

**Falkirk Community Planning Partnership
Single Outcome Agreement
Monitoring Statement
September 2009**

Falkirk Community Planning Partnership has had a Single Outcome Agreement in place since June 2008. The SOA helps measure the progress we are making locally to achieve our shared vision for the Falkirk Council area. The purpose of this monitoring statement is to note progress the partnership has made in achieving our vision and local outcomes over the period of the agreements.

Our collective commitment will ensure that in achieving our vision we will provide the best quality services at an affordable cost to our communities and citizens and that this is at the very heart of all that we do.

Our vision is to ensure that:

- ***The legacy of our past and the potential of our future are protected.***
- ***Our area is at the centre of Scotland.***
- ***Our future is as one of the most culturally diverse and distinct areas in Scotland.***
- ***Our future has investment in jobs, learning, homes and leisure for all.***
- ***Our area is 'the place to be' in the third Millennium.***

Implicit in our vision is the need for our citizens and communities to be safe and healthy.

This agreement is shared by the following partners:

- Falkirk Council;
- NHS Forth Valley;
- Central Scotland Police;
- Central Scotland Fire and Rescue Service;
- Forth Valley College;
- CVS Falkirk and District
- Scottish Enterprise
- Skills Development Scotland
- SESTRAN; and
- The Scottish Government

We must acknowledge that we alone cannot achieve our vision for our area and are reliant on a range of partners, communities and individuals to work with us to do this. Their contribution must be valued and recognised if we are to achieve what our communities need over the coming years.

While this monitoring statement notes progress against our key outcomes, we set out in our last agreement specific actions we were going to undertake to address the economic recession and its affects on our local communities. Since agreeing our action plan we have made progress in the following areas:

- Worked closely with the Business Panel to ensure we are providing relevant advice and support to local businesses;
- Specifically targeted advice and support to local retailers through both direct help but also by ensuring our town centre are attractive places to visit and shop;
- Reduced the time to pay suppliers from one month to 20 days;
- Initiated a programme to promote local tourism;
- Accelerated capital investment in a range of areas e.g. roads, economic development, parks and leisure and schools;
- Continued to lobby for the Avon Gorge / Grangemouth Freight Hub;
- Promoted further investment in housing
- Accelerated £600,000 of capital investment in business property;
- Reviewed the Council's approach to the use of section 75 agreements to ensure they maintain investment while protecting jobs;
- Provided further information and support to local people facing or experiencing redundancy and unemployment;
- Assisted local companies to access training, advice and support, particularly to engage young people in pre-vocational and apprenticeship programmes;
- Further embedded our approach to Community Benefits in Procurement to ensure our communities benefit from the spend public bodies make; and
- Further invested in money advice and support services for people who are faced with money, debt or housing problems.

As a partnership we understand that the recession will continue to affect individuals and communities for years to come. We must ensure the measures noted above are having the effect we expect while continuing to meet the outcomes expressed within this single outcome agreement. Over the coming years we must continue to review progress against our outcomes. We understand that we will be facing great challenges in meeting the growing needs of our communities with reducing resources. We must become more efficient in our use of resources not only individually but across our partnership.

To achieve this we must engage with our communities. We will consult on a new Strategic Community Plan based on the outcomes within this agreement to ensure we understand their priorities in the short, medium and longer term.

Our agreement will also develop over time to reflect our maturity in measuring all sectors' and partners' performance in achieving our vision. Importantly over time we will include indicators to measure our community and voluntary sectors' contribution to community life. We understand the valuable contribution volunteers and carers make to the lives of individuals and communities. We hope over time to reflect this contribution over time within our Single Outcome Agreement.

It is through this and our Strategic Performance Management System that we will refine and develop the detail of the Single Outcome Agreement. Our partnership processes will identify areas where the implementation of a national policy initiative may lead to any pressure on Council or partners' budgets. We welcome the position of the Scottish Government in that they have made a commitment to address this jointly as part of our maturing relationship.

The Single Outcome Agreement will provide us with a means of summarising existing performance information contained within both our Corporate and Community Planning systems. The Outcome Agreement helpfully tracks changes over time and thus provides us with a vehicle by which to scrutinise our performance and thus progress towards our local outcomes. The targets set have been set for the duration of the Agreement. However we will review these annually to ensure they are challenging and continue to be relevant. The results of this will be published so that our communities can see the progress we are making in achieving their vision for our area.

In addition to noting specific progress for each indicator we have also set out a range of actions that make a difference to the lives of individuals and communities. As a number of these actions relate to several of our local priorities, they have been grouped under specific themes of economy, health and safety, disadvantage and discrimination and the environment.

FURTHER DEVELOPING A THRIVING, SUSTAINABLE AND VIBRANT ECONOMY

- Falkirk Town Centre Management Ltd secured Business Improvement District Status for Falkirk Town Centre to ensure the town can continue to develop and grow;
- We supported the development of a skilled workforce, and increased the number of placements for modern apprenticeships to 324 and secured 406 placements for Get Ready for Work. We also established a Winter Leaver Programme for young people, exceeding the target for provision and successfully delivered the National Programme contracts and achieved performance outcomes well above the Scottish average.
- Carrongrange became 1 of only 10 schools in Scotland to be recognised as a Socially Enterprising School at a national awards ceremony in Edinburgh. Four S6 pupils received the Schools Award for Social Enterprise on behalf of their school from Fiona Hyslop MSP, Cabinet Secretary for Education and Lifelong Learning. Carrongrange School was also short listed as one of the top 3 in the 'Most Enterprising Special School' category at the 2008 Scottish Education Awards.
- In collaboration with INEOS Grangemouth, we continued working in support of the My Future's in Falkirk project 'Schools into Technology'. This project aims to encourage more pupils to take science subjects and encourage them to pursue a technology-based career so ensuring that our young people are equipped and able to benefit from the anticipated growth in local, technology-based companies. The project has three offerings - Master classes, the Scottish Science and Technology Network and the Science, Education and Technology Fair.
- For some years we have been working in partnership with Forth Valley College who offer a range of opportunities for school pupils to experience college courses while they are still attending school. We continued developing our links with the college with a view to encouraging more of our students into further education on leaving school.
- One of the core themes of the Council's Procurement Strategy is to develop procurement good practice in order to maximise community benefits through regeneration and supporting the local economy. The outcomes of our Community Benefits in Procurement work delivered 45 apprenticeship and other trainee work placements for young people in the Falkirk Council area during

2008/09 in a range of construction related contracts, including our new school build programme and affordable housing construction. Our work in this area was featured in a Scottish Government Report on Community Benefits in Procurement.

- In addition, during 2007/08 the Council spent approximately £77 million with businesses located within the Falkirk Council area. This equates to 42.5% of the Council's total procurement expenditure and is slightly higher than previous year's figures 41%. Through the implementation of the Council's Local Company Engagement Strategy, the Council is aiming to further build on this.
- We have worked with various housing agencies including Homes for Scotland to stimulate investment in housing construction in the area. The Council has continued to develop its current house building programme by constructing seven new Council houses in Falkirk, Stenhousmuir and Denny for people with disabilities.
- The Council remains determined to reduce the number of school leavers who do not move into a positive destination when they leave school. In support of these efforts, and in collaboration with a range of partner agencies including Forth Valley College, Careers Scotland, Scottish Enterprise Forth Valley, Community Scotland and Jobcentre Plus, a local joint action plan was developed focusing on two operational strands. The first of these is led by Education Services and targets young people at school who are at risk of not making a positive transition: the second, led by the Council's Employment & Training Unit, targets school leavers and young people aged 16-19 shortly after they have left school in an effort to engage them in a range of post-school activities to reduce the number of young people who are not in education, employment or training.

CONTINUING TO IMPROVE THE HEALTH, SAFETY AND WELLBEING OF OUR CITIZENS AND COMMUNITIES

- Active Forth, the GP exercise referral scheme, has expanded and is operating across the Council area and from all 3 main leisure centres. As a result more people are participating in the scheme with an increase of over 2,000 in a year. This has been complemented by a closer working relationship between the partners and key sports organisations.
- The Council in completing its secondary school replacement programme has also opened many new sports and swimming facilities across the area. This has resulted in many more people participating in sports and leisure activities.
- Our Community Service for Offenders Scheme has received national recognition for its work from the Prisons Commission and has also received a UK wide Butler Trust Award. We have significantly reduced the number of persistent young offenders over the last three years, from 64 in 2006-07 to 32 in 2008-09 a 50% decrease. We have acted as lead authority in establishing a team of staff to deliver accredited offending behaviour programmes across the Forth Valley area; and we have appointed a tenancy support officer to provide additional housing support to offenders whose loss of tenancy may increase the risk of re-offending;
- The Council arranged and hosted the inaugural Scottish training event and a subsequent event for local businesses leading to nationally recognised award in skin piercing safety - the Certificate in Safe Operating Practices for Beauty Therapists, Piercers and Tattooists. This meets part of the training requirements

of the Civic Government (Scotland) Act 1982 – (Licensing of Skin piercing and tattooing) Order 2006.

