

FALKIRK COUNCIL

Subject: DEVELOPMENT SERVICES PERFORMANCE UPDATE
Meeting: PERFORMANCE PANEL
Date: 24th March 2016
Author: DIRECTOR OF DEVELOPMENT SERVICES

1. INTRODUCTION

- 1.1 This report sets out an executive summary of Development Services performance for the period 1 April to 31 December 2015 and includes our:
- key priorities
 - key areas for improvement;
 - significant challenges, risks and changes in Service pressures since the last Performance Panel update;
 - important indicators; and
 - engagement with our customers
- 1.2 The attached Performance Panel Statement seeks to update Members on progress towards achieving the important actions and indicators drawn from our Service Performance Plan.

2. KEY PRIORITIES

- 2.1 The following key priorities are from the Service Performance Plan 2015-2018. These are;
- **developing and promoting a strong local economy; and**
 - **protecting our communities and the environment**
- 2.2 We monitor progress on all of the actions within our Service Performance Plan. We have identified 27 key actions which ensure the above priorities are met. Progress on each of these is provided in the attached Performance Panel Statement (Appendix 1).
- 2.3 The Performance Panel Statement also includes our Service Performance Plan actions and indicators that are currently below or behind target.

3. KEY AREAS FOR IMPROVEMENT

- 3.1 We have established 3 Improvement Groups within the Service. Updates on the progress of each group is provided below:

3.2 The Waste Services Improvement Group is a well-established group that has been meeting for several years and has achieved the following;

- Changes to working practises in the form of implementation of a 42 hour week model;
- A reduction in staffing levels from 79 to 65;
- The delivery of the 3 weekly residual service;
- The introduction of charging for special uplifts;
- A reduction in crew sizes;
- Introduction of food collections for businesses and more recently the preparations for 4 weekly collections of brown bins and residual bins.

The service was also the first in Scotland to sign the new Waste Charter and Code of Practice.

3.3 The Fleet Services Improvement Group has been meeting for about 12 months and has been working on staffing levels and more recently looking at delivery models to match customers changing working practices. It is recognised that the working patterns need to change when services change the operating hours. So far it has achieved a saving of £500k from the annual capital spend and £800k from revenue spend.

3.4 The Street Cleansing Improvement Group has also been meeting to look at working patterns. The service works over 7 days with some staff being paid overtime for the weekend requirements. The outcome of a Reflect review was to reduce staffing levels from 72 to 62 as well as achieving a reduction in the revenue budget of £300k in 15/16.

3.5 Development Management are involved in benchmarking with other authorities. This is coordinated through Heads of Planning Scotland (HoPS) and The Improvement Service. The annual Planning Performance Framework (PPF) annual report is prepared within the context of the benchmarking groups. The framework involves a mix of qualitative and quantitative measures to provide a toolkit of indicators. A copy of the most recent PPF (2014/15) for Falkirk is available on the Council website. The PPF for 2014/15 sets out 15 performance markers against which each Councils performance report is assessed using red, amber and green indicators, showing priority level for improvement action. The Performance Markers Report 2014-15 for Falkirk shows a trend of improvement with no red markers and 12 out of the 15 performance markers with a green rating. This report can be made available to members on request. Of the amber items, in respect of decision making, although there was a very slight drop in the timescale for determination of householder planning applications (6.5 to 6.9 weeks), this however remains better than the national average of 7.5 weeks. The decision making timescale for major applications is acknowledged as being higher than the national average. This is largely due to two legacy cases that have been cleared as part of the Scottish Government's priority to remove legacy cases from the system. The timescale of legal agreements is being closely monitored and planning applications are being reported back to Planning Committee for reconsideration if not determined within 6 months. Developer contributions where relevant are also being raised by officers to applicants who seek pre-application advice. These items are acknowledged as a priority as part of further improvement targets.

