

Local Government Benchmarking Framework

Stirling Council by Theme

2021/2022



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New Indicators

LOCAL GOVERNMENT BENCHMARKING FRAMEWORK REPORT.

The Local Government Benchmarking Framework (LGBF) embodies a collaborative commitment by SOLACE (Scotland) and COSLA to enhance measurement techniques and foster comparable data that can effectively target resources and catalyse advancement. Over the past decade, this approach has demonstrated its success by fostering cooperation among all 32 Scottish councils, fostering mutual growth and learning.

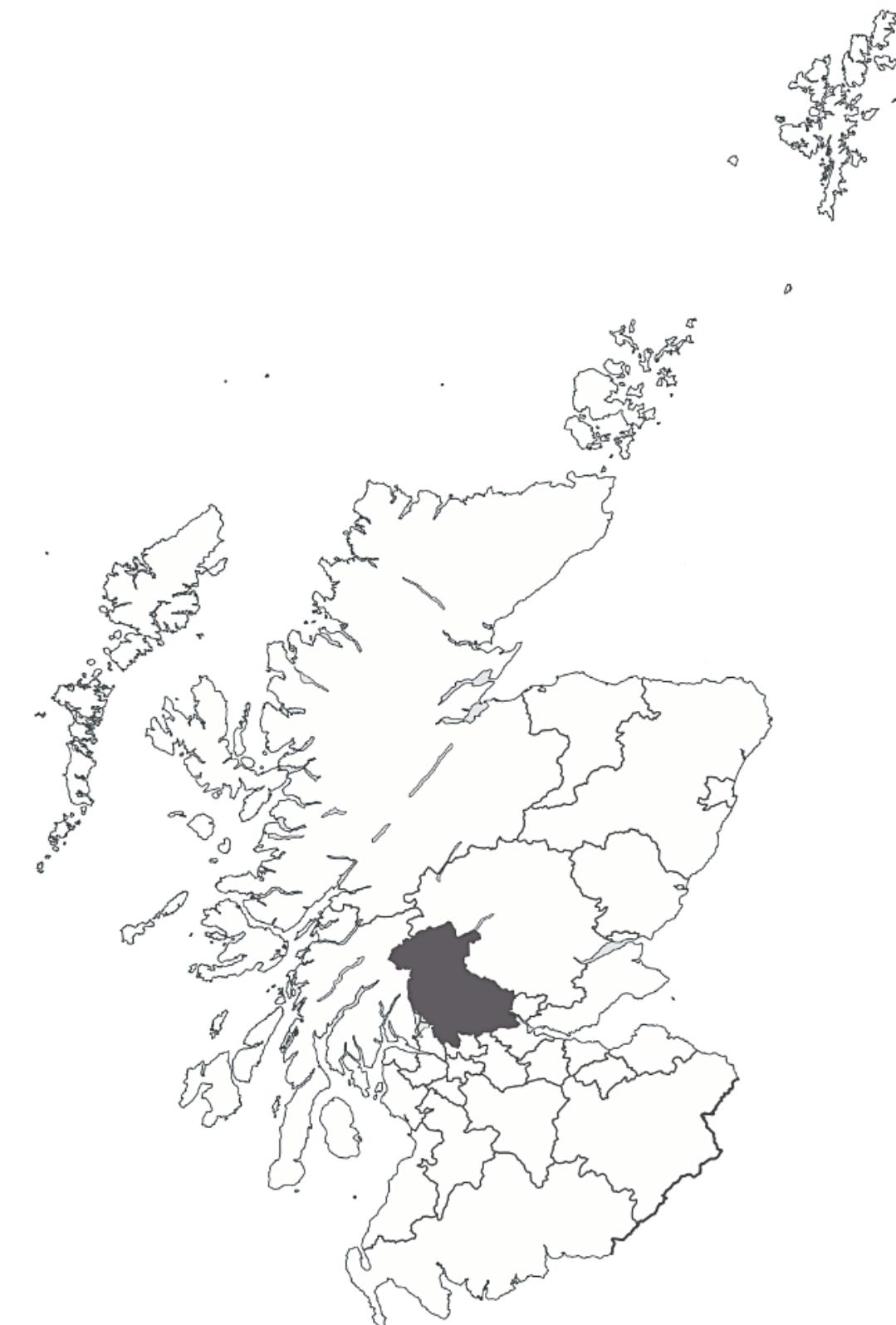
The emergence of COVID-19 has fundamentally reshaped the terrain, deeply impacting Local Government services and the well-being of the communities they serve. At the forefront of both initial and ongoing responses, Stirling Council has swiftly pioneered novel services. This endeavour has involved close partnerships with communities, as well as engagement with third-party and private sectors. These combined efforts have been pivotal in safeguarding the vulnerable and upholding community well-being.

The pandemic's influence varied across communities, and the responses of councils to this crisis underscore the significance of tailored solutions to address local needs and challenges. This non-uniformity is a natural expression of local democracy, reflecting the unique priorities and demands of distinct communities. Each council has meticulously crafted structural and service arrangements that best suit their locality, optimizing efficacy and cost-effectiveness in supporting their residents.

While maintaining this localized approach, Stirling Council consistently reports its performance within regionally established public reporting frameworks, which are informed by the comprehensive insights of the LGBF. These insights are accessible to all citizens and users of council services, enabling them to hold local authorities accountable for their achievements and to actively engage with Local Government to foster ongoing improvement.

As we emerge from the pandemic's grip, the imperative for councils to collaborate in evaluating their responses has become more pronounced. This assessment will inform the future configuration, delivery, and scope of services. The bedrock of evidence furnished by the LGBF will play a pivotal role in guiding us as we scrutinize and comprehend the consequences of diverse operational approaches and delivery models. This repository of knowledge will also ensure that the exceptional learning and innovation that have arisen during these challenging times are not lost.

The driving force propelling this undertaking has always been, and will remain, the enhancement of lives within communities across Scotland. We firmly believe that well-executed public services significantly enhance both individual and collective quality of life. The LGBF has evolved into an increasingly essential component of the localized intelligence required to realize this vision. Given the confluence of financial constraints, escalating service demands, and the profound aftershocks of COVID-19, the importance of mutual collaboration and shared learning has never been more critical.



ABOUT THIS REPORT

What is the LGBF?

The LGBF stands as a sophisticated benchmarking instrument with a primary objective of empowering senior management teams and elected officials to delve into critical inquiries about council services. Rooted in the collaborative efforts of SOLACE (Scotland) and COSLA, its purpose is to establish improved measurement standards and parallel data as catalysts for elevating services. It achieves this by targeting resource allocation to areas of maximum impact and elevating the standards of public accountability.

Central to its mission, the report encompasses the identification of disparities in both cost and performance among comparable councils. This involves a meticulous exploration into the underlying factors driving these variations. Distinguished by its capacity, the LGBF empowers councils to juxtapose their performance against an array of efficiency, output, and outcome indicators spanning the entirety of local government activities.

Amassing a wealth of data, the framework is an integral component of each council's legal obligations for public performance reporting. It supersedes the preceding Statutory Performance Indicators (SPI) regimen, reflecting an evolved approach to measuring and enhancing council services.

Key points.

1. This report presents indicators grouped in an order that reflects the citizen's journey, creating a more meaningful experience both in terms of analytical insights and readability. The indicators are arranged starting from early education, followed by care, environment, and so on.

2. The LGBF Board has approved the inclusion of new indicators to enhance the benchmarking suite. The newly included indicators are: Corporate Services

- CORP 9: Proportion of SWF Crisis Grants decisions within 1 day
- CORP 10: Proportion of SWF Community Care Grants decisions within 15 days
- CORP 11: Proportion of SWF Budget Spent
- CORP 12: Proportion of DHP Funding Spent

Symbology

Below is an explanation of the symbology used in this report:

CHN 02: Cost per Secondary School Pupil		Value	Previous Value	Rank (FG)	Previous Rank (FG)	Rank (Scotland)	Previous Rank (Scotland)
1	2020-21	£ 7,409	17.3%	8	7	27	8
3	Improving & Decreasing	Downward arrow	16.4%	6a	7	27	28
4	#4	Upward arrow	5	6b			
1	2020-21 £7,409	The ensuing data mirrors the latest reporting period, which can span from a single year to multiple years, contingent on the data's provenance.					
2	Improving & Decreasing	The following scenarios can be displayed: improvement with an increase, improvement with a decrease, decline with an increase, decline with a decrease, and stability with no change. These variations stem from a juxtaposition of the present submission against its preceding counterpart.					
3	Upward arrow, Downward arrow, Equilibrium arrow	The arrow symbols are directly correlated to point two within a visual framework. A green arrow typically indicates an improvement, while a red arrow denotes a decline. Moreover, an upward-pointing arrow signifies an increase, whereas a downward-pointing arrow indicates a decrease. Conversely, a gray arrow communicates a state of equilibrium with minimal alterations.					
4	#4	The emblem's numeral denotes the present status of the individual within our familial cohort. Our ranking system for the family group hinges on performance, assigning the pinnacle as 1 and the nadir as 8.					
5	Upward arrow, Downward arrow	The green arrow signifies an upward trajectory in overall performance concerning the indicator, whereas the red arrow denotes a decline in overall performance related to the indicator.					
6 (a/b)	Upward arrow, Equilibrium arrow, Downward arrow	The ranking corresponds to the preceding submission in the following manner: a green upward arrow signifies a favorable (downward) shift in ranking from the prior submission, a gray line conveys an unchanged ranking compared to the previous submission, and a red downward arrow signifies an unfavorable (upward) alteration in ranking from the previous submission.					
7	FG	FG stands for Family Group. For more information, please refer to the next page.					
8	Scotland	The national ranking illustrates where Stirling Council stands in relation to all other local authorities in Scotland. Please note that this may not always provide useful insights, as certain outcomes may involve comparisons that are not strictly comparable.					

FAMILY GROUPS

Why do we use family groups?

To facilitate meaningful comparisons from the LGBF data, communities and councils are grouped into "family groups" based on similarities in the populations they serve (e.g., relative affluence or deprivation) and the type of area they serve (e.g., urban, semi-rural, rural). Comparing like with like allows for more useful insights and opportunities for learning and improvement.

These councils are grouped by the **type of population** they serve, e.g. level of deprivation and affluence.

Family Groupings for Children, Social Work and Housing indicators			
Family Group 1	Family Group 2	Family Group 3	Family Group 4
East Renfrewshire	Stirling	Falkirk	Eilean Siar
East Dunbartonshire	Moray	Dumfries & Galloway	Dundee City
Aberdeenshire	East Lothian	Fife	East Ayrshire
Edinburgh, City of	Angus	South Ayrshire	North Ayrshire
Perth & Kinross	Scottish Borders	West Lothian	North Lanarkshire
Aberdeen City	Highland	South Lanarkshire	Inverclyde
Shetland Islands	Argyll & Bute	Renfrewshire	West Dunbartonshire
Orkney Islands	Midlothian	Glasgow City	Dundee City



These councils are grouped by the **type of area** they serve, e.g. rural, semi-rural and urban.

Environmental, Culture & Leisure, Economic Development, Corporate & Property indicators			
Family Group 1	Family Group 2	Family Group 3	Family Group 4
Eilean Siar	Stirling	Angus	North Lanarkshire
Argyll & Bute	Perth & Kinross	Clackmannanshire	Falkirk
Shetland Islands	Moray	Midlothian	East Dunbartonshire
Highland	South Ayrshire	South Lanarkshire	Aberdeen City
Orkney Islands	East Ayrshire	Inverclyde	Edinburgh, City of
Scottish Borders	East Lothian	Renfrewshire	West Dunbartonshire
Dumfries & Galloway	North Ayrshire	West Lothian	Dundee City
Aberdeenshire	Fife	East Renfrewshire	Glasgow City



Overview

Adult Social Care Services

Adult Care - At Home Care

Indicator	Period	Value	Previous Value	Rank (FG)	Previous Rank (FG)	Rank (Scotland)	Previous Rank (Scotland)
SW 01: Older Persons (Over65) Home Care Costs per Hour	2021-22	£ 21.67	£ 22.76	2	3	6	7
SW 03a: % of People 65+ with Long-Term Care Needs who are Receiving Personal Care at Home	2021-22	67.0%	67.2%	2	2	9	9
SW 04b: % of Adults Supported at Home who Agree That Their Services and Support had an Impact in Improving or Maintaining Their Quality of Life	2021-22	76.8%	77.3%	4	5	21	26
SW 04c: % of Adults Supported at Home Who Agree That They Are Supported to Live as Independently as Possible	2021-22	72.7%	70.8%	6	8	27	32
SW 04d: % of Adults Supported at Home Who Agree That They Had a Say in How Their Help, Care or Support was Provided	2021-22	61.4%	73.7%	7	5	31	22
SW 04e: % of Carers Who Feel Supported to Continue in Their Caring Role	2021-22	26.4%	29.0%	8	8	28	32

Adult Care - Adult Health Care

Indicator	Period	Value	Previous Value	Rank (FG)	Previous Rank (FG)	Rank (Scotland)	Previous Rank (Scotland)
SW 02: SDS (Direct Payment + Managed Personalised Budget) Spend on Adults 18+ as a % of Total Social Work Spend on Adults 18+	2021-22	5.5%	→	5.5%	—	5	17
SW 05: Older Persons (Over 65's) Residential Care Costs per Week per resident	2021-22	£ 607.63	£ 671.32	3	7	14	21
SW 06: Rate of Readmission to Hospital Within 28 Days per 1,000 Discharges	2021-22	132.7	151.5	8	8	29	29
SW 07: % of Care Services Graded Good or Better	2022-23	82.0%	88.1%	2	1	6	3
SW 08: Number of Days People Spend in Hospital When They are Ready to be Discharged, per 1,000 Population (75+)	2021-22	756.2 Days	375.1 Days	6	4	18	17

Children's Services

Children & Families Social Work

Indicator	Period	Value	Previous Value	Rank (FG)	Previous Rank (FG)	Rank (Scotland)	Previous Rank (Scotland)
CHN 08a: The Gross Costs of 'Children Looked After' in Residential Based Services per Child per Week	2021-22	£ 4,013	£ 3,982	4	3	9	11
CHN 08b: The Gross Cost of "Children Looked After" in a Community Setting per Child per Week	2021-22	£ 179	£ 178	1	1	2	1
CHN 09: Balance of Care for Looked After Children: % of Children Being Looked After in the Community	2021-22	93.8%	92.5%	1	1	4	7
CHN 22: % of Child Protection Re-Registrations Within 18 Months	2021-22	7.8%	15.2%	5	7	17	31
CHN 23: % of LAC with More Than One Placement in the Last Year (Aug-Jul)	2021-22	14.3%	15.8%	2	2	10	9
CHN 24: % of Children Living in Poverty (After Housing Costs)	2020-21	18.1%	21.3%	1	1	6	7

Early Years

Indicator	Period	Value	Previous Value	Rank (FG)	Previous Rank (FG)	Rank (Scotland)	Previous Rank (Scotland)
CHN 03: Cost per Pre-School Education Place	2021-22	£ 14.22K	£ 14.06K	8	—	8	31
CHN 17: % of Children Meeting Developmental Milestones (Only 27-30 Month Reviews)	2021-22	83.2%	86.2%	8	✓	6	14
CHN 18: % of Funded Early Years Provision Which is Graded Good/Better	2021-22	93.2%	97.6%	2	✓	1	8

Employment

Indicator	Period	Value	Previous Value	Rank (FG)	Previous Rank (FG)	Rank (Scotland)	Previous Rank (Scotland)
CHN 21: Participation Rate for 16-19 Year Olds (per 100)	2021-22	93.9%	93.7%	1	—	6	7

Other

Indicator	Period	Value	Previous Value	Rank (FG)	Previous Rank (FG)	Rank (Scotland)	Previous Rank (Scotland)
CHN 10: % of Adults Satisfied with Local Schools	2018-21	77.4%	74.7%	5	✓	16	15

Primary Schools

Indicator	Period	Value	Previous Value	Rank (FG)	Previous Rank (FG)	Rank (Scotland)	Previous Rank (Scotland)
CHN 01: Cost per Primary School Pupil	2021-22	£ 6,539	£ 6,261	7	—	22	23
CHN 13a: % of P1, P4 and P7 Pupils Combined Achieving Expected CFE Level in Literacy	2021-22	76.6%	73.6%	1	—	5	5
CHN 13b: % of P1, P4 and P7 Pupils Combined Achieving Expected CFE Level in Numeracy	2021-22	82.1%	80.1%	1	—	5	6
CHN 14a: Literacy Attainment Gap (P1,4,7 Combined) - % Point Gap Between the Least Deprived and Most Deprived Pupils	2021-22	24.9%	38.4%	2	—	18	29
CHN 14b: Numeracy Attainment Gap (P1,4,7 Combined) - % Point Gap Between the Least Deprived and Most Deprived Pupils	2021-22	19.8%	30.8%	3	—	18	29

School Attendance

Indicator	Period	Value	Previous Value	Rank (FG)	Previous Rank (FG)	Rank (Scotland)	Previous Rank (Scotland)
CHN 19a: School Attendance Rates (per 100 Pupils)	2020-21	93.4%	93.7%	2	—	8	10
CHN 19b: School Attendance Rates (per 100 'Looked After Children')	2020-21	86.5%	85.4%	6	—	25	25
CHN 20a: School Exclusions (per 1,000 Pupils)	2020-21	7.0	17.6	2	—	6	14
CHN 20b: School Exclusions (per 1,000 'Looked After Children')	2020-21	46.4	115.4	2	—	5	12

Overview

School Leaver Tariff

Indicator	Period	Value	Previous Value	Rank (FG)	Previous Rank (FG)	Rank (Scotland)	Previous Rank (Scotland)
CHN 12a: Overall Average Total Tariff	2021-22	1,117 ↗	1,090	1 —	1	3 ↗	4
CHN 12b: Average Total Tariff SIMD Quintile 1	2021-22	604 ↘	642	4 —	4	23 ↘	18
CHN 12c: Average Total Tariff SIMD Quintile 2	2021-22	926 ↗	792	1 ↗	2	7 ↗	20
CHN 12d: Average Total Tariff SIMD Quintile 3	2021-22	1,028 ↘	1,039	1 ↗	2	11 ↘	9
CHN 12e: Average Total Tariff SIMD Quintile 4	2021-22	1,264 ↗	1,229	1 —	1	4 ↗	5
CHN 12f: Average Total Tariff SIMD Quintile 5	2021-22	1,331 ↘	1,370	1 —	1	11 ↘	10

Secondary Schools

Indicator	Period	Value	Previous Value	Rank (FG)	Previous Rank (FG)	Rank (Scotland)	Previous Rank (Scotland)
CHN 02: Cost per Secondary School Pupil	2021-22	£ 8,233 ↘	£ 7,603	7 ↘	4	22 ↘	12
CHN 04: % of Pupils Gaining 5+ Awards at Level 5	2021-22	77.0% ↗	72.0%	1 —	1	4 ↗	8
CHN 05: % of Pupils Gaining 5+ Awards at Level 6	2021-22	52.0% ↗	51.0%	1 —	1	4 —	4
CHN 06: % of Pupils from 20% Most Deprived Areas Gaining 5+ Awards at Level 5 (SIMD)	2021-22	49.0% ↗	44.0%	4 —	4	18 ↗	19
CHN 07: % of Pupils from 20% Most Deprived Areas Gaining 5+ Awards at Level 6 (SIMD)	2021-22	16.0% ↘	19.0%	5 ↘	4	22 ↘	18
CHN 11: % of Pupils Entering Positive Destinations	2021-22	96.1% ↗	95.7%	4 ↘	2	14 —	14

Corporate Services

Absence

Indicator	Period	Value	Previous Value	Rank (FG)	Previous Rank (FG)	Rank (Scotland)	Previous Rank (Scotland)
CORP 06a: Sickness Absence Days per Teacher	2021-22	6.54 ↘	3.74	5 ↘	4	24 ↘	11
CORP 06b: Sickness Absence Days per Employee (Non-Teacher)	2021-22	13.37 ↘	9.49	7 —	7	25 ↘	17

Corporate Property Assets

Indicator	Period	Value	Previous Value	Rank (FG)	Previous Rank (FG)	Rank (Scotland)	Previous Rank (Scotland)
CORP-ASSET 01: % of Operational Buildings That Are Suitable for Their Current Use	2021-22	91.1% ↗	90.0%	4 —	4	12 ↘	11
CORP-ASSET 02: % of Internal Floor Area of Operational Buildings in Satisfactory Condition	2021-22	96.6% ↘	98.3%	1 —	1	6 ↘	3

New Indicators

Indicator	Period	Value	Previous Value	Rank (FG)	Previous Rank (FG)	Rank (Scotland)	Previous Rank (Scotland)
CORP 09: % of Crisis Grant Decisions Within 1 Day	2022-23	87.00% ↘	89.50%	8 —	8	24 ↗	25
CORP 10: % of CCG Grant Decisions within 15 days	2022-23	46.50% ↘	77.80%	8 —	8	32 ↘	26
CORP 11: The Proportion of Scottish Welfare Fund Budget Spent	2022-23	153.23% ↗	123.96%	4 —	4	9 ↗	11
CORP 12: The Proportion of Discretionary Housing Payment Funding Spend	2022-23	84.73% ↗	84.04%	6 ↗	7	23 ↗	25

Council Tax

Indicator	Period	Value	Previous Value	Rank (FG)	Previous Rank (FG)	Rank (Scotland)	Previous Rank (Scotland)
CORP 04: The Cost per Dwelling of Collecting Council Tax	2021-22	£ 4.88 ↗	£ 7.15	5 ↗	7	9 ↗	17
CORP 07: % of Income Due From Council Tax Received by the End of the Year	2021-22	97.7% ↗	97.1%	2 ↘	1	2 ↘	1

Financial Position

Indicator	Period	Value	Previous Value	Rank (FG)	Previous Rank (FG)	Rank (Scotland)	Previous Rank (Scotland)
CORP 01: Support Services as a % of Total Gross Expenditure	2021-22	4.5% ↘	4.2%	7 ↘	6	24 ↘	23
CORP 08: % of Invoices Sampled That Were Paid Within 30 Days	2021-22	84.6% ↗	74.2%	7 ↗	8	28 ↗	32

Gender Pay Gap

Indicator	Period	Value	Previous Value	Rank (FG)	Previous Rank (FG)	Rank (Scotland)	Previous Rank (Scotland)
CORP 03b: The % of the Highest Paid 5% of Employees who are Women	2021-22	61.6% ↗	61.7%	7 —	7	27 ↘	25
CORP 03c: The Gender Pay Gap (%)	2021-22	-0.1% ↘	-0.1%	1 —	1	1 —	1

