

MORAY COUNCIL

ASSESSMENT OF THE COUNCIL'S PUBLIC PERFORMANCE REPORTING FOR 2013/14

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Key links – if a link does not open the web page/document you seek, please copy and paste the link into your web browser. Links valid as at April 2015.

SPI1. Corporate management

Home > [Council and government](#) > [Performance reporting](#) > has links to:

- [Community performance](#) – about the SOA. This web page takes the reader to the combined [Community plan and SOA 2012-15](#) and information on priority themes.
- [Corporate performance](#) – this page has links to files on [The council's public performance reporting policy](#); [Performance Management Framework](#); [Public Performance Report 2014](#); and [Key indicators 2013/14](#).

SPI2. Service performance

Home > [Council and government](#) > [Performance reporting](#) > leads to:

- [Service performance](#) – quarterly performance reports for the [Chief executive's office](#), [Environmental services](#), [Corporate services](#), and [Education and Social care](#).

SPI3. LGBF

Home > [Council and government](#) > [Performance reporting](#) > leads to:

[Links to LGBF Benchmarking content – Benchmarking summary overview report 2013/14](#); and a link to the online tool [mylocalcouncil](#).

Links to SPIs / summary of ratings

SPI1. Corporate		Rating	SPI 2. Service		Rating	SPI 3. LGBF		Rating	4. Overall aspects		Rating
1.1 Responsiveness to communities	YES	YES	2.1 Benefits administration		YES	3.1 LGBF	YES	YES	4.1 Structured approach		YES
1.2 Revenues & service costs	YES	YES	2.2 Community care		YES				4.2 Customer satisfaction		YES
1.3 Employees	YES	YES	2.3 Criminal justice social work		AFI				4.3 Balanced picture		YES
1.4 Assets	YES	YES	2.4 Cultural & community services		YES				4.4 Comparators		YES
1.5 Procurement	YES	YES	2.5 Planning		YES				4.5 Financial & cost information		YES
1.6 Sustainable development	YES	YES	2.6 Education of children		YES				4.6 Dialogue with public		AFI
1.7 Equalities & diversity	YES	YES	2.7 Child protection/social work		YES				4.7 Accessibility		AFI
			2.8 Housing & homelessness		YES						
			2.9 Protective services		YES						
			2.10 Roads & lighting		YES						
			2.11 Waste management		YES						
Number of YES	7				10			1			5
Number of AFI	-				1			-			2

MORAY COUNCIL

Assessment detail

The summary **Rating** is noted as **YES** (fully meets requirements) or **AFI** (area for improvement). **Key to other terms: CPO** = Community Payback Order. **CPP** = Community Planning Partnership. **FOI** = Freedom of Information. **LGPF** = Local Government Benchmarking Framework. **Page** = web page. **PI** = performance indicator. **PPR** = Public Performance reporting. **SOA** = Single Outcome Agreement. **SPI** = Statutory Performance Indicator.

