Report to Scrutiny Committee

Date of Meeting: 2 March 2017

Subject: Police Performance Report for Clackmannanshire April to September 2016

Report by: Local Police Commander

1.0   Purpose

1.1.   The purpose of this report is to provide the Committee with information on the performance of Police Scotland in the Clackmannanshire local authority area for the period April to September 2016.

1.2.   The format of the report follows the same as the previous quarters and aligned with the headings of the Clackmannanshire Local Policing Plan 2014-17 priorities (i.e. **Protecting People and Places, Dealing with Antisocial Behaviour, Violent Crime, Disrupting Organised Crime, Crimes of Dishonesty and Making Roads Safer**).

1.3.   The Clackmannanshire Policing Performance Scrutiny Report table (Appendix 1) contains the current information on performance against selected performance indicators. This report provides complementary information to that in the table to present a summary of performance of policing in Clackmannan Council area and also identifies emerging trends, threats and issues.

1.4.   Data for this report is sourced from Police databases that are subject to changes as enquiries progress. They can be best regarded as Point in Time figures. It should be noted that 5 year average figures are not available for all measures, and that the information in the table should be regarded as provisional.

2.0   Recommendations

2.1.   It is recommended that committee note and challenge the report as appropriate.

3.0   Considerations

3.1.   In summary the number of crimes recorded in Groups 1 – 5 compared to the same period the previous year has dropped, by 2.6% (-29 crimes) with 1,102 crimes reported compared with 1,131. This drop is accompanied by a

significant reduction over the long term with a fall of 16.2% (-213 crimes) compared to the 5 year average of 1,315.

3.2.   The detection rate for Group 1 - 5 crimes (60.2%) is higher than the figure for the previous year (55.3%) and the five year average (55.8%).

3.3.   Individually there have been long term and short term reductions in reported Group 1 (Crimes of Violence), Group 2 (Crimes of Indecency), Group 3 (Crimes of Dishonesty) and Group 4 (Fireraising, Malicious Mischief, Vandalism etc.) crimes.

3.4.   The performance indicators currently used in the table reflect the aspirations of Forth Valley Division to achieve continuous improvement in service delivery to the communities in this area. They contain information which is relevant to national priorities and also reflects the objectives in the Clackmannanshire Local Policing Plan.

3.5.   The table provides detail of how significant the variations in performance were compared with the same period the previous year. The Covalent report has been developed to allow longer term comparison to be made where data is available. Data which has not previously been routinely collected but is now gathered will eventually allow for longer term comparison in the future. The notes shown in the final column provide some contextual comment about the results.

3.6.   One of the performance indicators under the priority of Protecting the Public is to reduce the levels of crimes of indecency (Group 2 Crimes). These have reduced from 62 during the reporting period last year to 45 this year. Crimes are recorded according to the date they are reported regardless of when they occurred and 5 of these crimes recorded in the year to date were historical in nature, having been committed more than one year prior to be reported. The detection rate for Group 2 Crimes is currently 55.6% Of the 40 crimes committed during the current reporting period 25 were detected giving a 'current' detection rate of 62.5%.

3.7.   The number of domestic abuse incidents (394) shows an increase (+48) from this period last year (346). This issue has been given particular emphasis within Forth Valley Division and measures including intervention, enforcement and target profiling have been applied successfully. On 1st October 2015 the Disclosure Scheme for Domestic Abuse Scotland was rolled out nationally following the positive evaluation of a pilot run in 2014. This scheme has two main triggers for disclosure – the Right to Ask and the Power to Tell. The Right to Ask is open to anyone who has concerns about a new partner's abusive past or has concerns about another person's new partner. An example of this would be a parent concerned about their child's new partner. The Power to Tell is when we receive information or intelligence about the safety of a person who may be at risk. This crime type will continue to be prioritised on a daily basis.

3.8.   Another objective under the Public Protection priority is to respond to hate crimes and offences. There have been 43 such incidents amounting to 32 criminal acts in the year to date with 20 of these being in respect of race. The rate for detecting these crimes has risen compared with the same period last

year and currently stands at 76.7%. Ongoing work in detecting offenders is complemented by the provision of assistance, advice and guidance to victims.

3.9.   The long-term downward trend in crimes and offences involving Anti-Social Behaviour, disorder and vandalism has continued over the reporting period. In the shorter term, figures for disorder to Quarter 2 also show a reduction of approx. 11.9% (-44) against the previous year down from 369 to 325.

3.10.   In respect of violent crime, there has been an overall reduction with 19 fewer crimes in Group 1 Crime compared with the figure for the same period last year (49 to 30). Serious assaults are down by 3 crimes year to date, from 20 to 17. There are no trends in respect of victims, offenders or locations. In the majority of assaults no weapon was used. Compared with the same period last year, the number of robberies is down by 4 from 11 to 7. Most robberies consist of taking property from individuals, normally mobile phones or small amounts of money. Detection rates in all categories remain at high levels.

3.11.   The number of persons charged during the second quarter with the supply, production or cultivation of illegal substances has risen significantly, up from 23 to 30. This has been the result of focussed activity with Community teams heavily involved in much of the local activity against drug dealers, acting on information received from the communities.

3.12.   Crimes of dishonesty (426) is down year to date to date, by 3.4% (-15 crimes) against the previous year (441). The long term trend also shows a reduction of 21.6% down from 543 to 426. The detection rate for acquisitive crime is 57.5% which is higher than the same period last year (44.4%) and the five year average (47.5%).

3.13.   Road Policing and Road Crime are being addressed by Community Officers along with staff from the local Forth Valley Divisional Road Policing Unit. Their efforts are supplemented by the national Trunks Road Policing Group which covers activity on key main routes. The number of injury road collisions is up compared with the same period the previous year from 34 to 36. The number of people killed or seriously injured is up from 7 to 8, with no child casualties reported.   There have been no fatalities during the reporting period. Focused efforts are continuing to address the potential causes of collision, such as speeding and use of mobile phones while driving.   There has been an increase in the compliance rate leading to a drop in the number of detections for mobile phone offences, speeding offences and seatbelt offences.

3.14.   Community Confidence and Engagement remains at the heart of local policing, and the number of complaints about the police and the nature of such complaints can be a measure of how well this is being achieved. The number of complaints under investigation up to the end of September 2016 is 20. These complaints contained a total of 24 allegations 21 of which related to on-duty incidents and 3 are related to Quality of Service Allegations. This equates to 24.3 complaints per 10,000 incidents. No significant trends in respect of individuals or particular locations are currently discernible. The number of complaints received does not follow a regular pattern month to month.

3.15. The Emergency Call Response time data, which includes call handling, is currently available at Divisional level only and equates to 12mins and 50 seconds.

3.16. During Quarter 2 a total of 19 Community meetings were held, all of which were attended personally by an officer and the relevant reports submitted and CC Chairs updated.

3.17. The **User Satisfaction Survey** is the current process for measuring public satisfaction with policing. This survey is carried out in each division with the Forth Valley Division results amalgamated with the survey results from C3 division (covering service users from with Forth Valley). The results are shown in the attached table. Levels of satisfaction are generally in excess of 87% across a variety of indicators except "Adequately informing re progress of incident which sits at 60.3%".

3.18. In their 2014 Audit of Crime Recording, HMICS Appendix recommended that Police Scotland provide local scrutiny boards the findings of internal audits and any resulting improvement plans. Appendix 2 of this report contains the results of the **Scottish Crime Recording Standard Quarter 3 & 4 Audit** for 2015/16. Forth Valley Division has passed this audit and consistently scored higher than the average result for Police Scotland as a whole. This provides a good indication of robust quality control processes in place for the local management of incidents and crime reports.

3.19. Attention of members is drawn to the Management Information now published via Police Scotland Website which can be found at the following location - http://www.scotland.police.uk/about-us/our-performance/

3.20. Some of the risks and threats which continue to present in Clackmannanshire are:
- Skimming devices in Automated Teller Machines,
- Child neglect (including the level of care and hygiene in the home),
- Local impact of serious organised crime groups,
- Changes/trends in drugs supply including so called 'legal highs'.

By their nature, these remain longer-term threats and Forth Valley Division continues to focus on intervention and enforcement to address them.

3.21. There were no significant new operational issues emerging during the previous reporting period.

3.22. There were no significant new operational issues emerging during the current reporting period.

4.0   Appendices

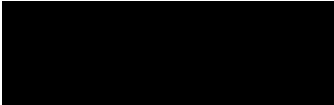4.1   Please list any appendices attached to this report. If there are no appendices, please state "none"

Appendix 1 Clackmannanshire Policing Performance Qtr 2 2016 17
Appendix 2 Scottish Crime Recording Standard Quarter 3 & 4 Audit for 2015/16

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Clackmannanshire Local Policing Plan 2014-17

Half Year Report 2016-17

Guide to symbols used in this report

ACTIONS		PIs				Crime Groups	
Expected Outcome		**Status (Performance against target)**		**Short Trend (Compared with same quarter last year)**		Group 1	Crimes of violence (including robbery)
✔	Meet target/complete within target dates	🔴	Performance is worse than target and outwith tolerance	⬆	Performance has improved	Group 2	Crimes of indecency
⚠	Will complete, but outwith target	🔺	Performance is worse than target but within tolerance	▬	Performance has remained the same	Group 3	Crimes of dishonesty
✖	Fail to complete or cancelled	✅	Performance is meeting or exceeding target	⬇	Performance has declined	Group 4	Fire raising, malicious mischief, vandalism etc.
		❓	No target set	❓	No comparison available - May be new indicator or data not yet available		

NB Quarterly PI values are year to date.
Caveat: The figures in this report are not official statistics. This report provides data for the period 1st April 2016 to 30th September 2016. Data for this period is provisional and should be treated as management information.

1 Protecting People and Places

Covalent Ref.	PI Description	Q2 2015/16	Q2 2016/17			Q2 2016/17	Q2 2016/17
		Value	Target	Value	Short Trend	5 Yr Ave	Note
SAP POL 13a	Number of Stop and searches conducted	50		57			Context: There has been a particular focus on the ethical application of stop and search activities to help reduce the incidence and potential severity of the outcome of violent crime and address the misuse of drugs and alcohol. These activities are not random but are intelligence led and targeted. Update: An enhanced version of the National Stop & Search Database commenced on 1 June 2015. The enhanced database brought significant changes in the process of data capture and the methodology for recording data items. No previous year to date figures are provided as it has been previously acknowledged this data is not 100% accurate, therefore comparisons will provide misleading results or invalid conclusions. Management Information and data in respect of stop and search can be found on the Police Scotland website via **http://www.scotland.police.uk/about-us/police-scotland/stop-and-search-data-publication** NB: The figure provided is for the period April to September only. Of the 57 searches carried out, all were statutory and 0 were consensual.
SAP POL 13b	Number of positive stop and searches conducted	14		21			Context: There has been a particular focus on the ethical application of stop and search activities to help reduce the incidence and potential severity of the outcome of violent crime and address the misuse of drugs and alcohol. These activities are not random but are intelligence led and targeted. Update: An enhanced version of the National Stop & Search Database commenced on 1 June 2015. The enhanced database brought significant changes in the process of data capture and the methodology for recording data items. No previous year to date figures are provided as it has been previously acknowledged this data is not 100% accurate, therefore comparisons will provide misleading results or invalid conclusions. Management Information and data in respect of stop and search can be found on the Police Scotland website via **http://www.scotland.police.uk/about-us/police-scotland/stop-and-search-data-publication**

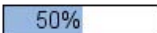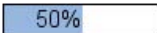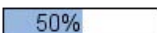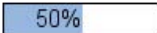| Covalent Ref.	PI Description	Q2 2015/16	Q2 2016/17			Q2 2016/17	Q2 2016/17
		Value	Target	Value	Short Trend	5 Yr Ave	Note
SAP POL 19a	Number of domestic abuse incidents	346		394	⬇		Context: All domestic abuse incidents are subjected to a high level of scrutiny to ensure a victim oriented approach. Update: Targeting of repeat offenders and strong levels of support for victims have contributed to the long term reductions, along with coordinated and cohesive work by all agencies involved. The number of these incidents has risen from last year, up by 13.9%. Not all incidents amount to criminal behaviour. Of the 394 incidents reported, 234 were amounted to criminal acts, a reduction of 7.9% on the previous year when 254 incidents were crimes.
SAP POL 19b	Detection rate for domestic abuse crimes/offences	99.6%		64.5%	⬇		Context: All domestic abuse incidents are scrutinised at daily management meetings and apprehension of offenders is a priority task. Offenders are likely to be kept in custody and to appear at court on the next lawful day. This type of robust and timely action makes clear to perpetrators what the consequences of their action will be, and may have contributed to the reduction in incidents. Although the perpetrator is always identified in these incidents, there are often no persons present other than the victim and supporting evidence must often be gathered from disparate sources including medical and forensic. Providing **corroboration for the victim's evidence by these means** is essential but can be challenging. Update: The year to date figure for Q2 is a total of 234 crimes recorded from 394 reported incidents of domestic abuse. The detection rate is down by 35.1% on the previous year. The detection rate for domestic abuse crimes/offences has fallen significantly when compared against the **previous year although it should be noted that the previous year's figure** was inflated due to several historic crimes from the previous reporting period being detected in Qtr 2 of 2015/16.Of note the detection rate for Q2 2014/20115 was 80.1%.
SAP POL 19c	Percentage of domestic abuse bail checks carried out in 24 hours	100%	95%	100%	▬		Context: These checks can provide reassurance to the victim and the opportunity to explain the terms and impact of the bail conditions thus hopefully deterring any future re-offending. Update: The target for these checks has been consistently met and exceeded throughout Qtrs. 1-2 2016/17.

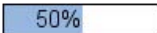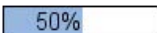| Covalent Ref.	PI Description	Q2 2015/16		Q2 2016/17		Q2 2016/17	Q2 2016/17
		Value	Target	Value	Short Trend	5 Yr Ave	Note
SAP POL 20a	Number of crimes of indecency (Group 2)	62		45	⬆	52	Context: The detailed work undertaken by the Public Protection Unit including the Domestic Abuse Unit can uncover sexual crimes of a historic nature and in these cases the victim and offender are obviously known to each other. There has been a rise nationally in the number of these types of investigation with victims better informed and supported leading to an increase in confidence to report sexual abuse. Update: Whilst the number of Crimes of Indecency has fallen year to date this is as a consequence of one offender last year who was charged with multiple crimes leading to a rise in last year's figure. 5 of the 45 cases reported year to date are historic, having been committed at least more than one year prior to that date of reporting. The long term trend of victims reporting historic abuse is expected to continue.
SAP POL 20b	Detection rate for crimes of indecency	129%		55.6%	⬇	82.3%	Context: Crimes are figures calculated by the date a crime is reported and not the date they are committed. For example crimes committed prior to April 2016 but reported at any point in the reporting period will show as a crime for 2016/17. Detections are recorded on the date a perpetrator is charged, regardless of when the crime was committed. This can mean that in any given month more detections are recorded that the number of crimes that are reported in a particular category and detection rates can exceed 100%. Detection rates can move markedly up or down within comparator periods because of the nature of investigations into such crimes and the need to often await forensic results. Update: As previously indicated with the inflated figures in respect of reported crime the overall detection rate is affected by the historic cases. Out of the 45 cases that were reported in the reporting period only 40 were committed during that period. Of these 25 were detected which provides a detection rate of 62.5% for "current" crimes. The remaining crimes that were reported relate to historic cases, investigations into which are still ongoing. The previous year's figures related to one case from 2014/15 which inflated the detection rate as of April 2015. This will impact on any comparison made throughout 2016/17. Enquires are still ongoing in relation to some of the undetected crimes.

Covalent Ref.	PI Description	Q2 2015/16	Q2 2016/17			Q2 2016/17	Q2 2016/17
		Value	Target	Value	Short Trend	5 Yr Ave	Note
SAP POL 21a	Percentage of rapes to which SOLO officers deployed within 24 hours	100%	100%	100%	▬		Context: A Sexual Offences Liaison Officer (SOLO) is specially trained to provide support to victims of rape and early deployment has proven to be of great benefit to victims. This contact was achieved within 24 hours for all rapes during the reporting period. Update: The target has been achieved and maintained throughout the reporting period.
SAP POL 22a	Detection rate for hate crimes and offences	76.2%		76.7%	⬆		Context: These crimes are given priority at daily management meetings and resources are allocated to progress enquiries quickly and robustly. This approach is reflected in the normally high solvency rates. Update: There have been 43 hate incidents in the year to date, which incorporates 32 Hate Crimefiles. Race remains the greatest hate crime motivation within Clackmannanshire accounting for specifically 20 of these 32 Hate crimes. There were another 7 cfs where there were dual motivations (more than one hate motivation but all included Race). The full breakdown is as follows: Race - 20 Rel/Faith - 1 Sexuality - 3 Transgender - 1 Race, Rel/Faith - 4 Race, Sexuality - 2 Race, Transgender - 1 The ethnicity of the victims were English, Scottish, Nigerian, Italian, Pakistani, French, Irish and Chinese. Police officers on duty are often the target of hate crimes and were victims in 11 Cfs relating to Race, Rel/Faith or Sexuality. At the end of Qtr 2 2016/17 enquiries were still ongoing into 2 of the hate crimes/Incidents reported during that period. Where crimes remain undetected, despite rigorous enquiry by Police, there has been an insufficiency of evidence to allow a report to be submitted to the PF.
SAP POL 23a	Number of Inspection reviews under MAPPA arrangements completed	8		4	📈		Intrusive inspections of Registered Sex Offenders are conducted to a corporate model to examine various processes linked to the management of and record keeping of individuals. Any issues can then be flagged and managed accordingly.

Covalent Ref.	PI Description	Q2 2015/16	Q2 2016/17			Q2 2016/17	Q2 2016/17
		Value	Target	Value	Short Trend	5 Yr Ave	Note
SAP POL 24a	Number of offenders on sex register who re-offend in respect of sexual crimes (Forth Valley Division figures)	2		2			Out of a total of 53 offenders, 9 have re-offended, with 2 offence fitting the criteria of having a sexual element.

