Inverclyde council

Report To:	**Policy and Resources Committee**	**Date:**	**14 November 2017**
Report By:	**Head of Inclusive Education, Culture and Corporate Policy**	**Report No:**	**PR/25/17/KB**
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Subject:	**Statutory and Key Performance Indicators Annual Report 2016/17**		

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 2016/17 which details progress made in the last year towards achievement of our performance indicator targets.

2.0 SUMMARY

2.1 The indicators in this report fulfil the requirement set out in the Audit Scotland Statutory Performance Indicators (SPIs) Direction 2015. The Direction specifies that the Council must report on how it performed in 2016/17 in two categories: SPI 1 – Achievement of Best Value; and SPI 2 – the Local Government Benchmarking Framework (LGBF).

2.2 Details of the LGBF 2016/17 will be published by the Improvement Service in January 2018, including the Council's ranking in comparison to the other Scottish local authorities. In the meantime, however, for completeness, the performance details submitted to the Improvement Service to allow them to compile the LGBF indicators are also included in this report. Full details of the Framework 2016/17 will be reported in due course to the Policy and Resources Committee.

2.3 The Appendix outlines how the Council performed across the indicators grouped under the headings of *Corporate Management* and *Service Performance*. The 2016/17 status of our performance indicators, together with the status for the previous two years, is: APPENDIX

	green – good performance	amber – within tolerance	red – performance declined
2016/17	49	15	10
2015/16	57	19	14
2014/15	60	18	14.

2.4 The Appendix (starting on page 75) outlines the Council's performance regarding the LGBF indicators. The 2016/17 status of those performance indicators, together with the status for the previous two years, is:

	green – good performance	amber – within tolerance	red – performance declined
2016/17	9	2	2
2015/16	10	2	1
2014/15	9	2	1.

3.0 RECOMMENDATIONS

3.1 It is recommended that the Committee:

a. notes the performance information outlined in this report;

b. notes that a separate report will be prepared in 2018 when the 2016/17 LGBF indicators have been published and analysed and the Council's performance in relation to the other Scottish local authorities is known; and

c. agrees that the appropriate information in the Appendix can be used to update the performance pages on the Council's website.

Grant McGovern
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 in Scotland Act 2003 requires local authorities to publish annual performance information. The Council's Statutory and Key Performance Indicators Annual Report 2015/16 was submitted to the Policy and Resources Committee in November last year and fulfilled that requirement for 2016; this report fulfils the requirement for 2017.

4.3 As per Audit Scotland's SPIs Direction 2015, the Council must monitor and report its performance to the public on a range of indicators in the following categories:

- SPI 1 – Achievement of Best Value
- SPI 2 – the LGBF.

4.4 The main focus of this report is SPI 1, with the full detail of SPI 2 for 2016/17 reported to the Policy and Resources Committee once it has been published by the Improvement Service in January 2018. In the meantime, however, for ease of reference, the performance information submitted to the Improvement Service to allow them to calculate the LGBF 2016/17 indicators is included in the Appendix (starting on page 75).

4.5 The Council has an obligation under the SPIs Direction 2015 to provide the public with a rounded picture of our performance. Therefore, the information in the Appendix, once approved, will be published on the performance pages of the Council's website.

4.6 The performance indicators in the first part of the Appendix 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.

4.7 The Appendix contains data for 2014/15, 2015/16 and 2016/17, together with target information and a commentary on the 2016/17 performance from the appropriate Council Service. The figures in the Appendix were in the main 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. |

4.8 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 a declined performance. Anything in between these two points is designated as amber (within tolerance).

4.9 During 2016/17, as part of our approach to Best Value, we carried out a review of our suite of performance indicators with the aim of ensuring that:

- we have more robust performance information that meets the requirements of the Audit Scotland SPIs Direction 2015;

- the indicators that are reported to Committees complement our measures for Public Performance Reporting purposes; and

- Council Services routinely update the relevant information on *Inverclyde Performs*.

On completion of the review, a number of new indicators were developed while a number of others were discontinued.

5.0 INDICATORS – 2016/17 POSITION

5.1 The first part of the Appendix outlines how the Council performed across the indicators grouped under the headings of *Corporate Management* and *Service Performance*. The 2016/17 status of these performance measures, together with the status for the previous two years, is:

	green – performance improved %	amber – within tolerance %	red – performance declined %
2016/17	66	20	14
2015/16	61	22	17
2014/15	66	19	14.

5.2 A total of 74 indicators are included in this report under SPI 1. As outlined in the following table, in 2016/17, while the number of indicators with green status reduced by eight from the previous reporting year, there were also reductions in the number of indicators with amber and red status:

	green – good performance	amber – within tolerance	red – performance declined
2016/17	49	15	10
2015/16	57	19	14
2014/15	60	18	14.

These figures exclude measures which have no targets, where information is not available, as well as those which were discontinued in 2016/17.

5.3 Due to the nature of the service provided, it would not be appropriate to set targets for a number of indicators, for example, those around child protection. However, full details of these measures, including commentaries from the appropriate Council Service, are included in the Appendix.

5.4 The Procurement Capability Assessment has been replaced by the Procurement and Commercial Improvement Programme (PCIP) which has a different criteria and scoring mechanism. The first audit of the Council's procurement service under the PCIP was carried out on 3 November 2016 and a score of 66% was achieved; this compares favourably with other local authorities' results.

5.5 The Appendix (starting on page 75) outlines the Council's performance regarding the LGBF indicators. The 2016/17 status of the LGBF indicators, together with the status for the previous two years, is:

	green – performance improved %	amber – within tolerance %	red – performance declined %
2016/17	69	15	15
2015/16	77	15	8
2014/15	75	17	8.

5.6 A total of 13 LGBF indicators are included in this report. As outlined in the following table, in 2016/17, the number of indicators with green status reduced by one from the previous reporting year while the number of measures with red status increased by one:

	green – good performance	amber – within tolerance	red – performance declined
2016/17	9	2	2
2015/16	10	2	1
2014/15	9	2	1.

5.7 It should be noted that the LGBF performance information is submitted to the Improvement Service to allow them to compile the LGBF indicators; these details are therefore included in this report only for ease of reference.

6.0 2016/17 PERFORMANCE INDICATORS OVERVIEW

6.1 The first part of the Appendix outlines the Council's performance regarding the indicators included under SPI 1.

6.2 The following four indicators achieved or maintained maximum performance:

SPI 057k % Criminal justice social enquiry reports submitted to the courts by the due date
SPI 070bK Food safety hygiene inspections: % of interventions achieved
SPI 058biS Homelessness: temporary accommodation – % of decision notifications issued within 28 days of initial presentation
SPI 064aK Public health complaints: high priority – % attended by the next working day.

6.3 Two thirds (66%) of our indicators had green status in 2016/17. Examples of these indicators are listed below, together with a summarised commentary from the appropriate Council Service:

- **SPI 016K: Property maintenance response times: % of repairs completed within target time**

This indicator demonstrates the service level response times for maintenance support services for properties under the control of Legal and Property Services. The percentage of repairs completed on time increased in 2016/17 by 3.5%; the performance of this indicator therefore remains high and above the target.

- **SPI 021K: Abandoned vehicles: % of vehicles uplifted within 14 days**

During 2016/17, there were 22 vehicles abandoned in Inverclyde; of these, 20 were uplifted within the target of 14 days.

- **SPI 026S: Benefits administration: gross administration cost per case in £**

In 2016/17, the gross cost per case for Benefits administration fell by £1.82; the indicator's performance is therefore well below target.

- **SPI 034K: Supervision requirement: % of children issued with a new supervision requirement who were seen by a supervising officer within timescale**

The 2016/17 performance of this measure was 98.3% which is 3.3% above target and an increase of 6.8% from the previous year.

- **SPI 053K: % of social background reports submitted to the Scottish Children's Reporter Administration within timescale**

During the last reporting year, we significantly improved the number of social background reports that were submitted within timescale; in 2016/17, the performance of this measure increased by 10.3% which means it is now more than 9% above the target figure.

- **SPI 058b: % Service users whose induction/first meeting with a supervising officer took place within 5 working days of imposition of the court order**

Our 2016/17 performance has improved on the previous year by 5.7% with the target of 85% also exceeded (by 7.7%).

- **Planning: Average number of days to register a building warrant application; % of building warrants assessed within 20 working days of registration**

During the last reporting year, there were improvements in both building warrant indicators: the average number of days to register a building warrant application as well as the percentage of building warrants assessed within 20 working days of registration.

- **SPI 063aK: Anti-social behaviour response times: high priority - % received during the Wardens' shift hours attended within 30 minutes**

We saw a small increase (of 1.1%) in the high priority anti-social behaviour response times during 2016/17; this resulted in the performance of this measure exceeding the target for that reporting year.

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

We more than doubled the percentage of footways that we reconstructed last year which means performance of this measure is comfortably above target.

- **New indicator: Annual Participation Measure for 16-19 year olds: the % of 16-19 year olds who are participating in education, training or employment**

This indicator replaces the School Leaver Destination Results. The new measure provides information about the number of 16-19 year olds in Inverclyde who are participating in education, training or employment; between 2016 and 2017, the figure increased by 0.7% which puts us above the Scottish average.

6.4 Ten (14%) of our indicators had red status in 2016/17. Examples of these measures are listed below, together with a summarised commentary from the appropriate Council Service:

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

There was an increase of 8.7% in the number of health and safety incidents in 2016/17 which means the performance of this measure is below target; however, the three year trend is moving in a downwards direction.

- **SPI 023K: Reduction in the Council's carbon emissions in CO_2 tonnes**

Between 2015/16 and 2016/17, the Council's carbon emissions increased by 1,715 CO_2 tonnes or 6.9%. However, between 2015/16 and 2016/17, all the Council's sources of carbon, with the exception of waste and business travel, showed a reduction in emissions.

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

The average number of days taken to process new Housing Benefit/Council Tax reduction claims rose by 0.72 days; this is partly due to extended unplanned system downtime with performance further impacted by the implementation of the Universal Credit Full Service.

