Inverclyde council

Report To:	**Policy and Resources Committee**	**Date:**	**17 November 2020**
Report By:	**Steven McNab** **Head of Organisational** **Development, Policy &** **Communications**	**Report No:**	**PR/42/20/KM**
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Subject:	**Statutory and Key Performance Indicators Annual Report 2019/20**		

1.0 PURPOSE

1.1 The purpose of this report is to present the Committee with the Council's Statutory and Key Performance Indicators Annual Report 2019/20. The report details the progress made in the last year towards the achievement of our performance targets.

2.0 SUMMARY

2.1 Inverclyde Council has a statutory duty to publish data on how it is performing across a range of service areas. The range of information that councils are expected to publish is set out in the Accounts Commission SPI Direction 2018.

2.2 This is the second year of reporting on a revised suite of indicators aligned to the Corporate Plan organisational priorities. However, for the reporting year 2019/20 data for a significant number of the performance measures is currently unavailable. This is in part due to the impact of Covid-19, and means performance comparison with the previous reporting year is not possible. Performance measures affected include:

- Those PIs sourced from the Citizens' Panel, as a result of the spring 2020 survey being postponed
- School leaver attainment data have been delayed due to an issue with Insight, the national benchmarking tool
- Attainment data relating to literacy and numeracy, based on teacher judgement, which was not able to be gathered in March/April as standard

2.3 In total, there are 13 indicators where data for reporting year 2019/20 is either delayed, (5 indicators), or unavailable (8 indicators). Two of the eight indicators reported as unavailable will not be available going forward as the national data source for these is no longer published. These will be replaced with appropriate indicators for reporting in 2020/21 onwards. Full details on all performance indicators can be found in appendix 1.

2.4 A summary of performance achieved is shown below for those indicators where a RAG status is available.

2019/20	Green – target met or exceeded	Amber – target not achieved but performance is within set tolerance level	Red – performance is below set tolerance level
	13 (48%)	9 (33%)	5 (19%)

2.5 Due to the nature of the service being provided, there are nine indicators with no set performance target and therefore no RAG status.

2.6 As a result of the Covid-19 pandemic, many Council services have had to move to new and innovative ways of working in order to continue to meet the needs of their service users. However, delivering services under the range of restrictions which have been put in place means that there will be an unavoidable impact on service performance in some areas. In view of this, performance targets for 2020/21 have been reviewed and some targets have been adjusted accordingly. Where targets have been changed, this has been noted in the appendix. Whilst targets continue to be challenging, they now better reflect the current climate in which services are operating.

2.7 Another element of the Council's statutory performance reporting is the Local Government Benchmarking Framework (LGBF), which is due to be published by the Improvement Service in January 2021. A full report detailing Inverclyde Council's LGBF performance and ranking relative to other Scottish councils will be brought to this Committee on 23 March 2021.

3.0 RECOMMENDATIONS

3.1 It is recommended that the Committee:

a. Notes the Statutory and Key Performance Indicator data for financial year 2019/20; and
b. Notes that a separate report on the LGBF indicators will be brought to the Committee, setting out details of Inverclyde Council's performance relative to other Scottish local authorities, once this data is published.

Steven McNab
Head of Organisational Development, Policy and Communications

4.0 BACKGROUND

4.1 Inverclyde Council has a statutory duty under the Local Government (Scotland) Act 1992 to publish data on how it is performing across a range of service areas. The range of information that councils are expected to report on is set out in the Accounts Commission SPI Direction 2018.

4.2 The SPI Direction places a strong emphasis on councils' responsibilities in relation to public performance reporting, which should be fair, balanced and engaging.

4.3 The main platform used by Inverclyde Council to report on performance to the public is via the performance page of the Council website, which can be viewed here: https://www.inverclyde.gov.uk/council-and-government/performance

4.4 The performance information contained within this report has been extracted from the Council's performance management system, Inverclyde Performs. The system uses a balanced scorecard approach and allocates each performance indicator a RAG (red / amber / green) status based on two sets of values, a target and alarm. The target is the point at which the status of the indicator turns green, indicating the desired level of performance has been achieved and the alarm is the point where the status will turn red, indicating that performance has declined by more than the set tolerable amount. Any value that falls in between these two parameters is designated as amber (i.e. below target but remaining within tolerance).

5.0 STATUTORY AND KEY PERFORMANCE INDICATOR ANNUAL REPORT 2019/20

5.1 This Annual Report forms one aspect of the Council's public performance reporting. Other aspects include, but are not limited to, the Best Value Assurance Report Improvement Plan progress reports, Inverclyde Outcomes Improvement Plan Annual Report, the Inverclyde Council Corporate Plan Annual Report, the Local Government Benchmarking Framework (LGBF) and the CDIP performance reports that are considered at every second Committee meeting.

5.2 The data for a significant number of the performance measures is currently unavailable, in part due to Covid-19, which means that a full comparison with performance in 2018/19 is not possible. Some of the performance measures affected include:

- Those PIs sourced from the Citizens' Panel, as a result of the spring 2020 survey being postponed
- School leaver attainment data have been delayed due to an issue with Insight, the national benchmarking tool
- Attainment data relating to literacy and numeracy, based on teacher judgement, which was not able to be gathered in March/April as standard

5.3 In total, there are 13 indicators where data for reporting year 2019/20 is either delayed, (5 indicators), or unavailable (8 indicators). Two of the eight indicators reported as unavailable will not be available going forward as the national data source for these is no longer published. These will be replaced with appropriate indicators for reporting in 2020/21 onwards. Full detail on all performance indicators can be found in appendix 1.

	Green – target met or exceeded	Amber – target not achieved but within set tolerance level	Red – performance is below set tolerance level
2019/20	13 (48%)	9 (33%)	5 (19%)

5.4 Due to the nature of the service being provided, there are nine indicators with no set performance target and therefore no RAG status.

5.5 Indicators which achieved maximum performance in the 2019/20 reporting year are as follows:

- The percentage of children issued with a new supervision requirement seen by a Supervising Officer within timescale
- The percentage of Category 1 potholes made safe within 24 hours of notification

Strong performance was also reported for the percentage of cases where the calculation of Benefit due was correct (99.3%) and the percentage of pest control service requests attended within 5 working days (98.8%)

5.6 48% (13) of all indicators had a green status in 2019/20, including:

- The number of Inverclyde adults achieving a core skills qualification
- Total CO_2 emissions that are within the scope and influence of the local authority
- Benefits administration (gross cost per case)
- The percentage of customer transactions with the Council that were digital
- The number of abandoned calls made to the Customer Service Centre (i) revenues and benefits enquiries (ii) other Council services

In addition, performance for both the percentage of building warrants assessed within 20 working days of registration and the percentage of performance appraisals completed in the year and development plans agreed were both within 1% of their target.

5.7 19% (5) indicators have a red status in 2019/20. A summary of the red status indicators and the reasons for this is provided below.

- **The percentage of high priority public health complaints that were attended by the next working day**

  Performance has been affected by the relatively low number of complaints received. 20 out of 23 complaints were responded by the next working day, with the timeframe not achieved for 3 complaints. Performance also needs to be considered in the context of the overall number of public health complaints received, in 2019/20, Inverclyde Council received 689 public health complaints, 89% of which were responded to within 5 working days.

- **The percentage of consumer complaints completed within 14 days**

  In 2019/20 the service received 123 consumer complaints, 110 of which were responded to within the 14 day timescale. The main reason for the fall in performance is due to staffing issues and the service experiencing difficulties in filling vacant posts. The difficulty in recruiting suitable qualified staff is an issue at a national level as well as locally.

- **The percentage of looked after children with a permanence plan within 6 months of being accommodated**

  This PI was established prior to a 'Test of Change' being implemented as a result of the service joining the CELCIS PACE (Permanence and Care Excellence) programme. Following completion of the 'Test of Change' the service decided not to fully implement PACE and this measure will be reviewed to ensure it remains appropriate. Nonetheless, a number of improvement actions have been identified by the service and are being implemented.

- **The percentage of carers who feel supported to continue in their caring role**

  This information for this PI is taken from the Health and Care Experience Survey, which is a random, voluntary survey and, as such, response rates and results are subject to variation year on year. The percentage of positive responses in Inverclyde is higher than the Scottish average and it should also be noted that 40% of respondents provided a neutral response. The priorities for developing support networks for those that provide unpaid caring responsibilities is set out in the Inverclyde Carer and Young Carer Strategy 2017-22.

- **Responses to completion certificates within 10 working days**

  In 2019/20, the Council received 438 requests for a completion certificate, 334 of which were responded to within 10 days. It was highlighted in the SPI Annual Report 2018/19 that recruitment difficulties in this service area had led to a fall in performance and these recruitment difficulties continued in 2019/20. The service has a Continuous Improvement Plan in place that is subject to monitoring and reporting on a quarterly basis.

5.8 Full detail of performance, including an explanation where targets have not been achieved, is provided in Appendix 1.

5.9 As a result of the Covid-19 pandemic, many Council services have had to move to new and innovative ways of working in order to continue to meet the needs of their service users. However, delivering services under the range of restrictions which have been put in place means that there will be an unavoidable impact on service performance in some areas. In view of this, performance targets for 2020/21 have been reviewed and some targets have been adjusted accordingly. Where targets have been changed, this has been noted in the appendix. Whilst targets continue to be challenging, they now better reflect the current climate in which services are operating.