Culture & Leisure Services

Leisure Facilities & Attractions

Indicator	Period	Value	Previous Value	Rank (FG)	Previous Rank (FG)	Rank (Scotland)	Previous Rank (Scotland)
C&L 01: Cost per Attendance at Sports Facilities	2021-22	£ 14.56 ↗	£ 218.96	8 —	8	30 ↗	31
C&L 02: Cost per Library Visit	2021-22	£ 5.28 ↘	£ 3.13	5 ↘	4	22 ↘	11
C&L 03: Cost of Museums per Visit	2021-22	£ 3.72 ↗	£ 57.41	4 ↗	7	11 ↗	19
C&L 05a: % of Adults Satisfied with Libraries	2018-21	85.7% ↗	83.4%	2 —	2	5 —	5
C&L 05c: % of Adults Satisfied with Museums and Galleries	2018-21	71.8% →	71.8%	2 ↗	3	8 —	8
C&L 05d: % of Adults Satisfied with Leisure Facilities	2018-21	78.3% ↗	76.6%	2 ↘	1	5 —	5

Overview

Parks & Open Spaces

Indicator	Period	Value	Previous Value	Rank (FG)	Previous Rank (FG)	Rank (Scotland)	Previous Rank (Scotland)
C&L 04: Cost of Parks & Open Spaces per 1,000 Population	2021-22	£ 25.48K	£ 21.06K	6	5	22	20
C&L 05b: % of Adults Satisfied with Parks and Open Spaces	2018-21	91.3%	87.3%	2	4	6	11

Economic Development

Economic Growth

Indicator	Period	Value	Previous Value	Rank (FG)	Previous Rank (FG)	Rank (Scotland)	Previous Rank (Scotland)
ECON 04: % of Procurement Spent on Local Enterprises	2021-22	18.2%	17.3%	8	8	27	27
ECON 06: Cost of Economic Development & Tourism per 1,000 Population	2021-22	£ 51.26K	£ 55.85K	2	2	4	8
ECON 08: % of Properties Receiving Superfast Broadband	2021-22	90.3%	90.3%	6	6	21	21
ECON 09: Town Vacancy Rates	2021-22	7.7%	5.6%	2	1	9	5
ECON 10: Immediate Available Employment Land as a % of Total Land Allocated for Employment Purposes in the Local Development Plan	2021-22	7.7%	48.7%	6	2	29	12
ECON 11: Gross Value Added (GVA) per Capita	2021-22	£ 26.52K	£ 24.71K	2	2	7	7

Employment

Indicator	Period	Value	Previous Value	Rank (FG)	Previous Rank (FG)	Rank (Scotland)	Previous Rank (Scotland)
ECON 01: % of Unemployed People Assisted into Work from Council Funded/Operated Employability Programmes	2021-22	25.8%	7.9%	1	3	10	9
ECON 07: % of People Earning Less Than the Living Wage	2021-22	11.9%	13.2%	3	1	6	5
ECON 12a: Claimant Count as a % of Working Age Population	2021-22	2.5%	4.5%	1	1	6	6
ECON 12b: Claimant Count as % of 16-24 Population	2021-22	1.9%	4.9%	1	1	2	4

Planning

Indicator	Period	Value	Previous Value	Rank (FG)	Previous Rank (FG)	Rank (Scotland)	Previous Rank (Scotland)
ECON 02: Cost per Planning Application	2021-22	£ 4,965	£ 6,152	4	5	20	23
ECON 03: Average Time per Commercial Planning Application	2022-23	10.74 Weeks	12.19 Weeks	5	7	13	19

Environmental Services

Cost of Regulation

Indicator	Period	Value	Previous Value	Rank (FG)	Previous Rank (FG)	Rank (Scotland)	Previous Rank (Scotland)
ENV 05: Cost of Trading Standards and Environmental Health per 1,000 Population	2021-22	£ 23.57K	£ 23.28K	8	8	23	24
ENV 05a: Cost of Trading Standards, Money Advice & Citizens Advice per 1,000 Population	2021-22	£ 8.70K	£ 9.19K	8	8	25	25
ENV 05b: Cost of Environmental Health per 1,000 Population	2021-22	£ 14.87K	£ 14.09K	6	7	17	22

Road Maintenance

Indicator	Period	Value	Previous Value	Rank (FG)	Previous Rank (FG)	Rank (Scotland)	Previous Rank (Scotland)
ENV 04a: Cost per Kilometre of Roads	2021-22	£ 11.66K	£ 10.74K	6	6	18	17
ENV 04b: % of A class Roads That Should be Considered for Maintenance Treatment	2020-22	29.2%	32.6%	5	5	22	24
ENV 04c: % of B class Roads That Should be Considered for Maintenance Treatment	2020-22	37.1%	42.0%	8	8	30	31
ENV 04d: % of C class Roads That Should be Considered for Maintenance Treatment	2020-22	41.0%	42.0%	8	7	29	28
ENV 04e: % of Unclassified Roads That Should be Considered for Maintenance Treatment	2018-22	44.7%	45.9%	8	8	27	28

Street Cleaning

Indicator	Period	Value	Previous Value	Rank (FG)	Previous Rank (FG)	Rank (Scotland)	Previous Rank (Scotland)
ENV 03a: Net Cost of Street Cleaning per 1,000 Population	2021-22	£ 20.78K	£ 18.96K	8	7	29	27
ENV 03c: Street Cleanliness Score (%) Acceptable)	2022-23	91.3%	91.0%	3	1	14	13
ENV 07b: % of Adults Satisfied with Street Cleaning	2018-21	65.9%	59.5%	4	5	13	25

Waste & Recycling

Indicator	Period	Value	Previous Value	Rank (FG)	Previous Rank (FG)	Rank (Scotland)	Previous Rank (Scotland)
ENV 01a: Net Cost of Waste Collection per Premises	2021-22	£ 130	£ 141	8	8	32	32
ENV 02a: Net Cost of Waste Disposal per Premises	2021-22	£ 99	£ 112	6	8	14	18
ENV 06: The % of Total Household Waste Arising that is Recycled	2021-22	50.8%	47.9%	5	6	9	13
ENV 07a: % of Adults Satisfied with Refuse Collection	2018-21	76.3%	69.7%	6	7	22	26

Overview

Financial Sustainability

Financial Position

Indicator	Period	Value	Previous Value	Rank (FG)	Previous Rank (FG)	Rank (Scotland)	Previous Rank (Scotland)
FINSUS 01: Total Useable Reserves as a % of Council Annual Budgeted Revenue	2021-22	22.4% ↘	23.9%	6 ↘	4	21 ↘	13
FINSUS 02: Uncommitted General Fund Balance as a % of Council Annual Budgeted net Revenue	2021-22	4.5% ↘	5.3%	1 ▲	3	4 ▲	6
FINSUS 03: Ratio of Financing Costs to Net Revenue Stream - General Fund	2021-22	7.0% →	7.0%	5 —	5	21 ↘	20
FINSUS 04: Ratio of Financing Costs to Net Revenue Stream - Housing Revenue Account	2021-22	19.0% →	19.0%	4 —	4	11 —	11
FINSUS 05: Actual Outturn as a % of Budgeted Expenditure	2021-22	100.7% ↘	98.7%	8 ↘	7	32 ↘	17

Housing Services

Management & Homelessness

Indicator	Period	Value	Previous Value	Rank (FG)	Previous Rank (FG)	Rank (Scotland)	Previous Rank (Scotland)
HSN 01b: Gross rent Arrears (All Tenants) as at 31 March Each Year as a % of Rent Due for the Reporting Year	2021-22	9.8% ▲	11.3%	6 —	6	16 ▲	22
HSN 02: % of Rent Due in the Year That was Lost Due to Voids	2021-22	1.3% ↘	0.8%	5 ↘	3	11 ↘	7

Property & Assets

Indicator	Period	Value	Previous Value	Rank (FG)	Previous Rank (FG)	Rank (Scotland)	Previous Rank (Scotland)
HSN 03: % of Dwellings Meeting SHQS	2021-22	80.9% ↘	90.8%	2 ▲	5	7 ▲	15
HSN 04b: Average Time Taken to Complete Non-Emergency Repairs	2021-22	6.38 Days ↘	3.16 Days	1 —	1	3 ↘	1
HSN 05a: % of Council Dwellings that are Energy Efficient	2021-22	94.1% ▲	93.1%	1 —	1	7 —	7

Tackling Climate Change

Climate Change Emissions

Indicator	Period	Value	Previous Value	Rank (FG)	Previous Rank (FG)	Rank (Scotland)	Previous Rank (Scotland)
CLIM 01: CO2 Emissions Area Wide per Capita	2020-21	4.90 tCO2 ▲	6.17 tCO2	5 ▲	6	23 ▲	25
CLIM 02: CO2 Emissions Area Wide: Emissions Within Scope of LA per Capita	2020-21	5.35 tCO2 ▲	6.15 tCO2	7 —	7	28 ▲	29

Early Years

CHN 03: Cost per Pre-School Education Place

2021-22
£ 14.22K



Deteriorating & Increasing



CHN 17: % of Children Meeting Developmental Milestones (Only 27-30 Month Reviews)

2021-22
83.2%



Deteriorating & Decreasing



CHN 18: % of Funded Early Years Provision Which is Graded Good/Better

2021-22
93.2%



Deteriorating & Decreasing



Over the last six years, Stirling Council early learning and childcare settings have been ranked top in the Local Government Benchmarking Framework family group in terms of the quality indicators graded by the national scrutiny body, the Care Inspectorate. In session 2021-2022, 93.2% of our settings were graded good or better in all four inspection quality themes, down from 97.6% the previous year. This drop is due to some private partner provision falling below the national standard grading of 'good' or better. Stirling remains above the national average of 89.4% and ranked second in its family group, in 2021-22. We are currently working with 3 private partners to support improvement and are refining our approaches to self-evaluation.

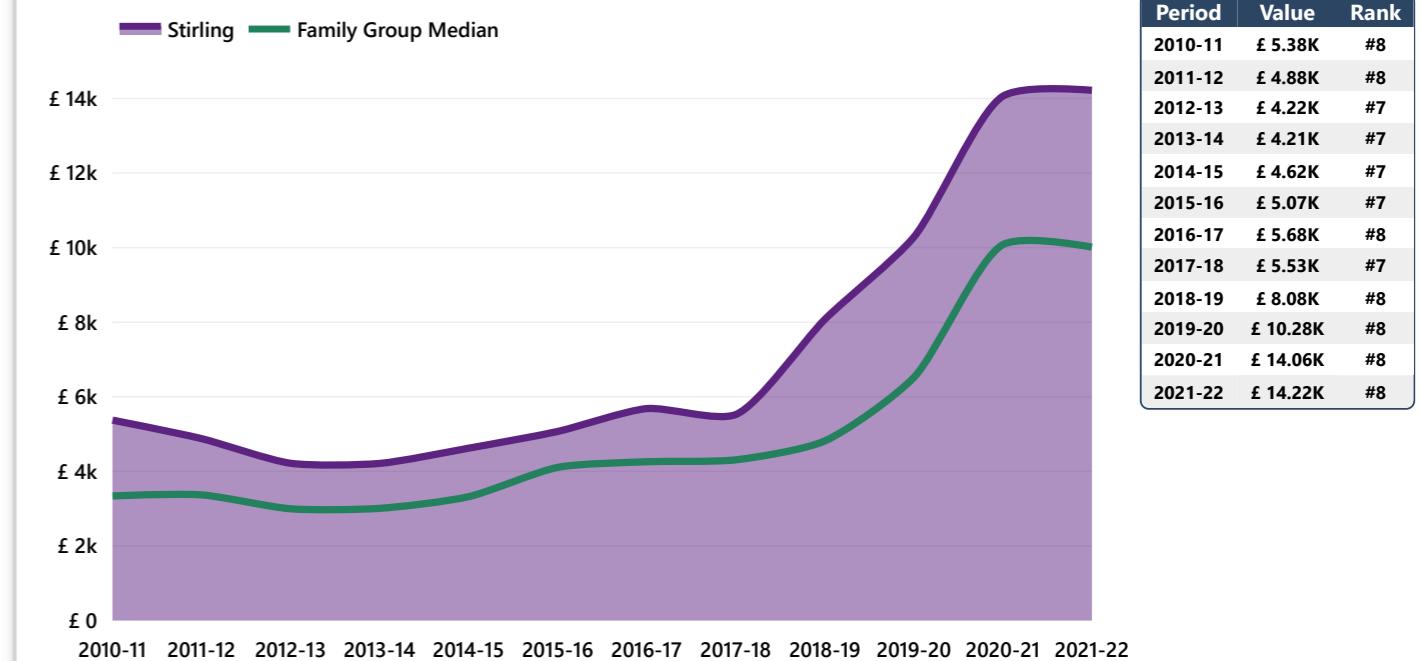
The Public Health Early Child Development Report for 2021-2022 has shown an increase in the percentage of children with at least one developmental concern during their 27-30 month review. Nationally the figure increased from 14.9% to 17.9% and in Stirling it has increased from 13.9% to 16.8%. The group of children in this report is likely to have their early childhood experiences significantly influenced by the COVID-19 pandemic period. Stirling is ranked top of its family group in terms of uptake of 27-30 month reviews and ranked sixth in terms of concerns recorded. Staff are implementing a range of strategies and working with partners to support development in these areas. Additionally, a Leadership Academy for senior staff in nurseries has been launched and a training programme is in place for middle leaders. The Play and Learning Framework is embedded in practice, part of which is supporting more effective tracking and monitoring of children's learning and there is continued work on the gathering and use of data. The LGBF data concerning developmental concerns played a contributing role in the successful partnership with speech and language therapy colleagues to develop communicative learning environments

The cost per pre-school registration in Stirling remains top of the family group and second top nationally. Efficiencies have been approved at Council and are being implemented.

Partially influenced by the LGBF data, we are looking at a more efficient approach to the delivery of early learning and childcare. We are also working with Education Scotland to improve our approaches to self-evaluation for continuous improvement.

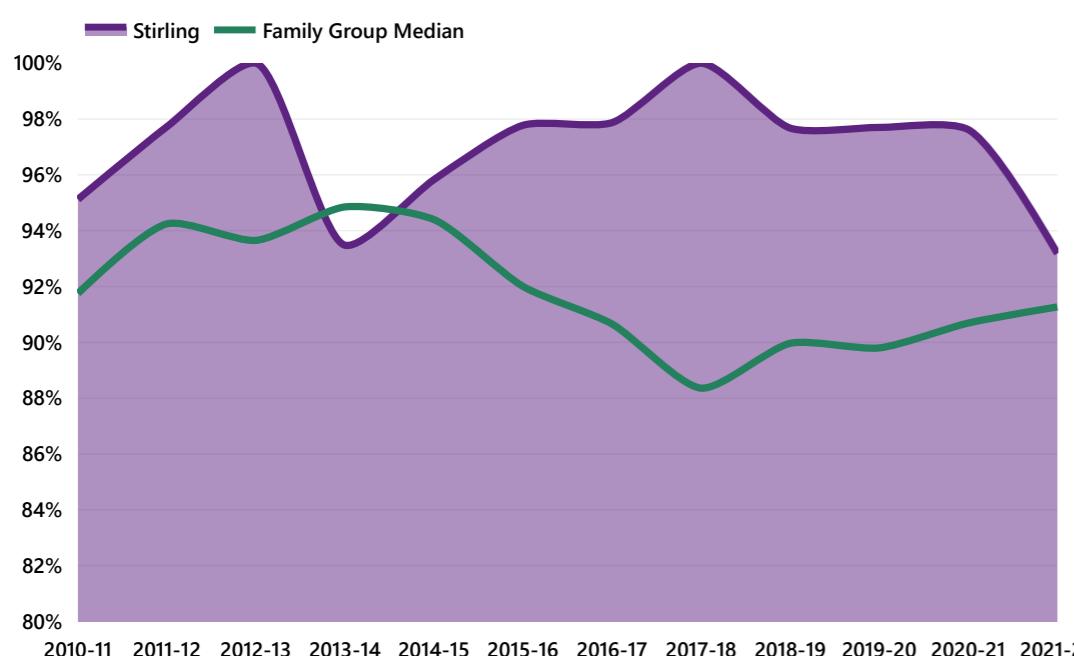
CHN 03

Cost per Pre-School Education Place



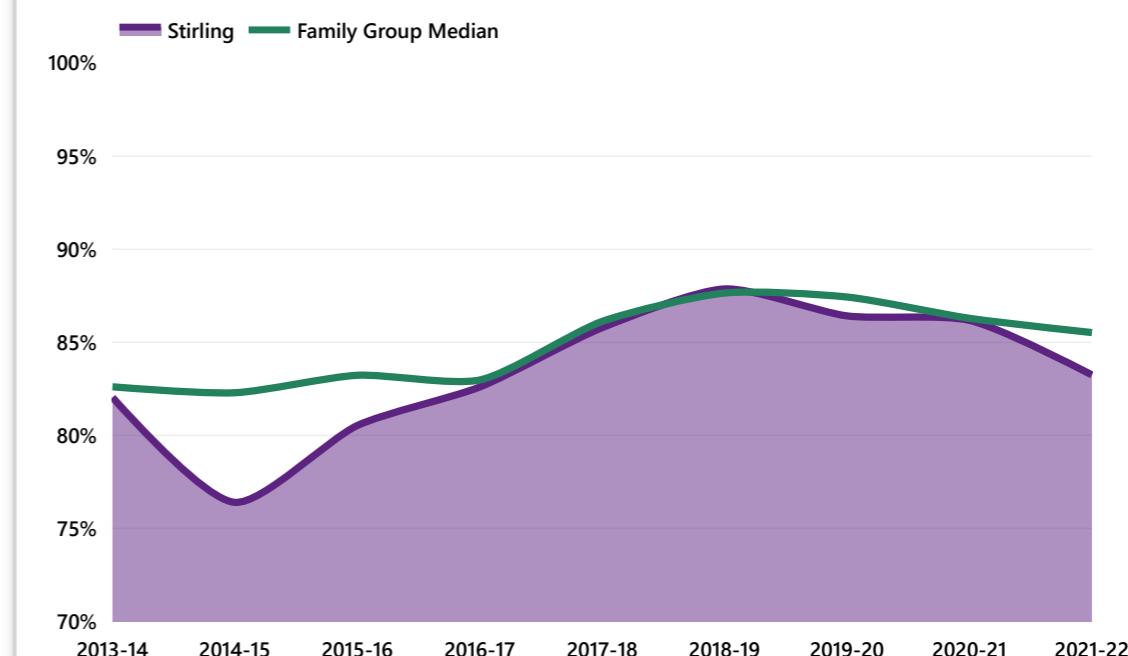
CHN 18

% of Funded Early Years Provision Which is Graded Good/Better

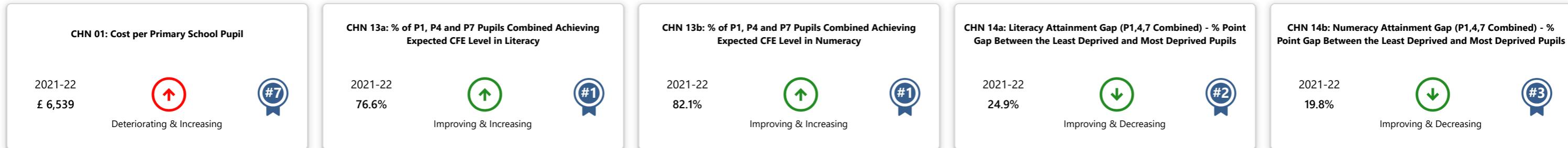


CHN 17

% of Children Meeting Developmental Milestones (Only 27-30 Month Reviews)



