

Annual Performance Report 2015/16

Falkirk Council

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Foreword

Welcome to Falkirk Council's Annual Performance Report for 2015/16

This performance report uses a range of evidence to explain how we are doing in delivering the priority outcomes identified in the Corporate Plan 2012-17. Our Service Plans 2016-19, available through the council's website, outline how we are planning to continue to deliver the Council Plan priorities in the coming year.

This Annual Performance Report seeks to provide an accurate picture of progress in achieving our objectives and improving our performance.

We would like to hear what you think of our Annual Performance Report. If you have any comments or suggestions, please contact 01324 506016 or email us at R&I@falkirk.gov.uk

Accessibility information

If you need a copy of this document in an alternative language or in large print or in Braille please telephone 01324 506070.

A day in Falkirk Council.....

- We spend £903,000 delivering services across Falkirk
- Educate 21,682 children and young people in our schools
- We collect 39,614 bins
- Provide 3,750 hours of care to individuals in their own home
- Deal with up to 50 road maintenance related enquiries
- Use 30 tonnes of salt per day during the winter months
- Undertake 224 repairs on behalf of council tenants
- 1,066 people go for a swim
- Register 16 births, deaths, marriages and partnerships
- Deal with 2,500 calls through our contact centre
- 638 people enjoy a visit to the gym or fitness classes in our leisure centres
- Collect 72,329 tonnes of household waste
- Collect £150,392 council tax income

Introduction

Falkirk Council has a strong commitment to being a high performing council with a culture of performance improvement inherent to everything we do. In recent years the council has invested in learning and development to support managers and staff with performance improvement. A performance management system, Covalent, has been implemented that enables teams to see at a glance how they are doing and also allows reports to be produced for scrutiny by Councillors.

Falkirk Performance Management is the council's performance improvement framework.



Source: Audit Scotland, 'Managing performance: Are you getting it right?'

Beginning with strategic plans, information is collected to then allow us to review, through performance information, audits and inspections. This allows us to then evaluate performance and identify where we can improve.

We have expanded this to Plan, Do, Report and Review. The key principles of which are to:

Plan – Identify our citizen's needs and desired outcomes, set priorities, targets, actions and budgets.

Do- Implement programmes and actions. Gather information and monitor performance.

Report – Report performance, finances and risks. Share performance with Members, Services and the Public.

Review – Evaluate whether priorities, targets and actions are still appropriate, revise and consider lessons learned and revise targets for future years.

Page of Links

If you would like to learn more about Falkirk's performance you can access the more detailed information that was used to compile this report.

Audit of Best Value

[Falkirk Council: the Audit of Best Value and Community Planning | Audit Scotland](#)

Annual Audit Report

[Falkirk Council Annual Audit Report 2015 | Audit Scotland](#)

Strategic Outcomes Locality Delivery Plan /SINGLE OUTCOME AGREEMENT 2015/16

[Strategic Outcomes & Local Delivery Plan 2016-2020](#)

Statutory Performance Information 1 & Local Government Benchmarking Framework

[Local Government Benchmarking Framework | Falkirk Council](#)

Corporate Plan 2012-17

[Falkirk Corporate Plan 2012-2017](#)

Service Plans

[Children's Services - Service Performance Plan 2016-19](#)

[Corporate & Housing Services - Service Performance Plan 2016-19](#)

[Development Services - Service Performance Plan 2016-19](#)

[Social Work Adult Services - Service Performance Plan 2015-18](#)

Complaints Monitoring

Falkirk Council takes complaints seriously and we want to learn from them. We report information about how the Council dealt with complaints from the public during 2015/16.

[Annual Complaints Report 2015-16](#)

We would like to hear what you think of our Annual Performance Report. If you have any comments or suggestions, please contact Michelle Duncan. Or email us at r&i@falkirk.gov.uk

Getting Involved

Have your Say

We are always looking to improve our services to make the whole Falkirk Council area a great place to live, work and play.

To help us to do this, we need to know what you think about our services and about the community where you live.

We listen to and consult with a wide range of people and local community organisations about a lot of different things.

Please read our local involvement plan for more information:

[Have your Say](#)

The Citizens Panel

The Citizens Panel helps us listen and respond to your views.

The Panel is made up of more than 1000 local people who have volunteered to respond to three or four surveys each year. The surveys provide feedback on our services, as well as information about the needs of local communities and other issues. This information helps us improve our services and make sure we are meeting the needs of our local communities.

We are always looking for more people to join the Citizens Panel, so that we can be sure that the survey responses are representative of the whole population.

