
Report To:	Policy and Resources Committee	Date:	4 February 2025
Report By:	Head of OD, Policy and Communications	Report No:	PR/02/25/KM
Contact Officer:	Rhoda Braddick	Contact No:	01475 712146
Subject:	Inverclyde Council Plan 2023/28 – Mid-Year Progress Report 2024/25		

1.0 PURPOSE AND SUMMARY

1.1 For Decision For Information/Noting

1.2 The purpose of this report is to present the Committee with a mid-year progress report (2024/25) on the Council Plan 2023/28 and seek approval for its publication. The progress report covers the period 1st April – 30th September 2024.

2.0 RECOMMENDATIONS

2.1 It is recommended that the Committee:

- Considers the Council Plan mid-year progress report 2024/25; and
- Approve its publication on the Inverclyde Council website.

Morna Rae
Head, OD, Policy and Communications

3.0 BACKGROUND AND CONTEXT

3.1 At its meeting on 20 April 2023, The Inverclyde Council approved the adoption and implementation of a new five-year Council Plan 2023/28. The new Council Plan also detailed the range of high-level plans and strategies being progressed across the Council, the successful delivery of which will support the achievement of the Council Plan outcomes.

3.2 The Plan sets out the Council's vision: The Inverclyde Commitment: Success for All – Getting it Right for Every Child, Citizen and Community. It also established high-level outcomes under the three strategic themes of People, Place and Performance.

3.3 The Inverclyde Council also approved the governance arrangements for the Council Plan, namely the presentation of an Annual Report and a mid-year progress report to the Policy and Resources Committee. The Annual Report 2023/24 was considered by the Policy and Resources Committee on 19th November 2024.

3.4 COUNCIL PLAN MID-YEAR PERFORMANCE REPORT 2024/25

3.5 The Council Plan mid-year progress report 2024/25 is attached for the consideration of the Committee as appendix 1. In keeping with the style of the latest Annual Report, the report provides information on:

- The delivery of the Council's key strategic plans;
- The delivery of key projects and initiatives within the Committee Delivery and Improvement Plans 2023/26; and
- Partnership projects and initiatives that are being led by Inverclyde Council and delivered under the umbrella of the Inverclyde Alliance.

3.6 Performance data is also provided for the Council Plan KPIs where 2024/25 data is available. The performance data provided relates to performance between 1st April – 30th September 2024.

3.7 The Committee is asked to note that the report covers the reporting period 1st April 2024 – 30th September 2024 and as such, does not include new developments that have occurred after this period, for example:

- The approval given by this Committee at its meeting on 21st November 2024 to create a fuel poverty fund;
- The official opening of Parklea Branching Out Community Hub and Café; and
- Service recognition at national awards such as the Scottish Public Service Awards, 2024 for peatland restoration and tree planting.

Developments from 1st October 2024 onwards will be captured within the Council Plan Annual Report 2024/25.

4.0 PROPOSALS

4.1 The Committee is asked to consider the progress made in delivering the Council Plan in the first six months of 2024/25, and approve its publication on the Inverclyde Council website.

4.2 As the Council's strategic planning and performance management framework is dynamic, the Committee is asked to note that performance reporting on the Council Plan may evolve to ensure that performance reporting is as timely and accessible as possible.

5.0 IMPLICATIONS

5.1 The table below shows whether risks and implications apply if the recommendation(s) is(are) agreed:

SUBJECT	YES	NO
Financial		X
Legal/Risk	X	
Human Resources		X
Strategic (Partnership Plan/Council Plan)	X	
Equalities, Fairer Scotland Duty & Children/Young People's Rights & Wellbeing		X
Environmental & Sustainability		X
Data Protection		X

5.2 Finance

One off Costs

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

Annually Recurring Costs/ (Savings)

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

5.3 Legal/Risk

The Local Government in Scotland Act 2003 places a duty on Councils to publish a range of information as set out by the Accounts Commission's SPI Direction, the latest version of which is the "Publication of Information (Standards of Performance) Direction 2024 Statutory Performance Indicators". The publication of this progress report helps fulfil the Council's obligations under the Direction.

