SOUTH LANARKSHIRE COUNCIL

Report

Report to:	**Performance and Review Forum**
Date of Meeting:	**29 September 2009**
Report by:	**Chief Executive**

Subject:	**Public Performance Reporting**

1. Purpose of Report
1.1. The purpose of the report is to:-

♦ advise the Performance and Review Forum of relevant guidance relating to Public Performance Reporting (PPR), the Council's current position and recommended action during 2009/10

2. Recommendation(s)
2.1. The Forum is asked to note the following:-

(1) the current position is noted
(2) the actions set down in paragraph 8 are implemented during 2009/10

3. Background
3.1. The statutory guidance issued as part of the Local Government Scotland Act 2003 sets down the ideal components of a Council's approach to, and content of, its Public Performance Reporting Framework.

3.2. In summary, this recommends that the authority should identify what information stakeholders need in order to form a view on the performance of authority. It recognises that different sections of the community will have different needs in terms of information and that authorities should present this information in a form that people find useful, accessible and that allows stakeholders to form a clear view of the authority's overall performance.

4. Best Value
4.1. To support the statutory requirements, Best Value guidance entitled Measures to Support Public Performance Reporting, was published during 2004. This suggested that authorities should have a strategic approach for Public Performance Reporting (PPR) to ensure it is planned, systematic, monitored and reviewed.

4.2. In February 2005, the then Scottish Executive advised of their intent to make regulations which would describe the specific information which Local Authorities **must** put into the public domain annually. In addition, the Executive set down formal interim arrangements to apply pending introduction of the new regulations. However, following feedback, the Executive advised that the interim arrangements would not be required pending introduction of the regulations.

4.3. During 2006 advice was received from the Executive which advised that Ministers had now decided **not** to introduce further regulations at this time and to defer any decision on regulations until the outcome from the 'Crerar' review was known.

4.4. No further guidance has been received from the Scottish Government since 2006 although the visibility and profile of PPR has remained high.

5. Accounts Commission 2009 SPI Direction

5.1. The Accounts Commission 2009 Direction requires Councils to publish information making direct comparison between statutory performance in 2009/10 and in 2008/09 where appropriate. It is expected that Councils will show the information for each year so that citizens can identify the performance changes that have occurred.

5.2. One of the Commission's objectives in its new direction is to encourage Councils to integrate reporting on SPIs with broader PPR. Councils are, therefore, advised to consider their options carefully before deciding what reporting methods to utilise. Whatever arrangements are put in place they must be subject to audit in order to ensure that the best value duty of PPR in accordance with the 2003 Act and its statutory guidance are met.

5.3. It is suggested that PPR should be based on best value criteria (as identified in the Local Government Scotland Act 2003) and on individual Council policy objectives and performance management regimes. It is intended that reporting in this way, rather than on a limited range of SPIs, will help to provide a much clearer and rounded picture of performance.

6. Best Value 2 Consultation paper

6.1. The Best Value 2 consultation proposals also refer to the 2009 SPI Direction and acknowledge that it signals a major change. The consultation paper confirms that PPR is required for a range of functions and service areas reflecting a desire to see Councils report more effectively to their communities and citizens and service users as to how they are securing best value.

6.2. This approach is considered consistent with the development of SOAs and the expectation that they will be used by Councils to report publicly on progress in addressing the needs of our communities and delivering locally agreed objectives.

6.3. The challenge remains for Councils to fully meet the responsibilities placed on them by the 2003 legislation by demonstrating publicly that they are securing best value including a proper balance between quality and cost.

7. South Lanarkshire Council

7.1. The Council, through the Corporate Communications and Public Affairs team, has always sought to manage and report upon its performance in an effective and efficient manner. From this solid platform of good practice, a review of arrangements was undertaken in 2006 and a new Performance Management and Reporting Framework was developed.

7.2. "Connect" confirms the Council's vision, values, improvement themes and objectives, and focuses on a number of priorities. Responsibility for progressing actions is attributed across Executive Directors and a concise package of SMART indicators is in place.

7.3.   The style and content of Resource Plans show clear linkages to "Connect". All Resources have developed an agreed basket of measures which form the basis for reporting on their own Plan on a quarterly basis to senior management teams and the Chief Executive and on a half-yearly basis to their respective Resource Committees.

