

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	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	Annual Progress 2008-2010	Overall Performance 2006-2010	'Progress' target(s) to 2010-11	On track for target	'End' target(s) and timescale
Total Gross Added Value of businesses in the area	£2,308m - 2004	£2,550m – 2005	£2,813m – 2006	£3,010m – 2007	+ £197m	+£702m	Increase	✓	Increase
Total business stock	3,892	3,959	4,075	Not yet available	-	-	Increase	✓	Increase
% of business properties leased by the council that are occupied	98%	97.3%	97.1%	94.7%	-2.4%	-3.3%	Maintain above 95%	✗	Maintain above 95%
Total business stock in priority industries e.g. chemicals, construction, financial services etc	1,162	1,204	1,261	Not yet available	-	-	Increase	✓	Increase
Regional Selective Assistance awards: number accepted/paid and their value	4 £1m	3 £620,000	2 accepted £875,000 2 paid - £415,000	2 accepted £280,000	-	-2 -£720,000	Increase	✗	Increase
Business advice requests for consumer protection completed within 14 days	65.9%	88.7%	93.4%	95%	+1.6%	+29.1%	95%	✓	95%

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	Annual Progress 2008-2010	Overall Performance 2006-2010	'Progress' target(s) to 2010-11	On track for target	'End' target(s) and timescale
Total visitor expenditure in the council area (per calendar year)	£76 m	£77m	£77m	£73m (provisional figure – a recalculation of the bed stock has exaggerated the apparent decline in 2009-10)	-£4m	-£3m	Increase	✗	Increase
Number of visitor bed nights spent in the council area (per calendar year)	1.27m	1.25m	1.25m	1.20m (provisional figure as above)	-0.05m	-0.07m	Increase	✗	Increase
Falkirk Town Centre's national retail centre ranking as measured by CACI	10 th in Scotland	15 th in Scotland	15 th in Scotland	7 th in Scotland	+ 8 places	+ 3 places	Improve	✓	Improve
Total area of Urban Vacant land Derelict land Total (Urban Vacant and Derelict land)	Oct 2006 100ha 105ha 205ha	Oct 2007 53ha 92ha 145ha	Oct 2008 51ha 87ha 139 ha	Oct 2009 53ha 85ha 137 ha	2008-2009 -1ha -1ha -2ha	2006-2009 -47ha -20ha -68ha	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	33.2%	38.1%	+4.9% Worsened in year	+3.1% Worsened since 2008 – 2006/07 data not comparable	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	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	Annual Progress 2008-2010	Overall Performance 2006-2010	'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)	No of claimants 15,070 100.7 per 1,000 population 161.1 per 1,000 working age population	No of claimants 14,780 98.1 per 1,000 population 156.9 per 1,000 working age population	No of claimants 16,780 110.7 per 1,000 population 177.7 per 1,000 working age population	Not yet available	-	-	Reduce	✗	Reduce
Employment Rate	78.6%	78.5%	75.4%	Not yet available	-	-	Increase	✗	Increase
Number of job placements and training places achieved as a result of "community benefit in procurement" programmes	0	24	14				60	✓	Increase
The proportion of school leavers in a positive destination In worst 15% SMID	84.3% 75.2%	86.7% 75.7%	82.1%	Not yet available	-	-	Increase	✗	Increase
% of 16-19 year olds not in education, employment or training	19%	16%	17%	Not yet available	-	-	Reduce	✗	Reduce

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	Annual Progress 2008-2010	Overall Performance 2006-2010	'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	Falkirk 4.4% Scotland 4.0% Sept 09	Not yet available			Reduce	✗	At or lower than the Scottish average.
Number of business start ups which received support from the Council through the business gateway	300	278	339	324	-15	+24	300	✓	Maintain
Number of trainees placed in work based training by the Council	432	560	791	Not available	-	-	600	✓	Maintain
Number of persons who were new starts on national training programmes	201 150	227 600	312	368	+56	+167	300 600	✓	Maintain
Number of jobs created or secured by business gateway and council employment and training activities	684	729	730 Total 339 via Business Gateway 391 via ETU	966 Total 544 via Business Gateway 422 via ETU	+236 Total +205 via Business Gateway +31 via ETU	+282 Total	Increase	✓	Increase
% of working age people receiving job related training in the 13 weeks prior to survey	23.3%	19.0%	18.8%	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	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	Annual Progress 2008-2010	Overall Performance 2006-2010	'Progress' target(s) to 2010-11	On track for target	'End' target(s) and timescale
The % of school leavers moving into									
Higher education	25.5%	28.1%	31.1%	Not yet available	-	-	28%	✓	30%
Further education	16.2%	19.3%	21.8%				20%	✓	24%
Training	10.0%	11.4%	7.9%				7%	✓	11%
Employment	32.6%	27.8%	21.1%				31%	✗	30%
Diversity in sectoral employment: - numbers and percentage.									
Wholesale and retail;	11,000 – 18.8%	10,300 – 17.4%	10,900 – 18.2%	Not yet available	-	-	Monitor	-	Monitor
Manufacturing;	8,800 – 15.1%	9,300 – 15.6%	8,300 – 14.0%						
Health and Social Work;	9,000 – 15.4%	9,100 – 15.3%	9,200 15.5%						
Public Administration;	5,500 – 9.4%	5,600 - 9.4%	4,800 8.1%						
Real estate, renting business activities	5,200 – 9.0%	5,900 – 10%	5,900 9.9%						
Other industries	18,600 – 32.3%	18,900 – 32.3%	20,400 34.3%						
% of school leavers offered a guaranteed positive destination.	84%	87%	82%	Not available until December 2010	-	-	50% 2008 75% 2009 100% 2010	✓	100%

