

# 2013-14 Local Government Benchmarking



This report shows how Clackmannanshire Council performed in a range of service areas in the 2013/14 financial year. This is a national framework which all Councils have a statutory duty to report. Additional links are provided throughout this report that will take you to a wider range of information on Clackmannanshire Council's performance in different service areas.

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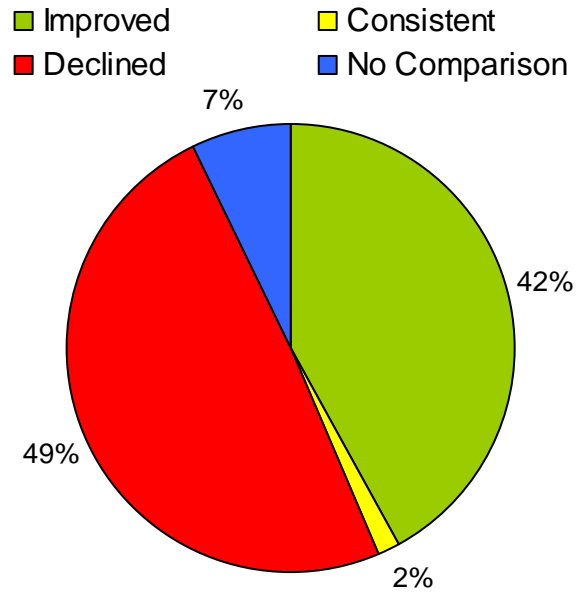
## 1. Guidance & Definitions

<b>Value</b>	The result achieved by Clackmannanshire Council in the time period shown. <b>Shown in dark red on all graphs with data points marked by triangles.</b>
<b>Trend</b>	Whether performance has improved or declined since the previous year - <b>we always aim for an upwards arrow</b> . In some indicators, such as costs, we want the actual values to go down, but an upwards arrow still indicates that performance has improved.  Performance has improved                       Performance has declined Performance is consistent                       No comparison or missing data
<b>Target</b>	The performance level Clackmannanshire Council was aiming for in the time period shown. <b>Shown as a green dotted line on all graphs with data points marked by circles.</b>
<b>Status</b>	Whether we met our target, taking into account a 'tolerance'. This highlights areas requiring attention as red or amber, while those achieving or close to the target remain green.  Within 5% of target, or target met or exceeded                       More than 15% outwith target Between 5 and 15% outwith target                       No target set or missing data
<b>Scottish Average</b>	The national average result for each indicator, based on data submitted to the Improvement Service, Audit Scotland or other national governing bodies annually by all local authorities. <b>Shown as a blue dotted line on all graphs with data points marked by squares.</b>
<b>Rank</b>	Our position in relation to other Scottish Councils - the lower the rank, the better we performed compared to others. 1 <sup>st</sup> place is the best ranking and 32 <sup>nd</sup> is the worst.
<b>Quartile</b>	4 groupings of rankings, showing more generally how we performed compared to others.  Top quartile - 1 <sup>st</sup> to 8 <sup>th</sup> place rankings                       3 <sup>rd</sup> quartile - 17 <sup>th</sup> to 24 <sup>th</sup> 2 <sup>nd</sup> quartile - 9 <sup>th</sup> to 16 <sup>th</sup> Bottom quartile - 25 <sup>th</sup> to 32 <sup>nd</sup>

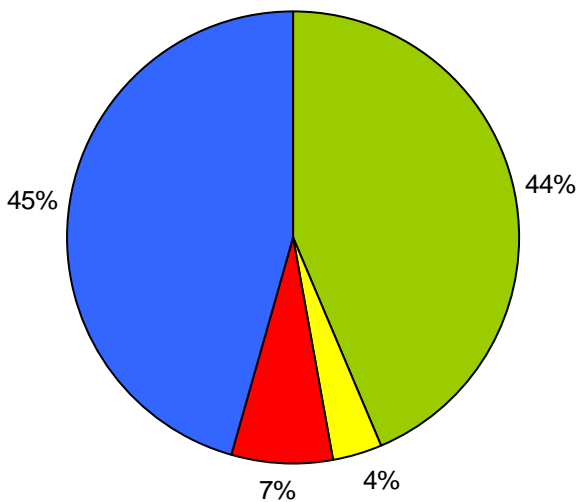
## 2. Summary of Performance

### Trends

With performance declining in almost half of the framework indicators in 2013/14, the chart on the right shows that the financial climate is having an impact on Clackmannanshire's performance (with similar trends in many other Councils). Performance has, however, improved in 23 of the 55 indicators. Further analysis has shown that more 'satisfaction', 'effectiveness' and 'timeliness' measures are improving than declining. The direct cost of improving in these areas is, however, shown by more 'cost' indicators declining than improving. In many cases, these changes reflect national trends but there are some areas where we are improving despite a decline at a national level.



■ Met or Close      ■ Just Below  
■ Below              ■ No Target



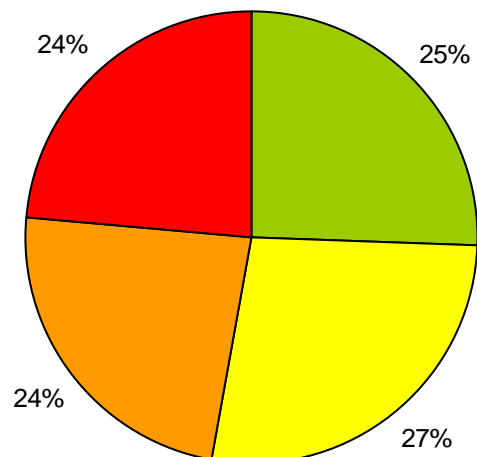
### Targets

As the LGBF was only introduced in 2013/14, many elements of the framework are still developing. Understanding the changes and accessing the necessary and accurate data has made target-setting challenging in a number of areas, as shown in the chart on the left. It will, therefore, be a priority to ensure that targets are set in the future. The financial climate, and resulting pressure on Councils, may also mean that less ambitious targets have to be set and cost indicators prioritised. Some targets may have to focus more on the Scottish average or maintaining current performance levels and citizens will be consulted to set realistic goals for a small Council. Targets were, however, achieved in 80% of the indicators for which they were set.

### Benchmarks

Clackmannanshire's performance in comparison to other local authorities is fairly evenly distributed between the 4 quartiles, as shown in the chart on the right. We were ranked in the top half of Councils in 29 indicators and in the bottom half in 26. Albeit an extremely simplified and high-level summary of performance, our overall average ranking shows that we performed 13<sup>th</sup> best out of the 32 authorities in this selection of indicators. All Councils have areas where they perform better and worse and we are continually working to support each other and share information on successful initiatives and lessons learned, to make the most of the collective knowledge of Council officers across the country.

■ Top Quartile              ■ 2nd Quartile  
■ 3rd Quartile              ■ Bottom Quartile



### 3. Detailed Performance Information by Service

#### 3.1 Children's Services

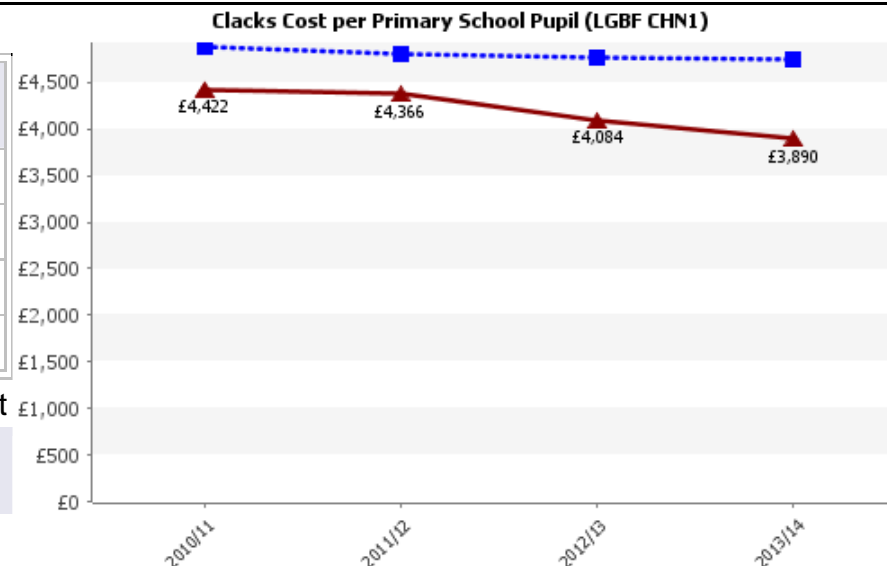
##### Cost per primary school pupil

	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	£4,422	?		?	£4,868	3	■ ■ ■ ■
2011/12	£4,366	↑		?	£4,792	5	■ ■ ■ ■
2012/13	£4,084	↑		?	£4,752	1	■ ■ ■ ■
2013/14	£3,890	↑		?	£4,748	1	■ ■ ■ ■

Improving trend and best performer in Scotland but no target set

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Revenues & Service Costs, Education](#)



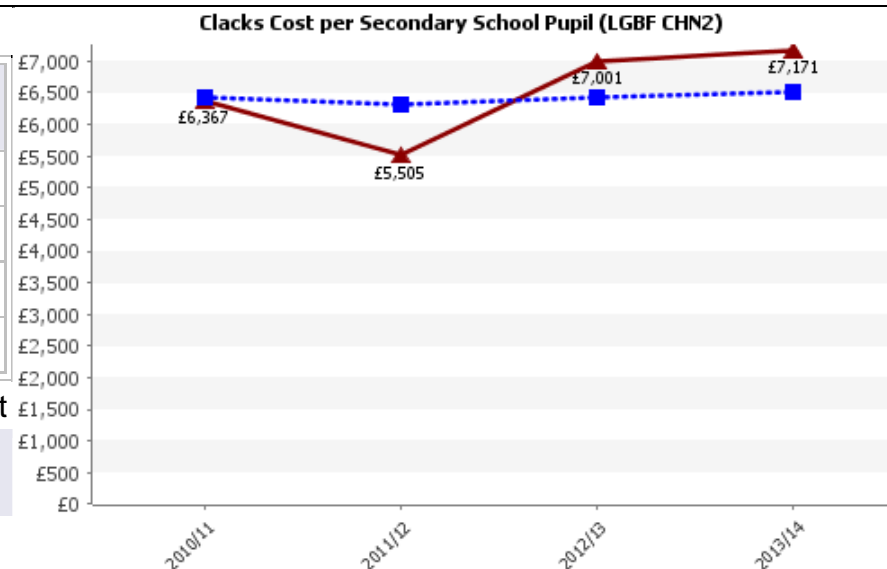
##### Cost per secondary school pupil

	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	£6,367	?		?	£6,422	14	■ ■ ■
2011/12	£5,505	↑		?	£6,321	2	■ ■ ■ ■
2012/13	£7,001	↓		?	£6,427	26	■
2013/14	£7,171	↓		?	£6,523	25	■

Increasing costs, performing worse than the Scottish average and no target set

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Revenues & Service Costs, Education](#)



## Cost per pre-school education registration

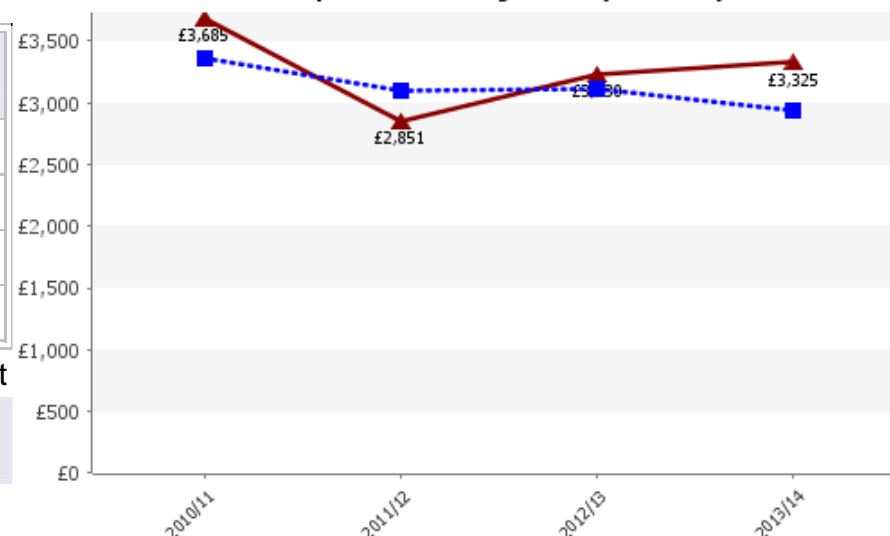
	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	£3,685	?		?	£3,360	20	2 <sup>nd</sup> quartile
2011/12	£2,851	↑		?	£3,091	15	3 <sup>rd</sup> quartile
2012/13	£3,230	↓		?	£3,106	20	2 <sup>nd</sup> quartile
2013/14	£3,325	↓		?	£2,943	21	2 <sup>nd</sup> quartile

Increasing costs, performing worse than the Scottish average and no target set

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Revenues & Service Costs](#), [Education](#)

Clacks Cost per Pre-school Registration (LGBF CHN3)



## 4th year pupils gaining 5+ awards at level 5 or above

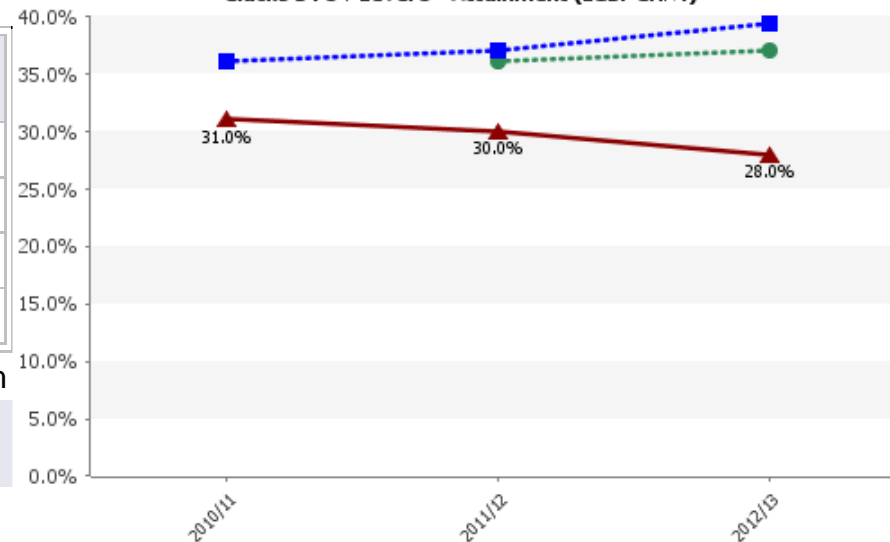
	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	31.0%	?		?	36.0%	28	Bottom quartile
2011/12	30.0%	↓	36.0%	Below target	37.0%	29	Bottom quartile
2012/13	28.0%	↓	37.0%	Below target	39.0%	31	Bottom quartile
2013/14		?		?			?

