

Report

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Report to:	Community Services Committee
Date of Meeting:	4 February 2014
Report by:	Executive Director (Finance and Corporate Resources) Executive Director (Community and Enterprise Resources)

Subject:	Statutory Performance Indicators 2012/2013
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ♦ provide the Community Services Committee with an analysis of the performance and ranking results relating to audited Statutory Performance Indicators (SPIs) for 2012/2013
- ♦ inform of improvement actions confirmed by Community Services
- ♦ confirm implications arising from the transition from SPIs to those measures included within the Local Government Benchmarking Framework

2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):-

- (1) that summary information in respect of performance and ranking is noted both in respect of all SPIs and also those which are noted as being of high importance;
- (2) that of the two measures confirmed as being of high importance, it is noted that one has shown an improvement and the other has remained unchanged in terms of performance in 2012/2013;
- (3) that it is noted that overall, eight measures (62%) showed improved performance and seven measures (54%) improved in terms of their ranking position in 2012/2013;
- (4) that the range of improvement actions identified by Community Services are noted;
- (5) that consideration of the results is given in terms of the transition from SPIs to measures contained within the Local Government Benchmarking Framework, and account should continue to be taken of those measures identified as being of high importance; and
- (6) that the updated information and actions in respect of measures linked to the 2012 Shared Risk Assessment is noted.

3. Background

3.1. The Local Government Act 1992 saw the formal introduction of SPIs into local authorities. Each year the Accounts Commission publish a Direction relating to SPIs which require to be reported on by the Council. The Direction relating to 2012/2013 continued with the same suite of SPIs relative to Community Services as that used in 2011/2012. The Commission notes that these indicators do not cover all the

services and functions against which councils are required to report and are seen as only one element of performance monitoring.

- 3.2. As a result of the Local Government Benchmarking Framework (SOLACE Benchmarking indicators) the specified SPIs are being replaced from 2013/2014. However, many of these existing measures will continue to be monitored and reported on, either locally or in an updated format under the new benchmarking framework.
- 3.3. The information included in this report focuses on the SPI results for 2012/2013. It should be noted that the figures have been audited by PricewaterhouseCoopers (PwC), submitted to Audit Scotland and published on the Council's website within the statutory timescales. As in previous years, the full list of the Council's SPIs for 2012/2013 has been published in the Annual Report and Accounts.
- 3.4. In order to provide Committee with the necessary level of detail, Resource officers have provided information in terms of explanations of variances year-on-year, and more specifically, where performance has declined. Details of improvement actions which have been put in place are also provided. Resources have also taken the opportunity to comment on areas of improved performance and explain how they aim to maintain this trend into 2013/2014. This is all detailed at Appendix A.
- 3.5. For 2012/2013, the suite of SPIs has remained as the eight indicators from 2011/2012 which are broken down into 13 measures for comparison purposes.
- 3.6. Committee will recall the SPI prioritisation exercise carried out on 2009/2010 SPIs, which confirmed their relevance to Connect and Resource priorities referencing them as being of high, medium or low importance. From this exercise it was agreed that Executive Directors would use the data and analysis behind these measures to help inform their improvement planning process. This prioritisation exercise was revisited during 2012/2013 to take account of Connect 2012 to 2017.
- 3.7. Comparisons included within this report provide a year-on-year analysis for Community Services. Information relating to the Council's national ranking of its SPIs and quartile positions is also provided. This information has been analysed from Audit Scotland's 2012/2013 SPI compendium which is a compilation of the results for all Scottish local authorities. This allows the Council's performance relative to be considered and analysed.
- 3.8. No one element of SPI information should be considered in isolation. It is important to take account of operational performance, including percentage improvement or decline as relevant; ranking and movements within and across quartiles; and assessment of relevant importance of the measure to the Council.
- 3.9. Appendix A details the performance results for each measure in 2010/11, 2011/2012 and 2012/2013. It also identifies which of these have improved, declined or not changed when comparing 2011/2012 with 2012/2013, together with an explanation of performance and proposals for improvement during 2013/2014 as appropriate. Appendix A also includes ranking information. The SPI results for all Scottish local authorities are collated and listed in order from the highest performing (ranked 1) to the lowest performing authority (ranked 32). This provides the opportunity to consider movements in the ranking position in comparison with all the other local authorities.

