Inverclyde council

Report To:	Policy and Resources Committee	Date:	22 September 2015
Report By:	Angela Edwards, Head of Inclusive Education, Culture and Corporate Policy	Report No:	PR/140/15/AE
Contact Officer:	Karen McCready, Corporate Policy Officer	Contact No:	01475 712146
Subject:	Audit Scotland Assessment of Inverclyde Council's Public Performance Reporting for 2013/14		

1.0 PURPOSE

1.1 The purpose of this report is to inform the Policy and Resources Committee of the outcome of Audit Scotland's assessment of Inverclyde Council's public performance reporting (PPR) in relation to SPIs for 2013/14.

2.0 SUMMARY

2.1 The Council has a statutory duty to publish information to the public on a wide range of performance information across the Statutory Performance Indicators categories of SPI 1 Corporate Management and SPI 2 Service Performance. In 2013/14, Audit Scotland changed SPI 3 to include a requirement to report on the Local Government Benchmarking Framework performance indicators.

2.2 Audit Scotland's full assessment is attached as Appendix 1. Councils have been given a rating of 'Yes' (fully meets requirements of public performance reporting) or 'AFI' (area for improvement). Areas of good practice were also included in the assessment.

2.3 Audit Scotland's assessment in 2013/14 covered 26 areas. Inverclyde Council has fully met the criteria in 23 areas and has 3 areas for improvement.

Corporate Management (SPI 1)	Rating
Responsiveness to its communities	Yes
Revenues and service costs	Yes
Employees	Yes
Assets	AFI
Procurement	Yes
Sustainable Development	AFI
Equalities and Diversity	Yes
Service Performance (SPI 2)	
Benefits Administration	Yes
Community Care	Yes

Criminal Justice Social Work	Yes
Cultural & Community services	Yes
Planning	Yes
The Education of Children	Yes
Child Protection & Children's Social Work	Yes
Housing & Homelessness	Yes
Protective Services, including environmental health & trading standards	Yes
Roads and Lighting	Yes
Waste Management Services	Yes
Local Government Benchmarking Framework (SPI 3)	Yes
Overall Aspects	
Structure Approach	Yes
Customer Satisfaction	Yes
Balanced Picture	Yes
Comparators	Yes
Financial and Cost Information	Yes
Dialogue with the Public	Yes
Accessibility	**AFI**

2.4   The area for improvement in the overall conclusions is to do more to improve the accessibility of the PPR information e.g. using high level infographics or publishing in other forms than narrative text. Corporate Communications are developing a set of infographics to be published on the Council's website and feature as an insert in Inview.

2.5   In autumn 2013 the Corporate Policy team carried out a significant amount of work to improve both the quantity and quality of performance information available to the public based on the 2011/12 PPR assessment (published June 2013). The information is published on the Council's website at http://www.inverclyde.gov.uk/council-and-government/performance.   Whilst this did improve the number of areas assessed as fully PPR compliant in 2012/13, progress been hampered by inconsistencies in Audit Scotland's assessment process. The assessment criteria appear to change on an annual basis which has resulted in some evaluations moving from fully meeting the PPR requirements to an area for improvement, despite the performance information being unchanged.

2.6   Concerns about this, as well as a number of small corrections to the factual accuracy of the report were fed back to Audit Scotland. Audit Scotland has considered this feedback and has revised its initial evaluation for a number of categories (employees, community care, criminal justice social work and planning) from 'area for improvement' to 'yes'. A comparison of Audit Scotland's evaluations for 2011/12, 2012/13 and 2013/14 is attached in Appendix 2.   Audit Scotland have now published the criteria they have used and what they expect to see publically reported.

2.7   Two performance categories, Assets and Sustainable Development have been consistently assessed as areas for improvement over the past 3 years. It is recommended that the relevant services should focus on developing a wider range of performance information for these areas before our next Audit Scotland assessment, which will take place in early 2016.

2.8   In terms of public feedback on our performance reporting, the Corporate Policy team has received no enquiries from members of the public over the past five years.

3.0   RECOMMENDATIONS

It is recommended that the Policy and Resources Committee:

a) Notes Audit Scotland's assessment of Inverclyde Council's public performance reporting for 2013/14.
b) Remits to individual service areas where performance has been consistently assessed as an area for improvement to review the comments from Audit Scotland and develop performance information to address these.

Angela Edwards
Head of Inclusive Education, Culture and Corporate Policy

4.0 BACKGROUND

4.1 The Council has a statutory duty to publish information to the public on a wide range of performance indicators across the Statutory Performance Indicators categories of SPI 1 Corporate Management and SPI 2 Service Performance. In 2013/14, Audit Scotland changed SPI 3 to include reporting on the Local Government Benchmarking Framework indicators.

4.2 In autumn 2014, the appointed auditor for each Council collated information about the Council's PPR arrangements for Audit Scotland. Following on from this, in February 2015 Audit Scotland approached all Councils asking to be 'signposted' to the range of information that the Council considered responds to the requirements for SPIs 1, 2 and 3.   Inverclyde publishes all the information on its website at http://www.inverclyde.gov.uk/council-and-government/performance.

4.3 Audit Scotland's assessment is attached as Appendix 1. The format of the 2013/14 report has been changed to provide Councils with more information about what PPR information was reviewed and potential areas for improvement.

