

**The Highland Council**  
**Community Services Committee**  
**28 April 2016**

Agenda Item	<b>5</b>
Report No	<b>COM 14/16</b>

**Local Statutory Performance Indicators 2014/15**

**Report by the Director of Community Services**

**Summary**

Following the report presented at Highland Council on 10 March 2016 detailing the Local Statutory Performance Indicators 2014/15, this report provides specific information on Community Services performance indicators.

**1 Background**

- 1.1 We are required to report on our Statutory Performance Indicators (SPIs) within 12 months of the end of the financial year they refer to. This replaces the requirement to submit data to Audit Scotland and publish by 30<sup>th</sup> September each year. **Appendix 1** gives the value for each SPI and, where possible, compares it to the value in the previous financial year.
- 1.2 The principles that underpin the Council's values include that we will be fair, open and accountable. This means we will measure our performance, report on it publicly and listen to our communities, to ensure we are delivering services that provide best value for Council Taxpayers.' This performance report contributes to achieving the Council's values, particularly those of being open and listening. This report is also scrutinised by Audit Scotland.

**2 Statutory Performance Indicators 2014/15**

- 2.1 To take account of national work on benchmarking Audit Scotland reviewed their audit direction and guidance on SPIs and public performance reporting (PPR) for 2014/15. There are currently three strands to statutory performance reporting within this guidance and these are:  
SPI1 – Corporate Management ( including: responsiveness to communities, employees, costs, assets, sustainability and equalities)  
SPI2 – Provision of Council Services  
SPI3 – all Local Government Benchmarking Framework (LGBF) indicators
- 2.2 This report covers the Community Service indicators locally determined (SPI 1 & 2) and LGBF (SPI 3) and a summary of the audit direction on these indicators is provided as **Appendix 3**. All LGBF (SPI 3) indicators are also used as evidence for areas of activity identified under SPI 1 and 2. In addition there have been significant changes by the Scottish Housing Regulator (SHR) and a large set of SHR indicators have been adopted as local SPIs and some into the LGBF.
- 2.3 In line with Audit Scotland reporting, only those indicators moving by more than 5% are highlighted (**Appendix 1**). This is a recognised statistical technique used to ensure that any difference between the variables is real and not due to natural variation which is inevitable but not significant. A summary is provided below of areas

which have shown significant change of +/-10%.

2.4 Areas which show improvement by more than 10% between 2013/14 and 2014/15 are:

- the average time to complete an emergency council house repair reduced from 14.5 hours to 9.1 hours;
- the average time to complete a non-emergency council house repair reduced from 8.7 days to 7.3 days;
- the percentage of tenancy offers refused reduced from 35.8% to 28.9%;
- the percentage of rent lost through voids reduced from 1.2% to 0.9%;
- the number of Anti-social Behaviour cases reported and resolved increased from 67.5% to 76.3%;
- the net cost per waste disposal per premises reduced from £112.16 to £102.32;
- the percentage of temporary/emergency accommodation offers refused reduced from 18.25% to 6.79%;
- the percentage of tenants satisfied with the quality of their home increased from 70.9% to 78.8%;
- the percentage of tenants satisfied with the management of their neighbourhood increased from 53.1% to 67.2%;
- the percentage of council house repairs completed at first visit increased from 73% to 83%;
- the number of domestic noise complaints resolved without site attendance increased from 51 to 66;
- the number of domestic noise complaints requiring site attendance reduced from 62 to 44;
- the percentage of housing at or above national energy efficiency ratings (NHER/SAP) increased from 75.7% to 86.7%; and
- the percentage of housing meeting the Scottish Housing Quality Standards (SHQS) increased from 70.2% to 85.2%.

2.5 Areas where performance has declined by more than 10% between 2013/14 and 2014/15 are:

- the average time in temporary/emergency accommodation increased from 11 weeks to 16 weeks;
- the percentage of housing complaints responded to in full for year within timescale reduced from 67.2% to 56.3%;
- domestic noise complaints requiring attendance on site, average time in hours increased from 119 hours to 146 hours; and
- the average time taken to re-let council homes increased from 37.6 days to 42 days.

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2.6 We have provided some background explanation of the declining performance below:

- **The average time in temporary/emergency accommodation increased from 11 weeks to 16 weeks**

Numbers of homeless presentations are generally steady as are the number of tenancies becoming available for let. Following the 2012 legislation on Priority Need there are a small number of applicants with multiple and complex needs who remain in temporary accommodation longer, whilst we work with them and Partners to achieve a suitable outcome. Universal Credit and the under occupancy charge impacts on offers made to applicants as we are limited to accommodation we can offer. We are endeavouring to tackle this by identifying suitable sites and building smaller units.

