

The background of the slide features a large, light blue watermark of the City of Edinburgh coat of arms. The coat of arms consists of a shield divided into four quarters. The top-left quarter shows a castle tower, the top-right shows a stag's head with antlers, the bottom-left shows a three-masted sailing ship on the sea, and the bottom-right shows a crowned eagle with wings spread. Above the shield is a crown with four fleurs-de-lis. A banner at the bottom of the shield contains the motto 'ANE FOR A'.

## **Agenda Item 6**

### **Monitoring and Reporting on the Corporate Plan - One Council - Place**

**Falkirk Council**

**Title:** Monitoring and Reporting on the Corporate Plan - One Council - Place  
**Meeting:** Scrutiny Committee  
**Date:** 30 January 2020  
**Submitted By:** Director of Corporate and Housing Services

**1. Purpose of Report**

The report provides performance information on the Place priority of the Corporate Plan. This format follows the approach taken with the last report to Scrutiny aimed at providing a 'One Council' approach to reporting of the three main priorities of the Corporate Plan; People, Place and Partnership.

**2. Recommendations**

- 2.1 Scrutiny Committee is requested to: -
- 2.2 consider the performance of the Council against the priority of Place within the Corporate Plan.

**3. Background**

- 3.1 Reporting the Corporate Plan as One Council provides a cohesive overview of the impact our actions are making and identifies where improvement is required with Services working together towards the priorities of People, Place and Partnership.

The priorities set out in the Corporate Plan are as follows:

**People**

- Raising aspiration and ambition
- Reducing the impact of poverty on children and families

**Place**

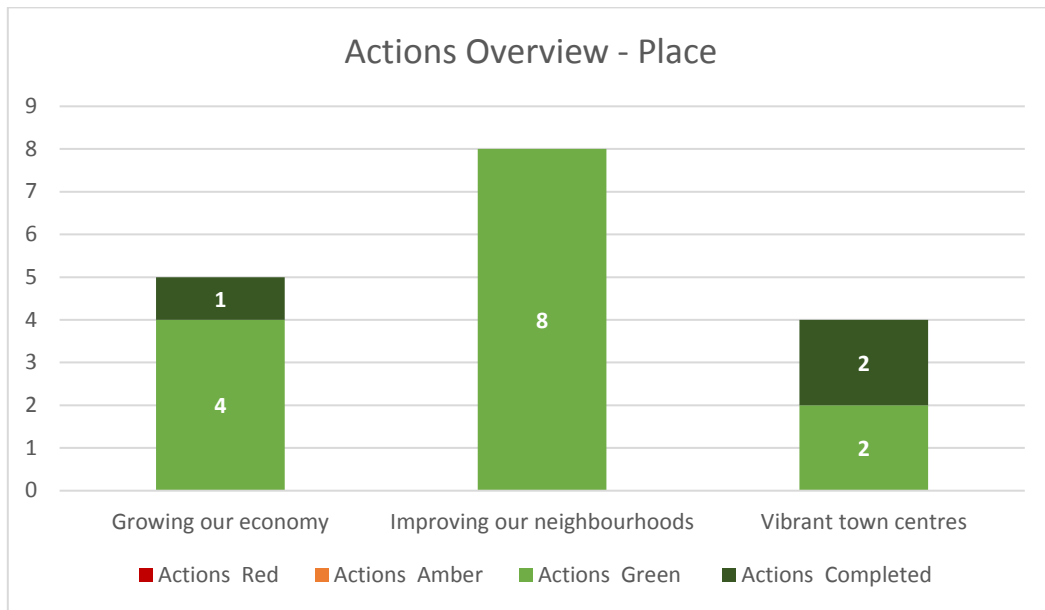
- Growing our economy
- Improving the neighbourhoods we live in
- Promoting vibrant town centres

**Partnership**

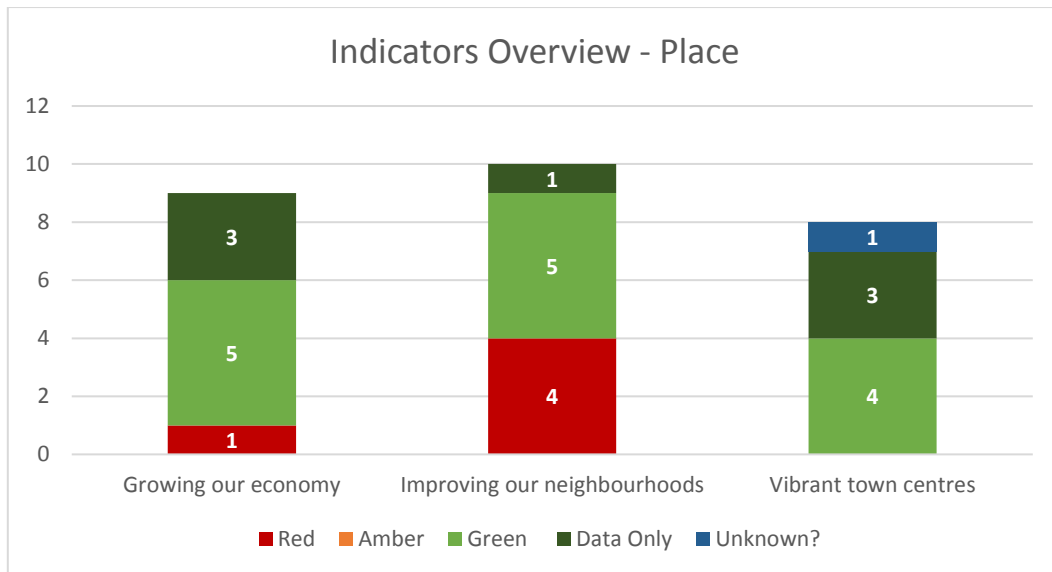
- Working with communities to deliver better services
- Empowering and enabling people to be self-reliant
- Promoting stronger, more self-reliant communities

