

Report To: Policy & Resources Committee

Date: 22 September 2009

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

Report No: POL/41/09/PW/WB

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Subject: Statutory Performance Indicators – New Performance Indicators for 2009/10

1.0 PURPOSE

1.1 The purpose of this report is to advise the Committee of a new set of performance indicators which have been developed in the light of the significant changes introduced by Audit Scotland in their 2008 SPI Direction and to explain how these changes will impact on the Council. Appendix 1 of the report provides a list of the indicators on which Inverclyde Council intends to report on for 2009/10.

2.0 SUMMARY

- 2.1 A report to this Committee in May 2009 outlined the changes Audit Scotland planned to introduce through the 2008 SPI Direction. The report advised the Committee on the reporting on the SPIs and included a draft suite of the indicators the Council proposed to report on for 2009/10. A subsequent consultation exercise has been undertaken within the Council and the final set of indicators devised. These indicators will be embedded within the Council's Strategic Planning & Performance Management Framework and will be audited by Audit Scotland under Best Value 2.
- 2.2 In summary there will now be a core set of 25 Statutory PIs (only 21 of which fall within the remit of Inverclyde Council). In order to supplement this list, there is a requirement to define a new set of Key Performance Indicators (KPIs) under a series of headings provided by Audit Scotland to prove and demonstrate that the Council is delivering best value in both Corporate and Service Management.
- 2.3 The core set of SPIs will be audited in the normal way by both internal and external audit, then submitted to Audit Scotland before the end of August each year.
- 2.4 The new set of KPIs will become part of the Strategic Planning & Performance Management Framework operating within the Council and will be monitored through the main Council's performance reports such as the Corporate Performance Report, Directorate Performance Reports, SOA and Corporate Plan Monitoring Reports etc.
- 2.5 Both sets of indicators will be treated as statutory. They will be the subject of an annual monitoring report to this committee in September 2010.
- 2.6 The new set of PIs are attached (Appendix 1) and will be amongst the first wave of information to be loaded on to the new Performance Management System 'Inverclyde Performs' which is programmed to go live early in 2010. This list includes the retained SPIs (shaded grey) and new KPIs.

3.0 RECOMMENDATIONS

- 3.1 The Committee is asked to:
- a) Agree the new set of SPIs and KPIs to be used by Inverclyde Council for 2009/10
 - b) Agree that a further monitoring report on progress with the indicators is submitted to this Committee in September 2010.

4.0 Background

4.1 Audit Scotland has responded to the changes brought about by the Crerar Review by removing the majority of the previous SPIs, necessitated the identification of a new set of KPIs for 2009/10.

4.2 Only 25 specific indicators (21 in Inverclyde Council's case due to the majority of housing Indicators being the responsibility of Riverclyde Homes) are now requested by Audit Scotland in comparison to the over 80 SPIs that Councils needed to report upon during 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 had discretion to determine what indicators it should use and what it should report upon.

4.3 The criteria for determining which indicators to report upon left the Council with a large degree of discretion. Audit Scotland have however did prescribe two main areas that they required 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).

4.4 The range of information which was 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

4.5 Appendix 1 includes the full list of SPIs and KPIs which will be the subject of a monitoring report to this Committee in September 2010.

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 have been consulted.

7.0 Background Papers

2009/10 Statutory Performance Indicators POL/26/09/PW/WB
Accounts Commission Directive for 2009/10

