

<b>Report To:</b>	<b>Policy and Resources Committee</b>	<b>Date:</b>	<b>17 November 2015</b>
<b>Report By:</b>	<b>Head of Inclusive Education, Culture and Corporate Policy</b>	<b>Report No:</b>	<b>PR/137/15/AE/KB</b>
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<b>Subject:</b>	<b>Statutory and Key Performance Indicators Annual Report 2014/15</b>		

## 1.0 PURPOSE

1.1 The purpose of this report is to present to the Committee the Council's Statutory and Key Performance Indicators Annual Report 2014/15 which details progress made in the last year towards achievement of our performance indicator targets. The report also includes performance information regarding the Local Government Benchmarking Framework (LGBF) performance return which is submitted to the Improvement Service.

## 2.0 SUMMARY

2.1 The indicators in this report fulfil the requirement set out in the Audit Scotland Statutory Performance Indicators (SPIs) Direction 2014. The Direction specifies that the Council must report on how it performed in 2014/15 in two categories: *Corporate Management* and *Service Improvement*.

2.2 The other component of the SPIs Direction is the LGBF, details of which will be published by the Improvement Service in January 2016, including the Council's ranking in comparison to the other Scottish local authorities. In the meantime, however, for the information of Members, the performance data submitted to the Improvement Service to allow them to compile the LGBF indicators for all councils in Scotland is also included in this report.

2.3 Appendix 1 outlines how the Council performed across the indicators grouped under the headings of *Corporate Management* and *Service Improvement*. The 2014/15 status of our performance indicators, together with the status for the previous year is:

APPEN  
DIX 1

Status	green - good performance	amber - within tolerance	red - performance declined	no target set	not available	no activity
2014/15	60	18	14	13	13	4
2013/14	61	15	12	7	19	2.

2.4 Appendix 2 outlines the Council's performance regarding the LGBF indicators. The 2014/15 status of these indicators, together with the status for the previous year is:

APPEN  
DIX 2

Status	green - good performance	amber - within tolerance	red - performance declined	not included in this report
2014/15	9	2	1	3
2013/14	10	1	1	3.

### **3.0 RECOMMENDATIONS**

3.1 It is recommended that the Committee:

- a. notes the performance information outlined in this report;
- b. agrees that the performance information in the Appendices can be used to update the performance pages on the Council's website; and
- c. notes that a separate report will be prepared in 2016 when the 2014/15 LGBF indicators have been published and analysed and the Council's performance in relation to other Scottish local authorities is known.

**Angela Edwards**  
**Head of Inclusive Education, Culture and Corporate Policy**

## 4.0 BACKGROUND

4.1 Improving corporate and service performance is a key priority for Inverclyde Council. Information is provided to key stakeholders to allow them to evaluate and make informed judgements about performance and progress made towards the achievement of key outcomes. Key performance indicators therefore provide an important measure of how Directorates contribute to the Council's strategic aims.

4.2 The Local Government Act 1992 requires local authorities to publish annual performance information. The Council's Statutory and Key Performance Indicators Annual Report 2013/14 was submitted to the Policy and Resources Committee in November last year and fulfilled that requirement for 2014.

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4.3 As per Audit Scotland's SPIs Direction 2014, the Council must monitor and report its performance to the public on a range of indicators under the headings *Corporate Management* (SPI 1) and *Service Performance* (SPI 2); the other component of the SPI Direction (SPI 3) is the LGBF, details of which will be published by the Improvement Service in January 2016. The Council has an obligation under the SPIs Direction 2014 to provide the public with a rounded picture of the Council's performance. It is therefore proposed to publish the information in the Appendices on the performance pages of the Council's website.

4.4 The performance indicators in Appendix 1 are arranged under the following headings:

### Corporate Management

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

### Service Performance

- Benefits administration
- Child protection and children's social work
- Community care
- Criminal justice social work
- Cultural and community services
- Health and trading standards
- Homelessness
- Planning
- Protective services
- Education of children
- Waste management services.

4.5 Historically, the Council reported on 20 prescribed indicators set by Audit Scotland. However, as discussed at the Policy and Resources Committee in 2013, those indicators were superseded from 2013/14 by the Society of Local Authority Chief Executives LGBF Indicators. The LGBF sits within the Audit Scotland SPIs Direction 2014 under SPI 3. The Council was required to submit the appropriate indicator details for 2014/15 by 28 August 2015 with publication expected by the Improvement Service in January 2016. A report on this information, together with the Council's ranking in comparison to the other 31 Scottish local authorities, will be prepared for a future meeting of the Policy and Resources Committee. In the meantime, however, for ease of reference, the performance information submitted to the Improvement Service to allow them to calculate the LGBF indicators is attached as Appendix 2.

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4.6 Appendices 1 and 2 contain data for 2012/13, 2013/14 and 2014/15, together with target information and a commentary on performance from the appropriate Council Service. The figures in the Appendices were extracted from the Council's electronic performance management system *Inverclyde Performs*. Using a balanced scorecard approach, the system allocates the performance of each indicator a status:

green - good performance

amber - within tolerance

red - performance declined.

4.7 Each indicator has two set values, a target and an alarm. It should be noted, however, that the targets are not definitive targets as such: the target is the point where the status turns green for good performance and the alarm point is where it turns red for what is considered poor performance. Anything in between these two points is designated as amber (within tolerance).

## 5.0 INDICATORS - 2014/15 POSITION

5.1 Appendix 1 outlines how the Council performed across the indicators grouped under the headings of *Corporate Management* and *Service Improvement*. The 2014/15 status of these indicators, together with the status for the previous year is:

Status	green - good performance	amber - within tolerance	red - performance declined	no target set	not available	no activity
2014/15	60	18	14	13	13	4
2013/14	61	15	12	7	19	2.

5.2 Targets are not always allocated to indicators for a variety of reasons including the nature of the service provided (for example, indicator SPI 035aK: Case conferences: % of child protection case conferences where parental drug misuse was identified) or because it would simply not be appropriate to set a target (for instance, SPI 030diiK: Respite care: total day time hours provided).

5.3 Updated information for the following two indicators will be gathered from the results of the Council's next Employee Survey which will be issued in Winter 2015:

SPI 011K	% of employees stating that they are satisfied with their job
SPI 012	% of employees who understand how their work contributes to the Council's aims.

5.4 The next audit of the Council's procurement service will be carried out in June 2016, after which updated information will be available for the following indicator:

SPI 018	Procurement Capability Assessment based on an annual audit by Scotland Excel.
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5.5 Three education indicators have been discontinued from 2014/15 and will be replaced by alternative measures:

SPI 049K	% proportion of school leavers (from Scottish publicly-funded schools) into positive and sustained destinations. An update on the new indicator is expected in December 2015.
SPI 052aiK	% of pupils reaching Level 3 in English and mathematics by the end of S4. This indicator is expected to be trialled in 2016.

SPI 052aiiK % of pupils reaching Level 3 in English and mathematics by the end of S4 - comparison with the national average. This indicator is expected to be trialled in 2016.

Additionally, in February 2016, details will be available on how Inverclyde's performance on eight education measures compares with the national average.

5.6 Appendix 2 outlines the Council's performance regarding the LGBF indicators. Overall, performance of this set of indicators during 2014/15 was very positive:

- 75% had green status;
- 17% had amber status; and
- 8% had red status.

The 2014/15 status of the LGBF indicators, together with the status for the previous year is:

Status	green - good performance	amber - within tolerance	red - performance declined	not included in this report
2014/15	9	2	1	3
2013/14	10	1	1	3.

More information on the LGBF indicators is outlined in Appendix 2.

5.7 Under SPI 3, the LGBF figures submitted by the Council are contextual information which is used by the Improvement Service to calculate the final indicators. On that basis, therefore, it was not considered appropriate to include performance information regarding the following three indicators in this report:

Sport and Leisure Management C&L 1 10	All pools: number of attendances. This figure is used to calculate the cost per attendance.
Sport and Leisure Management C&L 1 10	Attendances at indoor sports facilities excluding pools: number of attendances. This figure is used to calculate the cost per attendance.
Refuse collection - ENV1, 1a, 2, 2a 23 a	Number of premises for refuse collection (household and commercial). This figure is used to calculate the cost per premise.

## 6.0 2014/15 PERFORMANCE INDICATORS OVERVIEW

6.1 Overall, the 2014/15 performance of our indicators under SPI 1 and 2 was very positive:

- 66% had green status;
- 19% had amber status; and
- 14% had red status.

These figures exclude indicators which have no targets, where information is not currently available and those which have had no activity during the reporting year.

6.2 The following four indicators achieved or maintained maximum performance:

SPI 021K	Abandoned vehicles: % of vehicles uplifted within 14 days
SPI 057K	% Criminal justice social enquiry reports submitted to the courts by the due date
SPI 068bS	Trading standards: % of advice requests completed within 14 days
SPI 051K	School improvement: % of schools/early years establishments receiving positive inspection reports.

6.3 Two thirds of our indicators had green status during 2014/15, examples of which include:

- **SPI 008K: Collection of sundry debtors accounts: % proportion of outstanding debt that is more than 90 days old from date of invoice as at 31 March**

Between 2013/14 and 2014/15, our performance improved by almost 10% and is now well below the target of 30%.

- **SPI 028bK: Speed of Benefits processing: average number of days per case to process Housing Benefit/Council Tax Benefit reduction claim changes of circumstances**

The speed of processing Housing Benefit/Council Tax Benefit reduction claim changes of circumstances reduced by 0.8 days which makes it well under target.

- **SPI 058c: (Criminal justice) % Service users who began their first work placement within 7 working days of imposition of court order**

In 2014/15, 95.5% of service users began their work placements within 7 working days of the court order being imposed. This is a marked improvement in performance compared to 2013/14.

- **SPI 039K: Number of users of computer facilities per 1,000 population**
- **SPI 040K: Number of adult learners attending classes within Inverclyde libraries**

Between 2013/14 and 2014/15, the use of computer facilities and the number of adult learners attending classes in Inverclyde libraries increased substantially.

- **SPI 058aiS: Homelessness: permanent accommodation - % of decision notifications issued within 28 days of initial presentation**
- **SPI 058aiiS: Homelessness: % who are housed into permanent accommodation**

In 2014/15, there were significant improvements with these two indicators i.e. by 15.65% and 6.94% which makes the figures for the last year well above target.

- **SPI 061K: Traffic light repairs: % completed within 48 hours**

There was an increase in the percentage of traffic light repairs completed within 48 hours which resulted in performance exceeding the 2014/15 target.

- **SPI 067bK: Roads: % of carriageways reconstructed/resurfaced**
- **SPI 067cK: Roads: % of footways reconstructed/resurfaced**

We increased the percentage of carriageways that we reconstructed/resurfaced in 2014/15 by more than one third and performance of this indicator is well in excess of the target. The percentage of footways reconstructed/resurfaced also increased and is above target.

- **Educational attainment**

In every educational attainment indicator, the Council outperforms its virtual comparators. Our virtual comparators comprise pupils from schools in other local authorities who have similar characteristics to the pupils in Inverclyde schools. The virtual comparator is a measure where, for every one pupil in our statistics, information is gathered relating to 10 similarly attaining students from across Scotland. For example, a school subject taken by 35 students would be compared to 350 pupils of similar ability. Therefore, to outperform our virtual comparators is a good measure of how well the Council is performing against a much larger group of students.

- **Exclusions from school**

Inverclyde has achieved significant year-on-year reductions in school exclusions. Between 2013/14 and 2014/15, there were substantial decreases in the number of children excluded from Inverclyde's educational establishments:

- primary schools: down by 2.2
- primary school pupils who are looked after: down by 35.7
- secondary school pupils: down by 12.8
- secondary school pupils who are looked after: down by 50.6.

Further information on all indicators is included in the Appendices.

- 6.4 Less than one fifth of our indicators had amber status. In some cases, this was by a very small margin; for example, school attendance rates i.e. the reductions for attendance at primary, secondary and special educational needs schools were 0.4%, 1% and 0.4% respectively.

Appendices 1 and 2 provide more information on all indicators.

- 6.5 Fourteen per cent of all performance indicators had a red status; examples of these indicators are as follows:

- **SPI 010aK: Health and safety: incident rate per 1,000 employees**

There was a substantial increase in the number of incidents reported in 2014/15; there has been an ongoing increasing trend since 2012/13 which is indicative that work to raise awareness of health and safety issues and the requirement to report incidents is having an effect.

- **SPI 025aK: Equalities training: % of employees who have undertaken equalities training**

The reduced performance of this indicator may be a result of other priorities for employees, for example, the completion of information security and records management training, together with essential courses about the implementation of new policies and procedures.

- **SPI 023K: Reduction in the Council’s carbon emissions in CO<sub>2</sub> tonnes**

From 2014/15, the methodology used to calculate emissions from waste was revised; this revision increased our overall emissions figure for that year.

- **SPI 028aK: Speed of Benefits processing: average number of days per case to process new Housing Benefit/Council Tax reduction claims**

The speed of processing new Housing Benefit/Council Tax reduction claims declined due to the introduction of enhanced verification protocols in the private rented sector.

More detailed information on all indicators is included in the Appendices. It should be noted, however, that for indicators with a red status, the reason may be outwith the control of the Council. For example, the indicator which measures the speed of processing new Housing Benefit/Council Tax reduction claims declined due to the introduction of enhanced verification protocols in the private rented sector. It may also be the case that the original targets set for indicators now require review; appropriate action will therefore be taken by Council Services.

## 7.0 IMPLICATIONS

7.1 There are no direct financial implications arising from this report.

Financial Implications - One-Off Costs

Cost Centre	Budget Heading	Budget Year	Proposed Spend this Report	Virement from	Other Comments
n/a	n/a	n/a	n/a	n/a	n/a

Financial Implications - Annually Recurring Costs/(Savings)

Cost Centre	Budget Heading	With effect from	Annual Net Impact	Virement from (if applicable)	Other Comments
n/a	n/a	n/a	n/a	n/a	n/a

7.2 Human Resources: There are no direct human resources implications arising from this report.

7.3 Legal: There are no direct legal implications arising from this report.

7.4 Equalities: There are no direct equalities implications arising from this report.

7.5 Repopulation: Provision of Council Services which are subject to close scrutiny with the aim of delivering continuous improvement for current and potential citizens of Inverclyde support the Council’s aim of retaining and enhancing the area’s population.