- 3.2 This is the second report in this format. Appendix 1 provides an update on the progress made towards Place; growing our economy, improving the neighbourhoods we live in and promoting vibrant town centres.
- 3.4 The next report to be reported is Partnership and will be reported in April 2020.

**4. Priority Performance Overview**



- 4.1 The graph above shows the number of actions for each objective within the priority. For Growing our economy, there are a total of five actions, with four in progress and one completed.
- 4.2 Improving our neighbourhoods has eight actions, all are in progress. Vibrant town centres have four actions with two in progress and two completed.
- 4.3 For more details on these actions, see appendix attached.



4.4 The graph above shows the number of indicators for each objective within the priority. For Growing our economy, there are a total of eight indicators, with one below target, five are on target and three are data only indicators.

4.5 Improving our neighbourhoods has ten indicators. Five are on target, four are below target and there is one data indicator. Vibrant town centres has eight indicators with four on target, three data indicators and one unknown, the data for 2019/20 is not available.

4.6 For more details on these indicators, see the attached statement.

## 5. Priority Update

5.1 Below is a brief summary of how our Place priorities are being progressed by Council Services. The Appendix to this report summarises the progress of actions contributing to delivery of the Corporate Plan and performance during April and December 2019.

### **Growing our economy**

5.2 The Council is responsible for delivery of a number of major projects and initiatives to help grow the area's economy.

#### 5.3 Tax Incremental Financing (TIF)

The TIF initiative is investing £67m in infrastructure to help stimulate development on 30 development sites across the Falkirk area. Since the Falkirk TIF project commenced in 2013, the TIF red line development sites have delivered 75,669sqm of new commercial development, attracting new companies to the area, employing 1,314 people. By April 2020, total infrastructure investment is expected to be £10m.

- 5.4 The upgrading of the A9/A904 corridor and Westfield Roundabout is the flagship TIF investment and will see road carriageway upgrade between Middlefield, Westfield and West Mains, aligned with an iconic bridging structure at Westfield roundabout. This will connect key cycle and pedestrian routes with the extensive green travel network between Falkirk and Grangemouth. Public engagement and consultation on the scheme took place in October 2019, with a planning application anticipated in early 2020, and construction works expected to commence mid-2021.
- 5.5 Other infrastructure projects proceeding under the TIF initiative included the M9 Junction 6 (Earlsgate) signalisation (completed), upgrading of the M9 Junction 5 (Cadgers Brae) and upgrading of the Icehouse Brae (North) to improve access from industrial/commercial zones to the trunk road network.
- 5.6 Falkirk Gateway  
The marketing of the Falkirk Gateway sites concluded in 2019 with the appointment of Fintry Estates/Hargreaves as preferred developer. Work has been taking place to assess the ground conditions at the site, retail impact of the proposals and to seek interest in the development of a hotel at the site. A development agreement is being concluded with the developer and preparations being made for a planning application to be submitted to enable this development to proceed.
- 5.6 Falkirk-Grangemouth Investment Zone  
The outline business case for the Investment Zone Growth Bid was approved by Council in October 2019 and submitted to both the UK and Scottish Governments for scrutiny. The submission seeks £235m of financial support from UK/Scottish Governments to help create 6,000 jobs and boost the economy's GVA by £400m annually.
- 5.7 Fair Start  
Work continues on delivery of the national Fair Start service contract to help unemployed people access the workforce. The Council is lead contractor for services across the Forth Valley area. Referrals to the programme have been ahead of profile, and measures are taking place to reach those most isolated and distant from the labour market to meet contract performance requirements.
- 5.8 Business Gateway  
The Council is the lead body for management of Business Gateway support for companies to start-up and grow in the Forth Valley area and delivers these services within the Falkirk area. In addition, it has responsibility to deliver enhanced services for business growth and digital support using EU and Scottish Government funding support. In the year to date 2019-20, the Business Gateway service has helped the formation of 312 businesses, the growth of 119 businesses and assisted in the creation of 629.5 FTE jobs.
- 5.9 Tourism  
The tourism sector has continued to grow in the Falkirk area and now contributes over £110m of income to the area annually, employing more than

2,000 people. The Council is working with local tourism businesses via the Falkirk Tourism Partnership and VisitScotland to produce a Tourism Strategy for Falkirk (2020-2025). This includes work on a Forth Valley regional approach, being undertaken in collaboration with Stirling and Clackmannanshire Councils.