6.0 IMPLICATIONS

6.1 **Finance**

There are no financial implications associated with this report.

Financial Implications:
One off costs

Cost Centre	Budget Heading	Budget Year	Proposed spend from this report	Virement from	Other Comments
N/A					

Financial implications: Annually recurring costs

Cost Centre	Budget Heading	Budget Year	Proposed spend from this report	Virement from	Other Comments
N/A					

6.2 **Legal**

The Council has a statutory obligation under the Local Government (Scotland) Act 1992 to report a range of performance information that demonstrates the delivery of Best Value. The performance information provided in this report has been developed with due recognition to the Audit Scotland SPI Direction, published in December 2018.

6.3 **Human Resources**

There are no direct human resource implication arising from this report.

6.4 **Equalities**

Equalities

(a) Has an Equality Impact Assessment been carried out?

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

(b) Fairer Scotland Duty

If this report affects or proposes any major strategic decision:-

Has there been active consideration of how this report's recommendations reduce inequalities of outcome?

	YES – A written statement showing how this report's recommendations reduce inequalities of outcome caused by socio-economic disadvantage has been completed.
✓	NO

(c) Data Protection

Has a Data Protection Impact Assessment been carried out?

	YES – This report involves data processing which may result in a high risk to the rights and freedoms of individuals.
✓	NO

6.5 **Repopulation**

The provision of services that are subject to close scrutiny with the aim of delivering continuous improvement for current and potential citizens of Inverclyde supports the Council's priority of retaining and enhancing the local population.

7.0   CONSULTATION

7.1   The commentaries on service performance in the appendices have been provided by the appropriate service.

8.0   LIST OF BACKGROUND PAPERS

8.1   There are no background papers relative to this report.

Inverclyde Council's Statutory and Key Performance Indicators Annual Report 2019/20

Inverclyde Council has a statutory duty to capture and record how well it is performing and publish this information for the public. In early 2019, the council reviewed its set of statutory and key performance indicators to ensure that its performance reporting met the requirements of the Audit Scotland SPI Direction, published in December 2018. This is the second year of reporting on the refreshed indicator set.

In publishing our performance information, we aim to ensure that stakeholders and the public can access a range of information that is balanced; that provides an understanding of how services provided by the council are performing; any changes in performance over time; and whether the council is helping to deliver better outcomes for the residents of Inverclyde.

Each performance indictor has been allocated a status, depending on performance in 2019/20. Due to Covid-19 the performance data for some indicators is unfortunately not available this year, however a range of additional performance information is available on the council's website. The status column indicates whether performance is considered to be:

green – the target has been met or exceeded	amber – the target has not been achieved but is within the set tolerance level	red – the target has not been achieved and performance is below the set tolerance level

This report is one element of the council's approach to the reporting of its Statutory Performance Indicators. Another element is the Local Government Benchmarking Framework, which will be published nationally in January 2021. More detail on the LGBF is provided in Appendix 2.

Our SPI framework is aligned to the delivery of our Corporate Plan 2018/22 organisational priorities, shown below:

Organisational Priority 1: To promote Inverclyde to both residents and visitors alike, as a great place to live, work, study and visit
Organisational Priority 2: To work collaboratively to enable strong, connected and empowered communities, particularly in areas of deprivation, so that residents have influence and control over the things that matter to them
Organisational Priority 3: To grow the local economy in a way that creates opportunities for all our residents including access to good quality jobs and lifelong learning
Organisational Priority 4: To reduce the prevalence of poverty and in particular child poverty, in our communities
Organisational Priority 5: To safeguard, support and meet the needs of our most vulnerable families and residents
Organisational Priority 6: To improve the health and wellbeing of residents so that people live well for longer
Organisational Priority 7: To protect and enhance our natural and built environment

Organisational Priority 8:	To preserve, nurture and promote Inverclyde's unique culture and heritage
Organisational Priority 9:	To deliver services that are responsive to community needs and underpinned by a culture of innovation, continuous improvement and effective management of resources
Organisational Priority 10:	To develop motivated, trained and qualified employees who deliver quality services that meet current and anticipated service needs

You can also find information on how the council is performing in the delivery of its Best Value Improvement Plan, its Corporate Plan 2018/22 and the Corporate Directorate Improvement Plans 2019/22 on the performance page of the council's website: https://www.inverclyde.gov.uk/council-and-government/performance

Performance Summary

		Status	
Corporate Plan Organisational Priority 1	**To promote Inverclyde to both residents and visitors alike, as a great place to live, work, study and visit**		
Percentage of residents satisfied or very satisfied with their neighbourhood as a place to live		Delayed	
Percentage of school leavers achieving 1 or more awards at SCQF level 6 or better		●	Green - improved performance, target achieved
Percentage of school leavers achieving 5 or more awards at SCQF level 6 or better		●	Green - improved performance, target achieved
Percentage of school leavers achieving SCQF level 5 or better in literacy		Delayed	
Percentage of school leavers achieving SCQF level 5 or better in numeracy		Delayed	

1a.   Indicator detail: Resident satisfaction

Percentage of Inverclyde residents satisfied or very satisfied with their neighbourhood as a place to live			
2016	**2018**	**2020**	**Target**
81%	86%	**Delayed**	84

What the data tells us: The data for this performance measure is obtained from the Inverclyde Citizens' Panel and is asked of panel members every two years.   Due to Coviid-19, the Citizens' Panel survey scheduled to take place in spring 2020 could not be carried out and as a result, no new data is available. This question will be asked of panel members in the first survey of 2021 and reported in the SPI/KPI Annual Report 2020/21.

Further information: Citizens' Panel questionnaires are distributed to a representative sample of 1,000 Inverclyde residents. Questions are repeated periodically to allow the council to assess whether improvement has been achieved and whether positive outcomes are being delivered. Satisfaction with the local neighbourhood as a place to live has an important influence on the overall quality of our lives, feelings of wellbeing and happiness. The council aims to continue to increase the number of residents that are satisfied or very satisfied with their local neighbourhood linked to the wider aim of encouraging residents to remain in Inverclyde. As part of the work focusing on stemming population decline, the council and its partners in the Inverclyde Alliance have approved a Repopulation Strategy and Action Plan, with a range of actions that aim to promote Inverclyde as a great place to live, work, study and visit. More information on the work of the Inverclyde Alliance Population Partnership

can be found here: https://www.inverclyde.gov.uk/council-and-government/community-planning-partnership/inverclyde-alliance-board-papers/inverclyde-alliance-board-papers-2020

1b. Indicator detail: School leaver attainment

Percentage of school leavers achieving 1 or more awards at SCQF level 6 or better				
2017/18	**2018/19**	**2019/20**	**Target**	**2020/21 Post Covid-19 Target**
68%	**72%**	**75%**	**70%**	**70%**

Percentage of school leavers achieving 5 or more awards at SCQF level 6 or better				
2017/18	**2018/19**	**2019/20**	**Target**	**2020/21 Post Covid-19 Target**
35.6%	**35.6%**	**38.5%**	**36%**	**36%**

% of leavers achieving SCQF level 5 or better in literacy				
2017/18	**2018/19**	**2019/20**	**Target**	**2020/21 Post Covid-19 Target**
83.2%	84.9%	**Delayed**	**86%**	**86%**

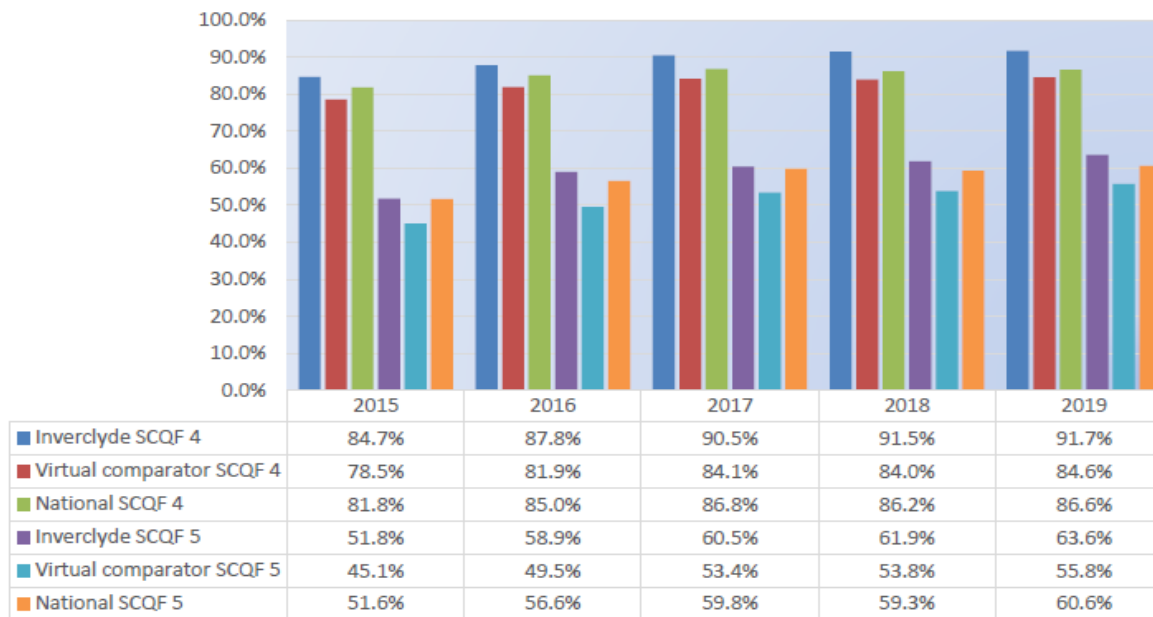| % of leavers achieving SCQF level 5 or better in numeracy				
2017/18	**2018/19**	**2019/20**	**Target**	**2020/21 Post Covid-19 Target**
73.9%	73.5%	**Delayed**	**76%**	**76%**

