

Report

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Report to:	Executive Committee
Date of Meeting:	4 December 2013
Report by:	Executive Director (Finance and Corporate Resources)

Subject:	Statutory Performance Indicators 2012/2013
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ provide the Committee with an analysis of the performance and ranking results relating to audited Statutory Performance Indicators (SPIs) for 2012/2013
- ◆ inform of improvement actions confirmed by Resources
- ◆ confirm implications arising from the transition from SPIs to those measures included within the Local Government Benchmarking Framework

2. Recommendation(s)

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

- (1) that the summary information in respect of performance and ranking is noted both in respect of all SPIs and also those which are noted as being of high importance;
- (2) that, of those 32 measures which were confirmed as being of high importance, it is noted that 15 (47%) show improved performance in 2012/2013 and 21 (66%) ranked in Quartiles 1 or 2;
- (3) that it is noted that overall 24 (50%) of measures showed improved performance in 2012/2013;
- (4) that the range of improvement actions identified by Resources be noted;
- (5) that consideration of the results is given in terms of the transition from SPIs to measures contained within the Local Government Benchmarking Framework, and account should continue to be taken of those measures identified as being of high importance;
- (6) that the provision of information to the Local Area Network (LAN) lead officer for Shared Risk Assessment purposes is noted; and
- (7) that this report be presented to the Performance and Review Scrutiny Forum and that relevant sections be reported to individual Resource/Service Committees for noting.

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 the Council. The Direction relating to 2012/2013 continued with the same suite of SPIs used in 2011/2012, and noted only a minor change to SPI 13a/b relating to Planning Applications. This is now split into two measures, ie major developments and local developments rather than three measures ie householder, non-householder and all applications. 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 only one element of performance monitoring.

- 3.2. In May 2013 a report was presented to the Committee in respect of the Local Government Benchmarking Framework (SOLACE Benchmarking indicators). The purpose of this work was to develop a comparative framework for councils with an emphasis on performance and sharing good practice. The aim is to improve efficiency, productivity and outcomes and to reduce costs. Committee is asked to note that as a result of this Framework, the 25 specified SPIs are being replaced from 2013/14 with the suite of benchmarking indicators. However, many of these existing measures will continue to be monitored and reported on, either locally or in an updated format under the new benchmarking framework.
- 3.3. The information included in this report focuses on the SPI results for 2012/2013. It should be noted that the figures have been audited by PricewaterhouseCoopers (PwC), submitted to Audit Scotland and published on the Council's website within the statutory timescales. As in previous years, the full list of the Council's SPIs for 2012/2013 has been published in the Annual Report and Accounts.
- 3.4. In order to provide the 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. Resources have also taken the opportunity to comment on areas of improved performance and explain how they aim to maintain this trend into 2013/2014. This is all detailed at Appendix A.
- 3.5. For 2012/2013 the suite of SPIs has remained as the 25 indicators from 2011/2012. However these are now broken down into 48 measures for comparison purposes instead of the 49 measures last year, due to the minor change to Indicator 13 relating to Planning Applications. Due to the changes, there is no comparable data for previous years for this indicator.
- 3.6. Committee will recall the SPI prioritisation exercise carried out on 2009/2010 SPIs, which confirmed their relevance to Connect and Resource priorities referencing them as being of High, Medium or Low importance. From this exercise it was agreed that Executive Directors would use the data and analysis behind these measures to help inform their improvement planning process. This prioritisation exercise was revisited during 2012/2013 to take account of Connect 2012 to 2017.
- 3.7. Comparisons included within this report provide a year-on-year analysis for South Lanarkshire Council. Also provided, is information relating to the Council's national ranking of its SPIs and quartile positions. This information has been analysed from Audit Scotland's 2012/2013 SPI compendium which is a compilation of the results for all Scottish local authorities. This allows the relative performance of the Council to be considered and analysed in relation to other local authorities.
- 3.8. 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.
- 3.9. Appendix A details the performance results for each measure in 2010/2011, 2011/2012 and 2012/2013. It also identifies which of these have improved, declined or not changed when comparing 2011/2012 with 2012/2013, together with an

explanation of performance and proposals for improvement during 2013/2014 as appropriate. Appendix A also includes ranking information. The SPI results for all Scottish local authorities are collated and listed in order from the highest performing (ranked 1) to the lowest performing authority (ranked 32). This provides the opportunity to consider movements in the ranking position in comparison with all the other local authorities.

4. Summary analysis - performance and ranking

- 4.1. There are 48 measures (49 in 2011/2012) relating to the 25 SPIs. Table 1 below provides a summary of the results for 2011/2012 and 2012/2013, in respect of both performance and ranking where there has been either an improvement or decline. There are a small number of measures showing no change or which are not applicable for comparison year on year. These have been excluded from the Table 1 below.

Table 1 - Summary results – performance and ranking

	Performance				Ranking			
	2011/12		2012/13		2011/12		2012/13	
	↑	↓	↑	↓	↑	↓	↑	↓
High Importance Measures (32- 2011/12) (32- 2012/13)	22 (68%)	7 (22%)	15 (47%)	16 (50%)	9 (28%)	19 (59%)	10 (31%)	14 (44%)
All Measures (49-2011/12) (48-2012/13)	30 (61%)	15 (31%)	24 (50%)	20 (42%)	14 (29%)	28 (57%)	18 (38%)	19 (40%)

- 4.2. The summary information shown at Table 1 shows that fewer High importance measures have improved in terms of performance in 2012/2013. This shift in performance led to more detailed information being sought from Resources as detailed at Appendix A.
- 4.3 However, this dip in performance is offset by ranking results, which show that overall, an increased number of measures have improved in ranking compared with 2011/2012. This suggests that whilst performance in South Lanarkshire has declined, the Council is maintaining/improving when considering its position against other councils.

5. Performance analysis

- 5.1. Performance analysis for Resources is noted at Tables 2 and 3 below.

Table 2: 2012/2013 SPI Performance Analysis – all measures

Resource	Improvement	Decline	No Change	New measure
Community and Enterprise Resources	9	3	2	2
Finance and Corporate Resources	2	3	0	0
Housing and Technical Resources	10	13	0	0
Social Work Resources	3	1	0	0
TOTAL:	24	20	2	2

Table 3: 2012/2013 and 2011/2012 SPI Performance Analysis – HIGH importance measures

Resource	2012/13				2011/12			
	Improve	Decline	No change	New	Improve	Decline	No change	New
Community and Enterprise	2	-	1	-	1	1	-	1
Finance and Corporate	-	2	-	-	2	-	-	-
Housing and Technical	10	13	-	-	16	5	2	-
Social Work	3	1	-	-	3	1	-	-
Total	15	16	1	-	22	7	2	1

It should be noted that in 2012/2013:

- 15 performance measures have improved, 16 have declined and one has remained the same
- Of the measures which declined, 10 did so by less than 5% with the remaining six moving by more than 5%.