Covalent Ref.	Action	Due Date	Progress Bar	Status	Latest Note
SAP POL 001	Target patrols to areas identified with high ASB/Disorder and Violence	31-Mar-2017	50%		Analytical products produced weekly identify areas with high incidence of these issues, which allows managers to direct resources accordingly. There is a general long-term downward trend in such incidents. These products are used in regular Multi Agency Tasking and Coordinating Meetings (MATAC)
SAP POL 014	Target repeat domestic abuse offenders	31-Mar-2017	50%		A marker is attached to locations of domestic abuse incidents which identifies them as repeat incidents if police are called back there. This allows them to take this fact into consideration when dealing with a suspect. Occasions of repeat offending may also influence any bail conditions set. A Standard Operating Procedure (SOP) is available to staff to guide investigations and actions, and officers may often revisit victims to ensure that offenders are adhering to bail conditions and take appropriate action on any breach. All perpetrators receive a warning letter prior to appearance at court explaining potential future police actions and the implications of bail conditions. Repeat offenders and those breaching bail conditions will invariably be kept in custody for the earliest court appearance possible. RFG Methodology has been developed for scoring and targeting perpetrators in terms of how current their offending is (**recency**), how many offences they are known to have perpetrated (**frequency**), and how serious their offending is (**gravity**).
SAP POL 017	Work with partners to address domestic abuse in Clackmannanshire and seek ways to support victims and tackle offenders	31-Mar-2017	50%		In preventing Domestic Abuse, sporadic and discretionary visits to the perpetrator's home are beneficial in demonstrating to the perpetrator that the police and other agencies are aware of their offending behaviour. All partner agencies can undertake communication with the victim, in order to provide appropriate information and referral to support organisations, both statutory and voluntary. There is also an opportunity to sign-post either party (as required) to relevant support agencies, thereby adding education and encouragement to enforcement as a means of tackling offender behaviour. The willingness of partner agencies to provide information to the police about domestic incidents is important in supporting victims and preventing re-occurrences. There are also various types of remote alarm which can be provided to victims in appropriate circumstances. A form for reporting Domestic Abuse is readily available on the home page of the Police Scotland website. This allows reports to be made by victims of or witnesses to such incidents or someone reporting on behalf of a victim (third party reporting).

Covalent Ref.	Action	Due Date	Progress Bar	Status	Latest Note
SAP POL 018	Ensure that tackling domestic abuse is at the heart of the community policing approach	31-Mar-2017	50%	▶	Whilst the Domestic Abuse Investigation Unit concentrates on serious and serial incidents, most instances of domestic abuse are tackled by local officers who resolve immediate situations, ensure the wellbeing of victims and compile substantial reports to ensure that the most appropriate support is available through police and partners. This response is delivered consistently by the application of the Domestic Abuse Standard Operating Procedure (SOP). This focus on domestic abuse has seen long-term reductions in the number of incidents and high detection rates. Domestic Violence is a daily key priority with prevention, intervention and enforcement tactics deployed around the victim and offender as appropriate.
SAP POL 024	Prioritise investigation of crimes against the most vulnerable persons in communities	31-Mar-2017	50%	▶	Each crime reported is subject to scrutiny by local police managers and by the Crime Management Unit. This allows for the early identification of victims such as children and adults who may be vulnerable because of factors such as age or incapacity. Vulnerable Person Reports (VPR) are submitted routinely which detail the concerns re vulnerability. Specialist officers in the Public Protection Unit can be used to deal with particularly serious instances.
SAP POL 026	Work with partners to ensure the safety of children and implement GIRFEC	31-Mar-2017	50%	▶	**Sex Offender Disclosure Scheme "Keeping Children Safe" allows public to raise** child protection concerns which police and partners will act upon. It allows consideration of whether information held by agencies indicates that an individual might pose a threat of serious harm to a child and if that information needs to be released to a parent or carer of the child. In addition, the initial notification of concern may lead to other more immediate actions under the Child Protection SOP depending upon the circumstances. Partnership working takes place strategically through the work of the Child Protection Committee and operationally via Child Protection Case Conferences and Child Protection Plans. The focus of child protection is the Public Protection Unit at Larbert, which includes Multi-Agency Assessment and Screening Hub (MAASH), Family Unit, Young Runaways Project, Early and Effective Intervention (EEI) team and the Offender Management Unit, as well as the co-location and joint working with partners such as Social Work, Health and Education. All of this activity is directed towards supporting the GIRFEC approach.
SAP POL 027	Work with partners to develop and implement a prevention-focused approach to reducing numbers of vulnerable victims and preventing offending both by and against such vulnerable persons	31-Mar-2017	50%	▶	All of the activity above is focused upon early identification of children who may become victims of crime or who are in circumstances which might lead to them offending. This prevention focused approach reduces potential harm to children through submission of Vulnerable Persons Reports and timely consequent action; whilst Early and Effective Intervention has achieved considerable success in reducing the number of children referred to the Fiscal or reported by considering **alternative disposals best suited to the child's circumstances. Adult Protection** measures are also in place to achieve similar outcomes and the Offender Management Unit exists to assess and manage the risk posed by sex or violent offenders.

Covalent Ref.	Action	Due Date	Progress Bar	Status	Latest Note
SAP POL 028	Work with partners through MAPPA to protect communities from serious harm that some offenders may still present after conviction	31-Mar-2017	50%	▶	The Multi Agency Public Protection Arrangements and associated procedures apply categories and classifications of risk to offenders and produce appropriate offender management plans based upon them. This ensures that those presenting the highest risk of harm receive the most focused attention and engagement from police and partners. This activity is measured in SAP POL 24a
SAP POL 029	Work with partners to identify and support victims of hate crimes and tackle offenders	31-Mar-2017	50%	▶	The Multi Agency Hate Response Strategy (MAHRS) exists to provide a strong multi-agency partnership that engages with the local community and is responsive to its diverse needs in respect of tackling hate incidents. Its aim is to monitor and tackle incidents motivated by hatred, prejudice or malice targeted towards an identifiable group. The Lay Advisors Group for the Forth Valley provides opinion and comment from various social groups on police actions, operations and initiatives with a view to assessing community impact. Police Scotland publishes a Hate Crime SOP which, among other things, is intended to prevent repeat incidents and reduce repeat victimisation. It also directs provision of advice on crime prevention/security/personal safety. The National Safer Communities Department of Police Scotland can also provide advice, assistance and support to divisional efforts.
SAP POL 030	Work with partners to support and protect from harm, our most vulnerable adults	31-Mar-2017	50%	▶	An Adult Protection Unit has been established within the Divisional Public Protection Unit. Its work focuses on the investigation of crimes against vulnerable adults but also extends to associated tasks undertaken with partners to provide support and protection. Actions and responsibilities of police and other agencies are detailed in an Adult Support and Protection SOP. Whilst this relates **to adults "at risk of harm" the procedures also cover other identifiable** vulnerabilities. A Vulnerable Persons Report will always be submitted where any element of vulnerability is identified. This allows Police and partner agencies to assess the response and support required. Police and partners are members of local Adult Protection Committees which produce and oversee inter-agency guidelines and procedures. Police will seek to help resolve immediate risks and signpost issues for other agencies to provide longer term support.

2 Dealing with Anti Social Behaviour

Covalent Ref.	PI Description	Q2 2015/16	Q2 2016/17			Q2 2016/17	Q2 2016/17
		Value	Target	Value	Short Trend	5 Yr Ave	Note
SAP POL 14a	Number of disorder complaints	1,882		1,714	⬆		Context: As incidents of disorder often feature noise/neighbour disputes, work is being undertaken to identify locations where there are repeat occurrences to allow preventive /intervention strategies to be developed by partner agencies. High visibility patrols are directed in accordance with intelligence and information about incidents of recurring disorder involving particular locations or individuals. This includes local community information which identifies any recurring disorder hotspots. Update: There has been a continued reduction in incidents of disorder against last year which follows the long term trend over the past few years. The number of incidents of disorder reported for Qtr 2 2016 /17 has continued to fall, resulting in a reduction of 168 incidents (8.9%) when compared with the same period last year. The Local Community Planning Group MATAC meets on a fortnightly basis and has representation from a number of Local Authority / Housing Groups. The MATAC maintains an overview of ASB whether it be specific to a person or place. Through early identification of issues partners are able to deploy prevention / intervention or enforcement activities at their respective disposals with a view to early resolution of measures arising. The MATAC also enjoys the attendance of elected representatives who have an open invitation to attend / assist. A multitude of issues have thus far been addressed which has contributed to the ongoing reduction of these incidents.

Covalent Ref.	Action	Due Date	Progress Bar	Status	Latest Note
SAP POL 003	Work in partnership to address ASB	31-Mar-2017	50%	▶	There are a number of established partnership arrangements including those addressing noise and neighbour nuisance. The Community Safety Partnership is a focus for joint working. One recent initiative to discourage ASB and promote social responsibility is the deployment of Schools Based Officers in certain secondary schools.

Covalent Ref.	Action	Due Date	Progress Bar	Status	Latest Note
SAP POL 004	Work in partnership with the licensed trade to deliver a safe environment in Clacks	31-Mar-2017	50%	▶	One of the Divisional Licensing Officers has direct and specific responsibility for all licensing matters in Clackmannanshire. The approach is very much one of encouragement to adhere to the licensing principles and objectives, with personal contact a notable feature of this area of work. The initiative named Forth Valley Focus on Alcohol (FVFOA) is a multi-agency initiative with several strands. All off-sales premises have been visited to promote the message of responsible selling, particularly in respect of young people; and letters have been sent to schoolchildren with the support of schools to high light the impact of alcohol consumption on personal vulnerability and decision-making. All partners are engaging and focusing on alcohol as a health and wellbeing issue.
SAP POL 005	Take action against licensed premises/individuals who do not meet their statutory obligations	31-Mar-2017	50%	▶	Whilst encouragement and education is the preferred approach, all appropriate checks are undertaken routinely to ensure that those involved in the licensed trade are satisfying their obligations and responsibilities under the legislation. Digressions are reported to the appropriate regulatory authority when appropriate. At present there are no significant issues in respect of any premises, and early intervention by the Divisional Licensing Officer is undertaken to offer advice and guidance at an early stage if any issues appear to be arising at specific premises.

3 Violent Crime

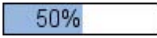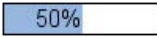| Covalent Ref.	PI Description	Q2 2015/16 Value	Q2 2016/17 Target	Q2 2016/17 Value	Q2 2016/17 Short Trend	Q2 2016/17 5 Yr Ave	Q2 2016/17 Note
SAP POL 10a	Number of serious assaults	20		17	⬆	15.6	Context: Serious assaults are prioritised for investigation and, in the main, locally the victim and perpetrator are known to each other. Whilst alcohol is a contributing factor in such incidents, few acts are perpetrated within or immediately outside licensed premises. Continuous analysis has not indicated any discernible pattern with no repeat location, offender or victim.Majority of the assaults have taken place indoors and not in public and are carried out by kicks and punches rather than by use of a weapon. Update: The number of serious assaults (17) has dropped year to date, down 3 from last year.
SAP POL 10b	Detection rate for serious assaults	100%		94.1%	⬇	89.7%	Context: Detections are recorded on the date a perpetrator is charged, regardless of when the crime was committed. This can mean that in any given month more detections are recorded than the number of crimes that are reported in a particular category and detection rates can exceed 100%. Update: The rate for serious assaults has remained consistently high, with the detection of 16 out of the 17 crimes reported year to date.
SAP POL 11a	Number of robberies	11		7	⬆	7.4	Context: This category also includes Assault with Intent to Rob. All Robberies have been robustly reviewed in terms of the guidance defined in the Scottish Crime Recording Standards. The strict adherence to the ethical recording of this crime type may have led to slightly more incidents falling into this category compared with preceding years as guidance has been updated in relation to counting victims of crime. By way of an example, one male in a domestic setting robs four victims of their mobile phones. This is counted as four crimes. Update: In the year to date reporting period there have been 7 robberies recorded a decrease of 4 compared with the same period the previous year. Most of these robberies consist of taking property from individuals, normally mobile phones or small amounts of money. Typically these crimes have occurred between individuals who are known to lead a chaotic lifestyle and are often known to each other or in some way associated. These incidents rarely involve the use of weapons.

| Covalent Ref. | PI Description | Q2 2015/16 | Q2 2016/17 | | | Q2 2016/17 | Q2 2016/17 |
		Value	Target	Value	Short Trend	5 Yr Ave	Note
SAP POL 11b	Detection rate for robberies	109.1%		100%	⬇	94.6%	Context: The CID have primary responsibility for the investigation of robberies which are scrutinised to discern any emerging trends in respect of location, victim and perpetrator. Update: The detection rate for robberies remains high with all 7 that occurred within the reported period detected.
SAP POL 12a	Number of minor assaults	381		306	⬆	355.4	Context: A large number of these assaults occur in residential property or in gardens or nearby streets and involve people known to each other. Alcohol is often a contributory factor. Incidents also occur regularly within the night-time economy of town centres. Intelligence analysis is used to plot and thereby to try to predict the likely locations of assaults/disorder, and to deploy resources accordingly. Update: There has been a reduction of 19.7% year to date, with 75 fewer crimes reported. The type of assaults range from incidents arising from HMP Glenochil, Residential Homes where residents can have reduced capacity however SCRS still requires a crime to be recorded, and crimes emanating from domestic incidents. Assaults against Police and other emergency service workers have increased significantly over the reporting period up from 19 to 35. Rigorous recording and compliance with SCRS means this level of crimes is unlikely to change significantly. Where repeat offenders or locations are identified, robust processes have been employed to stringently manage them and minimise the risk of re-occurrence.
SAP POL 12b	Detection rate for minor assaults	82.2%		69.3%	⬇	78.6%	Update: The current detection rate has dropped compared with the normal figure for this crime type. Where these crimes remain undetected, generally the suspect is known however there is not a sufficiency of evidence to report to the Procurator Fiscal. SCRS requires crimes to be recorded in cases where the victims or witnesses are uncooperative, which in these cases poses an obvious challenge in terms of obtaining a sufficiency of evidence to charge a suspect.

Covalent Ref.	Action	Due Date	Progress Bar	Status	Latest Note
SAP POL 002	Target perpetrators of violent crime and ensure appropriate enquiry	31-Mar-2017	50%	▶	Intelligence products are used to identify patterns in respect of perpetrators of violence and repeat locations. Preventive measures are considered and robust enquiry is carried out where offences have been committed. Long term rates for such crimes are decreasing, and detection rates remain high. The MATAC process is also applied in these cases.
SAP POL 006	Work with partners to identify and tackle violence in homes in Clackmannanshire	31-Mar-2017	50%	▶	A number of different agencies have reports of incidents in a house and information sharing protocols are used to make partners aware of them. This can build a picture of issues such as domestic incidents, anti-social behaviour, noisy parties and neighbour disputes which are often pre-cursors to violence. Vulnerable Person Reports (VPR) are submitted by officers where there are **concerns about an individual's circumstances. This would include any perceived** risk of that person being potentially subject to violence in the home. Victims who come forward are supported with robust referral systems in place. **There is partnership work ongoing with organisations such as Women's Aid and** Violence Against Women who work in conjunction with the Public Protection Forum with a view to enhancing a holistic supportive agenda. Robust enforcement of bail conditions against those who perpetrate such criminality supports the zero tolerance approach to Domestic Violence.

4 Disrupting Organised Crime

| Covalent Ref. | PI Description | Q2 2015/16 | Q2 2016/17 | | | Q2 2016/17 | Q2 2016/17 |
		Value	Target	Value	Short Trend	5 Yr Ave	Note
SAP POL 16a	Number of Persons charged with Drug Dealing	23		30	⬆		Update: As a result of focussed activity under Operation Core the number of drug dealing cases has risen significantly from 23 to 30.
SAP POL 18c	Through the use of POCA (Proceeds of Crime Act) legislation deprive criminals of a minimum of £3,083,058 (Forth Valley Division figures)	£3,129k		£738k	⬇		Context: This measure quantifies the cash or value of assets or income seized by Police under the proceeds of Crime Act legislation in order to disrupt the criminal activities of members of organised crime groups. These figures calculated for the whole of the Forth Valley Division and are not broken down to Local Authority level.

Update: The year to date totals is down by 23.6% compared with the same period last year. Work in this area will still continue in order to ensure this issue continues to be addressed. |

Covalent Ref.	Action	Due Date	Progress Bar	Status	Latest Note
SAP POL 007	Target and disrupt Serious Organised Crime Groups (SOCG) and, in particular, their access to legitimate business contracts	31-Mar-2017	50%	▶	There is a comprehensive approach taken to the identification of Serious Organised Crime Groups (SOCG) which involves both local and national resources. Once membership and activities are ascertained, specific plans are developed to disrupt the SOCG. These regularly involve local community teams taking action against the SOCG and its members, often in conjunction with partner agencies.
SAP POL 008	Work with partners to disrupt SOCGs and, in particular, their access to legitimate business contracts	31-Mar-2017	50%	▶	Part of the approach to SOCGs is to share information with and involve partner agencies which can bring their own sanctions to bear against SOCG activities. This has proven to be effective through operations targeting issues such as payment of tax and National Insurance, licensing of assets and benefits claims. Local authorities have co-operated in this approach by ensuring that any contracts which they award are not given to businesses with SOCG links. The joint working with the FACT operation re fake DVDs is an example of a different type of cooperation.
SAP POL 009	Tackle Drug Dealers operating in Clackmannanshire	31-Mar-2017	50%	▶	Many of the operations targeting dealers are undertaken by community officers acting on information received from communities. Support is also provided by resources from the national Specialist Crime Division.

Covalent Ref.	Action	Due Date	Progress Bar	Status	Latest Note
SAP POL 010	Work alongside partners to reduce harm caused by drugs in local communities	31-Mar-2017	50%	▶	There is close working with the Clackmannanshire Alcohol and Drugs Partnership to ensure a multi-agency approach to reducing harm. The focus is on users of the service and the provision of network support to their families. The development of the workforce in partner agencies to recognise and understand dependency issues is another feature of the ADP approach.
SAP POL 013	Implement CONTEST strategy	31-Mar-2017	50%	▶	The Forth Valley Multi Agency CONTEST Group meets regularly with senior representation from Clackmannan Local Authority who are working towards delivery of the Governments National Strategic Implementation Plan. CONTEST and WRAP inputs continue to be delivered across the Clacks LA area.

