

Report

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Report to:	Community Resources Committee
Date of Meeting:	11 November 2008
Report by:	Executive Director (Finance and IT Resources) Executive Director (Community Resources)

Subject:	Statutory Performance Indicators - 5 Year Comparison 2003/2004 to 2007/2008
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ♦ update the Committee with the audited Statutory Performance Indicators (SPIs) for the financial year 2007/2008 and, where appropriate, show comparisons and explanations for Community Resources over the past five years.

2. Recommendation(s)

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

- (1) that details of the performance information be noted.

3. Background

- 3.1. The Local Government Act 1992 saw the formal introduction of Statutory Performance Indicators into local authorities. The Accounts Commission for Scotland has a duty to direct authorities to publish information about their performance to enable comparisons to be made between the standards of performance achieved year on year. The performance indicators cover a range of activities carried out by local authorities.
- 3.2. The information included in this report is based on the Statutory Performance Indicators for the period 2003/2004 to 2007/2008. It should be noted that the figures have been audited by PriceWaterhouseCoopers (PWC) and submitted to Audit Scotland within the statutory timescales. It is not anticipated that there will be any changes to the results.
- 3.3. In order to provide the Committee with the necessary level of detail, Resource officers have provided information in terms of explanations regarding any variances year on year.
- 3.4. For 2007/2008 year, Audit Scotland did not introduce any changes to the SPIs for Councils from 2006/2007. All indicators, therefore, remain the same.
- 3.5. As in previous years, the full list of South Lanarkshire Council's SPIs for 2007/2008 will be published in the Annual Report and Accounts for 2007/2008, and will also be available via the Council website.

- 3.6. This performance information for all Resources has been reported in full to the Executive Committee and Performance and Review Forum.

4. Detailed Information

- 4.1. Appendix A shows the full list of Statutory Performance Indicators relating to Community Resources for the period 2003/2004 to 2007/2008.
- 4.2. Appendix B explains, in narrative, any significant movements between the 2006/2007 and 2007/2008 reported figures.
- 4.3. Appendix C lists the 14 PIs reported for 2007/2008 and identifies which of these have improved, declined, or stayed the same in comparison with results for 2006/2007. During 2007/2008, 10 indicators showed improved performance, 3 indicators reported a decline in performance and 1 remained the same.
- 4.4. Comparisons included within this report are restricted to a review of year on year for Community Resources. Additional comparative analysis will be carried out when Audit Scotland publish the 2007-08 SPI results for all Scottish local authorities later this year.

5. Conclusions

- 5.1. The information included within this report confirms that: -
- ◆ there are areas where performance improvements have been achieved over the five year period; and
 - ◆ there are areas where the Resource has noted that future improvements in performance may be possible and that these are being progressed.

6. Employee Implications

- 6.1. None.

7. Financial Implications

- 7.1. None.

8. Other Implications

- 8.1. None.

9. Equality Impact Assessment and Consultation Arrangements

- 9.1. There is no requirement to carry out an impact assessment in terms of the proposals contained within this report.
- 9.2. There is also no requirement to undertake any consultation in terms of the information contained in this report.

Linda Hardie
Executive Director (Finance and IT Resources)

Norrie Anderson
Executive Director (Community Resources)

4 September 2008

Link(s) to Council Objectives and Values

- ◆ Accountable, Effective and Efficient

Previous References

- ◆ Community Resources Committee of 30 October 2007 and Executive Committee of 5 November 2008

