

# **WEST DUNBARTONSHIRE COUNCIL**

## **Report by the Chief Executive**

**Audit & Performance Review Committee: 14 December 2011**

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**Subject: Statutory Performance Indicators – 2010/11: Benchmarking**

### **1. Purpose**

- 1.1** This report presents analysis on the benchmarking of the 2010/11 Statutory Performance Indicators (SPIs) following the publication of Audit Scotland's comparative data.





### **2. Background**

- 2.1** On an annual basis, the Council is required to report on a set of 54 individual SPI measures.
- 2.2** Audit Scotland published their annual SPI comparative data for the year 2009/10 in late December 2010. It is available at <http://www.audit-scotland.gov.uk/performance/council/>
- 2.3** The comparative data covers all 54 SPIs in the 2010/11 Guidance. It should be noted that, in respect of the 2010/11 SPIs, Audit Scotland decided not to provide any ranking data across the 32 Scottish local authorities and so West Dunbartonshire Council (WDC), in common with other local authorities, has produced its own ranking data.
- 2.4** Appendix 1 lists each of the indicators and their ranking.

### **3. Main Issues**

- 3.1** Performance for each of the SPIs can be split into four quartiles for the 32 Scottish Councils, with the top-ranked Councils in quartile 1 and the lowest in quartile 4. It should be noted that, although WDC has reported on all 54 individual measures, not all Councils provided a full set of data, because either the data has not been calculated is not available or a service is not provided by a particular Council.
- 3.2** Where not all 32 Councils have reported on an individual SPI, the number of Councils in each quartile has been adjusted.
- 3.3** The number of Councils providing data in 2010/11 for each of the 54 measures is shown in Appendix 1



- 3.4 As a summary of Appendix 1, the ranking positions for WDC across all 54 SPIs is as follows:

<u>Quartile</u>	<u>Key</u>	<u>2009/10</u>	<u>2010/11</u>
1		11	14
2		12	11
3		14	12
4		17	17
n/a	-	-	-
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Total		54	54
		=====	=====



As can be seen from this analysis, for 2010/11:

- 14 SPIs are in the top quartile as compared to 11 in the previous year; and
- 17 SPIs are in the bottom quartile which is the same as the previous year.



- 3.5 Detailed below is further information on measures:

- where WDC has shown good performance (top quartile 
- and
- where performance has been poor (bottom quartile ).



#### Central Management

	<u>Performing well</u>
•	At £36.12, <i>Gross administration cost per housing benefit case</i> is in 5 <sup>th</sup> position in Scotland
•	The <i>percentage of the highest paid 5% of earners among council employees that are women</i> at 48.6% is in 8 <sup>th</sup> place.
•	The <i>proportion of operational accommodation that is in a satisfactory condition</i> is in 1 <sup>st</sup> place at 98%.
	<u>In the lowest quartile</u>
•	<i>Percentage of council buildings in which all public areas are suitable for and accessible to disabled people</i> has increased from 50.6% to 51.90% but its ranking has remained static at 25 <sup>th</sup> position
•	<i>Proportion of operational accommodation that is suitable for its current use</i> remains in 31 <sup>st</sup> place


## Community Care

	<u>Performing well</u>
•	<i>Total number of homecare hours provided as a rate per 1,000 population aged 65+ remains in 6<sup>th</sup> position at 655 hours</i>
	<u>In the lowest quartile</u>
•	<i>Although there was an improvement from 77.7% to 79.3%, the <i>Percentage of homecare clients aged 65+ receiving personal care</i> has declined from 27<sup>th</sup> to 28<sup>th</sup> position</i>
•	<i>Percentage of homecare clients aged 65+ receiving a service at weekends showed an increase from 60.6% to 64.7% but its ranking position remained unchanged at 28<sup>th</sup> place</i>



## Cultural & Community Services

	<u>Performing well</u>
•	<i>Number of attendances per 1,000 population to all pools has retained its 8<sup>th</sup> position and so stays in the top quartile despite a 4.8% reduction in performance</i>
	<u>In the lowest quartile</u>
•	<i>Number of attendances per 1,000 population for indoor sports and leisure facilities has moved from the 3<sup>rd</sup> to the 4<sup>th</sup> quartile although performance did increase by 3.5%</i>
•	<i>Number of visits to/usages of council funded or part funded museums that were in person per 1000 population has remained in 30<sup>th</sup> position</i>


## Development Services

	<u>Performing well</u>
•	<i>Percentage of all planning applications dealt with within two months at 76.6% is now in the top quartile at 8<sup>th</sup> place</i>



