	Agenda Item	**17**
Highland Council		
10 March 2016	Report No	**HC/13/16**

Local and National Statutory Performance Indicators 2014/15
Report by the Chief Executive

Summary
This report provides information on the outcome of local and nationally benchmarked Statutory Performance Indicators for 2014/15. The report shows that the Highland Council has improved performance by 5% or more in 2014/15 on 52 indicators; 32 indicators show a decline of 5% or more. There were 58 with no significant change from the previous year and 6 indicators where it is too early to make a judgement or data is not yet available. The report shows that for the 56 indicators which are nationally benchmarked 14 are in the top quartile and 13 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 principles that underpin the Council's values include that we will be fair, open and accountable. This means we will measure our performance, report on it publicly and listen to our communities, to ensure we are delivering services that provide best value for Council Taxpayers.' This performance report contributes to achieving the Council's values, particularly those of being open and listening. This report is also scrutinised by Audit Scotland.

2 Statutory Performance Indicators 2014/15

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 2014/15. There are currently 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 July 2015. This provided helpful information to assist the Council improve its approach to PPR. An improvement plan was agreed at Audit and Scrutiny Committee on 30 September 2015 and this included developing further our set of SPIs and developing Service level performance pages on our website.

2.3 This report covers all indicators locally determined (SPi1 & 2) and LGBF (SPi3) and a summary of the audit direction for 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.

2.4   The Highland Council has improved performance by 5% or more in 2014/15 on 52 indicators, with 32 indicators showing a decline of 5% or more. This means for 2014/15 we have 74% of SPis improving by 5% or more or being maintained compared to 54% the previous year. Note that all cost indicators using financial information from Local Financial Returns (LFR) may be subject to change when the Scottish Government publishes final audited figures in March 2016. 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	2014/15 Vs 2013/14
✓	performance has improved by 5% or more.	32	52
X	performance has declined by 5% or more.	31	32
=	there is no significant change in performance	50	58
	the indicator is new / changed / unreliable/ no comparison is possible / for contextual purposes only.	38	6

2.5   In line with Audit Scotland reporting, only those indicators moving by more than 5% are highlighted (Appendix 1). 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. A summary is provided below of areas which have shown significant change of +/-10%.

2.6   Area which show improvement by 10% or more between 2013/14 and 2014/15 are:
Care & Learning
- The cost per museum visit has reduced from £2.32 to £2.10
- The number of visits/usage of museums in person or virtually increased from 2,419 to 2,954
- The number of visits/usage to museums in person increased from 1,339 to 1,495
- The percentage of new Community Payback Orders seen within 5 working days increased from 64.6% to 76.0%
- The number of offence based referrals to Scottish Children's Reporter Administration (SCRA) reduced from 417 to 343
- The direct payments spend on 18+ adults increased from 3.1% to 4.2%
- The number of persistent young offenders with 5+ referrals has reduced from 6 to 2
- The proportion of children on the child protection register previously registered has fallen from 5.31% to 3.67%

Community Services
- The average time to complete an emergency council house repair reduced from 14.5 hours to 9.1 hours
- The average time to complete a non-emergency council house repair reduced from 8.7 days to 7.3 days
- The percentage of tenancy offers refused reduced from 35.8% to 28.9%
- The percentage of rent lost through voids reduced from 1.2% to 0.9%
- The number of Anti-social Behaviour cases reported and resolved increased from 67.5% to 76.3%
- The net cost per waste disposal per premises reduced from £112.16 to £102.32
- The percentage of temporary/emergency accommodation offers refused

reduced from 18.25% to 6.79%
- The percentage of tenants satisfied with the quality of their home increased from 70.9% to 78.8%
- The percentage of tenants satisfied with the management of their neighbourhood increased from 53.1% to 67.2%
- The percentage of council house repairs completed at first visit increased from 73% to 83%
- The number of domestic noise complaints resolved without site attendance increased from 51 to 66
- The number of domestic noise complaints requiring site attendance reduced from 62 to 44
- The percentage of housing at or above national energy efficiency ratings (NHER/SAP) increased from 75.7% to 86.7%
- The percentage of housing meeting the Scottish Housing Quality Standards (SHQS) increased from 70.2% to 85.2%