## 8.0 CONSULTATION

8.1 The commentaries in the Appendices were provided by the appropriate Council Service.



## **9.0 BACKGROUND PAPERS**

9.1 There are no background papers relative to this report.

## **10.0 CONCLUSION**

10.1 The Council's Statutory and Key Performance Indicators Annual Report 2014/15 is presented for the Committee's information with the suggestion that the details in the Appendices are used to update the performance pages on the Council's website. Members are asked to note that a separate report will be prepared in 2016 when the 2014/15 LGBF indicators have been published and analysed and the Council's performance in relation to the other Scottish local authorities is known.

## Inverclyde Council's Statutory and Key Performance Indicators Annual Report 2014/15

Inverclyde Council has a statutory duty to capture and record how well it performs in relation to a wide range of performance information. Our performance, as set out in Audit Scotland's SPIs Direction 2014 under SPI 1 and SPI 2, is presented in this Appendix.


The report contains information on how the Council has performed regarding our indicators under the headings *Corporate Management* and *Service Performance*. It aims to give our stakeholders, and the public in particular, a better understanding of how services provided by Inverclyde Council are performing and how this performance has changed over time.


The status column indicates whether performance is considered to be:

↑ green - good performance

↔ amber - within tolerance

↓ red - performance declined.

Also included is information on whether performance has improved or declined over time. To find out more about the Council's performance, visit  [Inverclyde Council's Performance](#).




You may also be interested in the Council's performance regarding the Society of Local Authority Chief Executives Local Government Benchmarking Framework (LGBF) Indicators, as set out in Audit Scotland's SPIs Direction 2014 under SPI 3. These indicators provide details of the Council's performance across a range of areas compared to the Scottish average, together with our ranking in relation to the other 31 Scottish local authorities. The LGBF 2014/15 indicators, to be published by the Improvement Service in January 2016, will be available here  [Local Government Benchmarking Framework](#).

**Inverclyde Council's Statutory and Key Performance Indicators Annual Report 2014/15**

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## Corporate management - assets

		Status	
<b>SPI 015aK</b>	Access to buildings: % of residents who accessed Council buildings in the past 12 months		↑ green - improving
<b>SPI 015bK</b>	Access to buildings: % of residents who found Council buildings easy to access		↓ red - improving but below target
<b>SPI 016K</b>	Property maintenance response times: % of repairs completed within target time		↑ green - slight decline but still above target

a. **Indicator details: Access to buildings**

SPI 015aK	Access to buildings: % of residents who accessed Council buildings in the past 12 months		
2010	2012	2014	Target
26	29	41	30

SPI 015bK	Access to buildings: % of residents who found Council buildings easy to access		
2010	2012	2014	Target
93	79	88	95

**What the above data tells us:**

The first indicator is simply a measure of visits to Council premises rather than a measure of performance. Between 2012 and 2014, there was an increase of 12% in the percentage of residents who accessed Council buildings; the 2014 figure of 41% is therefore well in excess of our target (30%).

We also saw an increase of 9% in the percentage of residents who found Council buildings easy to access. However, this still means that the 2014 figure of 88% is 7% below our target figure of 95%.

**Further information:** This data has been extracted from the Council's Citizens' Panel survey results. Citizens' Panel questionnaires are distributed to a representative sample of 1,000 Inverclyde residents. Questions are repeated periodically to allow us to assess whether improvement has been achieved. It should be noted that such sample surveys are subject to a degree of random error. The margin of error within the data supplied is +/- 4%, therefore, for example, the 41% of respondents who accessed Council buildings in the past 12 months will lie within the range 37-45%.

The Council's office modernisation/rationalisation programme has resulted in improved accommodation and we are encouraged that the performance of the second indicator has improved. We will continue to upgrade our buildings over the next few years.

To view the results from the Citizens' Panel questionnaires, visit  [Citizens' Panel](#).

**b. Indicator details: Property maintenance**

SPI 016K	Property maintenance response times: % of repairs completed within target time		
2012/13	2013/14	2014/15	Target
92.9	93.5	92.5	90

**What the above data tells us:**

This indicator demonstrates the service level response times for maintenance support services achieved for properties under the control of Legal and Property Services. All emergency repairs are identified with a priority 1 category and are responded to by maintenance contractors within agreed timescales. The effectiveness of the existing emergency repairs service is measured against the performance of both in-house and external contractors. Whilst the % of repairs completed on time has fallen in 2014/15, it remains high and above the target level. This is therefore categorised as maintaining a good performance level.

**Further information:** The data is collated and measured verifying the contractor's ability to achieve the agreed target i.e. by responding and attending on-site within the first two hours following notification. Whilst there can be different reasons or factors which drive the requirement for emergency repairs responses, such repairs would be attributable to specific building-related issues or faults reported for each individual property under normal circumstances.

However, the very nature, type and volume of emergency repairs can vary significantly and, on occasion particularly when influenced by unforeseen, adverse or seasonal factors (such as flooding, utilities disruption, snow falls or freezing temperatures) can impact upon the contractor's ability to respond within the target time. In this type of situation, such circumstances should be taken into context when evaluating and measuring emergency reactive response times. Demand-led periods are recognised as being attributable due to the unusually high volume demand placed upon approved term contractors which, in certain circumstances, can lead to a slight decline in performance levels.

## Corporate management - employees

		Status	
<b>SPI 010aK</b>	Health and safety: incident rate per 1,000 employees	●	↓ red - declining
<b>SPI 010bK</b>	Health and safety: average time lost (in days) to the Council per incident	●	↔ amber - improved performance but still above target
<b>SPI 011K</b>	Employee satisfaction: % of employees who are satisfied with their jobs	updated information will be available following the Employee Survey which will be carried out in Winter 2015	
<b>SPI 012K</b>	Corporate aims: % of employees who understand how their work contributes to the Council's aims		

## a. Indicator details: Health and safety

<b>SPI 010aK</b>	Health and safety: incident rate per 1,000 employees		
2012/13	2013/14	2014/15	Target
44.4	55.7	97.6	55.7

<b>SPI 010bK</b>	Health and safety: average time lost (in days) to the Council per incident		
2012/13	2013/14	2014/15	Target
3.3	2.1	1.5	0.5

## What the above data tells us:

There was a substantial increase in the number of incidents reported in 2014/15; there has been an ongoing increasing trend since 2012/13 which is indicative that work to raise awareness of health and safety issues and the requirement to report incidents is having an effect.

The number of incidents reported within the Health and Social Care Partnership (HSCP) increased by 15% while the number of incidents reported in the Environment, Regeneration and Resources (ERR) Directorate rose by 114%. In the Education, Communities and Organisational Development (ECOD) Directorate, the number of incidents reported increased by almost 128%.

The amount of lost time following incidents reduced between 2013/14 and 2014/15. One possible reason is that, where employees have sustained an injury which resulted in a musculoskeletal issue, they are referred to occupational health for assessment and physiotherapy, if required.

**Further information:** Given the rise in the health and safety incident rate per 1,000 employees, it is important that Council Services utilise the information available from the detailed incidents statistics to recognise where weaknesses in systems and procedures exist and to ensure that health and safety policies and procedures are implemented. To assist Services to do so, incident information is included in the quarterly Workplace Information and Activity Reports issued by the Human Resources and Organisational Development Service.

Incidents reported as violence to employees account for 56.6% of all incidents reported, with 72% reported within the ECOD Directorate, 22% in the HSCP and the remainder in the ERR Directorate.

Within the education and social care sector, however, care must be taken when interpreting these statistics: firstly, because they may be an element of over-reporting, given that the Education Service has highlighted the importance of completing incident forms. Secondly, the use of the terms 'violence' and 'abuse' in relation to incidents is often emotive and must be placed in context; there is a significant difference between violence instigated by someone with deliberate intent and that by a young person who, due to communication difficulties, medication changes etc, lacks awareness or control of their actions. Additionally, it should be noted that the majority of the reported incidents lie within the area of pupils or service users with additional support needs and are, in general, related to a small number of pupils or service users with very complex support needs. A very typical pattern in reporting is to see an increase in reports associated with one pupil or service user and then to see the number of reports reduce as support mechanisms are established and support plans implemented.

It is expected that the Council's *Positive Relations, Positive Behaviour Policy* (PRPB Policy), which has been implemented within the Education Service and the HSCP, and the *Promoting Positive Behaviour Training Programme* (PPB Training Programme) will be key initiatives to assist in bringing these figures down. The PRPB Policy – which has been recognised nationally as an example of good practice - sets out strategies for use in the Education Service to bring about positive behaviour changes through support, strategies and understanding, within a calm, controlled environment. An element of the Policy is the completion of proactive PRPB Policy forms which enable the Service to reflect on practice and improve approaches and outcomes.

While on paper therefore it would appear that there has been an increase in reported incidents, much of this increase is due to increased understanding of the requirement to report incidents, as mentioned above. By doing so, a greater understanding of the situation, any triggers, any action taken and the effectiveness of this in terms of the response of the young person, can be measured and monitored. The impact of the PRPB Policy and the PPB Training Programme also will be monitored.



## b. Indicator details: Employee feedback

SPI 011K	Employee satisfaction: % of employees who are satisfied with their jobs		
2010	2012	2015	Target
69.1	79	the figure will be available following the Employee survey which will be carried out in Winter 2015	84

SPI 012K	Corporate aims: % of employees that understand how their work contributes to the Council's aims		
2010	2012	2015	Target
50	83	the figure will be available following the Employee survey which will be carried out in Winter 2015	88

**What the above data tells us:**

The most recent data was extracted from the Council's 2012 Employee Survey. The results showed there was a significant improvement both in the level of employee job satisfaction and in the number of employees who understand how their work contributes to the Council's aims.

**Further information:** Council employees were invited to complete the last Employee Survey in 2012. The exercise was carried out by an independent market research company and achieved a response rate of 32%. Employee survey response rates typically range between 25% and 40%, therefore our response rate fell in the middle.

The Council benchmarked the Survey results with local authorities that make up the Public Service Improvement Framework Benchmarking Network Group. Our results compared very favourably, with Inverclyde Council being one of the best performing local authorities in terms of positive responses. The questions relating to these two indicators will be repeated in the 2015 Employee Survey.

## Corporate management - equalities and diversity

		Status	
<b>SPI 025aK</b>	Equalities training: % of employees who have undertaken equalities training	●	↓ red - declining

## a. Indicator details: Equalities training

SPI 025aK	Equalities training: % of employees who have undertaken equalities training		
2012/13	2013/14	2014/15	Target
2.8	3.2	2.3	8.2

**What the above data tells us:**


Between 2013/14 and 2014/15, there was a decline of 0.9% in the number of employees who used the Council's e-learning system to undertake equality and diversity training courses.

**Further information:** This performance indicator covers all equality and diversity training, including e-learning and formal training delivered by the Equalities Officer.

The reduced performance of this indicator may be a result of other priorities for employees, for example, the completion of information security and records management training, together with essential courses about the implementation of new policies and procedures.

The Council's Equalities Officer supports the promotion and delivery of face-to-face training across Council Services, with an initial focus on impact assessment.

## Corporate management - procurement

		Status	
<b>SPI 018/ERR CDIP KPI05</b>	Procurement Capability Assessment based on an annual audit by Scotland Excel	updated information will be available in June 2016	
<b>ERR CDIP KPI05</b>	Procurement work stream savings		↑ green - target met

## a. Indicator details: Procurement Capability Assessment

<b>SPI 018/ERR CDP KPI05</b>	Procurement Capability Assessment based on an annual audit by Scotland Excel			
	2013	2014	2015	Target
	54%	62%	updated information will be available in June 2016	

**What the above data tells us:**

The area of procurement has seen a significant improvement with a year-on-year increase in the Council's Procurement Capability Assessment (PCA) score from a low of 4% in 2009 to 62% in 2014.

The next audit of the Council's procurement service will be carried out in June 2016. However, it should be noted that the criteria and scoring mechanism of the audit process are currently being re-assessed, therefore, it would not be appropriate to set a target at present.


**Further information:** The Council's PCA score is assessed by Scotland Excel. This is a 2-day evidence-based audit of procurement which all Scottish public sector bodies within the local government, health and further education sectors are subjected to. The objective of the PCA is to assist organisations to improve their structure, capability, processes and ultimately performance, by attaining a level of performance that is appropriate to the scale and complexity of their organisation. Topics covered are procurement leadership and governance; procurement strategy and objectives; defining the supply need; project strategies and collaborative purchasing; contract and supplier management; key purchasing processes and systems; people; and performance management.

The improvement in the Council's performance is the result of work carried out under the Council's Strategic Procurement Framework which is directly linked to the eight sections of the PCA audit. Our Audit scores are:

	%
2009	4
2010	15
2011	37
2012	47
2013	54
2014	62

As well as improving our PCA audit score, the Council has achieved savings from improved procurement practice:

ERR CDIP KPI05	Procurement work stream savings in £			
	2012/13	2013/14	2014/15	Target 2014/15
	299,000	173,000	60,000	60,000

To find out more about our procurement practices and for information on how to do business with the Council, visit  [Procurement](#).