Broad General Education

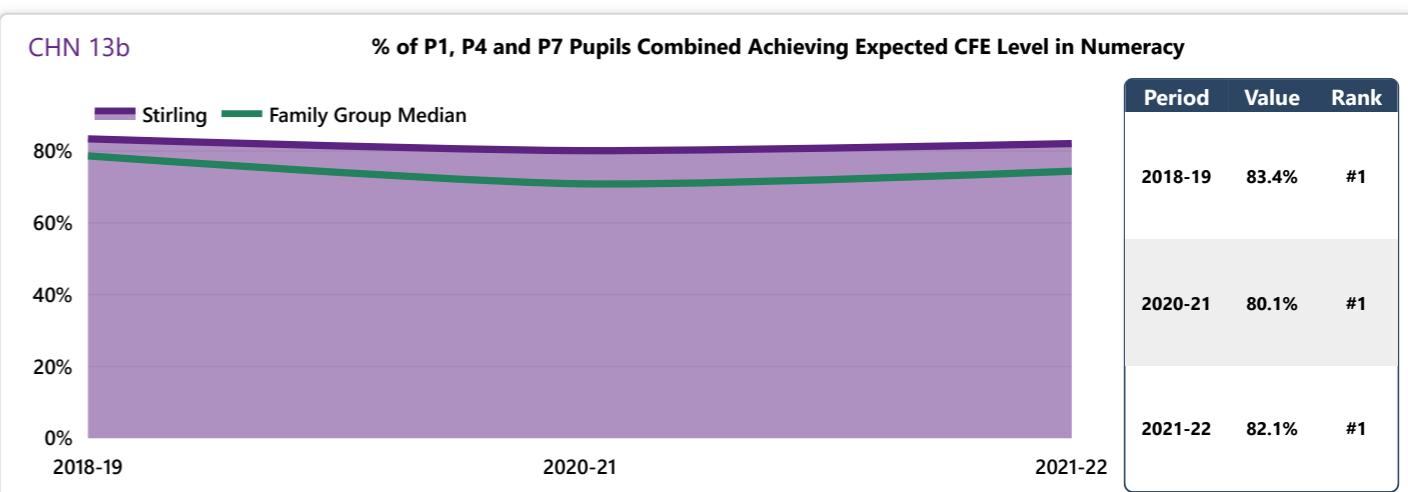
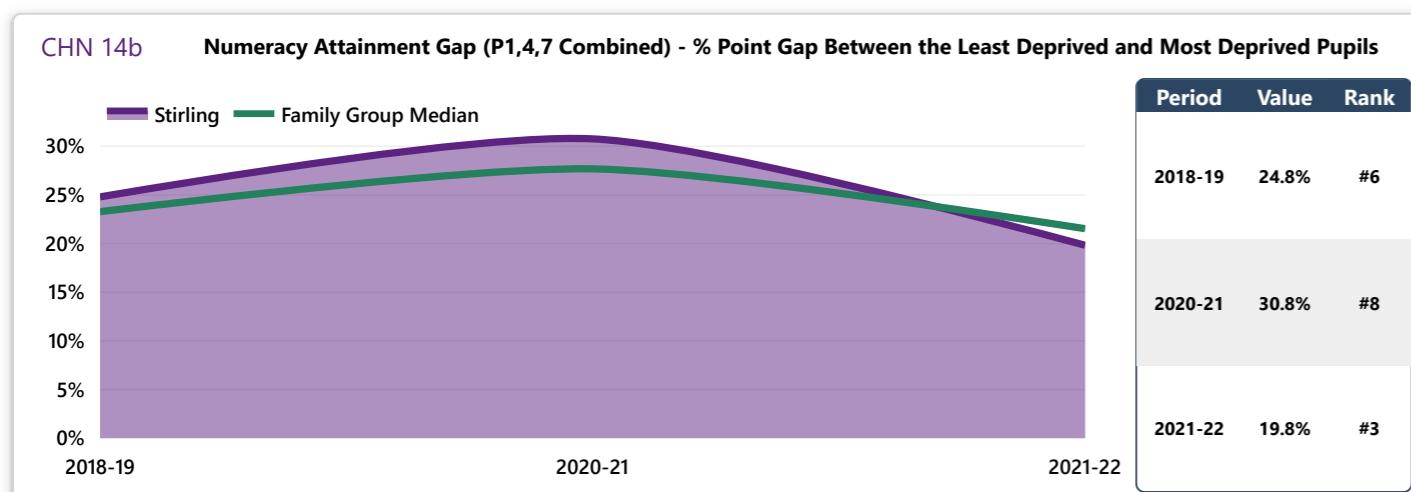
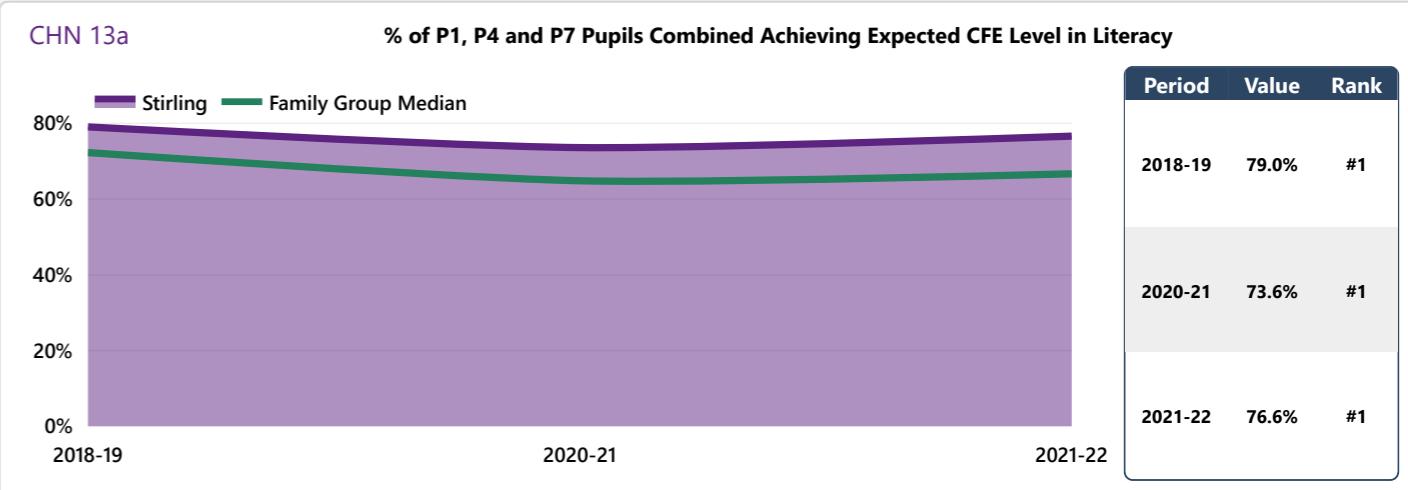
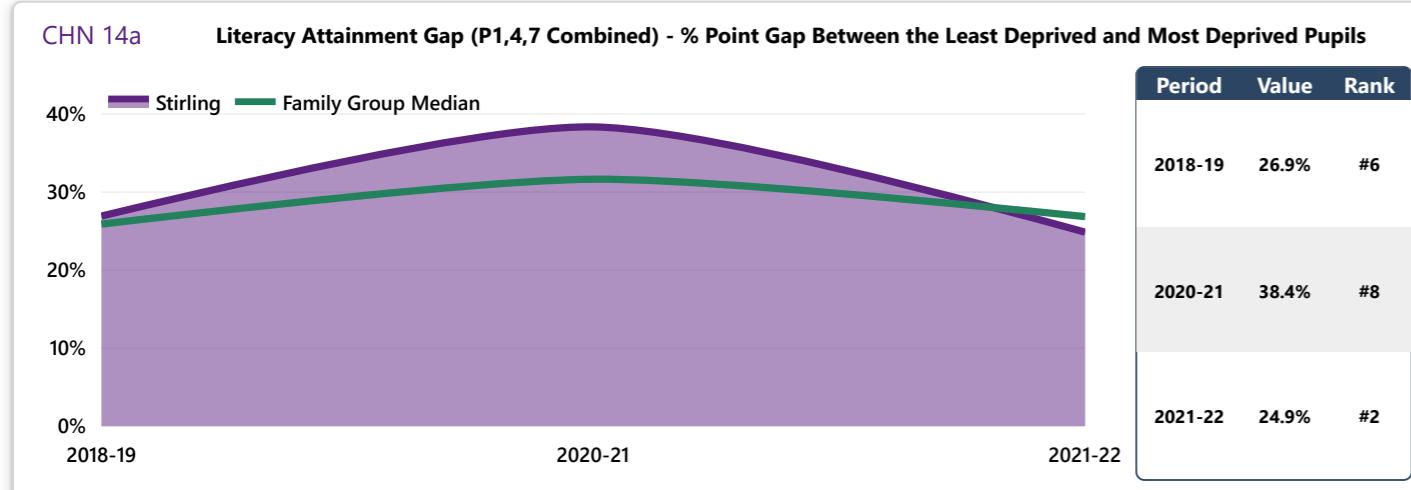
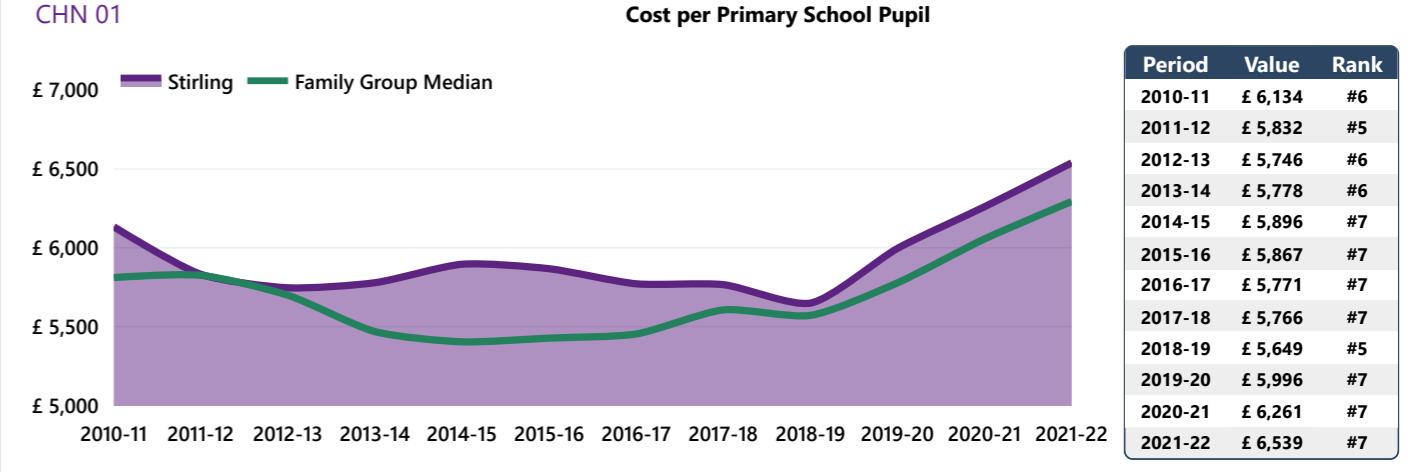


In June 2022, Stirling Achievement of Curriculum for Excellence (ACEL) attainment reflected the national picture, where the percentage of primary pupils achieving the expected Curriculum for Excellence level increased across all organisers and stages, as compared to 2021. In comparison to national and family group performance, Stirling schools perform positively overall and attainment was returning to or exceeding pre pandemic levels due to schools focused efforts on recovery, resilience and reconnection. Stirling is ranked top within its Local Government Benchmark Framework family group for overall ACEL attainment.

The attainment gap between in Stirling decreased in 2022 in both literacy and numeracy to the lowest since ACEL recording began in 2017 (experimental reporting until 2018-19). Whilst the Stirling gap remains greater than the national gap, recent figures demonstrate a significant reduction from the previous 2020-21 gap. The Stirling 2022 gap was for the first time, lower than the family group average in both literacy and numeracy, with Stirling 2nd lowest authority in the group for literacy gap and 3rd lowest authority for numeracy gap.

Attainment of Q1 learners and closing the poverty related attainment gap remains a focus. Effective tracking and monitoring of the progress of this group of learners indicates that targeted interventions are having a positive impact on outcomes. The Stirling Data Champions programme has been further developed, to include Learning Community Data Champions. This approach is also supporting schools to make best use of data for improvement with a clear focus on learners affected by poverty.

Partially influenced by the LGBF data, the Service has developed a governance structure and an Improvement Plan focused on targeted supports to improve equity. We are also working with Education Scotland to improve our approaches to self-evaluation for continuous improvement, with a particular focus on attainment for children and young people who face disadvantage.

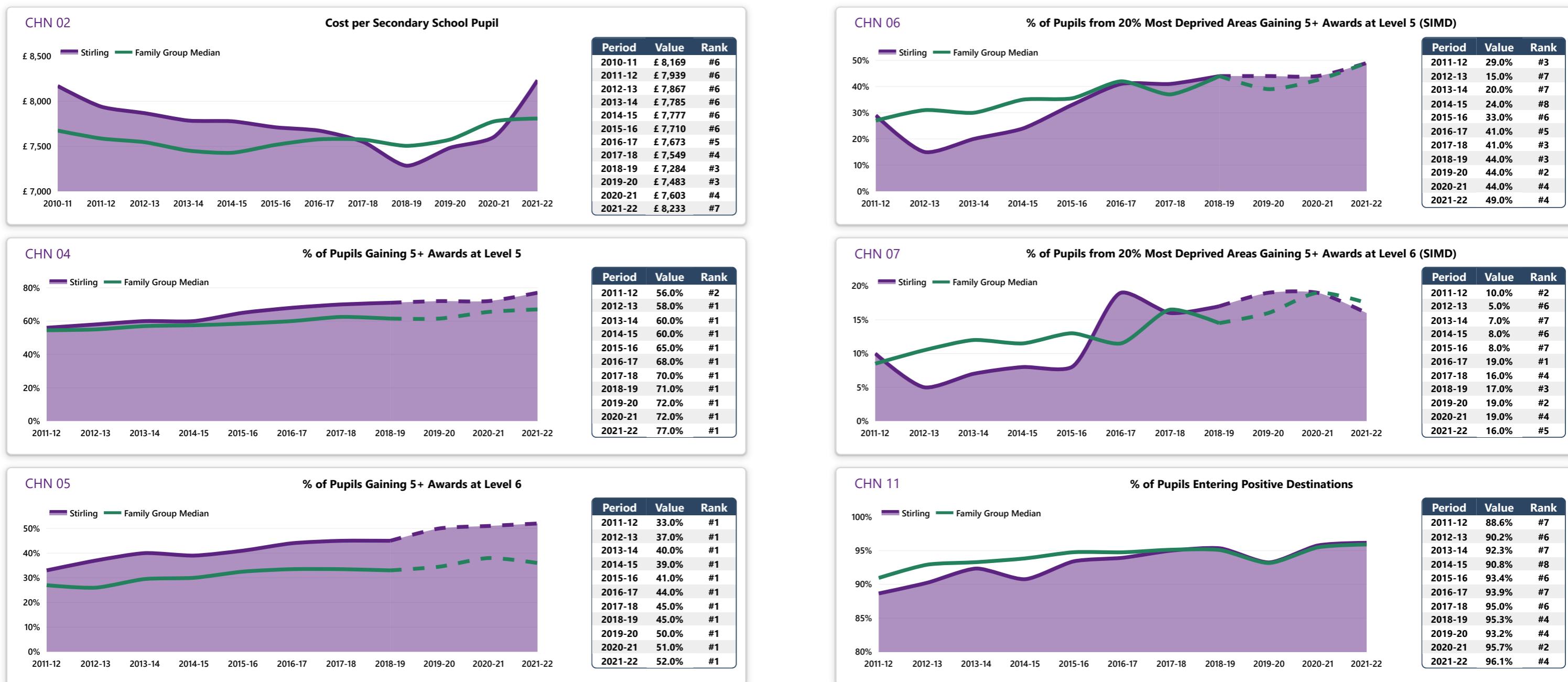


Senior Phase

CHN 02: Cost per Secondary School Pupil	CHN 04: % of Pupils Gaining 5+ Awards at Level 5	CHN 05: % of Pupils Gaining 5+ Awards at Level 6	CHN 06: % of Pupils from 20% Most Deprived Areas Gaining 5+ Awards at Level 5 (SIMD)	CHN 07: % of Pupils from 20% Most Deprived Areas Gaining 5+ Awards at Level 6 (SIMD)	CHN 11: % of Pupils Entering Positive Destinations
2021-22 £ 8,233 Deteriorating & Increasing	2021-22 77.0% Improving & Increasing	2021-22 52.0% Improving & Increasing	2021-22 49.0% Improving & Increasing	2021-22 16.0% Deteriorating & Decreasing	2021-22 96.1% Improving & Increasing

The most recent published Local Government Benchmarking Framework data shows a largely positive pattern of improvement in attainment and outcomes for young people within Stirling secondary schools. The number of young people securing a positive destination upon leaving school in Stirling has increased from last year and remains the highest level on record. The improvement in destination figures can be attributed to continued close monitoring and tracking of young people at risk of not securing a positive destination post school. The Service continue to identify appropriate interventions and opportunities which will support young people to sustain their chosen destination. The overall percentage of young people leaving school in Stirling with five or more awards at both Scottish Credit and Qualifications Framework (SCQF) level 5 or better and level 6 or better has shown continued improvement over the last ten years. Tariff point graphs show a similar positive picture for the majority of pupils and for almost all attainment measures Stirling is top of its family group. Attainment of Stirling's young people living in areas with higher levels of deprivation is showing some improvement in some measures, however this is not as widespread as that for all pupils. There has been a gradual increase in the percentage of those young people living in Quintile 1 gaining five or more awards at SCQF level 5 or better on leaving school but not the same improvement for those same pupils achievement of five or more awards at SCQF level 6 or better or total tariff points, at point of leaving. Generally Stirling is ranked 4th or 5th in its family group for attainment measures for pupils from higher levels of deprivation.

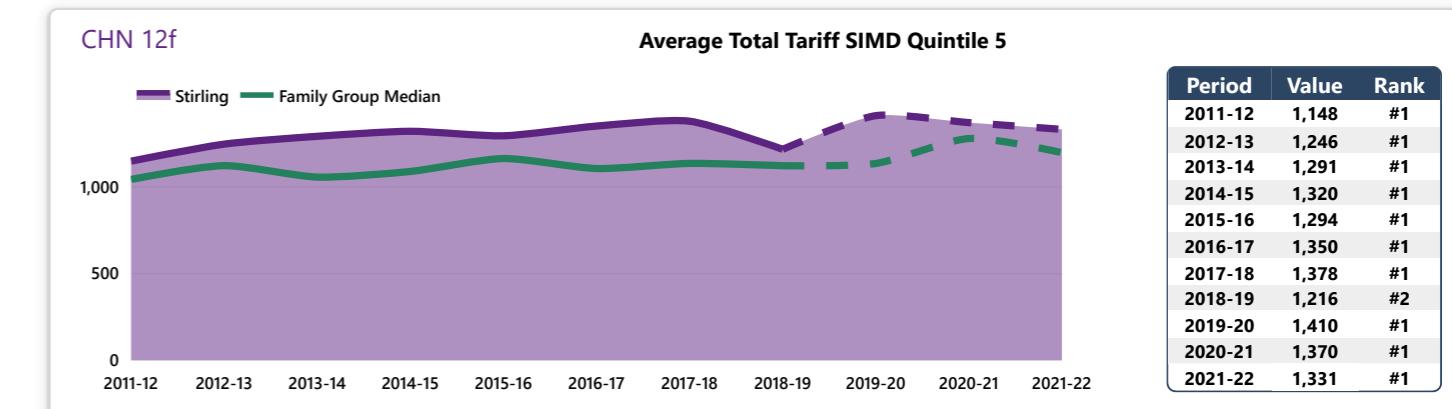
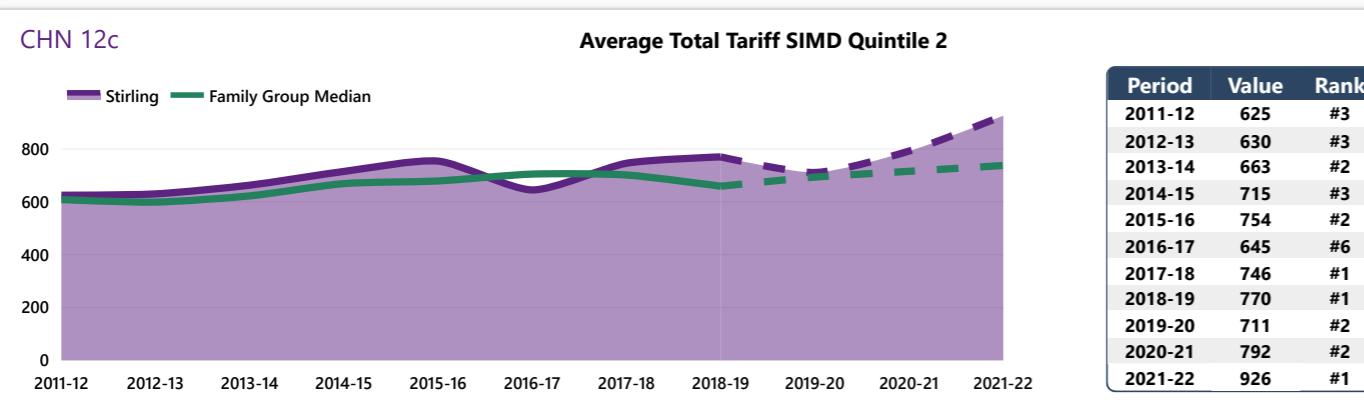
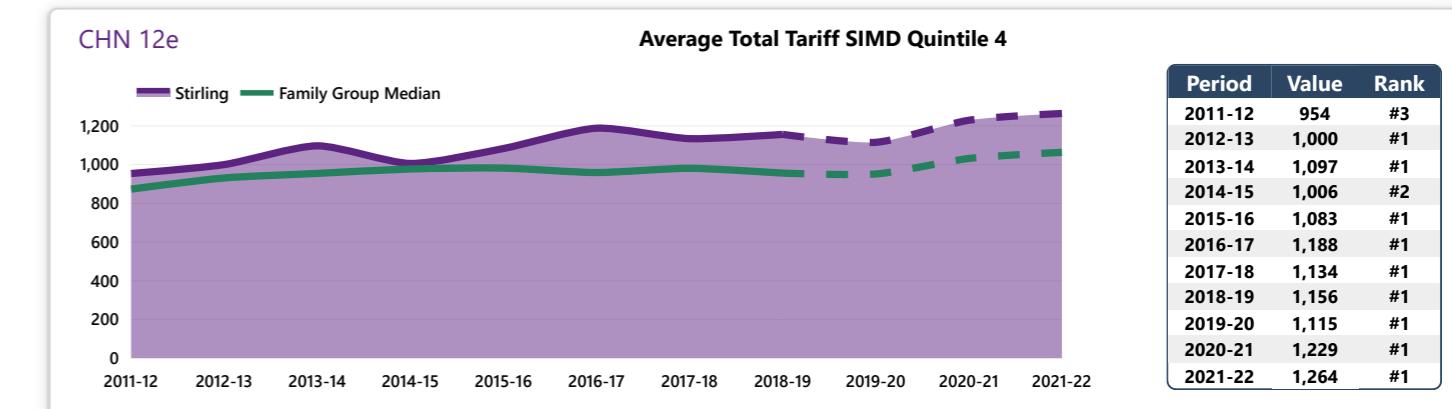
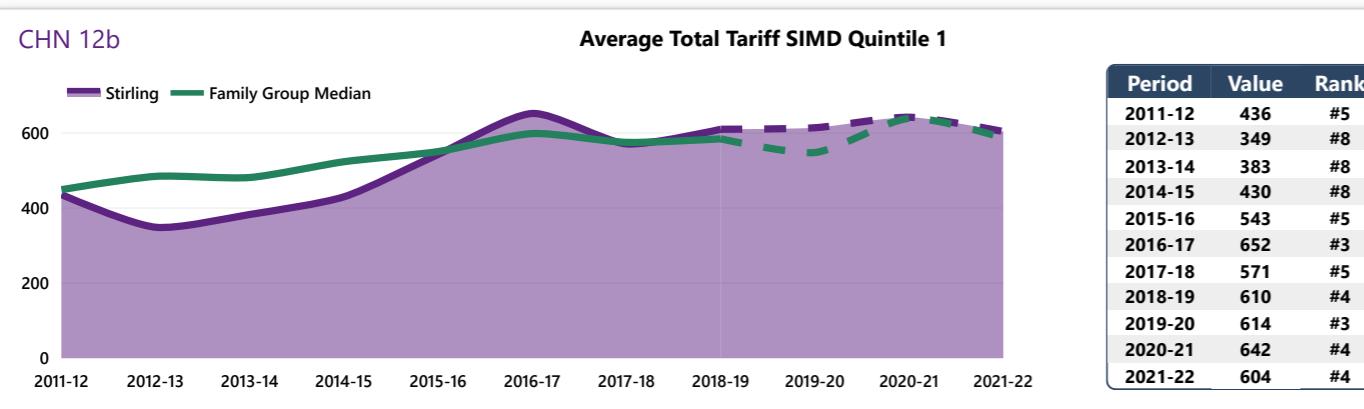
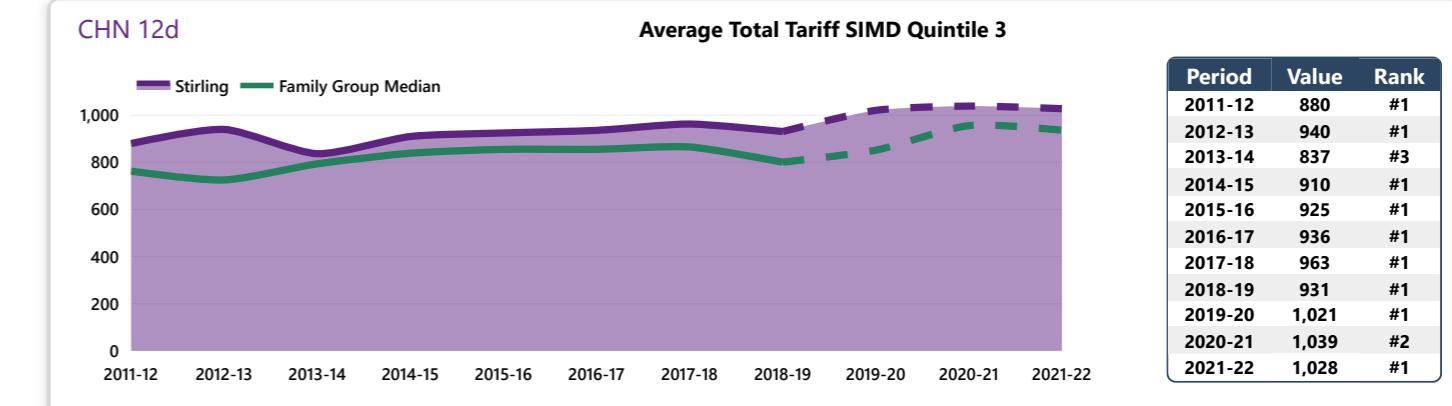
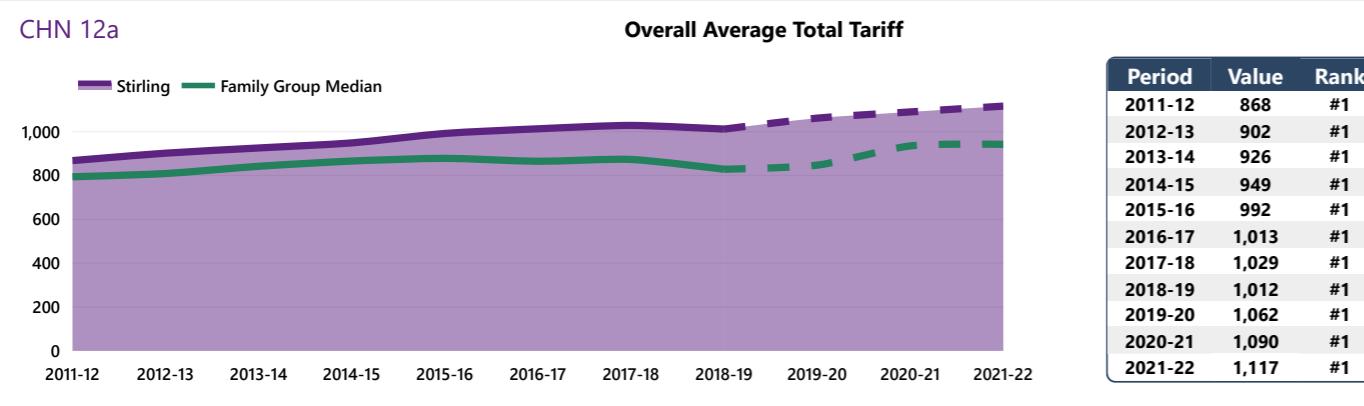
Improving outcomes for our most vulnerable learners, including those most impacted by poverty, remains a key priority in Stirling and focus continues to be on working with schools and external organisations to close the attainment gap and widen the curriculum offer within all our secondary schools. We have improved collaboration between our secondary schools in recent years and will have a continued focus on widening the curriculum offer to ensure there are appropriate, flexible progression pathways for all learners, with an improved balance between vocational and academic qualifications. Please note, the Covid-19 pandemic has impacted school leaver destinations directly in 2019/20 but there is likely to have been an ongoing impact in the years following. Similarly, Covid-19 resulted in different approaches to certification of school leaver attainment over a number of years. For this reason a dashed line break has been placed in the attainment graphs for the years affected. This indicates that the attainment of school leavers in 2019/20, 2020/21 and 2021/22 has been determined differently to that for 2018/19 school leavers and before and caution should be exercised when comparing attainment levels across years. Partially influenced by the LGBF data, the Service has developed a governance structure and an Improvement Plan focused on targeted supports to improve equity. We are continuing to develop curriculum pathways to improve opportunities for targeted young people. We are also working with Education Scotland to improve our approaches to self-evaluation for continuous improvement, with a particular focus on attainment for children and young people who face disadvantage.



