

The background of the slide features a large, faint, light blue watermark of the City of Vancouver coat of arms. The crest includes a crown at the top with four maple leaves, a shield divided into four quadrants (top-left: a ship, top-right: a stag, bottom-left: a ship, bottom-right: an eagle), and a banner at the bottom with the motto 'ANNE FOR A'.

## **Agenda Item 5**

# **The Corporate Plan 2020-2022 – Communities**

**Falkirk Council**

**Title:** The Corporate Plan 2020-2022 – Communities  
**Meeting:** Scrutiny Committee  
**Date:** 9 September 2021  
**Submitted By:** Director of Corporate and Housing Services

**1. Purpose of Report**

- 1.1 The Council priorities were approved in the [Corporate Plan 2020 - 2022](#) on 30 September 2020. The priorities are Communities, Enterprise and Innovation. This report provides performance information on the Communities priority.

**2. Recommendation**

- 2.1 It is recommended that the Committee considers the performance of the Council in relation to Communities.**

**3. Background**

- 3.1 This is the fifth Council performance report to the Scrutiny Committee on our progress against delivering on our priorities. This is the second round of reporting specifically on Communities and provides an overview of the work underway in this area.
- 3.2 By means of a recap, this work includes the delivery of Council of the Future (COTF) projects. The Communities' projects are noted below and are directed by the Communities Workstream Board which reviews, supports and ensures the delivery of all the Communities' projects.
- 3.3 For note, all COTF priority projects are reported to Elected Members via the COTF Board, which has two Members from each of the three political parties and meets on a six-weekly basis, and monthly all-party Elected Member Seminars. As requested by Elected Members earlier this year, these projects will now be reported to the appropriate Executive Committee, to seek early Elected Member agreement to progress service transformation and, where applicable, delivery of the consequential savings.

**3.4 Communities Projects and Elected Member Reporting**

The reporting arrangements are as follows:

Project	Reporting to:		
	COTF Board – Priority Projects	Elected Member Seminars	Executive Committee Reports
Communities Shaping Falkirk's Future	✓	✓	September
Closer to Communities with Community Choices	✓	September	
Succeed Today, Excel Tomorrow – 2 projects	✓	✓	
Closer to Home – 6 projects	✓	✓	
Transformation of Roads, Grounds & Street Cleansing		✓	October
Advice Hubs & Spokes	Report to Communities Workstream Board - Officers		
Redesign of Housing Property Services			
Community Assets & Learning Estate			

- 3.5 Alongside this, are the elements of the wider Performance Management Framework that was reported to Scrutiny in June 2021. The Performance Management Framework now feeds into a public performance reporting portal, [Falkirk Performs](#), which will host a range of transparent performance information on the Council as a source of information of how we are performing and what needs to be done to improve, in line with Council priorities.

#### 4. Overview

- 4.1 Appendices 1 – 5 show the performance statements for Communities.

##### Points to Note

- 4.2 Appendix 1 is a summary dashboard that shows overall performance for Communities:
- Overall, performance is Red status.
  - 100% of Corporate Plan Actions on track. (Detailed in Appendix 2).
  - Over 70% of COTF Communities projects at Implementation stage are green – on track. (Detailed in Appendix 3).
  - Over 40% of reportable performance indicators (PIs) are on track (Detailed in Appendix 4). Please note that some PIs are reported annually / with a time lag due to school year and are not all reportable in this period.
  - LGBF indicators report annually, last reported to Scrutiny in April 2021. (Detailed in Appendix 5).
  - These indicators are shown in this report for completeness as they were reviewed at this Committee in April this year.

4.3 Services have now implemented a PRS (Performance Review Statement) to facilitate monthly performance management reviews to address areas of concern. This will move to a two-monthly cycle once the practice is fully embedded. This approach is built on existing good practice for performance management in Services but brings a consistency to this across all three Council Services, with each PRS published on Falkirk Performs.

4.4 Key achievements for the period are:

#### **Supporting People**

- Central Hub opened in August.
- Additional COVID-19 funding and support for low-income households up to 21<sup>st</sup> July 20/21 has been utilised to support Connecting Scotland phase 3, round 1. Further fast track applications were carried out with an additional 177 households receiving devices, connectivity, or support.
- £36.5 million investment during 2021/22 to improve the quality of Falkirk Council homes, as outlined in our Housing Investment Programme.

#### **Engagement**

- Eight Falkirk Plan Community Sessions were held, with over 160 local residents attending to share their views on local priorities.
- Working with CVS Falkirk and the Central Scotland Regional Equality Council and employees to deliver Community Choices awareness sessions and Communities Shaping Falkirk's Future,

#### **Funding**

- Voting for the Small Grants and Capital Place Based Grants closed in June and July respectively. Evaluation is underway for the first pilot phase of Community Choices.
- A successful UK Community Renewal Bid has been shortlisted. This will allow us to develop a map of technical and organisational support for community organisations. We can then use this to consider and plan the transfer of assets and funding for required repairs, enabling Community Asset Transfers.

#### **Children & Young People**

- Through Connected Falkirk devices and training were provided to secondary & primary school pupils with connectivity and WIFI installed in all schools.
- Two preventative community-based support pilots were commissioned to support children on the edges of care. The pilots support the return of children to their homes from care homes with potential savings of £0.478m in 2021/22.
- The Steps to Success (previously known as Garry Place) initiative has generated c.£820K of savings whilst improving housing options for care leavers and supporting independent tenancies.
- Between March 2020 and March 2021 there has been a 5% increase in Local Authority foster care, a 6% increase in kinship placements and a 20% increase in independent foster provision within our looked after provision.

