







Development Services Annual Service Performance Statement 2010-11

The Performance Statement for April 2010 to March 2011 is in a tabular form as reported to the Best Value Forum.









The indicators are arranged under the heading of each Corporate/Service Goal and the Local Outcome to which they mainly contribute.








It covers a revised set of service indicators and those specified indicators which continue to be reported to Audit Scotland. There are comments on indicators that are below target. The "Reported to" column shows where the indicators are reported, as follows: Audit Sc – Audit Scotland Specified Performance Indicator (previously Statutory PI); BVFQ/BVFA - reported to the Best Value Forum Quarterly or Annually; SOA – included in the Single Outcome Agreement Annual Monitoring Statement.






 Performance is achieving or exceeding target
  Performance is slightly below target, but there is no immediate cause for concern or attention
  Performance is below target and attention is required

Service Goal		Further developing a thriving, sustainable and vibrant economy						
Local outcome		The wealth and prosperity of our area will increase						
Indicator Description	2008/09 Performance	2009/10 Performance	2010/11 Performance	Change 08/09-10/11	2010/11 Target Met?	2010/11 target	Reported to	
1. Householder applications: % dealt with within 2 months	79%	83.9% (13 th in Scotland)	82.1%	3.1% improved		90%	Audit Sc BVFQ SOA	
2. All planning applications; % dealt with within 2 months	56%	59.3% (23 rd in Scotland)	58.6%	2.6% improved		70%	Audit Sc BVFQ SOA	
3. Non-householder planning applications: % dealt with within 2 months	33.6%	28.1% (27 th in Scotland)	37.1%	3.5% improved		50%	Audit Sc BVFQ SOA	

Comment: Among the factors affecting performance of the Planning Application indicators this year are: a 34% increase in the level of recorded pre-application planning enquiries in 2010 compared with 2009, sometimes involving site visits and not all resulting in a planning application submission; failure of some applicants to pay required advertising fees on time, delaying issue of the decision; with the reduced overall number of applications an increased proportion are from or involve Falkirk Council and cannot be determined under delegated powers thus delaying the average time taken; delays in responses from statutory consultees; and an increasing amount of Team Coordinator time being taken up by the Local Review Board procedure thus reducing officer case load supervision. Action being taken to remedy this situation include: planning officers improving how they monitor their own caseload and priorities, including giving reasons why delegated powers applications were determined out of time and a review of procedures to ensure statutory consultees respond more timeously.

	Service Goal	Further developing a thriving, sustainable and vibrant economy						
	Local outcome	The wealth and prosperity of our area will increase						
	Indicator Description	2008/09 Performance	2009/10 Performance	2010/11 Performance	Change 08/09-10/11	2010/11 Target Met?	2010/11 target	Reported to
4.	Business advice requests for consumer protection completed within 14 days	93.4%	96.8% (21 st in Scotland)	92.1%	-1.3%		95%	Audit Sc BVFQ SOA
5.	Number of jobs created or secured through Business Gateway with Council-funded support	563	544	500	-63		443	BVFQ
6.	Number of start up Businesses supported through Business Gateway	283	324	358	75 improved		350	BVFQ
7.	% of business properties leased by the council that are occupied	97.1%	94.7%	95.3%	-1.8%		95%	BVFQ
	Local outcome	Our workforce will be highly skilled						
8.	Number of persons engaged in employment training with Council support	1363	980	941	-422		890	BVFQ
9.	Number of Modern Apprentices and Skill Seekers in programmes managed by the Council	242	300	313	71 improved		300	BVFQ
10.	Total number of clients into non programme employment	334	394	472	138 improved		400	BVFQ
	Local outcome	The quality of our infrastructure will help promote the growth of the local economy						
11.	Overall percentage of road network that should be considered for maintenance treatment	33.2%	38.1% (21 st in Scotland)	42.1%	-8.9%		37.9% (Scot Av)	Audit Sc BVFA SOA
<p>Comment: The “Overall percentage of road network that should be considered for maintenance treatment” increased by 4% in 2010/11. This was partly due to the effect of the winter weather and the delays in repairs that it caused but also to the restricted budget allocated for road maintenance.</p>								