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	Annual Progress 2008-2010	Overall Performance 2006-2010	'Progress' target(s) to 2010-11	On track for target	'End' target(s) and timescale
% of population aged 16-64 with SVQ3 or above	51.2%	50.7%	51.8%	52.3%	+0.5%	+1.1%	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	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	Annual Progress 2008-2010	Overall Performance 2006-2010	'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: <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	(1 year only) 100% 100% 100% 100% 86%	(2 years only) 93% 100% 86% 93% 71%	3 year average not yet available	3 year average not yet available	Improvement on baseline data	-	Improvement on baseline data
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%	85% 82% 88%	86% 82% 88%	+1% Maintained Maintained	+1% +1% Maintained	85% 80% 85%	✓	5-14 measures under review.

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	Annual Progress 2008-2010	Overall Performance 2006-2010	'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%	95% 92% 77% 35%	Pre-appeal results 95% 93% 79% 34%	Maintained +1% +2% -1%	+4% +4% +6% +4%	96% 93% 77% 36%	✓ ✓ ✓ ✓	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%	39% 21% 8%	Pre-appeal results 44% 25% 12%	+5% +4% +4%	+10% +8% +6%	39% 22% 10%	✓ ✓ ✓	Improve
The % of young people who leave school without employment, further or higher education or training	15.7%	13.0%	17.9%	Not yet available			Reduce	✗	7%
% of pupil attendance at school Primary Secondary	95.6% 89.9%	95.4% 90.8%	95.6% 91.7%	2009/10 data not yet available	2009/10 data not yet available	2009/10 data not yet available	96% 92%	✓ ✓	96% 92%
Number of young people in secondary schools involved in Pupil Councils.	251	375	429	503	+17%	+100%	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	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	Annual Progress 2008-2010	Overall Performance 2006-2010	'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 0-15	166 Child Tax Credit - 539	158 Child Tax Credit – 553	172 Child Tax Credit - 543	Not yet available Child Tax Credit - 570	- Child Tax Credit - +27	- Child Tax Credit - +31	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	(1 year only) 80% 80% 80% 80% 60%	(2 years only) 93% 93% 93% 87% 73%	3 year average not yet available	3 year average not yet available	Improvement on baseline data	✓	Improvement on baseline data

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	Annual Progress 2008-2010	Overall Performance 2006-2010	'Progress' target(s) to 2010-11	On track for target	'End' target(s) and timescale
Provision of a suitable mix of affordable, accessible and high quality of early learning and child care (0-4)									
• Percentage of 4 year olds in a grant-aided pre-school place	100%	100%	100%	100%	100% Maintained	100% Maintained	100%	✓	100%
• Number of toddler places	92	92	101	121	+20%	+32%	127	✓	Maintain mix
• Number of baby places	24	24	24	42	+75%	+75%	36	✓	of public and
• Number of wraparound care.	164	220	254	276	+9%	+68%	232	✓	private provision
% of looked after children who on leaving care achieve at least one subject at SCQF level 3 or higher	48.1%	70.6%	62.7%	75.5%	+12.8%	+27.4%	Better than the Scottish Average 62.5%	✓	Better than the Scottish Average
% of looked after children who on leaving care achieve both English and Maths at SCQF level 3 or higher	25.9%	44.1%	40.3%	41.5%	+1.2%	+15.6%	Better than the Scottish Average 41.5%	✓	Better than the Scottish Average
Proportion of low birth weight per 1,000 live singleton births – Full term babies	18.4	19.3	23.6	21.8	-1.8	3.4	Reduce	✗	Reduce
Pregnancies among under 20 year olds per 1,000 population	2005 61.2	2006 61.6	2007 64.4	2008 ^P 60.6	-3.8	-0.6	Reduce	✓	Reduce
School meals taken as % of school roll									
Primary	60%	59%	59%	56%	-3%	-4%	65%	✗	Maintain
Secondary	50%	50%	51%	52%	+1%	+2%	55%	✓	
% of schools with breakfast clubs	35%	35%	40%	45%	+5%	+10%	35%	✓	Increase