Previous surveys and result reports can be found here [Citizens Panel](#), you can also join the Citizens Panel following this link, where you can chose to participate either online or through paper surveys sent to your address.

Events

Dates for engagement events will be published on the website and you can follow us on social media to keep up to date with future events planned.

You can find us on Twitter [@falkirkcouncil](#)

Delivery of Priority Outcomes

The Corporate Plan 2012-2017 identifies four core goals for the council:

- Further developing a thriving sustainable and vibrant economy
- Continuing to improve the health, safety and wellbeing of our citizens and communities
- Increasing our efforts to tackle disadvantage and discrimination
- Enhancing and sustaining an environment in which people want to live and visit

Each goal has a number of aligned priorities that the council is aiming to deliver in order to achieve the core outcomes.

How are we doing?

Here are some of the figures we collect to ensure we are improving our service delivery. For more information look at our performance pages: [Falkirk Council performance](#)

Further developing a thriving sustainable and vibrant economy

Performance Measure	2014/15	2015/16	Target	Performance
Number of modern apprentices managed by the council	576	586	635	↑
Number of jobs created or secured through Business Gateway with Council funded support	1,353.5	1,179.5	750	↑
Number of new businesses supported and sustained	376	389	375	↑
% of business properties leased by the council that are occupied	94.8%	95.6%	95%	↑
Average time taken (in weeks) to determine a householder planning application	6.85	6.85	6.6	–
% of overall roads considered in need to maintenance	34.1%	33.2%	34%	↓
% of school leavers gaining 3 or more awards at SCQF level 6 (Higher) or better	43.7%	Not available	46.0%	–
% of school leavers in higher or further education, training or employment	90.1%	Not available	93.5%	–
Secondary School attendance rate	91.6%	91.9% (Feb 2016)	92.0%	–

Continuing to improve the health, safety and wellbeing of our citizens and communities

Performance Measure	2014/15	2015/16	Target	Performance
% of premises that hold a Food Hygiene Information Scheme (FHIS) Pass rating	90.12%	90.25%	90%	↑
% school staff who are aware of procedures for protecting children	98%	99%	100%	↑
% of offenders who successfully complete community disposals	86%	Not available	80%	↑
Number of hours of unpaid work contributed by offenders under Community Payback	54,346	Not available	–	–

Increasing our efforts to tackle disadvantage and discrimination

Performance Measure	2014/15	2015/16	Target	Performance
% of schools which are 'fully or mostly accessible' to disabled people (A or B rated)	91.3%	91.3%	92%	↓
% of Council buildings in which all public areas are suitable for and accessible to disabled people	88.53%	Not available	78%	-
Percentage of rent lost through properties being empty during the last year	1.73%	0.98%	1.0%	↑
Percentage of housing stock meeting Scottish Housing Quality Standards	82.8%	Not available	89.15%	-
Average length of time taken to complete emergency repairs	5 hours	6 hours	7 hours	↓
Percentage of tenants satisfied with the standard of their home when moving in	84.1%	90.9%	90%	↑
Pupil to Teacher ratio	13.5:1	13.5:1	13.5:1	-
Number of children on Child Protection Register at 31 st March	71	63 (tbc)	-	-

Enhancing and sustaining an environment in which people want to live and visit

Performance Measure	2014/15	2015/16	Target	Performance
% of Building Warrant applications responded to within 20 days	100%	99.8%	100%	↓
Number of missed bins per 100,000 collections (all bins)	120	120	150	↓
% of streets of acceptable level of cleanliness	94.6%	Not available	-	-
Co2 emissions from Falkirk Council operations (tonnes)	49,926	Not available	-	-
% of household waste that is recycled or composted	54.3%	Not available	-	-

Falkirk Community Trust

Falkirk Community Trust and Falkirk Council work closely to deliver cultural and leisure activities for Falkirk citizens and visitors to Falkirk and its great attractions. Details of their performance can be found following this link:

[Falkirk Community Trust Annual Performance Report 2015-16](#)

Performance Scorecard

The Local Government Benchmarking Framework allows councils to compare performance with one another, and where someone is doing better than us, we are asking them what they are doing, so that we can learn from them. It is also useful for our citizens to see how we compare with other councils.

The data for 2015/16 will be published by The Improvement Service in March 2017, but here is an overview of how we performed for 2014/15. More information is available following this link: [LGBF](#)

Outcome	Number of improving indicators	Number of deteriorating indicators	Number of indicators with no change
Adult Social Work	2	2	1
Children's Services	2	4	1
Corporate & Housing Services	4	7	2
Development Services	10	8	3
Falkirk Community Trust	4	4	0
%	40.7%	46.3%	13.0%

The table above outlines the direction in travel for indicators under each service by rank.