Development & Infrastructure
- Access team – the cost per kilometre of core paths reduced from £88.80 to £78.69
- The cost per archaeological consultation reduced from £16.53 to £14.42
- The cost per business supported reduced from £986.54 to £817.77
- The cost per historic environment record (HER) consultation reduced from £0.21 to £0.17
- Asset management – the percentage of property in acceptable condition increased from 58% to 79.3%
- Asset management – the percentage of property suitable for its use increased from 58.1% to 64.3%

Finance and Corporate
- The cost per dwelling of collecting Council Tax reduced from £14.22 to £11.83
- Payroll – the cost per payslip produced reduced from £3.73 to £3.25
- The cost of Non-domestic rates (NDR) per chargeable property reduced from £24.60 to £20.68
- The percentage of women managers in the top 2% of earners increased from 35.8% to 40.2%

2.7   Areas where performance has declined by 10% or more between 2013/14 and 2014/15 are:

Care & Learning
- The cost per attendance at leisure facilities increased from £1.64 to £1.87
- The percentage of adults satisfied with leisure facilities declined from 87% to 77%
- The average hours per week taken to complete a Community Payback Order (CPO) has increased from 3.6 to 4.6

Community Services
- The average time in temporary/emergency accommodation increased from 11 weeks to 16 weeks
- The percentage of housing complaints responded to in for year with timescale reduced from 67.2% to 56.3%
- Domestic noise complaints requiring attendance on site, average time in hours increased from 119 hours to 146 hours
- The average time taken to re-let council homes increased from 37.6 days to 42 days

Development & Infrastructure
- The average time taken (weeks) to deal with Tree Preservation Orders (TPO)

applications increased from 22 to 25
- The percentage of unemployed people assisted into work reduced from 7.4% to 6.56%
- The cost per participant for Ranger guided walks increased from £7.39 to £13.84

Finance and Corporate
- The cost of accounting as a percentage of the net revenue budget and housing revenue account (HRA) increased from 0.30% to 0.35%
- Central ICT costs (excluding curriculum) as a percentage of the net revenue budget increased from 1.90% to 2.39%

2.8 In addition to the analysis of SPIs above the Council is also benchmarked against other local authorities in Scotland for 56 of these indicators. Appendix 2 of this report summarises the results and benchmark positions for 2014/15.

2.9 For the benchmark indicators (LGBF) the Highland Council is in the top quartile (ranked 1-8) for 14 indicators and in the bottom quartile (ranked 25-32) for 13 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. The table below compares performance with the previous year:

LGBF	2013/14	2014/15
No. indicators in top quartile (1-8)	12	14
No. indicators in 2nd quartile (9-16)	16	9
No. indicators in 3rd quartile (17-24)	13	15
No. indicators in bottom quartile (25-32)	15	13
Rank/data not yet available	0	5

2.10 Indictors in the top quartile are:
- Leisure Facilities - cost/attendance - C&L1
- Cost of parks & open spaces per 1,000 population - C&L4
- % adults satisfied with parks & open spaces - C&L5b
- Gross rent arrears as % of rent due - HSN1
- Average time to complete non-emergency house repairs – HSN4
- Cost per pre-school education registration - CHN3
- Net cost of street cleaning per 1,000 population – ENV3a
- Street Cleanliness Score – ENV3b
- Cost of maintenance per km of roads - ENV4a
- Cost of trading standards per 1,000 population – ENV5a
- % adults satisfied – refuse collection - ENV7a
- Sickness Days Lost teachers - Corp6a
- Sickness Days Lost non-teaching - Corp6b
- Direct spend on 18+ adults – SW2

2.11 Indictors in the bottom quartile:
- Cost per secondary school pupil - CHN2
- Adult Home Care costs per hour aged 65 and over - SW1
- Net cost of Waste collection per premises - ENV1a
- % 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 with museums & galleries - C&L5c
- Percentage of unemployed people assisted into work – ECON1
- Central Support Services as a proportion of running costs - Corp1
- Democratic core costs per 1,000 population – Corp2
- Council Tax collection costs – Corp4
- % 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   SPis are subject to internal audit and a report is due by the end of March 2016 which will be submitted to Audit & Scrutiny Committee and will include an improvement plan if required.

