

CLACKMANNANSHIRE COUNCIL

Report to Council of 18th December 2008

Subject: Statutory Performance Indicators 2007-08

Prepared by: Stuart Crickmar and Judith Richardson (Business Improvement)

1.0 SUMMARY

- 1.1. The Statutory Performance Indicators are submitted to Audit Scotland by each council annually and cover a wide range of performance measures across council services. This report discusses council performance from the 1st of April 2007 to the 31st of March 2008. The data has been verified by external auditors and performance in each indicator has been ranked by Audit Scotland, in order to compare Clackmannanshire Council's performance with that of other Scottish councils.
- 1.2. Clackmannanshire Council has shown strong performance in recent years and, in the previous reporting year (2006-07), achieved the best ratio of improving indicators to declining indicators of all Scottish councils. This report finds that, in a number of areas, performance in 2007-08 was the best in the last five reporting years. This includes achieving the best average ranking and the highest number of indicators ranked within the top decile, and top quartile councils in Scotland.
- 1.3. We achieved eleven first place rankings (13.6% of indicators) and only 13.4% of indicators were ranked within the bottom eight councils in Scotland. Positive progress can be seen in almost two thirds of the indicators' rankings though there are still areas in which performance improvements are necessary. The values achieved for thirty indicators improved by over 15%, which is significantly higher than in any of the last five reporting years.
- 1.4. Guidance and definitions can be found in Appendix A, all graphs referred to in the report are contained in Appendix B, and Appendix C is the report on Clackmannanshire's performance issued by Audit Scotland. Each council currently only has visibility of their own performance report but information on all councils will be published by Audit Scotland shortly. When this data has been analysed, a further report will be presented to the Scrutiny Committee.

2.0 RECOMMENDATIONS

- 2.1. It is recommended that Council notes the contents of this report.

3.0 BACKGROUND

- 3.1. Clackmannanshire Council has shown very strong and improving performance across the range of SPIs in recent years, which continues into 2007-08. Graph 1 shows that the performance data reported for the 2007-08 financial year has resulted in the best average ranking in the last 5 reporting years. While this is a simplified view of performance, it does show that action taken to improve performance across services, through the performance management framework, is proving to be effective.
- 3.2. Graph 2 shows that we have been ranked within the top 8 Scottish councils for 41.5% of indicators, a steep increase from 29.3% in 2006-07. While there was a slight increase in the percentage of indicators ranked within the bottom 8 councils (from 12.2% to 13.4%), this reflects continuing strong performance from 2006-07. The council failed to return data for 5 indicators in 2006-07, and external auditors deemed the result of another indicator unreliable, while in 2007-08 all data appropriate was submitted and all results deemed reliable.
- 3.3. The top and bottom quartiles are shown in greater detail in Graphs 3 and 4. Graph 3 shows that we achieved the greatest number of top quartile and top decile rankings in the last 5 years. It can also be seen that the 11 first place rankings in 2007-08 was only surpassed in 2005-06 when we achieved 12.
- 3.4. Graph 4 also demonstrates strong performance with only 11 indicators ranked in the bottom quartile. The only indicator to be ranked in the bottom decile may be re-ranked by Audit Scotland as an ambiguity in the definition of the indicator means that councils may have used different criteria for assessment. This is currently being resolved with Audit Scotland and the outcome will be reflected in the next report to the Scrutiny Committee.
- 3.5. Further strong performance can be seen in Graph 5 with positive progress in rankings evident in 49 indicators. In contrast, only 26 indicators show negative progress in rankings, with the indicator showing greatest decline moving from 14th to 28th place. Of the 10 indicators showing significant improvement, one improved by 21 places, another improved by 24 places, and another improved by 29 places from 30th to 1st place.
- 3.6. While rankings (shown in previous graphs) are important for comparison with other councils, they are all relative to how well the best council performs. It is therefore important to analyse improvements in actual performance as these demonstrate how the council is improving services for citizens. It must be noted that while a first place ranking demonstrates better performance than other councils, if we are not achieving 100%, there is still work to be done for the citizens of Clackmannanshire.
- 3.7. This is why, as well as ranking indicators, Audit Scotland also highlight where the values achieved have improved or declined by more than 5%, summarised in Graphs 6 and 7. While the number of indicators improving substantially has increased steadily in the last 5 reporting years, 2007-08 saw a sharp rise, with 30 indicators improving by over 15%. Graph 7, however, also shows that 7 indicators declined by over 15%, and the Scrutiny Committee report will provide further analysis of these areas.