3.6 Development Services Climate Change Team, on behalf of Falkirk Council, were required to submit a report on the Council's climate change activities to Sustainable Scotland Network (SSN). This is the first year that all 151 "major players" across the public sector were encouraged to report on their activities in a standardised format and this will now become the mandatory reporting method for the Council's sustainability, carbon and adaptation data following this trial year. Feedback on the submission has now been received from SSN on Falkirk Council's climate change activity and is a very positive outcome highlighting the provision of satisfactory information and data across all 6 fields.

- 3.7 Building Standards performance is monitored by the Scottish Government. Feedback on the most recent report Q2 2015-16 can be made available to members on request. Building Standards Key Performance Outcomes (KPO's) are listed under 9 separate headings (6 groupings). The Ministerial Report details Falkirk Council Building Standards performance against those indicators and our response, based on quarterly return data and third party feedback. The report records the outcomes as being 3 green and 3 red. The areas highlighted as green are categories that are directly influenced by Falkirk Building Standards performance alone and these continue to be delivering to customer and governmental performance criteria and expectations. The 3 red areas are principally out with our control. They incorporate, and are reliant on, third party (client / applicant) notification and response times, or are based on Government survey results. These survey results are based on a very small sample that cannot be seen as robust or reliable (an argument accepted by Scottish Government in appendix C), when placed against our own continuous customer feedback and survey results currently standing at 98% satisfaction levels. It is a future intention, though not mandatory, to provide a breakdown of the split between Council time against applicant / agent time.
- 3.8 The Scottish Local Authorities in Economic Development (SLAED) network and the Improvement Service compile a report on the performance of economic development services across Scotland, including a common set of economic and service performance indicators. The results for the Falkirk area can be made available to members on request. Separate reports have been presented to the Council's Executive on the activities of the service during 2014-15, however amongst the highlights of the SLAED report are that 391 businesses were supported by economic development; 1454 people participated in the Council's employability activities, with 678 proceeding into employment.

4. UPDATE FROM LAST PERFORMANCE PANEL

- 4.1 There have been a number of challenges, risks and changes in Service pressures since our last Performance Report in May 2015.
- 4.2 The Council's asset management plan is being updated at the present time and will be reported to the Executive in due course. Performance reports on the operational property portfolio are prepared regularly. The most recent report indicates that:
- The Council has 304 operational properties which cost £22.28m annually. This is 4.3% of the overall revenue budget, a decrease of 0.2% on the previous year.
 - 86.6% of the portfolio is in satisfactory or good condition
 - A total of £35.5m of maintenance is required to bring all buildings into a good or satisfactory condition
 - The Council's offices total 30,754sqm and cost £3.41m annually. Use of office space declined by 2.8% in 2014-15.
- 4.3 A number of pressures have been identified in relation to the Council's management of its operational property estate and as a consequence a proposal to conduct a strategic review of property assets was agreed as a component of the recent budget deliberations.

- 4.4 The Council Service re-design brought Operational Services into Development Services in August 2015. Since then the Service has fully integrated these functions and implemented an interim management structure. This has enabled the bringing together of functions with similar themes and objectives. For example, Grounds Maintenance has integrated with Roads Services, Waste Strategy with Waste and Fleet Services and Community Safety with Environmental Health and Trading Standards. The change in management structure has also facilitated the release of staff savings through voluntary severance.

5. IMPORTANT INDICATORS

- 5.1 Development Services has a wide range of indicators that are required for statutory and business related purposes. We have identified 27 that are linked to our two key priorities and provided detailed performance information on these. Performance information against our other indicators is shown in Appendix 2 for information.