- **SPI 058aiiS: Homelessness: % who are housed into permanent accommodation**

In 2016/17, there was a decline in the number of people who were housed into permanent accommodation. Resolving homelessness is complex and often involves a multi-agency approach to ensure that someone is 'tenancy ready' and this can cause significant delays in re-housing people.

- **SPI 062K: Street lighting repairs: % completed within 7 days**

The number of street lighting repairs completed within seven days declined by 1.18% which meant that the performance of this measure was below target during the last reporting year. A total of 2,119 repairs were completed, of which 1,882 (88.82%) were carried out within timescale.

- **Exclusions from school per 1,000 pupils: primary schools**
- **Exclusions from school per 1,000 pupils: secondary schools**

Between 2015/16 and 2016/17, there were increases in the number of pupils excluded from primary and secondary schools. However, it should be noted that Inverclyde has

consistently exceeded the Scottish average for these indicators.

6.5 More detailed information on all indicators is included in the Appendix. It is worth pointing out that, for indicators which have a red status, the reason may be out with the control of the Council. For example, the reduction in the number of residents who accessed Council buildings in the past 12 months may simply be because our customers chose to contact us via other methods of communication including by telephone, email, by using one of our on-line forms or via our free Mobile App which was launched in December 2016.

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 Appendix 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 2016/17 is presented for the Committee's approval with the suggestion that the appropriate details in the Appendix 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 2018 when the 2016/17 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 2016/17

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 2015 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 2015 under SPI 2. 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 2016/17 indicators, to be published by the Improvement Service in January 2018, will be available here ⌐ Local Government Benchmarking Framework.

Inverclyde Council's Statutory and Key Performance Indicators Annual Report 2016/17

Corporate management – assets

		Status	
SPI 015aK	Access to buildings: % of residents who accessed Council buildings in the past 12 months	no target has been set due to the nature of this indicator	
SPI 015bK	Access to buildings: % of residents who found Council buildings easy to access	🟢	↑ green – improved
SPI 016K	Property maintenance response times: % of repairs completed within target time	🟢	↑ green – improved

a.   Indicator details: Access to buildings

SPI 015aK	Access to buildings: % of residents who accessed Council buildings in the past 12 months		
2012	**2014**	**2016**	**Target**
29	41	36	-

SPI 015bK	Access to buildings: % of residents who found Council buildings easy to access		
2012	**2014**	**2016**	**Target**
79	88	93	92.4

What the above data tells us:

Rather than a measure of performance, the first indicator regarding access to Council buildings is simply a measure of the number of visits.

Between 2014 and 2016, there was an increase of 5% in the number of Citizens' Panel members who found it very or fairly easy to access

Council buildings. Our office modernisation/rationalisation programme has resulted in improved accommodation and we are encouraged that the result around the second indicator has improved from an already high level in 2014. We will continue to upgrade the Council's buildings over the next few years.

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. Questions about these measures were therefore included in the Citizens' Panel Autumn 2016 survey.

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 36% of respondents who accessed Council buildings in the past 12 months will lie within the range 32-40%.

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		
2014/15	**2015/16**	**2016/17**	**Target**
92.5	90.2	**93.7**	**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 one 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. The percentage of repairs completed on time increased in 2016/17 by 3.5%; the performance of this indicator therefore remains high and above the target.

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 on 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 – declined
SPI 010bK	Health and safety: average time lost (in days) to the Council per incident	🟠	↓ amber – declined but target met
SPI 011K	Employee satisfaction: % of employees who are satisfied with their jobs	🟢	↑ green – improved
SPI 012K	Corporate aims: % of employees who understand how their work contributes to the Council's aims	🟢	↑ green – improved

a.   Indicator details: Health and safety

SPI 010aK	**Health and safety: incident rate per 1,000 employees**		
2014/15	**2015/16**	**2016/17**	**Target**
87.7	70.4	**79.1**	**65.4**

SPI 010bK	**Health and safety: average time lost (in days) to the Council per incident**		
2014/15	**2015/16**	**2016/17**	**Target**
1.5	1.7	**2**	**2**

What the above data tells us:

There was an increase of 8.7% in the number of health and safety incidents in 2016/17 which means the performance of this measure is below target; however, the three year trend is moving in a downwards direction.   While the amount of lost time following incidents increased very slightly (by 0.3 days), performance of this measure is on target.

Further information: 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.

Incident rates are calculated using headcount. Overall, we have seen a decrease in the total number of reports since 2014/15 and, while there was a rise in the number of reports since 2015/16, there is still an overall downwards trend over a three year period. Additionally, the number of major injuries has remained relatively low.

Incidents reported as violence to employees account for 53% of all incidents reported, with 53% reported in the Education, Communities and Organisational Development Directorate, 41% in the Inverclyde Health and Social Care Partnership and the remainder in the Environment, Regeneration and Resources Directorate. Within the education and social care sector, care must be taken when interpreting these statistics. 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 service user who, due to communication difficulties, medication changes etc, lacks awareness or control of their actions. 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 Inverclyde Health and Social Care Partnership, and the *Promoting Positive Behaviour Training Programme* will be key initiatives to assist in bringing these figures down. The PRPB Policy – which has recently been reviewed and amended to take account of national advice and the implementation of The Children and Young People (Scotland) Act 2014 (GIRFEC) - 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. While on paper it would appear that there has been an increase in reported incidents, much of this increase is due to increased understanding of the requirement to report incidents. By doing so, a greater understanding of the situation, any triggers, any action taken and the effectiveness of this in terms of the response of the young person, can be measured and monitored. The impact of the Policy and the Training Programme will also 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	80	80

SPI 012K	Corporate aims: % of employees that understand how their work contributes to the Council's aims		
2010	**2012**	**2015**	**Target**
50	83	89	85

What the above data tells us:

The most recent data was extracted from the Council's Employee Survey 2015 which shows a small increase (1%) in the number of employees who are satisfied with their jobs; this improvement resulted in the indicator achieving its target.

There has also been an increase (6%) in the number of employees who understand how their work contributes to the Council's aims and objectives, meaning that this measure exceeded its target by 4%.

The next Employee Survey will be carried out in 2018.

Further information: Council employees were invited to complete an Employee Survey in Winter 2015. A return rate of 26% was achieved and the responses were analysed by an independent market research company. The survey results were reported to the Policy and Resources Committee and can be viewed here: Employee Survey 2015 - Results (agenda item 14).

Corporate management – equalities and diversity

SPI 025aK	Equalities training: % of employees who have undertaken equalities training	Status	
		●	↑ green – improved

a.   Indicator details: Equalities training

SPI 025aK	Equalities training: % of employees who have undertaken equalities training		
2014/15	**2015/16**	**2016/17**	**Target**
2.3	11.4	28.3	16.4

What the above data tells us:

There was a significant increase (16.9%) in the number of employees who received some sort of equalities training in 2016/17. The improved performance of this indicator means that last year's target was exceeded by almost 12%.

Further information: During 2016/17, equalities training was provided on a variety of topics including the protected characteristics and hate crime. It is recognised that all relevant training may not have been captured in historical figures (for example, courses on gender-based violence and child protection). Therefore, for the last reporting year, the scope of the indicator has been widened which partly accounts for the improved performance of the measure; this methodology will be replicated when the figures are compiled in future years.

Following approval by the Policy and Resources Committee on 21 March 2017, the Council published its Mainstreaming Report, Progress on

Equality Outcomes and Equal Pay Report 2017; to view the information, visit ⌐ Equality and diversity.

Corporate management – procurement

		Status	
SPI 018 - PCA	Procurement and Commercial Improvement Programme, based on an annual audit by Scotland Excel	🟢	↑ green – improved
ERR CDIP KPI05	Procurement work stream savings	🟢	↑ green – target met

a.   Indicator details: Procurement and Commercial Improvement Programme assessment

SPI 018 - PCA	Procurement and Commercial Improvement Programme, based on an annual audit by Scotland Excel		
2014	**2015**	**2016**	**Target**
new indicator for 2016		66%	55%

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 PCA has been replaced by the Procurement and Commercial Improvement Programme (PCIP) which has a different criteria and scoring mechanism; given that the new regime is more challenging than its predecessor, an appropriate target of 55% was set.

Our last score under the PCA regime was 62% which placed the Council on an equal footing with its peers. A similar or better performance in the PCIP assessment would represent success. The first audit of the Council's procurement service under the PCIP was carried out on 3 November 2016 and a score of 66% was achieved. Again, our score compares favourably with other local authorities' results.

Further information: The Council's PCA score was assessed by Scotland Excel. This is a 2-day evidence-based audit of procurement which all Scottish public sector bodies in 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 PCA performance was 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 were:

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

While the PCIP has similar aims to the PCA, there is a new emphasis on the relevant policies and procedures which drive the procurement and commercial performance of the Council and the results they deliver.

The PCIP covers four areas: leadership and governance; development and tender; contract; and purchasing processes. The assessment comprises a total of 24 questions. A number of new areas are also covered by the Programme, including fraud prevention and commercial acumen. Our next PCIP assessment will be carried out in 2018.

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 £		
2014/15	**2015/16**	**2016/18**	**Target 2016/18**
60,000	60,000	**28,000**	**28,000**

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	🔴	↓ red – declined
SPI 002aK	Community safety: % of residents satisfied or very satisfied with their neighbourhood as a place to live	🟢	↓ green – small decrease but above target
SPI 002bK	Community safety: % of respondents reporting a reduction in anti-social behaviour in the last 12 months	🟢	↑ green – improved
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 – small decrease but above target
SPI 004K	Community regeneration: % of community organisations and groups within disadvantaged neighbourhoods and excluded groups which had increased their capacity	🟠	↔ amber – improved but below target

a.   Indicator details: Customer feedback and community safety

SPI 001K	Customer feedback: % of residents satisfied they can influence decisions affecting the local area		
2012	**2014**	**2016**	**Target**
38	47	37	49

SPI 002aK	Community safety: % of residents either satisfied or very satisfied with their neighbourhood as a place to live		
2011	**2014**	**2016**	**Target**
84	85	81	80

SPI 002bK	Community safety: % of respondents reporting a reduction in anti-social behaviour in the last 12 months		
2011	**2014**	**2016**	**Target**
10	13	33	14

What the above data tells us:

Following a spike in 2014, the number of people who feel they can influence decisions affecting their local area has almost returned to that reported in 2012.