Each year, within our Service Plans, we report performance information for each of our services, the full report, with information on priorities, context, action plans, the Corporate Plan, performance indicators, engagement plan and resources can be found here: [Council Management & Service Plans](#)

Council Performance Panel

Outcome	Number of improving indicators	Number of deteriorating indicators	Number of indicators with no change/ direction not appropriate	Data not available
Adult Social Work	-	-	-	-
Children's Services	10	6	18	21
Corporate & Housing Services	4	4	3	5
Development Services	19	16	2	22
Total	33	26	23	48

The table above outlines the number of improving and deteriorating indicators reported in the Service Plans. There are a large number of indicators that will be reported later in the year for 2015/16.

What you told us

Complaints Information

The council's complaints procedure and the performance indicators adhere to the requirements set out by the Scottish Public Sector Ombudsman's (SPSO) Model Complaints Handling Procedure. The council aims to resolve complaints quickly and close to where the service is provided:

- Front line stage (Stage one) complaints could beam immediate action to resolve the problem of complaints which are resolved in no more than five working days.
- Investigation stage (Stage Two) deals with two types of complaints: those that have not been resolved at stage one and those that are complex and require detailed investigation.
- After the council has fully investigated the complaint, and if the customer is still not satisfied with the decision or the way the council dealt with the complaint, then it can be referred to the SPSO.

In 2015/16 complaints received were:

Complaints	
Total resolved at stage one and within the timescale	2,289
Total that went to stage two and were resolved within the timescale	194
Total complaints partially or fully upheld	78
Investigations by SPSO	20

What others told us

Audit of Best Value & Community Planning August 2015

In the audit of best value and community planning, Audit Scotland stated that Falkirk generally delivers a good standard of council services, particularly in education, but that we need to make saving of £46 million over the next three years and that we need to do a lot to deliver this.

An action plan to address areas for improvement has been developed and we are working towards this.

The full report can be found here: [Audit Scotland - Audit of Best Value & Community Planning](#)

Shared Risk Assessment

Each year, the Local Area Network of external scrutiny bodies undertakes a shared risk assessment on the council of the challenges likely to be faced by the council in achieving good outcomes for local people. The findings of the assessment are published as the council's Assurance and Improvement Plan and the latest update for 2014 to 2017 confirmed that there are no areas of significant risk within Falkirk Council services and the authority shows evidence of positive performance.

Full details can be found here: [Shared Risk Assessment 2014-17](#)

Annual Audit

Each year the council is audited by Audit Scotland or an external auditor appointed by Audit Scotland. The external audit focuses on whether the council managing its finances to the highest standards and achieving the best possible value for money. The audit is reported to Falkirk Council and any action required is monitored.

The report for 2015/16 can be found here: [Annual Audit Report 2015-16 | Audit Scotland](#)

Managing Our Risks

Principal Risks and Uncertainties

The Council's approach to risk is included in the [Audited Annual Accounts](#). The Council recognises that evaluation and monitoring of corporate and strategic risk is a key part of its role. The Corporate Risk Register records all the high level risks facing the Council and is regularly reviewed through the Corporate Risk Working Group. This work is regularly reported to the Council's Corporate Management Team and six monthly reports are presented to the Audit Committee.

The Corporate Risk Register includes a number of risks rated "high" or "very high". These include operational service risks which are inherently high risk, for example protection of the vulnerable or closing the attainment gap, but also some with significant financial implications such as:

- Health and Social Care Integration;
- Insufficient funding to deliver services and deliver outcomes;
- Failure to monitor, measure, manage and mitigate the impacts of Welfare Reform and Poverty; and
- Failure to recognise and act upon, the need for transformational change and continuous improvement.

Around 85% of the Council's net expenditure is funded from the Scottish Government. Funding levels beyond 2016/17 are unknown and this poses a significant risk to the Council. The pressure to make financial savings is likely to continue for some time. This will no doubt be met with an increasing demand for services. This will be a challenging and difficult time for the Council.

A further area of uncertainty is the impact of proposals flowing from the report by the Commission on Local Tax Reform. The impact of the proposals put forward by the Scottish Government are being discussed and reviewed. The Council's medium term financial strategy will have to be updated to reflect the changes.

Finally, in April 2016 the SNP manifesto included a pledge to look again at how local services are structured. The implications of this are as yet unknown but could have a significant impact on how local authorities across Scotland are structured.