Theme	Characteristics include...	Evidence (key facts / links to web pages)	Summary judgement	Rating
SPI4. CORPORATE MANAGEMENT – Each council should report a range of information sufficient to demonstrate that it is securing Best Value in relation to:				
1.1 Responsiveness to communities - Engagement - Customer feedback - Satisfaction survey - Consultation - Citizen panel - Customer care - Complaints - FOI requests - Contact centre	1.1.a. A range of PPR information gives a broad overview of performance.	The Corporate performance reporting page links to: the Public Performance Report 2014 ; the 2013/14 Benchmarking summary overview report ; the council's Public Performance Policy and Performance indicators for 2013/14 . Each page has an A-Z menu bar at the top, allowing easy access to detailed information on complaints, FOI, Citizens' panel, consultations and customer care.	The council provides the reader with comprehensive, contextual information on performance in responsiveness to communities and links to relevant documents. It would also be helpful to demonstrate consistently how the council has reacted to feedback gleaned through consultations and to include working links.	YES
	1.1.b. PPR includes local indicators that give a full picture, eg on: - how well the council meets the needs of specific communities - data from its surveys and consultations - how it has reacted to feedback - how it has improved services.	The council's Performance indicators 2013/14 include six responsiveness to communities-related indicators, such as: - Percentage availability of the Moray Council website. - Number of complaints per 1,000 population. - Customer satisfaction index score. The council's Recent consultation & feedback page features closed consultations spanning from 2012 to 2015. There were 13 consultations in 2013/14. There is an issue with consistency in the way consultations are reported, eg the Adult social care contributions policy consultation has a helpful 'you said, we did' approach, but other consultations do not include this information.		
	1.1.c. The council actively seeks feedback on corporate and service issues.	The Consultations and have your say page has a link to a feedback, complaints and suggestions online form. In addition, each webpage has a 'Rate this page' tab which opens a feedback form.		
	1.1.d. Complaints data are reported for all services.	The Complaints page contains the section 'Complaints analysis and performance indicators', where the 2013/14 Annual complaints report is located, providing complaints data for the year. However, a customer satisfaction survey for the complaints service was not carried out in 2013/14.		
	1.1.e. It is easy to make a complaint or a FOI request.	Links to complaints and FOI pages are located at the bottom of each web page. Both pages explain how to make requests/complaints.		

MORAY COUNCIL

Theme	Characteristics include...	Evidence (key facts / links to web pages)	Summary judgement	Rating
1.2 Revenues & service costs - Budget - Revenue - Expenditure - Income - Service cost - Council tax	1.2.a. A range of PPR information gives a broad overview of performance.	A Statement of accounts 2013/14 is accessed through Council and government > Annual reports. The document provides a brief overview of finances and financial performance throughout the year and highlights the council's financial position as at 31 March 2014 as well as budget, expenditure and revenues. There is information on how Council Tax works. An A-Z search brings up a Revenue Budget page comparing 2013/14 budget with 2014/15 budget and includes a breakdown of budgets by service area.	Comprehensive, relevant performance information is available, providing a comprehensive overview of revenues and service costs.	YES
	1.2.b. PPR includes local indicators giving a full picture, eg on: - unit costs/service expenditure - efficiency targets.	The Statement of accounts 2013/14 outlines seven financial performance indicators, including the Council Tax in-year collection rate and the impact of capital investments on Council Tax and weekly rents. The council's Key indicators 2013/14 include information on total cash efficiency savings for the year. A Confirmation of efficiencies delivered in 2013/14 document, accessible via the performance page, summarises efficiency savings in five different activities, eg asset management and energy efficiencies. Unit cost-related indicators, such as annual property costs per m² and the cost of collecting Council Tax per dwelling, are found in the Key indicators 2013/14.		

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ITEM: 5
PAGE: 50

MORAY COUNCIL

Theme	Characteristics include...	Evidence (key facts / links to web pages)	Summary judgement	Rating
1.4 Assets - Asset management - Property maintenance - Property repairs - Buildings - Vehicles - Equipment	1.4.a. PPR includes local indicators that give a full picture, eg on: - corporate asset management plan - key projects (eg new HQ) - property repairs - property maintenance spend - work with partners to best use joint assets.	The council's Performance indicators 2013/14 booklet includes eight indicators on assets and the vehicle fleet, eg: - Proportion of properties at a satisfactory standard. - Cost of required maintenance. - Customer satisfaction with building cleaning and catering. - Average mileage of pool cars. The Service Performance webpage under the Annual Reports sub-heading includes information on action taken to improve performance: - Annual reports on General Property Portfolio and Industrial Portfolio. - Housing Charter compliance for 2013/14 which expand on action taken to improve performance. Also, the council reports annually on the Corporate Asset Management Plan, eg: Report to Policy & Resources Committee, 4 November 2014. Diagram on relationship between key policy/planning docs. Table summarising the contents and status of completion of Asset Management Plans for each category of asset.	The council reports on a number of asset-related indicators, with good supporting policy context and narrative explanations .	YES
1.5 Procurement - Procurement Procurement Capability Assessment (PCA)	1.5.a. PPR includes local indicators that give a full picture, eg on: - e-procurement. - PCA score - Improvements from joint spend with partner bodies.	The council produces a Procurement performance (2013/14) and priority report (2014/15), which gives an overview of procurement performance for 2013/14 and includes narrative on the PCA score as well as an e-tendering system, but there is no performance information on this aspect. The council's Key indicators 2013/14 include two procurement-related indicators, eg, the total cash savings achieved through procurement. The document has information on procurement performance and links the reader to a set of tables that provide further procurement performance information, eg: - Cash savings achieved through procurement in 2013/14. - Updates against procurement targets for 2013/14.	There is a good range of performance information on procurement and on the PCA score, but the council could usefully provide information on any joint spend.	YES