- A Christmas card campaign in around 500 shops highlighted the issues of slips and trips and manual handling when there is more stock handling by inexperienced workers.
- Approximately 100 local bars, pubs and clubs were given information about violence in the licensed trade and promoting the HSE's work-related violence tool kit.
- An education and enforcement campaign by the "Cruisers" working group on vehicle noise and emissions reduced the number of complaints and an anti-idling education campaign with neighbouring councils helped to reduce emissions.
- School lunches have been part of the school day for children for many years. Falkirk Council is continually developing this tradition to provide a high quality service responsive to our customers' needs. Close partnership working with Forth Valley Health Board and the Scottish Government in relation to the Hungry for Success Initiative and the Schools (Health Promotion and Nutrition) Scotland Act 2007 has meant we are committed to providing school meals that children can enjoy while balancing the eating trends of today with realistic nutritional levels.
- During the course of session 2008/09, on average 91% of primary pupils and 73% of secondary pupils who were entitled to free school meals, took up that entitlement. Children who have free school meals are not made to feel differently from those who pay, nor is it obvious that their meals are free. All of Falkirk Council's primary and secondary schools operate an anonymised system for recipients of free school meals, compared with the national average of only 40% in the primary sector and 71% in the secondary sector.
- The Scottish Government's School Meals Survey for 2008 showed that the uptake of free school meals in Falkirk Council primary and secondary schools was the highest in Scotland. Falkirk Council primary schools exceeded the national average by 13%, while secondary schools exceeded the national average by 21%.
- The Outdoor Education Team continued to promote Outdoor Learning as an effective approach to delivering Curriculum for Excellence. To that end, during the course of the session the Team delivered continuing professional development (CPD) sessions aimed at supporting classroom teachers in delivering curricular and extracurricular subjects in their school grounds, local parks and wild spaces. Opportunities for increased pupils' participation in the outdoors were also made available through linking with external environmental agencies and organisations and award schemes such as the John Muir Trust, the Duke of Edinburgh Award Scheme and Eco Schools.
- To help improve behaviour in secondary schools still further we have been trialling Restorative Approaches in two schools. In these schools the emphasis has been on establishing and maintaining positive relationships and helping young people understand the consequences of their behaviour for others to help improve behaviour rather than the traditional reliance on 'telling off' and punishment. The secondary school pilots in the development of Restorative Approaches have been very successful to the extent that Falkirk has been mentioned in national research reports in this field. As a result all our secondary schools have committed to developing Restorative Approaches over the next two to three years.

- We are one of the first Councils in Scotland to achieve the Gold Healthy Working Lives Award, which replaces the Gold SHAW award which the Council held for several years. The Healthy Working Lives award assesses not just our approach to health promotion, well being and lifestyle support as was covered by the SHAW award. It also assesses our health and safety initiatives, sustainability initiatives and the advice we provide to all employees in these areas.
- We have reviewed the work of our Community Wardens and Enforcement Teams to ensure they can provide services to those areas most in need. We have also continued to support the safer streets initiative and developed with partners in Forth Valley an innovative solution to information sharing on Anti Social Behaviour.
- A sample local house conditions survey was commissioned of all the Council's housing stock, as well as an all tenure house conditions survey, with future phases to be completed in 2009.

INCREASING OUR EFFORT TO TACKLE DISADVANTAGE AND DISCRIMINATION

- In the last financial year, our Community Advice Service achieved welfare benefit gains for people in the Falkirk Council area of £6.6 million. In the same period, the team lodged a total of 245 appeals against unfavourable decisions by benefits agencies and achieved a success rate of 74% decisions overturned. The service also provided advice or negotiated debts for over 800 local people on debts amounting to nearly £20 million. This is in addition to the work undertaken by the three Citizen Advice Bureaux in the Council area.
- We have continued to ensure our most vulnerable young people have the best services to meet their needs. We have over a number of years reduced the number of young people who leave school without moving onto a positive destination i.e. training, employment or further or higher education. We have also ensured young people leaving Carrongrange School have support to make positive decisions about their destinations when leaving school.
- We have also continued to support youth work across the Council area. New activities have been established in facilities in Camelon and Langlees. Detached youth workers have engaged with 2,344 young people throughout the year. Liaison between agencies has ensured that we can target these services to specific locations.
- The proportion of council service buildings that are accessible to the disabled increased by 10% during 2008-2009. 89% of schools are now accessible to the disabled. Further improvement will depend on the school replacement programme and improvements for individual pupils or staff.
- The partnership has developed the 'IDEAL' database which includes information on diversity and equality agencies locally. This will improve our consultation on all equality issues. Through the Community Planning Partnership we published six information booklets for migrant workers living and working in the area. These were launched at our annual community planning conference.
- We developed a Homelessness Strategy for the period 2008-2013 to direct activity to reduce homelessness in the area and to support vulnerable people to sustain their accommodation.
- We entered into a Public Social Partnership with Grangemouth Enterprises and the Falkirk Homeless Project (Quickstart) that provides furniture to homeless

people and families and maximises the benefits to the wider community in terms of waste management and employment / training opportunities.

- £138,000 was secured from the Scottish Government for further improvements to the Travelling Persons Site at Redding.
- Our Housing Allocation policy was reviewed to ensure that priority is given to those applicants in the greatest housing need and that the best use is made of the Council's housing stock and that the opportunities for applicant choice are maximised through choice-based letting arrangements. The review involved comprehensive and extensive consultation with stakeholders.
- By establishing a central team to process housing applications, maintain the housing list and match applicants with suitable vacancies, we have improved service delivery by reducing timescales for processing information and ensuring consistency.
- We continued to work towards our objective to educate Falkirk's children within its school system and as a result reduced reliance on external providers.
- We expanded the number of places in specialist Autistic Spectrum Disorder provision at both Grangemouth High School and the Ladeside Primary School Support Facility, in accordance with our objective to ensure the demand for specialist autistic provision is available locally and on an equitable basis by June 2011. To that end, we have also established an educational practitioner working group to anticipate short-term demands for 2009/10 and provide a rational local authority plan for the medium term.
- Work continued on developing systems to allow schools and other providers to monitor educational planning and outcomes for their Looked-After and Looked-After and Accommodated Children. The Service is already able to track the attendance, progress and outcomes for all Looked-After and/or Accommodated Children.
- Falkirk Children's Commission continued to develop a locality model for delivering integrated services to children and young people at as local a level as possible. Two prototype sites in Denny and St Mungo's were established with different models of delivery being tried in each. These models build on the successes of Integrated Learning Communities and the recognised impact which supporting families has on individual children's attainment and achievement.
- Following extensive consultation, and in continuing partnership with Barnardo's, the previously separate primary specialist provisions for children exhibiting social, emotional or behavioural difficulties, Dundas and Lecroft, were re-organised into the Oxbang School and Support Service. The new facility supports children in mainstream schools as well as providing full-time education at Oxbang School itself; it also provides support to parents of children on the caseload.

ENHANCING AND SUSTAINING AN ENVIRONMENT IN WHICH PEOPLE WANT TO LIVE, WORK AND VISIT

- We launched a revised version of the Community Litter Plan for the next three years. The Plan builds upon previous progress, in improving the cleanliness of the area, through the provision of more resources to tackle the litter problem, raising public awareness and in developing positive partnership working with communities and local groups. Performance in relation to numbers of missed bins and customer complaints relating to the Refuse Collection Service shows

significant improvement on previous year performance, with a reduction for both indicators of 37%.

- We continue to make progress towards meeting the Scottish Housing Quality Standard. Through the Housing Investment Programme work was completed in the following areas:
 - Kitchen & bathroom replacement to 1239 properties
 - Completion of upgrading to high rise block – Belmont Tower
 - Window replacement to 45 properties
 - Re-roofing to 119 properties
 - Electrical upgrading works to around 150 properties
 - Re-rendering to 204 properties
- We have continued to increase the uptake of the combined heat and power community heating project to 6 blocks of high rise flats in Falkirk, currently benefiting over 300 households. This will improve energy efficiency and costs to residents.
- In 2008/09, approximately £450,000 was accessed from a variety of sources, such as Communities Scotland's Warm Deal Programme and Energy Efficiency Commitment funding from the power companies, thus maximising the use of external funding opportunities to implement energy efficiency improvements.
- The Council approved a Home Energy Strategy, which incorporates the Council's Fuel Poverty Strategy and action plan to help eradicate fuel poverty by the Scottish Government's target of 2016.
- We have worked to reduce domestic energy use across the Council area by 10% since 2005 and carbon dioxide emissions by 9% over the same period, as the Council makes progress towards meeting its Home Energy Conservation Act responsibilities. A reduction in home energy use of 24% has now been achieved since 1997.
- 5154 spent street lighting discharge lamps were recycled.
- 40.8% of Municipal Solid Waste was recycled or composted during 2008-09, our highest ever annual rate, meeting the target for 2010. £235K of recycled material was incorporated into road schemes. 61% of waste material from road construction was diverted away from landfill beating our 58% target. An independently funded furniture reuse / recycling project was set up following a council run and funded pilot. Recycling, waste minimization and reducing litter are promoted in all Falkirk schools. In addition to paper and cardboard, many schools recycle other materials such as cans, printer and toner cartridges and plastic. However, they are equally encouraged to try to reduce the amount of material that needs to be recycled in the first place. During session 2007/08, the last complete session for which figures are available, Falkirk Council's schools recycled 260.5 tonnes of paper and card, a 36% increase over the previous session and more than double the level of recycling which took place 3 years ago, during session 2004/05.
- Local Authority Partnership Award from Community Recycling Network for Scotland for our work with Grangemouth Enterprises Ltd (GEL) and their activities, which have seen the volume of items reused and recycled increase in addition to allowing for the creation of many green training and employment opportunities for local people.







- Falkirk Environment Trust made grants totalling £313k during 2008-2009. Community projects included the River Avon Restoration Project phase 2 and Slamannan Angling Preservation Association. Both involved improving habitat and biodiversity.
- All Falkirk Council primary and secondary schools participate in the Eco Schools programme which promotes environmental awareness in a way that links to many curriculum subjects, including citizenship, personal, social and health education, and education for sustainable development. Falkirk Council primary and secondary schools have now received, in total, 49 bronze awards, 37 silver awards and 19 Green Flags (including 5 Second Green Flags and 1 Third Green Flag). Falkirk ranks 9th in Scotland for the percentage of educational establishments receiving a Green Flag, 4th for receiving a silver award and 5th for receiving a bronze award.
- Having already built four new secondary schools to replace the old buildings at Bo'ness Academy and Braes, Graeme and Larbert High Schools, as well as Carrongrange School, we have now replaced the four remaining secondary schools, those at Denny, Falkirk, Grangemouth and St Mungo's High Schools. This project will result in the council's portfolio of eight secondary schools all being fit for the delivery of education in the 21st century and will ensure that all of our pupils and staff have access to the quality of resources they need to ensure the best possible start to life for the pupils.
- There is also significant investment in primary schools with three new schools and a number of extensions recently completed, ongoing or planned over the next few years. The new non-denominational primary school for Larbert/Stenhousemuir, Kinnaird Primary School, opened early in 2008, and this will be followed by a new RC primary school in due course, increasing local provision by 650 places. A new replacement for Maddiston Primary School also opened in 2008 providing additional places in a state-of-the-art building that has replaced the Council's one remaining 'poor' condition school. A major extension was completed in 2008 at Wallacestone Primary School to cater for population growth and other significant extension/refurbishments are underway at Larbert Village and Hallglen Primary Schools and will be completed this year.
- The two new-build schools at Kinnaird and Maddiston also include provision for pupils with additional support needs that, together, have replaced Torwood School and increased the level of provision in this area.
- Recent investment in nursery provision has resulted in four new primary school nurseries at Bantaskin (2006), Carron (2007), Nethermain (2007), and the new Kinnaird Primary School (2008). Together with expansion at Maddiston Primary, this has resulted in 300 additional ½ day nursery places in areas where demand is the highest.
- Each school has a well established Pupil Council. These met regularly over the course of the session and sent representatives to the Schools Council (secondary pupils) and the Cluster Councils (primary pupils). A key development was the establishment of the Pupil Engagement in Decision-making policy, approved by the Council in December 2007. The policy sets out entitlements for children and young people, with their roles and responsibilities, in line with our key Learning to Achieve policy. It builds on existing good practice in our establishments to ensure that children and young people are actively involved in meaningful decision making in key areas that impact on their future.