What the data tells us: The data for the first two indicators, which has been extracted from SEEMIS, shows that there has been an improvement in the percentage of school leavers achieving 1 or more awards at SCQF level 5 or better and also level 6 or better.   The data for the two SCQF measures relating to literacy and numeracy is currently not available. This source for this data is Insight, which is a benchmarking tool designed to help bring about improvements for learners in the senior phase (S4 to S6). The system is updated twice annually, around September for attainment results, and February for school leavers' data. An update to Insight was scheduled to go live in September 2020, however, as a result of the changes to the awarding methodology, the update was not able to be processed in time. Additionally, the changes

resulting from the different methodology has raised concerns and uncertainties about the validity and implications of some of the Insight measures and methodology, which is particularly important since the purpose of Insight is of presenting comparisons and monitoring improvement over time. In order to fully assess the impacts of including the 2019-20 attainment data in Insight, the 'September update' has been delayed.

Further information: In the senior phase, SQA results continue to rise, are positive overall and better than virtual comparators across many key measures. Year groups in Inverclyde often attain above both the national average and schools serving similar catchment areas (virtual comparators).

As part of the Inverclyde Literacy and Numeracy strategies, ambitious targets have been set for the percentage of pupils leaving school with National 5 in English and Mathematic. Although 2019/20 data is not currently available, trend data shows that overall literacy and numeracy performance improved between 2014/15 and 2018/19. The graph below shows the overall performance in literacy and numeracy for cohort pupils between 2014/15 and 2018/19. There has been a 7% increase at SCQF level 4 and 11.8% increase at SCQF Level 5. There was a slight decrease in Level 5 over 2016/17 but this improved again in the following two years. Performance has been consistently higher than our virtual comparator, and the national average, at both levels over the 5 year period.

Improving attainment in literacy and numeracy: Percentage of candidates attaining literacy and numeracy (average % across stages S4, S5 and S6)

	2015	2016	2017	2018	2019
Inverclyde SCQF 4	84.7%	87.8%	90.5%	91.5%	91.7%
Virtual comparator SCQF 4	78.5%	81.9%	84.1%	84.0%	84.6%
National SCQF 4	81.8%	85.0%	86.8%	86.2%	86.6%
Inverclyde SCQF 5	51.8%	58.9%	60.5%	61.9%	63.6%
Virtual comparator SCQF 5	45.1%	49.5%	53.4%	53.8%	55.8%
National SCQF 5	51.6%	56.6%	59.8%	59.3%	60.6%

Source: Education Services Standards and Quality Report 2019/20

		Status	
Corporate Plan Organisational Priority 2	**To work collaboratively to enable strong, connected and empowered communities, particularly in areas of deprivation, so that residents influence and control over the things that matter to them**		
Number of adults improving their literacies		🟡	Amber – performance declined, target not achieved
Percentage of residents that agree that the Council works with them to solve problems		Delayed	
Percentage of respondents reporting a reduction in anti-social behaviour in behaviour in the last 12 months		Delayed	

Attendance rates in Inverclyde schools:
  a)   Primary
  b)   Secondary
  c)   ASN
		🟡	Amber – small decrease across all 3 sectors, targets not achieved

2a.   Indicator detail: Adult literacy

Number of adults improving their literacies				
2017/18	**2018/19**	**2019/20**	**Target**	**2020/21 Post Covid-19 Target**
616	750	421	457	120*

What the data tells us: The data shows that the number of adults that improved their literacies via the council's CLD service decreased by 329 in 2019/20. The decrease in numbers meant that the target for the year was not achieved.   The target for this performance indicator in 2019/20 was reduced in direct correlation to a reduction in funding.

*The target for 2020/21 may be subject to further revision depending on access to appropriate ICT/ approved on-line learning platform, the options for which are currently being considered. The Community Learning and Development Service is currently piloting 1 to 1 learning face-to-face with adults (socially distancing) round digital learning for those with no, or basic, skills. These learners will progress onto blended /on-line learning, accessing the laptop loan scheme if needed, subject to an Inverclyde Council ICT approved on-line learning platform being in place.

Further information: Short-term staffing issues (reduction) has resulted in a slight underperformance of 36 in relation to the target. The performance figure of 421 reflects all literacies learners who received customised one to one support and an Individual Learning Plan outlining a

specifically tailored curriculum to suit individuals' needs. The service also strengthened literacies support across adult learning in groups, which is not reflected in the target/numbers for this measure.

Recognising that improved literacy supports increased educational attainment, employability skills and sustainable communities, the council's CLD service has included improvement actions focusing on raising attainment and achievement and developing literacies to support people into, or back to the labour market, within its 3 year plan (2018/21) for Inverclyde. The CLD 3 year plan is available here: https://www.inverclyde.gov.uk/community-life-and-leisure/community-learning-development

2b. **Indicator detail: Working with communities**

Percentage of residents that agree that the council works with them to solve problems			
2016	**2018**	**2020**	**Target**
46%	46%	**Delayed**	**48%**

What the data tells us: The data for this performance measure is obtained from the Inverclyde Citizens' Panel and is asked of panel members every two years.   Due to Coviid-19, the Citizens' Panel survey scheduled to take place in spring had to be postponed and as a result, new data for 2020 is currently not available. This question will be asked of panel members in the first survey of 2021 and reported in the SPI/KPI Annual Report 2020/21.

From the data that is available, it is shown that the percentage of residents that agree that the council works with them to solve problem remained steady in 2018. The target however was not achieved. It is worth noting that of the other responses to this question, 38% of respondents had no opinion whilst a smaller proportion 17% of respondents disagreed with the statement.

Further information: The Community Empowerment (S) Act 2018 is aimed at helping communities do more for themselves and having more say in the decisions that affect them. The Best Value Assurance Report on Inverclyde Council found that the council has good examples of actively seeking the views of the community and involving the community in decision making. The council is currently building on this strong foundation to ensure that we are meeting the more demanding requirements of the Act.

The council, with its partners in the Inverclyde Alliance has sought to strengthen its links with Inverclyde's communities via a series of engagement events during August and September 2019. These events called 'Celebrate the Present, Shape the Future' provided an opportunity for local communities to provide feedback on the issues that matter most to them. Over 700 people attended the six events that took place

across Inverclyde's six localities – Kilmacolm and Quarriers, Port Glasgow, Greenock East and Central, Greenock South and South West, Greenock West and Gourock and Inverkip and Wemyss Bay and the feedback obtained from the events was used to inform the development of Locality Action Plans for each of Inverclyde's localities.

In addition, during 2019/20 Communication and Engagement Groups were established in Port Glasgow, Kilmacolm and Quarriers Village, Greenock East and Central, Greenock South and South West and Inverkip and Wemyss Bay. The establishment of a group in Greenock West and Gourock was postponed due to the Covid-19 crisis but work has been undertaken to recruit members and the group will begin meeting as soon as it is safe to do so. These groups are community led and their purpose is to ensure that local people can contribute to the planning, design and delivery of local services by giving them a voice.

2c.   Indicator detail: Reducing anti-social behaviour

Percentage of residents reporting a reduction in anti-social behaviour in the previous 12 months			
2016	**2018**	**2020**	**Target**
33%	10%	**Delayed**	35%

What the data tells us: The data for this performance measure is obtained from the Inverclyde Citizens' Panel and is asked of panel members every two years.   Due to Coviid-19 the Panel survey scheduled to take place in spring could not be carried out and as a result, new data for 2020 is currently not available. This question will be asked of panel members in the first survey of 2021 and reported in the SPI/KPI Annual Report 2020/21.

Further information: The council recognises that anti-social behaviour affects the quality of life of individuals, families and communities and works with partners to continue to tackle and promote the anti-social behaviour helpline as well as wider services, such as community mediation and environmental enforcement. The data available shows that following a large increase in positive responses between 2014 and 2016, the 2018 response rate of 10% is in line with that in 2014, taking into account that the survey as margin of error of +/-5%. It should be noted however that almost half, 49%, of respondents replied that anti-social behaviour is not an issue in their neighbourhood. More information on how to report anti-social behaviour is available here: https://www.inverclyde.gov.uk/community-life-and-leisure/antisocial-behaviour

2d.   Indicator detail: School attendance

School attendance rate					
	2017/18	**2018/19**	**2019/20**	**Target**	**2020/21 Post Covid-19 Target ***
Primary	93.8%	94.2%	92.3%	95%	90%
Secondary	89.6%	89.8%	89.4%	92%	85%
Additional Support Needs	91.8%	91.5%	89.2%	92%	80%

* of school days open

What the data tells us: The data shows that there has been a small decrease in attendance across all three sectors; primary, secondary and additional support needs. The attendance data is up to Friday, 20th March 2020, after which the national lockdown came into effect.

