



**Clackmannanshire
Council**

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Comhairle Siorrachd
Chlach Mhanann

Kilncraigs, Greenside Street, Alloa, FK10 1EB (Tel.01259-450000)

Meeting of the Scrutiny Committee

Thursday 15th February 2018 at 9.30 am

**Venue: Council Chamber, Kilncraigs,
Greenside Street, Alloa, FK10 1EB**

Date	Time
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Scrutiny Committee

The remit of the Scrutiny Committee is:

- a. To monitor council services against agreed outcomes, standards and targets
- b. To monitor the achievement of organisation-wide agreed outcomes, standards and targets
- c. To monitor the achievement of agreed outcomes, standards and targets by the community planning partnership
- d. The scrutiny of Council decision-making, with the ability to call in decisions
- e. To initiate or undertake scrutiny reviews
- f. To deal with matters referred by the Council for scrutiny purposes

The Scrutiny Committee will meet every 2 months on the third Thursday, the agenda alternating between items (a) and (b) at one meeting and item (c) at the next

7 February 2018

A MEETING of the SCRUTINY COMMITTEE will be held within the Council Chamber, Kilncraigs, Greenside Street, Alloa, FK10 1EB, on THURSDAY 15 FEBRUARY 2018 at 9.30 am.

**GARRY DALLAS
Executive Director**

B U S I N E S S

	Page no.
1. Apologies	- -
2. Declaration of Interests Members should declare any financial or non-financial interests they have in any item on this agenda, identifying the relevant agenda item and the nature of their interest in accordance with the Councillors' Code of Conduct. A Declaration of Interest form should be completed and passed to the Committee Officer.	- -
3. Confirm Minutes of Meeting held on Thursday 21 December 2017 (Copy herewith)	05
4. Police Performance Report for Clackmannanshire April 2017 to 30 September 2017 – report by the Local Police Commander (Copy herewith)	09
5. Fire Performance Report – Half One 2017/18 – report by the Local Senior Officer Clackmannanshire and Stirling (Copy Herewith)	33
6. Local Government Benchmarking Framework 2016/17 – report by the Head of Strategy and Customer Services (Copy herewith)	45

Scrutiny Committee – Committee Members (Membership 8 - Quorum 4)

Councillors

Wards

Councillor	Dave Clark (Chair)*	2	Clackmannanshire North	LAB
Councillor	Darren Lee	1	Clackmannanshire West	CONS
Vacancy		2	Clackmannanshire North	SNP
Councillor	Phil Fairlie	3	Clackmannanshire Central	SNP
Councillor	Derek Stewart	3	Clackmannanshire Central	LAB
Councillor	Chris Dixon	4	Clackmannanshire South	CONS
Councillor	Ellen Forson	4	Clackmannanshire South	SNP
Councillor	Bill Mason	5	Clackmannanshire East	CONS

*Councillor Dave Clark was appointed by Council as Chair of the Scrutiny Committee on Thursday 1 June 2017.

The Council agreed that the Chair of the Scrutiny Committee will rotate between the 2 Opposition parties on an annual basis.

Appointed Members (3)

Rev Sang Y Cha	Church of Scotland
Father Michael Freyne	Roman Catholic Church
Pastor David Fraser	Scottish Baptist Church

The Council's Religious Representatives (Appointed Members) only have voting rights on matters relating to the discharge of the authority's function as education authority.



**MINUTES OF MEETING of the SCRUTINY COMMITTEE held within the Council
Chamber, Kilncraigs, ALLOA, FK10 1EB, on THURSDAY 21 DECEMBER 2017 at 9.30
AM.**

PRESENT

Councillor Dave Clark (In the Chair)
Councillor Chris Dixon
Councillor Archie Drummond
Councillor Darren Lee
Councillor Bill Mason
Councillor Les Sharp (S)

Fr Michael Freyne, Religious Representative (Appointed Member)

IN ATTENDANCE

Garry Dallas, Executive Director
Stuart Crickmar, Head of Strategy and Customer Services
Anne Pearson, Chief Education Officer
Celia Gray, Head of Social Services
Ahsan Khan, Head of Housing and Community Safety
Stephen Coulter, Head of Resources and Governance
Lorraine Sanda, Improving Outcomes Manager
Jennifer Queripel, Service Manager Housing Operations
Murray Sharp, Service Manager Revenues and Strategy
Roddie Keith, Clackmannanshire/Stirling, Local Senior Officer, Scottish Fire and Rescue
Service
Lindsay Thomson, Service Manger Legal and Democracy, Clerk to the Scrutiny Committee
Melanie Moore, Committee Services

SC(17)26 APOLOGIES

Apologies for absence were received from Councillor Phil Fairlie, Councillor Derek Stewart, Councillor Ellen Forson and Rev Sang Y Cha. Councillor Les Sharp attended today as substitute for Councillor Forson.

SC(17)27 DECLARATIONS OF INTEREST

None

SC(17)28 CONFIRM MINUTES OF MEETING HELD ON 19 OCTOBER 2017

The minutes of the meeting of the Scrutiny Committee held on 19 October 2017 were submitted for approval.

Decision

The minutes of the meeting of the Scrutiny Committee held on 19 October 2017 were agreed as a correct record and signed by the Chair.

Moved by Councillor Les Sharp. Seconded by Councillor Bill Mason.

SC(17)29 TRANSFORMATION IN THE SCOTTISH FIRE AND RESCUE SERVICE

A report was submitted by the Local Senior Officer Clackmannanshire and Stirling which provided the Committee with an overview of the need for transformation in the Scottish Fire and Rescue Service and an outline of proposed changes that may be considered for introduction.

Motion

That the Committee agrees the recommendation set out in the report.

Moved by Councillor Archie Drummond. Seconded by Councillor Les Sharp.

Decision

Having commented on and challenged the report, the Committee agreed to note the information set out in the report.

SC(17)30 EDUCATION SERVICE SIX MONTHLY UPDATE ON SERVICE BUSINESS PLAN 2017/18

A report was submitted by the Chief Education Officer which updated the Committee on the six monthly progress across Education from April 2017 to the end of October 2017 in relation to the Education Service Business Plan 2017-2018.

Motion

That the Committee agrees the recommendation set out in the report.

Moved by Councillor Archie Drummond. Seconded by Councillor Les Sharp.

Decision

Having commented on and challenged the report, the Committee agreed to note the information set out in the report.

SC(17)31 SOCIAL SERVICES PERFORMANCE REPORT APRIL 2017 – SEPTEMBER 2017

A report was submitted by the Head of Social Services which outlined the Social Services performance in the first two quarters of 2017-2018. The report contained detail of the performance measures, actions and risks against the priorities and targets set out in the Social Services Business Plan.

Motion

That the Committee agrees the recommendation set out in the report.

Moved by Councillor Archie Drummond. Seconded by Councillor Les Sharp.

Decision

Having commented on and challenged the report, the Committee agreed to note the information set out in the report.

The Convenor adjourned the meeting at 11.35 am for a comfort break. The meeting resumed at 11.50 am with 6 members present.

SC(17)32 SOCIAL SERVICES REVIEW

A report was submitted by the Head of Social Services, which summarised the actions undertaken and in depth review of Children and Families Social Work.

Motion

That the Committee agrees the recommendations set out in the report.

Moved by Councillor Archie Drummond. Seconded by Councillor Les Sharp.

Decision

The Committee unanimously agreed to note:-

1. The context of the report and question/challenge as appropriate.
2. The conclusion of the scrutiny review.
3. The changes to the current caseload allocation system.

Councillor Clark requested that the minute of the meeting record his appreciation for the contribution of Councillor Drummond to the process of the strategic review of social service provision in Clackmannanshire.

SC(17)33 HOUSING, PROPERTY AND REVENUES PERFORMANCE REPORT QUARTER 2

A report was submitted by the Head of Housing and Community Safety, which updated the Committee on the performance to the second quarter of 2017/18.

The officer advised that there was a typographical error on page 72, 6.2. Under Universal credit % of cases should be 18% and % of arrears should be 34%.

Motion

That the Committee agrees the recommendation set out in the report.

Moved by Councillor Archie Drummond. Seconded by Councillor Les Sharp.

Decision

Having commented on the report, the Committee agreed to note the progress on the performance indicators attached at appendix 2.

SC(17)34 RESOURCES AND GOVERNANCE PERFORMANCE REPORT APRIL TO SEPTEMBER 2017-18

A report was submitted by the Head of Resources and Governance, which updated the Committee on service activity and performance between 1 April 2017 and 30 September 2017.

Motion

That the Committee agrees the recommendation set out in the report.

Moved by Councillor Archie Drummond. Seconded by Councillor Les Sharp.

Decision

Having commented on and challenged the report, the Committee agreed to note the information set out in the report.

SC(17)35 STRATEGY AND CUSTOMER SERVICES: SIX MONTHLY PERFORMANCE REPORT

A report was submitted by the Head of Strategy and Customer Services, which updated the Committee on the performance for Strategy and Customer Services for six month period from April – September 2017.

Motion

That the Committee agrees the recommendation set out in the report.

Moved by Councillor Archie Drummond. Seconded by Councillor Les Sharp.

Decision

Having commented on and challenged the report, the Committee agreed to note the information set out in the report.

SC(17)36 DEVELOPMENT AND ENVIRONMENT SERVICES, PERFORMANCE REPORT, QUARTER 2, 2017

A report was submitted by the Executive Director, which updated the Committee on performance for Development and Environment Services during the period April – September 2017.

Motion

That the Committee agrees the recommendation set out in the report.

Moved by Councillor Les Sharp. Seconded by Councillor Archie Drummond.

Decision

Having commented on and challenged the report, the Committee agreed to note the information set out in the report.

Ends 1315 hrs

Date of Meeting: 15 February 2018

Subject: Police Performance Report for Clackmannanshire April 2017 to 30 September 2017

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 2017 to September 2017.
- 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 2017-2020](#) priorities (i.e. **Responsive to the concerns of our communities, Enhancing our collective resilience to emerging threats, Protecting people most at risk from harm and Promoting confidence through our actions**).
- 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. Appendix 1 contains the performance data and is in a new format and compares our performance against the national average.
- 1.5. 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. 5 year average figures are not available for all measures. The information in the table should be regarded as provisional.

2.0 Recommendations

- 2.1. It is recommended that committee notes, comments on and challenges the report as appropriate

3.0 Considerations

- 3.1. 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/>

- 3.2. In their 2014 Audit of Crime Recording, HMICS 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.
- 3.3. Some of the risks and threats which continue to present in Clackmannanshire are:
- I Tunes/Cyber Fraud,
 - Local impact of serious organised crime groups,
 - Changes/trends in drugs.
- 3.4. By their nature, these remain longer-term threats and Forth Valley Division continues to focus on intervention and enforcement to address them.
- 3.5. There were no significant new operational issues emerging during the previous reporting period.
- 3.6. There were no significant new operational issues emerging during the current reporting period.

