CLACKMANNANSHIRE COUNCIL	THIS PAPER RELATES TO ITEM 11 ON THE AGENDA

Report to	**Resources & Audit Committee**
Date of Meeting:	**25th September 2014**
Subject:	**2013/14 Statutory Performance Indicators (Local Government Benchmarking Framework)**
Report by:	**Head of Strategy & Customer Services**

1.0 Purpose

1.1. In 2013/14, the previous list of Audit Scotland Statutory Performance Indicators (SPIs) was replaced with a new list, known as the Local Government Benchmarking Framework (LGBF). As agreed by the Society of Local Authority Chief Executives (SoLACE), this framework is now being developed by the Improvement Service in conjunction with local authorities. As well as the new SPIs, this framework also includes a programme of more in-depth benchmarking work in 'family groups' of 8 local authorities.

1.2. This report provides information on the LGBF and Clackmannanshire's performance to date in the new suite of SPIs.

2.0 Recommendations

2.1. It is recommended that the Committee reviews and notes the report and appendix, and comments and challenges, as appropriate.

3.0 Considerations

3.1. Local Government Benchmarking Framework

3.1.1. The LGBF forms a third of our statutory requirements around Public Performance Reporting (PPR). This means that, in addition to any local performance information we report, for example, Single Outcome Agreement or business plan progress, we also have a statutory obligation to report the specified indicators shown in Appendix A annually. Although these indicators only became the SPIs in 2013/14, up to 4 years' data is available for each (calculated from data reported to Audit Scotland or other national bodies).

3.1.2. The Improvement Service are leading the development of this framework with the key principle that, wherever possible, information already reported to other national bodies will be used.

3.1.3. The framework will continue to be developed on an ongoing basis as, as with any new initiative, there are a wide range of issues and concerns still to be resolved. For example, it is felt that in some areas indicators are not appropriately representative of performance while, in others, it is the data and calculations themselves that have been questioned. Many of these relate to areas where guidance for calculations is ambiguous, such as in some cost indicators, where different costs are included/excluded by different Councils.

3.1.4. There are also concerns around the use of the Scottish Household Survey for satisfaction data as the sample size used means that results are not always statistically valid at a local authority level, particularly for smaller authorities such as Clackmannanshire.

3.1.5. A key aim of the framework is to expand the 'scope' and 'type' of indicators used so, though the introduction of more cost and satisfaction indicators is welcome, further work is required to ensure the data is representative of performance and that Councils are calculating indicators in the same way.

3.2. 2013/14 Performance

3.2.1. Changes to reporting processes mean that some 2013/14 data is not yet available and an additional report will be provided with this information in February. The trend summary in Appendix A shows that in 2012/13, half of our indicators improved and half declined.

3.2.2. This suggest, albeit at a very high level, the interrelationships between indicators as, often, an effectiveness indicator will improve, with a corresponding decline in a cost measure. Though closer investigation would be required into specific areas, it does appear that there is a direct cost to improving effectiveness which, therefore, underlines the need for clear priorities, given the current financial climate.

3.2.3. Though we did have significant levels of decline in 2012/13, the quartile summaries show that we have historically been a strong performer in the SPIs as, even with this decline, we still remain in the top half of Councils for just under half of all indicators (including 1st place for 3 indicators).

3.2.4. Children's Services includes indicators for both Education and Social Services and no 2013/14 information is available for these indicators at this point in the year. We were ranked in the bottom half of Councils for 9 indicators, and in the top half of Councils for 3 (including 1st place for cost per primary school pupil). Rankings for 2 cost indicators declined markedly from 2011/12 to 2012/13, though this may be a data recording issue, rather than poorer performance, and will be investigated further. .

3.2.5. In Corporate Services, all 3 cost indicators declined in 2012/13 and we improved and declined in equal numbers for effectiveness and timeliness measures. Only 1 indicator was ranked in the top quartile, while we were ranked in the bottom half of Councils for 6 indicators. For those where 2013/14 data is available, 3 show improvement and 2 a marginal decline. Where 2013/14 targets have been set, we performed close to or better than target for all indicators.

3.2.6. No 2013/14 data is yet available for Adult Social Care but we improved in 3 of the 5 indicators in 2012/13. This included cost, satisfaction and effectiveness measures, though performance in 2 other cost indicators declined. We were, however, ranked in the top half of Councils for 4 of the 5 Adult Social Care indicators in 2012/13.

3.2.7. The Culture & Leisure Services grouping only includes costs and satisfaction, and, as the integrity of the Scottish Household Survey data is poor, these cannot be relied upon as a robust measurement of satisfaction. We improved in 2 of the cost indicators in 2012/13 (sports facilities and parks & open spaces) and declined in the other 2 (libraries and museums). We were also ranked in the bottom half of Councils for 3 cost indicators, but in the top quartile for cost per library visit.

3.2.8. Environmental Services saw equal numbers of indicators improving and declining (though 2 which declined were less robust satisfaction measures). The cost of street cleaning was reduced and, though the cost of road maintenance is reported as increasing this may, again, relate more to data recording than performance. More effectiveness measures improved than declined in 2012/13 for this grouping, though some regarding road condition have since declined in 2013/14. We have also seen yet further improvement in recycling, where we have been ranked in the top quartile for the last 8 years (ranked 1st in Scotland in 6 of these years, including 2012/13), and consistently perform above both local and national targets.

3.2.9. The introduction of the Scottish Social Housing Charter (SSHC), and its associated reporting requirements, has coincided well with the introduction of the LGBF and 5 key indicators have been selected for inclusion. We improved in 2 effectiveness measures around the Scottish Housing Quality Standard (SHQS), where we have performed best in Scotland for the last 2 years, and were in the top quartile for all 3 measures where 2012/13 rankings are available.

3.2.10. We continue to improve and meet targets for the 2 Asset Management indicators in the LGBF. These were both existing SPIs and we have performed consistently above the Scottish average for at least 5 years in these indicators. The indicator ‘types’ in this grouping are, however, limited, covering only effectiveness.

