

Report To: Policy and Resources Committee **Date:** 15 November 2016

Report By: Head of Inclusive Education, Culture and Corporate Policy **Report No:** PR/24/16/GMcG/KB

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Subject: Statutory and Key Performance Indicators Annual Report 2015/16

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 2015/16 which details progress made in the last year towards achievement of our performance indicator targets.

2.0 SUMMARY

2.1 The indicators in this report fulfil the requirement set out in the Audit Scotland Statutory Performance Indicators (SPIs) Direction 2015. The Direction specifies that the Council must report on how it performed in 2015/16 in two categories: *Corporate Management* and *Service Improvement*.

2.2 The other component of the SPIs Direction is the Local Government Benchmarking Framework (LGBF), details of which will be published by the Improvement Service in January 2017, including the Council’s ranking in comparison to the other Scottish local authorities. In the meantime, however, for completeness, the performance details submitted to the Improvement Service to allow them to compile the LGBF indicators are also included in this report. Full details of the Framework, including the Council’s ranking in comparison to the other Scottish local authorities, will be published by the Improvement Service in January 2017 and reported to the Corporate Management Team and the Policy and Resources Committee thereafter.

2.3 Appendix 1 outlines how the Council performed across the indicators grouped under the headings of *Corporate Management* and *Service Improvement*. The 2015/16 status of our performance indicators, together with the status for the previous two years is:

APPENDIX
1

Status	green - good performance	amber - within tolerance	red - performance declined	no target set	not available	no activity
2015/16	57	19	14	11	18	3
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 LBGF indicators. The 2015/16 status of the performance indicators, together with the status for the previous two years is:

Status	green - good performance	amber - within tolerance	red - performance declined	not included in this report
2015/16	10	2	1	3
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. notes that a separate report will be prepared in 2017 when the 2015/16 LBGF indicators have been published and analysed and the Council's performance in relation to the other Scottish local authorities is known; and
- c. agrees that the information in the Appendices can be used to update the performance pages on the Council's website.

Grant McGovern
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 2014/15 was submitted to the Policy and Resources Committee in November last year and fulfilled that requirement for 2015; this report fulfils the requirement for 2016.

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4.3 At the meeting of the Policy and Resources Committee in November 2015, Elected Members asked Officers to review the Roads' customer satisfaction process with a view to improving participation; details of this review are outlined on page 60 of Appendix 1.

4.4 As per Audit Scotland's SPIs Direction 2015, the Council must monitor and report its performance to the public on a range of indicators under the following headings:

- Corporate Management (SPI 1)
- Service Performance (SPI 2)
- LGBF (SPI 3).

4.5 The main focus of this report is SPI 1 and SPI 2, with the full detail of SPI 3 for 2015/16 reported to the Policy and Resources Committee once it has been published by the Improvement Service in January 2017. 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.

4.6 The Council has an obligation under the SPIs Direction 2015 to provide the public with a rounded picture of our performance. Therefore, the information in the Appendices, once approved, will be published on the performance pages of the Council's website.

4.7 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.

4.8 Appendices 1 and 2 contain data for 2013/14, 2014/15 and 2015/16, together with target information and a commentary on the 2015/16 performance from the appropriate Council Service. The figures in the Appendices were in the main 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.

- 4.9 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 a declined performance. Anything in between these two points is designated as amber (within tolerance).

5.0 INDICATORS – 2015/16 POSITION

- 5.1 Appendix 1 outlines how the Council performed across the indicators grouped under the headings of *Corporate Management* and *Service Improvement*. The 2015/16 status of these performance indicators, together with the status for the previous two years is:

Status	green - good performance	amber - within tolerance	red - performance declined	no target set	not available	no activity
2015/16	57	19	14	11	18	3
2014/15	60	18	14	7	14	4
2013/14	61	15	12	7	19	2.

- 5.2 Due to the nature of the service provided, target and status details are not allocated to the following indicators:

SPI 035aK	Case conferences: % of child protection case conferences where parental drug misuse was identified
SPI 035bK	Case conferences: % of child protection case conferences where parental alcohol misuse was identified
SPI 056K	Ratio of child protection referrals: % of children who were placed on the Child Protection Register
SPI 030aK	Balance of care (respite): % of all respite care in a traditional setting
SPI 030diK	Respite care: total overnight provision (nights)
SPI 030diiK	Respite care: total day time hours provided
SPI 069aK	Trading standards: number of interventions carried out at business premises in Inverclyde
	Exclusions from school – 4 indicators.

- 5.3 Information for 2015/16 about five community care indicators is not currently available. However, as indicated at paragraph 5.2, targets have not been set for two of these indicators, therefore, their status details when known will not affect the overall status figures for 2015/16.

- 5.4 The Procurement Capability Assessment has been replaced by the Procurement and Commercial Improvement Programme which has a different criteria and scoring mechanism. The first audit of the Council's procurement service under the new regime has yet to be carried out; once it has been completed, details will be available for the following indicator:

Procurement and Commercial Improvement Programme, based on an annual audit by Scotland Excel.

5.5 Details regarding the following education indicators are no longer available:

National 4 Qualifications

% of the S4 cohort which achieved 5 or more qualifications at National 4

Attainment – S4:

SPI 052aiiK % of pupils reaching Level 3 in English and mathematics by the end of S4 - comparison with the national average

SPI 052biiK % of pupils achieving 5 passes at Level 3 by the end of S4 - comparison with the national average

SPI 052ciiK % of pupils achieving 5 passes at Level 5 by the end of S4 - comparison with the national average

Attainment – S5:

SPI 052diiK % of pupils achieving one pass at Level 6 by the end of S5 - comparison with the national average

SPI 052eiiK % of pupils achieving 3 passes at Level 6 by the end of S5 - comparison with the national average

SPI 052fiiK % of pupils achieving 5 passes at Level 6 by the end of S5 - comparison with the national average

Attainment – S6:

SPI 052giiK % of pupils achieving 3 passes at Level 6 by the end of S6 - comparison with the national average

SPI 052hiiK % of pupils achieving 5 passes at Level 6 by the end of S6 - comparison with the national average

SPI 052iiiK % of pupils achieving one pass at Level 7 by the end of S6 - comparison with the national average.

5.6 Appendix 2 outlines the Council's performance regarding the LGBF indicators. The general picture of these measures during 2015/16 is a positive one:

- 77% had green status;
- 15% had amber status: and
- 8% had red status.

The 2015/16 status of the LGBF indicators, together with the status for the previous two years is:

Status	green – performance improved	amber – within tolerance	red – performance declined	not included in this report
2015/16	10	2	1	3
2014/15	9	2	1	3
2013/14	10	1	1	3.

It should be noted that the LGBF performance information is submitted to the Improvement Service to allow them to compile the LGBF indicators; these details are also included in this report only for ease of reference.

5.7 A new indicator has been introduced to the LGBF for 2015/16:

CORP 3c: Equal opportunities policy: the % gender pay gap between the average hourly rate of pay for male and female Inverclyde Council employees.

This indicator has been included to provide a broader view of the gender pay balance across all employees in the Council, as well as a better representation of the progress Scottish local authorities are making in improving equality outcomes. Ultimately, this measure will replace indicator CORP3b: Equal opportunities policy: the % of the highest paid 5% of earners among Inverclyde Council employees that are women (excluding teachers); in the meantime, however, during the transition period, the data for both measures is still required to be reported to the Improvement Service.

While no target has been allocated to this indicator, it has been assigned a status with the aim of providing a measure of progress being made regarding the gender pay gap.

6.0 2015/16 PERFORMANCE INDICATORS OVERVIEW

6.1 Overall, the 2015/16 performance of the indicators under SPI 1 and SPI 2 was very positive:

- 61% had green status;
- 22% had amber status: and
- 17% 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 three indicators achieved or maintained maximum performance:

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 061K Traffic light repairs: % completed within 48 hours.

6.3 Fifty-five of our indicators had green status in 2015/16. Examples of these indicators are listed below, together with a summarised commentary from the appropriate Council Service:

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

There was a substantial decrease (17.3%) in the number of health and safety incidents in 2015/16.

- **SPI 012K: Corporate aims: % of employees that understand how their work contributes to the Council's aims**

The number of employees that understand how their work contributes to the Council's aims and objectives has increased by 6% to 89%.

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

There was a significant increase (9.1%) in the number of employees who received equalities training in 2015/16, rising from 2.3% in 2014/15 to 11.4% in 2015/16.

- **SPI 023K: Reduction in the Council's carbon emissions in CO2 tonnes**

Following an increase between 2013/14 and 2014/15, the Council's carbon emissions reduced by 8.6% in the last reporting year.

- **SPI 067dK: Roads: gullies emptied per year**

While we saw a drop in the number of gullies emptied between 2013/14 and 2014/15, performance of this measure improved last year; we emptied 870 more gullies than the target figure, an increase of 15%.

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**
- **SPI 054bK: % of looked after children who achieved SCQF Level 3 or better in English and mathematics by the end of S4**

Performance of both these measures improved during the last reporting year with the targets exceeded in both instances.

6.4 Fifteen of our indicators had red status in 2015/16. Examples of these indicators are listed below, together with a summarised commentary from the appropriate Council Service:

- **SPI 021K: Abandoned vehicles: % of vehicles uplifted within 14 days**

During the last year, we saw an unusually high number of vehicles being abandoned in the Inverclyde area. On two occasions, we were required to affix notices on vehicles which were on private land; these notices were in place over the 14 day period which resulted in the indicator's target of 14 days being exceeded.

- **Criminal justice social work**

Performance declined regarding the indicators which measure the percentage of service users whose induction/first meeting with a supervising officer took place within five working days of imposition of the court order, as well as the percentage of service users who began their first work placement within seven working days of imposition of court order.

- **SPI 038bK: Number of library issues per 1,000 population**

The continued reduction in the number of library issues in Inverclyde 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 and, together with our eBook/eAudio service, this has proved to be very popular.

