matter.

3.0 RECOMMENDATIONS

- 3.1 That the Committee note the contents of this report and agree to review this matter as part of the final consideration of the 2016/18 Budget.

Alan Puckrin
Chief Financial Officer

4.0 BACKGROUND

- 4.1 Council Tax is billed and collected locally with the level of Council Tax determined at individual Council level. It accounts for approximately 16% of Council net spend with the balance coming from Revenue Grant and Non-domestic Rates.
- 4.2 Council Tax is based on a 50% property and 50% personal charge and is split over 8 Property Bandings with properties placed in bandings depending on their valuation (many of which were carried out in 1991). Each Banding thereafter has a “multiplier” applied to determine the level of charge with Band D being 100% and all other Bandings varying in a direct relationship from the Band D charge. Councils cannot vary this relationship.
- 4.3 Inverclyde’s Band D Council Tax is the 5th highest in Scotland at £1198 with Aberdeen City having the highest level at £1230. Appendix 1 provides more details. However Inverclyde’s average Council Tax charge is about 8% below the Scottish average due to the higher proportion of lower value homes in Inverclyde.
- 4.4 In 2007 the Scottish Government agreed to freeze Council Tax at 2007/8 levels for the term of the Parliament and this Freeze remains in place. In the early years of the Freeze extra funding of £70million was set aside to compensate Councils (equating to around a 3% increase) and this was paid on the basis that Councils agreed to implement the freeze. In recent times with “Flat Cash” or reduced cash settlements, this extra funding has not been available but rather Councils are advised their current levels of funding will be cut by their share of the £70million if they increase Council Tax.
- 4.5 The Scottish Government has advised it intends to maintain this Policy until at least 2016/17.

5.0 CURRENT POSITION

- 5.1 CPI has increased by around 20% between April 2008 and April 2015. Based on the budgeted level of Council Tax income in 2015/16 the Council would have an extra £6.7 million per year income had Council Tax levels kept pace with CPI. As budget cuts become ever deeper there is the risk that future budget cuts will impact on many of the people the Council Tax Freeze was designed to assist.
- 5.2 The current direct penalty for Inverclyde Council increasing Council Tax is £1.008million. To raise a similar amount of income Council Tax would need to increase by 3.0%. It is not clear what other sanctions could be imposed on any Council that was to increase Council Tax.
- 5.3 Council Tax Benefit, funded by the DWP, was replaced with the Council Tax Reduction (CTR) scheme in 2013. CTR is largely funded by the Scottish Government with a contribution of £17million coming from Scottish Councils. As reported to Policy & Resources Committee in May, the amount of CTR funding available is greater than required at present and a significant factor in this is the Council Tax Freeze. If Council Tax were to increase then the Council would pay out more in CTR payments. What is not clear is whether the Government would fund this extra or expect the Council to raise Council Tax to meet this cost. In 2014/15 the Council spent £6.72 million on CTR in respect of 11,030 households, 7285 of which paid no Council Tax. More analysis is shown in Appendix 2.
- 5.4 It should be noted that if Council Tax increases and all other factors stay the same then the amount paid by those in receipt of CTR stays the same ie: it is CTR that covers the increase. It should be noted that were no extra CTR support given by the Government then the Council would potentially require to fund the increase which could be anywhere between £150 - £230,000 for a 3% increase depending on the mix of single person households.
- 5.5 In light of the above and due to concerns about the regressive nature of the Council Tax (ie those with the least income proportionally pay more), the Government and CoSLA are jointly chairing a Commission on Local Taxation. The Council submitted a response following Committee approval which supported the CoSLA position of retaining a modified Council Tax

but increasing the number of Bandings, looking at the multipliers, reviewing reliefs/discounts and having a full revaluation. The Commission is due to report options in the Autumn in order that these can be considered as part of the manifestos for the forthcoming Holyrood elections.

- 5.6 A key challenge in any review will be equalising any impact due to the fact that a national revaluation will not impact equally across Councils. It would be a reasonable expectation that over the period since 1991, house values in Inverclyde will have increased lower than the Scottish average.
- 5.7 A further factor is the movement in “Band D equivalents” as shown in Appendix 3. All Council areas have shown an increase in their Council Tax Base over the medium term. The national Council Tax Base has grown by 0.75% per year over a medium term period, Appendix 3 shows that the Inverclyde Council Tax Base has increased by less than 0.1% per year over the last 11 years.

6.0 OPTIONS FOR THE 2016/18 BUDGET

- 6.1 Increases/decreases to Council Tax is a policy issue for Members to decide upon. Officers can supply information on the options, implications and amounts raised.
- 6.2 As has been indicated above the Scottish Government has reiterated its intention to maintain the Freeze in 2016/17 therefore were Members minded to increase Council Tax in 2016/17 it would do so in the strong likelihood that the Council’s grant would be cut by £1million and it would be required to fully fund the increase in CTR thus requiring a greater than 4.0% increase in order to gain financially.
- 6.3 For 2017/18 the position is less clear and could be dependent on the recommendations from the Local Taxation Commission and the results of the Holyrood election. An increase may help Members justify the temporary use of Reserves to balance the 2017/18 budget pending clarification of the future of Local Taxation and other outstanding matters.

7.0 IMPLICATIONS

7.1 Finance

Financial Implications:

One off Costs

| Cost Centre | Budget Heading | Budget Years | Proposed Spend this Report £000 | Virement From | Other Comments |
|-------------|----------------|--------------|---------------------------------|---------------|----------------|
| N/A | | | | | |

Annually Recurring Costs/ (Savings)

| Cost Centre | Budget Heading | With Effect from | Annual Net Impact £000 | Virement From (If Applicable) | Other Comments |
|-------------|----------------|------------------|------------------------|-------------------------------|----------------|
| N/A | | | | | |

Implications will depend on the decision taken by Members.

7.2 Legal Implications

Councils continue to have the power to vary Council Tax.

7.3 Human Resources

None.

7.4 Equalities

Has an Equality Impact Assessment been carried out?

Yes See attached appendix

No

This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy. Therefore, no Equality Impact Assessment is required.

7.5 Repopulation

It is difficult to conclude how significant a factor the level of Council Tax is in influencing whether people are attracted to or driven away from an area. There is however stronger evidence that the quality of local services, many of which are funded by the Council, does have a major influence.

8.0 CONSULTATIONS

8.1 The report has been considered at the Members Budget Working Group.

9.0 BACKGROUND PAPERS

9.1 None.

Current Council Tax Levels

| | | |
|--------|-------|---------|
| Band A | £799 | 6/9ths |
| Band B | £932 | 7/9ths |
| Band C | £1065 | 8/9ths |
| Band D | £1198 | 9/9ths |
| Band E | £1464 | 11/9ths |
| Band F | £1730 | 13/9ths |
| Band G | £1997 | 15/9ths |
| Band H | £2396 | 18/9ths |

Council Tax Levels – 2007/8

| | | <u>Band D</u> | <u>Average</u> |
|--------|-------------------------|---------------|----------------|
| 1/ | Aberdeen City | £1230 | £1199 |
| 2/ | Glasgow | £1223 | £1077 |
| 3/ | Dundee | £1211 | £1019 |
| 4/ | Midlothian | £1210 | £1169 |
| 5/ | Inverclyde | £1198 | £1003 |
| 6/ | Stirling | £1197 | £1311 |
| 7/ | East Ayrshire | £1189 | £998 |
| 8/ | Argyll & Bute | £1178 | £1165 |
| Others | Renfrewshire | £1164 | £1096 |
| | West Dunbartonshire | £1163 | £1024 |
| | North Ayrshire | £1152 | £1009 |
| | East Renfrewshire | £1126 | £1338 |
| | Scottish Average | £1149 | £1087 |

Impact of 3% Increase

| <u>Band</u> | <u>Properties</u> | <u>Council Tax £</u> | <u>3% Increase Annual £</u> | <u>3% Increase Weekly £</u> |
|-------------|-------------------|--------------------------|-------------------------------------|-------------------------------------|
| A | 19,122 | 779 | 23.97 | 0.46 |
| B | 5844 | 932 | 27.96 | 0.54 |
| C | 3504 | 1065 | 31.95 | 0.61 |
| D | 3305 | 1198 | 35.94 | 0.69 |
| E | 3465 | 1464 | 43.92 | 0.84 |
| F | 1911 | 1730 | 51.90 | 1.00 |
| G | 1422 | 1997 | 59.91 | 1.15 |
| H | 212 | 2396 | 71.88 | 1.38 |
| | <u>38,785</u> | | | |

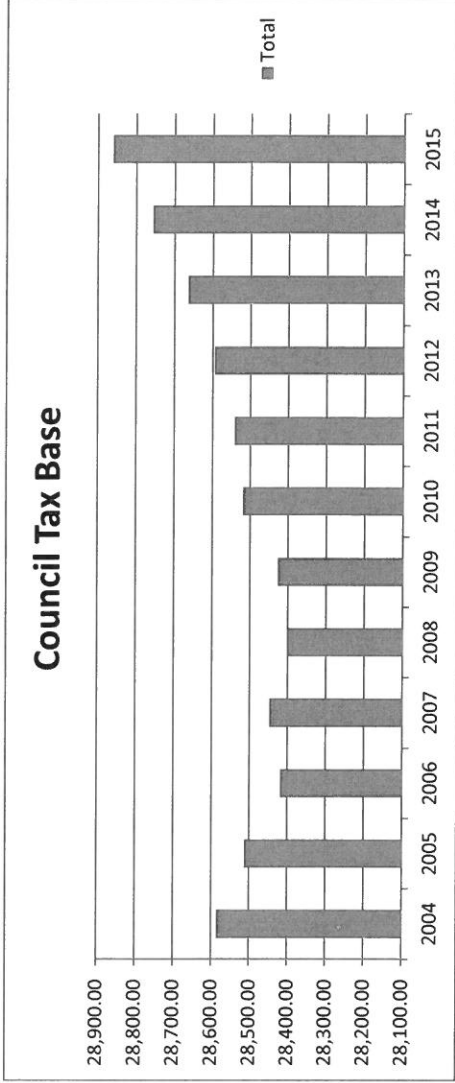
Council Tax Reduction

| <u>Band</u> | <u>CTR Recipients</u> | <u>% of Band</u> | <u>CTR No Liability</u> |
|-------------|-----------------------|------------------|-------------------------|
| A | 7841 | 41 | 5299 |
| B | 1869 | 32 | 1249 |
| C | 763 | 22 | 448 |
| D | 330 | 10 | 186 |
| E | 158 | 5 | 74 |
| F | 55 | 3 | 23 |
| G | 13 | 1 | 6 |
| H | 1 | - | 0 |
| | <u>11,030</u> | | <u>7285</u> |

66% of CTR recipients pay no Council Tax.

COUNCIL TAX BASE

| Year | Total |
|------|-----------|
| 2004 | 28,585.44 |
| 2005 | 28,513.23 |
| 2006 | 28,418.66 |
| 2007 | 28,447.54 |
| 2008 | 28,401.11 |
| 2009 | 28,427.34 |
| 2010 | 28,519.45 |
| 2011 | 28,542.34 |
| 2012 | 28,595.00 |
| 2013 | 28,664.89 |
| 2014 | 28,756.44 |
| 2015 | 28,860.88 |



| | | | |
|-------------------------|---|--------------------|-------------------------|
| Report To: | Policy and Resources Committee | Date: | 17 November 2015 |
| Report By: | Brian Moore Chief Officer, Inverclyde HSCP | Report No: | SW/27/2015/DR |
| Contact Officer: | Dean Robinson Information Governance Officer | Contact No: | 01475 712136 |
| Subject: | Inverclyde Information Sharing Protocol | | |

1.0 PURPOSE

- 1.1 The purpose of this report is to present the Inverclyde Information Sharing Protocol to the Committee for approval.

2.0 SUMMARY

- 2.1 The Council's Information Sharing Working Group is reviewing our information sharing arrangements. Information sharing takes place only where there are legal grounds to do so. However, the Council recognises there needs to be a more consistent, strategic and corporate approach to information sharing. The group is aware that permissible information sharing often has to go beyond the Council's departments and reaches across some of our partners. To that end, as part of the review we have been considering our information sharing arrangements both internally and externally. To this end, the Council has developed an Information Sharing Protocol which reflects our legal duties to share information appropriately, proportionately, legally and responsibly.
- 2.2 The Information Sharing Protocol will provide a high level multi-agency framework for the sharing of information between agencies engaged in partnership working arrangements for a defined purpose. The Protocol will include other public sector, private and voluntary organisations working in partnership to deliver services. Its key objectives are:
- To guide Council services and partner organisations on how to share personal, sensitive, non-personal and commercial information lawfully.
 - To explain the security, confidentiality and principles of information sharing.
 - Emphasise the need to develop and use data sharing agreements.
 - To protect Council services and partner organisations from risks associated with misuse of personal data.
 - To confirm a legal basis for information sharing.
- 2.3 Our next step is to get Council services and partner organisations to agree to the principles contained within the Protocol. In doing so, Council services and partner organisations are making a commitment to:
- Apply the Information Commissioner's Code of Practice's 'Fair Processing' and 'Best Practice' Standards.
 - Adhere to or demonstrate a commitment to achieving the appropriate compliance with the Data Protection Act 1998.
 - Develop local Data Sharing Agreements (DSA) that specify transaction details.

