

Local Government Act 1992

Statutory Performance Indicators

Direction 2011

December 2011

The 2011 Direction

Introduction

by John Baillie, Chair of the Accounts Commission

The Accounts Commission is committed to improving the information available to the public on the performance of Scotland's councils. We help by using our statutory power to define the performance information that councils and police and fire and rescue authorities must publish locally.

The Commission in its 2008 Direction made a significant change to its approach by offering flexibility for councils to develop a broad set of comprehensive information for the public, through their own public performance reports, alongside a shorter set of prescribed comparable indicators. Councils are making progress in providing comprehensive public reporting in line with the 2008 Direction and their wider duty of Best Value. But there remains scope for further improvement in the approach to, and coverage of, public performance reporting, both of which are highly variable in quality across councils. We would like to see further progress in these areas.

The Commission has decided to maintain the broad terms of the 2008 Direction. Councils, and police and fire and rescue authorities, will be expected to report against that for the 2012/13 financial year. This Direction contains some minor amendments to existing indicators, and the associated guidance has been amended to clarify definitions where necessary.

We want to be able to use our statutory role to underpin performance reporting designed by councils themselves, rather than impose an additional regime. To this end, we intend to undertake in 2012 a more fundamental review of statutory performance indicators to ensure that they remain relevant and fit for purpose. We have also examined developments in scrutiny and auditing, and the Scottish Government's approach to performance measurement. We are encouraged by the initiatives that the local government community is currently engaged in to improve performance information, including the development of local outcome indicators and a suite of benchmarking indicators covering costs and services.

But we expect the local government community to move forward quickly with its own performance information initiatives. It needs to implement and sustain the infrastructure that will be required to deliver an effective set of performance information which enables citizens and service users to understand how their services are performing in terms of quality, cost and impact. It must also enable comparison across councils and over time, as required by the legislation.

We hope that we will see positive progress over coming months. If such progress can be demonstrated, this may enable us in future Directions to consider requiring councils to produce information that draws more heavily on their own local outcome indicators and benchmarking indicators.

Although we recognise that this is a considerable challenge, we want to take the opportunity of our review in 2012 to demonstrate substantial progress in achieving our common goal of securing comprehensive performance information for the public and to understand better what the public think of that information.

We wish you well and are grateful for your efforts during the coming year.

John Baillie
Chair of the Accounts Commission for Scotland
December 2011

LOCAL GOVERNMENT ACT 1992
THE PUBLICATION OF INFORMATION
(STANDARDS OF PERFORMANCE) DIRECTION 2008

1. This Direction is given by the Accounts Commission for Scotland (“the Commission”) under section 1(1)(a) of the Local Government Act 1992, which requires the Commission to direct relevant bodies to publish such information relating to their activities in any financial year or other specified period as will, in the Commission’s opinion:

“facilitate the making of appropriate comparisons (by reference to the criteria of cost, economy, efficiency and effectiveness and of securing best value in accordance with section 1 of the Local Government in Scotland Act 2003) between –

 - i. *the standards of performance achieved by different relevant bodies in that financial year or other period; and*
 - ii. *the standards of performance achieved by such bodies in different financial years or, as the case may be, other periods”*
2. This Direction is given to all local authorities and to joint committees and joint boards, as defined by the Local Government (Scotland) Act 1973, and amended by the Local Government etc. (Scotland) Act 1994.
3. Each of the bodies referred to in paragraph 2 shall, in accordance with section 13 of the Local Government in Scotland Act 2003 and associated regulations and guidance from Scottish Ministers:
 - a. publish the information specified in the schedule to this Direction for all those activities which are carried out by the body
 - b. ensure that publication facilitates the making of comparisons where appropriate and possible with performance in 2011/12.
4. The period for which the information must be published is the financial year ending 31st March 2013.
5. In determining the information to be reported, authorities should consider and, where appropriate, reflect:

- i the criteria set out in 1a) above recognising the need to balance efficiency & effectiveness information with cost and economy information
 - ii achievement against their single outcome agreements with the Scottish Government
 - iii the performance reporting requirements of any other legislation
 - iv indicators/measures in relevant suites or frameworks of performance information determined by government, regulatory agencies, professional associations or others
 - v national standards and targets for service delivery
 - vi local service priorities and objectives
 - vii service user views.
- 6 In the schedule, the term ' Best Value' shall be interpreted in accordance with the definition and requirements of Part 1 of the Local Government in Scotland Act 2003.

Schedule

Councils

Corporate management

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

- responsiveness to its communities
- revenues and service costs
- employees
- assets
- procurement
- sustainable development
- equalities and diversity.

Service performance

SPI 2: 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):

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

The range of information to be reported in SPIs 1 & 2 above will include achievement against the following specific indicators:

- 1 The average number of working days per employee lost through sickness absence for:
 - Teachers
 - All other local government employees.
- 2 The number and percentage of the highest paid 2% and 5% of earners among council employees that are women.