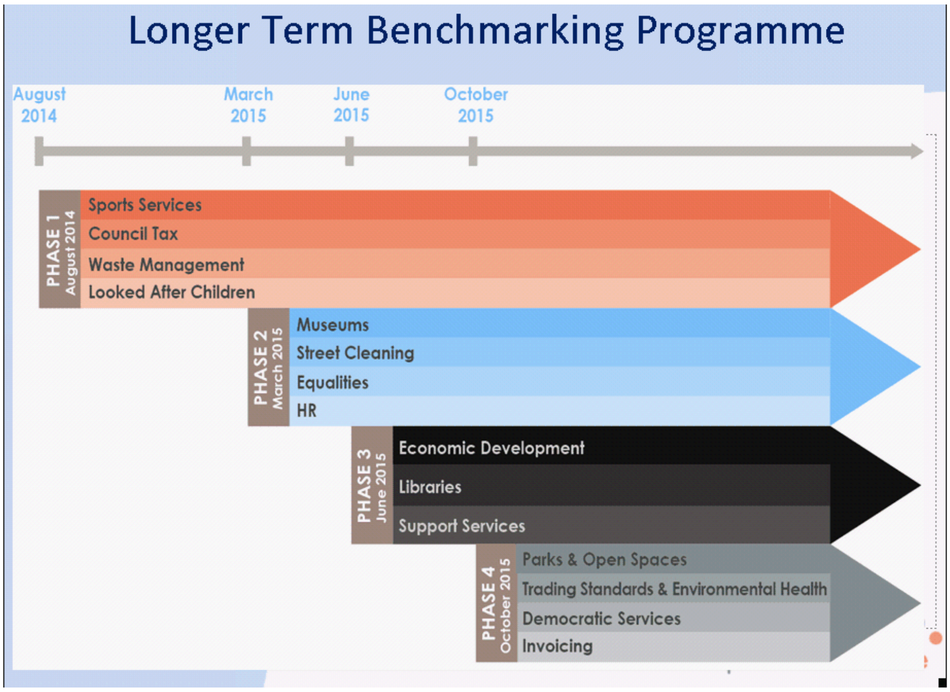
3.2.11. Similarly, the Economic Development grouping has only an effectiveness measure and, though this is welcome, there are concerns about the validity of this particular indicator due to the wide variation in initiatives and recording across different authorities. Though further work will be completed to develop this indicator in future years, we have shown an improvement in 2013/14 and were ranked in the top half of Councils in 2012/13.

3.3. Wider Benchmarking Work

3.3.1. Though the summary above relates only to Clackmannanshire’s performance in the SPIs/LGBF, a national report was published earlier this year by the Improvement Service on national performance and trends (which will be added to the Members’ Portal). Though, as mentioned, there are a number of data issues to be resolved and the extent of the data available is not sufficient to provide full statistical confidence or certainty, continuous development of the framework will provide a more robust basis for drawing future conclusions at a national level. It is recommended that officers and managers review this report with respect to their particular service areas and note the points made.

3.3.2. In addition to the set of specific performance indicators that are included in the LGBF, 2 pilots have also taken place this year around more detailed benchmarking work. These focussed on the areas of School Leaver Destinations and Roads Maintenance and took place in 'family groups'. These groups consist of 8 Councils, grouped by deprivation levels or population dispersal (depending on the subject matter) and allow Councils to explore the issues relating to good performance in more detail. Discussions are based not only on the data available but also on narrative provided by each Council on initiatives and approaches and their success, resulting in a report where findings and recommendations can be shared with others.

3.3.3. The full programme of more in-depth benchmarking work is shown below and services will be contacted by members of Strategy & Performance regarding the respective groups and service areas. Each local authority must lead at least one of these groups and our Environment Manager, has volunteered to lead our group for the Waste Management theme. This is a particularly logical



area for us to lead on, given our continued strong performance for many years in this area of work.

3.4. Abbreviations:

LGBF	Local Government Benchmarking Framework
PPR	Public Performance Reporting
SHQS	Scottish Housing Quality Standard
SoLACE	Society of Local Authority Chief Executives
SPI	Statutory Performance Indicator
SSHC	Scottish Social Housing Charter

4.0 Sustainability Implications

4.1. There are no direct sustainability implications arising from this report.

5.0 Resource Implications

5.1. Financial Details

5.2. The full financial implications of the recommendations are set out in the report. This includes a reference to full life cycle costs where appropriate.
Yes ☐

5.3. Finance have been consulted and have agreed the financial implications as set out in the report. Yes ☑

5.4. There are no direct financial implications arising from this report.

5.5. Staffing

5.6. There are no direct staffing implications arising from this report.

6.0 Exempt Reports

6.1. Is this report exempt? Yes ☐ (please detail the reasons for exemption below) No ☑

7.0 Declarations

The recommendations contained within this report support or implement our Corporate Priorities and Council Policies.

(1) **Our Priorities** (Please double click on the check box ☑)

The area has a positive image and attracts people and businesses ☐
Our communities are more cohesive and inclusive ☐
People are better skilled, trained and ready for learning and employment ☐
Our communities are safer ☐
Vulnerable people and families are supported ☐
Substance misuse and its effects are reduced ☐
Health is improving and health inequalities are reducing ☐
The environment is protected and enhanced for all ☐
The Council is effective, efficient and recognised for excellence ☑

(2) **Council Policies** (Please detail)

8.0 Equalities Impact

8.1 Have you undertaken the required equalities impact assessment to ensure that no groups are adversely affected by the recommendations?

Yes ☐ No ☑

9.0 Legality

9.1 It has been confirmed that in adopting the recommendations contained in this report, the Council is acting within its legal powers. Yes ☑

10.0 Appendices

10.1 Please list any appendices attached to this report. If there are no appendices, please state "none".

Appendix A - 2013/14 SPIs

11.0 Background Papers

11.1 Have you used other documents to compile your report? (All documents must be kept available by the author for public inspection for four years from the date of meeting at which the report is considered)

Yes ☐ (please list the documents below) No ☑

Author(s)

NAME	DESIGNATION	TEL NO / EXTENSION
Judi Richardson	Performance & Information Adviser	2105

Approved by

NAME	DESIGNATION	SIGNATURE
Stuart Crickmar	Head of Strategy & Customer Services	Signed: S Crickmar
Nikki Bridle	Depute Chief Executive	Signed: N Bridle