SPI 1 - CORPORATE MANAGEMENT

	Directorate/Service	1 Co-ordinator 2 Responsible officer(s) 3 Head of Service /Manager	Reference	Target Parameter	Reported to (Where else monitored)
RESPONSIVENESS TO ITS COMMUNITIES					
Customer feedback % residents satisfied that they can influence decisions affecting the local area	I&P/ Corporate Policy Team (via citizens panel)	1 William Baxter 2 Lynsey Frizell 3 Andrew Spowart			Corporate Plan- ERIC SOA Citizens Panel Question (every 2 years)
Community Safety % of respondents either satisfied or very satisfied with their neighbourhood as a place to live % of respondents reporting a reduction in anti-social behaviour in the last 12 months	E&CP/ Safer Communities	1 Ross Scullion 2 Louise McVey 3 Drew Hall 3 John Arthur			Citizens Panel Question (every 2 years) ECP Performance Report
Community Engagement Improved capacity level of community organisations within disadvantaged neighbourhoods and excluded groups	R&R/CW	1Fiona Ballantyne 3 Stuart Jamieson			Monitored through Community Learning & Development Strategy SOA- SR/AR
Community Regeneration Increased evidence of impact / influence, by communities, on strategic and service plans	R&R/CW	1Fiona Ballantyne 3 Stuart Jamieson			Monitored through the implementation of the Alliance Community Engagement Strategy SOA- SR/AR
REVENUES AND SERVICE COSTS					
Cost of collection of council tax	I&P/ Finance	1 Christina Fraser 2 Matt Thomson 3 Fiona Borthwick 3 Alan Puckrin	SPI 5		Audit Scotland
Current year Council Tax 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	1 Christina Fraser 2 Liz Brown 3 Fiona Borthwick 3 Alan Puckrin	SPI 6		Audit Scotland (Corporate Performance Report Improvement & Performance Performance Report FMT)
Creditor Payments The number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid	I&P/ Finance	1 Christina Fraser 2 Bobby McEwan 2 Emily Tolan 3 Alan Puckrin	SPI 7		Audit Scotland (Corporate Performance Report FMT)
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	1 Christina Fraser 2 Liz Brown 3 Fiona Borthwick 3 Alan Puckrin			I&P Directorate Performance Report Directors of Finance Roadtesting Performance Measures FMT

	Directorate/Service	1 Co-ordinator 2 Responsible officer(s) 3 Head of Service /Manager	Reference	Target Parameter	Reported to (Where else monitored)
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	1 Angela Trainer 2 Elaine Gallagher 2 Lyndsey Middleton 3 Alasdair Moore	SPI 1		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	1 Pauline Ramsay 3 Alasdair Moore			Corporate Performance Report
Employee satisfaction % of IC employees stating that they are satisfied with the Council as an employer	R&R/ HR	1 Carol Reid 3 Alasdair Moore			Corporate Plan KPI
Employee Training a) % of IC employees who feel that they have access to the right training at work b) % of IC employees who have their training needs regularly assessed c) % of IC employees who feel able to access training they request d) % of IC employees who feel they could do a better job with training	R&R/ HR	1 Carol Reid 3 Alasdair Moore			Corporate Plan KPI
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	1 Audrey Galloway 2 Dan O'Neill 3 Gerry Malone	SPI 3		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	1 Audrey Galloway 2 Dan O'Neill 3 Gerry Malone	SPI 8		Audit Scotland
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	1 Lynsey Frizell 2 William Baxter 3 Andrew Spowart			Corporate Plan KPI Citizens Panel Question
Property Maintenance Service Response Times Properties under the control of Property & Resources & Facilities Management	R&R/ PRFM	1 Donnie Buchan 3 Joe Lynch			Regeneration & Resources Performance report

	Directorate/Service	1 Co-ordinator 2 Responsible officer(s) 3 Head of Service /Manager	Reference	Target Parameter	Reported to (Where else monitored)
PROCUREMENT					
Procurement Good Practice Ensure compliance with good procurement practice a) % procurement spend with contracted suppliers b) % procurement spend with contracted suppliers on contract	I&P/PM&P	1 Justin Lilley 2 Lisa Irvine 3 Andrew Spowart			Scottish Government
Operational 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	1 Justin Lilley 2 Lisa Irvine 3 Andrew Spowart			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	1 Kenny Lang 2 Margaret Vize 3 Colin Wilson	SPI 24		Audit Scotland SOA- Environment
Refuse recycling % of waste that goes to landfill	ECP/Waste Strategy and Technical Support	1 Kenny Lang 2 Martin Burrows 2 Joe Gray 2 Brian Hennan	Former SPI		Corporate Plan KPI SOA - Environment
Abandoned vehicles The number of abandoned vehicles that require to be removed by the council, and the % removed within 14 days.	ECP/Environmental services	1 Kenny Lang 2 Margaret Vize 2 Aileen McQuillan	Former SPI		
Reduction in Inverclyde's Ecological Footprint Total ecological footprint	ECP/Planning and Housing	1 Karen Barclay 2 Carbon Management Development Officer 3 Fraser Williamson			Corporate Plan KPI SOA - Environment
Reduction in the Council's Carbon Emissions Progress against the target of a 15% reduction in CO2 emissions by 2012/13 against a baseline of 2007/08	ECP/Planning and Housing	1 Karen Barclay 2 Carbon Management Development Officer 3 Fraser Williamson			Green Charter Officer/Member Working Group Sustainability Sub-Committee
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	1 Angela Trainer 2 Ann McGeoch 3 Alasdair Moore	SPI 2		Audit Scotland
Number of Employees undertaking Equalities Training	R&R/ HR	1 Carol Reid 3 Alasdair Moore			Workforce Development Plan