- **Planning**

The performance of four Planning indicators declined in 2015/16; full details are provided on pages 49-53 of Appendix 1. However, despite the decline in performance, it should be noted that the planning application performance figures were still significantly better than the Scottish average.

- **SPI 067aK: Roads: customer satisfaction surveys completed**

We did not carry out any customer satisfaction surveys in 2015/16. A review of the survey process is being carried out with a view to enhancing customer engagement and improving the return rate for the questionnaires. A number of high profile, high spend projects have already been identified to test the new process; the first revised questionnaire is expected to be issued by the end of November 2016.

- **SPI 051K: % of schools/early years establishments receiving positive inspection reports**

Two inspections were carried out last year. One report was satisfactory while one had areas which require additional support; an action plan had been put in place to progress those areas.

- **SPI 052biK: % of pupils achieving 5 passes at Level 3 by the end of S4**

Between 2014/15 and 2015/16, the number of pupils who achieved five passes at Level 3 by the end of S4 reduced by 7.1%.

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 decline in performance of the abandoned vehicles indicator was because we were required to affix notices to vehicles which were on private land.

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 2015/16 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. The Committee is asked to note that a separate report will be prepared in 2017 when the 2015/16 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 2015/16

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 2015 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 2015 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 2015/16 indicators, to be published by the Improvement Service in January 2017, will be available here  [Local Government Benchmarking Framework](#).

Inverclyde Council's Statutory and Key Performance Indicators Annual Report 2015/16

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Corporate management – assets

		Status	
SPI 015aK	Access to buildings: % of residents who accessed Council buildings in the past 12 months	●	↑ green - improved
SPI 015bK	Access to buildings: % of residents who found Council buildings easy to access	●	↓ red - improved but below target
SPI 016K	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
	26	29	41
			Target 30


SPI 015bK	Access to buildings: % of residents who found Council buildings easy to access		
	2010	2012	2014
	93	79	88
			Target 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 of 30%.

We also saw an increase (of 9%) in the percentage of residents who found Council buildings easy to access. Although the figure is high, 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. Questions about these measures will therefore be included in the Citizens' Panel Autumn 2016 survey, the results from which will provide us with updated information for these two indicators.

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

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.

b. Indicator details: Property maintenance

SPI 016K	Property maintenance response times: % of repairs completed within target time			
	2013/14	2014/15	2015/16	Target
93.5	92.5	90.2		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 percentage of repairs completed on time fell in 2015/16, it remains high and above the target. 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	
SPI 010aK	Health and safety: incident rate per 1,000 employees	●	↑ green – improved
SPI 010bK	Health and safety: average time lost (in days) to the Council per incident	●	↓ green – small decline but above target
SPI 011K	Employee satisfaction: % of employees who are satisfied with their jobs	●	↑ green – improved
SPI 012K	Corporate aims: % of employees who understand how their work contributes to the Council's aims	●	↑ green – improved

a. Indicator details: Health and safety

SPI 010aK	Health and safety: incident rate per 1,000 employees		
	2013/14	2014/15	2015/16
	55.7	87.7	70.4
			Target 80

SPI 010bK	Health and safety: average time lost (in days) to the Council per incident		
	2013/14	2014/15	2015/16
	2.1	1.5	1.7
			Target 2.0

What the above data tells us:

There was a substantial decrease (17.3%) in the number of health and safety incidents in 2015/16 which means the performance of this measure is above target. While the amount of lost time following incidents increased very slightly (0.2 days), performance is still comfortably above target.

Further information: 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.

Incident rates are calculated using headcount. Overall, we have seen an increase in the total number of reports since 2013/14, however, there was a decrease in reports in comparison to 2014/15. The number of major injuries has remained relatively low. Overall, the recent large increase in the total number of incidents reported in the last two years is indicative of improved reporting. We attribute the rise in *total incident reports* to the introduction of the new on-line reporting system during 2013/14 which has made it easier for employees to report incidents.

Incidents reported as violence to employees account for 52% of all incidents reported, with 60% reported in the Education, Communities and Organisational Development Directorate, 36% in the Health and Social Care Partnership (HSCP) and the remainder in the Environment, Regeneration and Resources Directorate. Within the education and social care sector, care must be taken when interpreting these statistics. 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. 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*, which has been implemented within the Education Service and the HSCP, and the *Promoting Positive Behaviour Training Programme* will be key initiatives to assist in bringing these figures down. The *Positive Relations, Positive Behaviour 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. While on paper it would appear that there has been an increased in reported incidents, much of this increase is due to increased understanding of the requirement to report incidents. 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 Policy and the Training Programme will also 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	80	80

SPI 012K	Corporate aims: % of employees that understand how their work contributes to the Council's aims		
2010	2012	2015	Target
50	83	89	85

What the above data tells us:


The most recent data was extracted from the Council's Employee Survey 2015 which shows a small increase (1%) in the number of employees who are satisfied with their jobs; this improvement resulted in the indicator achieving its target.

There has also been an increase (6%) in the number of employees that understand how their work contributes to the Council's aims and objectives, meaning that this measure exceeded its target by 4%.

Further information: Council employees were invited to complete an Employee Survey in Winter 2015. A return rate of 26% was achieved and the responses were analysed by an independent market research company. The survey results were reported to the Policy and Resources Committee and can be viewed here: [Employee Survey 2015 - Results](#) (agenda item 14).

The Council benchmarks its Employee Survey results with local authorities that make up the Public Service Improvement Framework Benchmarking Network Group. Previous results have compared very favourably, with Inverclyde Council being one of the best performing local authorities in terms of positive responses and this exercise will be carried out again with the results from last year's Employee Survey.

Corporate management - equalities and diversity

		Status	
SPI 025aK	Equalities training: % of employees who have undertaken equalities training		↑ green – improved

a. Indicator details: Equalities training

SPI 025aK	Equalities training: % of employees who have undertaken equalities training		
2013/14	2014/15	2015/16	Target
3.2	2.3	11.4	7.3


What the above data tells us:

There was a significant increase (9.1%) in the number of employees who received equalities training in 2015/16. The improved performance of this indicator means that last year's target was exceeded by more than 4%.


Further information: The Equalities Officer post was vacant for a period during 2014/15 and 2015/16. The new Equalities Officer promoted the equalities training through the Council's Corporate Equalities Group which is likely to have contributed to the increase in the uptake of training on this subject in 2015/16.

In 2015/16, equalities training was provided in a variety of ways including a series of equality awareness sessions and face-to-face sessions delivered by the Council's Training and Development Team Leader. In addition, training was delivered to 16 employees in the Libraries service.

The Council's e-learning portal offers a general equalities awareness course as well as individual sessions on each of the protected characteristics. In 2015/16, 425 e-learning equality courses were completed across the Council; an increase of 124 from 2014/15.

The Council is currently refreshing its equality outcomes, based on engagement with Council Services and communities; the new outcomes will be published in April 2017. To find out more about the Council's work on equality and diversity, visit:  [Equality and diversity](#).

Corporate management - procurement

		Status	
	Procurement and Commercial Improvement Programme, based on an annual audit by Scotland Excel	new indicator for 2016	
ERR CDIP KPI05	Procurement work stream savings		↑ green - target met

a. Indicator details: Procurement and Commercial Improvement Programme assessment

Procurement and Commercial Improvement Programme, based on an annual audit by Scotland Excel			
2014	2015	2016	Target
new indicator for 2016		date of audit to be confirmed	55%

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 PCA has been replaced by the Procurement and Commercial Improvement Programme (PCIP) which has a different criteria and scoring mechanism. The first audit of the Council's procurement service under the new regime has yet to be carried out.

Our last score under the PCA regime was 62% which placed the Council on an equal footing with its peers. A similar or better performance in the PCIP assessment would represent success; however, given that the new regime is more challenging than its predecessor, an appropriate target of 55% has been set.

Further information: The Council's PCA score was 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 PCA performance was 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 were:

	%
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 £			
	2013/14	2014/15	2015/16	Target 2015/16
	173,000	60,000	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	
SPI 001K	Customer feedback: % of residents satisfied they can influence decisions affecting the local area	●	↑ green - improved
SPI 002aK	Community safety: % of residents satisfied or very satisfied with their neighbourhood as a place to live	●	↓ green – small decrease but above target
SPI 002bK	Community safety: % of respondents reporting a reduction in anti-social behaviour in the last 12 months	●	↑ green - improved
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)	●	↑ green - improved
SPI 004K	Community regeneration: % of community organisations and groups within disadvantaged neighbourhoods and excluded groups which had increased their capacity	●	↔ amber - improved but below target

a. Indicator details: Customer feedback and community safety

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

SPI 002aK	Community safety: % of residents either satisfied or very satisfied with their neighbourhood as a place to live		
	2011	2014	2016
	84	85	81
			Target
			80

SPI 002bK	Community safety: % of respondents reporting a reduction in anti-social behaviour in the last 12 months		
2011	2014	2016	Target
10	13	33	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 returned to 47% in 2014, the same figure as 2010 and well above the target of 40%. Meanwhile, the percentage of residents satisfied with their neighbourhood as a place to live has remained fairly steady during the last five years; the 2016 figure is also above target.

The number of people who noticed a reduction in anti-social behaviour in the last 12 months increased between 2014 and 2016, putting performance of this measure well above target.

Further information: Information for these indicators is gathered from Citizens' Panel surveys. 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. A question about the first measure will be included in the Citizens' Panel Autumn 2016 survey while questions about the other measures were included in the Citizens' Panel Spring 2016 survey; the results from these questionnaires provide us with updated figures for these three indicators. 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. The Forum of Community Councils and Associations has had initial meetings to discuss how best to gather the *community's voice* and influence decision making; this work will develop over coming year.

While there was a small reduction (4%) since two years ago in the number of respondents who are satisfied with their neighbourhood as a place to live, we are encouraged to see that the figure remains very high at 81% which is also above target. There has been a huge increase (20%) in the number of Panel members who have noticed a reduction in anti-social behaviour in their neighbourhood, rising from 13% in 2014 to 33% this year; this makes the 2016 figure considerably above target.