### Corporate management - responsiveness to communities

		Status	
<b>SPI 001K</b>	Customer feedback: % of residents satisfied they can influence decisions affecting the local area	●	↑ green - improving
<b>SPI 002aK</b>	Community safety: % of residents satisfied or very satisfied with their neighbourhood as a place to live	●	↑ green - improving
<b>SPI 002bK</b>	Community safety: % of respondents reporting a reduction in anti-social behaviour in the last 12 months	●	↑ green - improving
<b>SPI 003K</b>	Community engagement: increased evidence of the impact/influence by communities on strategic and service plans (expressed as the number of examples of impact)	●	↑ green - slight decline but above target
<b>SPI 004K</b>	Community regeneration: % of community organisations and groups within disadvantaged neighbourhoods and excluded groups which had increased their capacity	●	↑ green - performance declined but above target

#### a. Indicator details: Customer feedback and community safety

<b>SPI 001K</b>	<b>Customer feedback: % of residents satisfied they can influence decisions affecting the local area</b>		
<b>2010</b>	<b>2012</b>	<b>2014</b>	<b>Target</b>
47	38	47	40

<b>SPI 002aK</b>	<b>Community safety: % of residents either satisfied or very satisfied with their neighbourhood as a place to live</b>		
<b>2009</b>	<b>2011</b>	<b>2014</b>	<b>Target</b>
87	84	85	80

SPI 002bK	Community safety: % of respondents reporting a reduction in anti-social behaviour in the last 12 months		
2009	2011	2014	Target
11	10	13	14

#### What the above data tells us:

Following a decrease in 2012, the percentage of residents who feel they can influence decisions affecting the local area has returned to 47%, the same figure as 2010 and well above the target of 40%. Meanwhile, the percentage of residents satisfied with their neighbourhood has remained fairly steady during the last five years and is also above the target (80%).

**Further information:** Citizens' Panel questionnaires are distributed to a representative sample of 1,000 Inverclyde residents. Questions are repeated periodically to allow us to assess whether improvement has been achieved. It should be noted that such sample surveys are subject to a degree of random error. The margin of error within the data supplied is +/- 4%; therefore, for example, the 47% of respondents who are satisfied they can influence decisions affecting the local area will lie within the range 43-51%.

Work led by the Council's Community Learning and Development Team aims to engage communities more effectively across Inverclyde, in a proactive and positive way, supporting them to better influence decision-making locally. It is hoped that this work will improve the number of residents who feel they have influenced local decisions.

**b. Indicator details: Community engagement and regeneration**

SPI 003K	Community engagement: increased evidence of the impact/influence by communities on strategic and service plans (expressed as the number of examples of impact)		
2012/13	2013/14	2014/15	Target
23	22	19	12

SPI 004K	Community regeneration: % of community organisations within disadvantaged neighbourhoods and excluded groups which had increased their capacity		
2012/13	2013/14	2014/5	Target
100	100	63.3	60

**What the above data tells us:**

While performance for the above indicators fell between 2013/14 and 2014/15, it is still above target.

For SPI 004K, the 2014/15 target was reduced to 60% from 80% in 2013/14; there were eight new groups in 2014/15 and it would not be possible to measure significant increases in capacity until the next reporting year.


**Further information:** The Council's Community Learning and Development Team has supported a number of neighbourhood community organisations, ranging from community councils, tenants' and residents' groups and community associations to health and interest groups, to effect change and influence local and strategic planning. Groups have successfully effected positive change in a numbers of ways including the development of local services and facilities, improved housing, environmental improvements in local areas such as community gardens and play parks; they have also contributed to and shaped thinking on a range of key local issues, for example, road safety and wind farms. Community groups have influenced and been involved in the service delivery of community-based adult learning and youth services. Targets have been exceeded due to the Team adopting more flexible methods of supporting groups, for example, by offering short-term intensive support (3-6 months) as well as longer term support.

All the community organisations the Community Learning and Development Team have worked with increased their capacity, progressing their confidence, organisational skills, equality and involvement levels through training and active learning; for example, committee skills training, one-to-one support for office bearers, youth work legislation, and improved understanding of local needs through feedback from consultation

events and surveys. Knowledge, skills and understanding of a range of specific issues/areas also improved through increasing active participation in local developments.



### Corporate management - revenue and service costs

		Status	
<b>SPI 008K</b>	Collection of sundry debtors accounts: % proportion of outstanding debt that is more than 90 days old from date of invoice as at 31 March		↑ green - improving

#### a. Indicator details: Sundry debtors




SPI 008K	Collection of sundry debtors accounts: % proportion of outstanding debt that is more than 90 days old from date of invoice as at 31 March		
	2012/13	2013/14	2014/15
	35.90	36.30	26.55
			Target
			30

#### What the above data tells us:

It is difficult to control the performance of the sundry debt indicator as one or two very large outstanding invoices can have an adverse effect on the percentage of debt outstanding. However, between 2013/14 and 2014/15, our performance improved by almost 10% and is now well below the target of 30%.

**Further information:** The Council carried out enforcement works on properties in the area from which there are unpaid invoices. This is an example of where performance can be affected. It should be noted that, while many of the sundry debtors have outstanding balances that are reflected in the outstanding percentage figure, they also have payment plans in place. The Council's revenue services have robust processes in place to ensure that appropriate recovery action is undertaken.

## Corporate management - sustainable development

		Status	
<b>SPI 021K</b>	Abandoned vehicles: % of vehicles uplifted within 14 days		↑ green - maximum performance achieved
<b>SPI 022K</b>	CO <sub>2</sub> emissions within the scope of influence of the local authority, per capita, in CO <sub>2</sub> tonnes		↔ amber - within tolerance
<b>SPI 023K</b>	Reduction in the Council's carbon emissions in CO <sub>2</sub> tonnes		↓ red - declining

## a. Indicator details: Abandoned vehicles

<b>SPI 021K</b>	<b>Abandoned vehicles: % of vehicles uplifted within 14 days</b>			
	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>Target</b>
	100	there were no abandoned vehicles in 2013/14	100	100

**What the above data tells us:**

During 2014/15, there was only one vehicle abandoned in Inverclyde which was uplifted within 14 days.

**Further information:** Under The Environmental Protection Act 1990, the Council is required to uplift abandoned vehicles within 14 days.

There can be significant fluctuations in the performance levels of this indicator due to the small number of vehicles involved (for example, 5 in 2011/12 and 3 in 2012/13). During the last few years, however, the overall trend is of a reducing number of vehicles which were abandoned in the Inverclyde area.

**b. Indicator details: Inverclyde's 'area-wide' carbon emissions**

SPI 022K	CO <sub>2</sub> emissions within the scope of influence of the local authority, per capita, in CO <sub>2</sub> tonnes		
2011	2012	2013	Target
5.4	5.6	5.5	5.3

**What the above data tells us:**

Inverclyde's 'area-wide' emissions decreased by 0.1 CO<sub>2</sub> tonnes per capita between 2012 and 2013 (the 2013 information is the most recent available). While the 2013 figure is in excess of the target, the reduction in emissions puts the indicator's performance within a tolerable range.

**Further information:** Between 2012 and 2013, there were overall decreases in emissions from the three main sectors which make up this measure - industrial and commercial; domestic; and transport - and significantly so with the industrial and commercial sector.

During this period, emissions from electricity decreased for the industrial and commercial and domestic sectors. Emissions from transport - 'A' roads, motorways and minor roads, diesel railways and other transport - also decreased. Emissions for gas, however, increased for both the industrial and commercial and domestic sectors, which possibly indicates a greater requirement for heat due to cold temperatures in 2013.

Inverclyde's figures have been consistently lower than the Scottish average since 2011:

CO <sub>2</sub> emissions within the scope of influence of the local authority, per capita, in CO <sub>2</sub> tonnes				
Year	Inverclyde total	Scotland total	Difference	Inverclyde population estimate used in calculation
2011	5.4	6.7	-1.3	81,200
2012	5.6	6.9	-1.3	80,700
2013	5.5	6.6	-1.1	80,300

It should be noted that the Inverclyde figure for 2011 and the Scotland figures for 2011 and 2012 are different from those previously reported; when more information became available, the Department of Energy and Climate Change (DECC) recalculated the figures.

To find out more about 'area-wide' emissions, see DECC's information on the Government's website [UK local authority and regional carbon dioxide emissions national statistics 2005/13](#).

**c. Indicator details: Inverclyde Council's carbon emissions**

SPI 023K	Reduction in the Council's carbon emissions in CO <sub>2</sub> tonnes			
	2012/13	2013/14	2014/15	Target
	25,493	25,783	27,312	3,119 by 2016/17

**What the above data tells us:**

Between 2013/14 and 2014/15, the Council's carbon emissions increased by 1,529 CO<sub>2</sub> tonnes or 5.93%.

**Further information:** The Council's Carbon Management Plan 2012/17 aims to reduce emissions by 12% during the five year period from 2011/12; this is the equivalent of 624 CO<sub>2</sub> tonnes per year. Figures for this indicator comprise data from six areas: energy use in buildings, street lighting, fleet transport, business travel, water and waste.

The conversion factors used in the calculations are based on the latest guidance from the Department for Environment, Food and Rural Affairs (DEFRA) and the Department of Energy and Climate Change (DECC); it should be noted that the 2012/13 figure is different from that previously reported due to changes in the conversion factors.

The following table outlines changes to the figures from the Council's emission sources:

	% change between 2013/14 and 2014/15
Energy use in buildings	- 13.0
Street lighting	- 10.3
Fleet transport	- 11.1
Business travel	- 0.30
Water	- 26.7
Waste	+ 49.6 <sup>1</sup>

For more information about the Council's Carbon Management Plan 2012/17, visit  [Carbon Management Plan](#).

<sup>1</sup> From 2014/15, DEFRA and DECC revised the methodology used to calculate emissions from waste which are now deemed to be more damaging to the environment than previously thought. This revision increased our 2014/15 overall emissions figure.

## Service performance - benefits administration

		Status	
<b>SPI 026S</b>	Benefits administration: gross administration cost per case in £	●	↑ green - very small decline but still good performance
<b>SPI 027K</b>	Accuracy of Benefits payments: % of cases where the calculation of Benefit due was correct	●	↑ green - slight decline but still on target
<b>SPI 028aK</b>	Speed of Benefits processing: average number of days per case to process new Housing Benefit/Council Tax reduction claims	●	↓ red - performance declined
<b>SPI 028bK</b>	Speed of Benefits processing: average number of days per case to process Housing Benefit/Council Tax Benefit reduction claim changes of circumstances	●	↑ green - performance improved and now below target

## a. Indicator details: Benefits administration

<b>SPI 026S</b>	<b>Benefits administration: gross administration cost per case in £</b>		
2012/13	2013/14	2014/15	Target
37.46	39.99	40.55	45.00

<b>SPI 027K</b>	<b>Accuracy of Benefits payments: % of cases where the calculation of Benefit due was correct</b>		
2012/13	2013/14	2014/15	Target
99.2	99.6	99	99

SPI 028aK	Speed of Benefits processing: average number of days per case to process new Housing Benefit/Council Tax reduction claims		
2012/13	2013/14	2014/15	Target
23	22	27.7	23

SPI 028bK	Speed of Benefits processing: average number of days per case to process Housing Benefit/Council Tax Benefit reduction claim changes of circumstances		
2012/13	2013/14	2014/15	Target
6	5	4.2	6

#### What the above data tells us:

In 2014/15, the gross cost per case for Benefits administration rose by a very small amount (£0.56); however, the indicator's performance is still good and well below target.

While there was a very small decline in the accuracy of Benefits payments calculations, performance of this indicator still met its target of 99%.

The average number of days taken to process new Housing Benefit/Council Tax reduction claims rose by almost 26% in 2014/15 while the speed of processing Housing Benefit/Council Tax Benefit reduction claim changes of circumstances reduced by 0.8 days which makes it well under target.

**Further information:** The gross administration cost per case for processing Housing Benefit and Council Tax reductions is largely outwith the control of the Benefits service. Recharges such as accommodation charges impact on the first indicator above. The Benefits service does, however, have controls in place to ensure controllable costs are kept to a minimum.

The consistently high level of accuracy of Benefits payments reflects the robust quality assurance measures in place within the Benefits service.

The speed of processing new Housing Benefit/Council Tax reduction claims declined due to the introduction of enhanced verification protocols in the private rented sector. However, the speed of processing changes of circumstances for Housing Benefit/Council Tax Benefit reduction claims improved for the second consecutive year and is ahead of target. This reflects the effective management and hard work delivered by the Benefits service.

### Service performance - child protection and children's social work

		Status	
<b>SPI 034K</b>	Supervision requirement: % of children issued with a new supervision requirement who were seen by a supervising officer within timescale	●	↔ amber - within tolerance
<b>SPI 035aK</b>	Case conferences: % of child protection case conferences where parental drug misuse was identified	no targets have been set due to the nature of these indicators	
<b>SPI 035bK</b>	Case conferences: % of child protection case conferences where parental alcohol misuse was identified		
<b>SPI 053K</b>	% of social background reports submitted to the Scottish Children's Reporter Administration within timescale	●	↔ amber - within tolerance
<b>SPI 055K</b>	Looked-after and accommodated children: community placements as a % of total placements	●	
<b>SPI 056K</b>	Ratio of child protection referrals: % of children who were placed on the Child Protection Register	no target has been set due to the nature of this indicator	

#### a. Indicator details: Supervision requirements

<b>SPI 034K</b>	<b>Supervision requirement: % of children issued with a new supervision requirement who were seen by a supervising officer within timescale</b>		
	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>
	96.7	100	96.2
			<b>Target</b>
			<b>100</b>

#### What the above data tells us:

Despite a small decrease in the performance of this indicator between 2013/14 and 2014/15, the figure for last year is still very close to the target of 100%.

**Further information:** This indicator tells us how quickly a child is seen by a social worker following a decision at a children's hearing to place the child on a statutory supervision order. This was previously a national standard; a number of years ago, the Inverclyde Health and Social Care Partnership children and families management set a local target of 75% in an effort to meet the standard. We have consistently surpassed this target, reaching the desired 100% standard in 2013/14 and just falling short in 2014/15.

**b. Indicator details: Case conferences**

SPI 035aK Case conferences: % of child protection case conferences where parental drug misuse was identified			
2012/13	2013/14	2014/15	Target
29.8	42.4*	51.7	-

SPI 035bK Case conferences: % of child protection case conferences where parental alcohol misuse was identified			
2012/13	2013/14	2014/15	Target
42.6	33.3*	33.3	-

**What the above data tells us:**

The data shows an increase in parental drug misuse, rising from almost 30% in 2012/13 to just under 52% in 2014/15. There was a decrease in parental alcohol misuse from 42.6% in 2012/13 to 33.3% in both 2013/14 and 2014/15.

