

<b>Report To:</b>	<b>Environment and Regeneration Committee</b>	<b>Date:</b> 16 <sup>th</sup> January 2014
<b>Report By:</b>	<b>Acting Corporate Director Environment, Regeneration &amp; Resources</b>	<b>Report No:</b> ERC/ENV/IM/13.180
<b>Contact Officer:</b>	<b>Kenny Lang</b>	<b>Contact No:</b> 01475 715906
<b>Subject:</b>	<b>SOLACE Indicators</b>	

---

## 1.0 PURPOSE

- 1.1 The purpose of this report is to present to Committee an overview of the relevant SOLACE (Society of Local Authority Chief Executives) Indicators which benchmarked specific data for the financial years 2010/11 and 2011/12 and highlight Inverclyde Council's position for the Environment and Regeneration Committee indicators and any proposed action.

## 2.0 SUMMARY

- 2.1 The Improvement Service is progressing the Improving Local Government project under the direction of SOLACE. The aim of the project is that the indicators will replace the SPI framework from 2013/14 and provide a comparable performance support framework to allow Scottish Authorities to drive out efficiencies.
- 2.2 A total of 55 indicators have been established across 7 service areas including Environment and Regeneration which have 15 indicators which report to this Committee. The details of the indicators and the performance of 10/11 and 11/12 are tabled at Appendix 1.
- 2.3 It was agreed at the September Policy & Resources Committee that each Service Committee would receive a report on the indicators which relate to that Committee. This report fulfils that remit.

## 3.0 RECOMMENDATIONS

- 3.1 That the Committee note this report and approve the proposals on the action for each of the indicators.
- 3.2 That the Committee note that a report on the 2012/13 indicators will presented to Committee as soon as the results are published with the performance and proposed actions and annually thereafter.

Alan Puckrin  
Acting Corporate Director  
Environment, Regeneration & Resources

## 4.0 BACKGROUND

- 4.1 The Improvement Service has been carrying out a project to support SOLACE to develop a set of benchmarking indicators on behalf of Scottish Councils as part of the 'Improving Local Government' agenda.
- 4.2 The aim of the project was that the indicators will replace the SPIs from 2013/14 and will provide a comparable performance support framework for Scottish local authorities and enable authorities to target areas for transformational changes in terms of – efficiency, costs, productivity and outcomes.
- 4.3 Overall there are 55 indicators split across 7 service areas but as Inverclyde no longer has Housing stock only 50 are relevant, 15 of which fall within the Environment and Regeneration Directorate and are reported through this Committee.

## 5.0 INDICATORS

### 5.1 **ENV 1 - Gross cost of Waste collection per premise** **ENV 7A - % of adults satisfied with refuse collection**

Inverclyde was ranked 1<sup>st</sup> for the indicator which calculates the costs of providing all the Council's refuse and recycling collections per total number of premises collected. Inverclyde Council have had one of the lowest costs of service provision compared to Scottish Local Authorities and have regularly been in the top 3 performing Councils in terms of costs. In 2011/12 Inverclyde were the best performing Local Authority with a cost of £50.18 compared to a Scottish median of £80.05. Overall 85.4% of households are satisfied with the refuse collection service placing Inverclyde in the second quartile.

**Action/Comment** No specific action is proposed, the service will continue to look for opportunities to provide efficiencies on an ongoing basis. New recycling collection schemes will impact on collection costs, however due to the current low operating costs these are not likely to push the Council out of the top quartile. The SOLACE figures detail satisfaction over 2011/12, since that time we have introduced food waste collections and it is anticipated that this will improve our satisfaction scores.

### 5.2 **ENV 2 - Gross cost per Waste disposal per premise** **ENV6 - The % of total waste arising that is recycled**

Inverclyde was ranked 8<sup>th</sup> in 2011/12 for this indicator which measures the gross costs of all waste and recycling processing. Again traditionally Inverclyde have been in the top quartile for this indicator. Factors which have influenced this have been the strong market contracts that the service has delivered and the improvements in recycling which have shifted the emphasis from more costly landfill disposals to alternative reprocessing. Waste reduction while reducing overall costs is less of a contributory factor in terms of comparable performance as waste decline has been evidenced across Scotland. Waste recycling performance continues to increase year on year, the Council's performance in 2011/12 of 41.9% placed the Council in the 3<sup>rd</sup> Quartile 18<sup>th</sup> in Scotland overall. The latest performance figures for 2012/13 now place the Council 9<sup>th</sup> in Scotland.