5.2. Appendix A provides detailed information in respect of the results for each measure. Committee is asked to note the detail and is advised that this will be considered as appropriate by each Resource/Service Committee.

6. Quartile analysis

6.1 As a further method of interpreting the results, consideration is given to Quartile positions: Quartile 1 (1-8), Quartile 2 (9-16), Quartile 3 (17-24) and Quartile 4 (25-32). Table 4 below summarises the Quartile positions of all measures over the last two years and takes account of their level of importance as determined by the Resources.

Table 4 – All measures – Quartile and relative Importance

SLC Priority	Total		Quartile 1		Quartile 2		Quartile 3		Quartile 4	
	11/12	12/13	11/12	12/13	11/12	12/13	11/12	12/13	11/12	12/13
High	32	32	14	13	5	8	10	7	3	4
Medium	13	12	1	1	2	4	7	5	3	2
Low	4	4	0	0	3	3	1	1	0	0
	49	48	15	14	10	15	18	13	6	6

6.2. Whilst the Council's operational performance has declined with 50% of all measures showing a positive trend compared with 61% 2011/2012, South Lanarkshire's relative performance to other Councils has improved with 29 (60%) of all measures ranked in Quartiles 1 and 2, compared to 25 measures (51%) in 2011/2012. The following information relating to High importance measures sets this in context.

High Importance measures

- In 2012/2013 66% of High importance measures ranked in Quartiles 1 and 2 compared with 59% in 2011/2012, showing an improvement in line with all other Scottish local authorities.
- Of SLC's 16 High importance measures where performance declined, 12 retained or improved their quartile ranking (one measure slipped from Quartile 1 to Q2; two slipped from Quartile 2 to Q3; and one slipped from Q3 to Q4)

- In terms of asset management, the proportion of operational accommodation that is suitable for its current use in South Lanarkshire, outperformed all other local authorities and was ranked first in Scotland

6.3. Appendix B provides a summary of South Lanarkshire Council's 14 performance measures placed in Quartile 1. Thirteen of these are High importance measures, which mean that 41% of High importance measures are ranked in the top quartile in Scotland.

7. Analysis and links to Local Government Benchmarking Framework

7.1 Given that the continued emphasis for the Council is to pursue improvement in High importance areas, Table 5 below summarises those High importance measures where **either ranking and/or performance** has declined during 2012/2013.

Table 5 – High importance measures – ranking and/or performance has declined

High Importance Measures		Ranking/Quartile				Quartile Up/down	Performance Up/down
		2011/12		2012/13			
		Rank	Quartile	Rank	Quartile		
FCR 1a	Sickness Absence – Teachers	25	4	27	4	NC	↓
FCR 1b	Sickness Absence – All other local government employees	9	2	10	2	NC	↓
HTR 4	The gross HB/CT administration cost per case	6	1	7	1	NC	↓
HTR 5	Cost of collecting council tax per dwelling	23	3	27	4	↓	↓
SW 9b	Number of homecare hours per 1,000 population aged 65+	18	3	21	3	NC	↓
HTR 16	Total annual rent loss due to voids as a percentage of the total rent due in the year	8	1	8	1	NC	↓
HTR 17a	Average time to re-let dwellings which are not low demand	7	1	7	1	NC	↓
HTR 17b	Average time to re-let dwellings which are low demand	3	1	5	1	NC	↑
HTR 18a	Current tenant arrears as a percentage of the net amount of rent due in the year	8	1	6	1	NC	↓
HTR 18b	Percentage of all tenants owing more than 13 weeks rent at year end, excluding those owing less than £250	6	1	6	1	NC	↓
HTR 18c	The proportion of those tenants giving up their tenancy during the year that were in rent arrears	17	3	16	2	↑	↓
HTR 18d	The average number of weeks rent owed by tenants leaving in arrears	4	1	5	1	NC	↑
HTR 18e	The proportion of arrears owed by former tenants that was either written off or collected during the year	14	2	17	3	↓	↓
HTR 19a (ii)p	Percentage of decision notifications issued within 28 days of date of initial presentation (permanent)	2	1	2	1	NC	↓
HTR 19a (iii)p	The percentage who are housed into permanent accommodation	4	1	14	2	↓	↓

High Importance Measures		Ranking/Quartile				Performance	
		2011/12		2012/13		Quartile Up/down	Up/down
		Rank	Quartile	Rank	Quartile		
HTR 19a (iv)p	Percentage of cases reassessed within 12 months of completion of duty	26	4	28	4	NC	↓
HTR 19a (ii)t	Percentage of decision notifications issued within 28 days of date of initial presentation (temporary)	1	1	2	1	NC	↓
HTR 19b	The proportion of those provided with permanent accommodation in Council stock who maintained their tenancy for at least 12 months	16	2	19	3	↓	↓
CER 22	Carriageway condition – % roads to be considered for maintenance treatment	18	3	19	3	NC	↑
CER 24	Refuse recycling	22	3	23	3	NC	↑

7.2 Committee is asked to note the results from the analysis of the 2012/2013 SPIs. In recent years the outcome of this exercise was to assist Resources in informing their improvement planning process and to give due consideration to those measures deemed of High importance to the Council. As noted at paragraph 3.2, 2012/2013 is the final year that SPIs will be in use and from 2013/14 the focus transfers to the measures within the Local Government Benchmarking Framework (LGBF).

7.3. There are 10 SPI indicators which will continue to feature within the LGBF. For ease of reference these have been identified within Appendix A. It should be noted that seven of these are High importance indicators.

7.4. In this period of transition (ie 2012/2013 to 2013/2014) Executive Directors will continue to take particular account of the results of High Importance measures in their Resource improvement planning process.

7.5. It is important also to consider the fact that whilst no longer formally reported, Resources have acknowledged that they will continue to make use of old SPI measures internally (now as local performance indicators). On that basis, Executive Directors will consider those results also as part of improvement planning, and this will provide a focus for monitoring at Senior Management Team level.

7.6. Committee is advised that the Improvement Service is currently working with councils to develop arrangements for reporting on LGBF 2012/2013 results. These will be reported to Committee in due course.

