

Clackmannanshire Council **2010-11 Performance Report**



**Clackmannanshire
Council**

www.clacksweb.org.uk

General Notes

Clackmannanshire Council is currently reviewing its approach to Public Performance Reporting in consultation with the Clacks 1000 Citizens' Panel, elected members and community councils. This consultation will also take into account the views of governing bodies, such as Audit Scotland, and Council staff.

We aim to improve our reporting by ensuring that the format, content and location of reports meet the needs of those who want to know how we're performing. This consultation will be completed during the 2011/12 financial year and new reports, reflecting the consultation findings, will be produced from April 2012 onwards.

Categories & Column Headings

The Council has a statutory responsibility to demonstrate that we are providing Best Value in the Corporate Management and Service Performance categories (identified by Audit Scotland) shown in the Summary. The Corporate Management category 'Responsiveness to Communities' was felt too broad so has been divided into four categories, depending on whether the indicator refers to reactive or proactive work, and whether the output benefits individuals or groups. Performance is also shown against the Council's own Priority Outcomes which are the nine areas that all Council work is focussed towards for ensuring we improve outcomes for the people of Clackmannanshire.

Comparisons to 'Last Value' normally show how we performed in 2010/11 relative to 2009/10, though some indicators are gathered less frequently so the comparison may be with 2008/09 or previous values. Targets are set internally, some reflecting national standards, and work is ongoing to improve our target-setting techniques to ensure these are achievable and realistic, but still challenging. Scottish averages are based on all 32 Scottish Councils, published annually by Audit Scotland. We no longer have access to benchmark data on some indicators, in which case the most recent Scottish average has been used. The Council is currently leading a national group to share benchmarking data so that more comparisons can be made with other Councils in non-statutory indicators.

Results are recorded as green if we performed the same as or better than the comparator (last value, target or Scottish average). Results are recorded as amber if performance varies from 1% to 15% below the comparator. Results are recorded as red if performance varies more than 15% below the comparator.

The 'Indicators' section shows the Corporate Management (CM), Service Performance (SP) and Priority Outcome (PO) groups each indicator is most relevant to. Audit Scotland specifies 25 Statutory Performance Indicators that all 32 Scottish Councils must report on annually, and the indicator numbers for these are shown in the 'SPI' column. The 'Rank' column shows how we're performing against other councils in national rankings, with 1 being the best and 32 being the worst.

Specific Indicator Details

Some indicators are measured 'per 1000 population' so that comparisons can be made between local authorities of different size.

Indicators starting with 'Local residents...' are gathered from surveys of the Clacks 1000 Citizens' Panel (now being conducted every 6 months).

Indicators starting with 'Staff stating...' are gathered from our staff survey (now being conducted annually).

In some areas, such as roads maintenance and the Scottish Housing Quality Standard, targets are set at the overall level, rather than at the detailed level.

Delays in billing from our energy provider mean that we are currently unable to report on CO₂ emissions or gas, electricity and water utility consumption.

As the reporting year for Education ends later than the financial year, some 2010/11 information cannot yet be reported on.

Delays and changes from the Scottish Government mean that we are currently unable to report 2009/10 or 2010/11 academic achievement for Looked After Children.

Please contact us using the details shown on Clacksweb if you have any further queries about this report

Performance Summary

ID	Corporate Management Category	Compared to Last Value (Where Both Values Available)				
		Green	Amber	Red	Total	%
a	Responsiveness to communities	5	4	1	10	9%
b	Responsiveness to individuals (Responsiveness to Communities)	9	7	3	19	17%
c	Outcomes for Communities (Responsiveness to Communities)	9	3	1	13	11%
d	Outcomes for Individuals (Responsiveness to Communities)	17	3	3	23	20%
e	Revenues and service costs	7	3	4	14	12%
f	Employees	6	0	0	6	5%
g	Assets	10	6	0	16	14%
h	Procurement	0	1	3	4	4%
i	Sustainable development	2	0	0	2	2%
j	Equalities and diversity	7	0	0	7	6%
Total		72	27	15	114	100%
		63%	24%	13%	100%	100%