**Further information:** Parental drug and/or alcohol abuse are among a range of concerns identified for children at child protection case conferences, which are likely to be contributing factors to a child being at risk and may determine the decision or outcome of a child being placed on the Child Protection Register. This knowledge provides social workers with critical information which helps in the case management of these children and their families.

\* The methodology used to calculate the 2013/14 figures has changed, therefore, the figures for that year have been adjusted accordingly



**c. Indicator details: Social background reports**

SPI 053K	% of social background reports submitted to the Scottish Children's Reporter Administration within timescale			
	2012/13	2013/14	2014/15	Target
	74.1	75.12	65	69

**What the above data tells us:**

The data shows that, although we improved our performance between 2012/13 and 2013/14, the number of social background reports submitted within timescale dropped by just under 10% during the last reporting year. However, the indicator's performance was still within a tolerable range during 2014/15.

**Further information:** This indicator provides information on how quickly a social background report is completed and submitted by social work to the Children's Reporter for a children's hearing where an outcome decision may be made for the child. This was previously a national standard; the Inverclyde Health and Social Care Partnership children and families management set a local target of 75% in an effort to meet the standard.

Reasons for the late submission of social background reports include resource scheduling changes, annual leave, sick leave, changes in a child's circumstances or a need for further information.

## d. Indicator details: Child protection

SPI 055K	Looked after and accommodated children: community placements as a % of total placements			
	2012/13	2013/14	2014/15	Target
	90.1	88.4	86.2	88

SPI 056K	Ratio of child protection referrals: % of children who were placed on the Child Protection Register			
	2012/13	2013/14	2014/15	Target
	38	35.5	30	-







**What the above data tells us:**

While the number of looked after and accommodated children in community placements is stable at around the 88% target, the 2014/15 figure showed a very slight decrease.

Although it is not appropriate to set a target for the percentage of children who are placed on the Child Protection Register, the number of referrals that resulted in a child or children being placed on the Register has fallen from 38% in 2012/13 to 30% in 2014/15.

**Further information:** Performance in child protection information can vary, depending on specific cases that are referred to the service; therefore it is very difficult to set targets in this area. However, the service maintains close scrutiny of all areas of child protection work. Activity is monitored through quarterly performance service reviews, quarterly progress and status reports and the Child Protection Committee. An annual data return on child protection is also submitted to the Scottish Government and a national bulletin published each year showing comparative data.

## Service performance - community care

		Status	
<b>SPI 029aS</b>	Number of people aged 65+ receiving home care		↔ amber - within tolerance
<b>SPI 029bS</b>	Home care hours per 1,000 population aged 65+		↑ green - improving
<b>SPI 029c1S</b>	% of people aged 65+ receiving personal care		↓ red - declining
<b>SPI 029c2S</b>	% of people aged 65+ receiving a service during evenings/overnight		↑ green - improving
<b>SPI 029c3S</b>	% of people aged 65+ receiving a service at weekends		↑ green - improving
<b>SPI 030aK</b>	Balance of care (respite): % of all respite care in a traditional setting	no targets have been set due to the nature of these indicators	
<b>SPI 030diK</b>	Respite care: total overnight provision (nights)		
<b>SPI 030diiK</b>	Respite care: total day time hours provided		
<b>SPI 032K</b>	Carers: % of carers feeling they receive enough support in their caring role		↓ red - declining

## a. Indicator details: Home care and personal care

<b>SPI 029aS</b>	<b>Number of people aged 65+ receiving home care</b>		
	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>
	1,125	1,177	1,071
			<b>Target</b>
			<b>1,189</b>

<b>SPI 029bS</b>	<b>Home care hours per 1,000 population aged 65+</b>		
	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>
	665.7	662.91	783
			<b>Target</b>
			<b>696.06</b>

<b>SPI 029c1S</b>	<b>% of people aged 65+ receiving personal care (based on the % who need personal care)</b>		
	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>
	99.6	96.5	86.1
			<b>Target</b>
			<b>100</b>

<b>SPI 029c2S</b>	<b>% of people aged 65+ receiving a service during evenings/overnight</b>		
	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>
	20.2	28.5	36
			<b>Target</b>
			<b>29.5</b>

<b>SPI 029c3S</b>	<b>% of people aged 65+ receiving a service at weekends</b>		
	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>
	68.8	79.1	91.1
			<b>Target</b>
			<b>80.1</b>

**What the above data tells us:**

The data shows there was a decrease of just over 100 in the number of people aged 65+ who received care at home during the last year. However, the number of home care hours per 1,000 population for this age group increased by just over 120 hours during the same period.

The percentage of people aged 65+ receiving personal care dropped by just over 10% (this figure is based on the percentage of people who are in need of and therefore receive personal care). However, the number of people in this age group who received a service during evenings/overnight and at weekends increased by 7.5% and 12% respectively.

**Further information:** A possible reason for the reduction in the number of people aged 65+ in receipt of home care services (during the census week ending 31 March 2015) was that a number of clients stopped the service for an extended period during this time; the Easter weekend was on 3-6 April 2015 and clients may have had family visiting during the holiday period.

A new information system is currently being implemented for home care services and it is anticipated that this will improve recording and future reporting.

## b. Indicator details: Respite care

SPI 030aK	Balance of care (respite) % of all respite care in a traditional setting		
2012/13	2013/14	2014/15	Target
32.1	30.8	28.4	-

SPI 030diK	Respite care: total overnight provision		
2012/13	2013/14	2014/15	Target
7,402 nights	7,809 nights	6,291 nights	-

SPI 030diiK	Respite care: total day time hours provided		
2012/13	2013/14	2014/15	Target
517,641	517,713	514,708	-

**What the above data tells us:**

The number of overnight short breaks (respite) provided in a traditional setting decreased between 2013/14 and 2014/15. We introduced a new category of short-term care to reflect the number of service users who require care and support in a care home setting on a short-term basis; this was previously coded as short breaks (respite). There is a steady increase in the uptake of more natural and community-based short breaks (respite), including city breaks, theatre breaks and family breaks.

**Further information:** The commitment to increase the shift in the balance of care in relation to short breaks will be strengthened by the review of the Short Breaks Strategy and the Short Breaks Bureau. This will help to reinvigorate the intention to build on the need to introduce more options for service users and their families and carers through the implementation of Self-Directed Support by promoting good practice around innovative and creative short breaks to ensure better outcomes.

**c. Indicator details: Carers**

SPI 032K	Carers: % of carers feeling they receive enough support in their caring role		
2010	2012	2014	Target
54	55	53	60

**What the above data tells us:**

This performance information was derived from the Council's Citizens' Panel questionnaires. Since 2010, the percentage of carers feeling they receive enough support in their caring role has remained fairly steady at just over half of all respondents.

**Further information:** Citizens' Panel surveys are sent to a representative sample of 1,000 Inverclyde residents. Questions are repeated periodically to allow us to assess whether improvement has been achieved. It should be noted, however, that membership of the Citizens' Panel is refreshed by a third every year. It follows therefore that, when the question is repeated about whether carers feel they receive enough support in their caring role, the composition of the Panel will be different in each of the above reporting years. It should also be noted that the return rate for Citizens' Panel surveys is typically around 64%, therefore, the above figures each represent the opinions of around 64 local people.

Surveys like those sent to the Citizens' Panel are subject to a degree of random error. The margin of error within the data supplied is +/- 4%; therefore, for example, the 53% of carers who in 2014 felt they receive enough support in their caring role will lie within the range 49-57%.

In August 2015, a questionnaire was issued by the Health and Social Care Partnership to carers with the aim of gathering their views on a number of aspects of their caring role; almost 400 people who are involved in care planning responded. While the results have still to be fully analysed, it is encouraging to note that 89% of carers said they felt listened to by staff when planning care for their loved one and 84% were satisfied with their level of involvement.

The Inverclyde Carers' Centre offers information, advice and support to carers. At present, 2,792 carers are registered with the Centre.




An exit strategy was developed to incorporate the learning and activity from the *Change Fund* posts, which were managed by the Carers' Centre to improve the experience of carers with relatives in hospital; long term care planning with carers and identifying hidden carers. These areas of work are now incorporated into the mainstream activity of the Centre in supporting carers. An additional temporary post was also

created to work with carers on understanding long term conditions and other practical areas of importance to them. Additionally, in partnership with key personnel from a number of agencies, a series of sessions was organised with carers around four key long term conditions.

The Health and Social Care Partnership (HSCP) was involved in delivering sessions to staff in home care and district nursing roles around the principles of *Carers as Equal Partners in Care* (EPiC). The sessions enabled staff to become aware of support and services available to carers at the Centre as well as the need for staff to recognise their role in identifying carers.

The HSCP continues to fund the delivery of stress management, counselling and short breaks at the Carers' Centre and works in partnership with carers' organisations to promote the annual *Carers' Week* and *Carers' Rights Day* initiatives.

To find out more about support available for carers:

- call the Inverclyde Carers' Centre on 01475 735180 or visit  [Inverclyde Carers' Centre](#)
- Carers' Week: visit  [Carers' Week](#)
- Carers' Rights Day: visit  [Carers' Rights Day](#).



### Service performance - criminal justice social work

		Status	
<b>SPI 057k</b>	% Criminal justice social enquiry reports submitted to the courts by the due date	●	↑ green - maximum performance achieved
<b>SPI 058a</b>	% Criminal justice social work interviews on day of court order	●	↑ green - improving
<b>SPI 058b</b>	% Service users whose induction/first meeting with a supervising officer took place within 5 working days of imposition of the court order	●	↑ green - small decline in performance but still above target
<b>SPI 058c</b>	% Service users who began their first work placement within 7 working days of imposition of court order	●	↑ green - improving

#### a. Indicator details: Criminal justice

<b>SPI 057k</b>	% Criminal justice social enquiry reports submitted to the courts by the due date		
	2012/13	2013/14	2014/15
	100	100	100
			<b>Target</b> 100

<b>SPI 058a</b>	% Criminal justice social work interviews on day of court order		
	2012/13	2013/14	2014/15
	91.6	82.4	88.5
			<b>Target</b> 85

SPI 058b	% Service users whose induction/first meeting with a supervising officer took place within 5 working days of imposition of the court order		
2012/13	2013/14	2014/15	Target
99	88	85.6	85

SPI 058c	% Service users who began their first work placement within 7 working days of imposition of court order		
2012/13	2013/14	2014/15	Target
93.2	81.2	95.5	90

**What the above data tells us:** The Council's criminal justice social workers achieved maximum performance when submitting social enquiry reports to the courts by the due date.

Of the 292 community payback orders issued during 2014/15, approximately 13% were for courts outwith Inverclyde. When court orders are issued outwith the local area, we are required to wait for notification from the issuing courts before arrangements can be made to interview the individuals concerned. However, the notification does not always happen on the day the court order was imposed. For locally-issued orders in 2014/15, performance was 88.5%, an increase of 6.1% from the previous year.

The indicator which measures inductions/first meetings includes all orders and, in recognition of the volume of orders issued at courts outwith Inverclyde, the performance achieved was 85.6%, exceeding the target of 85% but slightly lower than the previous year. Contributing factors to the small decline in performance may be the disruption caused by a move in premises, together with service re-structuring which took place during 2014/15.

In 2014/15, 95.5% of service users began their work placements within 7 working days of the court order being imposed. This is a marked improvement (14.3%) in performance compared to 2013/14 and demonstrates that we overcame the challenges presented by available resources and the year-on-year increase in court orders with an unpaid work requirement.

**Further information:** Notwithstanding the challenges mentioned above, the criminal justice service provided a broad range of placements for service users on unpaid work. The placements not only provided opportunities for service users to undertake meaningful payback to the Inverclyde community, they also learned new skills which may enhance their employability.

Targets for the four criminal justice indicators are set by Criminal Justice National Standards at 100%. However, specific, measurable, realistic and achievable local targets have also been set for these indicators which reflect the issues faced by the service and allow performance to be monitored.

## Service performance - cultural and community services

		Status	
<b>SPI 038bK</b>	Number of library issues per 1,000 population	●	↓ red - declining
<b>SPI 039K</b>	Number of users of computer facilities per 1,000 population	●	↑ green - improving
<b>SPI 040K</b>	Number of adult learners attending classes within Inverclyde libraries	●	↑ green - improving
<b>SPI 042K</b>	Exercise: % of Inverclyde residents participating in sport/similar activity at least every two weeks	●	↔ amber - within tolerance

## a. Indicator details: Libraries

<b>SPI 038bK</b>	Number of library issues per 1,000 population		
2012/13	2013/14	2014/15	Target
2,702	2,759	2,474	2,897

<b>SPI 039K</b>	Number of users of computer facilities per 1,000 population		
2012/13	2013/14	2014/15	Target
94	119	158	130

<b>SPI 040K</b>	Number of adult learners attending classes within Inverclyde libraries		
2012/13	2013/14	2014/15	Target
1,277	2,442	2,819	2,564

**What the above data tells us:**

Between 2013/14 and 2014/15, the number of library issues per 1,000 population decreased while the use of computer facilities and the number of adult learners attending classes in Inverclyde libraries increased substantially.

**Further information:** The reduction in the number of library issues in Inverclyde between 2013/14 and 2014/15 is comparable to the results of benchmarking activities which found that the national picture is also of a declining number of library issues. In response, Inverclyde libraries launched an eMagazine service in April 2014 and, together with our eBook/eAudio service, we have seen an incredible 245% increase in eissues. The Central Library moved to smaller premises in January 2015 and any impact on library issues will be closely monitored.

Computer use remains extremely popular in Inverclyde libraries with a 32% increase in demand for computer facilities between 2013/14 and 2014/15.

With regard to adult learners, the demand for one-to-one sessions on using mobile devices has increased substantially, while secured *Future Skills Funding* has enabled us to continue to provide classes in basic computing.

The Libraries Service undertakes robust self-evaluation and has an annually updated *Inverclyde Libraries Service Improvement Plan 2015/16* in place. Inverclyde libraries also undertake benchmarking with similar sized authorities across the central belt of Scotland.

To find out more about the wide range of services offered by Inverclyde libraries, visit  [Libraries](#).