8. Links to Shared Risk Assessment

8.1. Each year councils are subject to a Shared Risk Assessment (SRA) process which is carried out on behalf of the Accounts Commission by a Local Area Network (LAN) comprising of members of all key scrutiny agencies. This process results in an Assurance and Improvement Plan being agreed. The results of the 2012 SRA process were reported to Committee on 1 May 2013. As part of the SRA process for last year, the LAN requested additional information in respect of a number of SPIs for Community and Enterprise Resources. Committee is asked to note that the opportunity has been taken to provide the LAN with updated (2012/2013) information in respect of those measures, as part of this year's SRA submission.

9. Next steps

- 9.1. In line with the SPI Direction 2012, the focus of future years will move from SPIs to LGBF measures. However, for 2012/2013 the SPI results will be reported to Performance and Review Scrutiny Forum (18 March 2014).
- 9.2. As in previous years, reports will also be presented to individual Resource/Service Committees in respect of relevant SPI information. Committees will also be advised of LGBF arrangements for the future.

10. Employee Implications

- 10.1. There are no employee implications.

11. Financial Implications

- 11.1. There are no financial implications.

12. Other Implications

- 12.1. 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 considered their approach to maintaining continued performance.

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 Corporate Improvement Advisory Board was consulted in terms of the information contained in this report.

Paul Manning

Executive Director (Finance and Corporate Resources)

6 November 2013

Link(s) to Council Values/Objectives

- ◆ Promote performance management and improvement

Previous References

- ◆ Executive Committee 19 December 2012 – Statutory Performance Indicators 2011/12
- ◆ Executive Committee 1 May 2013 – Scottish Local Government Benchmarking Framework
- ◆ Executive Committee 1 May 2013 – Shared Risk Assessment – Assurance and Improvement Plan 2013-2016

List of Background Papers

- ◆ Audit Scotland SPI Direction

Contact for Further Information

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

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Community and Enterprise Resources

Priority	Ref	South Lanarkshire Leisure and Culture Trust (SLLCT)	Comments	2012/13		2011/12		2010/11	
				SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC
Med	10 (a)	Attendances: Swimming pools and sports centres The number of attendances per 1,000 population for pools	<p>2012/13 Performance and Improvement Measure for 2013/14 In 2012/13, there were 1.6 million attendances at swimming pools (an increase of just under 7% compared to the previous year). This increase is the result of a general increase in attendances across the major pools with Hamilton Water Palace and Dollan Aqua Centre being particularly busy over the summer period.</p> <p>Our swimming lesson programme has expanded due to demand and numbers attending have increased by 5% compared to previous year.</p> <p>SLLCT will continue to market its leisure facilities, including swimming lessons.</p>	5,191 I	6 D	4,873 I	5 I	3,988 I	11 I
Med	(b)	The number of attendances per 1,000 population for other indoor sport and leisure facilities excluding pools in a combined complex	<p>2012/13 Performance and Improvement Measure for 2013/14 In 2012/13, attendances for other indoor sports and leisure facilities showed an 8% rise compared to 2011/12. This increase is mainly due to a good summer season where the poorer weather, the impact of the Olympic Games and successful events such as World Sports day aimed at P4 – P7 pupils who took part in SLLC Primary School Relay Triathlon, meant an increase in dryside activities.</p> <p>SLLCT will continue to market its leisure facilities, and monitor attendances for indoor sport and leisure facilities.</p>	5,681 I	18 I	5,302 I	22 D	5,083 D	20 D
Low	11 (a)	Museums Number of visits to/usages of council funded or part funded museums per 1,000 population	<p>2012/13 Performance and Improvement Measure for 2013/14 In 2012/13 there was an overall increase in visitors to the funded and part-funded museums of 19%.</p>	813 I	20 I	686 I	23 D	646 D	21 I

Priority	Ref	South Lanarkshire Leisure and Culture Trust (SLLCT)	Comments	2012/13		2011/12		2010/11	
				SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC
Low	(b)	The number of those visits that were in person per 1,000 population	<p>The number of visitors at Low Parks Museum increased by 31% in comparison to the previous year, which relates to the successful and widely advertised 'Robots' exhibition. There was also the major re-display of the permanent Cameronians exhibition, and a number of new events which proved attractive to a wide range of ages and interests.</p> <p>SLLCT will continue to organise events in Low Parks Museum and generally market the museum in an effort to maximise its usage. It will also continue to develop digital access to collections.</p> <p>2012/13 Performance and Improvement Measure for 2013/14 In 2012/13, the number of visitors to all museums funded by the Council has risen by 19% compared to the previous year (see explanation under indicator 11a).</p> <p>SLLCT will continue to organise events in Low Parks Museum and generally market the museum in an effort to maximise its usage. It will also continue to develop digital access to collections.</p>	757 I	14 I	636 I	16 NC	595 D	16 I
Med	12 (a)	Use of Libraries Number of visits per 1,000 population	<p>2012/13 Performance and Improvement Measure for 2013/14 In 2012/13, there was a 7% increase in the number of library visits compared to 2011/12. In 2012/13, Larkhall, Stonehouse and Biggar libraries all reported 30% increases on the previous year, following their refurbishments/relocations.</p> <p>SLLCT will continue to develop and implement new event programmes in an effort to improve numbers of library visits.</p>	4,615 I	25 I	4,316 I	27 NC	4,190 D	27 NC

Priority	Ref	Environmental Health	Comments	2012/13		2011/12		2010/11	
				SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC
Low	20	Domestic Noise Complaints							
	(a)	The number of complaints of domestic noise received during the year:							
	(i)	Settled without the need for attendance on site *	This is contextual data provided for the calculation of the indicator.	946		1,100		1,156	
	(ii)	Requiring attendance on site *		38		31		32	
	(iii)	Dealt with under Part V of the Antisocial Behaviour etc (Scotland) Act 2004		715		879		963	
	(b)	For those in a(ii) and a(iii) above, the average time (hours) between the time of the complaint and attendance on site:-							
	(i)	Requiring attendance on site *	Improvement Measure in place in 2012/13 A decline in performance in previous years resulted in the Service continuing to closely monitor its 2012/13 performance through monthly reporting.	66 mins D	10 D	54 mins D	9 D	48 mins I	6 I
		* (included in Local Government Benchmarking Framework)	2012/13 Performance and Improvement Measure for 2013/14 Whilst the average response time to domestic noise complaints has continued to increase in 2012/13, performance has surpassed the national target time of two hours, with domestic noise complaints in this category responded to within 66 minutes (just over half the national target time). A monthly report on domestic noise complaints will continue to be received by each Environmental Services Divisional Manager. The Manager will analyse the performance results in terms of response times, identifying any issues leading to slippage in performance.						