 Further information: Inverclyde Council strives to improve the attendance of all pupils in Inverclyde. Research has shown that high levels of school attendance is not only linked to academic success, but is also important in helping children feel more connected to their community, as well as helping develop important social skills and friendships which helps to set them up in the future.

Attendance is monitored across all schools and establishments, with particular monitoring of attendance levels linked to deprivation, looked after children and barriers to learning.   Schools are supported to increase attendance by improving their capacity to support families, with a particular focus on secondary pupils and looked after children. An Attendance Policy is in place and schools proactively take steps to monitor and follow up attendance and a review of the policy is planned for 2021 in response to feedback from Head Teachers. More information on school attendance and the work of Education Services in relation to this can be found in the Education Services Standards and Quality Report 2019/20 and Improvement Plan 2020/21, which you can find here: https://www.inverclyde.gov.uk/education-and-learning

It is anticipated that there will be a decrease in attendance in all educational establishment in 2020/21 due to Covid-19 and the target for attendance has been reviewed in light of this.

		Status	
Corporate Plan Organisational Priority 3	**To grow the local economy in a way that creates opportunities for all our residents, including access to good quality jobs and lifelong learning**		
Number of adults achieving core skills qualifications		🟢	Green - improved performance, target achieved
Number of business / property assists		🟡	Amber – performance declined, target not achieved
Number of employability clients who gain a partial/ full vocational qualification		🟡	Amber – performance declined, target not achieved

3a. Indicator detail: Adults achieving core skills qualifications

Number of adult learners achieving core skills qualifications				
2017/18	**2018/19**	**2019/20**	**Target**	**2020/21 Post Covid-19 Target**
246	**261**	**314**	**186**	**93***

What the data tells us: The data shows that there was a further increase in the number of adults achieving a core skills qualification in Inverclyde in 2019/20, with 53 more people gaining a core skills qualification in 2019/20 than in 2019/20, taking the total number to 314. The target was adjusted in 2019/20 to reflect other modes of delivery.

* The target for 2020/21 may be increased or reduced depending on access to appropriate ICT/ approved on-line learning platform. The options for this are currently being considered. The service is currently piloting 1:1 learning face to face with adults (socially distancing) round digital learning for those with no or basic skills. These learners will progress onto blended/ on-line learning, accessing the laptop loan scheme if needed, subject to an Inverclyde Council ICT approved on-line learning platform being in place. Remote assessment is also challenging but innovative solutions to this are being trialled in consultation with SQA.

Further information: Core skills are the skills considered to be essential if individuals are to meet their personal needs and the needs of society. These skills are important because they help learners to be effective in almost everything that they do helps to improve career prospects. Inverclyde Council's CLD service offers a wide range of accredited learning opportunities to all learners and all qualifications offered to learners

are mapped to the Scottish Credit and Qualification Framework (SCQF). Core skills accreditation is the most popular qualification within the adult groups.

The target for 2019/20 was exceeded by almost 69%. The service targeted a range of the most vulnerable individuals and families, most of whom gained qualifications for the first time, helping them go onto further learning, college and gaining employment. A broader range of flexible qualifications at SCQF levels 1-3 were offered, breaking down barriers to participation and making it easier for adults to learn and achieve.

3b.   Indicator detail: Business / Property Assists

Number of business property assists				
2017/18	**2018/19**	**2019/20**	**Target**	**2020/21 Post Covid-19 Target**
27	**27**	**16**	**25**	**16**

What the data tells us: The data shows that the number of business and property assists in 2019/20 fell from 27 to 16, which meant that the target for the year was not achieved.

Further information: The council provides integrated support to small and medium size businesses in Inverclyde ranging from advice on business development, property and marketing through to financial assistance in the form of grants and loans. During 2019/20 the small Business Property Grant Scheme "Property Assists" budget of £45,760 was full committed on 16 projects. The geographical spread of the support covered Greenock, Gourock and Port Glasgow. The types of projects supported includes expansion and refurbishment works, shop front replacements, signage and security upgrades. The reduction in the number of businesses supported via the scheme compared to previous years is due to a higher than average intervention level being provided to the 16 supported projects during the year. The target for 2020/21 has been reviewed in light of Covid-19 and the service's new target is to achieve the same level of performance as in 2019/20.

More information on the Council's Business Development Service can be found here: https://www.inverclyde.gov.uk/business-and-trade/business-development

3c.   Indicator detail: Employability clients gaining a qualification

Number of employability clients who gained a partial/full qualification				
2017/18	**2018/19**	**2019/20**	**Target**	**2020/21 Post Covid-19 Target**
447	366	354	360	300

What the data tells us: The number of employability clients gaining a qualification in 2019/20 fell by 12 in 2019/20, which meant that the target for the year was not achieved.

Further information: The Inverclyde Employability Pipeline provides a range of employability support to local residents looking for work, or looking to improve their employment situation. The reference to "qualification" is a formal outcome of an assessment and validation process which is obtained when a competent body determines that an individual has achieved learning outcomes to given standards. The attainment of accredited qualifications is one way for unemployed or underemployed clients to improve their employment prospects.

Due to the restrictions of COVID19, the reduction in face to face learning is likely to have an impact on the length of time someone takes to complete a qualification, particularly vocational courses that require some workplace presence in order to complete the qualification. The target for this indicator has been reviewed and a new target of 300 has been set for 2020/21 to reflect the reduction in face to face learning.

		Status	
Corporate Plan Organisational Priority 4	**To reduce the prevalence of poverty and in particular child poverty in our communities**		
Percentage of primary pupils (P1,P4 and P7 combined) achieving expected levels or better in literacy (based on reading, writing and talking and listening)		Not available	-
Percentage of primary pupils (P1,P4 and P& combined) achieving expected levels or better in numeracy		Not available	-
Percentage of S3 pupils achieving third level or better in literacy (based on reading, writing and talking and listening)		Not available	-
Percentage of S3 pupils achieving third level or better in numeracy		Not available	-
Percentage of S3 pupils achieving fourth or better in literacy (based on reading, writing and talking and listening)		Not available	-
Percentage of S3 pupils achieving fourth or better in numeracy		Not available	-

4a.   Indicator detail: Achievement of Curriculum for Excellence Benchmarks

% of Primary pupils (P1, P4 and P7 combined) achieving expected levels or better in literacy (based on reading, writing and talking and listening)			
2017/18	**2018/19**	**2019/20**	**Target**
73.5%	**72.4%**	**Not available**	**75%**

% of Primary pupils (P1, P4 and P7 combined) achieving expected levels or better in numeracy			
2017/18	**2018/19**	**2019/20**	**Target**
80%	**78.9%**	**Not available**	**82%**

% of S3 pupils achieving the 3rd level or better in literacy (based on reading, writing and talking and listening)			
2017/18	**2018/19**	**2019/20**	**Target**
90.5%	**91.2%**	**Not available**	**91%**

% of S3 pupils achieving the 3rd level or better in numeracy			
2017/18	**2018/19**	**2019/20**	**Target**
85.6%%	**91.9%**	**Not available**	**89%**

% of S3 pupils achieving the 4th level or better in literacy (based on reading, writing and talking and listening)			
2017/18	**2018/19**	**2019/20**	**Target**
42.8%	**38%**	**Not available**	**45%**

% of S3 pupils achieving the 4th level or better in numeracy			
2017/18	**2018/19**	**2019/20**	**Target**
42.2%	**50.3%**	**Not available**	**45%**

What the data tells us: The data is based on teacher judgements of pupils achieving Curriculum for Excellence levels and the assessment is made towards the end of the school year. Due to Covid-19 and the nationwide closure of schools the teacher assessments could not be carried out as scheduled in 2020.

Further information: It has been recognised nationally that there is a clear and persistent gap in attainment between pupils living in Scotland's most and least deprived areas. Educational attainment affects employment prospects later in life and in turn, the risk of future poverty. . Improving educational attainment is therefore a key element in the drive to reduce child poverty, hence the inclusion of these indicators within the council's SPI Annual Report. Closing the poverty related attainment gap is just one of the ways in which the council is trying to reduce child poverty, for the full range of measures relating to poverty and details of the projects and initiatives being delivered by the council and its partners,

please refer to the Inverclyde Local Child Poverty Action Report 2019/20 which is available here: https://www.inverclyde.gov.uk/council-and-government/community-planning-partnership/every-child-every-chance

The literacy and numeracy performance measures set out above are reported on by all councils in the West Partnership Regional Improvement Collaborative (referred to as the West Partnership) to assess the impact of its work. The West Partnership comprises of 8 councils in the West of Scotland who are working together to enhance and support educational improvement through collaborative working.