**b. Indicator details: Sport and activity**


SPI 042K	Exercise: % of Inverclyde residents participating in sport/similar activity at least every two weeks		
2010	2012	2014	Target
59	57	51	59

**What the above data tells us:**

In 2014, the % of residents who said they participated in sport/similar activity at least every two weeks reduced by 6% since the question was last asked in 2012. While the 2014 figure is below the target of 59%, the indicator's performance is still within a tolerable range.








**Further information:** The data for this indicator was extracted from the Council's Citizens' Panel survey results. Citizens' Panel questionnaires are distributed to a representative sample of 1,000 Inverclyde residents. Questions are repeated periodically to allow us to assess whether improvement has been achieved. It should be noted that such sample surveys are subject to a degree of random error. The margin of error within the data supplied is +/- 4%, therefore the 51% of respondents who said they participated in sport/similar activity at least every two weeks will lie within the range 47-55%.

To view the Citizens' Panel results, visit:  [Citizens' Panel](#).

Inverclyde Council, together with representatives from Sportscotland, Inverclyde Leisure and Sport Inverclyde, developed the *Inverclyde Sports Framework*. A steering group was also established to oversee the implementation of the Framework whose vision is to inspire a sporting way of life for all in Inverclyde. To view the Framework, visit:  [A Framework for Sport in Inverclyde](#) (agenda item 6).

The Inverclyde Health and Social Care Partnership also developed an Active Living Strategy in partnership with local agencies and organisations to encourage more people to become physically active and improve their long-term health and wellbeing.

### Service performance - health and trading standards

		Status	
<b>SPI 065aK</b>	Pest control: high priority service requests - % attended by next working day		↑ green - decline in performance but above target
<b>SPI 065bK</b>	Pest control: low priority service requests - % attended within 5 working days		↑ green - improving
<b>SPI 068aS</b>	Trading standards: % of consumer complaints completed within 14 days		↑ green - decline in performance but above target
<b>SPI 068bS</b>	Trading standards: % of advice requests completed within 14 days		↑ maximum performance maintained
<b>SPI 069aK</b>	Trading standards: number of interventions carried out at business premises in Inverclyde	no target has been set due to the nature of this indicator	
<b>SPI 069bK</b>	Trading standards: % of liable business premises subject to intervention		↔ amber - decline in performance and below target
<b>SPI 070aK</b>	Food safety hygiene inspections: % of premises broadly compliant		↑ green - slight decline in performance but above target
<b>SPI 070bK</b>	Food safety hygiene inspections: % of interventions achieved		↑ green - improving


## a. Indicator details: Pest control

SPI 065aK	Pest control: high priority service requests - % attended by next working day		
2012/13	2013/14	2014/15	Target
95	100	95.2	95

SPI 065bK	Pest control: low priority service requests - % attended within 5 working days		
2012/13	2013/14	2014/15	Target
99	98.3	99.4	95

**What the above data tells us:**

While the percentage of high priority requests attended by the next working day decreased in 2014/15, it is still above target. In terms of low priority requests attended within five working days, there was a small increase in last year's figure which is well above target.

**Further information:** Public health relates to the health and well-being of the whole community and is a key area of commitment for Inverclyde Council. Insects can create a public health nuisance. The Council has a duty to investigate and take necessary action on situations which may result in a statutory nuisance. Complaints about nuisances are investigated under powers included in The Environmental Protection Act 1990. To find out more about the Council's pest control service, visit  [Pest Control](#).

**b. Indicator details: Trading standards - complaints and requests**

SPI 068aS	Trading standards: % of consumer complaints completed within 14 days		
2012/13	2013/14	2014/15	Target
83.7	98.7	96.7	95

SPI 068bS	Trading standards: % of advice requests completed within 14 days		
2012/13	2013/14	2014/15	Target
100	100	100	95

**What the above data tells us:**

While there was a small decrease (2%) in the number of consumer complaints completed within 14 days, performance of this indicator is still above target. The percentage of advice requests completed within 14 days was maintained at 100%.

**Further information:** First tier consumer advice requests are taken by the Citizens' Advice Service (CAS) on a national helpline. These are then automatically uploaded from the CAS's database to the Trading Standards back office system. Complaints from the CAS are categorised as 'notifications' and 'referrals'. The bulk of customer complaints come to Trading Standards as 'notifications' i.e. the CAS has provided advice and there is no further action required; these are not included in the performance indicators but are monitored for any underlying trends. 'Referrals', usually where there is a suspicion of illegal trading, form the basis of these performance indicators. In these cases, Trading Standards Officers will investigate further.



## c. Indicator details: Trading standards - interventions

SPI 069aK	Trading standards: number of interventions carried out at business premises in Inverclyde		
2012/13	2013/14	2014/15	Target
180	196	154	n/a

SPI 069bK	Trading standards: % of liable business premises subject to intervention		
2012/13	2013/14	2014/15	Target
12.1	13.6	10.2	12

**What the above data tells us:**

There is no target set for the number of interventions carried out at business premises in Inverclyde. The number of liable business premises subject to intervention fell by 25% which means that performance during 2014/15 was below target.

**Further information:** The number of business premises subject to intervention varies depending on enforcement campaigns run during the year. However, the second indicator above is not a measure of overall activity as some campaigns may involve a number of visits or interventions to individual businesses.

## d. Indicator details: Food safety

SPI 070aK	Food safety hygiene inspections: % of premises broadly compliant		
2012/13	2013/14	2014/15	Target
87.2	89.9	88.8	85







SPI 070bK	Food safety hygiene inspections: % of interventions achieved		
2012/13	2013/14	2014/15	Target
72.1	84.3	95.3	80

**What the above data tells us:**

The number of premises broadly compliant with food safety hygiene regulations fell very slightly in 2014/15 but is still well above target. There was an 11% increase in the number of interventions regarding food safety hygiene which makes the 2014/15 figure well above the target of 80%.

**Further information:** These two performance indicators are based on Inverclyde Council's annual return to the Food Standards Agency: the Local Authority Enforcement Monitoring System (LAEMS) return. The document outlines the Council's performance against its inspection programme. The inspection programme for LAEMS is based on the risk rating of the premises (A-E), with inspection of premises due at intervals based upon that risk rating.

## Service performance - homelessness

		Status	
<b>SPI 058aiS</b>	Homelessness: permanent accommodation - % of decision notifications issued within 28 days of initial presentation		↑ green - improving
<b>SPI 058aiiS</b>	Homelessness: % who are housed into permanent accommodation		↑ green - improving
<b>SPI 058aiiiS</b>	Homelessness: permanent accommodation - % of cases reassessed within 12 months of completion of duty		↔ amber - within tolerance
<b>SPI 058biS</b>	Homelessness: temporary accommodation - % of decision notifications issued within 28 days of initial presentation		↑ green - improving
<b>SPI 058biiS</b>	Homelessness: temporary accommodation - % of cases reassessed within 12 months of completion of duty		↓ red - declining
<b>SPI 059K</b>	Homelessness: average time in weeks between presentation and completion of duty by the Council for cases assessed as homeless or potentially homeless		↑ green - improving

## a. Indicator details: Homelessness

<b>SPI 058aiS</b>	<b>Homelessness: permanent accommodation - % of decision notifications issued within 28 days of initial presentation</b>		
	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>
	78.5	76.7	92.35
			<b>Target</b> 81.71

<b>SPI 058aiiS</b>	<b>Homelessness: % who are housed into permanent accommodation</b>		
	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>
	39.7	45.5	52.44
			<b>Target</b> 47.53

<b>SPI 058aiiiS</b>	<b>Homelessness: permanent accommodation - % of cases reassessed within 12 months of completion of duty</b>		
<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>Target</b>
7.7	6.8	8.74	4.85

<b>SPI 058biS</b>	<b>Homelessness: temporary accommodation - % of decision notifications issued within 28 days of initial presentation</b>		
<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>Target</b>
68.2	63	95	65

<b>SPI 058biiS</b>	<b>Homelessness: temporary accommodation - % of cases reassessed within 12 months of completion of duty</b>		
<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>Target</b>
9.1	3.7	10	2.7

<b>SPI 059K</b>	<b>Homelessness: average time in weeks between presentation and completion of duty by the Council for cases assessed as homeless or potentially homeless</b>		
<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>Target</b>
24.69	27.89	24.59	26.5

### What the above data tells us:

In 2014/15, there were significant improvements with two of the permanent accommodation indicators: decision notifications issued within 28 days of initial presentation and the percentage of people who were housed into permanent accommodation. However, there was a small rise in the number of cases reassessed within 12 months of completion of duty.

The performance of two of the temporary accommodation indicators also improved in 2014/15: decision notifications issued within 28 days of initial presentation and the average time between presentation and completion of duty. However, the number of cases reassessed within 12 months of completion of duty rose by 6.3%. This may give the impression that repeated homelessness is on the increase. However, the figure regarding cases which were reassessed originates from a reduced number of presentations: during 2014/15, there were only 20 cases in this category and two of those had presented in the previous 12 months. Therefore, while we saw an increase between 2013/14 and 2014/15, it











relates only to two clients. It should also be noted that this indicator relates to clients where we only have a duty to provide temporary accommodation and not to source permanent accommodation.

**Further information:** Homeless presentation over recent years has been decreasing. This is due to greater emphasis on the prevention of homelessness and the introduction of housing options. The *Inverclyde Common Housing Register* and the *Choice Based Lettings* system of allocating properties have, to some extent, increased access to housing. These factors resulted in improved decision-making times, together with reduced time spent in a homelessness situation.

It is worth point out that, with the introduction of a housing option approach, clients accessing homelessness services tend to be those with complex needs. This factor, together with the introduction of Welfare Reform and Universal Credit, has the potential to influence performance of the homelessness indicators.

The pilot one stop shop arrangement with the *Inverclyde Common Housing Register* ended in July 2014. The homelessness duty service is now established in the Health and Social Care Partnership's (HSCP) Hector McNeil House building which has resulted in greater integration with the Partnership.

## Service performance - planning

		Status	
<b>SPI 044aK</b>	Successful planning appeals as a % of all determinations		↑ green - improving
<b>SPI 044bK</b>	Successful planning appeals as a % of all appeals		↔ amber - within tolerance and well above target
<b>ERR CDIP KPI33</b>	% of all planning applications decided in under two months		↑ green - improving
<b>ERR CDIP KPI34</b>	% of householder planning applications decided in under 2 months		↑ green – good performance maintained
	% of non-householder planning applications decided in under 2 months		↑ green - improving
<b>SPI 043aS</b>	Average time (in weeks) to deal with major planning applications determined during the year		↔ amber - very slightly above target
	Average number of days to register a building warrant application		↑ green - improving
	% of building warrants assessed within 20 working days of registration		↑ green - very slight decline but still good performance
	Response to requests for completion certificates within 10 working days		↑ green - improving
	Average number of days to issue a notice of acceptance of completion certificate		↑ green - improving

## a. Indicator details: Planning

<b>SPI 044aK</b>	<b>Successful planning appeals as a % of all determinations</b>			
	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>Target</b>
	1	1	0.4	1

<b>SPI 044bK</b>	<b>Successful planning appeals as a % of all appeals</b>			
	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>Target</b>
	75	60	50	30

<b>ERR CDIP KPI33</b>	<b>% of all planning applications decided in under 2 months</b>			
	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>Target</b>
	80	87	88.7	80

<b>ERR CDIP KPI34</b>	<b>% of householder planning applications decided in under 2 months</b>			
	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>Target</b>
	93	97	97	90

	<b>% of non-householder planning applications decided in under 2 months</b>			
	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>Target</b>
	73	78.8	87	65

<b>SPI 043aS</b>	<b>Average time (in weeks) to deal with major planning applications determined during the year</b>			
	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>Target</b>
	26	there were no major planning applications in 2013/14	12.1	12

Average number of days to register a building warrant application			
2012/13	2013/14	2014/15	Target
0.9	1.3	0.8	4

% of building warrants assessed within 20 working days of registration			
2012/13	2013/14	2014/15	Target
87	100	99.4	100


Response to requests for completion certificates within 10 working days			
2012/13	2013/14	2014/15	Target
94	95	98.2	100

Average number of days to issue a notice of acceptance of completion certificate			
2012/13	2013/14	2014/15	Target
3.4	2.9	2.6	3

#### What the above data tells us:












In 2014/15, 80% of the planning indicators achieved a good performance. Despite the number of successful planning appeals as a percentage of all appeals reducing by around 16% in 2014/15, performance of this indicator is still above target. The average time (in weeks) to deal with major planning applications determined during the year was very slightly above target (by 0.1 days), however, the indicator's performance is still less than half the 2012/13 figure.

**Further information:** Overall, there is positive trend towards the faster delivery of both planning applications and building warrant approvals.

For information on the Council's Planning Service, planning process, building standards, listed buildings and more, visit  [Planning, Building Standards and Property](#).



## Service performance - protective services

		Status	
<b>SPI 061K</b>	Traffic light repairs: % completed within 48 hours		↑ green - improving
<b>SPI 062K</b>	Street lighting repairs: % completed within 7 days		↓ red - performance improved but still under target
<b>SPI 063aK</b>	Anti-social behaviour response times: high priority - % received during the Wardens' shift hours attended within 30 minutes		↑ green - very small decline in performance but still above target
<b>SPI 063bK</b>	Anti-social behaviour response times: medium priority - % received during the Wardens' shift hours attended within 60 minutes		
<b>SPI 064aK</b>	Public health complaints: high priority - % attended by next working day		↑ green - small decline in performance but still above target
<b>SPI 064bK</b>	Public health complaints: medium priority - % attended within 2 working days		↑ green - improving
<b>SPI 064cK</b>	Public health complaints: low priority - % attended within 5 working days		↑ green - improving
<b>SPI 067aK</b>	Roads: customer satisfaction surveys completed		↓ red - performance declined
<b>SPI 067bK</b>	Roads: % of carriageways reconstructed/resurfaced		↑ green - improving
<b>SPI 067cK</b>	Roads: % of footways reconstructed/resurfaced		↑ green - improving
<b>SPI 067dK</b>	Roads: gullies emptied per year		↔ amber - performance declined but within tolerance

## a. Indicator details: Traffic and street lighting repairs

SPI 061K	Traffic light repairs: % completed within 48 hours		
2012/13	2013/14	2014/15	Target
95.8	89.3	92.8	90

SPI 062K	Street lighting repairs: % completed within 7 days		
2012/13	2013/14	2014/15	Target
98.4	78.56	88.01	95

**What the above data tells us:**

There was an increase in the percentage of traffic light repairs completed within 48 hours which resulted in performance exceeding the 2014/15 target.