Priority	Ref	Environmental Health	Comments	2012/13		2011/12		2010/11	
				SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC
Low	(ii)	Dealt with under Part V of the 2004 Antisocial Behaviour (Scotland) Act <i>(included in Local Government Benchmarking Framework)</i>	2012/13 Performance and Improvement Measure for 2013/14 In 2012/13, an average response time of 30 minutes was achieved, therefore performance remains at the same level as for the previous two years in this category. This is a quarter of the national target time of two hours. A monthly report on domestic noise complaints will continue to be received by each Environmental Services Divisional Manager. The Manager will analyse the performance results in terms of response times, identifying any issues leading to slippage in performance.	30 mins NC	13 D	30 mins NC	10 D	30 mins NC	9 I
	21	Complaints and Advice							
Med	(a)	Consumer Complaints – percentage dealt with within 14 days	Improvement Measure in place in 2012/13 Following the decline in performance in previous years, the Service continued to monitor performance in this area by way of monthly reports, and discussion of these reports at management team meetings. Any slippage caused by factors within the Council's control was to be identified and resolved. 2012/13 Performance and Improvement Measure for 2013/14 Performance in this area in 2012/13 has dropped again in comparison to the previous two years – although the Service Plan target of 65% has been exceeded. Completion times in 2013/14 will continue to be monitored and the Service will attempt to identify whether an increased proportion of consumer complaint requests are becoming more complex (eg complaints related to internet sales) and therefore require additional time to investigate and resolve.	70.6% D	27 D	75.0% D	25 D	78.4% I	16 I

Priority	Ref	Complaints and Advice	Comments	2012/13		2011/12		2010/11	
				SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC
Med	(b)	Business Advice Requests – percentage dealt with within 14 days	<p>Improvement Measure in place in 2012/13 Following the decline in performance in relation to this indicator in 2011/12, the Service continued to monitor performance in this area by way of monthly reports, and discussion of these reports at management team meetings. Any slippage caused by factors within the Council's control was to be identified and resolved.</p> <p>2012/13 Performance and Improvement Measure for 2013/14 Performance in this area in 2012/13 has dropped again in comparison to the previous two years and the Service Plan target of 95% was narrowly missed. Overall performance is affected by the legislative and technical complexity of each individual case.</p> <p>Completion times in 2013/14 will continue to be monitored and the Service will attempt to identify whether an increased proportion of business advice requests are becoming more complex and therefore require additional time to investigate and respond.</p>	93.4% D	22 NC	94.6% D	22 NC	95.8% D	22 D
		Environmental Services							
Med	23 (a)	Refuse Collection and Disposal Costs: Net cost of refuse collection per premise	<p>2012/13 Performance and Improvement Measure for 2013/14 South Lanarkshire Council aims to keep its refuse collection costs as low as possible. The Council incurs higher costs for this service due to the large rural area in the south of the authority. Despite this, every year, since 2010/11, the Council has managed to reduce the cost of refuse collection. For 2012/13, it has managed this by implementing a new vehicle tracking system that assists with the monitoring of vehicle costs and allows corrective action to be taken to minimise vehicle costs. Staff and other costs have also been monitored on a regular basis to ensure</p>	£65.12 I	12 I	£67.69 I	18 I	£71.02 D	20 I

Priority	Ref	Environmental Services	Comments	2012/13		2011/12		2010/11	
				SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC
Med	(b)	Net cost of refuse disposal per premise	<p>appropriate corrective action is taken to maximise the resources available to carry out the service.</p> <p>The service will continue to monitor staff and other costs on a regular basis to ensure appropriate corrective action is taken and to maximise the resources available to carry out the service.</p> <p>Improvement Measure in place in 2012/13 South Lanarkshire Council aims to keep its refuse disposal costs as low as possible. However, it is difficult to ensure a reduction in the net cost of refuse disposal due to the fact that year on year, the costs associated with waste disposal ie landfill tax, increases.</p> <p>2012/13 Performance and Improvement Measure for 2013/14 In 2012/13, the Council has managed to reduce its refuse disposal cost per household to £90.77, despite the £8 per tonne increase in landfill tax. A key factor in this reduction was a 10.7% decrease in the total waste tonnage produced by households compared to the previous year. This has mirrored a national trend which is thought to be linked to the recession, reductions in waste packaging, greater public waste awareness, and improved lifespan of electrical goods.</p> <p>The net cost of refuse disposal decreased by £1.60 in 2012/13. However it is difficult to continue to reduce the net cost of disposal due to the year on year landfill tax increases. Landfill tax for residual waste disposal has increased by a further £8 per tonne for 2013/14.</p>	£90.77 I	15 I	£92.37 D	19 I	£89.59 D	20 D

Priority	Ref	Environmental Services	Comments	2012/13		2011/12		2010/11	
				SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC
High	24	<p>Refuse recycling The percentage of household waste collected by the authority during the year that was recycled and composted</p> <p><i>(included in Local Government Benchmarking Framework)</i></p>	<p>Improvement Measure in place in 2012/13 The percentage of household waste collected by the authority during 2012/13 that was recycled and composted has increased in comparison to the previous year. However, this is still below the Council's annual recycling rate target of 40%.</p> <p>2012/13 Performance and Improvement Measure for 2013/14 The Service plans to extend recycling facilities during 2013/14 and plans to undertake door to door communication with householders to improve the overall recycling rate. More significant improvements to the recycling rate will be achieved in 2014/15 following the implementation of a new residual waste contract.</p>	37.7% I	23 D	35.7%	22	NA	NA
High	25	<p>Cleanliness Overall cleanliness index achieved following inspection of a sample of streets and other land</p>	<p>Improvement Measure in place in 2012/13 Following a survey of the residents within the authority, Ground Services planned to develop and implement a Litter Action Plan in 2012/13. It was intended that this would impact on overall levels of street cleanliness. The results of the three surveys (Schools, Youth and Community Groups) are currently under review.</p> <p>2012/13 Performance and Improvement Measure for 2013/14 The Council's overall score of 72 in 2012/13 is consistent with the previous year's performance.</p> <p>This SPI is based on a combination of four self assessments of a sample of streets, a further two by neighbouring councils, along with an unannounced annual validation assessment by Keep Scotland Beautiful.</p>	72 NC	26 I	72 D	27 D	73 I	16 I