**Action/Comment** New contracts for the reprocessing of recyclate materials will cost the Council more as a result of the downturn in commodities markets. The service will work with contractors to minimise the impact of these costs where possible. The roll out of new recycling schemes will improve the recycling performance further in future years.

### 5.3 **ENV 3A - Net cost of street cleaning per 1,000 population** **ENV 3B - Street Cleanliness Index** **ENV 7B - % of adults satisfied with street cleaning**

Inverclyde are ranked in the 22<sup>nd</sup> for the Net Cost of Street Cleaning in Scotland overall members should note however that a low cost does not necessarily reflect a high level

of service performance or public acceptability. The net cost of street cleaning per 1,000 population has reduced from by 4.3% from 2010/11.

Inverclyde are ranked 27<sup>th</sup> in the Street Cleanliness Index which measures the Council's levels of street cleanliness based on national benchmarked standards. The performance is measured through 4 self assessed reviews backed up by 2 random peer authority inspections and an independent inspection survey carried out by Keep Scotland Beautiful. Although Inverclyde are in the 4<sup>th</sup> Quartile in Scotland, there is little variance between authorities overall with Inverclyde scoring 72 compared to the best in Scotland at 82.

Inverclyde is ranked 14<sup>th</sup> for the % of adults satisfied with street cleaning, this is a new indicator and places Inverclyde in the 2<sup>nd</sup> Quartile with 74.5% of adults satisfied with the levels of street cleanliness.

**Action/Comment** No specific action is proposed, the service will continue to look for opportunities to provide efficiencies whilst improving service quality on an ongoing basis.

#### 5.4 **ENV4 A - Cost of maintenance per kilometre of roads**

**ENV4 B - % of A class roads that should be considered for maintenance treatment**

**ENV4 C - % of B class roads that should be considered for maintenance treatment**

**ENV4 D - % of C class roads that should be considered for maintenance treatment**

Inverclyde is ranked 27<sup>th</sup> for the Cost of maintenance per kilometre of roads. This measures the total cost of maintaining the road network averaged per kilometre of road upon which maintenance was carried out over the past year. This indicator is linked to the Scottish Road Condition Survey which provides corresponding quality information and includes planned and reactive maintenance aimed at driving towards more planned maintenance.

Inverclyde is ranked 21<sup>st</sup>, 27<sup>th</sup> and 29<sup>th</sup> respectively for the % of A, B and C class roads that should be considered for maintenance treatment. This is calculated through an independent survey supported by the Society of Chief Officers of Transportation in Scotland (SCOTS). The % of roads considered for maintenance treatment indicates that there is likely to be some defect in the condition of the road. This indicator does not define the severity of defect and councils are required to carry out further detailed investigation on the results.

One area that is widely publicised and is included as part of the SCOTS report is performance in terms of potholes. Performance in this area was presented to this Committee in October 2013, and a report Roads Defects – Proposals; is tabled at this Committee detailing the actions taken and proposals to improve this specific area of performance.

**Action/Comment** £50,000 was vired to pothole maintenance in 2013/14 from the overall Service under spend and will be used to procure short term resources to reduce backlogs. Detailed actions on performance improvements are presented in a separate report to this Committee.

#### 5.5 **C&L 4 - Cost of Parks & Open Spaces per 1,000 Populations**

**C&L 5B - % of adults satisfied with parks and open spaces**

Inverclyde is ranked 26<sup>th</sup> for the Cost of Parks & Open Spaces per 1,000 Populations. This ranking remains unchanged from 2010/11.

Inverclyde is ranked 24<sup>th</sup> in terms of the % of adults satisfied with parks and open spaces with a rating of 77.6% compared to the national median figure of 84.4%.