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	Annual Progress 2008-2010	Overall Performance 2006-2010	'Progress' target(s) to 2010-11	On track for target	'End' target(s) and timescale
Increase the proportion of newborn babies exclusively breastfed at 6-8 weeks	2006 19.1%	2007 20.5%	2008 20.7%	2009 ^P 20.5%	-0.2%	+1.4%	Increase	✓	Increase
% of eligible children who take up free school meals- registered and present Primary Secondary	93% 50%	99% 87%	97% 73%	97% 87%	Maintained +14%	+4% +37%	99% 90%	✓ ✓	99% 90%
The number and proportion of looked after children in community placements at 31 st March	297 83.8%	417 85.8%	378 86.5%	405 89.2%	+27 +7.14%	+108 +36%	Better than the Scottish Average 89.7%	✗	Better than the Scottish Average
The proportion of young people who are looked after and accommodated away from home at 31 st March who have a current care plan	100%	100%	98.6%	98%	-0.6%	-2%	Better than the Scottish Average 94.2%	✓	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	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	Annual Progress 2008-2010	Overall Performance 2006-2010	'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 CHD - No of Deaths Crude Rate All Cancers – No of Deaths Crude Rate	2006 357 238.5 446 298	2007 361 239.5 419 278	2008 307 202.6 445 294	Not yet available awaiting GRO update	n/a n/a	n/a n/a	Monitor	- -	Monitor
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	42.0	47.9	44.9	Provisional (Feb 2010) 45.4	+0.5	+3.4	Reduce	✗	Reduce
Reduce the increase of daily dose antidepressant prescription	33.3	35.2	35.7	38.6	+2.9	+5.3	Reduce	✗	Reduce
Reduce psychiatric readmissions within one year for those who have had a psychiatric hospital admission over the 7 days	n/a	95	92	89	-3	2007-2010 -6	Reduce by 10%	-	Reduce
Reduce the number of alcohol related acute hospital admissions (inpatient or day cases) with alcohol as main diagnosis	181	192	202	191	-11	+10	Reduce	✗	Reduce

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	Annual Progress 2008-2010	Overall Performance 2006-2010	'Progress' target(s) to 2010-11	On track for target	'End' target(s) and timescale
Number of suicides	2006 16	2007 18	2008 19	2009 19	-	+3	Reduce	✗	Reduce
The number of months during the reporting year that the target was achieved of zero delayed discharge patients waiting 6 weeks or more	0/12	0/12	6/12	8/12	+ 2	+ 8 months	12 (National monthly target of 0 delayed discharges > 6weeks)		Increase
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	2006-2008 At birth M – 75.1 F – 79.6 At age 65 M – 15.9 F – 18.0	2007-2009 At birth M – 75.9 F – 79.8 At age 65 M – 16.4 F – 18.4	At birth M – 0.8 yrs F – 0.2 yrs At age 65 M – 0.5 yrs F – 0.4 yrs	At birth M – 1.4 yrs F – 0.4 yrs8 At age 65 M – 0.9 yrs F – 0.5 yrs	Increase	✓	Increase
High BMI in Primary 1 children number of reviews and % of children receiving a review who are overweight	1,416 21%	1,474 16.9%	1,541 19.6%	Awaiting ISD update	n/a	n/a	Reduce	✓	Reduce
Number of alcohol related deaths	2006 29	2007 37	2008 28	2009 37	+9	+8	Reduce	-	Reduce
% of schools designated as 'Health Promoting schools'	4%	98%	100%	100%	Maintained level	+96%	100%	✓	100%
Participation in organised culture and leisure activities	28,105	35,558	40,666	41,729	+ 1,063	+13,624	61,500	✓	Increase
Leisure Centre admissions for adults	483,125	458,428	526,843	517,345	- 9,498	+ 34,220	525,000	✓	Increase
Leisure Centre admissions for young people	388,792	396,834	399,960	373,709	- 26, 251	-15,083	400,000	✗	Increase

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	Annual Progress 2008-2010	Overall Performance 2006-2010	'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	44,453	61,977	+ 17,524	+ 7,869	57,000	✓	Increase
The number of people participating in healthy lifestyle physical activity programmes	13,537	19,669	37,001	42,855	+ 5,854	+29,318	40,000	✓	Increase
The number of participants in sports development classes	7,637	10, 375	9,346	10,619	+ 1,273	+2,982	10,000	✓	Increase
The number of young people participating in health education initiatives Falkirk Council Forth Valley College	2,315 300	5,072	8,402 300	5,761 400	- 2, 641 +100	+3,446 +100	5,500 300	✓ ✓	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	2,320 19.6 per 1,000	2,195 19.9 per 1,000	-125 +0.3 per 1,000	+1,929 +17.6 per 1,000	Maintain	✓	Maintain
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%	78.9% 70.0%	72.1% 88.9%	-6.8% +18.9%	+8.6% -1.1%	Better than the Scottish Average 65+: 62.0% 18-64: 65.4%	✓ ✓	Better than the Scottish Average
% of older people aged 65+ with intensive care needs receiving services at home	25.4%	24.7%	24.0%	21.9%	-2.1%	-3.5%	Maintain level of service	✗	Maintain
Home care – total number of hours and as a rate per 1,000 population aged 65+	13,554 579.4	14,018 593.6	13,779 578.0	13,460 554.8	-319 -23.2	-94 -24.6	Maintain level of service	✗	Maintain

