

Highland Council

12 March 2015

Agenda Item	21
Report No	15 HC 10

Local Statutory Performance Indicators 2013/14

Report by the Chief Executive

Summary

This report highlights some changes nationally to the approach to reporting and publishing our locally and nationally determined Statutory Performance Indicators. Following internal audit the report shows that the Highland Council has improved performance by 5% or more in 2013/14 on 32 indicators; 31 indicators show a decline of 5% or more. There were 50 with no significant change from the previous year and 38 indicators where it is too early to make a judgement. The report shows that for indicators which are nationally benchmarked 10 are in the top quartile and 14 in the bottom quartile.

1. Background

- 1.1 We are required to report on our Statutory Performance Indicators (SPis) within 12 months of the end of the financial year they refer to. This replaces the requirement to submit data to Audit Scotland and publish by 30th September each year. Appendix 1 gives the value for each SPI and, where possible, compares it to the value in the previous financial year.
- 1.2 The Council's Programme 'Working Together for the Highlands' includes a commitment that: 'The Council will continue to measure its progress openly, report on it publicly and listen to its communities, to ensure we are delivering services that provide best value for Council Taxpayers.' This annual performance report contributes to this commitment. It is scrutinised also by Audit Scotland.

2 Statutory Performance Indicators 2013/14

- 2.1 To take account of national work on benchmarking Audit Scotland reviewed their audit direction and guidance on SPIs and public performance reporting (PPR) for 2013/14. There are now three strands to statutory performance reporting within this guidance and these are:
 SPi1 – Corporate Management (including: responsiveness to communities, employees, costs, assets, sustainability and equalities)
 SPi2 – Provision of Council Services
 SPi3 – all Local Government Benchmarking Framework (LGBF) indicators
- 2.2 Audit Scotland also reviewed and fed back to Scottish Local Authorities on their approach to PPR in June 2013. The Council's Executive Leadership Team carried out a review of SPis in order to ensure PPR requirements were being met and this was completed in autumn 2013 and this work set the SPIs for 2013/14 reported on below. A further report from Audit Scotland on 2013/14 PPR is expected in summer 2015 and this will enable the Council to assess further the effectiveness of the review and current reporting arrangements.
- 2.3 This report covers all indicators locally determined (SPi1 & 2) and LGBF (SPi3) and a summary of the audit direction on these indicators is provided as Appendix 3. All

LGBF (SPi3) indicators are also used as evidence for areas of activity identified under SPi 1 and 2. In addition there have been significant changes by the Scottish Housing Regulator (SHR) and a large set of SHR indicators have been adopted as local SPIs and some into the LGBF. Many of these indicators are being reported for the first time and therefore an assessment of progress cannot be made on these until next year.

- 2.4 The Highland Council has improved performance by 5% or more in 2013/14 on 32 indicators, with 31 indicators showing a decline of 5% or more. Note that all cost indicators using financial information from Local Financial Returns (LFR) may be subject to change when the Scottish Government publish final audited figures in March 2015. The table below summaries performance, note that the number of indicators each year will vary depending on both local and national reviews.

The following key has been used where:		2013/14 vs 2012/13
✓	performance has improved by 5% or more.	32
X	performance has declined by 5% or more.	31
—	there is no significant change in performance	50
	the indicator is new / changed / unreliable/ no comparison is possible / for contextual purposes only.	38

- 2.5 In line with Audit Scotland reporting, only those indicators moving by more than 5% are highlighted. This is a recognised statistical technique used to ensure that any difference between the variables is real and not due to natural variation which is inevitable but not significant. These will be considered more fully in Strategic Committees.
- 2.6 Area which show improvement by more than 5% between 2012/13 and 2013/14 are:
- Care & Learning
- Scottish Credit & Qualifications Framework (SCQF) level 6 attainment by all children has improved from 26% to 27.7%;
 - Scottish Credit & Qualifications Framework (SCQF) level 6 attainment by children from deprived backgrounds has improved from 9.5% to 11.8%;
 - The % of adults satisfied with leisure services increased from 80% to 87%;
 - The cost of parks & open spaces per 1,000 population reduced from £26,572.50 to £16,119.34;
 - The cost per attendance at leisure facilities reduced from £2.57 to £1.64;
 - The average hours per week taken to complete a Community Payback Order (CPO) reduced from 3.8 hours to 3.6 hours;
 - Direct payments spend on 18+ years adults increased from 3.0% to 3.2%;
 - The % of 65+ with intensive needs receiving care at home increased from 19.2% to 21.0%;
 - The length of time (months) taken between Looked After Children (LAC) decisions for permanency and matching of child/young persons with permanent carers reduced from 12 months to 9 months;
 - The number of persistent young offenders with 5+ referrals in the last 6 months reduced from 7 to 6;
 - The number of offence based referrals to the Scottish Children's Reporter Administration (SCRA) fell from 528 to 417.
- Development & Infrastructure
- The cost per km of core paths has reduced from £107.00 to £88.80;
 - The cost per archaeological consultation reduced from £18.50 to £16.53;