MORAY COUNCIL

Theme	Characteristics include...	Evidence (key facts / links to web pages)	Summary judgement	Rating
1.6 Sustainable development (Focusing on environmental aspects) • Sustainability • Environmental • Green, Ecology • Street cleaning • Carbon emissions • Energy efficiency • Biodiversity	1.6.a. A range of PPR information gives a broad overview of performance.	Seven sustainable development indicators, plus commentary on performance and targets met within the Carbon management plan 2009-2014 , are found in the Key indicators 2013/14 document. A report on Carbon management is included in the commentary, and provides further information on performance against targets set in the plan. An Annual energy report 2013/14 details the council's performance in energy consumption (including graphs) and gives information on sustainable development schemes, such as an energy awareness initiative.	The council reports on a range of sustainable development-related PPR material, which paints an overall picture of performance in this area.	YES
	1.6.b. PPR includes local indicators that give a full picture, eg on: • biodiversity actions and targets • energy consumption • vehicle fleet CO₂ emissions • derelict land • parks and outdoor spaces.	Indicators cover: • Derelict land. • Annual energy consumption. • Annual CO₂ emissions. Performance monitoring statements include two performance indicators; on the percentage of adults satisfied with parks and open spaces, and on the cost of parks. Performance information is compared with previous years' and quarters and measured with a 'traffic light' scale.		
1.7 Equalities & diversity • Equality • Diversity • Female employees • Disability • Ethnic minority	1.7.a. A range of PPR information gives a broad overview of performance.	An Equality impact assessment for the calendar year 2013 details impacts identified in the year and areas for improvement in 2014. An Equality outcomes 2013-2017 report sets out equality outcomes for the council and a Mainstreaming report 2013 gives material on mainstreaming activities and comprehensive coverage of the workforce, including the employee profile.	There is comprehensive performance information on equalities and diversity, with good supporting narrative, although some additional indicators could be useful.	YES
	1.7.b. PPR recognises equalities & diversity in its broader sense, and covers how well the council is tackling inequality.	At Home > Council and Government > Equality, Diversity the council provides information on the wider aspects of the its role, together with monitoring statistics.		
	1.7.c. PPR includes commentary on the council's response to its statutory duties on diversity and equality.	See 1.7.a.		