5 Crimes of Dishonesty

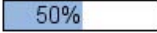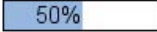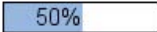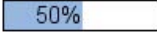| Covalent Ref.	PI Description	Q2 2015/16	Q2 2016/17			Q2 2016/17	Q2 2016/17
		Value	Target	Value	Short Trend	5 Yr Ave	Note
SAP POL 17a	Number of acquisitive crimes (Group 3)	441		426	⬆	543.2	Context: Group 3 crime is known as acquisitive crime and includes Housebreaking, Opening Lockfast Places (OLP), Motor Vehicle crime, Common Theft, Shoplifting and Fraud. Update: Overall acquisitive crime has gone down by 3.4% year to date, equating to 15 less crimes. Overall acquisitive crime is still down over the 5 year period by 21.6%. Reductions are seen in Housebreaking non dwelling and other premises) and Motor related crimes whilst fraud and shopliftings have increased. There has bene a significant raise in shoplifting which is up 51% compare to the same period last year.
SAP POL 17b	Detection rate for acquisitive crimes	44.4%		57.5%	⬆	47.5%	Context: This measure relates to the overall detection rate for all acquisitive (Group 3) crime. The nature of investigations into this crime type often means that detections will occur over time as forensic and other enquires yield information which means this figure will be reasonable expected improve over time. Update: Whilst acquisitive crime has dropped the overall detection rate for acquisitive crimes is also up by 13.1% compared with same period last year and is 10.1% higher than the 5 year average. The detection rate for Housebreaking related crime is 42.6% which considerably higher than the five year average of 34.4%, however less by 2.6% for the same period last year when it was 45.2%. In relation to the significant rise in shoplifting crimes the detection rate is 91% compared with 78.9% for the same period last year.
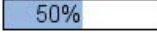
Covalent Ref.	Action	Due Date	Progress Bar	Status	Latest Note
SAP POL 011	Target known offenders involved in acquisitive crime particularly housebreaking and metal theft	31-Mar-2017	50%	▶	The activity strands of intelligence, prevention and enforcement are used to combat recidivist criminals. Often there is significant information available about known offenders, their methods and their associates, and forensic evidence can also be targeted on the basis of such knowledge. Housebreaking is generally lower than any of the past 10 years, and looking over the longer term, residential premises comprise a minority of locations (39.3%). **Many of these residential premises are "bed-sit" type accommodation. On** occasion, the same premises can also attract complaints about anti-social behaviour.

Covalent Ref.	Action	Due Date	Progress Bar	Status	Latest Note
SAP POL 012	Support victims of crime and provide updates on the progress of enquiries	31-Mar-2017	50%	▷	The police approach is victim-orientated and will include helping to identify other agencies which might be **able to provide assistance specific to a person's** requirements. Victims are keen to be updated on incidents, and instructions have been passed to officers to ensure that these are supplied within specific time scales. The crime reporting system is used to ensure that updates are passed. The level of public satisfaction with updates is monitored via the User Satisfaction Survey. The overall year to date figure is 57.3% however it should be noted that this figure includes updates in connection with incidents as well as crimes.

6 Making Roads Safer

Covalent Ref.	PI Description	Q2 2015/16 Value	Q2 2016/17 Target	Q2 2016/17 Value	Q2 2016/17 Short Trend	Q2 2016/17 5 Yr Ave	Q2 2016/17 Note
SAP POL 25a	Number of people killed or seriously injured in road collisions (KSI)	7		8	⬇		Context: This figure includes all people killed or seriously injured in road collisions and a further breakdown is provided in the update below. Update: There have been no fatalities reported within quarter 1 and 2 of 2016/17. There has been no child casualties or serious injuries.
SAP POL 25b	Number of road collisions resulting in injury	34		36	⬇		Context: Analysis is routinely undertaken to identify high risk locations for collisions in order that prevention activity can be deployed to these areas. Update: Year to date there has been 2 more collisions resulting in injury compared with the same period last year.
SAP POL 25c	Number of People charged with mobile phone offences	30		15	⬇	55.4	Context: The use of mobile phones while driving, and speeding in vehicles, are recognised as two potential contributory factors in road collisions. Regular speed checks and other initiatives provide the opportunity not only for enforcement of the legislation but also the education of drivers. Although driver engagement levels are still high, as evidenced by the number of speeding offences in SAP POL 25d, a focus on driver education has led to a reduction in the number of charges for these offences compared to last year. Operational campaigns against speeding, mobile phones etc. are widely publicised and results reported on through various media.
SAP POL 25d	Number of people charged with speeding offences	344		177	❓	182.2	As above. Speeding often features as a local priority in Multi Member Ward Plans. Analysis of plans and results of traffic measurement surveys help to direct resources such as safety camera vehicles to particular locations. Hand held radar equipment is also used regularly by local officers and members of the Divisional Roads Policing Unit. There had been focussed activity in the Clackmannanshire area over the **previous year's reporting period which resulted in significantly higher** figures compared with preceding years.
SAP POL 25e	Number of people charged with disqualified driving offences	1		4	⬆	3.8	Due to the high engagement with drivers, the number of persons detected under this category is 3 more than the same period last year. Details of known disqualified drivers, and particularly those known to re-offend, are available to officers. The focus which has been given to this offence may be discouraging potential offenders.

Covalent Ref.	Action	Due Date	Progress Bar	Status	Latest Note
SAP POL 019	Identify problem road locations using collision intelligence and community information	31-Mar-2017	50%	▶	A monthly tactical assessment is produced which identifies the location, frequency and severity of road collisions in Clackmannanshire with a view to determining trends which may need to be addressed. By adding road safety priorities from community consultation, a picture of road safety considerations is gained, and appropriate responses planned. This may include increased patrols or static radar checks, or discussion with partners about additional signage or engineering. Road safety concerns raised at community forums are also fed into the process for planning responses.
SAP POL 020	Target road traffic offenders - particularly drink driving and driving whilst disqualified	31-Mar-2017	50%	▶	Good information is the cornerstone of this activity. This may come from officers, communities or court/DVLA data. This information allows police to prioritise people who represent the greatest risk on our roads. Consequent tasking to local and traffic officers means police have the right people at the right place at the right time to detect offenders. Equipment in police vehicles has automatic access to relevant data which allows us to be more effective when patrolling or performing specific road checks. The year to date figure for drink/drug driving in Q2 2016 is 25 which is same compared to the same period last year and is in line with the 5 year average (24.2). Drivers involved in collisions at which police attend are breathalysed as a matter of course. The number of disqualified drivers detected in the year to date (4) is up on the previous year (1).
SAP POL 021	Work with VOSA and other partner agencies to carry our high profile road policing operations across Clackmannanshire	31-Mar-2017	50%	▶	There have been a number of static checks across Forth Valley which uncovered crimes and offences, and also revealed circumstances surrounding individuals and businesses which allowed partner agencies to apply their own sanctions.
SAP POL 022	Work with partners to provide engineering solutions for safer roads networks	31-Mar-2017	50%	▶	There are regular meetings with partners in local authority roads departments as part of the analysis process aimed at identifying problem locations. Discussion among partners allows proposals for addressing issues to be advanced. These **will often involve "engineering" solutions in their widest sense, such as improved** signage, variations in speed limits and creation of speed restriction features such as road humps.
SAP POL 023	Work with partners to educate road users about road safety	31-Mar-2017	50%	▶	Prior to the formation of Police Scotland, a variety of road safety structures existed to deliver a range of services in support of local Road Safety Partnerships. The 1988 Road Traffic Act puts a 'statutory duty' on the local authorities to deliver an appropriate road safety education service. Often this was undertaken in partnership with local forces. During the transitional period in which legacy force protocols transfer to Police Scotland, Divisional Road Policing Unit (DRPU) Inspectors will assume responsibility for liaison with local authorities and existing local Road Safety Partnerships. This will ensure that initiatives are **supported and local concerns addressed. There will be no 'gaps in service'** nationally and DRPU Inspectors will act as interim guardians of this service delivery.

7 Achieve high levels of community confidence and satisfaction

Covalent Ref.	PI Description	Q2 2015/16	Q2 2016/17			Q2 2016/17	Q2 2016/17
		Value	Target	Value	Short Trend	5 Yr Ave	Note
SAP POL 26	Emergency calls response rates			0h 12m 50s			Context: This measure provides information on the average length of time taken to attend at the scene of Emergency (Grade1) classified incidents. The incident handling and incident dispatch times must be below 5 minutes to achieve Grade of Service for Grade 1 incidents. Figures are based on resourced incidents where a call is received from a member of the public, incident raised and transferred to Area Control Room, then a resource dispatched which subsequently arrives at scene. Update: Year to date is not currently available as these stats are reported monthly. A request has been made to C3 to see if these figures can be obtained on a year to date basis however at present this is not possible. The figures for this KPI relate to the month of September 2016 only, as year to date figures are not currently calculated. Incident handling and incident dispatch times must be below 5 minutes to achieve Grade of Service for Grade 1 incidents. Based on 128 Grade 1 incidents in September 124 calls received Grade of Service (96.9%). The average Overall Response Time includes the times take for the Call Handling, Incident Dispatch & Resource Deployment. The average Resource deployment time for September was 12 minutes and 50 seconds.
SAP POL 27a	Satisfaction with service delivered by Police Scotland in Forth Valley	74.6%		77.4%	⬆		The method previously used by Central Scotland Police to gather information on public satisfaction has recently been replaced by a national process. Community confidence and satisfaction remains at the core of the approach in Forth Valley Division. Staff are encouraged to focus on the needs of the individual at all stages of contact across all types of situation. Data is currently only available for Forth Valley Division as a whole. Below are levels of satisfaction with various stages of contact with police / police approach to calls: Treatment by staff on first contact – **95.5%** Service received at first contact – **90.7%** Treatment by officers attending incident – **88.2%** Adequately informed re progress of incident – **60.3%** Fair treatment by police in dealing with incident – **87.7%** Treated with respect by police in dealing with incident – **90.7%**

| Covalent Ref. | PI Description | Q2 2015/16 | Q2 2016/17 | | | Q2 2016/17 | Q2 2016/17 |
		Value	Target	Value	Short Trend	5 Yr Ave	Note
SAP POL 27b	Number of complaints about Police per 10,000 incidents	20.8		20	⬆		Context: In order to ensure consistency across all divisions in the reporting levels of complaints about the police a common reporting format has been developed. The data contained in this section of the report applies to Forth Valley Division as a whole and reflects the categories which are currently provided from the national performance system. A single complaint may contain a number of allegations. These may relate to the behaviour of individual members of staff either "On duty" or "Off duty", or to an issue in respect of the "Quality of service" delivered by the organisation. One complaint therefore could contain a combination of the different types of allegations. Update: The total number of complaints for this reporting period is 20. There were a total of 24 allegations contained within the 20 complaints, of which 21 were in relation to the actions of staff whilst on duty, 0 whilst off-duty and 3 were in respect of the quality of service delivered by the organisation.

Covalent Ref.	Action	Due Date	Progress Bar	Status	Latest Note
SAP POL 034	Ensure policing teams attend local community forums to provide information and record feedback	31-Mar-2017	50%	▶	Police are represented at community forums and provide information on performance against local plans and priorities and seek community views on local issues and concerns. This process helps to inform local police planning. A reporting template is being developed in conjunction with community councils to ensure that such a report is always submitted to meetings as a minimum standard of service, where personal attendance is prevented.
SAP POL 035	Carry out regular public consultation to inform policing priorities and assess public satisfaction with service	31-Mar-2017	50%	▶	Community officers undertook a new style community survey which ran to the end of October 2013, The results were used in the formulation of the Local Policing Plan and MMW plans. Community councils, partner agencies and voluntary sector were also consulted for these plans. A further public survey was also hosted on an external website and advertised with the assistance of Clackmannanshire Council. Public satisfaction surveys are being undertaken and reported on currently at Forth Valley Division level, although it is planned to report this at local authority level in the future.
SAP POL 036	Report on complaints and complaints handling procedures to the local governance body in Clackmannanshire	31-Mar-2017	50%	▶	Currently, there is local reporting to the Resources and Audit Sub Committee on the number of complaints and associated allegations, both in respect of individuals' actions and of organisational service delivery. Assessment is ongoing nationally of the format of information which might be produced from the revised complaints IT system. The complaints handling procedure is explained in detail in the information pack issued to members.

Covalent Ref.	Action	Due Date	Progress Bar	Status	Latest Note
SAP POL 037	Work with partners in preparedness for any major event or incident	31-Mar-2017	50%	▶	There are well-established structures and processes in place among local authorities, emergency services and businesses to implement plans for responses to major incidents and events. These plans are practised through exercises involving all partner agencies, and are subject to regular review and inclusion of lessons learned. This was the case in the recent exercise of the CONTEST anti-terrorism strategy and plans, part of which was hosted in Forth Valley. Response plans are also in place in respect of some major business organisations in Clackmannanshire such as Diageo.

Appendix 2

Scottish Crime Recording Standard data

In their 2014 Audit of Crime Recording, HMICS made the following recommendation:

> *"Police Scotland should provide local scrutiny and engagement bodies with the findings of internal crime recording audits and any resulting improvement plans. This will facilitate the scrutiny of crime data presented to them by local Commanders".*

Crime recording information will now be provided to Commanders on a twice yearly basis, following the biannual crime registrar's audit in October and March of each year.

Scottish Crime Recording Standard information below reflects the Quarter 3 & 4 Audit for 2015/16.

Scottish Crime Recording Standard **Quarter 3 & 4 Audit 2015/16** **(not available at Local Authority level but detailed at Divisional and Force level for information purposes)**							
45	Audit 1 - Crime Related Incidents and Associated Recorded Crime Audit 2015/16 - Quarters 3/4 (October to March)	Test 1 - Incidents			Test 2 - Recorded Crime		
		Incidents Audited	No. of errors	SCRS Compliance	Crimes Audited	No. of Recording Errors	SCRS Compliance
	C Division	150	7	95.3%	90	4	95.6%
	Force	2,360	129	94.5%	1,814	126	93.1%
Details of the methodology for Audit 1 can be found below.							

	Audit 2 - Divisional Crime Audit 2015/16 - Quarter 4 (January to March)	Crimes Audited	No. of Recording Errors	SCRS Compliance
46	C Division	235	6	97.5%
	Force	3,500	212	93.9%
Details of the methodology for Audit 2 can be found below.				

		Number of "No Crimes"	No. of errors	SCRS Compliance
47	Audit 3 - "No Crime" Audit 2015/16 - Quarters 3/4 (October to March)			

	Audited		
C Division	50	1	98.0%
Force	973	47	95.2%
Details of the methodology for Audit 3 can be found below.			

AUDIT METHODOLOGY

Audit 1 - Crime Related Incidents and Associated Recorded Crime

The audit sample was selected from Command and Control incidents over a specific four day period with initial call types CR-60 to CR-79 within the Crime category, and incidents with initial call types AB-57 Communications, AB-58 Hate Crime, PW-40 Domestic Incident and PW-76 Child Protection. The incident sample selected for audit ensured, working to a 95% confidence level with a confidence interval of +/-3%, that the sample audited was statistically representative of all incidents of this type recorded during the four day audit period. A formula was applied to the total number of incidents per Command Area and apportioned out between Divisions in that Command Area in order to obtain sample sizes. These were subject to a minimum of 150 and a maximum of 300 per Division.

Compliance in each of the two Tests is achieved with a result of 95% or above.

The audit tested:

Test 1 – Crime Related Incidents

- That incidents initially inferring a crime or apparent criminal activity and closed as a non-crime contained a satisfactory narrative to eliminate any inference of criminality and fully justify a non-crime disposal.
- That each incident clearly indicated a crime or non-crime as a disposal on the incident text.
- Where an incident was closed as a crime, the corresponding crime record was traced.

Test 2 – Recorded Crime

- The correct application of SCRS on recorded crimes in respect of the Scottish Government Counting Rules and the correct classification of crimes. In terms of compliance with SCRS each individual crime over or under-recorded, or incorrectly classified was counted as having failed the audit.

Audit 2 - Recording of Specific Crime Types (Divisional Crime Audit)

To ensure that a number of different areas of crime recording are represented by Audit 2, samples were obtained from the following categories:

- Assault (Common Assault only)
- Group 1 Crime (Crimes of violence)
- Group 2 Crime (Sexual offences)
- Group 3 Crime (Crimes of dishonesty)
- Group 4 Crime (Damage to property)
- Other Crimes from Groups 5, 6 and 7

While not as statistically representative of all records within the audit period as Audit 1, the sample sizes in Audit 2 were weighted to take into account higher volumes of crime being recorded in some Divisions subject to a minimum of 100 records and a maximum of 300 records.

The audit tested the correct application of SCRS on recorded crimes in respect of the Scottish Government Counting Rules and the correct classification of crimes. In terms of compliance with SCRS each individual crime over or under-recorded, or incorrectly classified was counted as having failed the audit.

Compliance in this audit is achieved with a result of **95%** or above.

Audit 3 - Crime Records Reclassified to "No Crime"

The third principle of SCRS states "once recorded, a crime will remain recorded unless there is credible evidence to disprove that a crime had occurred".

The audit tested the correct application of this principle in respect of recorded crime which was reclassified to "No Crime" following Police enquiry into the reported circumstances. In terms of compliance with SCRS each individual crime reclassified incorrectly was counted as having failed the audit.

The sample sizes in Audit 3 were weighted to take into account the higher number of records reclassified to "No Crime" in some Divisions subject to a minimum of 50 and a maximum of 100.

Compliance in this audit is achieved with a result of **95%** or above.

In order to allow Divisions a reasonable period of time to ensure that records are complete and compliant with SCRS, audits are generally undertaken once a period of three months from the date of the incident/crime has elapsed. Any record incomplete at the time of audit will be audited based on the information available at the time.

Report to: Scrutiny Committee

Date of Meeting: 2 March 2017

Subject: Fire Performance Report – Half One 2016/17

Report by: Local Senior Officer Clackmannanshire and Stirling

1.0   Purpose

1.1   The purpose of this report is to provide committee with:

- A six month performance of the Scottish Fire and Rescue Service (SFRS) in Clackmannanshire covering the period 1 April to 30 September 2016.   The report is based on performance against objectives and targets set out in the Local Fire and Rescue Plan for Clackmannanshire 2014/17. Performance indicators are detailed in the summary report at Appendix 1.

- An overview of the Ward prevention plans being developed by the Scottish Fire and Rescue Service (SFRS). These ward prevention plans have been developed to support the delivery of the Local Fire Plan for Clackmannanshire. They outline the mechanisms for delivering the Local Fire Plan at a ward based level.

2.0   Recommendations

2.1.   It is recommended that committee note and challenge the report as appropriate.

3.0   Considerations

3.1.   A number of significant trends are worth highlighting from the report at Appendix 1. These are outlined below..

3.2.   There have been no fire related fatalities and seven fire casualties in the reporting period; this is the same number when compared to the same period during 2015/16. This figure includes three casualties that required admission to hospital but their injuries appeared slight.