6. ENGAGEMENT WITH CUSTOMERS

- 6.1 The Service is currently in the process of engaging with our service users on the following;
- 6.2 A stakeholder consultation on Flood Risk Strategies & Plans was carried out and Local Flood Risk Strategies published by SEPA December 2015. Grangemouth Flood Protection Scheme identified as national priority 1. Local Flood Risk Management Plans currently being considered for publication by LPDs by June 2016.
- 6.3 Consultation with internal clients and customers on the Engineering Design Unit (EDU) improvement action plan was undertaken in October 2015. 86% of clients considered EDU staff, product, adherence to programme and cost and communications to be good or excellent. Further feedback will be progressed through the Citizen's Panel during spring/summer 2016.
- 6.4 Engagement with bus users, day centre transport careers and clients, Dial-a-Journey users and Taxicard users as part of the EPIA process in relation to savings options.
- 6.5 Engagement with Head Teachers and Parent Councils at Primary Schools regarding School Crossing Patrols as part of the EPIA process in relation to savings proposals.
- 6.6 Consultation on the Falkirk Economic Strategy conducted online, through the Falkirk Economic Partnership and with Economic Agency partners.
- 6.7 Denny Regeneration community workshops in response to community engagement carried out during 2013-14, based on local aspirations for Town Square design of Phase 1 of the Denny Regeneration Project.
- 6.8 Ongoing community engagement regarding Denny Town Centre Regeneration delivered via Denny Regeneration Office every Tuesday.
- 6.9 Regular engagement took place with the local business community via the Falkirk Business Panel, the Falkirk town centre Business Improvement District and Townscape Heritage Initiative (THI). Consultation on the Falkirk Economic Strategy was conducted online, through the Business Panel, the Falkirk Economic Partnership, and with economic development partners. A supply chain event was carried out for companies affected by the Longannet closure in February 2016.

- 6.10 In helping to progress the Denny town centre regeneration project, community workshops took place to progress local aspirations for the design of the town square and provision of public art features in Phase 1 of the project. A Denny regeneration office operates every Tuesday.
- 6.11 Meetings with key partners in the Visit Falkirk Tourism Partnership in September 2015 as well as a networking event in November 2015 and meetings with key partners in January 2016 regarding the development of a new tourism partnership for the Falkirk area.

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DIRECTOR OF DEVELOPMENT SERVICES

Date: 14 March 2016

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Key Actions Progress

Action is significantly behind target.



Action is slightly behind target or in danger of not achieving deadline.











Action is on target.















Action is completed.

DVS Actions 2015/16 - Key Priorities**Developing and promoting a strong local economy**

Action		Progress	Status
DSP15_ECO_AMB_01	Develop and finalise a new Falkirk economic strategy through a Policy Development Panel and Falkirk Economic Partnership	Delivered December 2015.	
DSP15_ECO_AMB_02	Undertake pre-Main Issues Report consultation for the review of the Falkirk Local Development Plan (LDP2)	Issues consultation and call for sites process complete, including online issues survey, Citizens' Panel survey, stakeholder workshops, school liaison, Member workshops, corporate officer workshop, community council training, call for sites and meetings with key agencies and Homes for Scotland. Facebook page launched.	
DSP15_ECO_AMB_03	Complete preparation and adoption of statutory Supplementary Guidance and selected non-statutory planning guidance and development briefs as required	13 SGs adopted. Further SG out to consultation from Nov 2015 to Jan 2015. 3 remaining SGs under preparation.	
DSP15_ECO_AMB_04	Complete preparation of and publish the Development Management Customer Charter	Revised deadline for publication of the Development Management Customer Charter is now 31 March 2016.	
DSP15_ECO_AMB_05	Deliver workshops to regular agents aimed at improving the quality of planning applications received	Workshop held on 14 December 2015 with planning agents/ developers. Workshop targeted validation issues in respect of planning application submissions and the forthcoming e-building standards launch in 2016.	
DSP15_ECO_AMB_06	Commence operation of the tourist bus scheme connecting major tourism attractions in the Falkirk area	Scheme delivered in 2015. Approaches made to Transport Scotland seeking any further BIF funding for 2016/17, but they have informed us that there be no funding. Alternatives being examined in context of budget pressures.	
DSP15_ECO_AMB_07	Implement the first round of Local Transport Strategy projects including the Carronshore Footbridge and Safer Route to School	CPO has commenced for Carronshore Bridge. Agreeing licence with owner for the Safer Route to Victoria Primary School.	