### **Covid-19 – Development Services**

- Created a process that would monitor and track additional deaths arising from COVID-19 cross Forth Valley, providing a reliable source of data to support the East of Scotland Mass Fatalities Planning Group and prevent difficulties in body storage.
- Bereavement Services managed the potential increase in deaths caused by COVID-19, while providing meaningful funeral ceremonies maintaining the dignity of the deceased and met the needs of bereaved families while preserving public safety.
- Created a five-year litter strategy that enables partnership working with the Council and empowers communities, local businesses, landowners, and individuals to tackle a shared problem - litter.

## **5. Implications**

### **Financial**

- 5.1 There are no direct financial implications arising from this report. As reported in the March 2021 budget, the Communities COTF workstream has potential to save around £1.878m in 2021 / 22. Financial planning is ongoing for these projects for further potential savings in future years.

### **Resources**

- 5.2 There are no resource implications arising from this report.

### **Legal**

- 5.3 There are no legal implications arising from this report.

### **Risk**

- 5.4 Reporting performance is essential to allow Committee to monitor the Council's progress towards achieving 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**

- 5.5 Equalities information is reported as part of our mainstreaming report and will be reported via Falkirk Performs appropriately.

### **Sustainability/Environmental Impact**

- 5.6 There are no sustainability/environmental impact implications arising from this report. The Climate Change project is one of the Council's priority COTF projects and will underpin the work of the Council.

## **6. Conclusions**

- 6.1 This report provides a progress update on delivering the Communities priority within the Corporate Plan.

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Director of Corporate & Housing Services

Author:

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Date: 31/8/21

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

Falkirk Council Corporate Plan 2020-2022

### **Appendices:**

Appendix 1 Summary Dashboard

Appendix 2 Corporate Plan Actions

Appendix 3 Communities Workstream Dashboard

Appendix 4 Performance Indicators

Appendix 5 LGBF Indicators

# Falkirk Council Corporate Plan



## ✓ Actions

● 0    ▲ 0    ✓ 10

## ● Council of the Future Projects

● 3    ▲ 0    ✓ 8    ■ 3

## ● Performance Indicators

● 4    ▲ 3    ✓ 5    ? 12    📊 6

## 📊 LGBF Performance Indicators

📊 54

● Outstanding

▲ Warning

✓ On Track


📊 Data Only

? Not Yet Reported

■ Not Started




## COMMUNITIES - Everyone has an equal chance to be healthier, happier, safer and build sustainable communities


### Communities - Actions

	CP CHS20 COM-01	Work to protect and improve the health & wellbeing of all
<b>Due Date</b>	<b>Progress</b>	
31-Mar-2022	19-Aug-2021 Final Draft of the Falkirk Plan, delivery structure, delivery plan and monitoring plan approved by Community Planning Partnership (CPP) Board on 12/08/21.	
<b>Responsibility</b>		
Head of Housing & Communities	Child Poverty Action Report and new Plan approved by CPP Board on 12/08/21.	
	Free school meal direct payments supported 573 self- isolating school pupils, totalling £8,891.	
	Free online period products are now available via Council website, with 1627 orders placed by 21st July 2021.	
	Falkirk's Get into Summer programme of free activities and food for children and families provided: <ul style="list-style-type: none"> <li>• 15,000 activity spaces</li> <li>• 43 individual projects run by third sector organisation</li> <li>• Transport costs for 5600 children and young people from low- income households</li> </ul>	




▶ CP CHS20 COM-02		Ask, listen, and act on what our communities tell us
<b>Due Date</b>	<b>Progress</b>	
31-Mar-2022	19-Aug-2021 2021 Communities Shaping Falkirk's Future (CSFF) project plan has progressed to the implementation phase.	
<b>Responsibility</b>		
Head of Housing & Communities	<ul style="list-style-type: none"> <li>• One Council Engagement Support- All 10 priority Council of The Future (COTF) Projects and their sub-projects have been offered support to plan engagement.</li> <li>• Supporting projects to coordinate timing of planned engagements.</li> <li>• 21 non-COTF projects have also asked for support to engage with communities.</li> </ul> <p>The Participation Working Group has reformed as the Community Empowerment Action Group (CEAT) with representation from a range of Council Services. Their work includes:</p> <ul style="list-style-type: none"> <li>• Reviewed the Participation Strategy 2018-2022</li> <li>• Researching consistency of consultancy use and digital platforms</li> <li>• Developing a Community Engagement Toolkit</li> </ul> <p>Engagement to inform the Falkirk Plan took place across April- May 2021. 175 residents attended 11 online conversations.</p>	
▶ CP CHS20 COM-03		Cut red tape to make it easier for communities to make decisions for themselves
<b>Due Date</b>	<b>Progress</b>	
31-Mar-2022	19-Aug-2021 In the Community Choices programme, voting For the Small Grants and Capital Place Based Grants closed in June and July respectively.	
<b>Responsibility</b>		
Head of Housing & Communities	<ul style="list-style-type: none"> <li>• Small Grants: 4665 votes were cast for circa £51,000 of project ideas</li> <li>• Capital Place Based Grants: Votes are still being counted and verified at this time. Total Project Values voted on: £1,447,239.07</li> </ul> <p>Evaluation is underway of the first pilot phase of Community Choices.</p> <p>UK Community Renewal Bid was successful in local shortlisting and put forward to UK government. The application is a partnership of CVS Falkirk, 3 Hall Committees and 4 Falkirk Council services. This aims to provide technical and organisational support for Community Organisations, to plan and consider Community Asset Transfers. The work of the proposed project will support community options appraisals for the Strategic Property Review.</p>	