7.4.   The Executive Committee receive half yearly reports on progress made against "Connect". It also receives annual reports on SPIs, setting out trend information for the Council as well as in comparison to other Local Authorities.

7.5.   South Lanarkshire residents are also made aware of performance through a range of tools to meet public performance reporting requirements, including:
   • The South Lanarkshire Reporter, which is delivered to every household in the Council area
   • updates on the Council Plan
   • a full listing of the Council's SPIs is included in the Annual Report and is posted on the Council website
   • individual Resources have newsletters or bulletins which keep clients up to date on particular issues of interest e.g. Housing News is delivered to all Council tenants, Community Matters is sent to all households in regeneration areas and Economic Review which is circulated to key partners and Members.

7.6.   A list of Corporate and Resource level public performance reporting arrangements which has recently been reviewed is attached as Appendix 1. The list extracts corporate level initiatives at the start and then lists Resource level activity. While this list is a useful compilation, further work now needs to be undertaken to develop this into a PPR framework which can evidence that the right information is being provided to the right people in the right format at the right time.

8.   Future approach
8.1.   In order to take PPR forward, the Council needs to further develop its approach beyond the simple publication of information set down in Appendix 1. Specifically, it is proposed that the attached Appendix 1 be used as basis for development of a Council PPR schedule prepared in a calendar format which would be reviewed and reported annually to the Executive Committee and the Community Planning Partnership. The Calendar could also be placed separately on the website for easy public reference.

8.2.   In deciding what to report, the Council should:-
   • know who their stakeholders are (partners and service users) and how much performance information they want to be given
   • aim to provide a range of PPR which reflect the various stakeholder requirements and engages stakeholders in the improvement process
   • aim to give an honest and balanced picture of performance over time and in comparison with other authorities, where appropriate
   • try to time the publication of reports to suit stakeholder preferences as well as our own
   • use performance measures which are appropriate for PPR and demonstrate the Council is securing best value

8.3. Individual performance reports should then be tailored based on:
- Legislative PPR obligations
- SOA/Council Plan priorities
- Best Value criteria (including cost/quality of service)
- National standards or targets
- Professional body/Regulatory requirements

8.4. As part of the development of the PPR schedule, focus groups drawn from the Citizens Panel should be arranged to review reporting requirements. Ideally this should cover Corporate level reporting of the SOA and Connect, and key service level reporting. Corporate Improvement Advisory Board representatives and CCPA will brief the facilitators on the issues to be explored. This information together with feedback from the Reporter, both paper based and on-line will help to inform the way forward and will justify our future approach.

9. Proposals
9.1. It is proposed that the Corporate Improvement Advisory Board proceed with the development of a PPR schedule based on the principles and framework identified in paragraph 8 above and which would be reviewed and reported to the Executive Committee annually.

10. Employee Implications
10.1. None

11. Financial Implications
11.1. None

12. Other Implications
12.1. None

13. Equality Impact Assessment and Consultation Arrangements
13.1. 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.

13.2. The development of the PPR has been discussed at the Corporate Improvement Advisory Board and at the Community Planning Partnership.

Archibald Strang
Chief Executive

10 September 2009

Link(s) to Council Objectives/Values
- Performance Management and Improvement

Previous References

- ▪

List of Background Papers

- ▪

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:- Heather McNeil, Head of Improvement