Action		Progress	Status
	at Victoria Primary School		
DSP15_ECO_AMB_08	Deliver a project to introduce extended working hours in Fleet workshop.	Fleet Improvement Team continues to meet and has shared working pattern options with the workforce however until further information is received from Fleet Service Users about their future working patterns it is difficult to progress.	
DSP15_ECO_INF_01	Deliver the approved 2015/16 Infrastructure Implementation programme for the Tax Incremental Finance (TIF) initiative	First phase projects at Junction 6, Falkirk Stadium completed and enabling works for Abbotsford Business Park underway. Programme on target with update report and revisions agreed via Executive March 2016.	
DSP15_ECO_INF_02	Co-ordinate the delivery of the programme of the Grangemouth Investment Zone National Development	National Planning Framework 3 meetings continue to be held on six monthly basis, monitoring relevant developments connected to Grangemouth Investment Zone. Latest meeting held on 22 September 2015.	
DSP15_ECO_INF_03	Produce a Roads Asset Management Plan options and performance report for Members and produce the finalised Roads Asset Management Plan 2015-18	Both the Roads Asset Management Plan report and finalised Roads Asset Management Plan 2015-18 have now been produced. Submission to members in due course.	
DSP15_ECO_SKI_01	Launch new programme of European Social Fund (ESF) supported activities to complement and integrate with the five stage Employability Pipeline	Strategic intervention approved, offer letter for £1.52m to 2018 received and Operational Programme submitted. Approach to match funding agreed at Full Council on 16 December 2015 with operational start 1 April 2016. Further report on ETU funding to be provided to Council post decision on MA funding support from SDS.	
DSP15_ECO_SKI_02	Implement agreed actions within the Employability Action Plan in line with the Fair Work Agenda and the emerging policy/practice implications arising from the devolution of UK Employability Programmes.	Response to consultation submitted and briefing note prepared 18th January 2016 regarding the outcome of the consultation and current position in respect of devolved employability services. Employability Action Plan being updated to reflect anticipated revisions to national programmes.	
DSP15_ECO_WEA_01	Implement the Portfolio Management Plan (PMP) programme of disposals	Construction of £1.2m workshop units at Abbotsford Business Park underway. Balance of PMP scheme being progressed in accordance with agreed programme subject to resource availability.	
DSP15_ECO_WEA_02	Ensure that the scope and potential created by the Procurement Reform Act has a positive impact on unemployment and supported businesses within the Falkirk Council area	Haven supported business including former Sign Factory established and operational at Central Park, Larbert. Further discussions underway with Haven re additional use of the Procurement Reform Act in relation to Haven's services.	

