

EAST AYRSHIRE COUNCIL

GOVERNANCE AND SCRUTINY 11 MARCH 2011

2010/11 STATUTORY PERFORMANCE INDICATORS REPORTING FRAMEWORK

Report by the Executive Director of Finance and Corporate Support

1. PURPOSE OF REPORT

- 1.1 To inform Committee of the results of the annual review of the Council's Statutory Performance Indicator (SPI) reporting framework, and to seek approval for the improved reporting framework for 2010/11.

2. BACKGROUND

- 2.1 The Local Government Act 1992 requires the Accounts Commission to issue an annual Direction to Local Authorities to publish performance information across a broad range of services. The Commission issued the 2008 Direction in February 2009 and this set out the 25 National Statutory Performance Indicators for financial year 2009/10 upon which councils have recently reported.
- 2.2 At this time, the Commission also requested that Councils create their own, tailored local performance measures based around the two main headings of 'Corporate Management' and 'Service Performance'. In response to this, a further 52 Local SPIs were established by this Council, providing an overall SPI suite of 77 indicators.
- 2.3 A report which summarised the Council's performance against each of the 77 indicators for 2009/10 has been submitted to this meeting of the Governance & Scrutiny Committee. This report set out comprehensive performance data and contextual information for each SPI, as well as summary information in relation to all other Scottish councils as reported by Audit Scotland in December 2010.

3. INTERNAL REVIEW OF STATUTORY PERFORMANCE INDICATORS FOR 2010/11

- 3.1 In its analysis of councils' responses to the 2008 Direction, Audit Scotland notes that, moving forward, it expects all councils to build on the development of local performance information which began in 2009/10.
- 3.2 In response, this Council has carried out a review of its reporting framework for financial year 2010/11. Departments were asked to comment on the existing suite of indicators, and to suggest any changes that may be required. Responses to this exercise were received from across the Council, and the full revised framework is attached at Appendix One.
- 3.3 Committee should note that the vast majority of indicators remain unchanged, allowing the Council to build up time-series data and monitor progress across the range of measures. However, there are a small number of key changes, and these are highlighted below:-

- **Discrimination:** *Percentage of formal complaints relating to any form of discrimination.* To avoid overlap and duplication, this indicator has been deleted (it is a component part of the existing complaints indicator).
- **Eco-schools:** *Percentage of schools registered to become eco-schools.* This indicator has been amended to '*Percentage of schools achieving Bronze/Silver/Green Flag status*'. Whilst the old indicator captured data relating to an essentially administrative process, the replacement measures the number of schools that have received accreditation, which is more meaningful.
- **Respite care:** The table below sets out the existing indicator, and the proposed replacement (which is based on the same source data). The existing indicator was based on the former national SPI, whilst the proposed version is the one which the Council submits to the Scottish Government as part of the Concordat agreement. Importantly, the proposed indicator is published nationally, and allows for benchmarking as well as reflecting progress against Concordat targets.

Existing indicator	Proposed indicator
<i>Total number of daytime respite hours provided for: adults (18-64) per 1,000 population. older people (65+) per 1,000 population. Total number of overnight respite nights provided for: adults (18-64) per 1,000 population. older people (+65) per 1,000 population.</i>	<i>Total number of overnight respite weeks provided Total number of daytime respite weeks provided Total number of respite weeks provided.</i>

- **Looked after children:** *Number and percentage of young people ceasing to be looked after who achieved at least one SCQF level 3 in any subject/English & Maths.* It is proposed to replace this indicator with *Average tariff scores of all looked after children.* This new measure, which the Council reports to the Scottish Qualifications Authority, provides a much broader indication of the performance of this cohort of young people.
- **Child protection:** The table below sets out the existing indicator, and the proposed replacement. Whilst the existing indicator provides interesting management information, it is essentially a measure of activity levels and less a measure of Council performance. The proposed re-registrations indicator, which the Council reports to the Scottish Government as part of its Single Outcome Agreement, is simpler, more focussed, and more reflective of the performance of the Council and its partner organisations.