Consultation on suggested SPIs for 2009/10

SPI 2 - SERVICE PERFORMANCE

Indicator	Directorate/ Service	1 Co-ordinator 2 Responsible officer(s) 3 Head of Service /Manager	Reference	Target Parameter	Reported to (Where else monitored)
BENEFITS ADMINISTRATION					
Benefits Admin - The gross administration cost per case	I&P/ Finance	1 Christina Fraser 2 Tracy Bunton 2 Amanda Gordon 3 Fiona Borthwick 3 Alan Puckrin	SPI 4		Audit Scotland
Accuracy of Benefit Processing where calculation of benefit due was correct	I&P/ Finance	1 Christina Fraser 2 Tracy Bunton 2 Amanda Gordon 2 Lesley Bennett 3 Fiona Borthwick	Former SPI		Improvement & Performance Performance Report FMT
Paying benefit at the right time The average number of days per case to process new HB/CTB claims and change events.	I&P/ Finance	1 Christina Fraser 2 Tracy Bunton 2 Lesley Bennett 3 Fiona Borthwick	Former SPI		Improvement & Performance Performance Report FMT
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) From the total home care clients age 65+, the number & percentage receiving: - personal care - a service during evenings/overnight - a service at weekends	E&SC/ SW Strategy	1 Yvonne Goldie 2 Janette McEwan 3 Barbara Billings	SPI 9		Audit Scotland Social Work Services Performance Report Corporate Plan Indicator SOA- Health Inequalities)
Respite Care for Carers of Adults Aged 18-64: a) Overnight respite in a care home (nights) b) Other overnight respite not in a care home (nights) c) TOTAL OVERNIGHT RESPITE (nights & weeks) d) DAY centre respite (hours) e) Other daytime respite (hours) f) TOTAL DAYTIME RESPITE (hours & weeks) GRAND TOTAL RESPITE VOLUMES (weeks) Respite Care for Carers of Adults Aged 65+: a) Overnight respite in a care home (nights) b) Other overnight respite not in a care home (nights) c) TOTAL OVERNIGHT RESPITE (nights & weeks) d) DAY centre respite (hours)	E&SC/ SW Strategy	1 Yvonne Goldie 2 Andrea Connolly 3 Barbara Billings	Former SPI with additional calculations		Required for concordat monitoring re additional respite weeks Social Work Services Performance Report

Indicator	Directorate/ Service	1 Co-ordinator 2 Responsible officer(s) 3 Head of Service /Manager	Reference	Target Parameter	Reported to (Where else monitored)
e) Other daytime respite (hours) f) TOTAL DAYTIME RESPITE (hours & weeks) GRAND TOTAL RESPITE VOLUMES (weeks)					
Discharge from Hospital Number of people delayed in hospital for more than 6 weeks	E&SC/ SW Strategy	1 Yvonne Goldie 2 Janette McEwan 2 Kathleen Kennedy 3 Barbara Billings			Social Work Services Performance Report NHS- IS Division JPIAF
Carers % carers feeling that they receive enough support in their caring role	I&P/ Corporate Policy Team (via citizens panel)	1 William Baxter 2 Lynsey Frizell 3 Andrew Spowart			Corporate Plan- ERIC SOA Citizens Panel Question (every 2 years)
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	1 Yvonne Goldie 2 Kathleen Kennedy 3 Robert Murphy	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	1 Yvonne Goldie 2 Kathleen Kennedy 3 Robert Murphy	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	1 Yvonne Goldie 2 Kathleen Kennedy 3 Robert Murphy	Former SPI		Social Work Services Performance Report
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	1 Brian Lawrie 2 George Yule	SPI 10		Audit Scotland
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 & Museums	1 Alana Macmillan 2 Valerie Boa 3 Sandra MacDougall	SPI 11		Audit Scotland (Regeneration & Resources Performance report)