Protecting our communities and the environment

Action	Progress	Status
DSP15_ENV_OPE_01 Prepare, consult on and adopt the Open Space Strategy (incorporating the Parks Development Plan)	Consultative draft strategy approved by Executive on 20th October, and consultation launched on 7th December 2015. Will continue until 7 March 2016.	
DSP15_ENV_OPE_02 Deliver the Falkirk Greenspace Strategy and Central Scotland Green Network through a programme of access, woodland and biodiversity projects including initiatives as part of the Inner Forth Landscape Partnership	Project work completed or ongoing at Bridgeness (wild flower meadow creation) and along the John Muir Way in various locations. Continued support to the Communities Along the Carron Association (CATCA) for the climate challenge project and the River Carron heritage trail. Continued support of community groups in Local Nature Reserve (LNR) management.	
DSP15_ENV_OPE_03 Prepare for review of the Core Paths Plan	Review has been delayed due to staff changes and other ongoing work. It is likely that a more realistic completion date will be 31 March 2017.	
DSP15_ENV_OPE_04 Develop core parks master plans.	Consultant engaged to prepare Stage 1 Heritage Lottery Bid in terms of Zetland Park for submission in 2016. This approval will allow detailed plans to be finalised and funding packages to be assembled in preparation for Stage 2 Heritage Lottery Bid.	
DSP15_ENV_OPE_05 Carry out REFLECT self-assessment in Grounds Maintenance Division and implement outcomes in conjunction with revenue budget savings.	New programme of reviews being developed. Therefore this review will be picked up as part of wider review. Lead Officer now Raymond Smith.	
DSP15_HEA_PRO_01 Complete development of the identifying people at risk system in collaboration with Social Work, NHS and other partners	All core components of the agreed protocols and information sharing now in place. Final validation arrangements ongoing.	
DSP15_HEA_PRO_02 Implement the revised Control of Major Accident Hazards (COMAH) 2015 regulations and develop a new off-site plan	On target for completion. COMAH changes incorporated into 2016 Grangemouth draft plan.	
DSP15_HEA_PRO_03 Implement road safety schemes at Union Rd, Camelon; C116 Cuttyfields Bend and the A706-A993 Junction, Bo'ness	Committee continued decision regarding Union Road to allow further work to be undertaken and report back to Committee, therefore scheme will not now be completed by 31 March 2016.	
DSP15_HEA_PRO_04 Complete all ground investigation works, commence Ecology and Environmental Studies and complete Option Appraisal at the Grangemouth Flood Protection Scheme	Discussions regarding access for ground investigation works ongoing with Ineos & BP. 2 year bird survey commenced September 2015. Revised target September 2017. Option appraisal process has commenced.	
DSP15_HEA_PRO_05 Complete consultation on Local Flood Risk Strategies and prepare for publishing	Local Flood Risk Strategies published by SEPA December 2015. Grangemouth Flood Protection Scheme identified as national priority 1. Local Flood Risk Management Plans currently being considered for publication by LPDs by June 2016.	
DSP15_HEA_PRO_06 Develop the Surface Water Management Plan in partnership with Scottish Water	Delayed due to Scottish Water progress with concluding Integrated Catchment Studies. Revised Scottish Water date now likely to be end of March 2016. with development of surface water management plan by October 2016.	
DSP15_HEA_PRO_07 Produce a Winter Service Plan report for Members	Proposals submitted to members as part of budget proposals	

DVS Important Indicators 2015/16 - On Target

	2013/14	2014/15	2015/16	Target	Benchmark
	Value	Value	Value		
Assessment survey score of cleanliness in public spaces in accordance with LEAMS	73	75	71	73	TBC
No. engaged in Employment Training with Council support	1,091	1,228	1,053	636.5	None
No. of Modern Apprentices in programmes managed by the Council	567	576	532	476.25	None
No. of unemployed people accessing jobs via Council funded/operated employability programmes	643	690	513	495	None
No. of jobs created/secured through Business Gateway with Council-funded support	1,347	1,353.5	1,063	562.5	None
Net number of new businesses supported and sustained	378	376	249	188	None
% of business properties leased by the council that are occupied	97.6%	94.8%	94.9%	95%	None
% of premises that hold a Food Hygiene Information Scheme (FHIS) Pass rating	N/A	90.12%	90.68%	90%	None
The value of tourism expenditure in the area (£)	£146m	£168m	Annual	N/A	None
% of Trading Standards Business Advice Requests dealt with within 14 days	92.6%	93.3%	96.2%	95%	None
% of Planning Enforcement Enquiries responded to within 10 working days	N/A	94.91%	96.1%	95%	None
Average time taken (in weeks) to determine a Local Development (Householder) planning application	6.5	6.85	6.83	6.6	7.5 Weeks (Scotland 2014/15)