CFCR is also accounted for in Inverclyde Council figures i.e. capital investment such as play area investment and other one off costs, it is unclear if other councils have accounted for these sums in the same manner.

**Action/Comment** The costs of Parks and Open Spaces are impacted by the size of the Council's population. As population figures improve the relative costs per 1,000 population also improve. The figures do not give an indication of open space provision or provide contextual information on how open space in the control of leisure trusts are accounted for.

Officers are aware of the need for a robust strategy in terms of our Open Spaces and a Land and Open Space asset plan will be presented to Committee in 2014 identifying key service priorities and actions.

#### **5.6 Corp Asset 1 - Proportion of operational buildings that are suitable for current use Corp Asset 2 - Proportion of internal floor area of operational buildings in satisfactory condition**

Inverclyde is ranked 21<sup>st</sup> for the proportion of operational buildings that are suitable for current use an improved ranking from 2010/11 of 24<sup>th</sup>

Inverclyde is ranked 23<sup>rd</sup> for the proportion of internal floor area of operational buildings in satisfactory condition and this indicator has also improved from a position of 28<sup>th</sup> in 2010/11.

Investment in property assets via the School Estate Strategy has helped in ensuring that this is an area that is improving across the Council.

**Action/Comment** Continuing investment in the School Estate and investment in new depots and office rationalisation projects will improve this indicator in future years.

### **6.0 CONCLUSIONS**

6.1 The report highlights how the Council is performing in relation to the SOLACE Indicators in relation to the Environment and Regeneration Committee's area of remit and the action being proposed to maintain/improve performance.

6.2 A key task is to ensure consistency across the data collection which is being progressed by the Finance team in consultation with Services in terms of completing the Local Finance Returns (LFRs) which is where the financial information is gathered by the Scottish Government.

### **7.0 EQUALITIES**

7.1 No implications.

### **8.0 REPOPULATION**

8.1 Providing efficient and effective services will allow more resources to be allocated to front line services and should make the area a more attractive place to live.

SOLACE INDICATORS

Appendix 1

Solace Indicators	Description	Inverclyde 10/11	Inverclyde 11/12	Position	Quartile	Best Performing 11/12	Median 11/12
ENV 1	Gross cost of Waste collection per premise	£52.78	£50.18	1st	1st	£50.18	£80.05
ENV2	Gross cost per Waste disposal per premise	£84.16	£81.64	8th	1st	£51.71	£95.55
ENV 3a	Net cost of street cleaning per 1,000 population	£18,904.35	£18,098.70	22nd	3rd	£6,689.00	£16,298.85
ENV 3b	Street Cleanliness Index	76	72	27th	4th	82	75
ENV 4a	Cost of maintenance per kilometre of roads	£13,755.00	£11,757.00	27th	4th	£2,351.00	£8,265.00
ENV 4b	Percentage of A class roads that should be considered for maintenance treatment	29.30%	30.70%	21st	3rd	17.90%	27%
ENV 4c	Percentage of B class roads that should be considered for maintenance treatment	38.40%	42%	27th	4th	18.70%	32.10%
ENV 4d	Percentage of C class roads that should be considered for maintenance treatment	49.70%	50.70%	29th	4th	14.20%	35.30%
ENV 6	The % of total waste arising that is recycled	31.50%	41.90%	18th	3rd	54.50%	43.50%
ENV 7a	% of adults satisfied with refuse collection	NA	85.40%	12th	2nd	94.90%	82.80%
ENV 7b	% of adults satisfied with street cleaning	NA	74.50%	14th	2nd	82.80%	74.10%
C&L4	Cost of Parks & Open Spaces per 1,000 Populations	£45,832	£46,226	26th	4th	£4,640.00	£33,367
C&L5b	% of adults satisfied with parks and open spaces	NA	78.40%	24th	3rd	91.20%	84.30%
Corp Asset 1	Proportion of operational buildings that are suitable for current use	72.90%	78.40%	21st	3rd	92.30%	81.60%
Corp Asset 2	Proportion of internal floor area of operational buildings in satisfactory condition	62.60%	77.10%	23d	3rd	98%	84.60%