MORAY COUNCIL

Theme	Characteristics include...	Evidence (key facts / links to web pages)	Summary judgement	Rating
	1.7.d. PPR includes local indicators that give a full picture, eg on: - complaints by ethnic minorities - user satisfaction with services.	There are three indicators in the Key indicators 2013/14 document, eg: - Percentage of highest paid 5 per cent of earners that are women - Percentage of primary school pupils taking school meals. Additional indicators, such as on disabilities and satisfaction levels, would be helpful.		
SP12. SERVICE PERFORMANCE - 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)				
2.1 Benefits administration - Benefit - Benefit fraud - Welfare reform	2.1.a. A range of PPR information gives a broad overview of performance.	The Home page's A-Z bar gives easy access to contextual information on benefits advice, fraud (with narrative for fraud performance, but on 2011/12) and welfare reform. The Key indicators 2013/14 document covers Benefits administration and the 2013/14 Performance monitoring statements – Service plan has a section on 'Implementation of welfare reforms', under Corporate services, that includes three relevant proposed actions; updates and progress to date, eg, on 'prepare for welfare reforms in respect of the benefits cap and migration to Universal credit'.	Comprehensive, relevant performance information is available, but clear links to higher-level strategic themes would be useful.	YES
	2.1.b. PPR includes local indicators that give a full picture, eg on: - how well the council has responded to welfare reforms - service impacts as a result.	Eight performance indicators include: - Percentage of clients making successful claims and appeals. - Percentage of welfare benefits clients who were satisfied with the service they received. In addition, a Welfare reforms update provides information on progress with preparations for welfare reforms.		
	2.1.c. PPR has clear links to higher-level strategic themes in the SOA and/or CPP plan/strategy.	The Single Outcome Agreement 2012-2015 does not include any information on benefits administration.		

MORAY COUNCIL

Theme	Characteristics include...	Evidence (key facts / links to web pages)	Summary judgement	Rating
2.2 Community care - Community care - Delayed discharge - Respite care - Care satisfaction - Waiting times - Service user survey - Telecare - Care staff training - Personal care	2.2.a. A range of PPR information gives a broad overview of performance.	Social care and health > Community care > Performance information provides a comprehensive overview of performance, with links to quarterly monitoring statements, a Performance indicator review 2014/15 Community care and criminal justice and a Moray adult community care service plan 2013/14, identifying objectives to be fulfilled in the year. The council also produced a Community care & criminal justice performance report for quarters 2 and 4, highlighting good performance and areas for improvement, plus improvement actions.	Comprehensive, relevant performance information is available and paints an informative picture of performance.	YES
	2.2.b. PPR includes local indicators that give a full picture, eg on: - service user satisfaction - no. of people waiting longer than target time for service - Percentage of personal carers qualified to Scottish Social Services Council standard.	The Key indicators 2013/14 document includes five care-related indicators, such as the percentage of people with intensive needs receiving care at home, and home care costs per hour; it compares performance with previous years'. The Performance indicator review 2014/15 - Community care and criminal justice has 15 indicators, plus narrative on performance (11 local; 4 national) eg on the percentage of users receiving a service within 28 days of assessment and the percentage of adults satisfied with Social care or Social work services.		
	2.2.c. PPR includes commentary on the integration of adult health and social care and other relevant policy developments, eg Self-Directed Support.	The Key indicators 2013/14 document provides a link to Progress update in developing an integration scheme for Moray – a report that meetings of the full Council receive regularly.		
	2.2.d. PPR has clear links to higher-level strategic themes in the SOA and/or CPP plan/strategy	Indicators are related to higher-level strategic themes in the SOA 2012-2015.		

MORAY COUNCIL

Theme	Characteristics include...	Evidence (key facts / links to web pages)	Summary judgement	Rating
2.3 Criminal justice social work • Criminal justice • Community payback orders • Reconviction rates • Child reporting • Young offenders • Probation orders • Payback orders	2.3.a. A range of PPR information gives a broad overview of performance.	The Social work – Criminal justice services page provides contextual information on this service area, eg on community payback orders and youth justice. The Key indicators 2013/14 document has two indicators and the Public performance report 2014 includes narrative on safer communities initiatives and information on the decrease in antisocial behaviour figures.	PPR material uses few performance indicators, so it would be useful to reflect on additional performance information.	AFI
	2.3.b. PPR includes local indicators that give a full picture, eg on: • no. of community payback orders started <7 working days • percentage of community payback orders successfully completed • reconviction rates.	The Key indicators 2013/14 document has two indicators, including: • Percentage of new probationers seen by a supervising officer within a week. • Percentage of social enquiry reports submitted to courts by the due date. Indicators compare previous years' performance, but there is no narrative on performance. Including additional indicators, eg on payback orders and reconvictions rates, would be useful. See 2.3.a regarding narrative on performance.		
	2.3.c. PPR has clear links to higher-level strategic themes in the SOA and/or CPP plan/strategy	Indicators are mapped to higher-level strategic themes in the SOA 2012-2015.		
	2.4.a. A range of PPR information gives a broad overview of performance.	The council's Community life and leisure page provides contextual information on this service area, but no performance information is identified here. The Performance report (Education and social care) for quarter 2 and 4, details areas of good performance, areas for improvement and proposed plans to improve performance.		
2.4 Cultural & community services • Community access • Satisfaction survey • Cultural heritage • Learning centres	2.4.b. PPR includes local indicators that give a full picture, eg on: • cost per attendance at a sport/leisure facility • service user satisfaction • specific improvement commitments/ actions.	The Key indicators 2013/14 document includes 18 related indicators, such as: • Number of attendances per 1,000 population to all pools. • Costs per attendance at museums or sports facilities. • Percentage of adults satisfied with leisure facilities. Indicators are accompanied by a brief narrative on performance.	Comprehensive, relevant performance information is available, providing a broad overview of performance.	YES