School Leaver



The narrative for this data can be found on the previous page(Senior Phase)



School Attendance

CHN 19a: School Attendance Rates (per 100 Pupils)

2020-21
93.4%
Deteriorating & Decreasing



#2

CHN 19b: School Attendance Rates (per 100 'Looked After Children')

2020-21
86.5%
Improving & Increasing



#6

CHN 20a: School Exclusions (per 1,000 Pupils)

2020-21
7.0
Improving & Decreasing



#2

CHN 20b: School Exclusions (per 1,000 'Looked After Children')

2020-21
46.4
Improving & Decreasing



#2

Attendance and exclusion data is collected and reported nationally, every two years. Most recent published 2020-21 data shows Stirling school attendance to be 93.4% compared to a national average of 92.0% and Stirling to be ranked second highest within its family group of comparator authorities. The COVID-19 pandemic has had an impact on school attendance for some children and young people, and published data confirms an overall declining trend of school attendance across Scotland. Local data however suggests that in Stirling, the rate of decline is less than Scotland's average.

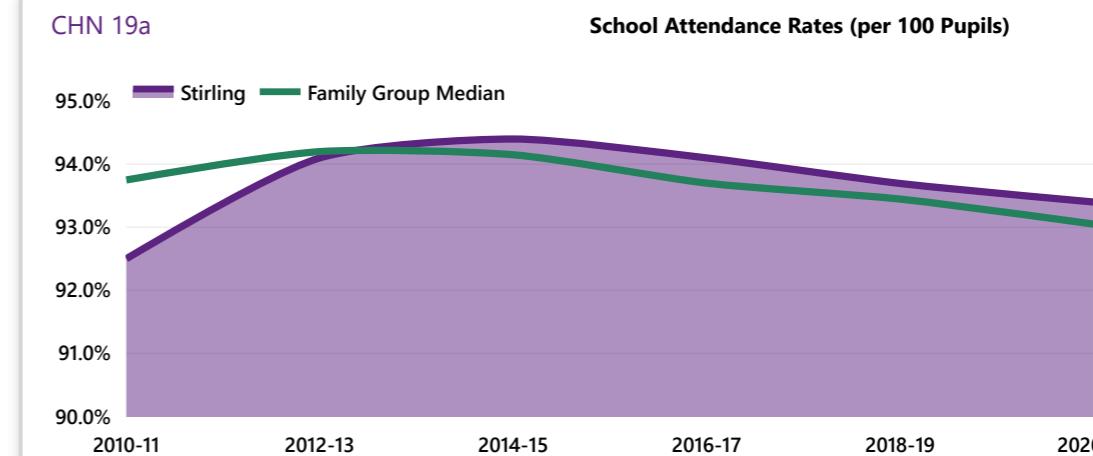
Stirling has very low numbers of exclusion and our most recent published exclusion rate of 7.0 cases per 1,000 pupils is again lower than the national rate of 11.9 cases per 1,000 pupils. Stirling is ranked second lowest within its group of comparator authorities for exclusion rates.

There has been an enhanced focus in Stirling on school attendance for looked after young people, which has led to an increase in their attendance. Cases of exclusion are also very low within Stirling for looked after young people. Exclusion rates for this group have been decreasing over the last few years and Stirling is ranked second lowest authority within its family group.

We will continue to work with schools to support the ongoing review and monitoring of attendance and there will be an enhanced focus on inclusion and developing and embedding inclusive practice next session. Discussions have also started across the Forth Valley and West Lothian Regional Improvement Collaborative (RIC) with an enhanced focus on improving school attendance across all four local authorities within the RIC and this work will continue into the new academic session. Stirling's Virtual Head Team will continue to focus on improving attendance and educational outcomes for children and young people with experience of care.

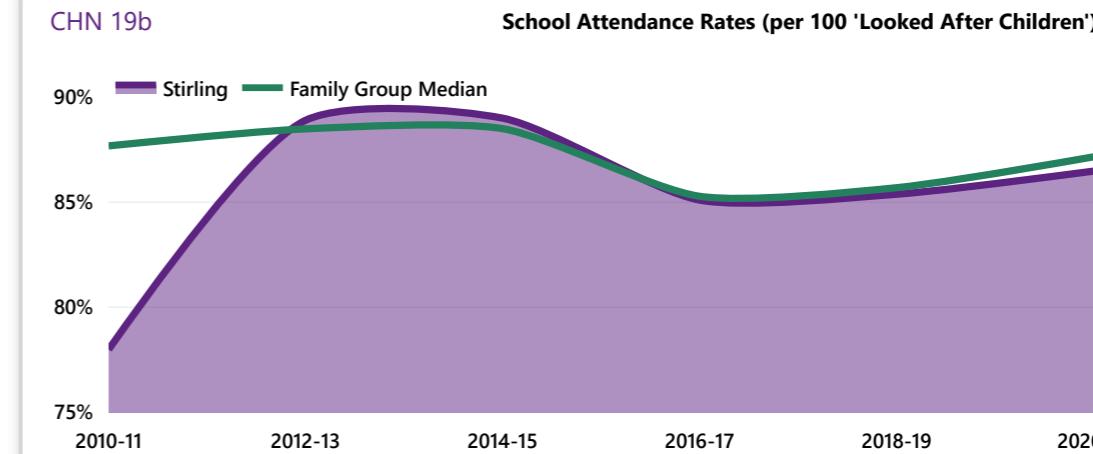
Partially influenced by the LGBF data, the Service has worked closely with schools to reduce exclusions, particularly for children and young people who face disadvantage. We are working within the Regional Improvement Collaborative, identified schools will improve attendance.

CHN 19a



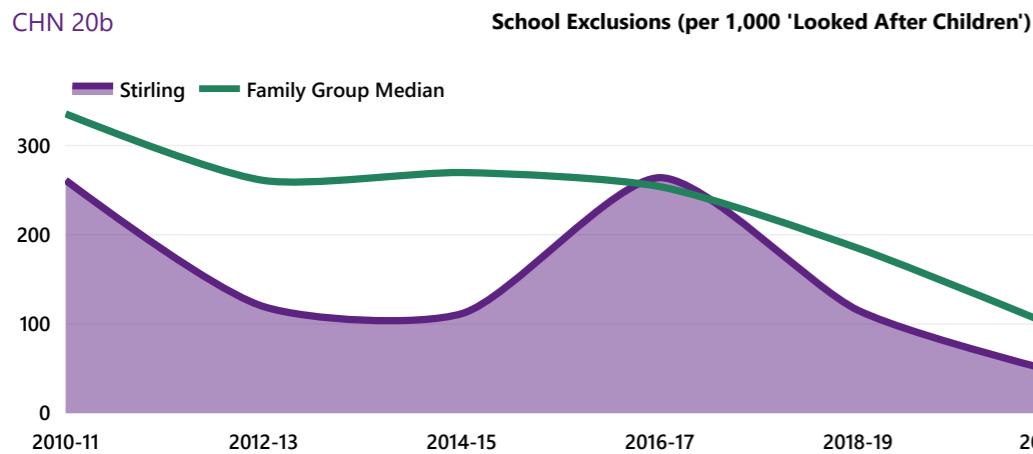
Period	Value	Rank
2010-11	92.5%	#8
2012-13	94.1%	#6
2014-15	94.4%	#1
2016-17	94.1%	#2
2018-19	93.7%	#3
2020-21	93.4%	#2

CHN 19b



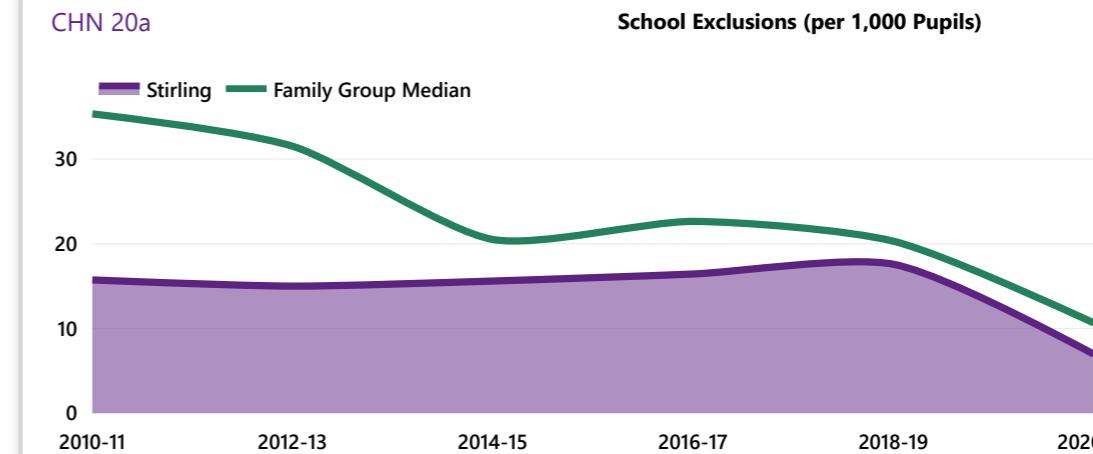
Period	Value	Rank
2010-11	78.0%	#8
2012-13	88.9%	#3
2014-15	89.0%	#3
2016-17	85.1%	#5
2018-19	85.4%	#7
2020-21	86.5%	#6

CHN 20b



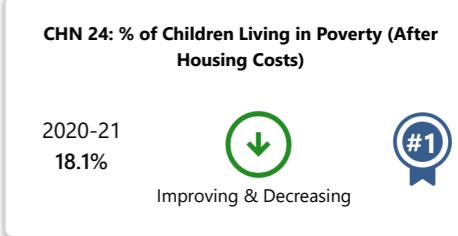
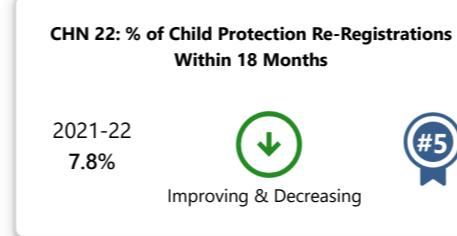
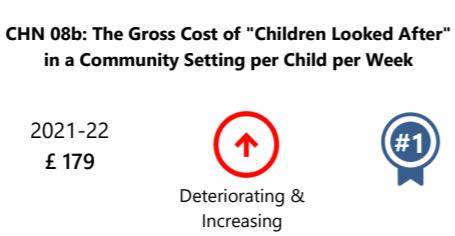
Period	Value	Rank
2010-11	261.1	#2
2012-13	119.5	#1
2014-15	111.7	#1
2016-17	264.0	#5
2018-19	115.4	#2
2020-21	46.4	#2

CHN 20a



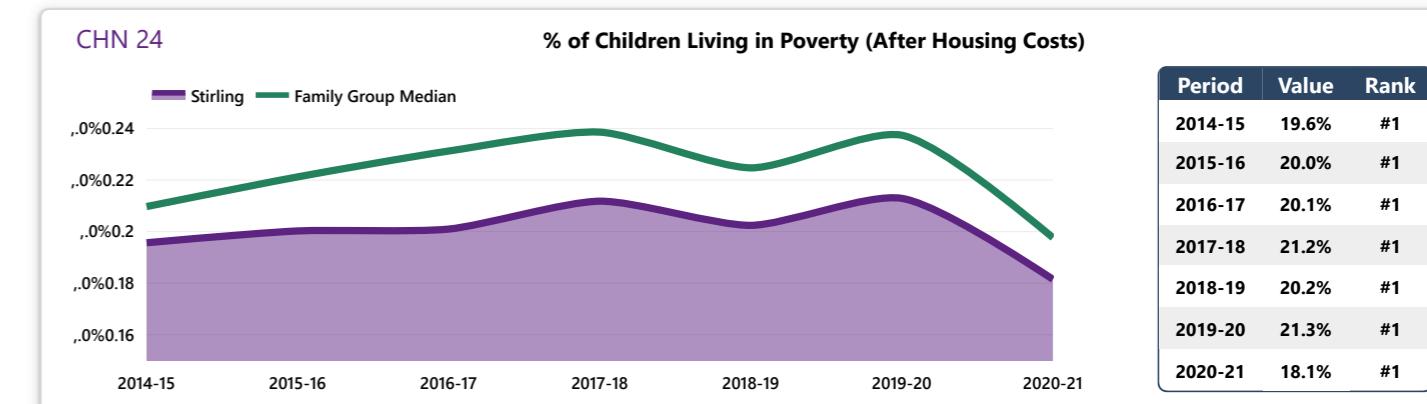
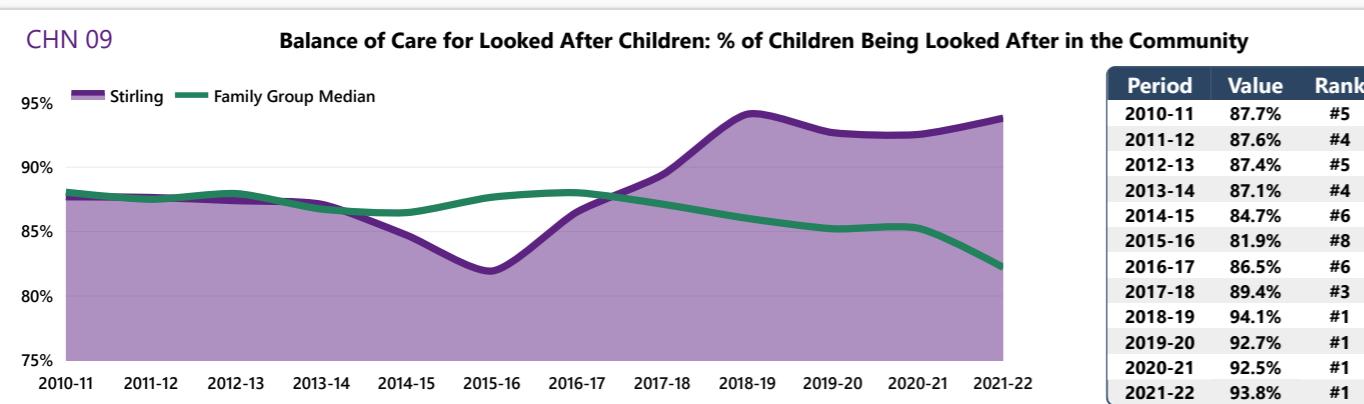
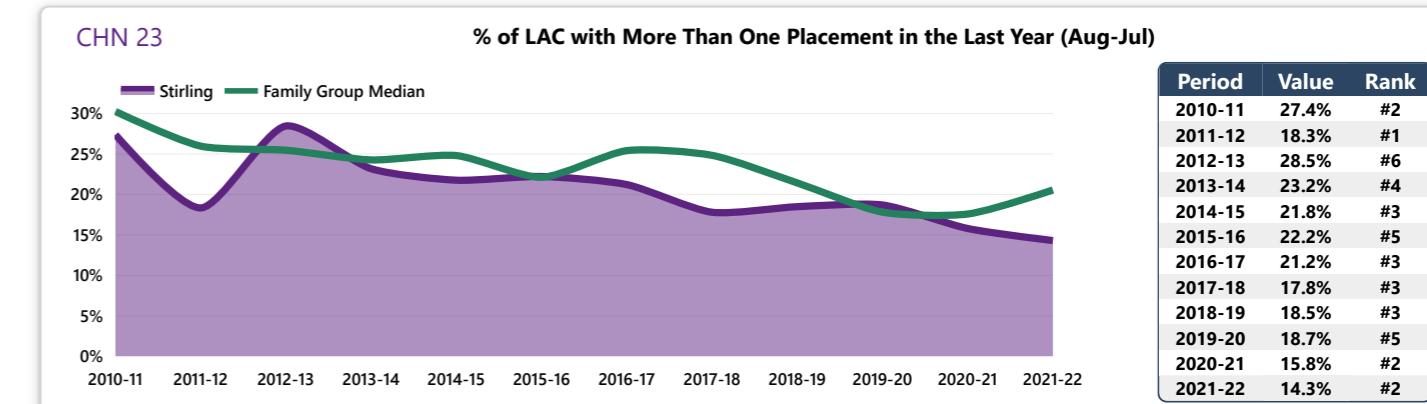
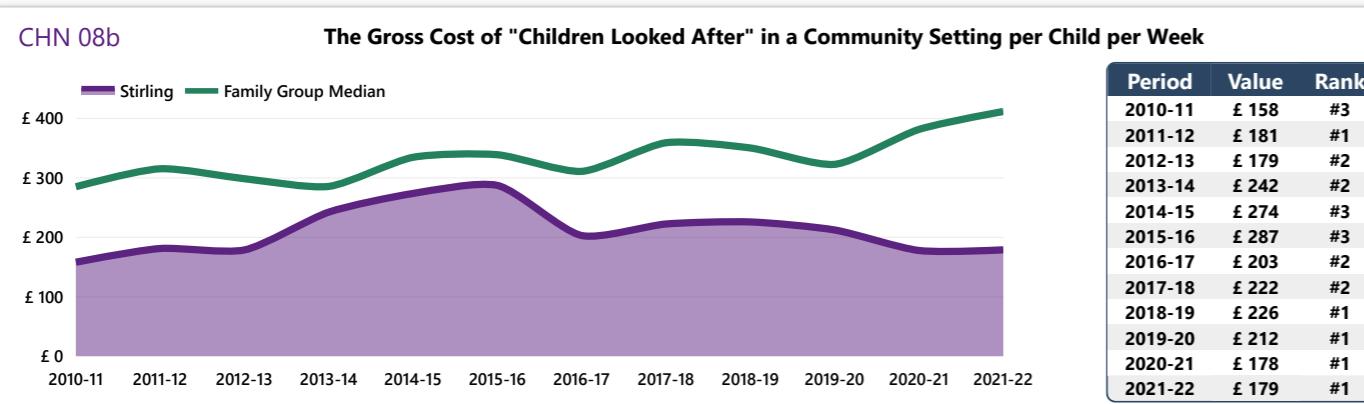
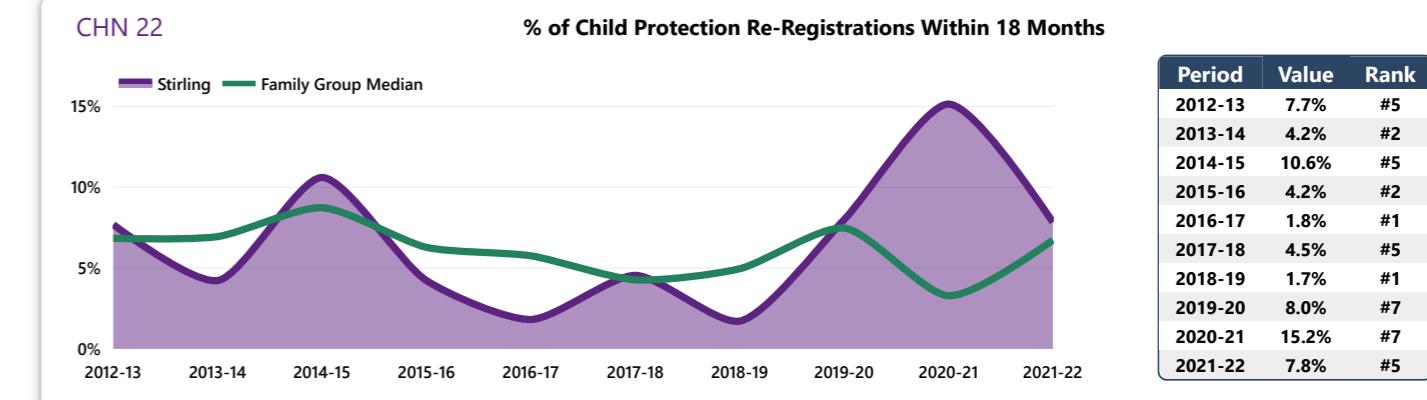
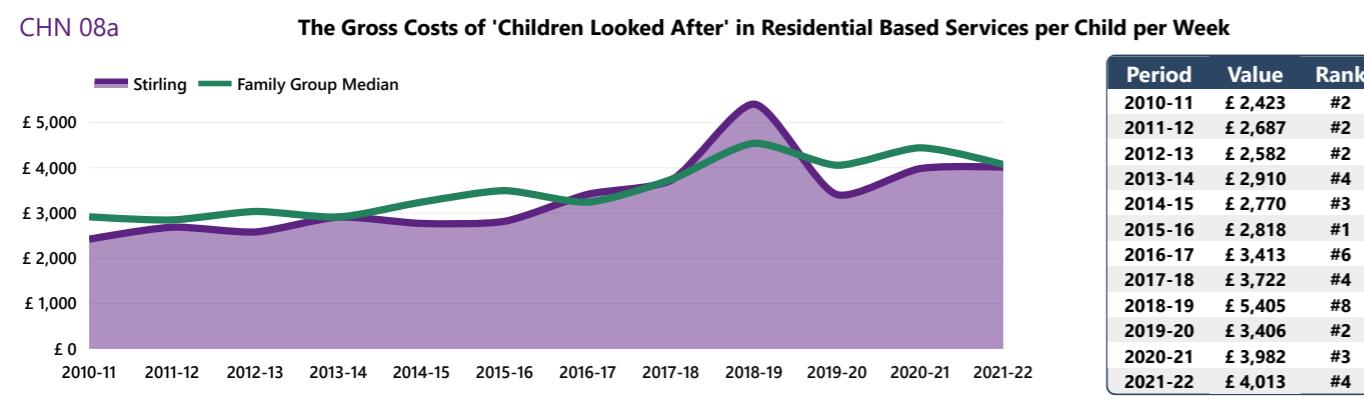
Period	Value	Rank
2010-11	15.7	#1
2012-13	15.0	#1
2014-15	15.6	#1
2016-17	16.4	#2
2018-19	17.6	#2
2020-21	7.0	#2