Compared to Target (Where Set)					
Green	Amber	Red	Total	%	
6	2	2	10	12%	
10	5	2	17	20%	
7	5	2	14	16%	
7	4	0	11	13%	
4	2	1	7	8%	
2	1	0	3	3%	
10	5	0	15	17%	
3	0	0	3	3%	
2	0	0	2	2%	
4	0	0	4	5%	
55	24	7	86	100%	
64%	28%	8%	100%	100%	

Compared to Scottish Average (Where Available)					
Green	Amber	Red	Total	%	
7	2	0	9	13%	
7	1	1	9	13%	
3	0	0	3	4%	
10	3	4	17	24%	
7	2	5	14	20%	
2	0	0	2	3%	
8	1	0	9	13%	
0	1	0	1	1%	
1	0	0	1	1%	
5	0	0	5	7%	
50	10	10	70	100%	
71%	14%	14%	100%	100%	

Service Performance Category						
ID	Service	Green	Amber	Red	Total	%
a	Benefits administration	1	0	1	2	2%
b	Community care	5	4	0	9	8%
c	Criminal justice social work	3	0	0	3	3%
d	Cultural and community services	4	0	2	6	5%
e	Planning	0	3	0	3	3%
f	Education	7	0	2	9	8%
g	Child protection and children's social work	4	0	1	5	4%
h	Housing and homelessness	15	8	3	26	23%
i	Protective services	4	1	1	6	5%
j	Roads and lighting	5	3	0	8	7%
k	Waste management	7	1	0	8	7%
l	Other specific services	6	5	1	12	11%
m	Multiple/all services	11	2	4	17	15%
Total		72	27	15	114	100%
		63%	24%	13%	100%	100%

1	1	0	2	2%	
3	1	0	4	5%	
1	2	0	3	3%	
4	0	0	4	5%	
3	0	0	3	3%	
2	4	2	8	9%	
2	0	1	3	3%	
11	1	1	13	15%	
6	0	1	7	8%	
1	6	0	7	8%	
7	1	0	8	9%	
6	5	1	12	14%	
8	3	1	12	14%	
55	24	7	86	100%	
64%	28%	8%	100%	100%	

2	0	0	2	3%	
3	1	0	4	6%	
1	2	0	3	4%	
3	1	2	6	9%	
3	0	0	3	4%	
1	0	0	1	1%	
4	0	0	4	6%	
14	2	7	23	33%	
5	0	0	5	7%	
1	2	0	3	4%	
4	0	0	4	6%	
3	1	1	5	7%	
6	1	0	7	10%	
50	10	10	70	100%	
71%	14%	14%	100%	100%	

Priority Outcome						
ID	Outcome	Green	Amber	Red	Total	%
1	The area has a positive image and attracts people and businesses	3	6	2	11	10%
2	Our communities are more cohesive and inclusive	11	4	3	18	16%
3	People are better skilled, trained and ready for learning and employment	10	0	0	10	9%
4	Our communities are safer	10	4	1	15	13%
5	Vulnerable people and families are supported	11	7	3	21	18%
6	Substance misuse and its effects are reduced	2	1	0	3	3%
7	Health is improving and health inequalities are reducing	4	0	0	4	4%
8	The environment is protected and enhanced for all	4	0	0	4	4%
9	The Council is effective, efficient and recognised for excellence	17	5	6	28	25%
Total		72	27	15	114	100%
		63%	24%	13%	100%	100%

7	1	0	8	9%	
10	0	2	12	14%	
4	2	0	6	7%	
5	9	1	15	17%	
8	2	1	11	13%	
1	1	1	3	3%	
2	2	0	4	5%	
4	0	0	4	5%	
14	7	2	23	27%	
55	24	7	86	100%	
64%	28%	8%	100%	100%	