- The cost per participant in ranger guided walks reduced from ££8.93 to £7.39;
- The average number of weeks to determine a local planning applications reduced from 12.8 weeks to 10.6 weeks;
- The cost per building warrant application reduced from £503.40 to £481.89;
- The number of businesses supported to Start Up through Business Gateway increased from 215 to 250;
- The % of unemployed people assisted into work increased from 2.65% to 7.66%.

Finance and Corporate

- Our central ICT costs (excluding curriculum) as a % of our net revenue budget reduced from 2.1% to 1.9%;
- The cost of sundry debtor per debtors account issues reduced from £4.53 to £4.04;
- The cost per dwelling of collecting Council Tax reduced from £15.52 to £14.22;
- Overall sickness absence reduced to an average of 7.9 working days lost per employee compared to 8.7 days the previous year;
- Teachers sickness absence reduced to an average of 5.1 working days lost per employee compared to 5.7 days the previous year;
- Sickness absence of all staff other than teachers reduced to an average of 9.1 days lost per employee compared to 9.8 days the previous year;
- Council carbon emissions (CO2) reduced from 67,670 tonnes to 63,401 tonnes.
- The ratio of employees to HR staff increased from 173.07 to 185.60.

Community Services

- The cost of electricity per street light unit reduced from £44.39 to £36.21;
- The cost of maintenance per km of roads reduced from £3,414.10 to £2,839.43;
- The net cost of street cleaning per 1,000 population reduced from £15,061.61 to £11,607.64;
- The net cost of waste collection per premises reduced from £101.87 to £90.93;
- The number of domestic noise complaints resolved without site attendance increased from 15 to 51;
- The % of rent loss through voids reduced from 2% to 1.2%.

2.7 Areas where performance has declined by more than 5% between 2012/13 and 2013/14 are:

Care & Learning

- The % of adults satisfied with libraries reduced from 78% to 72%;
- The % of adults satisfied with schools reduced from 88% to 79%;
- The % of adults satisfied with street cleaning reduced from 74% to 67%;
- Adult home care costs per hour for aged 65 and over increased from £28.08 to £30.07 per hours;
- The net residential cost per week for older adults aged 65+ increased from £353.60 to £406.94;
- The cost per museum visit increased from £0.95 to £2.32;
- The number of visits to/usages of council funded or part funded museums per 1,000 population fell from 2,698 to 2,419;
- The number of visits to/usages of council funded or part funded museums that were in person per 1,000 population fell from 1,418 to 1,339;
- The cost per visit to libraries increased from £2.00 to £2.44;
- The number of attendances per 1,000 population for indoor sports and leisure facilities (excluding pools in a combined complex) fell from 9,145 to 8,447;
- The number of attendance per 1,000 population to pools fell from 2,313 to

2,178;

- The % of Looked After Children in kinship care reduced from 19.3% to 18.3%;
- The % of children on the child protection register previously registered increased from 2.8% to 5.31%.

Development & Infrastructure

- Economic development - the cost per business supported increased from £848.39 to £986.50;
- The cost per historic environment record (HER) consultation increased from £0.18 to £0.21;
- The cost per film industry enquiry increased from £396.00 to £795.00;
- The average number of weeks to determine major planning applications increased from 29.4 weeks to 31.6 weeks;
- The % of trading standards advice requests completed within 14 days reduced from 96.7% to 87.3%.

