

Report

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| Report to: | Performance and Review Scrutiny Forum |
| Date of Meeting: | 8 December 2009 |
| Report by: | Executive Director (Finance and Information Technology Resources) |

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| Subject: | Statutory Performance Indicators Declines in Performance during 2008/2009 |
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ Provide an update regarding Statutory Performance Indicators (SPIs) which have exhibited a decline in performance for South Lanarkshire Council from 2007/08 to 2008/09 and to provide details of improvement measures in place for year 2009/10.

2. Recommendation(s)

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

- (1) that details of the improvement measures 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 2007/08 to 2008/09. It should be noted that the figures have been audited by PricewaterhouseCoopers (PWC) and submitted to Audit Scotland within the statutory timescales.
- 3.3. In order to provide the Performance and Review Scrutiny Forum with the necessary level of detail, Resource officers have provided information in terms of explanations regarding any declines in performance from 2007/08 to 2008/09.
- 3.4. The Council Plan 'Connect' 2009 mid year review has the Corporate Improvement Theme of Performance Management and Improvement. This theme includes sustaining positive SPI trend results for the Council and to ensure that local PIs across all Resources meet requirements of BV2. Therefore a review of the declining Council SPIs for 2008/09 is essential for all Resources.

- 3.5. Actions for improvement in relation to indicators exhibiting a decline are also noted where appropriate.
- 3.6. It should be noted that this performance information has already been reported to the CMT on 19 November 2009.

4. Detailed Information

- 4.1. Appendix A shows the 18 SPIs which showed a decline in performance from 2007/08 to 2008/09. It should be noted that 27 SPIs showed an improvement in performance and 13 remained the same.
- 4.2. Appendix B details explanations provided by Resource Officers together with steps being taken to improve performance.
- 4.3. Comparisons included within this report are restricted to a review of year-on-year performance for South Lanarkshire Council. Additional comparative analysis will be carried out when Audit Scotland publish the 2008/09 Council Profiles for all Scottish local authorities later this year.
- 4.4. As noted at paragraph 3.2 PWC have submitted SPI details to Audit Scotland. The Performance and Review Scrutiny Forum are asked to note that all indicators are graded 'A' (reliable).
- 4.5. Additional information has also been sourced from SLC 'Connect – 2009 Mid Term Review' on proposed improvements for the declining PIs.

5. Conclusion

- 5.1. The information included within this report confirms that there are a number of areas where Resources have noted that future improvements in performance may be possible and that these are being progressed.
- 5.2. While it is noted that there has been a decline in performance for the 18 SPIs addressed in this report, it may emerge that SLC will still be rated good in comparison to other Councils. This information will be available when the Audit Scotland Council Profiles are published in late December 2009.
- 5.3. As noted in 5.1., there are a number of areas where there are plans in place to improve performance for 2009/10. The level of performance achieved in 2009/10 will be presented to the next available Performance and Review Scrutiny Forum when the details are collated at the end of the financial year.

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. 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 Information Technology Resources)

3 November 2009

Link(s) to Council Values and Objectives

- ◆ Accountable, Effective and Efficient

Previous References

- ◆ Performance and Review Scrutiny Forum 16 September 2008 – SPI 5 year comparison 2004/05 to 2008/09

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:-

Anne McLure, Finance Adviser

Ext: 4627 (Tel: 01698 454627)

E-mail: anne.mclure@southlanarkshire.gov.uk

**APPENDIX A
COMMUNITY RESOURCES**

| Ref | Leisure Services | 2008/09 S.P.I. | 2007/08 S.P.I. | 2006/07 S.P.I. | 2005/06 S.P.I. | 2004/05 S.P.I. |
|-----|--|-------------------|-------------------|-------------------|-------------------|-------------------|
| CC1 | Attendances The number of attendances per 1,000 population for pools | 4,035 | 4,610 | 4,793 | 4,531 | 4,130 |

| Ref | Trading Standards | 2008/09 S.P.I. | 2007/08 S.P.I. | 2006/07 S.P.I. | 2005/06 S.P.I. | 2004/05 S.P.I. |
|-----|---|-------------------------|-------------------------|-------------------------|----------------------|-------------------------|
| 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 | 99.2% 97.7% 97.9% | 99.3% 99.6% 99.6% | 98.4% 98.3% 98.3% | 100% 100% 100% | 99.2% 96.7% 97.0% |