MORAY COUNCIL

Theme	Characteristics include...	Evidence (key facts / links to web pages)	Summary judgement	Rating
	2.4.c. PPR has clear links to higher-level strategic themes in the SOA and/or CPP plan/strategy.	Indicators are mapped to higher-level strategic themes in the SOA 2012-2015		
2.5 Planning - Planning applications - Building warrants - Use of land - Building standards	2.5.a. A range of PPR information gives a broad overview of performance.	On the Service performance environmental services page, there is a link to the Development services Performance report – half year 2013/14, which details good performance, areas for improvement and plans to improve performance. Local and national indicators are found in the Key indicators 2013/14 document and the 2014/15 Q1 Performance indicators. There is a link to the Planning Performance Framework submission within the Reports Calendar, and an appendix of the Annual Report provides more detailed planning information for residents.	Comprehensive, relevant performance information is available and provides a broad overview of performance in this area.	YES
	2.5.b. PPR includes local indicators that give a full picture, eg on: - the council's aims - service costs - customer satisfaction.	Twelve planning-related indicators are included in the Key indicators 2013/14 report and are compared with previous years' performance. Indicators fall under these categories: - Planning application. - Development plans. - Building standards. - Environmental health.		
	2.5.c. PPR has clear links to higher-level strategic themes in the SOA and/or CPP plan/strategy	The council's development plan relates to the SOA 2012-15.		
2.6 Education of children - Young people - Attainment - School inspections - School leaver - Education cost - School survey				
		schools.		

MORAY COUNCIL

Theme	Characteristics include...	Evidence (key facts / links to web pages)	Summary judgement	Rating
- Attendance +ve destinations - School meals - Eco schools - Special education	2.6.c. PPR has clear links to higher-level strategic themes in the SOA and/or CPP plan/strategy	Indicators are mapped to higher-level strategic themes in the SOA 2012-2015.		
2.7 Child protection & children's social work - Child protection - Children looked after at home - Child care - Foster care - Supervision order	2.7.a. A range of PPR information gives a broad overview of performance.	The Moray child protection committee's (CPC) Annual report 2013 gives an update on the progression of the CPC Improvement Plan in 2013/14; gives performance information whilst also comparing with in authorities, and describes key developments over 2013/14.	Comprehensive, relevant performance information is available.	YES
	2.7.b. PPR includes local indicators that give a full picture, eg on: - placement of looked after children - percentage of children seen by a supervisor officer < 15 days - children on the child protection register.	The Key indicators 2013/14 document has seven indicators, eg: - Number of children looked after by the council. - Number of children on the child protection register. - Percentage of case conferences held within planned timescales. The council produces a Performance report (education and social care) for quarter 2 and 4, detailing areas of good performance, areas for improvement, and improvement plans.		
	2.7.c. PPR has clear links to higher-level strategic themes in the SOA and/or CPP plan/strategy	Indicators are linked to high-level strategic themes in the SOA 2012-2015.		