3.0 RECOMMENDATIONS

- 3.1 That the Committee approve the Inverclyde Council Information Sharing Protocol (Appendix 1).
- 3.2 Agree that the Chief Officer, through the Information Governance Steering Group decide on the best approach to implement the Information Sharing Protocol and for Council services and partner organisations to agree to the principles contained within.

Brian Moore
Chief Officer, Inverclyde HSCP

4.0 BACKGROUND

- 4.1 The aim of the Information Sharing Protocol is to ensure a consistent approach to the sharing of all information; personal, personal sensitive, non-personal and commercial data between the public, private and voluntary sectors where such sharing is legally permissible so that members of the public receive the services they need.
- 4.2 Organisations involved in providing services to the public have a legal responsibility to ensure that their use of personal data is lawful, properly controlled and that an individual's rights are respected. This balance between the need to lawfully share personal data to provide a quality service and protection of confidentiality is often a difficult one to achieve.
- 4.3 Information sharing is not restricted solely to information classed as Personal Data by the Data Protection Act 1998. This includes:
- All information processed by the organisations including electronically (e.g. computer systems, CCTV, Audio etc.), or in manual records.
 - Anonymised, including aggregated data. The consideration, though less stringent, must take into account factors such as commercial or business, sensitive data, and the effect of many data sets being applied.
- 4.4 There are few constraints on the sharing of non-personal data that is data which either does not identify a living individual or when combined with other information that is in or may come into the organisation's possession will not identify a living individual.
- 4.5 Each Council service and each partner to this Protocol should ensure that all of their staff who are affected by it are:
- Aware of its contents.
 - The obligations it and any DSA which are created between the organisations signed up to any DSA bring to them.
 - Any revisions to the Protocol and signing of a DSA are completed in good time, which should be before any sharing takes place.
- 4.6 The specific purpose for the use and sharing of information will be defined in the Data Sharing Agreement or contract that will be specific to the service and partner organisation sharing information.

5.0 IMPLICATIONS

Finance

- 5.1 Implementation of the Protocol does not present any immediate cost implications.

One off Costs

| Cost Centre | Budget Heading | Budget Years | Proposed Spend this Report £000 | Virement From | Other Comments |
|-------------|----------------|--------------|---------------------------------|---------------|----------------|
| N/A | | | | | |

Annually Recurring Costs/ (Savings)

| Cost Centre | Budget Heading | With Effect from | Annual Net Impact £000 | Virement From (If Applicable) | Other Comments |
|-------------|----------------|------------------|------------------------|-------------------------------|----------------|
| | | | | | |

| | | | | | |
|-----|--|--|--|--|--|
| N/A | | | | | |
|-----|--|--|--|--|--|

Legal

- 5.2 The Information Sharing Protocol will bring existing processes in line with regulatory and legislative requirements including the Data Protection Act 1998 and the Public Record (Scotland) Act 2011.

Human Resources

- 5.3 The Protocol itself does not have any personnel issues, however its implementation may have.

Equalities

- 5.4 None at this time, although recognition will be given to the wider and associate equalities agenda.

| | |
|---|---|
| | YES (see attached appendix) |
| √ | NO - This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy. Therefore, no Equality Impact Assessment is required. |

Repopulation

- 5.5 There are no known repopulation implications.

6.0 CONSULTATIONS

- 6.1 Extensive consultation took place with relevant officers who form part of the Information Governance Steering Group and the Information Sharing Working Group.

7.0 BACKGROUND PAPERS

- 7.1 None.

***Information Governance and Management
Framework***

Information Sharing Protocol

Version 1.0

Produced by:
Information Governance Steering Group
Inverclyde Council
Municipal Buildings
GREENOCK
PA15 1LX

2015



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AUDIOTAPE, OR COMPUTER DISC.**

DOCUMENT CONTROL

| Document Responsibility | | |
|--------------------------------|------------------------------------|---------------------------------------|
| Name | Title | Service |
| Chief Officer, ICHCP | Draft Information Sharing Protocol | Information Governance and Management |
| | | |

| Change History | | |
|-----------------------|--------------|--------------------|
| Version | Date | Comments |
| 0.1 | March 2015 | Draft for comments |
| 0.1 | October 2015 | Amendments |
| | | |
| | | |
| | | |

| Distribution | | |
|---------------------|-------------|-----------------|
| Name/ Title | Date | Comments |
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| Policy Review | | |
|----------------------|---------------------------|----------------|
| Review Date | Person Responsible | Service |
| | | |

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1 INTRODUCTION

- 1.1 This Protocol describes Inverclyde Council's policy and procedures in relation to the sharing of information and data within Council functions and among the Council and its partner organisations. It provides a framework within which information sharing can be encouraged and developed whilst being kept consistent with the Council's legal duties and responsibilities.
- 1.2 This Protocol applies to all data, hard copy and electronic, and information held by or used by the Council, which has been classed as "OFFICIAL" in terms of the Council's Classification Policy. For all practical purposes, the terms "data" and "information" as used in this Protocol are synonymous.
- 1.3 The Protocol includes the general principles to be applied to information sharing as well as providing a template Data Sharing Agreement.
- 1.4 The Protocol is not automatically or contractually binding on the Council's partners but is to be used to set good practice standards and expectations that the parties need to meet in order to comply with relevant legal duties and organisational policies which relate to the sharing of information. This does not prevent any Council service area from including the Protocol in any contractual or other formal agreement.
- 1.5 The Protocol is primarily concerned with the sharing of data, which is the provision of data by one party to another for the receiving party to use for its own purposes i.e. where all parties are data controllers. This protocol is not primarily concerned with data processing, where the receiving party uses data from a supplier or where the supplier acts as data processor and is not a data controller. Circumstances where one organisation receives data to be processed on behalf of another, is not information sharing and should be covered by a Data Processing Agreement, or advice should be sought from Legal and Property Services to ensure appropriate Data Protection Conditions are included as Special Conditions of Contract.
- 1.6 In circumstances where sharing involves commercially sensitive information, e.g. at the exploratory stage of a possible shared service project, the parties may wish to consider using a confidentiality agreement.
- 1.7 This Protocol should be read in conjunction with the Council's Information Classification Policy.

2 APPLICABILITY

- 2.1 Within the Council, all Council services are required to apply the principles of this Protocol to any information sharing activities, whether with external partners or other Council service areas. All Data Sharing Agreements are to be registered in the corporate repository by contacting the Information Governance Officer.
- 2.2 The Council's partner organisations are requested to confirm their agreement to the principles contained in this Protocol in addition to any formal contracts or Data Sharing Agreements.

3 GENERAL PRINCIPLES

- 3.1 The general principles of this Information Sharing Protocol follow those of the Council's *Information Policy* which are:
- there is a presumption in favour of sharing information, providing legislative and contractual requirements and restrictions or those of accepted good practice are followed;
 - each identified data set or information asset will have a designated Information Asset Owner who is responsible for its proper security, integrity and use; and
 - the specific requirements of any agreed exchange of data are to be recorded in a Data Sharing Agreement conform to the standard set out in this Protocol.
- 3.2 This Protocol is enforced and monitored through management arrangements which define the responsibilities of different service areas and individuals. The Council will manage this Protocol through the following governance framework structure:
- Information Governance Steering Group (Parent Group)
 - Records Management Working Group
 - Information Sharing Working Group
 - Training, Awareness and Communication Working Group
 - Freedom of Information Working Group

4 LEGAL POLICY AND FRAMEWORK

4.1 All information sharing will be conducted within current and relevant legislation and guidance from the relevant public officials such as the Information Commissioner and the Scottish Information Commissioner.

4.2 Without any prejudice to the generality, for users' guidance the principal general laws or regulations concerning the protection and use of information affecting the Council and its functions are:

the Data Protection Act 1998

the Freedom of Information (Scotland) Act 2002

the Policy (Scotland) Act 1967)

the Rehabilitation of Offenders Act 1974

the Human Rights Act 1998 (in particular, Article 8)

the Criminal Procedure (Scotland) Act 1995

the Criminal Procedure (Scotland) Act 2003

the Regulation of Investigatory Powers (Scotland) Act 2000

the Housing (Scotland) Act 2001

the Local Government (Scotland) Act 2003

the Protection of Children (Scotland) Act 2003

the Children (Scotland) Act 1995

the Children and Young People (Scotland) Act 2014

the Education (Scotland) Act 1980

the Education (Additional Support for Learning) (Scotland) Act 2004, as amended

the Equality Act 2010

the Adults with Incapacity (Scotland) Act 2000

the Antisocial Behaviour etc. (Scotland) Act 2004

the Social Security Administration Act 1992

the Carers (Recognition and Services) Act 1995

the Mental Health (Care and Treatment) (Scotland) Act 2003

the NHS and Community Care Act 1990

the Access to Medical Records Act 1988

the Management of Offenders (Scotland) Act 2005

the Health Service (Scotland) Act 1978 as amended by Health Service (Reform) (Scotland) Act 2004

the Public Records (Scotland) Act 2011

the Social Work (Scotland) Act 1968
the Copyright, Designs and Patents Act 1989
Common Law
Adult Support and Protection (Scotland) Act 2007
Children Hearings (Scotland) Act 2011
Public Bodies (Joint Working) (Scotland) Act 2014
Re-Use of Public Sector Information Regulations 2005; and
any other relevant or specific statute in relation to any Council function

4.3 The use of ICT systems to process and share data will also be subject to specific legislation governing the use of information technology, including the:

Computer Misuse Act 1990;
Electronic Communications Act 2000; and
Digital Economy Act 2010

4.4 The Council will also conform to the requirements of information security standards in general use including:
ISO 27002 – Code of Practice for Information Security Management

4.5 In addition, the Council operates its own policy framework for the management and security of information to extend and enforce these external standards. This framework and the policies and standards developed under it are available to Council staff on the internal repository of policies and standards and externally through links on the Council's web site. These policies include:

Data Protection Policy.
Data Protection Breach Management Protocol
Records Management Policy
Policy for the Retention and Disposal of Documents and Records paper and Electronic.
Acceptable Use of Information Systems Policy
Information Classification Policy
Clear Desk Environment
Guidance on Flexible, Mobile & Home Working
Homeworking Policy

- 4.6 The development of specific agreements or policies which enable or manage the efficient sharing of information is encouraged, provided they are consistent with the general principles contained in this Protocol.

5 DATA SHARING AGREEMENTS

- 5.1 Data Sharing Agreements (DSAs) are the key method of managing the sharing of information among partner organisations. DSAs must be agreed between Inverclyde Council service areas which are designated Information Asset Owners of information and any internal or external partners with whom information is to be shared.
- 5.2 DSAs must be consistent with the general principles of this Protocol but they can differ in detail where the specific activities of the Council service area and its partners require. The DSAs must however document all the requirements of the information sharing which is to take place.
- 5.3 In transition, any DSAs (of whatever form) which predate this Information Sharing Protocol will be considered valid under this Protocol and will not need to be redrawn, provided they are consistent with the general principles of this Protocol. Such DSAs must, however, be registered in the corporate repository by contacting the Information Governance Officer.
- 5.4 A template DSA is attached in Appendix 1, together with guidance notes on the various sections of the agreement form. This template is a guide rather than it being mandatory. It is strongly recommended the template is used unless there are clear reasons to depart from this standard.
- 5.5 Any request to share information that is not covered within an existing DSA should be directed to the appropriate Information Asset Owner on a 'data sharing request form' (Appendix 2). A decision will be made by the appropriate Information Asset Owner whether sharing can take place (Appendix 3)
- 5.6 In general, DSAs should refer to existing policies and standards but where these need to be extended or enhanced, the development of new policies should follow the guidelines given in the section on Legal and Policy Framework above. These specific policies and standards should be consistent with the existing corporate standards. Any areas of potential disagreement or conflict are to be raised with the owner of the corporate policy or standard.

6 DATA PROCESSING AGREEMENTS

- 6.1 Information sharing refers to those situations in which the Council provides or receives data from another party which the receiving party uses for its own purposes. Where you receive personal data from another party, you should notify Legal & Property Services to ensure this is covered by the Council's existing Registration with the Information Commissioner.
- 6.2 Where data is supplied purely to be processed on behalf of the supplying organisation (such as part of an outsourcing agreement), a DSA is not required. These data transfers should be covered by a Data Processing Agreement (DPA).
- 6.3 A specific DPA may need to be drawn up for each individual instance and it may be linked to or form part of a formal contract.

7 CORPORATE REPOSITORY OF DATA SHARING AGREEMENTS

- 7.1 The creation and maintenance of a comprehensive repository of DSAs is the key management component of this Protocol. The repository of DSAs allows the Council to understand what information sharing activities are currently being undertaken. It also helps minimise duplication and provides a method of ensuring the consistency of approach across all Council services.
- 7.2 The repository forms part of the policies, procedures and guidance database, which is managed by the Information Governance Steering Group. All DSAs are to be registered by submitting them for publication on the repository. Unless there are overriding formal requirements to the contrary (such as legislative requirements or confidentiality), all DSAs registered in the repository will be made available openly within the Council and, where it is legitimate to do so, may also be made available in a secure manner to partner organisations.

