

WEST DUNBARTONSHIRE COUNCIL

Report by Chief Executive

Audit & Performance Review Committee: 23 September 2009

Subject: Statutory Performance Indicators

1. Purpose of Report

- 1.1** This report reviews the performance of the Statutory Performance Indicators (SPIs) for the year 2008/09.

2. Background

- 2.1** All SPIs are now monitored regularly by Departments and progress is reported to respective service committees.
- 2.2** The new performance management framework requires that formal performance reports (including SPIs) are submitted to service committees at least half-yearly and quarterly reports on key indicators emailed to committee members quarterly.
- 2.3** The framework also requires a quarterly progress report on the SPIs to the Corporate Management Team and the Audit and Performance Review Committee.
- 2.4** The new framework introduces a revised methodology for assessing the 'traffic-light' status of an SPI. This is now based on target achievement rather than ranking.
- 2.5** To be 'Green' a PI needs to have achieved (or exceeded its target), whereas missing the target by 15% of the target value will result in a 'Red' status. Just missing the target (0-15% below) will result in an "Amber" status. This has now been applied to the SPIs and has resulted in many status changes. The full list of 2008/09 SPI's that are measuring performance are shown in Appendix 1.

3. Main Issues

3.1 SPI Performance Overall

There are 126 SPIs measuring performance which have been input into the 08/09 'Scorecard' in Covalent. These are shown in Appendix 1.

Of these 67 met or exceeded their target (53%), 21 just missed their target (17%) and 22 missed their target significantly (17%). 16 indicators (13%) cannot be assessed in this way because they are new indicators where targets were not set.

Furthermore 61 of the indicators (48%) showed an improvement in performance from 07/08 whereas 39 (31%) showed a decline with 12 (10%) having the same performance. 14 indicators (11%) cannot be assessed in this way because they are new indicators where no previous year's data is available.

3.2 Poorly Performing Indicators

Audit Scotland in their 2007 Audit of Best Value included as an immediate priority that we should develop action plans to address poorly-performing services, housing in particular. Following the audit each department drew up action plans for their 'poorly performing' SPIs as a first step. These were input to the 'Action Planning database' and on-going actions were then transferred to the new Covalent system in mid-2008.

These actions were directly 'linked' to respective SPIs and progress reported to this Committee using a new SPI report. This process has now been refined and the SPIs are now included in the various Departmental service plan 'score-cards' in Covalent where these indicators and related improvement actions are linked to departmental or corporate objectives. The performance of these indicators is being monitored through departmental reporting to respective Committees.

However, as part of our drive to improve strategic leadership by improving scrutiny it is appropriate that the Audit & Performance Review Committee undertake a further performance scrutiny role by focussing on poorly-performing indicators.

The selection of appropriate indicators involves applying a number of criteria. Appendix 2 summarises the current suite of 'poorly-performing SPIs. This list only contains those 54 indicators in the reduced 09/10 set of SPIs and highlights whether they either: missed their target; have a downward long-term trend or are performing worse than most recent Scottish lower quartile. The indicators are then sorted on whether they have one, two or three of these features. The 'top' five have all three features, the next 9 have two of these and there are 15 with one poorly performing feature. 20 are performing well and 5 do not yet have enough data to establish a performance trend.

Appendix 3a has full details of the 'top 5' poorly performing indicators including trend charts to aid interpretation and improvement action plans. Appendix 3b is similar but covers the next nine indicators. Action Plans have yet to be linked to some of these latter indicators but this work will be progressed by respective departments.

It is recommended that Members of the Committee request further information and explanations from the relevant departments if they feel that there is unsatisfactory improvement in performance in the future.

3.3 Audit of SPI data

Internal Audit have completed their audit of a sample of the indicator data and the data has also now been audited by KPMG and the finalised data was passed to Audit Scotland by their deadline of 31st August.

3.4 Publication of SPI data on Website

Up-to-date SPI performance can now be accessed by Elected Members, staff and the public from the performance section of the [Council website](http://www.west-dunbarton.gov.uk/council-and-democracy/about-your-council/stat-perf-indicators/)¹ under

¹ <http://www.west-dunbarton.gov.uk/council-and-democracy/about-your-council/stat-perf-indicators/>

'Council & Democracy/About your Council' as demonstrated at the last meeting of the Committee. The website directly accesses the Covalent data without requiring knowledge of Covalent or password access to it.

4. Personnel Issues

4.1 There are no personnel issues.

5. Financial Implications

5.1 There are no financial implications.

6. Risk Analysis

6.1 Without effective performance scrutiny by Elected Members there is a risk that service performance could decline.

7. Conclusions and Officers Recommendations

7.1 SPIs data has been collected for 2008/09 and results are presented for scrutiny by Elected Members.

7.2 It is recommended that Members of the Committee review the performance of the SPIs and request further information or further reports from officers on those of concern to them.

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Date: 9 September 2008

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Appendices Appendix 1: List of SPIs, progress and targets
Appendix 2: Poorly Performing Indicators
Appendix 3a: Details of worst 5 poorly performing indicators
Appendix 3b: Details of next worst 9 poorly performing indicators

Background Reports: None

Wards Affected: All