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	Annual Progress 2008-2010	Overall Performance 2006-2010	'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%	71.0%	81.8%	83.6%	+1.8%	+16.4%	Maintain level of service	✓	Maintain
Home care - % home care clients aged 65+ receiving care in evenings/overnight	28.6%	26.6%	29.6%	13,460 29.5%	-0.1%	+0.9%	Maintain level of service	✓	Maintain
Home care - % home care clients aged 65+ receiving care at weekends	69.0%	59.9%	60.0%	61.0%	+1.0%	-8.0%	Maintain level of service	✓	Maintain
Rate per 100,000 pop of all emergency admissions for patients of all ages	8671	9374	9122	Provisional 9245	+123	+574	Reduce	✗	Reduce
Reduce smoking among adults – Number of attempts to quit	n/a	2007 593	2008 864	2009 1609	+745	2007-2010 +1016	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	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	Annual Progress 2008-2010	Overall Performance 2006-2010	'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 £458.30 Workplace £426.00	Residents £462.80 Workplace £460.00	Not yet available	-	-	Increase	✓	Increase
No of claimants in receipt of employment related benefits	15,070	14,780	16,780	Not yet available	-	-	Reduce	✗	Reduce
Reduce the earnings differential between male and female residents	£482.90 m £406.20 f	£470.40 m £426.00 f	£513.90 m £400.40 f	Not yet available	-	-	Reduce	✗	Reduce
Number of people experiencing multiple deprivation i.e. people living in the worst 15% of areas in Scotland SIMD 2006	13,225 (8.8%)	13,248 (8.8%)	13,292 (8.8%)	13,266 (8.7%)	-	-	Reduce	✓	Reduce
% of households assessed as homeless who are in priority need	71%	78%	86%	90%	+4%	+19%	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%	90%	92%	+2%	+1%	Increase	✓	Increase

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	Annual Progress 2008-2010	Overall Performance 2006-2010	'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%	n/a	SHS 2007/08 92%	n/a	-	-	Increase	✓	Increase
Number of active members of the Falkirk and District credit union.	n/a	674	482	Not available	-	-	Increase	✓	Increase
The number of new learners participating in adult literacy programmes Falkirk Council Forth Valley College	178 650	439 700	408 -	497 800	+ 89 -	+319 +150	440 700	✓ ✓	Maintain
Learning centres and learning access points Number of users of the free public access terminals in libraries		11,794	12,225	13,149	+ 924	-	13,300	✓	Maintain
Number of new IT learners from priority areas and with special needs Falkirk Council Forth Valley College	650	118 500	184 -	155 550	-29 -	- -100	160 500	✓ ✓	Maintain
Number of times the free public access terminals are used in libraries	84,360	95,899	97,088	106,974	+ 9,886	+ 22,614	105,000	✓	Increase
The number of individuals obtaining Welfare benefits advice Debt advice – new cases	17,150 681	16,166 698	16,035 816	Data not available 797	- -19	- +116	Target not appropriate	-	n/a
Number of benefit enquiries and benefit gains Falkirk Council and Citizen's Advice Bureaux	23,647 £7.7m	17,009 £8.1m	17,084 £9.7m	12,653 £5.6m	-4,431 -£4.1m	-10,994 -£2.1m	Target not appropriate	-	n/a

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	Annual Progress 2008-2010	Overall Performance 2006-2010	'Progress' target(s) to 2010-11	On track for target	'End' target(s) and timescale
Number of new debt cases and total debt negotiated Falkirk Council and Citizen's Advice Bureaux	1,411 £26.7m	1,266 £32.3m	1,464 £49.3m	797 £30.3m	-667 -£19m	-614 +£3.6m	Target not appropriate	-	n/a
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. (The Right Time indicator)	n/a	n/a	Change to indication definition	20.03 days	n/a	n/a	21 days	✓ Improving handling time for changes	Maintain
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	2,680 2.04:1	2,925 1.99:1	Not yet available	-	-	Reduce	✗ ✓	Reduce
The number of benefit claimants in priority areas participating in work based training with Falkirk Council Forth Valley College	102 183 in Falkirk LEA	163 150	Not available	74 200	-	-28 +7	150	✗ ✓	Increase

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

Local Outcomes

- **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	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	Annual Progress 2008-2010	Overall Performance 2006-2010	'Progress' target(s) to 2010-11	On track for target	'End' target(s) and timescale
Number and % of dental registrations (3-5 years)	March 2007 3,267 66.3%	March 2008 3,869 78.5%	March 2009 4,362 88.4%	March 2010 4,617 89.3%	+255 +0.9%	+1,350 +23%	Monitor	-	Monitor
Proportion of social background reports submitted to the Children's Panel within 20 days	41.7%	46.7%	33.4%	33.5%	+0.1%	-8.2%	Better than the Scottish Average 41.3%	✗	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	434 13.5	362 11.3	-72 -2.2	-124 -3.9	Target not appropriate	-	n/a
Number and % of first contacts following supervision requirement within 15 working days	70 77.8%	133 82.1%	101 90.2%	70 80.5%	-31 -9.7%	0 +2.7%	Better than Scottish average 89.3%	✗	Better than the Scottish Average
Number and rate per 1000 of looked after children at home at 31 st March	118 3.7	218 6.8	168 5.2	Not yet available	-	-	Target not appropriate (Scottish average: 5.7)	-	n/a
Number and rate per 1000 of children looked after away from home at 31 st March	236 7.3	268 8.4	269 8.4	Not yet available	-	-	Scottish average 9.0	✓	Scottish Average