Appendix A
2012/13 Local Government Benchmarking Framework

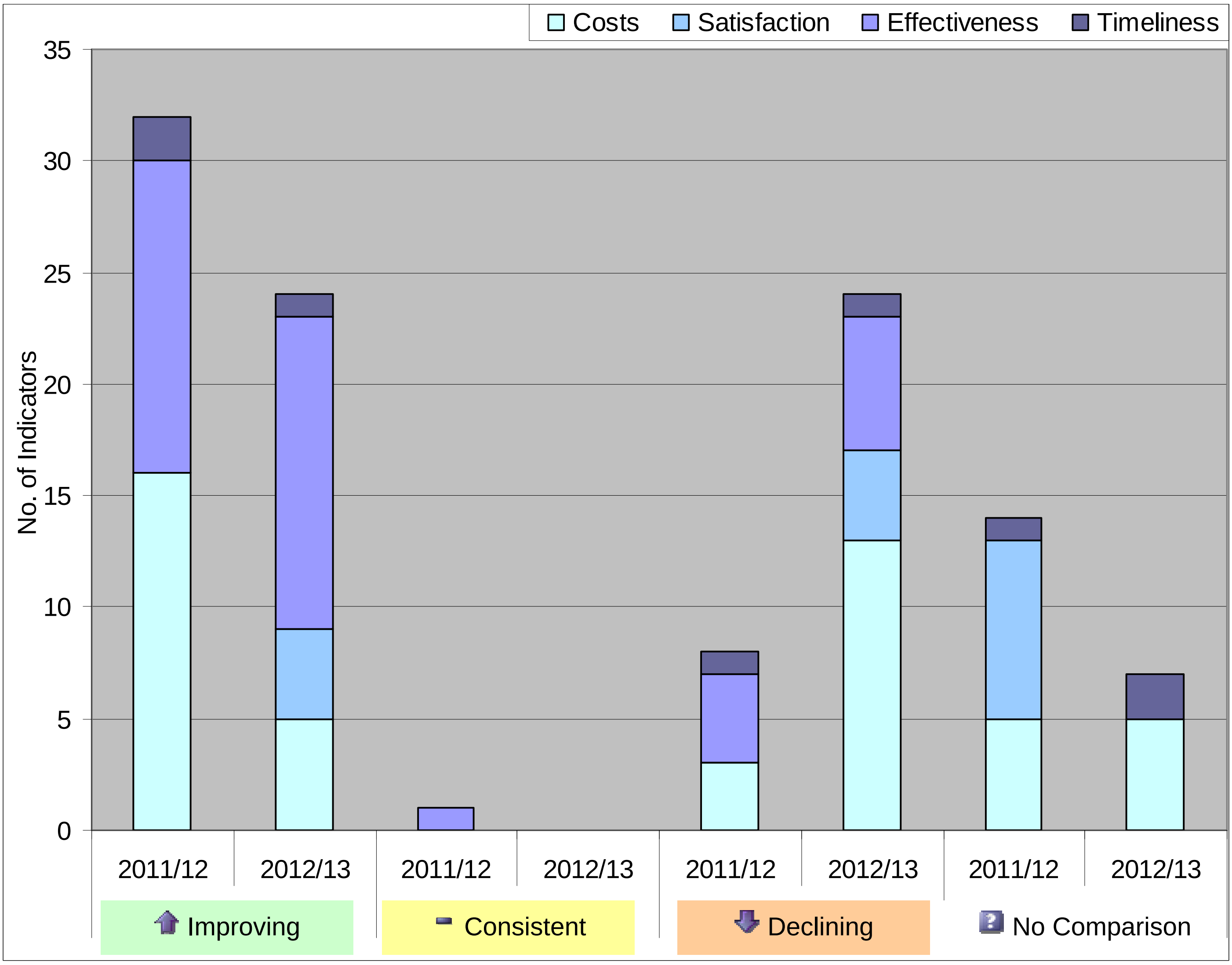
Clackmannanshire Council

Guidance & Notes

Performance Indicator	The description of the indicator (further details of Audit Scotland definitions and guidance can be provided on request).
Clacks Value	The result achieved by Clackmannanshire Council in the time period shown.
Trend	Whether performance has improved or declined since the previous year - **we would aim to have an upwards arrow for all indicators**. 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 is consistent Performance has declined No comparison is possible, normally because some data isn't available.
Status	This compares the value to the target, taking into account a specified 'tolerance'. The tolerance level varies for different indicators but most will be amber if between 5 and 15% worse than target, and red if more than 15% worse. The purpose of this is to ensure that only areas requiring attention are highlighted as red or amber, while those close to target (maybe only 0.1% below) remain green. Performance is close to the target, or the target has been met or exceeded Performance is worse than the target but within tolerance (see above) Performance is worse than the target and outwith tolerance (see above) A target has not been set or entered onto Covalent
Scottish Average	The national average result for each indicator, based on data submitted to the Improvement Service or Audit Scotland annually by all 32 Scottish Councils.
Rank	Our position in relation to other Scottish Councils, based on data published by the Improvement Service or Audit Scotland. 1st place is the best ranking and 32nd the worst (the lower the number, the better we've performed in comparison to others).
Quartile	4 groupings of the rankings, showing a higher level summary of performance compared to others to indicate more broadly how we're performing. Top quartile - 1st to 8th place rankings 2nd quartile - 9th to 16th place rankings 3rd quartile - 17th to 24th place rankings Bottom quartile - 25th to 32nd place rankings
Types	As the name 'performance indicator' suggests, these can only give an indication of performance and, where possible, should not be used in isolation. Performance cannot be seen as good just because services are efficient, if they are not effective, or if customers are not satisfied. Therefore, to really understand how we are performing in a particular service area or process, we need to ensure that we measure a range of aspects. The national framework of indicators will continue to be developed to expand the range of indicator types and provide a more rounded view of performance. Cost indicators show what we are spending on services, the proportion of spend in a certain area, or money we are losing due to inefficiencies Customer satisfaction indicators are currently measured through the Scottish Household Survey but there are national concerns over its integrity so more representative measures are currently being developed Effectiveness indicators demonstrate whether the time, money and expertise put into services are successfully achieving desired outcome Timeliness indicators show how quickly particular services are delivered, or tasks completed, or whether targets for promptness are being met