	2013/14	2014/15	2015/16	Target	Benchmark
	Value	Value	Value		
No. of Road Accident Casualties killed or seriously injured (KSI) expressed in a moving 5 year annual average	49	51	Annual	N/A	None
% of overall carriageway length to be considered for maintenance treatment	34%	34.1%	Annual	34%	37% (Scotland 2014/15)
% of A class roads to be considered for maintenance treatment	25.6%	28.3%	Annual	28%	29% (Scotland 2014/15)
% of B class roads to be considered for maintenance treatment	38.2%	36.6%	Annual	35%	36.1% (Scotland 2014/15)
% of U class roads to be considered for maintenance treatment	34.1%	34%	Annual	40.1%	39.3% (Scotland 2014/15)
% of Traffic Light repairs completed within 48 hours	97%	96.6%	97%	95%	96.1% (Scotland 2014/15)
% of Street Lights that are less than 30 years old	72.2%	75.82%	Annual	65%	None
Domestic Noise Complaints (ASB & Non-ASB): Average time (in hours) to attend on site	22.7	11.76	Pending Validation	N/A	58.9 (Scotland 2014/15)
Domestic Noise Complaints (Non-ASB): Average time (in hours) to attend on site	35	35	Pending Validation	48	None
Cleanliness Score (% Acceptable)	95.1%	94.6%	Annual	N/A	91.5% (Scotland 2014/15)
% of Unemployed People assisted into work from Council operated / funded Employability Programmes	9.79%	13.04%	Annual	N/A	14.2% (Scotland 2014/15)
Area of Council owned or managed land actively managed for biodiversity (Ha)	116	176	Annual	170	None

DVS Important Indicators 2015/16 - Slightly below target

	2013/14	2014/15	2015/16	Target	Benchmark
% of C class roads to be considered for maintenance treatment	38.6%	38.5%	Annual	36.3%	37.3% (Scotland 2014/15)
Context					
The condition of C class roads has very marginally improved from 13/14 to 14/15. Maintenance strategies remain in place to target roads in most need and it is hoped that the improving trend will continue. However, capital budget adjustments over the next 3 years may have a negative impact on road condition.					
Improvement Action					
As above.					

	2013/14	2014/15	2015/16	Target	Benchmark
% of Street Light repairs completed within 7 days	94.7%	91.4%	85.2%	93%	90.1% (Scotland 2014/15)
Context					
The level of performance has reduced as a consequence of a reduction in overtime due to budget pressures. A review of overtime has resulted in fewer night time inspections and a greater reliance on public reporting of street light faults and therefore more time taken to repair them.					
Improvement Action					
Actions are in place to achieve an improvement. We aim to get back to the Scottish average levels in the course of 2016/17.					

DVS Important Indicators 2015/16 - Significantly below target

	2013/14	2014/15	2015/16	Target	Benchmark
Average time taken (in weeks) to determine a Local Development (Non-Householder) planning application	11.2	15.87	20.38	11.4	12.87 Weeks (Scotland 2014/15)
Context					
A significant element of the delays experienced can still be attributed to the resolution of legacy cases. Attempts to negotiate withdrawal have been made but not always secured, which has significantly impacted on average timescales.					
Improvement Action					
The legacy case issue continues to be a priority as set by the Scottish Government.					

Audits

Title		Update	Status
DSP15_AUD_01	BSI ISO 9001 Compliance Audit - Engineering Design Unit	BSI carried out their annual assessment of EDU processes. No non-compliance issues, some recommendations/opportunities for improvement.	✓
DSP15_AUD_02	European Regional Development Fund Business Gateway Plus verification audit	Audit was signed off and the program is effectively now completed and shut in terms of the Growth & Investment Unit's delivery of the program to businesses in Falkirk and administering the programme across the Forth Valley area. New scheme to be established pending Scottish Government approval.	✓
DSP15_AUD_03	Skills Development Scotland compliance audit	Audit was signed off and now completed. The audit considered client files, appropriate registrations and associated payments and payment records.	✓
DSP15_AUD_05	Waste Charter & Code of Practise - PDP review	PDP review of Waste Services and report to Executive recommending Falkirk sign up to the charter and code of practice. Falkirk the first Council in Scotland to sign up to the charter and COP.	✓
DSP15_AUD_06	Scottish Government Article 62(b) Audit of Operations of Business Gateway Plus Programme	Awaiting outcome.	✓