Priority	Ref	Environmental Services	Comments	2012/13		2011/12		2010/11	
				SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC
			<p>The score of 72 is five points above the recognised acceptable standard as identified by Keep Scotland Beautiful.</p> <p>The following improvement measures will be implemented in 2013/14:</p> <ul style="list-style-type: none"> • completion of Litter Action Plan and additional surveys on street cleansing standards. • the forthcoming household survey will now contain questions specifically relating to street cleansing. • investment in three new 15 tonne mechanical sweepers will result in additional sweeping on major routes freeing up the smaller mechanical sweepers to concentrate on minor roads/ streets and also on footpaths. • as part of our ongoing actions, we have implemented a review of routes and have recently placed chargehands in all squads/areas. 						
		Planning							
Med	13 (a)	<p>Planning Applications (changed indicator hence no comparable figures)</p> <p>Processing Time The average time (weeks) to deal with major and local planning applications determined during the year:</p> <p>Major developments</p>	<p>2012/13 Performance The average processing time for major planning applications is based on only 23 applications and is significantly skewed by the time taken for three of these applications (due to developers delaying signing Section 75 agreements). If we exclude these three applications, the average processing time is reduced to 47.3 weeks. Whilst still lengthy, this includes applications which require legal</p>	98.3 wks NA	23 NA	NA	NA	NA	NA

Priority	Ref	Planning	Comments	2012/13		2011/12		2010/11	
				SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC
Med	(b)	Local developments	<p>agreements covering financial contributions and which can be delayed whilst awaiting additional necessary supporting information from the applicant.</p> <p>2012/13 Performance The average processing time for local planning applications is affected by the need to determine a significant number of individual wind turbine applications and small scale wind farms. These require legal agreements and require the consideration of complex landscape and visual impacts.</p> <p>Results: for both major and local developments - It would appear that some councils (eight known at present) have used data provided by Scottish Government in relation to the Planning Performance Framework, using the 'stop the clock' discounted data for complex applications. This is not the methodology used by SLC as detailed in the Audit Scotland Direction 2011. Under this alternative calculation method, SLC would have taken an average time of: 86.5 weeks for major and 12.8 weeks for local developments. This may affect Ranking.</p> <p>Improvement Measure for 2013/14 (for both major and local developments) The following improvement measures will be implemented in 2013/14:</p> <ul style="list-style-type: none"> • guidance and advice for developers will be reviewed and placed on the Council's website. This guidance and advice aims to ensure that • planning applications are accompanied by the appropriate information to allow them to be validated and progressed promptly • guidance will be provided on topics such as the Rural Design Guide and financial contributions, providing greater certainty to planning applicants on what is required from them in their submissions. 	12.5 wks NA	20 NA	NA	NA	NA	NA

Priority	Ref	Planning	Comments	2012/13		2011/12		2010/11	
				SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC
			<ul style="list-style-type: none"> business processes and procedures will be reviewed and adapted during 2013/14 in line with the ongoing review and development of M3 and EDRM systems throughout 2013/14, the Planning and Building Standards Service will encourage greater use of processing agreement 						
		Roads							
High	22	Carriageway Condition The percentage of road network that should be considered for maintenance treatment	2012/13 Performance and Improvement Measure for 2013/14 Over the last two years, the percentage of the overall road network requiring maintenance treatment has reduced. This improvement in the road network resulted from the implementation of the Roads and Footway Investment Plan. The Plan sets out our investment in road maintenance over the period 2008 to 2019 and will see £126million invested in road improvements, on top of the Service's existing base annual maintenance budget. In the first five years of the Plan, we have resurfaced just over one third of the road network. Annual SPI figures presented in this SPI are an average of the percentages over a four year period. The rate of improvement therefore can be expected to be gradual. We will continue to implement the Roads and Footway Investment Plan and through this substantial investment, we will continue to aim for a year on year improvement and overall reduction in the percentage of the road network still requiring maintenance treatment.	36.8% I	19 D	37.5% I	18 D	38.0% D	17 D

Finance and Corporate Resources

Priority	Ref	Finance Services	Comments	2012/13		2011/12		2010/11	
				SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC
Med	7	<p>Payment of Invoices Percentage of Invoices paid within 30 days</p> <p><i>(included in Local Government Benchmarking Framework)</i></p>	<p>Improvement Measure in place in 2012/13 The Accounts Payable team (AP) continued to work with Resources on managing and minimising invoice holds. The AP always aim to maintain a proactive approach to monitoring holds using the monthly PI figures as a guide on possible issues and acting on these quickly and efficiently.</p> <p>2012/13 Performance and Improvement Measure for 2013/14 Performance in 2012/13 remains above the Council's target of 85%. The introduction of R12 (Oracle system) had a major impact on the processes and procedures for the AP team. In 2013/14 work will continue to bed in these new processes using system improvements where possible and the service is currently assessing the options which are available to deliver this in the future.</p>	90.4% D	16 D	91.7% D	9 D	92.1% I	6 I
		Corporate Resources (Council Wide Indicators)							
High	1 (a)	<p>Sickness Absence The average number of working days per employee lost through sickness absence for:- Teachers</p>	<p>2012/13 Performance and Improvement Measure for 2013/14 Compared to 2011/12, there has been an increase in the number of 'days lost' per employee (0.6 days) due to sickness absence across both categories. However, the Council's figures are in line with absence trends as published by the Chartered Institute of Personnel and Development (CIPD). In their Absence Management survey (2013) they have shown that the public sector has recorded the highest absence levels this year.</p>	7.8 days D	27 D	7.2 days I	25 D	7.4 days I	22 I
High	(b)	All other Local Government employees		10.4 days D	10 D	9.8 days I	9 D	9.9 days I	8 NC

Priority	Ref	Corporate Resources (Council Wide Indicators)	Comments	2012/13		2011/12		2010/11	
				SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC
			<p>In order to reduce absence:</p> <ul style="list-style-type: none"> - the Maximising Attendance policy continues to be implemented by all Resources and supported by Personnel teams along with promotion of the Employee Assistance Programme and the Healthy Working Lives initiatives. - Education Resources are, in particular, targeting long term and multiple absence cases for teachers to support line managers in carrying out actions outlined in the Maximising Attendance Policies - Early intervention support is made available to all employees, including referrals for medical exams and addiction issues; access to physiotherapy, counselling and cognitive behavioural therapy - new initiatives are underway to develop a Mental Health and Wellbeing policy - workplace stress risk assessments are being carried out over a 3 year rolling period 						
Med	2 (a)	<p>Equal Opportunities The number and percentage of the highest paid 2% and 5% of earners among council employees, that are women:- Total number of women employees in top 2% Percentage of women employees in top 2% *</p>	<p>2012/13 Performance and Improvement Measure for 2013/14 Our robust approach to recruitment contributes to improvements in this area of performance. Monitoring of equality outcome within our recruitment procedures will contribute to maintaining this SPI.</p>	113 43.6% I	13 I	117 40.3% D	15 D	81 40.9% I	11 I