8 SECURITY OF SHARED DATA

- 8.1 An appropriate level of information management and security requires to be assigned to the information exchanges envisaged by this Protocol. Parties must have appropriate policies in place covering the security, storage, retention and destruction of personal information in accordance with authoritative guidance issued to their organisations. The Council's most relevant policies are:

- Records Management Policy
- Policy for the Retention and Disposal of Documents and Records Paper and Electronic.
- Acceptable Use of Information Systems Policy.
- Data Protection Policy
- Information Classification Policy

8.2 The Council's policies and the policies of the organisation providing the information (depending on the agreement) must be applied to information shared under this Protocol being policies which are designed to protect the information (particularly, but not exclusively personal information) which they hold. The Council's policies are binding on all staff of the Council and misconduct or disciplinary action may be taken against any staff in contravention. These policies will apply to information held by that party, whether it has originated with that party or been passed to it by another party.

8.3 The parties will each ensure that the other parties are promptly notified of any security breaches, or significant security risks, affecting shared information. In addition, should the breach be considered significant, the ICO will also be notified. Instructions and guidance can be found in the Council's Data Protection Breach Management Protocol. The Parties will, where appropriate, work together to rectify any such breach or mitigate any such risk to information security. If personal data is lost as a result of a security breach, the parties will consider on a case by case basis whether to notify the affected individuals of the breach and other remedial and restitutive actions.

9 TRANSFERRING DATA

9.1 The most straightforward method of transferring data should be chosen but always with proper regard to any requirements of data security. In particular, personal data should never be transferred in an open format which is capable of being read easily if the data were lost, stolen or intercepted.

9.2 The Council provides methods of securing data, which generally involve encrypting it. Staff should contact ICT for guidance on transferring data securely and for requesting an encrypted USB memory device.

9.3 Consideration must always be given to the ability of the receiving partner organisation to operate the proposed secure method of transferring data.

- 9.4 Individual external partners may have data security requirements of their own, which the Council will consider meeting wherever practicable. These include the use of specific technical standards for encrypting data or the use of secure services for transmitting data. Any potential conflicts or areas of non-compliance with the Council's information security policies must be notified to the Information Governance Steering Group.
- 9.5 These transmission methods will generally be supported by the Council's technology partners. Responsibility for ensuring consistency with the Council's information security policies rests with the Information Governance Steering Group, which can also provide advice and guidance on security procedures.
- 9.6 Protective Marking: Information which is shared will carry a protective marking. The markings are as follows:
- Official
 - Official - Sensitive
- 9.7 Parties undertake to take reasonable steps to ensure all data is properly protectively marked and used only in manner which is consistent with the agreed purpose under the DSA.
- 9.8 Access to data will be restricted to relevant and authorised persons, and where appropriate, to those who have signed a confidentiality agreement (or equivalent), and have received training in the Data Protection Act 1998. Data should only be processed in secure offices and shall not routinely be used or otherwise accessed out with the premises of parties.
- 9.9 Where it is considered necessary for personal information to be removed from office premises for meetings or approved home working, it should be carried securely, preferably on encrypted portable media or a secure lockable case/box. Staff should refer to Home Working Policy/Guidance on Flexible, Mobile & Home Working. The information should remain in the possession of the individual at all times unless it can be stored in an approved security container. Sensitive personal information should not be worked on anywhere where the contents might be seen, overlooked or otherwise noticed, and they should not be left unattended in any public place, such as a hotel, taxi or public transport vehicle. Relevant staff should have completed information security training in mobile working and out and about working.

10 MANAGEMENT AND MONITORING ARRANGEMENTS

10.1 Any formal framework or general agreement with partners should include a clear reference to the applicability of this Protocol to information sharing activities.

10.2 The management and monitoring of this Protocol include:

- responsibility for this Protocol and its application being with the Information Governance Steering Group;
- all Data Sharing Agreements will be lodged in the corporate repository;
- the Information Governance Steering Group will manage this repository;
- the Information Governance Steering Group will initially provide a forum within the Council to oversee the management of the Protocol; and

questions or complaints about the operation of the Protocol, whether from within the Council or from external partners, should be referred in the first instance to the Information Governance Steering Group, which will ensure that they are dealt with by the appropriate Council service area.

11 DATA PROTECTION ACT

11.1 All parties must adhere to the terms of the Data Protection Act 1998 insofar as any information being shared constitutes personal or sensitive data. The management of personal data and its availability for sharing both within the Council and with external partners are governed by the Council's Data Protection Policy, which applies the relevant statutory provisions to the Council's own internal processes.

11.2 Any sharing of personal data must be both fair and lawful. Conditions for processing set out in the Data Protection Act must also be met. Where possible, the consent of the Data Subject will be sought and an explanation of the purpose given before personal data is shared internally between Services and/or external partners.

11.3 In limited and well-defined circumstances, however, it may be necessary to share personal data without the explicit consent of the Data Subject, on the basis of lack of capacity of the individual to consent, or because of concerns or perceived risks regarding the welfare of the individual or others. Legal advice should be sought if there is any doubt that the proposed sharing is lawful.

12 FREEDOM OF INFORMATION

12.1 The Council must respond to any proper request for recorded information made to them for the purposes of the Freedom of Information (Scotland) Act 2002 (FOISA). This includes obligations to respond to requests about information sharing practices and procedures in terms of this Protocol.

12.2 It should be noted, however, that the OFFICIAL information exchanged between parties may be exempt from disclosure under the FOISA. All parties should include reference to this Protocol in their respective publicly available Publication Schemes.

12.3 Any requests for information or data under the FOISA should be referred to the Freedom of Information/Data Protection Officer for each respective Party.

13 RECORDS GOVERNANCE

13.1 The Council's partner organisations involved in the sharing of data are expected to have a commitment to proper procedures and practices for:

- the retention and deletion of shared data items and procedures for dealing with cases where different organisations may have different statutory or professional retention or deletion rules;
- dealing with termination of any data sharing initiative, including the deletion of shared data or its return to the organisation that supplied it originally; and,
- the sharing of datasets; to prevent irrelevant or excessive information being disclosed and to make sure the data being shared is accurate.

14 REVIEW AND MONITORING OF THIS INFORMATION SHARING PROTOCOL

14.1 This document will be reviewed annually or more frequently if required.

15 ENFORCEMENT

15.1 The Council's Code of Conduct specifies its employees' obligations towards confidentiality. Every employee is required to respect the confidentiality of information about individuals or organisations. Any breaches of this principle will be viewed as a serious matter for the Council and its partners.

15.2 The Council's partners will be expected to take similar and proportionate actions in relation to any breaches of this Protocol and to investigate and act appropriately for the security of all information comprised within this Protocol.

APPENDIX 1 - Template Data Sharing Agreement

This is an agreement between

(this should clearly set out the parties to the Data Sharing Agreement)

This Data Sharing Agreement is made under the terms of Inverclyde Council's Information Sharing Protocol

CONTENTS

- 1. PURPOSE OF AGREEMENT**
- 2. EXTENT AND TYPE OF DATA TO BE SHARED**
- 3. ANY SPECIFIC LEGISLATION WHICH AFFECTS WHAT DATA MAY BE SHARED, WHEN AND/OR HOW**
- 4. ANY CONDITIONS OR RESTRICTIONS ON HOW THE DATA MAY BE USED**
- 5. METHODS USED TO SHARE INFORMATION**
- 6. ARRANGEMENTS FOR INFORMING AFFECTED PARTIES (INCLUDING DATA SUBJECTS)**
- 7. PROCEDURES FOR DEALING WITH BREACHES OF CONFIDENTIALITY OR OTHER CONTRACTUAL DUTIES**
- 8. GOVERNANCE OR MANAGEMENT ARRANGEMENTS, INCLUDING REGULAR REVIEWS**
- 9. DURATION OR TERMINATION OF AGREEMENT**
- 10. SIGNATURES**

This Data Sharing Agreement is signed on behalf of:

Name of organisation:

Name of officer:

Title:

Date:

Name of organisation

Name of officer:

Title:

Date:

Guidance for completing the Data Sharing Agreement

1. PURPOSE OF AGREEMENT

- A clear statement of why there is a need to share information between the parties to the Data Sharing Agreement.
- Reference should be made here to any legislation which underpins the statutory functions for which information sharing is necessary and any guidance that supports data sharing.

2. EXTENT AND TYPE OF DATA TO BE SHARED

- The data exchanged should be the minimum amount necessary for the performance of the relevant services. The agreement should clearly state what information is to be shared.

3. ANY SPECIFIC LEGISLATION WHICH AFFECTS WHAT DATA MAY BE SHARED, WHEN AND/OR HOW

- Specify any conditions relevant to the data being shared.

4. ANY CONDITIONS OR RESTRICTIONS ON HOW THE DATA MAY BE USED, OR WHO REQUIRES ACCESS TO THE SHARED DATA

Provide, for example, details of

- a. Who will have access to the information within the parties to the DSA?
- b. What information is it necessary to share routinely?
- c. Who will authorise transfer of routinely shared information if the data subject has indicated that they do not agree to certain information being shared?
- d. How will the reasons for transfer in these circumstances be recorded?
- e. In what circumstances will explicit consent be sought to information being shared?
- f. In cases where explicit consent is sought how will the giving or withdrawal of consent to share information be recorded?
- g. How will the issue of consent be handled in respect of people under the age of 16 or adults who lack the capacity to give consent?
- h. Should the party receiving the information be subject to strict confidentiality obligations including those employees with whom they share the information?

- i. In what circumstances can secondary disclosure beyond the partners to the DSA take place without the explicit permission of the originating organisation?
- j. Where the permission of the original provider of the information is required prior to secondary disclosure how will that permission be obtained and recorded?
- k. How long will the information be retained?
- l. What are the arrangements for how the information should be shared, transmitted, as well as secure storage and destruction of the information?
- m. What are the arrangements for subject access to the information?
- n. In what circumstances would it be reasonable for the data subject to be given access to their information without the specific consent of the original provider?
- o. Where the consent of the original provider is required before giving subject access how will it be obtained and recorded?
- p. What are the arrangements for rectifying errors and updating the data?
- q. Is the data only to be used under licence, such as Ordnance Survey-derived data?
- r. Does the Council need to retain a Government Protective Marking if the data is being shared?
- s. Will any of the information be transferred outside the European Union?

5. METHODS USED TO SHARE INFORMATION

Specify, here, for example:

- What method of transfer will be used to share information, e.g. sent by encrypted email, password protected documents.

6. ARRANGEMENTS FOR INFORMING AFFECTED PARTIES (INCLUDING DATA SUBJECTS)

Specify, here, for example:

- What information are data subjects given about the purposes for which their information may be used, with whom it may be shared, how they can access it and rectify errors and how they might complain about the way their information has been used?

7. DEALING WITH BREACHES OF CONFIDENTIALITY OR OTHER CONTRACTUAL DUTIES

Specify how you will deal with:-

- Any breach of agreement by staff
- Monitoring security incidents
- Complaints about data sharing
- For internal data sharing, Services must be obliged to follow the Council's Data Protection Breach Management Protocol in the event of a breach
- For sharing between the Council and partner organisations, the partner must inform the Council of a breach and follow the partner's equivalent Data Protection Breach Management Protocol

8. GOVERNANCE OR MANAGEMENT ARRANGEMENTS

- Make clear that the recipient of any data shared will be the Data Controller.
- Named individuals in each signatory organisation who will manage the arrangements
- Who will monitor compliance with the terms of the agreement?
- How can parties be added/removed from the Data Sharing Agreement?

9. DURATION OR TERMINATION OF AGREEMENT

Specify, here, for example:

- How long will the Data Sharing Agreement last?
- When will the Data Sharing Agreement be reviewed?

10. SIGNATURES

This agreement is signed on behalf of:

Name of organisation:

Name of officer:

Title:

Date:

Name of organisation:

Name of officer:

Title:

Date:

APPENDIX 2 - TEMPLATE 'DATA SHARING REQUEST' FORM

| | |
|--|--|
| Name of Organisation: | |
| Name and position of person requesting data: | |
| Date of request: | |
| Reference to data sharing agreement: | |
| Date requested: | |
| Purpose: | |
| Date required by: | |
| Any specific arrangements re: retention/deletion of data: | |
| Signed: | |
| Dated: | |

APPENDIX 3 - TEMPLATE 'DATA SHARING DECISION' FORM

| | |
|--|--|
| Name of Organisation: | |
| Name and position of person requesting data: | |
| Date of request received: | |
| Date requested: | |
| Purpose: | |
| Decision: | |
| Date supplied: | |
| Reason(s) for disclosure or non-disclosure: | |
| Any specific arrangements re: retention/deletion of data: | |
| Decision taken by (name and position): | |
| Date of disclosure: | |
| Signed: | |
| Dated: | |

| | | | |
|-------------------------|---|--------------------|-------------------------|
| Report To: | Policy & Resources Committee | Date: | 17 November 2015 |
| Report By: | Corporate Director Environment, Regeneration & Resources | Report No: | LP/146/15 |
| Contact Officer: | Joanna Dagleish | Contact No: | 01475 712123 |
| Subject: | Contract Awards – 1 April 2015 to 30 September 2015 | | |

1.0 PURPOSE

1.1 The purpose of this report is to advise the Committee of contracts awarded for the supply of goods or materials, provision of services and execution of works during the period 1 April 2015 to 30 September 2015.