Our Finances

PIS and Key Facts

£1,070 Band D Council Tax (Scottish average £1,149)

38.7% of our budget expenditure is on staffing

How your money is spent

The money we need to spend to provide services is set out in our yearly 'revenue budget'. This budget relates to all services except housing, which is funded entirely from money we receive from rent. Gross spending is total spending. Net spending is spending less fees and charges.

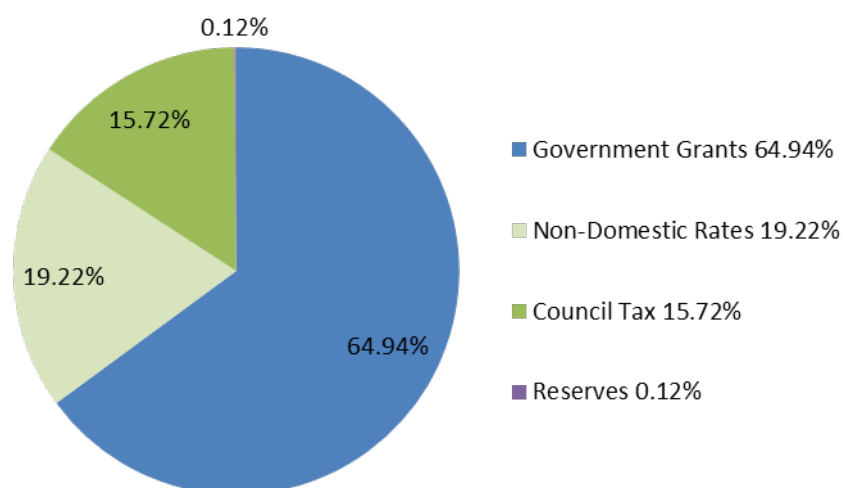
Spending on our services

The Scottish Government's assessment of the spending need for Falkirk Council is £4,271 for every house. The Council's proposed spending amounted to £4,507 per house.

Council Budget 2015/16

Our budget was set at £335m. The money comes from a number of sources, the most important of which is grants from the Scottish Government. The chart below shows the various sources of the funding we receive.

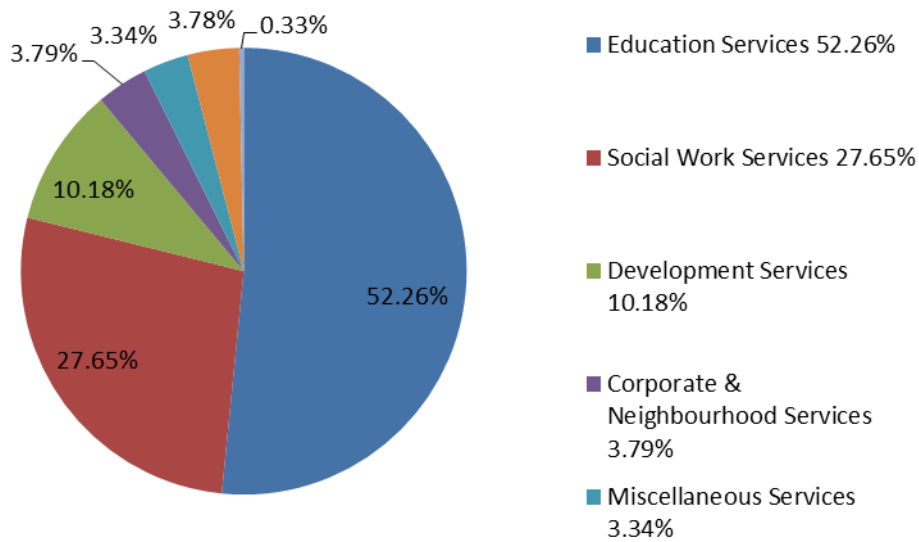
Sources of Funding 2015/16



After taking account of Scottish Government grants, National Non-Domestic Rates and other sources of funding, we raise the rest of the money we need from Council Tax, which funded 15.72% of our spending.

The Council Tax for a house valued at Band D stayed unchanged at £1,070 in the financial year 2015/16. The table below shows how the 2015/16 Council Tax was calculated and how the Council financed its expenditure. The estimated net expenditure for each Service is also shown. The chart below shows where our main areas of spending were in 2015/16.