Priority	Ref	Corporate Resources (Council Wide Indicators)	Comments	2012/13		2011/12		2010/11	
				SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC
Med	(b)	Total number of women employees in top 5% Percentage of women employees in top 5% * <i>* (included in Local Government Benchmarking Framework)</i>		279		309		296	
				47.4% 	18 	46.5% 	19 	45.1% 	20

Housing and Technical Resources

Priority	Ref	Housing Services	Comments	2012/13		2011/12		2010/11	
				SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC
High	14	Response repairs	<p>This is contextual data provided for the calculation of the indicator.</p> <p>2012/13 Performance and Improvement Measure for 2013/14</p> <p>There has been an improvement in the percentage of repairs completed on target during 2012/13 from 97.1% up to 98.6%.</p>	114,809		122,521		128,144	
	(a)	Total number of response repairs		98.6% I	2 I	97.1% I	3 I	96.2% D	6 NC
	(b)	Percentage completed within target times <i>(included in Local Government Benchmarking Framework)</i>							
High	15	Progress Towards the Scottish Housing Quality Standard	<p>2012/13 Performance and Improvement Measure for 2013/14</p> <p>The pass rate for properties meeting the SHQS standard increased from 62.1% to 72%. We brought 5,608 properties up to standard against a target of 4,530 which included £20m investment in heating systems within the housing stock.</p>						
	(a)	The proportion of the Council's housing stock meeting the Scottish Housing Quality Standard by criteria:-							
		Tolerable standard		100%		100%		100%	
		Free from serious disrepair		99.8%		93.5%		98.9%	
		Energy efficient		78.7%		68.0%		69.9%	
		Modern facilities and services		97.9%		99.9%		97.9%	
		Healthy, safe and secure		93.9%		99.3%		97.6%	
	Total dwellings meeting Scottish Housing Quality Standard *	72.0% I	19 NC	62.1% D	19 D	66.3% I	8 I		
	* <i>(included in Local Government Benchmarking Framework)</i>								

Priority	Ref	Housing Services	Comments	2012/13		2011/12		2010/11	
				SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC
	(b)	The total number of dwellings owned by the Council	This is contextual data provided for the calculation of the indicator.	25,396		24,675		25,464	
High	16	<p>Managing Tenancy Changes: Voids Total annual rent loss due to voids as a percentage of the total rent due in the year</p> <p><i>(included in Local Government Benchmarking Framework)</i></p>	<p>2012/13 Performance and Improvement Measure for 2013/14 Rent loss due to voids increased slightly from the previous year. At 0.86% performance remained good and compares favourably with Scottish average of 1.4%.</p> <p>The number of void properties increased slightly from the previous year which contributed to a rise in operational void rent loss and minor slippage against the target. The actual figure was 0.86% against a target of 0.8%. There will be a continued focus during 2013/14 to monitor void rent loss and targets have been set to maintain or improve performance.</p>	0.9% D	8 NC	0.8% NC	8 I	0.8% I	10 D

Priority	Ref	Housing Services	Comments	2012/13		2011/12		2010/11	
				SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC
High	17 (a)	Managing Tenancy Changes: Re-lets Average time to re-let dwellings which are not low demand.	2012/13 Performance and Improvement Measure for 2013/14 The average number of days to re-let non low demand dwellings dipped slightly from the previous year, although the overall Resource Plan target timescale of 25 days was exceeded. This was due in part to an 18% increase in the number of lets within this category which increased from 1,567 in 2011/12 to 1,854 for 2012/13. Performance in relation to time to relet remained good and exceeded the Scottish average of 40 days.	24 days D	7 NC	23 days I	7 NC	28 days D	7 D
High	(b)	Average time to re-let dwellings which are low demand.	The average number of days to re-let low demand houses has improved due to continued monitoring of voids and specific local lettings initiatives have resulted in improved performance in letting low demand properties.	30 days I	5 D	32 days I	3 I	46 days I	8 D
High	(c)	Average time that low demand houses had been un-let at year end	This has also had a positive effect on the average number of days that low demand houses had been un-let at year end. Void management is closely monitored to maintain and improve performance. Targets for 2013/14 have been set to improve performance and this will be monitored through the service planning process.	100 days I	14 I	110 days I	18 D	112 days I	16 D

Priority	Ref	Housing Services	Comments	2012/13		2011/12		2010/11	
				SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC
High	18 (a)	<p>Rent Arrears Current tenant arrears as a percentage of the net amount of rent due in the year</p> <p><i>(included in Local Government Benchmarking Framework)</i></p>	<p>2012/13 Performance and Improvement Measure for 2013/14 Rental income collection was affected by a number of factors during 2012/13, including welfare reform changes and the wider economy, which has resulted in an increase in rent arrears. Action was taken throughout the year to maximise income collection, including payment campaigns, however the introduction of new legislation in July 2012 restricted the issue of Notices of Proceedings and the progress of arrears cases to Court. In addition, rent collection was affected by Easter falling at year end (the last payment cycle of the year, cycle 24). This impacted on transactions being made through cash halls and bank payments, which would have reduced the net debit percentage.</p> <p>Despite the increase in rent arrears, performance against other local authorities improved and we exceeded the Scottish average net debit of 7.1%.</p> <p>There will be a continued focus on rent arrears and action to mitigate the impact of welfare reform during 2013/14 and this will be monitored through the service planning and performance framework.</p>	4.7% D	6 I	3.8% NC	8 D	3.8% D	6 D
High	(b)	Percentage of all tenants owing more than 13 weeks rent at year end, excluding those owing less than £250	<p>2012/13 Performance and Improvement Measure for 2013/14 The comments above also relate to this indicator. As above, there will be a continued focus on rent arrears during 2013/14 and this will be monitored through the service planning and performance framework.</p>	2.9% D	6 NC	2.5% D	6 D	2.2% I	4 I