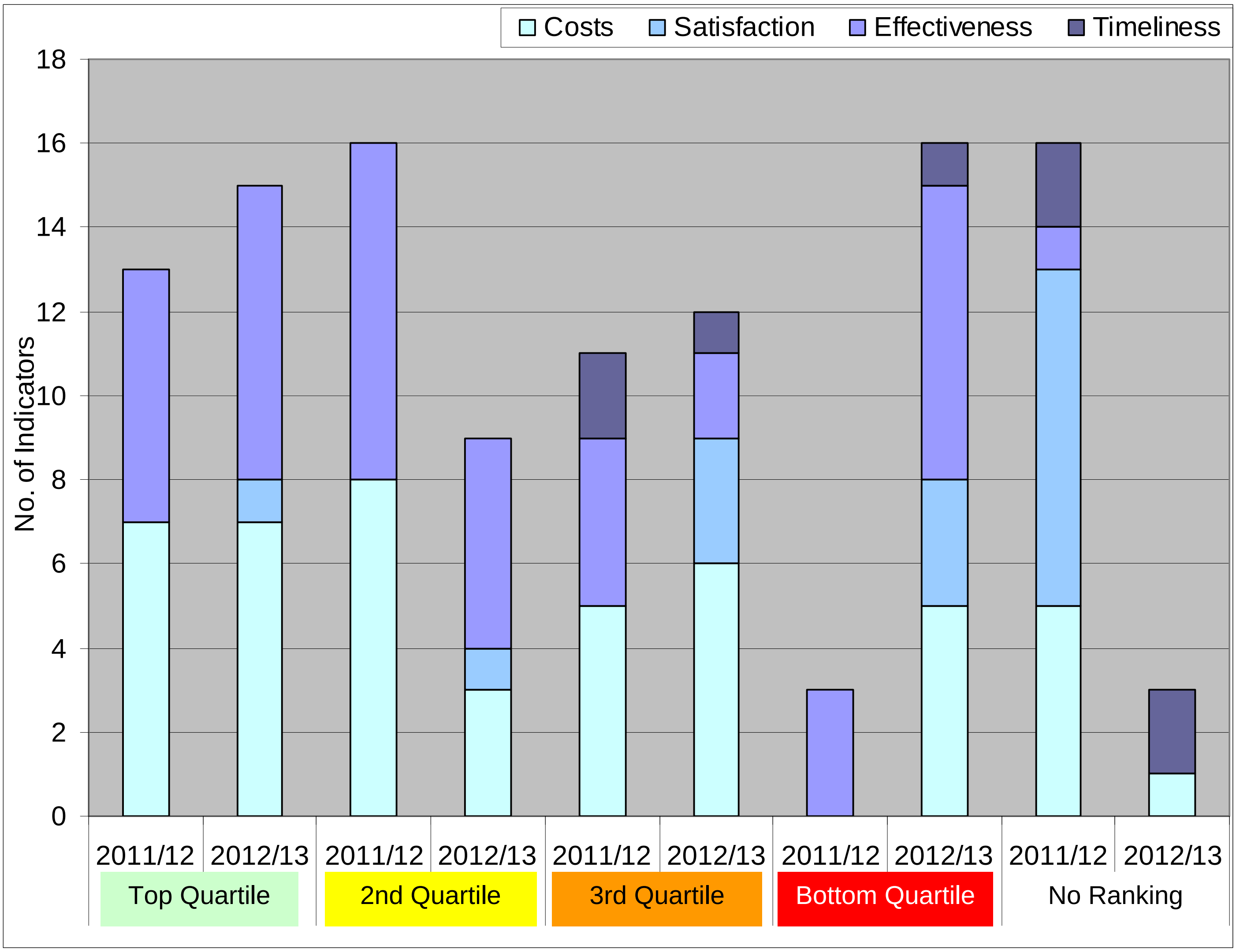
Trend Summary

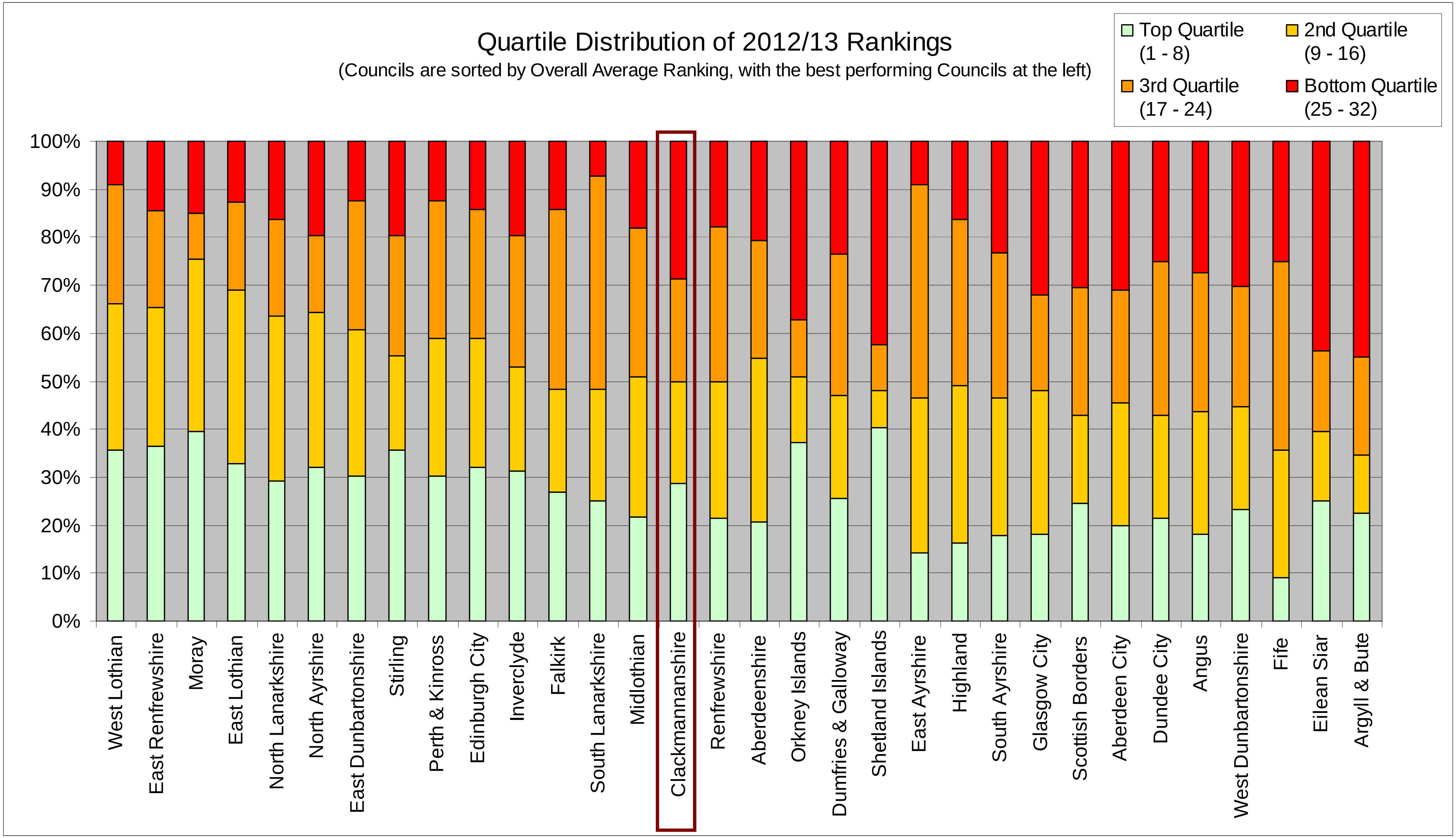
2012/13 Trends	Improving				Consistent				Declining				No Comparison				Total
	Costs	Satisfaction	Effectiveness	Timeliness	Costs	Satisfaction	Effectiveness	Timeliness	Costs	Satisfaction	Effectiveness	Timeliness	Costs	Satisfaction	Effectiveness	Timeliness	
Children's Services	1		3						4	1	3						**12**
Corporate Services			1	1					3		1	1				1	**8**
Adult Social Care	1	1	1						2								**5**
Culture & Leisure Services	2	3							2	1							**8**
Environmental Services	1		4						1	2	2		4				**14**
Housing Services			2						1				1			1	**5**
Asset Management			2														**2**
Economic Development			1														**1**
Total	**6**	**4**	**14**	**1**					**12**	**4**	**6**	**1**	**5**			**2**	**55**
Overall Total	**24 (44%)**				**0**				**24 (44%)**				**7 (13%)**				**55**