 <b>CP CHS20 COM-04</b>		<b>Build on new strengths created within our communities</b>
<b>Due Date</b>	<b>Progress</b>	
31-Mar-2022	19-Aug-2021 The Closer to Communities project is assessing and building community capacity for empowerment to enable them to create cohesive, inclusive, and sustainable communities. Since the project commenced in April 2021, it has:	
<b>Responsibility</b>	<ul style="list-style-type: none"> <li>• worked collaboratively with CVS Falkirk and community groups to produce a community profile of each the Council's 9 wards.</li> <li>• 18 community groups from across the Council area have undertaken an audit to identify areas of learning and development, for potentially becoming Anchor Organisations/Community Hubs.</li> <li>• Council staff are working with CVS Falkirk to undertake an analysis of community leadership in all wards.</li> </ul>	
Head of Housing & Communities		
 <b>CP CHS20 COM-05</b>		<b>Work in partnership with communities to ensure decisions and services are right for them</b>
<b>Due Date</b>	<b>Progress</b>	
31-Mar-2022	19-Aug-2021 Culture Change: Learning sessions on Enabling Communities have been delivered to managers at a Leadership Forum. Evaluation has shown managers want to work closer with communities but need more support and resources. Project actions are being reviewed based on these findings.	
<b>Responsibility</b>	Under the Community Empowerment (2015) Scotland Act, the Council received one Participation Request from Hallglen Community Hub, this remains open from 2020/21. Revised timescales have been agreed.	
Head of Housing & Communities	Grangemouth is being proposed as an area to pilot a Place-Based Investment Framework in Scotland, bringing together industry, all levels of government, the Community Planning Partnership (CPP) and local community organisations. The proposal is currently being presented to various stakeholder groups and will go to the CPP Board in August 2022 for approval.	
	Sessions on mainstreaming Community Choices planning for Service Managers are planned for July and August	
 <b>CP CHS20 COM-06</b>		<b>Form stronger ties with our communities and partners to improve the lives of our most vulnerable</b>
<b>Due Date</b>	<b>Progress</b>	
31-Mar-2022	19-Aug-2021 175 local residents attended 11 Falkirk Plan Community Sessions to share their views on local priorities. An evaluation survey was carried out which showed high levels of satisfaction with the process.	
<b>Responsibility</b>		
Head of Housing & Communities		

 <b>CP CHS20 COM-07</b>		<b>Raise aspirations and help everyone live independent and fulfilling lives</b>
<b>Due Date</b>	<b>Progress</b>	
31-Mar-2022	19-Aug-2021 Up to 21 July 2021, we have used additional COVID-19 funding and support for low-income households as follows:	
<b>Responsibility</b>		
Head of Housing & Communities	<ul style="list-style-type: none"> <li>• £75 payment to low-income households who have to self-isolate - supported 39 households.</li> <li>• £100 payment to low- income households who are shielding, in temporary or supported accommodation, in an area without a mains gas supply, or residing on our travelling persons site - supported 1026 households</li> <li>• £25 payment to help the with the costs of staying digitally connected - supported 728 households.</li> <li>• 683 households per week supported with food via Community Food groups, with funding administered by CVS Falkirk.</li> </ul> <p>A further 177 households receiving digital devices, connectivity and support through Connecting Scotland funding.</p>	

CP CHS20 COM-08		Ensure people feel safe within their community and live in high-quality housing
<b>Due Date</b>	<b>Progress</b>	
31-Mar-2022	19-Aug-2021 £36.5 million will be invested during 2021/22 to improve our homes to meet the Scottish Housing Quality Standard (SHQS) and the Energy Efficiency Standard for Social Housing (ESSH), as outlined in our Housing Investment Programme, as reported to Council in January 2021.	
<b>Responsibility</b>		
Head of Housing & Communities	<p>This includes external fabric improvements, replacement of windows and doors, the renewal of bathrooms and kitchens, electrical work, replacement heating systems and other priority initiatives.</p> <p>New homes will continue to be built as outlined in our Strategic Housing Investment Plan (SHIP) in partnership with other Registered Social Landlords (RSLs). Local RSLs' have provided information for their SHIP projects over the next five years. Projects are being assessed, and the programme will be presented to Executive Committee in October.</p> <p>Good working relationships continue to be built and maintained with private landlords and letting agents to help them fulfil their role and responsibilities as a landlord. Where property conditions are below tolerable standards, or where a landlord is failing to meet their obligations as 'fit &amp; proper', a robust approach will be taken, and enforcement action taken where necessary.</p> <p>Alongside partner agencies, a range of interventions are being applied to address community concerns regarding antisocial behaviour and neighbour disputes to reduce instances of antisocial behaviour and improve the feeling of safety within our communities. Mobile CCTV cameras have been deployed across the area to contribute to this objective.</p>	

 <b>CP CS20 COM-09</b>		<b>Ensure children and young people thrive in their education/training</b>
<b>Due Date</b>	<b>Progress</b>	
31-Mar-2022	20-Aug-2021 In partnership with Forth Valley College (FVC), work has progressed to enhance the school leaver destination profile by providing young people with more opportunities to study at FVC as part of their Senior Phase curriculum.	
<b>Responsibility</b>		
Head of Education	Work was done to review and redesign Speech & Language Therapy and Physiotherapy services with NHS partners to improve attainment, behaviour, wellbeing and future life chances of our children.	
	Throughout 2021, focused efforts on ensuring all schools/establishments could safely reopen as needed.	

 <b>CP DS20 COM-10</b>		<b>Safeguard our green spaces and maintain a transport infrastructure that is sustainable, and fit for purpose</b>
<b>Due Date</b>	<b>Progress</b>	
31-Mar-2022	30-Jul-2021 Safeguarding greenspace is reflected in our Adopted Development Plan (Falkirk Local Development Plan 2 – August 2020) which promotes the protection of open space (Policy PE16 refers). This has been further supplemented by the recent approval by Scottish Government of Supplementary Planning Guidance Note SG05 in June 2021. This guidance note advocates the strengthening our green infrastructure within the context of new development that can enhance placemaking, connectivity, as well as enhancing our existing landscape character. This guidance is also a material consideration in the assessment of planning applications for development proposals submitted.	
<b>Responsibility</b>		
Head of Planning; Head of Economic Development	The Local Transport Strategy (LTS) is under review with an anticipated publication sometime next year.	