- Falkirk Council received support from the Scottish Government's Anti-sectarianism fund for two projects. P1 children in Antonine and St Joseph's Primary Schools were involved in 'Bridge Street Bairns', which used Persona Dolls made by parents from both schools to focus on similarities and celebrate differences. Parents attended a workshop to consider issues around sectarianism in Scotland that then gave them the confidence to raise the subject with their children. The P6 children at Nethermains, Head of Muir and St Patrick's Primary Schools are 'Falkirk Firm Friends' after they worked together and made new friends through a number of activities that focused on Islamophobia with the aim of developing positive attitudes to the Muslim Faith.

National Outcome One – We live in a Scotland that is the most attractive place for doing business in Europe

Local Outcomes

- The quality of our infrastructure will help promote the growth of the local economy (CP)
- Ensured our profile reflects our area as a destination of choice (CP)
- Increased business investment, innovation and competitiveness and the diversification of our economy (SCP)
- Raised the profile and image of the area through promoting and marketing the area to attract new investment (SCP)
- Raised the profile and image of the area through promoting and marketing the areas as a culture and leisure destination (SCP)
- Improved the image and quality of the physical environment including town centres (SCP)






| Indicator/s (noting frequency / type / source) | Baseline at 2006-07 | 2007/08 Performance | Annual Progress 06-08 | 2008/09 Performance | Overall Performance 06-09 | 'Progress' target/s to 2010-11 | On track for target | 'End' target/s and timescale |
|--|--|--|--|--|---|---|------------------------|------------------------------------|
| Net number and rate of new businesses formed in local authority area on an annual basis | + 70 180 per 100,000 population | + 185 259 per 100,000 population | +115 +79 per 100,000 population | Not yet available |  | At least Scottish average 2007 – 283 per 100,000 population | ✓ | At least Scottish average |
| Total Gross Added Value of businesses in the area | £2,112m -2004 | £2,203m – 2005 – latest available | +£91m | Not yet available |  | Increase | ✓ | Increase |
| Total business stock | 3,889 | 3,951 | +62 | Not yet available |  | Increase | ✓ | Increase |
| No of occupied business properties as a % of the total | 98.6% | 97.3% | -1.3% | 96.7% |  | Maintain above 95% | ✓ | Maintain above 95% |
| Total business stock in priority industries e.g. chemicals, construction, financial services etc | 1162 | 1204 | +42 | Not yet available |  | Increase | ✓ | Increase |
| RSA awards accepted / paid Average no and value | 4 £1m | 3 £620,000 | -1 £380,000 | 2 accepted – £875,000 2 paid - £415,000 |  | Increase | ✓ | Increase |

| Indicator/s (noting frequency / type / source) | Baseline at 2006-07 | 2007/08 Performance | Annual Progress 06-08 | 2008/09 Performance | Overall Performance 06-09 | 'Progress' target/s to 2010-11 | On track for target | 'End' target/s and timescale |
|--|---|---|-----------------------------|-------------------------------------|---|--------------------------------------|------------------------|------------------------------------|
| Business advice requests for consumer protection completed within 14 days | 65.9% | 88.7% | +22.8% | 93.4% |  | 95% | ✓ | 95% |
| Increasing the total visitor expenditure to the area (per calendar year) | £76 m | £77m | £1m | £77m |  | Increase | ✓ | Increase |
| Increasing the number of bed nights taken up by tourism related visitors (per calendar year) | £1.27m | £1.25m | -£0.02 | £1.25m |  | Increase | ✗ | Increase |
| Falkirk Town Centre national ranking per CACI | 10 th in Scotland | 15 th in Scotland | -5 places | 15 th in Scotland (2008) |  | Improve | ✗ | Improve |
| Total area of Vacant and Derelict land Total | 52ha 90ha 142ha | 51.25ha 87.25ha 138 ha | -3.5ha | Next count in Oct 2009 |  | Reduce | ✓ | Reduce |
| Carriageway condition - % of network that should be considered for maintenance treatment | 54% Falkirk ranked 25 th in 2006/07 | 35% Indicator definition was changed. Falkirk ranked 12 th in 2007/08 | n/a Indicator changed | 33.2% | n/a Indicator change | Below 35% | ✓ | Maintain |

National Outcome Two - We will realise our full economic potential with more and better employment opportunities for our people

Local Outcomes

- Increasing the wealth and prosperity of our area(CP)
- Increase the number of people in jobs particularly the young and long term unemployed (SCP)
- Increase lifetime earning potential for all our citizens (SCP)



| Indicator/s (noting frequency / type / source) | Baseline at 2006-07 | 2007/08 Performance | Annual Progress 06-08 | 2008/09 Performance | Overall Performance 06-09 | 'Progress' target/s to 2010-11 | On track for target | 'End' target/s and timescale |
|--|---|--|-----------------------------|------------------------------|---|--------------------------------------|------------------------|------------------------------------|
| No of claimants in receipt of out of work benefits per 1,000 population. The benefits are defined as Jobseekers Allowance, Incapacity Benefit and Income Support (carers, lone parents and other on income related benefits) (FSF) | No of claimants 15,070 100.7 per 1,000 population 161.1 per 1,000 working age population | No of claimants 14,790 98.1 per 1,000 population 156.9 per 1,000 working age population | -280 -2.6 -4.2 | Not yet available |  | Reduce | ✓ | Reduce |
| Employment Rate | 78.6% | 78.5% | -0.1% | Not yet available |  | Increase | ✗ | Increase |
| Number of community benefit in procurement programmes with number of jobs and beneficiaries | 0 | 24 | +24 | 14 |  | 60 | ✓ | Increase |
| The proportion of school leavers in a positive destination In worst 15% SMID (FSF) | 84.3% 75.2% | 86.8% 75.7% | +2.5% +0.5% | Not available until Dec 2009 |  | Increase | ✓ | Increase |
| % of 16-19 year olds not in education, employment or training (FSF) | 19% | 16% | -3% | Not available until Dec 2009 |  | Reduce | ✓ | Reduce |

| Indicator/s (noting frequency / type / source) | Baseline at 2006-07 | 2007/08 Performance | Annual Progress 06-08 | 2008/09 Performance | Overall Performance 06-09 | 'Progress' target/s to 2010-11 | On track for target | 'End' target/s and timescale |
|--|--|--|-----------------------------|---|---|--------------------------------------|------------------------|---|
| Reducing the number of unemployed people relative to the Scottish average | Falkirk 2.1% Scotland 2.2% Sept 07 | Falkirk 2.6% Scotland 2.5% Sept 08 | +0.5% +0.3% | Not yet available |  | Reduce | × | At or lower than the Scottish average. |
| Increasing satisfaction of business panel with events | 93% | 90% | -3% | 91% |  | Maintain | × | Maintain |
| Increasing the number of business start up support from the Council through national business gateway | 300 | 278 | -22 | 339 |  | 300 | ✓ | Maintain |
| Increasing the uptake of work based training provision provided by the Council | 432 | 560 | +128 | 791 |  | 600 | ✓ | Maintain |
| Increasing the numbers of new starts on national training programmes | 201 150 | 227 600 | +26 +450 | 312 |  | 300 600 | ✓ | Maintain |
| Increasing the number of jobs created or secured by business development community planning activities | 684 | 729 | +45 | 339 Business Gateway 391 ETU 730 Total |  | Increase | ✓ | Increase |
| % of working age people receiving job related training in the 13 weeks prior to survey | 23.3% | 19% | -4.3% | Not yet available |  | Increase | × | Increase |

National Outcome Three - We are better educated, more skilled and more successful, renowned for our research and innovation

Local Outcomes


- Our area will be recognised as having a culture of aspiration and ambition (CP)
- Support lifelong learning in the community (SCP)



| Indicator/s (noting frequency / type / source) | Baseline at 2006-07 | 2007/08 Performance | Annual Progress 06-08 | 2008/09 Performance | Overall Performance 06-09 | 'Progress' target/s to 2010-11 | On track for target | 'End' target/s and timescale |
|---|---|---|--|---|---|--------------------------------------|------------------------|------------------------------------|
| The % of school leavers moving into Higher education Further education Training Employment | 25% 16% 10% 33% | 28% 19% 12% 28% | +3% +3% +2% -5% | Not available - December 2009 |  | 28% 20% 7% 31% | ✓ | 30% 24% 11% 30% |
| Diversity in sectoral employment: - numbers and percentage. Wholesale and retail; Manufacturing; Health and Social Work; Public Administration; Real estate, renting business activities Other industries | 11,000 -18.9% 8,800 – 15.1% 9,000 – 15.5% 5,500 – 9.5% 5,200 - 9% 18,600 – 32% | 10,400 – 17.6% 9,300 – 15.7% 9,100 – 15.4% 5,600 - 9.4% 5,900 – 10% 18,900 – 31.9% | -1.3% +0.6% -0.1% -0.1% +1% -0.1% | Not yet available | -1.3% +0.6% -0.1% -0.1% +1% -0.1% | Monitor | - | Monitor |
| % of school leavers offered a guaranteed positive destination. | - | - | - | Not available until December 2009 | - | 50% 2008 75% 2009 100% 2010 | - | 100% |
| % of working age population with SVQ3 or above | 47.1% | 47.6% | +0.5% | 50% |  | Improve | ✓ | Improve |