| Ref | Environmental Services | 2008/09 S.P.I. | 2007/08 S.P.I. | 2006/07 S.P.I. | 2005/06 S.P.I. | 2004/05 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 | £64.07 £75.47 | £56.69 £65.54 | £60.91 £64.09 | £57.65 £59.15 | £64.18 £56.06 |
| WM4 | Cleanliness Overall cleanliness index achieved following inspection of a sample of streets and other land | 72 | 74 | 73 | 72 | 72 |
| WM5 | Abandoned Vehicles The number of abandoned vehicles that require to be removed by the council, and the percentage removed within 14 days | 44 74.6% | 99 89.9% | 157 68.2% | N/C N/C | N/C N/C |

CORPORATE RESOURCES

| Ref. | Equal Opportunities | 2008/09 S.P.I. | 2007/08 S.P.I. | 2006/07 S.P.I. | 2005/06 S.P.I. | 2004/05 S.P.I. |
|------|---|-------------------|-------------------|-------------------|-------------------|-------------------|
| EC3 | <p>Teaching Staff The number and percentage of head and deputy head teachers who are women compared with the percentage of all teachers that are women:-</p> <p>(a) Secondary Schools Total number of all Teachers Total number of Women Teachers Total percentage of Women Teachers</p> <p>Total number of Head and Depute Head Teachers Total number of Head and Depute Head Women Teachers Total percentage of Women Head and Depute Head Teachers</p> | | | | | |
| | <p>(b) Primary Schools Total number of all Teachers Total number of Women Teachers Total percentage of Women Teachers</p> <p>Total number of Head and Depute Head Teachers Total number of Head and Depute Head Women Teachers Total percentage of Women Head and Depute Head Teachers</p> | | | | | |
| | <p>(c) Special Schools Total number of all Teachers Total number of Women Teachers Total percentage of Women Teachers</p> <p>Total number of Head and Depute Head Teachers Total number of Head and Depute Head Women Teachers Total percentage of Women Head and Depute Head Teachers</p> | | | | | |
| | <p>All Schools (d) Total percentage of Women Teachers in all schools Total percentage of Women Head and Depute Head Teachers</p> | | | | | |

EDUCATION RESOURCES

| Ref | Education | 2008/09 S.P.I. | 2007/08 S.P.I. | 2006/07 S.P.I. | 2005/06 S.P.I. | 2004/05 S.P.I. |
|-----|---|-------------------|-------------------|-------------------|-------------------|-------------------|
| EC2 | Secondary Schools Occupancy | | | | | |
| | (i) Percentage of Secondary Schools where ratio of pupils to places is: | | | | | |
| | (a) 40% or less | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| | (b) 41% to 61% | 0.0% | 0.0% | 0.0% | 5.3% | 4.8% |
| | (c) 61% to 80% | 5.9% | 11.8% | 42.1% | 36.8% | 47.6% |
| | (d) 81% to 100% | 52.9% | 52.9% | 47.4% | 52.6% | 42.9% |
| | (e) 101% or more | 41.2% | 35.3% | 10.5% | 5.3% | 4.8% |
| | Secondary Schools where ratio of pupils is between 61% and 100% | 58.8% | 64.7% | 89.5% | 89.4% | 90.5% |
| | (ii) Total number of Secondary Schools | 17 | 17 | 19 | 19 | 21 |

| Ref | Libraries | 2008/09 S.P.I. | 2007/08 S.P.I. | 2006/07 S.P.I. | 2005/06 S.P.I. | 2004/05 S.P.I. |
|-----|---|-------------------|-------------------|-------------------|-------------------|-------------------|
| CC4 | Changes in Library Stock: Adult Lending Stock | | | | | |
| | (a) Recommended national target for annual number of additions | 280 | 280 | 280 | 280 | 280 |
| | (b) Actual additions per 1,000 population | 71 | 130 | 133 | 180 | 179 |
| | (c) Stock at year end per 1,000 population | 1,223 | 1,288 | 1,454 | 1,541 | 1,627 |
| | Percentage of national target met for replenishing lending stock | 25.4% | 46.4% | 47.5% | 64.2% | 63.9% |
| | Changes in Library Stock: Children and Teenage Lending Stock | | | | | |
| | (a) Recommended national target for annual number of additions | 100 | 100 | 100 | 100 | 100 |
| | (b) Actual additions per 1,000 population | 22 | 65 | 42 | 74 | 42 |
| | (c) Stock at year end per 1,000 population | 415 | 431 | 431 | 471 | 506 |
| | Percentage of national target met for replenishing lending stock | 22.0% | 65.0% | 42.0% | 74.0% | 42.0% |