5.0 ASSESSMENT FINDINGS

5.1 In Audit Scotland's assessment, Councils have been given a rating of 'Yes' (fully meets requirements of public performance reporting) or 'AFI' (area for improvement). Areas of good practice were also included in the assessment.

5.2 Audit Scotland's assessment in 2013/14 covered 26 areas. Following the revised evaluation, Inverclyde Council has fully met the criteria in 23 areas and has 3 areas for improvement.

Corporate Management (SPI 1)	Rating
Responsiveness to its communities	Yes
Revenues and service costs	Yes
Employees	Yes
Assets	**AFI**
Procurement	Yes
Sustainable Development	**AFI**
Equalities and Diversity	Yes
Service Performance (SPI 2)	
Benefits Administration	Yes
Community Care	Yes
Criminal Justice Social Work	Yes
Cultural & Community services	Yes
Planning	Yes
The Education of Children	Yes
Child Protection & Children's Social Work	Yes
Housing & Homelessness	Yes
Protective Services, including environmental health & trading standards	Yes
Roads and Lighting	Yes

Waste Management Services	Yes
Local Government Benchmarking Framework (SPI 3)	Yes
Overall Aspects	
Structure Approach	Yes
Customer Satisfaction	Yes
Balanced Picture	Yes
Comparators	Yes
Financial and Cost Information	Yes
Dialogue with the Public	Yes
Accessibility	**AFI**

5.3   Some of the overall conclusions on our public performance reporting include:

- The indicators are helpfully supported by trend analyses, graphs and comparisons;
- The Council makes it easy for the public to express their views and the Council clearly reports how it uses consultations to influence services;
- The information is balanced and well presented;
- There is good use of comparison data throughout the performance information
- There is good financial information
- The council makes good use of social media to engage the public but could clarify how feedback from the public is used to improve services
- More could be done to improve the accessibility of the PPR information e.g. using high level infographics or publishing in other forms than narrative text.

6.0   CHANGES IN PERFORMANCE 2011/12 – 2013/14

6.1   In autumn 2013 the Corporate Policy team carried out a significant amount of work to improve both the quantity and quality of performance information available to the public based on the 2011/12 assessment (published June 2013). Changes included an increase in the amount of performance information on the Council's website; presenting information using graphs rather than tables; a commentary on performance for all performance indicators and web links to where additional service performance information could be found.

6.2   Whilst this did result in an increase in the number of areas assessed as fully PPR compliant in 2012/13, it has been hampered by inconsistencies in Audit Scotland's assessment process. In both the 2012/13 and 2013/14 evaluations, Audit Scotland has changed several performance areas from fully meeting the PPR requirements to areas for improvement, despite the performance information remaining the same. This issue of annually 'moving goalposts' has been raised as an area of concern by Inverclyde Council and a number of other councils, which has resulted in more comprehensive information being provided by Audit Scotland to each Council this year. A comparison of Audit Scotland's evaluations for 2011/12, 2012/13 and 2013/14 is attached in Appendix 2.

6.3   Two performance categories, Assets and Sustainable Development, have been consistently assessed as areas for improvement. It is recommended that the relevant services focus on developing the range of performance information for these two areas before the next assessment which will take place in early 2016. Updates will be made to the Performance information following agreement of the Performance Report elsewhere on the agenda of this meeting. Additional updates will be made when the Local Government Benchmarking Framework indicators are made available later in the year.

7.0 PUBLICATION

7.1 Audit Scotland has now sent each Council its finalised PPR assessment and information on the outcome of the meeting with the Accounts Commission who have now considered Audit Scotland's summary report.

7.2 A decision has not been taken yet as to whether Audit Scotland will publish the 32 individual Council assessments.

8.0 IMPLICATIONS

8.1 Financial Implications: None

8.2 Human Resources: There will be a resource requirement involved to develop a range of performance information to address the areas for improvement identified by Audit Scotland.

8.3 Legal: None

8.4 Equalities: None

8.5 Repopulation: No implications

9.0 CONSULTATIONS

9.1 The assessment has been shared with services.

10.0 LIST OF BACKGROUND PAPERS

10.1 http://www.inverclyde.gov.uk/council-and-government/performance

Appendix 2: Assessment ratings of SPI categories 1 and 2 only

Corporate Management (SPI 1)	2013/14 Rating	2012/13* Rating	2011/12* Rating
Responsiveness to its communities	Yes	Yes	AFI
Revenues and service costs	Yes	Yes	AFI
Employees	Yes	Yes	Yes
Assets	AFI	AFI	AFI
Procurement	Yes	Yes	Yes
Sustainable Development	AFI	AFI	AFI
Equalities and Diversity	Yes	AFI	AFI
Service Performance (SPI 2)			
Benefits Administration	Yes	AFI	Yes
Community Care	Yes	AFI	AFI
Criminal Justice Social Work	Yes	Yes	Yes
Cultural & community services	Yes	Yes	AFI
Planning	Yes	Yes	AFI
The Education of Children	Yes	AFI	Yes
Child Protection & Children's Social Work	Yes	Yes	Yes
Housing & Homelessness	Yes	AFI	AFI
Protective Services, including environmental health & trading standards	Yes	Yes	Yes
Roads and Lighting	Yes	Yes	Yes
Waste Management Services	Yes	Yes	AFI
Overall Yes ratings	16	11	8
Overall AFI ratings	2	7	10

* 2011/12 and 2012/13 ratings were 'Yes', 'Partial' and 'No'. Categories marked AFI represent where we were deemed to be partially or not compliant in both years.