6	1	2	9	13%	
10	1	3	14	20%	
6	0	0	6	9%	
5	4	0	9	13%	
8	2	4	14	20%	
0	0	0	0	0%	
1	1	0	2	3%	
3	0	0	3	4%	
11	1	1	13	19%	
50	10	10	70	100%	
71%	14%	14%	100%	100%	

Detailed Performance Information

Indicator	PO	CM	SP	SPI	2009/10			2010/11				
					Value	Rank	Scottish Average	Value	Target	Compared to Last Value	Compared to Target	Compared to Scot. Average
Non-householder planning applications dealt with within two months	1	a	e	13	92.2%	1	48.8%	82.8%	70.0%	Amber	Green	Green
All planning applications dealt with within two months	1	a	e	13	94.6%	1	62.6%	88.4%	80.0%	Amber	Green	Green
Business advise requests completed within 14 days	1	a	i	21	97.2%	16	96.8%	96.6%	80.0%	Amber	Green	Green
Trading standards consumer complaints completed within 14 days	1	b	i	21	80.8%	12	77.3%	83.0%	80.0%	Green	Green	Green
Householder planning applications dealt with within two months	1	b	e	13	97.2%	1	79.9%	94.3%	90.0%	Amber	Green	Green
General cleanliness of the area (index)	1	c	k	25	74	13	74	77	74	Green	Green	Green
Streets surveyed that were found to have graffiti	1	c	k		13.1%			9.5%	11.0%	Green	Green	
Local residents who rate their neighbourhood as a good place to stay	1	c	m		92.0%			89%	97%	Amber	Amber	
Visits to/usages of council funded or part funded museums per 1,000 population	1	d	d	11	161	30	2,150	121		Red		Red
Visits to museums that were in person per 1,000 population	1	d	d	11	160	29	1,341	119		Red		Red
Invoices paid within 30 calendar days of receipt	1	h	m	7	87.5%	18	88.5%	81.7%		Amber		Amber
Schools exclusions: secondary	2	b	f		219					Red	Red	
Schools exclusions: primary	2	b	f		31					Red	Red	
Homelessness decision notifications for secure permanent accommodation issued within 28 days of the date of initial presentation	2	b	h	19	68.0%	26	83.0%	71.5%		Green		Amber
Homelessness decision notifications for secure temporary accommodation, advice or guidance or reasonable measures to retain accommodation issued within 28 days of the date of initial presentation	2	b	h	19	76.9%	21	82.5%	63.8%		Red		Red
Homelessness cases housed in secure permanent accommodation	2	d	h	19	59.5%	13	48.6%	54.5%		Amber		Green
Homelessness cases in secure permanent accommodation reassessed within 12 months of completion of duty	2	d	h	19	4.2%	9	6.1%	3.8%		Green		Green
Homelessness cases for secure temporary accommodation, advice or guidance or reasonable measures to retain accommodation reassessed within 12 months of completion of duty	2	d	h	19	6.6%	22	5.1%	6.3%		Green		Red
Homeless cases lost contact with prior to completion of assessment	2	d	h		10%		5%	7%	7%	Green	Green	Red
Response repairs to council houses completed within target times	2	b	h	14	94.3%	12	93.1%	95.9%	94.5%	Green	Green	Green
Council housing meeting tolerable standard	2	g	h	15	100.0%	1	99.5%	99.2%		Amber	Green	Green
Council housing meeting free from serious disrepair	2	g	h	15	100.0%	1	85.3%	100.0%		Green	Green	Green
Council housing meeting energy efficient	2	g	h	15	99.5%	1	67.2%	93.5%		Amber	Green	Green
Council housing meeting modern facilities and services	2	g	h	15	95.8%	4	73.3%	98.4%		Green	Green	Green
Council housing meeting healthy, safe and secure	2	g	h	15	79.6%	15	75.4%	92.3%		Green	Green	Green
Council housing meeting the Scottish Housing Quality Standard	2	g	h	15	76.6%	3	42.4%	84.5%	79.0%	Green	Green	Green
Private sector housing meeting the Scottish Housing Quality Standard	2	g	h		44.0%			42.1%		Amber		
Racist graffiti removed within 4 hours	2	j	k		100.0%			100.0%	100.0%	Green	Green	
Council buildings in which all public areas are suitable for and accessible to people with a disability	2	j	l	3	73.3%	15	60.5%	84.6%	75.0%	Green	Green	Green
Pre-school centres receiving positive inspection reports	3	c	f		100.0%					Green	Green	
Schools receiving positive inspection reports	3	c	f		100.0%					Green	Green	
Pupils attaining 5+ awards at Level 4 in Standard Grades	3	d	f		76%		78%			Green	Amber	