Social Work

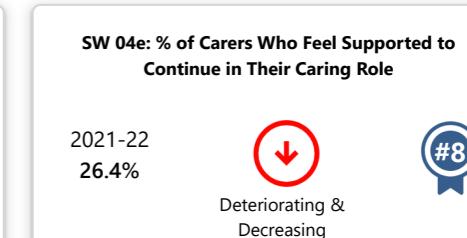
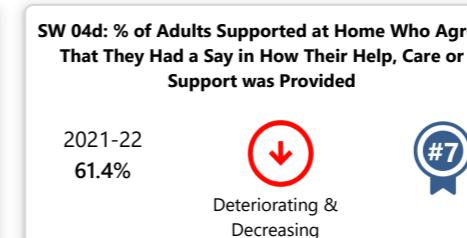
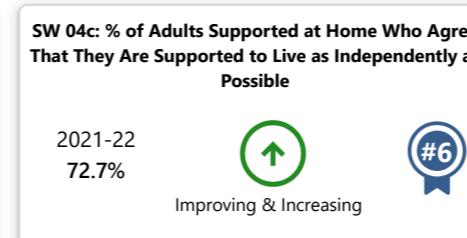
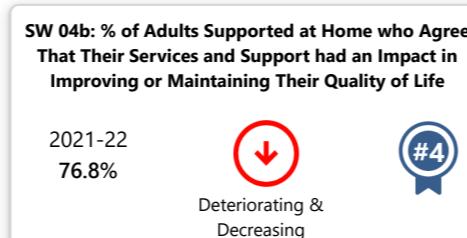
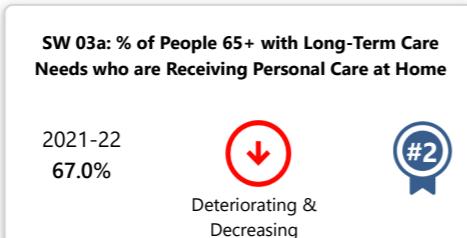
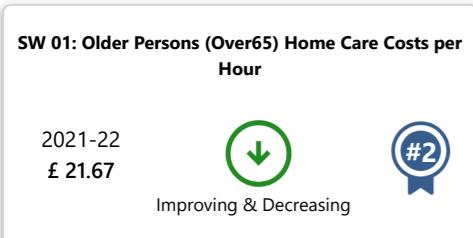


In 2021/22 there has been a continuing and broadly positive trend for the Children & Families LGBF measures. Most of these are bettering the national average and this is also the case when comparing against the Family Group Median for similar local authorities. The gross costs for the provision of residential care services and care within community settings have both risen slightly in 2021/22, however both remain significantly below the national average which has itself seen an increase reflecting the increased costs that are being experienced nationally.

The number of residential placements that we have continues to be low and our young people who are in these placements tend to have higher levels of need which is reflected in care packages that are more expensive. Our Resource Allocation Group regularly reviews all placements where young people are placed away from home to ensure that they receive the right support tailored to their needs supporting them to return to their home or community as quickly as possible. This has also meant that the balance of care for looked after children in community settings has also improved continuing this positive trend, comparing favourably against the national average and the decreasing percentage for our Family Group Median. The proportion of looked after children who have had more than one placement move in the last year has also reduced continuing the positive downwards trend remaining below the national average and Family Group Median. This is especially positive as some of the placement moves were planned where young people were returning from residential placements and into a community setting. The number of Child Protection Re-registrations that have taken place within 18 months has also improved significantly from 15.2% down to 7.8% bringing us below the national average and much closer to our Family Group Median. This increases our confidence that decision making when considering de-registration is appropriate and effective.

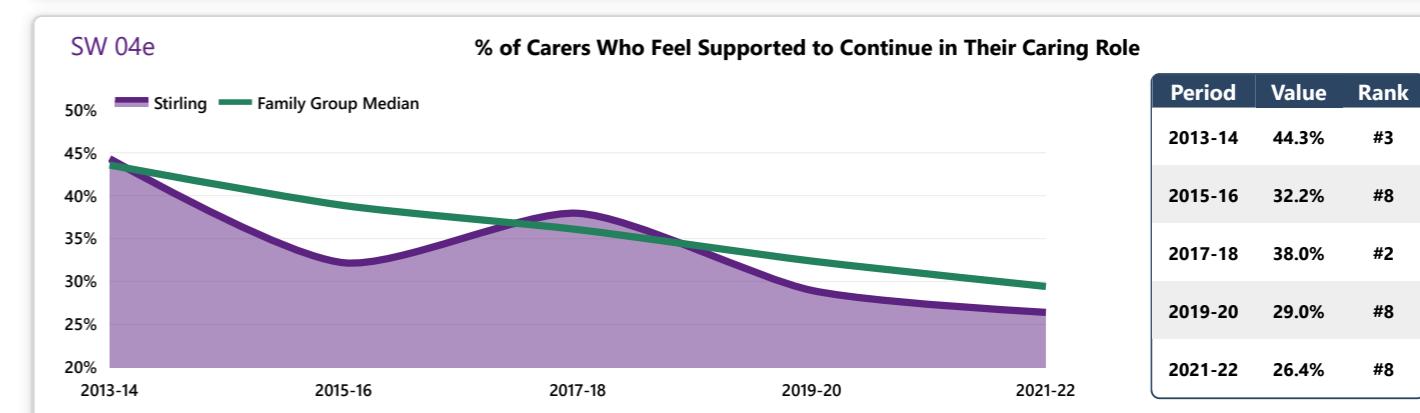
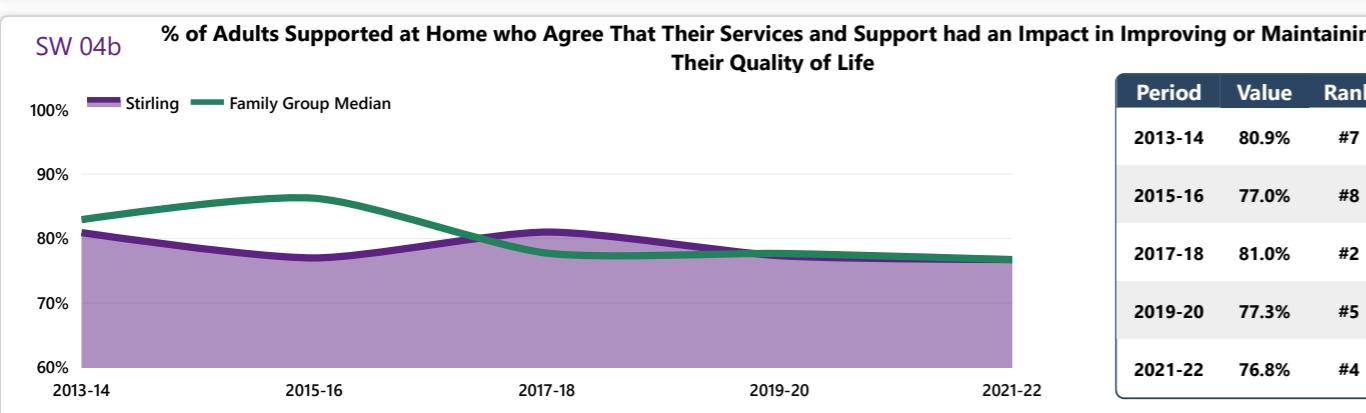
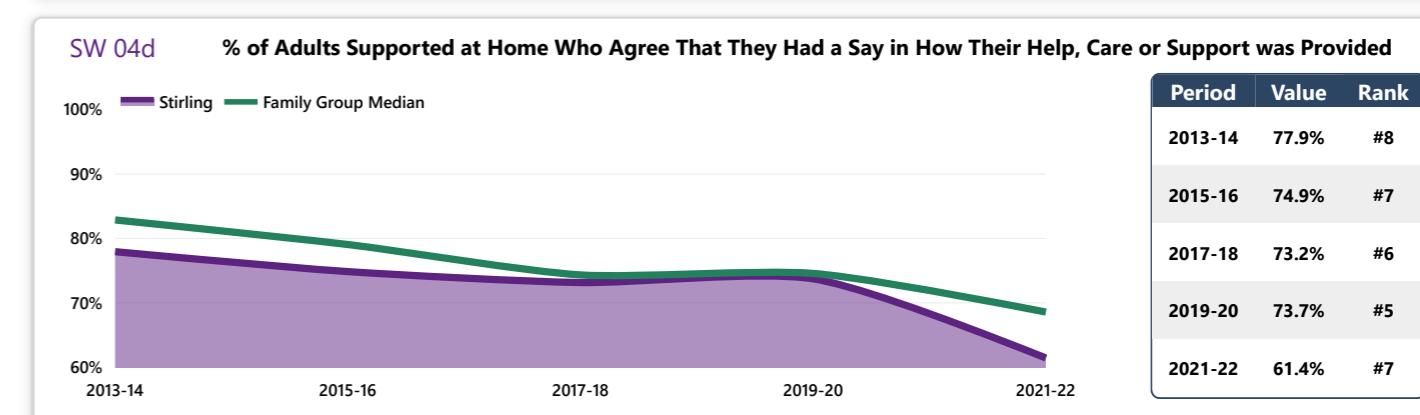
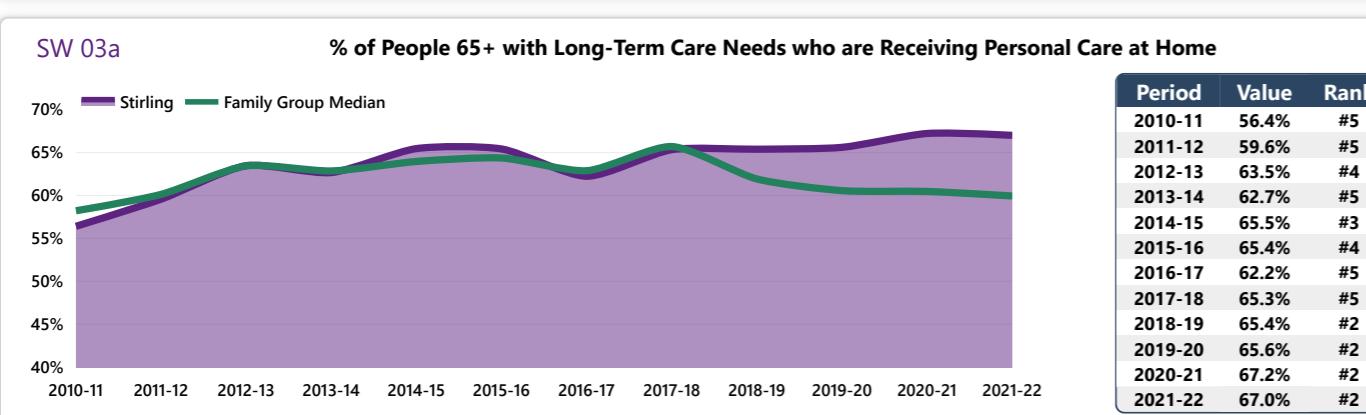
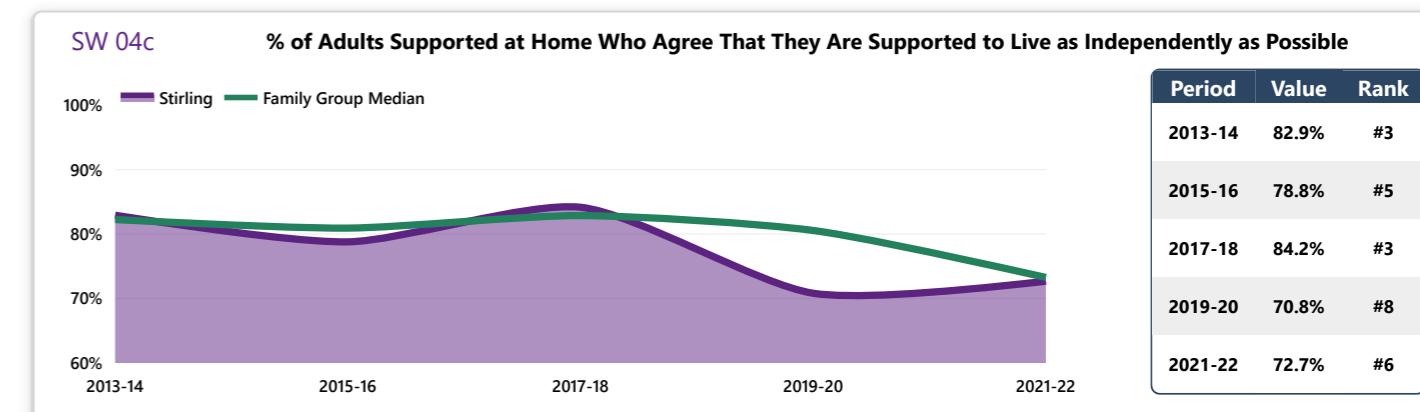
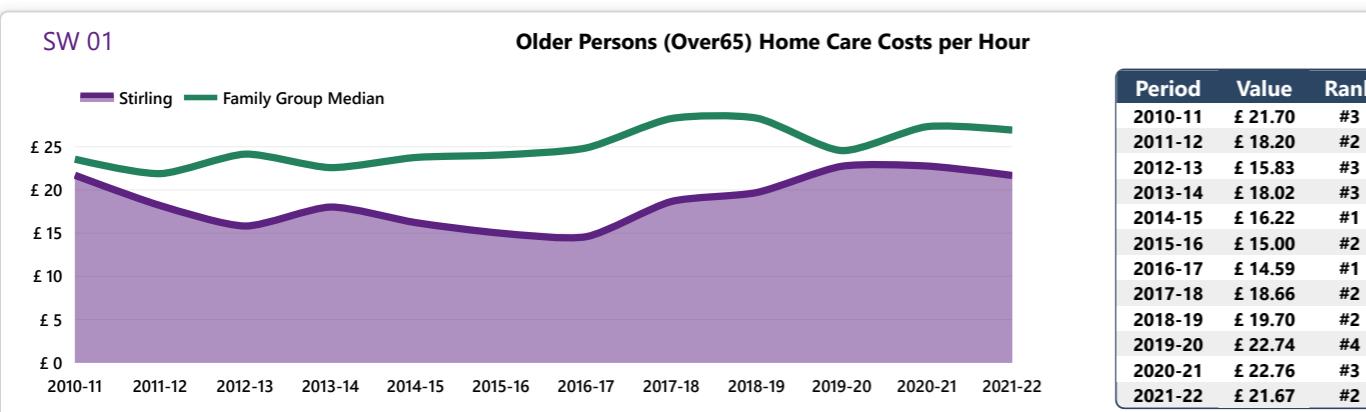


At Home Care



The HSCP invested in additional resources to support people in our communities who have been identified as requiring community reablement; personal care at home or appropriate long term nursing care. Work continues through the Carers Planning Group to further engage with carers in communities.

During 21/22 the HSCP planned to recruit a Carers lead role to progress the work to further support unpaid carers to continue their caring role. The HSCP continues to focus on the delivery of care and support which will enable individuals, their families and carers more choice and control over their care and support.



Adult Health Care

SW 02: SDS (Direct Payment + Managed Personalised Budget) Spend on Adults 18+ as a % of Total Social Work Spend on Adults 18+

2021-22
5.5%



Stable & No Change

SW 05: Older Persons (Over 65's) Residential Care Costs per Week per resident

2021-22
£ 607.63



Improving & Decreasing



SW 06: Rate of Readmission to Hospital Within 28 Days per 1,000 Discharges

2021-22
132.7



Improving & Decreasing



SW 07: % of Care Services Graded Good or Better

2022-23
82.0%



Deteriorating & Decreasing

SW 08: Number of Days People Spend in Hospital When They are Ready to be Discharged, per 1,000 Population (75+)

2021-22
756.2 Days

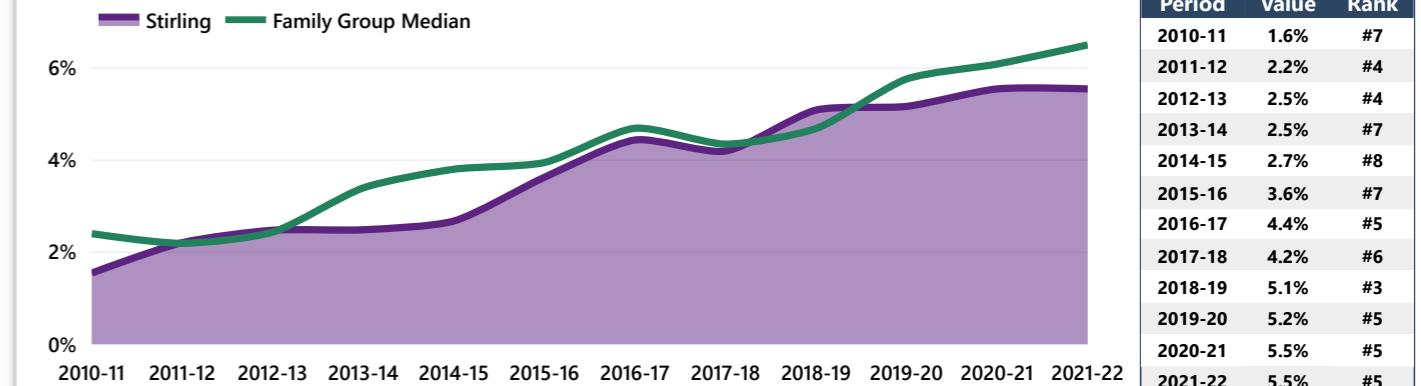


Deteriorating & Increasing

A Self-Directed Support project plan, referencing the SDS Framework of Standards, has been developed.

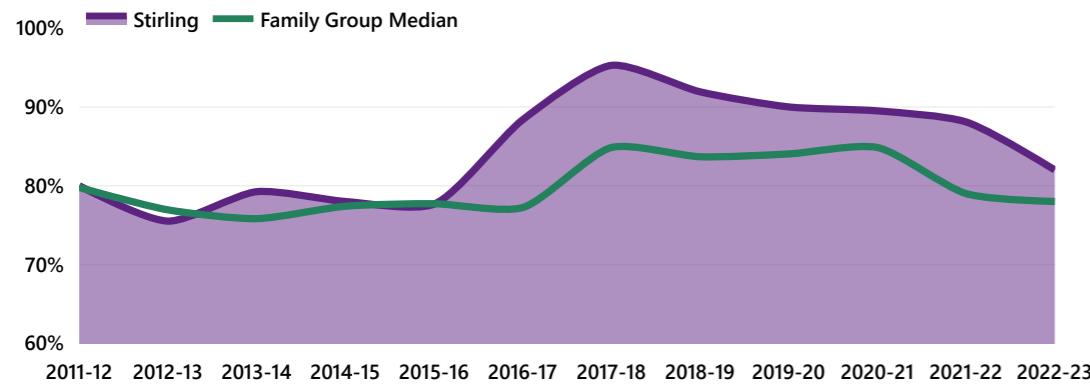
Strong focus has been placed on working to improve patient discharge pathways for an effective discharge from hospital which is vital in reducing the risk of re-admission. Care home charges are regulated by NCHC rates for residential and nursing. The Covid pandemic continued to impact care home services.