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ASSESSMENT OF THE COUNCIL'S PUBLIC PERFORMANCE REPORTING

Organisation	Roles	Name , title		Email	Telephone
Audit Scotland	Auditor	Douglas Black, Audit Manager		**SPIQuery@audit-scotland.gov.uk**	0131 6251856
Grant Thornton	Auditor	Mike Thomas, Partner/Director		**mike.thomas@uk.gt.com**	0161 214 6368
Grant Thornton	Auditor	Claire Bailey, Public Sector Audit Manager – Audit		**claire.bailey@uk.gt.com**	0141 223 0727
Inverclyde	Council	Miriam McKenna, Corporate Policy & Partnership Manager		**miriam.mckenna@inverclyde.gov.uk**	01475 712 042
Inverclyde	Council	Karen McCready, Policy Officer, Inclusive Education, Culture & Corporate Policy,		**Karen.McCready@inverclyde.gov.uk**	01475 712 146

Key links – if a link does not open the web page/document you seek, please copy and paste the link into your web browser. Links valid as at April 2015.

http://inverclyde.gov.uk/council-and-government/performance;

The council's web pages on performance were revised on 25 May, after this assessment was made. Performance information for 2013/14 was retained, but often in different locations.

These key links now lead to information that the assessment originally identified.

- **Strategic planning and performance management framework**
- **Financial statements**, comprising **Audited annual accounts**, **Charities accounts**, **Pre-audit inspection period for annual accounts**
- **Statutory and Key Performance Indicators Annual Report 2013/14** – the annual report (84 pages) to the Policy & Resources Committee, 18 November 2014
- **Improvement Service Local Government Benchmarking site** – comprising **Corporate Management** and **Service performance**
- **Local government benchmarking tool**.

Links to SPIs / summary of ratings

SPI1. Corporate	Rating	SPI2. Service	Rating	SPI3. LGBF	Rating	4. Overall aspects	Rating
1.1 Responsiveness to communities	Yes	**2.1 Benefits administration**	Yes	**3.1 LGBF**	Yes	**4.1 Structured approach**	Yes
1.2 Revenues & service costs	Yes	**2.2 Community care**	Yes			**4.2 Customer satisfaction**	Yes
1.3 Employees	Yes	**2.3 Criminal justice social work**	Yes			**4.3 Balanced picture**	Yes
1.4 Assets	AFI	**2.4 Cultural & community services**	Yes			**4.4 Comparators**	Yes
1.5 Procurement	Yes	**2.5 Planning**	Yes			**4.5 Financial & cost information**	Yes
1.6 Sustainable development	AFI	**2.6 Education of children**	Yes			**4.6 Dialogue with the public**	Yes
1.7 Equalities & diversity	Yes	**2.7 Child protection/social work**	Yes			**4.7 Accessibility**	AFI
		2.8 Housing & homelessness	Yes				
		2.9 Protective services	Yes				
		2.10 Roads & lighting	Yes				
		2.11 Waste management	Yes				
Number of Yes	**5**		**11**		**1**		**6**
Number of AFI	**2**		**-**		**-**		**1**

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Assessment detail

The summary **Rating** is noted as **Yes** (fully meets requirements) or **AFI** (area for improvement). **Key to other terms**: **CPO** = Community Payback Order. **CPP** = Community Planning Partnership. **FOI** = Freedom of Information. **LGBF** = Local Government Benchmarking Framework. **Page** = web page. **PI** = performance indicator. **PPR** = Public Performance reporting. **RAG** = Red, Amber, Green. **SOA** = Single Outcome Agreement. **SPI** = Statutory Performance Indicator.

Theme	Characteristics include…	Evidence (key facts / links to web pages)	Summary judgement	Rating
SPI1. CORPORATE MANAGEMENT – Each council should report a range of information sufficient to demonstrate that it is securing Best Value in relation to:				
1.1 Responsiveness to communities • Engagement • Customer feedback • Satisfaction survey • Consultation • Citizen panel • Customer care • Complaints • FOI requests • Contact centre	1.1.a. A range of PPR information gives a broad overview of performance.	Performance information can be found at : Council and Government > Performance > Statutory Performance Indicators > **Corporate Management** > **Responsiveness to our Communities**	A broad range of performance information, includes material on how community engagement has influenced the council's budget. The narrative in both the service report and overall statutory and key performance indicator report is clear. The further information which explains where the data comes from, and any issues with, it is helpful. Although the council reports how it uses consultations to influence services, this could be clearly signposted in a 'you said, we did' format.	Yes
	1.1.b. PPR includes local indicators that give a full picture, eg on: • how well the council meets the needs of specific communities • data from its surveys and consultations • how it has reacted to feedback • how it has improved services.	The **Responsiveness to communities** report has six local indicators and a further four from 2013. These are supported by a clear narrative, links to further information, graphs and trend data. The **Statutory and Key Performance Indicators 2013/14** report includes five indicators (one is for 2013 data) with trend information, clear narrative, progress traffic lights and additional information. It unclear what the 'community engagement impact' indicator measures. The **Budget Proposal report on 19 February 2015** (119 pages) sets out how consultation with the public influenced the budget.		
	1.1.c. The council actively seeks feedback on corporate and service issues.	The council has a citizen's panel of 1,000 residents who receive a questionnaire twice a year, asking their opinion of the council. Results are reported in the council's performance information. The citizen's panel webpage can be accessed through the Council and government page. There is contact information on the left hand side of every web page.		
	1.1.d. Complaints data are reported for all services.	The council published the Complaints Handling Procedure Annual Report 2013/14. It contains statistics on the complaint handling process but not details on the nature of complaints received.		
	1.1.e. It is easy to make a complaint or a FOI request.	There is a link to 'How to make a complaint' page from the right hand side of every page. At the bottom of that page is a link to FOI requests.		