- **The percentage of housing complaints responded to in full for year within timescale reduced from 67.2% to 56.3%**

In line with the SPSO (Scottish Public Service Ombudsman) complaints require to be responded to within a 5 working day deadline for Stage 1 and 20 working days for Stage 2. Often complaints can be complex and require investigation so cannot be responded to within these timescales. We can extend the timescale by contacting the complainant to agree, however this Performance Indicator does not account for these extensions. So although we have advised the complainant that we have extended the deadline unfortunately the PI does not take this into account. It should be noted that in 13/14 we had 405 housing complaints but this figure fell to 357 for 2014/15.

- **Domestic noise complaints requiring attendance on site, average time in hours increased from 119 hours to 146 hours**

Highland Council do not have immediate response teams for noise complaints where this indicator is more applicable – e.g. how quickly can a noise team respond to a complaint about noise when it is occurring.

In general noise complaints received by Environmental Health e.g. barking dogs are not an issue at the time of submission of the complaint (noise is not occurring) and attendance on site is only required at a later date. We will either arrange to attend when the noise is occurring or send out diary sheets to the complainant to further evaluate the extent of the issue before visiting to assess. Hence the variation in average time to attend on site.

- **The average time taken to re-let council homes increased from 37.6 days to 42 days**

When benchmarking across other Landlords it has been identified that re-let times in general are increasing. We have introduced specific void teams in our Areas to work to improve our void re-let time. It has also been recently identified that there is a difficulty re-letting homes in the North, notably Wick and Landward Caithness. For those Wards a choice based letting scheme was introduced. In recent Performance Reports we have excluded the Caithness properties and have demonstrated how those Wards affect the Highland figure. When applying this to the 2013/14 figure the average re-let time was 36.13 days but down to 34.16 in 2014/15.

2.7 In addition to the analysis of SPIs above the Council is also benchmarked against other local authorities in Scotland for some of these indicators. **Appendix 2** of this report summarises the results and benchmark positions for 2014/15.

2.8 For the benchmark indicators (LGBF), Community Services is in the top quartile (ranked 1-8) for 7 indicators and in the bottom quartile (ranked 25-32) for 3 indicators. It should be noted that there are a wide range of factors that influence these indicators including geography, service delivery models and budget priorities.

2.9 Indicators in the top quartile are:

- % adults satisfied with parks & open spaces - C&L5b;
- Gross rent arrears as % of rent due - HSN1;
- average time to complete non-emergency house repairs – HSN4;
- net cost of street cleaning per 1,000 population – ENV3a;
- Street Cleanliness Score – ENV3b;
- cost of maintenance per km of roads - ENV4a; and
- % adults satisfied – refuse collection - ENV7a.

## 2.10 Indicators in the bottom quartile:

- net cost of Waste collection per premises - ENV1a;
- % properties at or above NHER or SAP ratings HSN5/SHR8; and
- domestic Noise Complaints - requiring attendance on site the average time (hours) - Corp5b2;

2.11 Quarterly reporting of SPIs is also provided to Strategic and Area Committees where this is possible. The Improvement Service has developed an on-line tool to support Council's with public performance reporting. The tool is available at the following location: <http://scotland.mylocalcouncil.info/>

2.12 In addition to this annual report on SPIs, indicators are also monitored through Service Quarterly Performance Reviews (QPR) undertaken by the Chief Executive.

## 3. Public Performance Reporting (PPR)

3.1 The Council has a statutory duty to report on its performance to the public. To assess how well we meet this duty Audit Scotland review information from this report, the results of the Annual Corporate Performance Report and the Public Performance Survey which were considered by Council on 3 September 2015 and 29 October 2015 respectively. The development of the performance pages on the Council website provides an important source of this and other information for both the public and Audit Scotland at [www.highland.gov.uk/performance](http://www.highland.gov.uk/performance),

## 4. Implications

### 4.1 Resources

There are no implications as a result of this performance report.

### 4.2 Legal

Implications relate to meeting statutory requirements for public performance reporting.

### 4.3 Equality and Climate Change/Carbon Clever

A number of indicators are useful in supporting improvement activity, including street lighting, electricity costs and waste recycling.

### 4.4 Risk:

Audit Scotland produces an annual Assurance and Improvement Plan for the Council which assesses, with other scrutiny bodies, our performance including our SPIs. As reported to Council in May 2014 there are no significant scrutiny risks identified for the Council and also highlighted improvement in public performance reporting.

### 4.5 Gaelic:

There are no implications arising from this report.

### 4.6 Rural:

It is worth noting that the rural nature of Highland often means the unit cost of service delivery is often higher and this presents a further challenge to achieving continuous improvement.

**Recommendation**

Members are asked to note and comment on the out-turn of SPIs for 2014/15 and where relevant to their national benchmark position.