Meanwhile, the percentage of residents satisfied with their neighbourhood as a place to live has remained fairly steady during the last five years; the 2016 figure is also above target.

The number of people who noticed a reduction in anti-social behaviour in the last 12 months increased considerably between 2014 and 2016, putting performance of this measure well above target.

Further information: Information for these indicators is gathered from Citizens' Panel surveys. 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. A question about the first measure was included in the Citizens' Panel Autumn 2016 survey while questions about the other measures were included in the Spring 2016 survey.

While there was a small reduction (4%) between 2014 and 2016 in the number of respondents who are satisfied with their neighbourhood as a place to live, we are encouraged to see that the figure remains very high at 81% which is also above target. There has been a huge increase (20%) in the number of Panel members who have noticed a reduction in anti-social behaviour in their neighbourhood, rising from 13% in 2014 to 33% two years later; this makes the 2016 figure considerably above target.

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)		
2014/15	2015/16	2016/17	Target
19	21	18	12

SPI 004K	Community regeneration: % of community organisations within disadvantaged neighbourhoods and excluded groups which had increased their capacity		
2014/15	2015/16	2016/17	Target
63.3	77	78.9	80

What the above data tells us:

While there was a small reduction (3) in the performance of the first indicator, the figure for 2016/17 is still comfortably above the target. During the last reporting year, there was an increase in the number of community organisations within disadvantaged neighbourhoods and excluded groups which had increased their capacity; despite this improvement, however, the figure is just short of the target.

Further information: The Council's Community Learning and Development (CLD) 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.

Corporate management – revenues and service costs

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	Status	
		🟠	↔ amber – small decline but above target

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		
2014/15	**2015/16**	**2016/17**	**Target**
26.55	31.17	**30.6**	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. While there was a decrease of 0.57% in the proportion of outstanding debt that is more than 90 days old, the performance of this indicator is still just above target. It should be noted that, since 2014, the Council's global sum for sundry debt has reduced substantially which has the effect of inflating the figure regarding the percentage of debt that is over 90 days.

Further information: The Council carries 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, including quarterly meetings with the Council's Chief Financial Officer, to ensure that appropriate recovery action is undertaken.

Corporate management – sustainable development

		Status	
SPI 021K	Abandoned vehicles: % of vehicles uplifted within 14 days	🟢	↑ green – improved
SPI 022K	CO_2 emissions within the scope of influence of the local authority, per capita, in CO_2 tonnes	🟢	↑ green – improved
SPI 023K	Reduction in the Council's carbon emissions in CO_2 tonnes	🔴	↓ red – declined

a.   Indicator details: Abandoned vehicles

SPI 021K	Abandoned vehicles: % of vehicles uplifted within 14 days		
2014/15	**2015/16**	**2016/17**	**Target**
100	71.4	**90.9**	**76.4**

What the above data tells us:

During 2016/17, there were 22 vehicles abandoned in Inverclyde; of these, 20 were uplifted within the target of 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.

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		
2013	**2014**	**2015**	**Target**
5.4	4.7	4.5	4.5

What the above data tells us:

Inverclyde's 'area-wide' emissions decreased by 0.2 CO_2 tonnes per capita between 2014 and 2015 (the 2015 figure is the most recent available). This is explained by large decreases in emissions from the industrial and commercial sector and the domestic sector; in particular, these sectors showed large reductions in emissions from electricity use. During the same period, emissions increased from gas consumption in the domestic sector, as well as from gas used in the industrial and commercial sector.

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

Inverclyde's emissions have been consistently lower than the Scottish average since 2013:

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
2013	5.4	6.5	-1.1	80,300
2014	4.7	5.7	-1.0	79,900
2015	4.5	5.5	-1.0	79,500

To find out more about 'area-wide' emissions, visit: [UK local authority and regional carbon dioxide emissions national statistics: 2005/15](#).

c.   Indicator details: Inverclyde Council's carbon emissions

SPI 023K	Reduction in the Council's carbon emissions in CO_2 tonnes		
2014/15	**2015/16**	**2016/17**	**Target**
27,335	24,985	**26,700**	**3,119 by 2016/17**

What the above data tells us:

Between 2015/16 and 2016/17, the Council's carbon emissions increased by 1,715 CO_2 tonnes or 6.9%.

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 CO_2 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.

Between 2015/16 and 2016/17, all the Council's sources of carbon, with the exception of waste and business travel, showed a reduction in emissions:

	% change between 2015/16 and 2016/17	% of total emissions 2016/17
Energy use in buildings	- 1.3	38.6
Street lighting	- 20.2	6.6
Fleet transport	- 2.8	4.1
Business travel	+ 4.6	1.4

Water	- 45.8	0.3
Waste	+ 22.1	49.1
Total		100

For the second consecutive year, there was a significant reduction in emissions from street lighting. Emissions from this source reduced by more than a fifth; this was achieved as a result of a combination of replacing existing lamps with much more efficient LED (light-emitting diode) lamps and dimming lamps during the very early mornings in areas of Inverclyde where traffic and pedestrian levels are known to be low.

The increase in emissions from waste of more than 22% is mainly due to recent changes in how emissions from municipal waste to landfill are calculated. The conversion factors used in the above calculations are based on the latest guidance from the Department for Environment, Food and Rural Affairs and the Department of Business, Energy and Industrial Strategy.

For more information about the Council's Carbon Management Plan 2012/17, visit Carbon Management Plan 2012/17.

Service performance – benefits administration

		Status	
SPI 026S	Benefits administration: gross administration cost per case in £	🟢	↑ green – improved
SPI 027K	Accuracy of Benefits payments: % of cases where the calculation of Benefit due was correct	🟢	↑ green – improved
SPI 028aK	Speed of Benefits processing: average number of days per case to process new Housing Benefit/Council Tax reduction claims	🔴	↓ red – 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 – small decline but above target

a.   **Indicator details: Benefits administration**

SPI 026S	**Benefits administration: gross administration cost per case in £**		
2014/15	**2015/16**	**2016/17**	**Target**
40.55	41.46	**39.64**	**45.00**

SPI 027K	**Accuracy of Benefits payments: % of cases where the calculation of Benefit due was correct**		
2014/15	**2015/16**	**2016/17**	**Target**
99	99.4	**99.6**	**99**

SPI 028aK	Speed of Benefits processing: average number of days per case to process new Housing Benefit/Council Tax reduction claims		
2014/15	2015/16	2016/17	Target
27.7	25.98	26.7	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		
2014/15	2015/16	2016/17	Target
4.2	4.02	4.4	6

What the above data tells us:

In 2016/17, the gross cost per case for Benefits administration fell by £1.82; the indicator's performance is therefore well below target.

There was also a small improvement (0.2%) from the already high level of the accuracy of Benefits payments calculations with performance exceeding the target.

The average number of days taken to process new Housing Benefit/Council Tax reduction claims rose by 0.72 days while the speed of processing Housing Benefit/Council Tax Benefit reduction claim changes of circumstances also increased (by 0.38 days). The reduced performance of both these indicators is partly due to extended unplanned system downtime with performance further impacted by the implementation of the Universal Credit Full Service.

Further information: The gross administration cost per case for processing Housing Benefit and Council Tax reductions is largely out with 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; this is an example of the effective management and hard work delivered by the service.

Service performance – child protection and children's social work

SPI 034K	Supervision requirement: % of children issued with a new supervision requirement who were seen by a supervising officer within timescale	Status	
		🟢	↑ green – improved
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	🟢	↑ green – improved
SPI 055K	Looked-after and accommodated children: community placements as a % of total placements	🟠	↔ amber – improved but below target
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		
2014/15	**2015/16**	**2016/17**	**Target**
96.2	91.5	**98.3**	**95**

What the above data tells us:

In 2016/17, there were 57 new Compulsory Supervision Requirements, an increase of 53% from 2015/16. There was also an increase in the number of young people seen by a supervising officer within the 15 working days timescale. The performance of this measure is now 3.3% above target, an increase of 6.8% from the previous year.

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.

b.   Indicator details: Case conferences

SPI 035aK	Case conferences: % of child protection case conferences where parental drug misuse was identified		
2014/15	**2015/16**	**2016/17**	**Target**
31.9*	26.2	35.5	-

SPI 035bK	Case conferences: % of child protection case conferences where parental alcohol misuse was identified		
2014/15	**2015/16**	**2016/17**	**Target**
23.7*	25.5	15.9	-

What the above data tells us:

Between 2015/16 and 2016/17, there was an increase of 9.3% in the number of child protection case conferences where parental drug misuse was identified. During the same period, parental alcohol misuse was identified at 15.9% of cases conferences, a reduction of 9.6% from the previous reporting year.

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 2014/15 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		
2014/15	**2015/16**	**2016/17**	**Target**
65	68	78.3	69

What the above data tells us:

The data shows that, during the last reporting year, we have significantly improved the number of social background reports that were submitted within timescale; in 2016/17, the performance of this measure increased by 10.3% which means it is now more than 9% above the target figure.

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 69% 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		
2014/15	**2015/16**	**2016/17**	**Target**
86.2	84.6	87	88

SPI 056K	Ratio of child protection referrals: % of children who were placed on the Child Protection Register		
2014/15	**2015/16**	**2016/17**	**Target**
30	32.3	38	-

What the above data tells us:

The number of looked after and accommodated children in community placements increased by 2.4%, just 1% below the target. Overall, the number of community placements has not changed significantly in the last three years.

