

Report To: Policy and Resources Committee **Date:** 13 November 2018

Report By: Head of Organisational Development,
Policy and Communications **Report No:** PR/29/18/SMcN/KB

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

Subject: Statutory and Key Performance Indicators Annual Report 2017/18

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 2017/18 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 2017/18 in two categories: SPI 1 – Achievement of Best Value; and SPI 2 – the Local Government Benchmarking Framework (LGBF).

2.2 Details of the LGBF 2017/18 will be published by the Improvement Service in January 2019, 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 2017/18 indicators are also included in this report. Full details of the Framework for 2017/18 will be reported to the Committee in Spring 2019.

2.3 The Appendix outlines how the Council performed across the indicators grouped under the headings of *Corporate Management* and *Service Performance*. The 2017/18 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
2017/18	39 (56%)	20 (29%)	11 (16%)
2016/17	49 (66%)	15 (20%)	10 (14%)
2015/16	57 (61%)	19 (22%)	14 (17%).

2.4 The Appendix (starting on page 77) outlines the Council's performance regarding the LGBF indicators. The 2017/18 status of those performance indicators, together with the status for the previous two years, is:

green –
good performance
amber –
within tolerance
red –
performance declined

2017/18	9 (75%)	2 (17%)	1 (8%)
2016/17	9 (69%)	2 (15%)	2 (15%)
2015/16	10 (77%)	2 (15%)	1 (8%).

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 2019 when the 2017/18 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.

Steven McNab
Head of OD, Policy and Communications

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. 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 2016/17 was submitted to the Policy and Resources Committee in November last year and fulfilled that requirement for 2016; this report will fulfil the requirement for 2017.

Min Ref
P&R
Cttee
14.11.17
Para
625

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 2017/18 reported to the Policy and Resources Committee once it has been published by the Improvement Service in January 2019. In the meantime, however, for ease of reference, the performance information submitted to the Improvement Service to allow them to calculate the LGBF 2017/18 indicators is included in the Appendix (starting on page 77).

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 2015/16, 2016/17 and 2017/18, together with target information and a commentary on the 2017/18 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).

5.0 INDICATORS – 2017/18 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 2017/18 status of these performance measures, together with the status for the previous two years, is:

	green – performance improved %	amber – within tolerance %	red – performance declined %
2017/18	56	29	16
2016/17	66	20	14
2015/16	61	22	17.

- 5.2 A total of 70 indicators are included in this report under SPI 1. As outlined in the following table, in 2017/18, while the number of indicators with green status reduced by 10 from the previous reporting year, there were small increases in the number of indicators with amber and red status:

	green – good performance	amber – within tolerance	red – performance declined
2017/18	39	20	11
2016/17	49	15	10
2015/16	57	19	14.

These figures exclude measures which have no targets, where information is not available, as well as those which were discontinued in 2017/18.

- 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 Appendix (starting on page 77) outlines the Council's performance regarding the LGBF indicators. The 2017/18 status of the LGBF indicators, together with the status for the previous two years, is:

	green – performance improved %	amber – within tolerance %	red – performance declined %
2017/18	75	17	8
2016/17	69	15	15

- 5.5 A total of 12 LGBF indicators are included in this report. As outlined in the following table, in 2017/18, the number of indicators with green status and with amber status is unchanged from the previous reporting year while the number of measures with red status decreased by one:

	green – good performance	amber – within tolerance	red – performance declined
2017/18	9	2	1
2016/17	9	2	2
2015/16	10	2	1.

- 5.6 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 2017/18 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 three indicators achieved or maintained maximum performance:

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

SPI 057k % Criminal justice social work reports submitted to the courts by the due date

SPI 067aK Roads: customer satisfaction surveys completed.

- 6.3 More than half (56%) of our indicators had green status in 2017/18. Examples of these indicators are listed below, together with a summarised commentary from the appropriate Council Service:

- **SPI 002aK: Community safety: % of residents satisfied or very satisfied with their neighbourhood as a place to live**

It is encouraging to note that the percentage of residents satisfied with their neighbourhood as a place rose by 5% to 86% between 2016 and 2018.

- **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**

We have seen a year-on-year improvement in the proportion of outstanding debt that is more than 90 days old from the date of invoice as at 31 March.

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

Between 2016/17 and 2017/18, the Council's carbon emissions decreased by 1,622 CO₂ tonnes or 6.075%.

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

The speed of processing Housing Benefit/Council Tax Benefit reduction claim changes of circumstances decreased by 0.7 days which means that performance of this measure was comfortably below target in 2017/18.

- **SPI 065bK: Pest control – service requests - % attended within 5 working days**

The performance of this indicator improved between 2016/17 and 2017/18 which makes it very high and well above target.

- **ERR CDIP KPI 134: % of householder planning applications decided in under two months**

The increase of 1.4% in the number of householder applications that were decided in under two months meant that the target was exceeded in 2017/18.

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

We saw an increase (of 1.4%) in the percentage of footways that we reconstructed/resurfaced in the last year; this means that the performance of this measure is well above target as a result of the completion of the Roads Asset Management Programme on footways.

- **Attainment – S5 Pupils**

Between 2016/17 and 2017/18, there was an improvement with all the indicators used to measure the attainment of our S5 pupils.

6.4 Eleven (16%) of our indicators had red status in 2017/18. Examples of these measures are listed below, together with a summarised commentary from the appropriate Council Service:

- **SPI 002bK: Community safety: % of respondents who noticed a reduction in anti-social behaviour in the last 12 months**

Following a significant increase between 2014 and 2016, the number of people who noticed a reduction in anti-social behaviour in the last 12 months dropped by 23% to 10% in 2018, putting performance of this measure below target. However, it should be noted that, in 2018, just under half (49%) of Citizens' Panel members said that anti-social behaviour is not an issue in their neighbourhood.

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

In 2017/18, there were 32 new Compulsory Supervision Requirements, a decrease of 44% from 2016/17. There was also a decrease of 13.9% in the number of young people seen by a supervising officer within the 15 working days timescale. The performance of this measure was therefore 10.6% below target during the last reporting year.

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

The percentage of carriageways reconstructed/resurfaced fell (by 2.4% in 2017/18)

because the final year of the five year Roads Asset Management Programme's budget was concentrated on footway resurfacing, as planned.

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

Between 2016/17 and 2017/18, there were increases in the number of pupils excluded from primary and secondary schools. However, it should be noted that Inverclyde had achieved significant year-on-year reductions in school exclusions and we have consistently been below the Scottish average for these indicators.

6.5 More detailed information on all indicators is included in the Appendix. It is worth pointing out, however, that for indicators which have a red status, the reason may be out with the control of the Council. For example, the number of street lighting repairs completed within seven days declined slightly (by 4.19%) which meant that the performance was below target during the last reporting year. The reduced performance of this indicator was the result of 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.