National Outcome Four - Our young people are successful learners, confident individuals, effective contributors and responsible citizens

Local Outcomes

- Our workforce will be highly skilled (CP)
- Promote early learning experiences for all young children to enable them to have the best possible start (SCP)
Provide appropriate and relevant learning experiences and child care for children and their families (SCP)
- Raise levels of attainment and achievement in education (SCP)
- Provide high quality teaching in schools and early years establishments
- Provide flexible curriculum that meets the needs of all young people.

| Indicator/s (noting frequency / type / source) | Baseline at 2006-07 | 2007/08 Performance | Annual Progress 06-08 | 2008/09 Performance | Overall Performance 06-09 | 'Progress' target/s to 2010-11 | On track for target | 'End' target/s and timescale |
|---|--|--|-------------------------------------|---|---|--|------------------------|--|
| Proportion of schools achieving 'good' or 'very good' or excellent in the last 3 years in HMIE reports for: a) Structure of the curriculum b) The teaching process c) Leadership d) Expectations & promoting achievement e) Equality & fairness f) Partnership with parents & the community | a) 94% b) 89% c) 100% d) 89% e) 100% f) 94% | a) 94% b) 89% c) 94% d) 100% e) 100% f) 94% | - - -6% +11% - - | Reporting measures changed by HMIE and will be reflected in the next SOA update | Measure has changed | Reporting measures changed by HMIE and will be reflected in the next SOA update. | ✓ | Reporting measures changed by HMIE and will be reflected in the 2010 /11 SOA |
| The % of pupils in P3, P4, P6 & P7 attaining or exceeding the appropriate levels for their stage in Reading Writing Mathematics | 85% 81% 88% | 85% 81% 87% | - - -1% | 85% 82% 88% |  | 85% 80% 85% | ✓ | 5-14 measures under review. |


| Indicator/s (noting frequency / type / source) | Baseline at 2006-07 | 2007/08 Performance | Annual Progress 06-08 | 2008/09 Performance | Overall Performance 06-09 | 'Progress' target/s to 2010-11 | On track for target | 'End' target/s and timescale |
|---|--------------------------|--------------------------|-----------------------------|------------------------|---|--------------------------------------|------------------------|------------------------------------|
| Cumulative Attainment of National Qualifications by all pupils in publicly funded schools for S4 - % of the S4 roll gaining level 3 or better in English and mathematics; % of S4 roll gaining 5 or more awards as SCQF level 3 or better; % of S4 roll gaining 5 or more awards at SCQF level 4 or better; % of S4 roll gaining 5 or more awards at SCQF level 5 or better | 91% 89% 73% 30% | 91% 89% 72% 33% | - - -1% +3% | Not yet available |  | 96% 93% 77% 36% | x | Improve |
| Cumulative attainment of National Qualifications by all pupils in publicly funded secondary schools for S5 – % of the original S4 roll gaining 1 or more awards at SCQF level 6 or better % of the original S4 roll gaining 3 or more awards at SCQF level 6 or better; % or the original S4 roll gaining 5 or more awards at SCQF level 6 or better | 34% 17% 6% | 37% 19% 7% | +3% +2% +1% | Not yet available |  | 39% 22% 10% | ✓ | Improve |
| The % of young people who leave school without employment, further or higher education or training | 16% | 13% | -3% | Not yet available |  | Reduce | ✓ | 7% |

| Indicator/s (noting frequency / type / source) | Baseline at 2006-07 | 2007/08 Performance | Annual Progress 06-08 | 2008/09 Performance | Overall Performance 06-09 | 'Progress' target/s to 2010-11 | On track for target | 'End' target/s and timescale |
|---|------------------------|------------------------|-----------------------------|------------------------|---|--------------------------------------|------------------------|------------------------------------|
| % of pupil attendance at school Primary Secondary | 95.6% 89.9% | 95.4% 90.8% | -0.2% +0.9% | Not yet available |  | 96% 92% | ✓ | 96% 92% |
| Number of young people in secondary schools involved in Pupil Councils. | 251 | 375 | +124 | 429 |  | 450 | ✓ | 450 |




National Outcome Five - Our children will have the best possible start in life and are ready to succeed

Local Outcome

- All our children will be happy and healthy and able to make positive decisions about their own health (SCP)
- All our children will achieve their potential through learning and being creative and developing the skills and knowledge to make them fulfilled happy adults (SCP)
- Ensure high quality early years learning experiences including sufficient provision for vulnerable young people and their families (SCP)

| Indicator/s (noting frequency / type / source) | Baseline at 2006-07 | 2007/08 Performance | Annual Progress 06-08 | 2008/09 Performance | Overall Performance 06-09 | 'Progress' target/s to 2010-11 | On track for target | 'End' target/s and timescale |
|--|----------------------------------|---|-----------------------------|-------------------------------------|---|--------------------------------------|------------------------|---------------------------------|
| Proportion of children living in households that are dependent on out of work benefits or child tax credit more than the family element (finalised awards) number per 1,000 children aged 0-16 | 166 Child Tax Credit - 539 | 158 Child Tax Credit - 553 | -8 +14 | - Child Tax Credit - 543 | -8 -4 | Monitor | - | Monitor |
| Proportion of early years establishments achieving 'good', 'very good', or 'excellent' in the last 3 years in HMIE reports for: <ul style="list-style-type: none"> • Improvements in performance • Children's experiences • The curriculum • Meeting learning needs • Improvement through self evaluation | n/a | New indicator 2008/09 data to be established as baseline | - | 80% 80% 80% 80% 60% | - | Improvement on baseline data | - | Improvement on baseline data |
| Provision of a suitable mix of affordable, accessible and high quality of early learning and child care (0-4) <ul style="list-style-type: none"> • Pre-school education places; | 100% | 100% | - | 100% |  | 100% | ✓ | 100% Maintain mix of |




| Indicator/s (noting frequency / type / source) | Baseline at 2006-07 | 2007/08 Performance | Annual Progress 06-08 | 2008/09 Performance | Overall Performance 06-09 | 'Progress' target/s to 2010-11 | On track for target | 'End' target/s and timescale |
|--|------------------------|------------------------|-----------------------------|------------------------|---|--|------------------------|------------------------------------|
| <ul style="list-style-type: none"> toddlers places; baby places wraparound care | 92 24 164 | 92 24 220 | - - +56 | 101 24 254 | | 127 36 232 | | public and private provision |
| % of looked after children who on leaving care achieve at least one subject at SCQF level 3 or higher | 48% | 71% | +23% | 62.7% |  | Better than the Scottish Average 58.8% | ✓ | Better than the Scottish Average |
| % of looked after children who on leaving care achieve both English and Maths at SCQF level 3 or higher | 26% | 44% | +18% | 40.3% |  | Better than the Scottish Average 37.9% | ✓ | Better than the Scottish Average |
| Proportion of low birth weight per 1,000 live singleton births – Full term babies | 18.4 | 19.3 | +0.9 | 23.6 |  | Reduce | ✗ | Reduce |
| Pregnancies among under 20 year olds per 1,000 population | 2005 61.2 | 2006 61.6 | +0.4 | 2007 64.4 |  | Reduce | ✗ | Reduce |
| School meals taken as % of school roll Primary Secondary | 60% 50% | 59% 50% | -1% - | Not yet available |  | 65% 55% | ✗ | Maintain |
| % of schools with breakfast clubs | 35% | 35% | - | Not yet available |  | 35% | ✓ | Increase |
| Increase the proportion of newborn babies exclusively breastfed at 6-8 weeks | 18.7% | 19.6% | +0.9% | 21.3% |  | Increase | ✓ | Increase |










| Indicator/s (noting frequency / type / source) | Baseline at 2006-07 | 2007/08 Performance | Annual Progress 06-08 | 2008/09 Performance | Overall Performance 06-09 | 'Progress' target/s to 2010-11 | On track for target | 'End' target/s and timescale |
|--|------------------------|------------------------|-----------------------------|------------------------|---|---|------------------------|----------------------------------|
| % of eligible children who take up free school meals- registered and present Primary Secondary | 93% 50% | % % | +6% +37% | 97% 73% |  | 99% 90% | ✓ | 99% 90% |
| The no and proportion of looked after and accommodated children in community placements rather than residential care | 84% | 86% | +2% | Not yet available |  | Better than the Scottish Average 81% | ✓ | Better than the Scottish Average |
| The proportion of young people who are looked after and accommodated who have a plan | 100% | 100% | - | 100% |  | Better than the Scottish Average 89% | ✓ | Better than the Scottish Average |










National Outcome Six - We will live longer, healthier lives





Local Outcomes

- Our citizens will be supported to make positive health choices in order that they can live longer (CP)
- Promoting healthy living within our communities (SCP)
- Reduce health inequalities (SCP)
- Improve emotional health, psychological and social well being. (SCP)
- Reduce the level of alcohol, drugs and substance misuse (SCP)

| Indicator/s (noting frequency / type / source) | Baseline at 2006-07 | 2007/08 Performance | Annual Progress 06-08 | 2008/09 Performance | Overall Performance 06-09 | 'Progress' target/s to 2010-11 | On track for target | 'End' target/s and timescale |
|---|------------------------|------------------------|-----------------------------|------------------------|---|--------------------------------------|------------------------|------------------------------------|
| Deaths per 100,000 population from coronary heart disease and all cancers | 2006 | 2007 | | Provisional | | | - | |
| CHD - No of Deaths | 357 | 361 | +4 | 270 | -87 | Monitor | | Monitor |
| Crude Rate | 238.5 | 239.5 | +1 | 178.1 | -60.4 | | | |
| All Cancers – No of Deaths | 446 | 419 | -27 | 445 | -1 | | | |
| Crude Rate | 298 | 278 | -20 | 294 | -4 | | | |
| People aged 65 and over admitted for any reason two or more times in a year as an emergency to acute specialties per 1,000 population | 41.6 | 47.98 | +6.38 | 44.89 |  | Reduce | × | Reduce |
| Reduce the increase of daily dose antidepressant prescription | 33.2 | 35.2 | +2 | 35.7 |  | Reduce | × | Reduce |
| Reduce psychiatric readmissions within one year for those who have had a psychiatric hospital admission over the 7 days | n/a | | - | 92 | | Reduce by 10% | ✓ | Reduce |
| Reduce the number of alcohol related acute hospital admissions (in | 181 | 192 | +11 | 200 |  | Reduce | × | Reduce |

| Indicator/s (noting frequency / type / source) | Baseline at 2006-07 | 2007/08 Performance | Annual Progress 06-08 | 2008/09 Performance | Overall Performance 06-09 | 'Progress' target/s to 2010-11 | On track for target | 'End' target/s and timescale |
|--|--|--|----------------------------------|---|---|--------------------------------------|------------------------|------------------------------------|
| patient or day cases) with alcohol as the main diagnosis | | | | | | | | |
| Number of suicides | 2006 16 | 2007 18 | +2 | 2008 19 |  | Reduce | ✗ | Reduce |
| Number of delayed discharges greater than 6 weeks | 394 | 164 | -230 | 30 |  | National target of 0 | ✓ | Reduce |
| Life expectancy at birth Life expectancy at age 65 | 2004-2006 At birth M – 74.5 F – 79.4 At age 65 M – 15.5 F – 17.9 | 2005-2007 At birth M – 74.9 F – 79.5 At age 65 M – 15.9 F – 18.1 | +0.4 +0.1 +0.4 +0.2 | 2006-2008 At birth M – 75.1 F – 79.6 At age 65 M – 15.9 F – 18.0 |  | Increase | ✓ | Increase |
| High BMI in Primary 1 children – number of reviews and % of children receiving a review who are overweight | 1,426 20.9% | 1,467 16.8% | +41 -4.1 | Not yet available |  | Reduce | ✓ | Reduce |
| Number of alcohol related diseases | 2006 29 | 2007 37 | +8 | 2008 28 |  | Reduce | ✓ | Reduce |
| % of schools designated as 'Health Promoting schools' | 4% | 98% | +94% | 100% |  | 100% | ✓ | 100% |
| Participation in organised culture and leisure activities | 28,105 | 35,558 | +7,453 | 40,666 |  | 37,000 | ✓ | Increase |
| Leisure Centre admissions for adults | 483,125 | 458,428 | -24,697 | 531,428 |  | 460,000 (525,000) | ✓ | Increase |
| Leisure Centre admissions for young people | 388,792 | 396,834 | +8042 | 399,960 |  | 400,000 | ✓ | Increase |


| Indicator/s (noting frequency / type / source) | Baseline at 2006-07 | 2007/08 Performance | Annual Progress 06-08 | 2008/09 Performance | Overall Performance 06-09 | 'Progress' target/s to 2010-11 | On track for target | 'End' target/s and timescale |
|---|------------------------|-------------------------|-----------------------------|-------------------------|---|--|------------------------|--|
| Leisure Centre admissions for Leisure cards | 54,108 | 59,061 | +4953 | 49049 |  | 60,000 (55,000) | ✗ | Increase |
| The number of people participating in healthy lifestyle physical activity programmes | 13,537 | 19,669 | +6132 | 37001 |  | 20,000 (37,000) | ✓ | Increase |
| The number of participants in sports development classes | 7,637 | 10,766 | +3129 | 9346 |  | 11,000 (8,700) | ✓ | Increase |
| The number of young people participating in health promoting initiatives Falkirk Council Forth Valley College | 2,315 300 | 5,072 | +2757 | 8402 |  | 5,000 (9,000) 300 | ✓ | Maintain number engaged |
| No and rate per 1,000 population of carer assessments carried out | 266 2.3 per 1,000 | 1,236 10.6 per 1,000 | +970 | 2,320 19.6 per 1,000 |  | Increase | ✓ | Increase |
| Staff qualification – the percentage of care staff who are qualified, Working in care homes for older people (65+) Working in care homes other adults (18-64) | 63.5% 90.0% | 72.2% 80.0% | +8.7 -10% | 78.9% 70% |   | Better than the Scottish Average 65+: 53.9% 18-64: 56.4% | ✓ ✗ | Better than the Scottish Average |
| % of older people aged 65+ with intensive care needs receiving services at home | 25.4% | 24.7% | -0.5% | 24% |  | Maintain level of service | ✗ | Maintain |
| Home care - total hours as a rate per 1,000 population aged 65+ | 579.4 | 593.6 | +14.2 | 578 |  | Maintain level of service | ✗ | Maintain |





| Indicator/s (noting frequency / type / source) | Baseline at 2006-07 | 2007/08 Performance | Annual Progress 06-08 | 2008/09 Performance | Overall Performance 06-09 | 'Progress' target/s to 2010-11 | On track for target | 'End' target/s and timescale |
|---|--------------------------------|--------------------------------|--------------------------------------|--------------------------------|---|---|--------------------------------|---|
| Home care % home care clients aged 65+ receiving personal care | 67.2% | 71% | +3.8% | 81.8% |  | Maintain level of service | ✓ | Maintain |
| Home care - % home care clients aged 65+ receiving care in evenings/overnight | 28.6% | 26.6% | -2% | 29.6% |  | Maintain level of service | ✓ | Maintain |
| Home care - % home care clients aged 65+ receiving care at weekends | 69% | 59.9% | -9.1% | 60% |  | Maintain level of service | ✗ | Maintain |
| Rate per 100,000 pop of all emergency admissions for patients of all ages | 8687 | 9449 | +762 | 9237 |  | Reduce | ✗ | Reduce |
| Reduce smoking among adults – Number of attempts to quit | n/a | 593 | - | Not yet available | - | Increase | - | Increase |




National Outcome Seven - We have tackled the significant inequalities in Scottish Society

Local Outcomes

- Disadvantaged communities will benefit from better services (CP)
- Increase the number of individuals participating in the local labour market (FSF)
- Increase household income (FSF)





| Indicator/s (noting frequency / type / source) | Baseline at 2006-07 | 2007/08 Performance | Annual Progress 06-08 | 2008/09 Performance | Overall Performance 06-09 | 'Progress' target/s to 2010-11 | On track for target | 'End' target/s and timescale |
|--|--|---|-----------------------------|------------------------|---|--------------------------------------|------------------------|------------------------------------|
| Median earnings in £'s for residents living in the local authority area who are employed – full time weekly gross pay Median earnings in £'s for workforce based in the local authority | Residents £429.30 Workplace £419.00 | Residents £458.00 Workplace £428 | +£28.70 £9.00 | Not yet available |  | Increase | ✓ | Increase |
| No of claimants in receipt of employment related benefits | 15070 | 14780 | -290 | Not yet available |  | Reduce | ✓ | Reduce |
| Reduce the earnings differential between male and female residents | £482.9m £406.20 f | £467.80m £434.40f | -£15.10 +£28.20 | Not yet available |  | Reduce | ✓ | Reduce |
| Number of people experiencing multiple deprivation i.e. people living in the worst 15% of areas in Scotland | 13,225 (8.8%) | 13,248 (8.8%) | +23 | 13,298 (8.8%) |  | Reduce | ✗ | Reduce |
| % of households assessed as homeless who are in priority need | 71% | 78% | +7% | 86% |  | Increase | ✓ | 100% by 2012 |
| The % of homeless households provided with permanent accommodation in Council stock who maintained their tenancy for at least 12 months | 91% | 93% | +2% | 90% |  | Increase | ✓ | Increase |




| Indicator/s (noting frequency / type / source) | Baseline at 2006-07 | 2007/08 Performance | Annual Progress 06-08 | 2008/09 Performance | Overall Performance 06-09 | 'Progress' target/s to 2010-11 | On track for target | 'End' target/s and timescale |
|--|------------------------|-------------------------------------|-----------------------------|-------------------------|---|--------------------------------------|------------------------|------------------------------------|
| % of households where respondent or partner has a bank or building society account | SHS 2005/06 91% | Not available – bi-annual update | - | Not yet available | - | Increase | - | Increase |
| Number of active members of local credit unions | n/a | 1,480 | - | Awaiting information | | Increase | - | Increase |
| The number of new learners participating in adult literacy programmes Falkirk Council | 178 | 439 | +261 | 408 |  | 300 (400) 700 | ✓ | Maintain |
| Forth Valley College | 650 | 700 | +50 | - | | | | |
| Learning centres and learning access points A – number of users as a % of resident population | 8.9% | 7.9% | -1% | 8.1% |  | Maintain | ✗ | Maintain |
| B – the no of times the terminals are used per 1,000 population | 565.6 | 640.7 | +75.1 | 644.2 | | Increase | ✓ | Increase |
| Number of new IT learners from priority area and with special needs Falkirk Council | 49.7% | 23.7% | -26% | 35% |  | 30% (35%) | ✗ | Increase |
| Forth Valley College | 650 | 500 | -150 | - | | 500 | | |
| Number of time the free public access terminals are used in libraries | 84,360 | 95,899 | +11,539 | 97,088 |  | 96,000 97,000 | ✓ | Increase |
| The number of individuals obtaining Welfare benefits advice Debt advice – new cases | 17,150 681 | 16,166 698 | -984 +17 | 16,035 816 | Average 16,450 731.6 | Target not appropriate | - | n/a |

| Indicator/s (noting frequency / type / source) | Baseline at 2006-07 | 2007/08 Performance | Annual Progress 06-08 | 2008/09 Performance | Overall Performance 06-09 | 'Progress' target/s to 2010-11 | On track for target | 'End' target/s and timescale |
|---|------------------------------|------------------------|-----------------------------|-----------------------------------|--|--------------------------------------|------------------------|------------------------------------|
| Number of benefit enquiries and benefit gains (FSF) Falkirk Council Citizen's Advice Bureaux | 23,647 £7.7m | 17,009 £8.1m | -6,638 +£0.4 | 17,084 £9.7m | -6563 +£2m | Target not appropriate | - | n/a |
| Number of new debt cases and total debt negotiated (FSF) Falkirk Council Citizen's Advice Bureaux | 1,411 £26.7m | 1,266 £32.3m | -145 +£5.6m | 1,464 £49.3m | +53 +£22.6m | Target not appropriate | - | n/a |
| Average time (days) to process new housing benefit claims | 29.8 days | 26.8 days | -3 days | n/a |  | Reduce | ✓ | Reduce |
| Average time taken in calendar days to process all new claims and change events in housing and council tax benefit from the date of first notification. | n/a | n/a | n/a | DWP unable to provide information | - | 33 Days | - | Awaiting data from DWP. |
| Number of working age benefit claimants relative to Falkirk Council average in Priority areas – areas in worst 15% SIMD 2006 | 2,700 2.03:1 | 2,650 2.04:1 | -50 +0.01 | Not yet available |   | Reduce | ✓ x | Reduce |
| The number of benefit claimants in priority areas participating in work based training Falkirk Council Forth Valley College | 102 183 in Falkirk LEA | 163 150 | +61 -33 | Not yet available |  | 150 | ✓ | Increase |