Communities Dashboard

PMO Tracker FY21/22

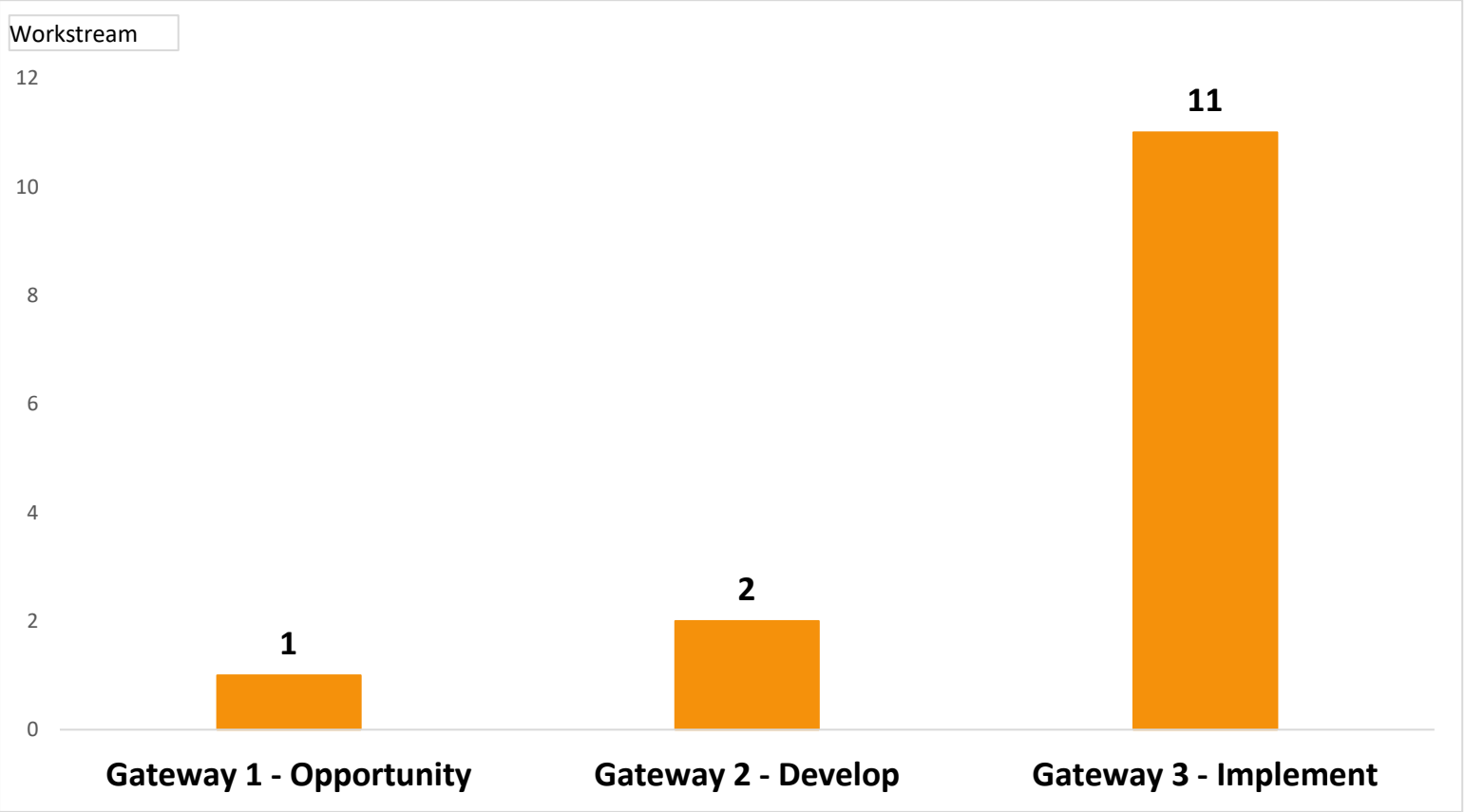
Current Month

Aug-21

Last Upda

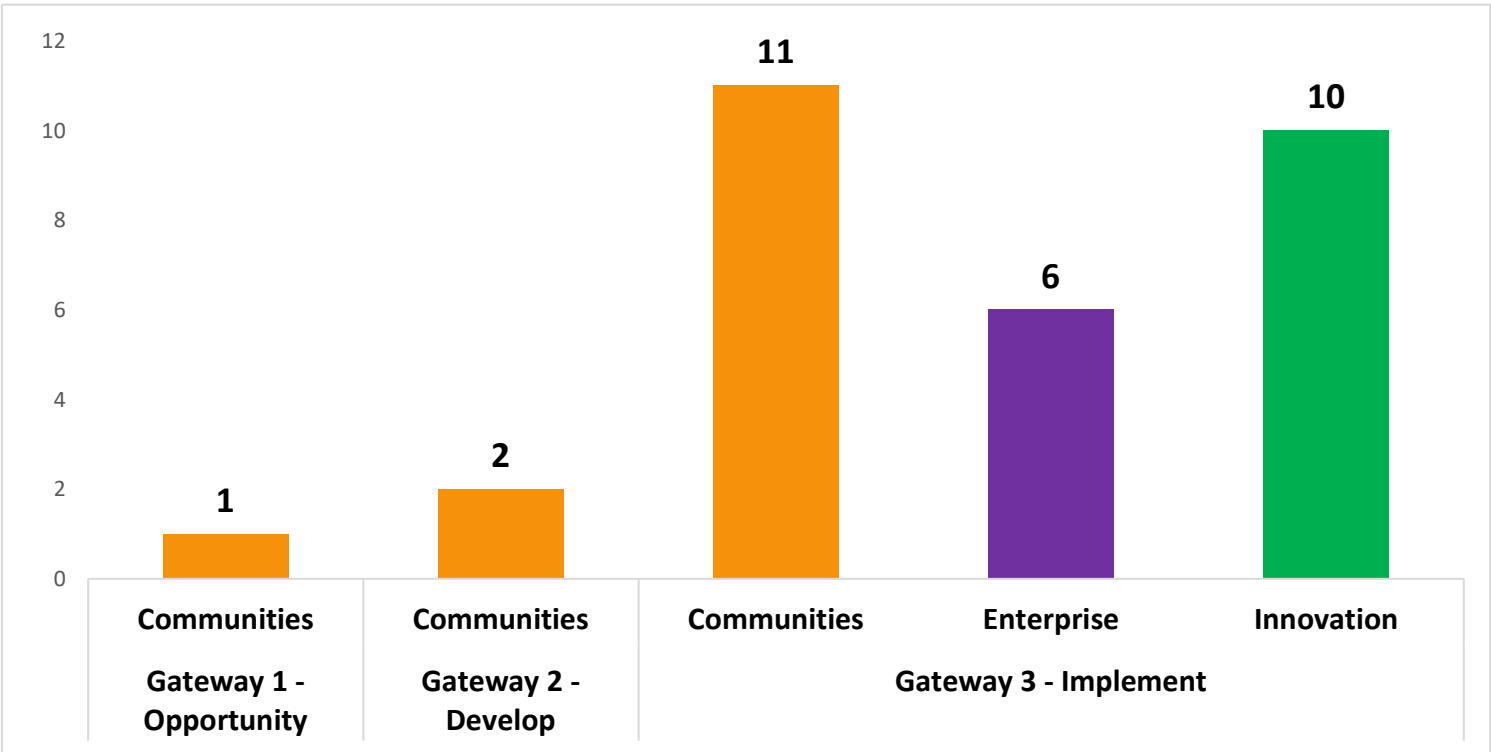
16/08/2021

Communities Project Status by Gateway



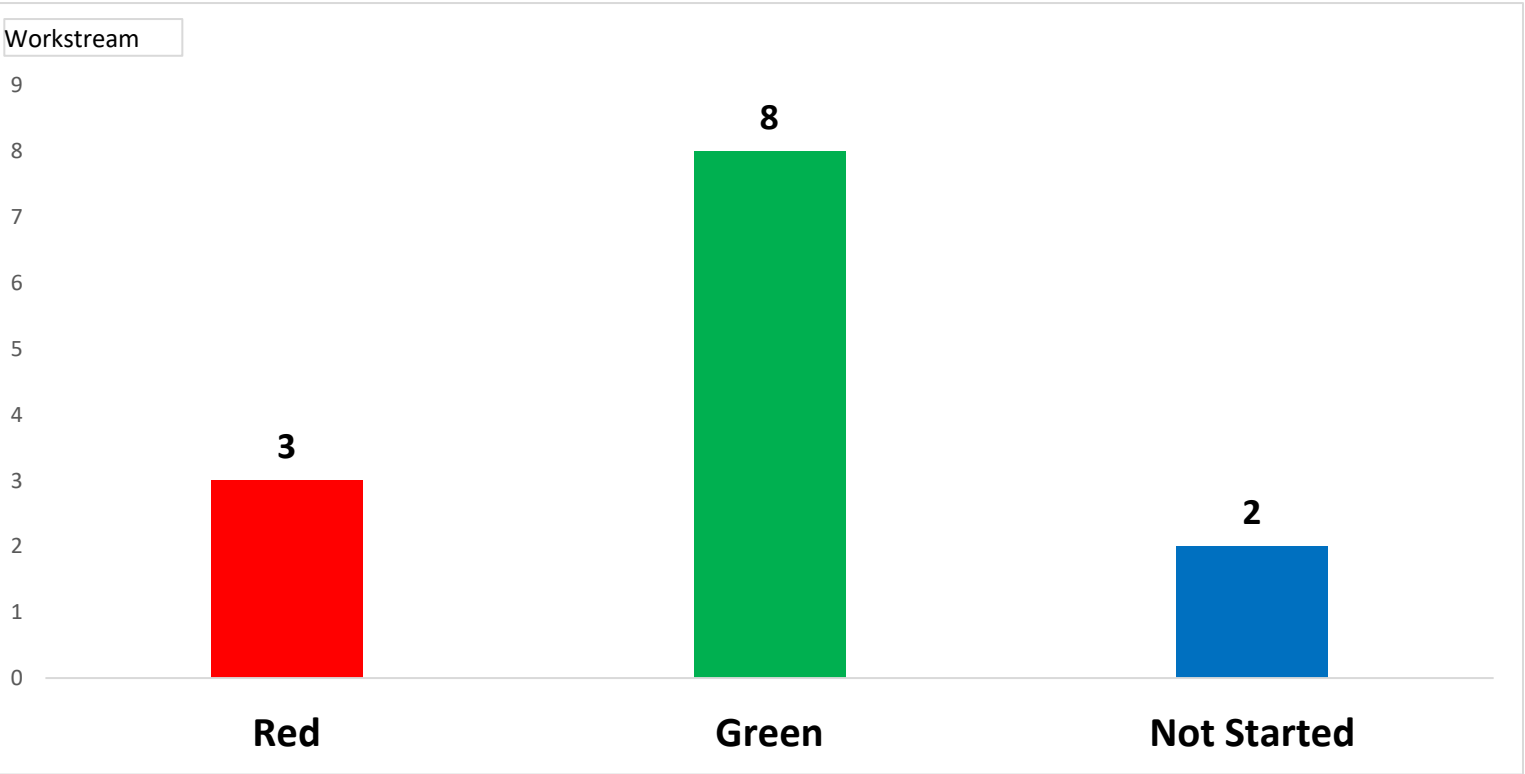
Comments
Updates on project movements
Non-movements
G1 - Community Assets & Learning Estate - meeting scheduled Wednesday 25 August G2 - ASN Campus, Supported Accommodation

COTF Project Gateway Status by Workstream



Comments
Updates on project movements
Non-movements
Gateway 1 Communities - Community Assets & Learning Estate - meeting scheduled Wednesday 25 August
Gateway 2 Communities - ASN Campus, Supported Accommodation