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 2017/18 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. The Committee is asked to note that a separate report will be prepared in 2019 when the 2017/18 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 2017/18

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 3. These indicators provide details of the Council's performance across a range of areas compared to the Scottish average, together with our ranking in relation to the other 31 Scottish local authorities. The LGBF 2017/18 indicators, to be published by the Improvement Service in January 2019, will be available here

 [Local Government Benchmarking Framework](#).

Inverclyde Council's Statutory and Key Performance Indicators Annual Report 2017/18

Corporate Management	Page
• Assets	3
• Employees	6
• Equalities and diversity	9
• Procurement	11
• Responsiveness to communities	14
• Revenues and service costs	17
• Sustainable development	18

Service Performance	Page
• Benefits administration	23
• Child protection and children's social work	25
• Community care	30
• Criminal justice social work	37
• Cultural and community services	40
• Health and trading standards	41
• Homelessness	46
• Planning	51
• Protective services	56
• Education of children	65
• Waste management services	75

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 – small decline but above target

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	42

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		
2015/16	2016/17	2017/18	Target
90.2	93.7	92.1	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 decreased slightly in 2017/18 (by 1.6%); however, the performance of this indicator 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	●	amber – improved but above target
SPI 010bK	Health and safety: average time lost (in days) to the Council per incident	●	amber – improved but above target
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		
	2015/16	2016/17	2017/18
	70.4	79.1	78.2
			Target
			74.1

SPI 010bK	Health and safety: average time lost (in days) to the Council per incident		
	2015/16	2016/17	2017/18
	1.7	2	1.6
			Target
			0.5

What the above data tells us:

Although there was a decrease of 0.9% in the number of health and safety incidents in 2017/18, performance of this measure is above target. Similarly, while the amount of lost time following incidents also decreased (by 0.4 days), performance of this indicator is also above 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 Organisational Development, Policy and Communications Service, and reported to the Corporate Health and Safety Committee.

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 between 2015/16 and 2016/17, 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 67% reported in the Education, Communities and Organisational Development Directorate, 26% in the Health and Social Care Partnership (HSCP) 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 Relationships, Positive Behaviour Policy* (PRPB Policy), which has been implemented within the Education Service and the HSCP, and the *Promoting Positive Behaviour Training Programme*, will be key initiatives to assist in bringing these figures down. The PRPB Policy – which has 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 between 2015/16 and 2016/17, 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 are also being 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 was also an increase (of 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 later this year.

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

		Status	
SPI 025aK	Equalities training: % of employees who have undertaken equalities training		green – performance declined but above target

a. Indicator details: Equalities training


SPI 025aK	Equalities training: % of employees who have undertaken equalities training			
	2015/16	2016/17	2017/18	Target
	11.4	28.3	12.2	10.5

What the above data tells us:

While there was a decrease (of 16.1%) in the number of employees who received some sort of equalities training in 2017/18; the target was still exceeded during the last reporting year.

Further information: It was recognised that all relevant training may not have been captured in historical figures (for example, courses on gender-based violence and child protection). Therefore, from the reporting year 2016/17 onwards, the scope of the indicator was widened with the aim of including all aspects of equalities training.

During 2017/18, equalities training was provided on a variety of topics including the protected characteristics and hate crime. Throughout the Council, however, it is expected that the number of employees undertaking training on any subject will vary from year to year. For example, in 2017/18, the number of staff who undertook online equality and awareness training was lower than those who accessed the same training opportunity in the previous year. Similarly, while in 2016/17 a number of employees received anti-sectarianism training from an external provider, no such training was accessed during the last reporting year.

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 on 28 November 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

The Procurement Team continues to support Council Services to deliver their savings plans.

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 – improved
SPI 002bK	Community safety: % of respondents who noticed a reduction in anti-social behaviour in the last 12 months	●	red – declined
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 – improved
SPI 004K	Community regeneration: % of community organisations and groups within disadvantaged neighbourhoods and excluded groups which had increased their capacity	●	green – improved

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
	38	47	37
			Target
			49

SPI 002aK	Community safety: % of residents either satisfied or very satisfied with their neighbourhood as a place to live		
2014	2016	2018	Target
85	81	86	80

SPI 002bK	Community safety: % of respondents who noticed a reduction in anti-social behaviour in the last 12 months		
2014	2016	2018	Target
13	33	10	35

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.

It is encouraging to note that the percentage of residents satisfied with their neighbourhood as a place rose by 5% to 86% between 2016 and 2018 which meant that this indicator exceeded its target.

Following a significant increase between 2014 and 2016, the number of people who noticed a reduction in anti-social behaviour in the last 12 months dropped by 23% to 10% in 2018, putting performance of this measure below target. However, it should be noted that, in 2018, just under half (49%) of Citizens' Panel members said that anti-social behaviour is not an issue in their neighbourhood.

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 2018 survey.

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)			
2015/16	2016/17	2017/18	Target
21	18	19	12

SPI 004K Community regeneration: % of community organisations within disadvantaged neighbourhoods and excluded groups which had increased their capacity			
2015/16	2016/17	2017/18	Target
77	78.9	80	80


What the above data tells us:

There was an increase of 1% in the performance of the first indicator, the figure for 2017/18 is therefore comfortably above the target.

During the last reporting year, there was also an increase (of 1.1%) in the number of community organisations within disadvantaged neighbourhoods and excluded groups which had increased their capacity; the improvement resulted in this indicator meeting its target in the last financial year.

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

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

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		
	2015/16	2016/17	2017/18	Target
	31.17	30.6	28.61	30

What the above data tells us:

It is difficult to control the performance of the sundry debt indicator as one or two very large outstanding invoices can have an adverse effect on the percentage of debt outstanding. However, we have seen a year-on-year improvement in the proportion of outstanding debt that is more than 90 days old from the date of invoice as at 31 March. Performance of this measure was also below target in the last reporting year.

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 – maximum performance achieved
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	●	green – improved

a. Indicator details: Abandoned vehicles

SPI 021K	Abandoned vehicles: % of vehicles uplifted within 14 days			
	2015/16	2016/17	2017/18	Target
	71.4	90.9	100	95.9

What the above data tells us:

During 2017/18, there were 16 vehicles abandoned in Inverclyde, all of which 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		
2014	2015	2017/18	Target
4.7	4.5	4.2	4.3


What the above data tells us:

Inverclyde's 'area-wide' emissions decreased by 0.3 CO₂ tonnes per capita between 2015 and 2016 (the 2016 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 and in the transport 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 2014:

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
2014	4.7	5.7	-1.0	79,900
2015	4.5	5.5	-1.0	79,500
2016	4.2	5.2	-1.0	79,200

To find out more about 'area-wide' emissions, visit:  [UK local authority and regional carbon dioxide emissions national statistics: 2005 to 2016.](#)

c. Indicator details: Inverclyde Council's carbon emissions

SPI 023K	Reduction in the Council's carbon emissions in CO ₂ tonnes			
	2015/16	2016/17	2017/18	Target
	24,985	26,700	25,078	4,947 by 2021/22 (from a 2007/08 baseline)

What the above data tells us:

Between 2016/17 and 2017/18, the Council's carbon emissions decreased by 1,622 CO₂ tonnes or 6.075%.