3.3.   The SFRS delivered their Spring Thematic Action Plan from the 29th of February to the 25th of April. The main local target was the reduction of fire related anti-social behaviour.
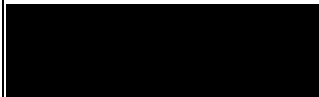
3.4. The Summer Thematic Action Plan from the 27th of June to the 29th of August. Also targeted the reduction of fire related anti-social behaviour.

3.5. Accidental dwelling fires have decreased by four when compared with the same period during 2015/16. The cause of these fires has predominantly been cooking related activities. This will continue to be a focus of our on-going prevention work. Clackmannanshire is above for Scottish average for these types of fire.

3.6. Work is on-going to identify and support vulnerable people in Clackmannanshire, through the Home Fire Safety Visit Programme and fire safety referrals through the multi-agency activity. The quantity and quality of referrals from partners allow the service to target resources within Clackmannanshire, with the aim of reducing the number of accidental dwelling fires and casualties from these fires in the long term. The SFRS completed 332 HFSV's with 170 being in premises classed as high risk.

3.7. Deliberate fires have reduced by twenty five when compared with the same period of 2015/16. Clackmannanshire is below the Scottish average for these types of fire.

3.8. Non-domestic fires have decreased by two when compared with the same period of 2015/16. The high risk potential of this type of fire prompts a thorough incident review and a post fire audit completed where required. This ensures that we work closely with local businesses to reduce fire risks in this sector.

3.9. The number of casualties from special services has decreased by two when compared to the same period in 2015/16. The SFRS are attending slightly more special services with the increase being caused by us offering more support to partner agencies. The SFRS have noted a reduction in RTC that we attended.

3.10. The number of false alarm calls increased by forty eight when compared to the previous year. It is noteworthy that false alarm calls continue to make up more than 50% of all calls received in Clackmannanshire and as such their reduction remains a focus for the SFRS. 124 of the 240 calls attended were at non-domestic premises.

3.11. Incident response time is the time which elapses from the Service receiving an emergency call to a fire appliance arriving at the incident location. Scotland currently has no national standard for response times but in the former Central Scotland Fire and Rescue Service the benchmark time was set at ten minutes. During the reporting period the average response time to incidents in Clackmannanshire was eight minutes fifty four seconds, which is within the benchmark ten minute period. This statistic will continue to be monitored and reported to the committee as appropriate.

3.12. The SFRS has developed ward plans for each of the multi-member wards within Clackmannanshire Council area to ensure that the delivery of prevention messages to meet the Local Fire Plan 2014-17 are targeted to the areas of greatest need.

3.13. These prevention plans set out the priorities and objectives for the SFRS within each ward area for year 2016/17 and will be reviewed annually.

3.14. The aim of the plans are to ensure that the SFRS continues to work closely with our partners in the wards to ensure we are all "Working Together for a safer Scotland" through targeting risks to our communities at a local level. The objectives for each plan will allow local SFRS staff to ensure that the targeted work will support the multi-agency work being planned to improve the outcomes for the local communities.

3.15. The purpose of the plans is to help SFRS staff, community partners and interested members of the public to become acquainted with the area and the risks within the ward. These plans outline the key delivery mechanisms through which we will deploy our resources to achieve our agreed priorities and contribute to the achievement of the SFRS and also our partners' outcomes at a local area level.

3.16. In order to achieve the objectives set out in these plans the performance and operational activities are measured on a monthly basis and reported on a quarterly basis to the Stirling and Clackmannanshire management team.

3.17. Appendix 2 shows the Ward Prevention Plan for Clackmannanshire West, this format has been repeated for all five wards. Copies will be distributed to all members once the documents have been published.

Author(s)

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Approved by

NAME	DESIGNATION	SIGNATURE
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Clackmannanshire Local Fire and Rescue Plan 2014-17

Clackmannanshire
Council

Performance Report: 1st April – 30th September 2016-17

Guide to symbols used in this report

ACTIONS		PIs	
Expected Outcome		**Trend** (Compares the current value with the average for the same half year period over the last 4 years)	
✔	Meet target/complete within target dates	⬆	Performance has improved
⚠	Will complete, but outwith target	▬	Performance has remained the same
✖	Fail to complete or cancelled	⬇	Performance has declined
		❓	No comparison available - May be new indicator or data not yet available

1. Local Risk Management and Preparedness

Latest Note
The Service identifies, prioritises and plans to meet the risks in each local community. We said we would:

•   actively participate in the Community Planning Arrangements

•   develop our staff to deal with our local risks

•   gather and analyse risk information

•   work with partners to mitigate risks

•   adopt a multi-agency approach in our response to major events.

All our operational staff continue to gather and analyse local risk information and operational intelligence which is used in our preparations drive down risk and to resolve incidents.

We conduct Post Incident debriefs to identify any lessons that can be learned from our preparedness and response to emergency events.

We use Urgent Operational Intelligence Briefings to inform our operational staff of any safety critical information that ensure their, and the communities, continued safety.

We continue to be an active member of the Forth Valley Local Resilience Partnership.

We share information with local authority partners and other key stakeholders (e.g Police Scotland, Scottish Ambulance Service, Stirling Council Emergency Planning Department) to ensure emergency event risks are mitigated.
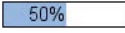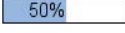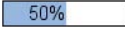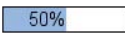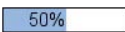
During the reporting period the service did not attend any large scale incidents.

During the reporting period the service participated in 6 multi-agency exercises:

• DISCO 65 exercise Calachem 20th April
• Ochils Mountain Rescue joint line rescue exercise 1st June 2016
• Debrief from Exercise Cold Tip 14th June 2016
• Exercise Astral Climb 22nd June 2016 (MOD multi agency nuclear road transport exercise held at former Scottish Power site at Longannet)
• Exercise Cowie on the 6th of October to test external emergency plan. |

- Exercise Burning Oak to test Diageo Bonnybridge Off-Site plan,

1. Local Risk Management and Preparedness

Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
SAP FIR 001	Support operational staff through a centrally supported maintenance phase development programme	31-Mar-2017	50%	✓	All targeted modules were completed during the reporting period. Training and Employee Development staff continued to support Retained Staff at Alloa and Tillicoultry. The training framework being delivered has been developed and programmed to target the risks in the local area.
SAP FIR 002	Support the development of officers through internal and external exercises.	31-Mar-2017	50%	✓	Operational staff continued to be developed. Staff have attended a broad variety of courses ensuring operational competence.
SAP FIR 003	Ensure currency of operational intelligence by completing or reviewing tactical information plans in line with national guidance and local needs.	31-Mar-2017	**30%**	✓	The SFRS has a statutory duty to reduce the risks to our communities to make certain that they receive the best possible service. The management of risk within our community means: • Identifying the risks to the community which fall within the scope of responsibility of the SFRS. • Undertaking a process to prioritise these risks. • Ensure appropriate Local and National resource capability and training.
SAP FIR 004	Fully support the FVLRP and local partners to ensure that incidents at the local significant premises are well managed.	31-Mar-2017	50%	✓	The SFRS fully support the Forth Valley Local Resilience Partnership by committing staff including a designated Civil Contingencies Officer. This ensures that any incident at a local significant premise will be managed with a coordinated multiagency response.
SAP FIR 005	Engage with local partners to ensure community risk reduction through comprehensive information sharing.	31-Mar-2017	50%	✓	Local Officers are involved in the local community planning process at all levels with the Station Commander for Alloa and Tillicoultry now embedded in the local community planning partnership. The service continues to support the Community Wellbeing and Safety partnership. Current local priorities include staff training in Alcohol and Drug awareness and mental health training has been programmed for Quarter 3 and 4.
SAP FIR 006	The SFRS will ensure that the local internal Business Continuity Plans are annually reviewed within Clackmannanshire, engaging with partners, where there are opportunities for coordinated improvement.	31-Mar-2017	50%	✓	Through the risk proportionate audit process high risk premises are identified. This process is under constant review. Businesses that are considered high risk commercially include premises where high numbers of people are employed or when valuable or unique service is offered to the community. The SFRS maintain a property log book for each station in Clackmannanshire.

2. Reduction of Accidental Dwelling Fires

Covalent Ref.	PI Description	2015/16 Value	2016/17 Target	H1 2016/17 Value	H1 2016/17 Long Trend	Latest Note
SAP FIR 02	Number of accidental dwelling fires	68	45	34	⬇	There have been thirty four accidental dwelling fires during the reporting period. This is a reduction of four when compared to the same reporting period in 2015/16. Twelve of the incidents occurred in Clackmannanshire South Ward, six in each of Clackmannanshire East and Clackmannanshire Central Wards, nine in North Ward, with one in Clackmannanshire West Ward. The main cause of these incidents was cooking related activities. Alcohol or drugs were suspected to be a contributory factor in three of the incidents. Smoke detection was present in twenty seven of these incidents. Of the twenty eight incidents where an identifiable person was involved eleven were over the age of 64, fifteen were between 18 and 64 and two were between 10 and 17. Twenty of the fires only caused heat or smoke damage. Only nine of the thirty four incidents required the application of water to extinguish the fire. Four of the 34 fires were classed as severe. The average rate of accidental dwelling fires for Clackmannanshire is 6.70 per 10,000 population; this is above the Scottish average of 4.61. The SFRS completed 332 **HFSV's with** 170 being in premises classed as high risk. The service fitted smoke detectors in 142 premises

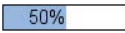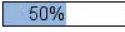| Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
SAP FIR 007	Continue to deliver targeted Home Fire Safety Visits, ensuring that the focus remains on higher risk individuals and households.	31-Mar-2017	50%	✔	The SFRS working with NHS Forth Valley have reviewed the current Information Sharing protocol. This has been broadened to include the Local Authority allowing further controlled sharing on information. The SFRS have continued to train partner agencies including the community wardens, housing officers and social workers with further joint visits planned with the wardens. The SFRS has allocated additional financial resources **allowing the retained firefighters to increase the number of HFSV's completed in their** local area. As part of the SFRS staff development we have completed alcohol and drug awareness and programmed mental health training to improve the quality of the referral the SFRS make to partners.
SAP FIR 008	Data analysis to ensure engagement is targeted at vulnerable groups	31-Mar-2017	50%	✔	The Station Manager at Alloa Fire Station has completed a scoping exercise in partnership with Community Wellbeing and Safety partners. There have been challenges in implementing the areas to prioritise but training for SFRS staff in Slips, trips and Falls has been completed for Community Action Team and the whole time crews.

3. Reduction in Fire Casualties and Fatalities

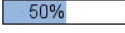| Covalent Ref.	PI Description	2015/16 Value	2016/17 Target	H1 2016/17 Value	H1 2016/17 Long Trend	Latest Note
SAP FIR 03	Number of fire casualties and fatalities	8	5	7	⬇	Of the seven casualties recorded during the reporting period all injuries were caused by accidental fires with three casualties requiring to attend hospital with injuries classed as slight and four requiring first aid treatment only.

4. Reduction of Deliberate Fire Setting

Covalent Ref.	PI Description	2015/16 Value	2016/17 Target	H1 2016/17 Value	H1 2016/17 Long Trend	Latest Note
SAP FIR 04	Number of deliberate fires	103	104	51	⬆	During the reporting period there were fifty one deliberate fires. This is a decrease of twenty five when compared to the same period in 2015/16.

During the reporting period there were fifty one deliberate fires. This is a decrease of twenty five when compared to the same period in 2015/16.

Sixteen of the fires occurred in both Clackmannanshire South and West, two occurred in Clackmannanshire East, six occurred in each of Clackmannanshire North, and eleven fires occurred in Clackmannanshire Central.

There have been six deliberate primary fire recorded which, is a reduction of five on the same period in 2015/16.

There has been the following activities completed during the reporting period to address deliberate fires;
10 High school talks interventions delivering fire reduction messages to 414 pupils
6 Primary school talks interventions delivering fire reduction messages to 389 pupils
Youth Group Interventions – we attended 10 separate youth groups delivering fire and reduction messages to 346 young people
Nursery visits – we attended 3 nursery groups talking to 105 parents and carers on fire reduction.
There was 12 visits to the station interacting on fire reduction and safety to 166 members of the public
We attended 8 gala days within area interacting with 914 members of the public
We delivered 3 Fire Setter interventions with 5 attendees
We had 3 Leaflet Drop days delivering Safety leaflets to 175 members of the

Covalent Ref.	PI Description	2015/16	2016/17	H1 2016/17		Latest Note
		Value	Target	Value	Long Trend	
						public. We completed 60 PDIR post incident visits providing home safety information to 497 residents. Nationally the average rate of deliberate fires is 16.86 per 10,000 population; Clacks is below this at 10.04 per 10,000 population.

Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
SAP FIR 009	Deliver general activities for young people at risk of fire setting and fire-related ASB.	31-Mar-2017	50%	✔	Local Ward plans have been developed to allow the SFRS to ensure that all interventions use evident to target the correct communities to support. During the reporting period the SFRS delivered the Spring Thematic Action Plan and the Summer thematic Action Plans which both have a focus on the reduction of deliberate primary and secondary fires. The Spring TAP ran from the 29th of February to the 25th of April and the Summer TAP ran from 27th of June to the 29th of August. Each of these TAP used historical information to target areas of greatest need.
SAP FIR 010	Identify young people with a specific risk of fire setting and fire-related ASB and work in partnership to deliver appropriate interventions.	31-Mar-2017	50%	✔	The SFRS identified 5 young people during this period and carried out 3 separate fire setter interventions. We carried out 10 engagement events with 346 people during the period with all being below being under 18

5. Reduction of Fires in Non Domestic Properties

Covalent Ref.	PI Description	2015/16	2016/17	H1 2016/17		Latest Note
		Value	Target	Value	Long Trend	
SAP FIR 05	Number of non-domestic property fires	23	22	10	⬆	There were ten non-domestic fires during the reporting period. Of these fires all were accidental. These fires involved three incidents at factories, two incidents at a farm, and a single incident at a prison, an office, a school, a shop and in a sheltered house.

Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
SAP FIR 011	Identify high life risk non-domestic premises and carry out safety audits of these premises.	31-Mar-2017	50%	✔	Premises identified as high life risk are audited in line with the national fire safety enforcement framework by local enforcement officers. All fires within non-domestic properties receive support which may include a post fire audit with the SFRS working in partnership with the wider business community.

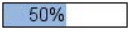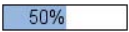| Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
SAP FIR 012	Provide accessible information on fire safety and fire legislation for businesses through various communications channels	31-Mar-2017	50%	✔	Relevant Fire Safety Risk Assessment advice is given to duty holders when required to support their compliance with the fire safety Law. Businesses are signposted to the Scottish Government web site for Fire Safety Legislation on all correspondence.

6. Reduction in Casualties from Road Traffic Collisions, Flooding and other Special Service Calls

Covalent Ref.	PI Description	2015/16	2016/17	H1 2016/17		Latest Note
		Value	Target	Value	Long Trend	
SAP FIR 06	Number of casualties from Road Traffic Collisions, Flooding and other Special Service Calls	22	24	11	⬆	The number of fatalities and casualties from all special services attended by the SFRS for the reporting period was eleven, two of these were fatalities; this is a decrease of two from the same reporting period in 2015/16. Five of these casualties were due to RTC's with the other six being: two fatal incidents where SFRS forced entry for another partner, the casualties were from three incidents where the SFRS forced entry to a premise and one incident involving a casualty impaled on an ornament. During the reporting period the service attended forty nine special services which was an increase of seven from the same period in 2015/16. Five of these incidents were RTC's, 17 were caused by the SFRS being requested to force entry into a premise, four were release of people, five were to assist other agencies, four were to remove objects from people, three were domestic flooding, one was to an animal rescue, one to a hazardous material incident, three lift release, 2 no action required, one suicide, one make an area safe, one medical emergency and one where we were required to give advice only.

Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
SAP FIR 013	Support educational work targeted at high risk groups on non-fire related issues, working in partnership to get the agreed messages across to targeted groups.	31-Mar-2017	50%	✔	Local Ward plans have been developed to allow the SFRS to ensure that all interventions use evident to target the correct communities to support. The planning for SDSA in underway, the training for Slips, Trips and Falls that was covered earlier and nationally the SFRS leads on phase 2 of the Building Safer Communities programme with part of the focus on the reduction of unintentional injuries. The national strategic assessment is now reaching completion with all documentation due to be release in Q4. This will assist in targeting the activity of our crews to make the greatest difference.

7. Reduction of Unwanted Fire Alarm Signals

Covalent Ref.	PI Description	2015/16 Value	2016/17 Target	H1 2016/17 Value	Long Trend	Latest Note
SAP FIR 07	Number of unwanted fire alarm signals	407	422	240	⬇	There have been 240 False Alarms recorded during the reporting period. This is an increase of forty eight when compared to the same reporting period in 2015/16. There has been one premises that has breached stage three and one premises that has breached stage two of the SFRS Unwanted Fire Alarm Signal (UFAS) Policy. Seventy two of these incidents were in Clackmannanshire South, sixty seven were in Clackmannanshire West, forty three were in Clackmannanshire Central, and twenty three were in Clackmannanshire East and thirty five were in Clackmannanshire North. 124 of these were non domestic premises.

Covalent Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
SAP FIR 014	Embed the national unwanted fire alarm signal procedure ensuring the targeting of buildings with high levels of unwanted fire alarm signals to ensure they have appropriate procedures in place	31-Mar-2017	50%	✓	SFRS staff are working with occupiers of all premises giving support and advice where applicable. Enforcement Officers have met with all premises holders that have breached the thresholds within the UFAS Policy. National training from UFAS Champions has been developed and this will be delivered to front line staff to improve education at all False Alarms.
SAP FIR 015	Share information and develop engagement programmes to reduce the number of malicious calls	31-Mar-2017	50%	✓	Continual monitoring of all UFAS calls has allowed partnerships to be developed to reduce the impact on local businesses within Clackmannanshire. All premises with five or more calls within a three month period will receive the offer of support to reduce these calls.

Clackmannanshire
West Ward
Fire PreventionPlan
2016/17

Contents

FOREWARD

Welcome to the Scottish Fire & Rescue Services (SFRS) Prevention Plan for the Local Authority Ward Area of Clackmannanshire West. This plan is the mechanism through which the aims of the SFRS's Strategic Plan 2013 – 2016 and Local Fire and Rescue Plan for the Clackmannanshire Council area 2014-17 are delivered to meet the agreed needs of the communities within Clackmannanshire west.