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 Annual Corporate Performance Report and the Public Performance Survey which were considered by Council on 3 September 2015 and 29 October 2015 respectively. The development of the performance pages on the Council website provides an important source of this and other information for both the public and Audit Scotland at www.highland.gov.uk/performance

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 2015 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 2014/15 and where relevant their national benchmark position;

6.2 Agree that reports are submitted to Strategic Committees as the next cycle to provide detailed analysis of SPis and improvement actions.

Signature:

Designation: Chief Executive

Author: Evelyn Johnston, Corporate Performance Manager

Date: 08.02.16

Appendix 1: Statutory Performance Indicator Report 2014/15
Appendix 2: Local Government Benchmark Report 2014/15
Appendix 3: Audit Direction Summary on SPIs

✔	performance has improved by 5% or more.			
X	performance has declined by 5% or more.			
=	there is no significant change in performance			
	the indicator is new / changed / unreliable/ no comparison is possible / for contextual purposes only.			

Appendix 1

*See appendix 3 for ID explanations

ID	SPI	FY 13/14	FY 14/15	"+/- 5%"
1a/3	% adults satisfied - parks & open spaces - C&L5b	86%	91%	√
1a/3	% adults satisfied - refuse collection - ENV7a	83%	90%	√
1a/3	% adults satisfied - street cleaning - ENV7b	67%	74%	√
1a	% tenants satisfied with landlord service - SHR1	79.2%	79.5%	=
1a/3	% adults satisfied - museums & galleries - C&L5c	69%	65%	X
1a/3	% adults satisfied leisure facilities - C&L5d	87%	77%	X
1a/3	% adults satisfied - schools - CHN10	79%	83%	√
1a/3	% adults satisfied - libraries - C&L5a	72%	75%	=
1a/3	% adults satisfied - social care or SWS - SW4	54.0%	52.0%	=
1b	School Meals - gross cost per meal provided	£2.99	£2.96	=
1b/3	Cost per museum visit - C&L3	£2.32	£2.10	√
1b/3	Leisure Facilities - cost/attendance - C&L1	£1.64	£1.87	X
1b/3	Cost per primary school pupil - CHN1	£5,240.72	£4,980.89	√
1b/3	Cost per secondary school pupil - CHN2	£7,456.94	£6,955.91	√
1b/3	Adult Home Care costs per hour aged 65 and over SW1	£30.07	£31.18	=
1b	Central ICT cost (excludes curriculum) % Net Rev Budget	1.90%	2.39%	X
1b	The net cost per premises for refuse collection	£74.67	£75.00	=
1b	The net cost per premises for refuse disposal	£152.32	£157.39	=
1b	Cost of electricity/street lighting unit	£36.21	£39.68	X
1b	Cost of maintenance/street lighting unit	£23.85	£24.83	=
1b/3	Cost of parks & open spaces per 1,000 population - C&L4	£16,119.34	£15,474.05	=
1b/3	Net cost of street cleaning per 1,000 population - ENV3a	£11,607.64	£11,282.71	=
1b/3	Net cost of Waste collection per premises - ENV1a	£90.93	£97.95	X
1b/3	Net cost per Waste disposal per premises - ENV2a	£112.16	£102.32	√
1b/3	Cost of Environmental Health per 1000 population - ENV5b	£17,317	£16,924	=
1b	School Transport - cost per pupil transported	£1,522.80	£1,497.94	=
1b	Access Team cost per km of core path	£88.80	£78.69	√
1b	Cost per archaeological consultation	£16.53	£14.42	√
1b	Cost per business supported	986.54	817.77	√
1b	Cost per Historic Environment Record consultation	£0.21	£0.17	√
1b	Cost/Building Warrant application	£481.89	£470.31	=
1b	Cost/film industry enquiry	£795.00	£244.00	√
1b	Cost/Planning Application determined	£630.49	£681.53	X
1b/3	Cost of Trading Standards per 1000 population - ENV5a	£3,790.51	£3,822.39	=
1b	Rangers cost per participant for guided walks	£7.39	£13.84	X
1b/3	Council Tax - Collection Costs - Corp4	£14.22	£11.83	√
1b/3	Council Tax - Annual % received - Corp7	95.5%	95.5%	=
1b	Creditors - unit cost/creditor invoice issued	£1.05	£1.14	X
1b	Cost of Accounting % Net Rev Budget + HRA	0.30%	0.35%	X
1b	% NDR collected by year end	97.61%	97.18%	=
1b	Cost sundry debtors/debtors account issued	£4.04	£3.84	√
1b	% income sundry debtors collected during the year	86.60%	94.21%	√
1b/3	Central Support Services as a proportion of running costs - Corp1	6.97%	7.56%	X