Author(s)

NAME	DESIGNATION	TEL NO / EXTENSION
Mervyn Almeida	Performance Support,	01786 456 033
Anthony Beveridge	T/Chief Superintendent, Forth Valley Division Forth Valley Division	

Clackmannanshire Council Scrutiny Committee



Anthony Beveridge
Chief Superintendent

Quarter One & Two
Ending 30th September 2017



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SCOTLAND**

Keeping people safe

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BACKGROUND TO THIS REPORT

As from April 2013, the Police and Fire Reform (Scotland) Act 2012 has required Police Scotland to produce and publish a Local Policing Plan (LPP) for each local authority area. The LPP clearly sets out the policing priorities for Clackmannanshire.

Performance in relation to the identified policing priorities is monitored and reviewed internally on a weekly basis. Half yearly reports are produced to allow scrutiny by Clackmannanshire Community Safety Committee. This report covers the period from 1st April 2017 to 30 September 2017.

In order to support effective scrutiny and determine whether our preventative approach is having a lasting positive impact, members of the Clackmannanshire Scrutiny Committee will consider information linked to the priorities outlined within this plan which includes:-

- Responsive to the concerns of our communities
- Enhancing our collective resilience to emerging threats
- Protecting people most at risk from harm
- Promoting confidence through our actions

This report will make reference to crime groupings. Groups 1-5 refer to an amalgamation of five crime groups. They are Group 1, consisting of violent crime; Group 2 covering sexual offences; Group 3 covers a wide range of crimes of dishonesty, Group 4 includes vandalism, fire-raising and malicious mischief; and group 5 includes Pro-Active Crimes. All statistics are provisional and should be treated as management information. All data is sourced from Police Scotland internal systems and is correct as at 2nd October 2017.

RESPONSIVE TO THE CONCERNS OF OUR COMMUNITIES

As shown on pages 7 - 8, the total number of crimes (Groups 1 to 5) recorded year to date in the Clackmannanshire Command Area has increased by 8.6% when compared to the previous year but remains below the 5 year average. These increases largely attributable to increases in:

- Group 1 crimes of violence (12 additional crimes committed),
- Crimes of dishonesty (Group 3 crimes) with a rise in the number of reports of common theft and fraud and
- The number of vandalisms and incidents of reckless conduct (Group 4 crimes) reported.

It is worthy of note that Police proactivity has also contributed towards this increase in recorded crime with an 18.1% increase overall in Group 5 crimes. Crime rates in the local area (per 10,000 population) remain comparable with the national average whilst the overall detection rate (59.5%) remains significantly above the national average. As detection rate is calculated as the proportion of crimes detected against those recorded over a specific period, this can result in detection rates of more than 100%,

Changes to the way offensive weapons and knives are recorded in Scotland were introduced on 1 April 2017 by the Scottish Crime Recording Board. This recording standard enables information to be extrapolated for the first time on the use of knives or offensive weapons in other criminal activity, schools or prisons. This will further improve Police Scotland's understanding of weapon and knife crime across the country; allowing us to better target our resources locally and work more effectively with partners to prevent crime. This change to recording practice means that our local statistics in relation to recorded crimes involving knives and offensive weapons is likely to increase. Of the 50 offensive or bladed weapon offences recorded year to date 21 were used in other criminal activity in a public place and 2 related to weapons found in prison. No such weapons were used or found in school premises.

During this review period we have worked to prevent violence, disorder, antisocial behaviour (ASB) and acquisitive crime as these are areas that our communities told us cause them concern and can have a lasting, detrimental impact on their lives. Year to date there has been a 22.2% increase (4 more) in serious assaults and a 26.2% increase (81 more) in common assaults when compared to the previous year. Analysis has not indicated any discernible pattern or repeat locations however shows that alcohol is a contributing factor. Such incidents are prioritised for investigation and are reviewed daily. To tackle this we have focused our activity around consumption of alcohol, which has seen our licenced premises inspections increase from 14 to 100. The licence holders have worked closely with police and been supportive of the additional policing activity.

Our officers took part in the national Safe Summer Campaign between July and September. This campaign aims to reduce violent crime during what is often a peak period by targeting hotspots for offensive weapons; disorder and antisocial behaviour and alcohol-related violence. The campaign is also designed to raise awareness of the causes of violent crime, while seeking to change behaviours and attitudes. The campaign is supported by resource from Police Scotland's National Safer Communities and Corporate Communications.

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Year to date, the number of publically reported incidents of anti-social behaviour (ASB) has increased by 23.3% in comparison to the previous year. Around three quarters of these incidents relate to complaints, disturbances and noise issues. An increase in ASB and minor disorder was identified in the Alloa town centre area, as a result of call analysis and engagement with local businesses and residents. This was addressed through the local multi-agency ASB group and a structured response put in place. Shifts were altered for the town centre ward officers to increase patrols at the relevant times with high visibility engagement which were also supported by community wardens and youth services outreach workers. Recidivist offenders were identified and targeted with arrests for warrants, drugs offences, minor assault and shoplifting. Problem addresses in the area were subject of joint visits with the relevant housing authority, common closes and walkways subject to site surveys by architectural liaison officers. Recommendations made to the local authority are now being progressed, with funding secured for the installation of CCTV and security gates at vulnerable areas.

Through community engagement issues around parking within town centre were addressed by flexible deployments of the court officers from their town centre office when court demand allowed. This led to increase in driver engagement and ticketing where education and warnings were clearly failing.

One recidivist offender caused numerous issues locally and was reported for 8 separate crimes all relating to ASB/hate and violence, which was the outcome of a large volume of calls. The members in the community who were effected were encouraged to contact police for each incident so we could tackle his offending quickly. This did cause a spike in calls in and around the address of the offender. He has been managed in partnership and his offending has reduced recently.

Analysis has also shown a spike in calls around several addresses throughout Clackmannanshire, all relating to the deteriorating mental health of the residents involved. We have been working in partnership through referrals and on site collaboration to resolve immediate issues and seek more permanent solutions through working with services.

Analysis of vandalism was undertaken due to the increasing volume of windows smashed at residential properties and moving vehicles. This analysis confirmed that 40% of all these vandalism types are house windows and 27% are vehicle windows. A social media campaign informed the community of these issues especially around Whins Road, Alloa which was a repeat location for moving vehicles. High visibility patrols were conducted around this location to deter further criminality.

Feedback has highlighted that that homes being broken into remains a concern for local communities. Positive results have been achieved in this area with fewer crimes reported (7.1% reduction in housebreakings to people's homes and a 13% reduction in housebreaking overall) in comparison to the previous year. Detection rates for crimes of dishonesty remain strong at 55% which significantly exceeds the national average detection rate.

With a view of replicating best practice, work is currently being undertaken to introduce "Operation Halt" which our colleagues in Edinburgh have successfully run previously. The operation looks at visiting known housebreaking recidivists prior to their release from prison in

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an effort to prevent repeat offending behaviour upon their release.

Our proactive work, in areas such as the national motorcycle safety campaign, has also achieved positive results in relation to the number of persons killed or injured on our roads, with a 30.2% reduction overall in comparison to the previous year. This national campaign focuses on promoting safe and responsible motor cycle use, reducing the number of casualties and improving driver/rider behaviour through education and awareness raising.

In the first quarter of the performance year Forth Valley based Road Policing officers working on the Motorcycle Safety Campaign recorded the following results:

- 6 drivers reported for no insurance,
- 143 endorsable conditional offers of fixed penalty for speeding,
- 368 warnings for speeding,
- 17 warnings for careless driving,
- 67 vehicle defect forms issued, and
- 39 warnings for minor vehicle defects

In addition to the offences recorded, the high number of warnings issued for speeding are a valuable tool in influencing driver behaviour in a positive way which may not always be the case in instances where a fixed penalty is offered.

A notable case involving the Road Crime Team (RCT) occurred on Wednesday 5th April 2017. Whilst on mobile patrol in Alva, officers of the RCT observed a Vauxhall Astra motor car which they attempted to stop. On activation of the blue lights the vehicle sped off and failed to stop. A short pursuit ensued through the streets of Alva during which two packages were thrown from the vehicle. The vehicle stopped within the car park at the Alva Heritage Woodland Trust at which point both occupants alighted from the vehicle and ran off into the woodland. Officers gave chase on foot and apprehended the driver. The two packages were recovered nearby containing a quantity of herbal cannabis and Valium tablets. The driver was also found to be in possession of amphetamine paste.

The driver was found to be the holder of a provisional driving licence and held no insurance. His vehicle was seized. The passenger remains unidentified having made good his escape.

Total Crime	Crimes				Detection Rate	
	2017/18	2016/17	% Change	Compared to 5 year average	2017/18	Compared to national average
Total Crimes: Groups 1 to 5	1193	1099	+8.6%	-3.5%	59.5%	+10.5%

Violence	Crimes				Detection Rate	
	2017/18	2016/17	% Change	Compared to 5 year average	2017/18	Compared to national average
Group 1 Crime: Crimes of violence	43	31	+38.7%	+9.7%	97.7%	+19.4%
Murder	-	-	-	-	-	-
Culpable homicide	-	-	-	-	-	-
Attempted murder	1	2	-50.0%	-80.8%	100.0%	-3.3%
Serious assault	22	18	+22.2%	+34.1%	104.5%	+24.3%
Robbery / Assault with intent to rob	7	7	0.0%	-16.7%	100.0%	+24.8%
Threats and extortion	4	-	-	+900.0%	25.0%	-11.6%
Common assault	390	309	+26.2%	+12.8%	66.4%	-3.1%

Disorder and Antisocial Behaviour	Crimes / Incidents				Detection Rate	
	2017/18	2016/17	% Change	Compared to 5 year average	2017/18	Compared to national average
Number of incidents of anti-social behaviour (publically reported)	2787	2261	+23.3%	-	-	-
Group 4 Crime: Fire-raising, malicious mischief etc	344	323	+6.5%	-5.7%	33.7%	+7.8%
Fire-raising	7	7	0.0%	-39.7%	71.4%	+45.2%
Vandalism / malicious mischief	319	308	+3.6%	-6.5%	31.3%	+6.5%
Reckless conduct	18	8	+125.0%	+52.5%	61.1%	+13.6%
Racially aggravated harassment / conduct	16	15	+6.7%	-5.9%	100.0%	+12.4%
Carrying of offensive / bladed weapons	50	20	+150.0%	+115.5%	98.0%	+18.0%
Drunkenness and disorderly conduct	12	13	-7.7%	-15.5%	100.0%	+0.5%

Acquisitive Crime	Crimes				Detection Rate	
	2017/18	2016/17	% Change	Compared to 5 year average	2017/18	Compared to national average
Group 3 Crime: Crimes of dishonesty	442	421	+5.0%	-12.7%	55.0%	+19.6%
Housebreaking (including attempts) total	47	54	-13.0%	-22.7%	42.6%	+17.2%
Housebreaking (including attempts) - Dwelling houses	26	28	-7.1%	+4.8%	42.3%	+14.5%