### **Improving the neighbourhoods we live in**

#### **5.10 Grangemouth Flood Protection Scheme**

The Grangemouth Flood Protection Scheme is progressing with consultation continuing with industry and core stakeholders. Due to the scale and complexity of this major project, significant further design, planning and procurement exercises are required following confirmation of the scheme with Scottish Government. Construction works are not anticipated to commence until at least 2024. The current cost estimate for the scheme is £220m which will, in the main, be funded by Scottish Government and TIF.

#### **5.11 Road Infrastructure**

The Council's Road Safety programme is implemented on a rolling basis, with a programme of feasibility work progressing to consider future road safety improvements at various locations across the Council area. Previous reports on road condition and maintenance investment levels have noted that, if budget reductions continued, it would not be possible to achieve improvements in the condition of the Council's road network condition. This would result in further deterioration of the remainder of the network. However, by adopting a strategy of undertaking less structural maintenance work and more surface treatment work, aligned to current budget levels, it is now forecast that a significantly shorter length of the Council's road network, 47%, is expected to be in need of improvement by year 20 compared to the 56% previously reported in 2018.

5.12 Whilst acknowledging this improvement, it is important to note that surface treatment does not provide the same extension to the life of a carriageway as structural maintenance, therefore it is likely that, by year 20, a further 11% on top of the current projection of 36% of our road network will be in need of improvement unless road maintenance budgets increase.

#### **5.13 Active Travel and Electric Vehicle (EV) Infrastructure Investment**

The Council has been successful in securing funding to support the development of public facing EV charging infrastructure, with funding from the EU's Low Carbon Transport Transition programme (£568,000) for the creation of a solar EV Hub at Falkirk Stadium.

In addition, works are progressing on a ChargePlace Scotland scheme (£355,000 in 2018/19 and £175,000 in 2019/20 for public EV chargers and Switched on Towns and Cities (£1m between 2019-2021). As a result, this will see the provision of public facing EV charging infrastructure increase from the current 30 public charging devices (of which eight are rapid charge devices) to 198 public charging devices (42 of which will be rapid charge devices) by mid 2021.

5.14 Housing Provision

A total of £118m has been spent since 2012 improving and maintaining the existing Council housing stock. This investment has resulted in an increase in the number of Council properties meeting the Scottish Housing Quality Standard from 82.8% in 2013 to 97.8% in 2019. In addition, the number of Council properties meeting the Energy Efficiency Standard for Social Housing in Scotland increased from 79.3% in 2016 to 95.6% in 2019.

5.15 The Strategic Housing Investment Plan (SHIP) 2020/21 to 2024/25 was approved by Executive Committee on 8 October 2019. The SHIP sets out proposed affordable housing projects funded by the Scottish Government Affordable Housing Supply Programme grant, developer contributions, 2<sup>nd</sup> homes council tax and contributions from the Council and Registered Social Landlords. The SHIP contributes to the Place priority through investment in new developments and re-developments and enables us to meet the Council's Housing Need and Demand as outlined in the Housing Contribution Statement (HCS).

5.16 The HCS 2019-2022 was approved by the Integrated Joint Board on 6<sup>th</sup> December 2019. The priorities identified and agreed are:

- make best use of technology to help people stay in their communities as long as possible
- recognise the importance of wellbeing and social connection
- make the most of the built environment to meet housing and care needs
- improve access to housing for all
- provide housing options for homeless people

5.17 Following approval by the Board an action plan is being developed and implemented.

5.18 Open Spaces

The Council is implementing its Open Space strategy to help improve the parks, woodlands and areas of open space in its ownership. During 2019 it established 'Dig in Falkirk' – a Community Food Growing Strategy to help promote community food growing sites and allotments. The regeneration of Zetland Park Project is being taken forward through the award of £928k from the National Lottery Development Fund, unlocking a wider £2m improvement of the park. The EU's LEADER funds awarded £180k towards delivery of the Hertbertshire Castle Park Masterplan.

5.19 Climate Change

The Scottish Government's Climate Change Bill has defined emissions reduction targets that are currently amongst the most ambitious in the world. The Council's own net zero target timescale for its direct operations is even more ambitious and enormously challenging, and proposals to achieve the Council's target timescale were reported to the Council's Executive in January 2020. By taking action and ensuring that emission reduction targets are fully

embedded within the Council's governance and service delivery, the Council will act to limit the consequences of climate change, with the corresponding benefits to the wider community health and wellbeing.