Reviews

Title		Update	Status
DSP15_REV_01	Fleet Management & Maintenance	Reports to CMT 8th Jan 2014, 7th April 2014, 24th November 2014 and August 2015. Improvement Plan in progress. Working patterns in workshop dependent on service users future requirements.	✓
DSP15_REV_02	Policy Development Bereavement Services	Final report to Executive 9th June 2015 for Bereavement Services. New Cemetery Rules and Regulations in place. Work on replacement of cremators and upgrades to crematorium building on course.	✓
DSP15_REV_03	Skills Development Scotland Modern Apprenticeship monitoring review	This SDS monitoring visit looks at the quality of client files, ensuring that MA's have good quality training in place and appropriate registrations etc. The SDS representative also interviewed eight MAs during this visit.	✓

Other Important Indicators

Appendix 2

Corporate Goal 2: Continuing to improve the health, safety and wellbeing of our citizens and communities

Outcome 1: Our citizens and communities will be supported to make positive health choices and lifestyles in order that they can live longer

PI Title	2013/14	2014/15	2015/16		Benchmark	Latest Note
	Value	Value	Value	Target		
% of school children travelling actively to school	49%	50.25%	Annual	50%	None	

Corporate Goal 3: Increasing our efforts to tackle disadvantage and discrimination

Outcome 1: Our citizens continue to access critical services that meet their needs

PI Title	2013/14	2014/15	2015/16		Benchmark	Latest Note
	Value	Value	Value	Target		
% of Council buildings in which all public areas are suitable for and accessible to disabled people	82.01%	88.53%	Annual	88%	None	
% of schools which are "Fully or Mostly accessible" to disabled people (A or B rated)	93%	92.65%	Annual	92%	None	

Corporate Goal 4: Enhancing and sustaining an environment in which people want to live, work and visit

Outcome 1: We will be greener

PI Title	2013/14	2014/15	2015/16		Benchmark	Latest Note
	Value	Value	Value	Target		
% of Household Waste Recycled and/or Composted	53.0%	54.3%	Annual	N/A	42.8% (Scotland 2014/15)	
Co2 emissions from Falkirk Council operations (tonnes)	49,407	49,926	Annual	N/A	None	
Co2 emissions per street light (kg)	225.43	206.2	Annual	N/A	208.28 (Scotland 2014/15)	
Number of missed bins per 100,000 collections (all bins)	73	120	124	150	None	

Corporate Goal 4: Enhancing and sustaining an environment in which people want to live, work and visit
Outcome 2: We will improve the built environment

PI Title	2013/14	2014/15	2015/16		Benchmark	Latest Note
	Value	Value	Value	Target		
% of Building Warrant applications responded to within 20 days	N/A	100%	99.74%	100%	None	
% of floor area of Operational Buildings in a Satisfactory condition	85.97%	86.6%	Annual	85%	82.9% (Scotland 2014/15)	
% of Operational Buildings suitable for their current use	90.42%	90.79%	Annual	90%	79.0% (Scotland 2014/15)	
Gross property costs as a % of the Council's total revenue expenditure	4.5%	4.3%	Annual	N/A	None	

Our Values: Public Service, Performance & Partnership
Performance: Providing quality; Achieving value for money; Promoting innovation; and Encouraging participation

PI Title	2013/14	2014/15	2015/16		Benchmark	Latest Note
	Value	Value	Value	Target		
% of adults satisfied with parks and open spaces	86%	91%	Annual	N/A	86% (Scotland 2014/15)	
% of adults satisfied with refuse collection	92%	86%	Annual	N/A	84% (Scotland 2014/15)	2014/15 LGBF Comments: This indicator is based on data gathered in the Scottish Household Survey. As the sample size in some areas can be so small the results can occasionally not be statistically viable, therefore some caution should be taken when interpreting the results
% of adults satisfied with street cleaning	74%	84%	Annual	N/A	74% (Scotland 2014/15)	2014/15 LGBF Comments: This indicator is based on data gathered in the Scottish Household Survey. As the sample size in some areas can be so small the results can occasionally not be statistically viable, therefore some caution should be taken when interpreting the results.
% of all Development Services complaints closed as "Not Upheld" or "Partially Upheld"	N/A	47.89%	53.94%	60%	None	
% of all Development Services complaints closed at Stage 1	N/A	93.8%	94.8%	96%	None	
% of all Waste complaints closed as "Not Upheld" or "Partially Upheld"	N/A	11%	39%	N/A	None	