Indicator	Directorate/ Service	1 Co-ordinator 2 Responsible officer(s) 3 Head of Service /Manager	Reference	Target Parameter	Reported to (Where else monitored)
Use of libraries a) number of visits per 1,000 population b) borrowers as a percentage of the resident population	R&R/ Libraries & Museums	1 Alana Macmillan 3 Sandra MacDougall	SPI 12		Audit Scotland Regeneration & Resources Performance report CIPFA
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 & Museums	1 Alana Macmillan 3 Sandra MacDougall	Former SPI		Regeneration & Resources Performance report
Numbers attending Learning Centres in Libraries	R&R/ Libraries & Museums	1 Alana Macmillan 3 Sandra MacDougall	Former SPI		Regeneration & Resources Performance report
Number of People attending Community Facilities	R&R/ PRFM	1 Willie Wilson 3 Stuart Jamieson		85%	Regeneration & Resources Performance report
Exercise % of Inverclyde residents participating in sport / similar activity at least every two weeks	I&P/ Corporate Policy Team (via citizens panel)	1 William Baxter 2 Lynsey Frizell 3 Andrew Spowart			Corporate Plan- ERIC SOA Citizens Panel Question (every 2 years)
PLANNING (both environmental and development management)					
Planning applications processing time % of applications dealt with within two months: Householder Non-householder	E&CP/ Planning & Housing	1 Alaria Lever 2 Nick McLaren 3 Fraser Williamson	SPI 13		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 & Housing	1 Alaria Lever 2 Nick McLaren 3 Fraser Williamson	Former SPI		ECP Performance Report
THE EDUCATION OF CHILDREN					
S5 Stage Staying on Rates	ESC/ES	1 Education Services Performance Officer 3 Albert Henderson			ES Performance Report
S6 Stage Staying on Rates	ESC/ES	1 Education Services Performance Officer 3 Albert Henderson			ES Performance Report

Indicator	Directorate/ Service	1 Co-ordinator 2 Responsible officer(s) 3 Head of Service /Manager	Reference	Target Parameter	Reported to (Where else monitored)
Primary School Pupil teacher Ratio	ESC/ES	1 Education Services Performance Officer 3 Albert Henderson			ES Performance Report
Secondary School Pupil teacher Ratio	ESC/ES	1 Education Services Performance Officer 3 Albert Henderson			ES Performance Report
School Leaver Destination Results To increase the proportion of school leavers (from Scottish publicly funded schools) into positive and sustained destinations (FE, HE, employment or training)	ESC/ES	1 Education Services Performance Officer 3 Albert Henderson			ES Performance Report
Attendance in School To match the national average	ESC/ES	1 Education Services Performance Officer 3 Albert Henderson			ES Performance Report
School Improvement The proportion of schools/early years establishments receiving positive inspection reports To increase the proportion of schools/early years establishments receiving positive inspection reports	ESC/ES	1 Education Services Performance Officer 3 Albert Henderson			ES Performance Report
Attainment Comparison between Inverclyde's attainment and that of Inverclyde's comparator authorities	ESC/ES	1 Education Services Performance Officer 3 Albert Henderson			ES Performance Report
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	1 Yvonne Goldie 2 Kathleen Kennedy 3 Robert Murphy	Former SPI		Social Work Services Performance Report National Outcome 3 SCRA
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	1 Yvonne Goldie 2 Kathleen Kennedy 3 Robert Murphy	Former SPI		Social Work Services Performance Report Corporate Plan KPI

Indicator	Directorate/ Service	1 Co-ordinator 2 Responsible officer(s) 3 Head of Service /Manager	Reference	Target Parameter	Reported to (Where else monitored)
Balance of Care Looked after and accommodated children Community placements as % of total placements	ESC/SWS	1 Yvonne Goldie 2 Kathleen Kennedy 3 Robert Murphy			SW Performance Report Scottish Govt. Annual Return
Children on the child protection register and child protection referrals	ESC/SWS	1 Yvonne Goldie 2 Kathleen Kennedy 3 Robert Murphy			SW Performance Report Scottish Govt. Annual Return
Respite Care for Carers of Children 0-17 with disabilities: a) Overnight respite in a care home (nights) b) Other overnight respite not in a care home (nights) c) TOTAL OVERNIGHT RESPITE (nights & weeks) d) DAY centre respite (hours) e) Other daytime respite (hours) f) TOTAL DAYTIME RESPITE (hours & weeks) GRAND TOTAL RESPITE VOLUMES (weeks)	ESC/SWS	1 Yvonne Goldie 2 Kathleen Kennedy 3 Robert Murphy	Former SPI with additional calculations		Required for concordat monitoring re additional respite weeks
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	1 Yvonne Goldie 2 James Anderson 2 Eileen Tamburrini 3 Barbara Billings	SPI 19		Audit Scotland Scottish Government (H1 return)
Homelessness Average time between presentation and completion of duty by the council for those cases assessed as homeless or potentially homeless	ESC/SWS	1 Yvonne Goldie 2 James Anderson 2 Eileen Tamburrini 3 Barbara Billings	Former SPI		SW Performance Report