- 5.20 The Council's top four emission sources are waste management (43%), building energy consumption (40%), vehicle fuel (8%) and street lighting (5%), and the initiatives to reduce these will include: producing energy from waste, increasing waste recycling, reuse & composting; building emissions reductions by implementing the strategic property review allied with energy efficiency improvements for retained buildings (such as LED lighting, improved building controls, thermal insulation improvements, low carbon heat solutions); reducing business mileage & decarbonising our vehicle fleets.
- 5.21 The Council is currently undertaking a local heat & energy efficiency strategy (LHEES) pilot project, which aims to assess our current building stock and determine measures and level of commitment required to meet emission reduction strategies and targets. Set out as a 20 year plan, LHEES will soon be mandatory for local authorities, who will be responsible for leading industry and community stakeholders in a programme of projects designed to increase energy efficiency and employ carbon reduction measures across the Council area.
- 5.22 The Northern Connections INTEREG project is one that contributes to a shift to a low-carbon economy. It is a European project where the Council, along with Scottish Enterprise, have partnered up with 21 other European partners to deliver energy efficiency and technological innovation by establishing a Living Lab focused on the Grangemouth area. This project will explore initiatives such as carbon capture, utilisation and storage (CCU/CCS), and forms a key strand of the Falkirk and Grangemouth Investment Zone.
- 5.23 Efficiency improvements alone will not achieve net zero emissions, and carbon sequestration is essential to offset the remaining emissions. The Council's Biodiversity Action Plan includes a range of measures to restore peatlands and woodland management & expansion on Council owned land. These are a hugely important carbon store and restoring and expanding them is a natural form of carbon capture and storage, in addition to being a unique habitat for biodiversity.

### **Promoting vibrant town centres**

- 5.24 Town Centres  
The Council is pursuing a programme of town centre regeneration. Town centres-first is an important place-making principle for each community. During 2019 the Council was awarded £1.98m to assist with delivery of town centre regeneration works in Falkirk, Grangemouth and Bo'ness. Proposals have been developed and were approved by the Executive in June 2019.
- 5.25 Work continues with the *Revitalising Falkirk* town centre partnership to deliver the Falkirk Town Centre Action Plan which is being reported to the Falkirk



Economic Partnership, Council of the Future Board and the Council to ensure progress is maintained to transform the fortunes of Falkirk town centre.

- 5.26 An action plan is being prepared for Grangemouth as part of the Investment Zone/locality planning initiatives with local communities, industry and education sectors to deliver transformational change for the local town centre.
- 5.27 The Strategic Housing Investment Plan (SHIP) report presented to Executive Committee on 8<sup>th</sup> October 2019 informed members that the Local Housing Strategy update for 2020 will consider regeneration. This includes working with colleagues across services to ensure town centre sites are explored as part of the Local Housing Strategy and Strategic Housing Investment Plan.
- 5.28 Strategic Property Review (SPR)  
The Council is conducting a review of its operational property portfolio with a view to rationalising its estate of 289 properties, investing in those properties needed for future service delivery. The review has identified categories of asset to be targeted including front and back offices; the school estate, Falkirk Community Trust and Integration Joint Board assets and specialist facilities such as stores, training accommodation etc. Work has commenced on front office properties with two advice hubs established at Grangemouth and Denny and a programme underway to reduce from twelve to five front office locations.
- 5.29 Reports have been supplied to the Council on the need for investment in a replacement headquarters and arts centre facility with a view to conducting a procurement exercise during 2020. A workshop for elected members has taken place to review the SPR rationalisation programme with a view to agreeing its content as a basis for consultation to take place via locality planning.

## **6. Recent Audits & Inspections - Place**

### **6.1 Housing Audits**

Internal audit has carried out two audits relating to Housing Services and awarded Substantial Assurance for both audits. The first audit confirmed Housing Services met all of our regulatory requirements. It also confirmed that the housing service met its requirements in terms of tenant and resident safety. The second audit examined the data provided for the Annual Return on the Charter.

- 6.2 Procurement and Housing Property is fully accredited within the scope of ISO:90012015 for all areas of business. Two external audits have been carried out by BSI to assess compliance for additional areas of business within scope ISO 90012015. The additional areas of business that met this standard include, the Mediation Service, within Strategy & Performance and Housing Options Advice, Castings, Housing Needs Assessment, Housing Support, and the provision of temporary accommodation, all within Housing Needs. This was reported to the Executive Committee in late 2019.

### 6.3 Leader Programme Audit

An internal audit of the Kelvin Valley and Falkirk LEADER programme was carried out in October 2019 and provided Substantial Assurance. LEADER is a national programme using European fund to delivery community-led local rural development projects and is delivered through partnerships between the Scottish Government and Local Action Groups (LAG). Falkirk Council is the accountable body for the 2014-2020 LEADER programme and is account able to the Scottish Government for the delivery and cash-flow of the LEADER programme.

### 6.4 Engineering Design and Roads Audit

An external audit of the ISO:9001 accreditation held by the Council's Engineering Design and Roads Services units was carried out by BSI in September 2019. The audit concluded that management systems and processes continue to meet all business, contractual and regulatory obligations.

## 7. **Implications**

### **Financial**

7.1 Nil.

### **Resources**

7.2 Nil.

### **Legal**

Nil.

### **Risk**

7.3 Reporting performance is essential to allow the Committee to monitor the Council's progress towards achevieing our priorities and delivering services. It allows us to identify where improvement is required and where we are at risk of not achieving best value.