Communities Project RAG Status



RAG Allocation

Milestone(s) not startedMilestone(s) on TrackMilestone(s) overdue <= 4 weeksMilestone(s) overdue > 4 weeks

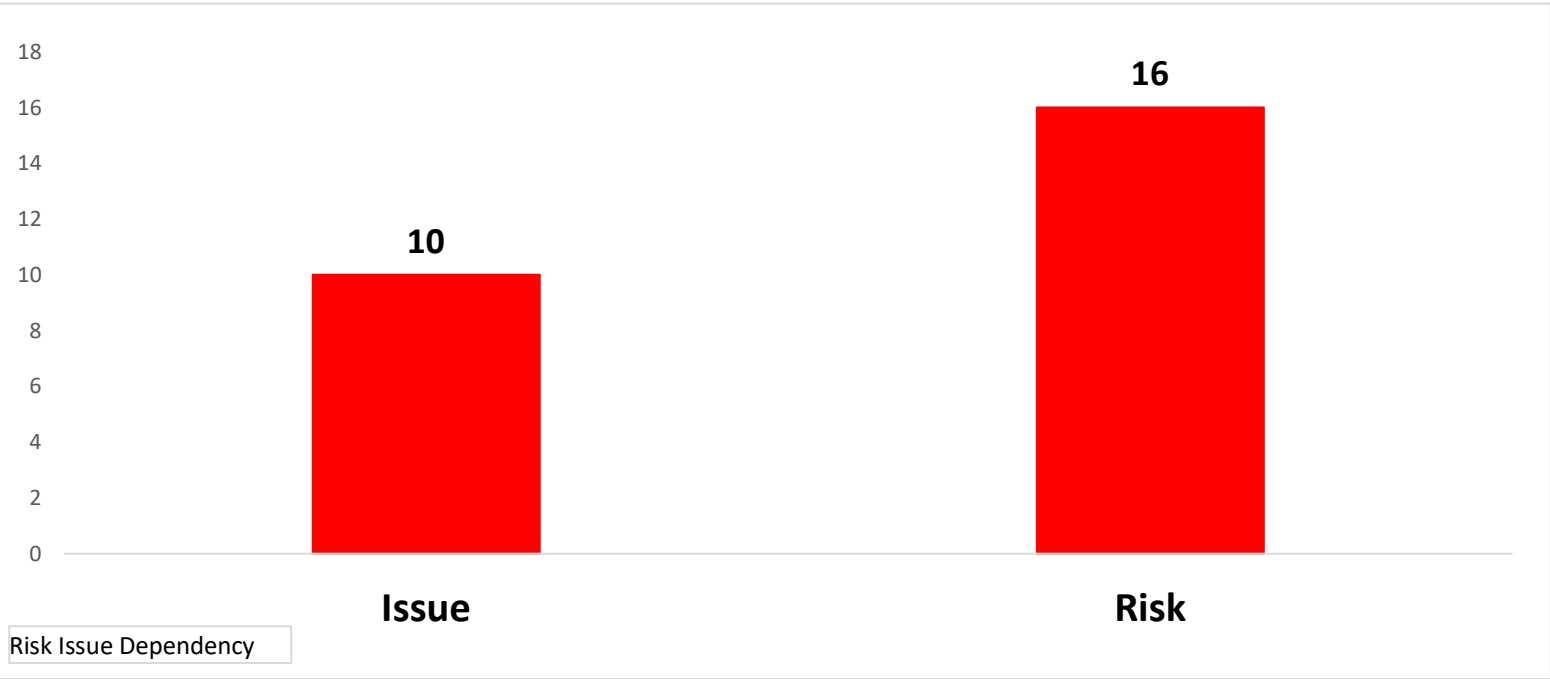
Red & Amber Projects

[Red & Amber Project Detail](#)