5.4 Human Resources

There are no direct human resources implications associated with this report.

5.5 Strategic

This report provides information on progress in delivering the Council Plan 2023/28 over the period 1st April 2024- 30th September 2024 and as such, is relevant to the delivery of all Council Plan outcomes.

6.0 CONSULTATION

6.1 None

7.0 BACKGROUND PAPERS

7.1 Council Plan 2023/28 - Inverclyde Council –
<https://www.inverclyde.gov.uk/council-and-government/strategies-policies-and-plans/council-plan>



Council Plan 2023/28

Mid-year performance report 2024/25

**Success for All - Getting it Right for every Child, Citizen
and Community**

Introduction: Our Council Plan 2023/28

In April 2023, Inverclyde Council implemented a Council Plan for Inverclyde which set the strategic direction and vision for the organisation for the period 2023/28. The new Council Plan was developed alongside a new 10-year Partnership Plan 2023/33. The same vision has been adopted in the Council and Partnership Plan: “**The Inverclyde Commitment: Success for All – Getting it Right for Every Child, Citizen and Community**”.

The Council Plan 2023/28 introduced a range of high-level outcomes for the Council, across the strategic themes of People, Place and Performance. The delivery of these outcomes is via the actions plans that have been developed for the Council’s Strategic Plans and the new Committee Delivery and Improvement Plans, with a golden thread bringing together the collective vision, purpose and aspirations. This progress report brings together a range of information on the delivery of these Strategic Plans and the projects and initiatives that are being delivered via the Committee Plans.

PEOPLE

Our young people have the best start in life through high quality support and education.

Gaps in outcomes linked to poverty are reduced.

People are supported to improve their health and wellbeing.

More people will be in employment, with fair pay and conditions.

Our most vulnerable families and residents are safeguarded and supported.

PLACE

Communities are thriving, growing and sustainable.

Our strategic housing function is robust.

Our economy and skills base are developed.

We have a sufficient supply of business premises.

Our natural environment is protected.

PERFORMANCE

High quality and innovative services are provided, giving value for money.

Our employees are supported and developed.

This progress report 2024/25 should be considered alongside the Council Plan Annual Performance Report 2023/24, which can be found here: <https://www.inverclyde.gov.uk/council-and-government/performance/council-plan>.

Theme 1 PEOPLE

Why is this a priority?

The people of Inverclyde and the people employed by the Council to deliver our services are the lifeblood of the area.

Making sure everyone has an equal opportunity to benefit from successes and to move forward in every area of their work and life is at the heart of how we develop individuals to reach their true potential, and ensure our community and Council are resilient to challenge.





Theme 1 PEOPLE

- Our young people have the best start in life through high quality support and education.
- Gaps in outcomes linked to poverty are reduced.
- People are supported to improve their health and wellbeing.
- More people will be in employment, with fair pay and conditions.
- Our most vulnerable families and residents are safeguarded and supported.

PROGRESS IN 2024/25

◆ Early Adopter Community for all age childcare

Since its launch, the Early Adopter project has successfully served over 40 children from 33 families. In July 2024 the Council secured additional funding to extend the program until March 2026, enabling significant expansion to the three localities with the highest inequalities. This includes two locations in Port Glasgow, as well as establishing services in Greenock East Central and Southwest Inverclyde.

The project will also be scaled to support and deliver to families with children 0-5 years with childcare support, integrating with existing early years services and will include local playgroups, family groups and toddlers to expand childcare options within the community.

◆ Fairer Futures Partnership

Inverclyde was successful in its bid to the Scottish Government to become a child poverty pathfinder, with the project delivered under the “Fairer Futures Partnerships” banner. The Port Glasgow Pathfinder proposes a significant shift in public service delivery, moving towards a “no wrong door” approach. The model will prioritise collaboration with service users to identify their needs and tailor support accordingly to build trust, foster self-reliance, and offer greater choice and opportunity. Its success will inform the expansion of similar services to address deprivation and inequality throughout Inverclyde.