The data is subject to fluctuations as it is based on teacher judgements of pupils achieving Curriculum for Excellence levels. To help ensure consistency the roll out of professional development learning opportunities to all staff continued in 2019/20 as well as working with colleagues within the West Partnership to develop a shared understanding of standards and expectations. 18 teachers have participated in the Improving Our Classrooms programme, led by Glasgow City Council. Additional improvement activity in the past year includes:-

- Effective feedback has been included in training packages to continue to raise attainment in Literacy, Numeracy and Health & Wellbeing
- Training in approaches to Differentiation in learning has been developed to meet the needs of all pupils across all areas of the curriculum.
- School staff have been involved in training to create High quality Assessments in numeracy and mathematics.
- The Word Aware project is now being rolled out to more early years' establishments in partnership with Speech and Language therapy to improve language and vocabulary.
- Active Literacy continues to be delivered ensuring consistency and progression in the upper stages of primary.
- Secondary support staff have been trained in the Fresh start programme as an intervention for targeted pupils to improve skills in reading and writing.
- Staff from different departments within the secondary sector have engaged in training for Literacy across Learning
- An increasing number of sessions in 'Reading for Pleasure' were delivered by library staff, in partnership with school staff promoting reading for enjoyment.
- Collaborative working with colleagues across the West Partnership to improve learning and teaching in Literacy, Numeracy and Health and Wellbeing.
- A Numeracy and Maths Working Group has been established with a draft Numeracy Strategy and action plan in place to drive forward improvement.

It should also be noted that within Inverclyde, the assessment of progress includes a range of evidence on what children learn and achieve throughout their school career including Curriculum for Excellence levels, skills, qualifications and other awards.

Corporate Plan Organisational Priority 5	To safeguard, support and meet the needs of our most vulnerable families and residents	Status	
Percentage of looked after children with a permanence plan within 6 months of being accommodated		🔴	Red- target not achieved
Percentage of Child Protection review case conferences taking place within the first 3 months of registration		🟡	Amber – improved performance but target not achieved
Percentage of children issued with a new supervision requirement seen by a supervising officer within timescale		🟢	Green – target achieved
Percentage of criminal justice interviews whose induction / first meeting with a supervising officer took place within 5 working days		🟡	Amber – performance declined, target not achieved
Percentage of Criminal Justice work placements within 7 working days		🟢	Green – target achieved
Total percentage of carers who feel supported to continue in their caring role		🔴	Red- target not achieved
Percentage of homelessness cases (Housing Options) that progressed to a full homelessness assessment	No target has been set for these indicators		
Homelessness: average time in weeks between presentation and completion of duty by the council for cases assessed as unintentionally homeless or unintentionally homeless			
Exclusions from school: primary schools pupils	No target has been set for these indicators		
Exclusions from school: secondary schools			
Exclusions from school: pupils with additional support needs			

5a.   Indicator detail: Looked after children with a permanence plan

% of Looked after children who have a permanence plan within 6 months of being accommodated			
2017/18	**2018/19**	**2019/20**	**Target**
Not available	**Not available**	**9%**	**80% (May 2020)**

What the data tells us: This indicator was introduced to the SPI framework and 2019/20 is the first full year of reporting. The target for the year was not achieved.

Further information: This indicator tells us how many children have a clear plan regarding their permanent future (whether that is to - return home, adoption, kinship care, long term foster care or long term residential care) within 6 months of the first day they became looked after away from home. Due to the small numbers of children involved it is not possible to go into the detail of performance for this measure as there is a risk of identifying the children.

In May 2019, Inverclyde joined the CELCIS PACE (Permanence and Care Excellence) programme which is sponsored by the Scottish Government and the Inverclyde PACE team put in place the following improvement aim: "*By May 2020, 80% of children accommodated after 31 May 2019 will have a recommendation for permanence (from a statutory LAC review) within 31 weeks of becoming looked after*". Following the 'tests of change' that were put in place the service reached the decision not to fully implement PACE. Prior to PACE, the service reported on the number of children registered for permanence out with their birth family in the year 2019/20, under which the 6 month timescale would have been achieved for 50% of children.   This performance measure will be reviewed by the service to ensure it remains appropriate for the purposes of future performance reporting in view of the decision not to proceed with PACE following the 'test of change'. A range of improvement actions have been identified by the service:

- Looked after Children (LAC) Reviewing Officers have taken responsibility for addressing drift and delay by taking on the reviewing responsibility for all children in care including those in Kinship placements.
- Reviewing Officers now lead the LAC tracking meeting, last held on 06/02/2020 before lock down, which requires Senior Social Workers and Social Work practitioners to present cases and offers the opportunity to reset timescales where drift and delay is becoming apparent.
- Parenting Assessments are being established when children first appear to be on the edge of care; for example when they are looked after at home or subjects of Child Protection plans.
- A communication strategy has been established to assist practitioners to understand and fully implement the new looked after processes introduced in the second half of 2019.

5b.   Indicator detail: Child Protection Case Conferences

% of Child protection review case conferences taking place within the first 110 days of registration			
2017/18	**2018/19**	**2019/20**	**Target**
New indicator	**35%**	**61%**	**80%**

What the data tells us: The data shows that the 110 day timescale that has been set was not achieved in 2019/20.

Further information: The service has undertaken a review of the timeframe for the initial conference in line with the National Guidance.   At least 14 weeks (98 days) is required to complete the Child Protection Process which requires three core groups scheduled at four weekly intervals between the reviews. Some flexibility is required with the timescales to ensure that the service can meet all the stipulations of the child protection guidelines and taking into account weekends, school holidays and the availability of family and key agencies etc.   A timescale of 110 days has been agreed as appropriate by the service taking into account these issues whilst ensuring all stipulations from the child protection guidance are met.

The service recognises that this is an area of improvement. It should also be noted that the number of children on the child protection register has continued to increase over the last 12 months and this has put increased pressure on scheduling of conferences given the small number of conference chairs.

5c.   Indicator detail: Children's supervision requirements

% of children issued with a new supervision requirement seen by a Supervising Officer within timescale			
2017/18	**2018/19**	**2019/20**	**Target**
84.4%	**100%**	**100%**	**95%**

What the data tells us: The data shows that for the second year in a row maximum performance was achieved in the percentage of children issued with a new supervision requirement being seen by a Supervising Officer within timescale.

Further information: This indicator is a measure of 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 is affected by the small number of new Supervision Requirements. With maximum performance being achieved, it shows that social workers are routinely ensuring that children subject to new Compulsory Supervision requirements are seen following a hearing. The purpose of this visit is to go over the support plan and engagement required under the order. This is a standard that the service will aim to continue to prioritise and maintain.

5d.   Indicator detail: Criminal justice

% of Service users who had a criminal justice interview whose induction/first meeting with a Supervising Officer took place within 5 working days				
2017/18	**2018/19**	**2019/20**	**Target**	**Post Covid-19 Target**
83%	85%	80%	85%	75%

% Service users who began their first work placement within 7 working days of imposition of court order				
2017/18	**2018/19**	**2019/20**	**Target**	**Post Covid-19 Target**
85%	86%	85.4%	85%	**Please refer to narrative***

What the data tells us: The measure of performance pertaining to inductions/first meetings which took place within five working days of the Order being made relates to both Supervision and Unpaid Work Requirements which can form part of a CPO, either individually or combined. Performance in 2020/21 is 18%, which is down 5% on the previous year. This figure has been impacted both by staff vacancies and latterly the covid-19 pandemic.

Performance pertaining to the commencement of work placements within seven working days of the Order being imposed was 85.4%, which is a slight reduction on the 2018/19 performance. This figure has been impacted by both performance pertaining to commencement of staffing considerations (vacancies and staffing issues) and latterly the covid-19 pandemic. Notwithstanding this, performance still exceeded the local target of 85%.

Further information:

The data forms part of the Community Payback Order annual return to the Scottish Government. A total of 262 Community Payback Orders (CPOs) were made during 2019/20, approximately 19% (up from 16.9% last year) of which were imposed by Courts out with Inverclyde. In addition 7 CPOs were also transferred into Inverclyde from other Local Authority areas.

Performance can be impacted by factors both within and out with the Service's control; an example of the former would be staff availability and the latter non-attendance by the individual as a result of non-compliance. Notably in less than 1% of cases this year, were the circumstances which gave rise to the late induction or commencing placement within the Service's control.

The above performance data also requires to be considered within the context of approximately 80% of individuals on community sentences, within Inverclyde, currently having first-hand experience of among the highest levels of deprivation in Scotland. This constitutes a significant issue for the delivery of Criminal Justice Social Work Services as these individuals are likely to be in greater need in terms of the support they require both in commencing and successfully completing their Court Orders.

The Service is committed to ensuring that addressing the impact of poverty and its associated health inequalities are a core part of the offer to those on community sentences and in particular that such issues are not barriers to individuals completing their sentence. This proactive approach and the engagement with partners to help deliver a range of positive outcomes for individuals was independently recognised by the Care Inspectorate in their December 2019 report, following an inspection of the service's delivery of Community Payback Orders.

* It is not currently possible for the service to set a meaningful 2020/21 target for service users beginning work placements due to the significant impact of covid-19 on this aspect of operational delivery. Following the implementation of national lockdown measures on 24th March 2020 the Service temporarily paused its unpaid work placement activity and only recommenced this on 27th July 2020. However, the social distancing measures required to keep both staff and service users' safe has significantly reduced our capacity in this regard. This is replicated across the country. Covid-19 has also impacted on Court business which during the emergency period was only able to focus on essential business, resulting in case backlog. Thus there is the potential post-pandemic to see uptake in community sentencing which could result in additional pressures for the Service. This is being monitored locally and nationally.