2.0 SUMMARY

2.1 The Policy & Resources Committee at the meeting held on 20 May 2014 agreed that six monthly reports on contract awards be submitted to the Committee by the Head of Legal & Property Services (min ref 2014 para 371(2)).

2.2 Appendix 1 provides details of contracts awarded for the period 1 April 2015 to 30 September 2015.

3.0 RECOMMENDATION

3.1 That the Committee note the contracts awarded by the Council during the period 1 April 2015 to 30 September 2015.

Gerard Malone
Head of Legal & Property Services

4.0 BACKGROUND

4.1 The Policy & Resources Committee of 20 May 2014 agreed that six monthly reports on contract awards be submitted to the Committee by the Head of Legal & Property Services (min ref 2014 para 371(2)).

4.2 Appendix 1 provides details of those contracts not otherwise reported to the relevant committee awarded during the period 1 April 2015 to 30 September 2015 for:

- the supply of goods or materials where the estimated price of the contract exceeds £25,000 and within the £500,000 limit
- the provision of services where the estimated price of the contract exceeds £25,000 and within the £500,000 limit
- the execution of works where the estimated price of the contract exceeds £50,000 and within the £500,000 limit
- collaborative purchasing contracts secured through collaborative purchasing (in terms of Contract Standing Order Clause 3.4.1)

in accordance with the thresholds set out in Contract Standing Order 3.1.1 and the £500,000 limit set out in Contract Standing Order 9.2 (i).

5.0 IMPLICATIONS

Finance

5.1 There are no direct financial implications arising as a result of this report however the financial implications in respect of each of the contract awards detailed in Appendix 1 are reported to the appropriate service committee as necessary.

Financial Implications:

One off Costs

| Cost Centre | Budget Heading | Budget Years | Proposed Spend this Report | Virement From | Other Comments |
|-------------|----------------|--------------|----------------------------|---------------|----------------|
| N/A | | | | | |

Annually Recurring Costs/ (Savings)

| Cost Centre | Budget Heading | With Effect from | Annual Net Impact | Virement From (if Applicable) | Other Comments |
|-------------|----------------|------------------|-------------------|-------------------------------|----------------|
| N/A | | | | | |

Legal

5.2 There are no legal implications arising as a result of this report. Any legal implications in respect of each of the contract awards will be reported to the relevant service Committee.

Human Resources

- 5.3 There are no direct human resources implications arising as a result of this report.

Equalities

- 5.4 There are no direct equalities implications arising as a result of this report. In accordance with Contract Standing Order 18, however, no contract is awarded without the relevant Head of Service having obtained from the tenderer confirmation in writing that, to the best of the tenderer's knowledge and belief, the tenderer has complied with all statutory requirements relating to equal opportunities in employment and is not unlawfully discriminating within the meaning and scope of the Race Relations (Amendment) Act 2000 in relation to discrimination in employment and has obtained satisfactory information from the tenderer in relation to their statutory obligations under the Race Relations Act 1976 (as amended).

Repopulation

- 5.5 While there are no direct repopulation implications arising as a result of this report many of the contracts awarded will enhance the area or facilities provided and operated by the Council which may help to stabilise the grow the population of Inverclyde.

6.0 CONSULTATIONS

- 6.1 The Corporate Procurement Manager was consulted during the preparation of this report.

7.0 LIST OF BACKGROUND PAPERS

- 7.1 None.

CONTRACT AWARDS - 1 APRIL 2015 TO 30 SEPTEMBER 2015

| DATE OF AWARD | TITLE | NAME OF SUCCESSFUL TENDERER | LOCATION OF SUCCESSFUL TENDERER | CONTRACT AMOUNT |
|---------------|---|---|---------------------------------|-------------------|
| 20-May-15 | PRO 0343 Floor Finishes, Measured Term Contract | GK Contracts (Scotland) Ltd | Paisley | Schedule of Rates |
| 09-Jun-15 | PRO 0845 Inverclyde Academy Landscaping | M W Groundworks Ltd | West Lothian | £40,382.11 |
| 09-Jun-15 | PRO 0846 Newark Primary School Landscaping | Caley Construction Ltd | Glasgow | £79,601.07 |
| 11-Jun-15 | PRO 0487 Kilmacolm Primary School, Provision of Temporary Accommodation for Nursery | W H Kirkwood Ltd | Greenock | £142,728.30 |
| 17-Jun-15 | PRO 0484 St Francis Primary School, Car Park, Hard and Soft Landscaping | Landscapes and Contracts Ltd | Glasgow | £168,076.34 |
| 18-Jun-15 | CP0217/SET Mini Competition, Scotland Excel Framework, LED Touchscreen Systems | AVMI Limited | Perth | £35,865.00 |
| 29-Jun-15 | Mini Competition, Scotland Excel Framework, Lot 5 Furniture Kit Out, St John's Primary School | IOT Solutions | Ayr | £29,522.50 |
| 01-Jul-15 | ENV0136 Mini Competition for the Design of Flood Proection Scheme (Phase II) Inverclyde | AECOM | Edinburgh | £58,489.25 |
| 09-Jul-15 | ENV0139 East Hamilton Street Depot Car Park Improvements | Rainton Construction Ltd | Kirkintilloch | £272,877.12 |
| 16-Jul-15 | PRO 0494 Larkfield Childrens' Centre, Internal Alterations | W H Kirkwood Ltd | Greenock | £200,797.37 |
| 17-Jul-15 | CP0211/FIN Printing, Binding, Enveloping and Mailing Services | Critiqom Ltd | Bellshill | Schedule of Rates |
| 31-Jul-15 | CP0216/ECD Provision of City Deal Employability Services in Inverclyde | Inverclyde Community Development Trust | Greenock | £299,969.22 |
| 11-Aug-15 | PRO 0440 Gamble Halls, Replacement Windows | Alex McKay Construction Ltd | Port Glasgow | £91,150.99 |
| 19-Aug-15 | ENV0144 A770 Eldon Street, Greenock | MacAsphalt Ltd | Paisley | £72,964.00 |
| 25-Aug-15 | ENV0149 Renton Road, Greenock, Carriageway Resurfacing | J H Civil Engineering Ltd | Airdrie | £37,073.70 |
| 03-Sep-15 | ENV0141 Mini-Competition, Lighting Maintenance, Crown Commercial Services Technology Framework Contract | Amey Public Services LLP | Glasgow | Schedule of Rates |
| 08-Sep-15 | ENV0148 Gryffe Road, Kilmacolm, Carriageway and Footway Resurfacing | MacLay Civil Engineering Ltd | Airdrie | £71,241.84 |
| 10-Sep-15 | PRO 0456 Fox Street Play Area MUGA | Allplay (Ireland) Ltd | County Down, Northern Ireland | £130,053.42 |
| 11-Sep-15 | PRO 0489 Dalrymple House Demolition | Caskie Ltd | Greenock | £109,850.00 |
| 11-Sep-15 | ENV0145 Mini-Competition, Scotland Excel Framework, Street Lighting Design Services 2015 | Capita Property and Infrastructure Ltd | Glasgow | £196,311.19 |
| 17-Sep-15 | PRO 0493 Greenock Cemetery Garage Demolition and Replacement | SWGR Ltd | Glasgow | £74,890.98 |
| 21-Sep-15 | ENV0150 Inverclyde Council Carriageway Resurfacing Contract 2015-16 | Hillhouse Quarry Group Ltd | Troon | Schedule of Rates |
| 29-Sep-15 | CP0200/CORP Supply Delivery and Installation of Water Coolers | Pressure Coolers Ltd ta/ Maestro Pressure Coolers | London | Schedule of Rates |
| 30-Sep-15 | PRO 0507 Design and Construction of Mountain Bike Hub, Rankin Park | Back-on-track Mountain Bike Solutions Ltd | Cwmbran, Wales | £191,900.00 |

| | | | |
|-------------------------|---|--------------------|-------------------------|
| Report To: | Policy & Resources Committee | Date: | 17 November 2015 |
| Report By: | Corporate Director Environment, Regeneration & Resources | Report No: | SL/LP/156/15 |
| Contact Officer: | Sharon Lang | Contact No: | 01475 712112 |
| Subject: | Social Work Revenue Budget – Remit from Health & Social Care Committee | | |

1.0 PURPOSE

- 1.1 The purpose of this report is to request the Committee to consider a remit from the Health & Social Care Committee.

2.0 SUMMARY

- 2.1 The Health & Social Care Committee at its meeting on 22 October 2015 considered a report by the Chief Officer, Inverclyde Health & Social Care Partnership on the position of the 2015/16 Social Work Revenue and Capital Budgets. A copy of the report is attached as Appendix 1.

- 2.2 The Health & Social Care Committee decided the following:

- (1) that the current year Revenue Budget and the projected overspend of £163,000 for 2015/16 as at 31 August 2015 be noted;
- (2) that the Policy & Resources Committee be requested to allocate £75,000 from the recently approved Kinship Care funding to fund prudentially £1.1m of the cost of the Children's Homes, rather than a one-off contribution from the Residential Accommodation earmarked reserve;
- (3) that it be noted that the Chief Officer, Inverclyde Health & Social Care Partnership will continue work to contain the projected overspend within the overall Social Work Budget for the year;
- (4) that the revised projected Capital position be noted; and
- (5) that the current earmarked reserves position be noted.

3.0 RECOMMENDATION

- 3.1 The Committee is asked to consider the remit from the Health & Social Care Committee.

Report To: Health & Social Care Committee **Date:** 22 October 2015

Report By: Brian Moore
Chief Officer
Inverclyde Health & Social Care
Partnership

Report No: FIN/100/15/AP/FMcL

Alan Puckrin
Chief Financial Officer

Contact Officer: Fiona McLaren **Contact No:** 01475 712652

Subject: Revenue & Capital Budget Report 2015/16 - Period 5 as at 31 August 2015

1.0 PURPOSE

- 1.1 The purpose of this report is to update the Health and Social Care Committee on the position of the Revenue and Capital Budgets for the current year as at Period 5 to 31 August 2015.

2.0 SUMMARY

- 2.1 The Social Work revised budget is £49,232,000 with a projected overspend of £163,000 (0.33%), which is a decrease in the overspend of £296,000 since reported at period 3. The main elements of this overspend are:

- External homecare £411,000 reflecting current package costs, including some vacancy cover; this continues the trend from 2014/15. This and the following issue have been raised as a budget pressure in the 2016/18 budget requesting an extra £300,000 from 2017/18 which is on top of the £250,000 extra funding already approved for 2016/17.
- Residential & Nursing overspend of £45,000 per current client profile.
- Homelessness £137,000 due to under occupancy of temporary furnished flats and the Inverclyde Centre which is in line with the 2014/15 out-turn.

Offset in part by:

- Vacancies within internal homecare of £193,000.

- 2.2 The reduction in the overspend assumes that the current projected overspend of £428,000 on Children & Families external residential accommodation can be met from the earmarked reserves. This would require the Committee and thereafter the Policy & Resources Committee to agree to prudentially borrow £1.1 million to fund the reprovision of the Neil Street Children's Home thus freeing up £1.1 million from the earmarked reserve. The required funding of £75,000 would come from the recently approved Kinship Care funding on the basis that the Council currently meets the majority of the criteria for which the funding was allocated.
- 2.3 It should be noted that the 2015/16 budget includes agreed savings for the year of £1,073,000 with a current projected under recovery of £110,000 due to delays against original plans. This shortfall is reflected in the projected outturn above.
- 2.4 The Chief Officer and Heads of Service will continue to work to mitigate the projected overspend as the year progresses, and take opportunities to reduce expenditure as opportunities arise.

- 2.5 There was an error in the capital expenditure profile reported to the last Committee and this has now been corrected to reflect the current expected expenditure. The projected spend in 2015/16 is now £383,000, with spend to date of only £8,000. This represents slippage of 43.6% against the Neil St Children's Home Replacement project which is scheduled to be complete by November 2016.
- 2.6 The Social Work Earmarked Reserves for 2015/16 total £2,600,000 with £2,439,000 projected to be spent in the current financial year. To date £547,000 spend has been incurred which is 22.4% of the projected 2015/16 spend, which is 5% ahead of the phased budget.
- 2.7 It should be noted that the reserves reported exclude those earmarked reserves that relate to cash flow smoothing, namely:
- Children's Residential Care, Adoption & Fostering,
 - Deferred Income.

3.0 RECOMMENDATIONS

- 3.1 That the Committee note the current year revenue budget and projected overspend of £163,000 for 2015/16 as at 31 August 2015.
- 3.2 That the Committee request that the Policy & Resources Committee agree to allocate £75,000 from the recently approved Kinship Care funding to prudentially fund £1.1 million of the cost of the Children's Homes rather than a one off contribution from the Residential Accommodation earmarked reserve.
- 3.3 That the Committee note that the HSCP Chief Officer will continue work to contain the projected overspend within the overall Social Work budget for the year.
- 3.4 That the Committee note the revised projected capital position.
- 3.5 That the Committee note the current earmarked reserves position.