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)			
	2013/14	2014/15	2015/16	Target
	22	19	21	12

SPI 004K	Community regeneration: % of community organisations within disadvantaged neighbourhoods and excluded groups which had increased their capacity			
	2013/14	2014/5	2015/16	Target
	100	63.3	77	80

What the above data tells us:

The performance for both indicators improved between 2014/15 and 2015/16; the target for the first indicator was exceeded while the performance of the second measure was just short of the target figure.

Further information: The Council's Community Learning and Development (CLD) 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. The Team has 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 CLD 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 from Listening Surveys and Focus Groups conducted by CLD staff. Knowledge, skills and understanding of a range of specific issues/areas also improved through increasing active participation in local developments and the use of locality based meetings to bring groups together under common issues/information sharing.

There were 46 groups in 2015/16, nine of which were new. All established groups (37 in total) reported increased capacity. Almost 460 community members received training and support during the last year.

Corporate management - revenues and service costs

		Status	
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	●	↔ amber – performance declined but within tolerance

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		
2013/14	2014/15	2015/16	Target	
36.30	26.55	31.17	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. While there was an increase of 4.62% in the proportion of outstanding debt that is more than 90 days old, the performance of this indicator is still very close to the target. It should be noted that, since 2014, the Council's global sum for sundry debt has reduced substantially which has the effect of inflating the figure regarding the percentage of debt that is over 90 days.

Further information: The Council carries 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, including quarterly meetings with the Council's Chief Financial Officer, to ensure that appropriate recovery action is undertaken.

Corporate management – sustainable development

		Status	
SPI 021K	Abandoned vehicles: % of vehicles uplifted within 14 days	●	↓ red - declined
SPI 022K	CO ₂ emissions within the scope of influence of the local authority, per capita, in CO ₂ tonnes	●	↑ green – improved
SPI 023K	Reduction in the Council's carbon emissions in CO ₂ tonnes	●	↑ green – improved

a. Indicator details: Abandoned vehicles

SPI 021K	Abandoned vehicles: % of vehicles uplifted within 14 days		
	2013/14	2014/15	2015/16
	there were no abandoned vehicles in 2013/14	100	71.4
			Target 100

What the above data tells us:

During 2015/16, there were seven vehicles abandoned in Inverclyde; of these, five were uplifted within the target of 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, 3 in 2012/13 and one in 2014/15). During 2015/16, we saw an increase in abandoned vehicles which resulted in the unusually high number of seven vehicles being abandoned in the Inverclyde area. On two occasions, we were required to affix notices on vehicles which were on private land; these notices are in place over the 14 day period which resulted in the target of 14 days being exceeded.

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

SPI 022K	CO ₂ emissions within the scope of influence of the local authority, per capita, in CO ₂ tonnes			
	2012	2013	2014	Target
	5.6	5.4	4.7	5.2

What the above data tells us:

Inverclyde's 'area-wide' emissions decreased by 0.7 CO₂ tonnes per capita between 2013 and 2014 (the 2014 figure is the most recent available). This is explained by large decreases in emissions from the industrial and commercial sector and the domestic sector; in particular, these sectors showed large reductions in emissions from electricity use.

Further information: This indicator calculates emissions from the use of gas, electricity and other fuels by the industrial and commercial, agricultural and domestic sectors, along with emissions from the transport sector.

Inverclyde's emissions have been consistently lower than the Scottish average since 2012:

CO ₂ emissions within the scope of influence of the local authority, per capita, in CO ₂ tonnes				
Year	Inverclyde total	Scotland total	Difference	Inverclyde population estimate used in calculation
2012	5.6	6.8	-1.2	80,700
2013	5.4	6.6	-1.2	80,300
2014	4.7	5.7	-1.0	79,900

To find out more about 'area-wide' emissions, visit:  [UK local authority and regional carbon dioxide emissions national statistics: 2005/14.](#)

c. Indicator details: Inverclyde Council's carbon emissions

SPI 023K	Reduction in the Council's carbon emissions in CO ₂ tonnes		
2013/14	2014/15	2015/16	Target
25,783	27,335	24,985	3,119 by 2016/17

What the above data tells us:

Between 2014/15 and 2015/16, the Council's carbon emissions decreased by 2,350 CO₂ tonnes or 8.6%.

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 CO₂ 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.

Between 2014/15 and 2015/16, all the Council's sources of carbon, with the exception of fleet transport, showed a reduction in emissions:

	% change between 2014/15 and 2015/16
Energy use in buildings	- 10.2
Street lighting	- 16.9
Fleet transport	+ 0.2
Business travel	- 8.5
Water	- 10.7
Waste	- 5.6

In 2015/16, the biggest reduction in the Council's emissions was from street lighting which saw a decrease of almost 17%; this was achieved as a result of a combination of replacing existing lamps with much more efficient LED (light-emitting diode) lamps and dimming lamps during the very early mornings in areas of Inverclyde where traffic and pedestrian levels are known to be low.

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

The conversion factors used in the above calculations are based on the latest guidance from the Department for Environment, Food and Rural Affairs and the Department of Energy and Climate Change.

Service performance - benefits administration

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

a. Indicator details: Benefits administration

SPI 026S	Benefits administration: gross administration cost per case in £		
	2013/14	2014/15	2015/16
	39.99	40.55	41.46
			Target
			45.00

SPI 027K	Accuracy of Benefits payments: % of cases where the calculation of Benefit due was correct		
	2013/14	2014/15	2015/16
	99.6	99	99.4
			Target
			99

SPI 028aK Speed of Benefits processing: average number of days per case to process new Housing Benefit/Council Tax reduction claims			
2013/14	2014/15	2015/16	Target
22	27.7	25.98	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			
2013/14	2014/15	2015/16	Target
5	4.2	4.02	6

What the above data tells us:

In 2015/16, the gross cost per case for Benefits administration rose by a very small amount (£0.91); however, the indicator's performance is still good and well below target.

There was a small improvement (0.4%) in the accuracy of Benefits payments calculations with performance exceeding the target.

The average number of days taken to process new Housing Benefit/Council Tax reduction fell by 1.72 days in 2015/16 while the speed of processing Housing Benefit/Council Tax Benefit reduction claim changes of circumstances also reduced (by 0.18 days) making performance well below target.

Further information: The gross administration cost per case for processing Housing Benefit and Council Tax reductions is largely out with 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; this is an example of the effective management and hard work delivered by the Benefits service.

Service performance – child protection and children’s social work

		Status	
SPI 034K	Supervision requirement: % of children issued with a new supervision requirement who were seen by a supervising officer within timescale	●	↓ amber – performance declined but is within tolerance
SPI 035aK	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	
SPI 035bK	Case conferences: % of child protection case conferences where parental alcohol misuse was identified		
SPI 053K	% of social background reports submitted to the Scottish Children’s Reporter Administration within timescale	●	↑ amber – performance improved but is just below target
SPI 055K	Looked-after and accommodated children: community placements as a % of total placements	●	↓ amber – performance declined but is within tolerance
SPI 056K	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

SPI 034K	Supervision requirement: % of children issued with a new supervision requirement who were seen by a supervising officer within timescale			
	2013/14	2014/15	2015/16	Target
	100	96.2	91.5	95

What the above data tells us:

The number of new supervision orders issued within timescale reduced by 4.7% in 2015/16. While performance for this indicator is below target for that reporting year, it is still within a tolerable level.

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.

b. Indicator details: Case conferences

SPI 035aK	Case conferences: % of child protection case conferences where parental drug misuse was identified		
2013/14	2014/15	2015/16	Target
21.9*	31.9*	26.2	-

SPI 035bK	Case conferences: % of child protection case conferences where parental alcohol misuse was identified		
2013/14	2014/15	2015/16	Target
27.7*	23.7*	25.5	-

What the above data tells us:

Between 2014/15 and 2015/16, there was a decrease of 5.7% in the number of child protection case conferences where parental drug misuse was identified. During the same period, there was a slight increase (1.8%) in cases where parental alcohol misuse was identified.

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 and 2014/15 figures has changed, therefore, the figures for those years 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		
2013/14	2014/15	2015/16	Target
75.12	65	68	69

What the above data tells us:

The data shows that the number of social background reports submitted within timescale improved between 2014/15 and 2015/16; the figure for the last reporting was just 1% below target.

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 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			
	2013/14	2014/15	2015/16	Target
	88.4	86.2	84.6	88

SPI 056K	Ratio of child protection referrals: % of children who were placed on the Child Protection Register			
	2013/14	2014/15	2015/16	Target
	35.5	30	32.3	-

What the above data tells us:





The number of looked after and accommodated children in community placements showed a very slight decrease (of 1.6%) between 2014/15 and 2016/16; while performance of this indicator is below target, it is still within a tolerable level.

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 35.5% in 2013/14 to 32.3% in 2015/16.

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.

Nationally, the number of children on the Child Protection Register has fluctuated regularly, but there is a general upwards trend; the total number of children on the Register increased by 34% between 2000 and 2015 (from 2,050 to 2,751).

Service performance – community care

		Status	
SPI 029aS	Number of people aged 65+ receiving home care		↑ green - improved
SPI 029bS	Home care hours per 1,000 population aged 65+		↓ red - declined
SPI 029c1S	% of people aged 65+ receiving personal care (based on the % who need personal care)		↑ green - improved
SPI 029c2S	% of people aged 65+ receiving a service during evenings/overnight	not available	
SPI 029c3S	% of people aged 65+ receiving a service at weekends		
SPI 030aK	Balance of care (respite): % of all respite care in a traditional setting	no targets have been set due to the nature of these indicators	
SPI 030diK	Respite care: total overnight provision (nights)		
SPI 030diiK	Respite care: total day time hours provided		
SPI 032K	Carers: % of carers feeling they receive enough support in their caring role		↓ red - declined

a. Indicator details: Home care and personal care

SPI 029aS	Number of people aged 65+ receiving home care		
	2013/14	2014/15	2015/16
	1,177	1,071	1,155
			Target 1,082

SPI 029bS	Home care hours per 1,000 population aged 65+			
	2013/14	2014/15	2015/16	Target
	662.91	783	560.92	822.15

SPI 029c1S	% of people aged 65+ receiving personal care (based on the % who need personal care)			
	2013/14	2014/15	2015/16	Target
	96.5	86.1	94.5	91.1

SPI 029c2S	% of people aged 65+ receiving a service during evenings/overnight			
	2013/14	2014/15	2015/16	Target
	28.5	36	-	37

SPI 029c3S	% of people aged 65+ receiving a service at weekends			
	2013/14	2014/15	2015/16	Target
	79.1	91.1	-	92.1

What the above data tells us:

The data shows there were 84 more people aged 65+ who received care at home during the last year; this has come back into line with the 2013/14 figure. However, the number of home care hours per 1,000 population for this age group decreased by 222.08 between 2014/15 and 2015/16.