National Outcome Eight - We have improved the life chances for children, young people and families at risk

- Vulnerable children will be protected (CP)
- People will have equitable access to local health, support and care (CP)
- All our children will grow up in a safe environment where they are protected and enabled to enjoy their lives(SCP)



| Indicator/s (noting frequency / type / source) | Baseline at 2006-07 | 2007/08 Performance | Annual Progress 06-08 | 2008/09 Performance | Overall Performance 06-09 | 'Progress' target/s to 2010-11 | On track for target | 'End' target/s and timescale |
|--|------------------------|------------------------|-----------------------------|------------------------|---|--|------------------------|------------------------------------|
| Number and % of dental registrations (3-5 years) | 3,366 68.3% | 3,869 78.5% | +503 +10.2% | 4,362 88.4% |  | Monitor | ✓ | Monitor |
| Proportion of social background reports submitted to the Children's Panel within 20 days | 42% | 46.7% | +4.7% | 33.4% |  | Better than the Scottish Average 38% | ✓ | Better than the Scottish Average |
| Number and rate per 1,000 of child protection referrals / investigations carried out during the year | 486 15.2 | 484 15.1 | -2 -0.1 | 434 13.5 | Average 468 14.6% | Target not appropriate | - | n/a |
| Number and % of first contacts following supervision requirement within 15 working days | 70 78% | 133 82% | +63 +4% | 101 90.2% |  | Better than Scottish average 82.1% | ✓ | Better than the Scottish Average |
| Number and rate per 1000 of looked after children at home at 31 st March | 129 3.30 | 218 5.54 | +89 | Data not yet available | - | Target not appropriate (Scottish average: 4.81) | - | n/a |
| Number and rate per 1000 of looked after and accommodated children at 31 st March | 225 5.76 | 268 6.81 | +43 | Data not yet available |  | Scottish average 6.45 | ✓ | Scottish Average |







| Indicator/s (noting frequency / type / source) | Baseline at 2006-07 | 2007/08 Performance | Annual Progress 06-08 | 2008/09 Performance | Overall Performance 06-09 | ‘Progress’ target/s to 2010-11 | On track for target | ‘End’ target/s and timescale |
|--|--------------------------------|--------------------------------|--------------------------------------|--------------------------------|---|--|--------------------------------|---|
| Number of Children receiving Playscheme Respite sessions provided by the children with disabilities team | 171 | 200 | +29 | 167 |  | Maintain level of provision. | ✓ | Maintain |
| Reducing the number and percentage of persistent young offenders | 64 10.9% | 40 6.8% | -14 -4.1 | 32 7.2% |  | Better than the Scottish average 2007-08: 8.7% | ✓ | Better than the Scottish Average |
| Number of Children’s Panel Members appointed in a year. | 27 | 34 | +7 | 36 |  | Maintain | ✓ | Maintain |

National Outcome Nine - We will live our lives safe from crime, disorder and danger

Local Outcomes

- Our citizens will be protected (CP)
- Improve crime reduction and community safety (SCP)
- Reduce fear of crime (SCP)
- Reduce the incidence of death, injury and economic loss by fire and respond effectively to a broad range of fire and other emergencies (CSFRS)
- Support the delivery of safer communities (CSP)
- Preserve and restore public order; (CSP)
- Investigate crime effectively (CSP)
- Contribute to the reduction of crime (CSP)

| Indicator/s (<i>noting frequency / type / source</i>) | Baseline at 2006-07 | 2007/08 Performance | Annual Progress 06-08 | 2008/09 Performance | Overall Performance 06-09 | 'Progress' target/s to 2010-11 | On track for target | 'End' target/s and timescale |
|---|-----------------------------------|-----------------------------------|----------------------------------|-----------------------------------|---|--------------------------------------|------------------------|------------------------------------|
| % of adult residents stating that they feel 'very safe' or fairly safe' when at home alone at night | SHS 2005/06 97% | Survey carried out every 2 years | - | No update available | - | Increase | - | Increase |
| Confidence in individual safety in local areas During the day At night | 2006 84% 47% | 2008 89% 51% | +5% +4% | No update available |  | Maintain increase | ✓ | Maintain increase |
| Volume and rate of recorded crimes and offences per 10,000 population Crimes and offences are categorised as: • Group 1 – Crimes of violence • Group 2 – crimes of indecency • Group 3 – Crimes of dishonesty | 13.9 16.8 280.7 | 14.4 18.5 278.5 | +0.5 +1.7 -2.2 | 15.1 13.7 267.3 |  | Reduce Groups 1 -4 | × ✓ ✓ | Reduce Groups 1 -4 |

| Indicator/s (noting frequency / type / source) | Baseline at 2006-07 | 2007/08 Performance | Annual Progress 06-08 | 2008/09 Performance | Overall Performance 06-09 | 'Progress' target/s to 2010-11 | On track for target | 'End' target/s and timescale |
|--|---|--|-----------------------------|-------------------------------------|---|--|------------------------|---|
| <ul style="list-style-type: none"> • Group 4 – Vandalism, fire-raising and malicious conduct • Group 5 – other crimes which includes all drugs offences • Group 6 – offences (miscellaneous) • Group 7 – offences (road traffic) | 226.3 | 201.9 | -24.4 | 190.2 |  | Groups 5 – 7 maintain | ✓ | Groups 5 – 7 maintain |
| | 140.3 | 135.4 | -4.9 | 132.6 | | | ✓ | |
| | 370.6 | 384.7 | +14.1 | 374.8 | | | ✗ | |
| | 649.5 | 727.6 | +78.1 | 781.3 | | | ✗ | |
| The number of casualties killed or seriously injured on our roads | 2002-2006 83 – moving 5-year annual average | 2003-2007 76 – moving 5 year annual average | 5 year average 7 | 2004-2008 72 (provisional) |  | 2006-2010 Fewer than 67 – moving 5 year annual average. | ✓ | No target set beyond the Local Transport Strategy 2006- 2009 |
| The number of persons, including children, killed or seriously injured per million vehicle kilometres | 2002-2006 average 0.058 KSI per mVkm | 2003-2007 0.052 | 5 year average 0.006 | 2004-2008 0.048 (provisional) |  | Reduce | ✓ | Reduce |
| The number of children killed or seriously injured per million vehicle kilometres | 2002-2006 average 0.009 KSI per mVkm | 2003-2007 0.007 | +0.002 | 2004-2008 0.048 |  | Reduce | ✗ | Reduce |
| The number of persons, slightly injured per million vehicle kilometres | 2002-2006 average 0.238 persons per mVkm | 2003-2007 0.230 | 5 year average 0.008 | 2004-2008 0.222 |  | Reduce | ✓ | Reduce |
| Overall prevalence of problem drug misuse – No of problem | 311 225 per 100,000 | 265 190 per 100,000 | -46 -35 per | TBC |  | Reduce | ✓ | Reduce |






| Indicator/s (<i>noting frequency / type / source</i>) | Baseline at 2006-07 | 2007/08 Performance | Annual Progress 06-08 | 2008/09 Performance | Overall Performance 06-09 | 'Progress' target/s to 2010-11 | On track for target | 'End' target/s and timescale |
|--|------------------------|------------------------|-----------------------------|------------------------|---|---|------------------------|--|
| drug users in the area Scotland | 257 per 100,000 Scot | 259 per 100,000 | 100,000 | | | | | |
| The proportion of social enquiry reports submitted to court by due date | 99.9% | 99.9% | 0 | 99.7% |  | Better than the Scottish average 2007/08, 97.3% | ✓ | Better than the Scottish average |
| Probation – the proportion of new probationers seen by a supervising officer within one week | 87.5% | 93.2% | +5.7% | 93.4% |  | Better than the Scottish average 2007/08, 69.3% | ✓ | Better than the Scottish average |
| Community service – the average hours per week taken to complete community service orders | 3.3 | 3.2 | -0.1 | 2.7 |  | Better than the Scottish average 2007/08, 3.3 | ✓ | Better than the Scottish average |
| Food hygiene – the % of premises with a minimum inspection frequency of 12 months or less, that were inspected on time | 99.3% | 97.1% | -2.2% | 99.2% |  | 96% | ✓ | Maintain |
| % communicable disease investigations started within time | 98.4% | 98% | -0.4% | 100 |  | 95% | ✓ | Maintain |
| Inspection of trading premises – the % in high and medium risk inspections that were inspected on time | 97.9% | 96.8% | -1.1% | 95.5% |  | 95% | ✓ | Maintain |
| Consumer complaints completed within 14 days of receipt | 71.5% | 51.8% | -19.7% | 56.2% |  | 50% | ✓ | Target revised |
| Cost of repairs on schools due to vandalism | £216k | £183k | -£33K | £233k |  | Decrease | ✗ | Decrease |