### **Equalities**

7.4 While we report on equalities information as part of our mainstreaming report, we will seek over the coming months to integrate information on equalities in our performance reports.

### **Sustainability/Environmental Impact**

7.5 Nil.

## **8. Conclusions**

- 8.1 This report provides detailed information on progress made towards the Corporate Plan Objective 'Place'.

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Director of Corporate and Housing Services.

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Date:

### **Appendices:**

Appendix 1: Place Performance Statement – April 2019 to December 2019

### **List of Background Papers:**

The Publication of Information (Standards of Performance) Direction 2018

### **Links to Strategies**

[Economic Strategy for Falkirk 2015-2025](#)

[Tourism Strategy 2015-2020](#)

[Road Asset Management Plan 2017-2027](#)

[Local Housing Strategy 2017-2022](#)











[Housing Investment Programme 2019/20 and 2020/21](#) .

Information on the Grangemouth Flood Protection Scheme can be found [here](#).








**Corporate Plan**  
**Performance Statement**  
**PLACE**  
**April 2019 to December 2019**

## Key of Status Symbols

Pentana Action Status		Definition	Pentana PI Status		Definition
	Cancelled	Cancelled and will no longer require completing.		Alert	Target not achieved for selected reporting frequency
	Overdue	Due date has passed while the Actions progress percentage has not yet reached 100%.		Warning	Target not achieved for selected reporting frequency but within allowable threshold
	Neglected	Passed its Planned Start Date, but a User has yet to be added to the 'Assigned To' ownership field.			
	Unassigned	A User is yet to be added to the 'Assigned To' ownership field and the Action has not yet reached its Planned Start Date (or the Action does not have a Planned Start Date entered).		OK	Target achieved or surpassed for selected reporting frequency
	Check Progress	Approaching its due date or that the Action has a Milestone where the due date has passed.			
	Not Started	A User is yet to be added to the 'Assigned To' ownership field, and the progress percentage of the Action remains at 0%. Note that this status is only applicable to projects (Actions with Sub Actions).		Unknown	Pentana unable to calculate status as either value or target is unavailable
	In Progress	Progress percentage greater than 0% and does not meet the conditions for either Overdue or Check Progress status.			
	Assigned	A User has been added to the 'Assigned To' ownership field of the Action, although the progress percentage of the Action remains at 0%.			
	Completed	Progress percentage has reached 100%. For Actions with Sub Actions or Milestones, these will have all been fully completed.		Data Only	Data gathered for selected reporting frequency for information only and therefore no target available

### 03 Place - Growing our economy

Action	Progress	Status	Responsibility
Work with local SMEs (small to medium enterprises) to maximise public sector procurement business opportunities.	<p>21-Oct-2019 The Procurement and Commissioning Unit (PCU) host monthly Procurement Clinics for local SMEs (small and medium-sized enterprises). Nineteen businesses have attended Procurement Clinics so far in 2019, eight more than attended clinics during the whole of 2018.</p> <p>PCU work with the Falkirk Business Gateway and the Supplier Development Programme to provide public sector procurement advice to businesses. Representatives from PCU have attended two half day events during 2019 to support companies improve their skills in accessing and competing for Council contracts.</p> <p>The Supplier Development Programme events and Council Procurement Clinics are regularly promoted by PCU through their email communications to prospective suppliers. Businesses are also advised of the importance of accurate category assignment on their Public Contracts Scotland profile to encourage notification of future contract opportunities and increased potential for Quick Quote selection.</p> <p>The PCU uses Quick Quotes to improve opportunities to local SMEs. The Council's Procurement Procedures mandate the use of Quick Quote for procurement exercises valued between £10,000 and £49,999. Quick Quote training has been delivered to 35 Council officers so far during 2019. An online training course is currently being developed for publication on the Council's OLLE solution to make training more accessible and to extend the training coverage.</p>		Procurement & Commissioning Manager; Procurement Co-ordinator
Promote the Falkirk-Grangemouth Investment Zone to upgrade the areas.	13-Jan-2020 The Outline Business Case for the Investment Zone Growth Bid was approved by Council in October 2019 and the bid sent to UK and Scottish Governments. There has been little progress since due to the political uncertainty around Brexit and the Election of the 12th of December 2019. The next step is for the bid to be scrutinised by the respective governments with feedback and a process of negotiation. At this stage there is no indication that timescales will be revised. A business focused conference on the Investment Zone will take place on the 15th January 2020.		Growth & Investment Manager
Deliver the Tax Incremental Financing (TIF) projects	<p>23-Dec-2019</p> <p>Design work is ongoing on the Westfield road and bridge infrastructure project remains on track. The new Low Carbon Vehicle Hub at the Stadium is nearing completion with completion now expected Feb 2020.</p> <p>Update will be provided Council Executive Dec 2019 with changes to TIF investment programme and identified required extension of TIF contract by one year to reflect outcome of Barclay Review into Non Domestic Rates. All changes to be approved by TIF Exec, Council Exec and Scot Govt.</p>		Growth & Investment Manager
Deliver Business Gateway activities.	19-Dec-2019 Forth Valley BG Contract awarded October 2017 - 2022. Phase 2 external ERDF funds for Expert Help secured to 2022. Additional Digital Boost external funding secured March 2020. BG support delivered in-		Growth & Investment