2013/14 data not published due to changes in the examination system

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Education](#)

Clacks S4 5+ Level 5 - Attainment (LGBF CHN4)



### 5th year pupils gaining 5+ awards at level 6 or above

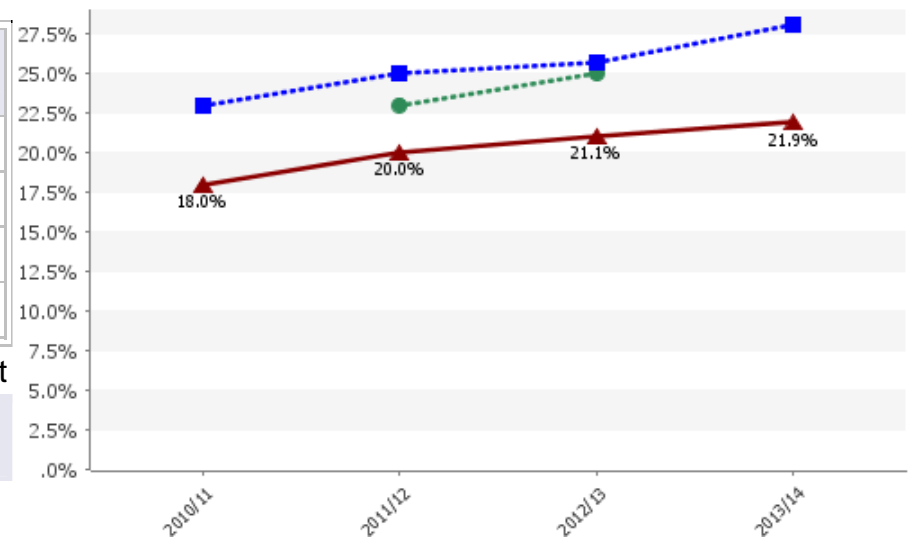
	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	18.0%	?		?	23.0%	18	2nd quartile
2011/12	20.0%	↑	23.0%	Just below target	25.0%	20	2nd quartile
2012/13	21.1%	↑	25.0%	Below target	25.7%	21	2nd quartile
2013/14	21.9%	↑		?	28.1%	29	Bottom quartile

Improving academic attainment though below the Scottish average, no target set

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Education](#)

Clacks S5 5+ Level 6 - Attainment (LGBF CHN5)



### S4 pupils from deprived areas gaining 5+ awards at level 5 or above (post-appeal)

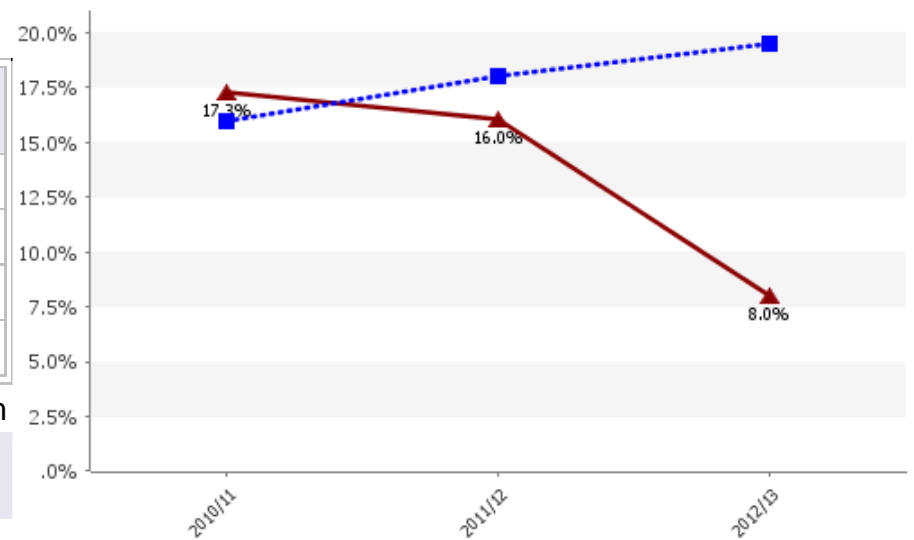
	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	17.3%	?		?	16.0%	10	Top quartile
2011/12	16.0%	↓		?	18.0%	18	2nd quartile
2012/13	8.0%	↓		?	19.5%	27	Bottom quartile
2013/14		?		?			?

2013/14 data not published due to changes in the examination system

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Equalities & Diversity](#), [Education](#)

Clacks S4 5+ Level 5 SIMD - Attainment (LGBF CHN6)



### S5 pupils from deprived areas gaining 5+ awards at level 6 or above (post-appeal)

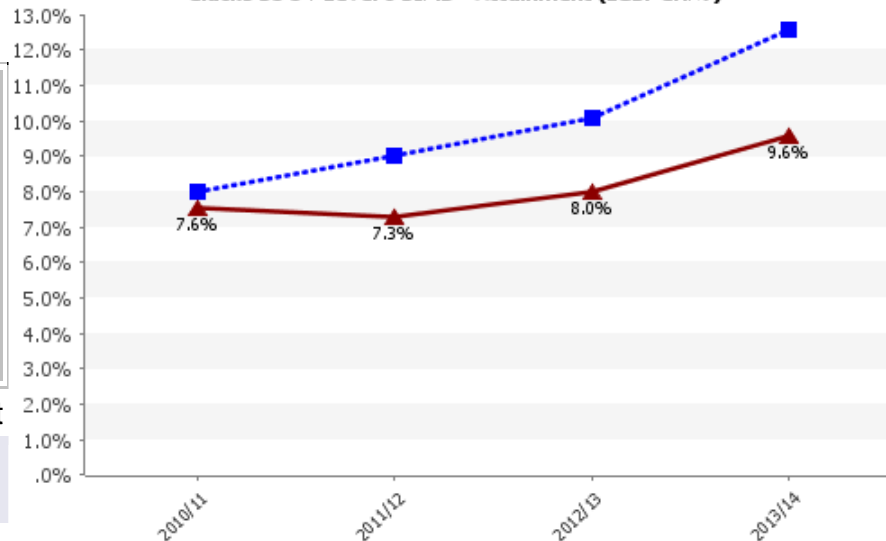
	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	7.6%	?		?	8.0%	15	■ ■ ■
2011/12	7.3%	↓		?	9.0%	22	■ ■
2012/13	8.0%	↑		?	10.1%	21	■ ■
2013/14	9.6%	↑		?	12.6%	21	■ ■

Improving academic attainment though below the Scottish average, no target set

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Equalities & Diversity](#), [Education](#)

Clacks S5 5+ Level 6 SIMD - Attainment (LGBF CHN7)



### Cost of Looked After Children in residential care per child per week

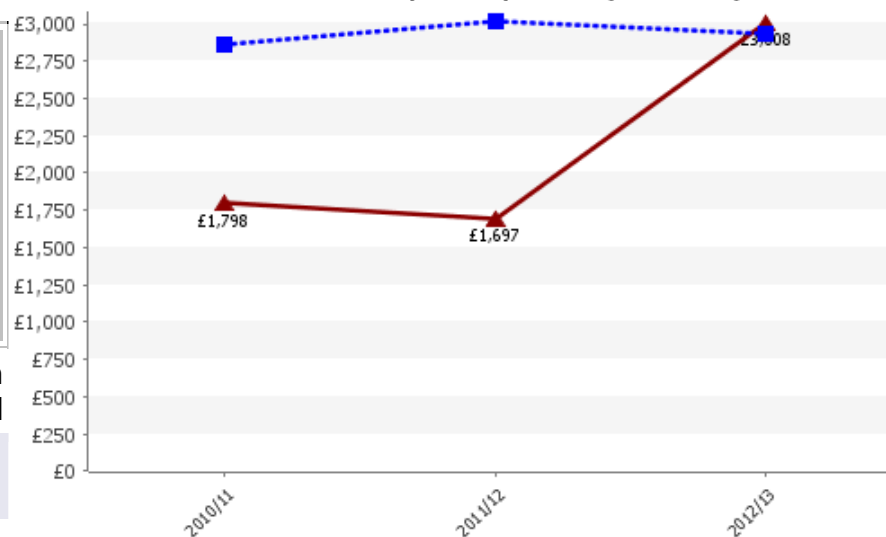
	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	£1,798	?		?	£2,863	2	■ ■ ■ ■
2011/12	£1,697	↑		?	£3,014	1	■ ■ ■ ■
2012/13	£3,008	↓		?	£2,928	15	■ ■ ■
2013/14		?		?			?

13/14 data not available at the time of producing this report, will be published on 31-Mar-15 and this report will be updated when it has been analysed

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Revenues & Service Costs](#), [Children's Social Work](#)

Cost of LAC Residential per Child per Week (LGBF CHN8a)



### Cost of Looked After Children in the community per child per week

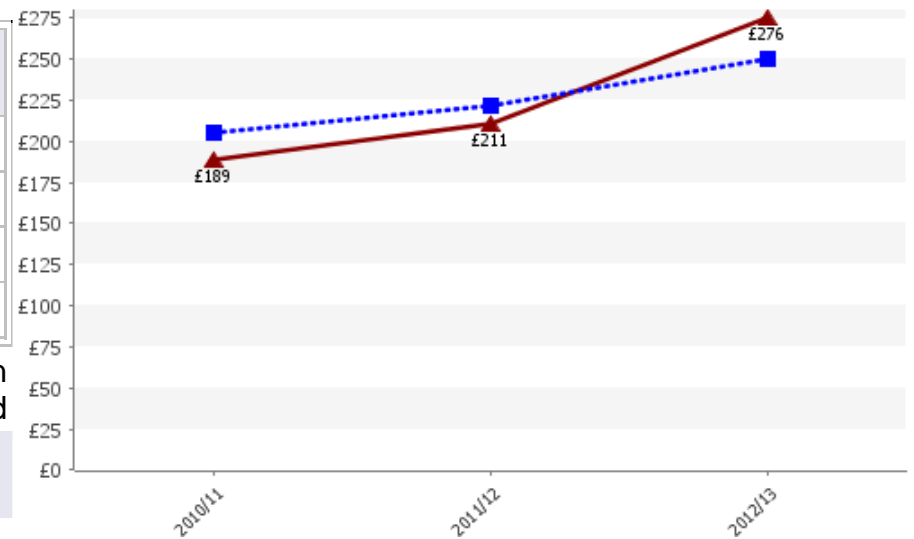
	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	£189	?		?	£205	13	3rd quartile
2011/12	£211	↓		?	£221	16	3rd quartile
2012/13	£276	↓		?	£250	19	3rd quartile
2013/14		?		?			?

13/14 data not available at the time of producing this report, will be published on 31-Mar-15 and this report will be updated when it has been analysed

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Revenues & Service Costs](#), [Children's Social Work](#)

Cost of LAC Community per Child per Week (LGBF CHN8b)



### % of Looked After Children being cared for in the community

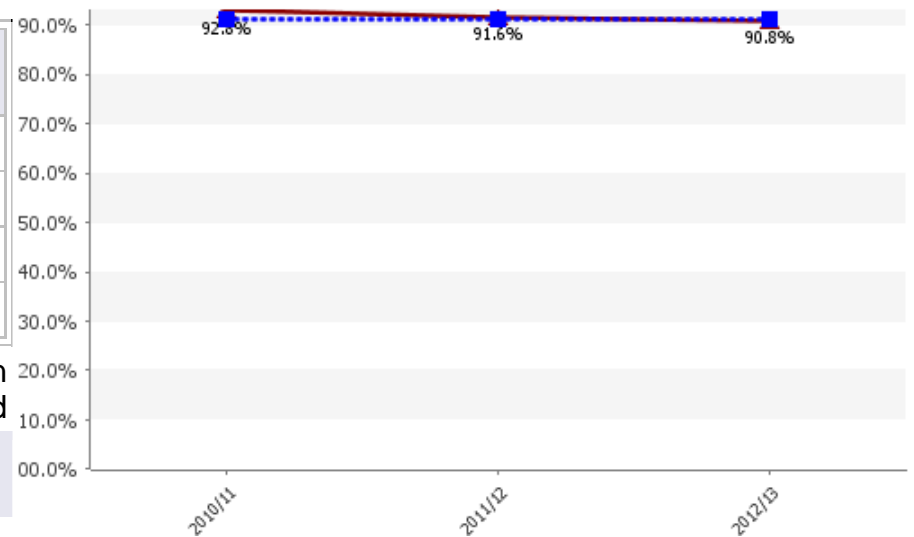
	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	92.8%	?		?	91.0%	7	Top quartile
2011/12	91.6%	↓		?	91.2%	12	3rd quartile
2012/13	90.8%	↓		?	91.0%	10	3rd quartile
2013/14		?		?			?

13/14 data not available at the time of producing this report, will be published on 31-Mar-15 and this report will be updated when it has been analysed

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Equalities & Diversity](#), [Children's Social Work](#)

% LAC in Community (LGBF CHN9)



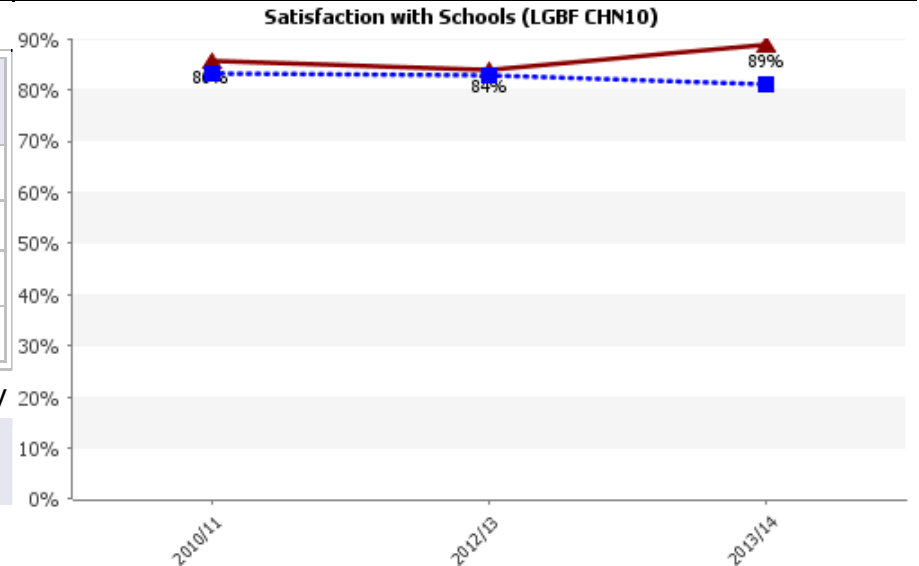
## Adults satisfied with local schools

	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	86%	?		?	83%	14	■ ■ ■
2011/12	Scottish Household Survey not conducted in 2011/12						
2012/13	84%	↓		?	83%	18	■ ■
2013/14	89%	↑		?	81%	4	■ ■ ■ ■

4<sup>th</sup> best in Scotland but Scottish Household Survey data has limited integrity

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Responsiveness to Communities](#), [Education](#)