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Road Safety		2017/18	2016/17	% Change	
Total Casualties		30	43	-30.2%	
Fatal		0	0	0.0%	
Serious		6	8	-25.0%	
Slight		24	35	-31.4%	
Children (aged <16) killed		0	0	0.0%	
Children (aged <16) seriously injured		1	0	100.0%	
Road Crime		Offences			
		2017/18	2016/17	% Change	Compared to 5 year average
Group 7: Offences relating to motor vehicles		463	750	-38.3%	-56.1%

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ENHANCING OUR COLLECTIVE RESILIENCE TO EMERGING THREATS

It is important that we remain adaptive and responsive to new and emerging threats in order to protect our communities from the risks and harm that they pose. An increasing proportion of our daily life carried out online and as a result criminals are increasingly seeking opportunities to exploit technology in order to commit crime. As new trends are identified, Forth Valley's newly established Digital Engagement Team have been working in partnership with local businesses to promote awareness and provide safety advice via social media. Some of the videos produced in response to new threats were;

[FVPD Investment Scam](#)

[FVPD Gift Card Scam](#)

Feedback from our recent 'Your View Counts' survey highlights that tackling drug dealing and drug misuse remains a priority for our communities and we continue to work in partnership in an effort to mitigate the health and social harms associated with drugs. During the reporting period there have been 19 drug related deaths in Forth Valley Division which is a drop of 32.1% compared to the same period last year. Bi-monthly meetings are held with partner agencies to discuss emerging trends and consider whether there are any learning points or opportunities for intervention. Representatives from Scottish Families Affected by Alcohol and Drugs have also provided briefings to our local officers highlighting what local support mechanisms are available and where to signpost individuals or their families in time of crisis.

Whilst we continue in our efforts to disrupt the drug supply chain, recorded crime in relation to drug supply has fallen by 21.6% in comparison to the previous year. It is of note however that despite this drop, the number of warrants actioned through community intelligence in the Clackmannanshire area command has stayed the same. Some of the warrants yield small amounts of drugs which were reported as possession charges rather than supply. This activity is effective in disrupting drug dealers and impacts on the amount of drugs circulating in our community.

Between the 5th and 6th of September, enforcement action took place targeting individuals involved in drugs supply in the Clackmannanshire, Stirling and Falkirk areas. Led by officers from Forth Valley Proactive CID, supported by the local officers and the Operational Support Unit, several addresses were entered and searched under warrant. This operation led to the recovery of nearly £20,000 worth of drugs and numerous individuals being arrested, charged and reported for offences relating to the supply of controlled drugs. Other notable drug seizures in Clackmannanshire during the reporting period were to the amount of £24,580 and £6000. Confiscation of assets procured through criminal activity is essential to deprive offenders of the proceeds of their criminal conduct; to deter the commission of further offences; and to reduce the profits available to fund further criminal enterprises. During the reporting period C Division has sized assets to the value of £2,339,097 under the Proceeds of Crime Act 2000.

In addition to disrupting serious organised crime groups (SOCGs) involved in the sale and supply of controlled drugs, Forth Valley's Prevention, Interventions and Partnerships team have been working in partnership with Clackmannanshire Council to further strengthen their approach to procurement and ensure funding is not awarded to such groups. This joint work has led to the

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introduction of an enhanced risk assessment process which helps to raise staff awareness of the risk areas which may be vulnerable to SOCGs.

During this reporting period Police Scotland participated in an exercise named Border Reiver which was aimed at giving the emergency services, partner agencies and Government an opportunity to test their response to a terrorist incident. The exercise involved dynamic live scenarios at various sites. A COBRA meeting was chaired by Home Secretary Amber Rudd, involving ministers from both UK and Scottish governments. The Scottish government resilience room was also stood up to provide updates as the scenario unfolded. These scenarios help us to prepare and plan for such incidents in the event they should occur within our local area.

County Grand Lodge of Central Scotland Boyne Celebration took place in Alloa on 8th July 2017. This was a high profile event which saw over 15,000 marchers and spectators attend Alloa for the organisations 50th anniversary event. The scale of the event for a small town was notable and almost doubled the population of the area that day. It took place a week after the Glasgow march which had attracted negative national publicity in respect of alleged sectarian behaviour.

In preparation for this event there was five months of advance multi-agency planning carried out in conjunction with the organisers with a view to ensuring the safety of all persons and minimising disruption to the local infrastructure on a busy Saturday despite the need for significant road closures. Detailed joint planning and an advanced leafleting programme, with information to keep local residents and businesses informed of developments, ensured that key local services were able to continue to operate on the day and the event passed without significant incident. In total there was only one individual arrested and 9 anti-social behaviour fixed penalty notices were issued. There were no incidents of sectarian behaviour and there was positive feedback on the delivery of policing for the event from the organisers, local businesses and local authority partners.

Drug Harm and Misuse	Crimes				Detection Rate	
	2017/18	2016/17	% Change	Compared to 5 year average	2017/18	Compared to national average
Number of drug related deaths (Forth Valley Division)	19	28	-32.1%	-	-	-
Possession of drugs	117	86	+36.0%	+59.8%	76.9%	-11.5%
Supply of drugs	29	37	-21.6%	-13.7%	75.9%	-6.5%
Other drug offences (including importation)	8	7	+14.3%	+400.0%	62.5%	-19.7%

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PROTECTING PEOPLE MOST AT RISK OF HARM

During this reporting period sexual crime (Group 2) have decreased overall by 20.8%; down 10 crimes from 48 to 38. Crimes are recorded according to the date they are reported regardless of when they occurred. It should be acknowledged that 13 of these crimes (34.2%) were committed prior to 1 April 2017 and are classed as historic enquiries. The positive element of the level of reporting of historic crime is the indication that victims feel more confident and able to report such offences. The detection rate for Group 2 crime remains high at 68.4% which exceeds the national average detection rate. A 100% detection rate has been achieved for crimes of rape and attempted rape.

The number of domestic abuse incidents shows an increase of 13.7% against the previous year (393 to 447). Domestic abuse remains a priority within Forth Valley Division with incidents of domestic abuse reviewed on a daily basis by our Domestic Abuse unit in order to assess the risk to the victim and ensure protective measures are in place to reduce the risk of reoffending. Where significant risk is identified, the cases are referred to MARAC/MATAC for multi-agency discussion and formulation of an action plan.

Ongoing domestic abuse enquiries continue to be tasked out as a priority on a daily basis to our Alcohol and Violence Reduction Unit. This allows action against domestic abuse perpetrators to be prioritised. We also continue to robustly enforce bail conditions and work to support the victims of domestic abuse, re-visiting them as soon as reasonably practical (and in any case within 24 hours) to carry out welfare checks and pass any information on bail conditions that have been imposed once the perpetrator has appeared in court. Each domestic incident is reviewed by the ward officers. Should the victim be a repeat victim / considered to be in need of support, the ward officer will make contact and offer assistance.

Analysis shows us that we can experience spikes in number of domestic related incidents linked to pre-planned events taking place out with our divisional area such as the 'Old Firm' football match. In response to this fixture in September we initiated Operation Einstein which involves deploying additional resources prior to and on the day of the event to undertake proactive interventions with domestic abuse perpetrators in our community.

The Disclosure Scheme for Domestic Abuse Scotland (DS DAS) provides us with a framework to share information about a partner's abusive past, with a potential victim. It gives people at risk of abuse the information they need to make an informed decision on whether to continue the relationship. There are 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. The Power to Tell allows police to disclose information when we receive information or intelligence about the safety of a person who might be at risk. Multi-agency awareness training on the scheme has been undertaken across the division by our Domestic Abuse Unit in order to give partners who may come into contact with victims the confidence to make applications for Power to Ask. Forth Valley Division already has an outstanding record for the number of DS DAS disclosures made by targeting housing and health centre staff. In the Clackmannanshire area we have dealt with 20 applications year to date; 15

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relating to the Power to Tell and 5 to the Right to Ask. Sixteen disclosures have been made as a result.

We, along with our partners, are committed to provide better, more targeted support to those members of our communities who are considered vulnerable and most in need. In support of this commitment we are working with NHS Forth Valley on a joint initiative to prevent elderly and vulnerable members of our communities falling victim to doorstep crime and financial exploitation. This initiative will see safety advice leaflets attached and delivered with repeat prescribed medication. This literature will be fact filled with awareness information and prevention tips and include contact details should they require additional information or support. This initiative has proved successful in a previous pilot carried out previously by colleagues in the Highlands.

In addition, Forth Valley Division has been working in partnership to support Apex Scotland Clackmannanshire in launching a pilot initiative which aims to divert women who have started to display the early signs of, or are at risk of, developing an offending lifestyle through early and effective intervention. Officers identify and refer individuals who want additional support to make more positive lifestyle choices to Apex Scotland, who in turn provide a tailored package to give the individual the assistance they need to prevent them from potentially progressing into offending. Staff from Apex Scotland have attended shift briefings to deliver awareness training to all officers in Clackmannanshire and provide guidance on referring.

Staff and officers working in our Adult Support and Protection Unit and dealing with adults with learning difficulties, were given specific communication training by an external partner. The training aims to ensure that professionals working with the most vulnerable adults can further develop their communication skills and are equipped with practical tools they need to carry out effective assessments.

During this reporting period Clackmannanshire area command has dealt with 49 missing persons reports. Of these reports:

- 59.2% (29 reports) related to missing children
- 57.1 % (28 reports) related to repeat missing persons
- 28.6% (14 reports) were mental health related

In all missing episodes, the missing person coordinator ensures that a return interview and VPD is submitted (if applicable) so that all concerns are captured and full support can be given either from Police or partner agencies. For repeat missing persons, the missing person coordinator contacts partner agencies to discuss how to reduce the missing episodes. If the need arises, meetings are held to agree on a more formal plan. On occasions where Police have high concerns for a child and no solution can be met with partner agencies, the missing person coordinator will send a report to the children's reporter requesting a hearing for legal measures and will request that Police attend so they can fully explain their concerns. The missing person coordinator has carried this out on a number of occasions.

Sexual Crime	Crimes				Detection Rate	
	2017/18	2016/17	% Change	Compared to 5 year average	2017/18	Compared to national average
Group 2 Crime: Sexual	38	48	-20.8%	-26.9%	68.4%	+3.7%
Rape and attempted rape	9	11	-18.2%	-30.8%	100.0%	+41.6%
Indecent / Sexual assault	16	12	+33.3%	-29.8%	75.0%	+9.5%

Domestic Abuse	2017/18	2016/17	% Change
Number of domestic abuse incidents recorded	447	393	+13.7%
Proportion of domestic abuse incidents that result in a crime report	43.8%	46.3%	-2.5%
Number of detections for domestic bail offences	22	15	+46.7%
Total number of applications received under the Disclosure Scheme for Domestic Abuse Scotland (DSDAS)	20	N/A	N/A
Number of disclosures made under the Disclosure Scheme for Domestic Abuse Scotland (DSDAS)	16	N/A	N/A

Children and Young People	Crimes				Detection Rate	
	2017/18	2016/17	% Change	Compared to 5 year average	2017/18	Compared to national average
Cruel and unnatural treatment of children	7	3	+133.3%	+16.7%	114.3%	+19.2%

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PROMOTING CONFIDENCE THROUGH OUR ACTIONS

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. The levels of satisfaction at various stages of contact with police / police approach to calls are noted on page 17. We recognise that the proportion of respondents who felt that they were adequately informed on the progress of their incident is an area which could be improved upon and are hopeful that the recently introduced Public Service Team (PST) will have a positive impact in improving satisfaction in this area.