SW 02 SDS (Direct Payment + Managed Personalised Budget) Spend on Adults 18+ as a % of Total Social Work Spend on Adults 18+



SW 07

% of Care Services Graded Good or Better

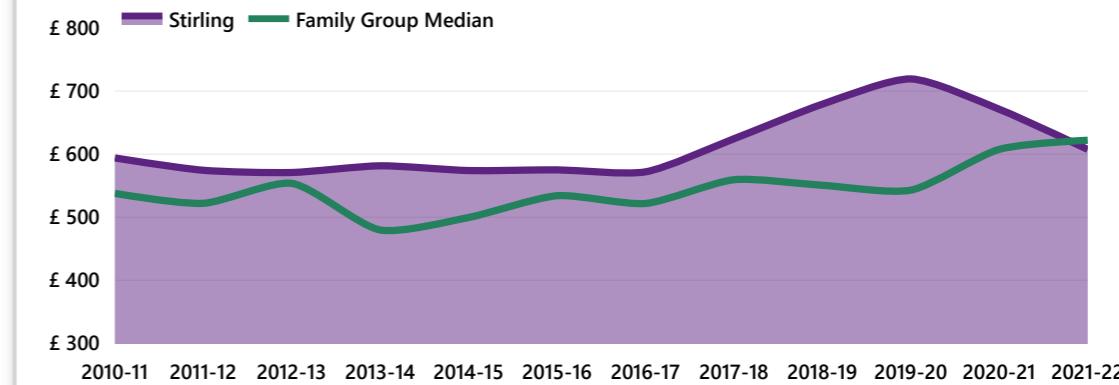


Period Value Rank

2011-12	80.0%	#4
2012-13	75.5%	#6
2013-14	79.2%	#3
2014-15	78.0%	#4
2015-16	77.7%	#5
2016-17	88.4%	#1
2017-18	95.3%	#1
2018-19	91.9%	#1
2019-20	90.0%	#1
2020-21	89.5%	#2
2021-22	88.1%	#1
2022-23	82.0%	#2

SW 05

Older Persons (Over 65's) Residential Care Costs per Week per resident

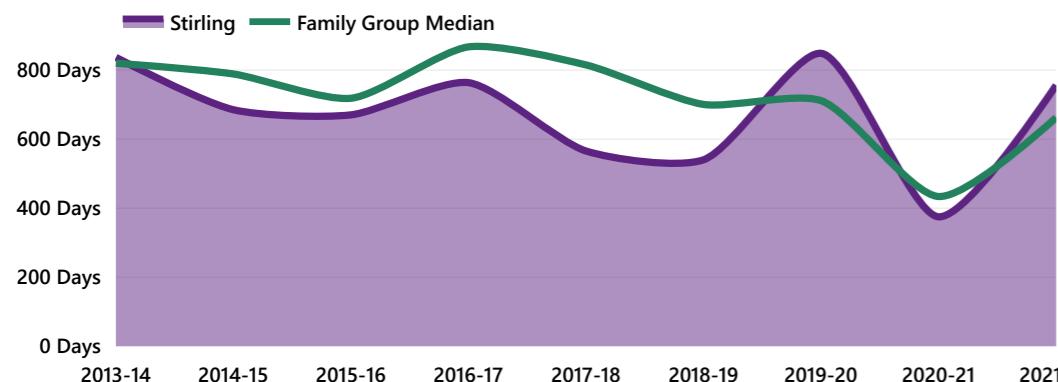


Period Value Rank

2010-11	£ 594.10	#7
2011-12	£ 574.53	#7
2012-13	£ 571.01	#6
2013-14	£ 581.64	#8
2014-15	£ 574.06	#8
2015-16	£ 575.17	#8
2016-17	£ 572.06	#8
2017-18	£ 624.52	#8
2018-19	£ 679.37	#8
2019-20	£ 719.42	#8
2020-21	£ 671.32	#7
2021-22	£ 607.63	#3

SW 08

Number of Days People Spend in Hospital When They are Ready to be Discharged, per 1,000 Population (75+)

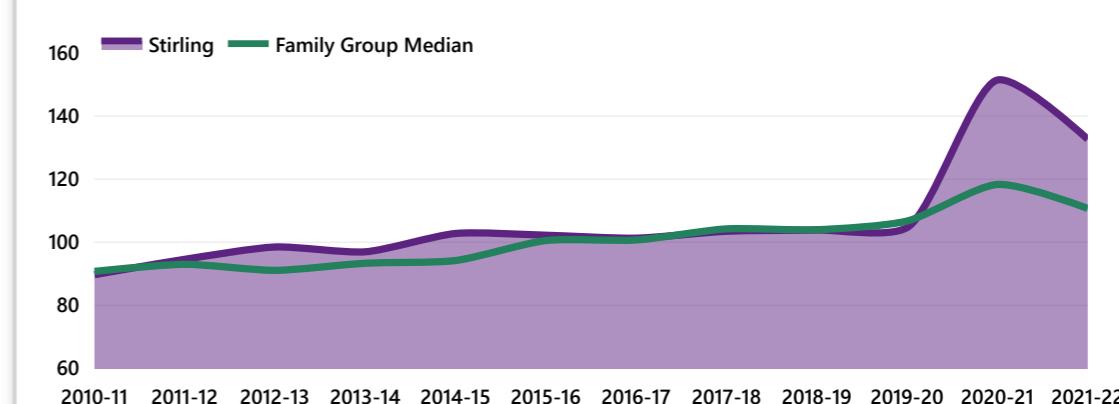


Period Value Rank

2013-14	837.0 Days	#5
2014-15	685.4 Days	#3
2015-16	670.5 Days	#3
2016-17	763.8 Days	#4
2017-18	565.7 Days	#2
2018-19	540.3 Days	#2
2019-20	848.8 Days	#6
2020-21	375.1 Days	#4
2021-22	756.2 Days	#6

SW 06

Rate of Readmission to Hospital Within 28 Days per 1,000 Discharges



2010-11	89.7	#4
2011-12	94.6	#5
2012-13	98.5	#6
2013-14	97.0	#6
2014-15	102.8	#6
2015-16	102.2	#5
2016-17	101.3	#5
2017-18	103.5	#3
2018-19	103.9	#4
2019-20	104.7	#4
2020-21	151.5	#8
2021-22	132.7	#8

Waste & Recycling

ENV 07a: % of Adults Satisfied with Refuse Collection

2018-21
76.3%



Improving & Increasing



ENV 06: The % of Total Household Waste Arising that is Recycled

2021-22
50.8%



Improving & Increasing



ENV 01a: Net Cost of Waste Collection per Premises

2021-22
£ 130



Improving & Decreasing



ENV 02a: Net Cost of Waste Disposal per Premises

2021-22
£ 99



Improving & Decreasing



Satisfaction levels with Waste Services improved marginally over the last period with 76.3% of adults being satisfied with local refuse collection. This is slightly above the national average of 75.3%. It is an increase of 1% since the last reporting period. It is, however, lower than the majority of Councils.

Spend on refuse collection is the highest in Scotland, by a significant margin, as has been the case for over 5 years.

Satisfaction levels do not correlate with spend levels and work is underway to review service delivery models that will drive changes to the waste service that will in turn reduce costs.

Household waste recycling dipped during the Covid period but has shown an increase over the last year rising from 48% to 51%. We are in the top 10 authorities in Scotland for recycling levels.

ENV 07a

% of Adults Satisfied with Refuse Collection

100% — Stirling — Family Group Median

90%

80%

70%

60%

2010-14 2012-15 2013-16 2014-17 2015-18 2016-19 2017-20 2018-21

Period	Value	Rank
2010-14	78.6%	#8
2012-15	76.0%	#8
2013-16	75.0%	#8
2014-17	71.0%	#8
2015-18	69.3%	#8
2016-19	64.3%	#8
2017-20	69.7%	#7
2018-21	76.3%	#6

ENV 06

The % of Total Household Waste Arising that is Recycled

60% — Stirling — Family Group Median

50%

40%

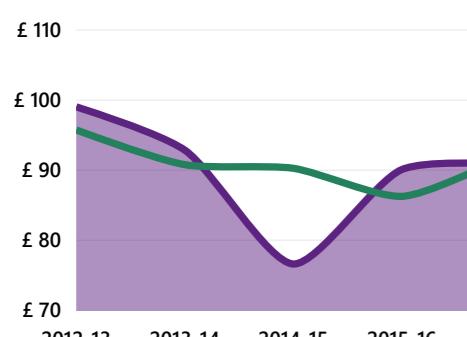
2010-11 2011-12 2012-13 2013-14 2014-15 2015-16 2016-17 2017-18 2018-19 2019-20 2020-21 2021-22

Period	Value	Rank
2010-11	48.2%	#1
2011-12	53.5%	#2
2012-13	55.7%	#1
2013-14	53.7%	#4
2014-15	53.1%	#5
2015-16	53.9%	#4
2016-17	54.7%	#3
2017-18	55.1%	#5
2018-19	54.1%	#3
2019-20	54.8%	#5
2020-21	47.9%	#6
2021-22	50.8%	#5

ENV 02a

Net Cost of Waste Disposal per Premises

— Stirling — Family Group Median



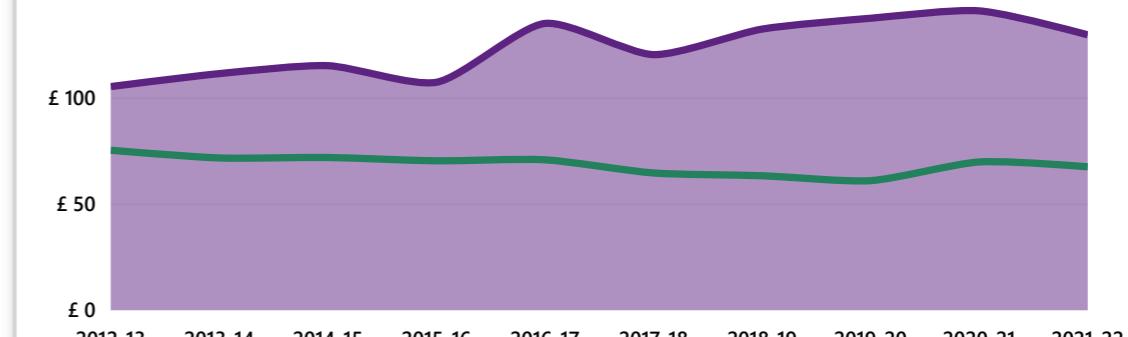
Period Value Rank

2012-13	£ 99	#5
2013-14	£ 93	#5
2014-15	£ 77	#2
2015-16	£ 90	#5
2016-17	£ 91	#4
2017-18	£ 92	#4
2018-19	£ 97	#4
2019-20	£ 93	#5
2020-21	£ 112	#8
2021-22	£ 99	#6

ENV 01a

Net Cost of Waste Collection per Premises

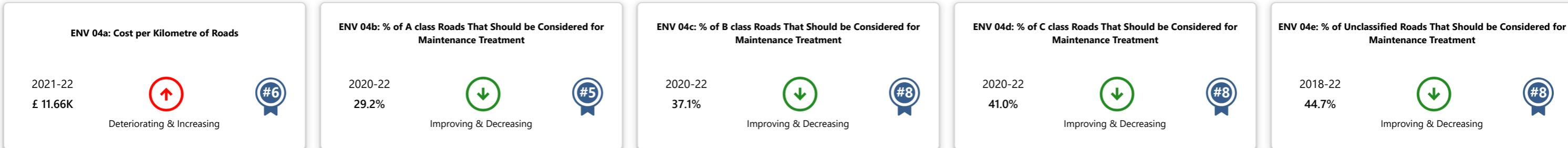
— Stirling — Family Group Median



Period Value Rank

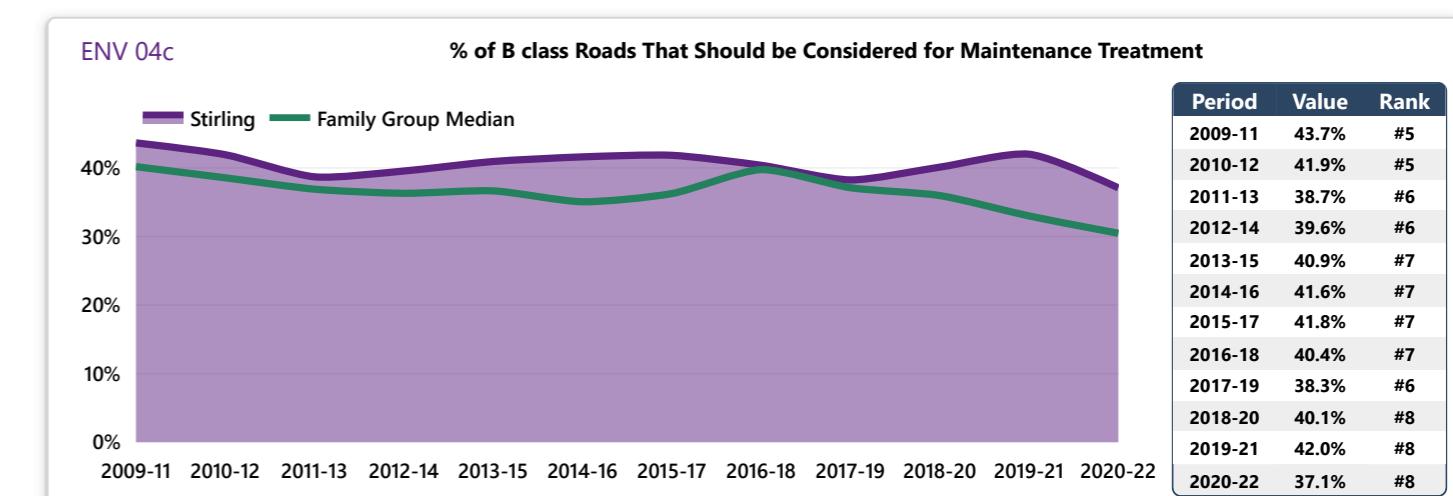
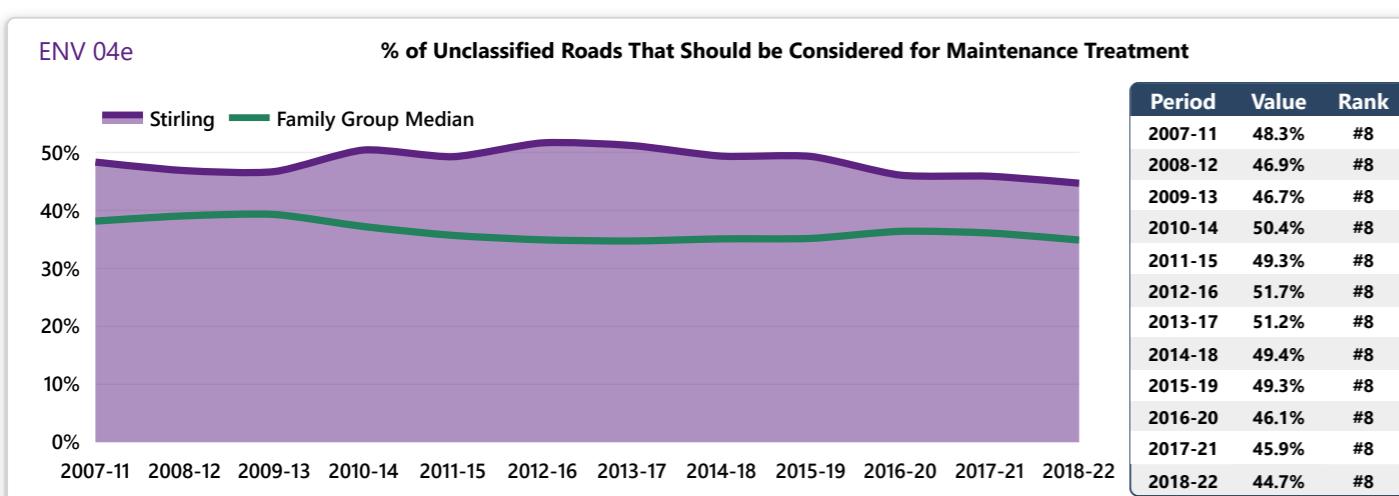
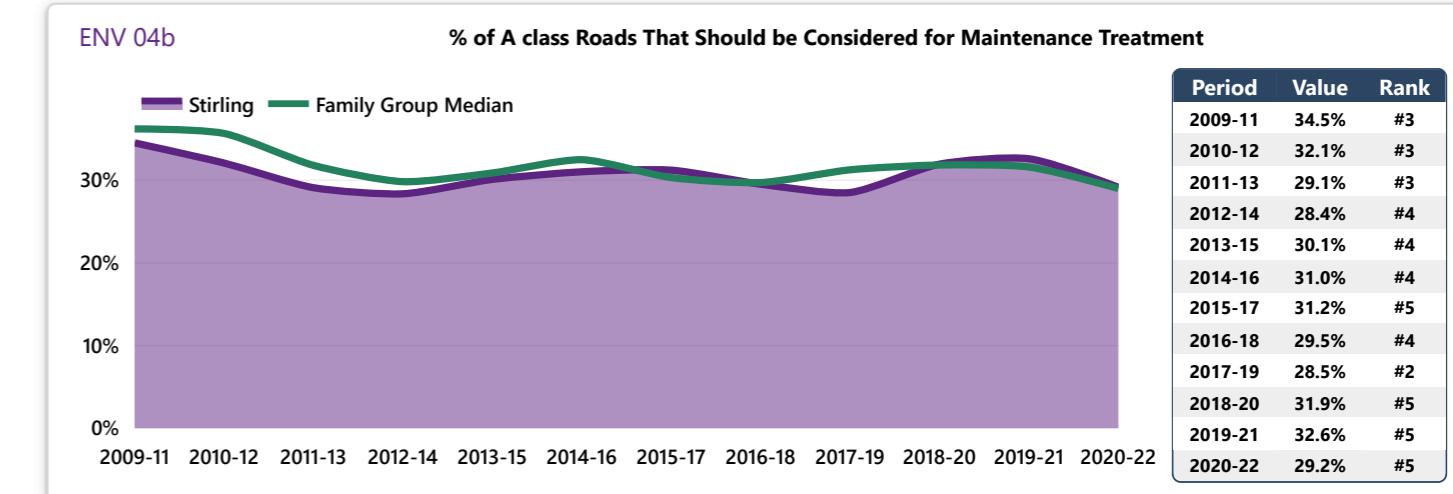
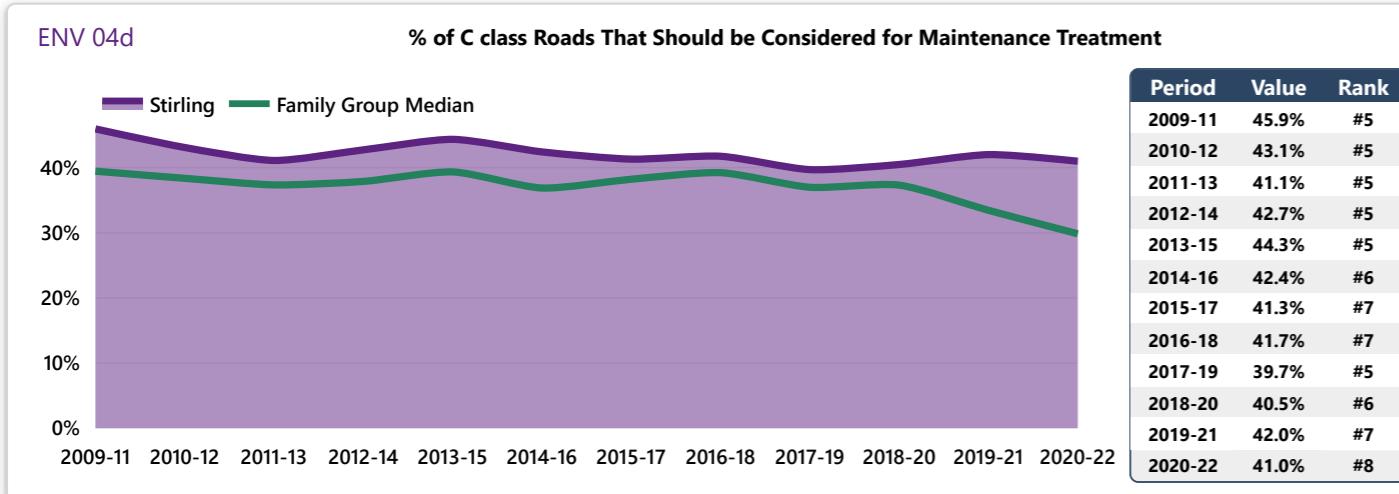
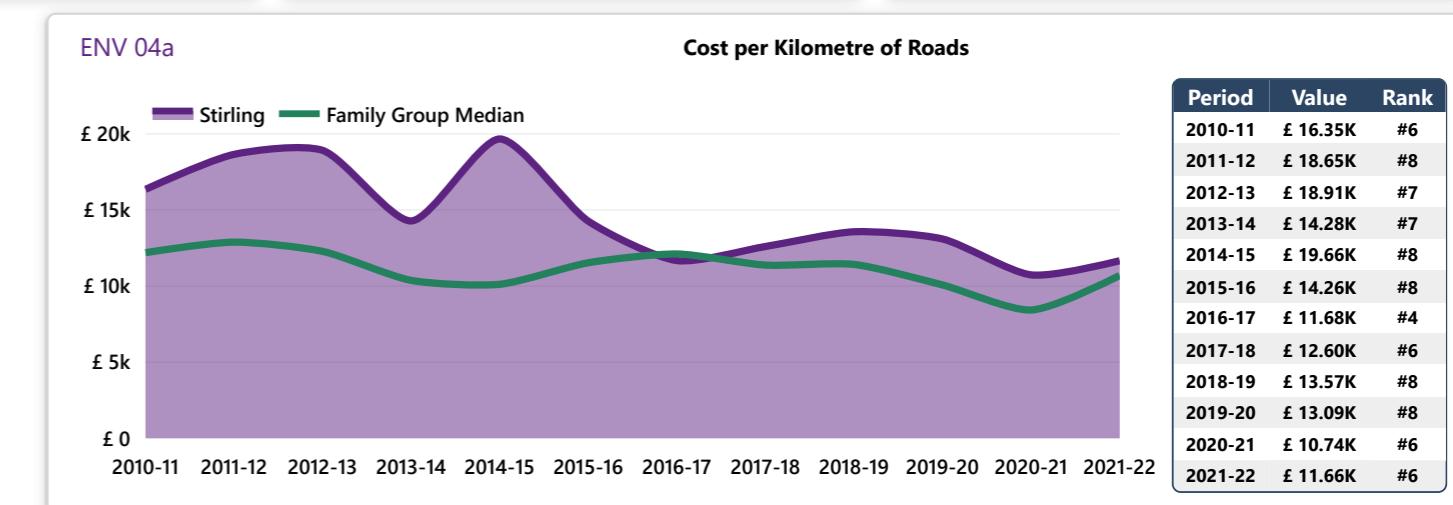
2012-13	£ 105	#8
2013-14	£ 112	#8
2014-15	£ 115	#8
2015-16	£ 108	#8
2016-17	£ 135	#8
2017-18	£ 121	#8
2018-19	£ 133	#8
2019-20	£ 138	#8
2020-21	£ 141	#8
2021-22	£ 130	#8

Road Maintenance



Investment in roads over the last period increased from £10.7k/km in 20-21 to £11.6k/km in 21-22. However, the cost of construction materials due to Brexit and Covid fluctuations and of inflation resulted in less being done for more. Investment levels have reduced overall since 2018-19 when £13.6k/km was invested in roads.

Road condition information for 21-22 indicates improvement over all classifications. Condition is poorer than Scottish averages by some margin across all classifications and if further deterioration in condition is to be arrested, additional investment in roads will be required. The majority of Councils in Scotland have road networks that are in better condition than Stirling Councils. Moving to a risk based approach and a review of the road asset management plan will lead to better management and maintenance of the network, with improved planning and investment.