PI Title	2013/14	2014/15	2015/16		Benchmark	Latest Note
	Value	Value	Value	Target		
% of FOI requests to Development Services responded to within 20 days	95.8%	95.1%	97.6%	100%	None	
Building Design Customer Satisfaction Level	92.6%	96.6%	95.2%	93%	None	
Building Standards Average Customer Satisfaction Level	100%	96%	96%	90%	None	
Cost of Environmental Health & Trading Standards per 1000 population	£23,310.42	£29,040.85	Annual	N/A	£23433.50 (Scotland 2014/15)	2014/15 LGBF Comments: Slight increase in Environmental Health costs and also additional funding in Trading Standards.
Cost of environmental health per 1,000 population	£21,375.84	£22,449.89	Annual	N/A	£17697.66 (Scotland 2014/15)	2014/15 LGBF Comments: The figures for Falkirk show 3.5% increase from 13/14 to 14/15.
Cost of maintenance per kilometre of roads	£7,353.28	£6,614.72	Annual	N/A	£5618.04 (Scotland 2014/15)	
Cost of Parks & Open Spaces per 1000 population	£40,034.36	£38,606.95	Annual	N/A	£31303.95 (Scotland 2014/15)	
Cost of trading standards per 1,000 population	£1,934.58	£6,590.97	Annual	N/A	£5735.84 (Scotland 2014/15)	2014/15 LGBF Comments: The reason 14/15 figures are higher relate to the inclusion of Money Advice services previously shown within Social Work of £735K. This amendment was made at the request of the Improvement Service.
Gross cost of Waste collection per premises	£83.50	£104.26	Annual	N/A	£83.49 (Scotland 2014/15)	2014/15 LGBF Comments: £1.3m of costs erroneously included in the return. Finance aware but policy team indicated that these are unlikely to change until March 2015. Initial indications take this down from £104 to approx. £86.
Gross cost per waste disposal per premises	£67.41	£62.51	Annual	N/A	£104.65 (Scotland 2014/15)	
Local business satisfaction expressed as "Falkirk is a good area in which to do business"	96%	91%	Annual	N/A	None	
Net cost of street cleaning per 1000 population	£15,133.00	£14,653.64	Annual	N/A	£15818.12 (Scotland 2014/15)	2014/15 LGBF Comments: Year on year reduction in costs but other authorities' costs reduced more. Down to Council priorities.
Net cost of Waste collection per premises	£68.81	£88.84	Annual	N/A	£65.17 (Scotland 2014/15)	2014/15 LGBF Comments: 1.3m of costs erroneously included in the return. Finance aware but policy team indicated that these are unlikely to change until March 2015. Initial indications take this down from £88 to approx. £71.
Net cost per waste disposal per premises	£58.68	£52.10	Annual	N/A	£91.46 (Scotland 2014/15)	

PI Title	2013/14	2014/15	2015/16		Benchmark	Latest Note
	Value	Value	Value	Target		
Sickness Absence % in Development Services - Craft & Manual Only	N/A	5.45%	8.02%	4%	None	
Sickness Absence % in Development Services - Overall	3.58%	3.21%	5.36%	4%	None	
Sickness Absence % in Development Services - Scottish Joint Council Only	N/A	4.46%	4.98%	2.5%	None	
Staff Turnover % in Development Services	6.4	5.4	11.1	12	None	