Designation: Director of Community Services

Author: Joan Macdonald, Performance Officer

Date: 17 March 2016

Appendix 1: Statutory Performance Indicator Report 2014/15

Appendix 2: Local Government Benchmark Report 2014/15

Appendix 3: Audit Direction Summary on SPIs

- ✓ performance has improved by 5% or more.  
**X** performance has declined by 5% or more.  
 = there is no significant change in performance  
 = the indicator is new / changed / unreliable/ no comparison is possible / for contextual

## Appendix 1

ID	Statutory Performance Indicators	13/14	14/15	Variance 5% +/-
1a/3	% adults satisfied - parks & open spaces - C&L5b	86%	91%	✓
1a/3	% adults satisfied - refuse collection - ENV7a	83%	90%	✓
1a/3	% adults satisfied - street cleaning - ENV7b	67%	74%	✓
1a	% tenants satisfied with landlord service - SHR1	79.2%	79.5%	=
1b	The net cost per premises for refuse collection	£74.67	£75.00	=
1b	The net cost per premises for refuse disposal	£152.32	£157.39	=
1b	Cost of electricity/street lighting unit	£36.21	£39.68	X
1b	Cost of maintenance/street lighting unit	£23.85	£24.83	=
1b/3	Net cost of street cleaning per 1,000 population - ENV3a	£11,607.64	£11,282.71	=
1b/3	Net cost of Waste collection per premises - ENV1a	£90.93	£97.95	X
1b/3	Net cost per Waste disposal per premises - ENV2a	£112.16	£102.32	✓
1b/3	Cost of maintenance per km of roads - ENV4a	£2,839.43	£2,696.97	✓
2h	Avg. time to complete emergency repairs (hours) SHR11	14.5	9.1	✓
2h/3	Avg. time to complete non-emergency repairs (days) SHR12/HSN4	8.7	7.3	✓
2h	Reactive repairs carried out first time SHR13	90.6%	93.8%	=
2h	Repairs appointments kept SHR14	92.2%	92.6%	=
2h	Tenancy offers refused SHR18	35.8%	28.9%	✓
2h	% of new tenancies sustained for more than a year SHR20	86.4%	87.0%	=
2h	% of lettable houses becoming vacant SHR21	11.43%	11.22%	=
2h	% court actions which resulted in eviction SHR24	9.47%	8.77%	✓
2h	Rent collected as % of rent due SHR30	100.9%	98.8%	=
2h/3	Gross rent arrears as % of rent due - HSN1/SHR31	4.4%	4.4%	=
2h/3	% rent loss through voids - HSN2/SHR34	1.2%	0.9%	✓
2h	% of approved applications for medical adaptations SHR22	68.6%	63.5%	X

ID	Statutory Performance Indicators	13/14	14/15	Variance 5% +/-
2h	Avg. days to complete medical adaptations applications SHR23	52	54	=
2h	% households requiring temp/emergency accommodation who receive offer SHR26	100.0%	98.7%	=
2h	Average time in temp/emergency accommodation (weeks) SHR25	11	16	X
2h	% temp/emergency accommodation offers refused SHR27	18.25%	6.79%	√
2h	Complaints responded to in full for year within SPSO SHR5	67.2%	56.3%	X
2h	Properties requiring gas safety record SHR15	99.5%	100.0%	=
2h	ASB cases reported and resolved SHR19	67.5%	76.3%	√
2h	Gypsies/Travellers - Avg. weekly rent per pitch SHR36	£71.85	£72.31	=
2h	% tenants who feel landlord keeps them informed - SHR3		75%	
2h	% tenants satisfied with opportunities to participate in decision making - SHR6	53.1%	55.3%	=
2h	% tenants satisfied with quality of their home - SHR10	70.9%	78.8%	√
2h	% tenants satisfied with repairs & maintenance service - SHR16	76.6%	84.6%	√
2h	% tenants satisfied with management of neighbourhood - SHR17	53.1%	67.2%	√
2h	% tenants who feel rent represents good value for money - SHR29	67.1%	68.8%	=
2h	Repairs completed at first visit	73%	83%	√
2h/3	% properties at or above NHER or SAP ratings HSN5/SHR8	75.7%	86.7%	√
2h/3	SHQS - % total meeting SHQS - HSN3/SHR7	70.2%	85.2%	√
2h	Avg. time taken to re-let (days) SHR35	37.6	42.0	X
2h	Gross rent arrears as % of rent due SHR31	4.4%	4.1%	√
2i/3	Domestic Noise Complaints - requiring attendance on site the avg. time (hours)- Corp5b2	119.0	146.0	X
2i	No. Domestic Noise Complaints - without site attendance	51	66	√
2i	No. Domestic Noise Complaints - dealt with under AB Part V	0	0	=
2i	No. Domestic Noise Complaints - requiring attendance on site	62	44	√
2i/3	Street Cleanliness Score - ENV3b	99	98	=
2j/3	Road Network - U Class ENV4e	37.2%	38.8%	=
2j	% of traffic light failures completed in 3 hours	97.88%	92.74%	X