Parks & Open Spaces

C&L 04: Cost of Parks & Open Spaces per 1,000 Population

2021-22
£ 25.48K



Deteriorating & Increasing



Climate Change

CLIM 01: CO2 Emissions Area Wide per Capita

2020-21
4.90 tCO2



Improving & Decreasing



CLIM 02: CO2 Emissions Area Wide: Emissions Within Scope of LA per Capita

2020-21
5.35 tCO2



Improving & Decreasing



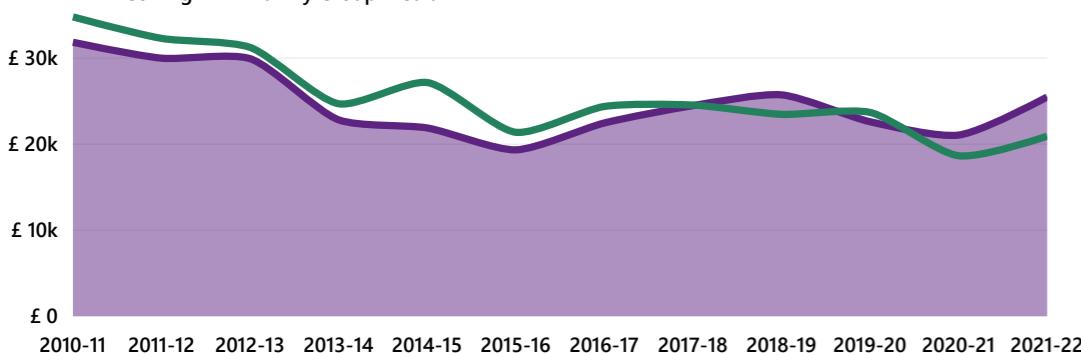
Our environmental services are crucial in ensuring attractive and welcoming places. They protect community areas and allow for biodiversity in our open spaces. They deal with our waste and promote and encourage recycling. They lead on active transport strategies that support a just transition to net zero, encouraging more active travel modes in our road network, and promote collaboration to develop community pride in local areas.

Clean, safe and well-maintained communities foster a sense of pride among residents that lead to stronger and more resilient communities and they make our communities more attractive. Environmental indicators encompass waste and recycling services, street cleanliness services, and roads services. They provide financial outcomes and satisfaction levels from households.

C&L 04

Cost of Parks & Open Spaces per 1,000 Population

Stirling Family Group Median



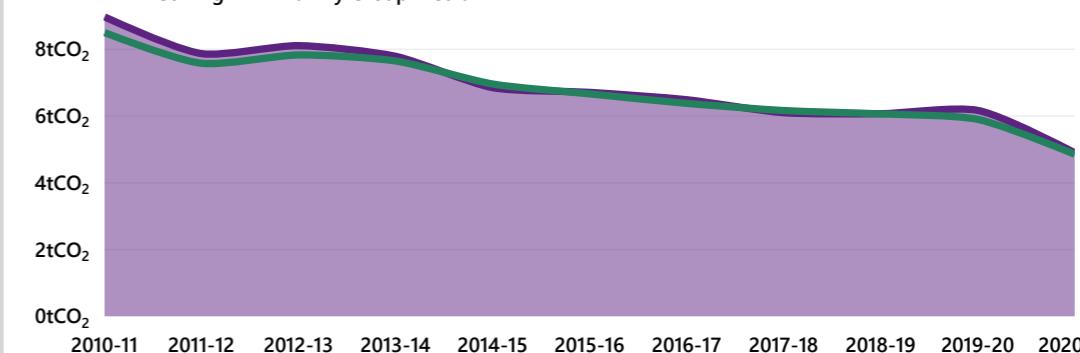
Period Value Rank

2010-11	£ 31.85K	#4
2011-12	£ 30.00K	#4
2012-13	£ 29.94K	#4
2013-14	£ 22.83K	#3
2014-15	£ 21.89K	#3
2015-16	£ 19.34K	#3
2016-17	£ 22.47K	#4
2017-18	£ 24.48K	#4
2018-19	£ 25.74K	#6
2019-20	£ 22.61K	#3
2020-21	£ 21.06K	#5
2021-22	£ 25.48K	#6

CLIM 01

CO2 Emissions Area Wide per Capita

Stirling Family Group Median



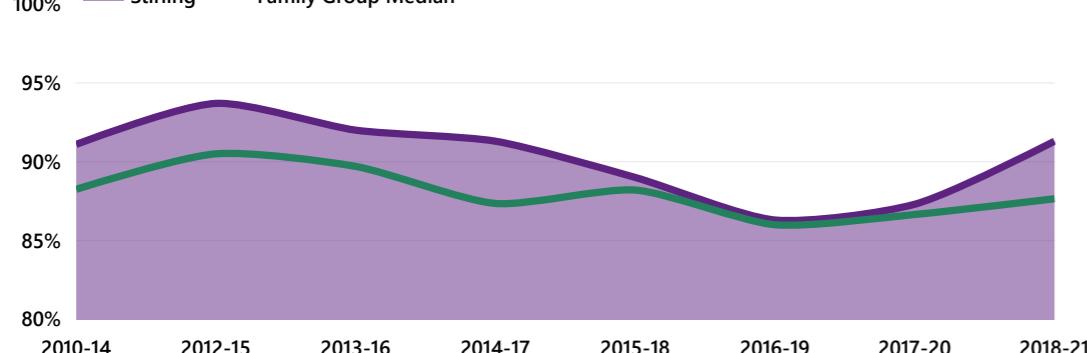
Period Value Rank

2010-11	8.97 tCO2	#6
2011-12	7.87 tCO2	#6
2012-13	8.11 tCO2	#6
2013-14	7.79 tCO2	#6
2014-15	6.85 tCO2	#4
2015-16	6.71 tCO2	#5
2016-17	6.49 tCO2	#5
2017-18	6.10 tCO2	#4
2018-19	6.07 tCO2	#5
2019-20	6.17 tCO2	#6
2020-21	4.90 tCO2	#5

C&L 05b

% of Adults Satisfied with Parks and Open Spaces

Stirling Family Group Median



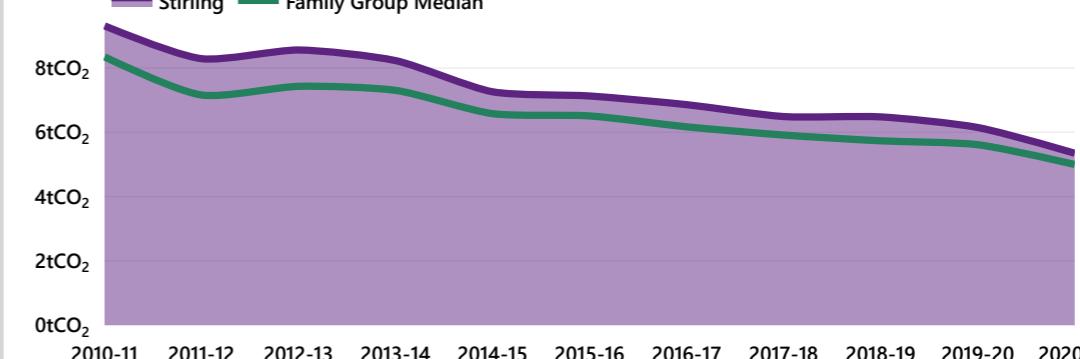
Period Value Rank

2010-14	91.1%	#2
2012-15	93.7%	#1
2013-16	92.0%	#2
2014-17	91.3%	#2
2015-18	89.0%	#3
2016-19	86.3%	#4
2017-20	87.3%	#4
2018-21	91.3%	#2

CLIM 02

CO2 Emissions Area Wide: Emissions Within Scope of LA per Capita

Stirling Family Group Median



Period Value Rank

2010-11	9.31 tCO2	#7
2011-12	8.29 tCO2	#7
2012-13	8.56 tCO2	#7
2013-14	8.23 tCO2	#7
2014-15	7.26 tCO2	#6
2015-16	7.13 tCO2	#7
2016-17	6.86 tCO2	#7
2017-18	6.49 tCO2	#6
2018-19	6.48 tCO2	#7
2019-20	6.15 tCO2	#7
2020-21	5.35 tCO2	#7

Street Cleaning

ENV 03a: Net Cost of Street Cleaning per 1,000 Population

2021-22
£ 20.78K



Deteriorating & Increasing



ENV 03c: Street Cleanliness Score (% Acceptable)

2022-23
91.3%



Improving & Increasing



ENV 07b: % of Adults Satisfied with Street Cleaning

2018-21
65.9%



Improving & Increasing



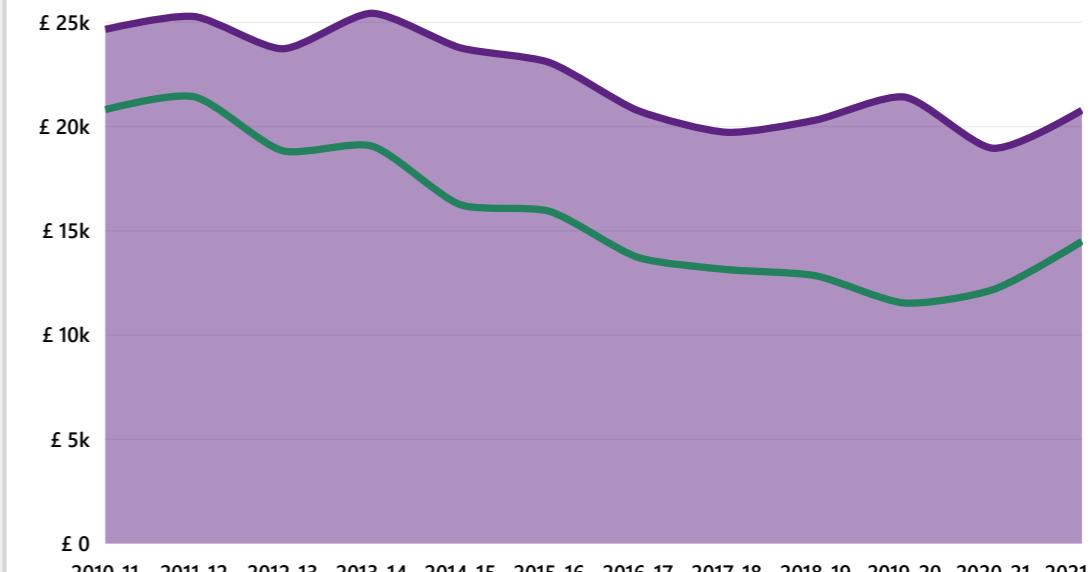
Only 65.9% of residents are satisfied with local street cleanliness. This is comparative generally with other family group authorities and is a significantly improved picture from 55.5% in 2019-20 and 59.5% in 2020-21. It is higher than the Scottish average of 60%.

A Litter Strategy will be developed over the next year, that will provide strategic direction for the Service and promote community collaboration in street cleanliness work. Spend on street cleaning is quite high when compared nationally, and highest in our family group. Spend has remained relatively static, with a dip in 2020-21 during the Covid period.

ENV 03a

Net Cost of Street Cleaning per 1,000 Population

— Stirling — Family Group Median

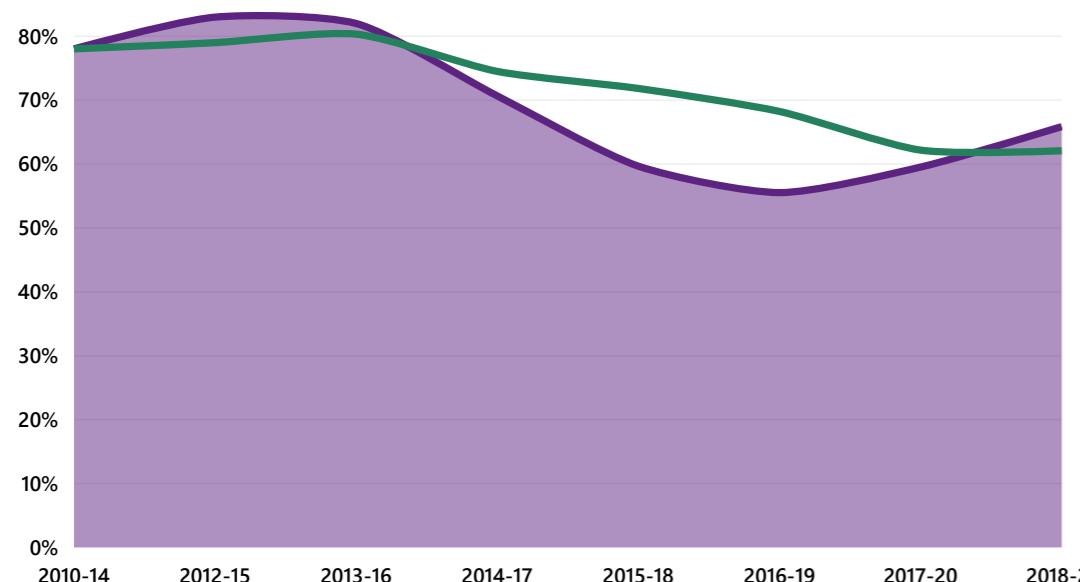


Period	Value	Rank
2010-11	£ 24.66K	#7
2011-12	£ 25.28K	#7
2012-13	£ 23.73K	#7
2013-14	£ 25.43K	#8
2014-15	£ 23.77K	#8
2015-16	£ 23.08K	#8
2016-17	£ 20.76K	#8
2017-18	£ 19.73K	#7
2018-19	£ 20.31K	#7
2019-20	£ 21.42K	#8
2020-21	£ 18.96K	#7
2021-22	£ 20.78K	#8

ENV 07b

% of Adults Satisfied with Street Cleaning

— Stirling — Family Group Median



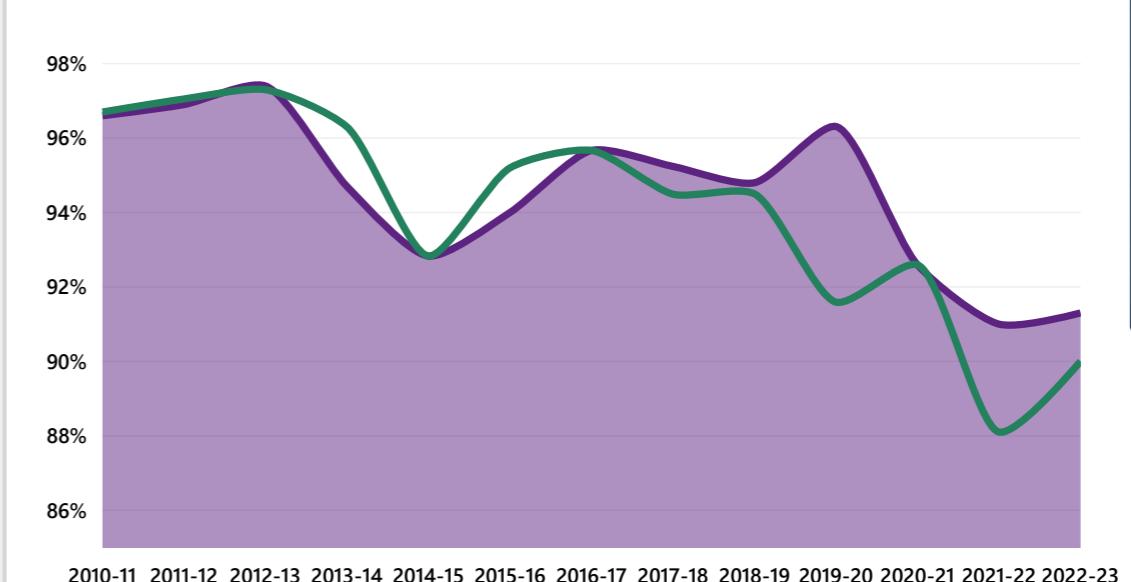
Period Value Rank

2010-14	78.0%	#4
2012-15	83.0%	#2
2013-16	82.0%	#3
2014-17	70.7%	#5
2015-18	59.7%	#8
2016-19	55.5%	#8
2017-20	59.5%	#5
2018-21	65.9%	#4

ENV 03c

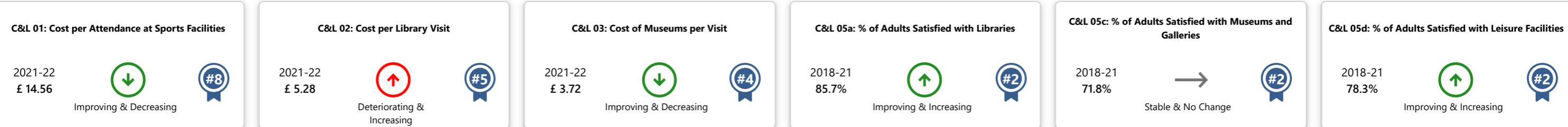
Street Cleanliness Score (% Acceptable)

— Stirling — Family Group Median



Period	Value	Rank
2010-11	96.6%	#5
2011-12	96.9%	#5
2012-13	97.4%	#4
2013-14	94.7%	#6
2014-15	92.8%	#4
2015-16	94.0%	#6
2016-17	95.7%	#4
2017-18	95.2%	#1
2018-19	94.8%	#2
2019-20	96.3%	#1
2020-21	92.6%	#4
2021-22	91.0%	#1
2022-23	91.3%	#3

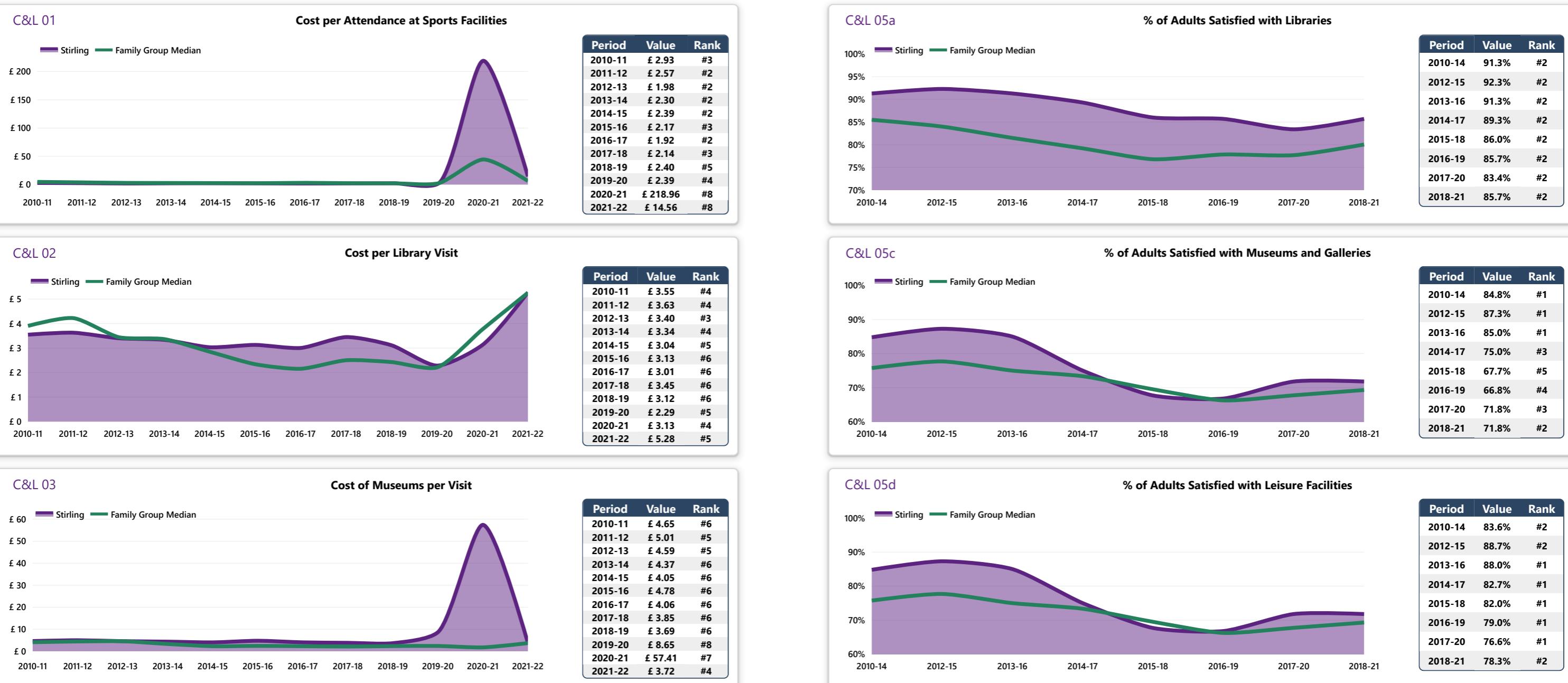
Leisure Facilities & Attractions



In common with other services throughout Scotland, Stirling experienced a marked drop in physical use during Covid with extended closures at all service points. We reinstated access at the earliest opportunity in line with public health guidance. By mid-August 2021 all libraries in Stirling had re-opened for browsing and computer use and reverted to normal hours of operation. Regular groups and activities resumed from autumn 2021 starting with the larger libraries. Given these factors the steady increase in physical visits recorded over the year is encouraging and this trend has continued since. However, the figure for virtual visits dropped significantly in 2021-22, resulting in a rise in our cost per issue. This increased from £3.05 to £5.28 for the period, moving our family group ranking from 2nd to 5th. The service attributes the rise to an anomaly with Facebook measurement. The counting method changed during the year, showing a steep drop in use not reflected in any other platform or online resource. Numbers involved were sufficient to indicate a fall in virtual engagement overall which does not reflect patterns of use at the time.

The satisfaction level among adults visiting the museum exhibited stability at 71.8%, thereby cementing its standing a second within its family grouping. Particularly striking is the substantial and favourable shift in the 'cost of Museums per visit,' which saw a dramatic plunge from £57.41 to an incredibly affordable £3.72 as soon as public access was reinstated. Intriguingly, this period also witnessed a strategic integration of digital mediums that supplemented the physical visits. A comprehensive online engagement strategy coupled with extensive outreach endeavours facilitated an enriched experience for enthusiasts. These innovative approaches connected a broader audience and ushered in a new era of accessibility and inclusivity.

The approval rating for leisure facilities experienced a continued ascent, rising from 76.6% to 78.3%. Regrettably, this upward trend was accompanied by a decline in the family ranking, slipping from 2nd to 1st place. The expenditure per visit at sports facilities saw a substantial reduction, plummeting from £218.96 to an economical £14.56. It's worth noting, however, that despite this impressive drop, it still remains at the 8th position among the 8 attractions in our family grouping and at the 30th position out of 32 attractions in Scotland.



Employment

ECON 01: % of Unemployed People Assisted into Work from Council Funded/Operated Employability Programmes

2021-22
25.8%
Improving & Increasing



#1

ECON 07: % of People Earning Less Than the Living Wage

2021-22
11.9%
Improving & Decreasing



CHN 21: Participation Rate for 16-19 Year Olds (per 100)

2021-22
93.9%
Improving & Increasing



ECON 12a: Claimant Count as a % of Working Age Population

2021-22
2.5%
Improving & Decreasing



ECON 12b: Claimant Count as % of 16-24 Population

2021-22
1.9%
Improving & Decreasing



Stirling's performance in this section is notably positive, standing out favourably when compared to other Councils both at the family group and national levels. This achievement reflects the collective efforts and commitment across the entire Council.