Communities Project Roadmap

See Communities Roadmap Tab

Communities Projects - Red Risks and Issues



Comments

COTF Project Finance Dashboard by Workstream

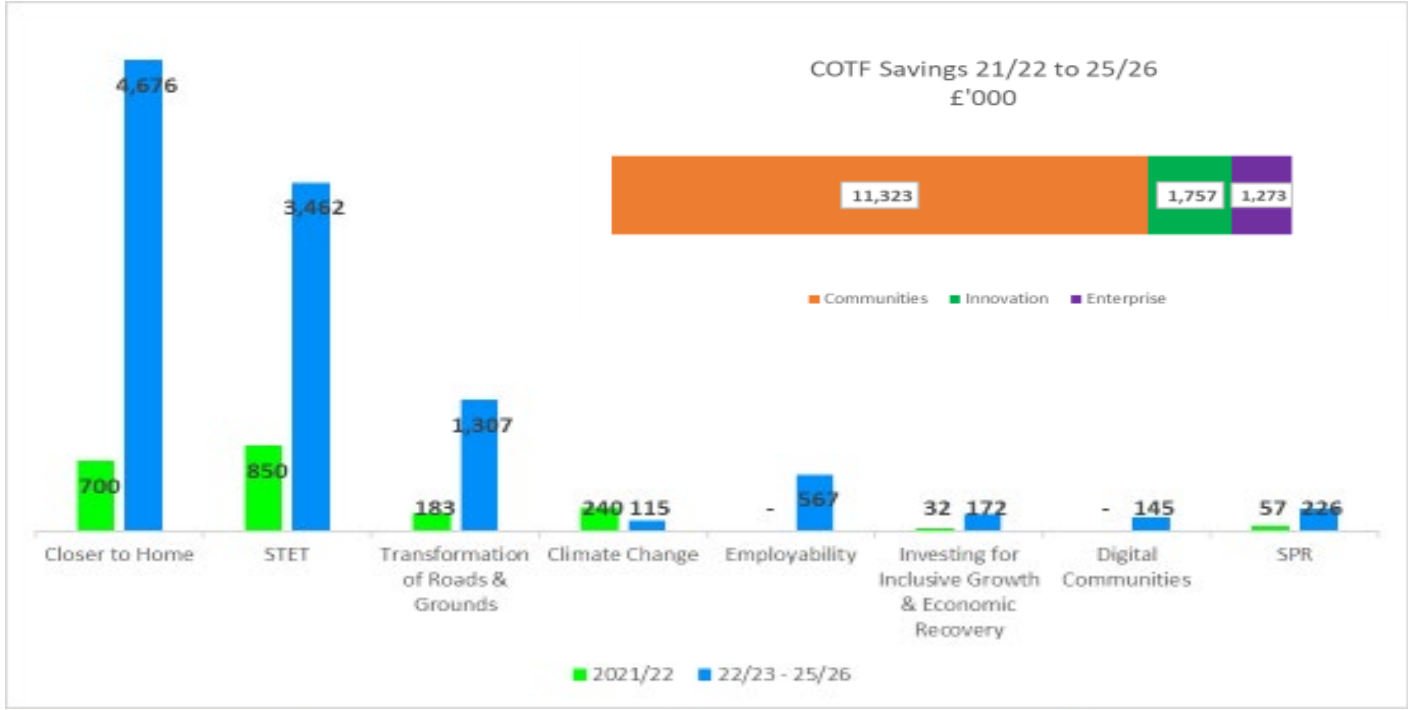
COTF Finance Dashboard  
‘000



Comments

COTF Priority Project Savings

Priority Project Savings: ‘000  
21/22 – 22/23-25/26



Comments

























Closer to Communities finance to be resolved as split in CEC v's Community Halls






























## Communities - Performance Indicators

Code	Short Name	2019/20	2020/21	2021/22			
		Value	Value	Value	Target	Status	Short Trend
AHS 1	Percentage of New Tenancies sustained for more than a year	90.4%	92.9%	92.6%	90.0%		
AHS 12	Percentage of settled accommodation secured by unintentionally homeless applicants	97.1%	81.5%	86.2%	90.0%		
SRL1	% of overall carriageway length to be considered for maintenance treatment	36.6%	37.8%	Annual	35.8%		
SRL2	Percentage of traffic light repairs completed within 48 hours	96.9%	97.3%	100%	95%		
SRL3	Percentage of street light repairs completed within 7 days	93.2%	87.5%	98.7%	93%		
DVS_ED&E S_PRO_01	Percentage of premises that hold a Food Hygiene Information Scheme (FHIS) Pass rating	94.32%	95.77%	95.96%	90%		
GGV 5a	Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year	7.54%	8.43%	9.35%	6.90%		
HQM 1	Percentage of Stock meeting the Scottish Housing Quality Standard	97.78%	89.96%	Annual	98.60%		
HQM 3a	Average length of time taken to complete emergency repairs (in hours)	3.4	5	4.6	3.7		
HQM 4a	Average length of time taken to complete non-emergency repairs (in working days)	5.5	13.9	34.8	6.7		
HQM 9	Percentage of Tenants satisfied with the standard of their home when moving in	89.15%	95.26%	87.41%	91.00%		
HQM 11	Percentage of Tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service	95.64%	93.68%	94.74%	94.00%		

Code	Short Name	2019/20	2020/21	2021/22			
		Value	Value	Value	Target	Status	Short Trend
SWK_CHF_CP_03	Number of children on the child protection register at end of period	133	128	107			
SWK_CHF_LAC_02	Number of children looked after at home (LAAH)	113	114	Annual			
SWK_CHF_LAC_02a	Rate per 1000 population of children looked after at home (LAAH)	3.6	3.6	Annual			
SWK_CHF_LAC_03	Number of children looked after away from home (LAAF)	231	255	Annual			
SWK_CHF_LAC_03a	Rate per 1000 population of children looked away from home (LAAF)	7.3	8.1	Annual			
SWK_CHF_LAC_04a	Proportion of all looked after children in community placements	82.27%	81.84%	Annual	90.1%		
SWK_CHF_LAC_06	Proportion of young people who are looked after who have a plan	100%	100%	Annual	100%		
SWK_JS_REP_01	The percentage of Justice Social Work Reports submitted to court by the due date	99.1%	98.3%	93.6%	100%		
SWK_JS_CPO_02	Percentage of individuals on new CPOs with supervision requirement seen by a supervising officer within one week	89.1%	64%	83.7%	100%		

There are a range of Education indicators which are not included above as there is a time lag due to school year. Data for 2021 will be reported 2022. These indicators are shown at the end of appendix 5.

## Communities - LGBF

Code	Short Name	2017/18	2018/19	2019/20		
		Value	Value	Value	Short Trend	Scotland - Value
SC&L5a	% of adults satisfied with libraries	76.00%	69.30%	69.97%	↑	72.37%
SC&L5b	% of adults satisfied with parks and open spaces	88.67%	82.33%	80.00%	↓	83.50%
SC&L5c	% of adults satisfied with museums and galleries	59.00%	53.13%	58.80%	↑	69.30%
SC&L5d	% of adults satisfied with leisure facilities	77.33%	74.33%	72.67%	↓	70.10%
SCHN4	% of pupils gaining 5+ awards at level 5	66%	66%	68%	↑	64%
SCHN5	% of pupils gaining 5+ awards at level 6	35%	37%	38%	↑	38%
SCHN6	% of pupils living in the 20% most deprived areas gaining 5+ awards at level 5	47%	46%	50%	↑	47%
SCHN7	% of pupils living in the 20% most deprived areas gaining 5+ awards at level 6	18%	19%	22%	↑	21%
SCHN9	Balance of Care for looked after children: % of children being looked after in the Community	82.88%	82.27%	81.84%	↓	90.07%
SCHN10	% of Adults Satisfied with local schools	70.00%	68.07%	71.40%	↑	71.83%
SCHN11	Proportion of Pupils Entering Positive Destinations (subject to change to align with new measure from Senior Phase Benchmarking Tool)	94.6%	94.87%	92.38%	↓	93.34%
SCHN12a	Overall Average Total Tariff	957.23	951.16	1,000.33	↑	929.18
SCHN12b	Average Total Tariff SIMD Quintile 1	668	703	714	↑	649
SCHN12c	Average Total Tariff SIMD Quintile 2	788	748	830	↑	759