Detailed Performance Information

Indicator	PO	CM	SP	SPI	2009/10			2010/11				
					Value	Rank	Scottish Average	Value	Target	Compared to Last Value	Compared to Target	Compared to Scot. Average
Attainment of the lowest performing 20% of pupils at the end of S4 (average tariff score)	3	d	f		97					Green		
School leavers going into employment, education or training	3	d	f		87.9%		86.0%			Green	Amber	Green
Visits to libraries per 1,000 population	3	d	d	12	8,073	4	5,983	8,548	8,450	Green	Green	Green
Residents using learning access points	3	d	d		17.5%			19.0%	17.0%	Green	Green	Green
Average working days per employee lost through sickness absence for Teachers	3	f	m	1	7.8	20	7.5	6.8		Green		Green
Looked After Children attaining at least one SCQF level 3 (any subject)	3	j	g							Green		Green
Looked After Children attaining at least one SCQF level 3 (Maths and English)	3	j	g							Green		Green
Social Enquiry Reports submitted within target timescales	4	a	c		95.0%		97.0%	95.3%	96.0%	Green	Amber	Amber
Average time (hours) to attend on site for complaints of domestic noise requiring attendance on site and not dealt with under the Antisocial Behaviour Act	4	a	i	20	5.2	11	47.2	10.7	6.0	Red	Red	Green
Average time (hours) to attend on site for complaints of domestic noise requiring attendance on site and dealt with under the Antisocial Behaviour Act	4	a	i	20	0.3	2	1.5	0.3	1.0	Green	Green	Green
Abandoned vehicles removed within 14 days	4	a	j		100.0%			100.0%	80.0%	Green	Green	Green
Street lights repairs completed within 7 days	4	a	j		93.5%			88.8%	90.0%	Amber	Amber	Amber
New probationers seen by a supervising officer within one week	4	b	c		95.0%		84.5%	95.8%	95.0%	Green	Green	Green
Hours of separate and joint Community Warden & Police patrols by Combined Warden Team	4	c	i					5,124	4,008		Green	
High risk food safety inspections completed within required timescale	4	c	i		100.0%			100.0%	100.0%	Green	Green	Green
Local residents who state vandalism or graffiti is a dislike about their local neighbourhood	4	c	k		20%			23%	25%	Amber	Amber	
Average time taken to complete Community Service Orders (hrs)	4	d	c		2.5		3.5	3.3	3.6	Green	Amber	Amber
Deaths or serious injuries as a result of road accidents	4	d	j		18			18		Green		
A class roads that should be considered for maintenance treatment	4	g	j	22	23.9%			26.0%		Amber	Amber	
B class roads that should be considered for maintenance treatment	4	g	j	22	32.5%			32.8%		Amber	Amber	
C class roads that should be considered for maintenance treatment	4	g	j	22	33.5%			30.3%		Green	Amber	
Unclassified roads that should be considered for maintenance treatment	4	g	j	22	44.4%			43.5%		Green	Amber	
Overall percentage of the road network that should be considered for maintenance treatment	4	g	j	22	37.8%	17	36.1%	37.4%	40.0%	Green	Amber	Amber
Children's Hearing reports submitted to the Children's Reporter within timescales	5	a	g		46%			60%	75%	Green	Red	Green
Time taken to process new benefits claims and changes of circumstances (days)	5	b	a		14			11	13	Green	Green	Green
People for whom community care assessment targets were met	5	b	b		79%			76%	80%	Amber	Amber	
People waiting in short stay settings for more than 6 weeks for discharge to appropriate settings	5	b	b		0			0	0	Green	Green	
Timeframes met for initial appointments to mental health services	5	b	b		94%			93%	90%	Amber	Green	
Children requiring supervision seen by a supervising officer within 15 working days	5	b	g		100%			100%	100%	Green	Green	Green
Average time homeless people spend in temporary accommodation (days)	5	b	h		96			98	150	Amber	Green	
Homeless cases maintaining their tenancy for at least 12 months	5	d	h	19	79.1%	22	82.3%	83.5%	85.0%	Green	Amber	Green
People age 65+ receiving homecare	5	d	b	9	561			562		Green		