ENTERPRISE RESOURCES

| Ref | Planning | 2008/09 S.P.I. | 2007/08 S.P.I. | 2006/07 S.P.I. | 2005/06 S.P.I. | 2004/05 S.P.I. |
|-----|---|-------------------|-------------------|-------------------|-------------------|-------------------|
| DS1 | Planning Applications Processing Time The percentage of applications dealt with within the target time: (a) Householder applications – percentage dealt with within 2 months (b) Non-Householder applications – percentage dealt with within 2 months (c) All applications – percentage dealt with within 2 months | 86.0% | 89.9% | 93.4% | 82.2% | 84.4% |
| | (a) Householder applications – percentage dealt with within 2 months | 46.7% | 50.9% | 56.3% | 41.7% | 46.5% |
| | (b) Non-Householder applications – percentage dealt with within 2 months | 66.4% | 72.4% | 76.4% | 64.5% | 68.4% |
| | (c) All applications – percentage dealt with within 2 months | | | | | |
| DS2 | Planning Appeals The number of appeals that were successful: (a) As a percentage of the number of planning determinations made by the Council (b) As a percentage of the number of planning determinations that went to appeal | 0.7% | 0.6% | 0.5% | 0.4% | 0.5% |
| | (a) As a percentage of the number of planning determinations made by the Council | 37.2% | 28.6% | 29.8% | 42.3% | 39.4% |
| | (b) As a percentage of the number of planning determinations that went to appeal | | | | | |

FINANCE AND IT RESOURCES

| Ref | Finance Services | 2008/09 S.P.I. | 2007/08 S.P.I. | 2006/07 S.P.I. | 2005/06 S.P.I. | 2004/05 S.P.I. |
|-----|--|-------------------|-------------------|-------------------|-------------------|-------------------|
| CM2 | Litigation Claims The number and value of civil liability claims incurred by the Council in the year:- (a) The number of claims per 10,000 population (b) Claims value as a percentage of the revenue budget | 36.3 | 35.7 | 36.5 | 37.9 | 47.5 |
| | (a) The number of claims per 10,000 population | 0.2% | 0.2% | 0.2% | 0.2% | 0.2% |
| | (b) Claims value as a percentage of the revenue budget | | | | | |
| CM7 | Payment of Invoices Percentage of Invoices paid within 30 days | 89.1% | 90.2% | 89.1% | 91.2% | 88.0% |

HOUSING AND TECHNICAL RESOURCES RESOURCES

| Ref | Housing Services | 2008/09 S.P.I. | 2007/08 S.P.I. | 2006/07 S.P.I. | 2005/06 S.P.I. | 2004/05 S.P.I. |
|-----|---|-------------------|-------------------|-------------------|-------------------|-------------------|
| HS4 | Managing Tenancy Changes: Relets | | | | | |
| | Dwellings which are <u>not</u> low demand let within:- | | | | | |
| | Less than 2 weeks | 33.4% | 31.4% | 35.4% | 31.9% | N/C |
| | 2 – 4 weeks | 47.8% | 40.8% | 41.0% | 36.0% | N/C |
| | Percentage of empty houses re-let within four weeks | 81.2% | 72.2% | 76.4% | 67.9% | N/C |
| | 5 – 8 weeks | 15.9% | 22.4% | 20.5% | 26.2% | N/C |
| | 9 – 16 weeks | 2.6% | 4.2% | 3.0% | 4.8% | N/C |
| | More than 16 weeks | 0.3% | 1.2% | 0.0% | 1.2% | N/C |
| | Average time to re-let | 21 days | 25 days | 21 days | 27 days | N/C |
| HS4 | Dwellings which <u>are</u> low demand let within:- | | | | | |
| | Less than 2 weeks | 19.2% | 14.8% | 23.7% | 22.8% | N/C |
| | 2 – 4 weeks | 42.5% | 36.9% | 47.4% | 29.9% | N/C |
| | 5 – 8 weeks | 20.5% | 32.3% | 23.3% | 28.0% | N/C |
| | 9 – 16 weeks | 10.8% | 14.1% | 4.4% | 13.4% | N/C |
| | 17 – 32 weeks | 4.9% | 1.5% | 0.7% | 4.9% | N/C |
| | 33 – 52 weeks | 1.5% | 0.4% | 0.4% | 0.4% | N/C |
| | More than 52 weeks | 0.6% | 0.0% | 0.0% | 0.8% | N/C |
| | Average time to re-let | 43 days | 36 days | 26 days | 45 days | N/C |
| | Average time that low demand houses had been un-let at year end | 351 days | 108 days | 54 days | 93 days | N/C |

