

# Report

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Report to:	<b>Performance and Review Scrutiny Forum</b>
Date of Meeting:	<b>18 January 2011</b>
Report by:	<b>Chief Executive</b>

Subject:	<b>Public Performance Reporting</b>
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## 1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ provide the Performance and Review Scrutiny Forum with the results from the Citizens Panel Focus Groups and survey on Public Performance Reporting (PPR) together with the current version of the Council's Public Performance Reporting schedule

## 2. Recommendation(s)

2.1. The Performance and Review Scrutiny Forum is asked to note the following recommendation(s):-

- (1) that the PPR schedule will continue to be held on the website and that it is updated (half-yearly) as appropriate
- (2) that specific points noted within the Craigforth report Focus Groups will be considered by the Executive Director (Corporate Resources) and action taken as appropriate
- (3) that summary information on the results of the survey will be included within the next appropriate Citizens Panel Newsletter

## 3. Background

3.1. In September 2009 the Performance and Review Scrutiny Forum agreed two key pieces of work relating to the review of the Council's Public Performance Reporting (PPR) arrangements. PPR responsibilities are determined by statutory guidance contained within the Local Government in Scotland Act 2003.

3.2. The first strand of work was the development of a PPR schedule to be prepared in calendar format and placed on the Council's website for easy public reference. The second strand was to review the current PPR arrangements with the Citizens Panel.

3.3. This work was to be undertaken to help inform the way forward in terms of PPR and to provide justification for the agreed approach.

## 4. Citizens Panel (Focus Groups and Survey) results

4.1. In February 2010 meetings were held with three Citizens Panel Focus Groups to gather views on the Council's approach to Public Performance Reporting. Meetings took place in Hamilton, Lanark and Rutherglen (which also included panel members representing Cambuslang and East Kilbride). These meetings were facilitated by

Corporate Resources (Personnel Services) and also attended by officers from Corporate Communications and Public Affairs, Central Research Unit and Corporate Improvement Unit.

- 4.2. The key points discussed with Focus Groups were
- SL Reporter – level of interest/use; regularity; balanced picture of performance
  - PPR schedule – level of interest and use
  - SOA – format; content (human interest stories and statistics)
- 4.3. Results of discussions with the Focus Groups formed the basis of a questionnaire issued to all members of the Citizens Panel in July 2010. This enabled the Council to gain a comprehensive picture of views on its approach to Public Performance Reporting, and to form a basis for consideration of any changes required.
- 4.4. Craigforth currently manage the Citizens Panel and took responsibility for issuing the questionnaire and analysing responses. Some of the key points from the Craigforth report are noted at paragraphs 4.5 and 4.6 below, as well as comment on the requirement, or not, for follow up action.
- 4.5. Key positive points from the report were:
- General*
- 1058 responses were received, and equates to a response rate of 55%
  - Relatively little variation across residential areas
  - No significant variations by gender or age
  - Respondents were most interested in reading about tackling antisocial behaviour (97%), roads investment and repairs (95%) and graffiti and littering (93%)
- Current Performance Reporting*
- 78% did not want to see the Council use any other format or method to report on performance
  - 83% felt performance was reported on regularly enough
  - Around half felt there was a balance of positive and negative features
  - 66% felt enough information given; only 10% felt there was too much
  - 84% wished to see performance reported in the same way in the future
- South Lanarkshire Reporter*
- 85% read all or some of the Reporter
  - 77% happy with issues twice a year (at a cost of 20p per household)
  - 94% were interested in the information the Councils produces on its performance
- 4.6. Significant points:
- Current Performance Reporting*
- Whilst 53% felt there was a balance of positive and negative features and 23% had no opinion, 25% felt that current reporting did not strike an appropriate balance between positive and negative performance indicators  
Comment: Council Committee meetings and Scrutiny Forums are all open to the public and press, and agendas and minutes available on the website. This provides access to a full range of information, and is complemented by a structured approach to public performance reporting. This provides reassurance to stakeholders of the Council's commitment to continuous improvement which is particularly important in challenging times to ensure

public confidence in the Council is not damaged. Public Performance reporting is also an important opportunity for the Council to redress the balance of media reporting which can be negative. Therefore, no further action is proposed at this time.