4.0 CONCLUSIONS

- 4.1. In 2007-08, Clackmannanshire Council has achieved the highest average ranking in the Statutory Performance Indicators in the last 5 reporting years.
- 4.2. 41.5% of indicators were ranked in the top 8 councils in Scotland and 13.4% were ranked within the bottom 8 councils.
- 4.3. Data was submitted for all indicators regarding services provided by the council and all results were deemed reliable by external auditors.
- 4.4. More indicators were ranked within the top quartile and top decile than in any of the last 5 reporting years and the only bottom decile indicator may be re-ranked by Audit Scotland.
- 4.5. Positive progress in rankings can be seen in 49 indicators, with a maximum improvement of 29 places, and 26 indicators showed negative progress in rankings, with a maximum decline of 14 places.
- 4.6. The values achieved for 39 indicators improved by more than 5%, 30 of which improved by over 15%, and 12 indicators declined by more than 5%, 7 of which declined by over 15%.
- 4.7. Further analysis of Clackmannanshire's and other councils' results will be presented in due course to Scrutiny Committee.

5.0 SUSTAINABILITY IMPLICATIONS

- 5.1. There are no direct sustainability implications arising from this report.

6.0 FINANCIAL IMPLICATIONS

- 6.1. There are no direct financial implications arising from this report.

6.2. Declarations

- (1) The recommendations contained within this report support or implement Corporate Priorities, Council Policies and/or the Community Plan:

- **Corporate Priorities (Key Themes)** (Please tick ☒)

Achieving Potential	<input type="checkbox"/>
Maximising Quality of Life	<input type="checkbox"/>
Securing Prosperity	<input type="checkbox"/>
Enhancing the Environment	<input type="checkbox"/>
Maintaining an Effective Organisation	<input checked="" type="checkbox"/>

- **Council Policies** (Please detail)

• **Community Plan (Themes)** (Please tick ☒)

- | | |
|--------------------------------|--------------------------|
| Community Safety | <input type="checkbox"/> |
| Economic Development | <input type="checkbox"/> |
| Environment and Sustainability | <input type="checkbox"/> |
| Health Improvement | <input type="checkbox"/> |

(2) In adopting the recommendations contained in this report, the Council is acting within its legal powers. (Please tick ☒)

(3) The full financial implications of the recommendations contained in this report are set out in the report. This includes a reference to full life cycle costs where appropriate. (Please tick ☒)

Head of Service

Director



Report to Council

To accompany all Reports to Council

To: Head of Administration And Legal Services

Author: Stuart Crickmar and Judith Richardson
(Business Improvement)

Date: 26 November 2008

Service: Corporate Development

Date of Meeting: 18th December 2008

Title of Report: Statutory Performance Indicators 2007-08

Recommendation that the attached report be:

1. Given unrestricted circulation

☒

(tick appropriate box)

2. Taken in private

☐

By virtue of paragraph ____ of schedule 7A, Local Government (Scotland) Act 1973.

Appendices attached to this report (if none, state "none")

1. Appendix A – Guidance and Definitions
2. Appendix B – Performance Graphs
3. Appendix C – Audit Scotland SPI Report
- 4.

List of Background Papers (if none, state "none")

1. None
- 2.
- 3.
- 4.

Note: All documents specified must be kept available by the author for public inspection for four years from the date of the meeting at which the report is considered.

Appendix A – Guidance and Definitions

Greater detail on any information contained in the report can be obtained by contacting Judith Richardson in the Business Improvement team.

Progress Descriptions

The progress descriptions used in Graph 5 are shown below.

Maintained Highest/Lowest Ranking	Where a 1 st or 32 nd place ranking was achieved in both 2006-07 and 2007-08.
Improved/Declined to Highest/Lowest Ranking	Where the ranking improved to 1 st , or declined to 32 nd in 2007-08.
Significant Improvement or Decline	An improvement or decline of over 8 rankings, eg. 16 th in 2006-07 to 8 th in 2007-08.
Improvement/Decline	An improvement or decline of less than 8 places.
Consistent (Top/Bottom Half of Rankings)	Where the same ranking was achieved in 2006-07 and 2007-08, differentiated by whether the ranking is in the top or bottom half of rankings.

Rankings

The best result in Scotland receives an Audit Scotland ranking of 1, and the worst a ranking of 32 (if all councils have been ranked for that indicator). If 2 or more councils report exactly the same value for an indicator, they would be given the same ranking.

Councils may not be ranked for an indicator if the council does not provide the service being assessed, if the council has not reported data for that indicator, or if auditors have assessed the data as unreliable. In 2007-08 only one indicator was not submitted by Clackmannanshire as we do not have any care homes for adults under the age of 65.

Over 160 individual performance measures are gathered by Audit Scotland but only around 80 are published in the ranked report. Therefore, over half of the measures do not receive rankings and it cannot be assessed whether these results are good or bad in comparison to other councils.