Brian Moore
Chief Officer
Inverclyde Health & Social Care
Partnership

Alan Puckrin
Chief Financial Officer

4.0 BACKGROUND

4.1 The purpose of the report is to advise the Committee of the current position of the 2015/16 Social Work revenue and capital budgets and to highlight the main issues contributing to the 2015/16 £163,000 projected revenue overspend.

5.0 2015/16 CURRENT REVENUE POSITION: £163,000 PROJECTED OVERSPEND (0.33%)

5.1 The main elements of this overspend are:

- External homecare £411,000 reflecting current package costs, including some vacancy cover; this continues the trend from 2014/15. This and the following issue have been raised as a budget pressure in the 2016/18 budget requesting an extra £300,000 from 2017/18 which is on top of the £250,000 extra funding already approved for 2016/17.
- Residential & Nursing overspend of £45,000 per current client profile.
- Homelessness £137,000 due to under occupancy of temporary furnished flats and the Inverclyde Centre

Offset in part by:

- Vacancies within internal homecare of £193,000.

The material projected variances are identified per service below:

a. **Children & Families: Projected £147,000 (1.42%) underspend**

The projected underspend is £466,000 less than projected at period 3. The main reason for the change in projection relates to the proposed use of £1.1 million prudential funding rather than earmarked reserves for the replacement Children's Homes costs. If approval can be granted by the Policy & Resources Committee to allocate £75,000 from the recently approved Kinship Care funding to prudentially fund the £1.1 million cost of the Children's Homes, then the earmarked reserve can be utilised to meet the current projected overspend of £428,000 on residential accommodation.

The underspend comprises turnover of £85,000, underspends on client package costs of £100,000 offset by a number of small overspends.

b. **Older People: Projected £363,000 (1.67%) overspend**

The projected overspend is £363,000 which is an increase of £199,000 since period 3. Homecare and Residential and Nursing purchased places have been raised as budget pressures in the 2016/18 budget requesting an extra £300,000 from 2017/18 which is on top of the £250,000 extra funding already approved for 2016/17. The projected overspend comprises:

- additional external provider costs in Homecare of £411,000 (an increase of £19,000).
- vacancies within internal Homecare of £193,000 (a decrease of £33,000).
- savings still to be identified and employee costs overspends totalling £65,000.
- a projected overspend of £45,000 within Residential and Nursing purchased places, per the current number of clients receiving care. This was projected as a £103,000 underspend at period 3 (an increase of £148,000) and has changed due to a net increase of 19 clients. £100,000 funding from the Delayed Discharge earmarked reserve has been used to reduce the projected overspend to £45,000.
- Various overspends totalling £35,000.

There will be ongoing monitoring of this budget with some flexibility to further contain costs within the Integrated Care Fund and Delayed Discharge funding.

c. **Learning Disabilities: Projected £3,000 (0.04%) overspend**

The projected overspend of £3,000 was previously an underspend of £32,000. The projected overspend comprises:

- £181,000 underspend on client commitments (a decrease of £206,000 due to new & changed care packages),
- £57,000 overspend on transport costs (an increase of £19,000 due to external hires and non routine vehicle costs),
- £77,000 shortfall in income received from other local authorities (an improvement of £21,000 since period 3),

- £34,000 overspend in employee costs due to additional support costs (a decrease of £23,000),
- £11,000 overspend on catering in the day centre (a decrease of £5,000).

The transport and employee costs relate to client packages and a review of budgets will be undertaken to align these to reflect current activity and package costs.

The current year budget includes £360,000 pressure funding (£200,000 from the 2013/15 budget and £160,000 2015/17 budget). The current projection includes an assumption that costs will be incurred for new clients and clients moving from a hospital to a community care setting, the timings of which are not yet known. Work is ongoing with the service to identify the costs and timings of new packages.

In addition to the revenue budget, a further £40,000 pressure funding was added to earmarked reserves for equipment.

d. **Physical & Sensory: Projected £76,000 (3.52%) underspend**

The projected underspend is £3,000 less than previously reported and is due to £12,000 overspend on transport costs, a projected underspend in client package costs of £19,000 and an over-recovery of income of £64,000.

e. **Assessment & Care Management: Projected £48,000 (3.39%) underspend**

The projected underspend mainly relates to turnover from vacancies.

f. **Mental Health: Projected £37,000 (3.24%) underspend**

The projected underspend is £1,000 more than in period 3 and is primarily due to turnover of £23,000 and a client commitment underspend of £71,000 based on current vacancies and client package costs.

g. **Homelessness: Projected £137,000 (18.68%) overspend**

The projected overspend of £137,000 is £19,000 less than previously projected due to reduced rental costs. The projected overspend reflects the under occupancy of the Inverclyde Centre and the temporary furnished flats, which is a continuing trend from 2014/15. A report on Homelessness services will be presented to the January Committee.

h. **Planning, Improvement & Health Commissioning: Projected £35,000 (1.78%) underspend**

The projected underspend is due to turnover from vacancies. There are additional costs being incurred in this area for the Afghan Refugee Resettlement Scheme which are being fully funded by Central Government.

6.0 2015/16 CURRENT CAPITAL POSITION – £288,000 slippage

6.1 The Social Work capital budget is £3,567,000 over the life of the projects with £356,000 reprofiled budget for 2015/16, comprising:

- £356,000 for the replacement of Neil Street Children's Home,
- £10,000 to finalise the expansion of the Hillend respite unit.

6.2 The CHCP Sub-Committee agreed to the replacement of Neil Street and Crosshill Children's Homes at its meeting on 24 April 2014. The replacement programme is funded through a contribution from the Residential Childcare, Adoption & Fostering earmarked reserve and prudential borrowing of £1.1 million. It is proposed that the Policy & Resources Committee be requested to agree to allocate £75,000 from the recently approved Kinship Care funding to prudentially fund the £1.1 million cost of the Children's Homes, which would allow the earmarked reserve to be utilised to meet the current projected overspend of £428,000 on Children's external residential accommodation. Building work is due to commence 2015/16 on Neil Street, with completion in 2016 when the building work will begin on Crosshill.

6.3 There was an error in the figures included in the Period 3 monitoring report which significantly overstated the projected spend in 2015/16. This has now been corrected and there is slippage in the 2015/16 budget of £288,000 (43.5%) against the Neil St Children's Home Replacement project which is scheduled to be complete by November 2016. Appendix 3 details capital

budgets and progress by individual project.

7.0 EARMARKED RESERVES

- 7.1 The Social Work earmarked reserves for 2015/16 total £2,600,000 with £2,439,000 projected to be spent in the current financial year. To date £547,000 spend has been incurred which is 22.4% of the projected 2015/16 spend. Appendix 4 details the individual earmarked reserves.
- 7.2 Within the earmarked reserves for 2015/16 is £821,000 relating to the Integrated Care Fund. This is the Council's share of a total allocation to Inverclyde of £1,700,000, with the balance funding a number of NHS projects. The funding has been allocated as follows:

| Project | £000 |
|---|-------------|
| | |
| Strategic needs analysis admin support | 8 |
| Independent sector integration partner | 26 |
| Community resources systems development | 20 |
| WOOPi | 21 |
| Community connectors transition funding | 21 |
| Housing | 25 |
| Reablement | 700 |
| | |
| Total funding | 821 |

Separate reports will be provided during the year to Committee on the Integrated Care Fund.

- 7.3 It should be noted that the reserves reported exclude those earmarked reserves that relate to cash flow smoothing, namely:
- Children's Residential Care, Adoption & Fostering
 - Deferred Income.

8.0 VIREMENT

- 8.1 Appendix 5 details the virements that the Committee is requested to approve. All virements are reflected within this report.

9.0 OTHER INFORMATION

- 9.1 Work is ongoing to assess the impact and any financial implications of the national minimum wage and those related to changes to sleepover shifts.
- 9.2 Appendix 6 contains details of the employee cost variances by service.

10.0 IMPLICATIONS

Finance

10.1 Financial Implications:

All financial implications are discussed in detail within the report above.

One off Costs

| Cost Centre | Budget Heading | Budget Years | Proposed Spend this Report £000 | Virement From | Other Comments |
|-------------|-----------------|--------------|------------------------------------|---------------|--|
| Capital | Children's Home | 1.4.16 | 1100 | | Prudential Borrowing Funded from new Government Grant for Kinship Care |

Annually Recurring Costs/ (Savings)

| Cost Centre | Budget Heading | With Effect from | Annual Net Impact £000 | Virement From (If Applicable) | Other Comments |
|-------------|----------------|------------------|---------------------------|-------------------------------|----------------|
| | | | | | |

Legal

10.2 There are no specific legal implications arising from this report.

Human Resources

10.3 There are no specific human resources implications arising from this report.

Equalities

10.4 Has an Equality Impact Assessment been carried out?

Yes See attached appendix

No This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy. Therefore, no Equality Impact Assessment is required.

Repopulation

10.5 There are no repopulation issues within this report.

11.0 CONSULTATIONS

11.1 This report has been jointly prepared by the Chief Officer, Inverclyde Health & Social Care Partnership and the Chief Financial Officer.

12.0 BACKGROUND PAPERS

12.1 There are no background papers for this report.

Social Work Budget Movement - 2015/16**Period 5: 1st April - 31st August 2015**

| Service | Approved Budget | | Movements | | | | Revised Budget |
|------------------------------|-----------------|-------------------|------------------|----------------------------------|---|-----------------|----------------|
| | 2015/16 £000 | Inflation £000 | Virement £000 | Supplementary Budgets £000 | Transfers to/ (from) Earmarked Reserves £000 | 2015/16 £000 | |
| Children & Families | 10,344 | 0 | 60 | (53) | 0 | 0 | 10,350 |
| Criminal Justice | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Older Persons | 21,346 | 0 | 489 | (70) | 0 | 0 | 21,765 |
| Learning Disabilities | 6,413 | 0 | 0 | 196 | 0 | 0 | 6,610 |
| Physical & Sensory | 2,156 | 0 | 0 | 4 | 0 | 0 | 2,160 |
| Assessment & Care Management | 1,584 | 0 | 0 | (83) | 0 | (84) | 1,417 |
| Mental Health | 1,106 | 0 | 0 | 38 | 0 | 0 | 1,144 |
| Addiction / Substance Misuse | 1,039 | 0 | 0 | 0 | 0 | 0 | 1,039 |
| Homelessness | 732 | 0 | 0 | 0 | 0 | 0 | 732 |
| Planning, HI & Commissioning | 2,065 | 0 | 0 | (84) | 0 | 0 | 1,981 |
| Business Support | 1,980 | 0 | 0 | 54 | 0 | 0 | 2,034 |
| Totals | 48,767 | | 548 | 1 | 0 | (84) | 49,232 |

Supplementary Budget Detail

£000

External ResourcesInternal ResourcesSavings/Reductions

0

SOCIAL WORKREVENUE BUDGET PROJECTED POSITIONPERIOD 3: 1 April 2015 - 31 August 2015

| 2014/15 Actual £000 | SUBJECTIVE ANALYSIS | Approved Budget 2015/16 £000 | Revised Budget 2015/16 £000 | Projected Out-turn 2015/16 £000 | Projected Over/(Under) Spend £000 | Percentage Variance |
|---------------------------|------------------------------------|---------------------------------------|--------------------------------------|--|--|------------------------|
| 25,250 | Employee Costs | 25,236 | 25,341 | 25,019 | (323) | (1.27%) |
| 1,431 | Property costs | 1,361 | 1,388 | 1,230 | (159) | (11.42%) |
| 919 | Supplies and Services | 740 | 737 | 808 | 71 | 9.59% |
| 482 | Transport and Plant | 371 | 381 | 466 | 85 | 22.45% |
| 1,021 | Administration Costs | 735 | 759 | 845 | 86 | 11.26% |
| 32,751 | Payments to Other Bodies | 34,613 | 35,132 | 35,341 | 209 | 0.60% |
| (13,922) | Income | (14,288) | (14,423) | (14,229) | 193 | (1.34%) |
| 47,932 | TOTAL NET EXPENDITURE | 48,767 | 49,316 | 49,479 | 163 | 0.33% |
| | Contribution to Earmarked Reserves | 0 | (84) | (84) | | |
| 47,932 | TOTAL NET EXPENDITURE | 48,767 | 49,232 | 49,395 | 163 | 0.33% |

| 2014/15 Actual £000 | OBJECTIVE ANALYSIS | Approved Budget 2015/16 £000 | Revised Budget 2015/16 £000 | Projected Out-turn 2015/16 £000 | Projected Over (Under) Spend £000 | Percentage Variance |
|---------------------------|---|---------------------------------------|--------------------------------------|--|--|------------------------|
| 9,793 | Children & Families | 10,344 | 10,350 | 10,203 | (147) | (1.42%) |
| 0 | Criminal Justice | 0 | 0 | 0 | 0 | 0.00% |
| 21,716 | Older Persons | 21,346 | 21,765 | 22,128 | 363 | 1.67% |
| 6,395 | Learning Disabilities | 6,413 | 6,610 | 6,612 | 3 | 0.04% |
| 2,128 | Physical & Sensory | 2,156 | 2,160 | 2,084 | (76) | (3.52%) |
| 1,477 | Assessment & Care Management | 1,584 | 1,501 | 1,453 | (48) | (3.20%) |
| 1,020 | Mental Health | 1,106 | 1,144 | 1,107 | (37) | (3.24%) |
| 1,097 | Addiction / Substance Misuse | 1,039 | 1,039 | 1,051 | 12 | 1.11% |
| 873 | Homelessness | 732 | 732 | 869 | 137 | 18.68% |
| 2,037 | Planning, HI & Commissioning | 2,065 | 1,981 | 1,946 | (35) | 0.00% |
| 2,219 | Business Support | 1,980 | 2,034 | 2,027 | (7) | (0.34%) |
| 48,755 | TOTAL NET EXPENDITURE | 48,767 | 49,316 | 49,479 | 163 | 0.33% |
| | Contribution to Earmarked Reserves | 0 | (84) | (84) | | |
| 48,755 | TOTAL NET EXPENDITURE excluding transfers to EMR | 48,767 | 49,232 | 49,395 | 163 | 0.33% |

Notes:

1 £1.6M Criminal Justice and £0.3M Greenock Prison fully funded from external income hence nil bottom line position.