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	Annual Progress 2008-2010	Overall Performance 2006-2010	'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	167	175	+8	+4	Maintain level of provision.	✓	Maintain
Number of Children's Panel Members appointed in a year.	27	34	36	26	-10	-1	Target not appropriate	-	Target not appropriate

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	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	Annual Progress 2008-2010	Overall Performance 2006-2010	'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%	n/a	SHS 2007/08 95%	n/a			Increase	-	Increase
Confidence in individual safety in local areas	2006	2008	n/a	2010	n/a				
During the day	84%	89%		90%		+6%	Maintain	✓	Maintain
At night	47%	51%		58%		+11%	increase	✓	increase
Volume and rate of recorded crimes and offences per 10,000 population Crimes and offences are categorised as:									
Group 1 – Crimes of violence	13.9	14.4	15.1	11.5	-3.6	-2.4	Reduce Groups 1-4	✓	Reduce Groups 1-4
Group 2 – crimes of indecency	16.8	18.5	13.8	12.3	-1.5	-6.9		✓	
Group 3 – Crimes of dishonesty	280.7	278.5	260.8	238.2	-22.6	-42.5		✓	
Group 4 – Vandalism, fire-raising and malicious conduct	226.3	201.9	191.0	152.3	-38.7	-126.0		✓	
Group 5 – other crimes which includes all drugs offences	140.3	135.4	133.4	116.6	-16.8	-23.7	Groups 5–7 monitor	✓	Groups 5–7 monitor
Group 6 – offences (miscellaneous)	370.6	384.7	376.1	330.1	-46.0	-40.5		✓	

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	Annual Progress 2008-2010	Overall Performance 2006-2010	'Progress' target(s) to 2010-11	On track for target	'End' target(s) and timescale
Group 7 – offences (road traffic)	1185.0	1114.9	1051.3	923.8	-127.5	-261.2			
The number of casualties killed or seriously injured on our roads (moving annual average over five calendar years)	2002-2006 83	2003-2007 76	2004-2008 71	2005-2009 68	2004/08- 2005-09 -3	2002/06- 2005-09 -15	2006-2010 Fewer than 67	✓	No target after Local Transport Strategy 2006-2009
The number of persons, including children, killed or seriously injured per million vehicle kilometres (moving annual average over five calendar years)	2002-2006 0.058 KSI /mVkm	2003-2007 0.052 KSI /mVkm	2004-2008 0.048 KSI /mVkm	Insufficient traffic data available to calculate 2009 rate	Insufficient traffic data currently available	2002/06- 2004/08 -0.01 KSI /mVkm	Reduce	✓	Reduce
The number of children killed or seriously injured per million vehicle kilometres (moving annual average over five calendar years)	2002-2006 0.009 KSI /mVkm	2003-2007 0.007 KSI /mVkm	2004-2008 0.007 KSI /mVkm	Insufficient traffic data currently available	Insufficient traffic data currently available	2002/06- 2004/08 -0.002 KSI /mVkm	Reduce	✓	Reduce
The number of persons, slightly injured per million vehicle kilometres (moving annual average over five calendar years)	2002-2006 0.238 persons /mVkm	2003-2007 0.230 persons /mVkm	2004-2008 0.222 persons /mVkm	Insufficient traffic data currently available	Insufficient traffic data currently available	2002/06- 2004/08 -0.016 KSI /mVkm	Reduce	✓	Reduce
Overall prevalence of problem drug misuse No of new individual clients reported Rate per 100,000 population Scotland – rate per 100,000 population	312 226 258	266 191 263	286 200 245	Not yet available	n/a	-26 -26 -13	Reduce	✓	Reduce
The proportion of social enquiry reports submitted to court by due date	99.9%	99.9%	99.7%	99.8%	+0.1%	-0.1%	Better than the Scottish average 98.3%	✓	Better than the Scottish average

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	Annual Progress 2008-2010	Overall Performance 2006-2010	'Progress' target(s) to 2010-11	On track for target	'End' target(s) and timescale
Probation – the proportion of new probationers seen by a supervising officer within one week	87.5%	93.2%	93.4%	93.0%	-0.4%	+5.5%	Better than the Scottish average 74.5%	✓	Better than the Scottish average
Community service – the average hours per week taken to complete community service orders	3.3	3.2	2.7	3.0	+0.3	-0.3	Better than the Scottish average 3.2	✓	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%	99.2%	100%	+0.8%	+0.7%	96%	✓	Maintain
Inspection of trading premises – the % in high and medium risk inspections that were inspected on time	97.9%	96.8%	95.5%	90.7%	-4.8%	-7.2%	95%	✗	Maintain
Consumer complaints completed within 14 days of receipt	71.5%	51.8%	56.2%	68.2%	+12%	-3.3%	50%	✓	Target revised
Cost of repairs on schools due to vandalism	£216k	£183k	£233k	£172k	-26%	-20%	Decrease	✓	Decrease
Number and rate per 1,000 of adults at risk of harm investigations	13 0.11	123 1.02	121 1.00	59 0.49	-62 -0.51	+46 +0.38	Target not appropriate	-	n/a
The number of accidental dwelling fires per 10,000 population	7.48 (Scottish average 10.7)	5.68	8.28	6.40	-1.88	-1.08	Reduce	✓	To reduce at least as quickly as the Scottish average