◆ British Sign Language Plan 2024/30

The second British Sign Language Plan 2024/30 has been published to support and promote the rights of BSL users. The Action Plan, which was developed following extensive consultation, reflects the nine priority areas of the BSL National Plan 2023/29 and is available on the Council’s website: [Final British Sign Language Plan 2024/30 - Inverclyde Council](#)

◆ Food for Life Award 2024

The ‘Food for Life Served Here’ Bronze Award has been attained for the sixth year. Around 5,000 nutritious, sustainable and locally sourced Food for Life meals are served every day in Inverclyde’s 20 primary schools and 19 nurseries.

The Food for Life Award aims to make good food accessible for all, delivering a positive impact on health, the environment and the local economy.

◆ Anti-poverty initiatives

Funding to mitigate the impact of poverty locally has been allocated once again. Amongst the projects that will be delivered are:

- The Warm Hand of Friendship initiative which has supported over 9,000 residents over the previous two winters. Evaluation shows that the initiative helped to address the difficult choice between food and heating and fostered social connections and community support networks. Funding for this project will continue until March 2027.
- The continuation of a targeted approach for the Duke of Edinburgh Scheme, to increase participation of young females and those living in areas with the highest deprivation and poverty to prevent low-income families from being excluded on the grounds of cost.

Funding for the IRise Project will end from 31 December 2024. This follows an evaluation of the project outcomes achieved set against the original project aims.

Information on reducing child poverty will be presented in the Inverclyde Child Poverty Local Action Report 2024/25, which is due to be presented to the Education and Communities Committee in November 2024.

◆ **Inverclyde Libraries Dementia Services Pathfinder**

Building on existing partnership working with Alzheimer's Scotland, Inverclyde Libraries is actively supporting the 'Dementia Friendly Inverclyde' initiative led by Your Voice.

All branch libraries offer quality assured information around dementia and make available resources and/or signpost to services for those with dementia and their families and library staff have undergone Dementia Friendly training. Your Voice has audited all 6 branch libraries, making recommendations to ensure that the library service was providing a dementia friendly environment for its customers.

A series of Dementia Friendly Open sessions have been held in 3 library branches to date, showcasing the library service's dementia support to new and existing customers.

◆ **Battery Park Lighting Project**

Improved lighting has been installed in the Battery Park following a Public Space, Activity and Women's Safety Survey which highlighted safe walking spaces as a concern. A follow up consultation which ran during summer 2023 received over 500 responses, with 90% agreeing that lighting the park would increase their perception of safety and they would use the park more. The new lighting was switched on in September 2024.

◆ **Supporting care experienced children**

In June 2024, Care Experienced children and young people were supported to design and deliver a one-day conference at the Beacon Arts Centre, exploring care experience and how our workforce and communities can better support children, young people and their families to thrive. Over 100 people participated in the conference and workshops and the young people plan to take forward their plans including a 'Care Aware' Schools movement across Inverclyde.

The Mind of My Own app continued to be promoted to offer children and young people a digital platform to share their voice and views. This included training the Additional Support Needs team to ensure we hear from children and young people with disabilities and complex needs, as well as to the New to Scotland team.

Inverclyde was nominated as one of the Most Improved Organisations for Mind of My Own, reflecting its increased use by children and the workforce. In addition, the iPromise Lead won an award for going the extra mile in supporting the app.

The 'Practice Pad', the first project to be delivered as part of The Lens partnership working project, opened in summer 2024 with the aim of better preparing young people for their future aspirations of independent living, providing an opportunity to increase their skills and confidence in a supportive environment.

◆ **Working towards a 'Trauma Informed Council'**

In June 2023, the Council approved the adoption of the Leadership Pledge of Support to become a trauma informed organisation. To take this forward, in April 2024, an Elected Member briefing session was held with representatives from the Inverclyde Trauma Informed and Responsive Practice Strategic Group, including colleagues from the 3rd Sector, Council, HSCP and Police Scotland supporting the briefing. The session included an overview of trauma informed practice and the national and local context for this work, examples of trauma informed approaches in practice, and group discussions to reflect on the impact of trauma in our communities.

Leadership awareness and commitment is vital to creating the culture described in the pledge and this event was an important step towards meeting these aims.

◆ **Reshaping Homeless Services**

A collaborative project between Homeless Network Scotland and the HSCP involving people with lived experience of homelessness to shape and improve services was launched during the summer. Homeless Network Scotland is supporting the establishment of the group and providing essential training for an initial nine-month period, after which it is anticipated that the group will be equipped to work independently.

Theme 2 PLACE

Why is this a priority?

Inverclyde is a collection of places - its towns and villages – each with its own identity but with a keen sense that by being part of a wider group moving forward together helps make sure we are all benefitting from success and opportunities.





Theme 2 PLACE

- Communities are thriving, growing and sustainable.
- Our strategic housing function is robust.
- Our economy and skills base are developed.
- We have a sufficient supply of business premises.
- Our natural environment is protected.

PROGRESS IN 2024/25

■ Locality Planning

In its role as a key Community Planning Partner, the Council has led a new approach to community engagement within Inverclyde's six locality areas. Work has focused on the development of a new digital platform 'Inverclyde Community Choices' and the transition to a new 'community conversation week'.

The pilot initiative, which will take place once a year in each locality, will run from October to December 2024 in Port Glasgow, Greenock East and Central, and Greenock South and Southwest, followed by sessions in Greenock West and Gourock, Inverkip and Wemyss Bay, and Kilmacolm and Quarriers Village from January to March 2025.

■ Repopulation

Concerns in respect of local depopulation and challenges linked to repopulation have been raised at a national level by the Council over a prolonged period. Now, as part of the Scottish Government Addressing Depopulation Fund, Inverclyde has been offered part funding for the creation of a community settlement officer post, with the Council meeting the remainder of the cost.

Details of the post are being finalised, however, it is envisaged that the role will provide an opportunity for research into the local drivers of depopulation to ensure the best possible impact of future interventions. It will also provide tailored support to those currently living in, or are moving to the area, helping to develop bespoke projects to tackle the key challenges.

■ Community Learning and Development Strategic Plan 2024/27

A new three-year CLD Partnership Plan for Inverclyde 2024/27 has been developed, providing the framework for provision across the CLD Partnership in Inverclyde.

The Plan was developed collaboratively with the organisations that comprise Inverclyde's CLD Partnership, with three priorities identified:

- (i) Empowering individuals and growing a culture of participation;

- (ii) Building stronger, more resilient communities; and
- (iii) Ensuring a healthy standard of living for all.

Overall governance of the CLD Plan 2024/27 will be provided by the Inverclyde Alliance Board.

■ UK Shared Prosperity Fund

Good progress has been made in a range of projects funded by the UK Shared Prosperity Fund, including the development of new Town Centre Action Plans for Greenock, Gourock and Port Glasgow in consultation with each of the Town Centre Regeneration Forums. Wider consultation was also carried out with drop-in events in each town centre and an online consultation held in summer 2024. The resultant plans are aspirational but pragmatic, with each setting out priority actions for each town, which could be progressed over a ten-year period, subject to future funding opportunities.

The Inverclyde Women in Business Network has continued to grow in strength. To date, eight events have taken place, with 187 attendees. Options for the continuation and development of the Network post March 2025 are being explored.

An underspend in relation to the Multiply Projects is anticipated, in part due to resourcing and capacity issues, the full details of which have been reported to the Environment and Regeneration Committee.

- **Greenock Town Fund**

The Greenock Town Board, which brings together local and national stakeholders to develop long term improvement plans for central Greenock, has now met four times.

The Board has focused on finalising a delivery programme for years one to three of the programme, utilising £20m from the UK Government's Long-Term Plan for Towns Fund. Recruitment for Town Fund support has also been progressed.

- **Greenock Town Centre Levelling Up**

The Greenock Town Centre Levelling Up project progressed with design work on the road alignment and public realm taken forward, as well as collaboration with the Oak Mall on the demolition of the retail units. Project management and quantity surveying support has also been secured. Work on the project is expected to begin in early 2025.

The funding agreement with the UK Government initially required project completion by March 2026, however an extension has been granted to ensure that the demolition and construction programme aligns with the governance requirements of the UK Government and the Council.

- **City Deal**

Following approval of the Outline Business Case for the Inverkip City Deal Project in November 2023, the Final Business Case, which sets out the infrastructure improvements on the A78 to facilitate the development of the former Inverkip Power Station, was approved by the Environment and Regeneration Committee in August 2024. The FBC has been submitted to the Project Management Office for approval.

- **Strategic Housing Investment Plan (SHIP) 2025/30**

A new Inverclyde SHIP 2025/30, which reflects the priorities of the Local Housing Strategy, has been developed in consultation with our RSL partners. It includes a full programme of affordable housing development proposals over its five-year period and will be submitted to the Scottish Government in October 2024.

- **Growth Programme for Independent Hospitality Businesses**

A new 'Growth Programme for Independent Hospitality Businesses' launched in September 2024, with the aim of helping local, independent hospitality businesses prosper via a platform for owners to connect and learn from each other.

Participants will receive expert help and advice in developing their business strategy, working towards

net zero, improving customer service, help with HR and management, and sales generation techniques. A grant of up to £1,000 may also be available to assist with business growth aims.

- **Empty Property Assistance Grant**

Utilising funding generated from changes to the Empty Property Relief Policy, an Empty Property Assistance Grant was approved in August 2024 to support businesses taking on empty premises. Applicants can apply for a grant of up to £10,000 to support capital work improvements required to bring an empty property back into commercial use. This grant complements the suite of grant assistance and expert support available through Business Development/Business Gateway to support economic development.

- **Net Zero Strategy and Action Plan**

An Annual Report on the delivery of the workstreams within the Net Zero action plan was published in May 2024. By 2022/23, the Council had achieved a 51% reduction in its emissions, compared to the 2012/13 baseline.

The Net Zero action plan includes a commitment towards the decarbonisation of the Council's light commercial vehicle fleet. Investment of £129,000 has been made so far in 2024/25 with 14 vehicles been replaced in total, and four vehicles still to be delivered by the end of the financial year.

Theme 2 **PERFORMANCE**

Why is this a priority?

We are an ambitious Council, always striving to improve and develop.





Theme 2 PERFORMANCE

- High quality and innovative services are provided giving value for money.
- Our employees are supported and developed.

PROGRESS IN 2024/25

Award Success

In September 2024, Inverclyde Council was the overall winner in the 'Just Transition to a Net Zero Economy' category in the COSLA Excellence Awards 2024.

The Award was in recognition of the impact of the three-year Duchal Moor peatland restoration project and the planting of 10,600 tree at Coves Local Nature Reserve. The project, which is supported by the Glasgow and Clyde Valley Green Network's Clyde Peatlands initiative, aims to increase the rate and scale of peatland restoration across the whole City Region.

Establishment of a Programme Board

Achieving a balanced budget is one of the biggest challenges facing the Council. Approval was given to establish a Programme Board to consider the workstream savings identified through the 2024/26 budget process. This will help to ensure that Elected

Members are actively involved and engaged in the actions to be taken to deliver the workstream savings and will enhance openness, transparency, inclusivity and representation.

Corporate Asset Management Strategy 2024/28

The fourth edition of the Inverclyde Corporate Asset Management Strategy (CAMS) 2024/28 was approved in May 2024. The Strategy has evolved since 2009 with the focus of the CAMS 2024/28 predominantly on rationalising and reducing the number of operational assets that the Council holds.

