

Report

| | |
|------------------|---|
| Report to: | Enterprise Services Committee |
| Date of Meeting: | 22 January 2013 |
| Report by: | Executive Director (Finance and Corporate Resources) Executive Director (Community and Enterprise Resources) |

| | |
|----------|---|
| Subject: | Enterprise Services - Statutory Performance Indicators 2011/2012 |
|----------|---|

1. Purpose of Report

1.1. The purpose of the report is to:-

- ♦ provide the Enterprise Services Committee with an analysis of the audited Statutory Performance Indicators (SPIs) for 2011/2012
- ♦ inform of improvement actions confirmed by Enterprise Services

2. Recommendation(s)

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

- (1) that details of the performance are noted
- (2) that the range of improvement actions identified by the Service 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 requires to be reported on by the Council. The Direction relating to 2011/2012 continued with the same suite of SPIs used in 2010/2011. 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 one element of performance monitoring.
- 3.2. The information included in this report is focussed on the SPIs results for 2011/2012 relative to Enterprise Services. The report relating to all Resources' SPIs is presented to the Executive Committee and the Performance and Review Scrutiny Forum. It should be noted that the figures have been audited by PricewaterhouseCoopers (PwC) and submitted to Audit Scotland within the statutory timescales. As in previous years, the full list of the Council's SPIs for 2011/2012 has been published in the Annual Report and Accounts and was made available via the Council website by the end of September 2012, in line with statutory requirements.
- 3.3. In order to provide the Enterprise Services Committee with the necessary level of detail, Service 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. The Service has also taken the opportunity to comment on areas of improved performance and explain how they aim to maintain this trend into 2012/2013. This is all detailed at Appendix A.

- 3.4. For 2011/2012 there are still 2 SPIs for Enterprise Services, which are broken down into 4 measures for comparison purposes.
- 3.5. Enterprise Services Committee will recall the SPI prioritisation exercise carried out on 2009/2010 SPIs, which confirmed their relevance to Connect and Resource priorities, and referenced 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 will be revisited for future year's SPIs to take account of Connect 2012 to 2017. One measure relating to Enterprise Services is considered of High importance.
- 3.6. Comparisons included within this report provide a year-on-year analysis for Enterprise Services. Also provided, is information relating to the Council's ranking of its SPIs. This information has been analysed from Audit Scotland's 2011/2012 SPI compendium which provides the results for all Scottish local authorities. This allows the relative performance of the Council to be considered and analysed in relation to other local authorities.

4. Detailed Information

- 4.1. Appendix A shows the SPIs for Enterprise Services for the years 2009/2010, 2010/2011 and 2011/2012. It also identifies which of the measures have improved, declined or not changed when comparing 2010/2011 with 2011/2012, together with an explanation of performance and proposals for improvement during 2012/2013, as appropriate.
- 4.2. Appendix A also includes ranking information. The SPI results for all Scottish local authorities are collated and listed in order from the highest (ranked 1) to the lowest (ranked 32). This provides the opportunity to consider not only the improvement/decline of the SPI itself, but also the ranking in comparison with other local authorities.
- 4.3. 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 (Quartile 1 lists top 8 performing authorities in Scotland); and assessment of relevant importance of the measure to the Council.
- 4.4. For Enterprise Services, 2 measures have improved performance and 2 have declined. In terms of ranking in Scotland, 1 of the measures has improved and 3 declined.

5. Conclusion

- 5.1. Enterprise Services Committee is asked to note the results from the analysis of the 2011/2012 SPIs. The outcome of this exercise is to assist the Service in informing its improvement planning process and to encourage priority to be given to those SPIs deemed of High importance to the Council.

- 5.2. Service comments and improvements included in the report are to be noted. Performance improvements have been achieved over the three year period and there are also a number of areas where future improvements may be possible and that these are being progressed.

6. Employee Implications

- 6.1. There are no employee implications.

7. Financial Implications

- 7.1. There are no financial implications.