APPENDIX 3

SOCIAL WORK - CAPITAL BUDGET 2014/15

Period 5: 1 April 2015 to 31 August 2015

| <u>Project Name</u> | <u>Est Total Cost</u> | <u>Actual to 31/3/15</u> | <u>Approved Budget 2015/16</u> | <u>Revised Est 2015/16</u> | <u>Actual to 31/08/15</u> | <u>Est 2016/17</u> | <u>Est 2017/18</u> | <u>Future Years</u> |
|--|-----------------------|--------------------------|--------------------------------|----------------------------|---------------------------|--------------------|--------------------|---------------------|
| | <u>£000</u> | <u>£000</u> | <u>£000</u> | <u>£000</u> | <u>£000</u> | <u>£000</u> | <u>£000</u> | <u>£000</u> |
| SOCIAL WORK | | | | | | | | |
| Hillend Respite Unit | 87 | 77 | 10 | 10 | 0 | 0 | 0 | 0 |
| Neil Street Childrens Home Replacement | 1,858 | 114 | 661 | 346 | 8 | 1,369 | 29 | 0 |
| Crosshill Childrens Home Replacement | 1,682 | 0 | 0 | 0 | 0 | 157 | 1,435 | 90 |
| Social Work Total | 3,627 | 191 | 671 | 356 | 8 | 1,526 | 1,464 | 90 |

**EARMARKED RESERVES POSITION STATEMENT
HEALTH & SOCIAL CARE COMMITTEE**

APPENDIX 4

| <u>Project</u> | <u>Lead Officer/ Responsible Manager</u> | <u>c/f Funding 2014/15</u> | <u>New Funding Reserves</u> | <u>New Funding Other 2015/16</u> | <u>Total Funding 2015/16</u> | <u>Phased Budget To Period 5 2015/16</u> | <u>Actual To Period 5 2015/16</u> | <u>Projected Spend 2015/16</u> | <u>Amount to be Earmarked for 2016/17 & Beyond</u> | <u>Lead Officer Update</u> |
|---|--|------------------------------------|-------------------------------------|--|--------------------------------------|--|---|--|--|--|
| | | <u>£000</u> | <u>£000</u> | <u>£000</u> | <u>£000</u> | <u>£000</u> | <u>£000</u> | <u>£000</u> | <u>£000</u> | |
| Self Directed Support / SWIFT Finance Module | Derrick Pearce / Andrina Hunter | 132 | | 84 | 216 | 77 | 88 | 132 | 84 | SWIFT (£9k) & SDS (£123k). Work is continuing on the implementation of SDS & the SWIFT financial module. |
| Growth Fund - Loan Default Write Off | Helen Watson | 27 | | | 27 | 0 | 0 | 2 | 25 | Loans administered on behalf of DWP by the credit union and the Council has responsibility for paying any delinquent debt. This requires to be kept until all loans are repaid and no debts exist. |
| Integrated Care Fund/ Delayed Discharge | Brian Moore | 0 | | 1,349 | 1,349 | 306 | 351 | 1,349 | 0 | The Integrated Care Fund is new funding to be received. Funding is currently being allocated to a number of projects including reablement, housing and third sector & community capacity projects. The total funding may change as the year progresses. Delayed Discharge funding is also be received and work is underway to allocate that to specific projects, including overnight home support and out of hours support. |
| Support all Aspects of Independent Living | Brian Moore | 231 | | | 231 | 26 | 14 | 231 | 0 | This reserve includes the Dementia Strategy of £70k and a contribution of £150k from NHS for equipment. |
| Support for Young Carers | Sharon McAlees | 43 | | | 43 | 14 | 15 | 43 | 0 | This reserve is for an 18 month period to enable the implementation of a family pathway approach to young carers, which will aim to develop a sustainable service to young carers and their families. |
| Caladh House Renovations | Beth Culshaw | 449 | | | 449 | 5 | 7 | 449 | 0 | Options for reprovision of service are being considered. |
| Welfare Reform - CHCP | Andrina Hunter | 44 | | 118 | 162 | 79 | 53 | 153 | 9 | This reserve is to fund Welfare Reform within the CHCP. New Funding of £118k was allocated from P&RCommittee. The funding is being used for staff costs and projects, including Grand Central Savings, Inverclyde Connexions, starter packs and financial fitness. |
| Funding for Equipment - Adults with Learning Disabilities | | 0 | 40 | | 40 | 0 | 2 | 40 | | This reserve is for the purchase of disability aids within Learning Disabilities and will be fully spent in 15/16 on the replacement of equipment that is no longer fit for purpose. |
| Information Governance Policy Officer | Helen Watson | 0 | 83 | | 83 | 13 | 17 | 40 | 43 | The spend relates to the Council's Information Governance Officer. |
| Total | | 926 | 123 | 1,551 | 2,600 | 520 | 547 | 2,439 | 161 | |

HEALTH & SOCIAL CARE COMMITTEE**VIREMENT REQUESTS**

| Budget Heading | Increase Budget | (Decrease) Budget |
|--|-----------------|-------------------|
| | £'000 | £'000 |
| 1. Assessment & Care Management - income | | (41) |
| 1. Delayed Discharge - income | 41 | |
| 1. Assessment & Care Management - PTOB | 84 | |
| 1. Service Strategy - PTOB | | (84) |
| 1. Children & Families - income | | (49) |
| 1. Business Support - income | 49 | |
| 2. Older People - PTOB | 489 | |
| 2. Children & Families - PTOB | 59 | |
| 3. Assessment & Care Management - PTOB | | (84) |
| 4. Various - transport | 1 | |
| | 723 | (258) |

Notes

1. Realignment of budgets to reflect management responsibility
2. Inflation allocation
3. Transfer to EMR for Self Directed Support
4. Transport budgets realigned corporately

APPENDIX 6

EMPLOYEE COST VARIANCES

PERIOD 5: 1 April 2015 - 31 August 2015

| ANALYSIS OF EMPLOYEE COST VARIANCES | Early Achievement of Savings £000 | Turnover from Vacancies £000 | Total Over / (Under) Spend £000 |
|--|--|---|--|
| SOCIAL WORK | | | |
| 1 Children & Families | 0 | (85) | (85) |
| 2 Criminal Justice | 0 | (38) | (38) |
| 3 Older Persons | 0 | (129) | (129) |
| 4 Learning Disabilities | 0 | 34 | 34 |
| 5 Physical & Sensory | 0 | (6) | (6) |
| 6 Assessment & Care Management | 0 | (38) | (38) |
| 7 Mental Health | 0 | (23) | (23) |
| 8 Addiction / Substance Misuse | 0 | (7) | (7) |
| 9 Homelessness | 0 | 16 | 16 |
| 10 Strategy | 0 | (34) | (34) |
| 11 Business Support | 0 | (12) | (12) |
| SOCIAL WORK EMPLOYEE UNDERSPEND | 0 | (323) | (323) |

- 1 Currently 11 vacancies along with maternity leave savings, with 6 of these posts potentially not filled this year.
- 2 Currently 7 vacancies which are in the process of being filled
- 3 Currently 41 vacancies along with maternity leave savings - NB offset by external costs due to recruitment issues
- 4 Currently 11 vacancies of which 9 are in the process of being filled, however turnover target & additional cover arrangements mean that there is currently an overspend predicted.
- 5 Currently 3 vacancies which are in the process of being filled
- 6 Currently 7 vacancies of which 4 are in the process of being filled
- 7 Currently 6 vacancies which are in the process of being filled
- 8 Variance not significant
- 9 Variance not significant
- 10 Variance not significant
- 11 Currently 3 vacancies which are in the process of being filled

| | | | |
|-------------------------|---|--------------------|-------------------------|
| Report To: | Policy & Resources Committee | Date: | 17 November 2015 |
| Report By: | Corporate Director Environment, Regeneration & Resources | Report No: | RMcG/LP/157/15 |
| Contact Officer: | Rona McGhee | Contact No: | 01475 712113 |
| Subject: | Update on RCGF Bids for Physical Regeneration Projects – Remit from Environment & Regeneration Committee | | |

1.0 PURPOSE

- 1.1 The purpose of this report is to request the Committee to consider a remit from the Environment & Regeneration Committee.

2.0 SUMMARY

- 2.1 The Environment & Regeneration Committee on 29 October 2015 considered the attached report by the Corporate Director Environment, Regeneration & Resources providing the Committee with an update on the outcome of the Stage 1 Regeneration Capital Grant Fund (RCGF) Application process and proposing how projects are funded through the use of free reserves.
- 2.2 A copy of the report to the Environment & Regeneration Committee is attached as Appendix 1. This provides background and financial information.
- 2.3 The Environment & Regeneration Committee decided that the projects outlined in Section 5 of the report be approved and that consideration of allocating the use of £2.0m from free reserves be remitted to the next meeting of the Policy & Resources Committee.

3.0 RECOMMENDATION

- 3.1 The Committee is asked to consider the remit from the Environment & Regeneration Committee.

| | | | |
|-------------------------|---|--------------------|-------------------------------------|
| Report To: | Environment and Regeneration Committee | Date: | 29th October 2015 |
| Report By: | Corporate Director Environment, Regeneration and Resources | Report No: | R037/15/AF |
| Contact Officer: | Aubrey Fawcett | Contact No: | Ext. 2762 |
| Subject: | Update on RCGF Bids for Physical Regeneration Projects | | |

1.0 PURPOSE

- 1.1 The purpose of this report is to provide members of the Committee with an update on the outcome of the Stage 1 Regeneration Capital Grant Fund (RCGF) Application process and propose how projects are funded through the use of free reserves.

2.0 SUMMARY

- 2.1 Members will be aware that the Policy and Resources Committee approved a range of proposals for the use of free reserves on 22nd September 2015 and agreed that the final consideration of the balance of proposals be left to the Budget setting meeting in February 2016.
- 2.2 As part of the above decision a total of £2,796,000 was allocated provisionally against 3 projects which were submitted for consideration as part of the Regeneration Capital Grant Fund Application Stage 1 process by Riverside Inverclyde. These included:
1. Refurbishment of King George VI Building (Listed) in King Street Port Glasgow - Bid for RCGF of £381,470
 2. Port Glasgow Lower Town Quarter – Bid for RCGF of £985,000
 3. Industrial Business Park Enabling Works at Site 10, Broomhill, Greenock - Bid for RCGF of £1,510,000
- 2.3 Riverside Inverclyde has now received confirmation from the Scottish Government Regeneration Division that the Port Glasgow Lower Town Quarter has been successful in getting through to the second stage and the other two projects were not asked to proceed any further.
- 2.4 The report proposes that free reserves are used to fund projects as follows:
- Port Glasgow Lower Town Quarter £500,000
 - Strategic Arterial Road Improvement: Bakers Brae Realignment £1,000,000
 - King George VI Building, Port Glasgow £500,000 with an additional allocation from the central property of £500,000
- This reduces the amount previously requested by £796,000.

3.0 RECOMMENDATION

- 3.1 That Committee approves the projects as outlined in Section 5 of the report and remits consideration of allocating the use of £2.0million from free reserves to the next Policy and Resources Committee.