Nationally, the number of children on the Child Protection Register has fluctuated regularly, but there is a general upwards trend. The total number of children on the Register increased by 33% between 2000 and 2016 (from 2,050 to 2,723).

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 increased by 5.7% between 2015/16 and 2016/17.

Further information: Performance in child protection information can vary, depending on specific cases 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 029a	Number of clients aged 65+ receiving home care		
SPI 029b	New: Number of clients under 65 receiving home care		
SPI 030	New: Number of clients aged 65+ in long term care as at 31 March	no targets have been set due to the nature of these indicators	
SPI 031a	New: Number of learning disability clients in residential care		
SPI 031b	New: Number of learning disability clients in supported living		
SPI 032	New: Number of clients in receipt of a self-directed support package		
SPI 032K	Carers: % of carers feeling they receive enough support in their caring role	🔴	↓ red – declined

a.   Indicator details: Home care

SPI 029	Number of clients aged 65+ receiving home care		
2014/15	**2015/16**	**2016/17**	**Target**
1,071	1,155	**1,146**	-

SPI 029b	Number of clients under aged 65 receiving home care		
2014/15	**2015/16**	**2016/17**	**Target**
116	112	**127**	-

What the above data tells us:

The strategic approach to shifting the balance of care to ensure more people receive support in their own homes is impacted upon by demographic factors such as an increasing older and frailer population requiring support. The actual numbers of service users receiving home care has remained steady with a 6.5% increase from 2014 to 2017; this is in part due to the effectiveness of the *Reablement* service (which is designed to assist people to remain as independent as possible by supporting them to regain their daily living skills and confidence following a period of illness, accident or disability). Following *Reablement*, at least a third of service users do not require a support package in terms of ongoing service.

Further information: It would not be appropriate to set targets for these indicators due to the nature of the service provided. The Service is working more on achieving an increase in the number of clients receiving support in their own homes as opposed to residential support. The information is based on the Social Care Survey Census Week (the week inclusive of 31 March).

b.   Indicator details: Long term care

SPI 030	Number of clients aged 65+ in long term care as at 31 March		
2014/15	2015/16	2016/17	Target
new indicator for 2015/16	602	588	-

What the above data tells us:

The Inverclyde Health and Social Care Partnership works towards ensuring service users are able to live as independently as possible within their own homes. The effectiveness of this is evidenced by the number of individuals over 65 who live in a care home setting on a permanent basis.

The above figures identify the total number of people over the age of 65 who are permanently residing in a long term care home as at 31 March each year. Between 2015/16 and 2016/17, there was a reduction in this figure thus demonstrating the effectiveness of the strategic policy.

Further information: It would not be appropriate to set a target for this indicator due to the nature of the service provided. Instead, the Service is working on achieving a downward trend in the number of clients requiring residential support.

c.   **Indicator details: Learning disability**

SPI 031a	Number of learning disability clients in residential care		
2014/15	**2015/16**	**2016/17**	**Target**
39	39	39	-

SPI 031b	Number of learning disability clients in supported living		
2014/15	**2015/16**	**2016/17**	**Target**
124	120	118	-

What the above data tells us:

The number of people with a learning disability within residential care remains constant due to the focus on supporting people in their own tenancies. Residential care will only be utilised where the assessed need for the individual is for a 24/7 support package due to the complexity of their needs.

The majority of people with a learning disability are supported by a commissioned service in their own tenancies. The number remains static with a small decrease due to service users now successfully living independently. Supported living will be developed with an emphasis on enablement and involvement with community organisations and activities.

Further information: It would not be appropriate to set targets for these indicators due to the nature of the service provided. Instead, the Service is working more on achieving a downward trend in the number of clients requiring residential support.

d.   Indicator details: Self-directed support packages

SPI 032	Number of clients in receipt of a self-directed support package						
2014/15		2015/16		2016/17		Target	
Clients with Option 1	Clients with a combination of Options	Clients with Option 1	Clients with a combination of Options	Clients with Option 1	Clients with a combination of Options		
1,423	20	2,003	160	**3,824**	**271**	-	

What the above data tells us:

The Social Care (Self-Directed Support) (Scotland) Act 2013 imposes a duty on local authorities to offer greater choice and control over the support package provided for the cared-for person. The data tells us about the choice of how care is provided for the cared-for person during the previous three years.

Further information: This indicator is impacted by an improved recording of the information introduced in December 2015. It would not be appropriate to set a target for this measure due to the nature of the service provided.

The combined Option figure refers to service users who have chosen a combination of how they are supported and evidences that service users are exercising greater choice and control. Four options are available to clients:

- Option 1   Direct payment
- Option 2   Individual Service Fund
- Option 3   Service arranged and provided by the local authority
- Option 4   Combination of all of the above.

An indicator regarding self-directed support spend is also included in the Local Government Benchmarking Framework. To view the most recent report on the Framework, visit: SOLACE Improving Local Government Benchmarking Framework 2015/16 (agenda item 8, appendix 1, page 41). Inverclyde Council's 2016/17 performance for this indicator, including how we compare to other Scottish councils, will be published in January 2018.

e. Indicator details: Carers

SPI 032K	Carers: % of carers feeling they receive enough support in their caring role		
2012	**2014**	**2016**	**Target**
55	53	46	58

What the above data tells us:

The performance information for this indicator is derived from the Council's Citizens' Panel questionnaires. The percentage of carers who feel they receive enough support in their role as a carer has dropped to its lowest level since 2008. 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 included about whether carers feel they receive enough support in their caring role, the composition of the Panel will be different from each of the previous reporting years.

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. A question about this measure was therefore included in the Citizens' Panel Autumn 2016 survey.

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 46% of carers who in 2016 felt they receive enough support in their caring role will lie within the range 42-50%.

The Inverclyde Carers' Centre provides support to unpaid carers who look after relatives or friends who could not manage alone due to illness, disability, addiction or frailty. The Centre is a user-led organisation with directors drawn from existing membership and is open to all carers or former carers registered with the organisation.

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 within one day of the court order	🟢	↑ green – improved
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 – improved
SPI 058c	% Service users who began their first work placement within 7 working days of imposition of the court order	🟠	↑ amber – performance improved but below target

a.   Indicator details: Criminal justice

SPI 057k	**% Criminal justice social enquiry reports submitted to the courts by the due date**		
2014/15	**2015/16**	**2016/17**	**Target**
100	100	**100**	**95**

SPI 058a	**% Criminal justice social work interviews within one day of the court order**		
2014/15	**2015/16**	**2016/17**	**Target**
88.5	88.7	**91.9**	**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		
2014/15	**2015/16**	**2016/17**	**Target**
94.1	87	92.7	85

SPI 058c	% Service users who began their first work placement within 7 working days of imposition of the court order		
2014/15	**2015/16**	**2016/17**	**Target**
95.5	81.2	82.8	95

What the above data tells us:

The Inverclyde Health and Social Care Partnership's Criminal Justice Social Work Service responded to all requests from the courts for Criminal Justice Court Reports by the due date.

A total of 307 Community Payback Orders (CPOs) were made during 2016/17, approximately 16.3% of which were for courts out with Inverclyde. For the purposes of SPI 058a, these Court Orders are discounted as the Service is required to wait for notification from the issuing courts before arrangements can be made to interview the individuals concerned. For locally issued Orders in 2016/17, our performance was 91.9% which is an improvement of 3.2% from 2015/16; this means we exceeded our target of 85% in the last reporting year. Additionally, from the most recently published data, which relates to 2015/16, our performance for this measure exceeds the Scottish average of 77.2%.

The indicator that measures inductions/first meetings relates to both Supervision and Unpaid Work Requirements which can form part of a CPO, either individually or combined. Our 2016/17 performance has improved on the previous year by 5.7% with the target of 85% also exceeded (by 7.7%). Using the most recently published data, which relates to 2015/16, our performance exceeds the Scottish average for this measure which is 79.3%. Performance of this indicator can be impacted by factors within and out with the Service's control; an example of the former would be staff availability and the latter non-attendance by the service user as a result of non-compliance.

In 2016/17, 82.8% of service users began their work placements within seven working days of the court order being imposed. While this is an improvement on the 2015/16 performance, it is below the target of 95%. However, it should be noted that our performance for this measure

exceeds the Scottish average of 68.3%, which is drawn from the most recently published data and relates to the reporting year 2015/16. This measure can also be impacted by factors within and out with the Service's control.

Further information: The above performance requires to be seen within the context where, for the first four years following the introduction of CPOs, which included 2015/16, the number of CPOs trebled (from 99 to 347). It was only in 2016/17 that the Service began to see the tailing off of this trend with the number reducing to 307. Understandably, such a sustained period of increase presented challenges for the Service in meeting its performance targets. In addition, during 2016, the Service also managed significant staff turnover issues which were not fully resolved until November 2016. Notwithstanding this, as can be seen from the above narrative, in all instances where there are national comparatives for the indicators, the Service exceeded these and did so significantly.

The Service is committed to continuous improvement and this is reflected in our efforts to develop a variety of bespoke tools (for example, Demand Planning Tool, Work Placement Planner and Service User Attendance Management Tool) which will hopefully come on line during 2017/18 and will further improve the performance and efficiency of our work.

Service performance – cultural and community services

SPI 042K	Exercise: % of Inverclyde residents participating in sport/similar activity at least every two weeks	Status	
		●	↑ green – improved

a.   Indicator details: Sport and activity

SPI 042K	Exercise: % of Inverclyde residents participating in sport/similar activity at least every two weeks		
2012	**2014**	**2016**	**Target**
57	51	60	53.55

What the above data tells us:

In 2016, the number of residents who said they participated in sport/similar activity at least every two weeks increased by 9% since the question was last asked in 2014; this means the performance of this indicator is comfortably above target.

Further information: The data for this indicator is 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. A question about this indicator was therefore included in the Citizens' Panel Autumn 2016 survey. 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 60% of respondents who said they participated in sport/similar activity at least every two weeks will lie within the range 56-64%.