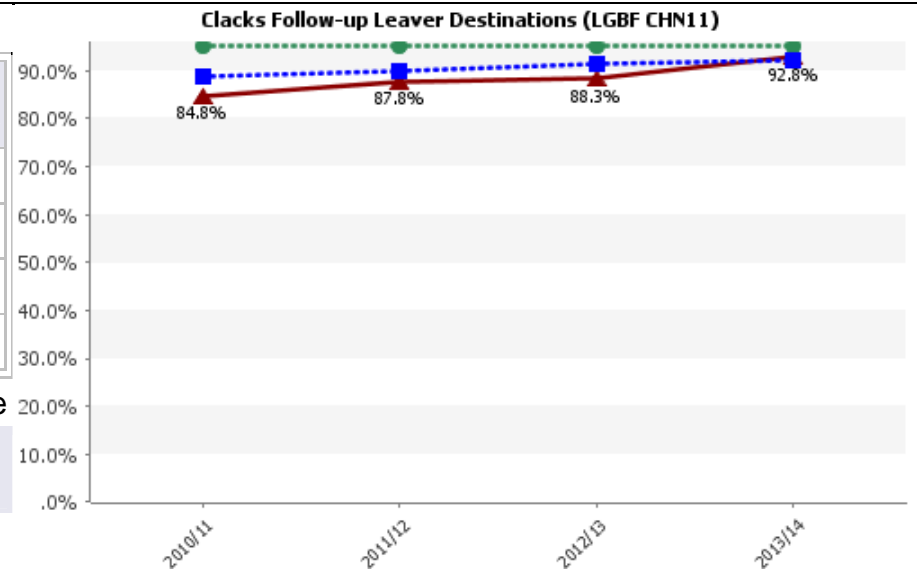
## Pupils entering positive destinations

	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	84.8%	?	95.0%	▲	88.9%	32	■
2011/12	87.8%	↑	95.0%	▲	89.9%	26	■
2012/13	88.3%	↑	95.0%	▲	91.4%	32	■
2013/14	92.8%	↑	95.0%	✔	92.3%	15	■ ■ ■

Continuing improvement, close to target and now above the Scottish average

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Education](#)

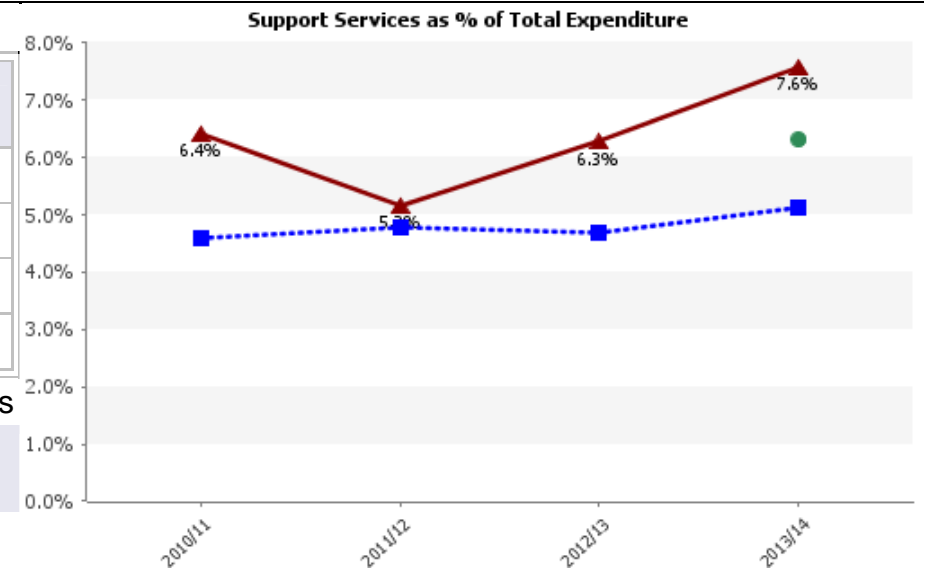




## 3.2 Corporate Services

### Support services as a % of total expenditure

	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	6.4%	?		?	4.6%	27	Bottom quartile
2011/12	5.2%	↑		?	4.8%	22	2 <sup>nd</sup> quartile
2012/13	6.3%	↓		?	4.7%	28	Bottom quartile
2013/14	7.6%	↓	6.3%	Below target	5.1%	31	Bottom quartile



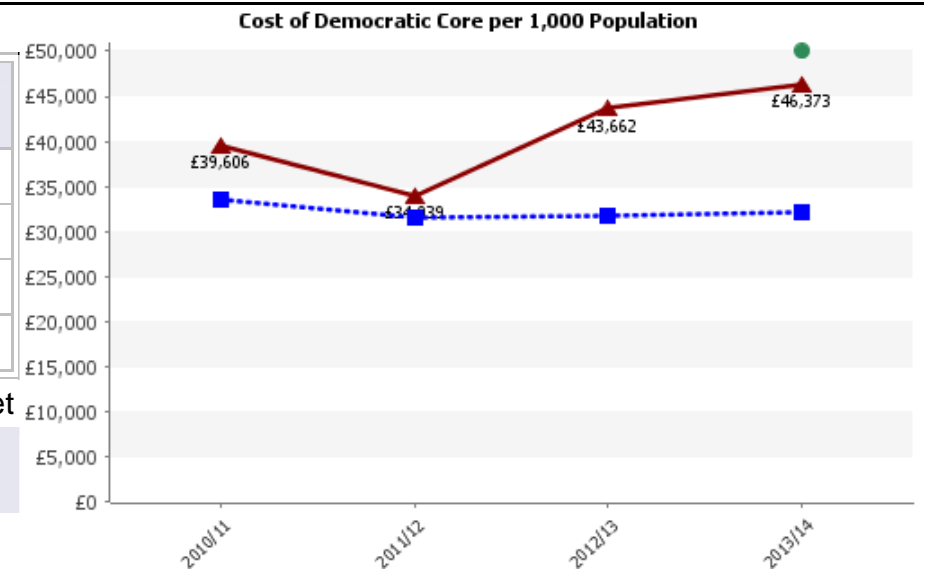
Decline as expenditure reduces, small Councils likely to perform worse in this

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Revenues & Service Costs](#)

### Cost of democratic core per 1,000 population

	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	£39,606	?		?	£33,475	24	2 <sup>nd</sup> quartile
2011/12	£34,039	↑		?	£31,469	19	2 <sup>nd</sup> quartile
2012/13	£43,662	↓		?	£31,778	23	2 <sup>nd</sup> quartile
2013/14	£46,373	↓	£50,000	Close to or meeting target	£32,077	28	Bottom quartile



Increased costs and worse than Scottish average but within target

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Revenues & Service Costs](#)

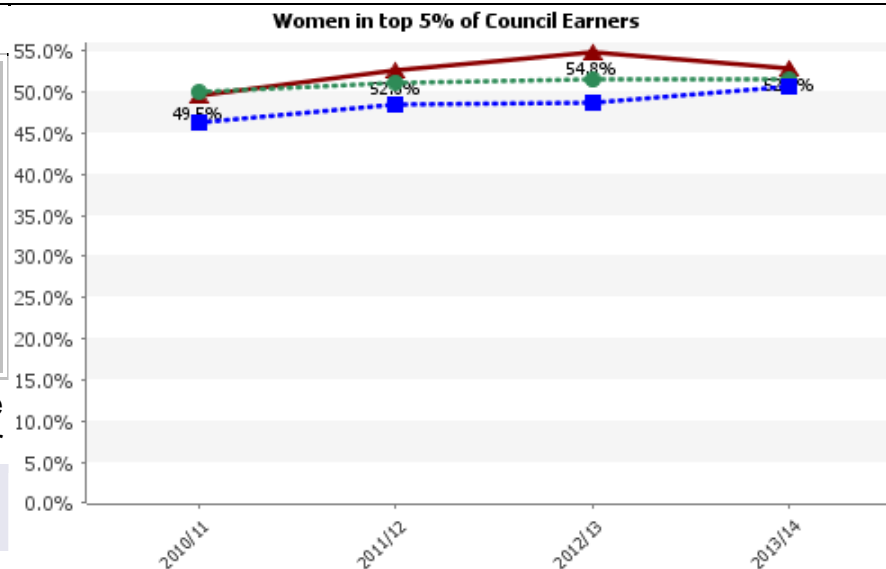
## Women in the highest paid 5% of Council earners

	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	49.5%	↑	50.0%	✓	46.3%	5	■ ■ ■ ■
2011/12	52.6%	↑	51.2%	✓	48.5%	5	■ ■ ■ ■
2012/13	54.8%	↑	51.5%	✓	48.7%	5	■ ■ ■ ■
2013/14	52.9%	↓	51.5%	✓	50.7%	9	■ ■ ■

Slight decline but within target (women in Scotland) and above Scottish average  
Our recruitment is always based on suitability for the post and not gender

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Employees](#), [Equalities & Diversity](#)



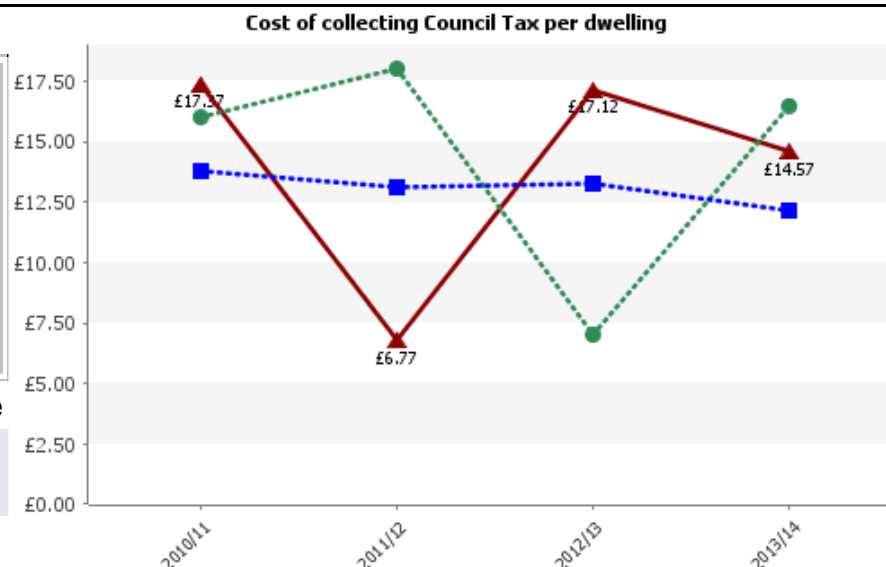
## Cost of Council Tax collection (per dwelling)

	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	£17.37	↓	£16.00	⚠	£13.81	28	■
2011/12	£6.77	↑	£18.00	✓	£13.15	3	■ ■ ■ ■
2012/13	£17.12	↓	£7.00	⚠	£13.29	28	■
2013/14	£14.57	↑	£16.49	✓	£12.13	26	■

Reduced costs and within target but more expensive than Scottish average

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Revenues & Service Costs](#)



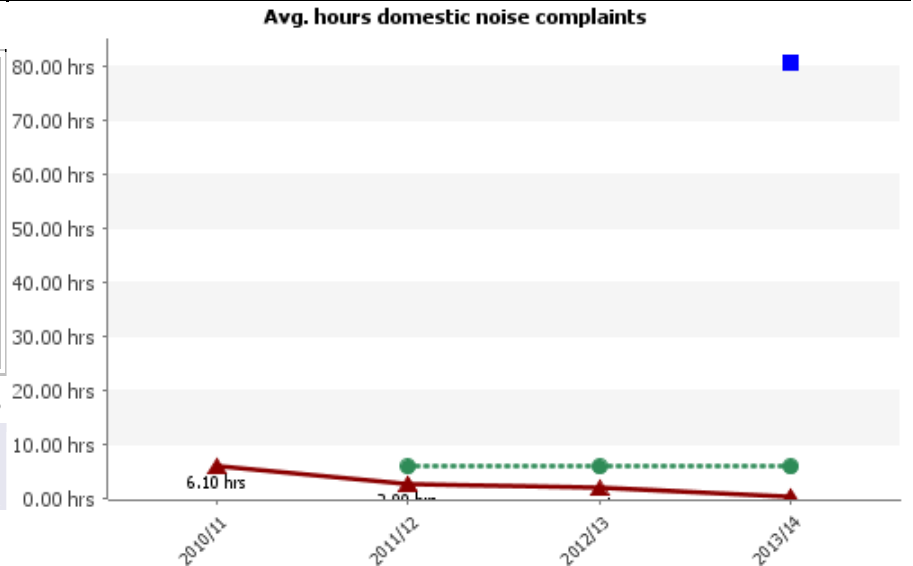
### Average time to attend domestic noise complaints (response time)

	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	6.1 hrs	?		?	Indicator changed in 2013/14 so only local data held for previous years		
2011/12	2.9 hrs	↑	6.0 hrs	✓			
2012/13	2.0 hrs	↑	6.0 hrs	✓			
2013/14	0.6 hrs	↑	6.0 hrs	✓		80.7 hrs	5

Reduced response time, well within target and 5<sup>th</sup> best out of 32 local authorities

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Protective Services](#)



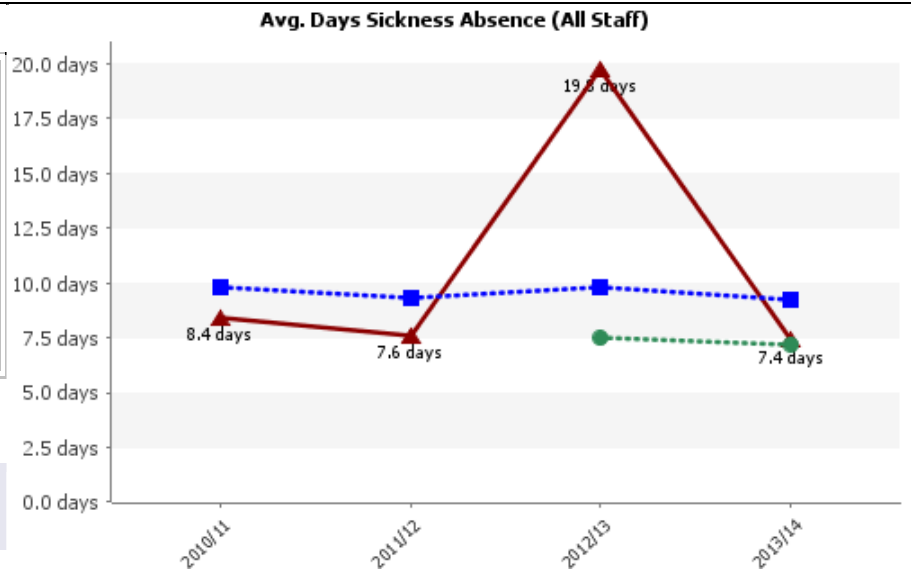
### Average sickness absence days per employee

	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	8.4 days	↑		?	9.8 days	3	■■■■
2011/12	7.6 days	↑		?	9.3 days	1	■■■■
2012/13	19.8 days	↓	7.5 days	●	9.8 days	32	■
2013/14	7.4 days	↑	7.2 days	✓	9.2 days	1	■■■■

Improving with less absence, close to target and best performer in Scotland (errors due to double-counting in 2012/13 have been rectified in 2013/14)

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Employees](#)