The percentage of people aged 65+ receiving personal care increased by 8.4% (this figure is based on the percentage of people who are in need of and therefore receive personal care).

Information is not currently available for 2015/16 regarding the percentage of people aged 65+ receiving a service during evenings/overnight and at weekends.

Further information:

b. Indicator details: Respite care

SPI 030aK	Balance of care (respite) % of all respite care in a traditional setting			
	2013/14	2014/15	2015/16	Target
	30.8	28.4	-	-

SPI 030diK	Respite care: total overnight provision			
	2013/14	2014/15	2015/16	Target
	7,809 nights	6,291 nights	-	-

SPI 030diiK	Respite care: total day time hours provided			
	2013/14	2014/15	2015/16	Target
	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.

Information is not currently available for 2015/16 regarding the above three indicators.

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. A question about this measure will therefore be included in the Citizens' Panel Autumn 2016 survey, the results from which will provide us with an updated figure for this indicator.




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 640 local people, 410 of whom told us in 2014 that they *look after, or give help or support to family members, friends, neighbours or others because of long term physical or mental ill health or disability or problems related to old age.*

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%.

The Inverclyde Carers' Centre provides support to unpaid carers who look after relatives or friends who could not manage alone due to illness, disability, addiction or frailty. The Centre is a user-led organisation with directors drawn from existing membership which is open to all carers or former carers registered with the Centre. Since it opened, the Centre has provided information, support and advice to 5,130 carers; between 2011 and 2016, new registrations rose from 273 to 485.

With the overall objective of providing information, advice and support to unpaid carers, the Carers' Centre works closely with Health and Social Care Partnership (HSCP) and is supported to address specific needs which emerge. In the last year, the focus has been on meeting the needs of young adult carers, carers transitioning from children's to adults' services, as well as carers with protected characteristics. The Centre has worked alongside the HSCP to draw on experience gained from the Carers' Hospital Discharge Project, funded by the *Change Fund*, which works with staff in health centre settings to identify and support carers accessing their services.

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	
SPI 057k	% Criminal justice social enquiry reports submitted to the courts by the due date	●	↑ green – maximum performance maintained
SPI 058a	% Criminal justice social work interviews on day of court order	●	↑ green – improved
SPI 058b	% Service users whose induction/first meeting with a supervising officer took place within 5 working days of imposition of the court order	●	↓ green – performance declined but above target
SPI 058c	% Service users who began their first work placement within 7 working days of imposition of court order	●	↓ red - declined

a. Indicator details: Criminal justice

SPI 057k	% Criminal justice social enquiry reports submitted to the courts by the due date			
	2013/14	2014/15	2015/16	Target
	100	100	100	100

SPI 058a	% Criminal justice social work interviews on day of court order			
	2013/14	2014/15	2015/16	Target
	82.4	88.5	88.7	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			
	2013/14	2014/15	2015/16	Target
	88	94.1	87	85

SPI 058c	% Service users who began their first work placement within 7 working days of imposition of court order		
2013/14	2014/15	2015/16	Target
81.2	95.5	81.2	95

What the above data tells us:

The Inverclyde Health and Social Care Partnership's Criminal Justice Social Work Service responded to all requests from courts for criminal justice court reports by the due date.

During 2015/16, 347 community payback orders (CPOs) were made, approximately 11% of which were for courts out with Inverclyde. For the purposes of the second performance indicator, these court orders are discounted as the Service is required to wait for notification from the issuing courts before arrangements can be made to interview the individuals concerned. For locally issued orders in 2015/16, performance was 88.7%. This is consistent with the 2014/15 figure and exceeds the target of 85%.

The indicator which measures inductions/first meetings relates to both supervision and unpaid work requirements which can form part of a CPO, either individually or collectively. Although performance is down from 2014/15 by 7.1%, it is above the target of 85%. This measure can be impacted by factors within and out with the Service's control; an example of the former would be staff availability and, in the case of the latter, non-attendance by the service user as a result of non-compliance.

In 2015/16, 81.2% of service users began their work placements within seven working days of the court order being imposed. This is a reduction of 14.3% on previous year's figure and is also below the target of 95%. This indicator can also be impacted by factors within and out with the Service's control.

Further information: The performance of the criminal justice indicators requires to be seen within the context of a year-on-year increase in the number of CPOs imposed by the courts since their introduction in February 2011. In 2011/12, 99 CPOs made, by 2015/16 this figure had risen to 347, an increase of 250%. While this increase not only demonstrates the traction of the CPO as a disposal for the courts, it has understandably presented challenges for the Service in meeting its performance targets. To help meet this challenge, the Service now operates a red/amber/green (RAG) status reporting system to highlight those at risk of failing to complete their sentenced unpaid work hours within the required timescales. We have simultaneously recruited sessional Unpaid Work Supervisors to offer additional placements, where appropriate. Due to a combination of staff turnover and the requirement to work within the Council's Safe Recruitment Framework, we are unlikely to see the impact of these arrangements until well into 2016/17.

Service performance - cultural and community services

		Status	
SPI 038bK	Number of library issues per 1,000 population	●	↓ red – small decline
SPI 039K	Number of users of computer facilities per 1,000 population	●	↓ green – very small decline but still above target
SPI 040K	Number of adult learners attending classes within Inverclyde libraries	●	↑ green – improved
SPI 042K	Exercise: % of Inverclyde residents participating in sport/similar activity at least every two weeks	●	↔ amber – within tolerance

a. Indicator details: Libraries

SPI 038bK	Number of library issues per 1,000 population			
	2013/14	2014/15	2015/16	Target
	2,759	2,474	2,361	2,597

SPI 039K	Number of users of computer facilities per 1,000 population			
	2013/14	2014/15	2015/16	Target
	119	158	154	150

SPI 040K	Number of adult learners attending classes within Inverclyde libraries		
2013/14	2014/15	2015/16	Target
2,442	2,819	2,911	2,700

What the above data tells us:

Between 2014/15 and 2015/16, the number of library issues per 1,000 population decreased. There was also a very small reduction in the number of users of computer facilities, however, the performance of this indicator was still above target. The number of adult learners attending classes in Inverclyde libraries has increased year-on-year since 2013/14.

Further information: The continued reduction in the number of library issues in Inverclyde 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 2014 and, together with our eBook/eAudio service, this has proved to be very popular. The Central Library moved to smaller premises in 2015 and any impact on library issues will be closely monitored.

Computer use remains extremely popular in Inverclyde libraries, with performance exceeding the target in 2015/16. We expect computer usage to increase further in 2016/17 with the introduction of the Universal Credit full service in Inverclyde in November 2016.

The demand from adult learners 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 2016/17* in place. Inverclyde libraries also undertake benchmarking with similar sized authorities across the central belt of Scotland. Additionally, we included questions about libraries in the Citizens' Panel Spring 2016 survey, the results of which can be viewed here: [Citizens' Panel 2016 - Libraries in Inverclyde](#) (agenda item 16, pages 3-5).

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. A question about this indicator will therefore be included in the Citizens' Panel Autumn 2016 survey. 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 survey 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	
SPI 065aK	Pest control: high priority service requests - % attended by next working day		↓ amber – slight decline
SPI 065bK	Pest control: low priority service requests - % attended within 5 working days		↓ green – slight decline but above target
SPI 068aS	Trading standards: % of consumer complaints completed within 14 days		↓ green – slight decline but above target
SPI 068bS	Trading standards: % of advice requests completed within 14 days		↑ green - maximum performance maintained
SPI 069aK	Trading standards: number of interventions carried out at business premises in Inverclyde	no target has been set due to the nature of this indicator	
SPI 069bK	Trading standards: % of liable business premises subject to intervention		↓ amber – small decline but within tolerance
SPI 070aK	Food safety hygiene inspections: % of premises broadly compliant		↓ green - slight decline but above target
SPI 070bK	Food safety hygiene inspections: % of interventions achieved		↑ green - improved

a. Indicator details: Pest control

SPI 065aK	Pest control: high priority service requests - % attended by next working day		
2013/14	2014/15	2015/16	Target
100	95.2	93.3	95

SPI 065bK	Pest control: low priority service requests - % attended within 5 working days		
2013/14	2014/15	2015/16	Target
98.3	99.4	98.7	95

What the above data tells us:

While the performance of both these indicators declined between 2014/15 and 2015/16, the reductions were very small (1.9% and 0.7% respectively). The performance level for the first measure is just short of target, while the performance level for the second measure is comfortably above target.

Further information: It is worth noting that the number of high priority service requests in 2015/16 was relatively low at 75; only five of these were not attended by the next working day. The reason for this is most commonly that the householder was not available the next day rather than that a service was not available.

