

# Report

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Report to:	<b>Enterprise Resources Committee</b>
Date of Meeting:	<b>15 February 2012</b>
Report by:	<b>Executive Director (Finance and Corporate Resources) Executive Director (Community and Enterprise Resources)</b>

Subject:	<b>Enterprise Resources - Statutory Performance Indicators 2010/2011</b>
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## 1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ provide the Enterprise Resources Committee with an analysis of the audited Statutory Performance Indicators (SPIs) for 2010/2011
- ◆ inform of improvement actions confirmed by Enterprise Resources

## 2. Recommendation(s)

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

- (1) that the details of the performance are noted
- (2) that the range of improvement actions identified by the Resource 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 Council. The Direction relating to 2010/2011 continued with same suite of SPIs used in 2009/2010. 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 SPI results for 2010/2011 relative to Enterprise Resources. 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 were audited by PricewaterhouseCoopers (PwC) and submitted to Audit Scotland within the statutory timescales.
- 3.3. As in previous years, the full list of the Council's SPIs for 2010/2011 has been published in the Annual Report and Accounts and were made available via the Council website by the end of September, in line with statutory requirements.

- 3.4. In order to provide the Enterprise Resources 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. The Resource has also taken the opportunity to comment on areas of improved performance and explain how it is aimed to maintain this trend into 2011/2012.
- 3.5. For 2010/2011 there are two SPIs for the Resource which are broken down into four measures for comparison purposes.
- 3.6. Comparisons included within this report provide a year-on-year comparison for South Lanarkshire Council. Also provided is information in relation to the Council's ranking of its SPIs. This information has been analysed from Audit Scotland's 2010/2011 SPI compendium which provides the results for all Scottish local authorities.

#### **4. Detailed Information**

- 4.1. Appendix A shows the Statutory Performance indicators for Enterprise Resources for the years 2008/2009, 2009/2010 and 2010/2011. It also identifies which of these have improved, declined or stayed the same when comparing 2009/2010 with 2010/2011, together with an explanation of performance and proposals for improvement during 2011/2012 as appropriate.
- 4.2. Appendix A also includes ranking information. This provides the opportunity to consider not only the improvement/decline of the SPI itself, but also the ranking in comparison to 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; and assessment of relevant importance of the measure to the Council. For Enterprise Resources three measures have shown improvement and one has declined.
- 4.4. In moving forward, continued emphasis for the Council is to pursue improvement on 'high importance' measures. One declining measure within Enterprise Resources is of High Importance and has declined by less than 5%.

#### **5. Conclusion**

- 5.1. The information included within this report confirms that:
  - there are a number of areas where performance improvements have been achieved over the three year period;
  - there are also areas where future improvements in performance 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 Resources in the identification and progression of Improvement Measures for all declining SPIs. For those SPIs which have not declined, Resources have also considered their 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)**

12 January 2012

## **Link(s) to Council Objectives/Improvement Themes/Values**

- ◆ Objective – Performance management and improvement

## **Previous References**

- ◆ Enterprise Resources Committee 10 November 2010 – SPI 5 year comparison 2005/2006 to 2009/2010

## **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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APPENDIX A

ENTERPRISE RESOURCES

Ref	Planning	Comments	2010/11		2009/10		2008/09	
			S.P.I Imp/ Dec	Rank Imp/ Dec	S.P.I Imp/ Dec	Rank Imp/ Dec	S.P.I Imp/ Dec	Rank Imp/ Dec
13	<b>Planning Applications Processing Time</b> The % of applications dealt with within the target time:	<u>Improvement measure 2010/11 to address the decline position</u> In 2009/10, the Planning and Building Standards Service implemented changes required by the Planning etc (Scotland) Act 2006 while at the same time introducing new business processes and procedures required by the implementation of an electronic document records management system (EDRMS). As a result of the impact of these combined factors there was a decline in the householder and non-householder figures.						
(M)	(a) Householder applications – percentage dealt with within 2 months		80.4% I	21 D	80.3% D	18 D	86.0% D	12 D
(M)	(b) Non-Householder applications – percentage dealt with within 2 months	Improvement measures aimed at addressing these issues involved ongoing refinement and improvement of EDRMS together with the development of other e-planning measures, in particular, e-consultation on planning applications.	51.4% I	22 I	39.9% D	26 D	46.7% D	19 NA
(M)	(c) All applications – percentage dealt with within 2 months	<u>Comment on 2010/11 performance</u> An improvement in householder and non-householder performance was achieved in 2010/11. This was due to the implementation of the refinements and improvements of EDRMS and increased staff familiarity with the system.  The processes and workflows associated with non-householder applications are more complex than those for householders and these types of applications were most adversely affected by the introduction of EDRMS. As a result there was greater scope for improvement in performance in dealing with non-householder applications and this was achieved during 2010/11.  E-consultation was introduced during the last year with a number of more frequent consultees. This reduces delays and improves accessibility to plans as well as facilitating consultation of large numbers of consultees.  <u>Improvement measure for 2011/12</u> 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	66.5% I	19 I	60.6% D	20 D	66.4% D	15 D

		agents should improve the speed and efficiency in processing applications.							
Ref	Roads	Comments	2010/11		2009/10		2008/09		
			S.P.I Imp/ Dec	Rank Imp/ Dec	S.P.I Imp/ Dec	Rank Imp/ Dec	S.P.I Imp/ Dec	Rank Imp/ Dec	
22 (H)	<b>Carriageway Condition</b> The percentage of road network that should be considered for maintenance treatment	<b><u>Improvement Measure 2010/11 to address the decline position</u></b> 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 decrease in the overall condition is not to be unexpected. The Roads Investment Programme will continue and there are no other improvement actions necessary.	38.0% D	17 D	37.5% NC	16 I	37.5% I	22 D	

**Note:**

I = Improve

D = Decline

NC = No change

NA = Not applicable