Further information: Figures for this indicator comprise data from six areas: energy use in buildings, street lighting, fleet transport, business travel, water and waste. Between 2016/17 and 2017/18, all the Council's sources of carbon, with the exception of water, showed a reduction in emissions:




	% change between 2016/17 and 2017/18	% of total emissions 2017/18
Energy use in buildings	- 8.5	37.6
Street lighting	- 33.3	4.65
Fleet transport	- 1.64	4.3
Business travel	- 19.3	1.16
Water	+ 2.6	0.315
Waste	- 0.62	52.0

Total	100
-------	-----

For the third consecutive year, there was a significant reduction in carbon emissions from street lighting in Inverclyde. Emissions from this source reduced by a third; this was achieved as a result of a combination of replacing existing lamps with much more efficient LED (light-emitting diode) ones and more flexibility in design to meet the required specification. There was also a significant reduction in emissions from business travel.

The Council's Climate Change Plan 2018 aims to reduce emissions by 16% during the period from 2007/08 to 2021/22; this is the equivalent of 353 CO₂ tonnes per year; for more information about the Plan, visit [Climate Change Plan 2018](#).

Service performance – benefits administration

		Status	
SPI 026S	Benefits administration: gross administration cost per case in £		amber – declined but just above target
SPI 027K	Accuracy of Benefits payments: % of cases where the calculation of Benefit due was correct		green – performance maintained
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 – improved

a. Indicator details: Benefits administration

SPI 026S	Benefits administration: gross administration cost per case in £			
	2015/16	2016/17	2017/18	Target
	41.46	39.64	45.37	45.00

SPI 027K	Accuracy of Benefits payments: % of cases where the calculation of Benefit due was correct			
	2015/16	2016/17	2017/18	Target
	99.4	99.6	99.6	99

SPI 028bK	Speed of Benefits processing: average number of days per case to process Housing Benefit/Council Tax Benefit reduction claim changes of circumstances		
2015/16	2016/17	2017/18	Target
4.02	4.4	3.7	6

What the above data tells us:

In 2017/18, there was an increase of £5.73 in the gross cost per case for Benefits administration; however, the indicator's performance is only very slightly (£0.37) above target.




The accuracy of Benefits payments calculations was maintained at the high level of 99.6% with performance again exceeding the target.

The speed of processing Housing Benefit/Council Tax Benefit reduction claim changes of circumstances decreased by 0.7 days which means that performance of this measure was comfortably below target in 2017/18.

Further information: The gross administration cost per case for processing Housing Benefit and Council Tax Benefit reductions is partly attributable to the decreasing case load. A saving was agreed as part of the 2018/19 Budget which will reduce costs for 2018/19. Other costs are 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

		Status	
SPI 034K	Supervision requirement: % of children issued with a new Supervision Requirement who were seen by a supervising officer within timescale		red – declined
SPI 035aK	Case conferences: % of child protection case conferences where parental drug misuse was identified	no targets have been set due to the nature of these indicators	
SPI 035bK	Case conferences: % of child protection case conferences where parental alcohol misuse was identified		
SPI 053K	% of Social background reports submitted to the Scottish Children’s Reporter Administration within timescale		amber – declined but within a tolerable range
SPI 055K	Looked-after and accommodated children: community placements as a % of total placements		amber – declined but within a tolerable range
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			
	2015/16	2016/17	2017/18	Target
	91.5	98.3	84.4	95

What the above data tells us:

In 2017/18, there were 32 new Compulsory Supervision Requirements, a decrease of 44% from 2016/17. There was also a decrease of 13.9% in the number of young people seen by a supervising officer within the 15 working days timescale. The performance of this measure was therefore 10.6% below target during the last reporting 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. Performance of this measure is affected by the small number of new Supervision Requirements: of the 32 young people issued with a supervision requirement, five were not seen within the timescale.

b. Indicator details: Case conferences

SPI 035aK	Case conferences: % of child protection case conferences where parental drug misuse was identified			
	2015/16	2016/17	2017/18	Target
	26.2	35.5	27	-

SPI 035bK	Case conferences: % of child protection case conferences where parental alcohol misuse was identified			
	2015/16	2016/17	2017/18	Target
	25.5	15.9	13.9	-

What the above data tells us:

Between 2016/17 and 2017/18, there was a decrease of 8.5% in the number of child protection case conferences where parental drug misuse was identified. It should be noted that the 2016/17 figure for this measure was significantly higher than the previous year.

In 2017/18, parental alcohol misuse was identified at 13.9% of cases conferences, a reduction of 2% from the previous reporting year; this figure is steadily decreasing. It should also be noted that the 2015/16 figure was high at 25.5%.

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.

c. Indicator details: Social background reports

SPI 053K	% of Social background reports submitted to the Scottish Children's Reporter Administration within timescale		
2015/16	2016/17	2017/18	Target
68	78.3	64.5	69

What the above data tells us:

During the last reporting year, there was a significant decrease in the number of Social Background Reports submitted on time. Following a substantial improvement in the performance of this indicator in 2016/17, the percentage of reports submitted within timescale decreased by 13.8% in 2017/18 which means performance for that year was 4.5% below target.

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; Inverclyde HSCP 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, sickness absence, 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			
	2015/16	2016/17	2017/18	Target
	84.6	87	86.5	88

SPI 056K	Ratio of child protection referrals: % of children who were placed on the Child Protection Register			
	2015/16	2016/17	2017/18	Target
	31.6 ¹	22.7	18.7	-

What the above data tells us:

In 2017/18, the number of looked after and accommodated children in community placements decreased by 0.5% which means that performance of this measure was just 1.5% below target. Overall, the number of community placements has not changed significantly in the last three years.

The ratio of child protection referrals (the total number of children) to those placed on the Child Protection Register has decreased significantly during the last three years, dropping from 31.6% in 2015/16 to 18.7% in the last reporting year.

Nationally, as at 31 July 2017, there were 2,631 children on the Child Protection Register, a decrease of 3% from 2016. The total has now fallen for three consecutive years. Emotional use is the most common concern that leads to children being placed on the Register.

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.