Theme	Characteristics include…	Evidence (key facts / links to web pages)	Summary judgement	Rating
1.2 Revenues & service costs • Budget • Revenue • Expenditure • Income • Service cost • Council tax	1.2.a. A range of PPR information gives a broad overview of performance.	Performance information can be found at : Council and Government > Performance > Statutory Performance Indicators > Corporate Management > **Revenue and service costs**	There is a broad range of indicators for this SPI although most are either LGBF-related or old SPIs, rather than directly linked to council objectives. But they are supported by clear narrative and further information.	Yes
	1.2.b. PPR includes local indicators giving a full picture, eg on: • unit costs/service expenditure • efficiency targets.	The **Revenue and service costs** report has 11 indicators, most of which are either former SPI or LGBF indicators, but three are local to the council. They are supported by trend information, graphs, a clear narrative and – in some cases – comparison against a benchmark. The indicators include cost information and efficiency saving targets. The Statutory and Key Performance Indicators 2013/14 report includes an indicator on debt collection with trend information, clear narrative, progress traffic lights and additional information. From the Home page, the **Your council, your say** section links to a budget proposal booklet for and **Investment and savings delivered in the Council budget.** From Performance> Corporate management > Use of Resources, the annual accounts foreword gives details of service expenditure. The council has also developed a new leaflet, 'Your Council Tax Explained', which is available on the website, although it reflects 2014-15.		
1.3 Employees • Sickness absence • Staff survey • Staff engagement • Staff feedback • Staff turnover • Staff satisfaction • Staff training	1.3.a. A range of PPR information gives a broad overview of performance.	Performance information is at : Council and Government > Performance > Statutory Performance Indicators > Corporate Management > Employees	The council produced a range of performance information, which could be enhanced with indicators on costs.	Yes
	1.3.b. PPR includes local indicators that give a full picture, eg on: • wider performance measures such as job satisfaction • the cost of the HR function • staff engagement • workforce changes, eg staffing reductions through voluntary severance or redundancy • senior management restructuring.	The **Employees** report contains seven indicators with six of them local to the council and for 2013/14. Indicators on staff satisfaction are taken from the 2012 staff survey. The indicators are supported by clear narrative, comparison against targets and trend information. Due to the expense involved and the resources required it is not feasible by the Council to survey staff regularly. A new survey is planned for 2015. The **Statutory and Key Performance Indicators 2013/14** report includes four indicators (two from previous year) with trend information, clear narrative, progress traffic lights and additional information. The **Corporate Performance Report May 2014** includes indicators on sickness absence and incidents. There is no evidence of cost information.		

Theme	Characteristics include…	Evidence (key facts / links to web pages)	Summary judgement	Rating
1.4 Assets • Asset management • Property maintenance • Property repairs • Buildings • Vehicles • Equipment	1.4.a. PPR includes local indicators that give a full picture, eg on: • corporate asset management plan • key projects (eg new HQ) • property repairs • property maintenance spend • work with partners to best use joint assets.	The **Assets** report contains five indicators, two of which are local. The indicators are supported by a clear narrative, graphs, trend data and a comparison against the target. The indicators are concerning the condition of property, and property repairs. The **Statutory and Key Performance Indicators 2013/14** report includes three indicators (two from previous year) with trend information, clear narrative, progress traffic lights and additional information. There is no evidence of cost information, an asset management plan or joint working on the performance pages.	The indicators included are reported well but the performance information would benefit from a wider range of indicators, including cost information.	AFI
1.5 Procurement • Procurement • **Procurement Capability Assessment** (PCA)	1.5.a. PPR includes local indicators that give a full picture, eg on: • e-procurement • PCA score • Improvements from joint spend with partner bodies.	The **Procurement** report contains two local indicators. The indicators are supported by a clear narrative, graphs, trend data and a comparison against the target. The indicators concern the PCA score and procurement efficiencies. The **Revenue and service costs** report includes an additional indicator on the procurement work streams savings. The **Statutory and Key Performance Indicators 2013/14** report includes the same two indicators with trend information, clear narrative, progress traffic lights and additional information.	The narrative in both the service report and overall statutory and key performance indicator report is clear. A description on the council's performance on e-procurement would be useful due to the limited number of indicators for this SPI.	Yes
1.6 Sustainable development (Focusing on environmental aspects) • Sustainability • Environmental • Green, Ecology • Street cleaning • Carbon emissions • Energy efficiency • Biodiversity	1.6.a. A range of PPR information gives a broad overview of performance.	Performance information can be found at : Council and Government > Performance > Statutory Performance Indicators > Corporate Management > Sustainable Development	The indicators included are reported well but the performance information would benefit from a wider range of indicators, including cost information.	AFI
	1.6.b. PPR includes local indicators that give a full picture, eg on: • biodiversity actions and targets • energy consumption • vehicle fleet CO_2 emissions • derelict land • parks and outdoor spaces.	The **Sustainable development** report contains six indicators but three do not have data for 2013/14 and one is related to economic sustainability. The indicators are supported by a clear narrative, graphs, trend data and a comparison against the target. The **Statutory and Key Performance Indicators 2013/14** report includes one indicator which is up to date and relevant with trend information, clear narrative, progress traffic lights and additional information.		