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 and for information on common pests in Inverclyde, visit [Pest Control](#).

b. Indicator details: Trading standards - complaints and requests

SPI 068aS Trading standards: % of consumer complaints completed within 14 days			
2013/14	2014/15	2015/16	Target
98.7	96.7	95.1	95

SPI 068bS Trading standards: % of advice requests completed within 14 days			
2013/14	2014/15	2015/16	Target
100	100	100	95

What the above data tells us:

Although there was a small decrease (1.6%) in the number of consumer complaints completed within 14 days, the 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			Target
2013/14	2014/15	2015/16		
196	154	140	n/a	

SPI 069bK	Trading standards: % of liable business premises subject to intervention			Target
2013/14	2014/15	2015/16		
13.6	10.2	10	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 a very small amount (0.2%) which means that performance during 2015/16 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			
	2013/14	2014/15	2015/16	Target
	89.9	88.8	85.9	85







SPI 070bK	Food safety hygiene inspections: % of interventions achieved			
	2013/14	2014/15	2015/16	Target
	84.3	95.3	99.5	95

What the above data tells us:

In 2015/16, the number of premises broadly compliant with food safety hygiene regulations fell slightly (by 2.9%); however, performance of the indicator is still above target. There was an increase of 4.2% in the number of interventions regarding food safety hygiene which means the 2015/16 figure exceeds the target and is just short of maximum performance.

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

a. Indicator details: Homelessness

SPI 058aiS	Homelessness: permanent accommodation - % of decision notifications issued within 28 days of initial presentation			
	2013/14	2014/15	2015/16	Target
	76.7	92.35	96.1	85.0

SPI 058aiiS	Homelessness: % who are housed into permanent accommodation			
	2013/14	2014/15	2015/16	Target
	45.5	52.44	47.9	45.0

SPI 058aiiiS	Homelessness: permanent accommodation - % of cases reassessed within 12 months of completion of duty		
2013/14	2014/15	2015/16	Target
6.8	8.74	7.79	7

SPI 058biS	Homelessness: temporary accommodation - % of decision notifications issued within 28 days of initial presentation		
2013/14	2014/15	2015/16	Target
63	95	95.45	75

SPI 058biiS	Homelessness: temporary accommodation - % of cases reassessed within 12 months of completion of duty		
2013/14	2014/15	2015/16	Target
3.7	10	4.55	10

SPI 059K	Homelessness: average time in weeks between presentation and completion of duty by the Council for cases assessed as homeless or potentially homeless		
2013/14	2014/15	2015/16	Target
27.89	24.59	20.10	23.5

What the above data tells us:

In 2015/16, there was an improvement with two permanent accommodation indicators: the number of decision notifications issued within 28 days of initial presentation and the number of cases reassessed within 12 months of completion of duty. However, the number of people who were housed into permanent accommodation fell by 4.45%.

The performance of all three temporary accommodation indicators improved during the last reporting year: the number of decision notifications issued within 28 days of initial presentation rose by 0.45%; the number of cases reassessed within 12 months of completion of duty fell by

5.45% and the average time in weeks between presentation and completion of duty by the Council for cases assessed as homeless or potentially homeless fell by 4.49%.

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, improved access to housing. Temporary accommodation usage has dropped significantly year-on-year and this trend is likely to continue. This can be attributed to a number of factors including prevention work, the link with Advice Services and easier access to securing a tenancy. Evidence that more reassessed cases are presenting on a recurring basis indicates that the actual numbers are reducing.

It should also be noted 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.

Service performance – planning

		Status	
SPI 044aK	Successful planning appeals as a % of all determinations	no activity in 2015/16	
SPI 044bK	Successful planning appeals as a % of all appeals	no activity in 2015/16	
ERR CDIP KPI33	% of all planning applications decided in under 2 months	●	↑ green – improved
ERR CDIP KPI34	% of householder planning applications decided in under 2 months	●	↑ green – improved
	% of non-householder planning applications decided in under 2 months	●	↔ amber – small decline but above target
SPI 043aS	Average time (in weeks) to deal with major planning applications determined during the year	●	↓ red – declined ¹
	Average number of days to register a building warrant application	●	↓ red – declined but still below target
	% of building warrants assessed within 20 working days of registration	●	↑ green – improved
	Response to requests for completion certificates within 10 working days	●	↓ red – declined

¹ Based on one major planning application

	Average number of days to issue a notice of acceptance of completion certificate	●	↓ red – declined
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a. Indicator details: Planning

SPI 044aK	Successful planning appeals as a % of all determinations		
2013/14	2014/15	2015/16	Target
1	0.4	there were no appeals decisions in 2015/16	0.5

SPI 044bK	Successful planning appeals as a % of all appeals		
2013/14	2014/15	2015/16	Target
60	50	there were no appeals decisions in 2015/16	45

ERR CDIP KPI33	% of all planning applications decided in under 2 months		
2013/14	2014/15	2015/16	Target
87	88.7	88.9	80

ERR CDIP KPI34	% of householder planning applications decided in under 2 months		
2013/14	2014/15	2015/16	Target
97	97	98.7	90

% of non-householder planning applications decided in under 2 months			
2013/14	2014/15	2015/16	Target
78.8	87	81.7	65

SPI 043aS	Average time (in weeks) to deal with major planning applications determined during the year		
2013/14	2014/15	2015/16	Target
there were no major planning applications in 2013/14	12.1	45.1	12

Average number of days to register a building warrant application			
2013/14	2014/15	2015/16	Target
1.3	0.8	2	4

% of building warrants assessed within 20 working days of registration			
2013/14	2014/15	2015/16	Target
100	99.4	99.6	100


Response to requests for completion certificates within 10 working days			
2013/14	2014/15	2015/16	Target
95	98.2	92.9	100

Average number of days to issue a notice of acceptance of completion certificate			
2013/14	2014/15	2015/16	Target
2.9	2.6	16	3










What the above data tells us:

In 2015/16, the average time (in weeks) to deal with major planning applications was based on one application which required a legal agreement before issuing; the timescale was implemented with the applicant's full knowledge. Despite some slippage, Building Standards processing times remain high. The 16 day average time to issue a completion certificate reflects the submission of 341 certificates for insulated render systems (in blocks of 118, 212 and 11 applications) and the consequential resource implication of processing the notices. Excluding these notices, however, the average time to issue a notice of acceptance dropped to an average of 2.2 days which is an improvement on the 2014/15 figure of 2.6 days.

Further information: In 2015/16, the planning application performance figures were significantly better than the Scottish average.

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	
SPI 061K	Traffic light repairs: % completed within 48 hours		↑ green – maximum performance achieved
SPI 062K	Street lighting repairs: % completed within 7 days		↓ red – improved but target not achieved
SPI 063aK	Anti-social behaviour response times: high priority - % received during the Wardens' shift hours attended within 30 minutes		↓ green – small decline but target exceeded
SPI 063bK	Anti-social behaviour response times: medium priority - % received during the Wardens' shift hours attended within 60 minutes		
SPI 064aK	Public health complaints: high priority - % attended by next working day		↑ green – very small decline but still above target
SPI 064bK	Public health complaints: medium priority - % attended within 2 working days		
SPI 064cK	Public health complaints: low priority - % attended within 5 working days		
SPI 067aK	Roads: customer satisfaction surveys completed		↓ red – declined
SPI 067bK	Roads: % of carriageways reconstructed/resurfaced		↓ green – performance declined but target exceeded
SPI 067cK	Roads: % of footways reconstructed/resurfaced		↑ green - improved
SPI 067dK	Roads: gullies emptied per year		↑ green – improved

a. Indicator details: Traffic and street lighting repairs

SPI 061K	Traffic light repairs: % completed within 48 hours		
2013/14	2014/15	2015/16	Target
89.3	92.8	100	90

SPI 062K	Street lighting repairs: % completed within 7 days		
2013/14	2014/15	2015/16	Target
78.56	88.01	90	95

What the above data tells us:

In 2015/16, there was a significant improvement in the percentage of traffic light repairs completed within 48 hours; 100% of traffic light repairs were completed within the timescale, exceeding the target of 90%.

The percentage of street lighting repairs completed within 7 days has improved year-on-year since 2013/14. However, despite the high level of service delivered during 2015/16, the target of 95% was not achieved.

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.

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		
2013/14	2014/15	2015/16	Target
96.2	95.9	95.4	95

SPI 063bK	Anti-social behaviour response times: medium priority - % received during the Wardens' shift hours attended within 60 minutes		
2013/14	2014/15	2015/16	Target
100	98.5	98	95


What the above data tells us:

Although there was a very small reduction in both anti-social behaviour response times in 2015/16 (0.5% in each case), the performance of these indicators is 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 or complete an on-line form  [Anti-Social Behaviour Complaint/Enquiry Form.](#)

Questions about anti-social behaviour were included in the Citizens' Panel Spring 2016 survey. Panel members were asked if they had noticed a reduction in anti-social behaviour in their neighbourhood in the past 12 months; between 2014 (when the question was last asked) and 2016, there was a huge increase (20%) in the number of Panel members who have noticed a reduction in anti-social behaviour in their local area,

rising from 13% in 2014 to 33% in 2016. To find out more about the results of the Community Safety section of the Citizens' Panel Spring 2016 survey, visit:  [Citizens' Panel 2016 – Community Safety](#) (agenda item 16, pages 6-7).

c. Indicator details: Public health complaints


SPI 064aK	Public health complaints: high priority - % attended by next working day		
2013/14	2014/15	2015/16	Target
100	95.7	95.2	95

SPI 064bK	Public health complaints: medium priority - % attended within 2 working days		
2013/14	2014/15	2015/16	Target
91.4	96.1	95.2	95

SPI 064cK	Public health complaints: low priority - % attended within 5 working days		
2013/14	2014/15	2015/16	Target
97.2	98.2	97.8	95

What the above data tells us:

There was a marginal decrease (0.5%) in the number of high priority public health complaints attended by the next working day but the response rate is still high and above target. The percentage of medium and low priority public health complaints attended within timescale also decreased slightly in 2015/16 (0.9% and 0.4% respectively), however, performance for both indicators is still 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 or complete an on-line form  [Contact Us Form](#).

d. Indicator details: Roads

SPI 067aK Roads: customer satisfaction surveys completed			
2013/14	2014/15	2015/16	Target
8	1	0	0

SPI 067bK Roads: % of carriageways reconstructed/resurfaced			
2013/14	2014/15	2015/16	Target
4	11	7.7	3.5

SPI 067cK Roads: % of footways reconstructed/resurfaced			
2013/14	2014/15	2015/16	Target
0.75	1	1.1	0.8

SPI 067dK Roads: gullies emptied per year			
2013/14	2014/15	2015/16	Target
8,189	7,680	8,870	8,000

What the above data tells us:

We did not carry out any customer satisfaction surveys in 2015/16.