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Public performance calendar

Council wide							
Document Title	**Format**	**Requirement (e.g. statutory, local)**	**Audience**	**Circulation**	**Regularity**	**Consultation**	**Month**
South Lanarkshire Reporter	Hard copy	Local	Public	All households, SLC, media	6 monthly	Yes – Focus Groups	
SLTV	Web-based television station	Local	Public	Local web-based television	Weekly	Yes – Focus Groups	
SL View	Hard copy SLC website	Local	Public	SLC SLC website Circulated via local newspapers	monthly	Yes – Focus Groups	
SLC Website	Web-based	Local	Public	All households	Ongoing	TBC	
A-Z of Council Services	Hard copy	Local	Public	All households	2 yearly	TBC	
South Lanarkshire Calendar	Hard copy	Local	Public	All households	Annual	Yes – focus groups	
Connect (and Mid Term Review)	SLC Website	Local	Public	SLC Website Council offices, Q&As, libraries	Five yearly with mid term review	Input from Resources.	
Works Magazine	Hard copy	Local	SLC employees and elected members	Employees and Elected Members	Monthly	No	
Media Releases	Hard copy E-mail	Local	Public	Media – Local and National	Weekly	Yes (Media Editors)	
Connect Plan "Connect" (Including PI's)	Hard copy SLC website	Local/ Statutory	Public, SLC, Audit Scotland	All households, media, website, libraries	Bi-Annual	Yes – Focus Groups	
Resource Plan	Hard copy SLC website	Local	SLC Public	SLC On request SLC website	Annual	Yes	
Resource Plan Q2 Progress Update	Hard copy SLC website	Local	SLC	SLC	Bi-annual	No	
SPI Advert	Hard copy (SL Reporter) SLC website	Statutory	SLC Audit Scotland Public	All households SLC website	Annual	Yes (SL Reporter)	
Annual Report	Hard copy	Statutory	Scottish Exec	Scottish Exec	Annual	No	

	SLC website		Audit Scotland Public	Audit Scotland Libraries Community Councils			
Revenue and Capital Budget Monitoring reports	Hard copy SLC website	Local	SLC Public	SLC SLC website	4 weekly	No	
Council-wide and CR Workforce Monitoring report	Hard copy SLC Website	Local	SLC Public	SLC SLC website	Quarterly	No	

Resource:	Corporate						
Document Title	Format	Requirement (e.g. statutory, local)	Audience	Circulation	Regularity	Consultation	Month
Registration/ Area Office Services Annual Report	Hard copy SLC Website	Local	Public	Local offices	Annual	No	
Registration PIs	Hard copy SLC website	Local	Public	Local offices	Quarterly	Yes – Staff	
Registration Customer Newsletter	Hard copy SLC website	Local	Public	Local offices Q & As	Annually	No	
PIs for FOI responses to requests	Hard copy	Local (may become statutory)					
District Court/Licensing PIs	Hard copy SLC	Local	Public	Local Offices	Annual	Yes – Focus Groups; Trade Groups; and Customers	
District Court/ Licensing Q and A booklets	Hard copy E-Mail Disk SLC website	Local	Public	Local Offices Licence application packs	Ad hoc	Yes – feedback sheet attached to all	
District Court/ Licensing Customer Newsletter	Hard copy E-mail Disk SLC website	Local	Public	Local Offices Licence application packs	Ad hoc	Yes – feedback sheet attached to all	

Resource:	Community						
Document Title	**Format**	**Requirement (e.g. statutory, local)**	**Audience**	**Circulation**	**Regularity**	**Consultation**	**Month**
South Lanarkshire Leisure Annual report	Hard copy report On SL website	Requirement of Trust	Public and stakeholders	Libraries Website	Annual	N/A	
Trading Standards Newsletter	Leaflet	Customer service excellence	Service users and businesses covered by enforcement visits	Sent to all current service users and business covered by enforcement visits	Twice yearly	Includes invitation to comment	
Annual report on Climate Change Declaration	Hard copy and web-based	Commitment in declaration	Public	Committee Website Sustainable Scotland Network	Annual	Sustainable Development Co-ordination Group	
Customer Focus Points	Notices Boards with performance information	Local	Public	All sports centres and Cultural facilities	Permanent display	Includes invitation to comment	
Trading Standards – contact questionnaire	Questionnaire	Customer service excellence	Service users and businesses covered by enforcement visits	Sent to service users and businesses covered by enforcement visits in previous month	Sample of uses	Customer satisfaction questionnaire	

Resource:	Education						
Document Title	**Format**	**Requirement (e.g. statutory, local)**	**Audience**	**Circulation**	**Regularity**	**Consultation**	**Month**
Standards and Quality Reports	Hard copy (16-20 page document)	None	SLC Parent Councils Public	SLC Parent Councils	Annual	No	
Establishment handbooks	Hard copy	None	As above	On request	Annual	Possibly	
Education Newsletter	Hard copy Email/Intranet	None	Stakeholders	Stakeholders	Term-time Weekly	Possibly	
Parents Charter	Hard copy	Statutory	Parents	Parents	Annual	No	
HMIe Inspection	Hard copy	Statutory	as above	SLC	As issued	No	