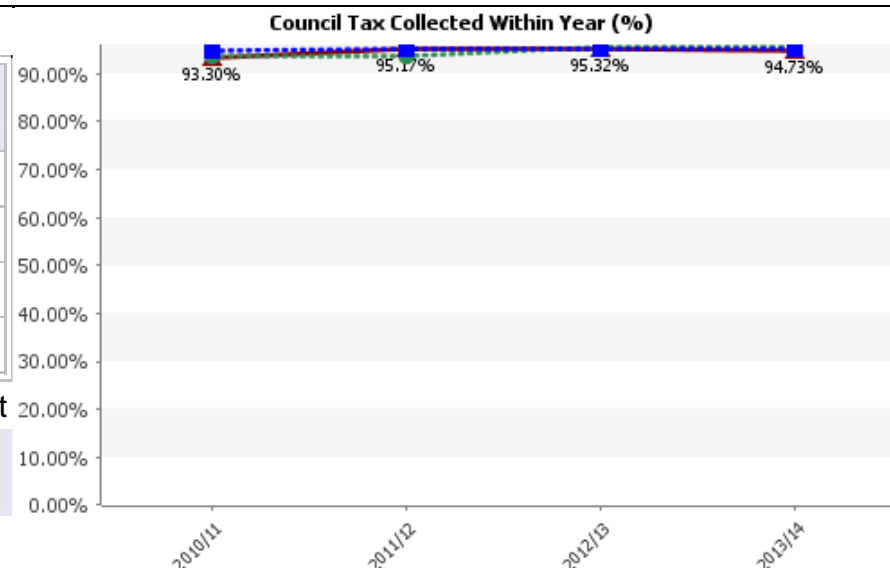
## Income due from Council Tax that was received during the year

	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	93.3%	↑	93.5%	✓	94.7%	28	■
2011/12	95.2%	↑	93.5%	✓	95.1%	18	■
2012/13	95.3%	↑	95.5%	✓	95.2%	19	■
2013/14	94.7%	↓	95.5%	✓	95.2%	22	■

Slight decline and performing below the Scottish average but still close to target

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Revenues & Service Costs](#)



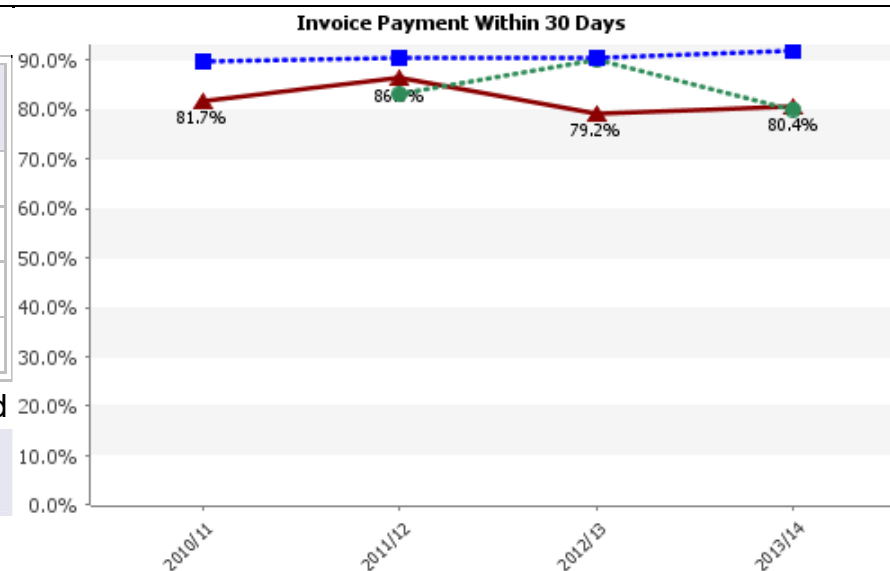
## Invoices paid within 30 calendar days

	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	81.7%	↓		?	89.5%	28	■
2011/12	86.3%	↑	83.0%	✓	90.2%	21	■
2012/13	79.2%	↓	90.0%	⚠	90.5%	31	■
2013/14	80.4%	↑	80.0%	✓	91.9%	30	■

Slight improvement and target met but performing among the worst in Scotland

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Revenues & Service Costs](#), [Procurement](#)



### 3.3 Adult Social Care

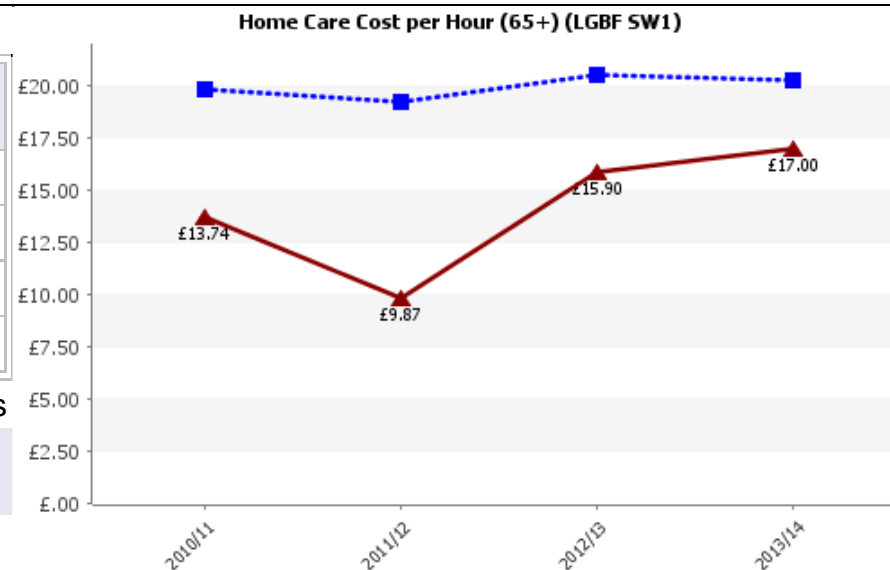
#### Older people's (65+) home care costs (expenditure) per hour

	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	£13.74	?		?	£19.79	2	■ ■ ■ ■
2011/12	£9.87	↑		?	£19.22	2	■ ■ ■ ■
2012/13	£15.90	↓		?	£20.48	6	■ ■ ■ ■
2013/14	£17.00	↓		?	£20.25	5	■ ■ ■ ■

Increasing costs and no target set but consistently within the top 6 Councils

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Revenues & Service Costs](#), [Community Care](#)



#### Self-directed Support spend (adults) as a % of social work spend (adults)

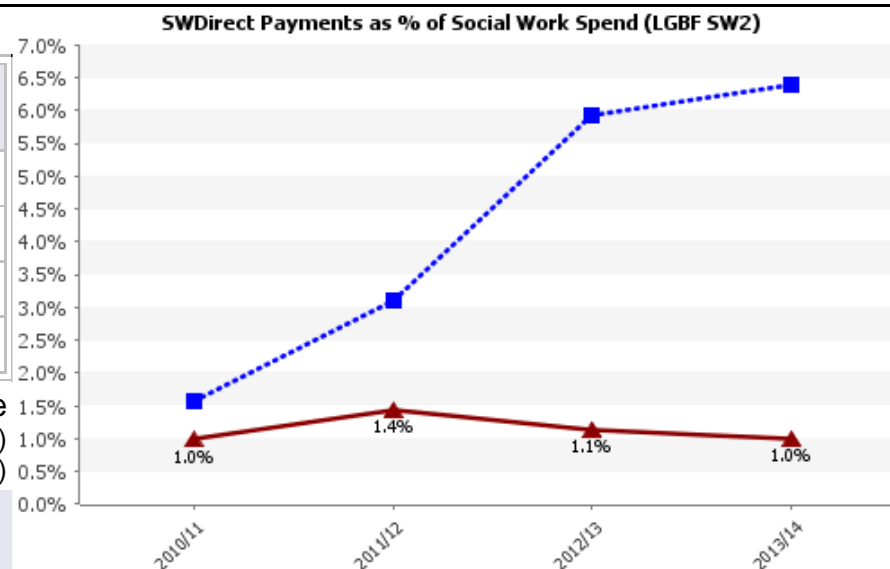
	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	1.0%	?		?	1.6%	17	■ ■
2011/12	1.4%	↑		?	3.1%	20	■ ■
2012/13	1.1%	↓		?	5.9%	26	■
2013/14	1.0%	↓		?	6.4%	31	■

Declining performance, no target set and below Scottish average

Scottish average significantly influenced by initiative in Glasgow City (their Value over 30%)  
If excluded, Scottish averages are: 1.6% (10/11), 2.2% (11/12), 2.3% (12/13) and 2.7% (13/14)

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Revenues & Service Costs](#), [Equalities & Diversity](#), [Community Care](#)



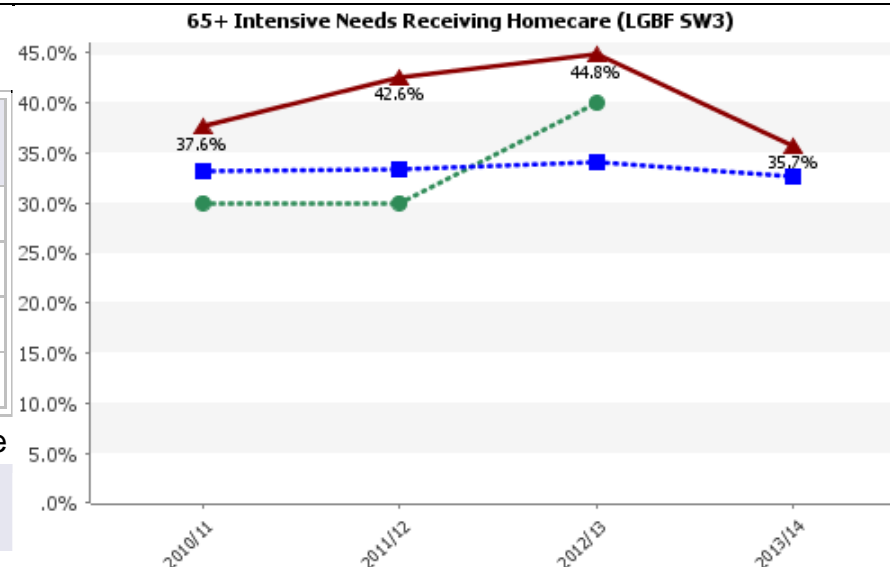
### People aged 65+ with intensive care needs receiving 10+ hours homecare per week

	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	37.6%	?	30.0%	✓	33.1%	11	3rd quartile
2011/12	42.6%	↑	30.0%	✓	33.3%	4	Top quartile
2012/13	44.8%	↑	40.0%	✓	34.1%	6	Top quartile
2013/14	35.7%	↓		?	32.7%	9	3rd quartile

Decline in 2013/14 and no target set but still above the Scottish average

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Equalities & Diversity](#), [Community Care](#)



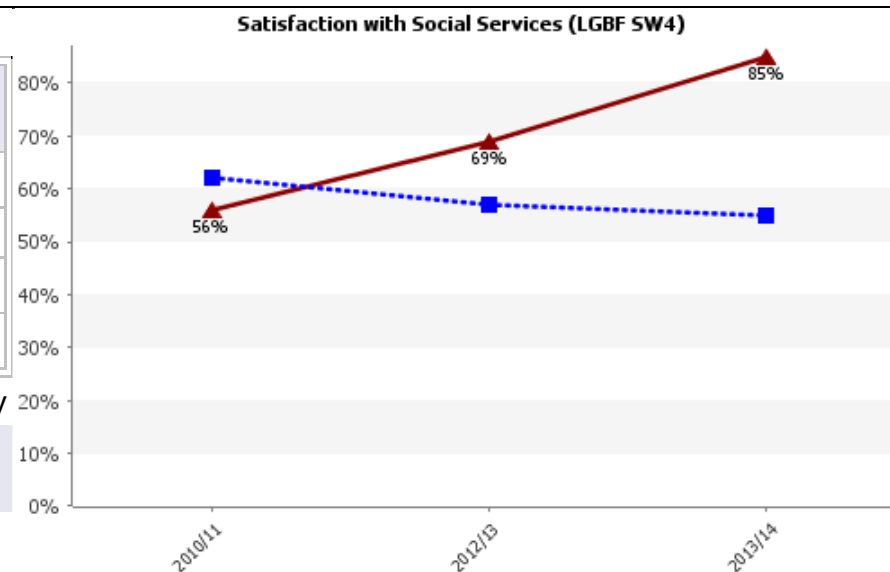
### Adults satisfied with social care or social work services

	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	56%	?		?	62%	26	Bottom quartile
2011/12	Scottish Household Survey not conducted in 2011/12						
2012/13	69%	↑		?	57%	6	Top quartile
2013/14	85%	↑		?	55%	1	Top quartile

Best in Scotland but Scottish Household Survey data has limited integrity

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Responsiveness to Communities](#), [Community Care](#), [Criminal Justice](#), [Children's Social Work](#)



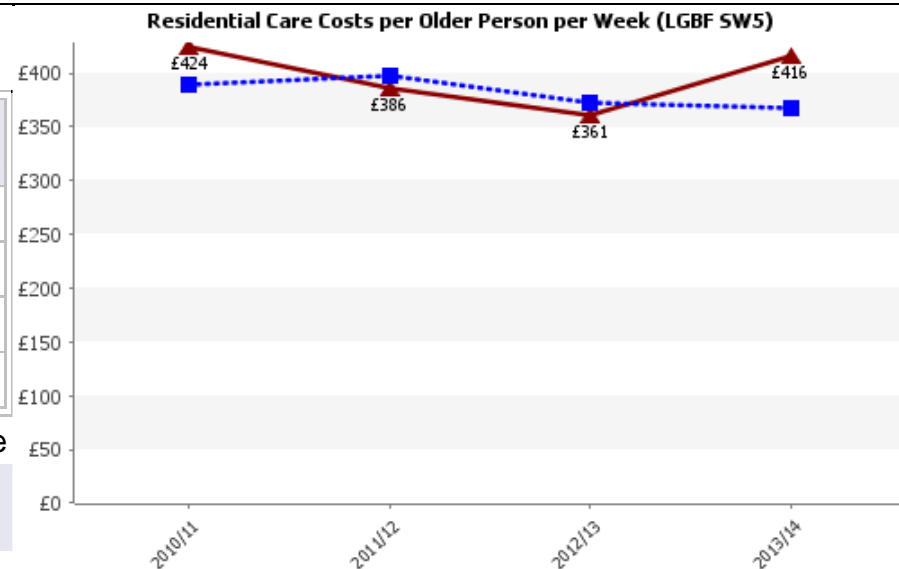
## Older people's (65+) residential care costs (expenditure) per resident per week

	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	£424	?		?	£389	24	3 <sup>rd</sup> quartile
2011/12	£386	↑		?	£398	14	2 <sup>nd</sup> quartile
2012/13	£361	↑		?	£373	12	2 <sup>nd</sup> quartile
2013/14	£416	↓		?	£368	26	Bottom quartile

Increased costs in 2013/14, no target set and worse than the Scottish average

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Revenues & Service Costs](#), [Community Care](#)