¹ The methodology used to calculate the 2015/16 and 2016/17 figures has changed, therefore, the figures for those years have been adjusted accordingly

Service performance – community care

		Status	
SPI 029a	Number of clients aged 65+ receiving home care	no targets have been set due to the nature of these indicators	
SPI 029b	Number of clients under 65 receiving home care		
SPI 030	Number of clients aged 65+ in long term care as at 31 March		
SPI 031a	Number of learning disability clients in residential care		
SPI 031b	Number of learning disability clients in supported living		
SPI 032	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			
	2015/16	2016/17	2017/18	Target
	1,155	1,146	1,103	-

SPI 029b	Number of clients under aged 65 receiving home care			
	2015/16	2016/17	2017/18	Target
	112	127	113	-

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 number of service users receiving home care has remained steady during the past three years, however, there is an identified trend that shows an increase in the *under 65* category; this is partly due to the increase in referrals for service users with life limiting conditions. The slight decrease for this 2017/18 Census Week data is in part down 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. Information from the Social Care Survey was used to report data in 2015/16 and 2016/17; it has now been replaced by the Source Return which supplied the data for the 2017/18 reporting year.

b. Indicator details: Long term care

SPI 030	Number of clients aged 65+ in long term care as at 31 March		
2015/16	2016/17	2017/18	Target
602	588	544	-

What the above data tells us:

The Inverclyde HSCP works towards a Home 1st Strategy, ensuring service users are able to live as independently as possible in 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 2016/17 and 2017/18, there was a reduction (of 44) in this figure. However, this also reflects the seasonal changes between Winter 2017 and the severity of Winter 2018 and its impact on older people. These figures demonstrate 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			
	2015/16	2016/17	2017/18	Target
	39	39	33	-

SPI 031b	Number of learning disability clients in supported living			
	2015/16	2016/17	2017/18	Target
	120	118	101	-

What the above data tells us:

The number of people with a learning disability in residential care remains fairly 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 is fairly 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					
2015/16		2016/17		2017/18		Target
Clients in receipt of one SDS Option	Clients with a combination of Options	Clients in receipt of one SDS Option	Clients with a combination of Options	Clients in receipt of one SDS Option	Clients with a combination of Options	
2,003	160	3,824	271	2,797	131	-

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. There was also a change in providers available to service users and to the Home Care contract which also impacted on these figures.

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 2016/17](#) (agenda item 8, appendix,

page 49). Inverclyde Council's 2017/18 performance for this indicator, including how we compare to other Scottish councils, will be published in January 2019.

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%.

To find out more about support available for carers, call the Inverclyde Carers' Centre on 01475 735180 or visit  [Inverclyde Carers' Centre](#).

Service performance – criminal justice social work

		Status	
SPI 057k	% Criminal justice social work reports submitted to the courts by the due date	●	green – maximum performance maintained
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	●	amber – performance declined but within a tolerable range
SPI 058c	% Service users who began their first work placement within 7 working days of imposition of the court order	●	amber – performance improved but just below target

a. Indicator details: Criminal justice

SPI 057k	% Criminal justice social work reports submitted to the courts by the due date		
	2015/16	2016/17	2017/18
	100	100	100
			Target
			95

SPI 058a	% Criminal justice social work interviews within one day of the court order		
	2015/16	2016/17	2017/18
	88.7	91.9	93.2
			Target
			85

SPI 058b	% Service users whose induction/first meeting with a supervising officer took place within 5 working days of imposition of the court order		
2015/16	2016/17	2017/18	Target
87	92.7	83.3	85

SPI 058c	% Service users who began their first work placement within 7 working days of imposition of the court order		
2015/16	2016/17	2017/18	Target
81.2	82.8	84.6	85

What the above data tells us:

The Inverclyde HSCP's Criminal Justice Social Work Service responded to all requests from the courts for criminal justice social work reports by the due date.

A total of 263 Community Payback Orders (CPOs) were made during 2017/18, approximately 15.6% of which were imposed by courts out with Inverclyde. In previous years' reporting, the Service chose to discount these *out with Orders*, due to the fact it had to rely on third parties for the communication of reporting instructions, with any delays impacting across the range of indicators. However, going forward and to support transparency, these Orders will now be included. It should be noted that there is no nationally agreed protocol on what should be counted.

Indicator SPI 058a measures the Service's performance regarding interviewing individuals within one working day of their order being made. During the last reporting year, our performance was 93.2% for this measure, an improvement of 1.3% from 2016/17. Significantly, not only have we again exceeded the local target of 85%, we have done so within a more rigorous reporting framework. In addition, when benchmarked against the most recently published national data (for 2016/17), our performance for this measure well exceeds the Scottish average of 75.5%.

Indicator SPI 058b measures performance regarding inductions/first meetings which took place within five working days of the Order being made. It relates to both supervision and unpaid work requirements which can form part of a CPO, either individually or collectively. Our 2017/18 performance was 83.3% which is down 9.4% on the previous year and below the local target of 85%. However, as noted above, the methodology has changed and is now more demanding. Additionally, by way of context, performance of this indicator can be impacted by


factors both within and out with the Service's control; an example of the former would be staff availability and, for the latter, non-attendance by the individual as a result of non-compliance. Notably, in less than 5% of cases, the circumstances which gave rise to the late induction were within the Service's control. In addition, our performance, when benchmarked against the most recently published national data (2016/17) exceeds the Scottish average of 78.6%.

Indicator SPI 058c measures performance relating to the commencement of work placements within seven working days of the Order being imposed. Our 2017/18 figure for this measure was 84.6%; while this is an improvement (of 1.8%) on the previous year's performance, it is below the local target of 85%. As with previous measures, performance can be impacted by factors both within and out with the Service's control. Notably, in only 6% of cases, the circumstances which gave rise to the delay in commencing placements were within the Service's control. In addition, our performance, when benchmarked against the most recently published national data (for 2016/17) well exceeds the Scottish average of 67.2%.

Further information: The performance of the criminal justice measures requires to be seen within the context of where approximately three quarters (75%) of all individuals sentenced to Unpaid Work Community Payback Requirements in Inverclyde live in areas classified by the Scottish Index of Multiple Deprivation (SIMD) to be among the most deprived in Scotland i.e. SIMD 1. The SIMD measures a number of factors across seven domains including employment, income, health and education, to give an overall score of deprivation. This is significant in terms of the delivering Criminal Justice Social Work Services as these individuals are likely to be in greater need in terms of the support they require to both commence and successfully complete their Court Orders.

The Service is committed to furthering its understanding of the impact of poverty and inequality and how this plays out in terms of an individual's ability to respond to the rigours of a Court Order. In 2017/18, we worked in partnership with a number of agencies to better support such individuals and ensure a more holistic response to service users' needs and concerns.

Service performance – cultural and community services

		Status	
SPI 042K	Exercise: % of Inverclyde residents participating in sport/similar activity at least every two weeks		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](#).

Service performance – health and trading standards

		Status	
SPI 065bK	Pest control: service requests - % attended within 5 working days		green – improved
SPI 068aS	Trading standards: % of consumer complaints completed within 14 days		amber – small decline but within a tolerable range
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 improved but just below target
SPI 070bK	Food safety hygiene inspections: % of interventions achieved		green – small decline but above target


a. Indicator details: Pest control

SPI 065bK	Pest control: service requests - % attended within 5 working days		
2015/16	2016/17	2017/18	Target
98.7	98.1	99.8	95

What the above data tells us:

The performance of this indicator improved between 2016/17 and 2017/18 (by 1.7%); performance of the measure therefore remains very high and well above target.

