

SERVICE UPDATE

<u>Name of Function:</u>	Customer
<u>Date:</u>	10 March 2022
<u>Title of Update:</u>	2020/21 Statutory Performance Indicators
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UPDATE

BACKGROUND

In order to comply with legislative requirements linked to the demonstration of Best Value, the Council is required to publish its Statutory Performance Indicator (SPI) outcomes in the public domain each year through the release of annual Statutory Performance Indicator reporting against a range of output and outcome measures, covering key areas of operational service and financial performance, including those delivered in partnership with stakeholders.

Although the majority of the SPIs have already been reported to various committee throughout the year, the Statutory Performance Indicator report attached provides the 2020/21 SPIs in a combined document. This approach, supported by publication of information through the Council website, aids transparency in the public domain and enables cross-references between outcomes that may be influenced by the delivery of more than one Service, or group of services, within the Council.

STATUTORY PERFORMANCE INDICATOR DEVELOPMENT

Over the previous two years, increasing focus has been placed on the development of Indicators that better align with the full requirements of the Accounts Commission Guidance and enable consistency of benchmarking with national datasets, including those encompassed by the Scottish Local Government Benchmarking Framework (SLGBF) and Scotland Performs metrics.

Consideration has also been given, where practical, to the recommendations arising from the Best Value Audit of Aberdeen City Council conducted by the Accounts Commission in 2021 in terms of the range, extent and scope of areas of scrutiny, with discussions around how these are to be developed further for 2022/23, and directly align with the Council Delivery Plan, agreed at the Council meeting of the 7th March 2022.

2020-21 STATUTORY PERFORMANCE INDICATOR OVERVIEW

It should be noted that performance between the financial year 2020/21 and previous years is, in many instances, not directly comparable, due to the extensive service impact linked to the COVID-19 pandemic.

With material changes to the delivery models of a large range of Council services throughout 2020-21, flexing of these services to accommodate the various stages of COVID-19 pandemic related legislation and to ensure effective service delivery, the overall position shows that Council services have adapted well in terms of maintaining performance in challenging circumstances.

Learning from this period around the longer term impact of the COVID-19 pandemic and future-proofing of the authority's Statutory Performance Indicator reporting will be critical to ensure that the Council continues to provide a robust response to both the on-going and changed priorities of its stakeholders and is able to evidence this through an increasingly open and flexible approach to the sharing of information about the performance of its services, and their impacts in the community.

APPENDIX

2020-21 Aberdeen City Council Statutory Performance Indicator Report