ID	SPI	FY 13/14	FY 14/15	"+/- 5%"
1b	Overall Council Tax collection level - 5 years	97.1%	96.6%	=
1b/3	Democratic core cost per 1,000 population - Corp2	£44,176.86	£42,432.43	=
1b	Cost NDR collection/chargeable property	£24.60	£20.68	√
1b/3	Cost per pre-school education registration - CHN3	£2,259.67	£2,864.66	X
1b/3	Cost per visit to Libraries - C&L2	£2.44	£2.48	=
1b/3	Cost of maintenance per km of roads - ENV4a	£2,839.43	£2,696.97	√
1b/3	Direct payments spend on 18+ adults - SW2	3.1%	4.2%	√
1b/3	Gross cost per bed/week Children's Res units - CHN8a	£2,846.58		
1b/3	Cost of LAC per child per week - community - CHN8b	£216.03		
1c	Personnel - HR cost per employee	£237.87	£231.16	=
1c	Personnel - ratio of employees to HR staff	185.60	201.20	√
1c	Payroll - cost/payslip produced	£3.73	£3.25	√
1c	Pensions - cost per member	£29.52	£27.65	√
1c/3	Sickness Teachers - working days lost Corp6a	5.1	5.6	X
1c/3	Sickness THC - Non Teachers - Average working days lost Corp6b	9.16	9.77	X
1c	Sickness Days Lost per Employee	7.86	8.38	X
1d/3	Asset Management - Condition - CAST2	58.0%	79.3%	√
1d/3	Asset Management - Suitability - CAST1	58.1%	64.3%	√
1e	Cost Procurement Section % Net Rev Budget	0.08%	0.09%	X
1e/3	Invoices Payment within 30 days Corp8	93.3%	94.3%	=
1f	Council carbon emissions tonnes CO2e	63,401	63,841	=
1g/3	Women managers in top 5% of earners - Corp3b	46.7%	48.2%	=
1g	Women managers in top 2% of earners	35.8%	40.2%	√
2a	Benefits Admin costs - Gross cost per Case	£56.79	£52.03	√
2b/3	% of 65+ with intensive needs receiving care at home - SW3	21.0%	21.6%	=
2b/3	Net Residential Costs per week Older Adults 65+ SW5	£406.94	£406.39	=
2b	Gross Residential Costs per week Older Adults 65+	£409.21	£443.13	X
2b	Gross Residential Costs per week Adults 18-64	£716.87	£789.07	X
2c	CJS 04 100% of sex offenders subject to receive review within timescales - Annual	90.9%	100.0%	√
2c	CJS 02 % offenders on new Community Payback Orders seen within 5 working days - Annual	64.6%	76.0%	√
2c	CJS 03 Average hours per week taken to complete a CPO	3.6	4.6	X
2c	CJS 01 % CJSW reports submitted to court by due date - annual	96.6%	94.3%	=
2d	No. Sport and Leisure Management - Attendances for Pools	2,178	2,184	=
2d	Museums - no. visits/usage virtual/in person	2,419	2,954	√
2d	Museums - no. visits/usage in person	1,339	1,495	√
2d	No. Sport & Leisure Management - Attendances other facilities	8,447	8,567	=
2d	Library Usage - no. visits per 1,000 pop.	9,973	9,925	=
2e	Avg. time taken (weeks) to deal with TPO applications	22	25	X
2e	Number of businesses supported by Council ED and BG	806	788	=
2e/3	Percentage of Unemployed People Assisted into work ECON1	7.40%	6.56%	X
2e	Determination of Local Apps - Ave no of Weeks	10.6	10.7	=
2e	Determination of Major Apps - Ave no of Weeks	33.6	25.6	√
2e	Businesses supported to Start Up through Business Gateway	250	424	√