Finance and Corporate

- The cost of non-domestic rates collection per chargeable property has increased from £21.31 to £24.60;
- The cost of accounting as a % of the net revenue budget and Housing Revenue Account (HRA) increased from 0.28% to 0.30%;
- The cost of issuing a creditors invoice increased from £0.99 to £1.05;
- The cost per payslip produced increased from £3.15 to £3.73;
- The cost per Member for pensions administration increased from £27.00 to £29.52;
- Benefits administration, gross cost per case increased from £50.21 to £56.79;
- The net cost per waste disposal per premises increased from £102.84 to £112.16;

Community Services

- The number of noise complaints requiring attendance on site increased from 44 to 62;
- The average time for domestic noise complaints requiring on site attendance increased from 19 hours to 119 hours;
- The % of B class roads that should be considered for maintenance treatment increased from 33.5% to 35.9%;
- The % of C class roads that should be considered for maintenance treatment increased from 34.6% to 41.9%;
- The % of our overall roads network that should be considered for maintenance treatment increased from 33.2% to 35.6%;
- The % properties at or above National Housing Energy Rating or SAP ratings reduced from 80% to 75.7%.

2.8 In addition to the analysis of SPIs above the Council is also benchmarked against other local authorities in Scotland for 55 of these indicators. Appendix 2 of this report summarises the results and benchmark positions for 2013/14.

2.9 For the benchmark indicators (LGBF) the Highland Council is in the top quartile (ranked 1-8) for 10 indicators and in the bottom quartile (ranked 25-32) for 14 indicators. It should be noted that there are a wide range of factors that influence these indicators including geography, service delivery models and budget priorities.

2.10 Indicators in the top quartile are:

- Cost per museum visit - C&L3
- Leisure Facilities - cost/attendance - C&L1
- Cost per pre-school education registration - CHN3

- Cost per visit to Libraries - C&L2
- Gross rent arrears as % of rent due - HSN1
- Cost of parks & open spaces per 1,000 population - C&L4
- Cost of maintenance per km of roads - ENV4a
- % adults satisfied leisure facilities - C&L5d
- Street Cleanliness Score - ENV3b
- Sickness Days Lost per Employee - Corp6

2.11 Indicators in the bottom quartile:

- Cost per primary school pupil - CHN1
- Cost per secondary school pupil - CHN2
- Adult Home Care costs per hour aged 65 and over - SW1
- SHQS - % total meeting SHQS - HSN3/SHR7
- % adults satisfied - street cleaning - ENV7b
- Net cost of Waste collection per premises - ENV1
- Net cost per Waste disposal per premises - ENV2
- % properties at or above NHER or SAP ratings HSN5/SHR8
- Domestic Noise Complaints - requiring attendance on site the average time (hours)- Corp5b2
- Asset Management - satisfactory condition - CAST2
- Asset Management - current use - CAST1
- % adults satisfied - libraries - C&L5a
- Central Support Services as a proportion of running costs - Corp1
- % of 65+ with intensive needs receiving care at home - SW3

2.12 Reports will be taken to the next cycle of Strategic Committees providing detailed analysis and information on improvement activity. Quarterly reporting of SPIs will also be provided to Strategic Committees where this is possible. The Improvement Service has developed an on-line tool to support Council's with public performance reporting. The tool is available at the following location: <http://scotland.mylocalcouncil.info/>

2.13 In addition to this annual report on SPIs, indicators are also monitored through Service quarterly performance reviews (QPR) undertaken by the Chief Executive.

3.0 Outcome of Internal Audit of SPIs

3.1 Following review of a sample of indicators by Internal Audit, one was found to be unreliable:

- Invoices Payment <30 days. This national benchmark indicator is locally determined and is considered unreliable as invoices from small businesses are included within calculation. The measure taken from the LGBF is defined as "Invoices to be counted are those which fall within the scope of VAT (including zero rated and exempt items). Therefore, payments to small businesses not large enough to fall within the scope of VAT will not be reflected in this indicator." The Finance Operations Manager (HQ) has advised that our accounting systems are not set up to enable this to be reported. This has been raised with the Improvement Service and use of the indicator for benchmarking is continuing but subject to review. The indicator remains valuable as it has been used as calculated as a local indicator for some time and will continue to be used as a local SPI even if it cannot be benchmarked in the future.

4. Public Performance Reporting (PPR)

4.1 The Council has a statutory duty to report on its performance to the public. To assess how well we meet this duty Audit Scotland review information from this report, the

results of the Public Performance Survey and the Annual Corporate Performance Report considered by Council on 4th September 2014. As reported on 4th September a review of our approach to PPR has been carried out and refreshed performance pages on our website will provide information in a more accessible format for our stakeholders while also strengthening how we meet our statutory duty.