4. Summary analysis - performance and ranking

- 4.1. There are 13 measures relating to the eight SPIs for Community Services. Table 1 below provides a summary of the results for 2011/2012 and 2012/2013, in respect of both performance and ranking where there has been either an improvement or decline.

There are a small number of measures showing no change or which are not applicable for comparison year on year. These have been excluded from Table 1 below.

Table 1 - Summary results – performance and ranking

	Performance				Ranking			
	2011/2012		2012/2013		2011/2012		2012/2013	
	↑	↓	↑	↓	↑	↓	↑	↓
High Importance Measures (2)	0 (0%)	1 (50%)	1 (50%)	0 (0%)	0 (0%)	1 (50%)	1 (50%)	1 (50%)
All Measures (13)	6 (46%)	5 (38%)	8 (62%)	3 (23%)	3 (23%)	6 (46%)	7 (54%)	5 (38%)

- 4.2. Community Services has two measures that are considered of high importance. The summary information shown at Table 1 shows that the high importance measure that can be compared (refuse recycling), has improved in terms of performance in 2012/2013. The performance of the other high importance measure – the street cleanliness index - reported no change compared with the previous year (and therefore does not feature in Table 1 which only details measures that have either improved or declined.)
- 4.3. In terms of all the measures relating to Community Services, the results show that overall, an increased number of measures have improved in comparison with 2011/2012 in both performance and ranking position against other councils.
- 4.4. Given that the continued emphasis for the Council is to pursue improvement in high importance areas, Table 2 below details the High importance measure where **ranking** has declined during 2012/2013, albeit by only one place.

Table 2 – High importance measures – ranking has declined

High Importance Measures		Ranking/Quartile					Performance
		2011/2012		2012/2013		Quartile Up/down	Up/down
		Rank	Quartile	Rank	Quartile		
CER 24	Refuse recycling	22	3	23	3	NC	↑

- 4.5. Committee is asked to note the results from the analysis of the 2012/2013 SPIs. In recent years the outcome of this exercise was to assist Resources in informing their improvement planning process and to give due consideration to those measures deemed of high importance to the Council. Committee is advised that 2012/2013 is the final year that SPIs will be in use and that from 2013/2014 onwards the focus transfers to the measures contained in the Local Government Benchmarking Framework (LGBF).

- 4.6. There are three SPI measures which will continue to feature within the Local Government Benchmarking Framework (LGBF) while others are being adapted. For ease of reference these have been identified within Appendix A. It should be noted that one of these (refuse recycling) is a high importance measure. The LGBF will also introduce a number of new indicators relating to Community Services.
- 4.7. In this period of transition (ie 2012/2013 to 2013/2014) the Executive Director is asked to continue to take particular account of the results of High Importance measures in the Resource improvement planning process.
- 4.8. While no longer formally reported, the service has acknowledged that former SPI measures will continue to be used internally (as local performance indicators). On that basis, the Executive Director is asked to consider those results also as part of improvement planning, and this will provide a focus for monitoring at Senior Management Team level.
- 4.9. Following consultation with councils over the autumn of 2013, the Improvement Service has announced its finalised set of benchmarking indicators for 2012/2013. It plans to publish these in March 2014.

5. Links to Shared Risk Assessment

- 5.1. Committee may recall that as part of the Shared Risk Assessment (SRA) process for 2012, the Local Area Network (LAN) requested additional information in respect of a number of SPIs for Community Services. The opportunity has been taken to revisit the results for these SPIs taking account of 2012/2013 information and this is discussed at Table 3 below.

Table 3 - Community Services SPIs linked to 2012 SRA process

SPI	SRA 2012 update	2012/2013 SPI comment
Net Cost of Refuse Collection per premise (SPI 23a) (Medium importance measure)	Reference was made to steady improvement making use of both SPI and supporting LPI information.	There has been continued improvement in 2012/2013 both in terms of performance (ie reduced costs), ranking and quartile (from 3 to 2).
Net Cost of Refuse disposal per premise (SPI 23b) (Medium importance measure)	Decline in performance 2011/2012 attributed in part to impact of increase in Landfill Tax.	Improvement in performance and ranking (Quartile 3 to Quartile 2), in part due to a decrease in household waste offsetting increased Landfill Tax. Noting also that improvement may be difficult to sustain as this tax will increase again in 2013/2014. Future costs of disposal will depend on outcome of current waste management tendering process.
Percentage of Household Waste recycled (SPI 24) (High Importance measure)	Noted that the basis of indicator had changed from municipal to household waste. Reference to re-launch of waste awareness campaign. Performance was 35.7% and ranking 22.	Performance has improved (37.7%) but ranking declined one place to 23. Further significant improvement is dependent on securing a new waste management contract.