ID	SPI	FY 13/14	FY 14/15	"+/- 5%"
2f/3	Pupils entering positive destinations - CHN11	92.7%	93.7%	=
2f/3	SCQF Level 5 attainment by all children - CHN4			
2f/3	SCQF Level 6 attainment by all children - CHN5	27.7%	28.7%	=
2f/3	SCQF Level 5 attainment by children from deprived backgrounds - CHN6			
2f/3	SCQF Level 6 attainment by children from deprived backgrounds - CHN7	11.8%	12.8%	√
2g	020. No. of offence based referrals to SCRA reduces	417	343	√
2g	086.Time taken (months) between a child being accommodated & permanency decision decreases	9.0	15.0	X
2g	% LAC kinship care	18.3%	14.6%	X
2g/3	% of LAC in the community - CHN9	81.0%		
2g	No of accommodated LAC	87	80	√
2g	No of persistent young offenders 5+ referrals	6	2	√
2g	% children on child protection register previously registered	5.31%	3.67%	√
2h	Avg. time to complete emergency repairs (hours) SHR11	14.5	9.1	√
2h/3	Avg. time to complete non-emergency repairs (days) SHR12/HSN4	8.7	7.3	√
2h	Reactive repairs carried out first time SHR13	90.6%	93.8%	=
2h	Repairs appointments kept SHR14	92.2%	92.6%	=
2h	Tenancy offers refused SHR18	35.8%	28.9%	√
2h	% of new tenancies sustained for more than a year SHR20	86.4%	87.0%	=
2h	% of lettable houses becoming vacant SHR21	11.43%	11.22%	=
2h	% court actions which resulted in eviction SHR24	9.47%	8.77%	√
2h	Rent collected as % of rent due SHR30	100.9%	98.8%	=
2h/3	Gross rent arrears as % of rent due - HSN1/SHR31	4.4%	4.4%	=
2h/3	% rent loss through voids - HSN2/SHR34	1.2%	0.9%	√
2h	% of approved applications for medical adaptations SHR22	68.6%	63.5%	X
2h	Avg. days to complete medical adaptations applications SHR23	52	54	=
2h	% households requiring temp/emergency accommodation who receive offer SHR26	100.0%	98.7%	=
2h	Average time in temp/emergency accommodation (weeks) SHR25	11	16	X
2h	% temp/emergency accommodation offers refused SHR27	18.25%	6.79%	√
2h	Complaints responded to in full for year within SPSO SHR5	67.2%	56.3%	X
2h	Properties requiring gas safety record SHR15	99.5%	100.0%	=
2h	ASB cases reported and resolved SHR19	67.5%	76.3%	√
2h	Gypsies/Travellers - Avg. weekly rent per pitch SHR36	£71.85	£72.31	=
2h	% tenants who feel landlord keeps them informed - SHR3		75.0%	
2h	% tenants satisfied with opportunities to participate in decision making - SHR6	53.1%	55.3%	=
2h	% tenants satisfied with quality of their home - SHR10	70.9%	78.8%	√
2h	% tenants satisfied with repairs & maintenance service - SHR16	76.6%	84.6%	√
2h	% tenants satisfied with management of neighbourhood - SHR17	53.1%	67.2%	√
2h	% tenants who feel rent represents good value for money - SHR29	67.1%	68.8%	=
2h	Repairs completed at first visit	73%	83%	√