MORAY COUNCIL

Theme	Characteristics include...	Evidence (key facts / links to web pages)	Summary judgement	Rating
2.8 Housing & homelessness • Homeless • House repair • Domestic noise • House building • Affordable homes • Rent arrears • Scottish Housing Quality Survey • Building investment • Energy efficiency	2.8.a. A range of PPR information gives a broad overview of performance.	The Housing and property service annual performance report 2013/14 provides a comprehensive overview of performance during the year, with indicators assessed by a traffic light system, extensive narrative on performance, and plans to improve performance.	Comprehensive, relevant performance information is available providing a broad overview of performance in this service area.	YES
	2.8.b. PPR includes local indicators that give a full picture, eg on: • rent arrears • energy efficiency • house building rates • affordable homes • homelessness • tenant engagement.	Numerous indicators are reported on in the Housing and property service annual performance report 2013/14, which covers a broad range of service aspects such as tenant engagement; the quality of housing; repairs and maintenance; neighbour hood management; services to homeless people; rent arrears; value for money, and complaints;		
	2.8.c. PPR has clear links to higher-level strategic themes in the SOA and/or CPP plan/strategy	Indicators are mapped to higher-level strategic themes in the SOA 2012-2015.		
2.9 Protective services • Protective services • Environment • Trading Standards • Food safety • Pest control • Food hygiene • Noise complaints • Flood alleviation	2.9.a. A range of PPR information gives a broad overview of performance.	The Development services Performance report – half year 2013/14 details good performance, areas for improvement and plans to improve performance.	Comprehensive, relevant performance information is available and provides a broad overview of performance in this area.	YES
	2.9.b. PPR includes local indicators that give a full picture, eg on: • food safety • pest control • flood alleviation • customer satisfaction.	Eleven performance indicators are reported in the Key indicators 2013/14 document and cover: • Food safety. • Pest control. • Cost of environmental health. • Trading standards customer satisfaction. • Noise complaints. Indicators are compared with performance in previous years.		
	2.9.c. PPR has clear links to higher-level strategic themes in the SOA and/or CPP plan/strategy	Indicators are mapped to higher-level strategic themes in the SOA 2012-2015.		

MORAY COUNCIL

Theme	Characteristics include...	Evidence (key facts / links to web pages)	Summary judgement	Rating
2.10 Roads & lighting - Roads - Lighting - Cost of repairs - Road resurfacing - Road satisfaction	2.10.a. A range of PPR information gives a broad overview of performance.	The performance page for Environmental services contains a link to the Direct services' Performance reports 2013/14 which provide information on good performance, areas for improvement and plans to improve performance.	The council reports on a broad range of key performance issues, providing a comprehensive overview of performance in this service area.	YES
	2.10.b. PPR includes local indicators that give a full picture, eg on: - traffic light failure repairs - winter maintenance works completed in target time period - percentage of road network resurfaced.	Twelve local indicators cover: - Maintenance and cost of roads. - Roads and car parks satisfaction. - Street lighting repairs. - Winter maintenance. Indicators are compared with performance in previous years.		
	2.10.c. PPR has clear links to higher-level strategic themes in the SOA and/or CPP plan/strategy	Indicators are linked to higher-level strategic themes in the SOA 2012-2015.		
2.11 Waste management - Waste collection - Waste recycling - Missed collections - Landfill - Satisfaction survey - Complaints	2.11.a. A range of PPR information gives a broad overview of performance.	The performance page for Environmental services contains a link to the Direct services Performance reports 2013/14 which provide information on areas of good performance, areas for improvement and plans to improve performance.	Comprehensive, relevant performance information is available.	YES
	2.11. b. PPR includes local indicators that give a full picture, eg on: refuse bin collection rates.	The council's Key indicators 2013/14 document has nine indicators, covering: - Cost of refuse collection; and satisfaction levels. - Recycling. - Street cleanliness.		
	2.11.c. PPR has clear links to higher-level strategic themes in the SOA and/or CPP plan/strategy	Indicators are mapped to higher-level strategic themes in the SOA 2012-2015.		
SP13. Each council will report its performance in accordance with the requirements of the Local Government Benchmarking Framework (LGBF)				
3.1 LGBF - Framework - Benchmarking - Service - Performance	3.1.a. The council reports its performance against the performance indicators in the LGBF.	The council reports in line with the LGBF indicator set. Information is found in the Corporate performance page.	The council is reporting against the LGBF indicators and reports its performance at <i>mylocalcouncil</i> .	YES
	3.1.b. The council reports its performance at mylocalcouncil	The council's performance is reported online and there is a clear link from the council's Corporate performance page.		