Quartiles and Deciles

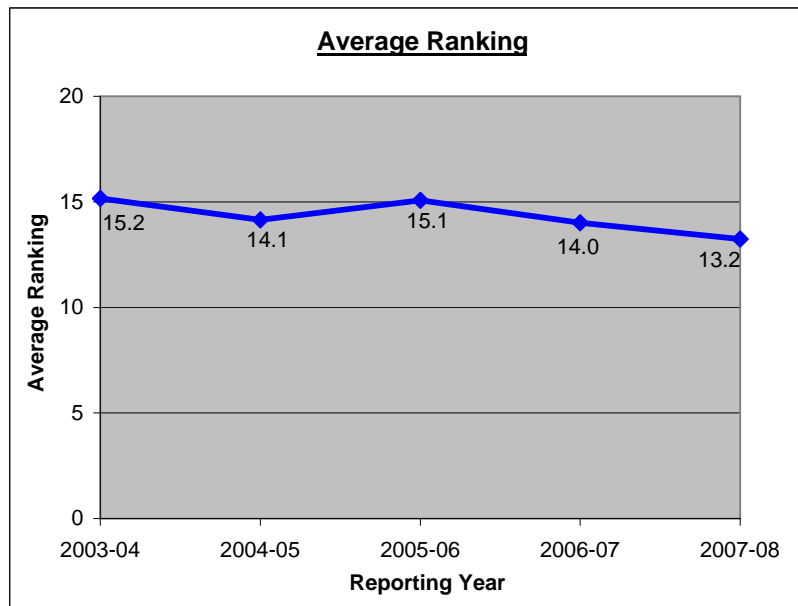
As there are 32 Scottish councils, each quartile contains 8 councils. The top quartile contains the 8 councils performing best in that indicator and the bottom quartile contains the 8 councils performing worst in that indicator.

Top Quartile	1 st to 8 th place,	Top Decile	1 st to 3 rd place,
2 nd Quartile	9 th to 16 th place,	Bottom Decile	30 th to 32 nd place,
3 rd Quartile	17 th to 24 th place,		
Bottom Quartile	25 th to 32 nd place.		

The results in Graph 2 have been shown as percentages as the number of indicators varies between 75 and 82 in the reporting years shown.

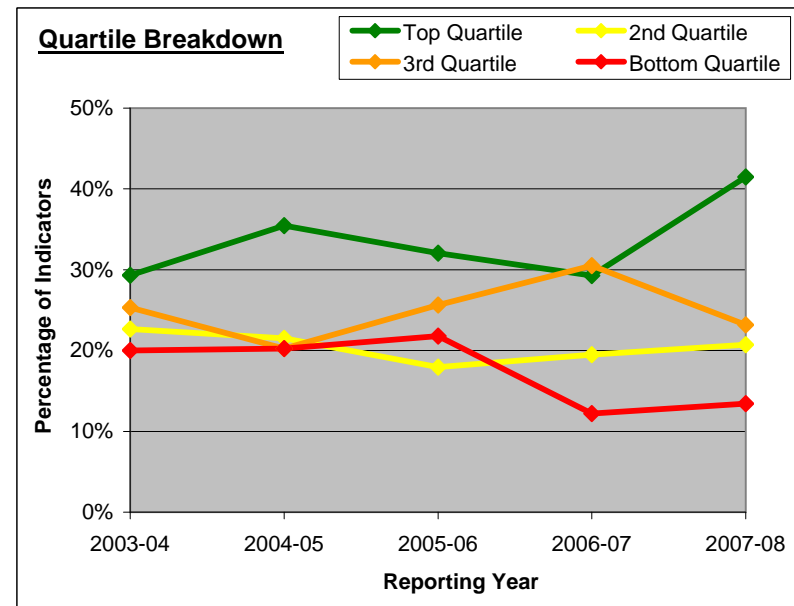
Appendix B - Performance Graphs

Graph 1



The average ranking across all Statutory Performance Indicators achieved by Clackmannanshire Council in the last five reporting years. As the best ranking is first place, **the lowest average ranking reflects the best overall performance.**