4.0 BACKGROUND

4.1.0 Riverside Inverclyde submitted three Regeneration Capital Grant Fund (RCGF) Applications as part of the first stage round in early July 2015. The applications were as follows:

4.1.1 Refurbishment of King George VI Building (Listed) in King Street Port Glasgow



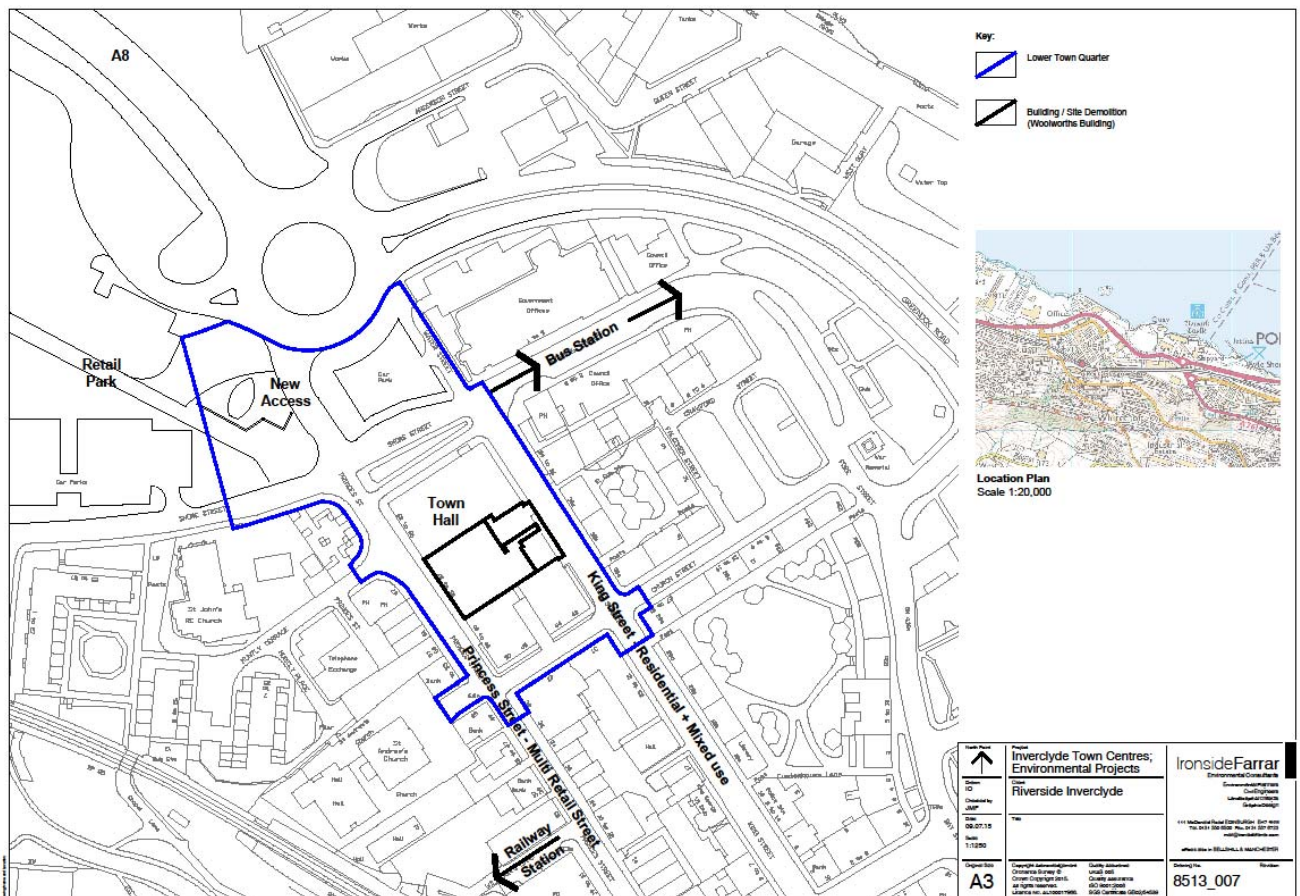
The proposal consisted of the redevelopment of the Old Town Hall as a specialist facility for older people and community use in the heart of the town.

Total Project Cost
RCGF requested

£1,395,300
£ 381,470

The application did not progress to the second stage of the application process.

4.1.2 Port Glasgow Lower Town Quarter



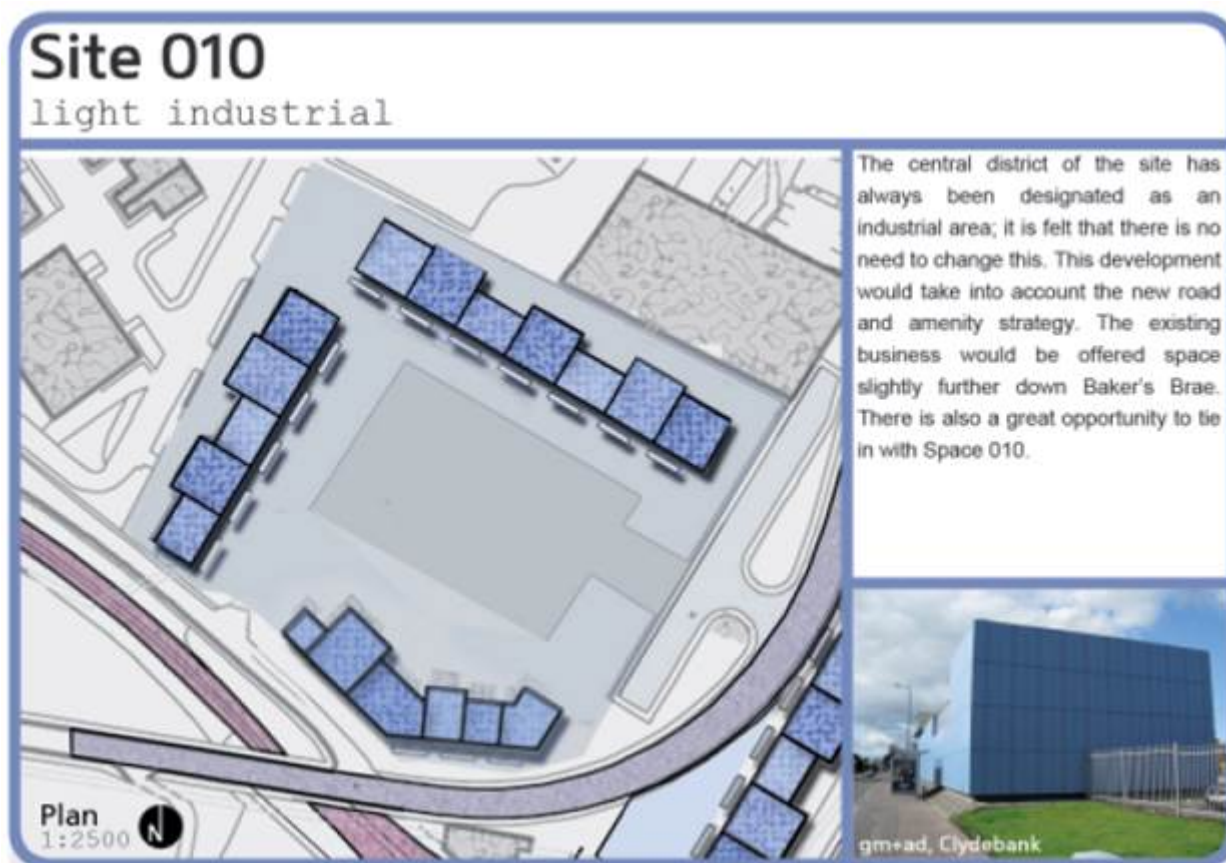
The Lower Town Quarter Project assists the re-structuring of Port Glasgow's Town Centre through the acquisition, demolition and redevelopment of failed retail space to create a new civic quarter and focus on the Town Hall. The deliverables include:

- o Acquisition and demolition of c12,000sq ft (1150m²) empty/redundant retail space
- o Creation of new Lower 'Port' Quarter including new access and Town Square
- o Refurbishment of 'dead facades' to add animation/enhanced surveillance
- o Physical transformation of 3000sqm of redundant space / addressing 'dereliction'
- o Creation of new cross-connecting civic space – path/cycleway/safe connections
- o Micro-pod retail mini units for enterprise and skills development

| | |
|--------------------|------------|
| Total Project Cost | £2,459,116 |
| RCGF requested | £ 985,000 |

The application has been progressed to the second stage of the application process. Submission is required by end of October with decision expected late November 2015.

4.1.3 Industrial Business Park Enabling Works at Site 10 and Baker's Brae Road Realignment, Broomhill, Greenock



A 'Proposed Vehicular Strategy Road Corner Improvement Project' is one of the Greenock East-Central Masterplan's key regeneration projects. The realignment will significantly improve traffic flows in the Mearns-Drumfrochar Road and unlock the development potential of the area. The road is a principal route in Greenock however investment and economic activity is limited by poor traffic flows, vacant and derelict buildings and overgrown wasteland. Ri aim to acquire a site adjacent to the core realignment area and prepare it for an Industrial Business Park. Demand exists for high quality small light industrial units to complement larger recently completed industrial units at Kelburn Business Park. Road realignment works will also facilitate planned investment in nearby public realm projects and contribute to planned housing developments with an estimated value of £20million.

| | |
|--------------------|------------|
| Total Project Cost | £5,980,000 |
| RCGF requested | £1,510,000 |

The application did not progress to the second stage of the application process.

- 4.2 As part of the detailed previous consideration of this project Members of the Environment and Regeneration Committee previously asked that an assessment/appraisal be undertaken to determine the benefits accruing from the implementation of the Baker's Brae Project and this be reported back to Committee for consideration. A copy of the executive summary is attached to this report.

The realignment offers:

- More flexibility in the potential to divert bus routes & reduce journey times;
- Potential reduction in rat running in Lynedoch Street & Regent Street;
- A reduction in queuing vehicles and standing traffic at peak periods which has benefits in reducing fuel consumption and air quality emissions;
- The potential to stimulate development opportunities;
- A significant reduction in journey times for movements by goods vehicles/commuters/residents;
- Provision of more comprehensive pedestrian crossing facilities;
- Reduction in the gradient of Baker Street to better accommodate cyclists & improve visibility;
- The opportunity to access the site identified as 010 in the Broomhill Masterplan & Local Development Plan for light industrial use, should the opportunity to purchase the site become available. It also opens out and makes the wider Drumfrochar Road more attractive to developers to come in and regenerate the area.

- 4.3 Members should note that the Bakers Brae Realignment is a strategic arterial road improvement and affords wider economic benefits for Inverclyde than just the immediate Drumfrochar Road area.

- 4.4 The Policy and Resources Committee agreed at its meeting on 22nd September 2015 the use of free reserves of £2,796,000 subject to successful RCGF bids for the Port Glasgow and Broomhill Projects.

5.0 PROPOSALS

- 5.1 In light of the decision that the Port Glasgow Lower Town Quarter received consent to progress to the 2nd Stage of the RCGF process and the other two projects did not, the following is proposed based upon a reduction in the scope of the Broomhill and King George VI projects:

| Project | Funding from ri | Proposed RCGF Funding | Inverclyde Council Funding | Funding requested from free reserves | Total Project Cost |
|--|-----------------|---|-----------------------------------|--------------------------------------|--------------------|
| Port Glasgow Lower Town Quarter | £974,000* | £985,000 (subject to 2 nd stage approval) | 0 | £500,000 | £2,459,000 |
| Strategic Arterial Road Improvement: Bakers Brae realignment <u>Reduced scheme</u> <ul style="list-style-type: none"> ○ Realigning Baker's Brae Corner ○ Site Acquisitions around Bakers Brae Corner and along Drumfrochar Rd ○ Utility diversions and environmental landscaping ○ demolitions | £2,000,000* | 0 | £110,000 (currently allocated) | £1,000,000 | £3,110,000 |
| King George VI Building (Listed) in King Street Port Glasgow | 0 | 0 | £500,000 (Property – General | £500,000 | £1,000,000 |

| | | | | | |
|--|------------|----------|---------------------|------------|------------|
| <u>Reduced scheme to deal with essential repairs</u> | | | Capital Allocation) | | |
| TOTAL | £2,974,000 | £985,000 | £610,000 | £2,000,000 | £6,569,000 |

*Subject to ri Approval

- 5.2 It is therefore proposed that the proposed use of reserves approved by the Policy and Resources Committee at its meeting on 22nd September 2015, subject to successful RCGF Bids be reduced from £2,796,000 to £2,000,000 and this matter be referred to the November Policy & Resources Committee for consideration.
- 5.3 It is also proposed that the funding of £750,000 allocated to Riverside Inverclyde for the Broomhill area is included within ri's proposed allocation of £2m.

6.0 IMPLICATIONS

Finance

6.1 Financial Implications:

One off Costs

| Cost Centre | Budget Heading | Budget Years | Proposed Spend this Report £000 | Virement From | Other Comments |
|---------------------------------|--------------------|-------------------------|---------------------------------|---------------|--|
| Frees Reserves Property Capital | General Allocation | From 2016/17 2016/18 | 2,000 500 | | Subject to Policy & Resources approval |

Annually Recurring Costs/ (Savings)

| Cost Centre | Budget Heading | With Effect from | Annual Net Impact £000 | Virement From (if Applicable) | Other Comments |
|-------------|----------------|------------------|------------------------|-------------------------------|----------------|
| TBC | | | | | |

Legal

- 6.2 There are no legal implications arising from this report.

Human Resources

- 6.3 There are no HR implications arising from this report.

Equalities

- 6.4 There are no equalities implications arising from this report.

Repopulation

- 6.5 These projects contribute to the ongoing regeneration of Inverclyde and therefore should assist in attracting people to live in the area.