This plan sets out the priorities and objectives for the SFRS within the Clackmannanshire west area for 2016 – 2017. The SFRS will continue to work closely with our partners in Clackmannanshire west to ensure we are all "**Working Together for a Safer Scotland**" through targeting risks to our communities at a local level.

This plan is aligned to the Community Planning Partnership structures within the Clackmannanshire Council area. Through partnership working, we aim to deliver continuous improvement in our performance and effective service delivery in our area of operations.

The SFRS will continue to use data analysis techniques to identify risk and to ensure resources are allocated to the point of need within our communities. While considering the strategic priorities of the SFRS we will develop local solutions to local needs and ensure equitable access to SFRS resources. Through our involvement with local community safety groups in the Clackmannanshire west area and Clackmannanshire Council area we will continue to develop our understanding of local needs and proactively seek out consultation opportunities with all sections of the community. Using this approach we will ensure that the service we deliver is driven by consultation, in line with public expectations and helps to build strong, safe and resilient communities.

Station Manager

Stirling & Clackmannanshire LSO Area

INTRODUCTION

The Clackmannanshire west multimember ward plan (ward 1) is the mechanism through which the aims of the SFRS's Local Fire Plan for 2014 – 2017 are delivered. This plan should be seen as an integral part of the Local Plan for Clackmannanshire which can be read using the following link http://www.firescotland.gov.uk/about-us/local-plans.aspx and selecting East of Scotland then Clackmannanshire.
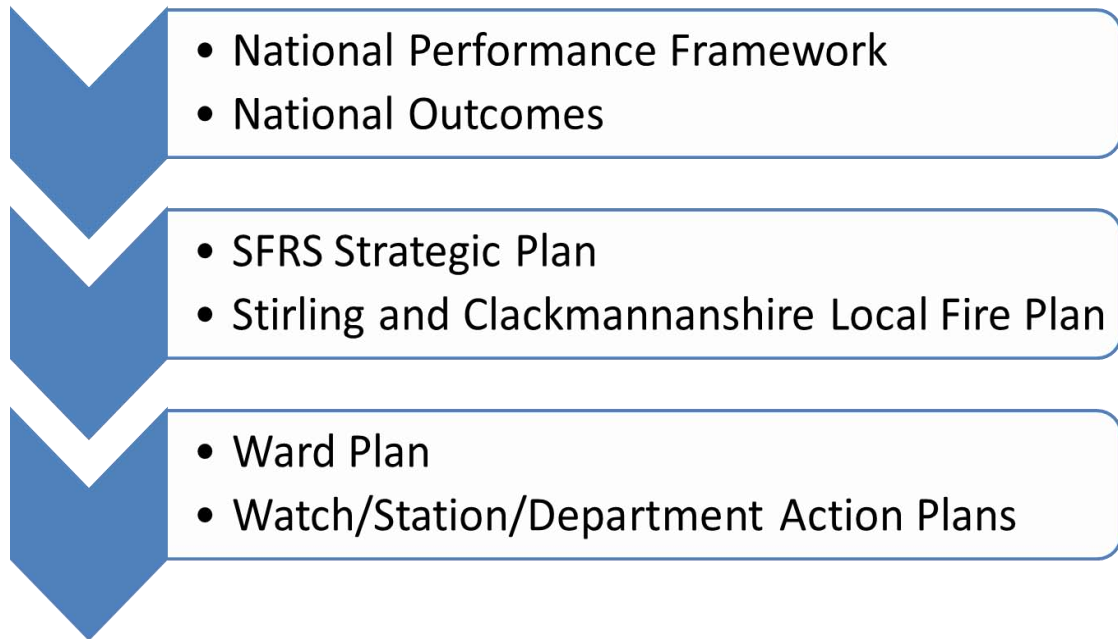
Due to the dynamic and local nature of the area plan, it will be reviewed annually or as required to ensure that it contributes towards the three year aims and objectives agreed in the Local plan for Clackmannanshire.
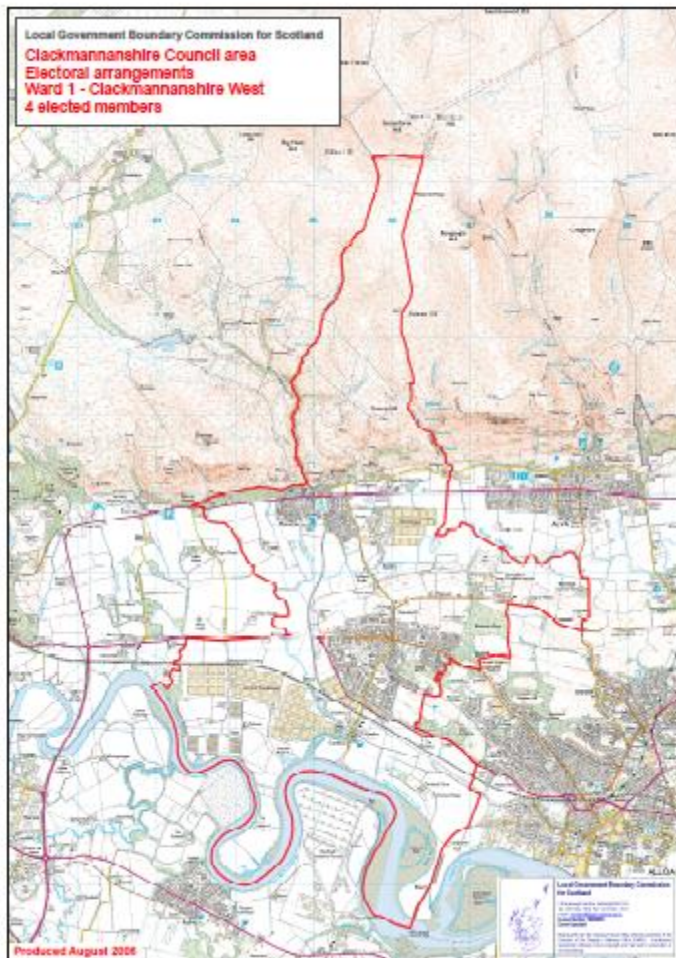
THE OBJECTIVE

The purpose of this document is to help SFRS staff, community partners and interested members of the public to become acquainted with the area and the risks within the ward. This area plan outlines the key delivery mechanisms through which we will deploy our resources to achieve our agreed priorities and contribute to the achievement of the SFRS and also our partners' outcomes at a local area level. In order to achieve the objectives set out in this plan the performance and operational activities are measured on a monthly basis.

- National Performance Framework
- National Outcomes

- SFRS Strategic Plan
- Stirling and Clackmannanshire Local Fire Plan

- Ward Plan
- Watch/Station/Department Action Plans

CLACKMANNANSHIRE WEST WARD 1 PROFILE

Staff at Alloa and Tillicoultry station will normally provide the response to incidents within the Ward. These resources can then be supported by other appliances from stations strategically positioned throughout Forth Valley.

Clackmannanshire West has an estimated population of 12494.

- 33% are single adults living alone or with children
- 15.9% 65 years of age or over
- 6.76% are under 5
- 98.4% are white(Clackmannanshire)

The total number of households is 5501.

- 62.0% owner occupied(Clackmanannshire)
- 20.9% rented from the council(Clackmannanshire)
- 8.3% private rented(Clackmannanshire).
- 24.9% don't have a car.(Clackmannanshire)
- 39 % dwelling with 3 or less rooms 2013
- 60.1% dwelling house within Tax Band A-C
- Detached premise 27.2%
- Flat 18.7%
- Semi Detached 24.5%
- Terraced 28.2%

Health Indicators

- 31.0 % has one or more long term health condition(Clackmannanshire)
- 7.2% has a physical disability(Clackmannanshire)
- 4.6% has a mental health condition(Clackmannanshire)

Further details from the 2011 Census profile can be found at:

http://www.scotlandscensus.gov.uk/ods-web/area.html

SCOTTISH INDEX OF MULTIPLE DEPRIVATION INFORMATION
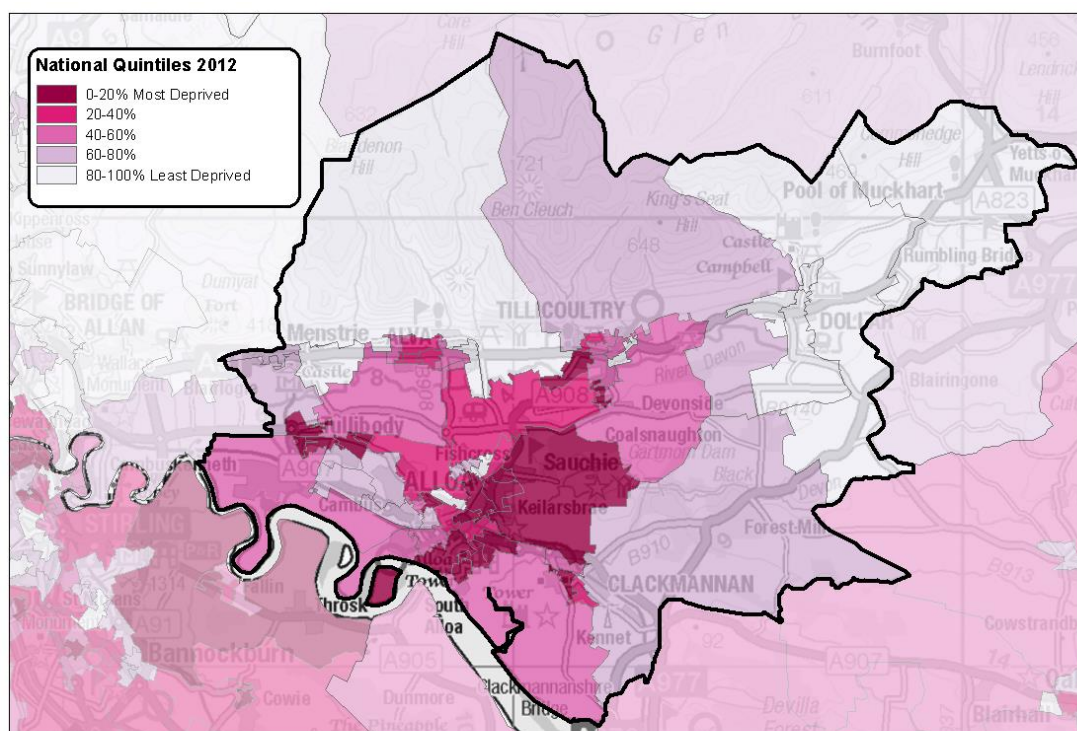
Clackmannanshire west ward is subdivided into 12 datazone within the Scottish Index of Multiple Deprivation (SIMD). SIMD utilises seven factors including crime, access to services, education skills and training employment, health, housing and income to identify areas that need the greatest support.

SIMD information identifies that crime in only a few zones focusing around Tullibody South and Tullibody North and Glenochil. There are 2 areas which are classed as being within the worst 20% nationally for reported crime. This crime will include fire related activities.

The health indicators show a broad range in the ward with 1 area in the lowest 20% and 1 area in the highest 20%

When all seven factors of the SIMD are brought together this information identifies that the SFRS should target the 3 data zones which form the Tullibody South and Tullibody North and Glenochil with prevention activities.These areas classed as being in the lowest 10% of Scotland.

http://www.gov.scot/Topics/Statistics/SIMD/SIMDQuickLookup

RISK PROFILE

ENVIRONMENT

Clackmannanshire west ward mainly comprises of residential premises, some of which have been highlighted as being in areas of multiple deprivation. Within the ward there is a business park, retail premises, hotel, farms, 5 primary schools, caravan park , care homes ,sheltered accommodation, and a high security prison.

SFRS have a process to capture information on these specific premises through Operational Intelligence, along with routine training, ensuring that the crews who attend incidents are fully aware of the risks within the area.

These include:- HMP Glenochil, Kerry Ingredients, Menstrie and the Control of Major Accident Hazards (COMAH) regulated sites at Diageo Blackgrange, Cambus and Menstrie.

INFRASTRUCTURE

The A907 Stirling to Alloa road and the A91 Hillfoots Road border the ward to the south and north respectively.

The Alloa to Stirling railway line passes through the area and carries a significant number of people both for business and pleasure. The railway line extends to the now decommissioned Longannet Power Station, potentially may be upgraded for direct passenger travel onto Dunfermline.

Throughout the area there is a gradual increase in cycle paths for leisure and commuters.

The River Forth (tidal) borders the ward to the south, presenting a potential risk from water and flooding,with the Ochil hills to the north augmenting the risk of floods during spate conditions,whilst affording land for farming and leisure activities.

ENVIRONMENTAL

There are a number of premises within the area identified by Scottish Environmental Protection Agency that would be at risk from flooding following significant rainfall, particularly in Menstrie and Cambus.

SPECIAL RISKS

HMP Glenochil,
Diageo Cambus, Blackgrange and Menstrie
Kerry Ingredients, Menstrie

LOCAL OPERATIONAL PERFORMANCE

The local operational performance identifies the activities undertaken by the operational crews within Clackmannanshire west ward. This allows the required activates to be recorded in the priorities/expectations and outcomes section later in this document.

Performance Indicator	2015/16	Ward 3 year average	Ward Per 10000 Population For 3 year Average	Clacks Per 10000 population For 3 year Average	National Per 10000 Population For 3 year Average	Trend
All deliberate fires	21	19	16.8	20	28	⬆
All accidental dwelling fires	6	5	4	8	9	⬆
All fatal fire casualties	0	0	0	0	0.07	⬇
Non-fatal fire casualties (excl. p/c's)	0	1	0.8	1	2	⬇
Non domestic fires	8	6	5.01	4	4	⬆
Special Service Casualties - All	2	1	0.8	4	6	⬆
False Alarms - All	154	138	110	82	92	⬆

The operational activity identified in the above table has been further scruitinised to identify the casue and severity of the incidents. This analysis has been used to direct the community safety engagement carried out withint the local area and is detailed within the expectations to be achieved for the ward.

RESOURCES

The formation of the SFRS has provided a more equitable access to our services and resources, such as specialist equipment and teams across the country.

The initial resources for any incident in the Clackmannashire west area will be mobilised from Alloa and Tillicoultry community fire stations. Alloa is a multi-pump station with a specialist heavy rescue capability staffed by both Whole-time and Retained Durty System Staff (RDS) with Tillicoultry having a single appliance which operates by RDS staff.

RDS firefighters provide a 24 hours a day, seven days a week emergency on call response. They provide a vital service to the community in which they live or work.

Most of our RDS firefighters are women and men who have primary employment outwith the SFRS, however in addition to their full time job, they provide the same range of emergency services as their whole-time colleagues.

The area will also be supported by SFRS resources throughout the Forth Valley area and if required Scotland wide.

PERFORMANCE REPORTING

The objectives contained within this plan and a suite of performance indicators will be reported on to the Stirling and Clackmannanshire Management Team on a quarterly basis by the Station Manager.

PRIORITIES/EXPECTATIONS/OUTCOMES

Reduction of Accidental Dwelling Fires

The table below shows the ward has a constant number of accidental fires but the long term trend is gradually increasing. This ward is also significantly below the Clackmannanshire and Scottish average for accidental dwelling fires. The main cause of this increase is the number of cooking related fires in houses with over 70% of the fires in 2015/16 occuring in the kitchen.
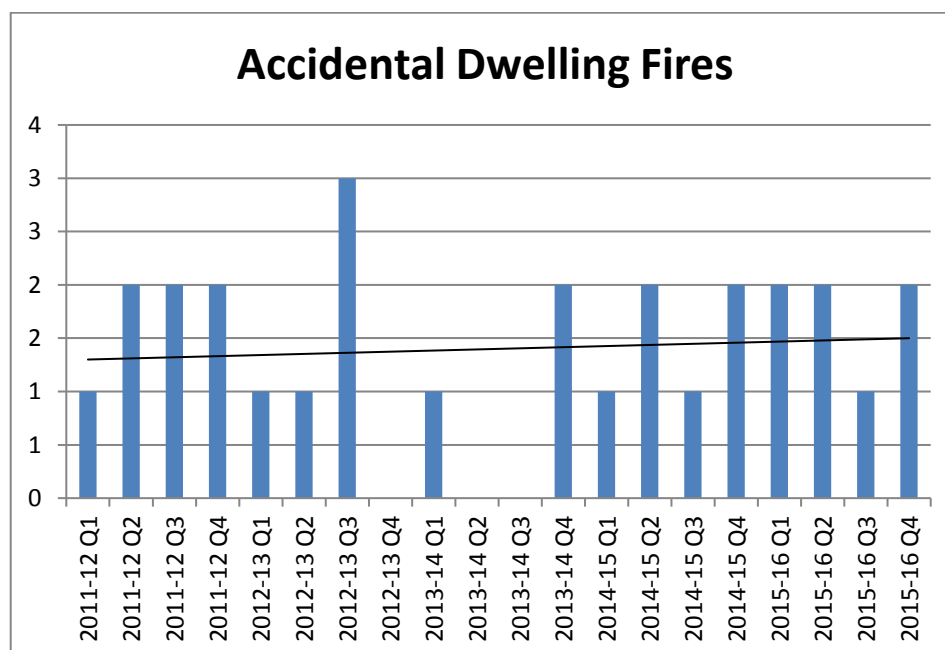
Accidental Dwelling Fires

Key Expectations

SFRS will target activity to reduce the number of these fires through:

General

- Undertake multi-agency work to support the most vulnerable people with the ward.
- Targeted Home Fire Safety Visit (HFSV) using a risk based process to identify those most at risk from fire.
- The promotion of automatic fire detection in all domestic premises.
- Focused community safety engagement aimed at those most vulnerable within the community.
- General Community Safety Engagement aimed at youth and groups to promote safety in the home.

Specific

- Positively engage within Clackmannanshire west with a focus on safety within the kitchen.
- Meet with housing partners to increase referrals in this area.

11

Outcomes we are seeking to Achieve

SFRS is seeking to see a reduction in the number and severity of accidental dwelling fires within the ward.