MORAY COUNCIL

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4. OVERALL				
4.1 Structured approach to PPR, with clear presentation of information	4.1.a. PPR information is linked directly from website's Home page.	The Home page does not directly link to the council's main performance page, but it is easily accessed through the A-Z bar, search bar or the 'Council and government' link.	Performance information is easily accessed from the Home page, and can be reached in three different ways. Layering and signposting of information is well-structured. Most major services provide detailed performance information, and the council summarises overall performance through a number of reports.	YES
	4.1.b. There is a coherent look & feel to how information is presented and structured.	The council's Key indicators 2013/14 document presents information in an uncluttered, consistent way, through use of tables and comparative data. Service area performance reports (quarter 2 and 4) follow the same template and information is presented in the same format as the Key indicators document. .		
	4.1.c. There is a high-level summary on the council's overall performance.	There is an annual Public performance report that gives a high-level summary of performance. An annual Benchmarking summary report also gives an overview of LGBF performance.		
	4.1.d. There is clear layering and signposting of information, which is easy for the reader to navigate.	Performance is split into Corporate and Service performance. Service performance is further split into Chief executive's office, Environmental services, Corporate services and Education and social care, allowing for easy navigation to performance information.		
	4.1.e. There is relevant explanatory narrative – which is in plain language	The Key indicators 2013/14 document includes plain-language narrative for each indicator. In addition, service area Performance reports provide commentary on performance in plain English.		
	4.1.f. There are supporting, informative graphics, eg charts, tables, and diagrams.	There is little evidence of infographics used in the Key indicators document. Service area Performance reports have some graphs (bar charts and line graphs), indicating performance and trends.		
	4.1.g. Web links to other PPR information work.	Could not access the Citizens' Panel consultation report links.		
	4.1.h. The council reports on additional indicators that contribute to the overall view of their performance.	The council reports on a number of transportation indicators, on: • Traffic management. • Public transport. • Car parks. • Harbours services.		

MORAY COUNCIL

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4.2 Effective use of customer satisfaction information	4.2.a. PPR explains consultations and/or satisfaction surveys carried out, and specify the findings.	The Housing and property services Annual performance report 2013-2014 notes that the council conducts regular tenant surveys to improve housing standards. The Public performance report 2014 details a number of actions taken in response to feedback/satisfaction levels in a variety of service areas, eg in transport services and customer contact centres and the council's consultation page includes information on closed consultations, but there is an issue with consistency (see 1.1.b.)	The council reports on a tenant satisfaction survey and what it is doing to improve its housing service performance and includes a summary of customer feedback information in the Public performance report.	YES
	4.2.b. PPR explains what the council is doing as a result of feedback.	The reports noted at 4.2.a include information on what the council is doing to improve performance as a result of survey findings.		
4.3 Balanced picture of performance	4.3.a. The council presents a balanced picture of performance.	The Key indicators 2013/14 document compares performance with previous years'. In addition, service area Performance reports (Q2 and Q4) summarise performance in those areas, and include tables and graphs, as well as narrative on good performance and areas for improvement. Also, the Public performance report and Benchmarking summary provides overall summaries of performance during the year.	Performance reporting is balanced, with areas for development highlighted.	YES
	4.3.b. Traffic light-style colours or symbols give a helpful overview.	The council's Performance monitoring statements assess performance using symbols, eg for percentage of adults satisfied with social care. Areas for improvement are highlighted by a red circular symbol and commented on in service area performance reports.		
	4.3.c. Priorities for improvement by the council are clear to the reader.	See 4.3.b.		
	4.4.a. Performance is set in context using comparators and trends.	The Key indicators 2013/14 document compares performance information with targets for 2013/14 and performance in 2011/12 and 2012/13, whilst the Public performance report includes information on performance against the Scottish average. Performance monitoring statements include LGBF indicators, and family group results are reported in these and specifically mentioned in half-year performance reports. The Key Performance Indicator report shows a national comparison and gives family group rank.	The council compares its performance with that in previous years, and makes family group comparisons.	YES
4.4 Good use of comparators	4.4.b. Trends are included for all council areas and indicators, as appropriate.	See 4.4.a.		