The number of complaints about the police is a further measure that can infer whether our actions are helping to promote trust and confidence in our local communities. There have been 23 complaints received relating to Clackmannanshire year to date. This equates to 23.5 complaints per 10,000 police incidents. In total these complaints contained 26 allegations; 10 of which related to incidents involving staff on-duty and 16 relating to the quality of service delivered by the organisation. There have been no discernible patterns or trends from the complaints in respect of individuals, police business units or locations and there were no complaints regarding officer's conduct whilst off duty during this time.

As highlighted within our 2026 policing strategy, it is important that we continue to engage with our communities and this includes engaging the virtual space. To support this we have recently established a Virtual Community Team to engage with communities online, provide operational support to events and seek the help of the public in relation to ongoing incidents and local enquiries. Through this approach we want to encourage wider two-way dialogue, show that we are listening and demonstrate that we are responding to what our communities are telling us. For example, during the Orange Order parade through Alloa in July the route and timings of the parade passing specific locations was posted in live time for traffic and travel plans. The commander was also able to respond very quickly to reports of anti-social behaviour and online comments from the local community by deploying officers where needed as they happened.

Safety messaging using video content and our local "PC Gav" has been shared and used by police forces across the UK and around the world. Forth Valley Division reach includes: - 45,000 Facebook & 10,000 Twitter followers. The @PCGav Twitter account has 1,000 followers. One of our informational videos has had 253,400 views.

Forth Valley Division continues to undertake a Public Consultation survey. This presents us with the ability to seek the views of our diverse communities and give local people the chance to influence the national and local policing priorities. Of the 308 respondents that completed the survey 41 were from the Clackmannanshire area. The full report can be accessed via the link below:-

[Forth Valley Division Report Q2 2017-18 \(PDF\)](#)

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The survey confirmed that acquisitive crime remains a concern for the residents in our area. In order to strengthen our approach to tackling acquisitive crime, we have recently established a Priority Crime Unit. This unit is made up of experienced investigators who are dedicated to disrupting and detect individuals and organised criminal networks who are involved in housebreaking and prevent such crime from occurring in our communities. The Unit is based at Stirling and has quickly become part of the daily tasking process with incidents of acquisitive crime coming under the Units remit to investigate. There is a focus on information / intelligence sharing and coordinating our activities with partners and neighbouring police divisions to ensure that we are able collaborate effectively and bring those responsible to justice.

On 26 June 2017, 215 new recruits joined Police Scotland, the largest single intake at the Scottish Police College since the move to quarterly intakes in September 2016. Sixteen of these recruits have since been posted to Forth Valley Division.

The Recruitment Team has continued to deliver Positive Action Days for Women across the country. Work is underway to consider a further programme to address under representation from the LGBT community.

Stop and Search	
Number of stop and searches conducted	88
Proportion of stop and searches which were positive	36.4%
Number of seizures made for age restricted products (e.g. alcohol or tobacco)	2

Responsiveness (September 2017)	
Percentage of Grade 1 calls (immediate response) attended within 5 minutes of dispatch	95.6%
Percentage of Grade 2 calls (priority response) attended within 30 minutes of dispatch	85.0%
Percentage of Grade 3 calls (standard response) attended within 60 minutes of dispatch	57.1%

Public Satisfaction and Confidence (Information relates to Forth Valley Division)	2017/18	2016/17	% Change	Compared to national average
Proportion of respondents reporting they were satisfied that Police Scotland were professional and courteous when they contacted police	95.3%	94.7%	+0.6%	-1.6%
Proportion of respondents reporting they were satisfied with the service received when they first contacted Police Scotland	90.3%	91.8%	-1.5%	-4.4%
Proportion of respondents reporting they were satisfied with the way they were treated by officers who attended their incident	89.2%	90.3%	-1.1%	+1.9%
Proportion of respondents reporting they were satisfied they were adequately informed about the progress made with their incident	57.4%	64.5%	-7.1%	-7.7%
Proportion of respondents reporting they were satisfied they were treated fairly	89.6%	89.2%	+0.4%	+1.1%
Proportion of respondents reporting they were satisfied they were with respect	93.7%	91.5%	+2.2%	+3.0%
Proportion of respondents satisfied overall with the way police dealt with their incident	81.0%	81.4%	-0.4%	+0.3%
Proportion of respondents reporting their confidence in Police Scotland is high	77.0%	79.4%	-2.4%	-4.2%

Complaints about the Police	2017/18			
Number of complaints received about the police	23			
Number of complaints per 10,000 police incidents	23.5			
Allegations Recorded	Total	On Duty	Off Duty	Quality of Service
	26	10	0	16

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Ward Breakdown

	Clackmannanshire Central			Clackmannanshire East			Clackmannanshire North			Clackmannanshire South			Clackmannanshire West		
	Recorded	Detected	%	Recorded	Detected	%	Recorded	Detected	%	Recorded	Detected	%	Recorded	Detected	%
Groups 1-5	207	133	64.3	70	32	45.7	198	101	51.0	526	326	62.0	141	94	66.7
Overall Violent Crime	65	50	76.9	29	14	48.3	67	43	64.2	146	98	67.1	99	76	76.8
All Group 1	8	8	100.0	1	2	200.0	7	8	114.3	16	15	93.8	8	7	87.5
Attempt Murder	-	-	-	-	-	-	-	-	-	1	1	100.0	-	-	-
Serious Assault	5	6	120.0	1	1	100.0	3	4	133.3	6	6	100.0	5	4	80.0
Robbery	-	-	-	-	-	-	2	2	100.0	5	5	100.0	-	-	-
Common Assault	60	44	73.3	28	13	46.4	62	37	59.7	134	86	64.2	94	72	76.6
Knives/Offensive Weapons	10	10	100.0	-	2	-	8	7	87.5	18	18	100.0	11	11	100.0
Drugs Supply/Production	6	5	83.3	2	2	100.0	5	2	40.0	9	9	100.0	6	3	50.0
All Group 2	2	10	500.0	3	2	66.7	9	4	44.4	13	7	53.8	7	3	42.9
Housebreaking	14	7	50.0	5	3	60.0	7	3	42.9	13	4	30.8	5	1	20.0
Shoplifting	4	3	75.0	3	2	66.7	25	21	84.0	86	66	76.7	7	6	85.7

Contact Details

Divisional Commander - Chief Superintendent Thom Mcloughlin
Falkirk Police Station, West Bridge Street, Falkirk

Area Commander - Chief Inspector Andrew Sinclair

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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 in Appendix A An updated SCRS Audit is currently being quality assured but is not ready for reporting, this will be available in due course.								

46	Audit 2 - Divisional Crime Audit 2015/16 - Quarter 4 (January to March)	Crimes Audited	No. of Recording Errors	SCRS Compliance
	C Division	235	6	97.5%
	Force	3,500	212	93.9%
Details of the methodology for Audit 2 can be found in Appendix A				
47	Audit 3 - "No Crime" Audit 2015/16 - Quarters 3/4 (October to March)	Number of "No Crimes" Audited	No. of errors	SCRS Compliance
	C Division	50	1	98.0%
	Force	973	47	95.2%
Details of the methodology for Audit 3 can be found in Appendix A				

APPENDIX "A" - 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

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Produced by Police Scotland Analysis & Performance Unit on 25/07/2017.

All statistics are provisional and should be treated as management information. All data are sourced from Police Scotland internal systems and are correct as at 2nd July 2017.

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: 15 February 2018

Subject: Fire Performance Report – Half One 2017/18

Report by: Local Senior Officer Clackmannanshire and Stirling

1.0 Purpose

- 1.1 The purpose of this report is to provide committee with:
- 1.2 A six month performance of the Scottish Fire and Rescue Service (SFRS) in Clackmannanshire covering the period 1 April to 30 September 2017. 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.
- 1.3 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.
- 3.2. There have been no fire related fatalities and three fire casualties in the reporting period; this is the same number when compared to the same period during 2016/17. 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 SFRS delivered their Summer Thematic Action Plan from the 27th of June to the 29th of August. The main local target was the reduction of fire related anti-social behaviour.
- 3.5. Accidental dwelling fires have decreased by twelve when compared with the same period during 2016/17. 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 the 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 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 increased by thirty when compared with the same period of 2016/17. Clackmannanshire is below the Scottish average for these types of fire.
- 3.8. Non-domestic fires have increased by five when compared with the same period of 2016/17. 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 2016/17. 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 RTCs that we attended.
- 3.10. The number of false alarm calls increased by twenty two 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.
- 3.11. 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.
- 3.12. These prevention plans set out the priorities and objectives for the SFRS within each ward area and reviewed annually.
- 3.13. 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.

3.14. The purpose of these plans are 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.

3.15. 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.

Author(s)

NAME	DESIGNATION	TEL NO / EXTENSION
David Dourley	Group Manager Clacks/Stirling LSO	01259724112
Roddie Keith	Area Manager & LSO for Clacks/Stirling LSO area	








Clackmannanshire Local Fire and Rescue Plan 2014-17

Half Year Report 2017-18



Clackmannanshire Council

Guide to symbols used in this report





ACTIONS		PIs	
Expected Outcome		Trend (Average for quarter over 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
<p>The Service identifies, prioritises and plans to meet the risks in each local community. We said we would:</p> <ul style="list-style-type: none"> 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. <p>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.</p> <p>We conduct Post Incident debriefs to identify any lessons that can be learned from our preparedness and response to emergency events.</p> <p>We use Urgent Operational Intelligence Briefings to inform our operational staff of any safety critical information that ensure their, and the communities, continued safety.</p> <p>We continue to be an active member of the Forth Valley Local Resilience Partnership.</p> <p>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.</p> <p>During the reporting period the service did not attend any large scale incidents.</p>



1. Local Risk Management and Preparedness

Pentana 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-2018	<div style="border: 1px solid black; width: 50px; height: 15px; background-color: #ADD8E6; display: flex; align-items: center; justify-content: center;"> 50% </div>		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-2018	<div style="border: 1px solid black; width: 50px; height: 15px; background-color: #ADD8E6; display: flex; align-items: center; justify-content: center;"> 40% </div>		Operational staff continued to be developed. Staff have attended a broad variety of courses ensuring operational competence.