7.0 CONSULTATIONS

- 7.1 Riverside Inverclyde has been consulted in the preparation of this report.

8.0 LIST OF BACKGROUND PAPERS

- 8.1 None.

Baker Street, Greenock

Realignment Appraisal



Capabilities on project:
Transportation

Executive Summary

Introduction

AECOM have been commissioned by Inverclyde Council to appraise the feasibility of undertaking proposed improvement works to Baker Street, Greenock, which will include the realignment of carriageway at the brow of the hill in the vicinity of Dellingburn Street and to undertake associated improvements to the signalised junction at Baker Street and Ingleston Street. This will include the reconfiguring of stop lines, widening of corner radii and recalculating of signal timings.

Integration with Existing Policy Objectives

The proposed scheme is well suited to fulfil a number of governmental policy objectives both on a national and a local Council level. From a national perspective, the scheme most notably satisfies all three strategic outcomes of the National Transport Strategy (2006) to *“improve journey times and connections,” “reduce emissions to tackle climate change”* and *“improve quality...of transport, to give people the choice of public transport.”* It is also well positioned deliver upon the strategic aims of Scottish Planning Policy (2014) as well as the Scottish Transport Appraisal Guidance (STAG) objectives of implementability, deliverability and public acceptability.

From a local policy perspective, the proposed scheme satisfies various existing policies within Inverclyde Council's Local Development Plan and the strategic outcomes contained within the Single Outcome Agreement (2014 – 2017); as is demonstrated within **Table 1** below.

| Table 1: Relevance of proposed scheme to Inverclyde Council's Strategic Outcomes | |
|--|---|
| Strategic Outcome | Relevance to Baker Street Proposals |
| Inverclyde's Population is stable with a good balance of socio-economic groups | The Baker Street proposals have the potential to stimulate development opportunities, including aspirations by River Clyde Homes within the Greenock area. |
| The area's economic regeneration is secured, economic activity in Inverclyde is increased, and skills development enables both those in work and those furthest from the labour market to realise their full potential | The Baker Street proposals offer the opportunity to significantly reduce journey times within Greenock for, particularly movements by goods vehicles, increasing economic activity. A reduction in journey time for commuter trips also improves the accessibility of the labour market for Inverclyde residents. |
| The health of local people is improved, combating health inequality and promoting healthy lifestyles | The scheme offers a number of benefits for active travel users; including the provision of more comprehensive pedestrian crossing facilities that better serve desire lines and a reduction in the gradient of Baker Street to better accommodate cyclists and to improve visibility. |
| All children, citizens and communities in Inverclyde plan an active role in nurturing the environment to make the area a sustainable and desirable place to live and visit. | A reduction in queuing vehicles and standing traffic on Baker Streets has benefits in reducing fuel consumption and associated air quality emissions. The realignment of the corner also offers further benefits in terms of reducing bus journey times; which has the potential to encourage modal shift. |
| N.B. Strategic outcomes that are not relevant to the Baker Street proposals have been omitted. | |

The potential of the scheme to unlock the development potential of the Inverclyde LDP (2014) opportunity site ECN1 (b) for a business park also aligns with the aims of the regeneration body Riverside Inverclyde.

Capabilities on project:
Transportation

Appraisal of Proposed Geometric Improvements

The proposed scheme partially addresses a number of existing technical geometric issues that are experienced within the current alignment. As is demonstrated within **Table 2** below, the scheme offers improvements in forward visibility, horizontal geometry and a reduction in the vertical gradient from 12.5% to a maximum of 9.5%, however, it should be noted that this would still necessitate a departure from standard from DMRB 9/93.

| Table 2: Design Proposals Road Measurements | | |
|---|--|---|
| Description | Existing Provision | Proposed Provision |
| Horizontal Geometry | 5m Radius | 100m - 3 Step Relaxation |
| Through Visibility | Minimum of approximately 20m Downhill and 30m uphill | 90m – Desirable Minimum can be achieved. |
| Vertical Gradient | Over 9 % for 100m reaching a maximum of 12.5% | Over 9% for 150m reaching a maximum of 9.5% |

The proposed alignment would also alleviate the problem whereby HGVs and buses are forced to give way to oncoming traffic and move into the opposite carriageway to negotiate the bend between Baker Street and Drumfrochar Road; as is demonstrated within the below **Figure 1** and **Figure 2**. Further improvements in relation to HGV and bus movement are also offered at the junction between Baker Street and Ingleston Street.

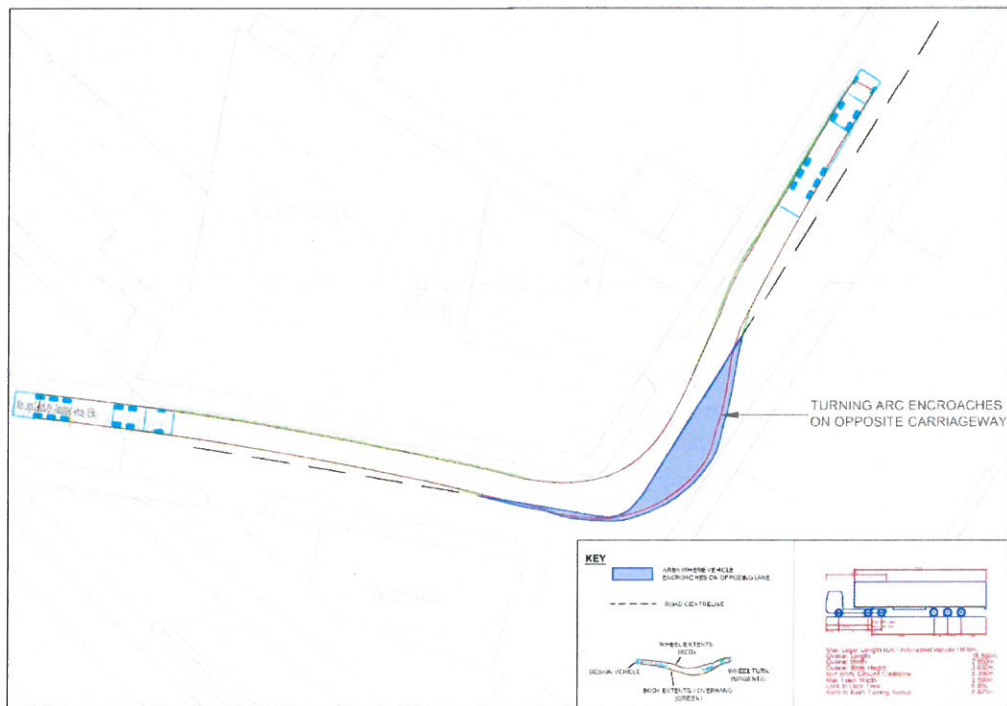


Figure 1: HGV Swept Path Analysis of existing corner between Drumfrochar Road and Baker Street

Capabilities on project:
Transportation

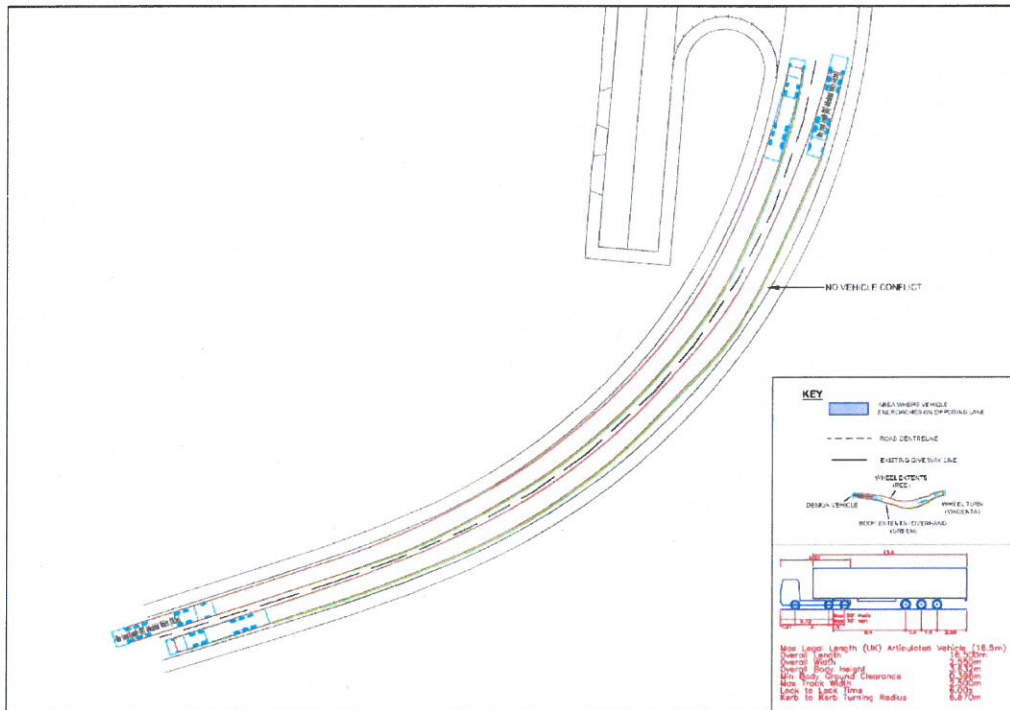


Figure 2: HGV Swept Path Analysis of proposed corner between Drumfrochar Road and Baker Street

With cognisance to 'Cycling by Design' (2010) and 'DDA Good Practice Guide for Roads' (2009), the proposed scheme also has a series of benefits for non-motorised users in terms of upgrading the existing signals to incorporate toucan facilities, pedestrian detectors and near-side signals, DDA compliant tactile paving and dropped kerbs. Further benefits are also offered by the proposed compact nature of the junction as well as the reduction in vertical gradient on Baker Street, however, it should be noted that this remains out with DDA guidelines.

The geometric improvements offer a number of wider benefits in terms of allowing the opportunity to reroute the C&M Coaches Number 31 and the Gillen Coaches 330 and 331 bus services which currently using Lynedoch Street and Regent Street with the aim of reducing overall bus journey times. The scheme also offers the potential to catalyse the industrial development opportunity site identified within the Inverclyde Local Development Plan within the land bordered to the southeast by the bend from Baker Street to Drumfrochar Road. In terms of road safety, there was limited evidence of the scheme's potential to reduce accidents and a future Stage 2 Road Safety Audit would be necessary to further determine its merits.

Traffic Modelling and PEARS Results

Automated Traffic Count (ATC) data, supplemented by a site visit check count and combined with traffic signal data supplied by Inverclyde Council has enabled the creation of both a LinSig and an S-Paramics microsimulation model to determine the extent to which the proposed scheme reduces congestion and improves resultant journey times.

The results from the LinSig model suggested that the proposed scheme combined with an optimisation of the signal timings would substantially improve the capacity of the junction, reducing the maximum degree of saturation on any one approach from 149.7% to 65.7%. The S-Paramics model reported similar results and significantly reduced the maximum number of queuing

Capabilities on project:
Transportation

vehicles on Baker Street. The results from the S-Paramics model have been inputted into the Transport Scotland software Program for the Economic Assessment of Road Schemes (PEARS). As is demonstrated within **Table 3** below, the result from the PEARS has reported a highly positive cost-benefit ratio of 7.19.

| Table 3: PEARS Economic Assessment Summary | |
|--|----------------|
| Scheme Costs | |
| Capital Costs (Undiscounted)* | £ 2.16 |
| Capital Costs (Discounted)* | £ 1.85 |
| Central Government Contribution | £ - |
| Local Government Contribution | £ 1.85 |
| Highway Benefits | |
| Greenhouse Gas Emissions | £ 0.03 |
| Non Business User Benefits: Commuting | £ 2.17 |
| Non Business User Benefits: Other | £ 5.08 |
| Business User and Provider Benefits | £ 6.40 |
| Wider Public Finance (indirect tax revenue) | £ -0.38 |
| Total | £ 13.30 |
| Total NPV | £ 11.45 |
| Indicative BCR | 7.19 |
| *discounted rates in PEARS use the present value year of 2010 which are taken from HM Treasury's Green Book 'Appraisal and Evaluation in Central Government.' ¹ | |

Conclusions

The proposed realignment scheme is consummate with national, regional and local Inverclyde Council policies and fulfils many STAG objectives as well as those of Riverside Inverclyde and River Clyde Homes. The proposal allows improvements to forward visibility, horizontal geometry and vertical gradient and alleviates the existing issue whereby HGVs and buses have difficulty negotiating the corner between Baker Street and Drumfrochar Road. This has a number of wider benefits in terms of allowing for the diversion of bus routes and a potential reduction in rat running on Lynedoch Street and Regent Street.

The scheme also offers the potential to reduce queuing during the peak periods at the junction between Baker Street and Drumfrochar Road; which results in a highly positive BCR ratio of 7.19 from PEARS in terms of journey time savings. Nevertheless, in order to undertake an actual STAG appraisal it should be noted that a number of options should be considered, including a 'do minimum' option which would have tested the impact of minor alterations to the signal timings and the addition of further signal stages. As such, the design solution results', which encompassed both physical lane improvements as well as signal timings reconfiguration, may exaggerate the benefits of the scheme.

¹ https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/220541/green_book_complete.pdf