| Indicator/s (noting frequency / type / source) | Baseline at 2006-07 | 2007/08 Performance | Annual Progress 06-08 | 2008/09 Performance | Overall Performance 06-09 | 'Progress' target/s to 2010-11 | On track for target | 'End' target/s and timescale |
|---|---------------------------------|------------------------|-----------------------------|------------------------|---------------------------------|--------------------------------------|------------------------|---|
| Number and rate per 1,000 of adults at risk of harm investigations | 13 | 123 1 per 1,000 | +110 | 121 1 per 1,000 | +108 | Target not appropriate | - | n/a |
| The number of accidental dwelling fires per 10,000 population | 7.48 (Scottish average 10.7) | 5.68 | -1.8 | 8.28 | ✓ | Reduce | ✓ | To reduce at least as quickly as the Scottish average |
| The number of accidental fire fatalities per 10,000 population | 0.2 | 0 | -0.2 | 0.07 | ✓ | Lower than the Scottish average | ✓ | Lower than the Scottish average |
| The number of fire incidents resulting in casualties per 10,000 population | 0.93 | 0.73 | -0.2 | 0.73 | ✓ | Reduce | ✓ | Lower than the Scottish average |
| The number of wilful fire raising incidents per 10,000 population | 77.56 | 65.06 | -12.5 | 51.04 | ✓ | Reduce | ✓ | Reduce to 50% |
| The number of hoax emergency calls to the Fire and Rescue service per 10,000 population | 17.16 | 9.69 | -7.47 | 8.61 | ✓ | Reduce | ✓ | Achieve a year on year reduction |

National Outcome Ten – We live in well designed, sustainable places where we are able to access the amenities and services we need

Local Outcomes

- Our housing continues to meet the needs of people who live and may wish to live in our area (CP)
- Increase pride and satisfaction with their local community (FSF)
- Ensure the provision of a range of affordable housing options which meet the needs of local people including those with specific needs (LHS)
- Improved and maintained the Council's core housing stock (LHS)






| Indicator/s (noting frequency / type / source) | Baseline at 2006-07 | 2007/08 Performance | Annual Progress 06-08 | 2008/09 Performance | Overall Performance 06-09 | 'Progress' target/s to 2010-11 | On track for target | 'End' target/s and timescale |
|---|------------------------|------------------------|-----------------------------|------------------------|--|--|------------------------|---------------------------------|
| The % of residents stating their neighbourhood as a 'very good' or fairly good' place to live. In worst 15% SMID (FSF) | 2006 81% 73% | 2008 84% 68% | +3% -5% | No update available |   | Improve | ✓ x | Improve |
| Total larger (4+ bedrooms) affordable homes completed | 0 | 0 | 0 | 0 | 0 | Targets to be developed each year | - | To be confirmed |
| The number and variety of affordable homes total rented RSL and Council new build units completed; | 65 | 8 | +73 | 38 |  | 169 (subject to AHIP allocations each year and obtaining statutory consents) 41 | ✓ ✓ | Increase |
| total low cost home ownership new home build units completed | 8 | 0 | +8 | 0 |  | | | Increase |
| Total tender approvals completed for new build affordable homes | 51 | 105 | +54 | 48 |  | Increase | ✓ | Increase |
| % of Council tenancies allocated to homeless people % of RSL tenancies allocated to homeless people | 37% - | 53% 45% | +16% 45% | 63% 37.5% |   | Increase | ✓ x | Increase |



| Indicator/s (noting frequency / type / source) | Baseline at 2006-07 | 2007/08 Performance | Annual Progress 06-08 | 2008/09 Performance | Overall Performance 06-09 | 'Progress' target/s to 2010-11 | On track for target | 'End' target/s and timescale |
|--|------------------------|---------------------------------------|-----------------------------|------------------------|--|--|------------------------|----------------------------------|
| % of Council tenancies allocated to other groups in housing need | - | - | - | 29% | - | 50% | - | New indicator |
| % or RSL tenancies allocated to other groups in housing need | - | - | - | 32% | - | 50% | - | New indicator |
| % of cases reassessed as homeless or potentially homeless within 12 months of previous cases being completed | 4.1% | 3.8% | -0.3% | 1.5% |  | Reduce | ✓ | Reduce |
| % of council house sales settled within 26 weeks | 86.1% | 90.1% | +4% | 86.7% |  | Increase | ✓ | Increase |
| Privacy – percentage of residential care places that are in single rooms Older people (65+) Other Adults | 88% 93.3% | 92.3% 94.3% | +4.3% +1% | 96% 83% |   | Better than the Scottish average 65+: 91.7% 18-64: 92.3% | ✓ ✗ | Better than the Scottish average |
| The proportion of people in single rooms with ensuite provision in care homes older people (65+) other adults (18 -64) | 72% 33% | 72% 37% | 0 45 | 74% 48% |   | Better than the Scottish average 65+: 74% 18-64: 51% | ✓ ✗ | Better than the Scottish average |
| The number and rate per 1,000 adult population of Mecs community alarms provided | 703 6 per 1,000 | 683 5.9 per 1,000 | -20 -0.1 | 847 7.1 per 1,000 |  | Maintain level of service | ✓ | Maintain level of service |
| The number and rate per 1,000 population of new adaptations provided during the reporting year | 499 4 per 1,000 | 536 4.6 per 1,000 | +37 +0.6 | 595 5 per 1,000 |  | Maintain level of service | ✓ | Maintain level of service. |
| % of householder planning applications dealt with within 2 months | 85.1% | 82.9% 12 th in Scotland | -2.2 | 79% |  | 90% or first quartile of Scottish Councils | ✗ | Top quartile in Scotland |

National Outcome Eleven – We will have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others

Local Outcomes

- Citizens and communities will be encouraged to take responsibility for their own health and well being (CP)
- Changing attitudes and modifying behaviour (SCP)
- Divert young people away from criminal activity and antisocial behaviour (SCP)






| Indicator/s (noting frequency / type / source) | Baseline at 2006-07 | 2007/08 Performance | Annual Progress 06-08 | 2008/09 Performance | Overall Performance 06-09 | 'Progress' target/s to 2010-11 | On track for target | 'End' target/s and timescale |
|--|------------------------|------------------------|-----------------------------|---|---|---|------------------------|--|
| The number and rate per 1,000 clients obtaining self directed support | 43 0.4 per 1,000 | 39 0.3 per 1,000 | -4 | 42 adults 0.4 per 1,000 6 Children 0.2 per 1,000 | +5 | Target not appropriate | - | n/a |
| Anti social noise complaints – average time to respond (in hours) | 157 hours | 19 hours | -138 hours | 0.41 hours |  | Average response time less than 2 hours. All response visits to be within 2 hours. | ✓ | Average response times less than 1 hour. All response visits to be made within 2 hours. |
| No of community litter clean ups organised | 16 | 20 | +4 | 23 |  | 25 | ✓ | Increase |
| Number of young people involved in a range of youth intervention initiatives | 40 | 120 | +80 | 2300 |  | Increase | ✓ | Minimum of 150 |
| Levels of reported anti-social behaviour | 3,474 | 3,320 | -154 | Not yet available |  | Reduce | ✓ | Reduce |
| % of tenancies sustained for at least 12 months | 91% | 93% | +2% | 92% |  | Increase | ✓ | Increase |

| Indicator/s (noting frequency / type / source) | Baseline at 2006-07 | 2007/08 Performance | Annual Progress 06-08 | 2008/09 Performance | Overall Performance 06-09 | 'Progress' target/s to 2010-11 | On track for target | 'End' target/s and timescale |
|--|--------------------------------|--------------------------------|--------------------------------------|--------------------------------|---|---|--------------------------------|---|
| ASB – % acknowledgement of new instruction issued within 1 day | 100% | 100% | 0 | 100% |  | Increase | ✓ | Increase |
| ASB - % lodged in Court within 4 days of final instruction / information | 100% | 100% | 0 | 100% |  | Increase | ✓ | Increase |
| % of homeless applicants fleeing domestic abuse | 20% | 22% | +2% | 19% | -1% | Monitor | - | Monitor |
| Rates of domestic abuse incidents per 10,000 population | 117 | 126 | +9 | | - | Monitor | - | Monitor |

National Outcome Twelve - We value and enjoy our built and natural environment and protect it enhance it for future generations

Local Outcomes




- We will improve the built environment (CP)
- Our open spaces will be attractive accessible and safe (CP)
- Improving the quality of the built and natural environment for local neighbourhoods (SCP)


| Indicator/s (noting frequency / type / source) | Baseline at 2006-07 | 2007/08 Performance | Annual Progress 06-08 | 2008/09 Performance | Overall Performance 06-09 | 'Progress' target/s to 2010-11 | On track for target | 'End' target/s and timescale |
|---|------------------------|---------------------------------------|-----------------------------|------------------------|---|--|------------------------|------------------------------------|
| % of non householder planning applications dealt with within 2 months | 40.7% | 49.5% | +8.8% | 33.6% |  | 60% | × | 60% |
| % of all planning applications dealt with within 2 months | 64.5% | 67.1% 10 th in Scotland | +2.6% | 56% |  | % or first quartile Scottish Councils | × | 80% |
| Traffic light failure repairs completed within 48 hours | 90.6% | 94.5% | +3.9% | 96.4% |  | 95% | ✓ | 95% |
| Street light failure repairs completed within 7 days | 96.2% | 97.1% | +0.9% | 98.2% |  | 93% | ✓ | 93% |
| % programmed watercourse assessments carried out | 95% | 97% | +2% | 100% |  | 90% | ✓ | 90% |
| Assessment survey scores of cleanliness in public places | 72 | 70 | -2% | 71 |  | 73 | × | Maintain |
| Abandoned vehicles removed within 14 days of notification | 85.2% | 89.4% | +4.2% | 60.9% |  | 80% | × | 85% |
| Special uplifts completed within 5 days | 78% | 92.8% | +14.8% | 90% |  | 95% | ✓ | 95% |

National Outcome Thirteen - We take pride in a strong, fair and inclusive national identity