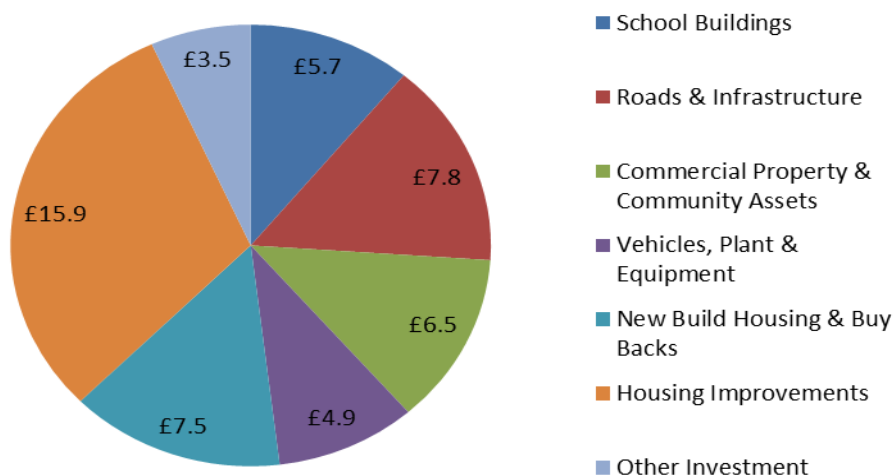
Total Net Expenditure per service 2015/16



Capital Investment

For 2015/16, a budget of £29.4m was identified for general fund capital investment including the TIF project. The Council incurred actual capital expenditure of £26.4m. The majority of the underspend (£2.1m) was in relation to commercial property and community projects. A budget of £30.6m was set for investment in Council Housing with a year end outturn of £25.4m. The majority of the underspend (£3.6m) was in relation to new build housing projects which had been deferred until 2016/17.

Capital Investment 2015/16 £m



Procurement

As a public body, we must follow strict rules in the way that we invite, evaluate and award contracts. These rules make sure we are open and transparent in the way we do business with our suppliers.

Corporate Procurement Strategy 2014-17

Procurement is the whole process of acquisition from third parties and covers goods, services and works. The aim of the Strategy is to ensure that the Council uses procurement strategically to deliver its Vision, support strategic priorities and sustain the delivery of high quality front line services.

To achieve this, the Corporate Procurement Strategy sets out a number of key procurement themes. These themes are structured to help ensure effective procurement across the whole organisation, so we can confidently deliver the Council's vision and strategic priorities.

Sustainable Procurement Delivery Plan [Sustainable Procurement Delivery Plan](#)

Sustainable procurement is where businesses meet our needs for goods and services in a way that achieves value for money for the wider community. The aim of sustainable procurement is to benefit the community and the economy in addition to ourselves, whilst minimizing damage to the environment.

You can find more information [here](#).

FALKIRK COUNCIL PERFORMANCE INDICATORS FOR SPI 1 AND SPI 2 – 2015/16

Responsiveness to communities

Indicator	2011/12	2012/13	2013/14	2014/15	2015/16	Target (If appropriate)	On track to meet target
Percentage of all Development Services complaints closed as “not upheld” or “partially upheld”	-	-	-	47.89%	60.05%	60%	✓
Percentage of all Development Services complaints closed at Stage 1	-	-	-	93.8%	94.72%	96%	✘
Percentage of FOI requests to Development Services responded to within 20 days	97.9%	95.2%	95.8%	95.1%	97.8%	100%	✘
Local business satisfaction expressed as “Falkirk is a good area in which to do business”	-	-	96%	91%	94.0%	-	-
Percentage of customers who rate the Customer Contact Centre average or above	99%	100%	100%	99%	98%	90%	✓
Building Design customer satisfaction level	95.7%	92.5%	92.6%	96.6%	94.8%	93%	✓
Building Standards customer satisfaction level	100%	98.8%	100%	96%	97%	90%	✓
Number of complaints referred to Scottish Public Services Ombudsman	13	22	19	9	19	-	-
Number of investigations carried out as a result of a referred complaint	9	12	7	5	2	-	-
Number of complaints upheld by the Ombudsman	3	4	3	84.3%	94.3%	100%	✘
Percentage of Freedom of Information requests responded to within timescale	94.6%	93.3%	94.0%	84.3%	94.3%	100%	✘
Percentage of customers whose call to Social Work Contact Centre were answered at first attempt	90.5%	89.3%	89.6%	88.6%	Not yet available	90%	-