Existing indicator	Proposed indicator
<i>Total number of children on Protection Register. Number of Child Protection de-registrations per 1,000 population. Number of Child Protection Referrals per 1,000 population. Number of Child Protection referrals</i>	<i>Number of child protection re-registrations in year</i>

<i>resulted in a case conference per 1,000 population. Number of Child Protection registrations following a case conference per 1,000 population.</i>	
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- 3.4 By refining the suite of indicators in this way, the Council is ensuring that the reporting framework remains robust while responding to changes in the wider national policy environment. At the same time, the majority of indicators remain in place, facilitating the analysis of time-series and trend data across the entire reporting suite.
- 3.5 Appendix 2 provides a breakdown of the proposed 2010/11 framework by the two main Audit Scotland categories, and demonstrates the extensive coverage this provides. In total, there are 76 indicators in the new framework, a reduction of 1 on the 2009/10 position (Appendix 2 also provides a full comparison between the proposed reporting framework for 2010/11 and the current framework). 26 of these cover corporate management functions, whilst the remaining 50 cover service performance.
- 3.6 The net effect of the changes on the overall number of indicators is as follows:-

2009/10 SPIs	77
Deletions	-2
Additions	+1
Net position	76

4. FUTURE DEVELOPMENTS

- 4.1 Looking ahead, the 2010 Direction, which was published by the Accounts Commission in December 2010, makes clear that the reporting arrangements in place across Scottish councils should be subject to continuous review by each council.
- 4.2 In response, it is intended that further work will be carried out over the next few months to further strengthen the Council's suite of indicators in relation to "SPI 1 - Corporate Management: Revenues and Service Costs." It is recognised that the cost of service delivery will assume even greater significance for councils over the next few years as budgets are squeezed, and this project will draw on the work already underway within "Strand 4 – Budget and Performance" of the Council's Efficiencies Strategy.

5. FINANCIAL / LEGAL / POLICY IMPLICATIONS

- 5.1 The Council's annual review of the Statutory Performance Indicator (SPI) reporting framework strengthens its response the Accounts Commission's Annual Direction in relation to the Local Government Act 1992.

5.2 The strengthening of the reporting framework contributes to the Council's response to the Local Government in Scotland Act 2003 in meeting the requirements of the Best Value regime.

6. RECOMMENDATIONS

6.1 It is recommended that Committee:

- (i) approves the Council's revised 2010/11 Statutory Performance Indicator reporting framework, including the amendments as set out in section 3 of this report;
- (ii) otherwise notes the content of this report.

Alex McPhee
Executive Director of Finance and Corporate Support
28 February 2011

LIST OF BACKGROUND PAPERS

"Direction 2010" – Accounts Commission, December 2010
"Council Compendium" – Audit Scotland, December 2010

Any person wishing further information should contact Jim Farrell, tel.: (01563) 576223, or
Robert Moore, tel.: (01563) 576110.

Implementation Officer: Jim Farrell, Performance, Development and Projects Manager

Key

NPI - National SPIs (25) prescribed by Audit Scotland

LPI - Local SPIs (51) identified to meet SPI criteria

Proposed 2010/11 Statutory Performance Indicator Reporting Framework by Audit Scotland category		
SPI 1: Corporate Management		
Category	Indicator	Type
Responsiveness to Communities	<p>Complaints:</p> <p>(a) Number of Customers expressing dissatisfaction formally.</p> <p>(b) % of formal complaints classed as "justified" following investigation</p> <p>(c) % of formal complaints responded to within agreed time-scale.</p> <p>(d) Number of formal complaints relating to any form of discrimination and percentage of those classed as justified.</p> <p>(e) Number of positive comments received.</p> <p>(f) Number of improvements implemented as a result of complaints.</p>	LPIs
	<p>Freedom of Information: Percentage of FOI requests responded to in 20 working days.</p>	
Revenues and Service Costs	<p>Council Tax:</p> <p>Cost of collecting Council Tax per dwelling.</p> <p>Council Tax:</p> <p>Current year income from Council Tax:</p> <p>a) The income due from Council Tax for the year, net of reliefs and rebates.</p> <p>b) The percentage of a) that was received during the year.</p> <p>Invoices: Number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid.</p>	NPIs
	<p>Home care: The unit cost of home care</p> <p>Arts & Museums: Cost per Visit across Arts and Museums Facilities.</p> <p>School transport: Cost per pupil (primary, secondary & special school)</p> <p>School meals:</p> <p>Average cost of producing a school meal.</p> <p>Satisfaction levels.</p> <p>Winter maintenance:</p>	LPIs