Priority	Ref	Housing Services	Comments	2012/13		2011/12		2010/11	
				SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC
High	(c)	The proportion of those tenants giving up their tenancy during the year that were in rent arrears	<p>2012/13 Performance and Improvement Measure for 2013/14</p> <p>The percentage of tenants that were in rent arrears, giving up their tenancy has increased by 0.3% on the previous year. Additional housing options have been put in place to help prevent tenancies ending due to financial reasons.</p>	46.5% D	16 I	46.2% I	17 I	47.5% D	19 NC
High	(d)	The average number of weeks rent owed by tenants leaving in arrears	<p>2012/13 Performance and Improvement Measure for 2013/14</p> <p>The average number of weeks rent owed by tenants has improved slightly from 6.7 weeks to 6.6 weeks.</p>	6.6 wks I	5 D	6.7 wks I	4 NC	6.8 wks I	4 I
High	(e)	The proportion of arrears owed by former tenants that was either written off or collected during the year	<p>2012/13 Performance and Improvement Measure for 2013/14</p> <p>Former tenant rent arrears collected was £175,204 while £248,512 was written off. Cash collected during 2012/13 was similar to that of 2011/12, however, write offs were 30% lower than the previous year which consequently resulted in the lower overall collection rate for 2012/13. The lower level of write offs was to ensure that the Council undertook all actions within its powers to recover the arrears prior to proposing write off.</p>	26.1% D	17 D	33.8% I	14 D	29.7% D	9 I
	19 (a)	Homelessness – Permanent accommodation							
	(i)	Number of households assessed during year	This is contextual data provided for the calculation of the indicator.	1,466		1,322		1,496	
High	(ii)	Percentage of decision notifications issued within 28 days of date of initial presentation	<p>2012/13 Performance and Improvement Measure for 2013/14</p> <p>Excellent performance was maintained this year at</p>	99.1% D	2 NC	99.7% I	2 I	94.3% D	5 D

Priority	Ref	Housing Services	Comments	2012/13		2011/12		2010/11	
				SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC
High	(iii)	The percentage who are housed into permanent accommodation	<p>99.1%, exceeding our Resource Plan 97% target and placing us 2nd in the ranking table.</p> <p>Decisions are only made outwith 28 days where the case is complex and/or there is difficulty in obtaining information. The average time to make decisions for cases in the permanent duty category remained at 15 days.</p> <p>Whilst there has been an overall reduction in homelessness applications over the past 3 years, 2012/13 saw an increase in the number of households whom we had a duty to house due to the abolition of priority need. In 2012/13 we also increased lets to the transfer list to improve flexibility within housing stock, which had the added effect of reducing the % of lets to homeless households and the overall % housed into permanent accommodation during the year. However, of cases closed during the year, 55% were housed into a secure tenancy which is an improvement from 46% in the previous year.</p>	61.3% D	14 D	72.2% I	4 I	53.2% D	14 I
High	(iv)	Percentage of cases reassessed within 12 months of completion of duty	<p>2012/13 Performance and Improvement Measure for 2013/14</p> <p>The number of cases reassessed for permanent accommodation increased from 91 to 115. The abolition of priority need impacted upon performance within the permanent accommodation group, but resulted in a corresponding reduction in repeat presentations for those re-assessed for temporary accommodation from 38 to 16. Overall, the number of repeat presentations was 129 in 2011/12 and 131 in 2012/13.</p> <p>Targets for 2013/14 have been set to either maintain or improve performance and this will be monitored through the service planning process</p>	7.8% D	28 D	6.9% I	26 D	7.0% D	24 D

Priority	Ref	Housing Services	Comments	2012/13		2011/12		2010/11	
				SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC
High	(i)	Homelessness – Temporary accommodation Number of households assessed during year	This is contextual data provided for the calculation of the indicator. As of 1 October 2013 South Lanarkshire Council abolished the non priority need distinction and this has resulted in the decrease in this figure.	309		608		815	
	(ii)	Percentage of decision notifications issued within 28 days of date of initial presentation	2012/13 Performance and Improvement Measure for 2013/14 Excellent performance was maintained this year at 98.4%, exceeding our 97% Resource Plan target and placing us 2 nd in the ranking table. Decisions are only made outwith 28 days where the case is complex and/or there is difficulty in obtaining information. The abolition of non-priority decisions during the year has resulted in a focus on assessing homelessness and intentionality status, resulting in a slight increase (1.6%) in the number of cases assessed outwith the 28 day target timescale in the temporary duty category	98.4% D	2 D	100% I	1 I	94.1% D	3 D
High	(iii)	Number of cases reassessed within 12 months of completion of duty	This is contextual data provided for the calculation of the indicator. As of 1 October 2013 South Lanarkshire Council abolished the non priority need distinction and this has resulted in the decrease in this figure.	16		38		39	
	(iv)	Percentage of cases reassessed within 12 months of completion of duty	2012/13 Performance and Improvement Measure for 2013/14 The volume and percentage of cases reassessed in the period decreased. This relates to a change in homeless legislation introduced locally in October 2012 and the introduction of a housing option (homeless prevention) approach.	5.2% I	16 I	6.3% D	22 D	4.8% I	13 I

Priority	Ref	Housing Services	Comments	2012/13		2011/12		2010/11	
				SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC
			Targets for 2013/14 have been set to either maintain or improve performance and this will be monitored through the service planning process.						
High	(b)	The proportion of those provided with permanent accommodation in Council stock who maintained their tenancy for at least 12 months	<p>2012/13 Performance and Improvement Measure for 2013/14</p> <p>The percentage of homeless applicants who sustained a tenancy for more than 12 months decreased in the period. Additional housing support has been introduced to target households at risk and improve levels of tenancy sustainment.</p> <p>Targets for 2013/14 have been set to either maintain or improve performance and this will be monitored through the service planning process.</p>	82.7% D	19 D	85.2% D	16 D	86.4% I	13 I
High	4	<p>Housing Benefit and Council Tax Benefit</p> <p>The gross administration cost per case</p>	<p>2012/13 Performance and Improvement Measure for 2013/14</p> <p>Administration cost per HB/CTB case has increased by 3.9% from £31.87 in 2011/12 to £33.12 in 2012/13. This was due to increased employee costs for benefits processing. The costs arose as a result of the changes in the way DWP passed information to the Council. The Council's IT system is not capable of dealing with these changes in the way the DWP anticipated and as such additional staff resource was required in order to maintain processing performance.</p> <p>Targets for 2013/14 have been set to improve performance and this will be monitored through the service planning process.</p>	£33.12 D	7 D	£31.87 I	6 D	£33.52 D	4 D

Priority	Ref	Revenues	Comments	2012/13		2011/12		2010/11	
				SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC
High	5	<p>Council Tax Collection Cost of Collecting Council Tax per dwelling</p> <p><i>(included in Local Government Benchmarking Framework)</i></p>	<p>2012/13 Performance and Improvement Measure for 2013/14 Council Tax collection per property has increased by 12.7% from £14.86 in 2011/12 to £16.75 in 2012/13. This is attributable to increased legal expenditure due to the Council's contractual commitment to meet the costs of unsuccessful diligence. The Council has now agreed an extension to its current Debt Collection contract, commencing in April 2014, which will reduce the legal costs incurred and will result in an improvement in the SPI in the future.</p> <p>Targets for 2013/14 have been set to improve performance and this will be monitored through the service planning process.</p>	£16.75 D	27 D	£14.86 D	23 D	£14.81 D	22 D
High	6	<p>Council Tax Income</p> <p>(a) Income due from Council Tax for the year excluding reliefs and rebates</p> <p>(b) The percentage of (a) that was received during the year *</p> <p><i>* (included in Local Government Benchmarking Framework)</i></p>	<p>This is contextual data provided for the calculation of the indicator.</p> <p>2012/13 Performance and Improvement Measure for 2013/14 The annual Council Tax collection target for 2012/13 was set at 95.8% and a collection rate of 95.7% was achieved. Although below target by 0.1%, this represents an increase of 0.1% against comparable performance in 2011/12. Collection of Council Tax continues to be challenging in the current economic climate but further improvements in collection performance will be targeted in 2013/14.</p>	£110.1m		£108.8m		£107.5m	
				95.7% I	14 I	95.6% I	15 I	94.7% D	18 D