Action	Progress	Status	Responsibility
	house by Falkirk Council and by a consortium in Stirling and Clacks within Falkirk Council area managed for the Forth Valley area by Falkirk Council. All Business Gateway business support segments, marketing, workshops and aftercare are delivered from the Growth & Investment Unit and on target.		Manager
Complete Townscape Heritage Initiative (THI).	13-Jan-2020 Project now complete.		Growth & Investment Manager

**Performance Indicators - On Target or Complete****Performance Data Traffic Light: Green 5**

Performance Indicator/s	2017/18	2018/19	2019/20		Benchmark
	Value	Value	Value	Target	
Number engaged in Employment Training with Council support	998	1,741	963		None
Number of unemployed people accessing jobs via Council funded/operated employability programmes	401	446	310	300	None
Number of jobs created/secured through Business Gateway with Council-funded support	840.5	816.5	629.5	374.5	None
Percentage of business properties leased by the council that are occupied	93.4%	94.9%	94.3%		None
Number of unique businesses supported		1,960	935	948	None

**Performance Indicators - Alert****Performance Data Traffic Light: Red 1**





Performance Indicator	2017/18	2018/19	2019/20	Target	Benchmark
Number of Modern Apprentices in programmes managed by the Council	399	340	245	400	None
<b>Progress</b>					<b>Responsibility</b>
13-Jan-2020	There has been an additional 16 MA's started in the last quarter and the SDS contract target has now been achieved. We will be requesting more places for the last quarter, however there remains support needed from Council services to support MA's within departments in addition to private and third sector opportunities.				Employment & Training Manager (Temporary); Employment & Training Manager







**Performance Indicators - Data Only****Performance Data Traffic Light: Data Only 3**

<b>Performance Indicator/s</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>		<b>Benchmark</b>
	<b>Value</b>	<b>Value</b>	<b>Value</b>	<b>Target</b>	
Local business satisfaction expressed as "Falkirk is a good area in which to do business"		95%			None
The value of tourism expenditure in the area (£)	£119.32M	£126.8M			None
No. of business properties leased by the Council that are occupied	830	838	833		

## 04 Place - Improving the neighbourhoods we live in

Action	Progress	Status	Responsibility
Provide new and additional affordable housing.	10-Oct-2019 The Executive report on the Strategic Housing Investment Plan was agreed by Executive on 8/10/19. This highlighted proposals for 1,806 additional properties (1,063 Council and 743 Registered Social Landlord). The SHIP and associated spreadsheets will be forwarded to Scottish Government via their Housing and Regeneration Project (HARP) software by the due date of 25th October 2019.		Strategy & Private Sector Manager; Strategy & Development Co Ordinator
Invest and improve our housing and estates.	09-Oct-2019 The Housing Investment Programme for the period 2019/20 – 2023/24 was approved by Council on 23 January 2019. The approved budget includes a total investment of £280m over the five years, with a budget of c. £47.7m allocated for 2019/20. The Capital Programme for 2019/20 was reported to Executive on 8 October 2019. The reported forecast spend for 2019/20 is £44.6m which represents a slippage of £3.1m.		Property & Asset Manager; senior asset & investment co-ordinator
Develop area based regeneration strategies in partnership with registered social landlords (RSLs) and the local community.	10-Oct-2019 The SHIP report highlighted that “we are working with colleagues across services to ensure town centre sites are explored as part of the SHIP process”.  The SHIP document highlights that “The LHS Update 2020 will consider regeneration, the final Housing Contribution Statement and Fairer Falkirk Strategy 2019-2024”.  Community Links carried out consultation with the local community and partners. A feedback session was carried out by Community Links on their report on 5/10/19. This was attended by the local community, Council Leader, Chief Executive, community learning and development, planning and economic development and housing along with partners including the Police. The Chief Executive accepted all recommendations made in the Community Links report.  As part of LHS priority 2 a small working group of Paragon, Link, Weslo and Kingdom has been set up to explore joint working. The last meeting was 30th August and the group will meet again 8th November.		Strategy & Private Sector Manager; Strategy & Development Co Ordinator
In collaboration with partners implement local flood protection schemes. The Grangemouth scheme is a local and national priority.	18-Dec-2019 The Scheme is progressing with consultation continuing with industry and core stakeholders. Public consultation events were held in early summer 2019 to present the outline design proposals, and ground investigation works are ongoing to inform the design process. The formal scheme notification process is due to commence in early 2020 and, assuming no formal objections or Public Local Inquiry, the scheme should achieve confirmed scheme status by the end of 2020.		Engineering Design Manager