- 3 The number of council buildings from which the council delivers services to the public and the percentage of these in which all public areas are suitable for and accessible to people with a disability.
- 4 The gross cost per case for benefits administration.
- 5 The cost per dwelling of collecting Council Tax.
- 6 The income due from Council Tax for the year, net of reliefs and rebates, and the percentage of that which was received during the year
- 7 The number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid.
- 8 The proportion of operational accommodation that is:
 - in a satisfactory condition
 - suitable for its current use.
- 9 Home Care
 - a) The number of people age 65+ receiving homecare
 - b) The number of homecare hours per 1,000 population age 65+
 - c) As a proportion of home care clients age 65+, the number receiving:
 - personal care
 - a service during evenings/overnight
 - a service at weekends.
- 10 The number of attendances per 1,000 population for:
 - pools
 - other indoor sports and leisure facilities, excluding pools in a combined complex.
- 11 The number of visits to/usages of council funded or part funded museums per 1,000 population and the number of those visits that were in person per 1,000 population.
- 12 Library usage
 - a) number of visits per 1,000 population

Changed indicator

- 13 The average time (days) to deal with major and local planning applications determined during the year.

Type of application	Number of applications	Average time (days) to deal with applications
Major developments		
Local developments		

- 14 Response repairs to council houses:
 - The number of response repairs completed during the year
 - The overall % of repairs completed within the target times
 - The repairs categories used by the council and the target times for each

- 15 The number and proportion of the council's housing stock that comply with the following Scottish Housing Quality Standard by criteria.

Criteria	Number	Percentage
Total meeting tolerable standard		
Total meeting free from serious disrepair		
Total meeting energy efficient		
Total meeting modern facilities and services		
Total meeting healthy, safe and secure		
Total dwellings meeting SHQS		
Total number of dwellings owned by the council		

- 16 The total annual rent loss due to voids expressed as a percentage of the total amount of rent due in the year.

- 17 Managing tenancy change

- a) Stock which is **not low demand** - the number of dwellings that were re-let within the following time bands.

Void period	Number of houses relet
Less than 2 wks	
2 – 4 wks	
5 – 8 weeks	
9 – 16 weeks	
More than 16 weeks	
Average re-let times	days

- b) **Low demand stock** - the number of dwellings that were re-let within the following time bands.

Void period	Number of houses relet
Less than 2 weeks	
2 – 4 weeks	
5 – 8 weeks	
9 – 16 weeks	
17 – 32 weeks	
33 – 52 weeks	
more than 52 weeks	
Average re-let times	days

- c) For low demand stock,

- i) the number remaining un-let at the year end
- ii) the average period these dwellings had been un-let at the year end

- d) The number of dwellings considered to be low demand at the year end? (includes both void and occupied properties)

- e) The number at d) above considered to be low demand at the start of the year? (includes both void and occupied properties)

- f) The number at d) above that were not actively being re-let because they were subject to a disposal strategy.

18 Housing Rent arrears

- Current tenant arrears as a percentage of the net amount of rent due in the year
- The percentage of current tenants owing more than 13 weeks rent at the year end, excluding those owing less than £250
- The proportion of those tenants giving up their tenancy during the year that were in rent arrears
- The average debt owed by tenants leaving in arrears, as a proportion of the average weekly rent
- The percentage of arrears owed by former tenants that was either written off or collected during the year.

19 Homelessness

	Council duty to: secure permanent accommodation for household	secure temporary accommodation, provide advice and guidance or take reasonable measures to retain accommodation
a i) Number of households assessed during year		
a ii) % of decision notifications issued within 28 days of date of initial presentation		
a iii) number of cases open and the % who are housed		
a iv) % of cases reassessed within 12 months of completion of duty		
b) The proportion of those provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months.		

20 Domestic noise complaints

- The number of complaints of domestic noise received during the year:
 - settled without the need for attendance on site
 - requiring attendance on site and not dealt with under Part V of the Antisocial Behaviour etc (Scotland) Act 2004
 - dealt with under Part V of the Antisocial Behaviour etc (Scotland) Act 2004.
- For those in a)ii and a)iii above, the average time (hours) between the time of the complaint and attendance on site.

21 The number of trading standards complaints and advice requests received, and the proportion completed within 14 days:

	Number received	% completed within in 14 days
Consumer complaints		
Business advice requests		

22 The percentage of the road network that should be considered for maintenance treatment.

- 23 The net cost per premises for:
 - refuse collection
 - refuse disposal.
- 24 The percentage of municipal waste collected during the year that was recycled or composted
- 25 The cleanliness index achieved following inspection of a sample of streets and other relevant land.

Fire & Rescue Services

SPI 3: Each Fire & Rescue service will report a range of information on its performance sufficient to demonstrate that it is securing Best Value in relation to:

- community fire safety
- intervention in response to emergency incidents
- staff
- equalities & diversity

The range of information to be reported will include the following specific information:

- a) Fire casualties
 - the number of incidents resulting in casualties per 10,000 population
 - the number of fatal and non-fatal casualties per 10,000 population.
- b) The number of accidental dwelling fires per 10,000 population.
- c) The average number of:
 - rider shifts lost due to sickness and light duties per fire officer
 - working days lost to sickness absence per employee for all other staff.

Police Services

SPI 4: Each police service will report its performance in accordance with the requirements of the Scottish Policing Performance Framework.