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Theme	Characteristics include…	Evidence (key facts / links to web pages)	Summary judgement	Rating
1.7 Equalities & diversity • Equality • Diversity • Female employees • Disability • Ethnic minority	1.7.a. A range of PPR information gives a broad overview of performance.	Performance would normally be found at **Council and Government > Performance** > **Performance by service** – but at 1:30 pm on 15 May 2015, this web page carried the message '*This section is currently in development but we aim to set out the performance information for each service area of the Council on these pages in the near future. You will be able to click on links on the left hand side to access information about the service area you are interested in.*'	The indicators included are reported well but the performance information would benefit from being up to date and a wider range of indicators.	Yes
	1.7.b. PPR recognises equalities & diversity in its broader sense, and covers how well the council is tackling inequality.	The **Equalities and diversity** report contains four indicators, two of which are local. Indicators are supported by a clear narrative, graphs, trend data and a comparison against the target. The **Statutory and Key Performance Indicators 2013/14** report includes one of the local indicators supported by trend information, clear narrative, progress traffic lights and additional information		
	1.7.c. PPR includes commentary on the council's response to its statutory duties on diversity and equality.	The Equalities and Diversity Report includes commentary on further investigations planned, recruitment and selection procedures, equalities impact assessments, training and the development of targeted guidance.		
	1.7.d. PPR includes local indicators that give a full picture, eg on: • complaints by ethnic minorities • user satisfaction with services.	The **Equalities and diversity** report includes two local indicators on equalities training, and the living wage. There is no evidence of complaints by ethnic minorities or information around disabilities. The same four indicators are reported in the **Statutory and Key Performance Indicators 2013/14** report.		

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Theme	Characteristics include…	Evidence (key facts / links to web pages)	Summary judgement	Rating
SPI2. 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)				
2.1 Benefits administration • Benefit • Benefit fraud • Welfare reform	2.1.a. A range of PPR information gives a broad overview of performance.	Performance information can be found at : Council and Government > Performance > Statutory Performance Indicators > Service performance > benefits administration	The indicators included are reported on well but the PPR would benefit from a wider range of indicators, covering how well the council is managing welfare reform. The information would also benefit from an overview paragraph	Yes
	2.1.b. PPR includes local indicators that give a full picture, eg on: • how well the council has responded to welfare reforms • service impacts as a result.	The **Benefits Administration** reports on four indicators, three of which are local. The indicators are supported by a clear narrative, graphs, trend data and a comparison against the target. The **Statutory and Key Performance Indicators 2013/14** reports on the same indicators. The **Community health and care partnership** report mentions welfare reform as an area of activity but has no indicators for tracking progress.		
	2.1.c. PPR has clear links to higher-level strategic themes in the SOA and/or CPP plan/strategy.	The SOA Annual report for 2013/14 is at **Home** > **Community Life and Leisure** > **Community Planning** > **Inverclyde Alliance Single Outcome Agreement** > **SOA Annual Report 2013-14**. The report sets out performance indicators that the Community Planning Partnership uses to identify whether it is closer to delivering the outcomes set out in the Single Outcome Agreement. The document can be made available in other languages, large print, and audio format upon request. Each indicator features a trend symbol, and each outcome is introduced by a narrative commentary.		
2.2 Community care • Community care • Delayed discharge • Respite care • Care satisfaction • Waiting times • Service user survey • Telecare • Care staff training • Personal care	2.2.a. A range of PPR information gives a broad overview of performance.	Performance information can be found at : Council and Government > Performance > Statutory Performance Indicators > Service performance > Community care	There is a good range of information, well explained, focussed on the council's own local indicators. However, the customer satisfaction indicator would be more helpful if it used 2013/14 data.	Yes
	2.2.b. PPR includes local indicators that give a full picture, eg on • service user satisfaction • no. of people waiting longer than target time for service • percentage of personal carers qualified to Scottish Social Services Council standard.	The **Community care** report includes 23 indicators of which 18 are local to the council and one is from a citizen's panel survey not updated since 2012. For the 5 LGBF indicators, there is a comparison against Scotland-wide figures. The indicators are supported by clear narrative, graphs, trend data and a comparison against the target. The **Statutory and Key Performance Indicators 2013/14** report includes similar indicators supported by with trend information, clear narrative report provides detail on performance for the year but it reported against areas of activity instead of indicators.		
	2.2.c. PPR includes commentary on the integration of adult health and social care and other relevant policy developments, eg Self-Directed Support.	Performance information mentions self-directed support as a variable affecting respite care indicators.		