Pentana Ref.	Action	Due Date	Progress	Expected Outcome	Latest Note
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-2018	<div style="width: 45%;"><div style="background-color: #4f81bd; height: 10px; width: 45%;"></div></div> 45%		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: <ul style="list-style-type: none"> 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	<div style="width: 50%;"><div style="background-color: #4f81bd; height: 10px; width: 50%;"></div></div> 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	<div style="width: 50%;"><div style="background-color: #4f81bd; height: 10px; width: 50%;"></div></div> 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. We are working towards delivery of a trial with NHS Forth Valley that would enable discharge Mental Health patients to be automatically referred to SFRS for a Home safety Visit. Work is continuing towards a delivery date of Feb 18
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	<div style="width: 50%;"><div style="background-color: #4f81bd; height: 10px; width: 50%;"></div></div> 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


Pentana Ref.	PI Description	2016/17	2017/18	H1 2017/18		Latest Note
		Value	Target	Value	Long Trend	
SAP FIR 02	Number of accidental dwelling fires	67	54	22		<p>There have been twenty two accidental dwelling fires during the reporting period. This is a reduction of twelve when compared to the same reporting period in 2016/17. Five of the incidents occurred in Clackmannanshire South Ward, two in each of Clackmannanshire East and Clackmannanshire West Wards, ten in North Ward, with three in Clackmannanshire Central Ward. The main cause of these incidents was cooking related activities. Alcohol or drugs were suspected to be a contributory factor in nine of the incidents. Smoke detection was present in sixteen of these incidents. Of the nineteen incidents where an identifiable person was involved six were over the age of 64 and thirteen were between 18. Thirteen of the fires only caused heat or smoke damage. Only two of the twenty two incidents required the application of water to extinguish the fire. Four of these fires occurred at the same premise.</p> <p>The average rate of accidental dwelling fires for Clackmannanshire is 4.28 per 10,000 population; this is above the Scottish average of 4.10.</p> <p>The SFRS completed 281 HFSV's with 99 being in premises classed as high risk. The service fitted smoke detectors in 97 premises.</p>





Pentana 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	<div style="width: 50%;"><div style="background-color: #4F81BD; height: 10px;"></div></div> 50%		SFRS continue to champion the principles of Christie, embracing opportunity to work in partnership, focus on prevention and ensure people who the most vulnerable in society are prioritised for support. Our local Community action team work with a number of public, private and third sector organisations to identify those individuals in our communities that are most in need of support. Our referral mechanisms with Health and Social Care and NHS Forth Valley are particularly effective and we continue to develop and improve existing partnerships and engage with new partners to maximise our opportunity to reach the higher risk individuals at risk from unintentional harm
SAP FIR 008	Data analysis to ensure engagement is targeted at vulnerable groups	31-Mar-2017	<div style="width: 40%;"><div style="background-color: #4F81BD; height: 10px;"></div></div> 40%		The SFRS continue to monitor engagement activities to ensure that they are targeted where most required. Partners continue to offer the referrals targeted at those most vulnerable. 80 of the 281 HFSV completed during the reporting period were referred by TEC (MECS). The service continues to monitor operational response both locally and nationally. We completed 36 PDIR post incident visits providing home safety information to 312 residents; these ensure that occupiers of domestic premises are given advice following an incident to reduce the likelihood of it reoccurring.

3. Reduction in Fire Casualties and Fatalities


Pentana Ref.	PI Description	2016/17	2017/18	H1 2017/18		Latest Note
		Value	Target	Value	Long Trend	
SAP FIR 03	Number of fire casualties and fatalities	18	9	1		This casualty occurred at an accidental dwelling fire. The service visited address this four times during the reporting period. Extensive engagement with the individual and local authority has been undertaken.



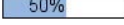

4. Reduction of Deliberate Fire Setting

Pentana Ref.	PI Description	2016/17	2017/18	H1 2017/18		Latest Note
		Value	Target	Value	Long Trend	
SAP FIR 04	Number of deliberate fires	76	91	79		<p>During the reporting period there were seventy nine deliberate fires. This is a decrease of twelve when compared to the same period in 2016/17.</p> <p>Twenty three of the fires occurred in Clackmannanshire East, Twenty one in Clackmannanshire West, fifteen occurred in Clackmannanshire Central, twelve in Clackmannanshire North and eight occurred in Clackmannanshire South.</p> <p>There have been nineteen deliberate primary fires recorded which, is an increase of thirteen on the same period in 2016/17.</p> <p>There has been the following activities completed during the reporting period to address deliberate fires;</p> <ul style="list-style-type: none"> 3 High school talks interventions delivering fire reduction messages to 45 pupils 6 Primary school talks interventions delivering fire reduction messages to 240 pupils Group Interventions – we attended 11 separate h groups delivering fire and reduction messages to 224 people Nursery visits – we attended 2 nursery groups talking to 91 parents and carers on fire reduction. There was 8 visits to the station interacting on fire reduction and safety to 281 members of the public We attended 5 gala days within area interacting with 351 members of the public We delivered 6 Fire Setter interventions with 14 attendees We had 7 Leaflet Drop days delivering Safety leaflets to 210 members of the public. <p>Nationally the average rate of deliberate fires is 17.47 per 10,000 population; Clacks is below this at 15.38 per 10,000 population.</p>


Pentana 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			Fireskills courses have been delivered in August and September both populated by youths that have been referred through Social Work, Police/School link Officers or other third sector organisations. The December course was attended 100% by young females, demonstrating our recognition of priorities contained within the Clackmannanshire LOIP
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			We will continue our current approach with partners to identify suitable individuals suitable for the week long Fireskills Youth Engagement programme.


5. Reduction of Fires in Non Domestic Properties

Pentana Ref.	PI Description	2016/17	2017/18	H1 2017/18		Latest Note
		Value	Target	Value	Long Trend	
SAP FIR 05	Number of non-domestic property fires	20	22	15		There were fifteen non-domestic fires during the reporting period. This is an increase of five when compared to the same period in 2016/17. Of these fires five were classed as deliberate. These fires involved two incidents at a mine, in a nursing home, other residential builds and two involved garden sheds. There was one incident at each of the following premise types: Summer house, Office, Primary School, private garage, Residential home, Secondary School and a recycling centre.


Pentana 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			Our current annual auditing programme is on schedule, target high risk premises across Clackmannanshire and auditing in line with the SFRS Fire Safety Enforcement Framework.
SAP FIR 012	Provide accessible information on fire safety and fire legislation for businesses through various communications channels	31-Mar-2017			Our Fire safety enforcement team continues to engage with internal and external stakeholders to ensure appropriate advice is delivered and acted upon.

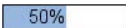

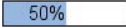

6. Reduction in Casualties from Road Traffic Collisions, Flooding and other Special Service Calls

Pentana Ref.	PI Description	2016/17	2017/18	H1 2017/18		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	13		The number of fatalities and casualties from all special services attended by the SFRS for the reporting period was thirteen, two of these were fatalities; this is equal to the same reporting period in 2016/17. Four of these casualties were due to RTC's. The other nine included two fatal incidents where SFRS forced entry for another partner, the casualties occurred in three incidents where the SFRS were requested to assist another agency, one incident involving a medical emergency, one jewellery removal and two events classed as other. During the reporting period the service attended fifty four special services which was an increase of five from the same period in 2016/17. Six of these incidents were RTC's, 19 were caused by the SFRS being requested to force entry into a premise, nine were release of people, eight were to assist other agencies, two were to remove objects from people, one was domestic flooding, two hazardous material incidents, two required no action from SFRS, one suicide attempt, one make an area safe from a spill, one animal rescue, one medical emergency and one where we were required to give advice only.

Pentana 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	<div style="border: 1px solid black; width: 50px; height: 15px; background-color: #e0e0e0; display: flex; align-items: center; justify-content: center;">50%</div>		There is no further update on transformation however, the Building Safer Communities programme is now in Phase II and focusing on Unintentional Harm. Our Prevention and Protection ACO Dave McGowan is the lead on the BSC project and the SFRS recognises the opportunity to expand our role to reduce unintentional harm across Scotland. With this in mind, the SFRS is currently working on a new Safe and Well visit policy that will replace our current Home Fire Safety Visit programme. Work is at an early stage and is largely reliant on successful transformation that will enable the expansion of the firefighter role to include training to address key elements of the Safe and Well visit programme. If successful, our staff will be trained to address a number of wide ranging conditions or situations that impact on an individual's safety in their own home – such as dementia, isolation/loneliness, Domestic Violence, Child Safety Alcohol/Drug misuse and Slips, trips and falls.

7. Reduction of Unwanted Fire Alarm Signals

Pentana Ref.	PI Description	2016/17	2017/18	H1 2017/18		Latest Note
		Value	Target	Value	Long Trend	
SAP FIR 07	Number of unwanted fire alarm signals	463	441	262		There have been 262 False Alarms recorded during the reporting period. This is an increase of twenty two when compared to the same reporting period in 2016/17. Eighty five of these incidents were in Clackmannanshire South, seventy five were in Clackmannanshire West, thirty eight were in Clackmannanshire Central, twenty six were in Clackmannanshire East and forty were in Clackmannanshire North. 125 of these were non domestic premises. These incidents are being targeted by the SFRS UFAS policy and a number of new initiatives should further reduce incidents and reduce business interruption over the next half of the year

Pentana 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			We have a local Fire Safety Enforcement Officer who is also our UFAS champion. The role involves data collection of UFAS incidents, engaging with duty holders to advise on UFAS reduction measures, and apply the SFRS UFAS policy where appropriate. Going forward, the UFAS champion will be responsible for the delivery of the TAKE5 and First Contact initiatives, both designed to reduce UFAS at source.
SAP FIR 015	Share information and develop engagement programmes to reduce the number of malicious calls	31-Mar-2017			Where malicious calls are identified and trends emerge, the UFAS champion and the Community Action team will discuss possible solutions and intervention methods to address this.

Report to **Scrutiny Committee**

Date of Meeting: **15th February 2018**

Subject: **Local Government Benchmarking Framework 2016/17**

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

1.0 Purpose

- 1.1. This report presents performance information from the Local Government Benchmarking Framework (LGBF), focusing on Clackmannanshire Council's performance in the 2016/17 financial year, in relation to other Scottish local authorities. Appendix A contains detailed and summarised information on Clackmannanshire Council's performance, and comments on indicators ranked in the bottom quartile (bottom 8 Councils). Please note that all data in this report is currently draft, and indicators and values may change up to the point of national publication by the Improvement Service in February 2018.

2.0 Recommendations

- 2.1. That Committee notes the report, commenting and challenging as appropriate.