Priority	Ref	Technical Services	Comments	2012/13		2011/12		2010/11	
				SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC
High	3	Public Access The percentage of Council buildings, from which services are delivered to the public, which are suitable for and accessible to disabled people	2012/13 Performance and Improvement Measure for 2013/14 There has been an increase in the number of buildings suitable and accessible by disabled people from 506 in 2011/12 up to 530 during 2012/13.	93.2% I	5 NC	91.0% I	5 D	89.8% I	4 D
High	8 (a)	Asset Management Condition and Suitability The proportion of operational accommodation that is in a satisfactory condition.	2012/13 Performance and Improvement Measure for 2013/14 There has been a slight improvement this year based on the opening of new schools.	85.9% I	15 NC	85.3% I	15 I	81.5% I	19 D
High	8 (b)	The proportion of operational accommodation that is suitable for its current use.	Regular monitoring of the Asset Management Plan has resulted in improvements in this indicator.	94.2% I	1 I	92.2% I	2 D	90.1% I	1 I

Social Work Resources

Priority	Ref	Comments	2012/13		2011/12		2010/11	
			SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC
	9 (a)	<p>Home Care/Home Helps Number of people aged 65+ receiving home care</p> <p>This is contextual data provided for the calculation of the indicator.</p> <p>This figure is a snapshot in time as at 31 March 2013. The primary use of this indicator is to monitor trends in the number of people receiving a home care service for the 65+ age group at any point in time and does not reflect the total number of people who receive a home care service over the course of a financial year. This information is often used in conjunction with demographic growth data, where a further breakdown of the information is undertaken to look at trends for those aged 65-74, 75-84 and 85+. Analysis for this is in line with demographic trends which in effect tell us that the biggest growth in demand for services will be for those aged 75+.</p>	2,924		3,054		3,056	
High	(b)	<p>Number of homecare hours per 1,000 population aged 65+</p> <p>2012/13 Performance and Improvement Measure for 2013/14 As per last year's analysis, this indicator is for trend analysis purposes as services are provided on the basis of assessed need. This SPI is produced from a snapshot of information taken from the last week of the financial year ie 31 March 2013.</p> <p>The reduction in homecare hours is a consequence of the success of the Supporting Your Independence (SYI) approach. As anticipated, this has resulted in a reduction of homecare hours per service user with no impact on appropriate support.</p> <p>Over the course of 2012/13, service users being worked with through SYI, were supported to increase their independence. The 4-6 week programme resulted in a reduction in home care hours per service user of 19% overall in the financial year 2012/13 (for SYI only service users). This compares with an overall</p>	451.2 D	21 D	500.9 D	18 D	519.4 D	11 I

Priority	Ref		Comments	2012/13		2011/12		2010/11	
				SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC
			reduction in hours in the previous year of 17%. Therefore, after an SYI intervention, what we are seeing is the same number of service users with a smaller package of home care in the longer term.						
High	(c) (i)	As a proportion of home care clients aged 65+, the number receiving Personal Care	2012/13 Performance and Improvement Measure for 2013/14 Access to free personal care for those aged 65+ is a Scottish Government priority and the service continues to work to ensure that clients are offered this service. Performance trends over the last three years show that the service is continuing to improve uptake of this service. Work will continue to ensure that this remains a service priority for the home care service.	95.3% I	20 I	92.4% I	21 NC	91.4% I	21 D
High	(ii)	A service during evenings/overnight	2012/13 Performance and Improvement Measure for 2013/14 At the forefront of the older people's joint strategy <i>Reshaping Care for Older People</i> , the focus is on supporting people to remain at home and away from institutional settings (hospital and residential care). This has involved extending weekend working across agencies (health and social care) to ensure that we have flexible and responsive services in place to meet this demand. Performance in this area is improving in line with expectations regarding the extension of supports in traditional out of hours periods. It is anticipated that ongoing service redesign work will continue in this area as a result of Adult Health and Social Care integration legislation, thus resulting in further joint working models being in place.	52.1% I	7 NC	50.3% I	7 D	50.1% I	5 NC

Priority	Ref		Comments	2012/13		2011/12		2010/11	
				SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC	SPI I/D/NC	Rank I/D/NC
High	(iii)	A service at weekends	2012/13 Performance and Improvement Measure for 2013/14 As per 9c ii the Older Person's Strategy is impacting on this area and explains the increase year on year.	80.9% I	16 I	77.0% I	19 D	75.9% D	16 D

Key:

I = Improve

D = Decline

NC = No Change

NA = Not applicable

South Lanarkshire Council - SPI measures in Quartile 1 (Positions 1 - 8 in Scotland) for 2012/13

Resource	Service	Priority	SPI ref	Measure	Rank
Community	Leisure	Medium	10a	The number of attendances per 1,000 population for pools	6
Housing and Technical	Housing Services	High	14b	Percentage of repairs completed within target times	2
		High	16	Total annual rent loss due to voids as a percentage of the total rent due in the year	8
		High	17a	Average time to re-let dwellings which are not low demand	7
		High	17b	Average time to re-let dwellings which are low demand	5
		High	18a	Current tenant arrears as a percentage of net rent due in the year	6
		High	18b	Percentage of all tenants owing more than 13 weeks at year end, excluding those owing more than £250	6
		High	18d	Average number of weeks rent owed by tenants leaving in arrears	5
		High	19aii	Percentage of decision notifications issued within 28 days of date of initial presentation for Permanent Accommodation	2
	High	19aii	Percentage of decision notifications issued within 28 days of date of initial presentation for Temporary Accommodation	2	
		Revenues	High	4	The gross administration cost per case
	Technical Services	High	3	Percentage of Council buildings suitable for and accessible by disabled people	5
		High	8b	Proportion of operational accommodation that is suitable for its current use	1
Social Work	Home Care	High	9c	Percentage of Home Care clients (65+) receiving a service during evening/overnight	7