Reduction in Fire Casualties and Fatalities

The table below shows the ward has had very few number of casualties from all fires (excluding precautionary check-ups). This ward is below the Clackmannanshire and Scottish average for casualties.
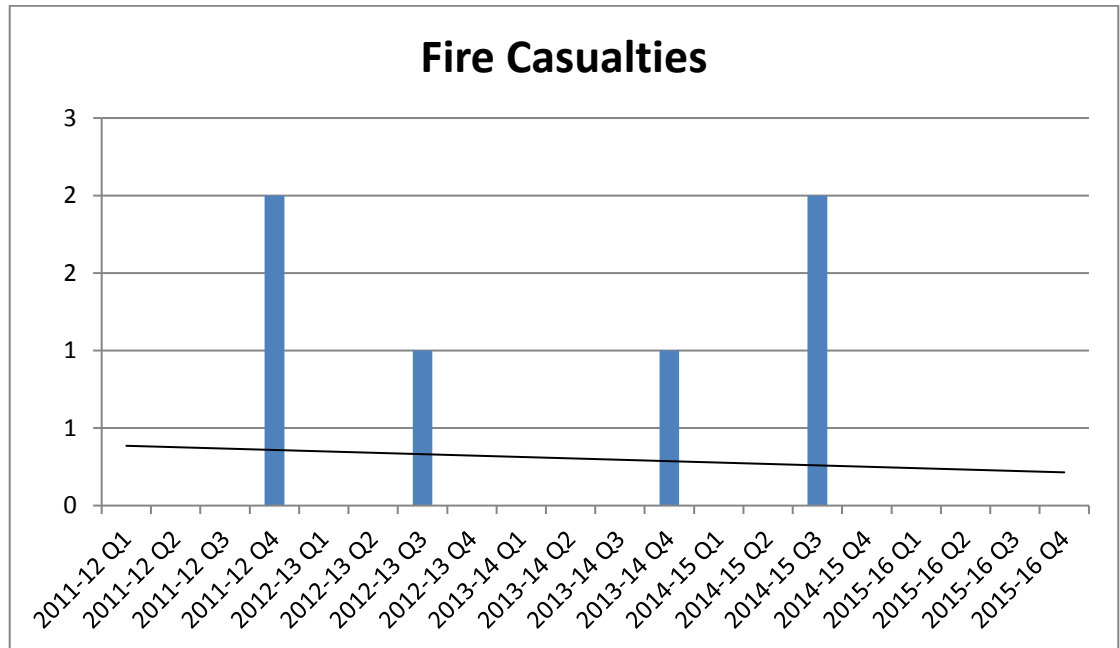
Key Expectations

SFRS will target activity to reduce the number of these casualties through:

Generic

- Undertake multi-agency work to support the most vulnerable people with the ward.
- Targeted HFSV using a risk based process to identify those most at risk from fire.
- The promotion of automatic fire detection in all domestic premises.
- Focused community safety engagement aimed at those most vulnerable within the community.
- Target fire safety enforcement activities at non-domestic premises which offer the greatest fire risk to members of the community.

Specific

- Monitor all casualties to ensure no trends arise.

Outcomes we are seeking to Achieve

SFRS is seeking to minimise in the number and severity of casualties within the ward.

Reduction of Deliberate Fire Setting

The table below shows the ward has shown a recent decrease in deliberate fires. This ward is below the Clackmannanshire and Scottish average for deliberate fires.
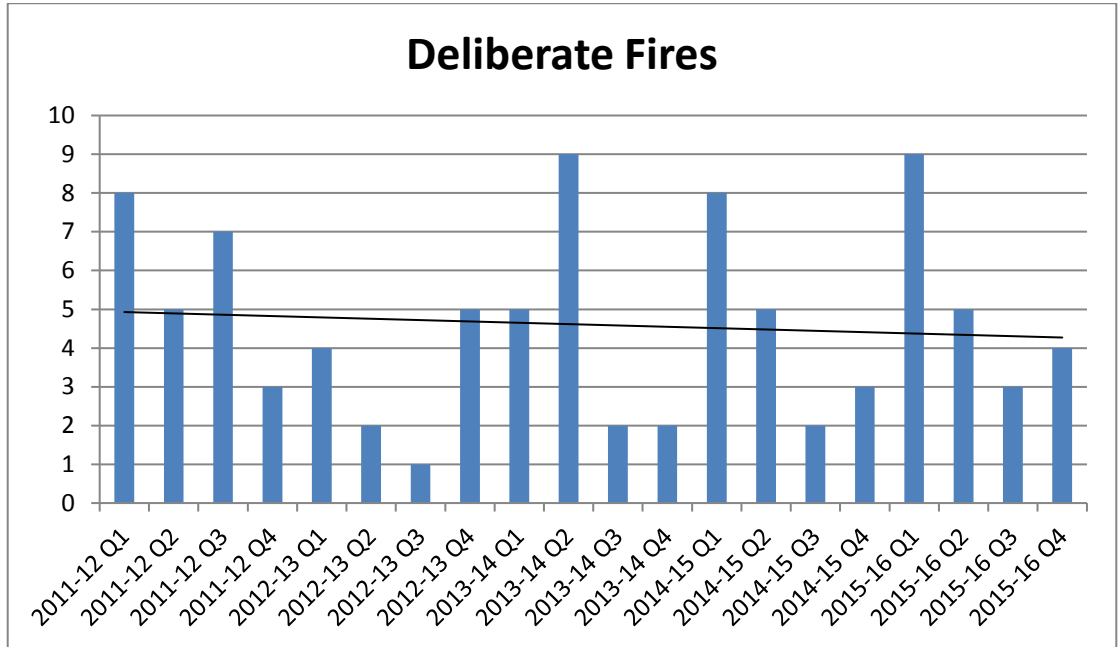
Deliberate Fires

Key Expectations

SFRS will target activity to reduce the number of these fires through:

Generic

- Focused community safety engagement aimed at those most likely to start deliberate fires.
- General community safety engagement aimed at all youths identifying the consequence of deliberate fire raising.
- Undertake multi-agency work to prevent all types of anti-social behaviour.

Specific

- Monitor any change in these trends with community wardens with a focus on Q1 and Q2.

Outcomes we are seeking to Achieve

SFRS is seeking to see a reduction in the number of deliberate fires within the Ward.

Reduction of Fires in Non-Domestic Properties

The table below shows the ward has remained constant for non-domestic fires. This ward is above the Clackmannanshire and Scottish average. All the fires in 2015/16 were accidental. There was a spike on Q2 201/16 with all these fires being accidental.
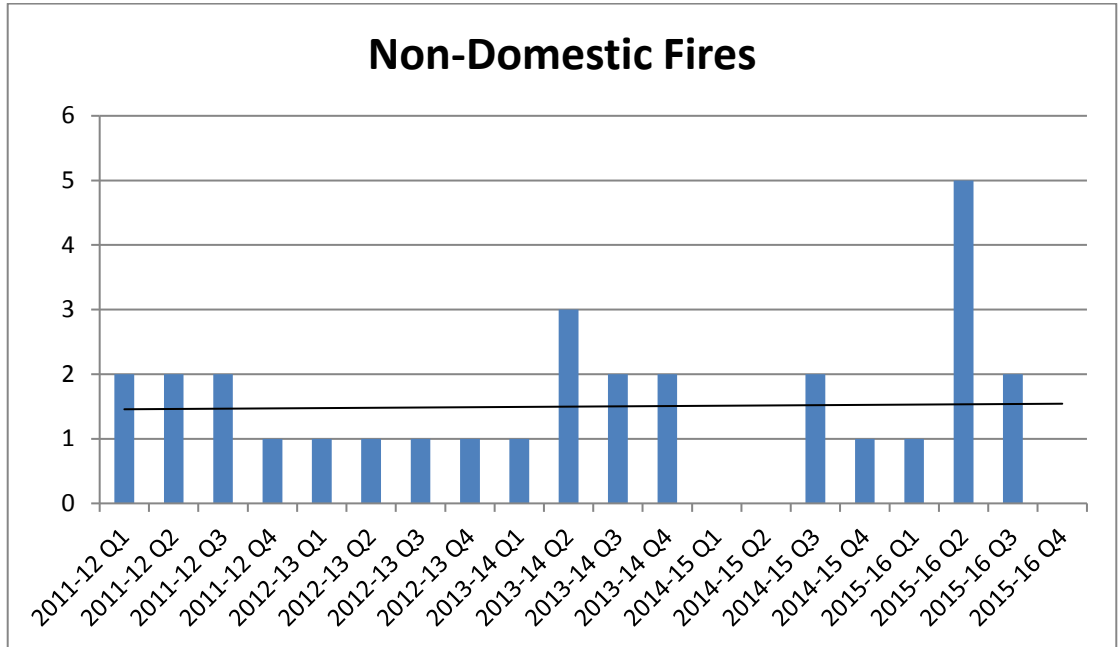
Key Expectations

SFRS will target activity to reduce the number of these fires through:

Generic

- Targeting fire safety enforcement activities at non-domestic premises which offer the greatest fire risk to members of the community.
- Completion of post fire audits following all fires to ensure that all lessons are learned.
- Themed inspection targeting premises where trends have been identified.

Specific

- Monitor any fires within key local industries to identify trends.

Outcomes we are seeking to Achieve

SFRS is seeking to see a reduction in the number of fires within non-domestic premises within the ward.

Reduction in Casualties from Road Traffic Collisions, Flooding and other Special Services

The table below shows the ward has shown a slight decrease in casualties from special services. This ward is below Clackmannanshire and the Scottish average for Casualties.

Special Service Fatalities/Casualties
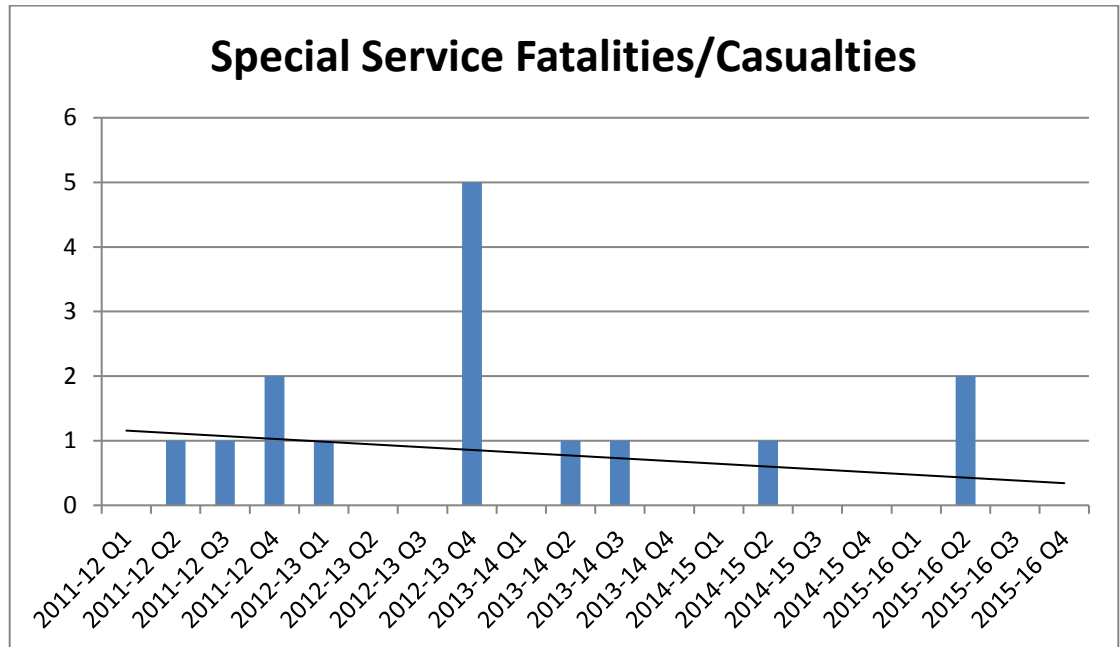
Key Expectations

SFRS will target activity to reduce the number of casualties through:

Generic

- Undertake multi-agency work to support the most vulnerable people with the ward.
- Focused community safety engagement aimed at those most vulnerable within the community.
- General community safety engagement aimed at all members within the community.

Specific

- Continue to monitor all casualties and identify any trends that occur.

Outcomes we are seeking to Achieve

SFRS is seeking to see a reduction in the number of casualties from special services in the ward.

Reduction of Unwanted Fire Alarm Signals (UFAS)

The table below shows the ward has shown slight decrease in false alarms. This ward is above the Clackmannanshire and Scottish average for false alarms fires. Approximatly 30% of all false alarms have occurred in warehouses.

All False Alarms
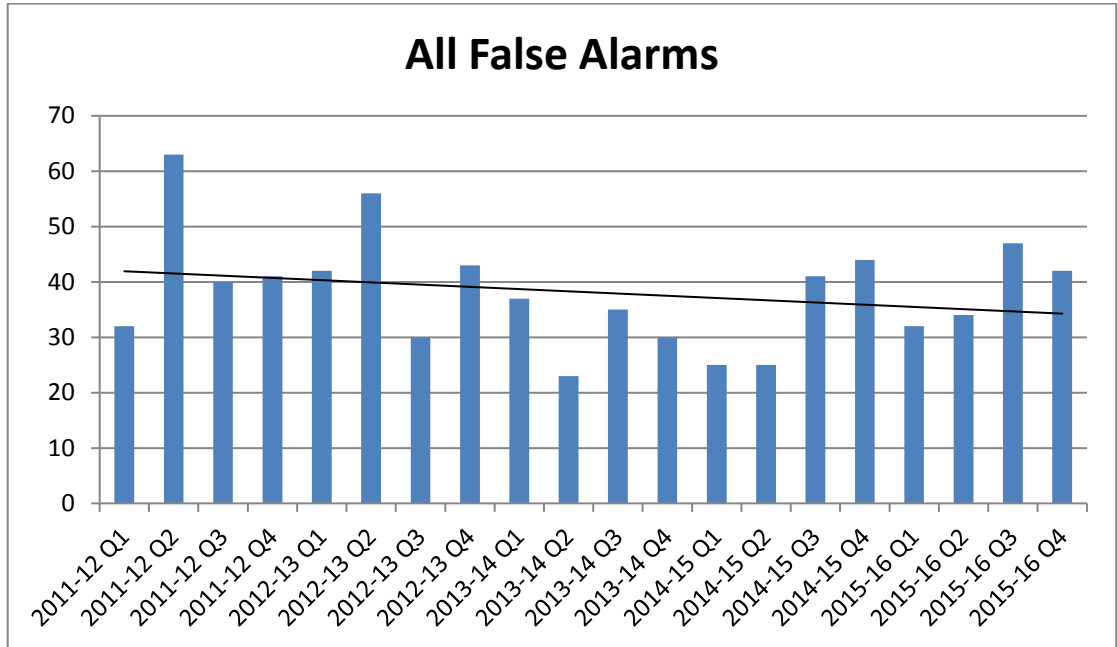
Key Expectations

SFRS will target activity to reduce the number of these incidents through:

Generic

- Targeting the education with premises that cause the highest number of calls.
- Undertake multi-agency prevention work to reduce the number of malicious calls.
- Undertake multi-agency work to support the most vulnerable people with the ward.

Specific

- Identify and support top UFAS offenders in the ward

Outcomes we are seeking to Achieve

The SFRS is seeking to see a reduction in the number of false alarms within the ward.

CLACKMANNANSHIRE COUNCIL

Report to	Scrutiny Committee

Date of Meeting:	2 March 2017

Subject:	**Local Government Benchmarking Framework 2015/16**

Report by:	**Head of Strategy & Customer Services**

1.0 Purpose

1.1. This report presents performance information from the Local Government Benchmarking Framework, focusing on Clackmannanshire Council's performance in the 2015/16 financial year, in relation to other Scottish local authorities. Appendix A contains detailed and summarised information on Clackmannanshire Council's performance, with references to national trends, and Appendix B provides more information on an exceptions basis. Please note that, other than Clackmannanshire's values, all data in this report is draft prior to it being finalised and published nationally by the Improvement Service on the 17th of February 2017.

2.0 Recommendations

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

3.0 Considerations

3.1. Statutory Duties and Framework Changes

3.1.1. Publishing the LGBF represents part of Councils' statutory duties for Public Performance Reporting, with the remaining duties fulfilled by other committee reports throughout the year and information presented on Clacksweb. Data integrity is reviewed in detail annually by external auditors and no concerns have been raised with Clackmannanshire's submissions for a number of years. This was confirmed for 2015/16 data in Delloitte UK's report to Audit & Finance Committee on 15-Sep-16.

3.1.2. Though there is a delay in Councils' ability to publish LGBF data, this is due to improvements in the framework and the efficiency of submission processes. For example, the framework's scope has been significantly improved by the inclusion of financial data, but this must be signed off by external auditors, and verified and collated nationally before it can be published. Better use is also now made of the data submitted to other national bodies (Scottish Government, Housing Regulator, Scottish Environmental Protection Agency, etc.) so duplicate reporting by Councils has been vastly reduced.

3.1.3. This report has been based on draft data in order to meet the statutory deadline of 31-Mar-17, however, some 2015/16 Education and Children's Social Work data has not yet been published by national bodies. The Improvement Service (in consultation with the Scottish Performance Management Forum) are progressing these timeliness issues nationally. Other improvements are also made to the framework annually and, in 2015/16, changes include:

- The addition of indicators on Gender Pay Gap, Adult Care Perceptions, Planning Applications, Procurement Spend on Local Small/Medium Enterprises, and Business Gateway Start-ups;

- Using a 3 year rolling average for Scottish Household Survey satisfaction data to improve integrity (though further work is still required in this area);

- A number of smaller revisions and clarifications to definitions and calculations, such as some cost indicators changing from gross to net, to better represent performance levels;

- A revision of Education indicators by the Improvement Service and the Association of Directors of Education to align to national Insight measures (though this has not been completed in time for inclusion in this report).

3.1.4. As well as the analysis and reporting of performance data, the LGBF also involves Councils working together in 'family groups' to share knowledge on where process changes may improve performance levels. Though all Council areas are unique and initiatives or process that succeed in one area may not necessarily improve performance levels elsewhere, families are based on specific factors aimed at grouping more similar authorities together.

3.1.5. For Education, Social Work, and Housing, family groups are based on deprivation levels. For Corporate, Culture & Leisure, Environment, Assets, Economic Development and Planning, groupings are based on population density. Clackmannanshire Council will continue to work with family groups to share knowledge on areas where we perform well, and seek the support of others in areas where improvement is required.

3.1.6. Appendix B provides more information, on an exceptions basis, for indicators where Clackmannanshire's performance levels were ranked in the bottom quartile (or not reported). Though there are concerns regarding data integrity in some indicators, national groups are working to clarify ambiguities and develop more comprehensive guidance. For example, Fife Council is leading a group looking at Local Financial Returns to improve consistency of reporting. Please note that service groupings are set nationally and do not always correspond directly to Clackmannanshire's service structure.