3.0 Considerations**3.1. Statutory Duties and Framework Changes**

- 3.1.1. 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 the Council's website. The integrity of submitted data is reviewed annually by external auditors and no concerns have been raised with Clackmannanshire's submissions for many years. This was confirmed for 2016/17 data in Audit Scotland's report to Clackmannanshire Council on 28 September 2017.
- 3.1.2. Though the Improvement Service have been responsible for the LGBF for 5 years, progress in framework improvement has been limited in some areas, and concerns still exist around indicator validity, data integrity, consistency of reporting, submission processes and timeliness. The latter, in particular, is frequently raised as hampering potential value in informing Council decision-making. Officers continue to make every effort to contribute to the framework's development and the resolution of these issues, both with the Improvement Service and the Scottish Performance Management Forum.
- 3.1.3. As well as the analysis and reporting of performance data, the LGBF also involves work in 'family groups' of Councils to share knowledge on improving performance levels. Though all Councils are unique and initiatives or processes 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. Groups are based on deprivation for Education, Social Work and Housing, and on population density for all other areas.

- 3.1.4. This report is based on draft data in order to report as soon as possible, and to meet the statutory deadline of 31 March 2018, however, at the time of writing, some 2016/17 data has not yet been provided by the Improvement Service. Councils have also been advised that local values, Scottish averages, rankings, calculations, and even the indicators themselves may change when the framework is published nationally in February.
- 3.1.5. Changes to the 2016/17 dataset, of which we are currently aware, include:
- The addition of an Early Years provision indicator to the Education section;
 - The addition of indicators on Looked After Children placements, Child Protection re-registrations, and Child Development to the Social Services section;
 - The replacement of the Positive Destinations indicator (Education) with 16-19 year-old Participation Rate (Development & Environment);
 - The removal of indicators on Domestic Noise (Housing & Community Safety) and Cost of Democratic Core (Strategy & Customer Services) due to not having robust data-gathering methodologies, and being considered of limited value by national bodies;
 - Some smaller revisions to definitions, to improve clarity and consistency of reporting.
- Though some additional Education and Social Services indicators have also been added, only data up to 2014/15 has been provided, therefore, they are considered of limited use due to lack of currency, so they have not been included in this report.
- 3.1.6. Appendix A also provides comments, on an exceptions basis, for indicators where Clackmannanshire's performance levels were ranked in the bottom quartile (the bottom 8 Councils). Indicators are grouped by Clackmannanshire Council's service structure here (rather than national groupings), to improve local relevance and accountability. Though 3 years' data is presented, 7 years' data is held for most indicators, and detailed analysis is provided internally to services once the final framework is published nationally.

3.2. 2016/17 Performance

- 3.2.1. As can be seen from the chart in Appendix A, in terms of average ranking across all framework indicators, Clackmannanshire Council is performing in 15th place, just within the top half of Councils. This is consistent with the recent observation that, in the current times of austerity, smaller Councils' performance appears to be more and more polarised, with areas of very strong performance contrasting with less positive results in, for example, areas where greater economies of scale can be achieved by larger Councils. This results in small authorities having many indicators in the top and bottom quartiles, and fewer in the 2nd and 3rd, which 'average out' to place them in the middle of this chart.

Education

- 3.2.2. Attainment has been a key focus in the authority in recent years, including participation in the Scottish Attainment Challenge. There was, however, a decline across all deprivation quintiles in 16/17 (overall -2.9%), while national results improved slightly (1.3%). Further investigation may be beneficial into the apparent trend of quintile 2 performing better than other quintiles with greater and lesser levels of deprivation. We perform consistently above the Scottish average in inspections of Early Years provision, and here we improved (5.9%) despite a slight national decline. We have performed in the top quartile for 3 years in schools satisfaction, though Teachers' sickness absence is ranked the worst in Scotland. Performance in cost indicators is more variable, with relatively high costs in secondary schools, roughly average costs in pre-schools (which reduced by 1.2% despite a 9.5% national increase), and lower costs in primaries, relative to other authorities.

Social Services

- 3.2.3. We consistently perform in the top quartile in residential costs for Looked After Children though costs are generally higher than average for children in the community. Overall, gross costs for Looked After Children (community & residential) reduced locally by 11.2% (from £6.3m to £5.6m) in the last year while, nationally, costs increased by 2.8%. We also continue to perform better than average in the proportion looked after in the community, and in children being moved more than once within a year (improving by 13.0%, while national results improved by 3.1%). We declined slightly in Child Protection re-registrations and children meeting developmental milestones in 15/16 (while national results for both improved slightly), though levels were still better than the Scottish average.
- 3.2.4. Queries regarding the Self-directed Support values have been raised with finance (note that Glasgow significantly skews this Scottish average: 3.7% if they are excluded). We are generally in the top quartile for perceptions, with the exception of Quality of Life in 15/16, which may relate to sample sizes in the Health & Care Experience Survey. In older people's homecare, we perform consistently in the top quartile for both provision of services, and in the cost of provision (though the latter increased by 14.3% in 15/16, 4.8% nationally). We have made substantial progress in older people's residential care costs, from bottom quartile in 13/14 to top quartile in 15/16 (reducing by 14.6%, while roughly static nationally), with further savings (34.2%) in 16/17. Overall, across Social Services indicators (using most recent rankings), we are performing 2nd best of all 32 authorities.

Housing & Community Safety

- 3.2.5. Though we have traditionally been a strong performer in Housing, and are still 4th in Scotland, the impact of welfare reform on residents can now be seen. Rent arrears have increased locally and nationally in all 4 years recorded (5.6% and 3.8%, respectively, in 16/17), and deprivation levels mean arrears are generally higher locally than average. Void rent loss is usually top quartile but this also increased in both 2014/15 and 2016/17 (while reducing by 11.8% nationally last year). We are, again, normally a top quartile performer in both housing quality measures, though some aspects are now superseded by other standards. We have performed in the top quartile for repairs response times in all 4 years for which data is held. In Assets (suitability & condition) we are consistently above the Scottish average, and top quartile in the latter. Our calculation of Council Tax costs was aligned to other authorities by excluding support costs, bringing us into the top quartile, and collection rates continue to increase, in line with national trends.

Development & Environment

- 3.2.6. Planning indicators were added last year, and fluctuations (in many authorities) suggest there may still be data integrity issues, currently being investigated. Our improvement in 2016-19 year-old participation was over twice that nationally (1.7% versus 0.8%) though we remain in the bottom quartile. Having previously performed around the Scottish average for people assisted into work, we are below this for the 2nd year, with another slight decline. Business start-ups improved (3.8%) while declining nationally (-1.7%). The Improvement Service advise that the measure on spend with local SMEs will be changing for their publication, and queries have been raised about the accuracy of the draft figures.
- 3.2.7. Trading Standards costs have been in the top quartile in all 5 years, and the increase in Environmental Health has been queried, though costs remain lower than average. Roads costs reduced by 10.0% despite a national increase of 5.6%. Slightly higher than average costs may, however, be the reason that all 4 road condition indicators improved for the 2nd year running, with only Unclassified roads remaining slightly below average. Last year, an Audit Scotland report voiced concerns about under-investment in roads infrastructure, and some authorities no longer report lower costs as better performance in this area.

- 3.2.8. One-off vehicle maintenance charges increased waste collection costs, though disposal costs reduced slightly (-0.6%, despite a 1.4% national increase). Having previously been in the top quartile for collection, both costs are now higher than average. Strong recycling rates continue, only outwith the top quartile in 15/16 due to outlet classification changes (one recycling centre failed to retain accreditation and overseas EnergyForWaste outlets were excluded). Though rankings declined slightly for satisfaction with both recycling and street cleaning (broadly following national trends), satisfaction with parks & open spaces improved by 1.5% (0.4% nationally), and all 3 remain above average. Street cleaning costs increased by 8.8%, in contrast to a national reduction (-5.8%), and street cleanliness also declined slightly, though we continue to perform better than average in both. There was, however, a more marked increase in parks & open spaces costs, where greater local and national annual fluctuations are evident, reflecting seasonal factors.

Strategy & Customer Services

- 3.2.9. Substantial improvement can be seen in satisfaction with leisure facilities and libraries, both bottom quartile in 2013/14 but improving by a quartile each year, and now in the top quartile. Declining Scottish averages in all years contrast with local improvement in all years, and we were among only 6 authorities where libraries satisfaction improved in 2016/17. At the same time, sports facility costs improved from the 3rd quartile in 2013/14 to sustained top quartile results, with top quartile library costs in all 7 years. The equalities indicators in use make analysis problematic as our aim is not simply to increase female representation in senior roles, but to appoint the right people, regardless of gender. Our target is the proportion of women in the Scottish population (51.5%), and we are consistently within around 3% of this. The gender pay gap reduced both locally and nationally, and this is a key current area of national and international focus. It is hoped that equalities measures will be improved with future LGBF development. Our average ranking across the Strategy & Customer Services measures is the best in Scotland.

Resources & Governance

- 3.2.10. Measures in this section reflect corporate performance but are grouped here due to this service leading on policy in these areas. Similarly to Teachers (see Education), there was an increase in other local government employees' sickness absence, and we are in last place for both. Attention is being focused on both absence management, and on accurate recording. Invoice payments improved nationally (0.3%), while declining locally (-4.2%) during implementation of the new finance system, though improvements are being seen in 2017/18. Support Services costs (which include some areas of Strategy & Customer Services) remain higher than average, as expected in a small authority, though they are reducing at a faster rate than the Scottish average (-2.8% versus 0.7% in 2016/17).

Overall

- 3.2.11. When analysed by indicator type, our average rankings are distributed evenly across the 4 quartiles. Our average ranking for Timeliness indicators (though there are fewer) is the worst in Scotland, and our average Cost ranking is 22nd (3rd quartile). For Effectiveness, our average ranking is 9th (2nd quartile), and we have the 6th best average ranking for Satisfaction (top quartile). Though size, deprivation, resources and priorities are all relevant factors, we must consider whether improvements to efficiency will adversely impact effectiveness and satisfaction. Though the LGBF is not a comprehensive summary of performance, benchmarking is a key performance management tool, providing wider context and promoting knowledge-sharing. Strategy & Performance will continue to promote use of the LGBF internally, and contribute to its development nationally.

4.0 Sustainability Implications

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

5.0 Resource Implications

5.1. *Financial Details – There are 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. Yes ✓

5.4. *Staffing – There are no direct staffing implications arising from this report.*

6.0 Exempt Reports

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

7.0 Declarations

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

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

Clackmannanshire will be attractive to businesses & people and ensure fair opportunities for all ✓

Our families; children and young people will have the best possible start in life ✓

Women and girls will be confident and aspirational, and achieve their full potential ✓

Our communities will be resilient and empowered so that they can thrive and flourish ✓

(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. If there are no appendices, please state "none".

Appendix A – 2016/17 Local Government Benchmarking Framework

11.0 Background Papers


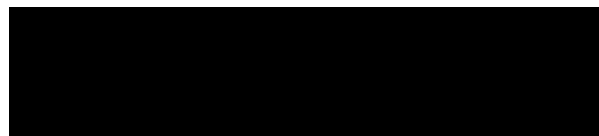
11.1 Have you used other documents to compile your report? (All documents must be kept available by the author for public inspection for four years from the date of meeting at which the report is considered)

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	
Elaine McPherson	Chief Executive	

Appendix A: 2016/17 Local Government Benchmarking Framework



Please note that, at the time of writing, only draft data is available. Data for all indicators will be finalised and published nationally by the Improvement Service in February 2018 at <http://scotland.mylocalcouncil.info/>.