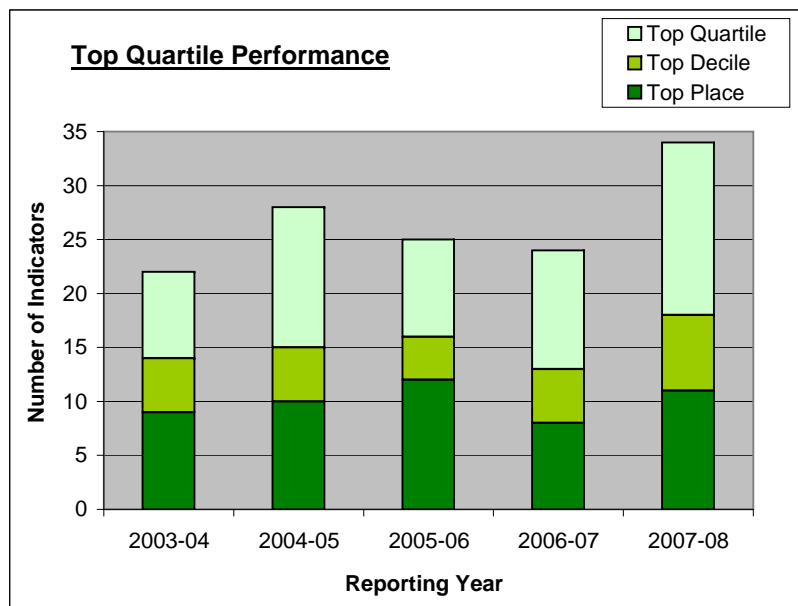
Graph 2



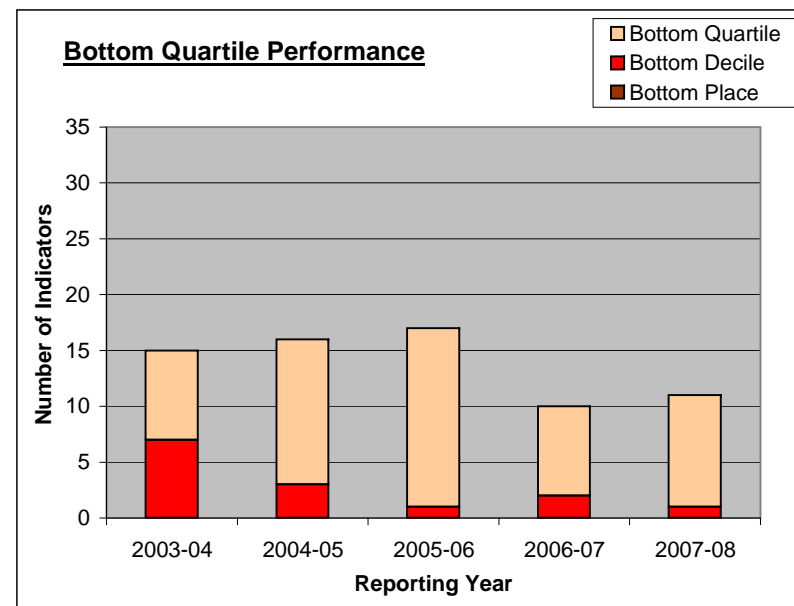
The number of indicators ranked in each quartile (see Appendix A for Guidance and Definitions) for Clackmannanshire Council in the last five reporting years. **The best performance is as many indicators in the top quartile as possible, and as few in the bottom quartile as possible.**

Appendix B - Performance Graphs

Graph 3



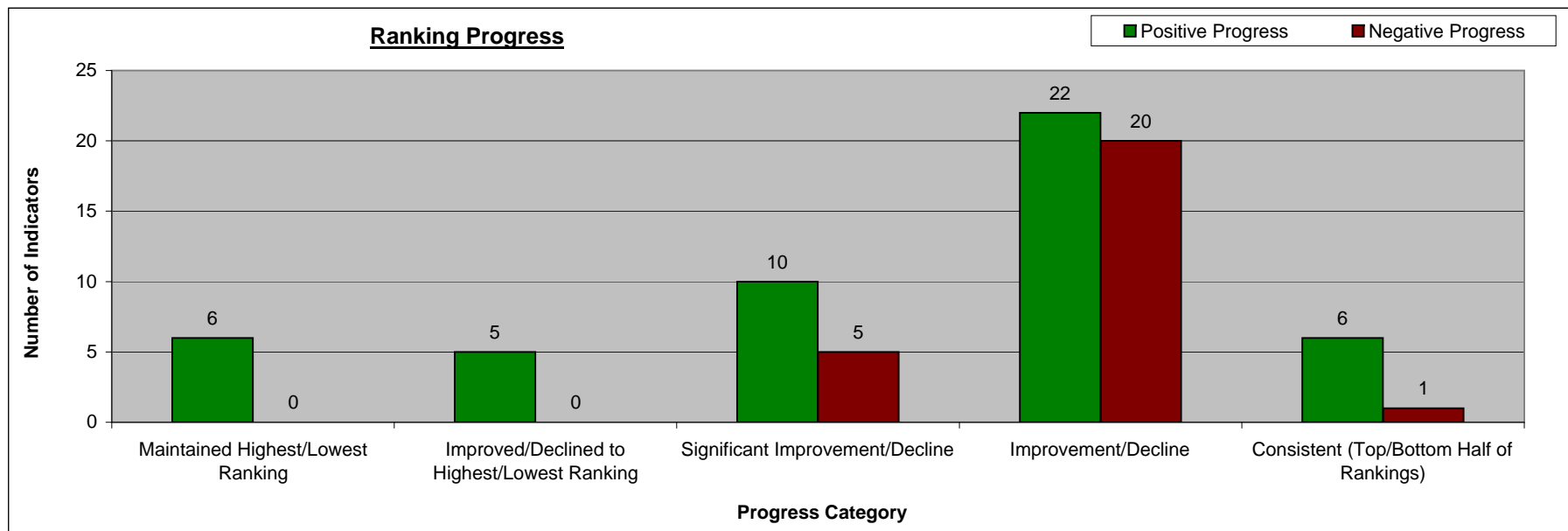
Graph 4



The number of indicators ranked in the top and bottom quartiles, respectively, for Clackmannanshire Council in the last five reporting years. **The best result would be as many top quartile rankings and as few bottom quartile rankings as possible**, particularly the darker shades. Both graphs have been drawn to the same scale to allow comparison.