Service Goal		Further developing a thriving, sustainable and vibrant economy						
Local outcome		The quality of our infrastructure will help promote the growth of the local economy						
	Indicator Description	2008/09 Performance	2009/10 Performance	2010/11 Performance	Change 08/09-10/11	2010/11 Target Met?	2010/11 target	Reported to
12.	Road network restrictions - % of all assessed bridges that meet the European standard of 40 tonnes	99.4%	99.4%	99.4%	No change		No increase	BVFA
13.	Road network restrictions - % of all assessed bridges that have no weight or width restriction placed on them	97.5%	97.5%	97.5%	No change		No increase	BVFA
14.	% of Street Lighting Columns that are less than 30 years old	56.7%	56.3%	53.9%	-2.8%		No decrease	BVFA
<p>Comment: The total number of columns has reduced by 1,016 after further survey and the total number over 30 years old increased by 76. Street Lighting columns are replaced on the basis of their condition following a structural assessment, rather than on their age. A number of deteriorated columns of less than 30 years had to be replaced which contributed to the decline in the indicator. This indicator is dependent on the level of annual investment for replacing older columns, keeping pace with or bettering the number exceeding 30 years old each year.</p> <p>The capital budget allocation for column replacement has remained static and is currently insufficient to improve this indicator.</p>								
Service Goal		Continuing to improve the health, safety and well-being of our citizens and communities						
Local outcome		Our citizens will be protected						
15.	Consumer Complaints completed within 14 days of receipt	56.2%	68.2% (23 rd in Scotland)	69.9%	13.7% improved		50%	Audit Sc BVFQ SOA
16.	Domestic Anti-Social Noise Complaints: Average time (in hours) to attend on site	0.41	0.49 hrs (12 th in Scotland)	0.51 hrs	0.1 hrs (6mins) longer		2 hours	Audit Sc BVFQ SOA
17.	Domestic Noise Nuisance complaints: Average time (in hours) to attend on site	26.5	27.9 hrs (19 th in Scotland)	37.1 hrs	10.6 hrs longer		48 hours	Audit Sc BVFQ SOA
18.	Traffic light failure repairs completed within 48 hours	96.4%	96.1%	97%	0.6% improved		95%	BVFQ SOA

	Service Goal	Continuing to improve the health, safety and well-being of our citizens and communities						
	Local outcome	Our citizens will be protected						
	Indicator Description	2008/09 Performance	2009/10 Performance	2010/11 Performance	Change 08/09-10/11	2010/11 Target Met?	2010/11 target	Reported to
19.	Street light failure repairs completed within 7 days (since this measure was only affected temporarily by the extreme winter weather it shows an Amber light)	98.2%	96.9%	84.4%	-13.8%		93%	BVFQ SOA
Comment: "The % of Street light failure repairs completed within 7 days" was 12.4% down in 2010/11 compared with 2009/10 and shows an Amber light. This was entirely due to the severe winter weather in December and January which caused an increase in the number of faults reported and made safe access to allow repair of the street lights difficult, particularly in minor roads.								
	Local outcome	Our citizens will be supported to make positive health choices and lifestyles in order that they can live longer						
20.	% of children travelling actively to school (walking, cycling or skating)	54.3% (2008)	53.75% (2009)	49% (2010)	-5.3%		50%	BVFA SOA
	Service Goal	Increasing our efforts to tackle disadvantage and discrimination in all its forms						
	Local outcome	Our citizens continue to access critical services that meet their needs						
21.	Public access: % of Council building that are suitable and accessible to disabled people	73.4%	76.6% (12 th in Scotland)	80.5%	7.1% improved		78%	Audit Sc BVFA SOA
22.	Public access % of schools that are fully or mostly accessible to disabled people	89%	89%	92%	3% improved		Maintain	BVFA SOA
	Local outcome	Our housing continues to meet the needs of people who live or wish to live in our area						
23.	Building Design Customer Satisfaction Survey: Percentage of "satisfied" and "very satisfied" responses	86%	92.3%	95.2%	9.2% improved		80%	BVFQ SOA

	Service Goal	Enhancing and sustaining an environment in which people want to live, work and visit						
	Local outcome	We will be greener						
	Indicator Description	2008/09 Performance	2009/10 Performance	2010/11 Performance	Change 08/09-10/11	2010/11 target met?	2010/11 target	Reported to
24.	% of Municipal Waste Recycled and/or Composted (to be verified by SEPA)	40.8%	42.75% (7 th in Scotland)	49.25%	8.45% improved		50%	Audit Sc BVFQ SOA
25.	The tonnage of municipal waste collected per 1,000 population (based on 2010 population estimate)	633.33 tonnes	596.67 tonnes	588 tonnes	-45.4 tonnes improved		<600 tonnes	BVFA SOA
26.	The maximum tonnage of biodegradable waste sent to landfill	31,795 tonnes	29,651 tonnes	20,641 tonnes	-11,154 tonnes improved		<42,795 tonnes	BVFA SOA
27.	Abandoned vehicles removed within 14 days of notification	83.2%	86.9%	89.7%	6.7% improved		80%	BVFQ SOA
	Local outcome	We will improve the built environment						
28.	% of operational buildings suitable for their current use	88.2%	90.4% (2 nd in Scotland)	85%	3.2% declined		72%	Audit Sc BVFA SOA
29.	% of gross internal floor of operational buildings in a satisfactory condition	80.85%	85.6% (10 th in Scotland)	80.9%	0.08% improved		77%	Audit Sc BVFA SOA
30.	Building Standards Customer Satisfaction Survey: % of responses not containing an "unsatisfactory" response	98.6%	97%	98.2%	-0.4%		80%	BVFQ
31.	% of Building Warrants issued within 15 days	76%	85.4%	84.2%	8.2% improved		80%	BVFQ
32.	Average time taken (in days) to respond to a request for a Completion Certificate	3.67	3.73 days	3.76	0.09 day longer		4 days	BVFQ