Quartile Summary

2012/13 Quartiles	Top quartile				2nd Quartile				3rd Quartile				Bottom Quartile				No Ranking				Total
	Costs	Satisfaction	Effectiveness	Timeliness	Costs	Satisfaction	Effectiveness	Timeliness	Costs	Satisfaction	Effectiveness	Timeliness	Costs	Satisfaction	Effectiveness	Timeliness	Costs	Satisfaction	Effectiveness	Timeliness	
Children's Services	1				1		1		2	1	1		1		4						**12**
Corporate Services			1						1			1	2		1	1				1	**8**
Adult Social Care	1	1	1		1								1								**5**
Culture & Leisure	1								2	2			1	2							**8**
Environmental Services	3		3		1	1	1		1		1			1	2						**14**
Housing Services	1		2														1			1	**5**
Asset Management							2														**2**
Economic Development							1														**1**
Total	**7**	**1**	**7**		**3**	**1**	**5**		**6**	**3**	**2**	**1**	**5**	**3**	**7**	**1**	**1**			**2**	**55**
Overall Total	**15 (27%)**				**9 (16%)**				**12 (22%)**				**16 (29%)**				**3 (5%)**				**55**





With the previous set of SPIs, Clackmannanshire improved from being ranked 5th overall in 2009/10, to 3rd in 2010/11, to 2nd in 2011/12. Had these indicators been retained, we would have been ranked 7th in 2012/13. With the new LGBF indicators, however, Clackmannanshire was ranked 15th overall in 2012/13. Our average ranking in the Children's Services grouping was the 2nd worst of any Council and our Housing Services ranking was 2nd best.

Detailed Performance Information

1. Children's Services

Performance Indicator	Latest Note (note on most recent data, so for 2012/13 results where 2013/14 not yet available)	2013/14				2012/13				2011/12		
		Clacks Value	Trend	Target	Status	Clacks Value	Trend	Scottish Avg.	Rank & Quartile	Clacks Value	Scottish Avg.	Rank & Quartile
Cost per primary school pupil	Information for 2013/14 will be available early in 2015 after publication of the Scottish average figures, this data will be provided when these figures have been published.		?			£4,084	↑	£4,752	1	£4,366	£4,792	5
Cost per secondary school pupil			?			£7,001	↓	£6,427	26	£5,505	£6,321	2
Cost per pre-school education registration			?			£3,230	↓	£3,106	20	£2,851	£3,091	15
S4 pupils gaining 5+ awards at level 5 or above (pre-appeal)	Overall performance in SQA in S4 had increased in session12/13 however in 5+ at level 5 (Standard Grade) there had been a drop in overall performance. Overall performance in SQA at level 6 in S5 had increased as had the percentage of children attaining 5+ (Highers). With the introduction of Insight the Education Service will be able to benchmark, target set and track the post-appeal performance of pupils from the most deprived areas.	Due to the changes within SQA exams and reporting format these PIs are no longer in use. The tracking of SQA attainment will be carried out internally with staff in schools and officers from the service ensuring that during this transition period we are engaged in robust analysis of attainment and achievement of young people in their Senior Phase. Comparator data will be available through Insight from January 2015. This data will be reported to Committee in due course.				28%	↓	39%	31	30%	37%	29
S5 pupils gaining 5+ awards at level 6 or above (pre-appeal)						21%	↑	26%	29	20%	25%	28
S4 pupils from deprived areas gaining 5+ awards at level 5 or above (post-appeal)						8%	↓	20%	27	16%	18%	18
S5 pupils from deprived areas gaining 5+ awards at level 6 or above (post-appeal)						8%	↑	10%	21	7%	9%	22

Improving Consistent Declining No comparison available Close to or meeting target Just below target Below target Top quartile 2nd quartile 3rd quartile Bottom quartile

Performance Indicator	Latest Note (note on most recent data, so for 2012/13 results where 2013/14 not yet available)	2013/14				2012/13				2011/12		
		Clacks Value	Trend	Target	Status	Clacks Value	Trend	Scottish Avg.	Rank & Quartile	Clacks Value	Scottish Avg.	Rank & Quartile
Cost of Looked After Children in residential care per child per week	The number of looked after children increased from 2011 - 2013 (94, 112, 117 respectively) An increase in staffing in 2011/12 has resulted in an increase in assessment and management of risk resulting in increased accommodation. The target for the department is to decrease the length of time children are accommodated through permanency planning (adoption) which will see a reduction in costs as well as a reduction in the use of external providers.					£3,008		£2,928	15	£1,697	£3,014	1
Cost of Looked After Children in the community per child per week	In 2011 Child Care had approximately 16 social work posts. From 2012 this increased by 17 posts with additional funding for the service. Due to high staff turnover and to ensure a mix of experience agency were used throughout this period which increased the per head per child cost.					£276		£250	19	£211	£221	16
% of Looked After Children being cared for in the community	The target in relation to the balance of care of children in the community to children accommodated away from home is 90%. The number of LAC have increased at the same rate as LAAC.					90.8%		91.0%	10	91.6%	91.2%	12
Adults satisfied with local schools (survey not conducted in 2011/12, 2010/11 figures shown)	The Scottish Household Survey has limited data integrity for smaller Councils, therefore, targets are not set for these indicators. Our Clacks 1000 survey shows 95% satisfaction with Primary schools and 92% for Secondary schools, where our targets were 95% and 90%, respectively.			Not set, see note		84%		83%	18	86%	83%	14
Pupils entering positive destinations	Breakdown is: Higher Ed = 28.8%, Further Ed = 25.7%, Training = 6.7%, Employment = 24.6%, Other/ Unknown = 2.5% and NEET (Not in Employment Education or Training) = 11.7%. New targets have been set within the new reporting structure for the Education Service Plan 2014-2017					88.3%		91.4%	32	87.8%	89.9%	26

Improving Consistent Declining No comparison available Close to or meeting target Just below target Below target Top quartile 2nd quartile 3rd quartile Bottom quartile

2. Corporate Services

Performance Indicator	Latest Note (note on most recent data, so for 2012/13 results where 2013/14 not yet available)	2013/14				2012/13				2011/12		
		Clacks Value	Trend	Target	Status	Clacks Value	Trend	Scottish Avg.	Rank & Quartile	Clacks Value	Scottish Avg.	Rank & Quartile
Support services as a % of total expenditure	Review of Central Support Autumn 2014		No comparison available	6.3%		6.3%	Declining	4.7%	28	5.2%	4.8%	22
Cost of democratic core per 1,000 population			No comparison available	£50,000		£43,662	Declining	£31,778	23	£34,528	£31,469	19
Women in the highest paid 5% of Council earners	Clackmannanshire continues to perform at levels above the Scottish average. (target is % of women in the Scottish population)	52.9%	Declining	51.5%	Close to or meeting target	54.8%	Improving	48.7%	5	52.6%	48.5%	5
Cost of Council Tax collection (per dwelling)	Improvement in cost due to restructure of service. This is constantly reviewed.	£14.57	Improving	£16.49	Close to or meeting target	£17.12	Declining	£13.29	28	£6.77	£13.15	3
Average time to attend domestic noise complaints (response time)	Performance refers to service requests from Animal Welfare only. A change in service provision for responding to noise complaints (2013) means that a new process for responding to, attending to and recording service requests for all domestic noise complaints is being developed.	0.6 hrs	Improving	6.0	Close to or meeting target	2.0 hrs	No comparison available	Not available - calculation changed in 13/14		2.9 hrs	Not available - calculation changed in 13/14	
Average sickness absence days per employee	It was reported last year that the data submitted was inaccurate due to multiple counting of absences. More improved results will be delivered going forward with working patterns being inputted into the iTrent system.	7.4 days	Improving	7.2 days	Close to or meeting target	19.8 days	Declining	9.8 days	32	7.6 days	9.3 days	1
Income due from Council Tax that was received during the year	This is a reduction of 0.57% reduction on collection levels for the 2012-13 year end. While the Council has billed an additional net £160,000 of Council Tax, only an additional £45,000 has been collected in 2013-14 compared to the previous year. This has resulted in a reduction of the in year collection level.	94.7%	Declining	95.5%	Close to or meeting target	95.3%	Improving	95.2%	19	95.2%	95.1%	19
Invoices paid within 30 calendar days	Performance in 2013-14 is slightly ahead of target, at 80.4%. This is an increase of 1.2% from the previous year.	80.4%	Improving	80.0%	Close to or meeting target	79.2%	Declining	90.5%	31	86.3%	90.2%	21

Improving Consistent Declining No comparison available Close to or meeting target Just below target Below target Top quartile 2nd quartile 3rd quartile Bottom quartile

3. Adult Social Care

Performance Indicator	Latest Note (note on most recent data, so for 2012/13 results where 2013/14 not yet available)	2013/14				2012/13				2011/12		
		Clacks Value	Trend	Target	Status	Clacks Value	Trend	Scottish Avg.	Rank & Quartile	Clacks Value	Scottish Avg.	Rank & Quartile
Older people's (65+) home care costs per hour	Rate reduction in comparison to 2011/12 is due to increased external commissioned services and alignment with other Local Authorities.		?			£15.90	↓	£20.48	6	£9.87	£19.22	2
Direct payments spend on adults as a % of social work spend on adults	Although there is a lower level of overall Direct Payments in 2012/13, in comparison to the national average, the findings of the 2013/14 Social Services Survey indicated that that 82% of service users were happy with the overall service they received from Social Services. This high satisfaction level may influence uptake of Direct Payments.		?			1.1%	↓	5.9%	26	1.4%	3.1%	20
Older people (65+) with intensive care needs receiving homecare	Balance of care shifting positively as more people supported to remain at home but with increased support.		?			45%	↑	34%	6	43%	33%	4
Adults satisfied with social care or social work services (survey not conducted in 2011/12, 2010/11 figures shown)	The Scottish Household Survey has limited data integrity for smaller Councils, therefore, targets are not set for these indicators. By coincidence, however, our Clacks 1000 survey shows also 69% satisfaction, where our target was 68%.		?	Not set, see note	?	69%	↑	57%	6	56%	62%	26
Older people's (65+) residential care costs per resident per week	Local Authorities have no control over this cost as it is set through the national contract and is demand led.		?			£361	↑	£373	12	£386	£398	14

↑ Improving − Consistent ↓ Declining ? No comparison available Close to or meeting target Just below target Below target Top quartile 2nd quartile 3rd quartile Bottom quartile

4. Culture & Leisure Services

Performance Indicator	Latest Note (note on most recent data, so for 2012/13 results where 2013/14 not yet available)	2013/14 Clacks Value	2013/14 Trend	2013/14 Target	2013/14 Status	2012/13 Clacks Value	2012/13 Trend	2012/13 Scottish Avg.	2012/13 Rank & Quartile	2011/12 Clacks Value	2011/12 Scottish Avg.	2011/12 Rank & Quartile
Cost per attendance at sports facilities	Improvement in 2012/13 through increase in number of lets within schools and civic halls due to active marketing campaign			£2.10		£4.12		£3.82	18	£4.32	£4.15	19
Cost per visit to libraries	Provisional 13/14 figure of £2.16 ( ). There has been little variation in 2012/13 figure when Clackmannanshire had the 3rd lowest cost across all Scottish local authorities. Figures for visits to libraries up to 11/12 included customers making rent payments so visits reduced in 12/13 when the Bank St. rent office opened.			Not set for 13/14, target for 14/15 £3.31		£2.09		£3.31	3	£1.42	£3.43	1
Cost per visit to museums & galleries	Provisional 13/14 figure of £5.64 ( ). The visitor numbers have fluctuated year to year, depending on how many exhibitions and activities undertaken, where they have taken place and for how long. The establishment of permanent exhibition space in the refurbished Speirs Centre will increase visit numbers in future years.			Not set for 13/14, target for 14/15 £3.94		£4.72		£3.94	19	£4.50	£3.81	18
Cost of parks & open spaces per 1,000 population	An improvement of 7.8% in service efficiency compared to 2011/12.			£34,237		£36,525		£32,256	25	£39,610	£34,237	23
Adults satisfied with libraries (survey not conducted in 2011/12, 2010/11 figures shown)	The Scottish Household Survey has limited data integrity for smaller Councils, therefore, targets are not set for these indicators. Our Clacks 1000 survey shows 92% satisfaction, which was below our 96% target but an improvement from 79% in 2012/13.			Not set, see note		77%		83%	27	79%	84%	28
Adults satisfied with parks & open spaces (as above)	(See note on SHS above). This question was newly introduced in the Clacks 1000 survey in 2013/14, where 88% satisfaction was reported (no target set as the first year's result provides a baseline for future target-setting).			Not set, see note		86%		86%	17	83%	83%	18

Improving Consistent Declining No comparison available Close to or meeting target Just below target Below target Top quartile 2nd quartile 3rd quartile Bottom quartile

Performance Indicator	Latest Note (note on most recent data, so for 2012/13 results where 2013/14 not yet available)	2013/14				2012/13				2011/12		
		Clacks Value	Trend	Target	Status	Clacks Value	Trend	Scottish Avg.	Rank & Quartile	Clacks Value	Scottish Avg.	Rank & Quartile
Adults satisfied with museums & galleries (as above)	(See note on SHS above). As Clackmannanshire has no fixed location museums or galleries, this question is not included in the Clacks 1000 survey but methods of acquiring accurate satisfaction data in this area will be investigated.			Not set, see note		64%		78%	25	47%	76%	32
Adults satisfied with leisure facilities (as above)	(See note on SHS above). Our Clacks 1000 survey shows 77% satisfaction (where our target was 77%), an improvement from 76% in 2012/13 and 64% in 2011/12.			Not set, see note		75%		80%	22	71%	75%	26

Improving Consistent Declining No comparison available Close to or meeting target Just below target Below target Top quartile 2nd quartile 3rd quartile Bottom quartile

5. Environmental Services

Performance Indicator	Latest Note (note on most recent data, so for 2012/13 results where 2013/14 not yet available)	2013/14				2012/13				2011/12		
		Clacks Value	Trend	Target	Status	Clacks Value	Trend	Scottish Avg.	Rank & Quartile	Clacks Value	Scottish Avg.	Rank & Quartile
Cost of refuse collection per premise	Ongoing query about how this measure was calculated for 2012/13. Target for 2013/14 set in-line with 2012/13 Scottish average.			£59.12		£30.82		£59.12	2	Not available - indicators introduced in 2012/13		
Cost of refuse disposal per premise	Ongoing query about how this measure was calculated for 2012/13. Target for 2013/14 set in-line with 2012/13 Scottish average.			£92.28		£79.85		£92.28	14			
Cost of street cleaning per 1,000 population	A slight reduction in total cost per 1,000 properties in 2012/13 as a result of vacancy management and service operational efficiencies			£17,534		£12,754		£17,534	8	£14,516	£19,380	13
Street cleanliness score (% 'acceptable')	This is a new indicator and method of recoding street cleanliness, less frequent but more extensive survey of street cleanliness should be more representative of performance. This baseline shows a small reduction in performance from previous year.			95.8%		93.6%		95.8%	26	95.2%	96.1%	21
Cost of maintenance per kilometre of road	Reservations over the reliability of this indicator were tabled at a series of benchmarking meetings with the Improvement Service. It is recognised that the method used to calculate this indicator requires to be improved going forward. The guidance notes for this indicator were amended in 2012/13 to include costs incurred within Roads Contracts therefore the target previously set is now unrealistic. We have reservations over whether all Scottish Authorities have incorporated this update and therefore question whether the Scottish average figure is an accurate reflection.			£6,655		£12,454		£6,655	26	£5,598	£6,211	11

Improving Consistent Declining No comparison available Close to or meeting target Just below target Below target Top quartile 2nd quartile 3rd quartile Bottom quartile

Performance Indicator	Latest Note (note on most recent data, so for 2012/13 results where 2013/14 not yet available)	2013/14				2012/13				2011/12		
		Clacks Value	Trend	Target	Status	Clacks Value	Trend	Scottish Avg.	Rank & Quartile	Clacks Value	Scottish Avg.	Rank & Quartile
A class roads that should be considered for maintenance treatment	Investigations have been undertaken to ascertain the rise from 2012/13. Significant jump in A' class routes in Amber condition (by 7%) contributing to this increase in RCI. May indicate need for increase in thin surface treatments which may be addressed by the works carried out during the summer / autumn of 2013 (not included in these results) and by the increase in surface dressing works planned in the 2014/15 works programme.	26.4%		25.0%		21.8%		29.4%	7	23.8%	30.5%	9
B class roads that should be considered for maintenance treatment	Investigations have been undertaken to ascertain the rise from 2012/13. Jump in B' class routes in Amber condition (by 3%) contributing to this increase in RCI. May indicate need for increase in thin surface treatments which may be addressed by the works carried out during the summer / autumn of 2013 (not included in these results) and by the increases surface dressing works planned in the 2014/15 works programme.	24.5%		25.0%		21.8%		35.0%	3	28.8%	36.3%	12
C class roads that should be considered for maintenance treatment	Investigations have been undertaken to ascertain the rise from 2012/13. Significant jump in C' class routes in Amber condition (by 5%) contributing to this increase in RCI. Increase suggest increased surface treatments required which will be addressed within the 2014/15 works programme.	34.4%		30.0%		29.1%		34.8%	12	29.0%	45.3%	9
Unclassified roads that should be considered for maintenance treatment	Only 10% of the unclassified network is surveyed annually therefore the results may be unpredictable and not offer a true reflection of the condition of the network in general.	39.7%		45.0%		40.2%		39.0%	20	42.7%	38.3%	22
Cost of Trading Standards per 1,000 population	The funding of the service is below the Scottish average.			£5,310		£3,101		£5,310	6	Not available - indicators introduced in 2012/13		

Improving Consistent Declining No comparison available Close to or meeting target Just below target Below target Top quartile 2nd quartile 3rd quartile Bottom quartile