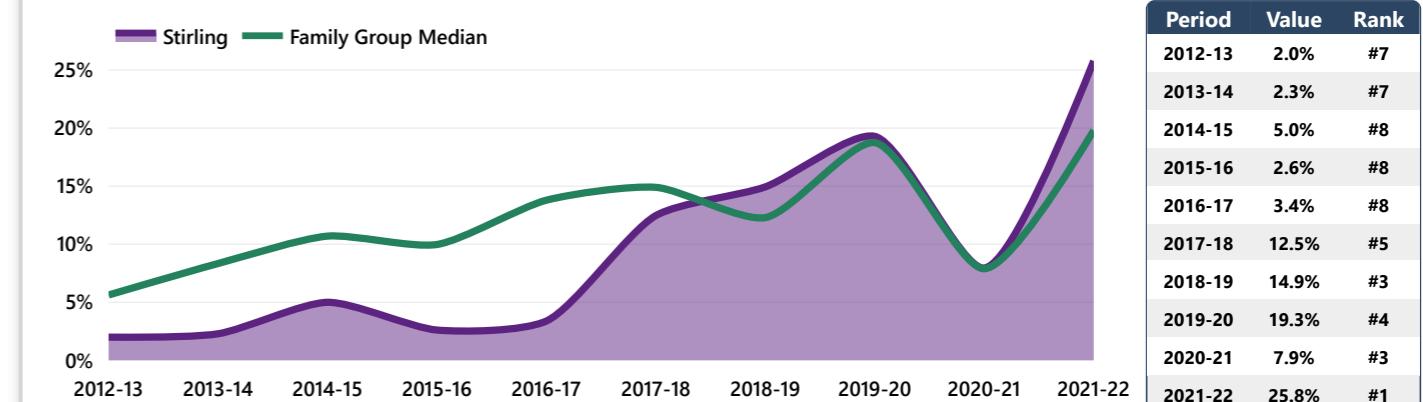
While we celebrate our overall success, we recognize that there is still targeted work to be done in certain areas outlined in the locality action plan. These efforts aim to address the socio-economic disparities between these communities and the Council-wide position, ensuring that progress is inclusive and beneficial for all.

Furthermore, it is encouraging to see that two of the indicators have secured the top position within our family group. However, we have observed a slight decrease from the first position, where 13.2% of people were earning less than the living wage, to the third position at 11.9%. This minor setback serves as a reminder of the importance of ongoing dedication to promoting fair wages and economic well-being for everyone.

Overall, we remain committed to building on our strengths, addressing challenges, and creating a more equitable and prosperous community for all of Stirling's residents. Together, we will continue to strive for positive outcomes and sustainable progress.

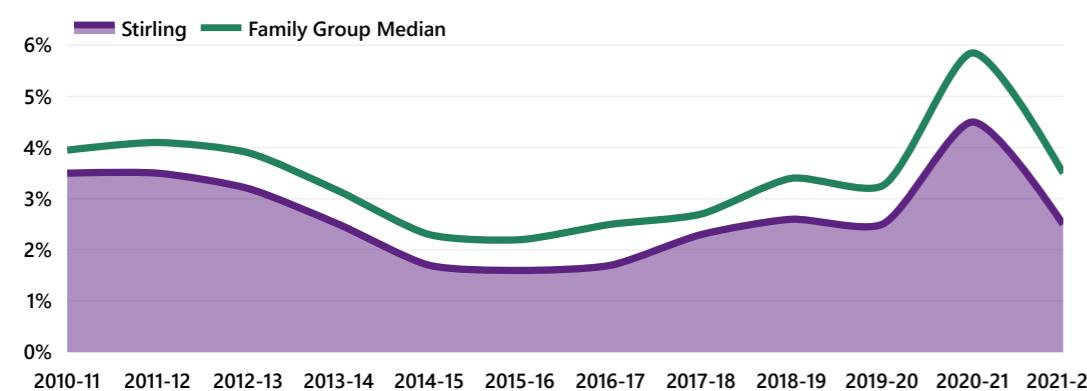
ECON 01

% of Unemployed People Assisted into Work from Council Funded/Operated Employability Programmes



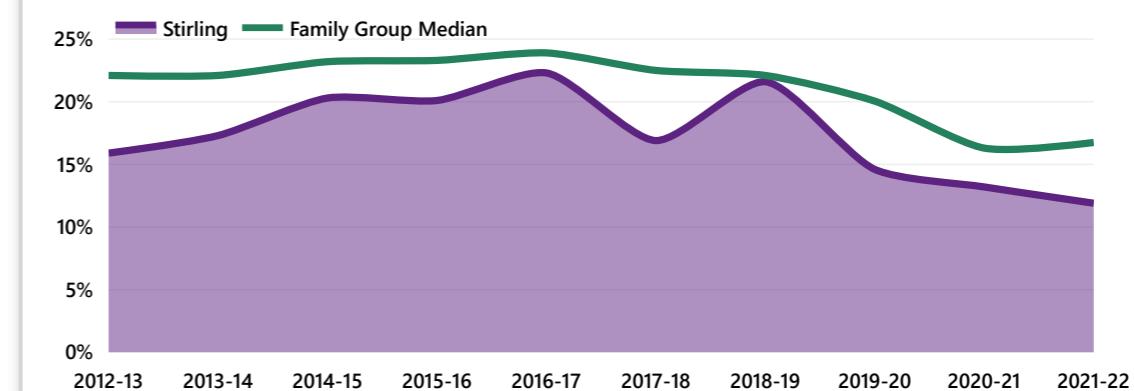
ECON 12a

Claimant Count as a % of Working Age Population



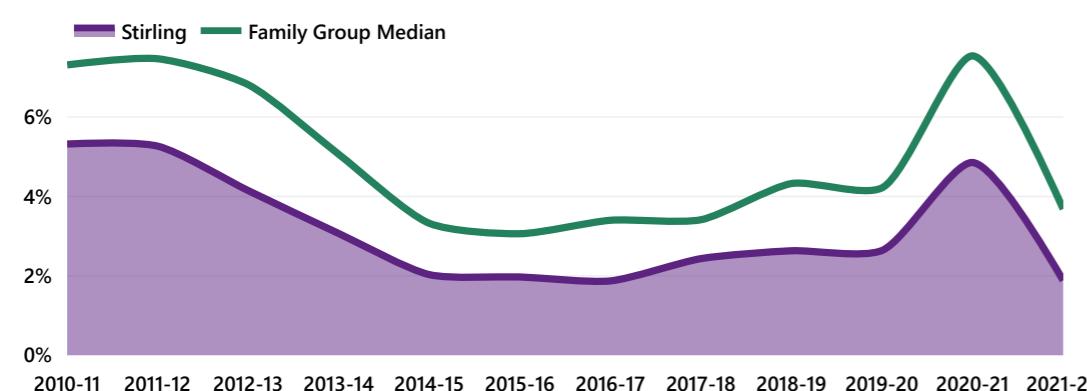
ECON 07

% of People Earning Less Than the Living Wage



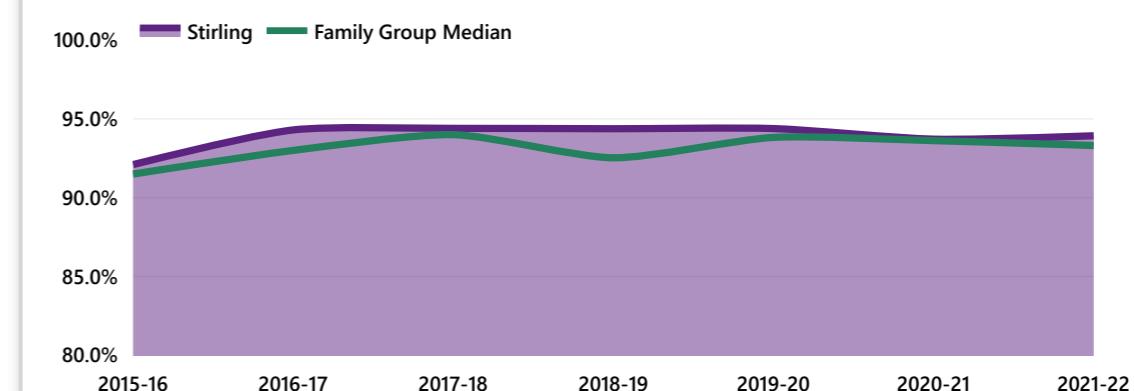
ECON 12b

Claimant Count as % of 16-24 Population

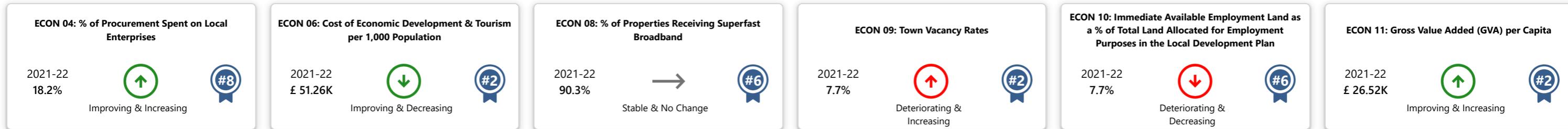


CHN 21

Participation Rate for 16-19 Year Olds (per 100)

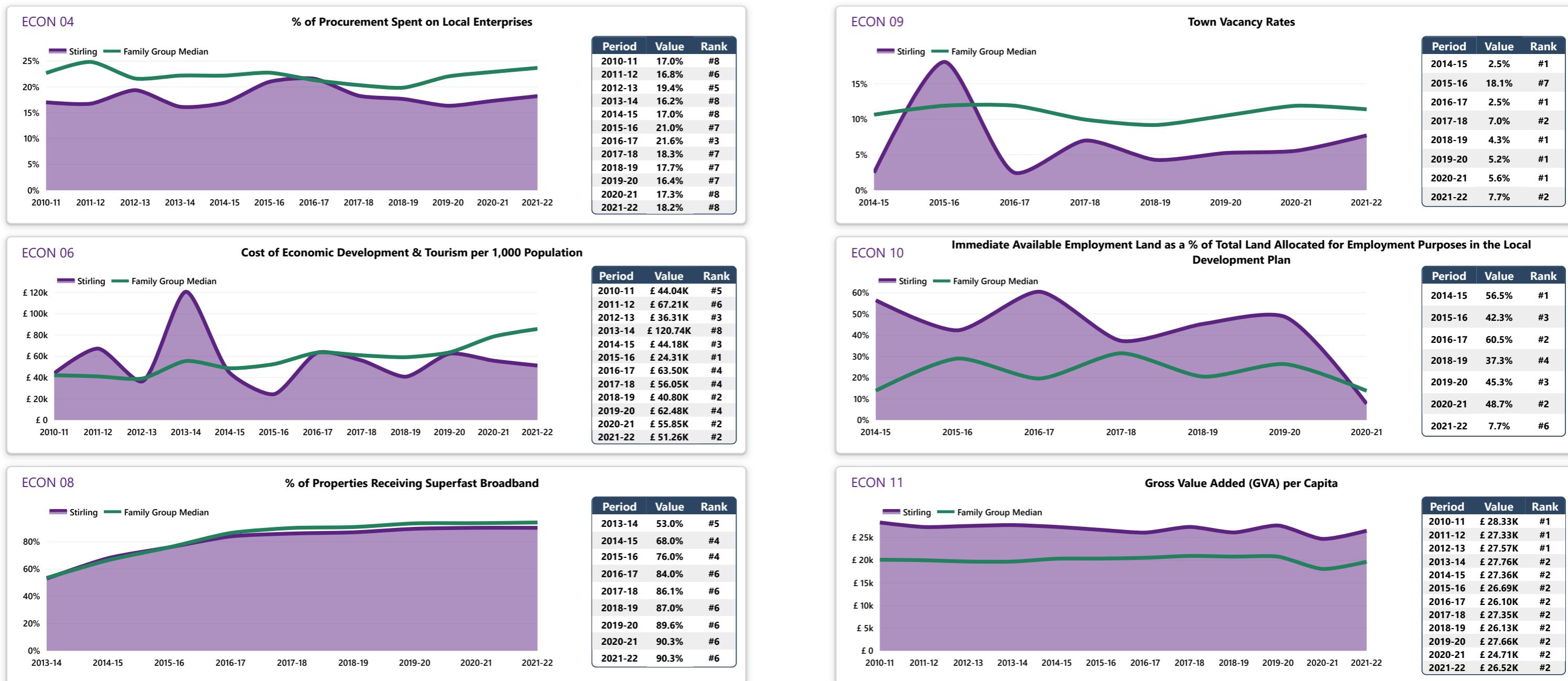


Economic Growth



Stirling's economic performance during 2021-22 is illuminated through a comprehensive analysis of six key indicators, each offering valuable insights into the city's advancement. The percentage of Procurement Spent on Local Enterprises (ECON 04) has demonstrated notable improvement, surging to 18.2%. Despite this progress, it retains its 8th position within the family group ranking and stands at the 27th spot in the council rankings. The Cost of Economic Development & Tourism per 1,000 Population (ECON 06) has shown a positive trend, with a reduction to £51.26K, maintaining its esteemed family rank of 2nd. Stirling has maintained commendable connectivity, as evidenced by the statistic that 90.3% of properties are now benefiting from Superfast Broadband (ECON 08).

However, the rise in Town Vacancy Rates (ECON 09) by 2.2% to 7.7% poses a challenge to the maintenance of a vibrant local economy. Interestingly, when compared to the combined councils, this figure has seen a more modest decrease of 1%, yet it still lingers at a higher 11.4%. The Immediate Available Employment Land as a percentage of Total Land Allocated for Employment Purposes in the Local Development Plan (ECON 10) has experienced a substantial 41% drop since the previous year (2020-21), leading to a decline in our council ranking position from 12th to 29th. Furthermore, the Gross Value Added (GVA) per Capita (ECON 11) has seen a dip to £25.29K. It's worth noting that this decline is not exclusive to Stirling; it has affected all councils within the family group. Consequently, Stirling maintains its rank 2 position. In summation, Stirling's economic performance is a testament to its accomplishments, particularly in bolstering local enterprises and implementing resource-efficient strategies. Yet, it also accentuates specific areas that warrant focused attention, including vacancy rates, availability of employment land, and GVA per capita. By persistently addressing these dimensions, the city can continue its trajectory of sustainable economic development and overall prosperity.



Cost of Regulation

ENV 05: Cost of Trading Standards and Environmental Health per 1,000 Population

2021-22
£ 23.57K



Deteriorating & Increasing



ENV 05a: Cost of Trading Standards, Money Advice & Citizens Advice per 1,000 Population

2021-22
£ 8.70K



Improving & Decreasing



ENV 05b: Cost of Environmental Health per 1,000 Population

2021-22
£ 14.87K



Deteriorating & Increasing



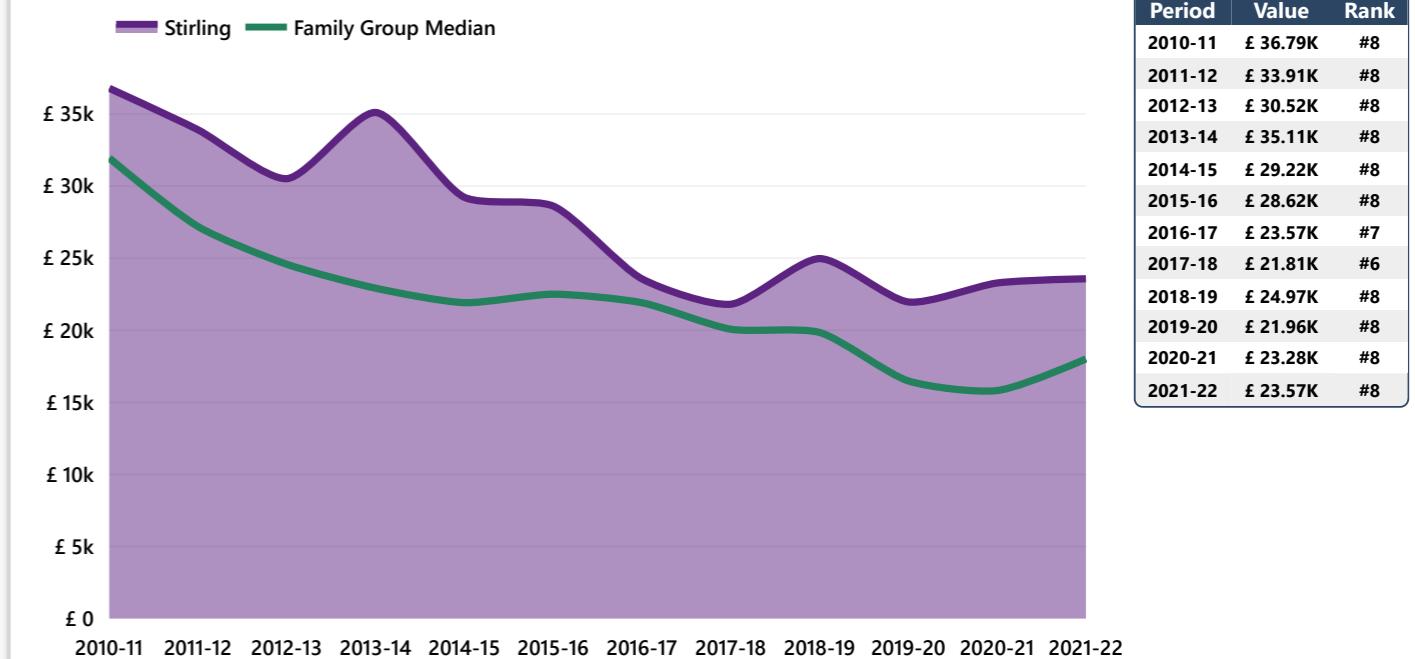
The ENV 05 metric, which measures the Cost of Trading Standards and Environmental Health per 1,000 Population, experienced a slight cost increase from £23.57k to £23.28k. This metric has consistently held the 8th rank within the family group for four consecutive years.

Moving on to ENV 05a, which assesses the Cost of Trading Standards, Money Advice & Citizens Advice per 1,000 Population, there was a positive cost reduction from £9.19k to £8.70k. Although showing improvement, this indicator has maintained the 8th position within the family group for a continuous period of five years.

Considering ENV 05b, which focuses on the Cost of Environmental Health per 1,000 Population, there was a concerning cost increase from £14.09k to £14.87k. However, in contrast to this increase, the metric managed to elevate its family group ranking from 7th to 6th.

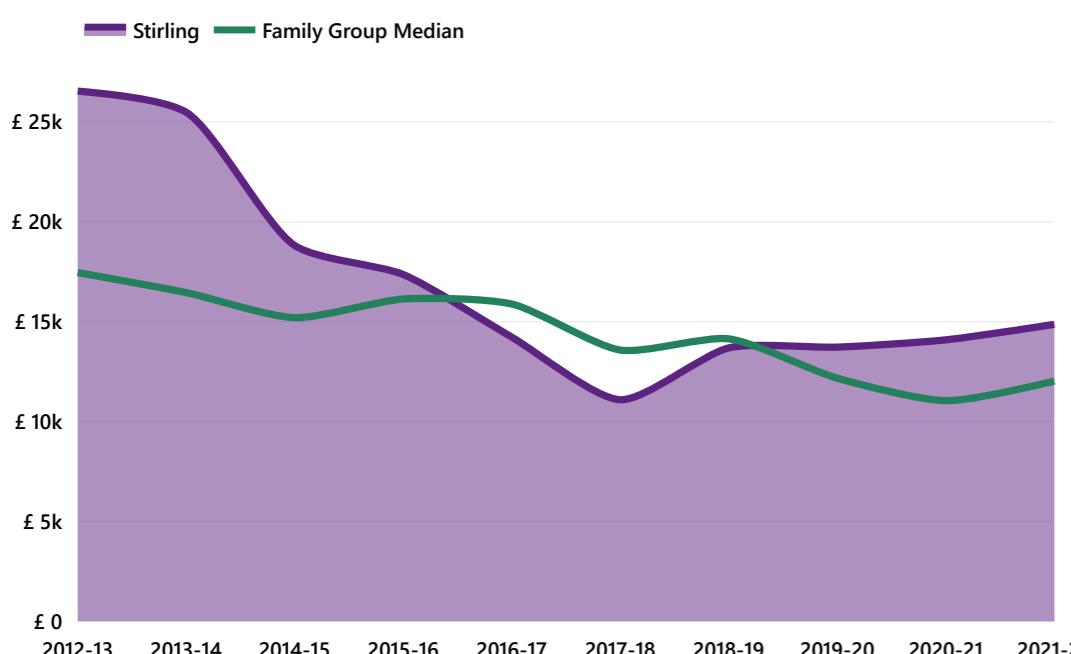
ENV 05

Cost of Trading Standards and Environmental Health per 1,000 Population



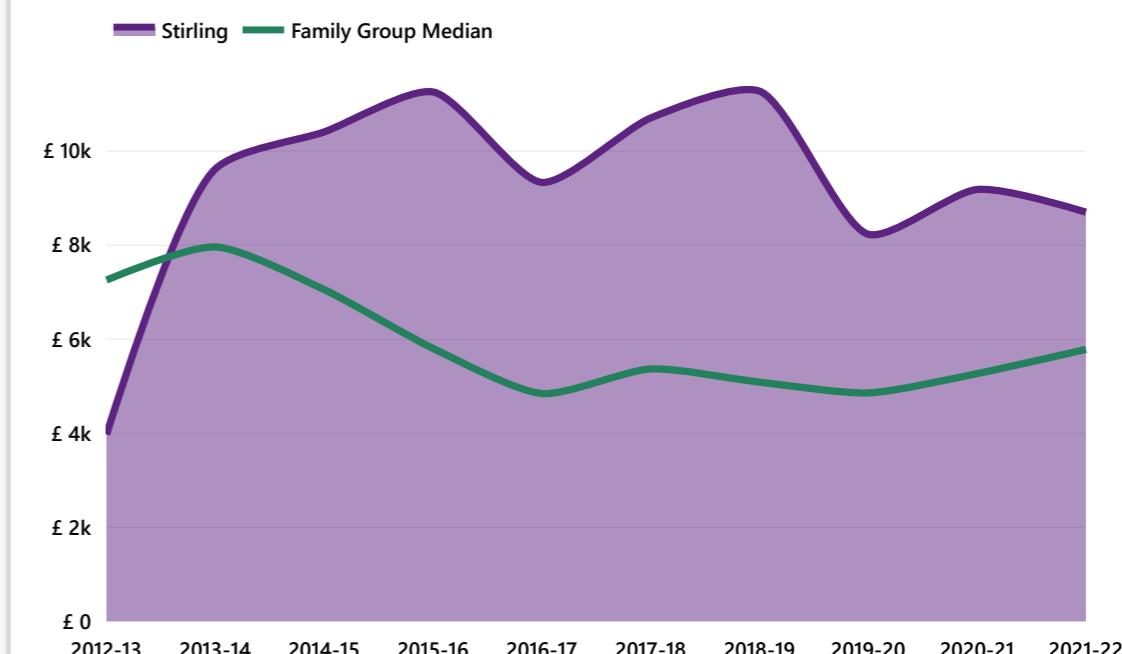
ENV 05b

Cost of Environmental Health per 1,000 Population

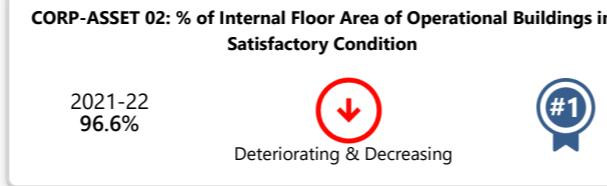


ENV 05a

Cost of Trading Standards, Money Advice & