

Report To: Policy & Resources Committee

Date: 26 May 2009

**Report By: Corporate Director
Improvement & Performance**

Report No: POL/26/09/PW/WB

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**Subject: 2009/10 Statutory Performance Indicators
Accounts Commission Directive 2008**

1.0 PURPOSE

- 1.1 The purpose of this report is to advise the Committee of the significant changes that will result from the 2008 SPI Direction and how these changes will impact on the Council.

2.0 SUMMARY

- 2.1 Audit Scotland have published their Direction for 2008 which will significantly reduce the number of Statutory Performance Indicators (SPIs) the Council is required to report on. However the Direction also introduces a requirement for all councils to demonstrate best value and continuous improvement on a broader range of performance information under a list of headings under:

SPI 1 – Corporate Management
SPI 2 – Service Performance

- 2.2 Audit Scotland have advised that the supplementary indicators could come from what is already being monitored and reported from the Councils Strategic Planning and Performance Management Framework. The final set of indicators should be placed in the public domain in a timely manner as and when individual circumstances dictate and need to be subject to an agreed reporting process.
- 2.3 A list of the remaining SPIs, all the former SPIs, the Corporate Plan KPIs, Corporate and Directorate Performance Report KPIs and indicators from key statistical returns have been circulated to each Directorate. A final decision on which of these indicators will be used to fulfil the commitments required by the Accounts Commission Directive has been remitted to the Individual Directorate Management Teams and will be reported to the next meeting of this Committee. The new SPIs will then be integrated into Directorate Plans and be monitored through the Directorate Performance Reports before being submitted to Audit Scotland by September 2010.

3.0 RECOMMENDATIONS

- 3.1 The Committee is asked to:
- Note that a new set of SPIs for 2009/10 to be reported in September 2010 is currently under development
 - Agree to receiving a further report with a final list Inverclydes' new PIs including SPIs for 2009/10 at the next meeting of this Committee

4.0 Background

- 4.1 The Concordat between COSLA and Scottish Government has led to significant changes in the way that Councils are held to account. Many of the measures in the Concordat, including the development of Single Outcome Agreements (SOAs), are intended to strengthen local accountability and provide Councils with greater discretion over their local priorities.
- 4.2 Audit Scotland has responded to the changes brought about by the Concordat by making significant changes to the Statutory Performance Indicators (SPIs). Previous SPI Directions have entailed amendments to, or the replacement of, a small number of existing indicators. The 2008 Direction heralds the removal of the vast majority of the previous SPIs, necessitating the identification of a new set of indicators for 2009/10.
- 4.3 Only 25 specific indicators are now requested by Audit Scotland in comparison to the over 80 SPIs that Councils needed to report upon during 2008/09 and in previous years. Greater emphasis will instead be placed upon a broader range of measures including customer satisfaction, the reports of other scrutiny bodies, and measures relating to local priorities. Aside from the 25 remaining specific measures each Council will be at liberty to determine what they should report upon.
- 4.4 The guidance states that the SPIs should reflect the balance between quality and cost. Although it is expected that some measures will be drawn from the Single Outcome Agreement (SOA), the SPI measures will still need to demonstrate how the Council is achieving Best Value. Audit Scotland stress that within the Concordat between COSLA and the Scottish Government 'it has always been absolutely clear that councils still need to report on the quality, accessibility and value for money of all their services as part of their Best Value duties.'
- 4.5 The criteria for determining which indicators to report upon leaves the Council with a large degree of discretion. Audit Scotland have however prescribed two main areas that they require performance to be reported against:
- SPI 1 – Corporate Management,
 - and SPI 2 – Service Performance.
- (SPI 1 & 2 must also include the 25 specific indicators that remain in the Direction).

- 4.6 The range of information expected as part of SPI 1 and SPI 2 is outlined below:

SPI 1 – Corporate Management Each council will report a range of information, sufficient to demonstrate that it is securing Best Value in relation to:

- Responsiveness to its communities
- Revenues and service costs
- Employees
- Assets
- Procurement
- Sustainable development
- Equalities and diversity

SPI 2 – Service Performance Each council will report a range of information sufficient to demonstrate that it is securing Best Value in providing the following services (in partnership with others where appropriate):

- Benefits administration
- Community care
- Criminal justice social work
- Cultural & community services covering at least sport & leisure, museums, the arts and libraries
- Planning (both environmental and development management)
- The education of children
- Child protection and children’s social work
- Housing & homelessness
- Protective services including environmental health, and trading standards
- Roads and lighting
- Waste management services

- 4.7 Local accountability will be strengthened through the determination of measures that relate to local priorities via the SOA. The 2009/10 SPIs will be part of a revised performance reporting framework that will include outcome measures from the SOA. The framework will provide a much more coherent illustration of how the Council’s Departments contribute to wider outcomes for the community.
- 4.8 Strengthening local accountability and reducing the demands of external scrutiny is something that the Council has welcomed. However, reducing the number of SPIs that are specified by Audit Scotland will mean that Councils are less easily able to compare themselves to one another. The new approach to SPIs is likely to effectively put an end to the national league table produced annually by Audit Scotland.
- 4.9 The extent the proposed changes reflect both the reduction in external scrutiny and the increase in local accountability can be demonstrated by the increased emphasis upon self-evaluation. The Council’s preferred choice of PSIF as a self-evaluation framework will provide an important means of demonstrating our performance.
- 4.10 The changes to the SPIs are related to a wider shift within Scottish Local Government to reduce the burden of external scrutiny and enhance local accountability. The Crerar Review of scrutiny proposed greater co-ordination between inspection bodies. With the emphasis upon drawing measures from existing frameworks, the 2008 Direction responds to Crerar’s recommendations. How much this move eases the burden of external scrutiny will depend upon the Council’s choice of indicators
- 4.11 The 2008 Direction relates to the measures that should be reported upon during 2009/10. In practice this means that a new set of SPIs will need to be determined for the start of the financial year in April 2009.
- 4.13 However as Audit Scotland have advised that the supplementary indicators could come from what is already being monitored and reported from within of the Councils Strategic Planning and Performance Management Framework as part of the Councils’ Best Value duties.
- 4.14 A list of the remaining SPIs, all the former SPIs, the Corporate Plan KPIs, Corporate and Directorate Performance Report KPIs and indicators from key statistical returns has been circulated to each directorate. Also circulated was a draft list of the SPIs to be used to supplement the SPIs all of which have been chosen from the master list. A final decision on which of these indicators will be used

to fulfil the commitments required by the Accounts Commission Directive has been remitted to the Individual Directorate Management Teams. This will be reported to the next meeting of this Committee.

5.0 Implications

5.1 Finance

None

5.2 Personnel

None.

5.3 Legal

None.

5.4 Equality and Diversity

None

6.0 Consultation

6.1 All Directorates are currently being consulted.

7.0 Background Papers

Draft set of 2009/10 SPIs for Inverclyde Council (Appendix 1)
Accounts Commission Directive for 2009/10
List of Performance Information by Directorate
Draft of proposed SPIs for Inverclyde for 2009/10

Consultation on suggested SPIs for 2009/10

CORPORATE MANAGEMENT

Indicator	Directorate/ Service	Co-ordinator / Responsible Officer	Reference	Status	Where else monitored
RESPONSIVENESS TO ITS COMMUNITIES					
Customer feedback % residents satisfied that the Council takes residents views into account in decision making	E&CP/ Safer Communities		CP- ERIC		Corporate Plan
Strong Community Networks a) Community Organisations with access to CD support b) Community organisations defined as sustainable c) Number of active and influencing Community Regeneration Centres d) Number of community organisations with relevant skills	R&R/CLD	Corporate Plan KPI	CPI-SSC		Corporate Plan SOA
Community Regeneration a) Community perspectives reflected in local plans, priorities and actions b) Number of strategically relevant actions delivered	R&R/CLD	Corporate Plan KPI	CPI-TDLE		Corporate Plan SOA
REVENUES AND SERVICE COSTS					
Cost of collection of council tax	I&P/ Finance	Christina Fraser Fiona Borthwick Angela Edmiston	SPI 5	SPI	Audit Scotland
Current year income : a) The income due from Council Tax for the year, net of reliefs and rebates b) % of a) that was received during the year.	I&P/ Finance	Christina Fraser Fiona Borthwick Liz Brown	SPI 6 CPR2 I&PDP2	SPI	Audit Scotland Corporate Performance Report Improvement & Performance Performance Report FMT (b)
Creditor Payments The number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid	I&P/ Finance	Christina Fraser Bobby McEwan Emily Tolan	SPI 7 CPR 1	SPI	Audit Scotland FMT
Payment of Invoices a) Average value of invoices processed b) Percentage of all payments which are made by electronic means	Alan Puckrin	Directors of Finance Roadtesting Performance Measures	DoFRPM 2		
Collection of Sundry Debtors Accounts The proportion of Outstanding Debt that is more than 90 days old from date of invoice as at 31st March	I&P/ Finance	Christina Fraser	I&RDP4 DoFRPM 1		I&P Directorate Performance Report Directors of Finance Roadtesting Performance Measures FMT
Corporate Finance Provision Accountancy : Professionally qualified Accountancy employees as a ratio of net expenditure	I&P/ Finance	Alan Puckrin	DoFRPM 3		Directors of Finance Roadtesting Performance Measures

EMPLOYEES					
The average number of working days per employee lost through sickness absence for: a) Teachers b) All other local government employees	R&R/ HR	Angela Trainer Elaine Gallagher Lyndsey Middleton	SPI 1 CPR 5 All DPs1	SPI	Audit Scotland Corporate Performance Report All Directorate Performance Reports
Health & Safety Incidents Rates (per 1000 employees) the number of incidents and average time lost per incident to the Council. Examples of the type of incidents the indicator covers includes, animal exposure, building/masonry fault, contact with electricity, road traffic accident and a slip, trip or fall.	R&R/ HR	Pauline Ramsay	CPR 6		Corporate Performance Report
Healthy lifestyles Average number of people accessing leisure passes monthly via Council promotion	E&SC/SW Strategy	Ann Wardlaw	CPI - HCC		Corporate Plan KPI SOA – Health inequalities
Cost of HR Function per Employee	R&R / Human Resources			Indicator dropped from SPI consultation 2009/10	
ASSETS					
Public Access - The number of council buildings from which the council delivers services to the public where public areas are suitable for and accessible to disabled people	R&R/ PIT	Gerry Malone Audrey Galloway Dan O'Neill	SPI 3	SPI	Audit Scotland
Asset management - Condition and suitability a) The proportion of operational accommodation that is in a satisfactory condition. b) The proportion of operational accommodation that is suitable for its current use.	R&R/ PIT	Gerry Malone Audrey Galloway Dan O'Neill	SPI 8	SPI	Audit Scotland
Asset management The required maintenance cost of operational assets per square metre.	R&R/ PIT	Gerry Malone Audrey Galloway Dan O'Neill		Indicator dropped from SPI consultation 2009/10	
Access to Buildings a) % of residents who have accessed Council buildings this year b) % of residents stating that they found Council buildings easy to access	R&R/ PIT	Gerry Malone Audrey Galloway Dan O'Neill	CPI -MIO		Corporate Plan KPI Citizens Panel Question
PROCUREMENT					
Procurement Total Efficiency Savings Achieved Year-on-Year	I&P/PM&P	Justin Lilley	BBPI 1		Scottish Government
Procurement a) % of contracts notified by electronic contract notice b) % of contracts awarded by electronic award notice c) % of contracts handled through e-sourcing or e-tendering system d) % of transactions processed electronically (through an e-procurement system e) % of payments processed through an e-payment system	I&P/PM&P	Justin Lilley	BBPI 9		Scottish Government

SUSTAINABLE DEVELOPMENT					
Refuse recycling % of municipal waste collected by the authority during the year that was recycled and composted.	ECP/Waste Strategy and Technical Support	Kenny Lang Margaret Vize Colin Wilson	SPI 24	SPI	Audit Scotland SOA- Environment
Refuse recycling % of waste that goes to landfill	ECP/Waste Strategy and Technical Support	Kenny Lang Martin Burrows Joe Gray Brian Hennan	CPI- SSC	Former SPI SOA - Environment	Corporate Plan KPI
Abandoned vehicles The number of abandoned vehicles that require to be removed by the council, and the % removed within 14 days.	ECP/Environmental services	Kenny Lang Margaret Vize Aileen McQuillan		Former SPI	
Reduction in Inverclyde's Carbon Footprint Total ecological footprint Carbon footprint	ECP/Planning, Housing & Transportation	Climate change officer	CPI - SSC		Corporate Plan KPI
EQUALITIES AND DIVERSITY.					
Equal opportunities - The number and % of the highest paid 2% and 5% of earners among council employees that are women	R&R/ HR	Angela Trainer Ann McGeoch			Statutory PI(SPI 2)
Employee satisfaction % of IC staff stating that they are satisfied with the Council as an employer	R&R/ HR	Carol Reid	CPI-MIO		Corporate Plan KPI
Employee Training a) % of IC staff who feel that they have access to the right training at work b) % of IC staff who have their training needs regularly assessed c) % of IC staff who feel able to access training they request d) % of IC staff who feel they could do a better job with training	R&R/ HR	Carol Reid		CPI-MIO	Corporate Plan KPI

Consultation on suggested SPIs for 2009/10

SERVICE PERFORMANCE

Indicator	Directorate/ Service	Co-ordinator / Responsible Officer	Reference	Status	Where else monitored
BENEFITS ADMINISTRATION					
Benefits Admin - The gross administration cost per case	I&P/ Finance	Christina Fraser Fiona Borthwick (Tracy Bunton/ Amanda Gordon)	SPI 4	SPI	
Accuracy of Benefit Processing where calculation of benefit due was correct	I&P/ Finance	Fiona Borthwick Tracy Bunton/ Lesley Bennett/ Amanda Gordon	I&PDP 6	Former SPI	Improvement & Performance Performance Report FMT
Paying the right benefit at the right time 1 The average number of days per case to process new HB/CTB claims and change events.	I&P/ Finance	Christina Fraser Fiona Borthwick Tracy Bunton Lesley Bennett	I&PDP 5	Former SPI	Improvement & Performance Performance Report FMT
Paying the right benefit at the right time 2 The number of changes to customers HB/CTB entitlement that are processed within the year per 1,000 caseload	I&P/ Finance	Christina Fraser Fiona Borthwick Tracy Bunton Lesley Bennett		Former SPI	
COMMUNITY CARE					
Home care / home helps a) The number of people age 65+ receiving homecare b) The number of homecare hours per 1,000 population age 65+ c) As a proportion of home care clients age 65+, the number receiving: - personal care - a service during evenings/overnight - a service at weekends E&SC/ SW Strategy	ESC/SWS	Yvonne Goldie / Janette McEwan Kathleen Kennedy	SPI 9 SWSPR2 CPI- HCC	SPI	Audit Scotland Social Work Services Performance Report Corporate Plan Indicator SOA- Health Inequalities
Carers % carers feeling that they receive enough support in their caring role I&P/ Policy	ESC/SWS				Corporate Plan KPI- HCC Citizens Panel Question
Home Care Proportion of people aged 65+ receiving care at home E&SC/ SW Strategy	ESC/SWS	Yvonne Goldie	SPI 9 SWSPR2 CPI – HCC	SPI	Audit Scotland Social Work Services Performance Report Corporate Plan Indicator SOA- Health Inequalities