Document Title	Format	Requirement (e.g. statutory, local)	Audience	Circulation	Regularity	Reporting use			Month
Reports				Trade Unions Parent Councils Area Committees					
Launch of Initiatives	Hard copy	None	as above	Full range of stakeholders	As issued	Possibly			
Service Info Leaflets	Hard copy	None	SLC Parent Councils Public	Service users	As required	Possibly			
School Information	Hard copy	None	Parent Councils Public	Parents	As required	Possibly			
Improvement Plan Template	CD Rom/Intranet	None	Establishment	Staff/parents/ Children	As required	Yes			
Parents Leaflets	Hard copy	None	Parents	Parents	As required	Possibly			
Strategy document	Parental Involvement Strategy launched 2009								

Resource:	Enterprise								
Document Title	**Format**	**Requirement (e.g. statutory, local)**	**Audience**	**Circulation**	**Regularity**	**Reporting use**			**Month**
						Service Standard	PPR	Publicity	
Service Annual Statement	Hard copy SLC website	Discretionary	Public and internal	Partners, service users and available at reception points	Annual	✓	✓		
Community Regeneration Statement	Hard copy SLC website Available on various partner websites	Non-statutory (local)	Public Partners, Service users	Partners and service users and available at reception areas. Executive Summary circulated to local organisations. In addition to SLC, websites used include: www.localgossip.org	Bi-annual	✓	✓	✓	

				www.theguidlife.net www.open4business.info					
Town centre project programmes	Hard copy		Town centre forums – partners, business community representative	Town centre forums in Hamilton, Cambuslang, Rutherglen	Quarterly	✓	✓	✓	
Community Matters	Newsletter featuring articles and reports etc	Local requirement	Public Community groups, partners	Delivered to every household in Larkhall, Stonehouse, Ashgill, Netherburn, Cambuslang and Rutherglen as well as to households in the Blantyre and Hamilton regeneration area Community Groups On display at all SLC public buildings	Quarterly		✓	✓	
Measures required to prevent or mitigate flooding of non agricultural land	Hard copy		Public	Public notice in press Copies of report available in Q&A offices and libraries	Biennial	✓	✓		
Liaison/ Interest Groups (formal and informal)	Briefing notes for public Public meeting	Discretionary	Public (Forums/ Groups) Partners	Distribution list for relevant group/forum	Regular and ad hoc	✓	✓	✓	
South Lanarkshire Local Plan	Hard copy SLC website Adverts/ displays and local meetings	Statutory	Public	Plans available via website, on request and at reception areas	Ad hoc			✓	
Planning Charter	Hard copy and SLC Website		Public	SLC Website	n/a	✓			

Document Title	Format	Requirement	Audience	Circulation	Regularity				
Building Standards Charter	Hard copy and SLC Website		Public	SLC Website	n/a	✓			
Guidance Leaflets	Hard copy SLC Website		Public	Copies available in Q&A offices, area offices and libraries	Ad hoc	✓			
Satisfaction survey	Hard copy		Internal plus Recipient	Distributed with decision notices/ completion certificates		✓		✓	
Ad hoc publications	Various news articles, features, reports in specialist magazines etc	Non-statutory	Public Partners, businesses, community groups	Public, partners, businesses, community groups	Periodic / Some annual		✓	✓	

Resource:	**Finance & IT**						
Document Title	**Format**	**Requirement (e.g. statutory, local)**	**Audience**	**Circulation**	**Regularity**	**Consultation**	**Month**
Annual report and SPI advert Council wide refers							

Resource :	**Housing and Technical Resources**						
Document Title	**Format**	**Requirement e.g. statutory, local)**	**Audience**	**Circulation**	**Regularity**	**Consultation**	**Month**
Resource Plan summary Leaflet	Hard copy Internet/Intranet	Local	All Employees and public via main offices	Employees and Service Users	Annual	No	
Housing News including special editions	Hard copy Internet	Local	SLC Tenants	Tenants, Elected Members and on request	3 per year	No	
Housing Committee 6	Hard copy Internet	Local	Committee Members Public	Housing Committee and Internet for	6 Monthly	No	