Theme	Characteristics include…	Evidence (key facts / links to web pages)	Summary judgement	Rating
	2.2.d. PPR has clear links to higher-level strategic themes in the SOA and/or CPP plan/strategy	As per 2.1.c.		
2.3 Criminal justice social work • Criminal justice • Community payback orders • Reconviction rates • Child reporting • Young offenders • Probation orders • Payback orders	2.3.a. A range of PPR information gives a broad overview of performance.	Performance information can be found at : Council and Government > Performance > Statutory Performance Indicators > Service performance > Criminal justice social work	The indicators included are reported well but the performance information would benefit from a wider range of indicators that go beyond the timing of criminal justice processes. For example reconviction rates. The information would also benefit from an overview paragraph.	Yes
	2.3.b. PPR includes local indicators that give a full picture, eg on: • no. of community payback orders started <7 working days • percentage of community payback orders successfully completed • reconviction rates.	The **Criminal justice social work** report has five indicators that report on the timing of criminal justice processes. Indicators are supported by clear narrative, graphs, trend data and a comparison against the target. The **Statutory and Key Performance Indicators 2013/14** report includes similar indicators supported by with trend information, clear narrative, progress traffic lights and additional information on the data sources. The performance information also includes a discussion of the challenges facing the council in this area and how they will be addressed.		
	2.3.c. PPR has clear links to higher-level strategic themes in the SOA and/or CPP plan/strategy	As per 2.1.c.		
2.4 Cultural & community services • Community access • Satisfaction survey • Cultural heritage • Learning centres	2.4.a. A range of PPR information gives a broad overview of performance.	Performance information can be found at : Council and Government > Performance > Statutory Performance Indicators > Service performance > Culture and community services	There is a broad range of performance information. The narrative in both the service report and overall statutory and key performance indicator report is clear. The further information which explains where the data comes from, and any issues with it, is helpful. The information would benefit from an overview paragraph.	Yes
	2.4.b. PPR includes local indicators that give a full picture, eg on: • cost per attendance at a sport/leisure facility • service user satisfaction • specific improvement commitments/ actions.	The **Culture and community services** report has 17 indicators, which are a mix of local and LGBF indicators. The indicators are supported by clear narrative, graphs, trend data and a comparison against the target. Cost and customer satisfaction indicators are included. The **Statutory and Key Performance Indicators 2013/14** report only includes indicators on libraries and one out of date indicator about sport participation. The report includes links to more information on the Inverclyde sports framework, and on the library service improvement plan but neither can be easily found through these links.		
	2.4.c. PPR has clear links to higher-level strategic themes in the SOA and/or CPP plan/strategy.	As per 2.1.c. Also, there is a discussion on welfare reform and the digital-by-default initiative with regard to libraries in the performance information.		

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Theme	Characteristics include…	Evidence (key facts / links to web pages)	Summary judgement	Rating
2.5 Planning • Planning applications • Building warrants • Use of land • Building standards	2.5.a. A range of PPR information gives a broad overview of performance.	Performance information can be found at : Council and Government > Performance > Statutory Performance Indicators > Service performance > Planning	The indicators included are reported well but the performance information would benefit from a wider range of indicators that go beyond the timing of planning processes. For example customer satisfaction or progress against local plans. The information would also benefit from an overview paragraph.	Yes
	2.5.b. PPR includes local indicators that give a full picture, eg on: • the council's aims • service costs • customer satisfaction.	The **Planning** report has 10 indicators, eight of which are local on the planning process, they are related to the time applications and appeals take to be processed. The indicators are supported by trend information, clear narrative, graphs and comparison against the targets. The **Building standards balanced scorecard** includes further indicators on the energy performance certificates, fees charged and enforcement. There is less narrative or comparisons in this report. No information is available on departmental expenditure or customer satisfaction.		
	2.5.c. PPR has clear links to higher-level strategic themes in the SOA and/or CPP plan/strategy	As per 2.1.c.		
2.6 Education of children • Young people • Attainment • School inspections • School leaver • Education cost • School survey • Exclusion • Attendance • +ve destinations • School meals • Eco schools • Special education	2.6.a. A range of PPR information gives a broad overview of performance.	Performance information can be found at : Council and Government > Performance > Statutory Performance Indicators > Service performance > The education of children	There is a broad range of performance information. The narrative in both the service report and overall statutory and key performance indicator report is clear. The information would benefit from an overview.	Yes
	2.6.b. PPR includes local indicators that give a full picture, eg on: • Education Scotland inspection results and satisfaction information • SQA/SCQF attainment levels.	**The education of children** report contains 23 indicators that are a mix of local and LGBF. The indicators are supported by a clear narrative, graphs, trend data and a comparison against the target. The **Statutory and Key Performance Indicators 2013/14** report includes 33 similar indicators. There was no information available for 13 indicators. Two explanations are provided for this in the report: • Attendance information not available at time of publication • Comparable attainment information not available due to changes in the exam structure which means that the council no longer has a family group. This information is no longer available. • Data for the other indicators was supported by trend information, clear narrative, progress traffic lights and additional information on the data sources.		
	2.6.c. PPR has clear links to higher-level strategic themes in the SOA and/or CPP plan/strategy	As per 2.1.c. Also, the **Education, communities and organisational development** report is arranged by strategic theme and discusses the impact of welfare reform on staying on rates but does not include indicators.		