List of Background Papers

- ◆ Audit Scotland SPI Direction
- ◆ Audit working files

Contact for Further Information

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

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COMMUNITY RESOURCES

APPENDIX A

Ref	Leisure Services	2007/08 S.P.I.	2006/07 S.P.I.	2005/06 S.P.I.	2004/05 S.P.I.	2003/04 S.P.I.
CC1	Attendances The number of attendances per 1,000 population for pools	4,610	4,793	4,531	4,130	3,604
CC2	The number of attendances per 1,000 population for other indoor sport and leisure facilities excluding pools in a combined complex	4,222	4,136	3,461	3,604	3,761
CC3	Museums (a) Number of visits to/usages of council funded or part funded museums per 1,000 population (b) The number of those visits that were in person per 1,000 population	107 103	99 95	N/C N/C	N/C N/C	N/C N/C
Ref	Environmental Health	2007/08 S.P.I.	2006/07 S.P.I.	2005/06 S.P.I.	2004/05 S.P.I.	2003/04 S.P.I.
PS1	Food Safety: Hygiene Inspections The percentage of food premises actually inspected within the minimum periods:- Approved Premises 6 months 12 months More than 12 months	87.9% 100.0% 99.0% 98.6%	97.1% 100.0% 100.0% 98.3%	95.9% 100.0% 99.5% 94.8%	N/C 100.0% 98.2% 96.2%	N/C 100.0% 98.9% 95.3%
PS2	Domestic Noise Complaints (a) The number of complaints of domestic noise received during the year:- (i) Settled without the need for attendance on site (ii) Requiring attendance on site (iii) Dealt with under Part V of the Antisocial Behaviour etc (Scotland) Act 2004 (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 (ii) Dealt with under Part V of the Antisocial Behaviour etc (Scotland) Act 2004	1,068 13 661 1 hr 49 mins 25 mins	1,114 644 124 27 minutes 28 minutes	N/C N/C N/C N/C N/C	N/C N/C N/C N/C N/C	N/C N/C N/C N/C N/C
PS3	Non Domestic Noise Complaints (a) The number of complaints of non-domestic noise received during the year:- (i) Settled without the need for formal action (ii) Requiring formal action (b) For those in a(ii) above, the average time (calendar days) to institute formal action	420 7 47 days	440 5 111 days	N/C N/C N/C	N/C N/C N/C	N/C N/C N/C

Ref	Trading Standards	2007/08 S.P.I.	2006/07 S.P.I.	2005/06 S.P.I.	2004/05 S.P.I.	2003/04 S.P.I.
PS4	Complaints and Advice (a) Consumer Complaints – percentage dealt with within 14 days (b) Business Advice Requests – percentage dealt with within 14 days	74.0%	70.5%	67.2%	60.4%	65.3%
PS5	Trading Standards Inspections Percentage of visits to premises achieved:- High Risk – i.e. to be visited once per year Medium Risk – i.e. to be visited once every 2 years High Risk & Medium Risk – Total Percentage	99.3% 99.6% 99.6%	98.4% 98.3% 98.3%	100% 100% 100%	99.2% 96.7% 97.0%	100.0% 100.0% 100.0%
Ref	Environmental Services	2007/08 S.P.I.	2006/07 S.P.I.	2005/06 S.P.I.	2004/05 S.P.I.	2003/04 S.P.I.
WM1	Refuse Collection and Disposal Costs: (a) Net cost of refuse collection per premise (b) Net cost of refuse disposal per premise	£56.69 £65.54	£60.91 £64.09	£57.65 £59.15	£64.18 £56.06	N/C N/C
WM2	Refuse Collection Complaints The number of complaints per 1,000 households regarding the household waste collection service	102.8	117.3	97.8	99.8	65.9
WM3	Refuse Recycling The amount of household waste collected that was disposed of by the following methods: (a) Composted by the authority (b) Other recycling or recovery methods (c) Landfill (d) Other disposal methods (e) Total Recycling methods (f) Total biodegradable municipal waste landfilled	11.9% 25.0% 63.1% 0.0% 36.9% 39.7%	13.2% 22.2% 64.6% 0.0% 35.4% 41.0%	9.9% 23.5% 66.6% 0.0% 33.4% 41.5%	N/C N/C N/C N/C N/C N/C	N/C N/C N/C N/C N/C N/C
WM4	Cleanliness Overall cleanliness index achieved following inspection of a sample of streets and other land	74	73	72	72	N/C
WM5	Abandoned Vehicles The number of abandoned vehicles that require to be removed by the council, and the percentage removed within 14 days	99 89.9%	157 68.2%	N/C N/C	N/C N/C	N/C N/C

COMMUNITY RESOURCES***Leisure Services*****CC1. Swimming Pool Attendances**

The number of attendances per 1,000 population for pools has decreased by 3.8% during 2007/08. This is due to the partial/full closure of some facilities for refurbishment/Schools Modernisation Programme (Carluke and Strathaven dual use facilities) and a general downturn in wetside attendances.

CC2. Sports Centre Attendances

There has been an increase of 2.1% in the number of attendances per 1,000 population for other indoor sports and leisure facilities. The first full year attendances at the newly refurbished Jock Stein Centre contributed to an upturn in dryside attendances.

CC3. Museums

The number of visits to/usages of council funded or part funded museums per 1,000 population increased by 8% in 2007/08. The number of those visits that were in person also increased by 8%.