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	Annual Progress 2008-2010	Overall Performance 2006-2010	'Progress' target(s) to 2010-11	On track for target	'End' target(s) and timescale
The number of accidental fire fatalities per 10,000 population	0.20	0	0.06	0.06	0	-0.14	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	1.06	1.3	+0.24	+0.37	Reduce	✗	Lower than the Scottish average
The number of wilful fire raising incidents per 10,000 population	77.56	65.06	54.08	49.60	-4.48	-27.96	Reduce	✓	Reduce to 50
The number of hoax emergency calls to the Fire and Rescue service per 10,000 population	17.16	9.69	8.6	9.3	+0.69	-7.86	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	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	Annual Progress 2008-2010	Overall Performance 2006-2010	'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%	n/a	2010 86% n/a	n/a	+5%	Improve	✓ -	Improve
The number and variety of affordable homes total rented RSL and Council new build units completed; total low cost home ownership new home build units completed	65 8	8 0	38 0	93 54	+55 +54	+28 +46	169 (subject to AHIP allocations each year & obtaining statutory consents) 41	✓ ✓	Increase Increase
% of Council tenancies allocated to homeless people % of RSL tenancies allocated to homeless people	37% -	53% 45%	60% 37.5%	58% 39%	-2% +1.5%	+21% n/a	50%	✓ ✓	Increase
% of Council tenancies allocated to other groups in housing need	-	-	35%	35%	0%	n/a	45%	✗	New indicator
% of RSL tenancies allocated to other groups in housing need	-	-	32%	32%	0%	n/a	45%	✗	New indicator

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	Annual Progress 2008-2010	Overall Performance 2006-2010	'Progress' target(s) to 2010-11	On track for target	'End' target(s) and timescale
% of cases reassessed as homeless or potentially homeless within 12 months of previous cases being completed	4.1%	3.8%	1.5%	1.4%	-0.1%	-2.7%	Reduce	✓	Reduce
% of council house sales settled within 26 weeks	86.1%	90.1%	86.7%	90.1%	+3.4%	+4.0%	Increase	✓	Increase
Privacy – percentage of residential care places that are in single rooms older people (65+) other adults	87.6% 93.3%	92.3% 94.3%	96.2% 92.7%	94.0% 96.7%	-2.2% +4.0%	+6.4% +3.4%	Better than the Scottish average 65+: 93.7% 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)	71.4% 32.8%	71.8% 36.9%	74.0% 48.2%	75.2% 43.1%	+1.2% -5.1%	+3.8% +10.3%	Better than the Scottish average 65+: 77.7% 18-64:52.6%	✓ ✗	Better than the Scottish average
The number and rate per 1,000 adult population of Mecs community alarms provided	703 6.0	683 5.8	847 7.1	777 6.5	-70 -0.6	+74 +0.05	Maintain level of service	✓	Maintain level of service
The number of people with new adaptations during the reporting year and the rate per 1,000 population	499 4.2	536 4.5	595 5.0	787 6.5	+192 +1.5	+288 +2.3	Maintain level of service	✓	Maintain level of service.
% of householder planning applications dealt with within 2 months	85.1%	82.9%	79%	83.9%	+4.9%	-1.2%	90% or first quartile in Scotland	✗	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	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	Annual Progress 2008-2010	Overall Performance 2006-2010	'Progress' target(s) to 2010-11	On track for target	'End' target(s) and timescale
The number and rate per 1,000 obtaining self directed support	50 adults 0.42 11children 0.34	45 adults 0.38 8 children 0.25	42 adults 0.35 6 Children 0.19	56 adults 0.47 8 children 0.25	+14 +2	+6 -3	Target not appropriate	-	n/a
Anti social noise complaints – average time to respond (in hours)	157	19	0.41 hours	0.49 hours	0.08 hours (5 minutes longer)	Improved by 156.2 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	23	23	-	+7	25	✓	Increase
Number of young people involved in a range of youth intervention initiatives	40	120	2,300	2,490	+190	+2,450	Increase	✓	Minimum of 150
Number of calls to anti-social behaviour helpline	3,474	2,774	2,971	3,927	+956	+453	Reduce	✗	Reduce
% of new tenancies sustained for at least 12 months	91%	93%	92%	92%	0%	+1%	Increase	✓	Increase