Further information: In 2017/18, we received 431 pest control service requests which required attendance within five working days, only one of which was not attended within that timescale.

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		
2015/16	2016/17	2017/18	Target
95.1	95	92.1	95

SPI 068bS	Trading standards: % of advice requests completed within 14 days		
2015/16	2016/17	2017/18	Target
100	95.2	95.1	95

What the above data tells us:

There was a small decrease (2.9%) in the number of consumer complaints completed within 14 days; of the 164 complaints received, only 13 were not dealt with within 14 days.

The percentage of advice requests completed within 14 days also decreased by a very small amount (0.1%); however, the target for the last reporting year was exceeded.

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			
	2015/16	2016/17	2017/18	Target
	85.9	82.3	84.4	85


SPI 070bK	Food safety hygiene inspections: % of interventions achieved			
	2015/16	2016/17	2017/18	Target
	99.5	100	99.3	95

What the above data tells us:




In 2017/18, the number of premises broadly compliant with food safety hygiene regulations rose by 2.1%. While there was very small decrease (of 0.7%) in the number of interventions regarding food safety hygiene, performance of this measure remains very high and comfortably above target.

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.

In 2017, the Council was one of the first local authorities in Scotland to be audited under a revised system by Food Standards Scotland (FSS); 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: % of decision notifications issued within 28 days of date of initial presentation for permanent accommodation		green – small decline but above target
SPI 058aiiS	Homelessness: for households assessed as unintentionally homeless or unintentionally threatened with homelessness, the % which has secured settled accommodation		green – improved
SPI 058aiiiS	Homelessness: repeated homelessness - % of households reassessed as unintentionally homeless or unintentionally threatened with homelessness within the same year		amber – performance declined but within tolerable range
SPI 059K	Homelessness: average time in weeks between presentation and completion of duty by the Council for cases assessed as unintentionally homeless or unintentionally threatened with homelessness	no targets have been set due to the nature of these indicators	
New indicator	Homelessness: temporary accommodation – number of days occupied by households in a temporary furnished flat		
New indicator	Homelessness: temporary accommodation – number of days occupied by households in the Inverclyde Centre		
New indicator	Homelessness: temporary accommodation – number of days occupied by households in bed and breakfast accommodation		
New indicator	Homelessness: number of prevention cases (Housing Options) started in period		
New indicator	Homelessness: % of prevention cases (Housing Options) that progressed to a full homelessness assessment		

a. Indicator details: Homelessness

SPI 058aiS	Homelessness: % of decision notifications issued within 28 days of date of initial presentation for permanent accommodation		
2015/16	2016/17	2017/18	Target
96.1	94.29	90.71	80

SPI 058aiiS	Homelessness: for households assessed as unintentionally homeless or unintentionally threatened with homelessness, the % which has secured settled accommodation		
2015/16	2016/17	2017/18	Target
68	61	64	60

SPI 058aiiiS	Homelessness: repeated homelessness - % of households reassessed as unintentionally homeless or unintentionally threatened with homelessness within the same year		
2015/16	2016/17	2017/18	Target
11.1	10.2	13.3	15

SPI 059K	Homelessness: average time in weeks between presentation and completion of duty by the Council for cases assessed as unintentionally homeless or unintentionally threatened with homelessness		
2015/16	2016/17	2017/18	Target
20.1	20.78	22.18	-
New indicator	Homelessness: temporary accommodation – number of days occupied by households in a temporary furnished flat		

2015/16	2016/17	2017/18	Target
8,659	7,333	10,035	-

New indicator	Homelessness: temporary accommodation – number of days occupied by households in the Inverclyde Centre		
2015/16	2016/17	2017/18	Target
8,911	8,833	8,522	-

New indicator	Homelessness: temporary accommodation – number of days occupied by households in bed and breakfast accommodation		
2015/16	2016/17	2017/18	Target
7	13	109	-

New indicator	Homelessness: number of prevention cases (Housing Options) started in period		
2015/16	2016/17	2017/18	Target
922	950	881	-

New indicator	Homelessness: % of prevention cases (Housing Options) that progressed to a full homelessness assessment		
2015/16	2016/17	2017/18	Target
241 (26.1%)	235 (24.7%)	177 (20.1%)	-

What the above data tells us:

In 2017/18, there was a small decline (of 3.58%) in the number of decision notifications issued within 28 days of initial presentation for permanent accommodation; while the performance of this measure fell to 90.71%, it was still above the target of 80%. Meanwhile, the number of households which were reassessed within the same year increased by 3.1% to 13.3% in 2017/18.

The average time in weeks between presentation and completion of duty by the Council for cases assessed as unintentionally homeless or unintentionally threatened with homelessness increased by 1.4. 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 2017/18 declined by 4.6%. 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 2017/18, the number of households provided with Housing Options advice and assistance fell by 7.26% to 881.









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 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 the 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 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 also act as an independent third party by providing landlords with a deposit on the tenants' behalf.

In terms of temporary accommodation, use of the Inverclyde Centre has remained fairly constant during the past eight years while the use of temporary furnished flats saw an increase for the first time during the same period. Meanwhile, the use of bed and breakfast accommodation increased to its highest level in six years.

Service performance – planning

		Status	
SPI 044aK	Successful planning appeals as a % of all determinations	there were no appeals decisions in 2017/18	
SPI 044bK	Successful planning appeals as a % of all appeals		
ERR CDIP KPI33	% of all planning applications decided in under 2 months		amber – small decline but within a tolerable range
ERR CDIP KPI34	% of householder planning applications decided in under 2 months		green – improved
	% of non-householder planning applications decided in under 2 months		green – small decline but above target
SPI 043aS	Average time (in weeks) to deal with major planning applications determined during the year ²		red – declined
	Average number of days to register a building warrant application		amber – small decline but below target
	% of building warrants assessed within 20 working days of registration		green – small decline but above target
	Response to requests for completion certificates within 10 working days		amber - small decline but within a tolerable range
	Average number of days to issue a notice of acceptance of completion certificate		green – small decline but below target

² Based on two major planning applications

a. Indicator details: Planning

SPI 044aK	Successful planning appeals as a % of all determinations		
2015/16	2016/17	2017/18	Target
there were no appeals decisions in 2015/16	0.52	there were no appeals decisions in 2017/18	1

SPI 044bK	Successful planning appeals as a % of all appeals		
2015/16	2016/17	2017/18	Target
there were no appeals decisions in 2015/16	100	there were no appeals decisions in 2017/18	30

ERR CDIP KPI33	% of all planning applications decided in under 2 months		
2015/16	2016/17	2017/18	Target
88.9	89.9	87.3	90