| Ref | Revenues | 2008/09 S.P.I. | 2007/08 S.P.I. | 2006/07 S.P.I. | 2005/06 S.P.I. | 2004/05 S.P.I. |
|-----|--|-------------------|-------------------|-------------------|-------------------|-------------------|
| CM5 | Council Tax Collection | | | | | |
| | Cost of Collecting Council Tax per dwelling | £14.89 | £13.22 | £12.60 | £11.82 | £11.84 |
| CM6 | Council Tax Income | | | | | |
| | (a) Income due from Council Tax for the year excluding reliefs and rebates | £107.5m | £106.2m | £101.6m | £95.9m | £90.4m |
| | (b) The percentage of (a) that was received during the year | 94.9% | 95.2% | 95.1% | 94.8% | 94.6% |
| BA1 | Housing Benefit and Council Tax Benefit | | | | | |
| | The gross administration cost per case | £16.52 | £14.45 | £13.86 | £17.67 | £17.42 |

SOCIAL WORK RESOURCES

| Ref | Social Work | 2008/09 S.P.I. | 2007/08 S.P.I. | 2006/07 S.P.I. | 2005/06 S.P.I. | 2004/05 S.P.I. |
|-----|---|-------------------|-------------------|-------------------|-------------------|-------------------|
| EC6 | Looked after Children - Academic Attainment | | | | | |
| | Number of 16 or 17 year olds ceasing to be looked after: | | | | | |
| | At home | 4 | 5 | 13 | | |
| | Away from home | 21 | 21 | 12 | | |
| | Total | 25 | 26 | 25 | | |
| | Percentage attaining at least one SCQF Level 3 (any subject) | | | | | |
| | At home | 75.0% | 60.0% | 84.6% | N/C | N/C |
| | Away from home | 57.1% | 90.5% | 58.3% | N/C | N/C |
| | Total | 60.0% | 84.6% | 72.0% | N/C | N/C |
| | Percentage attaining at least SCQF Level 3 in English and Maths | | | | | |
| | At home | 75.0% | 20.0% | 30.8% | N/C | N/C |
| | Away from home | 28.6% | 57.1% | 25.0% | N/C | N/C |
| | Total | 36.0% | 50.0% | 28.0% | N/C | N/C |

COMMUNITY RESOURCES

Leisure Services

CC1. Swimming Pool Attendances

Reason for Decline

The number of attendances per 1,000 population for pools has decreased by 12.5% during 2008/09. This can be attributed to the closure of the Dollan Aqua Centre in East Kilbride for refurbishment in October 2008. This is not due to open again until January 2011. The centre is one of SLC's main leisure facilities and the closure has had an impact in attendance figures.

In addition, Carluke pool was closed due to the Schools Modernisation programme but this has now re-opened during 2009/10.

During 2007/08, SLC were ranked 6th In Scotland for swimming pool attendances in 2007/08 with 4,610 attendances per 1,000 population. The average for Scotland was 3,520. Our attendance for 2008/09 is 4,035 which is still above the Scottish average for 2007/08.