5. Implications

- 5.1 Resources: There are no implications as a result of this performance report. The report however does contain an increased number of cost indicators which can support service improvement towards monitoring and reducing costs.
- 5.2 Legal: Implications relate to meeting statutory requirements for public performance reporting.
- 5.3 Equalities and Climate Change/Carbon Clever: A number of indicators are useful in supporting improvement activity including women in management, asset management (premises access/condition), street lighting electricity costs, waste recycling and Council carbon emissions tonnes CO2.
- 5.4 Risk: Audit Scotland produces an annual Assurance and Improvement Plan for the Council which assesses, with other scrutiny bodies, our performance including our SPIs. As reported to Council in May 2014 there are no significant scrutiny risks identified for the Council and also highlighted improvement in public performance reporting.
- 5.5 Gaelic: There are no implications arising from this report.
- 5.6 Rural: It is worth noting that the rural nature of Highland often means the unit cost of service delivery is often higher and this presents a further challenge to achieving continuous improvement.

6. Recommendations

Members are asked to:

- 6.1 Note and comment on the out-turn of SPIs for 2013/14 and where relevant their national benchmark position;
- 6.2 Agree that reports are submitted to Strategic Committee as the next cycle to provide detailed analysis of SPIs and improvement actions;
- 6.3 Note that refreshed performance web pages will improve stakeholder access to performance information and also strengthen our public performance reporting (PPR) in meeting our statutory duties.

Signature:

Designation: Chief Executive

Author: Evelyn Johnston, Corporate Performance Manager

Date: 26.01.15

Appendix 1: Statutory Performance Indicator Report 2013/14

Appendix 2: Local Government Benchmark Report 2013/14

Appendix 3: Audit Direction Summary on SPIs

*See appendix 3 for ID explanations

Appendix 1

ID	Statutory Performance Indicators	12/13	13/14	Variance 5% +/-
1a/3	% adults satisfied with leisure services (C&L5d)	80 %	87 %	√
1a/3	% adults satisfied with libraries - (C&L5a)	78 %	72 %	X
1a/3	% adults satisfied with museums & galleries (C&L5c)	68 %	69 %	-
1a/3	% adults satisfied with parks & open spaces (C&L5b)	86 %	86 %	-
1a/3	% adults satisfied with refuse collection (ENV7a)	86 %	83 %	-
1a/3	% adults satisfied with schools (CHN10)	88 %	79%	X
1a/3	% adults satisfied with social care/social work services (SW4)	54.0 %	54.0 %	-
1a/3	% adults satisfied with street cleaning (ENV7b)	74.0 %	67.0 %	X
1a	% tenants satisfied with landlord service (SHR1)	-	79.2%	
1b	% income sundry debtors collected during year	84.74 %	86.60 %	-
1b	% Non-Domestic Rates (NDR) collected by year end	97.49 %	97.61 %	-
1b	Access Team - cost per km of core paths	£ 107.00	£ 88.80	√
1b/3	Adult Home Care - costs per hour aged 65 and over (SW1)	£28.08	£30.07	X
1b	Central ICT cost (excluding curriculum) as % Net Rev Budget	2.1%	1.9%	√
1b/3	Central Support Services as a proportion of overall running costs (Corp1)	7.3 %	7.5 %	-
1b	Cost NDR collection/chargeable per property	£ 21.31	£ 24.60	X
1b	Cost of Accounting as % Net Rev Budget + Housing Revenue Account (HRA)	0.28 %	0.30 %	X
1b	Cost of electricity per street lighting unit	£ 44.39	£ 36.21	√
1b/3	Cost of Environmental Health per 1000 population (ENV5b)	£17,436.00	£17,317.00	-
1b/3	Cost of Looked After Children (LAC) per child per week in the community (CHN8b)	£208	LGBF	
1b/3	Cost of maintenance per km of roads - ENV4a	£3,414.10	£2,839.43	√
1b	Cost of maintenance per street lighting unit	£ 23.07	£ 23.85	-
1b/3	Cost of parks & open spaces per 1,000 population (C&L4)	£26,572.50	£16,119.34	√
1b/3	Cost of Trading Standards per 1000 population (ENV5a)	£3,662.36	£3,790.51	-
1b	Cost per archaeological consultation	£ 18.50	£16.53	√
1b	Cost per business supported	£ 848.39	£ 986.50	X
1b	Cost per Historic Environment Record consultation	£ 0.18	£ 0.21	X
1b/3	Cost per museum visit (C&L3)	£ 0.95	£ 2.32	X
1b/3	Cost per pre-school education registration (CHN3)	£ 2,296.21	£2,259.67	-