The percentage of carriageways reconstructed/resurfaced fell in 2015/16, however, performance is still more than double the target figure.

We saw an increase in the percentage of footways that were reconstructed last year which means performance of this measure is also above target.

Following a drop in the number of gullies emptied between 2013/14 and 2014/15, performance of this measure improved last year; we emptied 870 more gullies than the target figure, an increase of 15%.







Further information: No roads customer satisfaction surveys were conducted in 2015/16. We recognised that the existing customer satisfaction questionnaires did not provide the qualitative and quantitative information we require to improve service delivery. A review of the survey process is therefore being carried out with a view to enhancing customer engagement and improving the return rate for the questionnaires. A number of high profile, high spend projects have already been identified to test the new process; the first revised questionnaire is expected to be issued by the end of November 2016.






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.

Winter weather-related issues can impact on the deployment of the gully vehicle on the network, therefore, the significant increase in the number of gullies emptied in 2015/16 is welcome.

Service performance - the education of children

		Status	
Staying on rates			
SPI 045K	Staying on rates: % for S5 pupils		↔ amber – small decline
SPI 046aK	Staying on rates: % for S6 pupils (S4-S6)		↑ green - improved
SPI 046bK	Staying on rates: % for S6 pupils (S5-S6)		↑ green - improved
Pupil/teacher ratios			
SPI 047K	Pupil/teacher ratio: primary schools		↑ green - improved
SPI 048K	Pupil/teacher ratio: secondary schools		
School leaver destination results			
SPI 049K	% proportion of school leavers (from Scottish publicly-funded schools) into positive and sustained destinations	next update expected in December 2016	
Attendance rates			
SPI 050aiK	% Attendance rate: primary schools		↔ amber – improved but target not met
SPI 050aiiK	Attendance rate: primary schools - % difference from the national average	next update expected in 2016/17	

		Status	
SPI 050biK	% Attendance rate: secondary schools		↔ amber – improved but target not met
SPI 050biik	Attendance rate: secondary schools - % difference from the national average	next update expected in 2016/17	
SPI 050ciK	% Attendance rate: additional support needs schools		↔ amber – very small decline
SPI 050ciiK	Attendance rate: additional support needs schools - % difference from the national average	next update expected in 2016/17	
School improvement			
SPI 051K	% of schools/early years establishments receiving positive inspection reports		↓ red - declined
National 4 Qualifications			
	% of the S4 cohort which achieved 5 or more qualifications at National 4	this indicator is no longer used	
	% of the S4 cohort which achieved 5 or more qualifications at National 4 or above		↔ amber – very small decline
Attainment - S4			
SPI 052aiK	% of pupils reaching Level 3 in English and mathematics by the end of S4		↔ amber – very small decline
SPI 052aiiK	% of pupils reaching Level 3 in English and mathematics by the end of S4 - comparison with the national average	this indicator is no longer used	

		Status	
SPI 052biK	% of pupils achieving 5 passes at Level 3 by the end of S4		↓ red - declined
SPI 052biiK	% of pupils achieving 5 passes at Level 3 by the end of S4 - comparison with the national average	no longer available	
SPI 052ciK	% of pupils achieving 5 passes at Level 5 by end of S4		↔ amber – small decline
SPI 052ciiK	% of pupils achieving 5 passes at Level 5 by end of S4 - comparison with the national average	no longer available	
Attainment - S5			
SPI 052diK	% of pupils achieving one pass at Level 6 by the end of S5		↑ green - improved
SPI 052diiK	% of pupils achieving one pass at Level 6 by the end of S5 - comparison with the national average	no longer available	
SPI 052eiK	% of pupils achieving 3 passes at Level 6 by the end of S5		↑ green - improved
SPI 052eiiK	% of pupils achieving 3 passes at Level 6 by the end of S5 - comparison with the national average	no longer available	
SPI 052fiK	% of pupils achieving 5 passes at Level 6 by the end of S5		↑ green - improved
SPI 052fiiK	% of pupils achieving 5 passes at Level 6 by the end of S5 - comparison with the national average	no longer available	
Attainment - S6			
SPI 052giK	% of pupils achieving 3 passes at Level 6 by the end of S6		↑ green - improved
SPI 052giiK	% of pupils achieving 3 passes at Level 6 by the end of S6 -	no longer available	

		Status	
	comparison with the national average		
SPI 052hiK	% of pupils achieving 5 passes at Level 6 by the end of S6	●	↑ green - improved
SPI 052hiK	% of pupils achieving 5 passes at Level 6 by the end of S6 - comparison with the national average	no longer available	
SPI 052iiK	% of pupils achieving one pass at Level 7 by the end of S6	●	↑ green - improved
SPI 052iiiK	% of pupils achieving one pass at Level 7 by the end of S6 - comparison with the national average	no longer available	
Attainment - Looked after children			
SPI 054aK	% 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	●	↑ green - improved
SPI 054bK	% of looked after children who achieved SCQF Level 3 or better in English and mathematics by the end of S4	●	↑ green – improved
Exclusions from school			
	Exclusions from school per 1,000 pupils: primary schools	●	↑ green – improved
	Exclusions from school per 1,000 pupils: primary school pupils who are looked after	●	↑ green – improved

		Status	
	Exclusions from school per 1,000 pupils: secondary schools	●	↑ green – improved
	Exclusions from school per 1,000 pupils: secondary school pupils who are looked after	●	↑ green – improved

a. Indicator details: Staying on rates

SPI 045K	Staying on rates: % for S5 pupils		
2013/14	2014/15	2015/16	Target
92.3	95	93.4	97

SPI 046aK	Staying on rates: % for S6 pupils (S4-S6)		
2013/14	2014/15	2015/16	Target
66	69.8	75.4	71.8

SPI 046bK	Staying on rates: % for S6 pupils (S5-S6)		
2013/14	2014/15	2015/16	Target
73.6	75.6	79.8	77.6

What the above data tells us:

Following a rise between 2013/14 and 2014/15, there was a small decrease (1.6%) in the staying on rate for S5 pupils in 2015/16; although short of target, the figure is still high at more than 93%. Staying on rates for S6 pupils (S4-S6) and for S6 pupils (S5-S6) have improved year-on-year since 2013/14 with performance for both measures comfortably above target.

Further information: The change in direction relating to the S5 pupils staying on rate will be watched closely.

Possible reasons for the year-on-year increases in staying on rates S6 pupils (S4-S6) and for S6 pupils (S5-S6) 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 continuing to develop personalisation and choice very effectively for more and more young people every year.

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			
	2013/14	2014/15	2015/16	Target
	16.9	17.1	16.5	16

SPI 048K	Pupil/teacher ratio: secondary schools			
	2013/14	2014/15	2015/16	Target
	12.4	12.3	12	12

What the above data tells us:

The pupil/teacher ratio for both primary and secondary schools improved between 2014/15 and 2015/16, by 0.6% and 0.3% respectively. The target for secondary schools was met in 2015/16; however, despite the improvement in the primary school measure, the target was not achieved, albeit by a very small amount (0.5%).

Further information: The national target for pupil/teacher ratios across primary and secondary sectors combined is 1:13.4. When taken together, Inverclyde's pupil/teacher ratio is currently at 1:13.5 (including additional educational needs schools). An improvement is indicated by having a small number for this measure i.e. it is positive to have a smaller number of pupils per teacher. A 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.

c. Indicator details: School leavers

SPI 049K	% proportion of school leavers (from Scottish publicly-funded schools) into positive and sustained destinations		
2013/14	2014/15	2015/16	Target
94	94.3	details will be available in December 2016	90

What the above data tells us:

The data informs us of the initial destinations into positive and sustained destinations of pupils when they first leave school. The next set of figures is expected in December 2016.

Further information: In 2014/15, 94.3% of Inverclyde's school leavers went onto a positive and sustained destination.

A follow-up exercise in March 2016 for the 2014/15 school leaving cohort reported Inverclyde's positive destination rate to be 91.5%; this was lower than the initial destinations and the national average.

A new national measure is being developed with results published for the second time in August 2016. The publication is the Annual Participation Measure for 16-19 year olds in Scotland (experimental data – still being developed) and is intended to include the School Leavers' Destination Results at some point in the future.

d. Indicator details: Attendance rates

SPI 050aiK	% Attendance rate: primary schools		
2013/14	2014/15	2015/16	Target
95	94.6	94.8	95

SPI 050aiiK	Attendance rate: primary schools - % difference from the national average		
2013/14	2014/15	2015/16	Target
this figure is now only measured every two years; the next update is expected in 2016/17			

SPI 050biK	% Attendance rate: secondary schools		
2013/14	2014/15	2015/16	Target
92	91	91.1	92

SPI 050biiK	Attendance rate: secondary schools - % difference from the national average		
2013/14	2014/15	2015/16	Target
this figure is now only measured every two years; the next update is expected in 2016/17			

SPI 050ciK	% Attendance rate: additional support needs schools		
2013/14	2014/15	2015/16	Target
92	91.6	91.02	93

SPI 050ciiK	Attendance rate: additional support needs schools - % difference from the national average		
2013/14	2014/15	2015/16	Target
this figure is now only measured every two years; the next update is expected in 2016/17			

What the above data tells us:

Attendance at primary schools improved (by 0.2%) between 2014/15 and 2015/16 which resulted in this indicator almost meeting its high target. There was also a marginal improvement (of 0.1%) in the performance of the secondary schools attendance rate which means it is just short of the target of 92%. While there was a very small reduction (0.58%) in attendance by pupils at additional support needs schools in 2015/16, the figure is still high at more than 91%.

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. Primary school teachers in Inverclyde have been trained to use the registration package of the SEEMiS education management information system with the aim of strengthening our ability to monitor and respond to attendance patterns and ultimately identify issues at an early stage.