<b>ID</b>	<b>Statutory Performance Indicators</b>	<b>13/14</b>	<b>14/15</b>	<b>Variance 5% +/-</b>
2j	% of street light failures completed in 7 days	97.21%	97.27%	=
2j	% of street lighting columns 30+ years old	42.15%	42.89%	=
2j	Road network to be considered for maintenance	35.6%	36.2%	=
2j/3	Road network - A Class - ENV4b	25.3%	25.3%	=
2j/3	Road network - B Class - ENV4c	35.9%	35.5%	=
2j/3	Road network - C Class - ENV4d	41.9%	41.8%	=
2k	Household Waste - Collected Tonnes	126,474	130,476	=
2k	Household Waste - Composted	12.8%	13.5%	√
2k	Household Waste - Recycled	32.6%	32.6%	=
2k/3	% Household waste recycled and composted CY - ENV6	45.0%	46.1%	=



## Appendix 2

\*National Ranks: 1-8 Top Quartile and 25-32 Bottom Quartile

SPI - Benchmark	FY 13/14	Rank	FY 14/15	Rank
Avg. time to complete non-emergency repairs (days) SHR12/HSN4	8.7	11	7.3	6
Gross rent arrears as % of rent due - HSN1/SHR31	4.4 %	7	4.4 %	6
% rent loss through voids - HSN2/SHR34	1.2 %	13	0.9 %	13
% adults satisfied - parks & open spaces - C&L5b	86 %	17	91 %	8
% adults satisfied - refuse collection - ENV7a	83 %	20	90 %	8
% adults satisfied - street cleaning - ENV7b	67 %	28	74 %	19
Net cost of street cleaning per 1,000 population - ENV3a	£ 11,607.64	9	£ 11,282.71	8
Net cost of Waste collection per premises - ENV1a	£ 90.93	28	£ 97.95	31
Net cost per Waste disposal per premises - ENV2a	£ 112.16	26	£ 102.32	23
Cost of Environmental Health per 1000 population - ENV5b	£ 17,317	17	£ 16,924	21
Road Network - U Class ENV4e	37.2 %	16	38.8 %	19
Domestic Noise Complaints - requiring attendance on site the avg. time (hours)- Corp5b2	119.0	28	146.0	27
Cost of maintenance per km of roads - ENV4a	£ 2,839.43	3	£ 2,696.97	4
Road network - A Class - ENV4b	25.3 %	14	25.3 %	14
Road network - B Class - ENV4c	35.9 %	23	35.5 %	20
Road network - C Class - ENV4d	41.9 %	23	41.8 %	21
% properties at or above NHER or SAP ratings HSN5/SHR8	75.7 %	25	86.7 %	26
Street Cleanliness Score - ENV3b	99	4	98	5
SHQS - % total meeting SHQS - HSN3/SHR7	70.2 %	25	85.2 %	19
% Household waste recycled and composted CY - ENV6	45.0 %	11	46.3 %	15

### **SPI Framework**

There are now three sections to SPI returns as follows:

#### **Corporate management**

**SPI 1:** Each council will report a range of information, sufficient to demonstrate that it is securing Best Value in relation to:

- a) responsiveness to its communities
- b) revenues and service costs
- c) employees
- d) assets
- e) procurement
- f) sustainable development
- g) equalities and diversity.

#### **Service performance**

**SPI 2:** (previously 25 Prescribed Indicators)<sup>1</sup>. Each council will report a range of information sufficient to demonstrate that it is securing Best Value in providing the following services (in partnership with others where appropriate):

- a) benefits administration
- b) community care
- c) criminal justice social work
- d) cultural & community services covering at least sport & leisure, museums, the arts and libraries
- e) planning (both environmental and development management)
- f) the education of children
- g) child protection and children's social work
- h) housing & homelessness
- i) protective services including environmental health, and trading standards
- j) roads and lighting
- k) waste management services

#### **SOLACE benchmarks**

**SPI 3:** Each council will report its performance in accordance with the requirements of the Society of Local Authority Chief Executive (SOLACE) benchmark project. This relates to The Local Government Benchmarking Framework (LGBF)

<sup>1</sup> While Audit Scotland have removed the requirement of the 25 SPIs (SPi2) as outlined above there is still a requirement under 'Service Performance' to provide performance reporting on the same functions as previously prescribed by the fixed SPIs