Improvement Measure

SLC are working to improve health and physical activity generally by promoting healthier lifestyles. Within the 'Connect – 2009 Mid Term Review', a number of initiatives are noted to improve attendance figures:

- SLC aim to increase leisure centre attendance in the Lanark area by 10% by March 2011. A new 25m swimming facility will improve facilities in Lanark and the surrounding areas by Winter 2010.
- SLC aims to increase the numbers of 60+ registered with South Lanarkshire Leisure 'Activage' scheme – and achieve in excess of 15,000 registered members by March 2012.

PS5. Trading Standards Inspections

Reason for Decline

The percentage of premises inspected on time in the medium category decreased from 99.6% to 97.7%. The presentation of information had contributed to some of the missed visits. To explain further, reports for CATS inspection programmes are drawn off the database of premises on a 4 weekly basis, detailing those premises which have to be inspected during that month. For 2008/09 monthly reports contained the previous visit date alongside the next visit date by which the inspection had to take place. In some cases (5 or 6 occasions), officers mistakenly referred to the previous visit date when choosing to inspect .i.e. - inspection previously taken place on the 10/11/08 would fall due on or before the 09/11/09 (high risk premises) However officers carried out the inspection on the 10/11/09 incorrectly believing it to be the due date. For this year the previous visit date has been removed and 2009/10 reports have been reconfigured to make relevant visit dates clearer.

Concentration is given to the high risk premises for which there was no significant change (99.2%). SLC were ranked 7th in 2007/08 for both High Risk and Medium Risk premises inspected on time. The average for Scotland was 87.7%. It is therefore considered that 97.7% is still a fairly high achievement.

Improvement Measure

Current year-to-date position for 2009/10 is that 99.8% of visits to Medium Risk premises has been achieved on time with only one visit being missed.

Environmental Services

WM1. Cost of Refuse Collection and Disposal

Reason for Decline

The net cost of Refuse Collection per premise has increased from £56.69 in 2007/08 to £64.07 in 2008/09.

The net cost of Refuse Disposal per premise has increased from £65.54 in 2007/08 to £75.47 in 2008/09.

These increases can be attributed to large increases in fuel costs during the first half of the year.

It is noted that in 2007/08, SLC were ranked 4th lowest in our Family Group of 14 Councils for Refuse Collection costs and 6th lowest for Refuse Disposal costs. The 2008/09 rankings will be available from Audit Scotland at the end of December as noted previously.

Improvement Measure

In line with the Council's decision to increase kerbside recycling to achieve the 2010 targets, there are additional costs associated with vehicles, employees and the purchase of recycling bins/sacks. Once the schemes are fully rolled out in 2009/10, collection costs will continue to increase on an annual basis but only due to pay award and increasing transport costs. Their position, relative to other Councils, will be monitored.

The disposal costs continue to increase annually due to inflation and the £8 per tonne increase on landfill tax. These costs will continue to increase and will only stabilise once a treatment facility is available to take the waste, at which point treatment costs are expected to be less than disposal through landfill.

WM4. Cleanliness

Reason for Decline

The rating given for SLC by Keep Scotland Beautiful (KSB) had decreased from 74 in 2007/08 to 72 in 2008/09. The rating is a result of inspections of our streets and land. There are 4 internal inspections per year, 2 inspections are undertaken by other authorities with 1 inspection being undertaken by KSB. A number of factors can affect the rating e.g. weather, time of day, school holidays etc.

It is estimated that our rating of 72 will still be high in comparison to other authorities. During 2007/08 SLC were ranked 2nd highest in our family group.

Improvement Measure

'Connect – 2009 Mid Term Review' states that SLC will continue to aim to achieve our target high score for street cleanliness of 68 or above in the year. This will be achieved by continuing to improve the cleanliness of streets, parks and other public areas. In addition, SLC aim to reduce incidences of fly tipping, dog fouling and graffiti by 20% from 2007/08 levels by 2011.

WM5. Abandoned Vehicles

Reason for Decline

The percentage of abandoned vehicles removed by the Council within 14 days has decreased from 89.9% in 2007/08 to 74.6% in 2008/09. The variance relates to an increase in the uplift of vehicles from private land and in such circumstances Statute requires the issue of a 15 day notice. It is therefore impossible to uplift the vehicle within the 14 day target.

Improvement Measure

For 2009/10, the PI will be modified to operate as two separate targets i.e. – Vehicles on Private Land and Vehicles on Public Land. This will allow targets of 15 days and 14 days to be met respectively.