Appendix B - Performance Graphs

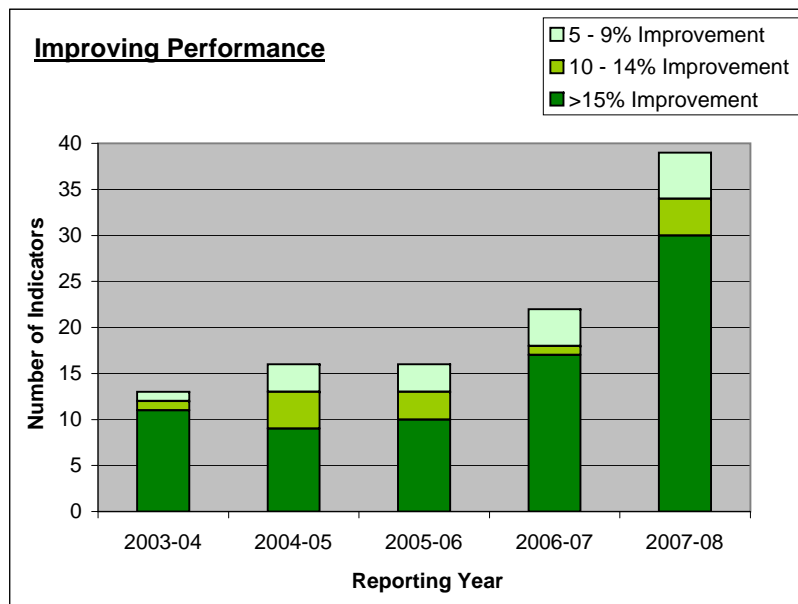
Graph 5



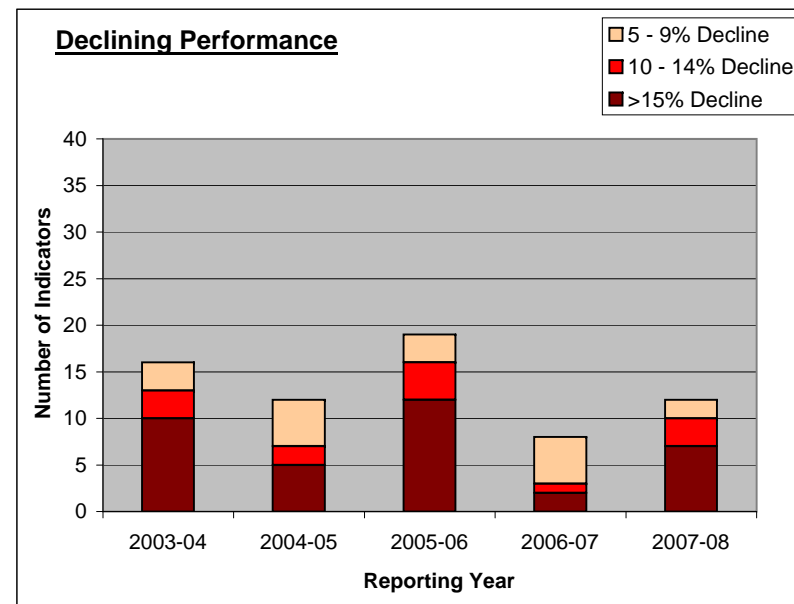
The changes in the rankings achieved by Clackmannanshire Council from 2006-07 to 2007-08. **The best result would be as much positive progress, and as little negative progress as possible**, particularly in the categories towards the left hand-side of the graph. (See Appendix A for definitions of the Progress Categories).

Appendix B - Performance Graphs

Graph 6



Graph 7



The extent to which the values achieved by Clackmannanshire Council for each indicator have improved or declined over the last five reporting years. **The best result would be as many indicators showing improvement, and as few showing decline as possible, particularly the darker shades**. Both graphs have been drawn to the same scale to allow comparison.

Clackmannanshire Council

Information on council performance comes from statutory performance indicators, value for money and other reports. **All** of these must be taken into account in considering how a council is performing. Further details about all of the information below are available in Section 1 of this document.

Contextual data

- total resident population 49,900
- number of households 23,708
- Grant Aided Expenditure for 2008/2009 (£'000) 86,769
- Band D Council Tax for 2008/2009 (£) 1,148

A profile of the council area has been prepared by the council as part of its 2008/9 Single Outcome Agreement (SOA) with the Scottish Government. The profile provides the basis for a clearer understanding of the environment within which the council provides its services. The SOA is available at: [Click here to go to the SOA](#)

Statutory Performance Indicators - summary information

The council's performance worsened by 5% or more on 12 measures, and improved by 5% or more on 39 measures.

