

REPORT TO: AUDIT AND PERFORMANCE REVIEW COMMITTEE ON 28 APRIL 2010

SUBJECT: STATUTORY PERFORMANCE INDICATORS RANKED WITHIN THE LOWEST QUARTILE – IMPROVEMENT ACTIONS

BY: CHIEF EXECUTIVE

1. REASON FOR REPORT

- 1.1 The Committee is asked to consider improvement actions against statutory performance indicators ranked within the lowest quartile of all Scottish Councils.
- 1.2 This report is submitted to Committee in terms of Section J16 of the Council's Administrative Scheme relating to reviewing performance information for all services.

2. RECOMMENDATION

- 2.1 **It is recommended that the Committee considers areas of improvement relating to statutory performance indicators ranked in the lowest quartile of all Scottish Councils.**

3. BACKGROUND

- 3.1 In agreement with the Council's Performance Management Framework, statutory performance indicators ranked in the lowest quartile of all Scottish Councils are reported to the relevant service committee and the Audit and Performance Review Committee.
- 3.2 The Committee at its meeting on 3rd March 2010 agreed that a report be brought back to this meeting to include details of actions for improvements being taken and where available to include 2009/10 performance results (**Appendix 1**).
- 3.3 When tables on performance against all other authorities were last compiled as part of the Council's Best Value Review, it was clear that Moray Council, with the greatest number of performance indicators in the upper quartiles, was the top performing mainland council in relation to statutory performance indicators. Quartile results for Moray in 2008/09 are similar to those recorded in previous years, therefore it is inferred that our positive ranking against all other authorities would remain in a similar position.
- 3.4 Moray's results for 2008/09 shows that 38% (32 of 85) of statutory performance indicators were ranked in the top quartile, 27% and 23% in quartile two and three respectively and 12% (10 of 85) ranked in the lowest quartile.
- 3.5 The Council recognises that although results generally remain positive, there is always scope for improvement, and further analysis of the indicators detailed in this report represents an element of our improvement process.

4. **SUMMARY OF IMPLICATIONS**

(a) Single Outcome Agreement/Service Improvement Plan

Performance measures are linked to National Outcome 15 that our public services are high quality, continually improving, efficient and responsive to local people's needs and support Service Improvement Plan activities.

(b) Policy and Legal

The Local Government Act 1992 places a duty on all councils to publish performance indicators on selected services.

(c) Resources (Financial, Risks, Staffing and Property)

None

(d) Consultations

The Corporate Policy Unit Manager and assigned officers have been consulted on the content of this report. In relation to Community Care Indicators, Community Care Officers are of the opinion that a lack of a consistent approach to data gathering by local authorities across Scotland means that caution should be applied when benchmarking Moray's performance nationally. Officers are, however, committed to a process of continuous improvement for all statutory performance indicators.

5. CONCLUSION

5.1 That the Committee considers the areas of improvement against the ten statutory performance indicators ranked in the lowest quartile across Scottish Councils.

Author of Report: Louise Marshall, Quality Assurance and Performance
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Background Papers:

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