CORPORATE RESOURCES

EC3. Teachers Equal Opportunities

Reason for Decline

The percentage of all women teachers in Secondary Schools has remained constant at 61.3% in 2008/09. The percentage of head and deputy head teachers has increased from 50.6% to 51.5%.

The percentage of all women teachers in Primary Schools has decreased from 94.3% in 2007/08 to 93.5% in 2008/09. There has been a decrease in the percentage of head and deputy head teachers from 90.8% to 88.2%.

The percentage of all women teachers in Special Schools has decreased slightly from 78.8% to 78.3%. There has been a decrease in the percentage of head and deputy head teachers from 84.2% to 83.3%.

The total percentage of all women teachers in all categories has increased slightly from 77.4% in 2007/08 to 77.6% in 2008/09. The total percentage of all heads and deputy heads has decreased from 79.6% in 2007/08 to 78.1% in 2008/09. This is mainly due to general movement and employees retiring.

Improvement Measure

Corporate Resources do not intend to collate this information, as it was collected only for the SPI and not any other statistical purposes.

EDUCATION RESOURCES

Education

EC2. Secondary School Occupancy

Reason for Decline

The percentage of Secondary schools with 61% to 100% occupancy has decreased from 64.7% to 58.8% in 2008/09. The percentage of secondary schools with 101% occupancy or more has increased from 35.3% in 2007/08 to 41.2% in 2008/09.

The continued implementation of the Secondary Schools Modernisation Programme has resulted in a shift in occupancy rates towards the higher indicator categories. The total number of schools in SLC, on which calculations are based, was reduced from 19 in 2006/07 to 17 in 2007/08. There were a higher percentage of schools in the category 101% or more in 2008/09. Projected reductions in school rolls should result in a decrease in the number of schools in this category. It is anticipated that continued progress with the Schools Modernisation Programme will further improve this occupancy indicator.

Education Resources consider that this is a shift in occupancy levels and is not really a decline in performance.

Improvement Measure

Education Resources do not intend to continue to report this as a performance measure in 2009/10. However, data will still be gathered in relation to school rolls.

Libraries

CC4. Changes in Library Stock

Reason for Decline

The percentage of adult stock additions which met the target decreased from 46.4% in 2007/08 to 25.4% in 2008/09. This is a result of a direct impact of cost pressures savings during 2008/09.

The percentage of children's and teenage stock additions which met the target decreased from 65.0% in 2007/08 to 22.0% in 2008/09. This is due to a direct impact of cost pressures savings during 2008/09.

SLC were ranked 30th out of all Scotland for Adults and 17th out of all Scotland for Children during 2007/08.

Improvement Measure

The budget entitlement relating to the purchase of library stock at the start of 2009/10 is the same level as at the start of 2008/09. However cost pressure savings during 2009/10 have continued to impact on this PI.

ENTERPRISE RESOURCES

Planning

DS1. Planning Applications Processing Time

Reason for Decline

The percentage of householder applications dealt with within 2 months fell from 89.9% in 2007/08 to 86.0% in 2008/09. The percentage non-householder applications dealt with within 2 months fell from 50.9% in 2007/08 to 46.7% in 2008/09. The total applications fell from 72.4% to 66.4%.

The percentage of householder and non-householder applications determined within 2 months has fallen slightly, due in part to the moratorium on the filling of vacant posts and the continued demand for non-application related work which has had an impact on resources.

In spite of this, the figures of 86.0% of householder applications and 66.4% of all applications determined within 2 months are still above the previous years averages for Scotland as a whole of 76.3% and 58.7%. SLC were ranked 5th in Scotland for 2007/08 for Householder applications processed within 2 months and were ranked 7th in Scotland as a total for both householder and non-householder applications.

The percentage of householder applications dealt with within 2 months up to Quarter 2 of 2009/10 is 87%. The percentage of non-householder applications dealt with within 2 months for the same period is 42%. This gives a cumulative position of 65.9%.

The slight fall in the figures to date have in part been the result of two factors. Firstly, the introduction in July 2009 of an electronic record document management system to Planning & Building Standards which has introduced an electronic system for the processing of all planning applications. This has required all staff, both planners and Support to familiarise themselves with significant changes in their working practices and this has impacted upon performance.