To view the Citizens' Panel survey 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 065bK	Pest control: service requests - % attended within 5 working days	🟢	↑ green – slight decline but target exceeded
SPI 068aS	Trading standards: % of consumer complaints completed within 14 days	🟢	↓ green – slight decline but target met
SPI 068bS	Trading standards: % of advice requests completed within 14 days	🟢	↓ green – small decline but above target
SPI 070aK	Food safety hygiene inspections: % of premises which are compliant to a satisfactory level	🟠	↔ amber – performance declined but within a tolerable range
SPI 070bK	Food safety hygiene inspections: % of interventions achieved	🟢	↑ green – maximum performance achieved

a.   **Indicator details: Pest control**

SPI 065bK	Pest control: service requests - % attended within 5 working days		
2014/15	**2015/16**	**2016/17**	**Target**
99.4	98.7	**98.1**	**95**

What the above data tells us:

While the performance of the indicator declined between 2015/16 and 2016/17, the reduction was very small (0.6%); the performance of the measure is still therefore very high and comfortably above target.

Further information: In 2016/17, we received 534 pest control service requests which required attendance within five working days, only 10 of which were not attended within that timescale; the reason for this is most commonly that the householder was not available during the five day time period.

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 pests are investigated under powers included in The Environmental Protection Act 1990. To find out more about the Council's pest control service and for information on common pests in Inverclyde, visit Pest Control.

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

SPI 068aS	Trading standards: % of consumer complaints completed within 14 days		
2014/15	**2015/16**	**2016/17**	**Target**
96.7	95.1	95	95

SPI 068bS	Trading standards: % of advice requests completed within 14 days		
2014/15	**2015/16**	**2016/17**	**Target**
100	100	95.2	95

What the above data tells us:

Although there was a very small decrease (0.1%) in the number of consumer complaints completed within 14 days, the performance of this indicator is still high and the target was achieved.

The percentage of advice requests completed within 14 days reduced by 4.8% from 100%. However, it should be noted that the reduced performance is attributed to only two trading standards advice requests which were not completed within 14 workings days (from a total of 42 requests).

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: Food safety

SPI 070aK	Food safety hygiene inspections: % of premises which are compliant to a satisfactory level		
2014/15	**2015/16**	**2016/17**	**Target**
88.8	85.9	82.3	85

SPI 070bK	Food safety hygiene inspections: % of interventions achieved		
2014/15	**2015/16**	**2016/17**	**Target**
95.3	99.5	100	95

What the above data tells us:

In 2016/17, the number of premises broadly compliant with food safety hygiene regulations fell for the third consecutive year. There was an increase in the number of interventions regarding food safety hygiene which means the measure achieved maximum performance during the last reporting year.

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.

Earlier in 2017, the Council was one of the first local authorities in Scotland to be audited under a revised system by Food Standards Scotland; the process found that the Council has 'robust and well-managed controls over food safety'. Additionally, the audit reported that every business listed on the food premises database had been rated in 2016 and over 600 inspections had been carried out.

For information regarding the Council's duty to enforce food safety and standards legislation, visit: [Food safety](#).

Service performance – homelessness

		Status	
SPI 058aiS	Homelessness: permanent accommodation - % of decision notifications issued within 28 days of initial presentation	🟢	↓ green – small decline but above target
SPI 058aiiS	Homelessness: % who are housed into permanent accommodation	🔴	↓ red – declined
SPI 058aiiiS	Homelessness: permanent accommodation - % of cases reassessed within 12 months of completion of duty	🟠	↑ amber – improved but above target
SPI 058biS	Homelessness: temporary accommodation - % of decision notifications issued within 28 days of initial presentation	🟢	↑ green – maximum performance achieved
SPI 058biiS	Homelessness: temporary accommodation - % of cases reassessed within 12 months of completion of duty	🟢	↓ green – performance declined but below target
SPI 059K	Homelessness: average time in weeks between presentation and completion of duty by the Council for cases assessed as homeless or potentially homeless	no target has been set due to the nature of this indicator	

a. **Indicator details: Homelessness**

SPI 058aiS	Homelessness: permanent accommodation - % of decision notifications issued within 28 days of initial presentation		
2014/15	**2015/16**	**2016/17**	**Target**
92.35	96.1	**94.29**	**80**

SPI 058aiiS	Homelessness: % who are housed into permanent accommodation		
2014/15	**2015/16**	**2016/17**	**Target**
52.44	47.9	**42.92**	**60**

SPI 058aiiiS	Homelessness: permanent accommodation - % of cases reassessed within 12 months of completion of duty		
2014/15	**2015/16**	**2016/17**	**Target**
8.74	7.79	**5.71**	**5**

SPI 058biS	Homelessness: temporary accommodation - % of decision notifications issued within 28 days of initial presentation		
2014/15	**2015/16**	**2016/17**	**Target**
95	95.45	**100**	**75**

SPI 058biiS	Homelessness: temporary accommodation - % of cases reassessed within 12 months of completion of duty		
2014/15	**2015/16**	**2016/17**	**Target**
10	4.55	**7.08**	**10**

SPI 059K	Homelessness: average time in weeks between presentation and completion of duty by the Council for cases assessed as homeless or potentially homeless		
2014/15	**2015/16**	**2016/17**	**Target**
24.59	20.1	**20.78**	**-**

What the above data tells us:

In 2016/17, there was a decline in the performance of two permanent accommodation indicators: the number of decision notifications issued within 28 days of initial presentation and the number of people who were housed into permanent accommodation. Meanwhile, the number of cases which were reassessed within 12 months of completion of duty fell by 2.08%.

The performance of two temporary accommodation indicators improved during the last reporting year: maximum performance was achieved regarding the number of decision notifications issued within 28 days of initial presentation while the number of cases reassessed within 12 months of completion of duty was 2.92% below target.

The average time in weeks between presentation and completion of duty by the Council for cases assessed as homeless or potentially homeless increased slightly (by 0.68%). A target has not been set for this indicator because the type of services provided and assistance offered is dependent upon the applicant's housing need at the time of approach and the category of homelessness they are determined to have. Resolving homelessness is complex and often involves a multi-agency approach to ensure that someone is 'tenancy ready' and this can cause significant delays in re-housing people.

Further information: The number of cases assessed as homeless in 2016/17 rose by 14%. Emphasis remains on the prevention of homelessness and the Housing Options approach which is an information and advice process that the Homelessness Service use when someone approaches them with a housing problem. It aims to prevent homelessness wherever possible and, since its introduction, there has been a fall in homelessness applications.

The service focuses on people's personal circumstances, helping them to explore all options including social rented housing and private rented accommodation. It can also provide support for underlying issues that may underpin housing problems such as debt, family break up and mental health problems. This means that, rather than just making a homeless application, Housing Officers can work with other services to help people before they reach crisis point.

In 2016/17, the number of households provided with Housing Options advice and assistance increased quarter on quarter. In the final quarter of the year, there were 280 presentations which is the highest number of quarterly presentations since the inception of Prevent 1 (the Housing Options Return) in 2010.

In relation to the number of people who are housed into permanent accommodation, impacts of the Benefit cap and Universal Credit are affecting local people; however, homeless households are generally more vulnerable and appear to be disproportionately affected by Welfare Reform compared to other groups.

As a Stock Transfer local authority, we are currently experiencing significant challenges in re-housing homeless people due to non-compliance of statutory duties and barriers to entry to Choice Based Letting. In the main, this is due to Universal Credit processing issues and full month's rent advance costs imposed by Registered Social Landlords per their allocation policies.

Additionally, there is a shortage of good quality, affordable housing in Inverclyde and demand far outweighs supply regarding one bedroom properties. Many people cannot afford to rent in the private sector and, to facilitate greater access to privately rented properties, the Inverclyde Health and Social Care Partnership will shortly be piloting a Rent Deposit Guarantee Scheme which aims to enable people who have nowhere to stay to secure their own privately rented accommodation. We aim to promote the provision of good quality accommodation and seek to encourage landlords to accept tenants who are eligible for Universal Credit. We will act as an independent third party by providing landlords with a deposit on the tenants' behalf.

Service performance – planning

		Status	
SPI 044aK	Successful planning appeals as a % of all determinations	🟢	↓ green – small decline but below target
SPI 044bK	Successful planning appeals as a % of all appeals	🔴	↓ red – declined
ERR CDIP KPI33	% of all planning applications decided in under 2 months	🟠	↔ amber – improved but just below target
ERR CDIP KPI34	% of householder planning applications decided in under 2 months	🟠	↔ amber – small decline but just below target
	% of non-householder planning applications decided in under 2 months	🟠	↔ amber – small decline but target exceeded
SPI 043aS	Average time (in weeks) to deal with major planning applications determined during the year	🟢	↑ green – improved
	Average number of days to register a building warrant application	🟢	↑ green – improved
	% of building warrants assessed within 20 working days of registration	🟢	↑ green – improved
	Response to requests for completion certificates within 10 working days	🟠	↔ amber – improved but just below target
	Average number of days to issue a notice of acceptance of completion certificate	🟢	↑ green – improved

a. Indicator details: Planning

SPI 044aK	Successful planning appeals as a % of all determinations		
2014/15	**2015/16**	**2016/17**	**Target**
0.4	there were no appeals decisions in 2015/16	**0.52**	1

SPI 044bK	Successful planning appeals as a % of all appeals		
2014/15	**2015/16**	**2016/17**	**Target**
50	there were no appeals decisions in 2015/16	**100**	30

ERR CDIP KPI33	% of all planning applications decided in under 2 months		
2014/15	**2015/16**	**2016/17**	**Target**
88.7	88.9	**89.9**	90

ERR CDIP KPI34	% of householder planning applications decided in under 2 months		
2014/15	**2015/16**	**2016/17**	**Target**
97	98.7	**94.7**	95

% of non-householder planning applications decided in under 2 months			
2014/15	**2015/16**	**2016/17**	**Target**
87	81.7	**80.8**	**65**

SPI 043aS	Average time (in weeks) to deal with major planning applications determined during the year		
2014/15	**2015/16**	**2016/17**	**Target**
12.1	45.1	**16.1**	**20**

Average number of days to register a building warrant application			
2014/15	**2015/16**	**2016/17**	**Target**
0.8	2	**1.3**	**4**

% of building warrants assessed within 20 working days of registration			
2014/15	**2015/16**	**2016/17**	**Target**
99.4	99.6	**99.8**	**95**

Response to requests for completion certificates within 10 working days			
2014/15	**2015/16**	**2016/17**	**Target**
98.2	92.9	**98.7**	**100**

Average number of days to issue a notice of acceptance of completion certificate			
2014/15	**2015/16**	**2016/17**	**Target**
2.6	16	**1.9**	**3**

What the above data tells us:

In 2016/17, almost 90% of planning applications were decided in less than two months which makes performance of this indicator just short of the target. Similarly, the number of householder applications decided in under two months was just 0.3% below the target figure. During the last reporting year, there were improvements in both the number of building warrants issued within 20 working days of registration, as well as the number of completion certificates that were issued within 10 working days.