Local Outcomes

- Our citizens continue to access critical services that meet their needs. (CP)
- Develop our approach to local community planning in all our communities (SCP)

| Indicator/s (noting frequency / type / source) | Baseline at 2006-07 | 2007/08 Performance | Annual Progress 06-08 | 2008/09 Performance | Overall Performance 06-09 | 'Progress' target/s to 2010-11 | On track for target | 'End' target/s and timescale |
|---|------------------------|------------------------|-----------------------------|------------------------|---|--------------------------------------|------------------------|---------------------------------|
| No of civil marriages | 307 | 316 | +9 | 333 | Average 318 | Monitor | - | Monitor |
| No of civil partnerships | 6 | 9 | +3 | 8 | Average 7.6 | Monitor | - | Monitor |
| No of baby naming ceremonies | 6 | 11 | +5 | 10 | Average 9 | Monitor | - | Monitor |
| No of renewal of wedding vows ceremonies | 11 | 7 | -4 | 1 | Average 6.3 | Monitor | - | Monitor |
| No of people attending citizenship ceremonies | 56 | 54 | -2 | 37 | Cumulative 147 | Monitor | - | Monitor |
| Public Access % of council buildings that are suitable and accessible to disabled people | 56.0% | 63.4% | +7.4% | 73.4% |  | 78% by 2010 | ✓ | 100% |
| Public Access % of schools that are fully or mostly accessible to disabled people | 86% | 86% | 0 | 2009 89% |  | 90% | ✓ | Monitor |
| No of old people's welfare organisations operating across the Council area | 40 | 40 | 0 | 40 |  | Maintain | ✓ | Maintain |




| Indicator/s <i>(noting frequency / type / source)</i> | Baseline at 2006-07 | 2007/08 Performance | Annual Progress 06-08 | 2008/09 Performance | Overall Performance 06-09 | 'Progress' target/s to 2010-11 | On track for target | 'End' target/s and timescale |
|---|--------------------------------------|--------------------------------------|--|--------------------------------------|---|---|--------------------------------------|---|
| No of hate incidents | 220 | 229 | +9 | 222 |  | 175 | ✓ | Reduce |
| No of hate motivated crimes | TBC | TBC | - | | | | - | Reduce |



National Outcome Fourteen - We will reduce the local and global environmental impact of our consumption and production

Local Outcomes

- We will be greener (CP)
- Promote a safety and efficient multi modal transport system that minimises on the local environment (SCP)
- Demonstrate commitment and direct contribution to the attainment and promotion of sustainable development (SCP)
- Improving our approach to waste management (SCP)
- A reduction in the numbers of people living in fuel poverty (LHS)

| Indicator/s (noting frequency / type / source) | Baseline at 2006-07 | 2007/08 Performance | Annual Progress 06-08 | 2008/09 Performance | Overall Performance 06-09 | 'Progress' target/s to 2010-11 | On track for target | 'End' target/s and timescale |
|---|---------------------------|---------------------------|-----------------------------|-----------------------------|---------------------------------|---|------------------------|--|
| CO2 emissions from Falkirk Council operations | 37,877 tonnes (05/06) | BC | - | - | - | Savings Tonnes 08/09 6,201 09/10 7,460 10/11 7,853 | - | 20% reduction in annual CO ₂ emissions by 2012/13 from 05/06 baseline |
| Tonnage of municipal waste collected per 1000 population | 760.9 tonnes | 78.5 tonnes | -82.4 tonnes | 633.3 tonnes | ✓ | Reduce | ✓ | Reduce |
| The maximum total tonnes of biodegradable municipal waste allowed to be sent to land fill | 45,142 | 38,633 | -6509 | 31,795 tonnes | ✓ | 50,470 - 08/09 48,144 - 09/10 | ✓ | Reduce |
| Proportion of municipal waste collected by the Authority: recycled or composted | 35% 24.8% 10.1% | 36% 24.3% 11.7% | +1% -0.5% +1.6% | 40.8% 27.6% 13.2% | ✓ | Increase % of MSW recycled or composted 30% 2008 40% 2010 | ✓ | 50% 2013 70% 2025 – aspirational |
| Proportion of adults travelling actively to work or education | 2005/06 Walk – 11% | No update available | - | May 2009 Walk – 13% | ✓ | Increase | ✓ x | Increase |




| Indicator/s (noting frequency / type / source) | Baseline at 2006-07 | 2007/08 Performance | Annual Progress 06-08 | 2008/09 Performance | Overall Performance 06-09 | 'Progress' target/s to 2010-11 | On track for target | 'End' target/s and timescale |
|--|--|--|-----------------------------|--|---|--|------------------------|---|
| | Cycle – 2% Scotland Walk – 11.8% Cycle 1.6% | Survey due during 2009 | | Cycle – 1% | | | | |
| Percentage of children travelling actively to school (walking or cycling) | 63.4% Primary 74.3% Secondary | No update available | - | Survey Sept 2009 | - | Increase | - | Increase |
| Proportion of adults travelling to work or education by car or van | 2005/06 69% | No update available. Survey due 2009 | - | May 2009 72% |  | Decrease | ✗ | Decrease |
| % of our vehicle fleet with reduced emission technology | 80% | 88% | +8% | 99% |  | 100% | ✓ | 100% |
| Compliance with EU and UK government air quality directives (SO2 – Sulphur dioxide) (NO2 – Nitrogen dioxide) (NOx – Nitrogen oxides) (AWMA – Air quality management area | Sulphur dioxide (UK) objective exceeded at 2 monitoring sites in Grangemouth. | Sulphur dioxide (UK) objective exceeded at 2 monitoring sites in Grangemouth | - | 2 SO2 breaches 2 NO2 breaches | - | Compliance with EU and UK government air quality objectives at all 9 monitoring sites within the Council area | - | Compliance with EU and UK government air quality objectives at all 9 monitoring sites within the Council area |
| % of educational establishments achieving Eco Schools awards: Bronze awards; Silver awards; Green Flags | 73% 47% 12% | 75% 52% 21% | +2% +5% +9% | 81% 67% 37% |  | 80% 60% 30% | ✓ | 80% 60% 30% |




| Indicator/s (noting frequency / type / source) | Baseline at 2006-07 | 2007/08 Performance | Annual Progress 06-08 | 2008/09 Performance | Overall Performance 06-09 | 'Progress' target/s to 2010-11 | On track for target | 'End' target/s and timescale |
|---|------------------------|------------------------|-----------------------------|------------------------|---|---|------------------------|---|
| Reported incidents of illegal tipping Refuse Accumulations | 134 476 | - | | 2536 |  | Assuming all incidents are reported – reduce number | × | Assuming all incidents are reported – reduce number |
| Total number of dwellings brought up to SHQS by criteria: | | | Cumulative | | | | | |
| • Tolerable standard | 0 | 0 | 0 | 0 | | Increase | ✓ | Increase |
| • Free from serious disrepair | 541 | 308 | 849 | 335 | | | | |
| • Energy efficiency | 2131 | 1976 | 4107 | 2068 |  | | | |
| • Modern facilities and services | 1514 | 1221 | 2735 | 1075 | | | | |
| • Healthy, safe and secure | 1012 | 208 | 1220 | 1612 | | | | |
| Total | 1491 | 1324 | 2815 | 2446 | | | | |

National Outcome Fifteen - Our public services are high quality, continually improving, efficient and responsive to local people's needs

Local Outcomes

- We are committed to
 - Public service
 - Performance
 - Partnership (CP)

| Indicator/s (noting frequency / type / source) | Baseline at 2006-07 | 2007/08 Performance | Annual Progress 06-08 | 2008/09 Performance | Overall Performance 06-09 | 'Progress' target/s to 2010-11 | On track for target | 'End' target/s and timescale |
|--|------------------------|------------------------|-----------------------------|------------------------|---|--------------------------------------|------------------------|---------------------------------|
| Sickness absence - % of working days lost through sickness absence for chief officers and local government employees | 5.4% | 6.0% | +0.6% | 5.7% |  | 4% | ✗ | 4% |
| % of who people who contacted the Council that were satisfied with the service they received | 2006 75.2% | 2008 72.7% | -2.5% | Bi annual survey | - | Increase | - | Increase |
| % of operational buildings of appropriate condition for current use. | 89.4% | 89.9% | +0.5% | |  | Increase | ✓ | Increase |
| % of people who feel informed about the Council | 2006 71.8% | 2008 75% | +3.2% | Bi annual survey |  | Increase | ✓ | Increase |
| % of SPIs in upper quartile | 33% | 34% | +1% | Not available yet |  | Maintain | ✓ | Maintain |
| Response repairs the % of housing repairs completed within the target times | 77% | 83% | +6% | 89.3% |  | Increase | ✓ | Increase |
| Tenancy changes – the % of rent loss due to voids | 1.6% | 1.5% | -0.1% | 1% |  | Reduce | ✓ | Reduce |
| % of homeless assessments completed within 28 days | 39% | 46% | +7% | 72.2% |  | Increase | ✓ | Increase |

| Indicator/s (noting frequency / type / source) | Baseline at 2006-07 | 2007/08 Performance | Annual Progress 06-08 | 2008/09 Performance | Overall Performance 06-09 | 'Progress' target/s to 2010-11 | On track for target | 'End' target/s and timescale |
|---|------------------------|------------------------|-----------------------------|------------------------|---|--------------------------------------|------------------------|---------------------------------|
| The % of not low demand dwellings that were re-let within 4 weeks | 15% | 11% | -4% | 74% |  | Increase | ✓ | Increase |
| % of tenants satisfied with the Council as a landlord | | 93% | - | - | - | Increase | - | Increase |
| % of Council tax collected in the year | 96.2% | 96.4% | +0.2% | 96.1% |  | Maintain | ✓ | Maintain |
| Time taken to respond to emergency calls Central Scotland Police Central Scotland Fire and Rescue Service - % handled in less than 1 minute | 84% 61.8% | 84% 65.1% | 0 +3.3% | 66.8% |  | Maintain 66.7% | ✓ | Maintain 70% target achieved |