

Strategic Plan 2017-2022













2020-21 Quarterly Report



















Priority 1. A strong local economy and improved job opportunities

Performance Indicator	Q1 2020/21			Q2 2020/21			Q3 2020/21			Q4 2020/21		
	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target
% of households that are workless		23.1%	22%		23.1%	22%		23.1%	22%		23.1%	22%
% of procurement spent on local small / medium-sized enterprises (assessed by LGBF)	Not measured for Quarters			Not measured for Quarters			Not measured for Quarters			Not measured for Quarters		
Average Total Tariff SIMD Quintile 1	Not measured for Quarters			Not measured for Quarters			Not measured for Quarters			Not measured for Quarters		
Average Total Tariff SIMD Quintile 2	Not measured for Quarters			Not measured for Quarters			Not measured for Quarters			Not measured for Quarters		
Average Total Tariff SIMD Quintile 3	Not measured for Quarters			Not measured for Quarters			Not measured for Quarters			Not measured for Quarters		
Average Total Tariff SIMD Quintile 4	Not measured for Quarters			Not measured for Quarters			Not measured for Quarters			Not measured for Quarters		
Average Total Tariff SIMD Quintile 5	Not measured for Quarters			Not measured for Quarters			Not measured for Quarters			Not measured for Quarters		
Employment rate	Not measured for Quarters			Not measured for Quarters			Not measured for Quarters			Not measured for Quarters		
Number of businesses given advice and assistance to start up through Business Gateway		0	0		45	0		78	50		77	50
Percentage of school leavers in positive and sustained destinations	Not measured for Quarters			Not measured for Quarters			Not measured for Quarters			Not measured for Quarters		

Priority 2. Supported individuals, families and carers living independently and with dignity

Performance Indicator	Q1 2020/21			Q2 2020/21			Q3 2020/21			Q4 2020/21		
	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target
% of council dwellings that meet the Scottish Housing Quality Standard	Not measured for Quarters			Not measured for Quarters			Not measured for Quarters			Not measured for Quarters		
% of council rent that was lost due to houses remaining empty		1.29%	0.88%		1.3%	0.88%		0.74%	0.88%		1.2%	0.88%
Number of new supply social housing for rent		2	20		49	20		46	40		13	0
Percentage of Children living poverty (after housing costs)	Not measured for Quarters			Not measured for Quarters			Not measured for Quarters			Not measured for Quarters		
Percentage of Households in Fuel Poverty	Not measured for Quarters			Not measured for Quarters			Not measured for Quarters			Not measured for Quarters		
Percentage of local people with increased or sustained income through reduced debt liability/debt management	Not measured for Quarters			Not measured for Quarters			Not measured for Quarters			Not measured for Quarters		
Percentage of reactive repairs carried out completed right first time		93.4%	95%		86.3%	95%		90.9%	95%		93.29%	95%

Priority 3. Meaningful engagement with active, empowered and informed citizens who feel safe and engaged









Performance Indicator	Q1 2020/21			Q2 2020/21			Q3 2020/21			Q4 2020/21		
	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target
% of council resources directed by communities	Not measured for Quarters			Not measured for Quarters			Not measured for Quarters			Not measured for Quarters		
% of residents who feel safe/very safe in their local community		0%	0%		100%	98%		96%	98%		94%	98%
% of residents who feel the Council communicates well with them		70%	75%		67%	75%		82%	75%		93%	75%
Average score for respondents who state they feel a sense of control and influence in relation to Council decision-making and service delivery	Not measured for Quarters			Not measured for Quarters			Not measured for Quarters			Not measured for Quarters		
Percentage of citizens who agree the Council listen to community views when designing and delivering services		67%	85%		59%	85%		72%	85%		73%	85%
Residents satisfaction with Council services overall		95%	85%		88%	85%		94%	85%		99%	85%




Priority 4. Open, accountable & accessible local government

Performance Indicator	Q1 2020/21			Q2 2020/21			Q3 2020/21			Q4 2020/21		
	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target
% of committee agendas published within standing order timescales	✓	100%	98.2%	✓	100%	98.2%	✓	100%	98.2%	✓	100%	98.2%
% of residents who report satisfaction with Council publications, reports and documents	✓	85%	73%	✓	80%	73%	✓	96%	73%	✓	97%	73%
CM4c: Percentage of council buildings in which all public areas are suitable for and accessible to disabled people	✓	96.5%	92.5%	✓	96.5%	92.5%	✓	96.5%	92.5%	✓	96.5%	92.5%
No. of transactions undertaken online	✓	9,814	6,921	✓	11,564	6,921	✓	12,204	6,921	✓	9,450	6,924
Percentage of citizens who are satisfied with the Council website	⚠	78%	85%	✓	89%	85%	✓	93%	85%	✓	96%	85%

Priority 5. Efficient and effective frontline services that improve the everyday lives of residents

Performance Indicator	Q1 2020/21			Q2 2020/21			Q3 2020/21			Q4 2020/21		
	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target
% of Local Government Benchmarking Framework performance indicators prioritised by the council that have improved locally	Not measured for Quarters			Not measured for Quarters			Not measured for Quarters			Not measured for Quarters		
% of total household waste that is recycled	✗	31.28%	53%	✗	38.64%	53%	✗	37.65%	53%	✗	29.42%	58%
% Residents satisfied with roads maintenance	✓	55%	41.5%	⚠	39%	41.5%	✓	58%	41.5%	✗	29%	41.5%
CC2: Number of attendances per 1,000 population for indoor sports and leisure facilities	✗	0	1,804	✗	122	1,823	✗	479	1,736	✗	0	1,977
Income generated as a % of total revenue budget	Not measured for Quarters			Not measured for Quarters			Not measured for Quarters			Not measured for Quarters		
Percentage of Council employees who agree or strongly agree that in general, my morale at work is good	Not measured for Quarters			Not measured for Quarters			Not measured for Quarters			Not measured for Quarters		
Percentage of educational establishments receiving positive inspection reports	✓	0%	0%	✓	0%	0%	✓	0%	0%	✓	0%	0%
Percentage of income due from council tax received by the end of the year %	⚠	27.91%	28%	✓	53.3%	53%	⚠	77.7%	79%	⚠	94.18%	95.2%
Proportion of operational buildings that are suitable for their current use %	✓	93.3%	92%	✓	93.3%	92%	✓	93.3%	92%	✓	93.3%	92%

Performance Indicator	Q1 2020/21			Q2 2020/21			Q3 2020/21			Q4 2020/21		
	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target
Sickness absence days per employee (local government)		2.38	2		2.48	2		3.68	2		3.01	2
Sickness absence days per teacher		0.45	1.3		0.63	1.3		1.39	1.3		0.93	1.3
Street Cleanliness Index - % Clean	Not measured for Quarters			Not measured for Quarters			Not measured for Quarters			Not measured for Quarters		

PI Status	
	Alert
	Warning
	OK