Performance Indicator	Latest Note (note on most recent data, so for 2012/13 results where 2013/14 not yet available)	2013/14				2012/13				2011/12		
		Clacks Value	Trend	Target	Status	Clacks Value	Trend	Scottish Avg.	Rank & Quartile	Clacks Value	Scottish Avg.	Rank & Quartile
Cost of Environmental Health per 1,000 population	The cost figures used were not fully accurate, inflating the cost of the service slightly. Provisional estimates for 13/14 costs show target of reducing cost has been exceeded.			£17,131		£18,370		£17,131	22			
Total waste arising that is recycled	Continued upward increase in recycling rate, national target and more challenging local target achieved. After 2012/13 this indicator is calculated for calendar year as per European reporting requirements so data shown under 13/14 is for 2013 (national targets are 50% by 2013, 60% by 2020 and 70% by 2025).	59.9%		59.0%		57%		42%	1	53%	41%	5
Adults satisfied with refuse collection (survey not conducted in 2011/12, 2010/11 figures shown)	The Scottish Household Survey has limited data integrity for smaller Councils, therefore, targets are not set for these indicators. Our Clacks 1000 survey shows 96% satisfaction, where our target was 90% and we have seen a steady 3% improvement in each of the last 5 years.			Not set, see note		87%		83%	15	88%	81%	7
Adults satisfied with street cleaning (as above)	(See note on SHS above). Our Clacks 1000 survey shows 74% satisfaction, (where our target was 75%). This was an improvement on 65% in 2012/13 and though this was below the level reported in the SHS, we can be confident in its integrity.			Not set, see note		70%		75%	26	79%	73%	4

Improving Consistent Declining No comparison available Close to or meeting target Just below target Below target Top quartile 2nd quartile 3rd quartile Bottom quartile

6. Housing Services

Performance Indicator	Latest Note (note on most recent data, so for 2012/13 results where 2013/14 not yet available)	2013/14				2012/13				2011/12		
		Clacks Value	Trend	Target	Status	Clacks Value	Trend	Scottish Avg.	Rank & Quartile	Clacks Value	Scottish Avg.	Rank & Quartile
Rent arrears as a % of rent due in the year	Although this is a new indicator introduced by the Scottish Housing Regulator, performance against other similar indicators show an approx 1% increase on cta during the year. While under-occupation reduction and benefit cap have been introduced during 2013-14, these has been fully mitigated by additional Discretionary Housing Payment funding. Investigations are underway by the recovery team to understand the reasons behind the increase. No 13/14 target set as this was the baseline year for the changed indicator, 14/15 target is 6%.	6.64%		Not set, see note		Not available - calculation changed in 2013/14						
Rent loss due to empty (void) properties	The increase in void rent loss is mainly due to the increased number of voids during the year. 461 properties were let in the year. This is an increase of 109 properties let compared with the previous year when 352 properties were let. Of the 461 properties let in 2013/14, 20 were new build properties 5 were the refurbished units 10 were off the shelf purchases. The average turnaround time for all properties let in the year was 40 days. This is similar to our performance in the previous year although in 2013/14 the volume of void properties turned around was significantly greater. In addition to this, additional work was carried out by the teams, including the review and implementation of the new Allocations Policy, purchasing properties to add to our stock, managing new build and refurbishment projects and developing and delivering the new Housing Options Service.	0.87%		0.90%		0.71%		1.23%	6	0.69%	1.30%	4

Improving Consistent Declining No comparison available Close to or meeting target Just below target Below target Top quartile 2nd quartile 3rd quartile Bottom quartile

Performance Indicator	Latest Note (note on most recent data, so for 2012/13 results where 2013/14 not yet available)	2013/14				2012/13				2011/12		
		Clacks Value	Trend	Target	Status	Clacks Value	Trend	Scottish Avg.	Rank & Quartile	Clacks Value	Scottish Avg.	Rank & Quartile
Council housing meeting all Scottish Housing Quality Standard criteria	A query regarding how the SHQS figure is calculated is being discussed between all Scottish Local Authorities and the Scottish Housing Regulator at present. This is on the back of raw data submitted via the Annual Return on the Charter performance information in May. The final outcome for this year and previous years is not available until the calculation of this measure is agreed nationally. The figures shown here are those previously reported for the LGBF by the Improvement Service but these may change in future reports.			96%		92%		77%	1	89%	66%	1
Average time to complete non-emergency repairs (working days)	Non emergency repairs is made up of repairs completed within 1 week and repairs completed within 4 weeks. 92% of 1 week repairs and 86% of 4 week repairs are currently completed within target. With the introduction of repairs appointments, the service plans to exceed this outcome in 2014-15 therefore reducing the average days.	6.7 days		7.0 days		Not available - calculation changed in 2013/14						
Council houses that are 'energy efficient' (SHQS)	There are 2 properties that do not meet the SHQS energy efficiency standard. These properties are programmed to be brought up to the standard during the year 14/15. (See note above regarding recalculation of SHQS indicators).	99.28%		99.96%		99.96%		88.83%	2	99.49%	81.2%	2

Improving Consistent Declining No comparison available Close to or meeting target Just below target Below target Top quartile 2nd quartile 3rd quartile Bottom quartile

7. Asset Management

Performance Indicator	Latest Note (note on most recent data, so for 2012/13 results where 2013/14 not yet available)	2013/14				2012/13				2011/12		
		Clacks Value	Trend	Target	Status	Clacks Value	Trend	Scottish Avg.	Rank & Quartile	Clacks Value	Scottish Avg.	Rank & Quartile
Operational buildings that are suitable for their current use	A number of refurbishments are ongoing as unsuitable buildings are closed, demolished or redeveloped.	84.6%		85.0%		84.3%		75.9%	14	83.3%	74.8%	14
Council buildings that are in satisfactory condition (by floor area)	The Facilities Management Team will be continuing a programme of redevelopment, demolition and refurbishment to targeted properties, whilst still being able to maintain the full range of services and functions the Authority currently provides.	92.8%		90.0%		91.9%		82.6%	10	86.0%	82.7%	9

8. Economic Development

Performance Indicator	Latest Note (on most recent data, so for 2012/13 results where 2013/14 not yet available)	2013/14				2012/13				2011/12		
		Clacks Value	Trend	Target	Status	Clacks Value	Trend	Scottish Avg.	Rank & Quartile	Clacks Value	Scottish Avg.	Rank & Quartile
Unemployed people assisted into work via Council funded/operated employability programmes	The number increased from 210 in 2012/13 to 292 in 2013/14. This was largely due to additional funding being made available for employer recruitment incentives which helped more people into work.	12.7%		9.6%		9.5%		9.6%	10	Not available - indicator introduced in 2012/13		

Improving Consistent Declining No comparison available Close to or meeting target Just below target Below target Top quartile 2nd quartile 3rd quartile Bottom quartile