SPI	SRA 2012 update	2012/2013 SPI comment
Overall Cleanliness Index (SPI 25) (High importance measure)	Noted that re-routing activity together with improved performance monitoring should result in improvement of score of 72.	Score remains at 72 for 2012/2013 with marginal improvement in ranking from 27 to 26. Additional action being taking includes implementation of Litter Action Plan and three new 15 tonne sweepers. There will be a change of emphasis on this indicator within the LGBF which will more accurately represent the proportion of streets that have achieved an 'acceptable standard' as defined by Keep Scotland Beautiful.
Consumer complaints - % dealt with in 14 days (SPI 21a) (Medium importance measure)	Reference to merger of CATS and Environmental Services. Also that whilst there had been a decline in performance from 78.4% to 75% the Service Plan target of 65% had been met. However SLC had fallen from Quartile 2 to Quartile 4.	Performance has declined from 75% to 70.6% (but still meeting Service Plan target of 65%). However, further decline in ranking to 27 (Quartile 4). The decline in performance and ranking may be due to the relative complexity of complaints and the range of advice services which continue to be provided. During the year SLC responded to more consumer complaints than Glasgow or Edinburgh city councils. Only two Scottish councils (North Ayrshire and South Ayrshire) dealt with a higher number of consumer complaints than SLC. Some councils have begun to reduce the range of complaints they will investigate on behalf of consumers. The LGBF ranked SLC fourth lowest in Scotland (2011/2012) in terms of cost per 1,000 population for Environmental Health and Trading Standards
Business Advice Requests (SPI 21b) (Medium Importance Measure)	Performance had declined to 94.6% and ranking stood at 22. This was noted as being a result of focus on statutory requirements and risk management in terms of Better Regulation agenda.	Performance declined to 93.4% with ranking remaining at 22. Noted that Service Plan target is 95% and that decline in performance reflects complexity of each case. During the year the service responded to 320 requests (fourth highest in Scotland), only 21 of which were responded to outwith the target timescale. This was an increase of just three cases out with the two week target timescale compared to the previous year.

- 5.2. Committee is asked to note updated information in respect of those measures considered as part of previous year's SRA process. In summary, Table 3 reflects a positive position in respect of SPIs 23a/b and 24 and intimates that the focus of SPI 25 will change under LGBF. Whilst performance has declined for SPI 21a the volume and range of cases being dealt with relative to other councils should be noted. The decline in relation to SPI 21b is marginal. Neither of these SPIs is being continued through the LGBF, but as medium importance measures they will continue

to be reviewed against the Service Plan targets and monitored by the Resource Senior Management Team.

6. Next steps

- 6.1. In line with the SPI Direction 2012, the focus of future years will move from SPIs to LGBF measures.

7. Employee Implications

- 7.1. There are no employee implications.

8. Financial Implications

- 8.1. There are no financial implications.

9. Other Implications

- 9.1. The management of risk in relation to SPIs is addressed by Resources in the identification and progression of Improvement Measures for all declining SPIs. For those SPIs which have not declined, Resources have considered their approach to maintaining continued performance.

- 9.2. SPI 24 (refuse recycling) is one of the measures included in the Sustainable Development Strategy and is also included in the Single Outcome Agreement (SOA) as an indicator of performance for achieving low carbon transition as an aspect of economic development.

10. Equality Impact Assessment and Consultation Arrangements

- 10.1. This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy and therefore no impact assessment is required.
- 10.2. There was no requirement to undertake any consultation in terms of the information contained in this report.