## 3.4 Culture & Leisure Services

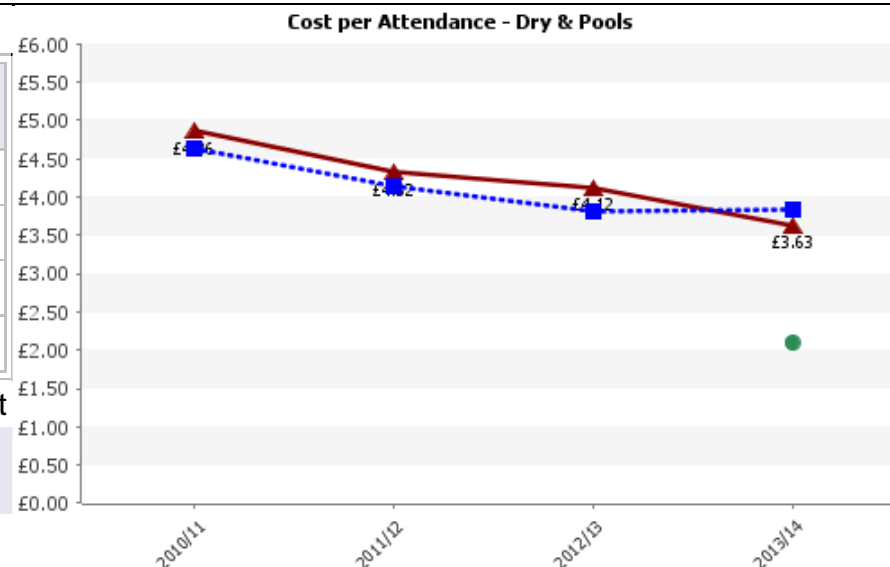
### Cost per attendance at sports facilities

	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	£4.86	?		?	£4.63	20	3rd
2011/12	£4.32	↑		?	£4.15	19	3rd
2012/13	£4.12	↑		?	£3.82	18	3rd
2013/14	£3.63	↑	£2.10	○	£3.84	17	3rd

Reducing costs and ranking improving annually but outwith ambitious target

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Revenues & Service Costs](#), [Cultural & Community Services](#)



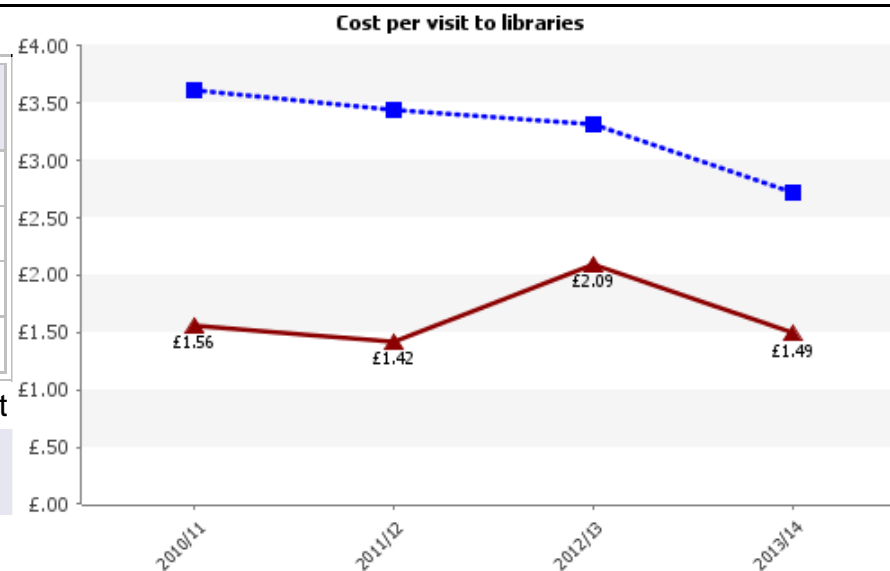
### Cost per visit to libraries

	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	£1.56	?		?	£3.61	1	Top
2011/12	£1.42	↑		?	£3.43	1	Top
2012/13	£2.09	↓		?	£3.31	3	Top
2013/14	£1.49	↑		?	£2.71	2	Top

Reduction in costs in 13/14 and consistently in best 3 Councils but no target set

Further information on performance and initiatives related to this area of work can be accessed via the following links:

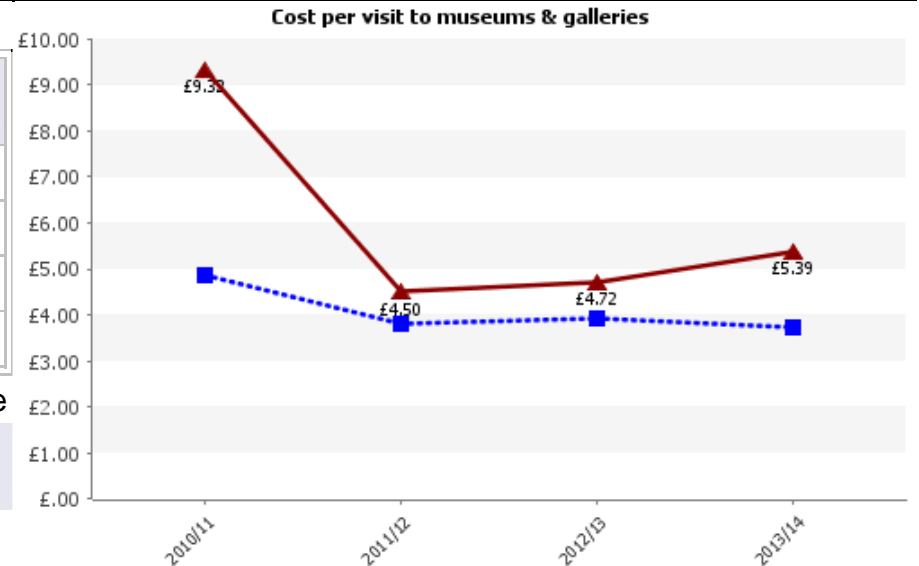
[Revenues & Service Costs](#), [Cultural & Community Services](#)





## Cost per visit to museums & galleries

	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	£9.32	?		?	£4.85	24	3rd quartile
2011/12	£4.50	↑		?	£3.81	16	2nd quartile
2012/13	£4.72	↓		?	£3.94	17	3rd quartile
2013/14	£5.39	↓		?	£3.72	22	3rd quartile



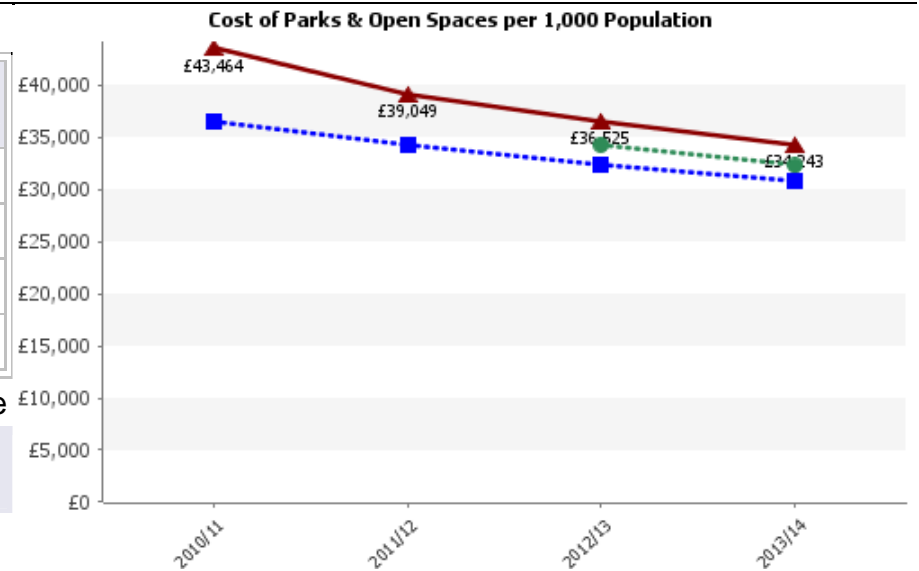
Increase in costs, no target set and more expensive than the Scottish average

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Revenues & Service Costs](#), [Cultural & Community Services](#)

## Cost of parks & open spaces per 1,000 population

	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	£43,464	?		?	£36,448	24	3rd quartile
2011/12	£39,049	↑		?	£34,237	23	3rd quartile
2012/13	£36,525	↑	£34,237	⚠	£32,256	25	Bottom quartile
2013/14	£34,243	↑	£32,256	⚠	£30,742	23	3rd quartile



Continuous reduction in costs though still more than target and Scottish average

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Revenues & Service Costs](#), [Cultural & Community Services](#)

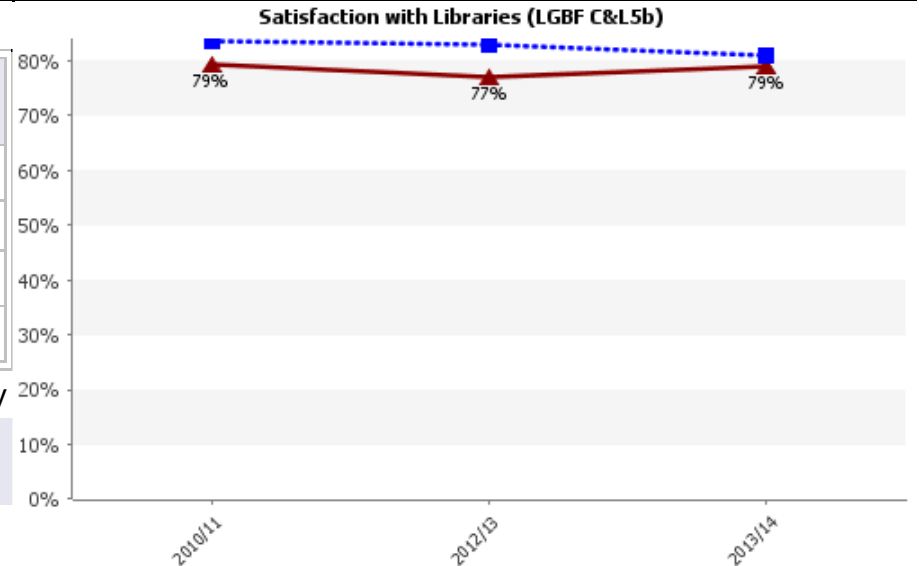
## Adults satisfied with libraries

	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	79%	?		?	84%	28	■
2011/12	Scottish Household Survey not conducted in 2011/12						
2012/13	77%	↓		?	83%	27	■
2013/14	79%	↑		?	81%	22	■

Improvement in 13/14 but Scottish Household Survey data has limited integrity

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Responsiveness to Communities](#), [Cultural & Community Services](#)



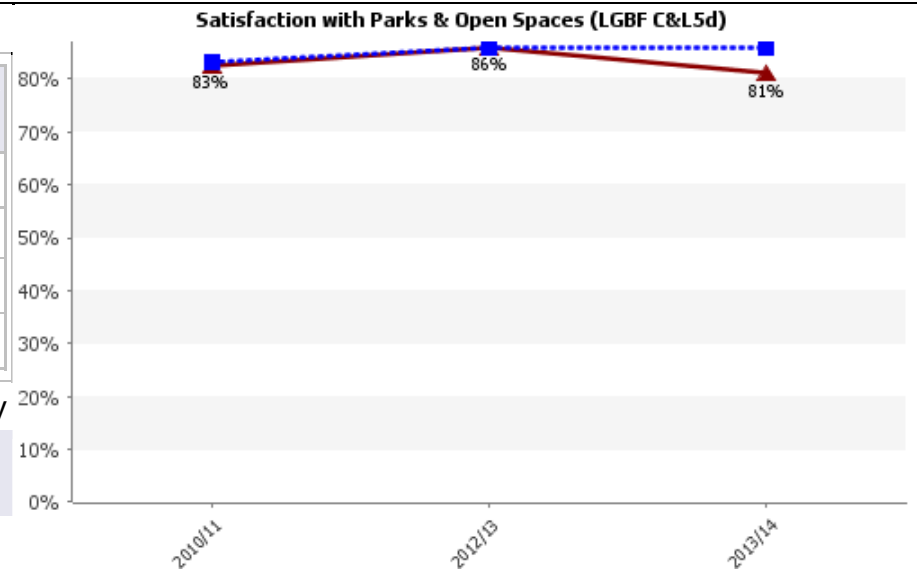
## Adults satisfied with parks & open spaces

	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	83%	?		?	83%	18	■
2011/12	Scottish Household Survey not conducted in 2011/12						
2012/13	86%	↑		?	86%	17	■
2013/14	81%	↓		?	86%	28	■

Decline in 13/14 but Scottish Household Survey data has limited integrity

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Responsiveness to Communities](#), [Cultural & Community Services](#)



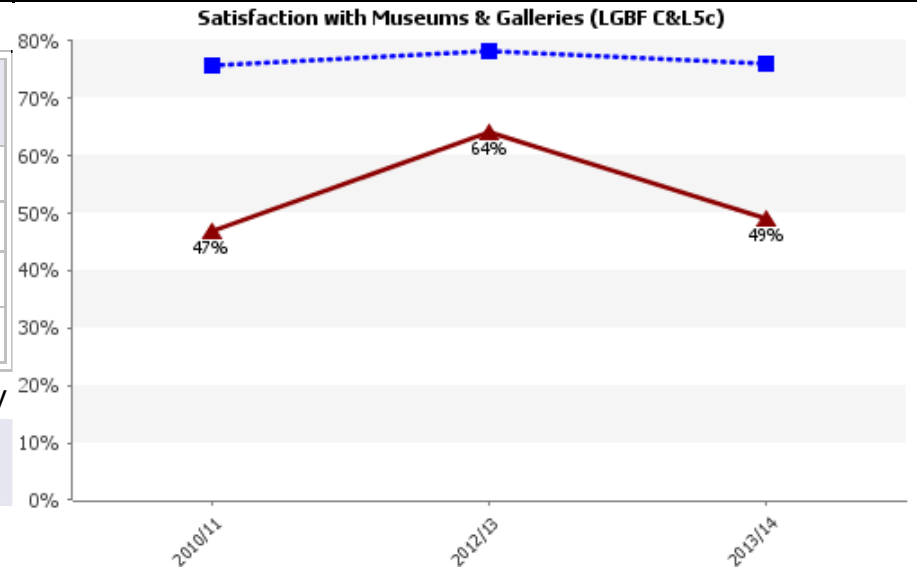
## Adults satisfied with museums & galleries

	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	47%	?		?	76%	32	■
2011/12	Scottish Household Survey not conducted in 2011/12						
2012/13	64%	↑		?	78%	25	■
2013/14	49%	↓		?	76%	31	■

Decline in 13/14 but Scottish Household Survey data has limited integrity

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Responsiveness to Communities](#), [Cultural & Community Services](#)