	Measures that worsened by...			Measures that improved by...		
	>15%	10-14%	5-9%	5-9%	10-14%	>15%
Scotland	10	3	4	6	5	18
Clackmannanshire	7	3	2	5	4	30

A full set of the SPI measures used for this analysis is included at the end of the profile.

In 2005/06 this council had a ranking of 25 or below in indicators 13, 17, 18, 26, 32, 40, 41, 44, 56, 57, 58, 67, 76, 79 and 81. By 2007/08, they had not improved by at least 5% in the following indicators:

Indicator number	Indicator definition
40	Council tax - the percentage of council tax income for the year that was collected in the year

Progress towards Best Value

Between 1999 and 2002, the Accounts Commission's Performance Management and Planning (PMP) audit assessed the arrangements that councils' had in place to manage their performance under Best Value. It examined the extent to which councils and their various services had in place the basic building blocks for Best Value, in particular the key management processes required. Comment on the findings of the PMP Audit for the council may be found in the Profiles for 2001/02.

The PMP audits were superseded by a cyclical programme of Best Value and Community Planning audits which began in early 2004. It is anticipated that Best Value Audit reports on all 32 councils will be published by the Spring of 2009.

The Best Value Audit on Clackmannanshire Council was published in September 2007. It is available at: www.audit-scotland.gov.uk

Accounts Commission/Audit Scotland reports (April 2007 to October 2008)

- There were no Accounts Commission statutory reports published on this council during the time period

- The appointed auditor's report on the council's financial statement for the year was unqualified
- There were no reports published during this period that made reference to the comparative performance of councils.

More information about the work of the Accounts Commission and Audit Scotland are available at www.audit-scotland.gov.uk

Inspectorates (April 2007 to October 2008)

- HM Inspectorate of Education has not published a QMiE inspection of the council's education service in this period. More information is available at: www.hmie.gov.uk
- The responsibilities of the Benefit Fraud Inspectorate (BFI) in Scotland were integrated with the benefits audit work of Audit Scotland on 1 April 2008. During the period 1 April 2007 to 31 March 2008 the BFI did not undertake an inspection of the council.
- In September 2008 the Social Work Inspection Agency published its performance inspection report of the council's Social Work Services. In January 2008 it published the Forth Valley Multi-agency Inspection (Services for Older People). More information is available at: www.swia.gov.uk
- The Scottish Housing Regulator published an inspection report (undertaken by Communities Scotland) on Clackmannanshire Council in June 2007. More information is available at: www.scottishhousingregulator.gov.uk
- The Food Standards Agency has not published a core audit on the council in this period. More information is available at www.foodstandards.gov.uk

For more information on the work of Inspectorates in general, please refer to Section 1 of this report.

Scottish Public Services Ombudsman (April 2007 to October 2008)

During this period the SPSO published the following report against the council:

- Clackmannanshire Council – 3 complaints upheld concerning an education matter – April 2008

More information on the work of the Ombudsman is available at www.spsso.org.uk

Statutory Performance Indicators – list of measures

Clackmannanshire

	Measure	Rank in 07/08		PI measurement			Better ✓ or worse X since 05/06		
		1-32	✓ 1-8 X 25-32	05/06	06/07	07/08	5-9%	10-14%	>15%
		Adult Social Work							
1	Staff qualification – the percentage of care staff who are qualified, working in care homes for older people	1	✓	74.2	94.4	84.1	✓		
2	Staff qualification – the percentage of care staff who are qualified, working in care homes for other adults	NS		NS	NS	NS			
3	Privacy - percentage of residential care places occupied by older people that are in single rooms	3	✓	100.0	99.2	99.2			
4	Privacy - percentage of residential care places occupied by older people that have en-suite facilities	1	✓	84.4	88.6	100.0	✓		
5	Privacy - percentage of residential places occupied by other adults that are in single rooms	7	✓	97.9	100.0	98.2			
6	Privacy - percentage of residential places occupied by other adults that have en-suite facilities	1	✓	100.0	100.0	100.0			
7	Home care - total hours as a rate per 1,000 population aged 65+	9		537.7	553.3	606.0	✓		
8	Home care - number of home care clients aged 65+ receiving personal care as a percentage of clients	16		78.1	82.0	81.9			
9	Home care - number of home care clients aged 65+ receiving care in evenings/overnight as a percentage of clients	7	✓	30.6	36.0	36.6	✓		
10	Home care - number of home care clients aged 65+ receiving care at weekends as a percentage of clients	15		62.6	66.3	64.4			
11	Respite care - total overnight respite nights provided for older people aged 65+ per 1,000 population	7	✓	671.0	608.0	452.2	X		
12	Respite care - percentage of respite nights not in a care home aged 65+	5	✓	0.0	0.8	10.9	✓		
13	Respite care - total daytime respite hours provided for older people aged 65+ per 1,000 population	3	✓	0.5	FTR	9827.3	✓		
14	Respite care - percentage of daytime respite not in a day centre aged 65+	24		100.0	FTR	6.6	X		
15	Respite care - total overnight respite nights provided for people aged 18-64 per 1,000 population	7	✓	39.4	38.9	48.2	✓		
16	Respite care - percentage of respite nights not in a care home aged 18-64	3	✓	41.0	45.1	76.3	✓		
17	Respite care - total daytime respite hours provided for people aged 18-64 per 1,000 population	4	✓	0.0	FTR	1690.8	✓		
18	Respite care - percentage of daytime respite not in a day centre aged 18-64	28	X	0.0	FTR	9.2	✓		
19	Social enquiry reports - the proportion of reports submitted by the social work department to the courts by the due date	28	X	99.4	99.1	95.5			
20	Probation - the proportion of new probationers seen by a supervising officer within one week	26	X	83.0	FTR	59.3	X		
21	Community service - the average hours per week taken to complete community service orders	4	✓	3.1	4.9	5.1	✓		
Benefits Administration									
22	Administration costs - the overall gross administration cost (£) per council tax or housing benefit application	8	✓	-	33.84	40.99			
23	New claims - the average time (days) taken to process new claims	7	✓	31.5	44.0	23.2	✓		