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	Annual Progress 2008-2010	Overall Performance 2006-2010	'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%	100%	100%	-	-	Maintain	✓	Maintain
ASB - % lodged in Court within 4 days of final instruction/information	100%	100%	100%	90%	-10%	-10%	Maintain	✗	Maintain
% of homeless applicants fleeing domestic abuse	20%	22%	19%	19%	0%	-1%	Monitor	-	Monitor
Number of domestic abuse incidents per 10,000 population	117	126	141	122	-19	+5	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	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	Annual Progress 2008-2010	Overall Performance 2006-2010	'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%	33.6%	28.1%	-5.5%	-12.6%	60%	✗	60%
% of all planning applications dealt with within 2 months	64.5%	67.1%	56%	59.3%	+3.3%	-5.2%	80% or first quartile of Scottish Councils	✗	80%
Traffic light failure repairs completed within 48 hours	90.6%	94.5%	96.4%	96.7%	+0.3%	+6.1%	95%	✓	95%
Street light failure repairs completed within 7 days	96.2%	97.1%	98.2%	96.9%	-1.3%	+0.7%	93%	✓	93%
Assessment survey scores of cleanliness in public places	73	70	71	72	+1	-1	73	✓	Maintain
Abandoned vehicles removed within 14 days of notification	85.2%	89.4%	60.9%	89.1%	+28.2%	+3.9%	80%	✓	85%
Special uplifts completed within 5 days	78%	92.8%	90%	81%	-9%	+3%	90%	✗	90%

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	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	Annual Progress 2008-2010	Overall Performance 2006-2010	'Progress' target(s) to 2010-11	On track for target	'End' target(s) and timescale
No of civil marriages	307	316	333	324	-9	+17	Monitor	-	Monitor
No of civil partnerships	6	9	8	5	-3	-1	Monitor	-	Monitor
No of baby naming ceremonies	6	11	10	3	-7	-3	Monitor	-	Monitor
No of renewal of wedding vows ceremonies	11	7	1	1	0	-10	Monitor	-	Monitor
No of people attending citizenship ceremonies	56	54	37	37	0	-19	Monitor	-	Monitor
Public access % of council buildings that are suitable and accessible to disabled people	56.0%	63.4%	73.4%	76.6%	+2.2%	+20.6%	78% by end of 2010	✓	100%
Public access % of schools that are fully or mostly accessible to disabled people	86%	86%	89%	89%	-	+3%	89%	✓ Those schools which can be made accessible, cost effectively have been improved	Further progress beyond 89% will depend on the school replacement programme

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	Annual Progress 2008-2010	Overall Performance 2006-2010	'Progress' target(s) to 2010-11	On track for target	'End' target(s) and timescale
No of old people's welfare organisations operating across the Council area	40	40	-	46	-	+6	Maintain	✓	Maintain
No of hate incidents	No data	No data	440	338	-2	n/a	-	✓	Reduce
No of hate motivated crimes and offences	No data	No data	659	441	-218	n/a	-	✓	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	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	Annual Progress 2008-2010	Overall Performance 2006-2010	'Progress' target(s) to 2010-11	On track for target	'End' target(s) and timescale
CO2 emissions from Falkirk Council operations	42,875 tonnes	43,497 tonnes	42,855 tonnes	Not yet available	-	-	Cumulative savings in tonnes 08/09 6,201 09/10 7,460 10/11 7,853	2008/09 51% of target reduction achieved	20% reduction in annual CO2 emissions by 2012/13 from 05/06 baseline
Tonnage of municipal waste collected per 1000 population	760.9 tonnes	678.5 tonnes	633.3 tonnes	596.67 tonnes	-36.63 tonnes	-164.33 tonnes	Reduce	✓	Reduce
The maximum total tonnes of biodegradable municipal waste allowed to be sent to land fill	45,142 tonnes	38,633 tonnes	31,795 tonnes	29,651 tonnes	-2,144 tonnes	-15,491 tonnes	Targets set by SEPA 50,470t in 2008/09 48,144t in 2009/10	✓	Reduce
% of municipal waste collected by the Authority: recycled or composted. Total Recycled Composted	35% 24.8% 10.1%	36% 24.3% 11.7%	40.8% 27.6% 13.2%	42.75% 28.8% 14.0%	+2.0% +1.2% +0.8%	+7.8% +3.9% +3.9%	Increase % recycled or composted 30% 2008 40% 2010	✓	50% 2013 70% 2025 – aspirational