Employees

Indicator	2011/12	2012/13	2013/14	2014/15	2015/16	Target (If appropriate)	On track to meet target
Percentage sickness absence in Development Services (overall)	3.55%	3.69%	3.58%	3.21%	5.41%	4%	✘
Percentage staff turnover in Development Services	-	6.9%	6.4%	5.4%	14.7%	12%	✓
Percentage of employee turnover	-	7.4	7.6%	5.0%	11.7%	9.4%	✘
Percentage of employee absence	-	3.44%	4.11%	4.53%	4.72%	4%	✘

Equalities and Diversity

Indicator	2011/12	2012/13	2013/14	2014/15	2015/16	Target (If appropriate)	On track to meet target
Percentage of schools which are fully or mostly accessible to disabled people (A or B rated)	92%	92%	93%	92.65%	91.3%	90%	✓
Percentage of Council buildings in which all public areas are suitable for and accessible to disabled people	-	82.01%	82.01%	88.53%	88.53%	78%	✓
Percentage of highest paid 2% of the workforce who are women	-	55%	56%	57%	56%	-	-
Percentage of highest paid 5% of the workforce who are women	-	59%	62%	62%	60%	-	-
Percentage of Council workforce who have declared a disability	-	1.8%	1.65%	2%	2.3%	-	-
Percentage of Council workforce aged 24 and under	-	4.02%	4.23%	5%	5%	-	-
Percentage of workforce from a Black and Minority Ethnic background	-	0.5%	0.5%	0.5%	0.7%	-	-

Assets

Indicator	2011/12	2012/13	2013/14	2014/15	2015/16	Target (If appropriate)	On track to meet target
Gross property costs as a percentage of the Council's total revenue expenditure	3.9%	4.1%	4.5%	4.3%	4.3%	-	-

Procurement

Indicator	2011/12	2012/13	2013/14	2014/15	2015/16	Target (If appropriate)	On track to meet target
Procurement capability assessment score	35	56	60	70	N/A	70	✓
Procurement and Commercial Improvement Programme (PCIP) (Replaces Capability Assessment Score)	-	-	-	-	70.4	70	✓

Housing and Homelessness

Indicator	2011/12	2012/13	2013/14	2014/15	2015/16	Target (If appropriate)	On track to meet target
Percentage of homeless applications in temporary accommodation who are in B&B accommodation	14.3%	0.6%	0.3%	0%	0%	-	-
Number of council house sales	95	60	141	87	98	-	-
Council house sales - settlements	97.9%	100%	99.0%	100%	96%	85%	✓

Benefits Administration

Indicator	2011/12	2012/13	2013/14	2014/15	2015/16	Target (If appropriate)	On track to meet target
Number of benefit enquiries	28,093	64,612	33,796	31,999	20,845	-	-
Total benefits gains	£10.9m	£10.8m	£12.5m	£13.1m	£11.5m	-	-
Number of new debt cases	1,289	1,160	1,157	1,073	927	-	-
Total debt negotiated	£44.7m	£36.1m	£31.2m	£19.4m	£14.4	-	-

Sustainable Development

Indicator	2011/12	2012/13	2013/14	2014/15	2015/16	Target (If appropriate)	On track to meet target
Percentage of school children travelling actively (walking or cycling) to school	49%	52%	49%	50.25%	48.31%	50%	✘
CO2 emissions per street light (kg)	-	-	225.43	206.2	182.6	-	-
CO2 emissions from Falkirk Council operations (tonnes)	-	-	49,407	49,926	53,326	-	-
Area of Council owned or managed land actively managed for biodiversity (ha)	-	-	116	176	176	170	✓
Assessment survey scores of cleanliness in public spaces, in accordance with the Local Environment Audit and Management System	73	73	73	75	76	73	✓

Cultural and Community Services

Indicator	2011/12	2012/13	2013/14	2014/15	2015/16	Target (If appropriate)	On track to meet target
Cost per visit to libraries	£2.89	£2.91	£2.87	£2.59	£2.64	-	-
Cost per visit to Museums	£7.49	£10.60	£10.81	£11.18	£7.54	-	-
Cost per visit to Sport/leisure facilities	£2.92	£2.36	£2.56	£2.80	£2.41	-	-

Waste Management

Indicator	2011/12	2012/13	2013/14	2014/15	2015/16	Target (If appropriate)	On track to meet target
Number of missed bins per 100,000 collections - all bins	215	224	141	86	120	215	✓
Percentage of customers satisfied with refuse collection	96%	94%	98%	86%	Not yet available	90%	
Percentage of household waste recycled and/or composted	52.7%	55.2%	53.0%	54.3%	53.9%	50.0%	✓