3.2. 2015/16 Performance

3.2.1. As shown in Appendix A, despite challenging circumstances in many areas of Council service provision, performance across the framework as a whole has very broadly improved. Despite some areas of declining trends at both a national and local level, Clackmannanshire has, overall, seen less decline than other authorities. Consistent or improving trends were evident in 56% of indicators, with 39% declining.

3.2.2. Targets are also set for LGBF indicators, recorded on the Covalent System, which may be based on benchmarks, or may be set higher for areas of particular local priority. In some areas, our aim would be to perform above the Scottish average, and this was achieved in 54% of indicators in 2015/16. We achieved the 9th highest result for indicators in the top quartile (top 8 Councils), with 31% of indicators. We also had the 5th best result for top decile rankings (top 3 Councils), and were 6th overall for 1st place rankings.

3.2.3. Further work may be required to improve on our bottom quartile position in relation to the average ranking of Timeliness indicators. Significant work has already been undertaken, and will continue, regarding our 3rd quartile position on Cost indicators. We did, however, achieve the 9th best result in Scotland across the framework's Satisfaction measures. A notable achievement was performing 5th best in Scotland for Effectiveness indicators. Strong performance in Effectiveness may reduce Costs and improve Timeliness through early intervention and reducing dependence on services in the future. Our 11th place result for overall average ranking was the best in 4 years.

Children's Services

3.2.4. In Education and Children's Social Work, though some data is not yet available, we achieved rankings in the top 3 Councils for primary education costs and satisfaction with local schools. In 2014/15, we did decline in both pupil attainment indicators, despite national improvement, and are also in the bottom quartile for secondary education costs. A new Education management team is now in place, and work in various areas, including the Attainment Challenge, is targeting improvement in key areas. Looked After Children data will be published on 31-Mar-17 but, in 2014/15, we achieved a 4th place ranking for residential costs, and improved despite a national decline.

Corporate Services

3.2.5. This grouping includes some indicators reporting on all services as well as some specific to Resources & Governance, Strategy & Customer Services and Housing & Community Safety. Though the majority of indicators improved, this was the only grouping where our average ranking was in the bottom quartile. This appears to be a group where smaller authorities perform less well, as those with similar average rankings were Orkney, Shetland and Western Isles Councils. We reported a decline in both Council Tax collection costs and sickness absence for local government employees (excluding teachers), while there were national improvements in both areas. Since 2015/16, improvements have been made in several areas of this grouping, including to Council Tax, Human Resources and Financial systems.

Adult Social Work

3.2.6. Despite poorer performance in two indicators, our best average ranking in the framework was in this grouping, and the 3rd best in Scotland. In both new care perception indicators (only 2 years' data available), we declined, in contrast to a national improvement. Further investigation will be required into the cause of this as we performed 2nd best for adults' rating of care services,

and have been best in Scotland for two consecutive years in overall satisfaction with Social Work Services. Though we were 3rd lowest for uptake of Self-directed Support, we did improve despite national decline. The Health & Social Care Integration Joint Board are now receiving regular performance reports and are scrutinising and targeting improvements.

Culture & Leisure

3.2.7. This grouping contains indicators on Strategy & Customer Services and Development & Environmental Services. Contrasting results can be seen for Sport & Leisure indicators, with costs improving nationally but declining very slightly locally. We are still ranked 6th in Scotland for this indicator, however, and satisfaction with facilities improved, while the national result declined. Despite having no fixed location museums, there was a slight improvement in satisfaction while nationally this declined by 2.3%. Since the introduction of 3 year rolling averages, annual variances on satisfaction indicators tend to be much smaller for all authorities than previously. We also continued improving on already strong performance in Libraries costs, where we have been in the top 3 Councils in all 6 years since the framework's creation.

Environmental Services

3.2.8. We achieved the 6th best result in Scotland for this grouping, with the majority of indicators improving and performing above the Scottish average. The only indicator ranked in the bottom quartile is roads costs, though we did reduce costs slightly and an Audit Scotland report this year warned that significant cuts to investment in roads could incur greater costs in future years. Despite strong historical performance in recycling for many years, changes to the classification of recycling outlets used by the authority meant that some recycled materials were classed as 'other' in 15/16. Had these been included our recycling rate would have been 57.2%, and would have been ranked 3rd. We achieved 4 top quartile rankings in this grouping, for refuse collection and trading standards costs, and both the street cleanliness score, and satisfaction with this service area. We also defied declining national trends by achieving improvements in refuse collection costs, unclassified roads requiring maintenance treatment, trading standards costs, and satisfaction with both refuse collection and street cleaning.

Housing

3.2.9. Only a small selection of indicators from the Scottish Social Housing Charter have been included in the LGBF, and Charter performance is reported on Clacksweb. Strong performance continued in 2015/16, performing 4th best in Scotland, overall. 6 local authorities do not reporting Housing indicators due to local arrangements so quartiles for this grouping contain 7 Councils, instead of 8 as in other groupings. Our slight decline in rent arrears was reflected nationally, and we maintained our top quartile ranking for repairs, as well as improving to the top quartile for rent loss due to empty properties. We also maintained our 1st place ranking with all Council housing stock classed as Energy Efficient under the Scottish Housing Quality Standard.

Asset Management

3.2.10. Local trends reflected national one for both indicators, though the national improvement for building suitability was only 0.4% while Clackmannanshire improved by 3.5%. Our average across the two indicators was 4th best in Scotland, and we improved to 2nd best for floor area in a satisfactory condition.

Economic Development & Planning

3.2.11. Though data is available for previous years, 4 of the 5 indicators in this grouping were newly introduced in 2015/16 and further verification may be required to ensure authorities are reporting consistently. Again, local trends broadly followed national ones, with improvement only evident in the Procurement indicator. Further information and indicators on the areas presented are managed via the national Scottish Local Authority Economic Development, Planning Performance, and Procurement Capability frameworks. Further investigation will be required to ensure planning costs for 2015/16 are accurate. We have traditionally been a strong performer for the timeliness of processing applications, with times almost half that of the national average, and a 3rd place ranking. We also achieved a top quartile ranking of 7th place for business start-ups.

Overall

3.2.12. Though mixed performance is reported in different service areas, the Council continues to focus improvement activities in high priority areas. Many factors, such as the size of the authority and deprivation levels present particular challenges in some areas, and new and innovative approaches are constantly being sought through the Councils corporate change programme. Audit and integrity processes will continue, and the Council will contribute to both 'family group' and national bodies to ensure the framework is robust and of adequate scope to appropriately reflect Council performance levels. Our improvement from 18th to 11th place in overall LGBF rankings does provide some assurance that national challenges are being mitigated to a certain extent locally.

4.0 Sustainability Implications

4.1. No direct sustainability implications arising from this report

5.0 Resource Implications

5.1. Financial Details - No direct financial implications arising from this report

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. Staffing - 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 – 2015/16 Local Government Benchmarking Framework

Appendix B – 2015/16 Exception Report

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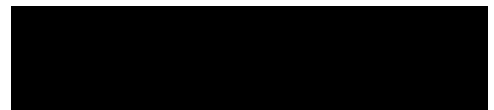
11.1   Have you used other documents to compile your report? (All documents must be kept available by the author for public inspection for four years from the date of meeting at which the report is considered)

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	
Garry Dallas	Executive Director	

Appendix A: 2015-16 Local Government Benchmarking Framework

Clackmannanshire Council
www.clacksweb.org.uk

Please note that, other than Clackmannanshire's values, all data in this report is currently draft and will be finalised and published nationally by the Improvement Service on the 17th of February 2017.

Guidance

Services	Please note that service groupings are set nationally and do not always correspond directly to Clackmannanshire's service structure.
Years	The financial year for which data is presented. Historical data (from 2010/11) is held for most indicators but some data is not available for all years shown.
Clacks	The value achieved by Clackmannanshire Council in the time period shown (or an explanatory note if data is not available).
Trend	Whether performance has **improved** or **declined** since the previous year. In some areas, such as costs, we want the values to go down, but an upwards arrow still indicates that performance has improved. An upwards arrow for all indicators would be ideal, however, we cannot expect to improve in all areas. Performance has improved Performance is consistent Performance has declined Notes added if not available
Quartile	4 groupings of rankings, showing broadly how we performed in comparison to other local authorities. Top quartile - 1st to 8th place rankings 2nd quartile - 9th to 16th 3rd quartile - 17th to 24th Bottom quartile - 25th to 32nd
Rank	A more detailed summary of performance in relation to other authorities. The authority performing best in Scotland is ranked 1st, and the poorest 32nd.
Scotland	The national average result for each indicator. Green if Clacks performed better than the Scottish average, and pink if worse than the Scottish average.

Summary

Service Area	Trends				Quartiles					Scottish Average			Total
	⬆	▬	⬇	?	▮▮▮▮	▮▮▮	▮▮	▮	?	Better	Worse	?	
1. Children's Services*	2		8		3	1	3	3		5	5		**10**
2. Corporate Services	6		2	2		2	1	6	1	1	8	1	**10**
3. Adult Social Work	2	1	4		4	1		2		4	3		**7**
4. Culture & Leisure	5		2	1	2	1	3	1	1	4	3	1	**8**
5. Environmental Services	11	1	2		4	6	3	1		11	3		**14**
6. Housing Services	3	1	1		3	1		1		4	1		**5**
7. Asset Management	1		1		1	1				2			**2**
8. Economic Development & Planning	1		4		2	1		2		2	3		**5**
Total	**31** **51%**	**3** **5%**	**24** **39%**	**3** **5%**	**19** **31%**	**14** **23%**	**10** **16%**	**16** **26%**	**2** **3%**	**33** **54%**	**26** **43%**	**2** **3%**	**61** **100%**

*Where 2015/16 data is not yet available for Children's Services indicators, the 2014/15 summary is provided above.

⬆ Improving   ▬ Consistent   ⬇ Declining   (Not a reflection of the value increasing/decreasing – see Guidance)   ▮▮▮▮ Top quartile   ▮▮▮ 2nd quartile   ▮▮ 3rd quartile   ▮ Bottom quartile

Quartile Distribution of 2015/16 Rankings
(Councils are sorted by Average Ranking, with the best performing Councils at the left)

Legend: Top Quartile, 2nd Quartile, 3rd Quartile, Bottom Quartile

Councils (left to right): West Lothian, Moray, East Lothian, North Ayrshire, Perth & Kinross, East Renfrewshire, Inverclyde, South Ayrshire, Dundee City, Stirling, Clackmannanshire (11th), Renfrewshire, East Ayrshire, East Dunbartonshire, Falkirk, Orkney Islands, North Lanarkshire, Edinburgh City, Aberdeenshire, Angus, Dumfries & Galloway, Midlothian, Shetland Islands, South Lanarkshire, Fife, West Dunbartonshire, Glasgow City, Scottish Borders, Highland, Aberdeen City, Argyll & Bute, Eilean Siar

In average ranking (across all indicators in the framework), Clackmannanshire performed 16th in 2012/13, 13th in 2013/14 and 18th in 2014/15.

⬆ Improving ▬ Consistent ⬇ Declining (Not a reflection of the value increasing/decreasing – see Guidance)   Top quartile   2nd quartile   3rd quartile   Bottom quartile   Page 2 of 6

1. Children's Services	2015/16					2014/15			2013/14		
	Clacks	Trend	Quartile	Rank	Scotland	Clacks	Trend	Quartile	Clacks	Trend	Quartile
Cost per primary school pupil	£4,052	⬇	▮▮▮▮	1	£4,737	£3,887	⬆	▮▮▮▮	£3,890	⬆	▮▮▮▮
Cost per secondary school pupil	£7,963	⬇	▮▯▯▯	28	£6,722	£7,620	⬇	▮▯▯▯	£7,171	⬇	▮▯▯▯
Cost per pre-school education registration	£4,578	⬇	▮▮▯▯	21	£3,842	£3,480	⬇	▮▮▯▯	£3,325	⬇	▮▮▯▯
5th year pupils gaining 5+ awards at level 6 or above	Indicators under review – publication date still to be confirmed					21.7%	⬇	▮▯▯▯	21.9%	⬆	▮▯▯▯
As above – Pupils from deprived areas						6.7%	⬇	▮▯▯▯	9.6%	⬆	▮▯▯▯
Pupils entering positive destinations						93.2%	⬆	▮▮▯▯	92.8%	⬆	▮▮▮▯
Satisfaction with local schools (3 year average)	87.7%	⬇	▮▮▮▮	3	78.0%	88.3%	⬆	▮▮▮▮	86.3%	New 13/14	▮▮▮▮
Cost of Looked After Children in residential care	2015/16 data will be published by Scottish Government on the 31-Mar-17					£2,406	⬆	▮▮▮▮	£2,427	⬇	▮▮▮▮
As above - In the community (both per child per week)						£303	⬇	▮▮▯▯	£290	⬇	▮▮▯▯
Looked After Children being cared for in the community						91%	⬇	▮▮▮▯	92%	⬆	▮▮▮▮

2. Corporate Services	2015/16					2014/15			2013/14		
	Clacks	Trend	Quartile	Rank	Scotland	Clacks	Trend	Quartile	Clacks	Trend	Quartile
Support services as a % of total expenditure	7.1%	⬆	▮▯▯▯	28	5.4%	7.8%	⬇	▮▯▯▯	7.6%	⬇	▮▯▯▯
Cost of democratic core per 1,000 population	£46,924	⬆	▮▯▯▯	27	£29,978	£50,772	⬇	▮▯▯▯	£46,373	⬇	▮▯▯▯
Women in the highest paid 5% of Council earners	53.3%	⬆	▮▮▮▯	9	51.9%	49.6%	⬇	▮▮▯▯	52.9%	⬇	▮▮▮▯
Gender pay gap (Council employees)	4.3%	New 15/16	▮▮▮▯	16	1.0%	New indicator – no data available before 2015/16					
Cost of Council Tax collection (per dwelling)	£19.55	⬇	▮▯▯▯	31	£10.34	£16.69	⬇	▮▯▯▯	£14.57	⬆	▮▯▯▯
Average time to attend domestic noise complaints	Not Reported				70.3 hrs	1.8 hrs	⬇	▮▮▮▯	0.6 hrs	⬆	▮▮▮▮
Average days lost through sickness absence – Teachers	7.2	⬆	▮▯▯▯	29	6.1	10.1	⬇	▮▯▯▯	5.7	⬆	▮▮▮▯
As above – all other Local Government employees	13.4	⬇	▮▯▯▯	31	10.6	12.8	⬇	▮▯▯▯	7.9	⬆	▮▮▮▮
Income due from Council Tax received during the year	95.8%	⬆	▮▮▯▯	18	96.2%	94.4%	⬇	▮▯▯▯	94.7%	⬇	▮▮▯▯
Invoices paid within 30 calendar days	84.6%	⬆	▮▯▯▯	29	92.8%	82.0%	⬆	▮▯▯▯	80.4%	⬆	▮▯▯▯

⬆ Improving �−️ Consistent ⬇ Declining (Not a reflection of the value increasing/decreasing – see Guidance)   ▮▮▮▮ Top quartile ▮▮▮▯ 2nd quartile ▮▮▯▯ 3rd quartile ▮▯▯▯ Bottom quartile

3. Adult Social Work

3. Adult Social Work	2015/16					2014/15			2013/14		
	Clacks	Trend	Quartile	Rank	Scotland	Clacks	Trend	Quartile	Clacks	Trend	Quartile
Older people's (65+) home care costs per hour	£15.74	⬇	▮▮▮▮	5	£21.48	£13.77	⬆	▮▮▮▮	£17.00	⬇	▮▮▮▮
Self-directed Support spend on adults as a % of social work spend on adults	1.3%	⬆	▮▯▯▯	30	6.8%	1.1%	⬆	▮▯▯▯	1.0%	⬇	▮▯▯▯
People aged 65+ with intensive care needs receiving 10+ hours homecare per week	48.0%	▬	▮▮▮▮	2	34.8%	48.0%	⬆	▮▮▮▮	47.3%	⬆	▮▮▮▮
Satisfaction with social care or social work services	72.7%	⬇	▮▮▮▮	1	50.7%	76.0%	⬆	▮▮▮▮	69.9%	New 13/14	▮▮▮▮
Adults who rate care or support as Good or Excellent	87.0%	⬇	▮▮▮▮	2	88.1%	90.8%	New 14/15	▮▮▮▮	New indicators – no data available before 2014/15		
Adults agreeing support improved or maintained quality of life	78.0%	⬇	▮▯▯▯	31	88.1%	86.4%		▮▮▮▯			
Older people's (65+) residential care costs per resident per week	£342	⬆	▮▮▮▯	9	£369	£400	⬆	▮▮▯▯	£416	⬇	▮▯▯▯

4. Culture & Leisure

4. Culture & Leisure	2015/16					2014/15			2013/14		
	Clacks	Trend	Quartile	Rank	Scotland	Clacks	Trend	Quartile	Clacks	Trend	Quartile
Cost per attendance at sports facilities	£1.70	⬇	▮▮▮▮	6	£2.89	£1.67	⬆	▮▮▮▮	£2.76	⬆	▮▮▯▯
Cost per visit to libraries	£1.34	⬆	▮▮▮▮	3	£2.43	£1.41	⬆	▮▮▮▮	£1.46	⬆	▮▮▮▮
Cost per visit to museums & galleries	No Service				£3.07	No Service			£5.39	⬇	▮▯▯▯
Cost of parks & open spaces per 1,000 population	£20,113	⬆	▮▮▯▯	17	£22,253	£26,509	⬇	▮▮▯▯	£22,718	⬆	▮▮▯▯
Satisfaction with libraries (3 year rolling average)	85.0%	⬆	▮▮▯▯	19	85.7%	79.0%	⬆	▮▮▯▯	78.4%	New 13/14	▮▯▯▯
Satisfaction with parks & open spaces (3 year average)	85.0%	⬇	▮▮▯▯	19	85.7%	85.3%	⬆	▮▮▯▯	83.2%		▮▮▯▯
Satisfaction with museums & galleries (3 year average)	60.7%	⬆	▮▯▯▯	27	74.0%	60.0%	⬆	▮▯▯▯	53.3%		▮▯▯▯
Satisfaction with leisure facilities (3 year average)	77.3%	⬆	▮▮▮▯	13	75.7%	74.7%	⬆	▮▮▯▯	71.2%		▮▯▯▯