CRIMINAL JUSTICE SOCIAL WORK					
Criminal Justice Social enquiry reports a) The number of reports submitted to the courts during the year b) The proportion of these submitted by the due date.	ESC/SWS	Yvonne Goldie Janette McEwan Kathleen Kennedy	SWSPR8	Former SPI	Social Work Services Performance Report
Criminal Justice Probation a) The number of new Probation Orders issued during the year b) The proportion of new probationers seen by a supervising officer within one week.	ESC/SWS	Yvonne Goldie Janette McEwan Kathleen Kennedy	SWSPR9	Former SPI	Social Work Services Performance Report
Criminal Justice Community Service a) The number of new Community Service Orders issued during the year b) The average number of hours per week taken to complete orders.	ESC/SWS	Yvonne Goldie Janette McEwan Kathleen Kennedy		Former SPI	
CULTURAL & COMMUNITY SERVICES COVERING AT LEAST SPORT & LEISURE, MUSEUMS, THE ARTS AND LIBRARIES					
The number of attendees per 1000 population for: - Pools - Other indoor sports and leisure facilities , excluding pools in a combined complex	Other/ Inverclyde Leisure	Brian Lawrie George Yule	SPI 10	SPI	Audit Scotland ECP Performance Report
Museums a) Number of visits to/usages of council funded or part funded museums and expressed per 1,000 population b) Number of visits in part a) that were in person and expressed per 1,000 population	R&R/ Libraries & Museum	Alana Macmillan Valerie Boa	SPI 11	SPI	Audit Scotland ECP Performance Report
Use of libraries a) number of visits per 1,000 population b) borrowers as a percentage of the resident population	R&R/ Libraries & Museum	Alana Macmillan Sandra MacDougall	SPI 12	SPI	Audit Scotland ECP Performance Report
Library Services Changes in library stock (Adult and Children's lending stock) Actual additions per 1,000 population Stock at year end per 1,000 population	R&R/ Libraries & Museum	Alana Macmillan Sandra MacDougall		Former SPI	ECP Performance Report
Exercise % of Inverclyde residents participating in sport / similar activity at least every two weeks					Corporate Plan KPI- HCC Citizens Panel Question SOA- Health Inequalities

PLANNING (both environmental and development management)					
Planning applications processing time % of applications dealt with within two months: Householder Non-householder	E&CP/ Planning & Transportation	Nick McLaren Alaria Lever	SPI 13	SPI	Audit Scotland ECP Performance Report
Planning Appeals The number of appeals that were successful: a) as a percentage of the number of planning determinations made by the council b) as a percentage of the number of determinations that went to appeal.	E&CP/ Planning & Transportation	Nick McLaren Alaria Lever		Former SPI	ECP Performance Report
Development plans % of the population covered by a Local Plan that has been adopted or finalised within the last five years.	E&CP/ Planning & Transportation	Nick McLaren Alaria Lever		Former SPI	ECP Performance Report
THE EDUCATION OF CHILDREN					
School Leaver Destination Results % of school leavers entering positive destinations	ESC/ES	Colin Grainger	ESPR2 CP1 - EIRC		ES Performance Report Corporate Plan KPI
Attendance in School	ESC/ES	Colin Grainger	ESPR3		ES Performance Report
Improve impact of self evaluation % of positive HMIe reports	ESC/ES	Colin Grainger	ESPR CP1 - EIRC		ES Performance Report Corporate Plan KPI
Increased Attainment a) Average levels of 5-14 attainment across key stages b) % achieving 5+ awards at Standard Grade General or above by S4 c) % achieving 1+ award at Higher or above by S5 d) % achieving 3+ awards at Higher or above by S6	ESC/ES	Colin Grainger	CP KPI – EIRC		Corporate Plan KPI
CHILD PROTECTION AND CHILDREN'S SOCIAL WORK					
Children's Reported liaison Children's Hearing system reports: a) The number of reports submitted to the Reporter during the year b) The proportion of reports requested by the Reporter which were submitted within target time.	ESC/SWS	Yvonne Goldie Kathleen Kennedy Janette McEwan	SWSPR5	Former SPI	Social Work Services Performance Report National Outcome 3
Looked after children Academic achievement: The number and % of young people ceasing to be looked after, who achieved SCQF level 3 or better in English and Maths or other subjects:	ESC/SWS	Yvonne Goldie Kathleen Kennedy Janette McEwan	CP- EIRC	Former SPI	Social Work Services Performance Report Corporate Plan KPI
Looked after and accommodated children Community placements as % of total placements	ESC/SWS	Barbara Billings	SWSPR6		SW Performance Report Scottish Govt. Annual Return
Children on the child protection register and child protection referrals	ESC/SWS	Barbara Billings	SWSPR7		SW Performance Report Scottish Govt. Annual Return