Community Care - Emailed 14/11

Indicator	2011/12	2012/13	2013/14	2014/15	2015/16	Target (If appropriate)	On track to meet target
Proportion of local authority care home inspection ratings of 4 or above (good or better)	New indicator			89.3%	92.9%	>=89.3%	✓
Percentage of Rehab At Home service users who attained independence after 6 weeks	New indicator			74.5%	77.4%	60%	✓
Percentage of Crisis Care service users who are retained in the community when service ends	New indicator			74.4%	73.7%	60%	✓
Number of months during the reporting year that the target was achieved of no delayed discharge patients waiting four weeks or more	2 (>6 weeks or more)	3 (>6 weeks or more)	3	1	0	12	✗
Total overnight respite weeks provided to older people aged 65+ (1)	833.4	888	837.9	938.1	741.9	>=938.1	✗
Total daytime respite weeks provided to older people aged 65+ (2)	889.2	821.5	895.3	774.0	961.9	>=774.0	✓
Total overnight respite weeks provided to adults aged 18-64 (3)	601	656.5	500.1	545.9	520.1	>=545.9	✗
Total daytime respite weeks provided to adults aged 18-64 (4)	357.7	255.5	179.4	306.0	204.4	>=306.0	✗
Number of persons provided with homecare per 1,000 population aged 65+	69.7	72.0	72.0	67.1	65.4	>=67.1	✓
Number of homecare hours provided per 1,000 population aged 65+	491.1	490.2	526.5	483.6	512.2	>=483.6	✓
Number of homecare clients aged 65+ receiving personal care	1,608	1,659	1,745	1,659	1,711	>=1,659	✓
Percentage of homecare clients aged 65+ receiving personal care	90.4%	90.3%	91.6%	90.9%	91.6%	>=90.9%	✓
Number of homecare clients aged 65+ receiving a service evening/overnight (5)	688	685	808	759	921	>=759	✓
Percentage of homecare clients aged 65+ receiving a service evening/overnight (5)	38.7%	37.3%	42.4%	41.6%	49.3%	>=41.6%	✓
Number of homecare clients aged 65+ receiving a service at weekends (5)	1,375	1,421	1,480	1,423	1,491	>=1,423	✓
Percentage of homecare clients aged 65+ receiving a service at weekends (5)	77.7%	77.4%	77.7%	77.9%	79.9%	>=77.9%	✓
Experience measures and support for carers from the Community Care Outcomes Framework:		87%	88%	89%	90%		
a) Percentage of community care service users feeling safe	-	98%	99%	98%	98%	Increase	✓
b) Percentage of service users satisfied with their involvement in the design of their care							

package		91%	90%	92%	92%		
c) Percentage of carers satisfied with their involvement in the design of care package		94%	93%	94%	93%		
d) Percentage of service users satisfied with opportunities for social interaction		85%	86%	88%	89%		
e) Percentage of carers who feel supported and capable to continue in their role as carer OR feel able to continue with additional support							

Child Protection and Children's Social Work

Indicator	2011/12	2012/13	2013/14	2014/15	2015/16	Target (If appropriate)	On track to meet target
Number of looked after children in community placements	347	375	317	302	305	-	-
Percentage of all looked after children in community placements	87.0%	87.2%	84.5%	81.6%	91.1%	90.4%	✘
Total overnight respite weeks provided to children with a disability (1)	224.1	229.7	231.7	210.4	199.3	Maintain level of service (≥210.4)	✘
Total daytime respite weeks provided to children with a disability (2)	531.1	568.9	521.1	447.3	398	Maintain level of service (≥447.3)	✘
Percentage of children who have been seen by a supervising officer within 15 working days	89.9%	100%	100%	100%	100%	100%	✓
Percentage of young people who are looked after who have a plan	100%	100%	100%	100%	100%	100%	✓

Criminal Justice and Social Work

Indicator	2011/12	2012/13	2013/14	2014/15	2015/16	Target (If appropriate)	On track to meet target
Percentage of criminal justice social work reports submitted to the courts by the due date	99.7%	99.9%	99.9%	98.8%	97.5%	100%	✓
Percentage of individuals on new Community Payback Orders seen by a supervising officer within one week	95.8%	94.9%	92.8%	92.9%	94.1%	100%	✓
Average number of hours per week taken to complete Community Service/Payback Orders	4.27	4.07	4.57	4.41	4.27	Improve (>4.41)	✓