Other key elements associated with this work that are planned include a review and refresh of the individual asset sub-groups to develop longer term costed asset plans, and a refresh of the five-yearly property asset condition surveys to support and inform this activity.

The Strategy can be found here: [Corporate Asset Management Strategy 2024/28 - Inverclyde Council](#)

Local Government Benchmarking Framework

Following a refresh of the Local Government Benchmarking Framework (LGBF) dashboard in September 2024, performance information was available for 37 LGBF measures. Analysis of performance benchmarked to other authorities shows that Inverclyde Council continues

to perform well, with 25 of the 37 measures having a ranking that places Inverclyde in the top half of all Scottish authorities.

Assessing Best Value Performance

As part of Inverclyde Council's commitment to delivering continuous improvement, the Extended Corporate Management Team, Service Managers and Team Leaders carried out a robust self-evaluation of the Council's Best Value performance, focus on the seven Best Value themes, using a bespoke 'Checklist' developed by the Improvement Service.

The key improvement actions for the organisation have been developed into an action plan which can be found on the Council's website:

[Inverclyde Council Best Value - Inverclyde Council](#)

Disability Confident Status

The Council successfully renewed its membership of the Disability Confident Scheme (DCS) until 2027. The DCS aims to challenge attitudes, remove barriers and improve opportunities for disabled people and those with long-term health conditions. By maintaining its involvement with the DCS at 'Leader' level, the Council has been recognised for acting as a champion within the Inverclyde business and local communities. It also supports the delivery of a key theme in our People and Organisational Development Strategy 2024/27: Fairness and Equality (Promoting equality, dignity and respect).

□ The Lens (Adult Services)

Inverclyde HSCP Adult Services committed an investment fund of more than £55,000 to develop and test new and innovative ideas developed by employees through The Lens programme. The voice of lived experience and communities was central to the development of ideas.

Five innovative projects were successful in receiving funding:

- Community First: a series of pop-up events in the community to link various services together.
- Diabetes Prevention Support Programme: funding for the specialist diabetes service to work with the community in preventing type 2 diabetes.
- My Inclusive Digi Support: Giving service users and tenants with additional support needs tablets and access to a specialised app so that they can have a voice in their care plan.
- Little Acorns: Developing a safe space for women in Inverclyde who are fleeing violence.
- Inverclyde Inclusive Radio: A community radio station where the programming is created by people with additional needs, for people with additional needs.

The next stage in the process is the provision of support with practicalities as the Idea Teams move to the implementation phase.

□ Technology Enabled Care Smart Pad Innovation

The Technology Enabled Care (TEC) Smart Pad is a new initiative that launched in September 2024 and represents a significant step forward in the adoption of technology within health and social care.

The data collected from this monitoring system will be invaluable in generating information that reflect a person's day-to-day capabilities, enabling practitioners to make informed decisions regarding the level of support required. This approach helps to maximise the safety and independence of individuals and improves person-centred care

These objectives focus on enabling individuals to stay well, safe, and independent at home, ensuring they receive the right care in the right place at the right time.

□ External Inspection Reports

A number of external inspections relating to services provided by Inverclyde Council and the HSCP have been published in 2024/25. You can find a link to each of the inspection reports below:

Education Scotland: Community Learning and Development Progress Visit Report
[Community Learning and Development in Inverclyde Council | Inspection Report | Education Scotland](#)

Education Scotland: St. Stephen's High School Inspection Report
[St Stephen's High School | Inspection Report | Education Scotland](#)

Education Scotland: St Columba's High School Inspection Report
[St Columba's High School | Inspection Report | Education Scotland](#)

Education Scotland: St John's Primary School and Nursery Class Inspection Report
[St John's Primary School | Inspection Report | Education Scotland](#)