The national average figures for these measures will now only be available every other year with the next update expected for the reporting year 2016/17.

e. Indicator details: Inspection reports

SPI 051K	% of schools/early years establishments receiving positive inspection reports		
2013/14	2014/15	2015/16	Target
100	100	50	100

What the above data tells us:

The data shows that 50% of our schools/educational establishments received positive school inspection reports in 2015/16.

Further information:

Two inspections were carried out last year. One report was satisfactory while one had areas which require additional support; an action plan had been put in place to progress those areas.

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

% of the S4 cohort which achieved 5 or more qualifications at National 4			
2013/14	2014/15	2015/16	Target
this indicator is no longer used			

% of the S4 cohort which achieved 5 or more qualifications at National 4 or above			
2013/14	2014/15	2015/16	Target
84.1	84.9	83	-

What the above data tells us:

The percentage of pupils from the S4 cohort who achieved five or more qualifications at National 4 in 2015/16 is down slightly (by 1.9%). However, it should be noted that there were 24 fewer pupils in the S4 cohort for 2015/16 compared to the previous year.

Further information: The number of pupils in the 2014/15 cohort was 806 while the following year's cohort comprised 782 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		
2013/14	2014/15	2015/16	Target
76.8	78.8	77	-

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 was replaced by a national benchmarking indicator of achievement of qualifications in both literacy and numeracy at SCQF Levels 4 and 5			

SPI 052biK	% of pupils achieving 5 passes at Level 3 by the end of S4		
2013/14	2014/15	2015/16	Target
93	90.2	83.1	98

SPI 052biiK	% of pupils achieving 5 passes at Level 3 by the end of S4 - comparison with the national average		
2013/14	2014/15	2015/16	Target
national comparisons are no longer available			

SPI 052ciK	% of pupils achieving 5 passes at Level 5 by the end of S4		
2013/14	2014/15	2015/16	Target
36	37.8	35.4	38

SPI 052ciiK	% of pupils achieving 5 passes at Level 5 by end of S4 - comparison with the national average		
2013/14	2014/15	2015/16	Target
national comparisons are no longer available			

What the above data tells us:

There was a small reduction (1.8%) in the percentage of pupils reaching Level 3 in English and mathematics by the end of S4.

Between 2014/15 and 2015/16, the number of pupils who achieved five passes at Level 3 by the end of S4 reduced by 7.1% while the number of pupils who achieved five passes at Level 5 by the end of S4 also reduced (by 2.4%).

Further information: While we continue to report on indicator SPI 052aiK which measures the percentage of pupils reaching Level 3 in English and mathematics by the end of S4, national comparisons for this indicator are now benchmarked differently so it is no longer possible to also provide the Scotland-wide figures.

Meanwhile, the indicator which previously measured the percentage of pupils reaching Level 3 in English and mathematics by the end of S4 has been replaced by a national benchmarking indicator of achievement of qualifications in both literacy and numeracy at SCQF Levels 4 and 5.

It should be noted that the Council outperforms its virtual comparators for every educational attainment indicator. 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.

h. Indicator details: S5 attainment

SPI 052diK	% of pupils achieving one pass at Level 6 by the end of S5		
2013/14	2014/15	2015/16	Target
49	52.1	58.3	48

SPI 052diiK	% of pupils achieving one pass at Level 6 by the end of S5 - comparison with the national average		
2013/14	2014/15	2015/16	Target
national comparisons are no longer available			

SPI 052eiK	% of pupils achieving 3 passes at Level 6 by the end of S5		
2013/14	2014/15	2015/16	Target
26	30	30.5	26

SPI 052eiiK	% of pupils achieving 3 passes at Level 6 by the end of S5 - comparison with the national average		
2013/14	2014/15	2015/16	Target
national comparisons are no longer available			

SPI 052fiK	% of pupils achieving 5 passes at Level 6 by the end of S5		
2013/14	2014/15	2015/16	Target
12	11.8	13	12

SPI 052fiiK	% of pupils achieving 5 passes at Level 6 by the end of S5 - comparison with the national average		
2013/14	2014/15	2015/16	Target
national comparisons are no longer available			

What the above data tells us:

Between 2014/15 and 2015/16, there was an improvement in each of the indicators used to measure the attainment of our S5 pupils, with the targets exceeded in all three cases.

Further information: While we continue to report on the indicators which measure the attainment of our S5 pupils, national comparisons are now benchmarked differently so it is no longer possible to also provide the Scotland-wide figures.

i. Indicator details: S6 attainment

SPI 052giK	% of pupils achieving 3 passes at Level 6 by the end of S6		
2013/14	2014/15	2015/16	Target
36.5	38.1	42.8	39

SPI 052giiK	% of pupils achieving 3 passes at Level 6 by the end of S6 - comparison with the national average		
2013/14	2014/15	2015/16	Target
national comparisons are no longer available			

SPI 052hiK	% of pupils achieving 5 passes at Level 6 by the end of S6		
2013/14	2014/15	2015/16	Target
23	25.9	28.9	27

SPI 052hiiK	% of pupils achieving 5 passes at Level 6 by the end of S6 - comparison with the national average		
2013/14	2014/15	2015/16	Target
national comparisons are no longer available			

SPI 052iiK	% of pupils achieving one pass at Level 7 by the end of S6		
2013/14	2014/15	2015/16	Target
13	17.9	18.1	19

SPI 052iiiK	% of pupils achieving one pass at Level 7 by the end of S6 - comparison with the national average		
2013/14	2014/15	2015/16	Target
national comparisons are no longer available			

What the above data tells us:

Between 2013/14 and 2015/16, there have been year-on-year improvements in each of the indicators used to measure the attainment of our S6 pupils, with the targets exceeded in two out of three instances.

The number of pupils who achieved three passes at Level 6 by the end of S6 rose by 4.7% while the percentage of pupils who achieved five passes at Level 6 by the end of S6 increased by 3%. The number of pupils who achieved one pass at Level 7 by the end of S6 also rose (by 0.2%).

Further information: While we continue to report on the indicators which measure the attainment of our S6 pupils, national comparisons are now benchmarked differently so it is no longer possible to also provide the Scotland-wide 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		
2013/14	2014/15	2015/16	Target
93	91	93	90

SPI 054bK	% of looked after children who achieved SCQF Level 3 or better in English and mathematics by the end of S4		
2013/14	2014/15	2015/16	Target
65	76.9	79.1	70

What the above data tells us:

There has been a small increase (2%) in the number of looked after children who achieved at least one qualification at SCQF Level 3 or better in the current diet for examinations which resulted in this indicator exceeding its target during the last reporting year.

The number of looked after children who achieved SCQF Level 3 or better in English and mathematics by the end of S4 also increased (2.2%) who also resulted in this indicator exceeding its target for 2015/16.

Further information: The majority of looked after children achieved significantly more than one qualification in 2015/16; 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. In fact, recent consideration of attainment analysis resulted in a further focus on ensuring that as many Looked After pupils as are able, are supported beyond SCQF Level 3, to achieve at least Level 4 in English and mathematics.

k. Indicator details: Exclusions from school

Exclusions from school per 1,000 pupils: primary schools			
2013/14	2014/15	2015/16	Target
3.5	1.3	0.8	-

Exclusions from school per 1,000 pupils: primary school pupils who are looked after			
2013/14	2014/15	2015/16	Target
96.3	60.6	12	-

Exclusions from school per 1,000 pupils: secondary schools			
2013/14	2014/15	2015/16	Target
35.4	22.6	10.5	-

Exclusions from school per 1,000 pupils: secondary school pupils who are looked after			
2013/14	2014/15	2015/16	Target
282.9	232.3	76	-

What the data tells us:

Between 2014/15 and 2015/16, there have been year-on-year decreases in the number of children excluded from Inverclyde's schools:

- primary schools: ↓ 0.5
- primary school pupils who are looked after: ↓ 48.6
- secondary school pupils: ↓ 12.1
- secondary school pupils who are looked after: ↓ 156.3.

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.

Service performance – waste management services

		Status	
SPI 072aS	Refuse: net cost in £ of refuse collection per premise (combined domestic, commercial and domestic bulky uplift)		to be confirmed in January 2017
SPI 072bS	Refuse: net cost in £ of refuse disposal per premise		

a. Indicator details: Waste

SPI 072aS	Refuse: net cost in £ of refuse collection per premise (combined domestic, commercial and domestic bulky uplift)		
	2013/14	2014/15	2015/16
	37.14	37.91	to be confirmed in January 2017
			Target
			-

SPI 072bS	Refuse: net cost in £ of refuse disposal per premise		
	2013/14	2014/15	2015/16
	72.81	80.97	to be confirmed in January 2017
			Target
			-

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 also measures the net cost of service provision per premise which takes account of income generated.

The 2015/16 figures for these indicators will be confirmed when the Local Government Benchmarking Framework 2015/16 information is published in January 2017. At that time, Inverclyde Council's performance for these indicators compared to other Scottish councils will also be available.

Further information: 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 costs.

In 2015/16, the number of premises for refuse collection (household and commercial) in Inverclyde was 39,448.

To find out more about recycling and waste collection services in Inverclyde, visit: [Recycling and Waste](#).