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Theme	Characteristics include…	Evidence (key facts / links to web pages)	Summary judgement	Rating
2.7 Child protection & children's social work • Child protection • Children looked after at home • Child care • Foster care • Supervision order	2.7.a. A range of PPR information gives a broad overview of performance.	Performance information can be found at : Council and Government > Performance > Statutory Performance Indicators > Service performance > Child protection and children's social work	There is a broad range of performance information. The narrative in both the service report and overall statutory and key performance indicator report is clear. The further information which explains where the data comes from and any issues with it is helpful. The information would benefit from an overview paragraph.	Yes
	2.7.b. PPR includes local indicators that give a full picture, eg on: • placement of looked after children • percentage of children seen by a supervisor officer < 15 days • children on the child protection register.	The **Child protection & Children's social work** report contains nine indicators, although two of them are not for 2013/14. The indicators are supported by a clear narrative, graphs, trend data and a comparison against the target. The **Statutory and Key Performance Indicators 2013/14** reports on similar indicators supported by with trend information, clear narrative, progress traffic lights and additional information on the data sources. The **Community health and care partnership** report provides detail on performance for the year but it reports against areas of activity instead of indicators.		
	2.7.c. PPR has clear links to higher-level strategic themes in the SOA and/or CPP plan/strategy	As per 2.1.c.		
2.8 Housing & homelessness • Homeless • House repair • Domestic noise • House building • Affordable homes • Rent arrears • Scottish Housing Quality Survey • Building investment • Energy efficiency	2.8.a. A range of PPR information gives a broad overview of performance.	The performance information limited to homelessness it can be found at: Council and Government > Performance > Statutory Performance Indicators > Service performance > Homelessness	The indicators included are reported well, and there are good connections links between the role of RSLs and the objectives in the SOA	Yes
	2.8.b. PPR includes local indicators that give a full picture, eg on: • rent arrears • energy efficiency • house building rates • affordable homes • homelessness • tenant engagement.	The **Homelessness** report contains six indicators, focussed on homelessness, five of which are former SPI's. The **Statutory and Key Performance Indicators 2013/14** report covers the same six indicators. In both reports the indicators are supported by trend information, clear narrative, progress traffic lights and additional information on the data sources. Inverclyde Council does not own any social housing following stock transfer in 2007. This is mentioned on its performance pages.		
	2.8.c. PPR has clear links to higher-level strategic themes in the SOA and/or CPP plan/strategy	As per 2.1.c. Also, homes are provided not by the council but by Registered Social Landlords, so the SOA provides links to work undertaken by, eg by River Clyde Homes. The SOA report also links homelessness/ affordability to strategic priorities across a number of outcomes		

Theme	Characteristics include…	Evidence (key facts / links to web pages)	Summary judgement	Rating
2.9 Protective services • Protective services • Environment • Trading Standards • Food safety • Pest control • Food hygiene • Noise complaints • Flood alleviation	2.9.a. A range of PPR information gives a broad overview of performance.	Relevant content is at **Council and Government** > **Performance** > **Statutory Performance Indicators** > **Service performance** >**Protective services**	There is a broad range of performance information. The narrative in both the service report and overall statutory and key performance indicator report is clear. The information would benefit from an overview	Yes
	2.9.b. PPR includes local indicators that give a full picture, eg on: • food safety • pest control • flood alleviation • customer satisfaction.	The **Protective services** report contains 17 indicators 11 of which are local. The indicators are supported by trend information, clear narrative, graphs and comparison against the targets. The **Statutory and Key Performance Indicators 2013/14** report covers the same six indicators. supported by trend information, clear narrative, progress traffic lights and additional information on the data sources		
	2.9.c. PPR has clear links to higher-level strategic themes in the SOA and/or CPP plan/strategy	As per 2.1.c.		
2.10 Roads & lighting • Roads • Lighting • Cost of repairs • Road resurfacing • Road satisfaction	2.10.a. A range of PPR information gives a broad overview of performance.	Relevant content is at : Council and Government > Performance > Statutory Performance Indicators > Service performance > Roads and lighting	There is a broad range of performance information. The narrative in both the service report and overall statutory and key performance indicator report is clear. But the information would benefit from an overview	Yes
	2.10.b. PPR includes local indicators that give a full picture, eg on: • traffic light failure repairs • winter maintenance works completed in target time period • percentage of road network resurfaced.	The **Roads and lighting** report contains 13 indicators seven of which are local. The indicators are supported by trend information, clear narrative, graphs and comparison against the targets.		
	2.10.c. PPR has clear links to higher-level strategic themes in the SOA and/or CPP plan/strategy	As per 2.1.c. Also, the **Environment, regeneration and resources** directorate report is organised by strategic theme but does not contain indicators, only description of performance.		