The percentage of street lighting repairs completed within 7 days increased by 9.45% in 2014/15; however, it is under the target of 95%.

**Further information:** There are only a small number of traffic lights and variations in performance can largely be due to the small statistical sample size. However, in 2014/15, the improved performance of the traffic light repairs indicator was the result of the enhanced service provided by the new contractor.

Between 2013/14 and 2014/15, we saw a significant increase in the percentage of street lighting repairs completed within 7 days. This is particularly pleasing given the backlog of repairs to street lighting faults caused by the non-performance of the previous lighting contractor (i.e. for the contract which ended on 31 December 2013). It took some time for the backlog to be eliminated despite the rapid mobilisation of the new contract/contractor; this factor, along with lantern supply issues early in the new contract, resulted in a knock-on effect on the repair of traffic light faults in 2014/15. Taking these issues into account, the improved performance of this indicator is therefore a considerable achievement for the Council.

## b. Indicator details: Anti-social behaviour response times


SPI 063aK	Anti-social behaviour response times: high priority - % received during the Wardens' shift hours attended within 30 minutes		
2012/13	2013/14	2014/15	Target
96.1	96.2	96	95

SPI 063bK	Anti-social behaviour response times: medium priority - % received during the Wardens' shift hours attended within 60 minutes		
2012/13	2013/14	2014/15	Target
100	100	99.3	95

**What the above data tells us:**

While there was a very small reduction in both anti-social behaviour response times in 2014/15, the figures for these indicators are still above target.

**Further information:** The Council's Community Warden service is a uniformed visible presence in Inverclyde which responds to reports of anti-social behaviour and other community safety issues in the local area. The Wardens also act as professional witnesses on behalf of the community and work with the Council's partners on a daily basis to respond to issues of anti-social behaviour.

To contact the Wardens, call the Council's Anti-Social Behaviour Helpline on Freephone 0800 01 317 01, email [problemsolving.unit@inverclyde.gov.uk](mailto:problemsolving.unit@inverclyde.gov.uk) or complete an on-line form  [Anti-Social Behaviour Complaint/Enquiry Form](#).

## c. Indicator details: Public health complaints


SPI 064aK	Public health complaints: high priority - % attended by next working day		
2012/13	2013/14	2014/15	Target
96.7	100	95.7	95

SPI 064bK	Public health complaints: medium priority - % attended within 2 working days		
2012/13	2013/14	2014/15	Target
93	91.4	96.1	95

SPI 064cK	Public health complaints: low priority - % attended within 5 working days		
2012/13	2013/14	2014/15	Target
98	97.2	98.2	95

**What the above data tells us:**

There was a small reduction (4.3%) in the number of high priority public health complaints attended by the next working day but the response rate is still above target. The percentage of medium and low priority public health complaints attended within two and five working days respectively increased in 2014/15 and is also above target.

**Further information:** Inverclyde Council has a duty to investigate and take necessary action on situations which may result in a statutory public health nuisance. Complaints are investigated under powers included in The Environmental Protection Act 1990. If you need help or information about a public health nuisance, call the Council on 01475 717171, email [customerservice@inverclyde.gov.uk](mailto:customerservice@inverclyde.gov.uk) or complete an on-line form  [Contact Us Form](#).

## d. Indicator details: Roads

SPI 067aK	Roads: customer satisfaction surveys completed		
2012/13	2013/14	2014/15	Target
9	8	1	8

SPI 067bK	Roads: % of carriageways reconstructed/resurfaced		
2012/13	2013/14	2014/15	Target
3.3	4	11	4.2

SPI 067cK	Roads: % of footways reconstructed/resurfaced		
2012/13	2013/14	2014/15	Target
0.39	0.75	1	0.8

SPI 067dK	Roads: gullies emptied per year		
2012/13	2013/14	2014/15	Target
7,838	8,189	7,680	8,598

**What the above data tells us:**

We only carried out one customer satisfaction survey in 2014/15.

We increased the percentage of carriageways that we reconstructed/resurfaced in 2014/15 by more than one third and performance of this indicator is well in excess of the target. The percentage of footways reconstructed/resurfaced also increased and is above target.

The number of gullies we emptied in 2014/15 was down by 509.

**Further information:** In 2014/15, we issued one customer satisfaction survey regarding the adoption of new lighting technology. We failed to carry out the target number of surveys due to workload and staff availability/recruitment issues.





The increase in the percentage of roads and footways resurfaced was possible due to an increase in capital spend. Historically, the Inverclyde area had a high percentage of roads requiring maintenance treatment. The Council therefore made roads maintenance a priority, funded by significant three year investment which started in 2013/14. We also prepared and implemented an asset investment strategy and allocated £17 million over three years as the first phase in dealing with the maintenance backlog on the four main asset groups: carriageways, footways, lighting and structures.

This investment in roads has enabled the Council to carry out more preventative or resurfacing work rather than solely responding to emergency pothole repairs or patches to roads. At present levels, we would expect roads to be resurfaced every 25 years and footways every 133 years.

Approximately 73% of gullies were cleaned in 2014/15 which is a 5% decrease on the previous year's figure of 78%. The reason for this was Winter weather-related issues which prevented the deployment of the gully vehicle on the network.








## Service performance - the education of children

		Status	
<b>Staying on rates</b>			
<b>SPI 045K</b>	Staying on rates: % for S5 pupils	●	↑ green - improving
<b>SPI 046aK</b>	Staying on rates: % for S6 pupils (S4-S6)	●	
<b>SPI 046bK</b>	Staying on rates: % for S6 pupils (S5-S6)	●	
<b>Pupil/teacher ratios</b>			
<b>SPI 047K</b>	Pupil/teacher ratio: primary schools	●	↔ amber - within tolerance
<b>SPI 048K</b>	Pupil/teacher ratio: secondary schools	●	
<b>School leaver destination results</b>			
<b>SPI 049K</b>	% proportion of school leavers (from Scottish publicly-funded schools) into positive and sustained destinations	a new indicator is being developed	

<b>Attendance rates</b>			
<b>SPI 050aiK</b>	% Attendance rate: primary schools		↔ amber - within tolerance
<b>SPI 050aiiK</b>	Attendance rate: primary schools - % difference from the national average	details will be available in February 2016	
<b>SPI 050biK</b>	% Attendance rate: secondary schools		↔ amber - within tolerance
<b>SPI 050biiK</b>	Attendance rate: secondary schools - % difference from the national average	details will be available in February 2016	
<b>SPI 050ciK</b>	% Attendance rate: special schools		↔ amber - within tolerance
<b>SPI 050ciiK</b>	Attendance rate: special schools - % difference from the national average	details will be available in February 2016	
<b>School improvement</b>			
<b>SPI 051K</b>	% of schools/early years establishments receiving positive inspection reports		↑ green - maximum performance maintained
<b>National 4 Qualifications</b>			
<b>New indicator</b>	% of the S4 cohort which achieved 5 or more qualifications at National 4	new indicator - target to be confirmed	
<b>New indicator</b>	% of the S4 cohort which achieved 5 or more qualifications at National 4 or above	new indicator - target to be confirmed	



<b>Attainment - S4</b>		
<b>SPI 052aiK</b>	% of pupils reaching Level 3 in English and mathematics by the end of S4	not available from 2014/15
<b>SPI 052aiiK</b>	% of pupils reaching Level 3 in English and mathematics by the end of S4 - comparison with the national average	
<b>SPI 052biK</b>	% of pupils achieving 5 passes at Level 3 by the end of S4	● ↓ red - declining
<b>SPI 052biiK</b>	% of pupils achieving 5 passes at Level 3 by the end of S4 - comparison with the national average	not available from 2014/15
<b>SPI 052ciK</b>	% of pupils achieving 5 passes at Level 5 by end of S4	● ↑ green - improving
<b>SPI 052ciiK</b>	% of pupils achieving 5 passes at Level 5 by end of S4 - comparison with the national average	details will be available in February 2016
<b>Attainment - S5</b>		
<b>SPI 052diK</b>	% of pupils achieving one pass at Level 6 by the end of S5	● ↑ green - improving
<b>SPI 052diiK</b>	% of pupils achieving one pass at Level 6 by the end of S5 - comparison with the national average	details will be available in February 2016
<b>SPI 052eiK</b>	% of pupils achieving 3 passes at Level 6 by the end of S5	● ↑ green - improving
<b>SPI 052eiiK</b>	% of pupils achieving 3 passes at Level 6 by the end of S5 - comparison with the national average	details will be available in February 2016
<b>SPI 052fiK</b>	% of pupils achieving 5 passes at Level 6 by the end of S5	● ↓ red - slight decline
<b>SPI 052fiiK</b>	% of pupils achieving 5 passes at Level 6 by the end of S5 - comparison with the national average	details will be available in February 2016

<b>Attainment - S6</b>			
<b>SPI 052giK</b>	% of pupils achieving 3 passes at Level 6 by the end of S6		↔ amber - within tolerance
<b>SPI 052giiK</b>	% of pupils achieving 3 passes at Level 6 by the end of S6 - comparison with the national average	details will be available in February 2016	
<b>SPI 052hiK</b>	% of pupils achieving 5 passes at Level 6 by the end of S6		↑ green - improving
<b>SPI 052hiiK</b>	% of pupils achieving 5 passes at Level 6 by the end of S6 - comparison with the national average	details will be available in February 2016	
<b>SPI 052iiK</b>	% of pupils achieving one pass at Level 7 by the end of S6		↑ green - improving
<b>SPI 052iiiK</b>	% of pupils achieving one pass at Level 7 by the end of S6 - comparison with the national average	details will be available in February 2016	
<b>Attainment - Looked after children</b>			
<b>SPI 054aK</b>	% of looked after children who achieved at least one qualification at Scottish Credit and Qualifications Framework (SCQF) Level 3 or better in the current diet for examinations		↓ red - small decline
<b>SPI 054bK</b>	% of looked after children who achieved SCQF Level 3 or better in English and mathematics by the end of S4		↑ green – improving
<b>Exclusions from school</b>			
<b>New indicator</b>	Exclusions from school per 1,000 pupils: primary schools		↑ green - improving
<b>New indicator</b>	Exclusions from school per 1,000 pupils: primary school pupils who are looked after		↑ green - improving

<b>New indicator</b>	Exclusions from school per 1,000 pupils: secondary schools	●	↑ green - improving
<b>New indicator</b>	Exclusions from school per 1,000 pupils: secondary school pupils who are looked after	●	↑ green - improving

## a. Indicator details: Staying on rates

SPI 045K Staying on rates: % for S5 pupils			
2012/13	2013/14	2014/15	Target
89.7	92.3	95	94.3

SPI 046aK Staying on rates: % for S6 pupils (S4-S6)			
2012/13	2013/14	2014/15	Target
64.1	66	69.8	68

SPI 046bK Staying on rates: % for S6 pupils (S5-S6)			
2012/13	2013/14	2014/15	Target
73.2	73.6	75.6	75.6

**What the above data tells us:**

The data shows there has been an increase in S5 and S6 staying on rates during the last year. The performance of these three indicators has improved year-on-year since 2012/13.

**Further information:** Possible reasons for the year-on-year increases in staying on rates are the remaining impact of the national economic context, where staying on at school has become a more viable option for many young people than in previous years. The changes to education provision in the senior phase of the Curriculum for Excellence (S4-S6/15-18 years) also make staying on at school a more flexible and relevant option for young people who may not be studying traditional academic subjects. Additionally, Inverclyde is developing personalisation and choice very effectively for more and more young people every year.

Recent national changes brought about by Welfare Reform may also affect staying on rates in Inverclyde yet further in the next few years.

## b. Indicator details: Pupil/teacher ratios

SPI 047K	Pupil/teacher ratio: primary schools			
	2012/13	2013/14	2014/15	Target
	16.8	16.9	17.1	16

SPI 048K	Pupil/teacher ratio: secondary schools			
	2012/13	2013/14	2014/15	Target
	12.3	12.4	12.3	12

**What the above data tells us:**

The pupil/teacher ratio for primary schools increased very slightly between 2013/14 and 2014/15. However, in secondary schools, there was a small decrease in the pupil/teacher ratio.

**Further information:** The national target for pupil/teacher ratios across primary and secondary sectors combined is 1:13.4. When taken together, Inverclyde is currently at 1:13.8 (including additional educational needs schools). The national target has been set to maintain the level of teachers in schools, in line with the Parliament's commitment to maintain high levels of teachers. Inverclyde has maintained a pupil/teacher ratio for both primary and secondary schools that is comfortably within the parameters set at national levels for this indicator.

**c. Indicator details: School leavers**

SPI 049K	% proportion of school leavers (from Scottish publicly-funded schools) into positive and sustained destinations		
2012/13	2013/14	2014/15	Target
94.9	94	a new indicator is being developed for use from December 2015	

**What the above data tells us:**

It is not appropriate to report the 2014/15 performance of this indicator as a new measurement is being developed for use from December 2015.

**Further information:** In 2003, Inverclyde had the second highest percentage rate of young people leaving school into negative destinations. By 2013/14, however, Inverclyde ranked sixth in Scotland regarding positive destinations, with 94% of school leavers going on to a positive destination post-school.

A follow-up exercise in March 2015 reported a national positive destination rate of 91.5%. In Inverclyde, the follow-up positive destination figure was 92%, slightly higher than the national average.

The collection of this data, including 0% 'unknowns' during the past five years, and the work sitting behind the positive outcomes are testimony to the excellent partnership working in Inverclyde.

A new national performance indicator regarding school leaver destination results is currently being developed which is due to start in December 2015.