ID	SPI	FY 13/14	FY 14/15	"+/- 5%"
2h/3	% properties at or above NHER or SAP ratings HSN5/SHR8	75.7%	86.7%	√
2h/3	SHQS - % total meeting SHQS - HSN3/SHR7	70.2%	85.2%	√
2h	Avg. time taken to re-let (days) SHR35	37.6	42.0	X
2h	Gross rent arrears as % of rent due SHR31	4.4%	4.1%	√
2i/3	Domestic Noise Complaints - requiring attendance on site the avg. time (hours)- Corp5b2	119.0	146.0	X
2i	No. Domestic Noise Complaints - without site attendance	51	66	√
2i	No. Domestic Noise Complaints - dealt with under AB Part V	0	0	=
2i	No. Domestic Noise Complaints - requiring attendance on site	62	44	√
2i	Trading Standards - consumer complaints- 14 days	71.9%	71.9%	=
2i	Trading Standards - business advice - 14 days	87.3%	94.0%	√
2i/3	Street Cleanliness Score - ENV3b	99	98	=
2j/3	Road Network - U Class ENV4e	37.2%	38.8%	=
2j	% of traffic light failures completed in 3 hours	97.88%	92.74%	X
2j	% of street light failures completed in 7 days	97.21%	97.27%	=
2j	% of street lighting columns 30+ years old	42.15%	42.89%	=
2j	Road network to be considered for maintenance	35.6%	36.2%	=
2j/3	Road network - A Class - ENV4b	25.3%	25.3%	=
2j/3	Road network - B Class - ENV4c	35.9%	35.5%	=
2j/3	Road network - C Class - ENV4d	41.9%	41.8%	=
2k	Household Waste - Collected Tonnes	126,474	130,476	=
2k	Household Waste - Composted	12.8%	13.5%	√
2k	Household Waste - Recycled	32.6%	32.6%	=
2k/3	% Household waste recycled and composted CY - ENV6	45.0%	46.1%	=