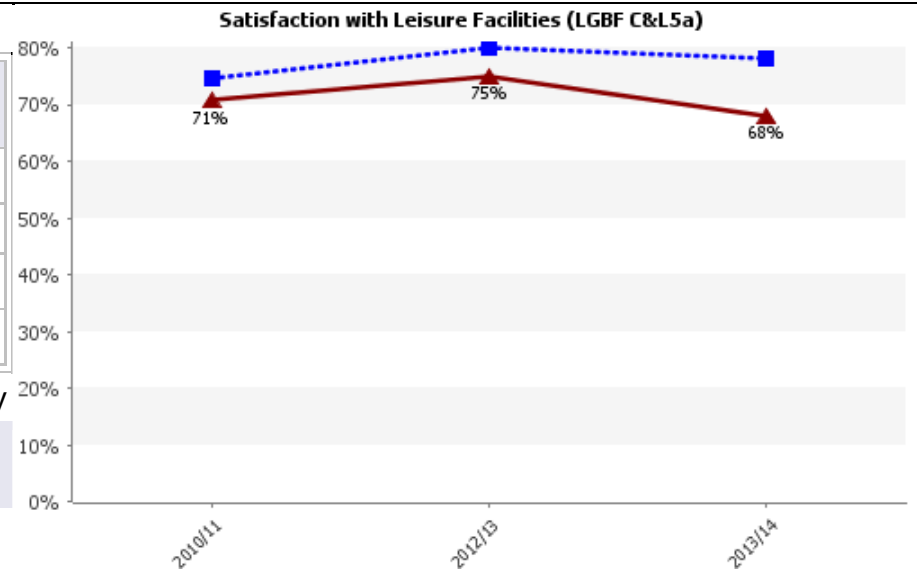
## Adults satisfied with leisure facilities

	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	71%	?		?	75%	26	■
2011/12	Scottish Household Survey not conducted in 2011/12						
2012/13	75%	↑		?	80%	22	■
2013/14	68%	↓		?	78%	30	■

Decline in 13/14 but Scottish Household Survey data has limited integrity

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Responsiveness to Communities](#), [Cultural & Community Services](#)



## 3.5 Environmental Services

### Cost of refuse collection per premise

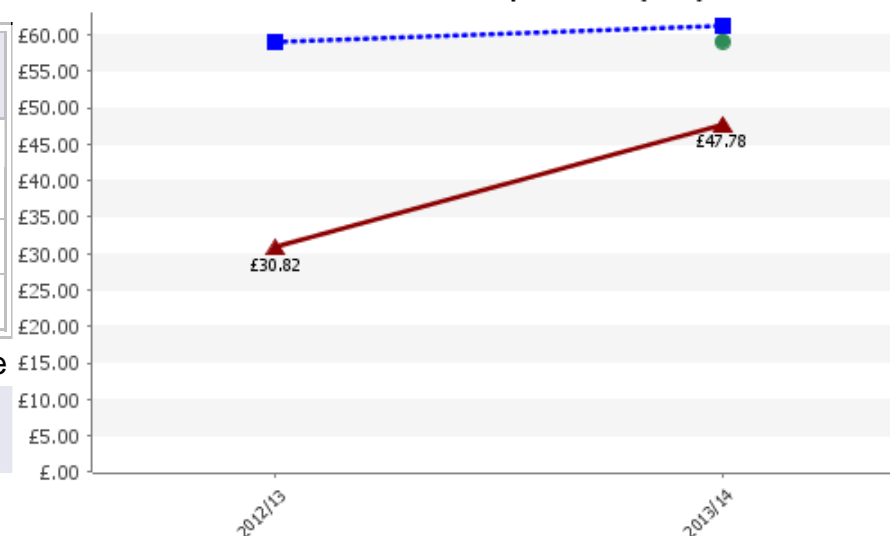
	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	New indicator introduced in 2012/13						
2011/12							
2012/13	£30.82	?		?	£59.12	2	■ ■ ■ ■
2013/14	£47.78	↓	£59.12	✓	£61.29	10	■ ■ ■

Increased costs but well within target and cheaper than Scottish average

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Revenues & Service Costs](#), [Waste Management](#)

Net cost of Refuse Collection per Premise (LGBF)



### Cost of refuse disposal per premise

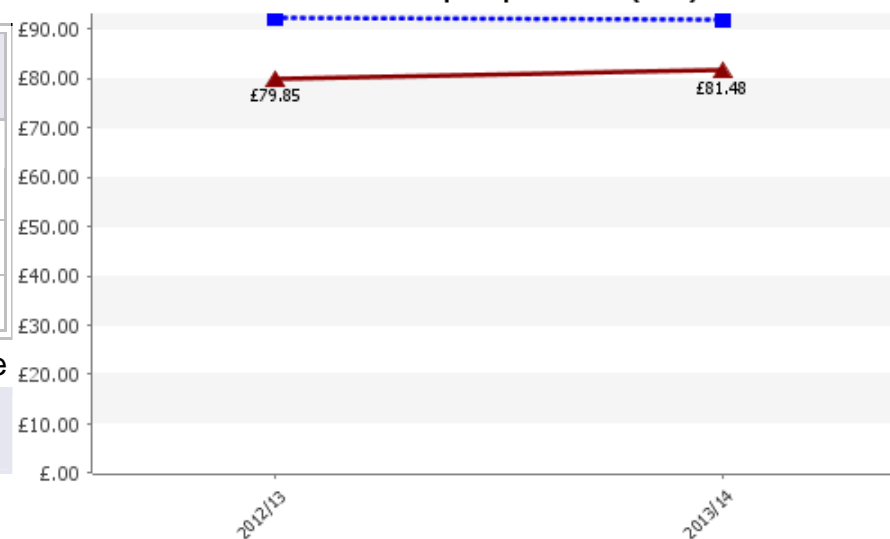
	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	New indicator introduced in 2012/13						
2011/12							
2012/13	£79.85	?		?	£92.28	14	■ ■ ■
2013/14	£81.48	↓	£92.28	✓	£91.80	15	■ ■ ■

Slightly increased costs but well within target and cheaper than Scottish average

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Revenues & Service Costs](#), [Waste Management](#)

Net cost of Refuse Disposal per Premise (LGBF)



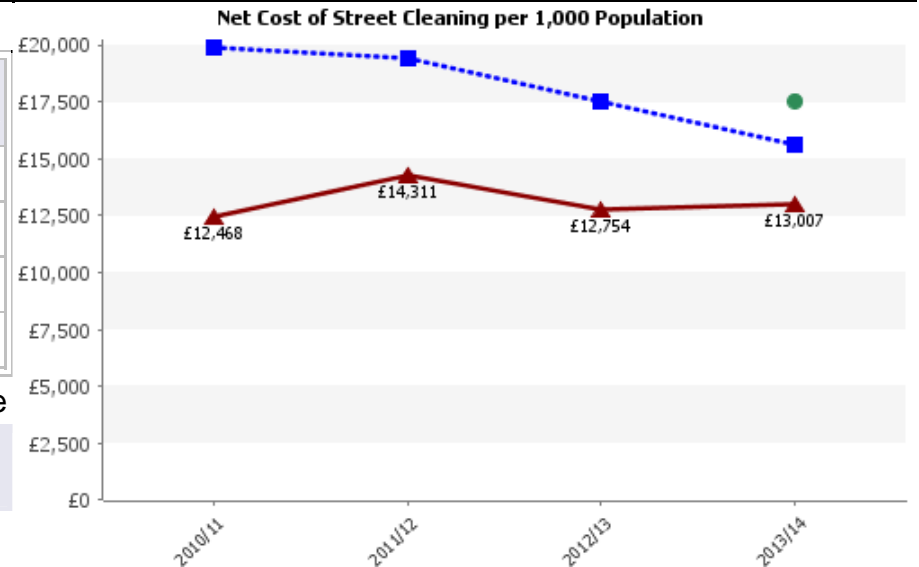
### Cost of street cleaning per 1,000 population

	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	£12,468	?		?	£19,852	7	Top quartile
2011/12	£14,311	↓		?	£19,380	13	2nd quartile
2012/13	£12,754	↑		?	£17,534	8	Top quartile
2013/14	£13,007	↓	£17,534	✓	£15,617	13	2nd quartile

Slight increase in costs but well within target and cheaper than Scottish average

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Revenues & Service Costs](#), [Waste Management](#)



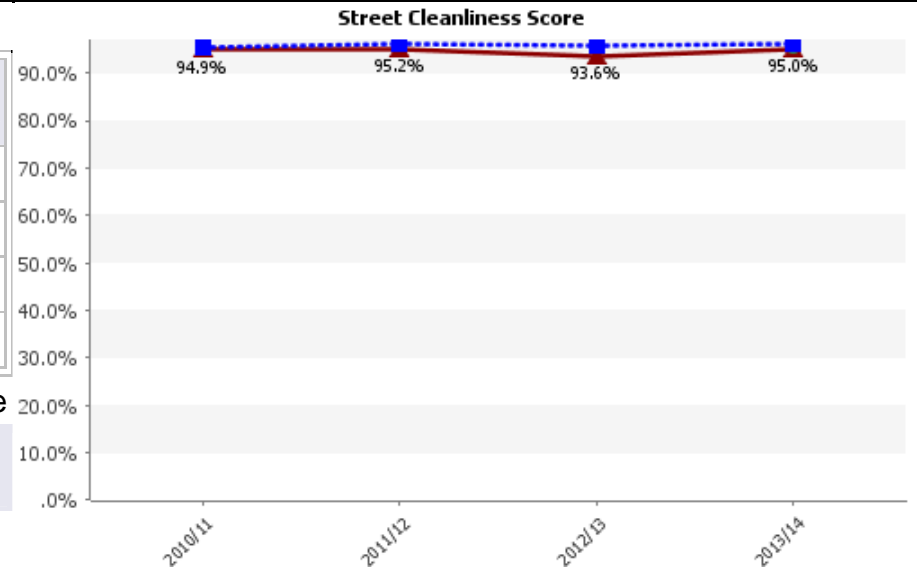
### Street cleanliness score (% 'acceptable')

	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	94.9%	?		?	95.4%	19	2nd quartile
2011/12	95.2%	↑		?	96.1%	21	2nd quartile
2012/13	93.6%	↓		?	95.8%	26	Bottom quartile
2013/14	95.0%	↑	95.8%	✓	96.1%	23	2nd quartile

Improvement and close to target though still slightly below the Scottish average

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Waste Management](#)



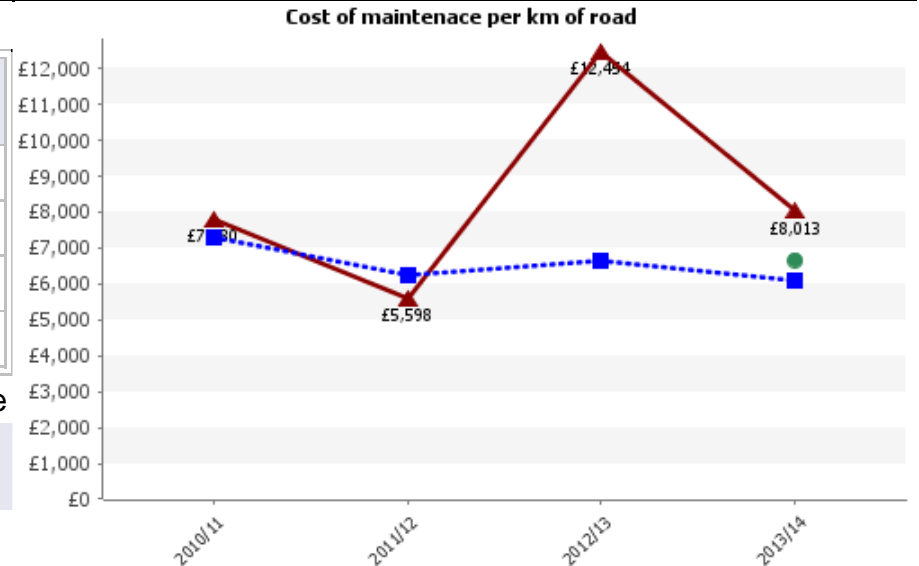
### Cost of maintenance per kilometre of road

	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	£7,780	?		?	£7,291	13	2nd quartile
2011/12	£5,598	↑		?	£6,211	11	2nd quartile
2012/13	£12,454	↓		?	£6,655	26	Bottom quartile
2013/14	£8,013	↑	£6,655	Below target	£6,058	18	2nd quartile

Reduced costs though more expensive than target and Scottish average

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Revenues & Service Costs](#), [Assets](#), [Roads & Lighting](#)



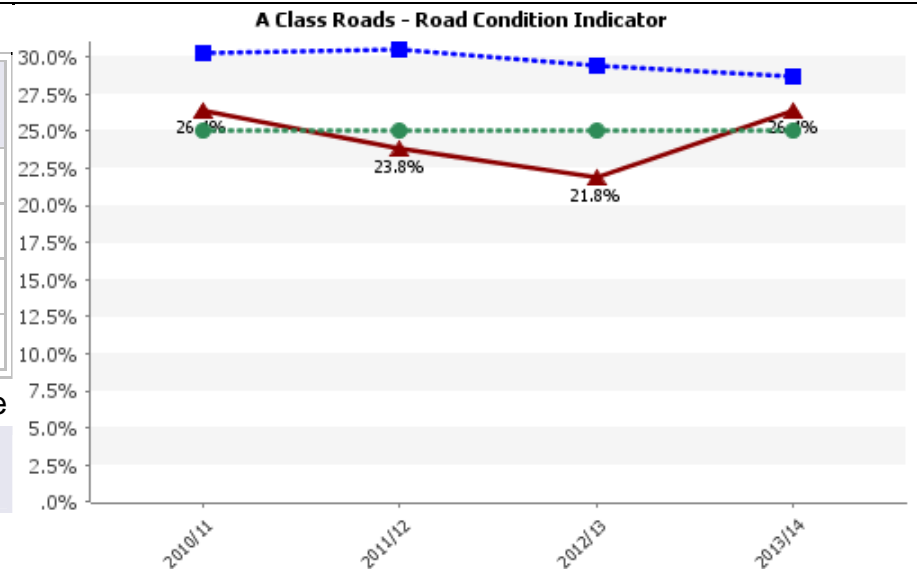
### A class roads that should be considered for maintenance treatment

	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	26.4%	↓	25.0%	Just below target	30.2%	14	2nd quartile
2011/12	23.8%	↑	25.0%	Close to or meeting target	30.5%	9	2nd quartile
2012/13	21.8%	↑	25.0%	Close to or meeting target	29.4%	7	Top quartile
2013/14	26.4%	↓	25.0%	Just below target	28.7%	18	2nd quartile

Decline in A class road condition, just outwith target but below Scottish average

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Assets](#), [Roads & Lighting](#)



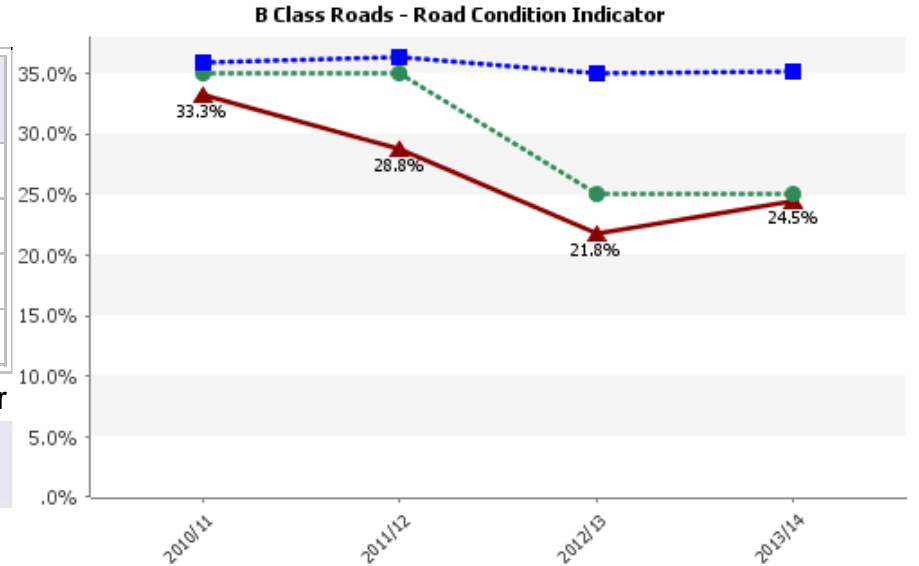
### B class roads that should be considered for maintenance treatment