- In terms of format of performance reporting, suggestions were made for reporting to be made simpler including on line and e-mail updates.  
Comment: The Reporter is currently available on line as is The View. The ongoing development of the Council's website will in the longer term include an option for a 'marketing module' which can provide the facility for e-mail updates. It is proposed that this be considered further in due course.

#### *South Lanarkshire Reporter*

- Some interest in comparisons with other local authorities on road repairs and investment (71%), environmental services (49%) and education (46%)  
Comment: This information is available in respect of SPIs and is collated by Finance Services. Extracts could be included as relevant.
- Include information on - how to feedback on public performance reporting (93%); case studies showing progress on SOA (78%); information on costs of Reporter (77%); signposting to more statistical performance information ie PPR schedule (67%)  
Comment: These points could be included in a cut out and keep pullout as discussed below.
- 94% would like to see a cut out and keep list of useful information included in future editions of the Reporter  
Comment: It is proposed that the opportunity be taken to exploring the inclusion of a four page pullout section within the first 2011 edition of the Reporter. This approach would provide information to those stakeholders who cannot source details online.
- 91% interested in information on Council efficiencies and reasoning behind these  
Comment: This type of information has been included in recent versions of the Reporter, including November 2009 with Hard Choices for Hard Times. The November 2010 edition includes a number of broad consultation questions which will feed into the February/March 2011 edition.
- 91% interested in reading more on energy efficiency  
Comment: Information has already been included within the SL View and will continue to be reported at appropriate times.

- 4.7. The survey included a question on whether or not the SL Reporter should include Case Studies showing progress made on the South Lanarkshire Single Outcome Agreement and 78% were in favour of this approach. This reinforced the views coming from the Focus Groups where the preference related to human interest stories.
- 4.8. Overall the survey results endorsed the Council's current approach to Public Performance Reporting. There are no major changes suggested in terms of content or regularity. As would be expected with results from any survey, there are number of comments which should be considered further and these have been referred to the Executive Director (Corporate Resources) for action as appropriate.
- 4.9. It is worth noting also that the positive results from this Public Performance Reporting Survey reinforces the results coming from the 2010 Household Survey, which noted

77% of respondents being satisfied with 'Keeping you up to date with what the Council is doing'. This was an improvement of 6.2% from the previous 2008 survey.

- 4.10. Summary information on the results of this survey will be included in the Citizens Panel newsletter, fulfilling the Council's commitment to consultation and feedback.

## **5. Public Performance Reporting Schedule**

- 5.1. Each Resource provided details of key elements of public performance reporting delivered in a year. All of this was summarised on a schedule for the Council, which notes the month in which the information is available and hyperlink where relevant. Information is also included for items which have variable publication dates from year to year or are ad-hoc. This is the first time that details relating to PPR information have been summarised in one place, and provides an easy route to source particular pieces of information. A copy of the current version of the schedule is attached at Appendix 1.
- 5.2. This schedule can be accessed by searching 'public performance reporting' on the website. It is reviewed by the Corporate Improvement Unit on a monthly basis to ensure it remains current.
- 5.3. The benefits of having such a schedule was discussed with Citizens Panel Focus Groups, where it was agreed that this was a useful tool, but also that it would most likely be used when there was a personal interest in particular items. The groups confirmed that there was a need to publicise and signpost the public to the availability of data, and that this schedule provided a mechanism to do this.

## **6. Employee Implications**

- 6.1. There are no employee implications.

## **7. Financial Implications**

- 7.1. There are no financial implications identified at the present time.

## **8. Other Implications**

- 8.1. There are no other implications

## **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.

**Archie Strang**  
**Chief Executive**

18 November 2010

## **Link(s) to Council Improvement Themes and Objectives**

- Performance Management and Improvement

## **Previous References**

- Performance and Review Scrutiny Forum report 29 September 2009 – Public Performance Reporting

**List of Background Papers**

- Focus events feedback (February 2010)
- Citizens Panel – Public Performance Reporting Survey 9Septmeber 2010)

**Contact for Further Information**

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

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## Public Performance Reporting Calendar

The Public Performance Reporting Calendar helps to advise its citizens and customers about the performance of South Lanarkshire Council. The calendar is only one of a variety of means by which the council reports its performance to the public and has been compiled following consultation with focus groups from the Citizens Panel. The calendar signposts to a variety of performance information which may be of public interest.

The Council's website is in the process of being upgraded. During the transition period (approx October – December 2010) electronic copies, where indicated, can be obtained by contacting Alison Cameron (contact details below).

For more information or if you want this information in a different format or language, please phone 01698 453614 or email [alison.cameron@southlanarkshire.gov.uk](mailto:alison.cameron@southlanarkshire.gov.uk)

## **Background information**

The calendar identifies a range of performance information published by the Council and individual Departments (referred to as Resources) and is organised quarterly ie January to March, April to June to reflect when it is available. Web-links are also included which take you to the relevant information where these exist.

There are seven Resources within South Lanarkshire Council. The front line services are:

**Community Resources** - responsible for the provision of a range of services, many of which contribute to our quality of life. These include parks and play areas, grounds maintenance, countryside services, cemeteries and cremation services, household waste and recycling, cleaning, catering and school meals; janitorial and caretaking services, school crossing patrols; environmental health; and consumer and trading standards. The services are grouped under three sections: Waste and Environmental Services; Facilities, Fleet and Grounds Services; and Support Services.

**Education Resources** – responsible for the provision of all education services and promoting learning communities. Education is active in many areas including inclusive education, early years, community learning, youth services and curriculum and quality improvement. Services are grouped into four main areas: Inclusive Education, Curriculum and Quality Improvement, Resources, and Finance and Personnel.

**Enterprise Resources** – responsible for the improvement of the area through economic, environmental and development investment. Activity focuses on improving roads and transportation; guiding physical development and regeneration through planning and building standards, managing land and property, providing business advice and support and jobs access and social inclusion initiatives. Services are grouped into four main areas: Support Services; Planning and Building Standards Services; Regeneration Services; and Roads and Transportation Services.

**Housing and Technical Resources** - responsible for the maintenance of all Council property; the design and construction for all property-related projects; administering housing services; council tax and other benefits; providing a money advice service; and collecting all debts owed to the Council. Services are grouped into two main areas: Areas Services; and Property Services.

**Social Work Resources** – responsible for the promotion of social welfare through providing services to meet the needs of individuals, families and communities. Social Work provides care and support for a wide range of groups including children, older people, people with mental health issues, people with learning disabilities and physical disabilities, victims and offenders. Services are grouped into two main areas: Adult and Older People Services; and Child, Family and Justice Services.

The support services are:

**Corporate Resources** - provide personnel, legal and communications services for all frontline services; administration services for committees and support for elected members. Services are grouped in four main areas: Administration Services; Corporate Communications and Public Affairs; Personnel Services; and Legal Services.

**Finance and Information Technology Resources** – provide professional leadership and support which enables and improves the delivery of front-line services. Sound financial management coupled with strategic procurement and a modern information and communications technology environment are central to the achievement of the Council's objectives.

Finance Services are responsible for ensuring that the Council's priorities are effectively funded. In addition Finance Services manage the financial affairs of the Council, performing a stewardship role in monitoring and reporting on financial performance. Information Technology Services operate as a centralised Information and Communication Technology (ICT) service provider for the Council, coordinating and delivering a wide range of services. These include the support and maintenance of over 16,000 PCs and servers, running over 200 business applications for all departments including schools. Procurement Services are responsible for the strategic and tactical development of all procurement functions within the Council. From 2010 to 2013 the Procurement Service is key to the delivery of Council efficiency savings.