## d. Indicator details: Attendance rates

SPI 050aiK % Attendance rate: primary schools			
2012/13	2013/14	2014/15	Target
95	95	94.6	95

SPI 050aiiK Attendance rate: primary schools - % difference from the national average			
2012/13	2013/14	2014/15	Target
		this figure will be available in February 2016	

SPI 050biK % Attendance rate: secondary schools			
2012/13	2013/14	2014/15	Target
92	92	91	92

SPI 050biiK Attendance rate: secondary schools - % difference from the national average			
2012/13	2013/14	2014/15	Target
		this figure will be available in February 2016	

SPI 050ciK % Attendance rate: special schools			
2012/13	2013/14	2014/15	Target
93	92	91.6	93

SPI 050ciiK Attendance rate: special schools - % difference from the national average			
2012/13	2013/14	2014/15	Target
		this figure will be available in February 2016	

**What the above data tells us:**

Attendance rates at schools dipped very slightly in 2014/15 in comparison to last year.

**Further information:** Pupil attendance at school is a priority for the Council and robust monitoring and recording systems are in place to maximise attendance in our educational establishments. Additionally, our primary school teachers are undergoing training in using the registration package of the SEEMiS education management information system. The aim is that all primary schools will be using the registration package by Christmas 2015. We hope this will further strengthen our ability to monitor and respond to attendance patterns and ultimately identify issues at an early stage.

The national average figures relating to this indicator will be available in February 2016 and will help us understand how our attendance rates compare with the national figures.




**e. Indicator details: Inspection reports**

SPI 051K	% of schools/early years establishments receiving positive inspection reports		
2012/13	2013/14	2014/15	Target
100	100	100	100

**What the above data tells us:**

The data shows that Inverclyde Council has continued to achieve 100% positive school inspection reports.

**Further information:**

Schools are inspected by Her Majesty's Inspectorate of Education which publishes reports on its inspections. To view inspection reports on Inverclyde's schools, visit  [Education Scotland](#). In addition, primary and secondary schools are regularly reviewed by the Council's Quality Improvement Officers. Each review is undertaken in partnership with school staff. The subsequent review report gives the school the opportunity to demonstrate the quality of its work and share it with parents and other interested parties.

**f. Indicator details: National 4 Qualifications**

new indicator % of the S4 cohort which achieved 5 or more qualifications at National 4			
2012/13	2013/14	2014/15	Target
the National 4 qualifications were introduced in August 2013	51.6	79.6	new indicator - target to be confirmed

new indicator % of the S4 cohort which achieved 5 or more qualifications at National 4 or above			
2012/13	2013/14	2014/15	Target
the National 4 qualifications were introduced in August 2013	84.1	84.9	new indicator - target to be confirmed

**What the above data tells us:** The percentage of pupils from the S4 cohort who achieved 5 or more qualifications at National 4 increased by 28% between 2013/14 and 2014/15. In 2014/15, there was also a small increase (0.8%) from an already high number in 2013/14 in the percentage of pupils from the S4 cohort who achieved 5 or more qualifications at National 4 or above.

**Further information:** The number of pupils in the 2013/14 cohort was 781 while the following year's cohort comprised 806 pupils. The National 4s were introduced in August 2013 and replaced the Standard Grade (General Level) Intermediate One national qualification. The new qualifications have a greater focus on developing skills: pupils aim to develop practical skills like data collection, literacy, numeracy and team working; Core Skills like communication, ICT and problem solving; and Skills for Learning, Life and Work such as employability, independent thinking, and enterprise and citizenship. Qualifications like the National 4s are designed to ensure pupils develop these skills and transfer them to real-life settings outside the classroom, including the workplace. This process is encouraged through changes to learning, teaching and assessment. Assessment takes place via practical activities, performances and research projects.

## g. Indicator details: S4 attainment

SPI 052aiK % of pupils reaching Level 3 in English and mathematics by the end of S4			
2012/13	2013/14	2014/15	Target
This indicator has been replaced by a national benchmarking indicator of achievement of qualifications in both literacy and numeracy at SCQF Levels 4 and 5; performance will be reported to a future meeting of the Committee			

SPI 052aiiK % of pupils reaching Level 3 in English and mathematics by the end of S4 - comparison with the national average			
2012/13	2013/14	2014/15	Target
This indicator has been replaced by a national benchmarking indicator of achievement of qualifications in both literacy and numeracy at SCQF Levels 4 and 5; performance will be reported to a future meeting of the Committee			

SPI 052biK % of pupils achieving 5 passes at Level 3 by the end of S4			
2012/13	2013/14	2014/15	Target
97	93	90.2	98

SPI 052biiK % of pupils achieving 5 passes at Level 3 by the end of S4 - comparison with the national average			
2012/13	2013/14	2014/15	Target
		this figure will be available in February 2016	

SPI 052ciK % of pupils achieving 5 passes at Level 5 by end of S4			
2012/13	2013/14	2014/15	Target
35	36	37.8	38

SPI 052ciiK % of pupils achieving 5 passes at Level 5 by end of S4 - comparison with the national average			
2012/13	2013/14	2014/15	Target
		this figure will be available in February 2016	

**What the above data tells us:**

The indicators which measure the percentage of pupils reaching Level 3 in English and mathematics by the end of S4 are no longer used.

Between 2013/14 and 2014/15, there was a small decrease (2.8%) in the number of pupils who achieved five passes at Level 3 by the end of S4; the Council's performance reflects the national picture for this indicator. However, the figure should be taken in the context of the Council's improved outcomes in meeting the needs of pupils, for example, by changing their learning pathways by offering them flexible learning options including work experience and placements at college.

Additionally, it should be noted that for this measure – and indeed every educational attainment indicator - the Council outperforms its virtual comparators. Our virtual comparators comprise pupils from schools in other local authorities who have similar characteristics to the pupils in Inverclyde schools. The virtual comparator is a measure where, for every one pupil in our statistics, information is gathered relating to 10 similarly attaining students from across Scotland. For example, a school subject taken by 35 students would be compared to 350 pupils of similar ability. Therefore, to outperform our virtual comparators is a good measure of how well the Council is performing against a much larger group of students. Further, the process allows us to see how our pupils' performance compares to a similar group of pupils from across the country; it also help us undertake self-evaluation and improvement activities.

**Further information:** The indicators which previously measured the percentage of pupils reaching Level 3 in English and mathematics by the end of S4 have been replaced by a national benchmarking indicator of achievement of qualifications in both literacy and numeracy at SCQF Levels 4 and 5. The performance against this new indicator will be reported to a future meeting of the Committee.

The national average figures for S4 attainment will be available in February 2016 and will help us understand how the achievements of our pupils by the end of S4 compare with the national picture.

## h. Indicator details: S5 attainment

<b>SPI 052diK</b>	<b>% of pupils achieving one pass at Level 6 by the end of S5</b>		
<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>Target</b>
45	49	52.1	48

<b>SPI 052diiK</b>	<b>% of pupils achieving one pass at Level 6 by the end of S5 - comparison with the national average</b>		
<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>Target</b>
		this figure will be available in February 2016	

<b>SPI 052eiK</b>	<b>% of pupils achieving 3 passes at Level 6 by the end of S5</b>		
<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>Target</b>
25	26	30	26

<b>SPI 052eiiK</b>	<b>% of pupils achieving 3 passes at Level 6 by the end of S5 - comparison with the national average</b>		
<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>Target</b>
		this figure will be available in February 2016	

<b>SPI 052fiK</b>	<b>% of pupils achieving 5 passes at Level 6 by the end of S5</b>		
<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>Target</b>
10	12	11.8	12

<b>SPI 052fiiK</b>	<b>% of pupils achieving 5 passes at Level 6 by the end of S5 - comparison with the national average</b>		
<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>Target</b>
		this figure will be available in February 2016	

**What the above data tells us:**

There were significant increases in the number of pupils who achieved one pass and three passes respectively at Level 6 by the end of S5. However, the percentage of pupils who achieved five passes at Level 6 by the end of S5 dropped very slightly by 0.2%. Additionally, it should be noted that the Council outperforms its virtual comparator local authorities for every educational attainment measure.

**Further information:** In February 2016, the national average figures for S5 attainment will be available and will provide the opportunity to help us understand how the achievements of our pupils by the end of S5 compare with the national figures.

## i. Indicator details: S6 attainment

<b>SPI 052giK</b>	<b>% of pupils achieving 3 passes at Level 6 by the end of S6</b>		
<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>Target</b>
38	36.5	38.1	39

<b>SPI 052giiK</b>	<b>% of pupils achieving 3 passes at Level 6 by the end of S6 - comparison with the national average</b>		
<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>Target</b>
		this figure will be available in February 2016	

<b>SPI 052hiK</b>	<b>% of pupils achieving 5 passes at Level 6 by the end of S6</b>		
<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>Target</b>
26	23	25.9	27

<b>SPI 052hiiK</b>	<b>% of pupils achieving 5 passes at Level 6 by the end of S6 - comparison with the national average</b>		
<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>Target</b>
		this figure will be available in February 2016	

<b>SPI 052iiK</b>	<b>% of pupils achieving one pass at Level 7 by the end of S6</b>		
<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>Target</b>
18	13	17.9	19

<b>SPI 052iiiK</b>	<b>% of pupils achieving one pass at Level 7 by the end of S6 - comparison with the national average</b>		
<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>Target</b>
		this figure will be available in February 2016	

**What the above data tells us:**

The performance of all S6 attainment indicators improved between 2013/14 and 2014/15.

The number of pupils who achieved three passes at Level 6 by the end of S6 rose by 1.6% while the percentage of pupils who achieved five passes at Level 6 by the end of S6 increased by almost 3%. The biggest improvement, however, was in the number of pupils who achieved one pass at Level 7 by the end of S6 where the percentage increased by 4.9%. Additionally, it should be noted that the Council outperforms its virtual comparator local authorities for every educational attainment measure.

**Further information:**

In February 2016, the national average figures for S6 attainment will be available; they will help us understand how the achievements of our pupils by the end of S6 compare with the national figures.



## j. Indicator details: Looked after children's attainment

SPI 054aK	% of looked after children who achieved at least one qualification at SCQF Level 3 or better in the current diet for examinations		
2012/13	2013/14	2014/15	Target
61.9	93	91	98

SPI 054bK	% of looked after children who achieved SCQF Level 3 or better in English and mathematics by the end of S4		
2012/13	2013/14	2014/15	Target
86.8	65	76.9	70

**What the above data tells us:**

Despite a very small decline (2%) in the performance of the first indicator, the number of looked after children who achieved at least one qualification at SCQF Level 3 or better in the current diet for examinations is still almost 30% higher than two years ago. Additionally, the percentage of children who achieved SCQF Level 3 or better in English and mathematics by the end of S4 increased by more than 11%.

**Further information:** The majority of looked after children achieved significantly more than one qualification in 2014/15; indeed most pupils completed S4 with at least four qualifications at SCQF Level 3, 4 or 5.

Ensuring looked after pupils achieve a minimum of SCQF Level 3 in English and mathematics by the end of S4 is a priority for the Council. In 2012/13, targeted support was therefore put in place for children who are looked after to help them achieve this goal. At the end of the first year of this focused approach, it was evident that, without the intervention of the Looked After Teachers, more than 50% of the pupils would not have achieved their English and mathematics qualifications. The early success of this focus has led to it being embedded in our educational practice.

## k. Indicator details: Exclusions from school

Exclusions from school per 1,000 pupils: primary schools			
2012/13	2013/14	2014/15	Target <sup>2</sup>
8.3	3.5	1.3	see note 2 below

Exclusions from school per 1,000 pupils: primary school pupils who are looked after			
2012/13	2013/14	2014/15	Target
51.4	96.3	60.6	see note 2 below

Exclusions from school per 1,000 pupils: secondary schools			
2012/13	2013/14	2014/15	Target
71.4	35.4	22.6	see note 2 below

Exclusions from school per 1,000 pupils: secondary school pupils who are looked after			
2012/13	2013/14	2014/15	Target
316.8	282.9	232.3	see note 2 below

**What the data tells us:**

Between 2013/14 and 2014/5, there were substantial decreases in the number of children excluded from Inverclyde's schools:

- primary schools: ↓ 2.2
- primary school pupils who are looked after: ↓ 35.7
- secondary school pupils: ↓ 12.8
- secondary school pupils who are looked after: ↓ 50.6.

<sup>2</sup> The national average for 2014/15 is currently being calculated by the Scottish Government

**Further information:** Inverclyde has achieved significant year-on-year reductions in school exclusions and we have consistently met the Scottish average for these indicators. To achieve this aim, we embedded the GIRFEC Champions approach in all schools. Proportional visits are also made to educational establishments by the Head of Inclusive Education, Culture and Corporate Policy and the Principal Educational Psychologist.

We have rolled out our *Positive Behaviour, Positive Relations Policy* which has been recognised nationally as an example of good practice. The Policy sets out strategies for use in the Education Service to bring about positive behaviour changes through support, strategies and understanding, within a calm, controlled environment.

In partnership with the Improvement Service, the Council is leading on a pilot benchmarking initiative on the subject of looked after children which aims to assess performance and deliver improvements across eight local authorities.

## Service performance - waste

		Status	
<b>SPI 072aS</b>	Refuse: net cost in £ of refuse collection per premise (combined domestic, commercial and domestic bulky uplift)	●	↑ green - improving
<b>SPI 072bS</b>	Refuse: net cost in £ of refuse disposal per premise	●	↑ green - small increase in costs but still below target

## a. Indicator details: Waste

<b>SPI 072aS</b>	Refuse: net cost in £ of refuse collection per premise (combined domestic, commercial and domestic bulky uplift)		
2012/13	2013/14	2014/15	Target
52.34 (gross cost)	30.96	29.97	35

<b>SPI 072bS</b>	Refuse: net cost in £ of refuse disposal per premise		
2012/13	2013/14	2014/15	Target
74.56 (gross cost)	63.49	69.36	75

**What the data tells us:**

Until 2012/13, the waste indicators measured the gross cost of refuse collection and disposal per premise. However, from 2013/14, the data measures the net cost of service provision per premise which takes account of income generated.