The second factor which has impacted on performance has been the implementation in August 2009 of those parts of the Planning etc (Scotland) Act 2006 relating to the processing of planning applications. This has resulted in the introduction of new procedures which staff have had to accustom themselves with as well as additional workload, for example taking on the responsibility for neighbour notification.

Improvement Measure

As staff become more familiar with the electronic record document management system it is anticipated that performance will improve, and this has been reflected in an improvement in performance over the past month and it is hoped that this trend will continue.

Again as staff become more familiar with the requirements now required for the processing of planning applications the performance levels are expected to improve.

DS2. Planning Appeals

Reason for Decline

The percentage of planning determinations made by the Council which went to appeal increased slightly from 0.6% in 2007/08 to 0.7% in 2008/09. The percentage of those appeals which were successful increased from 28.6% in 2007/08 to 37.2% in 2008/09.

Decisions made by the Government Reporter during quarter 3 appeared inconsistent with policy and the percentage has risen very slightly. The decisions are being analysed.

This PI was not ranked in the Council Profiles during 2009/10.

Improvement Measure

The percentage of successful appeals as a percentage of all planning decisions made by the Council up to Quarter 2 of 2009/10 is 0.4%. The percentage of those appeals which were successful as a percentage of all appeals is to date, 22%. Both these figures are an improvement on the previous figures for 2007/08 and 2008/09.

FINANCE AND IT RESOURCES

CM2. Litigation Claims

Reason for Decline

The number of claims per 10,000 population has increased from 35.7 to 36.3 in 2008/09. The three main reasons that have caused claims number and costs to increase are:

An increased number of collisions within the Council motor fleet, resulting in damage to third party property. The introduction of the Occupational Road Risk Policy and updates to driver handbook should help to reduce this in future years.

1. Severe cold weather in winter of 2008/09 resulted in an increase in claims due to injuries sustained on ungritted footways and an increase in defects on footways and road.
2. General trend of increase of claims submitted during times of recession are being experienced.

The claims value as a percentage of the revenue budget remains unchanged at 0.2%.

SLC were ranked 28 out of 32 in Scotland in 2007/08 in their Council Profiles for Litigation Claims.

Improvement Measure

An Occupation Road Risk policy is being introduced aimed at reducing motor accidents, whilst employees drive at work. This policy will go live on 1 April 2010 and includes a points system for drivers of fleet vehicles who have "at fault accidents". When drivers reach a certain number of points mitigating actions will be required, including interviews with senior managers to assess suitability for continued driving, driver assessments and full driver training courses.

A Report is also going to CMT on 3 December 2009, highlighting the main cause of claims, within each Resource. In essence the identification of insurance hotspots. Resource Risk Workgroups will be tasked with implementing measures to address the main problems areas.

Another initiative is now in place which is not intended to prevent incidents from happening which lead to a claim but has the aim to try and prevent or put people off intimating fraudulent insurance claims.

Fraudline is an anonymous whistle blowing phone line that members of the public can use if they are aware of anyone who has intimidated a fraudulent claim against the Council. As part of this initiative, leaflets are issued with claim forms to warn against intimidating fraudulent claims.

CM7. Invoices

Reason for Decline

The percentage of invoices paid within 30 days has decreased from 90.2% in 2007/08 to 89.1% in 2008/09. There were a number of factors contributing to the slight drop in performance of this indicator. The performance of the devolved keying for 2 Resources contributed to this decrease:-

Housing and Technical Resources have had a number of staffing issues which resulted in delays in processing invoices for payment. Also contributing to these figures was a continued effort to clear disputed and outstanding invoices prior to year end.

Social Work Resources identified staffing levels as an issue. Resources have been provided to improve the performance of this indicator.

Improvement Measure

In 2009/10 the payment of invoices will be managed primarily by a centralised invoice payables team. The centralised team will be responsible for ensuring the PI continues to be met. For 2009/10 Housing and Technical Resources and Social Work Resources are achieving their targets with the cumulative position at Q2 showing an improved performance on the 2008/09 position.

HOUSING AND TECHNICAL RESOURCES

Housing

HS4. Housing Re-Lets

Reason for Decline

The average time to re-let houses which were not low demand decreased from 25 days in 2007/08 to 21 days in 2008/09.