	<p>Cost of winter maintenance per km of road network. Cost per gritted kilometre of priority roads network (excluding capital charges).</p> <p>Road Maintenance Expenditure: Percentage of actual maintenance expenditure which is planned/proactive. Percentage of actual maintenance expenditure which is reactive.</p> <p>Recycling: Net Cost of Recycling.</p>	
Employees	<p>Sickness absence: Average number of working days per employee lost through sickness absence for: a) teachers. b) all other local government employees.</p> <p>Equal Opportunities: Number and percentage of highest paid 2% and 5% of earners among council employees that are women.</p>	NPIs
	<p>Turnover: Leavers in the last year as a percentage of the average total staff.</p>	LPI
Assets	<p>Condition and suitability of operational accommodation: a) Proportion of operational accommodation that is in a satisfactory condition. b) Proportion of operational accommodation that is suitable for its current use.</p>	NPIs
	<p>Energy Performance: rating of buildings expressed in m2 (GIFA).</p> <p>Office accommodation: Occupancy rates for office accommodation expressed as m2 (GIFA) per Full Time Equivalent.</p> <p>Operational Portfolio: Extent of operational portfolio expressed in m2 (GIFA).</p>	LPIs
	<p>Condition of School Estate: Percentage of schools graded A (Good), B (Satisfactory), C (Poor) and D (Bad).</p> <p>School Capacity: Percentage of schools graded A (Good), B (Satisfactory), C (Poor) and D (Bad).</p>	
Procurement	<p>PECOS: Value of spend through PECOS as a percentage of council (non-pay) expenditure.</p>	LPI

Sustainable Development	Eco-schools: Percentage of schools achieving - Bronze - Silver - Green Flag status	LPI
Equalities and Diversity	Accessibility: Number of council buildings from which the council delivers services to the public and percentage of these in which all public areas are suitable for and accessible to disabled people.	NPIs
	Ethnic minority: Percentage of the local population who are from an ethnic minority. Percentage of the total workforce who are from an ethnic minority. Disabilities: Of the total workforce, the percentage who have declared they are disabled under the terms of the Disability Discrimination Act 1995.	LPIs

SPI 2: Service Performance		
Benefits Administration	Administration costs: Gross administration cost per benefits case.	NPIs
	Processing times: Average time taken for processing new Benefits claims. Processing times: Percentage of new Benefits claims decided within 14 days of receipt of East Ayrshire Council receiving all necessary information. Accuracy: Percentage of Benefits cases calculated correctly.	LPIs
	Community Care	Homecare: a) The number of people age 65+ receiving homecare. b) The number of homecare hours per 1,000 population age 65+. c) As a proportion of home care clients age 65+, the number receiving: - personal care. - a service during evenings/overnight. - a service at weekends.
	Accessibility: (a) Number of people waiting longer than target for assessment per '000 population. (b) Number of people waiting longer than target time for service per '000 population.	LPIs
	Staff qualifications: The number and percentage of personal carers who are qualified to SSSC standard	

	<p>Respite care: <i>Total number of overnight respite weeks provided</i> <i>Total number of daytime respite weeks provided</i> <i>Total number of respite weeks provided.</i></p>	
Criminal Justice Social Work	<p>Social Enquiry Reports: <i>(a) The number of reports submitted to the courts during the year.</i> <i>(b) The percentage of these submitted by the due date.</i></p>	LPI
Cultural & Community Services	<p>Pools/other leisure facility attendances: <i>Number of attendances per 1,000 population for</i> <i>- pools.</i> <i>- other indoor sports and leisure facilities, excluding pools in a combined complex.</i></p> <p>Visits to and use of museums: <i>a) The number of visits to/usages of council funded or part funded museums per 1,000 population.</i> <i>b) The number of those visits that were in person per 1,000 population.</i></p> <p>Library usage: <i>a) Number of visits per 1,000 population.</i> <i>b) Borrowers as a percentage of the resident population.</i></p>	NPIs
	<p>Grounds Maintenance: <i>cost per hectare of land maintained (including CEC).</i></p> <p>Adult Literacy: <i>Number of adult literacy learners achieving intermediary outcomes as set in their Individual Learning Plans.</i></p>	LPIs
	<p>Learning Centres: <i>a) Number of times Learning Centre terminals are used per 1,000 population.</i> <i>b) Percentage of resident population who use Learning Centres.</i></p> <p>Playgrounds: <i>Number of playgrounds per 1,000 Children.</i></p>	
Planning	<p>Planning applications: <i>The percentage of planning applications dealt with within 2 months.</i></p>	NPIs
	<p>Building warrants: <i>Percentage of warrants determined within 6 days of receipt of all outstanding information.</i> <i>Percentage of applications responded to within 20 days of being valid</i> <i>Average income per warrant.</i> <i>Income as a percentage of the value of development plans submitted.</i></p>	LPIs