Further information: During 2016/17, there were 388 planning applications and 349 were decided in less than two months. In terms of householder planning applications, of the 171 applications, 162 were decided in under two months.

The Council assessed and processed 468 building warrants in 2016/17, of which just one was not assessed within 20 working days.

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 – small decline but above target
SPI 062K	Street lighting repairs: % completed within 7 days	🔴	↓ red – declined
SPI 063aK	Anti-social behaviour response times: high priority - % received during the Wardens' shift hours attended within 30 minutes	🟢	↑ green – improved
SPI 064aK	Public health complaints: high priority - % attended by the next working day	🟢	↑ green – maximum performance achieved
SPI 064bK	Public health complaints: medium priority - % attended within 2 working days	🟠	↔ amber – performance declined but within tolerable range
SPI 064cK	Public health complaints: low priority - % attended within 5 working days	🟢	↓ green – small decline but target exceeded
SPI 067aK	Roads: customer satisfaction surveys completed	🟢	↑ green – improved
SPI 067bK	Roads: % of carriageways reconstructed/resurfaced	🟢	↓ green – small decline but target exceeded
SPI 067cK	Roads: % of footways reconstructed/resurfaced	🟢	↑ green – improved
SPI 067dK	Roads: gullies emptied per year	🟢	↑ green – improved

a. **Indicator details: Traffic and street lighting repairs**

SPI 061K	Traffic light repairs: % completed within 48 hours		
2014/15	**2015/16**	**2016/17**	**Target**
92.8	100	**93.5**	90

SPI 062K	Street lighting repairs: % completed within 7 days		
2014/15	**2015/16**	**2016/17**	**Target**
88.01	90	**88.82**	95

What the above data tells us:

There was a small decrease (6.5%) in the number of traffic light repairs completed within 48 hours; however, the 2016/17 figure is still above target.

The number of street lighting repairs completed within seven days also declined (by 1.18%) which meant that the performance of this measure was below target during the last reporting year.

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. As outlined in the following table, during 2016/17, only two repairs to traffic lights were not completed within 48 hours:

Traffic light repairs		
No. of repairs completed	No. of repairs completed within 48 hours	%
31	29	93.5

Meanwhile, during 2016/17, our performance regarding repairs to street lighting was:

Street lighting repairs		
No. of repairs completed	No. of repairs completed within 7 days	%
2,119	1,882	88.82

The reduced performance of the street lighting indicator has been due to our contractor delivering the LED street lighting replacement capital programme which has placed an increased burden on their resources; we will however improve and reduce the variance as we progress the LED programme.   Additionally, it should be noted that the replacement LED street lighting has contributed to a reduction in carbon emissions from this source; more information is available from the carbon emissions performance indicator in the sustainable development section on pages 20/21 of this Appendix.

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		
2014/15	**2015/16**	**2016/17**	**Target**
95.9	95.4	**96.5**	**95**

What the above data tells us:

We saw a small increase (of 1.1%) in the high priority anti-social behaviour response times during 2016/17; this resulted in the performance of this measure exceeding the target for that reporting year.

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.

Questions about anti-social behaviour were included in the Citizens' Panel Spring 2016 survey. Panel members were asked if they had noticed a reduction in anti-social behaviour in their neighbourhood in the past 12 months; between 2014 (when the question was last asked) and 2016, there was a huge increase (20%) in the number of Panel members who noticed a reduction in anti-social behaviour in their local area, rising from 13% in 2014 to 33% in 2016. To find out more about the results of the Community Safety section of the Citizens' Panel Spring 2016 survey, visit: ⌐🖱 Citizens' Panel 2016 – Community Safety (agenda item 16, pages 6-7).

c.   Indicator details: Public health complaints

SPI 064aK	Public health complaints: high priority - % attended by the next working day		
2014/15	**2015/16**	**2016/17**	**Target**
95.7	95.2	100	95

SPI 064bK	Public health complaints: medium priority - % attended within 2 working days		
2014/15	**2015/16**	**2016/17**	**Target**
96.1	95.2	90.6	95

SPI 064cK	Public health complaints: low priority - % attended within 5 working days		
2014/15	**2015/16**	**2016/17**	**Target**
98.2	97.8	95.2	95

What the above data tells us:

We achieved maximum performance in terms of the number of high priority public health complaints attended by the next working day. The percentage of medium and low priority public health complaints attended within timescale both decreased slightly in 2016/17 (by 4.6% and 2.6% respectively), however, performance of the third indicator is 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. During 2016/17, our performance regarding public health complaints was:

Public health complaints: high priority - % attended by the next working day		
No. of high priority complaints received	No. attended by the next working day	%
10	10	100
Public health complaints: medium priority - % attended within 2 working days		
No. of medium priority complaints received	No. attended within 2 working days	%
139	126	90.6
Public health complaints: low priority - % attended within 5 working days		
No. of low priority complaints received	No. attended within 5 working days	%
589	561	95.2

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		
2014/15	**2015/16**	**2016/17**	**Target**
1	0	9	8

SPI 067bK	Roads: % of carriageways reconstructed/resurfaced		
2014/15	**2015/16**	**2016/17**	**Target**
11	7.7	7	3.5

SPI 067cK	Roads: % of footways reconstructed/resurfaced		
2014/15	**2015/16**	**2016/17**	**Target**
1	1.1	2.5	0.8

SPI 067dK	Roads: gullies emptied per year		
2014/15	**2015/16**	**2016/17**	**Target**
7,680	8,870	13,918	8,000

What the above data tells us:

We carried out nine customer satisfaction surveys in 2016/17 which meant that we exceeded the target for this measure.

The percentage of carriageways reconstructed/resurfaced fell slightly (by 0.7%) in 2016/17, however, performance is still double the target figure.

We more than doubled the percentage of footways that we reconstructed last year which means performance of this measure is comfortably above target.

We increased by more than 5,000 the number of gullies that we emptied during 2016/17, an improvement of 57% on the previous year.

Further information: We recognised that the previous roads customer satisfaction questionnaires did not provide the qualitative and quantitative information we required to improve service delivery. A review of the survey process was therefore carried out with a view to enhancing customer engagement and improving the return rate for the questionnaires. A number of high profile, high spend projects were identified to test the refreshed process. A total of nine surveys were issued during 2016/17. The returned questionnaires provided positive feedback with 91% of respondents advising that they were satisfied with the service provided. We will now consider suggestions made by our customers with a view to making improvements to service delivery.

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 funding was subsequently increased to £29 million capital investment in February 2015.

The 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.

Flooding can have a detrimental impact on local people and businesses and may be caused by a number of factors including blocked gullies. We aim to clean our road gullies at least once a year, however, there are vulnerable areas where blockages may occur more regularly. The

deployment of the gully vehicle on the network can be affected by a number of factors, including Winter weather-related issues; therefore, the significant increase in the number of gullies emptied in 2016/17 is welcome.

Service performance – the education of children

		Status	
Pupil/teacher ratio			
New indicator	Pupil/teacher ratio - primary and secondary schools	🟢	↑ green – target met
School leavers			
New indicator	Annual Participation Measure for 16-19 year olds: the % of 16-19 year olds who are participating in education, training or employment	🟢	↑ green – improved
Attendance rates			
SPI 050aiK	% Attendance rate: primary schools	🟠	↓ amber – small decline but just below target
SPI 050biK	% Attendance rate: secondary schools	🟠	↓ amber – small decline but just below target
SPI 050ciK	% Attendance rate: additional support needs schools	🟠	↓ amber – small decline but just below target

		Status	
Attainment - S5			
SPI 052diK	% of pupils achieving one pass at Level 6 by the end of S5	🟢	↓ green – small decline but target exceeded
SPI 052eiK	% of pupils achieving 3 passes at Level 6 by the end of S5	🟢	↑ green – improved
SPI 052fiK	% of pupils achieving 5 passes at Level 6 by the end of S5	🟢	↑ green – improved
Attainment - S6			
SPI 052giK	% of pupils achieving 3 passes at Level 6 by the end of S6	🟢	↑ green – improved
SPI 052hiK	% of pupils achieving 5 passes at Level 6 by the end of S6	🟢	↓ green – small decline but target exceeded
SPI 052iiK	% of pupils achieving one pass at Level 7 by the end of S6	🟢	↑ green – improved but just below target
School exclusions			
	Exclusions from school per 1,000 pupils: primary schools	🔴	↓ red - declined
	Exclusions from school per 1,000 pupils: primary school pupils who are looked after	not available	

		Status	
	Exclusions from school per 1,000 pupils: secondary schools	●	↓ red - declined
	Exclusions from school per 1,000 pupils: secondary school pupils who are looked after	not available	

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

Pupil/teacher ratio: primary and secondary schools			
2014/15	**2015/16**	**2016/17**	**Target**
1:13.8	1:13.5	**1:13.5**	**13.5**

What the above data tells us:

The pupil/teacher ratio for primary and secondary schools was unchanged between 2015/16 and 2016/17; the performance of this measure was also on target for the last reporting year.