ERR CDIP KPI34	% of householder planning applications decided in under 2 months		
2015/16	2016/17	2017/18	Target
98.7	94.7	96.1	95

% of non-householder planning applications decided in under 2 months			
2015/16	2016/17	2017/18	Target
81.7	80.8	79	65

SPI 043aS	Average time (in weeks) to deal with major planning applications determined during the year		
2015/16	2016/17	2017/18	Target
45.1	16.1	28.5	20

Average number of days to register a building warrant application			
2015/16	2016/17	2017/18	Target
2	1.3	2.3	4

% of building warrants assessed within 20 working days of registration			
2015/16	2016/17	2017/18	Target
99.6	99.8	96.7	95

Response to requests for completion certificates within 10 working days			
2015/16	2016/17	2017/18	Target
92.9	98.7	91	100

Average number of days to issue a notice of acceptance of completion certificate			
2015/16	2016/17	2017/18	Target
16	1.9	2	3


What the above data tells us:

In 2017/18, there was a small decrease (of 2.6%) in the number of planning applications which were decided in less than two months; this resulted in the target not being met for the last reporting year. However, the increase of 1.4% in the number of householder applications that were decided in under two months meant that the target for that measure was exceeded in 2017/18.











During the last reporting year, there was a small decrease (of 3.1%) in the number of building warrants assessed within 20 working days of registration; however performance is still at a high level and comfortably above target. In terms of completion certificates, 91% were responded to within 10 working days.

Further information: During 2017/18, there were 176 planning applications and 139 were decided in less than two months. In terms of householder planning applications, of the 153 applications, 147 were decided in under two months.

The Council assessed 451 building warrants in 2017/18, of which only 15 were 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 – improved
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		amber – declined but just below target
SPI 064bK	Public health complaints: medium priority - % attended within 2 working days		green - improved
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 – maximum performance achieved
SPI 067bK	Roads: % of carriageways reconstructed/resurfaced		red – declined
SPI 067cK	Roads: % of footways reconstructed/resurfaced		green – improved
SPI 067dK	Roads: gullies emptied per year		green – small decline but target exceeded

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

SPI 061K	Traffic light repairs: % completed within 48 hours		
2015/16	2016/17	2017/18	Target
100	93.5	94.6	90

SPI 062K	Street lighting repairs: % completed within 7 days		
2015/16	2016/17	2017/18	Target
90	88.82	84.63	95

What the above data tells us:

There was a small increase (1.1%) in the number of traffic light repairs completed within 48 hours; the 2017/18 figure is therefore comfortably above target.

The number of street lighting repairs completed within seven days declined slightly (by 4.19%) 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 2017/18, only four repairs to traffic lights were not completed within 48 hours:

Traffic light repairs		
No. of repairs completed	No. of repairs completed within 48 hours	%
74	70	94.6

Meanwhile, during 2017/18, our performance regarding repairs to street lighting was:

Street lighting repairs		
No. of repairs completed	No. of repairs completed within 7 days	%
1,919	1,624	84.63

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. However, it should be noted that, for the third consecutive year, there was a significant reduction in carbon emissions from street lighting in Inverclyde. Emissions from this source reduced by a third; this was achieved as a result of a combination of replacing existing lamps with much more efficient LED (light-emitting diode) ones and more flexibility in design to meet the required specification. More information is available from the carbon emissions performance indicator in the sustainable development section on page 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			
2015/16	2016/17	2017/18	Target
95.4	96.5	97.1	95

What the above data tells us:

We saw a small increase (of 0.6%) in the high priority anti-social behaviour response times during 2017/18; this resulted in the performance of this measure exceeding the target for that reporting year.

Further information: As outlined in the following table, during 2017/18, only 38 calls to the Community Wardens were not attended within 30 minutes:

Anti-social behaviour response times		
No. of high priority calls	No. attended within 30 minutes	%
1,322	1,284	97.1

The Council's Community Warden service is a uniformed visible presence 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 or email problemsolving.unit@inverclyde.gov.uk.

c. Indicator details: Public health complaints

SPI 064aK	Public health complaints: high priority - % attended by the next working day			
	2015/16	2016/17	2017/18	Target
	95.2	100	94.4	95

SPI 064bK	Public health complaints: medium priority - % attended within 2 working days			
	2015/16	2016/17	2017/18	Target
	95.2	90.6	95.2	95

SPI 064cK	Public health complaints: low priority - % attended within 5 working days			
	2015/16	2016/17	2017/18	Target
	97.8	95.2	95.1	95


What the above data tells us:

The number of high priority public health complaints attended by the next working day fell from maximum performance in 2016/17 to 94.4% in the last reporting year; however, it should be noted that this decline in performance is the result of only one complaint not being attended within timescale.

The percentage of medium priority public health complaints attended within two working days increased by 4.6% in 2017/18 while there was a very small decrease (of 0.1%) in the number low priority public health complaints attended within five working days.

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 2017/18, 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	%
18	17	94.4
Public health complaints: medium priority - % attended within 2 working days		
No. of medium priority complaints received	No. attended within 2 working days	%
105	100	95.2
Public health complaints: low priority - % attended within 5 working days		
No. of low priority complaints received	No. attended within 5 working days	%
489	465	95.1

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			
	2015/16	2016/17	2017/18	Target
	0	9	9	9

SPI 067bK	Roads: % of carriageways reconstructed/resurfaced			
	2015/16	2016/17	2017/18	Target
	7.7	7	4.6	7.4

SPI 067cK	Roads: % of footways reconstructed/resurfaced			
	2015/16	2016/17	2017/18	Target
	1.1	2.5	3.9	0.8

SPI 067dK	Roads: gullies emptied per year			
	2015/16	2016/17	2017/18	Target
	8,870	13,918	12,683	8,000

What the above data tells us:

The number of customer satisfaction surveys carried out in 2017/18 is in line with the target for this measure.

The percentage of carriageways reconstructed/resurfaced fell (by 2.4%) because the final year of the five year Roads Asset Management Programme's (RAMP) budget was concentrated on footway resurfacing, as planned. Consequently, we saw an increase (of 1.4%) in the percentage of footways that we reconstructed/resurfaced in the last year; this means that the performance of this measure is well above target as a result of the completion of the RAMP on footways.

Following a sharp rise in 2016/17, the number of gullies that we emptied during 2017/18 fell by around 1,200; despite this decrease, however, the number of gullies emptied in the last reporting year is still an improvement of more than 40% from two years ago.

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 2017/18. The returned questionnaires provided positive feedback with 80% of respondents indicating that they were satisfied with the service provided. We will now consider suggestions made by our customers with a view to making further 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 increased investment in roads has enabled the Council to carry out a substantial programme of resurfacing works and street lighting replacement during the last five years, in addition to carriageway patching works and emergency pothole repairs.

Flooding can have a detrimental impact on local people and businesses and can be caused by a number of factors including blocked gullies. We programme and aim to clean our road gullies annually, however, there are some locations which require additional attention.