<p>Education of Children</p>	<p>Additional Support: Percentage of pupils with Individual Education Plans meeting targets (Primary, Secondary, Special, All).</p> <p>Destination of school leavers (%): (a) Full-time higher education. (b) Full-time further education. (c) Training. (d) Employment. (e) Voluntary work (f) Other known destination. (g) Destination unknown.</p>	<p>LPIs</p>
	<p>Looked after children: Average tariff scores of all looked after children in S4 and S5 in the current academic year</p> <p>Exclusion rates: Number of exclusions incidents per 1,000 pupils (Primary, Secondary & Special Schools).</p> <p>Staff to pupil ratios: Staff to pupil ratio in educational establishments (Primary, Secondary, Special, All).</p> <p>School transport: Percentage of the school roll receiving school transport (Primary, Secondary & Special Schools)</p>	
<p>Child Protection and Children's Social Work</p>	<p>Child Protection re-registrations: Number of Child Protection re-registrations in-year</p> <p>Children's Reporter Liaison: Number and percentage of reports submitted to SCRA by the due date.</p> <p>Child Protection Orders: Number and percentage of Child Protection Orders made within 24 hours.</p>	<p>LPIs</p>
<p>Housing and Homelessness</p>	<p>Repairs to council dwellings: - the number of response repairs completed during the year. - the overall percentage of repairs completed within the target times. - the repairs categories used by the councils and the target times for each.</p> <p>Housing Quality: Number and proportion of the council's housing stock which have been brought up to the Scottish Housing Quality Standard by criteria.</p> <p>Voids: Total annual rent loss (from council dwellings) due to voids, expressed as a percentage of the total amount of rent due in the year.</p> <p>Re-lets: Low demand and non-low demand housing stock: re-letting performance.</p>	<p>NPIs</p>

	<p>Tenant arrears:</p> <ul style="list-style-type: none"> a) Current tenant arrears as a percentage of the net amount of rent due in the year. b) Percentage of current tenants owing more than 13 weeks rent at year end, excluding those owing less than £250. c) Proportion of those tenants giving up their tenancy during the year that were in rent arrears. d) Average debt owed by tenants leaving in arrears as a proportion of the average weekly rent. e) Proportion of arrears owed by former tenants that was either written off or collected during the year. <p>Homelessness:</p> <ul style="list-style-type: none"> a) <ul style="list-style-type: none"> i. Number of households assessed during the year. ii. % of decision notifications issued within 28 days of initial presentation. iii. % who are housed. iv. % of cases reassessed within 12 months of completion of duty. b) Proportion of those provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months. 	
	<p>Repairs: The % of repairs appointment kept.</p> <p>Repairs: Average End to end time taken to complete a repair, from the time that the repair is logged to completion of the job to the tenants' satisfaction.</p> <p>Gas Safety: The % of gas safety checks carried out within 12 months.</p>	LPIs
	<p>Council House Sales: Percentage of Council House Sales concluded within 26 weeks. Average timescale for conclusion of Council House Sales.</p>	
Protective Services	<p>Domestic noise complaints:</p> <ul style="list-style-type: none"> a) The number of domestic noise complaints received during the year: <ul style="list-style-type: none"> i) Settled without the need for attendance on site. ii) Requiring attendance on site. iii) Dealt with under part V of the Antisocial Behaviour Scotland Act 2004. b) For those in a)ii and a)iii above, the average time (hours) between the time of the complaint and attendance on site. <p>Trading Standards: consumer complaints and business advice requests received, and the proportion dealt with within</p>	NPIs