Clackmannanshire

	Measure	Rank in 07/08		PI measurement			Better ✓ or worse X since 05/06		
		1-32	✓ 1-8 X 25-32	05/06	06/07	07/08	5-9%	10-14%	>15%
	Education & Children's Services								
24	Primary schools - the percentage of schools in which the ratio of pupils to available places is between 61% and 100%	4	✓	78.9	78.9	84.2	✓		
25	Secondary schools - the percentage of schools in which the ratio of pupils to available places is between 61% and 100%	1	✓	100.0	100.0	100.0			
26	Supervision - percentage of children made subject to a supervision order that were seen by a supervising officer within 15 days	24		67.9	66.7	78.1			✓
27	Staff qualification – the percentage of care staff in residential homes for children who are qualified	1	✓	83.3	71.4	100.0			✓
28	Respite care - total overnight respite nights provided per 1,000 population	14		34.0	34.7	54.2			✓
29	Respite care - percentage of respite nights not in a care home	12		26.1	27.7	32.9			✓
30	Respite care - total daytime respite hours provided for children per 1,000 population	15		664.5	714.7	782.8			✓
31	Respite care - percentage of daytime respite hours provided not in a day centre	1	✓	100.0	100.0	100.0			
	Corporate Management								
32	Sickness absence - the percentage of working days lost through sickness absence for chief officers and local government employees	6	✓	5.8	6.1	5.1		✓	
33	Sickness absence - the percentage of working days lost through sickness absence for craft employees	1	✓	4.0	3.9	3.7	✓		
34	Sickness absence - the percentage of working days lost through sickness absence for teachers	8	✓	4.3	3.5	3.5			✓
35	Litigation claims - number of claims per 10,000 population	1	✓	1.2	0.6	0.4			✓
36	Equal opportunities policy - percentage of highest paid 2% of earners among council employees that are women	24		33.3	33.3	29.5		X	
37	Equal opportunities policy - percentage of highest paid 5% of earners among council employees that are women	20		32.0	35.5	40.2			✓
38	Public access - percentage of public service buildings that are suitable and accessible to disabled people	31	X	70.3	<u>70.3</u>	15.6			X
39	Council tax - the cost of collecting council tax per dwelling (£) (see note 2)	24		14.07	14.48	16.63			X
40	Council tax - the percentage of council tax income for the year that was collected in the year (see note 2)	29	X	92.1	92.6	92.6			
41	Invoice payment - the percentage of invoices paid within 30 days	28	X	72.1	84.7	77.3	✓		
42	Asset management - proportion of GIA that is in satisfactory condition	23		-	52.4	52.1			
43	Asset management - percentage of operational buildings that are suitable for their current use	15		-	76.5	75.2			