### **Additional information**

**South Lanarkshire Leisure and Culture Ltd** delivers the following services on behalf of the Council: Leisure centres, swimming pools, sports development, outdoor recreation, management of halls, museums, arts, country parks, cultural venues, libraries, and the Outdoor Resource Base.

**Connect** is the Council Plan which outlines the Council's priorities and challenges to be addressed by the Council over the period 2007-2012.

**Resource Plans** set out objectives and priorities for each Resource for the coming year and highlights achievements for the previous year. As well as saying what the Resource intends to do, the Plan explains how their objectives fit in to the Council as a whole and in turn contributes to the Council's overall aim of improving the quality of life of everyone in South Lanarkshire.

**Single Outcome Agreement** (SOA) forms the basis of the partnership between the Council and the Scottish Government aimed at focusing efforts on increasing opportunities and driving forward improvements that meet the needs of South Lanarkshire and Scotland. The SOA is based on the existing Community Plan for South Lanarkshire and Connect (the Council Plan) and covers all spending by the main public bodies in South Lanarkshire.



Resource/Council	Document title	Format	Month
<b>January - March</b>			
Social Work	Child Protection Annual Report and Joint Business Plan	Hard copy/electronic copy	February
Council wide	South Lanarkshire Reporter (including Connect update)	Hard copy (all households)	March
Social Work	HMle Inspection reports – Improvement Actions follow up	Hard copy/ <a href="#">HMle website</a>	March
Council wide	SL View	Hard copy/electronic copy	monthly
Enterprise	Community Matters newsletter	Hard copy (regeneration areas)	seasonal
Housing and Technical	Central Liaison Group and Area Forums	Standard agenda items on performance/ service development and policy review	quarterly/bi-monthly meetings
<b>April – June</b>			
Community	Consumer and Trading Standards newsletter	Leaflet available at Consumer and Trading Standards office/electronic copy	April
Education	Parental Involvement Strategy (launched 2009)	Hard copy to Parent Councils, schools, establishments and other interested groups	April (reviewed on a cyclical basis)
Social Work	Children’s Services Plan 2009-2012	Hard copy/electronic copy	April
Social Work	Carers Strategy 2009-2012	Hard copy/electronic copy	April
Education	Standards and Quality Reports	Hard copy displayed at entrance areas of schools/establishments	May
Council wide	International Children’s Games magazine	Hard copy (all households in Lanarkshire)	June
Social Work	Joint Health Improvement Plan	Hard copy/electronic copy	June
Council wide	SL View	Hard copy/electronic copy	monthly (exc Nov/Dec)
Enterprise	Community Matters newsletter	Hard copy (regeneration areas)	seasonal
Housing and Technical	Central Liaison Group and Area Forums	Standard agenda items on performance/ service development and policy review	quarterly/bi-monthly meetings
<b>July – September</b>			
Council wide	Resource Plans	Hard copy/electronic copy Community, Education, Enterprise, Finance and IT, Housing, Social Work	July
Housing and Technical	Housing News	Hard copy/electronic copy	July
Social Work	Lanarkshire Community Justice Authority (LCJA) Area Plan	Hard copy/ <a href="#">web link to LCJA area plan</a>	July (annual updates published on LCJA website)

