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**REPORT TO: AUDIT AND SCRUTINY COMMITTEE ON 2 SEPTEMBER 2015**

**SUBJECT: STATUTORY PERFORMANCE INFORMATION 2013/14: AN  
EVALUATION OF COUNCILS' RESPONSES TO THE 2012  
DIRECTION**

**BY: CHIEF EXECUTIVE**

**1. REASON FOR REPORT**

- 1.1 The reason for this report is to inform the Committee of the evaluation by Audit Scotland of the Council's public performance reporting arrangements for 2013/14.
- 1.2 This report is submitted to Committee in terms of Section III I (17) of the Council's Administrative Scheme relating to reviewing how performance information can be used to improve performance.

**2. RECOMMENDATION**

- 2.1 **The Audit and Scrutiny Committee is invited to consider the evaluation in the council's fulfilment of duties on public performance reporting carried out by Audit Scotland.**

**3. BACKGROUND**

- 3.1 The fifth year that Audit Scotland has reported on councils' approaches to reporting performance in relation to Statutory Performance Indicators 1 and 2, Corporate and Service headings but the first year that the evaluation includes SPI 3, Local Government Benchmarking Framework and councils' public performance reporting arrangements (**Appendix 1**).
- 3.2 Feedback from the Improvement Service and the Scottish Performance Management Forum on the process and assessments indicated an appetite for more information and more transparency in the assessment process. As a result, appointed auditors completed and submitted detailed individual reports for each council to support improvement (Appendix 2). Each assessment was peer reviewed within the assessment team and a factual accuracy check took place with each council. This comprehensive testing has been welcomed by appointed auditors and councils.
- 3.3 In previous assessments, councils were assessed as either 'fully', 'partially' or 'not meeting' requirements. For this year's evaluation, simpler and clearer

assessment scales were introduced as either fully meeting requirements 'yes' or having an area for improvement 'AFI'. This change in methodology means it is not possible to make exact comparisons between assessments.

#### 4. EVALUATION

- 4.1 In the evaluation of SPI's 1 and 2, the Council 'fully met' 2012/13 Audit Scotland assessment definitions in 7 of 18 themes, with the remaining 11 themes all 'partially met'. It was anticipated at that time that due to improvements to include links to further statistical documents providing the reader with a wider picture of performance and the addition of summary narrative against themes, that a further 6 themes would be 'fully met' in the 2013/14 Audit Scotland assessment.
- 4.2 Although not directly comparable, in the evaluation of SPI's 1 and 2, the Council 'fully met' 2013/14 Audit Scotland assessment definitions in 17 of the 18 themes, above the level anticipated. Against the new heading of SPI 3 Local Government Benchmarking Framework, the Council 'fully met' assessment definitions as well as 'fully meeting' 5 of 7 themes in relation to public performance reporting arrangements.
- 4.3 In total, the Council 'fully met' assessment definitions in 23 of the 26 themes.

SPI1. Corporate	SPI2. Service	SPI3. LGBF	4. Overall aspects
<ul style="list-style-type: none"> <li>• Responsiveness to communities</li> <li>• Revenues &amp; service costs</li> <li>• Employees</li> <li>• Assets</li> <li>• Procurement</li> <li>• Sustainable development</li> <li>• Equalities and diversity</li> </ul>	<ul style="list-style-type: none"> <li>• Benefits administration</li> <li>• Community care</li> <li>• Cultural &amp; community services</li> <li>• Planning</li> <li>• Education of children</li> <li>• Child protection/social work</li> <li>• Housing &amp; homelessness</li> <li>• Protective services</li> <li>• Roads &amp; lighting</li> <li>• Waste management</li> </ul>	<ul style="list-style-type: none"> <li>• LGBF</li> </ul>	<ul style="list-style-type: none"> <li>• Structured approach</li> <li>• Customer satisfaction</li> <li>• Balanced picture</li> <li>• Comparators</li> <li>• Financial &amp; cost information</li> </ul>

- 4.4 For the 3 themes identified as areas for improvement, the following was noted and could inform future agenda items if Committee is minded to revisit individual areas.

Summary judgement	
SPI2. Criminal justice social care	<p><b>PPR material uses few performance indicators, so it would be useful to reflect on addition performance information.</b></p> <p><b>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.</b></p> <p><b>PPR material is reported in a number of ways, e.g. 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.</b></p>
4. Dialogue with public	
4. Accessibility	

## 5. **SUMMARY OF IMPLICATIONS**

(a) **Moray 2023: A Plan for the Future/Service Plan/Health and Social Care Integration**

The Council and its partners have agreed 5 priorities, as set out in Moray 2023, with a range of outcome targets included for each of the priorities. It is important that progress against those targets is managed, monitored and reported to the public.

The Community Planning Partnership's Community Engagement Group will be asked to give feedback on dialogue with the public action.

(b) **Policy and Legal**

The Council has a statutory obligation to publish a range of information that will demonstrate that it is securing best value and assist in comparing performance both over time and between authorities where appropriate. The Council acted on the feedback received in the previous audits to improve its performance and will do the same with the current areas for improvement identified.

(c) **Financial implications**

There are no direct financial implications arising from this report.

(d) **Risk Implications**

There are no direct risk implications arising from this report although effective performance management assists in the management of risk.

(e) **Staffing Implications**

There are no direct staffing implications arising from this report.

(f) **Property**

None.

(g) **Equalities**

An Equality Impact Assessment is not needed because the report is to inform the committee on performance issues. However one of the areas for improvement, accessibility, relates to equalities and will be addressed over the coming year.

(h) **Consultations**

The Corporate Policy Unit Manager has been consulted and is in agreement with the contents of this report. Service Managers review indicator sets annually. The Chair of this Committee and Leader of the Council met to agree actions against the areas for improvement.

**5. CONCLUSION**

- 5.1 The evaluation undertaken by Audit Scotland appears generally satisfied with the efforts of the Council in its public performance reporting arrangements over the last year which have included improved design of the web page on council performance, use of specialist performance management software via Covalent to present data and balanced performance reporting.**

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Background Papers:  
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