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	Annual Progress 2008-2010	Overall Performance 2006-2010	'Progress' target(s) to 2010-11	On track for target	'End' target(s) and timescale
Proportion of adults travelling actively to work or education	2005/06 Walk – 11% Cycle – 2% Scotland Walk – 11.8% Cycle 1.6%	No update available	May 2009 Walk – 13% Cycle – 1%	Next update will be 2011 national Census	Not available	2005-2009 Walk +1% Cycle -1%	Increase	✓ ✗	Increase
Proportion of adults travelling to work or education by car or van	2005/06 69%	No update available.	May 2009 72%	No update available (see above)	No update available	+3%	Decrease	✗	Decrease
Percentage of children travelling actively (walking, cycling or skating) to school (Primary and secondary)	55%	54% (plus 4% “park and stride”)	54% (plus 7% “park and stride”)	49% (“park and stride” is no longer a category)	-5%	-6%	Increase	✗	Increase
% of our vehicle fleet with reduced emission technology	80%	88%	99%				100%	✓	100%
Compliance with EU and UK government air quality directives (SO ₂ – Sulphur dioxide) (NO ₂ – Nitrogen dioxide) (NO – Nitrogen oxides) (AWMA – Air quality management area)	Sulphur dioxide (UK) objective exceeded at two monitoring sites in Grangemouth	Sulphur dioxide (UK) objective exceeded at 2 monitoring sites in Grangemouth	2 SO ₂ breaches in Grangemouth 2 NO ₂ breaches at 1 site in Falkirk Town centre and 1 site in Haggs (A80/A803	SO ₂ breach in Grangemouth PM ₁₀ breach at one site in Falkirk Town Centre	1 site fewer with SO ₂ breaches in Grangemouth AQMA (industrial sources) No NO ₂ breaches. 1 site recorded PM ₁₀ breach	1 site fewer with SO ₂ breaches in Grangemouth AQMA (industrial sources) Additional NO ₂ and PM ₁₀ breaches mainly from road traffic	Compliance with EU, UK and Scottish government air quality objectives at all 10 monitoring sites within the Council area	✗	Compliance with EU, UK and Scottish government air quality objectives at all 10 monitoring sites within the Council area

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	Annual Progress 2008-2010	Overall Performance 2006-2010	'Progress' target(s) to 2010-11	On track for target	'End' target(s) and timescale
% of educational establishments achieving Eco Schools awards: Bronze awards; Silver awards; Green Flags	73% 47% 12%	75% 52% 21%	81% 67% 37%	86% 75% 49%	+5% +8% +12%	+13% +28% +37%	80% 60% 30%	✓ ✓ ✓	80% 60% 30%
Reported incidents of illegal tipping and refuse accumulations	1,980	3,161	2,419	1,866	-553	-14	Fewer than 2000 incidents	✓	Assuming all incidents are reported – reduce number
Total number of dwellings brought up to SHQS by criteria in each year: <ul style="list-style-type: none"> ▪ Tolerable standard ▪ Free from serious disrepair ▪ Energy efficiency ▪ Modern facilities and services ▪ Healthy, safe and secure Total no of properties meeting SHQS	16,005 14,715 2,897 9,759 12,246 6,298	16,005 15,256 5,028 11,273 13,258 6,446	16,005 15,564 7,004 12,494 13,466 6,730	16,005 16,267 8,894 13,707 14,513 7,021	 +292	 +723	Increase	✓	Increase

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	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	Annual Progress 2008-2010	Overall Performance 2006-2010	'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 all local government employees [including teachers]	4.89%	5.21%	4.69%	4.91%	+0.22	+0.02	4%	✗	4%
% of who people who contacted the Council that were satisfied with the service they received	2006 75.2%	2008 72.7%	n/a	2010 74%	n/a	-1.2%	Increase	✗	Increase
Percentage of operational accommodation buildings suitable for their current use.	90.6%	89.2%	94.1%	90.4%	-3.7%	-0.2%	Increase	✗	Increase
Percentage of gross internal floor area of operational buildings that is in a satisfactory condition	75.3%	73.4%	80.9%	85.6%	+4.7%	+10.3%	Increase	✓	Increase
% of people who feel informed about the Council	2006 71.8%	2008 75%	n/a	2010 87%	n/a	+15.2%	Increase	✓	Increase
% of SPIs in upper quartile	33%	34%	25.5%	Not yet available			Maintain	✗	Maintain

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	Annual Progress 2008-2010	Overall Performance 2006-2010	'Progress' target(s) to 2010-11	On track for target	'End' target(s) and timescale
Response repairs the % of housing repairs completed within the target times	77%	83%	89.3%	94.3%	+5%	+17.3%	Increase	✓	Increase
Tenancy changes – the % of rent loss due to voids	1.6%	1.5%	1%	1%	0%	-0.6%	Reduce	✓	Reduce
% of homeless assessments completed within 28 days	39%	46%	72.2%	84.2%	+12%	+45.2%	Increase	✓	Increase
The % of not low demand dwellings that were re-let within 4 weeks	15%	11%	74%	21%	-53%	+6%	Increase	✓	Increase
% of tenants satisfied with the Council as a landlord	-	93%	-	93%	-	0%	Increase	-	Increase
% of Council tax collected in the year	96.2%	96.4%	96.09%	95.98%	-0.11%	-0.22%	Improve to 96.2%	✗	Improve
Time taken to respond to emergency calls Central Scotland Police – emergency calls attended within target Central Scotland Fire and Rescue Service - % calls handled in less than 1 minute	84% 61.8%	84% 65.1%	87% 66.8%	86% 50%	-1% -16.8%	+2% -11.8%	Maintain 66.7%	✓ ✗	Maintain 70% target achieved