⬆ Improving ▬ Consistent ⬇ Declining (Not a reflection of the value increasing/decreasing – see Guidance)   ▮▮▮▮ Top quartile ▮▮▮▯ 2nd quartile ▮▮▯▯ 3rd quartile ▮▯▯▯ Bottom quartile   Page 4 of 6

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5. Environmental Services	2015/16					2014/15			2013/14		
	Clacks	Trend	Quartile	Rank	Scotland	Clacks	Trend	Quartile	Clacks	Trend	Quartile
Cost of refuse collection per premise	£41.46	⬆	▮▮▮▮	4	£65.91	£43.25	⬆	▮▮▮▮	£47.78	⬇	▮▮▮▯
Cost of refuse disposal per premise	£105.02	⬇	▮▮▯▯	22	£95.06	£84.34	⬇	▮▮▮▯	£81.48	⬇	▮▮▮▯
Cost of street cleaning per 1,000 population	£13,084	⬆	▮▮▯▯	17	£15,154	£13,401	⬇	▮▮▯▯	£13,007	⬇	▮▮▮▯
Street cleanliness score (% 'acceptable')	96.6%	▬	▮▮▮▮	8	93.4%	96.6%	⬆	▮▮▮▮	95.0%	⬆	▮▮▯▯
Cost of maintenance per kilometre of road	£16,346	⬆	▮▯▯▯	26	£10,325	£16,901	⬇	▮▯▯▯	£15,002	⬆	▮▮▯▯
A class roads that should be considered for maintenance treatment	23.6%	⬆	▮▮▮▯	13	29.0%	30.1%	⬇	▮▮▯▯	26.4%	⬇	▮▮▯▯
As above – B Class roads	28.5%	⬆	▮▮▮▯	14	34.8%	32.4%	⬇	▮▮▮▯	24.5%	⬇	▮▮▮▮
As above – C Class roads	32.5%	⬆	▮▮▮▯	16	34.7%	41.3%	⬇	▮▮▯▯	34.4%	⬇	▮▮▮▯
As above – Unclassified roads	41.9%	⬆	▮▮▯▯	20	40.1%	42.7%	⬇	▮▮▯▯	39.7%	⬆	▮▮▯▯
Cost of Trading Standards per 1,000 population	£3,057	⬆	▮▮▮▮	4	£5,870	£3,536	⬆	▮▮▮▮	£3,725	⬇	▮▮▮▮
Cost of Environmental Health per 1,000 population	£14,953	⬆	▮▮▮▯	14	£16,860	£15,882	⬆	▮▮▮▯	£16,654	⬆	▮▮▮▯
Household waste composted or recycled	48.1%	⬇	▮▮▮▯	14	44.3%	55.7%	⬇	▮▮▮▮	59.9%	⬆	▮▮▮▮
Satisfaction with refuse collection (3 year average)	88.3%	⬆	▮▮▮▯	11	83.0%	87.7%	⬆	▮▮▮▯	87.5%	New 13/14	▮▮▮▯
Satisfaction with street cleaning (3 year average)	77.7%	⬆	▮▮▮▮	6	73.7%	77.7%	⬆	▮▮▮▯	76.5%		▮▮▮▯

6. Housing (Not reported by all authorities so quartiles are smaller)	2015/16					2014/15			2013/14		
	Clacks	Trend	Quartile	Rank	Scotland	Clacks	Trend	Quartile	Clacks	Trend	Quartile
Rent arrears as a % of rent due in the year	7.9%	⬇	▮▯▯▯	21	6.3%	7.4%	⬇	▮▮▯▯	6.6%	New 13/14	▮▮▯▯
Average working days to complete non-emergency repairs	5.9 days	⬆	▮▮▮▮	4	9.4 days	6.3 days	⬆	▮▮▮▮	6.7 days		▮▮▮▮
Rent loss due to empty (void) properties	0.6%	⬆	▮▮▮▮	7	1.0%	1.1%	⬇	▮▮▯▯	0.9%	⬇	▮▮▮▯
Council housing meeting all Scottish Housing Quality Standard criteria	97.2%	⬆	▮▮▮▯	9	92.5%	92.6%	⬆	▮▮▮▯	90.8%	⬇	▮▮▮▮
Council houses that are 'energy efficient' (SHQS)	100%	▬	▮▮▮▮	1	96.2%	100%	⬆	▮▮▮▮	100%	⬆	▮▮▮▮

⬆ Improving ▬ Consistent ⬇ Declining (Not a reflection of the value increasing/decreasing – see Guidance) ▮▮▮▮ Top quartile ▮▮▮▯ 2nd quartile ▮▮▯▯ 3rd quartile ▮▯▯▯ Bottom quartile

7. Asset Management	2015/16					2014/15			2013/14		
	Clacks	Trend	Quartile	Rank	Scotland	Clacks	Trend	Quartile	Clacks	Trend	Quartile
Operational buildings that are suitable for their current use	85.3%	⬆	▮▮▮▯	12	79.4%	81.8%	⬇	▮▮▯▯	84.6%	⬆	▮▮▮▯
Floor area of Council buildings in a satisfactory condition	97.6%	⬇	▮▮▮▮	2	81.5%	97.7%	⬆	▮▮▮▮	92.8%	⬆	▮▮▮▯

8. Economic Development & Planning	2015/16					2014/15			2013/14		
	Clacks	Trend	Quartile	Rank	Scotland	Clacks	Trend	Quartile	Clacks	Trend	Quartile
Unemployed people assisted into work via Council employability programmes	10.6%	⬇	▮▮▮▯	16	13.9%	14.2%	⬆	▮▮▮▯	12.7%	⬆	▮▮▮▯
Cost per planning application	£7,841	⬇	▮▯▯▯	26	£4,534	£3,913	⬆	▮▮▮▯	£4,294	⬇	▮▮▮▯
Average weeks to process planning applications	6.1 weeks	⬇	▮▮▮▮	3	11.2 weeks	5.9 weeks	⬆	▮▮▮▮	6.3 weeks	⬆	▮▮▮▮
Procurement spend on local Small/Medium Enterprises	14.8%	⬆	▮▯▯▯	25	20.1%	9.0%	⬇	▮▯▯▯	14.0%	⬇	▮▯▯▯
Business Gateway start-ups per 10,000 population	20.6	⬇	▮▮▮▮	7	16.9	21.5	⬇	▮▮▮▯	21.6	New 13/14	▮▮▮▯

⬆ Improving ‐ Consistent ⬇ Declining (Not a reflection of the value increasing/decreasing – see Guidance) ▮▮▮▮ Top quartile ▮▮▮▯ 2nd quartile ▮▮▯▯ 3rd quartile ▮▯▯▯ Bottom quartile

Appendix B: 2015-16 Exception Report

Clackmannanshire Council
www.clacksweb.org.uk

This report provides further information on indicators where Clackmannanshire Council's performance levels were not reported, or were ranked in the bottom quartile in 2015/16 (or if this is not yet available, 2014/15). Please note that, other than Clackmannanshire's values, all data in this report is currently draft and will be finalised and published nationally by the Improvement Service on the 17th of February 2017.

Guidance

Services	Please note that service groupings are set nationally and do not always correspond directly to Clackmannanshire's service structure.
Years	The financial year for which data is presented. Historical data (from 2010/11) is held for most indicators but some data is not available for all years shown.
Clacks	The value achieved by Clackmannanshire Council in the time period shown (or an explanatory note if data is not available).
Trend	Whether performance has **improved** or **declined** since the previous year. In some areas, such as costs, we want the values to go down, but an upwards arrow still indicates that performance has improved. An upwards arrow for all indicators would be ideal, however, we cannot expect to improve in all areas. ⬆ Performance has improved ▬ Performance is consistent ⬇ Performance has declined Notes added if not available
Quartile	4 groupings of rankings, showing broadly how we performed in comparison to other local authorities. ▮▮▮▮ Top quartile - 1st to 8th place rankings ▮▮▮ 2nd quartile - 9th to 16th ▮▮ 3rd quartile - 17th to 24th ▮ Bottom quartile - 25th to 32nd
Rank	A more detailed summary of performance in relation to other authorities. The authority performing best in Scotland is ranked 1st, and the poorest 32nd.
Scotland	The national average result for each indicator. Green if Clacks performed better than the Scottish average, and pink if worse than the Scottish average.

1. Children's Services	2015/16					2014/15			2013/14		
	Clacks	Trend	Quartile	Rank	Scotland	Clacks	Trend	Quartile	Clacks	Trend	Quartile
Cost per secondary school pupil	£7,963	⬇	▮	28	£6,722	£7,620	⬇	▮	£7,171	⬇	▮
Costs per secondary school pupil have increased by 4.2% compared to a national increase of 1.6%. The service is currently reviewing the management structures in secondary schools.											
5th year pupils gaining 5+ awards at level 6 or above	Indicators under review – publication date still to be confirmed					21.7%	⬇	▮	21.9%	⬆	▮
National measures for attainment in Senior Phase (S4-S6) are now based on a range of indicators when young people leave school rather than at a particular stage. New measures include positive destinations and achievements beyond SQA attainment. The Council has recently received Scottish Government funding as part of the Scottish Attainment challenge which for secondary schools has a focus on health and well being with the medium to longer term aim of improving literacy and numeracy levels.											
As above – Pupils from deprived areas	Indicators under review – publication date still to be confirmed					6.7%	⬇	▮	9.6%	⬆	▮
See note above. Specific measures are in place linked to young people living in the most deprived deciles.											

⬆ Improving ▬ Consistent ⬇ Declining (Not a reflection of the value increasing/decreasing – see Guidance)   ▮▮▮▮ Top quartile ▮▮▮ 2nd quartile ▮▮ 3rd quartile ▮ Bottom quartile   Page 1 of 4

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2. Corporate Services	2015/16					2014/15			2013/14		
	Clacks	Trend	Quartile	Rank	Scotland	Clacks	Trend	Quartile	Clacks	Trend	Quartile
Support services as a % of total expenditure	7.1%	⬆	▌☐☐☐	28	5.4%	7.8%	⬇	▌☐☐☐	7.6%	⬇	▌☐☐☐
The aim is to reduce support services as a proportion of total expenditure. The costs of support services have reduced by £1m over the year and there will be continuing downward pressure exerted. However smaller Councils do not benefit from the economies of scale of larger ones and a number of corporate functions are centralised which accounts for the bottom quartile performance											
Cost of democratic core per 1,000 population	£46,924	⬆	▌☐☐☐	27	£29,978	£50,772	⬇	▌☐☐☐	£46,373	⬇	▌☐☐☐
There is a reduction in costs of approx £200,000 which is attributable to a reduction in staffing costs. Despite this, the ranking of the Council has slipped by two places. Apportionment of costs for this indicator is based on estimates of time spent on particular types of task, which may not accurately reflect the actual position. A review will be undertaken on determining the reasons for comparitively unfavourable performance.											
Cost of Council Tax collection (per dwelling)	£19.55	⬇	▌☐☐☐	31	£10.34	£16.69	⬇	▌☐☐☐	£14.57	⬆	▌☐☐☐
There is confidence that the direct costs of collection are not excessive. The reported figure is affected by the method of reallocating central support costs. A review into the calculation and allocation of costs is being carried out in 2016/17.											
Average time to attend domestic noise complaints	Not Reported				70.3 hrs	1.8 hrs	⬇	▐▐▐☐	0.6 hrs	⬆	▐▐▐▐
This service is not provided.											
Average days lost through sickness absence – Teachers	7.2	⬆	▌☐☐☐	29	6.1	10.1	⬇	▌☐☐☐	5.7	⬆	▐▐▐☐
In comparison to the previous financial year there has been a reduction in the average FTE days lost for teaching staff. The Council continues to roll out its Maximising Attendance Policy and Procedures in Schools which is aimed at supporting staff and their overall welfare to ensure attendance at work and facilitate early return to work if sickness absence does occur.											
As above – all other Local Government employees	13.4	⬇	▌☐☐☐	31	10.6	12.8	⬇	▌☐☐☐	7.9	⬆	▐▐▐▐
In comparison to the previous financial year there appears to be a slight increase in the average FTE days lost for other Local Government Staff. The main causes of absence continue to be minor illness which services manage in line with the Council's Maximising Attendance Procedures.											
Invoices paid within 30 calendar days	84.6%	⬆	▌☐☐☐	29	92.8%	82.0%	⬆	▌☐☐☐	80.4%	⬆	▌☐☐☐
The increased target for 2015-16 of 85% has been achieved with opportunities for continuous improvements continually being sought. The target for 16-17 has been kept at 85% to take account of the bedding in of the new system but significant improvements are expected in future years for which targets will be raised to reflect.											

⬆ Improving   ▬ Consistent   ⬇ Declining   (Not a reflection of the value increasing/decreasing – see Guidance)   ▐▐▐▐ Top quartile   ▐▐▐☐ 2nd quartile   ▐▐☐☐ 3rd quartile   ▌☐☐☐ Bottom quartile   Page 2 of 4

3. Adult Social Work	2015/16					2014/15			2013/14		
	Clacks	Trend	Quartile	Rank	Scotland	Clacks	Trend	Quartile	Clacks	Trend	Quartile
Self-directed Support spend on adults as a % of social work spend on adults	1.3%	⬆	▮▯▯▯	30	6.8%	1.1%	⬆	▮▯▯▯	1.0%	⬇	▮▯▯▯

SDS requires a greater flexibility of available revenue and staff working patterns in order to improve the council's performance significantly. In the area of under 65's in particular there is a high level of direct service provision which significantly limits the revenue available to commission services on behalf of the client or directly by the service user.. Likewise, existing day services operate primarily Monday-Friday between 9am-5pm which again limits the choice of service users to receive services during the evening and weekends in a manner that is consistent with the core values of choice and flexibility that are central to the implementation of SDS. Glasgow City Council significantly skew the Scottish average, which is 3.8%, if they are excluded. The median for our Family Group (8 authorities with similar deprivation levels) is 2.5%.

Adults agreeing support improved or maintained quality of life	78.0%	⬇	▮▯▯▯	31	88.1%	86.4%	New 14/15	▮▮▮▯	New indicator – no data available before 2014/15		

Dependence on an annual survey has its limitations and is likely to provide varied responses from a limited pool of responses. Our intention is to link service user/carer responses together at our six monthly review in order to gather a higher level of response twice a year. This result contrasts with the other two LGBF satisfaction measures, where we were ranked 1st and 2nd nationally (top quartile in all years where data is available).

4. Culture & Leisure	2015/16					2014/15			2013/14		
	Clacks	Trend	Quartile	Rank	Scotland	Clacks	Trend	Quartile	Clacks	Trend	Quartile
Cost per visit to museums & galleries	No Service				£3.07	No Service			£5.39	⬇	▮▯▯▯

Clackmannanshire Council does not have a permanent museum. Previous years have recorded number of visits to Doors Open day and customer enquiries, however it was agreed as part of the business planning process that as Clackmannanshire does not have a museum the return should state zero.

Satisfaction with museums & galleries (3 year average)	60.7%	⬆	▮▯▯▯	27	74.0%	60.0%	⬆	▮▯▯▯	53.3%		▮▯▯▯

See above. Satisfaction measure of limited applicability due to having no permanent museum.

5. Environmental Services	2015/16					2014/15			2013/14		
	Clacks	Trend	Quartile	Rank	Scotland	Clacks	Trend	Quartile	Clacks	Trend	Quartile
Cost of maintenance per kilometre of road	£16,346	⬆	▮▯▯▯	26	£10,325	£16,901	⬇	▮▯▯▯	£15,002	⬆	▮▮▯▯

This indicator includes investment therefore a higher cost per km is not necessarily a negative. The Council has committed to maintaining the integrity of the network through the Roads Asset Management Plan. This is not the case in many local authorities across Scotland. Further the Family Group Benchmarking meetings have highlighted that there are many discrepancies in the data (costs) that local authorities are including in their submissions.

⬆ Improving ⏤ Consistent ⬇ Declining (Not a reflection of the value increasing/decreasing – see Guidance)   ▮▮▮▮ Top quartile   ▮▮▮▯ 2nd quartile   ▮▮▯▯ 3rd quartile   ▮▯▯▯ Bottom quartile   Page 3 of 4

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6. Housing

6. Housing (Not reported by all authorities so quartiles are smaller)	2015/16					2014/15			2013/14		
	Clacks	Trend	Quartile	Rank	Scotland	Clacks	Trend	Quartile	Clacks	Trend	Quartile
Rent arrears as a % of rent due in the year	7.9%	⬇	▮▯▯▯	21	6.3%	7.4%	⬇	▮▮▯▯	6.6%	New 13/14	▮▮▯▯

In recognition of declining performance the rent collection service was reintegrated into a comprehensive housing management service. The service is being redesigned to deal with this and to incorporate new ways of working. The first phase of the change management programme will not complete until 2017, and so improvements will not be fully realised until 2017-18. However, it is then expected that the roll out of universal credit in that year will place further pressure on these figures.

8. Economic Development & Planning

8. Economic Development & Planning	2015/16					2014/15			2013/14		
	Clacks	Trend	Quartile	Rank	Scotland	Clacks	Trend	Quartile	Clacks	Trend	Quartile
Cost per planning application	£7,841	⬇	▮▯▯▯	26	£4,534	£3,913	⬆	▮▮▮▯	£4,294	⬇	▮▮▮▯

Though 6 years' data is available, this indicator has only been added to the framework this year. The number of applications and costs were roughly consistent over the previous 5 years, however, a significant variance in cost is seen in 2015/16. Similar variances can be seen in some other authorities, so further investigation will be required to ensure consistency of reporting. The costs include Building Control and Environmental Initiatives, which are not part of the planning service, but increase the figure.

| Procurement spend on local Small/Medium Enterprises | 14.8% | ⬆ | ▮▯▯▯ | 25 | 20.1% | 9.0% | ⬇ | ▮▯▯▯ | 14.0% | ⬇ | ▮▯▯▯ |

As part of the development of our new strategy we will be consulting across Clacks to find ways of maximising our spend with local small businesses and will look to lessons from top quartile performers on that.

⬆ Improving ▬ Consistent ⬇ Declining (Not a reflection of the value increasing/decreasing – see Guidance)   ▮▮▮▮ Top quartile ▮▮▮▯ 2nd quartile ▮▮▯▯ 3rd quartile ▮▯▯▯ Bottom quartile   Page 4 of 4