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31 December 2013

Link(s) to Council Objectives/Values

- ◆ Promote performance management and improvement

Previous References

- ◆ Community Services Committee 22 January 2013 – Statutory Performance Indicators 2011/2012

List of Background Papers

- ◆ Audit Scotland SPI Direction

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-

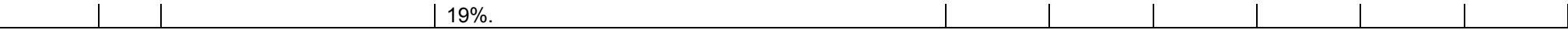
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Community and Enterprise Resources

Priority	Ref	South Lanarkshire Leisure and Culture Trust (SLLCT)	Comments	2012/2013		2011/2012		2010/11	
				SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC
Med	10 (a)	Attendances: Swimming pools and sports centres The number of attendances per 1,000 population for pools	<p>2012/2013 Performance and Improvement Measure for 2013/2014 In 2012/2013, there were 1.6 million attendances at swimming pools (an increase of just under 7% compared to the previous year). This increase is the result of a general increase in attendances across the major pools with Hamilton Water Palace and Dollan Aqua Centre being particularly busy over the summer period.</p> <p>Our swimming lesson programme has expanded due to demand and numbers attending have increased by 5% compared to previous year.</p> <p>SLLCT will continue to market its leisure facilities, including swimming lessons.</p>	5,191 I	6 D	4,873 I	5 I	3,988 I	11 I
Med	(b)	The number of attendances per 1,000 population for other indoor sport and leisure facilities excluding pools in a combined complex	<p>2012/2013 Performance and Improvement Measure for 2013/2014 In 2012/2013, attendances for other indoor sports and leisure facilities showed an 8% rise compared to 2011/2012. This increase is mainly due to a good summer season where the poorer weather, the impact of the Olympic Games and successful events such as World Sports day aimed at P4 – P7 pupils took part in SLLC Primary School Relay Triathlon meant an increase in dryside activities.</p> <p>SLLCT will continue to market its leisure facilities, and monitor attendances for indoor sport and leisure facilities.</p>	5,681 I	18 I	5,302 I	22 D	5,083 D	20 D
Low	11 (a)	Museums Number of visits to/usages of council funded or part funded museums per 1,000 population	<p>2012/2013 Performance and Improvement Measure for 2013/2014 In 2012/2013 there was an overall increase in visitors to the funded and part-funded museums of</p>	813 I	20 I	686 I	23 D	646 D	21 I



Priority	Ref	South Lanarkshire Leisure and Culture Trust (SLLCT)	Comments	2012/2013		2011/2012		2010/11	
				SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC
Low	(b)	The number of those visits that were in person per 1,000 population	<p>The number of visitors at Low Parks Museum increased by 31% in comparison to the previous year, which relates to the successful and widely advertised 'Robots' exhibition. There was also the major re-display of the permanent Cameronians exhibition, and a number of new events which proved attractive to a wide range of ages and interests.</p> <p>SLLCT will continue to organise events in Low Parks Museum and generally market the museum in an effort to maximise its usage. It will also continue to develop digital access to collections.</p> <p>2012/2013 Performance and Improvement Measure for 2013/2014 In 2012/2013, the number of visitors to all museums funded by the Council has risen by 19% compared to the previous year (see explanation under indicator 11a).</p> <p>SLLCT will continue to organise events in Low Parks Museum and generally market the museum in an effort to maximise its usage. It will also continue to develop digital access to collections.</p>	757 I	14 I	636 I	16 NC	595 D	16 I
Med	12 (a)	Use of Libraries Number of visits per 1,000 population	<p>2012/2013 Performance and Improvement Measure for 2013/2014 In 2012/2013, there was a 7% increase in the number of library visits compared to 2011/2012. In 2012/2013, Larkhall, Stonehouse and Biggar libraries all reported 30% increases on the previous year, following their refurbishments/relocations.</p> <p>SLLCT will continue to develop and implement new event programmes in an effort to improve numbers of library visits.</p>	4,615 I	25 I	4,316 I	27 NC	4,190 D	27 NC

Priority	Ref	Environmental Health	Comments	2012/2013		2011/2012		2010/11	
				SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC
Low	20	Domestic Noise Complaints							
	(a)	The number of complaints of domestic noise received during the year:							
	(i)	Settled without the need for attendance on site *	This is contextual data provided for the calculation of the indicator.	946		1,100		1,156	
	(ii)	Requiring attendance on site *		38		31		32	
	(iii)	Dealt with under Part V of the Antisocial Behaviour etc (Scotland) Act 2004		715		879		963	
	(b)	For those in a(ii) and a(iii) above, the average time (hours) between the time of the complaint and attendance on site:-							
	(i)	Requiring attendance on site *	<p>Improvement Measure in place in 2012/2013 A decline in performance in previous years resulted in the Service continuing to closely monitor its 2012/2013 performance through monthly reporting.</p> <p>2012/2013 Performance and Improvement Measure for 2013/2014 Whilst the average response time to domestic noise complaints has continued to increase in 2012/2013, performance has surpassed the national target time of two hours, with domestic noise complaints in this category responded to within 66 minutes (just over half the national target time).</p> <p>A monthly report on domestic noise complaints will continue to be received by each Environmental Services Divisional Manager. The Manager will analyse the performance results in terms of response times, identifying any issues leading to slippage in performance.</p>	66 mins D	10 D	54 mins D	9 D	48 mins I	6 I
		* (included in Local Government Benchmarking Framework)							