	14 days.	
	<p>Non domestic noise complaints: (a) The number of complaints of non domestic noise received during the year: (i) Settled without the need for formal action. (ii) Requiring formal action. (b) For those in (a) (ii) above, the average time (calendar days) to institute formal action.</p>	LPIs
	<p>Antisocial behaviour: Number of Antisocial Behaviour Orders Applications. Percentage of Antisocial Behaviour Orders Applications raised within 7 working days from agreeing instruction with Housing.</p> <p>Food Hygiene Inspections: Percentage of premises with a minimum inspection frequency of 12 months or less, that were inspected on time.</p>	
Roads and Lighting	<p>Roads maintenance: Percentage of the road network that should be considered for maintenance treatment.</p>	NPI
	<p>Street Lighting Failure: the percentage of repairs completed within 7 days.</p> <p>Bridges: The number of council and private bridges not meeting the European Standard of 40 tonnes and the number that have a weight or width restriction placed on them, each expressed as a percentage of the total number of assessed bridges.</p>	LPIs
	<p>Street Lighting and Traffic Lights: Percentage of street lighting columns over 30 years old. Percentage of Traffic Light repairs completed within 48 hours.</p> <p>Road Condition: Number of reactive maintenance repairs. Percentage of reactive maintenance repairs responded to within target.</p>	
Waste Management Services	<p>Refuse collection and disposal: Net cost per premises of refuse collection and refuse disposal.</p> <p>Waste Recycling: Percentage of municipal waste collected that was recycled and composted.</p> <p>Cleanliness: The cleanliness index achieved following inspection of a sample of streets and other relevant land.</p>	NPIs

Appendix 2

EAST AYRSHIRE COUNCIL PROPOSED 2010/11 PERFORMANCE REPORTING FRAMEWORK BY AUDIT SCOTLAND CATEGORY

Audit Scotland Category	NPIs	LPIs	Total	2009/10 Framework
SPI 1: CORPORATE MANAGEMENT				
Each council will report a range of information, sufficient to demonstrate that it is securing Best Value in relation to:				
Responsiveness to communities (RC)	0	2 (7)	2 (7)	2 (7)
Revenues and service costs (RS)	3 (4)	7 (12)	10 (16)	10 (16)
Employees (E)	2 (4)	1 (1)	3 (5)	3 (5)
Assets (A)	1 (2)	5 (11)	6 (13)	6 (13)
Procurement (P)	0 (0)	1 (1)	1 (1)	1 (1)
Sustainable development (SD)	0 (0)	1 (3)	1 (3)	1 (1)
Equalities & diversity (ED)	1 (2)	2 (3)	3 (5)	4 (6)
Totals SPI 1	7 (12)	19 (38)	26 (50)	27 (49)
SPI 2: SERVICE PERFORMANCE				
Each council will report a range of information sufficient to demonstrate that it is securing Best Value in providing the following services:				
Benefits administration (BA)	1 (1)	3 (3)	4 (4)	4 (4)
Community care (CC)	1 (5)	3 (7)	4 (12)	4 (13)
Criminal justice social work (CJ)	0 (0)	1 (2)	1 (2)	1 (2)
Cultural & community services covering at least sport & leisure, museums, the arts & libraries (CCS)	3 (6)	4 (5)	7 (11)	7 (11)
Planning (both environmental & development management) (P)	1 (1)	1 (4)	2 (5)	2 (5)
Education of children (EC)	0 (0)	6 (22)	6 (22)	6 (21)
Child protection and children's social work (CP)	0 (0)	3 (5)	3 (5)	3 (11)
Housing & homelessness (HH)	6 (19)	4 (5)	10 (24)	10 (24)
Protective services including environmental health and trading standards (PS)	2 (9)	3 (6)	5 (15)	5 (15)
Roads & lighting (RL)	1 (1)	4 (11)	5 (12)	5 (11)
Waste management services (WM)	3 (4)	0 (0)	3 (4)	3 (4)
Total SPI 2	18 (46)	32 (70)	50 (116)	50 (122)
Total SPIs 1 and 2	25 (58)	51 (108)	76 (166)	77 (171)

* Figures in brackets represent the number of constituent measures that make up each indicator