Clackmannanshire

	Measure	Rank in 07/08		PI measurement			Better ✓ or worse X since 05/06		
		1-32	✓1-8 X 25-32	05/06	06/07	07/08	5-9%	10-14%	>15%
	Cultural and Community Services								
44	Sport and Leisure Management - the number of attendances per 1,000 population for all pools	21		2,303	2,852	3,216			✓
45	Indoor facilities - the number of attendances per 1,000 population	5	✓	7,308	7,874	8,178			
46	Museum services - the number of visits to/usages of council funded or part funded museums per 1,000 population	23		-	435	388			
47	Museum services - the number of visits to/usages of council funded or part funded museums that were in person per 1,000 population	20		-	434	388			
48	Stock turnover – the percentage of the national target met for replenishing lending stock for adults	10		72.2	74.1	72.5			
49	Stock turnover – the percentage of the national target met for replenishing lending stock for children and teenagers	26	X	73.6	49.8	52.9			X
50	Use of libraries – the number of visits to libraries per 1,000 population	3	✓	-	8621	8323			
51	Use of libraries – the number of borrowers as a percentage of the resident population	20		21.5	20.9	19.6	X		
52	Learning centre and learning access points - number of users as a percentage of the resident population	10		9.3	11.3	13.0			✓
53	Learning centre and learning access points - number of time terminals are used per 1,000 population	22		621.5	741.1	598.8			
	Development Services								
54	Processing time – the percentage of householder applications dealt with within two months	1	✓	91.8	94.3	94.8			
55	Processing time – the percentage of all applications dealt with within two months	1	✓	78.6	85.9	86.3	✓		
	Housing								
56	Tenancy changes - the percentage of rent loss due to voids	15		3.70	1.90	1.60			✓
57	Tenancy changes - the percentage of dwellings that were not low demand that were re-let within four weeks	15		12.5	18.5	40.3			✓
58	Tenancy changes - the average time (days) to re-let houses that are not low demand	9		159	63	39			✓
59	Rent arrears - current tenant arrears as a percentage of the net amount of rent due in the year (see note 2)	16		9.0	7.3	5.9			✓
60	Rent arrears - the percentage of current tenants owing more than 13 weeks' rent at the year end, excluding those owing less than £250 (see note 2)	14		6.8	5.7	4.5			✓
61	Rent management - the proportion of tenants giving up their tenancy during the year that were in rent arrears (see note 2)	22		-	57.9	48.8			
62	Rent management - the average number of weeks rent owed by tenants leaving in arrears (see note 2)	18		-	12.35	11.30			
63	Rent management - the percentage of former tenant arrears written off or collected during the year (see note 2)	18		-	29.1	25.6			
64	Council house sales - the percentage of sales completed within 26 weeks	18		61.5	68.7	79.5			✓
65	Homelessness - average time (weeks) between presentation and completion of duty by the council for those cases assessed as homeless or potentially homeless	16		21.2	15.5	24.6			X
66	Homelessness - percentage of cases reassessed as homeless or potentially homeless within 12 months of previous case being completed	8	✓	3.9	3.6	3.3			✓

Clackmannanshire

Cracknamhairshire

	Measure	Rank in 07/08		PI measurement			Better ✓ or worse X since 05/06		
		1-32	✓1-8 X 25-32	05/06	06/07	07/08	5-9%	10-14%	>15%
Protective Services									
67	Food hygiene - the percentage of premises with a minimum inspection frequency of 12 months or less, that were inspected on time	1	✓	81.3	72.9	100.0	✓		
68	Domestic noise complaints - the average time (hours) between the time of the complaint and attendance on site: Requiring attendance on site	8	✓	-	9.0	8.0			
69	Domestic noise complaints - the average time (hours) between the time of the complaint and attendance on site: Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004	2	✓	-	0.3	0.3			
70	Consumer complaints - the percentage of complaints processed within 14 days of receipt	8	✓	Note 4	78.5	78.8			
71	Business advice requests - the percentage of requests dealt with within 14 days of receipt	29	X	Note 4	92.4	92.1			
72	Inspection of trading premises - the percentage of premises in high and medium risk inspection level that were inspected on time	11		Note 4	88.1	97.2			
Roads & Lighting									
73	Carriageway condition - percentage of network that should be considered for maintenance treatment	15		-	-	38.5			
74	Traffic light repairs - the percentage of repairs completed within 48 hours	25	X	100.0	90.9	88.0	X		
75	Street light repairs - the percentage of repairs completed within seven days	28	X	86.5	91.4	81.0	X		
76	Road network restrictions - the percentage of council and private bridges assessed that failed to meet the European standard of 40 tonnes	19		12.9	10.1	8.7	✓		
Waste Management									
77	Refuse collection - the net cost per property (£) of refuse collection (see note 2)	21		66.28	67.29	68.56			
78	Refuse collection - the net cost per property (£) of refuse disposal (see note 2)	21		68.45	74.06	77.53	X		
79	Refuse collection - the number of complaints per 1,000 households	28	X	93.0	84.5	59.7	✓		
80	Recycling - of the municipal waste collected by the authority, the percentage that was recycled	3	✓	40.1	43.6	42.2	✓		
81	Cleanliness - overall cleanliness index achieved (see note 2)	3	✓	67	71	77	✓		
82	Abandoned Vehicles - proportion of abandoned vehicles removed within 14 days (see note 2)	23		-	56.0	66.7			
		✓1-8	34						
		X 25-32	11						

Data features	Symbol	05/06	06/07	07/08
No Service	(NS)	1	1	1
Failure to report	(FTR)	0	5	0
Unreliable data	(underlined)	1	1	0

Notes

1. An underlined measurement indicates unreliable data.
2. This measure is presented in family groups in Section 3.
3. Unreliable data has not been ranked.
4. Not comparable with current year due to Clackmannanshire and Stirling joint Trading Standards Unit.

Count of measures showing significant change since 2005/06	
Improvement	
5-9%	5
10-14%	4
>15%	30
Decline	
5-9%	2
10-14%	3
>15%	7