5e.   Indicator detail: Carers

Total combined % of carers who feel supported to continue in their caring role			
2015/16	**2017/18**	**2019/20**	**Target**
43%	**40%**	**39%**	**85%**

What the data tells us: The data for this performance measure is taken from the national Health and Care Experience Survey, the survey was late being published in 2020 due to Covid-19. The latest data show no statistical difference in the results between 2017/18 and 2019/20, however positive responses are below target. It is worth noting that in response to the survey question 'I feel supported to continue caring' 40% of respondents in Inverclyde provided a neutral response, whilst 21% responded negatively to the question.

Further information: The performance figure is obtained from a randomly selected sample of people who were registered with a GP in Scotland and asks about people's experiences of caring responsibilities and related support. There were 368 responses from Inverclyde residents to this question. The comparable figure for Scotland in 2020 was 34%, which was a 3% decrease from the previous survey and lower than the 39% positive response rate reported for Inverclyde.

An Inverclyde Carer and Young Carer Strategy 2017-22 has been developed with the purpose of identifying the priorities for developing support networks and options for carers who provide unpaid caring responsibilities to family, relatives, friends or neighbours regardless of age.   More information on support for carers and the Inverclyde Carer and Young Carer Strategy 2017-22 can be found here: https://www.inverclyde.gov.uk/health-and-social-care/support-for-carers

Whilst HACE is a nationally commissioned survey, locally, members of the Inverclyde Citizens' Panel were also asked about their caring experience in the Citizens' Panel Winter 2018/19 survey. 30% of panel respondents said that they were a carer and of this number, 55% of respondents agreed that they received enough support in their caring role.

5f.   Indicator detail: Homelessness

Homelessness: % of prevention cases (Housing Options) that progressed to a full homelessness assessment			
2017/18	**2018/19**	**2019/20**	**Target**
New indicator	28.1%	**36.5%**	-

Homelessness: average time in weeks between presentation and completion of duty by the Council for cases assessed as unintentionally homeless or unintentionally threatened by homelessness			
2017/18	**2018/19**	**2019/20**	**Target**
22.18 weeks	27.8 weeks	**28.9 weeks**	-

What the data tells us: In 2019/20, of the 699 number of households that approached the Service for assistance (prevention work), 255 (36.5% of all approaches) then progressed to a fuller homelessness assessment. This move can be either assessed as appropriate by the worker (Assessment Support Officers) or can be requested by the Service User under the homelessness legislation.

For all full assessment cases completed during the financial year 2019/20, 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 just over 1 week from 2018/19 and is now a further 7 weeks from the 2017/18 average, reflecting the complexity and challenges that continue to be faced by Service Users.

Further information: 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 has done so in 63.5% of cases. A target has not been set for the average time between presentation and completion of duty because the type of services provided and assistance offered is dependent upon the household'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. Of these specific cases, 137, completed during the year, 21 (15.3%) were open for at least 1 year and 90 (65.7%) were open for less than 6 months.

5g.   Indicator detail: School exclusions

Exclusions from school: Primary (rate per 1,000 pupils)				
	2017/18	**2018/19**	**2019/20**	**Target**
All primary pupils	5.0	3.2	**0.4**	-

Exclusions from school: Secondary (rate per 1,000 pupils)				
	2017/18	**2018/19**	**2019/20**	**Target**
All secondary pupils	45.6	40.0	**34.6**	-

Exclusions from school: Additional Support Needs (rate per 1,000 pupils)				
	2017/18	**2018/19**	**2019/20**	**Target**
All ASN pupils	12.1	96	**37.2**	-

What the data tells us: The data shows that there was an improvement in the exclusion rate across primary, secondary and ASN sectors.   In particular the exclusion rate for ASN pupils has more than halved.   Whilst no target has been set for these indicators, the aim is to achieve a downward trend in the exclusion rate.

Further information: Significant improvements in exclusion rates have been achieved through a strong ethos of support, the use of restorative practice and the promotion of positive behaviour in all educational establishments. The exclusion rates in Inverclyde can be compared with that of the Scottish average using data published by the Scottish Government, however this data is only published every two years. The most recent data was published on 31 March 2020 for the school year 2018/19 and a summary is provided in the table below. The exclusion rate for primary and looked after children in Inverclyde was lower than the Scottish average whilst the exclusion rate for secondary schools was on a par with the Scottish average. The exclusion rate for ASN pupils was higher than the Scottish average in 2018/19, however there had been a large increase in that year which was well above previous years exclusion rates and 2019/20 has seen a significant decrease once again.

Exclusion rate per 1,000 pupils		
Sector	**Inverclyde 2018/19**	**Scotland 2018/19**
Primary	3.2	8.1
Secondary	40	39.6
Additional Support Needs	96	61.6
Looked after children	141	152

Full details of the exclusion rates of all council areas in Scotland can be found here: https://www.gov.scot/publications/school-exclusion-statistics/

|		Status
Corporate Plan Organisational Priority 6	**To improve the health and wellbeing of residents so that people live well for longer**	
Delayed discharge from hospital: bed days occupied by delayed discharge patients aged 75+ per 1,000 population		No target has been set for these indicators
Average length of stay in care homes		
Number of adults in long term care as at 31 March		
Number of clients with a self-directed support package (split by options)		
Percentage of clients waiting no longer than 3 weeks from referral to receive appropriate drug or alcohol treatment that supports their recovery	🟡	Amber - improved performance, but target not achieved
High priority public health complaints: percentage attended by the next working day	🔴	Red – performance declined, target not achieved
Food hygiene inspections: percentage of premises broadly compliant		Data no longer available from LEAMS

6a.   Indicator detail: Delayed Discharge

Delayed discharges: bed days occupied by delayed discharge patients aged 75+ per 1,000 population			
2017/18	**2018/19**	**2019/20**	**Target**
172.1	87	**162**	-

What the data tells us: The data shows that the rate of those patients who become delayed and who are 75 and over (per 1000 population) almost doubled between 2018/19 and 2019/20.

Further information: This indicators shows proportion of all hospital beds occupied by delayed discharges and the delayed discharge bed day rate per 1,000 population aged 75 and over. A delayed discharge occurs when a hospital patient who is clinically ready for discharge from inpatient hospital care continues to occupy a hospital bed beyond the date they are ready for discharge.

The chart below shows the number of delayed episodes from 2017/18 until 2019/20, which increased substantially from September 2019 until March 2020. In 2018/19 the number of delayed episodes from September to March was 64, the number for the same period in 2019/20 was nearly three-fold at 182. This substantial rise in episodes increased pressure on HSCP services as a result. It should be noted however, that Inverclyde still managed to meet its obligations to the MSG target of 2070 bed days lost to delayed discharge (all age groups) in 2019/20, with a bed day's count of 1,499.
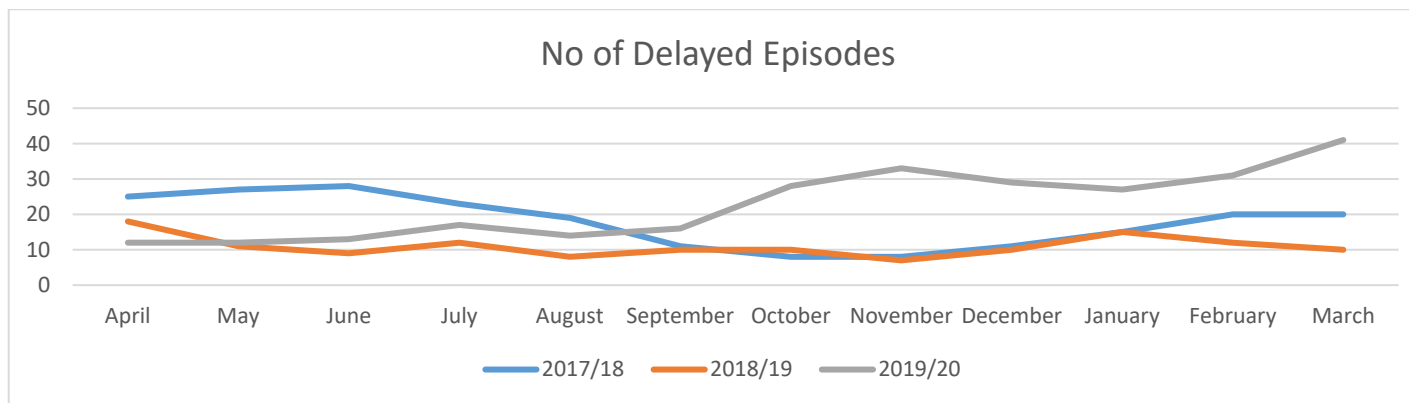
6b.   Indicator detail: Residential Care

Average length of stay in care homes			
2017/18	**2018/19**	**2019/20**	**Target**
2.65 years	2.62 years	**1.82 years**	-

Number of adults aged 65+ in long term care as at 31 March			
2017/18	**2018/19**	**2019/22**	**Target**
544	561	**560**	-

What the data tells us: There has been a reduction in the average length of stay in care homes, reducing by 0.8 years in 2019/20.

The number of clients aged 65+ in Long Term Care reduced only very slightly in 2019/20. This can partly attributed to the substantial increase in Delayed Episodes from September 2019 until March 2020. It would not be appropriate to set a target for either of these indicators 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.