Inverclyde Council's Statutory and Key Performance Indicators Annual Report 2015/16

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 2015 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 2017, including the Council's ranking in comparison to the 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






Attendance at indoor sports facilities, excluding pools in a combined complex: 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
Sickness absence			
CORP 6 1 a	Sickness absence: the average number of working days per employee lost through sickness absence - Inverclyde Council teachers		↑ green - improved
CORP 6 1 b	Sickness absence: the average number of working days per employee lost through sickness absence - all other Inverclyde Council employees		↔ amber - improved but slightly above target
Equal opportunities			
CORP 3b 2	Equal opportunities policy: the % of the highest paid 5% among Inverclyde Council employees that are women (excluding teachers)		↔ amber - improved but below target
New indicator: Corp 3C	Equal opportunities policy: the gender pay gap between the average hourly rate of pay for male and female Inverclyde Council employees		↓ red – declined
Council Tax			
CORP 4 5 a	Council Tax: collection - cost of collecting Council Tax in £ per dwelling (all dwellings, not just chargeable)		↓ green – slight decline but below target
CORP 7 6 a	Council Tax: income due in £ for the year excluding reliefs and rebates		↑ green - improved

CORP 7 6 b	Council Tax income: % of income due for the year that was received by the end of the year		↑ green - improved
Payment of invoices			
CORP 8 7	Payment of invoices: % of invoices sampled and paid within 30 days		↓ green – very small decline but above target
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		↑ green – improved
CORP ASSET 1 & 2 8 b	Asset management: operational buildings - % that are suitable for their current use		↑ green – improved
Museum services			
C&L 3 11 a	Museum services: number of visits to/usages of Inverclyde Council-funded or part-funded museums		↑ green - improved

Use of libraries			
C&L 2 12 a	Use of libraries: number of visits to libraries		↑ green – improved
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)		↑ green – improved

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			Target
	2013/14	2014/15	2015/16	
	7.6	6.4	5.5	9

CORP 6 1 b	Sickness absence: the average number of working days per employee lost through sickness absence - all other Inverclyde Council employees			Target
	2013/14	2014/15	2015/16	
	11.9	11.1	9.5	9

What the above data tells us:

The data shows a year-on-year improvement in sickness absence rates for both teachers and all other local government employees.

Between 2014/15 and 2015/16, the average number of working days per employee lost through sickness absence for teachers reduced by 0.9 days; this meant the target was very comfortably achieved (by 3.5 days).

Sickness absence for all other Inverclyde Council employees also reduced (by 1.6 days) with the 2015/16 figure of 9.5 days just 0.5 days short of the target.

Inverclyde Council's performance for these indicators compared to other Scottish councils will be published in January 2017.

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.

Maximising employee attendance is a key area of focus in the new People and Organisational Development Strategy 2017/20 which was considered by the Policy and Resources Committee on 20 September 2016. To view the Strategy, visit: [People and Organisational Development Strategy 2017/20](#) (agenda item 19).

b. Indicator details: Equal opportunities policy

CORP 3b 2	Equal opportunities policy: the % of the highest paid 5% of earners among Inverclyde Council employees that are women (excluding teachers)		
	2013/14	2014/15	2015/16
	49.3	50.6	53.2
			Target 55.6

New indicator: CORP 3c	Equal opportunities policy: the % gender pay gap between the average hourly rate of pay for male and female Inverclyde Council employees		
	2013/14	2014/15	2015/16
	10.52	9.41	10.89
			Target -

What the above data tells us:

The above data shows there has been a year-on-year increase in the percentage of Inverclyde Council employees who are female and in the top 5% of earners. Although the performance of this measure improved again in 2015/16, the figure for that reporting year is just short of the respective target.

The second equal opportunities indicator was introduced by the Improvement Service for 2015/16; however, we are able to provide historical data for this measure, as outlined above. The data shows that, following a fall in Inverclyde Council's gender pay gap between 2013/14 and 2014/15, the figure increased during 2015/16 by 1.48%.

Inverclyde Council's performance for these indicators compared to other Scottish councils will be published in January 2017.


Further information: In 2015/16, there were 203 employees in the top 5% of earners in Inverclyde Council; of these, 108 were female.

The gender pay gap indicator was introduced to the Local Government Benchmarking Framework to provide a broader view of the gender pay balance across all employees in the Council, as well as a better representation of the progress Scottish local authorities are making in improving equality outcomes. Ultimately, this measure will replace indicator CORP3b; in the meantime, however, during the transition period, the data for both is still required to be reported to the Improvement Service.

The reason for the increase in our gender pay gap between 2014/15 and 2015/16 is that, when the male/female employee ratio changes into higher/lower grades by gender, the male/female average hourly rate also changes which has a positive or negative impact on the gender pay gap.

The current Scottish gender pay gap is 29% while the United Kingdom figure is 23%. However, no target has been set for gender pay gaps. Organisations like Inverclyde Council are required to produce an annual Gender Pay Gap Report and explore any grade issues which emerge. These are often reasons for such issues including, for instance, cases when new employees from one gender are usually appointed to particular posts at the starting point of a grade; examples of such posts include catering and cleaning appointments.

Further analysis on Inverclyde Council's gender pay gap will be undertaken when our Inverclyde Equality Mainstreaming Report 2017 has been published in Spring 2017; this document will include the 2014/15 and 2015/16 statistics.

To find out more about the Council's work around equality and diversity, visit:  [Equality and diversity](#).

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)			
2013/14	2014/15	2015/16	Target
14.05	11.73	12.15	16.00

CORP 7 6 a Council Tax: income due in £ for the year excluding reliefs and rebates			
2013/14	2014/15	2015/16	Target
27,246,489	27,664,813	28,130,547	-

CORP 7 6 b Council Tax income: % of income due for the year that was received by the end of the year			
2013/14	2014/15	2015/16	Target
94.5	94.8	95.1	94

What the above data tells us:

The data shows that, although there was a marginal increase (£0.42) in the cost of collecting Council Tax, performance was still better than target. The performance of the indicator which measures the Council Tax income due improved during the last reporting year; the amount of income due for the year excluding reliefs and rebates increased by £465,734 between 2014/15 and 2015/16.

The percentage of Council Tax collected also improved in 2015/16 (to 95.1%) which resulted in this indicator exceeding its target.

Inverclyde Council's performance for these indicators compared to other Scottish councils will be published in January 2017.

Further information: The percentage of Council Tax income received by the end of the year is an area that is constantly monitored and reported in progress reports on the Environment, Regeneration and Resources Corporate Directorate Improvement Plan 2016/19; to view the Plan, visit [ERR CDIP 2016/19](#) (agenda item 4). Performance is consistently under review and fresh initiatives implemented where it is identified that collection levels could be improved.

It is pleasing to note that, during 2015/16, the number of eligible dwellings in Inverclyde increased by 70 to 38,762; the increase is mainly attributable to new build properties in the area.

d. Indicator details: Payment of invoices

CORP 8 7	Payment of invoices: % of invoices sampled and paid within 30 days			
	2013/14	2014/15	2015/16	Target
96.3	96.59	96.48	95	

What the above data tells us:

The data shows there was a very small decrease (0.11%) in the percentage of invoices paid within 30 days in 2015/16; despite this, however, the figure for this measure is still very high at 96.48% and the target was comfortably exceeded.

Inverclyde Council's performance for this indicator compared to other Scottish councils will be published in January 2017; we are 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 we have made significant efficiencies, for example, the creditors' team has reduced in size as Council Services and Finance work together to maintain performance.

This information is reviewed annually through the Directors of Finance performance indicators. Performance is also monitored on a monthly basis and reported in progress reports on the Environment, Regeneration and Resources Corporate Directorate Improvement Plan 2016/19; to view the Plan, visit [ERR CDIP 2016/19](#) (agenda item 4).

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		
2013/14		2014/15	2015/16	Target
83.5		85.2	89.8	86

CORP ASSET 1 & 2 8 b		Asset management: operational buildings: % that are suitable for their current use		
2013/14		2014/15	2015/16	Target
87.2		88.7	90	88

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; additionally, the performance of both measures was comfortably above target in 2015/16.

Inverclyde Council's performance for these indicators compared to other Scottish councils will be published in January 2017.

Further information: The majority of the Council's operational property portfolio had condition surveys carried out in 2008/09. Since then, significant improvements, either via complete refurbishment or repair works, have been carried out to a number of our properties. The Council has also completed a number of new build projects and sold off several underperforming assets. In 2015/16, the Council instructed further condition surveys to properties which had not been included in the first tranche; these surveys provided a grade for the individual properties and also a programme of required future works. We have taken the grades provided from the new surveys, together with the grades from the older surveys (after regrading following the repair/refurbishment) which have provided the updated figure for 2015/16.

The suitability of operational accommodation is measured through the use of questionnaires. Questionnaires are 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.

The Council has a strategy for managing and modernising our property assets which can be viewed here:  [Corporate Asset Management Strategy 2016/18](#) (agenda item 20).

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		
	2013/14	2014/15	2015/16 Target
65,178	72,943	78,506	68,500


What the above data tells us:

There has been a year-on-year increase in the number of visits to the McLean Museum. In 2015/16, there were 78,506 visits to the facility, a significant increase on the 2014/15 figure of 72,943; this resulted in the 2015/16 target being exceeded.

Inverclyde Council's performance for this indicator compared to other Scottish councils will be published in January 2017.

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.

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. The Museum's online collections can be viewed here:  [McLean Museum Collections Online](#).

g. Indicator details: Use of libraries


C&L 2 12 a	Use of libraries: number of visits to libraries			
	2013/14	2014/15	2015/16	Target
	393,116	401,807	419,720	410,000

What the above data tells us:

The number of library visits has increased year-on-year, with a new high achieved in 2015/16. Last year, there were 419,720 visits to Inverclyde libraries, an increase of 17,913 on the previous year; this resulted in the target for that reporting period being surpassed.

Inverclyde Council's performance for this indicator compared to other Scottish councils will be published in January 2017.

Further information: The increase in the number of visits to libraries during 2015/16 is partly due to an increase in the number of adult learners attending classes in Inverclyde branches, together with the number of people using computer facilities at those locations. Additionally, the popularity of Inverclyde libraries' eMagazine and eBook/eAudio services continues.

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

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)		
2013/14	2014/15	2015/16	Target
0.7	1.8	1.43	12


What the above data tells us:

In 2015/16, there was a reduction in the time taken to attend on site for a noise complaint. The performance of this measure is therefore significantly better than target.

Inverclyde Council's performance for this indicator compared to other Scottish councils will be published in January 2017.

Further information: Changes were made to the way this performance indicator was recorded in 2013/14. Previously, the measure was inflated by our inclusion of appointments made to suit the complainant where an immediate response was not required. From 2014/15, only noise complaints where a quick response is required are included in the calculation.

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

Inverclyde Council can offer advice or assistance about noise in the local area; to find out more visit  [Noise Nuisance](#).