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Theme	Characteristics include…	Evidence (key facts / links to web pages)	Summary judgement	Rating
2.11 Waste management • Waste collection • Waste recycling • Missed collections • Landfill • Satisfaction survey • Complaints	2.11.a. A range of PPR information gives a broad overview of performance.	Performance information can be found at : Council and Government > Performance > Statutory Performance Indicators > Service performance > Waste management	There is a broad range of performance information. The narrative in both the service report and overall statutory and key performance indicator report is clear. But the information would benefit from an overview.	Yes
	2.11.b. PPR includes local indicators that give a full picture, eg on: • refuse bin collection rates.	The **Waste management** report contains 14 indicators five of which are local. The indicators are supported by trend information, clear narrative, graphs and comparison against the targets. The **Statutory and Key Performance Indicators 2013/14** report covers two indicators also supported by trend information, clear narrative, progress traffic lights and additional information on the data sources. Links are provided in both reports to the website for more information.		
	2.11.c. PPR has clear links to higher-level strategic themes in the SOA and/or CPP plan/strategy	As per 2.1.c.		
SPI3 Each council will report its performance in accordance with the requirements of the Local Government Benchmarking Framework (LGBF)				
3.1 LGBF • Framework • Benchmarking • Service • Performance	3.1.a. The council reports its performance against the performance indicators in the LGBF.	The individual service performance reports indicate the source of each indicator. A mix of local and LGBF indicators is reported for most services.	LGBF indicators are clearly marked in performance information. The link to mylocalcouncil easily found from the main performance page.	Yes
	3.1.b. The council reports its performance at **mylocalcouncil**	The council reports performance at **mylocalcouncil** and there is a link from the main performance page to it and a webpage which explains the process.		
4. OVERALL				
4.1 Structured approach to PPR, with clear presentation of information	4.1.a. PPR information is linked directly from website's Home page.	The main performance page can be found from the Council and government site on the Home page or by using the council's search function. It cannot be found using the A-Z tool.	The narrative in both the service report and overall statutory and key performance indicator report is clear. The section on further information is helpful and interesting. The indicators are helpfully supported by trend analyses, graphs and comparisons.	Yes
	4.1.b. There is a coherent look & feel to how information is presented and structured.	Service reports have the same structure, whereas the directorate reports have different formats		
	4.1.c. There is a high-level summary on the council's overall performance.	**SOA Annual report 2013/14** has been available online since November 2014.		
	4.1.d. There is clear layering and signposting of information, which is easy for the reader to navigate.	The performance page has a logical structure but there are no links from the main page instead further pages are reached through the left hand navigation column.		

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Theme	Characteristics include…	Evidence (key facts / links to web pages)	Summary judgement	Rating
	4.1.e. There is relevant explanatory narrative – which is in Plain English	Each indicator in the service reports and Statutory and Key Performance Indicators 2013/14 report is supported by a clear, relevant narrative.	The performance pages are ordered in a logical way although it would be helpful to have key links to service information on the front page; and for links in reports to link be directly to reports they reference.	
	4.1.f. There are supporting, information graphics, eg charts, tables, and diagrams.	Indicator in service reports are supported by a graph showing trend information, comparisons against target and in some instances against the benchmark.		
	4.1.g. Web links to other PPR information work.	Links in the Statutory and Key Performance Indicators 2013/14 report connect to the correct page but the report is not easily found from there.		
	4.1.h The council reports on additional indicators that contribute to an overall view of their performance."	The majority of the indicators are the council's own service key performance indicators.		
4.2 Effective use of customer satisfaction information	4.2.a. PPR explains consultations and/or satisfaction surveys carried out, and specify the findings.	Your Council, Your Say is a one click approach to links on consultation and feedback	The council makes it easy for the public to express their views, and the council clearly reports how it uses consultations to influence services.	Yes
	4.2.b. PPR explains what the council is doing as a result of feedback.	The **Budget Proposal report – 19 February 2015** sets out how consultation with the public influenced the budget.		
4.3 Balanced picture of performance	4.3.a. The council presents a balanced picture of performance.	Both good and bad performance is reported by the council.	The information is balanced and well presented. Priorities for improvement are set out in the corporate improvement report.	Yes
	4.3.b. Traffic light-style colours or symbols give a helpful overview.	The Statutory and Key Performance Indicators 2013/14 report contains traffic light symbols showing the council's progress on that indicator.		
	4.3.c. Priorities for improvement by the council are clear to the reader.	Priorities for improvement are set out in the corporate improvement report.		
4.4 Good use of comparators	4.4.a. Performance is set in context using comparators and trends.	All indicators have trend information and a comparison against a target. They are also supported by a clear narrative that gives context to the data.	There is good use of comparison data throughout the performance information.	Yes
	4.4.b. Trends are included for all council areas and indicators, as appropriate.	As above.		
	4.4.c. There are meaningful comparisons with other councils, eg in family groups, and overall.	The council reports through the LGBF and includes a comparison against Scotland for those indicators.		

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Theme	Characteristics include…	Evidence (key facts / links to web pages)	Summary judgement	Rating
4.5 Good use of financial and cost information	4.5.a. PPR features the costs and other financial aspects of service delivery.	Under Performance>Use of Resources> Annual Accounts, the Council provides a very clear commentary on the Council's finances in plain English.	There is good financial and information.	Yes
	4.5.b. Financial information is well structured and clearly presented.	As above.		
	4.5.c. There is information on services' unit costs, eg £ per primary school pupil.	Some of the LGBF indicators show unit costs.		
	4.5.d. PPR includes information on the council's budgets for major services.	As above Included in budget documents and the Annual Accounts		
	4.5.e. Plain language explains the figures.	As above.		
4.6 Dialogue with the public	4.6.a. The council has consulted the public on what it wants from PPR.	There is a 'Rate this page' button on every page of the website including the performance pages. But there is no information about how the information is used to improve performance reporting.	The council makes good use of social media to engage the public, but could clarify how feedback from public is used to improve services.	Yes
	4.6.b. The council uses social media to engage the public and have a dialogue on performance.	The Council's magazine, In View, provides a link to the council's twitter site, which as almost 7k followers.		
4.7 Accessibility	4.7.a. PPR features a range of outputs that target specific audiences.	A range of reports is published but they all focus on the written word.	More could be done to improve the accessibility of the PPR information, eg using high-level infographics or publishing in other forms than narrative text.	AFI
	4.7.b. Information is available in different languages, on request.	No evidence was found of the PPR information being available in different languages.		
	4.7c. Printed information is available on request.	No evidence was found of the PPR information being printed on request.		