Resource/Council	Document title	Format	Month
Community	South Lanarkshire Leisure Annual report	Hard copy report/electronic copy	August
Enterprise	Service performance information	Electronic copy	August (approx)
Enterprise	Service Annual Statement (summary leaflet)	Hard copy to all Enterprise Resources employees/electronic copy	August
Council wide	Statutory Performance Indicators listing	Hard copy (SL Reporter)/electronic copy	September
Council wide	Annual Report and Accounts	Hard copy/electronic copy	September
Council wide	Community Planning Partnership Single Outcome Agreement Annual Report	Hard copy/electronic copy	September
Social Work	Customer comment/complaint/compliment card	Hard copy/electronic copy	September (reviewed annually)
Council wide	SL View	Hard copy/electronic copy	monthly
Enterprise	Community Matters newsletter	Hard copy (regeneration areas)	seasonal
Housing and Technical	Central Liaison Group and Area Forums	Standard agenda items on performance/ service development and policy review	quarterly/bi-monthly meetings
<b>October – December</b>			
Community	South Lanarkshire Council Annual report on Climate Change Declaration	Hard copy/ <a href="#">web link to annual report on climate change declaration</a>	October
Council wide	South Lanarkshire Reporter and Connect update	Hard copy (all households)	November
Council wide	Connect Resource Plans Quarter 2 progress update	Hard copy/electronic copy	November
Council wide	International Children's Games magazine	Hard copy (all households in Lanarkshire)	November
Education	Establishment handbooks	Hard copy distributed to parents	November
Enterprise	Measures to prevent or mitigate flooding reports	Hard copy to libraries; Q and A's/electronic copy	November (every two years)
Housing and Technical	South Lanarkshire Calendar	Hard copy (all households)	November
Education	Parents Charter	Hard copy distributed to parents of secondary aged pupils	December
Housing and Technical	Housing News	Hard copy/electronic copy	December
Social Work	Values and principles leaflet	Hard copy available at local Social Work offices, Q and A's, Council Headquarters	December
Social Work	A service users guide to our standards	Hard copy/electronic copy	December
Social Work	Joint Community Care Plan 2009 -11 (Stronger together for social care and	Hard copy/electronic copy	December

Resource/Council	Document title	Format	Month
	wellbeing)		
Council wide	SL View	Hard copy/electronic copy	monthly
Enterprise	Community Matters newsletter	Hard copy (regeneration areas)	seasonal
Housing and Technical	Central Liaison Group and Area Forums	Standard agenda items on performance/ service development and policy review	quarterly/bi-monthly meetings

Ongoing			
Council wide	SLTV	Web-based television station	ongoing
Council wide	Media releases	Hard copy/e-mail	ongoing
Council wide	SLC website		ongoing
All Resources	Council wide notice boards	Notice boards with performance information	all year round
Education	Education newsletter	Hard copy/SLC intranet/weekly e-mail to all Education employees (associated publications delivered to establishments/ services monthly)	throughout year (school session)

Variable			
all Resources and Council	Reports by external inspectors, auditors and regulators	Hard copy/electronic copy	reports published on SLC website when formally accepted by Council
Education	Service information leaflets	Hard copy issued as required	as required
Education	School information	Hard copy issued as required	as required
Education	Parents leaflets	Hard copy issued as required	as required throughout year (school session)
Education	HMle Inspection Reports	Hard copy distributed to parents, carers and establishment staff/ <a href="#">HMle website</a>	circulated throughout year (school session) in line with publication (HMle)
Education	Launch of Initiatives	Hard copy issued as required	as required
Enterprise	Liaison/Interest Groups (formal and informal)	Briefing notes for public/public meeting	ad hoc
Enterprise	Town Centre Project programmes	Hard copy issued to members of Town Centre Project groups	varies (groups meet at different times)
Social Work	Public information leaflets	Hard copy available at local Social Work offices, Q and A's	as required

<b>Timetable determined</b>			
Council wide	Budget Monitoring reports  (refer to Executive Committee 22 September 2010 items 3-5 for Capital, Revenue and Trading Services reports 2010/2011)	Hard copy/electronic copy	in line with Council's financial management system timetable
Council wide	Connect (and Mid Term Review)	Electronic copy	four yearly and mid term review
Council wide	Workforce Monitoring report  (refer to Executive Committee 23 June 2010 item 9 – Employee Management Information yearly summary)	Hard copy/electronic copy	in line with committee cycle