Further information: In terms of the average length of stay, which has seen quite a stark reduction from 2018/19 to 2019/20, this is in part due to a change in the process/system, where a requirement for financial reasons affected the way this can be measure can be calculated.

The HSCP Home 1st Strategy ensure clients who are able to, can live as independently as possible in their own homes with the support of HSCP services. The Average Length of Stay indicator illustrates the average length of stay in Long Term Care, with the aim of reducing this figure. The number of clients aged 65+ in Long Term Care denotes those aged 65+ in Long Term Care as at 31/03/2020. The aim of the HSCP is to also reduce this number.

6c.   Indicator detail: Self-directed Support

Self-directed support: number of clients in receipt of a self-directed support package				
	2017/18	**2018/19**	**2019/20**	**Target**
One option	2,797	2,806	2653	-
Combination of options	131	95	114	-

What the data tells us: There was a decrease of 153 in the number of clients in receipt of one SDS option, whilst the number of clients in receipt of a combination of option increased by 19 in 2019/20. It would not be appropriate to set a target for this measure due to the nature of the service provided.

Further information: 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.

There was a change in providers available to service users and to the Home Care contract which had an impact on the figures in 2019/20. 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.

A performance indicator regarding self-directed support spend is published in the Local Government Benchmarking Framework. You can find more information on the LGBF here: http://www.improvementservice.org.uk/benchmarking/explore-the-data.html

6d.   Indicator detail: Drug or alcohol treatment services

% of clients waiting no longer than 3 weeks from referral to receive appropriate drug or alcohol treatment that supports their recovery			
2017/18	**2018/19**	**2019/20**	**Target**
75%	81%	87%	90%

What the data tells us: Inverclyde's performance of 87% in 2019/20 which is just below the national JHEAT standard target of 90% needs to be considered against a backdrop of Inverclyde having the highest prevalence rates for problematic drug misuse in Scotland and some of the highest rates for alcohol related. Waiting times have however significantly improved across the entire service in the twelve months and are now within the 90% target (from October 2019) for both drugs and alcohol service users.

Further information: Inverclyde Alcohol and Drug services redesign has continued during the year with the new service model ensuring those affected by alcohol and drugs are fully supported by an appropriate recovery orientated system of care which includes prevention; care and treatment; and recovery delivered by a range of statutory and 3rd sector partners. The HSCP Addictions Services have come together into one integrated service across both alcohol and drugs renamed 'Inverclyde Alcohol and Drug Recovery Service' (ADRS). The service is working with other partners to deliver alcohol and drug services and has commissioned appropriate support services to support service users throughout their pathway in recovery.

The redesign facilitated a review to look at the different screening and allocation processes within the two teams, resulting in one robust single point of access for ADRS, with updated associated service pathway processes to ensure appropriate and timely access to services. Alongside this, an in-depth analysis of waiting times data within the service was carried out, this identified inconsistencies in recording across both services which has been addressed as part of the overall review. This has resulted in significantly improved performance in quarters 3 and 4 of 2019/20, which has continued into 2020/21 as shown in the table below:

2019/20				2020/21	
Apr- Jun	Jul- Sept	Oct - Dec	Jan – Mar	Apr - Jun	Jul- Sept
86.5%	77.6%	96.9%	92.7%	93.4%	99.3%

6e. Indicator detail: Public Health

Public health complaints: % of high priority service requests attended by the next working day			
2017/18	2018/19	2019/20	2019/20 Target
94.4%	100%	87%	95%

What the data tells us: In 2019/20, there was a decrease in the percentage of public health high priority service requests that were attended by the next working day in 2019/20, down 13% from 2018/19. The target was not achieved.

Further information: In 2019/20, the council received 23 high priority public health complaints which required attendance by the next working day, of which 20 were responded to on time. In total, Inverclyde council received 689 public health complaints, 89% of which were responded to within 5 working days. Inverclyde Council has a duty to investigate and take necessary action on any situation which may result in a statutory

nuisance. Complaints about nuisances are investigated via the powers in The Environmental Protection Act 1990. More information on public health nuisances can be found here: https://www.inverclyde.gov.uk/environment/environmental-health/public-health-and-housing

6f.   **Indicator detail: Food Hygiene Inspections**

Food safety hygiene inspections: % of premises which are broadly compliant			
2017/18	**2018/19**	**2019/20**	**Target**
84.4%	86.2%	**National data no longer available**	85%

What the data tells us: Early in 2019/20, the risk rating for the Local Authority Enforcement Monitoring System (LAEMS) inspection programme changed and data for this indicator is no longer available. The service is currently reviewing performance data with a view to identifying an appropriate replacement for future performance reports.

			Status
Corporate Plan Organisational Priority 7	**To protect and enhance our natural and built environment**		
Total CO_2 emissions within the scope and influence of the council		🟢	Green – performance improved, target achieved
Percentage of building warrants assessed within 20 working days of registration		🟡	Amber – small decline in performance, target not achieved
Responses to completion certificates within 10 working days		🔴	Red – performance declined, target not achieved
Percentage of category 1 potholes made safe within 24 hours of notification		🟢	Green – maximum performance maintained, target achieved

7a.   Indicator detail: 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**		
2016	**2017**	**2018**	**2018 Target**
4.2t	4.1t	4.0t	4.0t

What the data tells us: Inverclyde's 'area-wide' emissions decreased by 0.1 tonnes per capita between 2017 and 2018 (2018 is the most recent data available), which means that the target for this measure has been achieved. There has been a steady decrease in CO_2 emissions within the scope and influence of the local authority since 2012.   This data is subject to a time lag which means that that 2018 data is the most recent available.

Further details: This indicator is a calculation of the 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. Scotland wide emissions has come down over the same period, however the level of emissions in Inverclyde's has been consistently lower than the Scottish average since 2005.

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
2016	4.2	5.2	-1.0	79,160
2017	4.1	5.0	-0.9	78,760
2018	4.0	4.9	-0.9	78,200

More information and additional data on 'area wide' emissions can be found here: https://www.gov.uk/government/statistics/uk-local-authority-and-regional-carbon-dioxide-emissions-national-statistics-2005-to-2018

7b &c.   Indicator detail: Planning

Building warrants: % assessed within 20 working days of registration			
2017/18	**2018/19**	**2019/20**	**2019/20 Target**
96.7%	**95.2%**	**94.4%**	**95%**

Completion certificates: responses to requests within 10 working days			
2017/18	**2018/19**	**2019/20**	**2019/20 Target**
91%	85.1%	**76.3%**	**85%**

What the data tells us: There was a small decrease (0.8%) in the percentage of building warrants assessed within 20 working days of registration. This meant that the target of 95% was very narrowly missed by 0.6%.

The percentage of completion certificates responded to within 10 day fell by 8.1% in 2019/20 and again the target was not achieved.

Further details: In 2019/20, the council received 66 building warrant applications, 62 of which were assessed within the timescale of 20 working days. In respect of completion certificates, in 2019/20, the council received 438 requests for a completion certificate and 334 of these were responded to within 10 days.

The challenges of recruitment continued to impact on performance in 2019-20, however the Council's short-term partnership with Argyll and Bute, which continued up to 31 December 2019 assisted greatly in the plan checking of building warrants. In the first three quarters of 2019-20 the overall time taken to determine a building warrant was on average 86 working days, of which on average 34 days were taken up by Inverclyde Council in registering, assessing and issuing the warrant. 61% of the total time to issue a building warrant was taken up by the Council awaiting corrections or additional information being provided by the applicant. Only 9% of all warrants were able to be issued without any need for amendment. On appointment of a full complement of professional Building Standards staff the aim is to minimise the time taken by the Council as part of the overall determination time when issuing a building warrant whilst maintaining high standards of verification.

7d.   Indicator detail: Roads

% of Category 1 potholes made safe within 24 hours of notification				
2017/18	**2018/19**	**2019/20**	**2019/20 Target**	**2020/21 Target (Post Covid-19)**
100%	**100%**	**100%**	**90%**	**90%**

What the data tells us: The data shows that for the third consecutive year, the Council achieved maximum performance in terms of the number of Category 1 potholes that were made safe within 24 hours of notification.

Further information: A category 1 pothole refers to emergency defects that should be corrected or made safe at the time of inspection, where this is practicable.   In 2019/20, there were 44 Category 1 potholes in the area, all of which were made safe within 24 hours of the council being notified. This is a large increase on 2018/19 levels when there were just 9 Category 1 potholes,

Inverclyde Council's is responsible for the maintenance of approximately 369km of carriageway. Significant investment has been made in the roads network in recent years which has resulted in an improvement in the roads carriageway condition. 2019/20 performance figures for the roads network show that 37.3% of Inverclyde's roads network should be considered for maintenance treatment, compared to 49% in 2012/13.

		Status	
Corporate Plan Organisational Priority 8	**To preserve, nurture and promote Inverclyde's unique culture and heritage**		
The SPI / KPI performance indicators for the number of visits to the Museum and Libraries are reported through the LGBF performance figures contained in Appendix 2.			