HOUSING & HOMELESSNESS					
Homelessness a) Council duty to secure accommodation for the household and to secure temporary accommodation, provide advice and guidance take reasonable measures to retain accommodation i. Number of households assessed during year ii. % of decision notifications issued within 28 days of date of initial presentation iii. the % who are housed iv. % of cases reassessed within 12 months of completion of duty b) The proportion of those provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months.	ESC/SWS	Yvonne Goldie James Anderson Eileen Tamburrini	SPI 19	SPI	Audit Scotland
Homelessness Average time between presentation and completion of duty by the council for those cases assessed as homeless or potentially homeless	ESC/SWS	Yvonne Goldie James Anderson Eileen Tamburrini	SWSPR4	Former SPI	SW Performance Report
PROTECTIVE SERVICES INCLUDING ENVIRONMENTAL					
Domestic noise complaints a) The number of complaints of domestic noise received during the year: i) settled without the need for attendance on site ii) requiring attendance on site and not dealt with under Part V of the Antisocial Behaviour etc (Scotland) Act 2004 iii) dealt with under Part V of the Antisocial Behaviour etc (Scotland) Act 2004. b) For those in a)ii and a)iii above, the average time (hours) between the time of the complaint and attendance on site.	E&CP/ Safer Communities	Martin McNabb Stewart McKenzie	SPI 20	SPI	Audit Scotland
Traffic light repairs % of repairs completed within 48 hours.	E&CP/ Safer Communities	Kenny Lang Gordon McCready Morag Stevenson		Former SPI	ECP Performance Report
Street lighting Street light failure – % of repairs completed in 7 days	E&CP/ Safer Communities	Kenny Lang Gordon McCready Morag Stevenson		Former SPI	ECP Performance Report
Roads Carriageway condition % of the road network that should be considered for maintenance treatment	E&CP/ Roads & Street Lighting	Kenny Lang Alan Swinton Morag Stevenson	SPI 22	SPI	Audit Scotland
Roads: a. Customer Satisfaction Surveys completed b. % of carriageways reconstructed/ resurfaced c. % of footways reconstructed/resurfaced d. Road Gullies emptied per year e. % Identified Pot Holes repaired within: 24 hours 7 days 14 days > 14 days	E&CP/ Roads & Street Lighting				ECP Directorate Plan

HEALTH, AND TRADING STANDARDS					
Trading standards – complaints and advice The number of complaints and advice requests received, and the proportion completed within 14 days: Consumer complaints Business advice requests	E&CP/ Safer Communities	Martin McNabb	SPI 21	SPI	Audit Scotland
Inspection of trading premises The proportion of trading standards inspections done within target time: 12 months (High risk) 2 years (Medium risk)	E&CP/ Safer Communities	Martin McNab		Former SPI	
Food safety – hygiene inspections % of premises which are broadly compliant % of interventions achieved	E&CP/ Safer Communities	Martin McNab			ECP Directorate Plan
Food safety – hygiene inspections The number of establishments in each of the following four categories requiring inspection during the year, and the percentage of the inspections that were undertaken within the prescribed period: 'Approved establishments' 6 months 12 months more than 12 months	E&CP/ Safer Communities	Martin McNab		Former SPI	ECP Performance Report
WASTE MANAGEMENT SERVICES					
Refuse collection and disposal costs The net cost of: a) collection (combined domestic, commercial and domestic bulky uplift) per premise b) disposal per premise.	E&CP/ Cleansing and Recycling	Kenny Lang Margaret Vize Aileen McQuillan	SPI 23		Audit Scotland
Street cleanliness The cleanliness index achieved following inspection of a sample of streets and other relevant land.	E&CP/ Cleansing and Recycling	Kenny Lang Martin Burrows Joe Gray Brian Hennan	SPI 25		Audit Scotland

Glossary of Acronyms

- PI - Performance Indicator
- SPI – Statutory Performance Indicator
- KPI – Key Performance Indicator
- CPR – Corporate Performance Report
- I&PPR – Improvement & Performance, Performance Report
- ESPR – Education Services Performance Report
- SWPR – Social Work Services Performance Report
- RRPR – Regeneration & Resources Performance Report
- ECPPR – Environment & Community Protection Performance Report
- CP – Corporate Plan
- SOA – Single Outcome Agreement
- DoFRPM - Directors of Finance Roadtesting Performance Measures
- BBPI – Procurement Best Practice Indicator
- FMT – Financial Management Team (agreed indicator)