In 2007/08, SLC were able to include the visits/usages to a part funded museum which we were not able to do in 2006/07. Cultural Services have developed an action plan to increase visits/usages to museums.

Environmental Health**PS1. Food Safety**

The percentage of 'approved premises' relating to food hygiene inspected on time decreased from 97.1% in 2006/07 to 87.9% in 2007/08. This has been due to the need to avoid visiting farms during the foot and mouth scare in the Spring/Summer of 2007.

100% of premises in the 6 month category were inspected on time both in 2006/07 and 2007/08.

The percentage of premises in the 12 month category inspected on time decreased slightly from 100% in 2006/07 to 99.0% in 2007/08.

PS2. Domestic Noise Complaints

The figures for this indicator are not directly comparable with the indicator for 2006/07. Further guidance was received from Audit Scotland concerning the category of noise complaints. All night time noise complaints excluding complaints relating to alarms are now included in part (a) (iii). This relates to noise complaints dealt with under Part V of the Antisocial Behaviour etc (Scotland) Act 2004. The average time taken to deal with noise complaints under this category was 25 minutes.

Day time noise complaints and night time complaints relating to alarms are now included in part (a) (ii). The average time taken to deal with noise complaints in this category was 1 hr 49 minutes.

PS3. Non Domestic Noise Complaints

The average time taken to institute formal action for Non Domestic Noise Complaints has dropped from 111 days in 2006/07 to 47 days in 2007/08. The improvement relates to officers employing formal action at an earlier point in time than in 2006/07.

Trading Standards**PS4. Consumer Complaints and Business Advice Requests**

The percentage of Consumer Complaints dealt with within 14 days has increased from 70.5% in 2006/07 to 74.0% in 2007/08. Close monitoring of procedures has resulted in improved performance in resolving consumer complaints.

The percentage of Business Advice Requests dealt within 14 days has increased from 98.1% in 2006/07 to 98.3% in 2007/08.

COMMUNITY RESOURCES (contd)

Trading Standards (contd)

PS5. Trading Standards Inspections

SLC have improved the percentage of premises inspected on time in both the high and medium categories. The percentage has increased from 98% in 2006/07 to 99% in 2007/08.

Environmental Services

WM1. Cost of Refuse Collection and Disposal

The net cost of Refuse Collection per premise has decreased from £60.91 in 2006/07 to £56.69 in 2007/08. The purchase of bins in 2006/07 inflated the figure for that year.

The net cost of Refuse Disposal per premise has increased from £64.09 in 2006/07 to £65.54 in 2007/08. Landfill tax increased in 2007/08 which contributed to an increase in costs.

WM2. Refuse Collection Complaints

The number of complaints regarding the household waste collection service decreased by 12.4% during 2007/08. Re-routing in 2006/07 caused an upsurge of complaints in that period.

There is still concern on the consistency of calculation of this indicator among authorities. Community Resources are looking at types of complaints to determine if action is required in certain areas.

WM3. Refuse Recycling

The percentage of waste recycled has increased from 35.4% in 2006/07 to 36.9% in 2007/08. SLC continues to take steps to improve the recycling rate.

WM4. Cleanliness

SLC has improved the cleanliness index achieved from 73 in 2006/07 to 74 in 2007/08. SLC are graded according to Keep Scotland Beautiful (KSB) criteria. This is as a result of a series of inspections of our streets and land.

WM5. Abandoned Vehicles

The percentage of abandoned vehicles removed by the Council within 14 days has increased from 68.2% in 2006/07 to 89.9% in 2007/08. Performance was poor in 2006/07 due to the loss of a direct link to the DVLA computer system resulting in a delay in removal of vehicles. Very few vehicles were removed within target during this period.

APPENDIX C

COMMUNITY RESOURCES

Ref	SPI	Improvement	Decline	No Change or Not comparable
CC1	Swimming Pool Attendances		X	
CC2	Sports Centre Attendances	X		
CC3	Museums	X		
PS1	Food Safety		X	
PS2	Domestic Noise Complaints	Not Comparable – change to criteria		
PS3	Non Domestic Noise Complaints	X		
PS4	Trading Standards Complaints and Business Advice	X		
PS5	Trading Standards Inspections	X		
WM1	Cost of Refuse Collection	X		
WM1	Cost of Refuse Disposal		X	
WM2	Refuse Collection Complaints	X		
WM3	Refuse Recycling	X		
WM4	Cleanliness	X		
WM5	Abandoned Vehicles	X		
	TOTAL:	10	3	1