Detailed Performance Information

Indicator	PO	CM	SP	SPI	2009/10			2010/11				
					Value	Rank	Scottish Average	Value	Target	Compared to Last Value	Compared to Target	Compared to Scot. Average
Homecare hours per 1,000 population age 65+	5	d	b	9	504.1	15	491.2	493.9		Amber		Green
As a proportion of home care clients age 65+, the number receiving personal care	5	d	b	9	87.3%	18	86.9%	94.3%		Green		Green
As a proportion of home care clients age 65+, the number receiving a service during evenings/overnight	5	d	b	9	33.3%	22	39.5%	47.3%		Green		Green
As a proportion of home care clients age 65+, the number receiving a service at weekends	5	d	b	9	68.1%	21	70.7%	66.4%		Amber		Amber
People aged 65+ with intensive care needs receiving services at home	5	d	b		35%			36%	30%	Green	Green	
Average number of moves experienced by Looked After and Accommodated Children in the year	5	d	g		1.0			1.4	2.0	Red	Green	
Current tenant arrears as a percentage of the net amount of rent due in the year	5	e	h	18	6.1%	13	5.9%	5.9%	6.0%	Green	Green	Green
Current tenants owing more than 13 weeks rent at the year end, excluding those owing less than £250	5	e	h	18	5.1%	16	4.2%	4.9%		Green		Red
Tenants owing more than 13 weeks rent giving up their tenancy during the year that were in rent arrears	5	e	h	18	43.5%	16	38.9%	48.3%		Amber		Red
Average debt owed by tenants leaving in arrears, as a proportion of the average weekly rent	5	e	h	18	£485	14	£515	£565		Red		Amber
Average number of weeks rent owed by tenants leaving in arrears	5	e	h	18	9.7	18	9.2	10.8		Amber		Red
Arrears owed by former tenants that was either written off or collected during the year	5	e	h	18	23.6%	21	38.2%	9.4%		Red		Red
Inspections of licensees to ensure enforcement of tobacco sales regulations	6	c	i		6			24	24	Green	Green	
Local residents who cite alcohol abuse as a dislike about their neighbourhood	6	c	l		27.0%			28%	32%	Amber	Amber	
Local residents who cite drug abuse/dealing as a dislike about their neighbourhood	6	c	l		21.0%			21%	26%	Green	Red	
Secondary schools (minutes per week): engagement in PE	7	c	f		110			110	120	Green	Amber	
Primary schools (minutes per week): engagement in PE	7	c	f		90			110	120	Green	Amber	
Attendances per 1000 population for pools	7	d	d	10	2,836	26	3,446	3,073	3,028	Green	Green	Amber
Attendances per 1000 population for other indoor sports and leisure facilities	7	d	d	10	6,937	7	4,890	7,729	6,984	Green	Green	Green
Cost per premise for refuse collection	8	e	k	23	£64.21	15	£66.22	£51.59	£70.00	Green	Green	Green
Cost per premise for refuse disposal	8	e	k	23	£95.52	24	£89.75	£85.12	£110.00	Green	Green	Green
Municipal waste collected during the year that was recycled or composted	8	i	k	24	46.7%	1	36.7%	49.8%	45.0%	Green	Green	Green
Biodegradable waste sent to landfill (tonnes)	8	i	k		11,386			10,585	12,443	Green	Green	
Council's annual CO ₂ emissions (tonnes)	8	i	m		44,724							
Council gas utility consumption (Mega Watt hours)	8	i	m		18,793				20,000			
Council electricity utility consumption (Mega Watt hours)	8	i	m		9,343				9,000			
Council water utility consumption (m ³)	8	i	m		117,270				100,000			
Councillor Enquiries dealt with within target timescale	9	a	m		91%			92%	91%	Green	Green	
Contact Centre calls resolved at first point of contact	9	b	l		84.0%			83.0%	83.0%	Amber	Green	
Calls answered by the Contact Centre	9	b	l		93.0%			93.0%	93.5%	Green	Amber	
Satisfaction with overall experience of the Community Access Points (very satisfied/satisfied)	9	b	l		99.0%			96.5%	100.0%	Amber	Amber	
Satisfaction with overall experience of the Contact Centre (very satisfied/satisfied)	9	b	l		93.0%			88.2%	95.5%	Amber	Amber	