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

Benchmark Indicators (SPi3)	FY 13/14	Rank	FY 14/15	Rank
Cost per museum visit - C&L3	£ 2.32	7	£ 2.10	9
Leisure Facilities - cost/attendance - C&L1	£ 1.64	3	£ 1.87	3
Cost per primary school pupil - CHN1	£ 5,240.72	26	£ 4,980.89	24
Cost per secondary school pupil - CHN2	£ 7,456.94	28	£ 6,955.91	25
Adult Home Care costs per hour aged 65 and over SW1	£ 30.07	31	£ 31.18	32
Avg. time to complete non-emergency repairs (days) SHR12/HSN4	8.7	11	7.3	6
Gross rent arrears as % of rent due - HSN1/SHR31	4.4 %	7	4.4 %	6
% rent loss through voids - HSN2/SHR34	1.2 %	13	0.9 %	13
% adults satisfied - parks & open spaces - C&L5b	86 %	17	91 %	8
% adults satisfied - refuse collection - ENV7a	83 %	20	90 %	8
% adults satisfied - street cleaning - ENV7b	67 %	28	74 %	19
Cost of parks & open spaces per 1,000 population - C&L4	£ 16,119.34	6	£ 15,474.05	5
Net cost of street cleaning per 1,000 population - ENV3a	£ 11,607.64	9	£ 11,282.71	8
Net cost of Waste collection per premises - ENV1a	£ 90.93	28	£ 97.95	31
Net cost per Waste disposal per premises - ENV2a	£ 112.16	26	£ 102.32	23
Cost of Environmental Health per 1000 population - ENV5b	£ 17,317	17	£ 16,924	21
Road Network - U Class ENV4e	37.2 %	16	38.8 %	19
Domestic Noise Complaints - requiring attendance on site the avg. time (hours)- Corp5b2	119.0	28	146.0	27
Percentage of Unemployed People Assisted into work ECON1	7.40 %	22	6.56 %	27
Asset Management - Condition - CAST2	58.0 %	29	79.3 %	25
Asset Management - Suitability - CAST1	58.1 %	31	64.3 %	30
Cost of Trading Standards per 1000 population - ENV5a	£ 3,790.51	8	£ 3,822.39	8
% adults satisfied - museums & galleries - C&L5c	69 %	21	65 %	25
% adults satisfied leisure facilities - C&L5d	87 %	6	77 %	17
% adults satisfied - schools - CHN10	79 %	22	83 %	17
Council Tax - Collection Costs - Corp4	£ 14.22	24	£ 11.83	25
Council Tax - Annual % received - Corp7	95.5 %	16	95.5 %	17
Central Support Services as a proportion of running costs - Corp1	7 %	27	8 %	29
Democratic core cost per 1,000 population - Corp2	£ 44,176.86	24	£ 42,432.43	26
Sickness Teachers - working days lost Corp6a	5.1	3	5.6	7
Sickness THC - Non Teachers - Average working days lost Corp6b	9.16	4	9.77	7
Cost per pre-school education registration - CHN3	£ 2,259.67	3	£ 2,864.66	7
Invoices Payment within 30 days Corp8	93.3 %	12	94.3 %	10
Cost per visit to Libraries - C&L2	£ 2.44	7	£ 2.48	9
% adults satisfied - libraries - C&L5a	72 %	29	75 %	23
Cost of maintenance per km of roads - ENV4a	£ 2,839.43	3	£ 2,696.97	4
Road network - A Class - ENV4b	25.3 %	14	25.3 %	14
Road network - B Class - ENV4c	35.9 %	23	35.5 %	20
Road network - C Class - ENV4d	41.9 %	23	41.8 %	21
Direct payments spend on 18+ adults - SW2	3.1 %	9	4.2 %	7
Women managers in top 5% of earners - Corp3b	46.7 %	22	48.2 %	22

Benchmark Indicators (SPi3)	FY 13/14	Rank	FY 14/15	Rank
Gross cost per bed/week Children's Res units - CHN8a	£ 2,846.58	14		
Cost of LAC per child per week - community - CHN8b	£ 216.03	11		
% of LAC in the community - CHN9	81.0 %	30		
% properties at or above NHER or SAP ratings HSN5/SHR8	75.7 %	25	86.7 %	26
% adults satisfied - social care or SWS - SW4	54.0 %	22	52.0 %	15
% of 65+ with intensive needs receiving care at home - SW3	21.0 %	32	21.6 %	31
Net Residential Costs per week Older Adults 65+ SW5	£ 406.94	24	£ 406.39	24
Street Cleanliness Score - ENV3b	99	4	98	5
SHQS - % total meeting SHQS - HSN3/SHR7	70.2 %	25	85.2 %	19
Benchmark Indicators (SPi3)	**AY 13/14**	**Rank**	**AY 14/15**	**Rank**
Pupils entering positive destinations - CHN11	92.7 %	16	93.7 %	14
SCQF Level 5 attainment by all children - CHN4				
SCQF Level 6 attainment by all children - CHN5	26.0 %	12	27.7 %	15
SCQF Level 5 attainment by children from deprived backgrounds - CHN6				
SCQF Level 6 attainment by children from deprived backgrounds - CHN7	11.8%	17	12.8 %	11
Benchmark Indicators (SPi3)	**CY 2013**	**Rank**	**CY 2014**	**Rank**
% Household waste recycled and composted CY - ENV6	45.0 %	11	46.3 %	15

FY – Financial Year
CY – Calendar Year
AY – Academic Year

Appendix 3

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)

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[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.