**Further information:** Although the data shows a declining performance for refuse disposal between 2013/14 and 2014/15, this is to be expected as a result of an £8 per tonne increase in landfill tax in 2013/14 (a 12.5% increase from the previous year). Furthermore, the increase

in the level of service provision for our new kerbside glass collection service required under legislation has increased our collection costs accordingly.

Historically, using gross costs only did not provide a true assessment of the overall cost of providing waste collection and/or disposal services. It also failed to recognise that waste management has the potential to generate significant income for local authorities and that councils' performance in this area is equally as important in managing its costs.

## Inverclyde Council's Statutory and Key Performance Indicators Annual Report 2014/15

### Local Government Benchmarking Framework Indicators

Inverclyde Council has a statutory duty to capture and record how well it performs in relation to a wide range of performance information. Our performance, as set out in Audit Scotland's SPIs Direction 2014 under SPI 1 and SPI 2, is presented in Appendix 1.

The other component of the SPIs Direction is the Local Government Benchmarking Framework (LGBF) indicators, details of which will be published by the Improvement Service in January 2016, including the Council's ranking in comparison to other Scottish local authorities. In the meantime, however, the performance data submitted to the Improvement Service to allow them to compile the LGBF indicators is included in this Appendix.

The status column indicates whether performance is considered to be:

↑ green - good performance








↔ amber - within tolerance






↓ red - performance declined.

Under SPI 3, the LGBF figures provided by the Council are contextual information used by the Improvement Service to calculate the final indicators. On that basis, therefore, it was not considered appropriate to include in this Appendix performance information regarding the following indicators:

Sport and Leisure Management C&L 1 10	All pools: number of attendances. This figure is used to calculate the cost per attendance.
Sport and Leisure Management C&L 1 10	Attendances at indoor sports facilities excluding pools: number of attendances. This figure is used to calculate the cost per attendance.
Refuse collection - ENV1, 1a, 2, 2a 23 a	Number of premises for refuse collection (household and commercial). This figure is used to calculate the cost per premise.

## Local Government Benchmarking Framework Indicators

			Status
<b>Sickness absence</b>			
<b>CORP 6 1 a</b>	Sickness absence: the average number of working days per employee lost through sickness absence - Inverclyde Council teachers		↑ green - improving
<b>CORP 6 1 b</b>	Sickness absence: the average number of working days per employee lost through sickness absence - all other Inverclyde Council employees		↑ red - performance improved but above target
<b>Equal opportunities</b>			
<b>CORP 3b 2</b>	Equal opportunities policy: the % of the highest paid 5% among Inverclyde Council employees that are women (excluding teachers)		↔ amber - improved and within a tolerable range
<b>Council Tax</b>			
<b>CORP 4 5 a</b>	Council Tax: collection - cost of collecting Council Tax in £ per dwelling (all dwellings, not just chargeable)		↑ green - improving
<b>CORP 7 6 a</b>	Council Tax: income due in £ for the year excluding reliefs and rebates		↑ green - improving
<b>CORP 7 6 b</b>	Council Tax income: % of income due from Council Tax for the year that was received by the end of the year		↑ green - improving
<b>CORP 8 7</b>	Payment of invoices: % of invoices sampled and paid within 30 days		↑ green - improving

<b>Asset management</b>			
<b>CORP ASSET 1 &amp; 2 8 a</b>	Asset management: gross internal floor (GIA) area of operational buildings - % proportion of the GIA that is in a satisfactory condition		↑ green - improving
<b>CORP ASSET 1 &amp; 2 8 b</b>	Asset management: operational buildings: % that are suitable for their current use		↔ amber - improved and within a tolerable range
<b>Museum services</b>			
<b>C&amp;L 3 11 a</b>	Museum services: number of visits to/usages of Inverclyde Council-funded or part-funded museums per 1,000 population		↑ green - improving
<b>Use of libraries</b>			
<b>C&amp;L 2 12 a</b>	Use of libraries: number of visits to libraries per 1,000 population		↑ green - improving
<b>Domestic noise complaints</b>			
<b>CORP 5b2 20 a</b>	Domestic noise complaints: for all those noise complaints requiring attendance on site, the average time (in hours) between the time of the complaint and attendance on site (including both those dealt with and not dealt with under Part V of The Anti-Social Behaviour Act 2004)		↑ green - improving



## a. Indicator details: Sickness absence

CORP 6 1 a	Sickness absence: the average number of working days per employee lost through sickness absence - Inverclyde Council teachers			
	2012/13	2013/14	2014/15	Target
	8.3	7.6	6.4	9

CORP 6 1 b	Sickness absence: the average number of working days per employee lost through sickness absence - all other Inverclyde Council employees			
	2012/13	2013/14	2014/15	Target
	10.7	11.9	11.1	9

**What the above data tells us:**

The data shows an improvement in sickness absence rates for both teachers and all other local government employees. Inverclyde Council's performance for these indicators compared to other Scottish councils will be published in January 2016.

**Further information:** Employee costs form a large proportion of the Council's budget and it is recognised that high levels of absence represent a significant cost that the Council must reduce. Through robust absence management procedures, the Council is endeavouring to support employees and reduce the level of absence. The Council works closely with its occupational health provider to ensure that absent employees are given the necessary support to enable them to return to work as soon as possible. Musculoskeletal issues and mental health-related illness represent the largest percentage of absence within the Council. Strategies are now in place to have employees with these issues fast-tracked to HR so that support can be provided as quickly as possible. We also now have an on-line attendance management form which has made the escalation of absence cases to HR more efficient and easier for Council Services.

In addition to the above, the Council has undertaken a targeted response to absence management where areas of concern have been identified; this has ensured attendance management has been brought to the top of the agenda in a variety of ways:

- real time information is available to managers via the fully automated HR/Payroll system;
- HR produce and distribute attendance information at regular intervals by section, establishment and employee;

- the Local Negotiating Committee for Teachers and head teachers' meetings are attended by HR where attendance is discussed as an agenda item;
- attendance is an established item at the Trades Union Liaison meetings and HR attend Directorate Management Team meetings on a regular basis to discuss this; and
- training on attendance management now includes lunch time drop-in type meetings, where managers can meet an HR representative to discuss attendance issues.

As a Council, we have moved to electronic data collection and pull all statistics from the Council's HR/Payroll management system. A challenging absence rate of nine work days per full-time equivalent has been set and the Council will continue to work to improve absence rates. Council Services have been given access to absence reports which will allow them to monitor absence on a continuous basis, ensuring Services take ownership of absence. Directorates are also sent quarterly absence information as part of their quarterly Workforce Information Activity reports.

**b. Indicator details: Equal opportunities policy**

CORP 3b 2	Equal opportunities policy: the % of the highest paid 5% among Inverclyde Council employees that are women (excluding teachers)		
	2012/13	2013/14	2014/15
			Target
47	49.3	50.6	52

**What the above data tells us:**

The above data shows that there has been a continued increase in the percentage of female employees in the top 5% of earners. Inverclyde Council's performance for this indicator compared to other Scottish councils will be published in January 2016.

**Further information:** In 2014/15, there were 160 employees in the top 5% of earners within Inverclyde Council, of these 81 were female. This information is drawn directly from the Council's electronic HR/Payroll management system.

The Council has robust equality management procedures in place. In addition, recruitment and selection procedures are equality impact-assessed to ensure that equality standards are met. Recruitment and selection procedures are also subject to rigorous re-evaluation at regular intervals to ensure equality standards are maintained.

The Council has a new Equalities Officer in post who will continue to work with Council Services to further embed equalities within the day-to-day activities of the Council.

## c. Indicator details: Council Tax

CORP 4 5 a	Council Tax: collection - cost of collecting Council Tax in £ per dwelling (all dwellings, not just chargeable)			
	2012/13	2013/14	2014/15	Target
	15.47	14.05	11.73	16

CORP 7 6 a	Council Tax: income due in £ for the year excluding reliefs and rebates			
	2012/13	2013/14	2014/15	Target
	27,033,690	27,246,489	27,664,813	-

CORP 7 6 b	Council Tax income: % of income due from Council Tax for the year that was received by the end of the year			
	2012/13	2013/14	2014/15	Target
	94.2	94.5	94.8	94

**What the above data tells us:**

The data shows a further improvement in Council Tax performance in 2014/15. The cost of collecting Council Tax has fallen to its lowest level, £11.73, whilst the percentage of Council Tax collected also improved in 2014/15 to 94.8%. Inverclyde Council's performance for these indicators compared to other Scottish councils will be published in January 2016.

**Further information:** The decrease in the cost of Council Tax collection is mainly due a reduction in the costs of accommodation and an increase in Scottish Water Service Level Agreement income received in the year.

The percentage of Council Tax income received by the end of the year is an area that is constantly monitored and reported in the Environment, Regeneration and Resources Corporate Directorate Improvement Plan 2013/16 progress reports. Performance is consistently under review and fresh initiatives implemented where it is identified that collection levels could be improved.

## d. Indicator details: Payment of invoices

CORP 8 7	Payment of invoices: % of invoices sampled and paid within 30 days			
	2012/13	2013/14	2014/15	Target
96.03	96.3	96.59	95	

**What the above data tells us:**

The data shows that the percentage of invoices paid within 30 days increased again in 2014/15. Inverclyde Council's performance for this indicator compared to other Scottish councils will be published in January 2016; however, Inverclyde is traditionally one of the top performing authorities for this measure.

**Further information:** The Council is constantly looking to see where it can improve efficiency and this is an area where the Council has made significant efficiencies in the past. The team has reduced in size as Council Services and Finance work together to maintain performance.

Like all areas within Finance, officers are constantly looking to see where efficiency can be improved.

This information is reviewed annually through the Directors of Finance performance indicators. Performance is also monitored on a monthly basis and reported through the Environment, Regeneration and Resources Corporate Directorate Improvement Plan 2013/16 progress reports.

## e. Indicator details: Asset management

CORP ASSET 1 & 2 8 a	Asset management: gross internal floor (GIA) area of operational buildings - % proportion of the GIA that is in a satisfactory condition			
	2012/13	2013/14	2014/15	Target
	82.3	83.5	85.2	85

CORP ASSET 1 & 2 8 b	Asset management: operational buildings: % that are suitable for their current use			
	2012/13	2013/14	2014/15	Target
	80.3	87.2	88.7	90

**What the above data tells us:**

The performance data shows that there has been a year-on-year improvement in both the proportion of operational buildings that are suitable for current use and the proportion of the internal floor area of operational buildings that is in a satisfactory condition. Inverclyde Council's performance for these indicators compared to other Scottish councils will be published in January 2016.

**Further information:** The suitability of operational accommodation is measured through the use of questionnaires. Questionnaires were issued to all occupiers, as they are best placed to advise on the suitability of the property for their Council Service. The questionnaires are broken down into sections which analyse a number of factors and Council Services are asked to grade each question. All properties receiving an overall 'A' or 'B' rating are considered suitable; those with a 'C' or 'D' rating are not. Once questionnaires are returned from service users, the appropriate overall percentage of properties suitable for use is calculated. New questionnaires are issued every five years, or earlier if there has been a significant change to the property or if the service user changes. The questionnaires were compiled following discussion with other Scottish councils therefore all returns should be on roughly the same basis. Results are also benchmarked at the Association of Chief Estates Surveyors' meetings.

## f. Indicator details: Museum services

C&L 3 11 a	Museum services: number of visits to/usages of Inverclyde Council-funded or part-funded museums per 1,000 population		
	2012/13	2013/14	2014/15
721	808	908	Target 811

**What the above data tells us:**

The number of visits to the Museum increased again in 2014/15 and exceeded the target set for the year. Inverclyde Council's performance for this indicator compared to other Scottish councils will be published in January 2016.

**Further information:** Museum visits/usage includes:

- visits by members of the public, including group visits and schools visits;
- enquiries (through whatever medium, such as online) that mean the public gain knowledge from/about the Museum collections; and
- outreach visits by Museum staff to specific audiences.

In 2014/15 there were 72,943 visits to the Museum, a significant increase on the number of visits in 2013/14 which was 65,178. In 2014/15, this equated to 908 visits per 1,000 population; our target for that reporting year was therefore exceeded.

As part of the McLean Museum's Service Plan, there has been considerable investment of time and effort in expanding the online presence of the Museum's collections, giving access to enquirers worldwide.

## g. Indicator details: Use of libraries

C&L 2 12 a	Use of libraries: number of visits to libraries per 1,000 population			
	2012/13	2013/14	2014/15	Target
	4,462	4,873	5,003	4,182

**What the above data tells us:**

The number of library visits per 1,000 population has increased year-on-year and exceeded the target for 2014/15, reaching a new high for that reporting year. Inverclyde Council's performance for this indicator compared to other Scottish councils will be published in January 2016.

**Further information:** The increase in the number of visits to libraries during 2014/15 is partly due to the substantial increase in both the use of computer facilities and the number of adult learners attending classes in Inverclyde libraries. Additionally, Inverclyde libraries launched an eMagazine service in April 2014 and, together with our eBook/eAudio service, we have seen an incredible 245% increase in eissues.



## h. Indicator details: Domestic noise complaints

CORP 5b2 20 a	Domestic noise complaints: for all those noise complaints requiring attendance on site, the average time in hours between the time of the complaint and attendance on site (including both those dealt with and not dealt with under Part V of The Anti-Social Behaviour Act 2004)			
	2012/13	2013/14	2014/15	Target
16.6	0.7	1.8	12	

**What the above data tells us:**

The data shows that the time taken to attend on site for a noise complaint increased in 2014/15 from 0.7 hours to 1.8 hours. The performance level is still significantly better than target. Inverclyde Council's performance for this indicator compared to other Scottish councils will be published in January 2016.

**Further information:** Changes were made to the way this performance indicator was recorded in 2013/14. Previously, the indicator was inflated by our inclusion of appointments made to suit the complainant where an immediate response was not required. We are now only including those where a quick response is required.

It is unlikely that further significant improvements can be made to this indicator without disproportionate expenditure.