ID	Statutory Performance Indicators	12/13	13/14	Variance 5% +/-
1b/3	Cost per primary school pupil (CHN1)	£ 5,113.73	£5,240.72	–
1b/3	Cost per secondary school pupil (CHN2)	£ 7,143.15	£7,456.94	–
1b/3	Cost per visit to Libraries (C&L2)	£ 2.00	£ 2.44	X
1b	Cost sundry debtor per debtors account issued	£ 4.53	£ 4.04	√
1b	Cost per Building Warrant application	£ 503.40	£ 481.89	√
1b	Cost per film industry inquiry	£ 396.00	£ 795.00	X
1b	Cost per hour of care scheduled/planned - Care at Home	£ 28.95	£ 28.31	–
1b	Cost per Planning Application determined	£ 663.00	£ 630.49	–
1b/3	Council Tax - Annual % received (Corp7)	95.6%	95.5%	–
1b/3	Cost per dwelling of collecting Council Tax (Corp4)	£ 15.52	£14.22	√
1b	Creditors - unit cost per creditor invoice issued	£ 0.99	£ 1.05	X
1b/3	Democratic core cost per 1,000 population (Corp2)	£ 43,355.80	£44,176.86	–
1b/3	Direct payments spend on 18+ adults (SW2)	3.0 %	3.2 %	√
1b/3	Gross cost per bed per week Children's Residential units (CHN8a)	£ 3,581.22	LGBF	
1b/3	Leisure Facilities - cost per attendance (C&L1)	£ 2.57	£ 1.64	√
1b/3	Net cost of street cleaning per 1,000 population (ENV3a)	£15,061.61	£11,607.64	√
1b/3	Net cost of Waste collection per premises (ENV1)	£ 101.87	£ 90.93	√
1b/3	Net cost per Waste disposal per premises (ENV2)	£ 102.94	£ 112.16	X
1b	Overall Council Tax collection level - 5 year average	97.0 %	97.1 %	–
1b	Rangers cost per participant for guided walks	£ 8.93	£ 7.39	√
1b	School Meals - gross cost per meal provided	£ 2.98	£ 2.99	–
1b	School Transport - cost per pupil transported	£ 1,554.69	£ 1,522.80	–
1b	The net cost per premises for refuse collection	£ 74.28	£ 74.67	–
1b	The net cost per premises for refuse disposal	£ 146.38	£ 152.32	–
1c	Payroll - cost per payslip produced	£ 3.15	£ 3.73	X
1c	Pensions - cost per member	£ 27.00	£ 29.52	X
1c	Personnel - HR cost per employee	£ 243.27	£ 237.87	–
1c	Personnel - ratio of employees to HR staff	173.07	185.60	√
1c/3	Sickness Days Lost per Employee (Corp6)	8.7	7.9	√
1c	The average number of working days per employee lost through sickness absence for teachers	5.7	5.1	√
1c	The average number of working days per employee lost through sickness absence for all other local government employees	9.8	9.1	√

ID	Statutory Performance Indicators	12/13	13/14	Variance 5% +/-
1d/3	Asset Management - current use - CAST1	59.2 %	58.1 %	-
1d/3	Asset Management - satisfactory condition - CAST2	60.4 %	58 %	-
1e	Cost of Procurement Section as % Net Revenue Budget	0.08 %	0.08 %	-
1e/3	Invoices Payment within 30 days (Corp8)	90.7 %	93.3 %	-
1f/3	% properties at or above National Housing Energy Rating or SAP ratings (HSN5/SHR8)	80.0%	75.7 %	X
1f	Council carbon emissions tonnes CO2e	67,670	63,401	√
1g	Women managers in top 2% of earners	35.5 %	35.8 %	-
1g/3	Women managers in top 5% of earners (Corp3b)	46.0 %	46.7 %	-
2a	Benefits Admin costs - Gross cost per Case	£ 50.21	£ 56.79	X
2a	The number of cases for each of the following caseloads and the average gross administration cost per case - council tax benefit caseload	29,445	28,158	-
2a	The number of cases for each of the following caseloads and the average gross administration cost per case - private rented sector caseload	6710	6475	-
2a	The number of cases for each of the following caseloads and the average gross administration cost per case - registered social landlord caseload	7714	7614	-
2a	The number of cases for each of the following caseloads and the average gross administration cost per case - rent rebate caseload	12,686	12,329	-
2b/3	% of 65+ with intensive needs receiving care at home (SW3)	19.2 %	21 %	√
2b	Gross Residential Costs per week Adults 18-64	£706.80	£716.87	-
2b	Gross Residential Costs per week Older Adults 65+	£404.13	£409.21	-
2b/3	Net Residential Costs per week Older Adults 65+ SW5	£ 353.60	£ 406.94	X
2c	% Criminal Justice Social Work reports submitted to court by due date	97.6 %	94.7 %	-
2c	Average hours per week taken to complete a Community Payback Order (CPO)	3.8	3.6	√
2d	Library Usage - visits per 1,000 population	9,674	9,973	-
2d	The number of visits to/usages of council funded or part funded museums per 1,000 population	2,698	2,419	X
2d	The number of visits to/usages of council funded or part funded museums that were in person per 1,000 population	1,418	1,339	X
2d	number of attendances per 1,000 population for other indoor sports and leisure facilities, excluding pools in a combined complex	9,145	8,447	X
2d	Sport and Leisure Management - no. of attendances per 1,000 population for Pools	2,313	2,178	X