Detailed Performance Information

Indicator	PO	CM	SP	SPI	2009/10			2010/11				
					Value	Rank	Scottish Average	Value	Target	Compared to Last Value	Compared to Target	Compared to Scot. Average
Freedom of Information requests dealt with within target timescale	9	b	m		86.8%		87.6%	94.0%	100.0%	Green	Amber	Green
Statutory Performance Indicators in the top eight in Scotland (top quartile)	9	c	m		29.1%	13	25.5%		35.0%	Red	Red	Green
Gross cost per case for benefits administration	9	e	a	4	£33.32	4	£44.96	£39.30	£35.00	Red	Amber	Green
Rent loss due to empty properties as a percentage of the total amount of rent due in the year	9	e	h	16	0.70%	5	1.40%	0.72%	0.60%	Amber	Red	Green
Stock which is not low demand - average re-let times (days)	9	e	h	17	31	7	43	31		Green		Green
Stock which is low demand - average re-let times (days)	9	e	h	17	65	14	75	56		Green		Green
Cost per dwelling of collecting Council Tax	9	e	l	5	£14.96	21	£14.03	£17.37	£16.00	Red	Amber	Red
Income due from Council Tax for the year which was received during the year	9	e	l	6	93.1%	28	94.4%	93.3%	93.5%	Green	Green	Amber
Staff stating that they are clear about how they contribute to service aims and objectives	9	f	m		42%			73%	47%	Green	Green	
Staff stating that they have a Performance Review Development meeting with their line manager at least once a year	9	f	m		59%			63%	64%	Green	Amber	
Staff stating that they feel communication between staff and senior management is effective	9	f	m		22%			28%	27%	Green	Green	
Average working days per employee lost through sickness absence for other Local Government Employees	9	f	m	1	10.1	6	11.6	9.0		Green		Green
Voluntary attrition (turnover of staff)	9	f	m		4.5%			2.6%		Green		
Dwellings considered to be low demand	9	g	h	17	0			0	0	Green	Green	
Operational accommodation that is in a satisfactory condition	9	g	l	8	84.7%	18	79.4%	86.1%	80.0%	Green	Green	Green
Operational accommodation that is suitable for its current use	9	g	l	8	82.1%	11	69.3%	82.8%	80.0%	Green	Green	Green
Cost of Council buildings (per square metre floor area)	9	g	l		£47.81			£54.11	£55.00	Amber	Green	
Cash procurement savings (£,000)	9	h	m		£220			£124	£0	Red	Green	
Non-cash procurement savings (£,000)	9	h	m		£355			£71	£0	Red	Green	
Total procurement savings (£,000)	9	h	m		£575			£195	£0	Red	Green	
Women in the top 2% of Council earners	9	j	m	2	39.5%	11	38.4%	54.8%	51.2%	Green	Green	Green
Women in the top 5% of Council earners	9	j	m	2	45.5%	15	45.4%	49.5%	51.2%	Green	Green	Green
Employees who have completed Equalities Monitoring forms	9	j	m		72.9%			75.5%		Green		