Further information: The national target for pupil/teacher ratios across primary and secondary sectors combined is 1:13.4. When taken together, Inverclyde's pupil/teacher ratio is currently at 1:13.5 (including additional educational needs schools). An improvement is indicated by having a small number for this measure i.e. it is positive to have a smaller number of pupils per teacher. A 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.

b. Indicator details: School leavers

	Annual Participation Measure for 16-19 year olds: the % of 16-19 year olds who are participating in education, training or employment		
2015	**2016**	**2017**	**Target**
new indicator for 2016	91.2	**91.9**	**91.1**

What the above data tells us:

The data provides information about the number of 16-19 year olds in Inverclyde who are participating in education, training or employment; between 2016 and 2017, the figure increased by 0.7% which puts us above the Scottish average.

Further information: The aim is to increase the participating figure, reduce the non-participating figure and reduce the number of 16-19 year olds whose status is unconfirmed. Inverclyde's performance in comparison to the national figures is:

	Inverclyde %		Scotland %	
Participating in education, training or employment	2016	91.2	2016	90.4
	2017	91.9	2017	91.1
Non-participating	2016	4.7	2016	4
	2017	3.9	2017	3.7
Unconfirmed status	2016	4.1	2016	5.6
	2017	4.1	2017	5.3

c.   Indicator details: Attendance rates

SPI 050aiK	% Attendance rate: primary schools		
2014/15	**2015/16**	**2016/17**	**Target**
94.6	94.8	**94.2**	**95**

SPI 050biK	% Attendance rate: secondary schools		
2014/15	**2015/16**	**2016/17**	**Target**
91	91.1	**90**	**92**

SPI 050ciK	% Attendance rate: additional support needs schools		
2014/15	**2015/16**	**2016/17**	**Target**
91.6	91	**90.1**	**93**

What the above data tells us:

While attendance at primary schools dropped very slightly (by 0.6%) between 2015/16 and 2016/17, this indicator almost met its high target in 2016/17. Although there was a very small reduction (of 1.1%) in the performance of the secondary schools attendance rate, the figure is still high at 90%. While attendance by pupils at additional support needs schools reduced by less than 1% during the last reporting year, the figure is still high at just over 90%.

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.

d.   Indicator details: S5 attainment

SPI 052diK	% of pupils achieving one pass at Level 6 by the end of S5		
2014/15	**2015/16**	**2016/17**	**Target**
52.1	58.3	**56.65**	48

SPI 052eiK	% of pupils achieving 3 passes at Level 6 by the end of S5		
2014/15	**2015/16**	**2016/17**	**Target**
30	30.5	**33.5**	26

SPI 052fiK	% of pupils achieving 5 passes at Level 6 by the end of S5		
2014/15	**2015/16**	**2016/17**	**Target**
11.8	13	**13.9**	12

What the above data tells us:

Between 2015/16 and 2016/17, there was an improvement with two of the three indicators used to measure the attainment of our S5 pupils; additionally, the targets were exceeded for all measures.

Further information: While we continue to report on the indicators which measure the attainment of our S5 pupils, national comparisons are now benchmarked differently so it is no longer possible to also provide the Scotland-wide figures.

e. Indicator details: S6 attainment

SPI 052giK	% of pupils achieving 3 passes at Level 6 by the end of S6		
2014/15	**2015/16**	**2016/17**	**Target**
38.1	42.8	**43.4**	**39**

SPI 052hiK	% of pupils achieving 5 passes at Level 6 by the end of S6		
2014/15	**2015/16**	**2016/17**	**Target**
25.9	28.9	**28.7**	**27**

SPI 052iiK	% of pupils achieving one pass at Level 7 by the end of S6		
2014/15	**2015/16**	**2016/17**	**Target**
17.9	18.1	**18.6**	**19**

What the above data tells us:

Between 2015/16 and 2016/17, there has been a year-on-year improvement with two of the three indicators used to measure the attainment of our S6 pupils.

Further information: While we continue to report on the indicators which measure the attainment of our S6 pupils, national comparisons are now benchmarked differently so it is no longer possible to also provide the Scotland-wide figures.

f.   Indicator details: School exclusions

Exclusions from school per 1,000 pupils: primary schools			
2014/15	**2015/16**	**2016/17**	**Target**
1.28	1.28	**2.56**	-

Exclusions from school per 1,000 pupils: primary school pupils who are looked after			
2014/15	**2015/16**	**2016/17**	**Target**
60.6	12	**not available**	-

Exclusions from school per 1,000 pupils: secondary schools			
2014/15	**2015/16**	**2016/17**	**Target**
22.74	19.09	**23.74**	-

Exclusions from school per 1,000 pupils: secondary school pupils who are looked after			
2014/15	**2015/16**	**2016/17**	**Target**
232.3	76	**not available**	-

What the data tells us:

Between 2015/16 and 2016/17, there were increases in the number of pupils excluded from primary and secondary schools. SEEMiS Vision (the education management information system) has been replaced by the Business Intelligence module which is not currently able to provide the exclusion figures for looked after children. When available, this will enable a higher degree of scrutiny of school exclusions, attendance and progress for looked after children.

Further information: It would not be appropriate to set targets for the exclusions from school indicators. Inverclyde has consistently exceeded the Scottish average for these measures. To achieve this aim, we embedded the GIRFEC Champions approach in all schools. Following the implementation of an Education Planning Conference in May 2017, improving outcomes for looked after children, including improving attendance and reducing exclusions, is now a priority in the Education Services' and individual establishments' Improvement Plans.

Inverclyde's *Positive Behaviour, Positive Relations Policy* has recently been reviewed and amended to take account of national advice and the implementation of The Children and Young People (Scotland) Act 2014 (GIRFEC).

Service performance – waste management services

		Status
SPI 072aS	Refuse: net cost in £ of refuse collection per premise (combined domestic, commercial and domestic bulky uplift)	not available
SPI 072bS	Refuse: net cost in £ of refuse disposal per premise	

a. Indicator details: Waste

SPI 072aS	Refuse: net cost in £ of refuse collection per premise (combined domestic, commercial and domestic bulky uplift)		
2014/15	**2015/16**	**2016/17**	**Target**
37.91	39.98	**to be confirmed in January 2018**	-

SPI 072bS	Refuse: net cost in £ of refuse disposal per premise		
2014/15	**2015/16**	**2016/17**	**Target**
80.97	82.79	**to be confirmed in January 2018**	-

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 also measures the net cost of service provision per premise which takes account of income generated.

The 2016/17 figures for these indicators will be confirmed when the LGBF 2016/17 information is published by the Improvement Service in January 2018. At that time, Inverclyde Council's performance for these indicators compared to other Scottish councils will also be available.

Further information: 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 costs.

In 2016/17, the number of premises for refuse collection (household and commercial) in Inverclyde was 38,816.

To find out more about recycling and waste collection services in Inverclyde, visit: Recycling and Waste.

Inverclyde Council's Statutory and Key Performance Indicators Annual Report 2016/17

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 2015 under SPI 1 and SPI 2, is presented in the first part of this Appendix.

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 2018, including the Council's ranking in comparison to the 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 – performance improved   ↔ 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 is 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	Attendance at indoor sports facilities, excluding pools in a combined complex: 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 - improved	
CORP 6 1 b	Sickness absence: the average number of working days per employee lost through sickness absence - all other Inverclyde Council employees	🔴	↓ red - declined	
Equal opportunities				
CORP 3b 2	Equal opportunities policy: the % of the highest paid 5% among Inverclyde Council employees that are women (excluding teachers)	🔴	↓ red - declined	
Corp 3C	Equal opportunities policy: the gender pay gap between the average hourly rate of pay for male and female Inverclyde Council employees	🟠	↑ amber – improved but above target	
Council Tax				
CORP 4 5 a	Council Tax: collection - cost of collecting Council Tax in £ per dwelling (all dwellings, not just chargeable)	🟢	↓ green – small decline but target exceeded	
CORP 7 6 a	Council Tax: income due in £ for the year excluding reliefs and rebates	🟢	↑ green - improved	
CORP 7 6 b	Council Tax income: % of income due for the year that was received by the end of the year	🟢	↑ green - improved	

Payment of invoices			
CORP 8 7	Payment of invoices: % of invoices sampled and paid within 30 days	🟢	↑ green - improved
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 - improved
CORP ASSET 1 & 2 8 b	Asset management: operational buildings - % that are suitable for their current use	🟢	↑ green - improved
Museum services			
C&L 3 11 a	Museum services: number of visits to/usages of Inverclyde Council-funded or part-funded museums	🟢	↓ green – performance declined but target exceeded
Use of libraries			
C&L 2 12 a	Use of libraries: number of visits to libraries	🟠	↓ amber - small decline but within a tolerable range

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 – performance declined but target exceeded

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			
2014/15	**2015/16**		**2016/17**	**Target**
6.4	5.5		5.2	9

CORP 6 1 b	Sickness absence: the average number of working days per employee lost through sickness absence - all other Inverclyde Council employees			
2014/15	**2015/16**		**2016/17**	**Target**
11.1	9.5		10.9	9

What the above data tells us:

The data shows a year-on-year improvement in the sickness absence rate for teachers; the 2016/17 figure is our best since 2008/09. The performance of this measure during the last reporting year resulted in the target being exceeded by 3.8 days.

Meanwhile, sickness absence for all other Inverclyde Council employees increased by 1.4 days which makes the performance of this indicator almost two days more than the target during 2016/17.

Inverclyde Council's performance for these indicators compared to other Scottish councils will be published in January 2018.

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 in place to have employees with these issues

fast-tracked to HR so that support can be provided as quickly as possible. We also have an on-line supporting attendance 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;
- 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 supporting attendance 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 extract all statistics from the Council's HR/Payroll management system. A challenging absence rate of nine work days per full-time equivalent employee has been set and the Council continues 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.