Service performance – the education of children

		Status	
Pupil/teacher ratio			
New indicator	Pupil/teacher ratio - primary and secondary schools	to be published in December 2018	
Annual Participation Measure			
New indicator	Annual Participation Measure for 16-19 year olds: % of 16-19 year olds who are participating in education, training or employment	●	amber – small decline and just below target
Attendance rates			
SPI 050aiK	% Attendance rate: primary schools	●	amber – small decline and just below target
SPI 050biK	% Attendance rate: secondary schools	●	amber – small decline and just below target
SPI 050ciK	% Attendance rate: additional support needs schools	●	amber – improved but just below target
Attainment - S5			
SPI 052diK	% of pupils achieving one pass at Level 6 by the end of S5	●	green – improved
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

		Status	
Attainment - S6			
SPI 052giK	% of pupils achieving 3 passes at Level 6 by the end of S6		amber – small decline but just below target
SPI 052hiK	% of pupils achieving 5 passes at Level 6 by the end of S6		green – improved
SPI 052iiK	% of pupils achieving one pass at Level 7 by the end of S6		amber – small decline and 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		red – declined
	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		red – declined

a. Indicator details: Pupil/teacher ratio

Pupil/teacher ratio: primary and secondary schools			
2015/16	2016/17	2017/18	Target
1:13.5	1:13.5	to be published in December 2018	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 2016/17. The 2017/18 figure for this indicator will be published in December 2018.

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 was 1:13.5 in 2016/17 (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: Annual Participation Measure

Annual Participation Measure for 16-19 year olds: % of 16-19 year olds who are participating in education, training or employment			
2016	2017	2018	Target
91.2	91.9	91.6	92

What the above data tells us:

Between 2017 and 2018, the figure for this measure decreased slightly (by 0.3%); however, this is still higher (by 0.4%) than in 2016 and lower (by 0.4%) than target.

Additionally, during the last reporting year, Inverclyde's figure was 0.2% below the Scottish average of 91.8%; this means that we are positioned joint 20th out of the 32 Scottish Local Authorities for this measure.

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	
	Year	% of 16-19 year olds	Year	% of 16-19 year olds
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

	Inverclyde		Scotland	
	Year	% of 16-19 year olds	Year	% of 16-19 year olds
	2017	3.9	2017	3.7
	2018	4.2	2018	3.4
Unconfirmed status	2016	4.1	2016	5.6
	2017	4.1	2017	5.3
	2018	4.2	2018	4.7

It should be noted that, in 2018, the main issue is around the 18 and 19 year old age groups:

- a reduction of 0.2% in the number of 18 year olds participating
- a reduction of 1.2% in the number of 19 year olds participating
- an increase of 1.6% in the number of 19 year olds not participating
- an increase of 0.7% in the number of 18 year olds reporting as unconfirmed.

Additional information on the Annual Participation Measure 2018 figures is available from a report submitted to the meeting of the Inverclyde Alliance Board on 1 October 2018: [Inverclyde Alliance Board - meeting on 1 October 2018](#) (agenda item 16).

c. Indicator details: Attendance rates

SPI 050aiK	% Attendance rate: primary schools			
	2015/16	2016/17	2017/18	Target
	94.8	94.2	93.8	95

SPI 050biK	% Attendance rate: secondary schools			
	2015/16	2016/17	2017/18	Target
	91.1	90	89.6	92

SPI 050ciK	% Attendance rate: additional support needs schools			
	2015/16	2016/17	2017/18	Target
	91	90.1	91.8	93

What the above data tells us:

Attendance at primary schools dropped very slightly (by 0.4%) between 2016/17 and 2017/18. Although there was a very small reduction (of 0.4%) in the performance of the secondary schools attendance rate, the figure is still high at almost 90%. There was an increase (of 1.7%) in attendance by pupils at additional support needs schools.

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		
2015/16	2016/17	2017/18	Target
58.3	56.65	61.5	57

SPI 052eiK	% of pupils achieving 3 passes at Level 6 by the end of S5		
2015/16	2016/17	2017/18	Target
30.5	33.5	35	34

SPI 052fiK	% of pupils achieving 5 passes at Level 6 by the end of S5		
2015/16	2016/17	2017/18	Target
13	13.9	16.1	14

What the above data tells us:

Between 2016/17 and 2017/18, there was an improvement with all the indicators used to measure the attainment of our S5 pupils; additionally, the targets were exceeded for the three 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		
2015/16	2016/17	2017/18	Target
42.8	43.4	43	44

SPI 052hiK	% of pupils achieving 5 passes at Level 6 by the end of S6		
2015/16	2016/17	2017/18	Target
28.9	28.7	31	29

SPI 052iiK	% of pupils achieving one pass at Level 7 by the end of S6		
2015/16	2016/17	2017/18	Target
18.1	18.6	17.3	19

What the above data tells us:

Between 2016/17 and 2017/18, the number of S6 pupils achieving three passes at Level 6 fell slightly (by 0.4%); there was also a small decrease (of 1.3%) in the number of S6 pupils achieving one pass at Level 7. Meanwhile, the number of pupils achieving five passes at Level 6 by the end of S6 rose by 2.3%.

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			
2015/16	2016/17	2017/18	Target
1.3	2.7	5	-

Exclusions from school per 1,000 pupils: primary school pupils who are looked after			
2015/16	2016/17	2017/18	Target
18.7	10	10.9	-

Exclusions from school per 1,000 pupils: secondary schools			
2015/16	2016/17	2017/18	Target
28.2	35.8	45.6	-

Exclusions from school per 1,000 pupils: secondary school pupils who are looked after			
2015/16	2016/17	2017/18	Target
95.7	108.9	126.1	-

What the data tells us:

Between 2016/17 and 2017/18, there were increases in the number of pupils excluded from primary and secondary schools.

SEEMiS (the education management information system) was replaced by the Business Intelligence module which was not able to provide historical exclusion figures for looked after children. However, for 2017/18, information is available which enables a higher degree of scrutiny of school exclusions, attendance and progress for looked after children.

Further information:

Inverclyde had achieved significant year-on-year reductions in school exclusions and we have consistently been below the Scottish average for these indicators. 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 Relationships, Positive Behaviour (PRPB) 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)			
	2015/16	2016/17	2017/18	Target
	39.98	34.91	to be confirmed in January 2019	-

SPI 072bS	Refuse: net cost in £ of refuse disposal per premise			
	2015/16	2016/17	2017/18	Target
	82.79	94.45	to be confirmed in January 2019	-

What the data tells us:

The 2017/18 figures for these indicators will be confirmed when the LGBF 2017/18 information is published by the Improvement Service in January 2019. At that time, Inverclyde Council's performance for these indicators compared to other Scottish Councils will also be available. A report on the LGBF 2017/18 will be submitted to the 26 March 2019 meeting of the Policy and Resources Committee.