ID	Statutory Performance Indicators	12/13	13/14	Variance 5% +/-
2e	Average time taken to deal with Tree Preservation Order applications	–	22	
2e	Determination of Local Applications - Average no. of weeks	12.8	10.6	√
2e	Determination of Major Applications - Average no. of weeks	29.4	31.6	X
2e	Number of Business Gateway start-ups	215	250	√
2e	Number of businesses supported by Council Economic Development and Business Gateway	–	806	
2e3/	% Unemployed People Assisted into work (ECON1)	2.65%	7.66%	√
2f/3	Pupils entering positive destinations - CHN11	93.1%	92.7%	–
2f/3	SCQF Level 5 attainment by all children - CHN4	42 %	LGBF	
2f/3	SCQF Level 5 attainment by children from deprived backgrounds - CHN6	19.5 %	LGBF	
2f/3	SCQF Level 6 attainment by all children - CHN5	26 %	27.7 %	√
2f/3	SCQF Level 6 attainment by children from deprived backgrounds - CHN7	9.5 %	11.8 %	√
2g	% LAC in kinship care	19.3 %	18.3 %	X
2g/3	% of LAC in the community (CHN9)	84%	LGBF	
2g	% children on child protection register previously registered	2.80 %	5.31 %	X
2g	Length of time (months) taken between LAC decisions for permanency and matching of child/young persons with permanent carers.	12.0	9.0	√
2g	The number of persistent young offenders with 5+ referrals in the last 6 months	7	6	√
2g	No. of offence based referrals to SCRA	528	417	√
2g	No. of accommodated Looked After Children	76	Due March15	
2h	Housing - % court actions which resulted in eviction (SHR24)	–	9.47 %	
2h	% households requiring temporary/emergency accommodation who receive an offer (SHR26)	–	93.3 %	
2h	Housing - % of approved applications for medical adaptation (SHR22)	–	68.6 %	
2h	% of lettable houses becoming vacant (SHR21)	–	11.43 %	
2h	% of new tenancies sustained for more than a year (SHR20)	–	86.4%	
2h/3	% of rent loss through voids (HSN2/SHR34)	2.0 %	1.2 %	√
2h	% temporary/emergency accommodation offers refused (SHR27)	–	17.54%	
2h	% tenants satisfied with management of their neighbourhood (SHR17)	–	53 %	