MORAY COUNCIL

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4.5 Good use of financial & cost information	4.4.c. There are meaningful comparisons with other councils, eg in family groups, and overall.	The Child protection committee Improvement plan 2013/14 gives performance information whilst also comparing the council with other councils. No other comparisons were evidenced.		
	4.5.a. PPR features the costs and other financial aspects of service delivery.	The costs of service areas are reported in the Revenue budget webpage, which provides a high-level breakdown of revenue budget by service area. Some unit cost information is reported on in the Key indicators 2013/14 document.	The council provide comprehensive information on finances and costs, but more, easily digestible information would be useful, including the use of visuals or charts with narrative to explain the figures.	YES
	4.5.b. Financial information is well structured and clearly presented.	The Public performance report 2014 has a summary narrative on financial management, detailing the council's budget and savings achieved in the year. The narrative page includes a box titled 'financial highlights' and is bold and clearly presented. The Revenue budget displays a service area expenditure breakdown in an uncluttered manner. No infographics were found.		
	4.5.c. There is information on services' unit costs, eg £ per primary school pupil.	The Key indicators 2013/14 document reports on unit costs, eg the cost of collecting council tax per dwelling and annual property costs per m ² .		
	4.5.d. PPR includes information on the council's budgets for major services.	See 4.5.a.		
4.6 Dialogue with the public	4.5.e. Plain language explains the figures.	Plain language explains the figures found in the Financial management section of the Public performance report.	The council uses social media to engage with the public, but there is no evidence for how this method of engagement is used to mould PPR to suit the needs of the public.	AFI
	4.6.a. The council has consulted the public on what it wants from PPR.	There is a 'Rate this page' link on every webpage, including the performance pages. The Housing annual performance page encourages users to complete a feedback survey to help improve future performance reports. However, there is no evidence of consultation with the public regarding PPR.		
	4.6.b. The council uses social media to engage the public and have a dialogue on performance.	At the bottom of each webpage there are links to the council's Twitter, Facebook and YouTube. However, there is no evidence about how well the council has used social media to shape PPR.		

MORAY COUNCIL

Theme	Characteristics include...	Evidence (key facts / links to web pages)	Summary judgement	Rating
4.7 Accessibility	4.7.a. PPR features a range of outputs that target specific audiences.	The council reports its performance through various media: • Key indicators 2013/14 document. • Performance monitoring statements – performance indicators (by service area). • Public performance report 2014. These types or reporting differ in presentation and narrative, and each would appeal to a variety of audiences. The service area performance reports include some graphs and the Key indicators document provides comparisons with previous years.	PPR material is reported in a number of ways, eg through tables and statistics, narrative and graphs. The council provides some information on how to request reports in different languages, but key documents do not include this information.	AFI
	4.7.b. Information is available in different languages, on request.	The Key indicators document and service area performance reports have no information on how to request information in different languages. The Housing and property services annual performance report includes information on its back page about how to request the document in a different format (eg Braille, large print or different languages)		
	4.7.c. Printed information is available on request.	See 4.7.b.		