The average time to re-let low demand houses increased from 36 days in 2007/08 to 43 days in 2008/09.

The last 12 months has seen an increase in low demand housing stock. This increase has been most prevalent in some areas of rural Clydesdale where we are experiencing over supply of housing in some of these communities. We are conscious that these trends are influenced by wider social economic factors. Notwithstanding this, we are currently developing a number of housing management initiatives locally to address this situation. Vacant properties held to support the Council's regeneration programme continue to impact on this indicator and the number of properties continue to be held awaiting demolition/improvement or for supporting this activity through decant requirements.

At a more operational level, difficulties were experienced in letting certain types of housing this year that traditionally have not been considered to be low demand. Certain sheltered housing developments in Rutherglen in particular fall into this category.

Audit Scotland did not rank the performance of low demand re-lets within their Council Profiles in 2007/08.

Improvement Measure

Within the Clydesdale area, local void initiatives have been established to promote demand with Housing Officers being proactive in identifying prospective tenants from their lists.

Council Tax

CM5. Cost of Collecting Council Tax

Reason for Decline

The cost of collecting Council Tax per dwelling increased from £13.22 to £14.89. This has risen due to an increase in Shared Office Accommodation and a decrease in Statutory Penalty income during the year.

Improvement Measure

In 2009/10, we do not anticipate similar increases in uncontrollable costs and expect the cost of collection of Council Tax to remain relatively stable, with an inflationary rise in respect of employee costs.

CM6. Council Tax Collection Rate

Reason for Decline

The percentage of Council Tax collected has decreased from 95.2% to 94.9%. Although Council Tax charges did not increase in 2008/09, the net income due from Council Tax increased due to the addition of new properties to the Valuation Roll during the year.

Council Tax collection rates dropped due to the impact of the recession on South Lanarkshire households, in particular between December 2008 and March 2009.

Improvement Measure

The collection target for Council Tax in 2009/2010 is 95%, a modest increase on 2008/09 to reflect the difficult economic circumstances. Performance of Council Tax collection is measured on a monthly basis and is currently slightly ahead of target.

Benefits

BA1. Benefits Admin Costs

Reason for Decline

The gross administration cost per case has increased from £14.45 to £16.52. Increased overheads and an increase in benefit activity have contributed to the rise in cost per case.

Improvement Measure

Due to economic conditions and ongoing increase in benefit caseload during 2009/10, we are expecting a further increase in Benefit Admin costs. This will be offset by increased subsidy from the DWP, however, this additional income is not included in the PI calculation.

SOCIAL WORK RESOURCES

EC6. Looked after Children - Academic Attainment

Reason for Decline

The percentage of young people who attained at least one SCQF Level 3 looked after at home was 75.0% compared to 60.0% in 2007/08.

The percentage of young people who attained at least one SCQF Level 3 looked after away from home was 57.1% compared to 90.5% in 2007/08.

The percentage of young people who attained at least SCQF Level 3 in English and Maths looked after at home increased from 20.0% in 2007/08 to 75.0% in 2008/09.

The percentage of young people who attained at least SCQF Level 3 in English and Maths looked after away from home decreased from 57.1% in 2007/08 to 28.6% in 2008/09.

There are a number of issues that may have had an effect on children looked after away from home and as the absolute numbers are small, this can have a significant affect on the percentages. This includes an increase in the number of children and young people in the houses with complex needs and where the focus of the work with the young people has been around their safety and wellbeing. In addition there has been a reduction in the home link support working with the units. The home link support previously consisted of 2 home link teachers, which was funded for two years from the Scottish Government. The additional funding from the Scottish Government ceased in March 2008. This teaching resource was not able to continue. However, there are two home link workers employed by Education Resources that provides home work support to the Children's Houses. The Corporate Parenting Subgroup will continue to look at identifying resources required to mainstream education support for young people who are looked after.

Improvement Measure

Social work is working in partnership with Education Resources to ensure attainment and achievement levels of looked after and accommodated children are improved in line with Learning with Care.

'Connect 2009 Mid Term Review' states that SLC will aim to increase the percentage of looked after and accommodated young people who have achieved a minimum of SCQF Level 3 or above in English and Maths.