Education of Children emailed 14/11

Indicator	2011/12	2012/13	2013/14	2014/15	2015/16	Target (If appropriate)	On track to meet target
Pupil attendance - primary schools	95%	95%	96%	95%	95%	95%	✓
Pupil attendance - secondary schools	91%	92%	92%	92%	91%	92%	✓
Percentage of school leavers entering a positive destination	90%	91%	93%	90%	Available Feb 2017	92%	✓
Percentage of school leavers attaining SCQF Level 4 in Literacy	n/a	n/a	88%	92%	Available Feb 2017	90% (in 2015/16)	✓
Percentage of school leavers attaining SCQF Level 4 in Numeracy	n/a	n/a	78%	82%	Available Feb 2017	82% (in 2015/16)	✓
Percentage of school leavers attaining SCQF Level 5 in Literacy	n/a	n/a	69%	72%	Available Feb 2017	71% (in 2015/16)	✓
Percentage of school leavers attaining SCQF Level 5 in Numeracy	n/a	n/a	61%	60%	Available Feb 2017	63% (in 2015/16)	✓
Percentage of original S4 gaining 1 or more Highers by S5	47%	49%	52%	55%	61%	53%	✓
Percentage of original S4 gaining 3 or more Highers by S5	27%	27%	33%	34%	38%	33%	✓
Percentage of original S4 gaining 5 or more Highers by S5	13%	13%	16%	16%	19%	16%	✓
Percentage of original S4 gaining 3 or more Highers by S6	35%	38%	40%	43%	45%	42%	✓
Percentage of original S4 gaining 5 or more Highers by S6	23%	26%	28%	30%	31%	29%	✓
Percentage of original S4 gaining 1 or more Advanced Highers by S6	14%	17%	19%	20%	22%	20%	✓
Pupil: teacher ratio	1:13.4	1:13.4	1:13.4	1:13.5	1:13.5	1:13.5	✓
Uptake of free school meals in primary schools	99%	99%	100%	100%	93%	99%	✗
Uptake of free school meals in secondary schools	96%	97%	99%	93%	83%	99%	✗
<p><i>Additional Information:</i> Education indicators are often reported a year behind due to the academic year. <u>Uptake of Free School Meals.</u></p> <p>Calculation has changed, using SEEMIS data (for the school rolls) and from catering colleagues for the number of meals provided. There is also feedback from schools that the pupils are choosing to eat at local food outlets instead of school meals due to the menu. There is work to change the menu offered to encourage pupils to eat school meals.</p>							

Planning

Indicator	2011/12	2012/13	2013/14	2014/15	2015/16	Target (If appropriate)	On track to meet target
Building Design customer satisfaction survey	95.2%	92.5%	92.6%	96.6%	94.8%	80%	✓
Building Standards Customer satisfaction survey	100%	98.8%	100%	96%	97%	80%	✓
Percentage of Building Warrant applications responded to within 20 days	-	-	-	100%	99.8%	100%	✗
Average time taken (in weeks) to determine a Local Development (Householder) planning application	7.6.	7.3	6.5	6.85	6.85	6.6	✗
Average time taken (in weeks) to determine a Local Development (Non-Householder) planning application	14.6	18.4	11.2	15.87	18.65	11.4	✗
Percentage of Planning Enforcement Enquiries responded to within 10 working days	-	-	-	94.91%	96.51%	95%	✓

Roads and Lighting

Indicator	2011/12	2012/13	2013/14	2014/15	2015/16	Target (If appropriate)	On track to meet target
Percentage of customers who rate street cleaning average or above	97%	98%	98%	84%	Not yet available	90%	
Percentage of overall carriageway length to be considered for maintenance treatment	37.7%	36.5%	34%	34.1%	33.2%	34%	✗
Percentage of street lighting columns that are less than 30 years old	60.1%	67.1%	72.2%	75.82%	75.33%	65%	✓
Percentage of street light repairs completed within seven days	93.3%	93.2%	94.7%	91.4%	86.9%	93%	✗
Percentage of traffic light repairs completed within 48 hours	97.1%	97.3%	97%	96.6%	97.4%	95%	✓

Protective Services

Indicator	2011/12	2012/13	2013/14	2014/15	2015/16	Target (If appropriate)	On track to meet target
Percentage of Trading Standards Business Advice Requests dealt with within 14 days	93%	89.1%	92.6%	93.3%	96.1%	95%	✓
Percentage of premises that hold a Food Hygiene Information Scheme Pass rating	n/a	n/a	n/a	90.12%	90.25%	90%	✓
Domestic Noise Complaints (Non-ASB): Average time (in hours) to attend on site	n/a	n/a	22.7	11.76	8.62	48	✓