Guidance

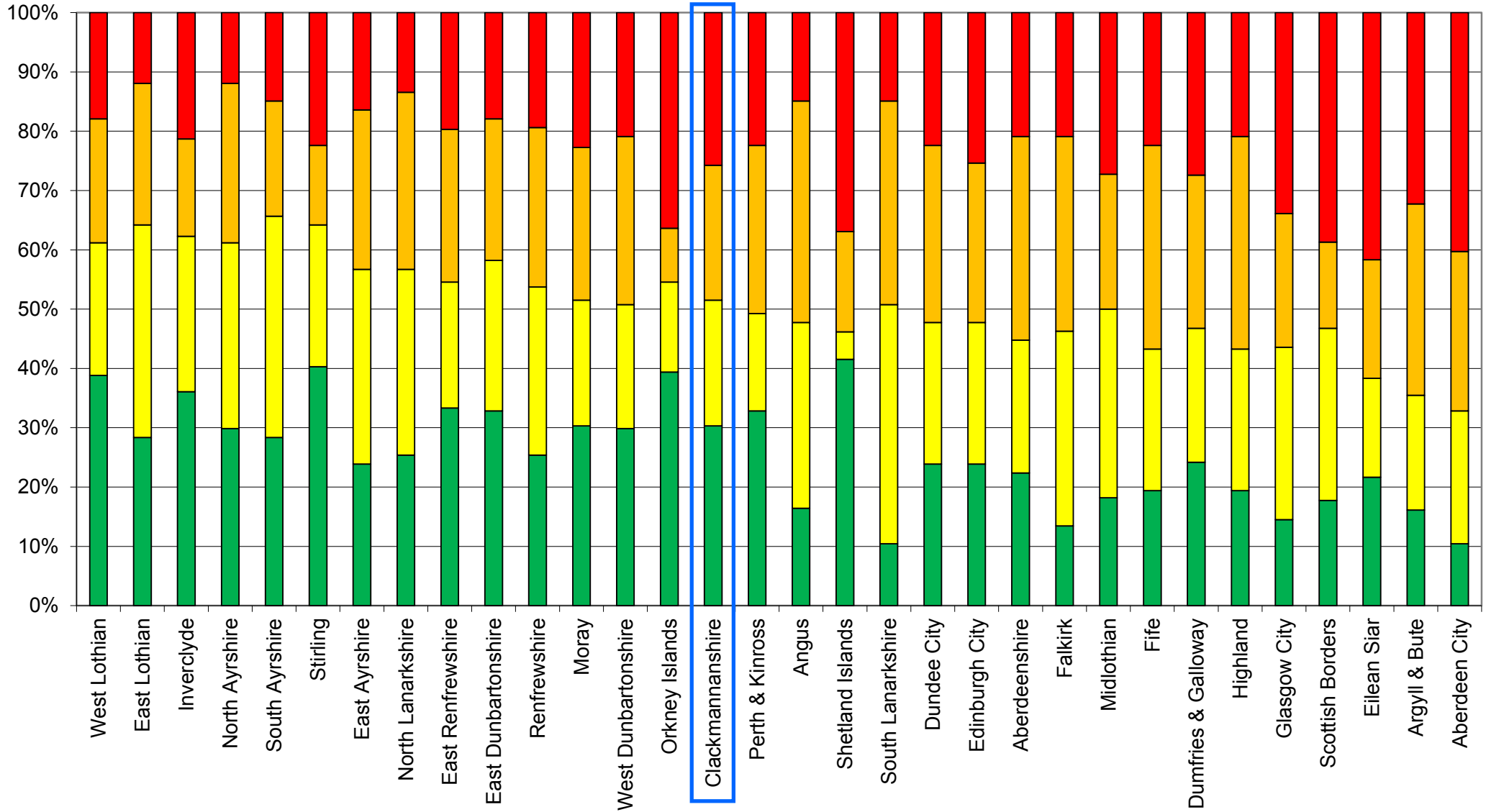
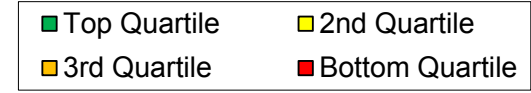
Services	This report is grouped by Clackmannanshire Council's service structure, national service groupings can be found in the link above.
Years	The financial year to which results apply. Historical data (from 2010/11) is held for most indicators but some data is not available for all years shown.
Clacks	The value achieved by Clackmannanshire Council in the time period shown (or a note if data is not available). Shown in green text if the value improved from the previous year or red text if the value declined (black if the same or if no comparison is available). Lower costs are considered better in this context.
Scotland	The Scottish average, shaded in green if Clacks performed better than the Scottish average , and pink if Clacks performed worse than the Scottish average .
Quartile	4 groupings of rankings, showing broadly how we performed in comparison to other Councils (management comments provided for bottom quartile indicators). Top quartile - 1 st to 8 th place rankings 2 nd quartile - 9 th to 16 th 3 rd quartile - 17 th to 24 th Bottom quartile - 25 th to 32 nd
Rank	A more detailed summary of performance in relation to other authorities. The authority performing best in Scotland is ranked 1 st , and the poorest 32 nd .
Accuracy/ Integrity	As noted above, all data is currently draft and, while local figures have been verified and are not expected to change, Scottish averages and rankings may differ when published nationally. Where 2016/17 data is not yet available, the 2015/16 results (i.e. most recent) are summarised below. National work is ongoing to improve the suitability of indicators and consistency of reporting. The totals below do not always equal 100% due to rounding.

Summary

Service	Trends (NS = No Service)				Quartiles					Scottish Average			Total
	Improved	Same	Declined	NS					NS	Better	Worse	NS	
Education	2		10		2	2	1	7		4	8		12
Social Services – Child Care	2		4		2	2	2			5	1		6
Social Services – Adult Care	2		5		5			2		5	2		7
Housing & Community Safety	4	2	3		5	1	2	1		7	2		9
Development & Environment	12		10		2	7	9	4		12	10		22
Strategy & Customer Services	5	1	1	1	4	2		1	1	6	1	1	8
Resources & Governance	1		2					3			3		3
Total	28 42%	3 4%	35 52%	1 1%	20 30%	14 21%	14 21%	18 27%	1 1%	39 58%	27 40%	1 1%	67

Quartile Distribution of 2016/17 Rankings

(Councils are sorted by Average Ranking, with the best performing Councils at the left)



15th

Clacks value improved or Clacks value declined

Top quartile 2nd quartile 3rd quartile Bottom quartile

Better or Worse than Scottish Average

Education	2016/17				2015/16		2014/15	
	Clacks	Scotland	Rank	Quartile	Clacks	Quartile	Clacks	Quartile
School attainment (average tariff score) in SIMD quintile 1 (20% most deprived areas)	491	624	26	■□□□	528	■□□□	456	■□□□
School attainment (average tariff score) in SIMD quintile 2	777	750	13	■□□□	840	■□□□	690	■□□□
School attainment (average tariff score) in SIMD quintile 3	778	880	29	■□□□	799	■□□□	786	■□□□
School attainment (average tariff score) in SIMD quintile 4	880	999	28	■□□□	960	■□□□	891	■□□□
School attainment (average tariff score) in SIMD quintile 5	1,006	1,207	30	■□□□	1,034	■□□□	870	■□□□
School attainment (overall average tariff score - all pupils)	743	886	32	■□□□	765	■□□□	698	■□□□
Funded Early Years provision which is graded good or better	100%	91.7%	1	■□□□	94.4%	■□□□	95.0%	■□□□
Adults satisfied with local schools (3 year rolling average)	86.0%	75.3%	5	■□□□	87.7%	■□□□	88.3%	■□□□
Average working days lost through sickness absence per teacher	9.8	6.1	32	■□□□	7.2	■□□□	10.1	■□□□
Cost per pre-school education registration	£4,521	£4,207	20	■□□□	£4,578	■□□□	£3,480	■□□□
Cost per primary school pupil	£4,512	£4,806	9	■□□□	£4,052	■□□□	£3,887	■□□□
Cost per secondary school pupil	£7,938	£6,709	27	■□□□	£7,792	■□□□	£7,620	■□□□

- Attainment:** Overall there has been a slight increase in the attainment gap for Broad General Education across the authority between our most and least disadvantaged pupils in 2017. However this gap reduced at the S3 stage for pupils achieving the Curriculum for Excellence Level in Literacy, indicating an improvement in the attainment of this cohort of pupils. At senior phase, the attainment gap has fallen between the most and least disadvantaged pupils achieving Level 4 & 5 Literacy and Numeracy across the authority. This gap is expected to fall further with the focus on raising the attainment levels of our most disadvantaged pupils.
- Teacher absence:** In comparison to the previous financial year there has been an increase in days lost for teaching staff. Education has put in place enhanced tracking arrangements to monitor teacher absence. This system complements the Council's Maximising Attendance Policy & Procedures in schools which is aimed at supporting staff and their overall welfare to ensure continued attendance at work and to facilitate early return to work if sickness does occur.
- Secondary costs:** As part of the 2017/18 budget proposals, a review of secondary school management structures was undertaken and this will reduce the costs of providing secondary education.

Social Services	2016/17				2015/16		2014/15	
	Clacks	Scotland	Rank	Quartile	Clacks	Quartile	Clacks	Quartile
Cost of Looked After Children in residential care per child per week	£1,766				£2,372	■■■■	£2,266	■■■■
Cost of Looked After Children in the community per child per week	£361	Scottish Government publish 31-Mar-18			£330	■■■	£313	■■■
Looked After Children being cared for in the community	89.7%				90.6%	■■■	90.4%	■■■
Looked After Children with more than 1 placement in the last year	18.5%	20.7%	8	■■■■	21.2%	■■■	22.8%	■■■
Child Protection re-registrations within 18 months	Scottish Government publish 31-Mar-18				4.0%	■■■	2.3%	■■■■
Children meeting expected developmental milestones at 27-30 month health review	NHS publish 07-Feb-18				74.6%	■■■	75.6%	■■■
Self-directed Support spend on adults as a % of social work spend on adults	0.2%	5.9%	32	■	1.3%	■	1.1%	■
Adults satisfied with social care or social work services	Not yet available – no publication date specified by the Improvement Service				72.7%	■■■■	76.0%	■■■■
Adults rating care as good or excellent					87.0%	■■■■	86.4%	■■■
Adults reporting that support at home improved or maintained their quality of life					78.0%	■	90.8%	■■■■
People aged 65+ with intensive care needs receiving 10+ hours homecare per week	42.5%	35.3%	As above		48.0%	■■■■	48.0%	■■■■
Older people's (65+) home care costs (expenditure) per hour	£18.31	£22.92			£15.74	■■■■	£13.77	■■■■
Older people's (65+) residential care costs (expenditure) per resident per week	£225	£379			£342	■■■■	£400	■■■

(Where 16/17 data is not yet available, 15/16 fields are highlighted to indicate performance against the Scottish average, and 15/16 data is used in the page 1 summary)

Looked After Children: Overall, gross costs for Looked After Children (community & residential) reduced locally by 11.2% (from £6.3m to £5.6m) in the last year while, nationally, costs increased by 2.8%.