ID	Statutory Performance Indicators	12/13	13/14	Variance 5% +/-
2h	% tenants satisfied with opportunities to participate in decision making (SHR6)	–	53 %	
2h	% tenants satisfied with quality of their home - SHR10	–	71 %	
2h	% tenants satisfied with repairs & maintenance service (SHR16)	–	77 %	
2h	% tenants who feel landlord keeps them informed (SHR3)	–	Due 2015/16	
2h	% tenants who feel rent represents good value for money (SHR29)	–	67 %	
2h	Anti-social Behaviour cases reported and resolved (SHR19)	–	67.5 %	
2h	Average time in temporary/emergency accommodation (SHR25)	–	10	
2h	Average time taken to re-let (SHR35)	–	37.6	
2h	Average time to complete emergency housing repairs (hours) (SHR11)	–	14.5	
2h	Housing - average time to complete medical adaptation applications (SHR23)	–	52	
2h/3	Average time to complete non-emergency repairs (days) (SHR12/HSN4)	–	8.7	
2h	Housing complaints responded to in full for year within SPSO (SHR5)	–	67.2 %	
2h/3	Gross rent arrears as % of rent due (HSN1/SHR31)		4.4 %	
2h	Gypsies/Travellers - Average weekly rent per pitch (SHR36)	–	£71.85	
2h	Properties requiring gas safety record (SHR15)	–	99.5 %	
2h	Reactive repairs carried out first time (SHR13)	–	90.6%	
2h	Rent collected as % of rent due (SHR30)	–	100.9%	
2h	Repairs appointments kept (SHR14)	–	92.2%	
2h	Repairs completed at first visit	75 %	73 %	–
2h/3	SHQS - % total meeting SHQS – (HSN3/SHR7)	70.2 %	70.2 %	–
2h	Tenancy offers refused SHR18	–	35.8 %	
2i	Domestic Noise Complaints - dealt with under Anti-social Behaviour Act Part V	0	0	–
2i	Domestic Noise Complaints - requiring attendance on site	44.0	62.0	X
2i/3	Domestic Noise Complaints - requiring attendance on site the average time (hours)- Corp5b2	19	119	X
2i	Domestic Noise Complaints - resolved without site attendance	15	51	√
2i/3	Street Cleanliness Score - ENV3b	98.7 %	99.1 %	–
2i	% of trading standards advice requests completed within in 14 days	96.7 %	87.3 %	X

ID	Statutory Performance Indicators	12/13	13/14	Variance 5% +/-
2i	% of trading standards consumer complaints completed within 14 days	74.0 %	71.9 %	—
2j/3	% Unclassified Roads to be considered for maintenance ENV4e	36.4 %	37.2 %	—
2j	% of street light failures completed in 7 days	—	97.21 %	
2j	% of street lighting columns 30+ years old	—	42.15%	
2j	% of traffic light failures completed in 3 hours	—	97.88%	
2j/3	Road network - percentage of the road network that should be considered for maintenance treatment (A Class) (ENV4b)	24.6 %	25.3 %	—
2j/3	Road network - B Class considered - ENV4c	33.5 %	35.9 %	—
2j/3	Road network - C Class considered - ENV4d	34.6 %	41.9 %	X
2j	Road network to be considered for maintenance (overall)	33.2 %	35.6 %	X
2k/3	% Household waste recycled and composted (ENV6)	44.0 %	45.03 %	—
2k	Household Waste - Collected (tonnes)	126,430	126,565	—
2k	Household Waste - Composted	12.7 %	12.8 %	—
2k	% Household Waste - Recycled	31.3%	32.7%	—

*National Ranks: 1-8 Top Quartile and 25-32 Bottom Quartile

SPI - Benchmark	FY 12/13	12/13 Rank*	FY 13/14	13/14 Rank*
Cost per museum visit - C&L3	£0.95	4	£2.32	7
Leisure Facilities - cost/attendance - C&L1	£2.57	10	£1.64	3
Cost per primary school pupil - CHN1	£5,113.73	24	£5,240.72	25
Cost per secondary school pupil - CHN2	£7,143.15	28	£7,456.94	27
Cost per pre-school education registration - CHN3	£2,296.21	4	£2,259.67	3
Cost per visit to Libraries - C&L2	£2.00	1	£2.44	7
% Direct payments spend on 18+ adults - SW2	3.0%	6	3.2%	9
Cost of LAC per child per week - community - CHN8b	£208.00	9	tbc	tbc
Gross cost per bed/wk Children's Res units - CHN8a	£3,581.22	24	tbc	tbc
Adult Home Care costs per hour aged 65 and over SW1	£28.08	29	£30.07	31
Gross rent arrears as % of rent due - HSN1/SHR31	n/a	n/a	4.4%	7
% rent loss through voids - HSN2/SHR34	2.0%	22	1.2%	13
SHQS - % total meeting SHQS - HSN3/SHR7	70.2	22	70.2	25
% adults satisfied - parks & open spaces - C&L5b	86%	17	86%	17
% adults satisfied - refuse collection - ENV7a	86%	17	83%	20
% adults satisfied - street cleaning - ENV7b	74%	20	67%	28
Cost of parks & open spaces per 1,000 population - C&L4	£26,572.50	11	£16,119.34	6
Net cost of street cleaning per 1,000 population - ENV3a	£15,061.61	15	£11,607.64	11
Cost of maintenance per km of roads - ENV4a	£3,414.10	5	£2,839.43	4
Net cost of Waste collection per premises - ENV1	£101.87	31	£90.93	28
Net cost per Waste disposal per premises - ENV2	£102.94	23	£112.16	27
Cost of Environmental Health per 1000 population - ENV5b	£17,435.92	19	£17,317.02	17
% properties at or above NHER or SAP ratings HSN5/SHR8	80%	20	75.7%	25
average time to complete non-emergency repairs (days) SHR12/HSN4	n/a	n/a	8.7	11
Road network - A Class - ENV4b	24.6%	13	25.3%	14
Road network - B Class - ENV4c	33.5%	20	35.9%	23
Road network - C Class - ENV4d	34.6%	17	41.9%	23
% Unclassified Roads to be considered for maintenance ENV4e	36.4%	16	37.2%	16
Domestic Noise Complaints - requiring attendance on site the average time (hours)- Corp5b2	19.0	20	119.0	28
Percentage of Unemployed People Assisted into work ECON1	2.65%	26	7.66%	22
Asset Management - satisfactory condition - CAST2	60.4%	30	58.0%	29
Asset Management - current use - CAST1	59.2%	30	58.1%	31
Cost of Trading Standards per 1000 population - ENV5a	£3,662.36	7	£3,790.51	9
% adults satisfied - libraries - C&L5a	78%	24	72%	29
% adults satisfied - museums & galleries - C&L5c	68%	21	69%	21