	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	33.3%	↓	35.0%	✓	35.9%	18	3rd quartile
2011/12	28.8%	↑	35.0%	✓	36.3%	12	2nd quartile
2012/13	21.8%	↑	25.0%	✓	35.0%	3	Top quartile
2013/14	24.5%	↓	25.0%	✓	35.2%	6	Top quartile

Also decline for B class roads but within target and in top 6 Councils for 2<sup>nd</sup> year

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Assets](#), [Roads & Lighting](#)



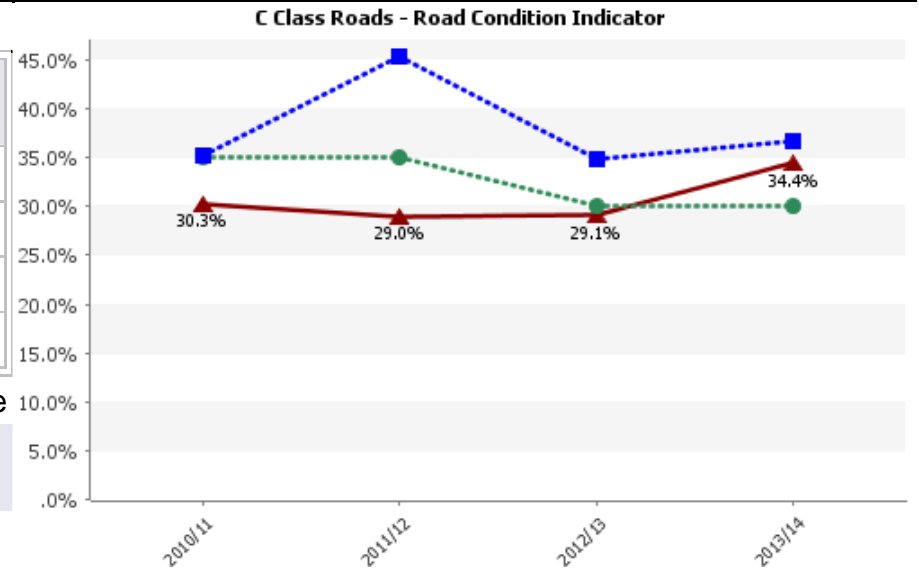
### C class roads that should be considered for maintenance treatment

	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	30.3%	↑	35.0%	✓	35.2%	10	2nd quartile
2011/12	29.0%	↑	35.0%	✓	45.3%	9	2nd quartile
2012/13	29.1%	↓	30.0%	✓	34.8%	12	2nd quartile
2013/14	34.4%	↓	30.0%	✓	36.6%	14	2nd quartile

Decline in C class (reflected nationally) but near target & below Scottish average

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Assets](#), [Roads & Lighting](#)



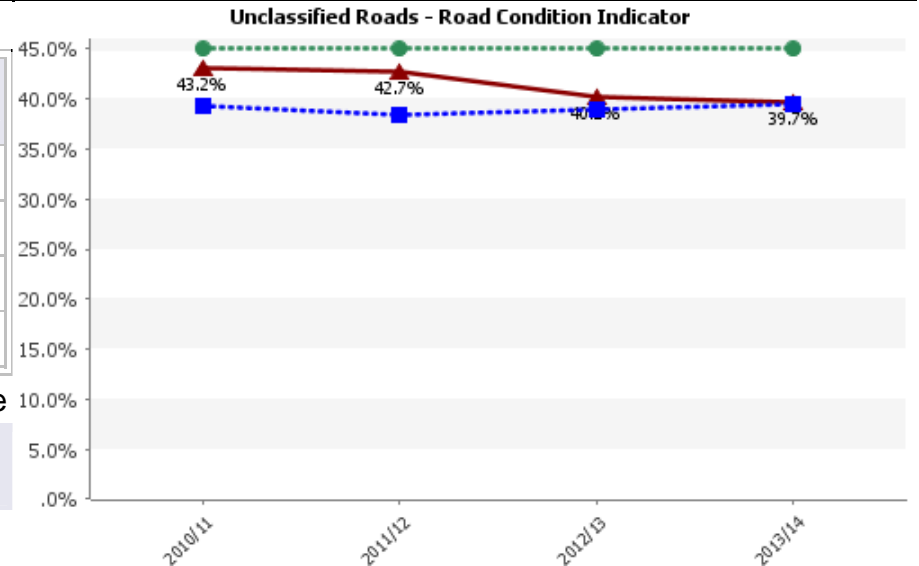
### Unclassified roads that should be considered for maintenance treatment

	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	43.2%	↓	45.0%	✓	39.3%	20	■ ■
2011/12	42.7%	↑	45.0%	✓	38.3%	22	■ ■
2012/13	40.2%	↑	45.0%	✓	39.0%	20	■ ■
2013/14	39.7%	↑	45.0%	✓	39.4%	21	■ ■

Slight improvement, within target and close to Scottish average

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Assets](#), [Roads & Lighting](#)



### Cost of Trading Standards per 1,000 population

	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	New indicator introduced in 2012/13						
2011/12	New indicator introduced in 2012/13						
2012/13	£3,101	?		?	£5,310	6	■ ■ ■ ■
2013/14	£3,725	↓	£5,310	✓	£5,585	6	■ ■ ■ ■

Increase in costs but within target (Scottish average) and 6<sup>th</sup> best in Scotland

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Revenues & Service Costs](#), [Protective Services](#)





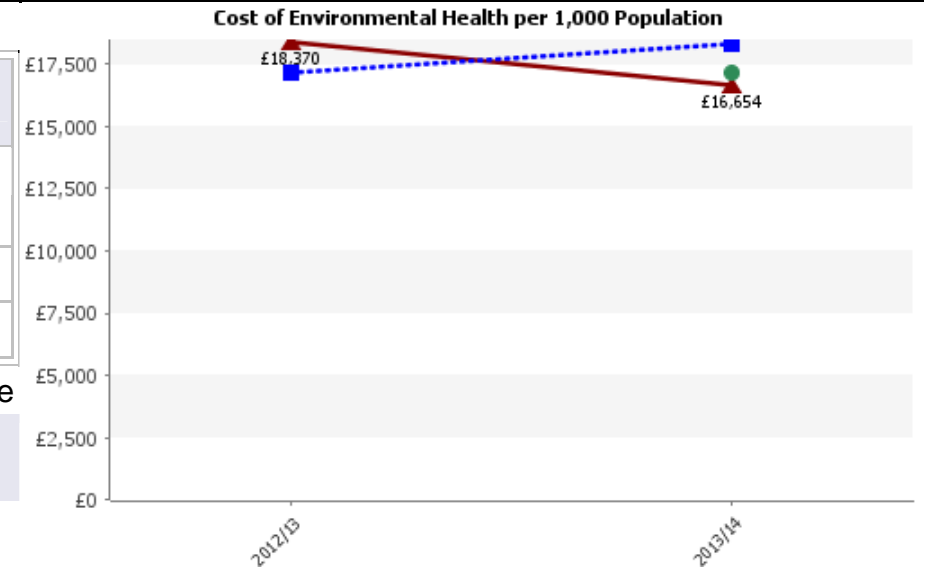
## Cost of Environmental Health per 1,000 population

	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	New indicator introduced in 2012/13						
2011/12							
2012/13	£18,370	?		?	£17,131	22	3rd quartile
2013/14	£16,654	↑	£17,131	✓	£18,302	16	2nd quartile

Reduction in costs, despite national increase, within target and Scottish average

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Revenues & Service Costs](#), [Protective Services](#)



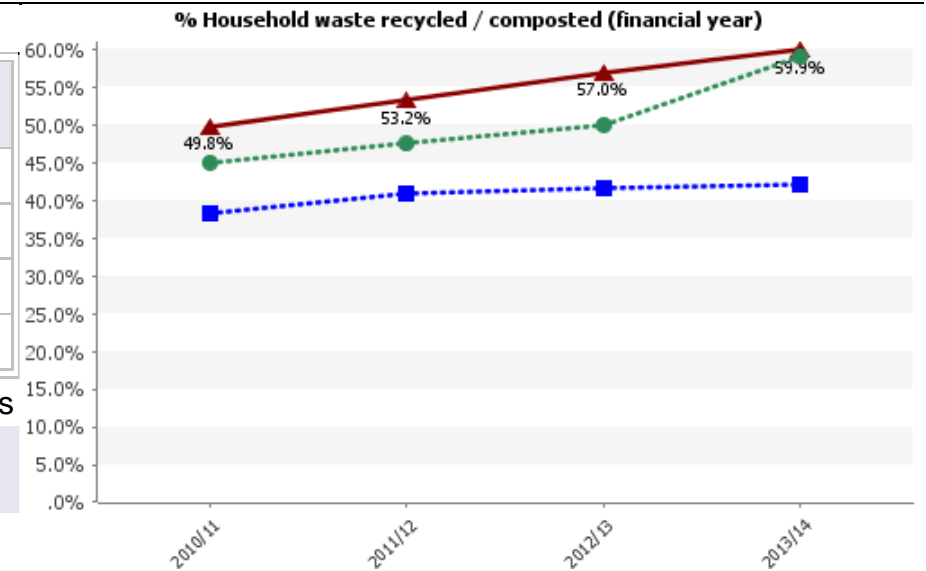
## Household waste composted or recycled

	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	49.8%	↑	45.0%	✓	38.2%	1	Top quartile
2011/12	53.2%	↑	47.5%	✓	41.0%	5	Top quartile
2012/13	57.0%	↑	50.0%	✓	41.7%	1	Top quartile
2013/14	59.9%	↑	59.0%	✓	42.2%	1	Top quartile

Continued improvement, above target, best in Scotland for 7 of the last 9 years

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Sustainable Development](#), [Waste Management](#)



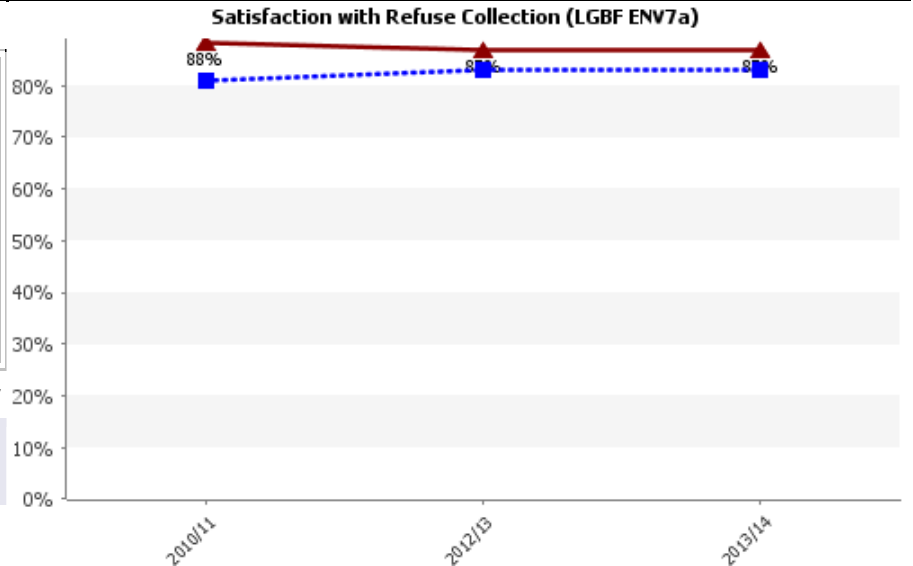
### Adults satisfied with refuse collection

	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	88%	?		?	81%	7	■■■■
2011/12	Scottish Household Survey not conducted in 2011/12						
2012/13	87%	↓		?	83%	15	■■■
2013/14	87%	▬		?	83%	12	■■■

Consistently good but Scottish Household Survey data has limited integrity

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Responsiveness to Communities](#), [Waste Management](#)



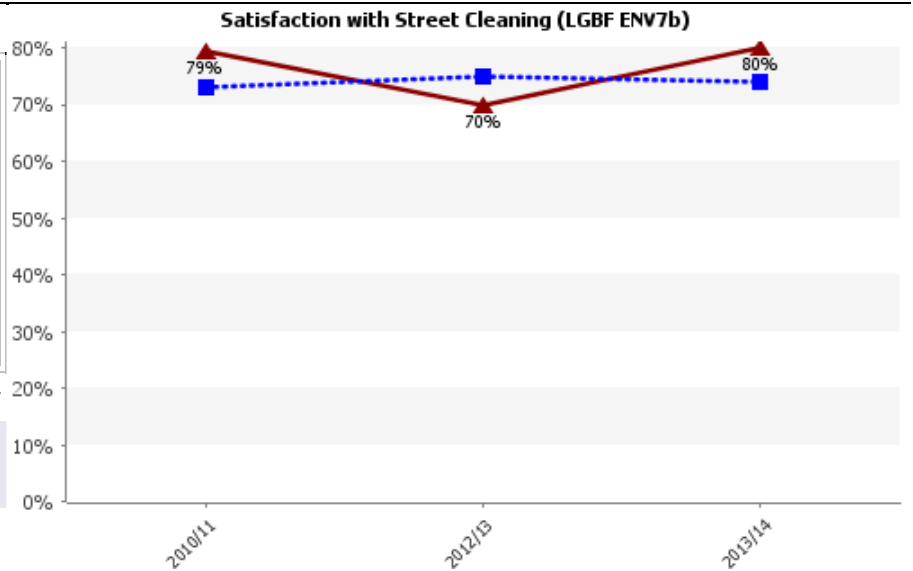
### Adults satisfied with street cleaning

	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	79%	?		?	73%	4	■■■■
2011/12	Scottish Household Survey not conducted in 2011/12						
2012/13	70%	↓		?	75%	26	■
2013/14	80%	↑		?	74%	9	■■■

Improvement in 13/14 but Scottish Household Survey data has limited integrity

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Responsiveness to Communities](#), [Waste Management](#)