Code	Short Name	2017/18	2018/19	2019/20		
		Value	Value	Value	Short Trend	Scotland - Value
SCHN12d	Average Total Tariff SIMD Quintile 3	919	919	1,015	↑	904
SCHN12e	Average Total Tariff SIMD Quintile 4	1,023	1,213	1,197	↓	1,029
SCHN12f	Average Total Tariff SIMD Quintile 5	1,271	1,174	1,299	↑	1,240
SCHN18	% of funded Early Years Provision which is graded good or better	97.01%	98.51%	94.1%	↓	90.2%
SCHN21	Participation Rate for 16-19 year olds (per 100)	92.2%	92.3%	91.92%	↓	92.13%
SCHN22	% Child Protection Re-Registrations within 18 months	24.24%	3.91%	5.7%	↓	6.92%
SCHN23	% Looked After Children with more than one placement within the last year	26.63%	33.43%	20.6%	↑	16.68%
SENV2a	Net waste disposal cost per premises	£80.06	£77.51	£64.58	↑	£98.76
SENV3c	Street Cleanliness Score	89.50	91.10	90.84	↓	92.25
SENV4b	% of Class A roads that should be considered for maintenance treatment 10-12	29.3%	25.63%	28.7%	↓	30.57%
SENV4c	% of Class B roads that should be considered for maintenance treatment 10-12	42.09%	35.28%	31.69%	↑	34.96%
SENV4d	% of Class C roads that should be considered for maintenance treatment 10-12	40.23%	36.54%	34.23%	↑	35.14%
SENV4e	Percentage of Unclassified roads that should be considered for maintenance treatment	37.45%	37.75%	39.16%	↓	37.83%
SENV6	% of total household waste that is recycled	55.9%	50.8%	53.02%	↑	44.85%
SENV7a	% of adults satisfied with refuse collection	69.00%	64.90%	62.23%	↓	74.30%
SENV7b	% of adults satisfied with street cleaning	71.33%	63.93%	60.60%	↓	62.63%

Code	Short Name	2017/18	2018/19	2019/20		
		Value	Value	Value	Short Trend	Scotland - Value
SHSN1b	Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year	7.70%	8.09%	8.42%	↓	7.31%
SHSN3	% of council dwellings that meet the Scottish Housing Quality Standard	97.42%	97.73%	97.78%	↑	94.86%
SHSN4b	Average time taken to complete non-emergency repairs	7.97	6.79	5.55	↑	7.33
SHSN5	Percentage of council houses that are energy efficient	91.13%	95.61%	96.37%	↑	84.1%
SSW1	Older Persons (Over65) Home Care Costs per Hour	£18.86	£22.65	£26.35	↓	£25.99
SSW2	Self directed support spend for people aged over 18 as a % of total social work spend on adults	4.29%	5.23%	6.1%	↑	7.77%
SSW3a	% of people aged 65 and over with long-term care needs who receiving personal care at home	65.39%	65.14%	66.07%	↑	61.65%
SSW4a	% of adults receiving any care or support who rate it as excellent or good	78.31%	Bi-annual	78.8%	▬	▬
SSW4b	% of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life	78.31%	Bi-annual	78.8%	▬	80.03%
SSW4c	% of adults supported at home who agree that they are supported to live as independently as possible	82.53%	Bi-annual	79.16%	▬	80.78%
SSW4d	% of adults supported at home who agree that they had a say in how their help, care or support was provided	75.99%	Bi-annual	78.6%	▬	75.43%
SSW4e	% of carers who feel supported to continue in their caring role	37.29%	Bi-annual	36.58%	▬	34.28%
SSW6	Rate of readmission to hospital within 28 days per 1,000 discharges	121.29	117.38	122.07	↓	104.69
SSW7	Proportion of care services graded good or better	85.71%	80.61%	82.35%	↑	81.83%
SSW8	Number of days people spend in hospital when they are ready to be discharged, per 1,000 population (75+)	910.19	1,177.9	1,020.14	↑	773.78



There is a year lag for LGBF data, however the benefits are that we can benchmark against other councils. There are a range of Education indicators which are not included above as there more than the 1-year lag due to school year. These indicators are shown in the table below. Data for 2019/20 will be reported as soon as available.

Code	Short Name	2017/18	2018/19	2019/20		
		Value	Value	Value	Short Trend	Scotland - Value
SCHN13a	% of P1, P4 and P7 pupils combined achieving expected CFE Level in Literacy		72.03%	Data not available		
SCHN13b	% of P1, P4 and P7 pupils combined achieving expected CFE Level in Numeracy		79.29%	Data not available		
SCHN14a	Literacy Attainment Gap (P1,4,7 Combined) - percentage point gap between the least deprived and most deprived pupils		24.3%	Data not available		
SCHN14b	Numeracy Attainment Gap (P1,4,7 Combined) - percentage point gap between the least deprived and most deprived pupils		18.19%	Data not available		
SCHN17	% of children meeting developmental milestones at their 27-30 month review	83.02%	83.18%	Data not available		
SCHN19a	School Attendance Rates (per 100 pupils)		92.94%	Data not available		
SCHN19b	School Attendance Rates for Looked After Children (per 100 Looked After Children)		88.22%	Data not available		
SCHN20a	School Exclusion Rates (per 1000 pupils)		21.65	Data not available		
SCHN20b	School Exclusion Rates for Looked After Children (per 1000 looked after children)		80.27	Data not available		