Self-directed support: 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 and traditional day and home care services commissioned that are not consistent with the innovation and flexibility associated with SDS. 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. The Learning Disability, Mental Health and Older people's services are presently subject to redesign with emphasis being on greater innovation and flexibility being at the centre of any services commissioned either by the service user or the council. All staff across Adult Care services have received additional training in the period Nov17 - Jan18 in order that future individual client reviews are consistent with SDS practice. Glasgow City Council significantly skew the Scottish average, which is 3.7%, if they are excluded. The median for our Family Group (8 authorities with similar deprivation levels) is 2.9%.

Quality of life perceptions: 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 most years). The proposal is due to be implemented during the financial year 2018/19 with full year report expected to be available for the period 2019/20 onwards.

Housing & Community Safety (Note that 6 authorities do not report some indicators in this section due to differing local responsibilities for Housing provision, so quartile sizes differ)	2016/17				2015/16		2014/15	
	Clacks	Scotland	Rank	Quartile	Clacks	Quartile	Clacks	Quartile
Rent arrears as a percentage of rent due in the year	8.4%	6.5%	20	■□□□	7.9%	■□□□	7.4%	■□□□
Rent loss due to empty (void) properties	1.5%	0.9%	23	■□□□	0.6%	■□□□	1.1%	■□□□
Council housing meeting all Scottish Housing Quality Standard criteria	97.3%	93.6%	8	■□□□	97.2%	■□□□	92.6%	■□□□
Council houses that are 'energy efficient' (SHQS)	100%	97.2%	1	■□□□	100%	■□□□	100%	■□□□
Average time to complete non-emergency repairs (working days)	7.1	9.1	7	■□□□	5.9	■□□□	6.3	■□□□
Operational buildings that are suitable for their current use	85.5%	84.4%	12	■□□□	85.3%	■□□□	81.8%	■□□□
Council buildings that are in satisfactory condition (by floor area)	97.6%	79.7%	3	■□□□	97.6%	■□□□	97.7%	■□□□
Cost of Council Tax collection (per dwelling)	£6.05	£8.98	5	■□□□	£19.55	■□□□	£16.69	■□□□
Income due from Council Tax that was received during the year	95.9%	95.9%	19	■□□□	95.8%	■□□□	94.4%	■□□□

Rent arrears: Increased to 8.8% at the end of 17/18 Quarter 2. Further analysis has shown that the impact of Universal Credit has greatly impacted on our ability to reduce arrears. Average arrears for UC cases is much higher than non UC cases and more cases amount to over £1,000. Work continues to focus on proactive management of all cases and engagement with tenants is the key focus though, where support is not accepted, court actions and eviction may be necessary.

Development & Environment	2016/17				2015/16		2014/15	
	Clacks	Scotland	Rank	Quartile	Clacks	Quartile	Clacks	Quartile
Average weeks to process commercial planning applications	9.5	9.3	20	■ ■ ■ ■	6.1	■ ■ ■ ■	5.9	■ ■ ■ ■
Cost per local planning application	£5,734	£4,624	25	■ ■ ■ ■	£7,841	■ ■ ■ ■	£3,913	■ ■ ■ ■
16-19 year-olds participating in employment, education or training	89.7%	91.1%	26	■ ■ ■ ■	88.2%	■ ■ ■ ■	83.6%	New 15/16
Unemployed people assisted into work via Council employability programmes	9.5%	14.0%	20	■ ■ ■ ■	10.6%	■ ■ ■ ■	14.2%	■ ■ ■ ■
Business gateway startups per 10,000 population	21.4	16.6	9	■ ■ ■ ■	20.6	■ ■ ■ ■	21.5	■ ■ ■ ■
Procurement spend with local Small- to Medium-size Enterprises	12.2%	19.6%	28	■ ■ ■ ■	13.3%	■ ■ ■ ■	9.2%	■ ■ ■ ■
Cost of Trading Standards per 1,000 population	£2,921	£5,463	5	■ ■ ■ ■	£3,057	■ ■ ■ ■	£3,536	■ ■ ■ ■
Cost of Environmental Health per 1,000 population	£15,248	£16,115	19	■ ■ ■ ■	£11,974	■ ■ ■ ■	£14,026	■ ■ ■ ■
Cost of maintenance per kilometre of road	£12,370	£10,503	21	■ ■ ■ ■	£13,747	■ ■ ■ ■	£13,522	■ ■ ■ ■
A class roads that should be considered for maintenance treatment	22.2%	29.5%	11	■ ■ ■ ■	23.6%	■ ■ ■ ■	30.1%	■ ■ ■ ■
B class roads that should be considered for maintenance treatment	26.3%	34.8%	11	■ ■ ■ ■	28.5%	■ ■ ■ ■	32.4%	■ ■ ■ ■
C class roads that should be considered for maintenance treatment	28.4%	34.6%	11	■ ■ ■ ■	32.5%	■ ■ ■ ■	41.3%	■ ■ ■ ■
Unclassified roads that should be considered for maintenance treatment	41.8%	39.5%	22	■ ■ ■ ■	41.9%	■ ■ ■ ■	42.7%	■ ■ ■ ■
Cost of refuse collection per premise	£66.87	£64.46	21	■ ■ ■ ■	£52.25	■ ■ ■ ■	£43.25	■ ■ ■ ■
Cost of refuse disposal per premise	£104.38	£98.77	22	■ ■ ■ ■	£105.02	■ ■ ■ ■	£84.34	■ ■ ■ ■
Household waste composted or recycled	56.5%	45.2%	4	■ ■ ■ ■	48.1%	■ ■ ■ ■	55.7%	■ ■ ■ ■
Adults satisfied with refuse collection (3 year rolling average)	84.3%	81.7%	18	■ ■ ■ ■	88.3%	■ ■ ■ ■	87.7%	■ ■ ■ ■
Cost of street cleaning per 1,000 population	£14,236	£14,549	20	■ ■ ■ ■	£13,084	■ ■ ■ ■	£13,401	■ ■ ■ ■
Street cleanliness score (% 'acceptable')	94.7%	93.9%	16	■ ■ ■ ■	96.6%	■ ■ ■ ■	96.6%	■ ■ ■ ■
Adults satisfied with street cleaning (3 year rolling average)	76.7%	72.3%	11	■ ■ ■ ■	80.7%	■ ■ ■ ■	77.7%	■ ■ ■ ■
Cost of parks & open spaces per 1,000 population	£26,446	£23,097	26	■ ■ ■ ■	£18,984	■ ■ ■ ■	£26,509	■ ■ ■ ■
Adults satisfied with parks & open spaces (3 year rolling average)	88.0%	86.0%	13	■ ■ ■ ■	86.7%	■ ■ ■ ■	85.3%	■ ■ ■ ■

Planning costs: This is a relatively new indicator and spikes in costs in 2015/16 (also evident in a number of authorities) require further investigation.

Participation rate: This indicator has now replaced the previous 'positive destinations' indicator. Clackmannanshire's rank has improved slightly this year with a higher percentage of 16-19 year olds securing employment compared to the previous year.

Spend with local SMEs: The figure above has been corrected and the Improvement Service national report may include a lower figure for Clackmannanshire.

Open spaces costs: Fluctuation in cost reflects the seasonality of the service delivery and is influenced by increasing capital works as this is a Gross value indicator. Public satisfaction with parks and open spaces remains high and continues to improve annually.

Clacks value improved or Clacks value declined

■ ■ ■ ■ Top quartile

■ ■ ■ ■ 2nd quartile

■ ■ ■ ■ 3rd quartile

■ ■ ■ ■ Bottom quartile

Better or Worse than Scottish Average

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Strategy & Customer Services	2016/17				2015/16		2014/15	
	Clacks	Scotland	Rank	Quartile	Clacks	Quartile	Clacks	Quartile
Adults satisfied with sport & leisure facilities (3 year rolling average)	80.7%	74.0%	8	■■■■	77.3%	■■■□	74.7%	■■■□
Adults satisfied with libraries (3 year rolling average)	82.7%	74.7%	7	■■■■	82.3%	■■■□	79.0%	■■■□
Adults satisfied with museums & galleries (3 year rolling average)	57.0%	72.0%	28	■□□□	60.7%	■□□□	60.0%	■□□□
Cost per attendance at sport& leisure facilities	£1.70	£2.81	5	■■■■	£1.70	■■■■	£1.67	■■■■
Cost per visit to libraries	£1.28	£1.97	4	■■■■	£1.34	■■■■	£1.41	■■■■
Cost per visit to museums & galleries	No service – Clackmannanshire Council has no permanent museums							
Women in the highest paid 5% of Council earners	54.6%	52.0%	10	■■■□	53.3%	■■■□	49.6%	■■■□
Gender pay gap (Council employees)	3.0%	4.1%	15	■■■□	4.3%	■■■□	New in 2015/16	

Museums satisfaction: Satisfaction measure of limited applicability due to having no permanent museum.

Resources & Governance	2016/17				2015/16		2014/15	
	Clacks	Scotland	Rank	Quartile	Clacks	Quartile	Clacks	Quartile
Average working days lost through sickness absence per local government employee (excluding Teachers – see Education)	16.5	10.9	32	■□□□	13.4	■□□□	12.8	■□□□
Invoices paid within 30 calendar days	81.1%	93.1%	29	■□□□	84.6%	■□□□	82.0%	■□□□
Support services as a % of total expenditure	7.1%	5.3%	26	■□□□	7.3%	■□□□	8.0%	■□□□

Sickness absence: There has been a demonstrable increase in the length of absences with the majority of time lost being attributable to longer term absences i.e. absences greater than 28 days. Reports on absence are discussed at regular management meetings and meetings with the Trade Unions. Considerable effort has been made across the Council in recent years to improve reporting using the Council's corporate HR IT system and in implementing attendance management procedures consistently. A new policy was agreed by council during 2017.

Invoice payment: A slight decline, as expected, with the implementation of the new finance system but more robust processes mean progressive improvement is already being made in the first two quarters of 2017/18.

Support services costs: Overall support services costs are reducing and at a greater rate than other Council services and the Council continues to put pressure on reducing support services costs through process improvements and new technology. The Council's size means that support services costs appear relatively high compared to larger councils because there are still the same or similar requirements for statutory reporting, compliance activity and the provision of the full range of support services. The Council is actively pursuing options to look at alternative models of delivery which, for example, at the start of 2017-18 included the piloting of a consortium audit arrangement with Falkirk Council.