Action	Progress	Status	Responsibility
Local Development Plan.	23-Dec-2019 The Proposed Plan was submitted to Scottish Ministers for Examination in July 2019, and the Examination formally commenced on 29th October 2019. A Hearing on Strategic Land Issues was held on 20th November, and the Council is responding to Further Information Requests from the Examination reporters on an ongoing basis.		Planning & Environment Manager
Maintain standards of street cleansing, environmental health, food inspection, trading activities and safety across communities.	17-Dec-2019 The latest LEAMS reports indicate that our scores improved in areas such as Open space; visual impact; smoking litter and dog fouling. In respect of overall performance, we achieved 91.1% during 2018/19 with this being a higher than average performance within our local authority family group.  We are currently developing a Litter Strategy which is being developed in recognition of the requirements of the national Code of Practice for Litter and Refuse ( CoPLaR) and the Scottish Government 'Towards a litter-free Scotland'. This will seek to develop and enhance our zero tolerance approach towards relevant issues and will seek to ensure that litter and fly tipping is prevented where possible.		Waste Strategy Co-Ordinator; Environmental Health & Trading Standards Manager
Maintain and enhance the areas open space and green networks.	20-Dec-2019 Dig in Falkirk – The Council's Community Food Growing Strategy has been approved.  The Zetland Park Project has been awarded £928k from the National Lottery Development Fund unlocking a wider £2m improvement of the park.  LEADER have awarded c£180k towards the implementation of the c£240k first phase of the community prepared Hertbertshire Castle Park Masterplan.  Carron Dams Local Nature Reserve was declared as Overall Winner and People's Choice at the 2019 Scottish Awards for Quality in Planning.  The Inner Forth Landscape Initiative won an award in the partnership category at the 2019 Scottish Awards for Quality in Planning.  The Council's parks, open spaces and path networks were recognised as the UK winner of the Ramblers "Britain's Best Walking Neighbourhood Award 2019".		Planning & Environment Manager
Increase the availability and supply of accessible homes.	10-Oct-2019 The SHIP highlighted that the 1331 new build properties proposed in the SHIP will be built to Housing for Varying Needs Standards. From these it is proposed that 38% will be suitable for older ambulant and 15% as wheelchair accessible.		Strategy & Private Sector Manager; Strategy & Development Co Ordinator

**Performance Indicators - On Target or Complete****Performance Data Traffic Light: Green 5**

Performance Indicator/s	2017/18	2018/19	2019/20		Benchmark
	Value	Value	Value	Target	
Percentage of New Tenancies sustained for more than a year	88.5%	88.6%	89.4%	90.0%	92.18% Upper quartile 2018/19 - all Local Authorities and Glasgow Housing Association
Percentage of settled accommodation secured by unintentionally homeless applicants	92.1%	92.0%	97.3%	89.0%	69.0% (Scottish Government report on Operation of Homeless Persons Legislation 2017/18) Average
Percentage of Stock meeting the Scottish Housing Quality Standard	97.42%	97.73%	97.73%	98.16%	97.87% Upper quartile 2018/19 - all Local Authority and Glasgow Housing Association.
Percentage of Tenants satisfied with the standard of their home when moving in	89.66%	89.26%	90.23%	91.00%	90.79% Upper quartile 2018/19 - all Local Authorities and Glasgow Housing Association
Percentage of Tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service	93.78%	93.67%	96.06%	94.00%	94.72% Upper quartile 2018/19 - all Local Authority and Glasgow Housing Association

**Performance Indicators - Alert****Performance Data Traffic Light: Red 4**

Performance Indicator	2017/18	2018/19	2019/20	Target	Benchmark
Percentage of Rent Lost through properties being empty during the last year	0.91%	1.04%	1.23%	0.90%	0.78% Upper Quartile 2018/19 - all Local Authority and Glasgow Housing Association
<b>Progress</b>					<b>Responsibility</b>
19-Dec-2019	Manageable Rent Collectable due year to date was £38,565,475.25. Manageable Void Loss £473,855.78.  The percentage rent loss for the month of November is 1.34%, this is an increase of 0.17% as reported in October. The percentage rent loss year to date is 1.23%.				Performance and Compliance Officer; Performance & Information Officer

Performance Indicator	2017/18	2018/19	2019/20	Target	Benchmark
Average length of time taken to relet properties in the last year (days)	31.8	35.58	40.57	31	30.1 days Upper Quartile 2018/19 - all Local Authority and Glasgow Housing Association
<b>Progress</b>					<b>Responsibility</b>
23-Dec-2019	At the end of November 2019, we had let a total of 868 properties with the total number of days taken to let the properties reported at 35,219 days.  The average length of times to re-let a property at the end November 2019 was 40.57 days. The average time reported for November was 41.86 days.				Senior Property Co- ordinator (OPS); Housing Support Co- ordinator