Maximising employee attendance is a key area of focus in the new People and Organisational Development Strategy 2017/20 which was approved by the Policy and Resources Committee on 20 September 2016. To view the Strategy, visit: People and Organisational Development Strategy 2017/20 (agenda item 19). Additionally, our Managing Attendance Policy has recently been reviewed to reflect legislative changes and best practice and the refreshed Supporting Employee Attendance Policy was approved by the same Committee on 20 June 2017; to view the document, visit: Supporting Employee Attendance Policy (agenda item 22).

b.   Indicator details: Equal opportunities policy

CORP 3b 2	Equal opportunities policy: the % of the highest paid 5% of earners among Inverclyde Council employees that are women (excluding teachers)		
2014/15	**2015/16**	**2016/17**	**Target**
50.6	53.2	**52.9**	**58.2**

CORP 3c	Equal opportunities policy: the % gender pay gap between the average hourly rate of pay for male and female Inverclyde Council employees		
2014/15	**2015/16**	**2016/17**	**Target**
9.41	10.89	**9.3**	**-**

What the above data tells us:

There was a very small decrease (0.3%) in the percentage of Inverclyde Council employees who are female and in the top 5% of earners. However, it should be noted that the number of females in the top 5% of earners was 108 for the second consecutive year. The change in the percentage figure is the result of an additional employee being included in the highest paid 5% of earners, taking that total to 204 in 2016/17.

The second equal opportunities indicator was introduced by the Improvement Service for 2015/16. The data shows that the Council's gender pay gap fell to its lowest level since 2013/14.

Inverclyde Council's performance for these indicators compared to other Scottish councils will be published in January 2018.

Further information: The gender pay gap indicator was introduced to the Local Government Benchmarking Framework to provide a broader view of the gender pay balance across all employees in the Council, as well as a better representation of the progress Scottish local authorities

are making in improving equality outcomes. Ultimately, this measure will replace indicator CORP3b; in the meantime, however, during the transition period, the data for both is still required to be reported to the Improvement Service.

The reason for the change in our gender pay gap figure between 2015/16 and 2016/17 is that, when the male/female employee ratio changes into higher/lower grades by gender, the male/female average hourly rate also changes which has a positive or negative impact on the gender pay gap. Additionally, in 2016/17, the average hourly rate for male employees was unchanged from the previous year at £14.84 while the corresponding rate for female employees increased slightly during the same period, rising from £13.20 to £13.46.

In 2016, the Scottish gender pay gap was 16% while the United Kingdom figure for last year was 18%. However, no target has been set for gender pay gaps. Organisations like Inverclyde Council are required to produce an annual Gender Pay Gap Report and explore any grade issues which emerge. These are often reasons for such issues including, for instance, cases when new employees from one gender are usually appointed to particular posts at the starting point of a grade; examples of such posts include catering and cleaning appointments.

Following approval by the Policy and Resources Committee on 21 March 2017, the Council published its Mainstreaming Report, Progress on Equality Outcomes and Equal Pay Report 2017; to view the information, visit ⌐⊕ Equality and diversity.

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)			
2014/15	**2015/16**		**2016/17**	**Target**
11.73	12.15		**12.60**	**16.00**

CORP 7 6 a	Council Tax: income due in £ for the year excluding reliefs and rebates			
2014/15	**2015/16**		**2016/17**	**Target**
27,664,813	28,130,547		**28,698,299**	-

CORP 7 6 b	Council Tax income: % of income due for the year that was received by the end of the year			
2014/15	**2015/16**		**2016/17**	**Target**
94.8	95.1		**95.3**	**94**

What the above data tells us:

The data shows that, although there was a marginal increase (£0.45) in the cost of collecting Council Tax, performance was still better than target. The performance of the indicator which measures the Council Tax income due improved during the last reporting year; the amount of income due for the year excluding reliefs and rebates increased by £567,752 between 2015/16 and 2016/17.

There has been a year-on-year increase in the percentage of Council Tax collected, rising from 94.8% in 2014/15 to 95.3% - the highest ever level - in 2016/17; this improvement resulted in the indicator exceeding its target for the last reporting year.

Inverclyde Council's performance for these indicators compared to other Scottish councils will be published in January 2018.

Further information: The percentage of Council Tax income received by the end of the year is an area that is constantly monitored and reported in progress reports on the Environment, Regeneration and Resources Corporate Directorate Improvement Plan 2016/19; to view the Plan, visit ERR CDIP 2016/19 - Annual Review (agenda item 4). Performance is consistently under review and fresh initiatives implemented where it is identified that collection levels could be improved.

It is pleasing to note that, during 2016/17, the number of eligible dwellings in Inverclyde increased by 54 to 38,816; the increase is mainly attributable to new build properties in the area.

d.   Indicator details: Payment of invoices

CORP 87	Payment of invoices: % of invoices sampled and paid within 30 days		
2014/15	**2015/16**	**2016/17**	**Target**
96.59	96.48	**96.64**	**95**

What the above data tells us:

The data shows there was an increase of 0.16% in the number of invoices paid within 30 days in 2016/17; this meant that the target was exceeded during the last reporting year.

Inverclyde Council's performance for this indicator compared to other Scottish councils will be published in January 2018; we are 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 we have made efficiencies, for example, the creditors' team has reduced in size as Council Services and Finance work together to maintain performance.

This information is reviewed annually through the Directors of Finance performance indicators. Performance is also monitored on a monthly basis and reported in progress reports on the Environment, Regeneration and Resources Corporate Directorate Improvement Plan 2016/19; to view the Plan, visit ERR CDIP 2016/19 - Annual Review (agenda item 4).

Our focus is to maintain performance and look to see where we can improve payment times to local suppliers to 20 days rather than the statutory 30 days. While this will not make a difference to this indicator, it will improve cash flow to local businesses.

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		
2014/15	**2015/16**	**2016/17**	**Target**
85.2	89.8	**91.1**	90

CORP ASSET 1 & 2 8 b	Asset management: operational buildings: % that are suitable for their current use		
2014/15	**2015/16**	**2016/17**	**Target**
88.7	90	**90.2**	95

What the above data tells us:

The data shows there has been a year-on-year improvement in both the proportion of the internal floor area of operational buildings that is in a satisfactory condition and the number of operational buildings that are suitable for their current use; additionally, the performance of both measures was above target during the last reporting year.

Inverclyde Council's performance for these indicators compared to other Scottish councils will be published in January 2018.

Further information: As outlined in the following table, only a very small number (13) of the Council's buildings were not suitable for their current use in 2016/17:

Operational buildings: % that are suitable for their current use		
Total no. of operational buildings	No. of operational buildings that are suitable for their current use	%
133	120	90.2

The majority of the Council's operational property portfolio had condition surveys carried out in 2008/09. Since then, significant improvements, either via complete refurbishment or repair works, have been carried out to a number of our properties. The Council has also completed a number of new build projects and sold off several underperforming assets. In 2015/16, the Council instructed further condition surveys to properties which had not been included in the first tranche; these surveys provided a grade for the individual properties and also a programme of required future works. We have taken the grades provided from the new surveys, together with the grades from the older surveys (after regrading following subsequent repair/refurbishment) which has provided the updated figure for 2016/17. A number of completed properties, which have been graded 'A', are included in this year's return although these have not been separately surveyed.

The suitability of operational accommodation is measured through the use of questionnaires. Questionnaires are 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. During 2016/17, the Council's property portfolio, broken down by those ratings, was:

Rating	No. of properties
A	78
B	42
C	9
D	4
Total	**133**

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.

The Council's strategy for managing and modernising our property assets can be viewed here: Corporate Asset Management Strategy 2016/18 (agenda item 20).

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		
2014/15	**2015/16**	**2016/17**	**Target**
72,943	78,506	**70,256**	**65,000**

What the above data tells us:

Between 2015/16 and 2016/17, the number of visits to the McLean Museum fell by more than 8,000. The reason for the decrease is that the Museum was closed for essential repairs and renovation work during part of July last year and between January and March 2017. Despite the reduced number of visits/usages to the McLean Museum, however, the target for this measure was still exceeded during the last reporting year.

Inverclyde Council's performance for this indicator compared to other Scottish councils will be published in January 2018.

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.

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. The Museum's online collections can be viewed here: ⌐🖰 McLean Museum Collections Online.

g.   Indicator details: Use of libraries

C&L 2 12 a	Use of libraries: number of visits to libraries		
2014/15	**2015/16**	**2016/17**	**Target**
401,807	419,720	**418,079**	**423,000**

What the above data tells us:

During the last reporting year, there was a very small decrease (0.4%) in the number of visits to Inverclyde libraries. Despite this reduction, however, the number of library visits during 2016/17 was still high and 16,000 more than in 2014/15.

Inverclyde Council's performance for this indicator compared to other Scottish councils will be published in January 2018.

Further information: We experienced a fall in the number of eBook users during 2016/17 (eBook users are counted as library visits) which contributed to the decrease in the number of visits to Inverclyde libraries. This position reflects the national trend and is also being reported by a number of commercial eBook providers. Consumers are returning to physical books while the demand for eBooks is decreasing. Additionally, the Watt Library was closed for essential repairs and renovation work for six weeks during July/August 2016 and between January and March 2017.

To find out more about the wide range of services offered by Inverclyde libraries, visit 🖱 Libraries.

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)		
2014/15	**2015/16**	**2016/17**	**Target**
1.8	1.43	**7.5**	**12**

What the above data tells us:

In 2016/17, there was an increase in the time taken to attend on site for a noise complaint; despite this, however, the performance of this measure is still significantly better than target.

Inverclyde Council's performance for this indicator compared to other Scottish councils will be published in January 2018.

Further information: During 2016/17, a number of noise complaints were received on a Friday and were therefore not dealt with until the following Monday. Additionally, Officers had difficulty contacting some of the people who had made a complaint about noise and this impacted on our response times, alongside a reduction in staff resources during the last reporting year.

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

Inverclyde Council can offer advice or assistance about noise in the local area; to find out more visit Noise Nuisance.