SPI - Benchmark	FY 12/13	12/13 Rank*	FY 13/14	13/14 Rank*
% adults satisfied leisure facilities - C&L5d	80%	16	87%	6
% adults satisfied - schools - CHN10	88%	9	79%	22
SCQF Level 5 attainment by all children - CHN4	42%	10	tbc	tbc
SCQF Level 6 attainment by all children - CHN5	26%	12	27.7	15
SCQF Level 5 attainment by children from deprived backgrounds - CHN6	19.5%	12	tbc	tbc
SCQF Level 6 attainment by children from deprived backgrounds - CHN7	9.5%	15	11.8%	17
Pupils entering positive destinations - CHN11	93.1%	11	92.7%	16
Council Tax - Collection Costs - Corp4	£15.52	23	£14.22	24
Council Tax - Annual % received - Corp7	95.6%	15	95.5%	16
Central Support Services as a proportion of running costs - Corp1	7%	31	8%	30
Democratic core cost per 1,000 population - Corp2	43355.80	22	44176.86	24
% adults satisfied - social care or SWS - SW4	54.0%	23	54.0%	22
% of LAC in the community - CHN9	84.0%	30	tbc	tbc
% of 65+ with intensive needs receiving care at home - SW3	19.2%	31	21.0%	32
Net Residential Costs per week Older Adults 65+ SW5	£353.60	8	£406.94	23
Invoices Payment within 30 days Corp8	90.7%	14	93.3%	12
% Household waste recycled and composted - ENV6	44.0%	15	45.03%	11
Street Cleanliness Score - ENV3b	98.7	5	99.1	4
Women managers in top 5% of earners - Corp3b	46.0%	22	46.7%	22
Sickness Days Lost per Employee Corp6	8.7	1	7.9	2

SPI Framework

There are now three sections to SPI returns as follows:

Corporate management

SPI 1: Each council will report a range of information, sufficient to demonstrate that it is securing Best Value in relation to:

- a) responsiveness to its communities
- b) revenues and service costs
- c) employees
- d) assets
- e) procurement
- f) sustainable development
- g) equalities and diversity.

Service performance

SPI 2: (previously 25 Prescribed Indicators)¹. Each council will report a range of information sufficient to demonstrate that it is securing Best Value in providing the following services (in partnership with others where appropriate):

- a) benefits administration
- b) community care
- c) criminal justice social work
- d) cultural & community services covering at least sport & leisure, museums, the arts and libraries
- e) planning (both environmental and development management)
- f) the education of children
- g) child protection and children's social work
- h) housing & homelessness
- i) protective services including environmental health, and trading standards
- j) roads and lighting
- k) waste management services

SOLACE benchmarks

SPI 3: Each council will report its performance in accordance with the requirements of the Society of Local Authority Chief Executive (SOLACE) benchmark project. This relates to the Local Government Benchmarking Framework (LGBF)

¹ While Audit Scotland have removed the requirement of the 25 SPIs (SPi2) as outlined above there is still a requirement under 'Service Performance' to provide performance reporting on the same functions as previously prescribed by the fixed SPIs.