Indicator	Directorate/ Service	1 Co-ordinator 2 Responsible officer(s) 3 Head of Service /Manager	Reference	Target Parameter	Reported to (Where else monitored)
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	1 Ross Scullion 2 Stewart McKenzie 3 Drew Hall 3 John Arthur	SPI 20		Audit Scotland
Traffic light repairs % of repairs completed within 48 hours.	E&CP/ Environmental Services	1 Kenny Lang 2 Gordon McCready 2 Morag Stevenson 3 Alan Barnes		Former SPI	ECP Performance Report
Street lighting Street light failure – % of repairs completed in 7 days	E&CP/ Environmental Services	1 Kenny Lang 2 Gordon McCready 2 Morag Stevenson 3 Alan Barnes		Former SPI	ECP Performance Report
Anti-Social Behaviour The number of high priority calls to the warden service received % of those received during shift hours attended within 30 minutes The number of medium priority calls to the warden service received % of those received during shift hours attended within 1 hour	E&CP/ Safer Communities	1 Ross Scullion 2 Tom Campbell 3 Drew Hall 3 John Arthur			ECP Performance Report
Public Health Complaints The number of High Priority Service Requests received and % of those attended by next working day The number of Medium Priority Service Requests received and % of those attended within 2 working days The number of Low Priority Service Requests received and % of those attended within 5 working days	E&CP/ Safer Communities	1 Ross Scullion 2 Janet Stitt 3 Drew Hall 3 John Arthur			ECP Directorate Plan
Pest Control The number of High Priority Service Requests received and % of those attended by next working day The number of Low Priority Service Requests received and % of those attended within 5 working days	E&CP/ Safer Communities	1 Ross Scullion 2 Janet Stitt 3 Drew Hall 3 John Arthur			ECP Directorate Plan

Indicator	Directorate/ Service	1 Co-ordinator 2 Responsible officer(s) 3 Head of Service /Manager	Reference	Target Parameter	Reported to (Where else monitored)
Roads Carriageway condition % of the road network that should be considered for maintenance treatment	E&CP/ Environmental Services	1 Kenny Lang 2 Alan Swinton 2 Morag Stevenson 3 Alan Barnes	SPI 22		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&CP/ Environmental Services	1 Kenny Lang 2 Alan Swinton 2 Morag Stevenson 3 Alan Barnes			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	1 Ross Scullion 2 Michael Lapsley 3 Martin McNab 3 John Arthur	SPI 21		Audit Scotland
Inspection of trading premises The number of interventions carried out at business premises in Inverclyde. % of business premises subject to intervention	E&CP/ Safer Communities	1 Ross Scullion 2 Michael Lapsley 3 Martin McNab 3 John Arthur			ECP Directorate Plan
Food safety – hygiene inspections % of premises which are broadly compliant % of interventions achieved	E&CP/ Safer Communities	1 Ross Scullion 2 Michael Lapsley 3 Martin McNab 3 John Arthur			ECP Directorate Plan Food Standards Agency
Health and Safety at Work The number of interventions carried out at business premises in Inverclyde. % of businesses for which Inverclyde Council is the enforcing authority subject to intervention.	E&CP/ Safer Communities	1 Ross Scullion 2 Sharon Lindsay 3 Martin McNab 3 John Arthur			ECP Directorate Plan
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/ Environmental Services	1 Kenny Lang 2 Margaret Vize 2 Aileen McQuillan 3 Alan Barnes	SPI 23		Audit Scotland
Refuse recycling Municipal Waste % composted/recycled	E&CP/ Environmental Services	1 Kenny Lang 2 Margaret Vize 2 Aileen McQuillan 3 Alan Barnes	SPI 24		

Indicator	Directorate/ Service	1 Co-ordinator 2 Responsible officer(s) 3 Head of Service /Manager	Reference	Target Parameter	Reported to (Where else monitored)
Street cleanliness The cleanliness index achieved following inspection of a sample of streets and other relevant land.	E&CP/ Environmental Services	1 Kenny Lang 2 Martin Burrows 2 Joe Gray 2 Brian Hennan 3 Alan Barnes	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)