8. Other Implications

- 8.1. The management of risk in relation to SPIs is addressed by the Service in the identification and progression of improvement measures for all declining SPIs. For those SPIs which have not declined, the Service has also considered its approach to maintaining continued performance.

9. Equality Impact Assessment and Consultation Arrangements

- 9.1. 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.
- 9.2. There was also no requirement to undertake any consultation in terms of the information contained in this report.

Paul Manning

Executive Director (Finance and Corporate Resources)

Colin McDowall

Executive Director (Community and Enterprise Resources)

19 December 2012

Link(s) to Council Objectives and Values

- ♦ Promote performance management and improvement

Previous References

- ♦ Enterprise Resources Committee Report 15 February 2012 – Statutory Performance Indicators 2010/11

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:-

Heather McNeil, Head of Audit and Improvement Services

Ext: 5915 (Tel: 01698 455915)

E-mail: heather.mcneil@southlanarkshire.gov.uk

ENTERPRISE SERVICES

APPENDIX A

| Priority | Ref | Planning | Comments | 2011/12 | | 2010/11 | | 2009/10 | |
|----------|-----------|---|---|---------------|----------------|---------------|----------------|---------------|----------------|
| | | | | SPI I/D/NC | Rank I/D/NC | SPI I/D/NC | Rank I/D/NC | SPI I/D/NC | Rank I/D/NC |
| | 13 | Planning Applications Processing Time The percentage of applications dealt with within the target time: | | | | | | | |
| Med | (a) | Householder applications – percentage dealt with within two months | Improvement measure in place in 2011/12 There is an ongoing programme of enhancements to EDRMS which should improve the process for staff. These together with increased electronic communications with applicants and agents should improve the speed and efficiency in processing applications. | 84.8% I | 18 I | 80.4% I | 21 D | 80.3% D | 18 D |
| Med | (b) | Non-Householder applications: percentage dealt with within 2 months | | 45.8% D | 26 D | 51.4% I | 22 I | 39.9% D | 26 D |
| Med | (c) | All applications – percentage dealt with within two months | 2011/12 Performance and Improvement Measure for 2012/13 There was an improvement in performance for Householder applications, however the overall percentage is down slightly due to non-householder applications constituting a greater overall percentage of applications in comparison with the previous year. Non-householder applications take considerably longer to process due to their complex nature. The number of these applications rose and this, together with the increasing number of issues that are now required to be considered in the assessment of non-householder applications, had an impact on processing times. Procedures continue to be adapted to maximise and refine use of new electronic processes. Q1 results for 2012/13 show an improvement in performance for all of the planning indicators. | 64.2% D | 22 D | 66.5% I | 19 I | 60.6% D | 20 D |

| Priority | Ref | Roads | Comments | 2011/12 | | 2010/11 | | 2009/10 | |
|----------|-----|--|---|---------------|----------------|---------------|----------------|---------------|----------------|
| | | | | SPI I/D/NC | Rank I/D/NC | SPI I/D/NC | Rank I/D/NC | SPI I/D/NC | Rank I/D/NC |
| High | 22 | Carriageway Condition The percentage of road network that should be considered for maintenance treatment | <p>Improvement measure in place in 2011/12 The survey is prone to annual variations arising from the particular lengths of road selected for survey each year. However, given the severity of recent winters, with resultant extensive damage to the road network, a modest improvement in the overall condition is to be welcomed. The Roads Investment Programme will continue and there are no other improvement actions necessary.</p> <p>2011/12 Performance and Improvement Measure for 2012/13 9.02% of the network was resurfaced during the year and there has been a slight amendment in the data considered as part of this calculation. Unclassified roads are now based on a four year average rather than two years. This has generated a road condition index (RCI) of 37.5% for this period, an improvement on 2010/11.</p> <p>The Roads Investment Programme will continue and there are no other improvement actions necessary.</p> | 37.5% I | 18 D | 38.0% D | 17 D | 37.5% NC | 16 I |

KEY:

I = Improve

D = Decline

NC = No Change

NA = Not Applicable