Priority	Ref	Environmental Health	Comments	2012/2013		2011/2012		2010/11	
				SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC
Low	(ii)	Dealt with under Part V of the 2004 Antisocial Behaviour (Scotland) Act <i>(included in Local Government Benchmarking Framework)</i>	2012/2013 Performance and Improvement Measure for 2013/2014 In 2012/2013, an average response time of 30 minutes was achieved, therefore performance remains at the same level as for the previous two years in this category. This is a quarter of the national target time of two hours. A monthly report on domestic noise complaints will continue to be received by each Environmental Services Divisional Manager. The Manager will analyse the performance results in terms of response times, identifying any issues leading to slippage in performance.	30 mins NC	13 D	30 mins NC	10 D	30 mins NC	9 I
	21	Complaints and Advice							
Med	(a)	Consumer Complaints – percentage dealt with within 14 days	Improvement Measure in place in 2012/2013 Following the decline in performance in previous years, the Service continued to monitor performance in this area by way of monthly reports, and discussion of these reports at management team meetings. Any slippage caused by factors within the Council's control was to be identified and resolved. 2012/2013 Performance and Improvement Measure for 2013/2014 Performance in this area in 2012/2013 has dropped again in comparison to the previous two years – although the Service Plan target of 65% has been exceeded. The decline in performance and ranking may be due to the relative complexity of complaints and the range of advice services which continue to be provided. During the year SLC responded to more consumer complaints than Glasgow or Edinburgh city councils. Only two Scottish councils (North Ayrshire and South Ayrshire) dealt with a higher number of consumer complaints than SLC. Some councils have begun to reduce the range of	70.6% D	27 D	75.0% D	25 D	78.4% I	16 I

			<p>complaints they will investigate on behalf of consumers.</p> <p>The LGBF ranked SLC fourth lowest in Scotland (2011/2012) in terms of cost per 1,000 population for Environmental Health and Trading Standards</p> <p>Completion times in 2013/2014 will continue to be monitored and the Service will attempt to identify whether an increased proportion of consumer complaint requests are becoming more complex (eg complaints related to internet sales) and therefore require additional time to investigate and resolve.</p>						
Priority	Ref	Complaints and Advice	Comments	2012/2013		2011/2012		2010/11	
				SPI I/D/NC	SPI I/D/NC	SPI I/D/NC	SPI I/D/NC	SPI I/D/NC	SPI I/D/NC
Med	(b)	Business Advice Requests – percentage dealt with within 14 days	<p>Improvement Measure in place in 2012/2013</p> <p>Following the decline in performance in relation to this indicator in 2011/2012, the Service continued to monitor performance in this area by way of monthly reports, and discussion of these reports at management team meetings. Any slippage caused by factors within the Council's control was to be identified and resolved.</p> <p>2012/2013 Performance and Improvement Measure for 2013/2014</p> <p>Performance in this area in 2012/2013 has dropped again in comparison to the previous two years and the Service Plan target of 95% was narrowly missed. However it is worth noting that out of the 320 requests received by the service (fourth highest in Scotland) only 21 responses were outwith the target timescale which was only an increase of three late responses compared to the previous year.</p> <p>Completion times in 2013/2014 will continue to be monitored and the Service will attempt to identify whether an increased proportion of business advice requests are becoming more complex and therefore require additional time to investigate and respond.</p>	93.4% D	22 NC	94.6% D	22 NC	95.8% D	22 D