Performance Indicator	2017/18	2018/19	2019/20	Target	Benchmark
Average length of time taken to complete emergency repairs (in hours)	5	4	4.2	3.7	3.2 hours Upper quartile 2018/19 - all Local Authorities and Glasgow Housing Association
<b>Progress</b>					<b>Responsibility</b>
23-Dec-2019	<p>Total number of emergency repairs completed in the reporting year 2019/20 up to end of September 2019 was 9,725. Total number of hours taken to complete emergency repairs for 2019/20 up to end of September 2019 was 37,569. The average length of time taken to complete emergency repairs for 2019/20 up to end of September 2019 was 3.86 hours. For the month of September the average length of time to complete an emergency repairs was provisionally reported at 3.32 hours. September's performance data still needs to go through a final validation process this will be updated for the next PRS. October's data not available yet. Updated November 2019.</p>				Asset & Performance Co-ordinator; Senior Property Co-ordinator (OPS)





Performance Indicator	2017/18	2018/19	2019/20	Target	Benchmark
Average length of time taken to complete non-emergency repairs (in working days)	8	6.8	8	6.7	6 days Upper quartile 2018/19 - all Local Authorities and Glasgow Housing Association
<b>Progress</b>					<b>Responsibility</b>
18-Dec-2019	<p>Total number of non-emergency repairs completed up to end of September 2019 was 12,406. Total number of working days taken to complete non-emergency repairs up to end of September 2019 was 99,485. Average length of time taken to complete non-emergency repairs up to end of September 2019 was 8.02 days.  For the month of September the average length of time was 10.13 days.</p>				Asset & Performance Co-ordinator; Senior Property Co-ordinator (OPS)

### Performance Indicators - Data Only

Performance Indicator/s	2017/18 Value	2018/19 Value	2019/20 Value	Target	Benchmark
Number of missed bins per 100,000 collections (all bins)	84	80	90		None

## Performance Data Traffic Light: Data Only 1

**05 Place - Promoting vibrant town centres**

Action	Progress	Status	Responsibility
Review our approach to CCTV, safer streets etc.	18-Jul-2019 Interviews have taken place with key stakeholders to inform the consultant's report on the feasibility of the establishment of a digital alarms monitoring hub. A digital CCTV service would be included within the hub, if approved. A report is being prepared based on the consultant's report for the Executive Committee, no later than September 2019. The report will also provide options to invest in the digital upgrade of the CCTV service alone or to stand the service down entirely.		Customer and Business Support Team Lead
Protect and enhance town centre environments and assist the promotion of town centres.	19-Dec-2019 Falkirk Town Centre Action Plan developed through establishment of Town Centre Partnership Action plan incorporates revised HQ and arts centre proposal in town centre. Falkirk THI nominated for award. Denny town centre phase 2 marketed and residential/other uses being now actively considered given no commercial/retail interest. Phase 3 offer issue and accepted with planning application lodged. Grangemouth - town centre opportunities being considered as part of Community Planning outputs. Making Places Report concluded and subject to community feedback Sept 2019 Town Centre Regeneration Fund £1.9m allocation from Scottish Government. Proposals for Falkirk, Grangemouth and Bo'ness approved by Executive June 2019. Post June Executive projects being developed for reporting back to Executive Dec 19		Growth & Investment Manager
Regularise parking in town centres through the implementation decriminalised parking enforcement.	22-Aug-2019 Decriminalised parking enforcement fully in force and operational.		Engineering Design Manager
Implement the Council's Road Safety programme on a rolling basis.	18-Dec-2019 The Council's Road Safety programme is implemented on a rolling basis, with a programme of feasibility work progressing to consider future road safety improvements at sites across the Council. These include possible works at B805 Maddiston Rd/ Quarry Brae Brightons, Newmarket Street Falkirk, Coneypark Cres Banknock, A872 Stirling St/Barnego Rd Dunipace and Bellsdyke Rd Larbert.		Engineering Design Manager

**Performance Data Traffic Light: Green 4**

Performance Indicator/s	2017/18	2018/19	2019/20		Benchmark
	Value	Value	Value	Target	
Percentage of business properties leased by the council that are occupied	93.4%	94.9%	94.3%		None
Number of unique businesses supported		1,960	935	948	None
Percentage of premises that hold a Food Hygiene Information Scheme (FHIS) Pass rating	94.54%	95.23%	94.32%	90%	None
% of overall carriageway length to be considered for maintenance treatment	37.3%	35.9%	36.6%	35.8%	35.8% Scotland 2018/20

**Performance Data Traffic Light: Unknown 1**

Performance Indicator	2017/18	2018/19	2019/20	Target	Benchmark
% of Street Lights that are less than 30 years old	77.52%	77.54%		69%	69.24% APSE Scotland average
<b>Progress</b>					<b>Responsibility</b>
	Data is collected annually and will be available in April 2020.				Engineering Design Manager; Area Lighting Engineer

**Performance Data Traffic Light: Data Only 3**

Performance Indicator/s	2017/18	2018/19	2019/20		Benchmark
	Value	Value	Value	Target	
No. of business properties leased by the Council that are occupied	830	838	833		
No of Premises in the FHIS	1,173	1,173	1,144		



Performance Indicator/s	2017/18	2018/19	2019/20		Benchmark
	Value	Value	Value	Target	
No. of premises in the FHIS that have a Pass rating	1,109	1,117	1,079		