Care Inspectorate and Health Care Improvement Scotland: Inverclyde HSCP Joint inspection of Adult Services:
[Joint Inspection of adult services in Inverclyde \(2\).pdf](#)

Care Inspectorate: Inverclyde Council Fostering Service: [Find care](#)

Care Inspectorate: Inverclyde Council Adoption Service: [Find care](#)







Care Inspectorate: Inverclyde Council Continuing Care Service Adult Placement Service: [Find care](#)









Care Inspectorate: Inverclyde Learning Disability Support and Care at Home Service: [Find care](#)

Council Plan 2023/28 KPI Dashboard: Mid-Year Performance 2024/25

The Council Plan 2023/28 is underpinned by 41 KPIs, 14 of which have more frequent updates, allowing us to provide performance data at the mid-point of this year in this report. For the remainder of the KPIs, performance data is published annually and the latest data is provided in the Council Plan Annual Performance Report 2023/24, which can be found here: [Council Plan 2023/28 - Inverclyde Council](#)

Where more frequent data is available this is provided in the performance dashboard below. The status shown relates to performance for the year against target or, where appropriate comparator data is available, our benchmarking performance.

Council Plan Performance Measure	Mid-Year Performance 2024/25	Mid-point target 2024/25	Additional information
Claimant Count as a percentage of the 16–19-year-old population (April – September 2024)	4.3% 	Benchmarked against Family Group	Mid-year performance is better than our LGBF Family Group, 4.4%
Claimant Count as a percentage of the working age population (April – September 2024)	3.6% 	Benchmarked against Family Group	Mid-year performance is better than our LGBF Family Group, 3.8%
Number of people progressed into employment from Council funded / operated employability programmes (April – September 2024)	170 	210	The year end target is 420.
Number of employability clients supported by the Employability Service have gained a partial / full vocational qualification (April – September 2024)	211 	200	The year end target is 400.
The total number of days lost due to sickness absence between (April – September 2024)	5.9 days 	4.5 days	Mid-year performance is below target. The year-end target is 9 days.
Employee turnover (%) (April – September 2024)	7.3% 	6%	Mid year performance is below target. The year-end target is 12%

Council Plan Performance Measure	Mid-Year Performance 2024/25	Mid-point target 2024/25	Additional information
The percentage of Council Tax owed to the Council that was collected by the end of September 2024.	53% 	53.55%	Mid-year performance is just below target. The year-end target is 94.7%.
The percentage of invoices were paid within the target of 30 days (April – September 2024)	96% 	95.5%	Performance is better than target. The year-end target is 95.5%.
The average time taken (days) to process changes in circumstances to Housing Benefit (April – September 2024)	2.76 days 	2.5 days	Performance is slightly below target. The year-end target is 2.5 days.
The number of complaints received (April – September 2024) per 1,000 population.	1.73 	2	Performance is better than target. The year-end target is 4 days.
The percentage of street lighting repairs were carried out within 7 days (April – September 2024)	96.8% 	92%	Performance is better than target. The year-end target is 92%.
The percentage of all planning applications decided in under 2 months (April – September 2024)	81.3% 	72%	Performance is better than target. The year-end target is 72%.
The percentage of category 1 potholes repairs were made safe within 24 hours of identification (April – September 2024)	100% 	92%	Performance is better than target. The year-end target is 92%.
Tonnes of waste sent to landfill (April – September 2024)	13,243t -		This is a data only KPI. Performance trends are monitored. Performance in the same period in 2023 was 13,131 tonnes.

More information on quarterly service performance can be found in the performance reports relating to the Council's Committee Plans which are available on the Council's website:

[Committee Delivery and Improvement Plan Performance Reports - Inverclyde Council](#)

Contact us

For further information please contact:



e-mail:

Corporate.policy@inverclyde.gov.uk



write to:

Corporate Policy Team
Education, Communities and
Organisational Development
Inverclyde Council
Municipal Buildings
Greenock
Inverclyde PA15 1 LY



telephone:

01475 717171

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