		Environmental Services							
	23	Refuse Collection and Disposal Costs:							
Med	(a)	Net cost of refuse collection per premise	<p>2012/2013 Performance and Improvement Measure for 2013/2014</p> <p>South Lanarkshire Council aims to keep its refuse collection costs as low as possible. The Council incurs higher costs for this service due to the large rural area in the south of the authority. Despite this, every year, since 2010/11, the Council has managed to reduce the cost of refuse collection. For 2012/2013, it has managed this by implementing a new vehicle tracking system that assists with the monitoring of vehicle costs and allows corrective action to be taken to minimise vehicle costs. Staff and other costs have also been monitored on a regular basis to ensure appropriate corrective action is taken to maximise the resources available to carry out the service.</p> <p>The service will continue to monitor staff and other costs on a regular basis to ensure appropriate corrective action is taken and to maximise the resources available to carry out the service.</p>	£65.12 I	12 I	£67.69 I	18 I	£71.02 D	20 I
Med	(b)	Net cost of refuse disposal per premise	<p>Improvement Measure in place in 2012/2013</p> <p>South Lanarkshire Council aims to keep its refuse disposal costs as low as possible. However, it is difficult to ensure a reduction in the net cost of refuse disposal due to the fact that year on year, the costs associated with waste disposal ie landfill tax, increases.</p> <p>2012/2013 Performance and Improvement Measure for 2013/2014</p> <p>In 2012/2013, the Council has managed to reduce its refuse disposal cost per household to £90.77, despite the £8 per tonne increase in landfill tax. A key factor in this reduction was a 10.7% decrease in the total waste tonnage produced by households compared to the previous year. This has mirrored a</p>	£90.77 I	15 I	£92.37 D	19 I	£89.59 D	20 D

			<p>national trend which is thought to be linked to the recession, reductions in waste packaging, greater public waste awareness, and improved lifespan of electrical goods.</p> <p>The net cost of refuse disposal decreased by £1.60 in 2012/2013. However it is difficult to continue to reduce the net cost of disposal due to the year on year landfill tax increases. Landfill tax for residual waste disposal has increased by a further £8 per tonne for 2013/2014.</p>						
High	24	<p>Refuse recycling The percentage of household waste collected by the authority during the year that was recycled and composted</p> <p><i>(included in Local Government Benchmarking Framework)</i></p>	<p>Improvement Measure in place in 2012/2013 The percentage of household waste collected by the authority during 2012/2013 that was recycled and composted has increased in comparison to the previous year. However, this is still below the Council's annual recycling rate target of 40%.</p> <p>2012/2013 Performance and Improvement Measure for 2013/2014 The service plans to extend recycling facilities during 2013/2014 and plans to undertake door to door communication with householders to improve the overall recycling rate. More significant improvements to the recycling rate will be achieved in 2014/15 following the implementation of a new residual waste contract.</p>	37.7% I	23 D	35.7%	22	NA	NA
High	25	<p>Cleanliness Overall cleanliness index achieved following inspection of a sample of streets and other land</p>	<p>Improvement Measure in place in 2012/2013 Following a survey of the residents within the authority, Ground Services planned to develop and implement a Litter Action Plan in 2012/2013. It was intended that this would impact on overall levels of street cleanliness. The results of the three surveys (Schools, Youth and Community Groups) are currently under review.</p> <p>2012/2013 Performance and Improvement Measure for 2013/2014 The Council's overall score of 72 in 2012/2013 is</p>	72 NC	26 I	72 D	27 D	73 I	16 I

			consistent with the previous year's performance.						
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Priority	Ref	Environmental Services	Comments	2012/2013		2011/2012		2010/11	
				SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC
			<p>This SPI is based on a combination of four self assessments of a sample of streets, a further two by neighbouring councils, along with an unannounced annual validation assessment by Keep Scotland Beautiful.</p> <p>The score of 72 is five points above the recognised acceptable standard as identified by Keep Scotland Beautiful.</p> <p>The following improvement measures will be implemented in 2013/2014:</p> <ul style="list-style-type: none"> • completion of Litter Action Plan and additional surveys on street cleansing standards. • the forthcoming household survey will now contain questions specifically relating to street cleansing. • investment in three new 15 tonne mechanical sweepers will result in additional sweeping on major routes freeing up the smaller mechanical sweepers to concentrate on minor roads/ streets and also on footpaths. • as part of our ongoing actions, we have implemented a review of routes and have recently placed chargehands in all squads/areas. 						

Key:

I = Improve

D = Decline

NC = No Change

NA = Not applicable