		Status	
Corporate Plan Organisational Priority 9	**To deliver services that are responsive to community needs and underpinned by a culture of innovation, continuous improvement and effective management of resources**		
Benefits administration: gross cost per case (£)		🟢	Green – performance improved, target achieved
Accuracy of benefits processing		🟢	Green – very high performance maintained, target achieved
Digital transactions: % of digital transactions		🟢	Green – target achieved
Rating of the Council's website		SOCITM data not available	
PCIP score		🟢	Green – target achieved
The percentage of pest control service requests attended within 5 working days		🟢	Green – target achieved
The percentage of consumer complaints completed within 14 days		🔴	Red- performance declined, target not achieved

9a&b: Indicator detail: Benefits processing

Benefits: gross administration cost per case in £			
2017/18	**2018/19**	**2019/20**	**2019/20 Target**
£45.37	**£37.77**	**£37.16**	**£45.00**

Benefits: accuracy of processing - % of cases where the calculation of Benefit due was correct			
2017/18	**2018/19**	**2019/20**	**2019/20 Target**
99.6%	**100%**	**99.3%**	**99%**

What the data tells us: The data shows that the gross administration cost per benefit case in 2019/20 fell by 61p.

There was a very small decrease 0.7% in the percentage of cases where the calculation of benefit was correct. Performance across the period however remains high and the target was once again achieved in 2019/20.

Further information: The gross administration cost per benefits case is at its lowest amount since 2012/13.   The 61p decrease in costs achieved in 2019/20 follows a larger decrease in 2018/19 which was due to staffing reductions arising from approved savings which outstripped the decreasing case load. Other costs are out with the control of the Benefits service and recharges such as accommodation charges have an impact on costs. The Benefits service does, however, have controls in place to ensure controllable costs are kept to a minimum.

Achieving accuracy in benefits processing is a priority for the council. The council is committed to paying the right benefit, to the right person, every time. 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.

9c.   Indicator detail: Digital Access and Channel Shift

The percentage of transactions that are digital (as a percentage of all transactions)			
2017	**2018**	**2019**	**2019 Target**
New indicator	6.5%	13.9%	10%

What the data tells us: In 2019, 13.9% of transactions with Inverclyde Council were made via the Inverclyde Council mobile app or website. This is the second year of reporting this indicator via the SPI / KPI Annual Report. The 2018 data provided the baseline from which the performance target for 2019 was set. The target of 10% was exceeded by the end of the year.

Further information: There is a demand for faster, easier contact as ways of working and communicating and as such, Channel Shift is a key priority for the Council. Progress is tracked through the Digital Strategy Action Plan which is reported to Committee three times a year.

Currently, the 3 primary methods of contacting the council are by telephone, face to face and by email. Whilst the percentage of transactions made digitally has more than doubled in 2019, the percentage of transactions that were face to face fell by just over 7% from 23% to 15.7% whilst the percentage of interactions that were made via phone calls remained steady at 70%. The following activity is planned to help deliver channel shift:
- Work with suppliers to fully enable the functionality for customers to book and pay for bookable and transactional services
- Enhance the range of services available via Web self-service,
- Review and revise the range of services available via mobile devices to provide a wider choice

9d.   Indicator detail: Rating of the council's website

Website accessibility: BetterConnected+ website score			
2018	**2019**	**2020**	**2020/21 Target (Post Covid-19)**
-	4.6	Not available	Baseline data 2018/19

What the data tells us: The data for this indicator was previously provided by SOCITM (Society for innovation, technology and modernisation)

In early 2020 however SOCITM changed suppliers and adopted a new assessment method which involves a change in the way councils websites are scored and also the frequency of scoring, this means that there is no comparable data for 2020. Scoring is now marked out of 100 on a monthly basis and is mainly based on accessibility. Inverclyde Council's score in September 2020 was 78.8/100. An appropriate alternative indicator, supported by robust data, will be identified for future performance reports.

9e: Indicator detail: PCIP score

2015	2016	2018	2020 Target
Not available	66%	70%	72%

What the above data tells us: The data shows the council's PCIP score improved by 4% between 2016 and 2018, meaning that the target was exceeded. The council's score of 70% means that performance falls into banding F1, which is the highest performance band.

Further information: The former Procurement Capability Assessment (PCA) was replaced in 2016 with the Procurement and Commercial Improvement Programme (PCIP) which has a different criteria and scoring mechanism. Under the new PCIP framework the organisations are assessed every two years, covering leadership and governance; development and tender; contract; and purchasing processes.

The second audit of the Council's procurement service under the PCIP was carried out on late in 2018 by Scotland Excel, the Centre for Procurement Expertise for Scotland. Inverclyde Council's performance compares favourably with other local authorities. The next PCIP assessment, which was due to be carried out in late 2020, has been delayed due to Covid-19 and is now expected to be carried out in early 2021. The new performance data will be reported as part of the SPI/ KPI Annual Report 2020/21. You can find more information on procurement in Inverclyde Council here: https://www.inverclyde.gov.uk/business-and-trade/procurement

9f.   Indicator detail: Pest control

Pest control: service requests - % attended within 5 working days			
2017/18	**2018/19**	**2019/20**	**2019/20 Target**
99.8%	99.3%	**98.8%**	**95%**

What the data tells us: Between 2018/19 and 2019/20, there was a very small decrease (of 0.5%) in the percentage of pest control service requests that were attended within five working days. Despite this, performance remains very high and above target.

Further information: In 2019/20, the council received 512 pest control service requests which required attendance within five working days, only six of which were not responded to 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. 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 visit: https://www.inverclyde.gov.uk/environment/environmental-health/pest-control

9g.   Indicator detail: Trading Standards

Trading standards: % of consumer complaints completed within 14 days			
2017/18	**2018/19**	**2019/20**	**2019/20 Target**
92.1%	90.9%	**89.4%**	**95%**

What the data tells us: There was a decrease in the percentage of trading standards complaints completed within 14 days in 2019/20, down 1.5% from 2018/19. The target was not achieved.

Further information: In 2019/20, there were 123 consumer complaints received; 110 of which were completed within 14 days. Performance in this area has been affected by staffing issues due to difficulties in filling vacant posts. This is an issue that has affected councils nationally, not only in Inverclyde.

All consumer advice for Inverclyde residents is given by Advice Direct Scotland (ADS). 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. You can find more information on trading standards here: https://www.inverclyde.gov.uk/business-and-trade/trading-standards

	Status
Corporate Plan Organisational Priority 10	**To develop motivated, trained and qualified employees who deliver quality services that meet current and anticipated service needs**

The number of abandoned calls made to the Customer Service Centre (i) revenues and benefits enquiries (ii) other council services	🟢	Green – performance improved, targets achieved
The percentage of performance appraisals completed in the year and individual development plans agreed	🟡	Amber – decline in performance, target not achieved

10a.   Indicator detail: Customer Service Centre calls

Customer Service Centre: % of abandoned calls – Revenue and Benefits enquiries					
	2017/18	**2018/19**	**2019/20**	**2019/20 Target**	**2020/21 Target (Post Covid-19)**
Revenues and Benefits	25%	18%	6%	20%	26%
Other council services	7%	6%	3%	7%	10%

What the data tells us: The percentage of calls made to the council's Customer Contact Centre that were 'abandoned' reduced in 2019/20 for both revenues and benefits and other council services, representing an improvement in performance. For the revenues and benefits service in particular, a significant reduction of 12% was achieved in the year. The target for both measures was achieved.

Further information: The number of calls to revenues and benefits and other council services decreased by 23% and 8% respectively between 2018/19 and 2019/20. The total number of contacts to both also decreased over the same period. The reduction in the percentage of abandoned calls is an impressive achievement given the high turnover of staff in the Revenues and Benefits team. The continued fall in the housing benefit caseload, with a reduction of 8% in 2019/20, continued to assist in improved output. There has also been increased access to DWP data and increased automated updates for housing benefit and council tax reduction claim maintenance, reducing the need for customer contact.

The unavoidable impact of Covid-19 has meant that targets for 2020/21 have had to be revisited to reflect the changes in service delivery. The Customer Service Centre is operating with limited footfall and clients are encourage to engage with the council, where possible, via other contact methods.

10b.   Indicator detail: Performance Appraisal

% of performance appraisals completed in the year and individual development plans agreed				
2017/18	**2018/19**	**2019/20**	**2019/20 Target**	**2020/21 Target (Post Covid-19)**
94%	97%	92%	93%	90%

What the data tells us: The data shows that there has been a drop in the percentage of performance appraisals carried out in 2019/20.   The fall from 97% to 92% means that the performance target of 93% was not achieved.

Further information: Performance appraisal data is normally collated from the beginning of April each year, however this year due to COVID-19, the deadline for the return of information was extended to September 2020. Despite the extension to the deadline, the number of performance appraisals has still fallen slightly.

Inverclyde Council is focused on having and developing a workforce which is skilled and driven to deliver excellent services, as well as being satisfied at work. This can partly be achieved by working with employees to ensure that their performance is recognised, rewarded and developed over time and performance appraisals are part of a wider plan to ensure this happens. The appraisals are an opportunity for employees and their managers to consider how they carry out their work against agreed core competencies which reflect current and future council priorities, with the aim of identifying what they do well, as well as areas of their work which may benefit from development.

A key part of the performance appraisal process is to identify training needs now and for the future and the creation of individual development plans to meet these needs. Refresher training is available for employees and managers and guidance has been issued and promoted to ensure our performance appraisal process is as effective as possible and supports succession planning across the council.