			Employees	Committee papers			
monthly update reports per all Resources							
Operational Management Teams Performance results quarterly review	Hard copy and electronic	Local	All levels of employee	Team meetings Improve	Quarterly	No	
Local Team Performance results	Hard copy/electronic	Local	All levels of employees	Service Development sessions	Monthly	No	
Service provision – information leaflets and publications including standards	Hard copy	Local	SL Residents/ Tenants	SLC local offices or targeted audiences and on request	Standard leaflets/ booklets	Yes	
Central Liaison group and Area Forums	Standard agenda items on performance/ service development and policy review	Local	Tenants	Incorporated into scheduled meetings	As scheduled through the year	Yes	
Local Office Notice Boards	Hard copy	Local	Employees Public	Local Area Offices	Varies	No	

Resource:	Social Work						
Document Title	**Format**	**Requirement (e.g. statutory, local)**	**Audience**	**Circulation**	**Regularity**	**Consultation**	**Month**
SWIA inspection report	Hard copy SWIA website	Statutory	Scottish Government SWIA Social Work employees Public	Social Work Resources throughout Scotland Public (via website)	3 year cycle	Yes	
Children's Services Plan	Hard copy Internet/Intranet	Statutory	Scottish Government Audit Scotland	NHS Lanarkshire Education Resources	3 year plan	Yes	

			SWIA HMIe Council employees Health employees Public	Social Work employees Public			
Children's Services Plan	Hard copy Internet/Intranet	Statutory	Scottish Government Audit Scotland SWIA HMIe Council employees Health employees Public	NHS Lanarkshire Education Resources Social Work employees Public	Annual review of plan	Yes	
Child Protection Annual Report and Business Plan	Hard copy Internet/Intranet	Statutory	Scottish Government Audit Scotland SWIA HMIe Council employees Health employees SL Leisure Police Voluntary Sector Public	NHS employees Council employees Police SL Leisure Voluntary organisations Public	Annually	Yes	
Joint Community Care Plan	Hard copy Internet/Intranet	Statutory	Scottish Government Audit Scotland SWIA NHS Lanarkshire Social Work employees Public	NHS employees Council employees Public	Normally 3 year plan with yearly review	Yes	
Joint Health Improvement Plan	Hard copy Internet/Intranet	Local	Scottish Government Audit Scotland SWIA NHS Lanarkshire Social Work employees Public	NHS employees Social Work employees Associated organisations and agencies Public	3 year plan with yearly review	Yes	
Carers Strategy	Hard copy Internet/Intranet	Statutory	Carers Scottish	Carer organisations Council employees	3 year plan	Yes	

			Government SWIA Council employees Public	Public			
Partners in Practice	Hard copy DVD	Statutory	Public Employees Clients	Full range of stakeholders	3 years	Yes	
Lanarkshire Community Justice Authority (LCJA) Area Plan	Hard copy Internet	Statutory	Scottish Government South Lanarkshire Council North Lanarkshire Council NHS Lanarkshire Scottish Prison Service Strathclyde Police	Scottish Government South Lanarkshire Council North Lanarkshire Council NHS Lanarkshire Scottish Prison Service Strathclyde Police			
Customer comment/ complaint/ compliment card	Hard copy Internet	Statutory	Public	Reception areas at day centres, care homes and local offices	Ongoing	Yes	
Values and principles leaflet	Hard copy	Local	Social Work employees Public	Social Work employees Displayed at day care, care homes and offices Public	Ongoing	Yes/internal	
A service users guide to our services	Hard copy Internet/intranet	Local	Social Work employees Public	Social Work employees Public	Ongoing	Yes	
Launch of initiatives	Hard copy Internet/intranet	n/a	Public	Full range of stakeholders	As issued	Possible	
Public information leaflets	Hard copy	Statutory	Public Employees	Social Work establishments Q&As Libraries	Ongoing	Yes (internal with employees and Public Performance Reporting Group)	
Care Commission Report	Hard copy	Statutory	Public Employees Clients	Full range of stakeholders	As issued	Yes	