## 3.6 Housing Services

### Rent arrears as a % of rent due in the year

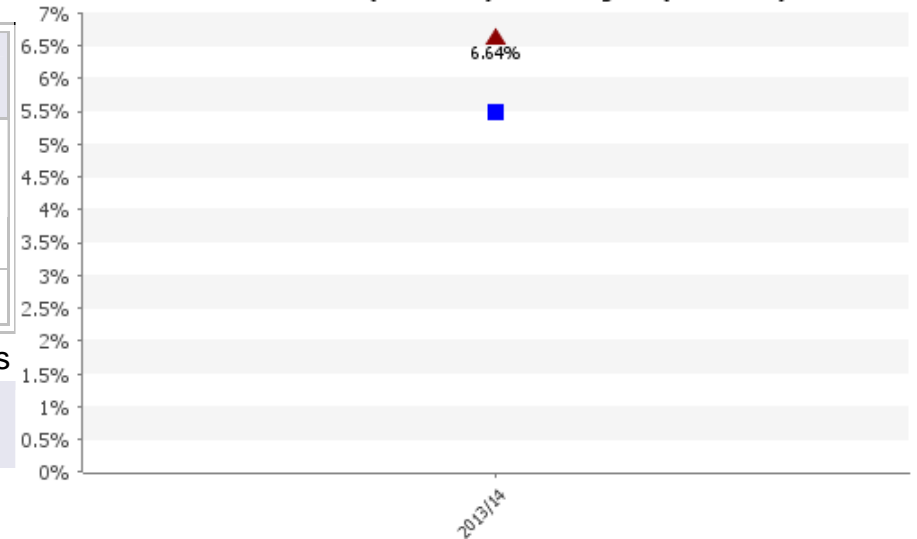
	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	Different version of indicator used before 2013/14 - indicators were aligned to those reported to the Housing Regulator with the introduction of the Scottish Social Housing Charter in 13/14						
2011/12							
2012/13							
2013/14	6.64%	?		?	5.5%	19	■ ■ ■

Worse than Scottish average, 13/14 data will be used to set future targets

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Revenues & Service Costs](#), [Housing & Homelessness](#)

31. Gross rent arrears (all tenants) as a % of gross (Charter 31)



### Rent loss due to empty (void) properties

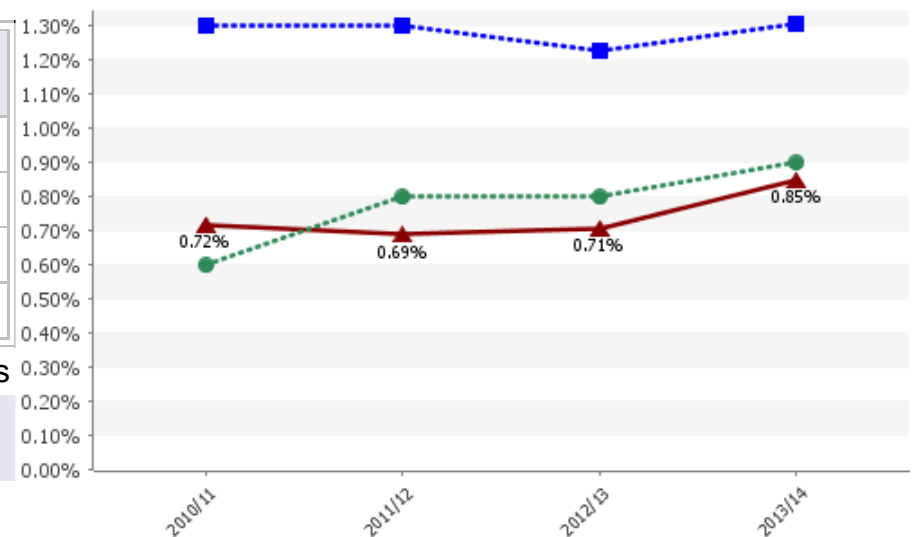
	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	0.72%	↑	0.60%	✓	1.30%	9	■ ■ ■
2011/12	0.69%	↑	0.80%	✓	1.30%	4	■ ■ ■ ■
2012/13	0.71%	↓	0.80%	✓	1.23%	6	■ ■ ■ ■
2013/14	0.85%	↓	0.90%	✓	1.31%	8	■ ■ ■ ■

Slight decline (reflected nationally) but within target & top 9 Councils for 6 years

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Revenues & Service Costs](#), [Housing & Homelessness](#)

34. % Void rent loss (Charter 34)



### Council housing meeting all Scottish Housing Quality Standard criteria

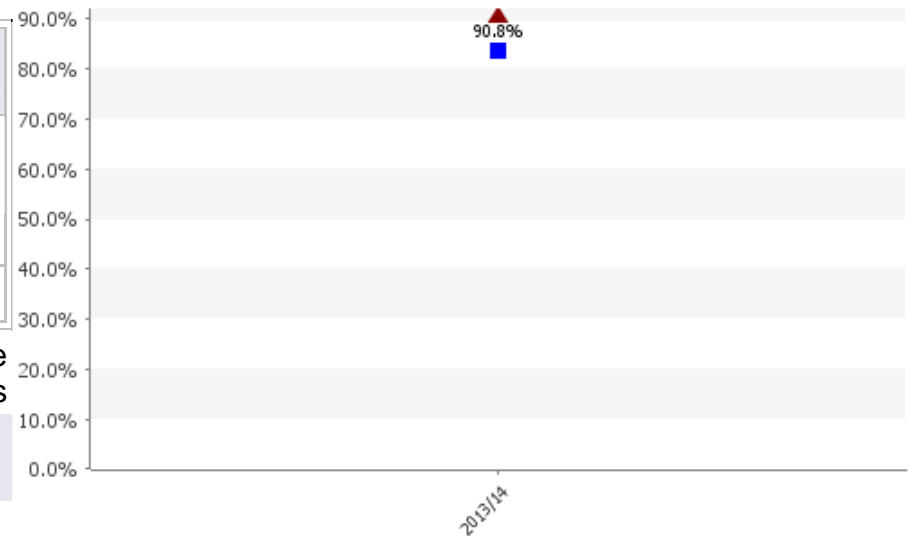
	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	Different version of indicator used before 2013/14 - indicators were aligned to those reported to the Housing Regulator with the introduction of the Scottish Social Housing Charter in 13/14						
2011/12							
2012/13							
2013/14	90.8%	?		?	83.7%	6	■■■■

Consistently strong performer in SHQS - in previous version of this indicator, we were 3<sup>rd</sup> best in Scotland for 2 years, then best in Scotland for 2 years

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Assets](#), [Housing & Homelessness](#)

7. % dwellings meeting SHQS criteria (Charter PI 7)



### Average time to complete non-emergency repairs (working days)

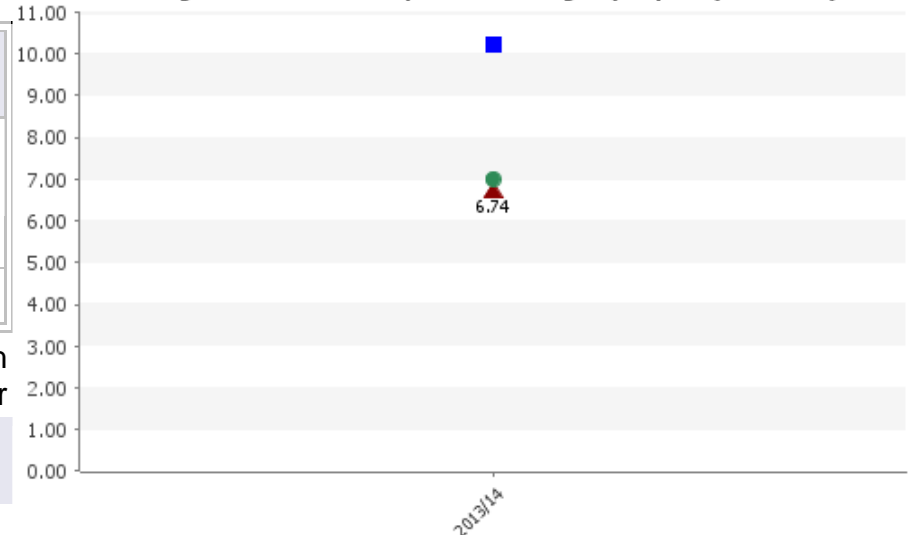
	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	Different version of indicator used before 2013/14 - indicators were aligned to those reported to the Housing Regulator with the introduction of the Scottish Social Housing Charter in 13/14						
2011/12							
2012/13							
2013/14	6.7 days	?	7.0 days	✓	10.2 days	5	■■■■

Quicker than target, 5<sup>th</sup> best in Scotland and consistently better than Scottish average for many years in previous versions of this indicator

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Assets](#), [Housing & Homelessness](#)

12. Average Time Taken to Complete Non-Emergency Repairs (Charter 12)



### Council houses that are 'energy efficient' (SHQS)

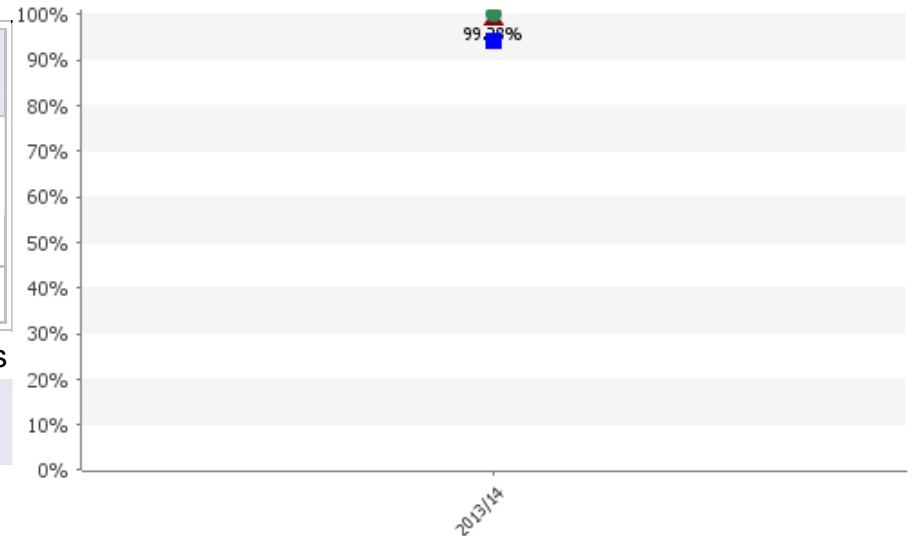
	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	Different version of indicator used before 2013/14 - indicators were aligned to those reported to the Housing Regulator with the introduction of the Scottish Social Housing Charter in 13/14						
2011/12							
2012/13							
2013/14	99.28%	?	99.96%	✓	94%	3	■■■■

Consistently strong performer in SHQS, ranked 4<sup>th</sup> or better for the last 6 years

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Assets](#), [Sustainable Development](#), [Housing & Homelessness](#)

8. SHQS % Energy efficient (Charter PI 8)



### 3.7 Economic Development

#### Unemployed people assisted into work via Council funded/operated employability programmes

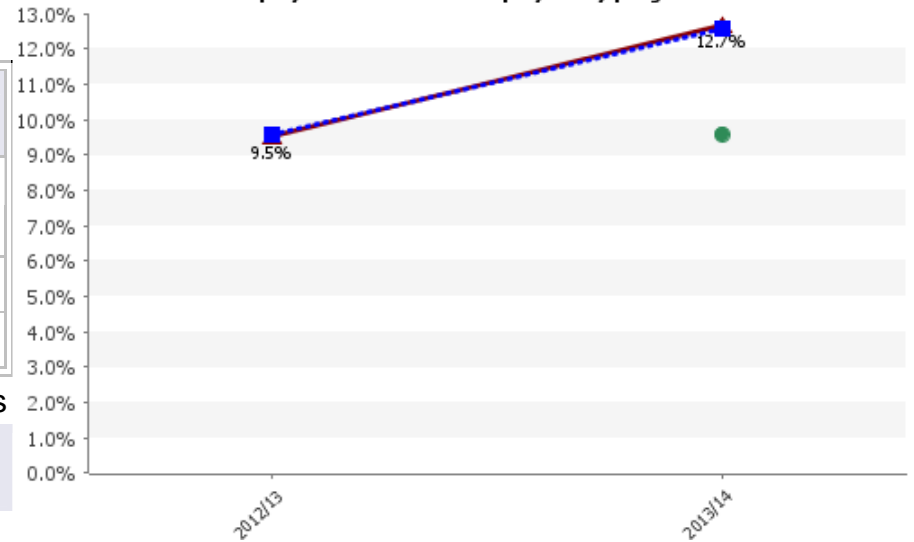
	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	New indicator introduced in 2012/13						
2011/12							
2012/13	9.5%	?		?	9.6%	10	■■■
2013/14	12.7%	↑	9.6%	✓	12.6%	11	■■■

Target met and improving, in line with Scottish average in both years

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Equalities & Diversity](#)

% unemployed into work via employability programmes



## 3.8 Asset Management

### Operational buildings that are suitable for their current use

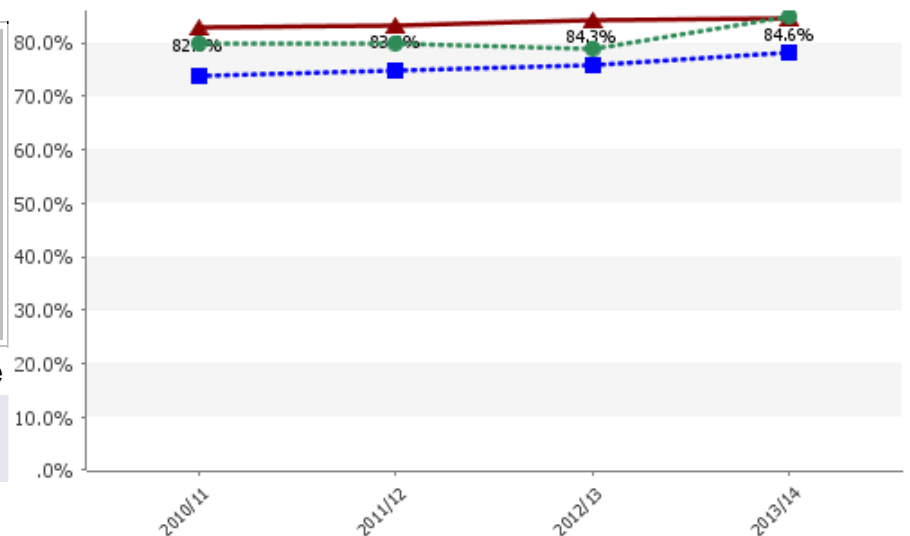
	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	82.8%	↑	80.0%	✓	73.7%	11	■ ■ ■
2011/12	83.3%	↑	80.0%	✓	74.8%	14	■ ■ ■
2012/13	84.3%	↑	79.0%	✓	75.9%	14	■ ■ ■
2013/14	84.6%	↑	85.0%	✓	78.2%	15	■ ■ ■

Continuous improvement, very close to 13/14 target and above Scottish average

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Assets](#)

Percentage of operational buildings that are suitable for their current use



### Council buildings that are in satisfactory condition (by floor area)

	Value	Trend	Target	Status	Scottish Average	Rank	Quartile
2010/11	86.1%	↑	80.0%	✓	81.3%	13	■ ■ ■
2011/12	86.0%	↓	80.0%	✓	82.7%	9	■ ■ ■
2012/13	91.9%	↑	90.0%	✓	82.6%	10	■ ■ ■
2013/14	92.8%	↑	90.0%	✓	80.9%	10	■ ■ ■

Improving, meeting targets and consistently above Scottish average

Further information on performance and initiatives related to this area of work can be accessed via the following links:

[Assets](#)

Percentage of Gross Internal Floor Area that is in satisfactory condition