Further information: 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.

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 2017/18, the number of premises for refuse collection (household and commercial) in Inverclyde was 39,540.

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 2017/18

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 Appendix 1.

The other component of the SPIs Direction is the Local Government Benchmarking Framework (LGBF) indicators, details of which will be published by the Improvement Service in January 2019, 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 – performance maintained
CORP 6 1 b	Sickness absence: the average number of working days per employee lost through sickness absence - all other Inverclyde Council employees	●	red – small improvement but above target
Equal opportunities			
CORP 3b 2	Equal opportunities policy: the % of the highest paid 5% among Inverclyde Council employees that are women (excluding teachers)	●	green – improved
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		amber – declined and below target
Use of libraries			
C&L 2 12 a	Use of libraries: number of visits to libraries		green – improved

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			
	2015/16	2016/17	2017/18	Target
	5.5	5.2	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			
	2015/16	2016/17	2017/18	Target
	9.5	10.9	10.6	9

What the above data tells us:

The data shows that the sickness absence rate for teachers is unchanged from 2016/17; the figure of 5.2 days is our best since 2008/09. The performance of this measure during the last two reporting years resulted in the target being exceeded by 3.8 days.

Meanwhile, although sickness absence for all other Inverclyde Council employees fell by 0.3 days, the performance of this indicator was 1.6 days more than the target during 2017/18.

Inverclyde Council's performance for these indicators compared to other Scottish Councils will be published in January 2019.

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 attends 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 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 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 was reviewed last year 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)		
2015/16	2016/17	2017/18	Target
53.2	52.9	53.9	50.6

CORP 3c	Equal opportunities policy: the % gender pay gap between the average hourly rate of pay for male and female Inverclyde Council employees		
2015/16	2016/17	2017/18	Target
10.89	9.3	8.7	-

What the above data tells us:

There was an increase of 1% in the percentage of Inverclyde Council employees who are female and in the top 5% of earners. In 2017/18, the number of females in the top 5% of earners increased by two to 110.


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 by 0.6% in 2017/18.

Inverclyde Council's performance for these indicators compared to other Scottish Councils will be published in January 2019.

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 2016/17 and 2017/18 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 2017/18, the average hourly rate for male employees changed from the previous year at £14.93 (an increase of £0.09) while the corresponding rate for female employees increased slightly more during the same period, rising from £13.46 to £13.63 (an increase of £0.17).

In 2017, the Scottish gender pay gap was 16% while the United Kingdom figure remained at 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)			
	2015/16	2016/17	2017/18	Target
	12.15	12.60	12.73	16.00

CORP 7 6 a	Council Tax: income due in £ for the year excluding reliefs and rebates			
	2015/16	2016/17	2017/18	Target
	28,130,547	28,698,299	29,958,870	-


CORP 7 6 b	Council Tax income: % of income due for the year that was received by the end of the year			
	2015/16	2016/17	2017/18	Target
	95.1	95.3	95.5	94

What the above data tells us:

The data shows that, although there was a marginal increase (£0.13) 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 £1,260,571 between 2016/17 and 2017/18.

There has been a year-on-year increase in the percentage of Council Tax collected, rising from 95.1% in 2015/16 to 95.5% - the highest ever level - in 2017/18; 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 2019.

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 Review](#) (agenda items 4 and 4a). 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 2017/18, the number of eligible dwellings in Inverclyde increased by 724 to 39,540; the increase is mainly attributable to new build properties in the area.

d. Indicator details: Payment of invoices

CORP 8 7	Payment of invoices: % of invoices sampled and paid within 30 days		
2015/16	2016/17	2017/18	Target
96.48	96.64	97.1	95

What the above data tells us:

The data shows there was an increase of 0.46% in the number of invoices paid within 30 days in 2017/18; 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 2019.

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 Review](#) (agenda items 4 and 4a).

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			
	2015/16	2016/17	2017/18	Target
	89.8	91.1	91.4	92

CORP ASSET 1 & 2 8 b	Asset management: operational buildings: % that are suitable for their current use			
	2015/16	2016/17	2017/18	Target
	90	90.2	92.4	90

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.

Inverclyde Council's performance for these indicators compared to other Scottish Councils will be published in January 2019.

Further information: As outlined in the following table, only a very small number (10) of the Council's buildings were not suitable for their current use in 2017/18:

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	%
131	121	92.4


Over recent years, condition surveys have been carried out on the majority of the Council's operational property portfolio. On receipt of these surveys, all essential/urgent works were completed and a programme of planned maintenance established. The Council is continuing with the upgrade of its school estate, with the completion of St Ninian's Primary School and the new Glenpark Early Learning Centre. Full refurbishment of the former Strone office has also been completed and now houses the new Glenbrae Children's Centre. Additionally, full refurbishment of Moorfoot Primary School is complete, together with the full refurbishment and extension of Lady Alice Primary School.

The Office and Depot Rationalisation Programme continues, with the recent sale of 40 West Stewart Street, Greenock. Complete refurbishment of the former Education Headquarters and Drummer's Close was also carried out in 2017/18 while the ongoing rationalisation of the Council's whole estate will continue until most, if not all, operational properties fall within a 'satisfactory condition'.

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 2017/18, the Council's property portfolio, broken down by those ratings, was:

Rating	No. of properties
A	81
B	40
C	7
D	3
Total	131

Once questionnaires are returned from service users, the appropriate overall percentage of properties suitable for their current 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		
2015/16	2016/17	2017/18	Target
78,506	70,256	57,053	65,000


What the above data tells us:

During the last reporting year, the number of visits to the McLean Museum fell by just over 13,000; this is perhaps unsurprising given that the Museum was closed for

Inverclyde Council's performance for this indicator compared to other Scottish Councils will be published in January 2019.

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			
	2015/16	2016/17	2017/18	Target
	419,720	418,079	428,785	423,000

What the above data tells us:

During the last reporting year, there was an increase of almost 11,000 in the number of visits to Inverclyde libraries; this means that the target for this measure was comfortably exceeded in 2017/18.

Inverclyde Council's performance for this indicator compared to other Scottish Councils will be published in January 2019.

Further information: The Council's library staff work hard to encourage people to visit local libraries. We are therefore pleased to see the improvement of almost 11,000 visitors since 2016/17. During the last reporting year, we increased the number and range of events and activities on offer, for example, author visits, drop-in IT sessions, children's activities, and a well-attended event in the Central Library as part of the *Get it Loud in Libraries* programme. We also worked with Macmillan Cancer Support to assist with cancer information provision; offered *Chatty Café* sessions to help reduce social isolation; and hosted an orientation day for our New Syrian Scots to introduce them to library services. Additionally, we saw an increase in visits to libraries regarding Universal Credit as it now requires online access.

To find out more about the wide range of services offered by Inverclyde libraries, visit  [Libraries](#).