## Housing

	<u>Performing well</u>
•	<i>The overall percentage of repairs completed within the target time at 96.7% results in a move from 5<sup>th</sup> place to 3<sup>rd</sup> place</i>
•	<i>The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard: Tolerable standard remains at 100% and so shares 1<sup>st</sup> place</i>
•	<i>Council duty to secure permanent accommodation for household – ii. % of decision notifications issued within 28 days of date of initial presentation achieved a value of 93.4% and is now the 7<sup>th</sup> ranked in Scotland</i>
•	<i>The percentage of arrears owed by former tenants that was either written off or collected during the year at 25.80% is in 7<sup>th</sup> place</i>
•	<i>Council duty to secure permanent accommodation for household – ii. % of decision notifications issued within 28 days of date of initial presentation at 93.40 is in 7<sup>th</sup> place</i>
	<u>In the lowest quartile</u>
•	<i>The total percentage of Council's housing stock meeting the Scottish Housing Quality Standard improved from 14% to 32.1% but this only resulted in the Council's ranking moving from 25<sup>th</sup> to 23<sup>rd</sup> position</i>
•	<i>Current tenant arrears as a percentage of the net amount of rent due in the year is in 23<sup>rd</sup> position compared to 25<sup>th</sup> in the previous year with WDC's own performance improving from 9.60% to 9.2%</i>
•	<i>A further eight housing measures are in the bottom quartile</i>

## Protective Services

	<u>Performing well</u>
•	<i>Domestic Noise Complaints - the average time (in hours) between the time of the complaint and attendance on site for those requiring attendance is ranked 5th in Scotland</i>
•	<i>In common with three other Scottish Councils, WDC achieved 100% for the Percentage of trading standards business advice requests that were dealt with within 14 days and so shares 1<sup>st</sup> place</i>

## Waste Management

	<u>Performing well</u>
<ul style="list-style-type: none"><li>•</li></ul>	<i>Net cost of refuse collection per premise at £41.97 puts WDC in 2<sup>nd</sup> Position</i>
	<u>In the lowest quartile</u>
	<i>With a value of 71, The cleanliness index achieved following inspection has dropped from 8<sup>th</sup> to 28<sup>th</sup> position</i>

**3.6** Year on year between 2009/10 and 2010/11, WDC's own performance has improved for 32 measures (59.3%), declined for 19 (35.1%) and stayed the same 3 (5.6%).

**3.7** In ranking terms across the 32 Councils compared to 2009/10, in 2010/11 WDC's ranking has improved for 23 measures, declined for 20 and stayed the same for 11.

**3.8** The ratio of top quartile indicators to bottom quartile indicators can be used as an overall measure of corporate performance. It should be noted that for 2010/11, as Audit Scotland have chosen not to rank the data officially, this ratio is in some sense "unofficial" but nevertheless can be regarded as helpful in measuring WDC's relative performance year on year for SPIs. In 2009/10, the ratio was 11:17 or 0.65. In the 2010/11, the ratio was 14:17 or 0.82, indicating that there has been a slight improvement in relative performance.

## **4. People Implications**

**4.1** There are no personnel issues.

## **5. Financial Implications**

**5.1** There are no financial implications.

## **6. Risk Analysis**

**6.1** There is a risk that performance will decline without adequate scrutiny by Senior Management and Elected Members

## **7. Equalities Impact Assessment (EIA)**

**7.1** No issues are identified at this stage regarding potential equality impact of this report.

## **8. Strategic Assessment**

- 8.1** The strategic priorities for 2011/12 of social and economic regeneration, financial strategy, asset management and fit for purpose services were agreed by Council on 25 May 2011. The SPIs are measures which the Council is obliged to collect regardless of their alignment to strategic priorities. In reviewing the local measures to be included in the suite of Key Corporate Performance Indicators for 2012/13, an assessment will be carried out in order to ensure that such measures, combined with the SPI's, together provide appropriate performance measurement across the four strategic priority areas.

## **9. Conclusions & Recommendations**

- 9.1** Comparative data has been collated for the SPIs for 2010/11 and results are presented for scrutiny by Elected Members.
- 9.2** It is recommended that Members of the Committee review the performance of the SPIs for 2010/11 and request any further information on those of concern to them.

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**Joyce White**  
**Chief Executive**  
**Date: 25 November 2011**

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**Appendix 1:** Statutory Performance Indicators: Benchmarking 2010/11

**Background Reports:** None

**Wards Affected:** All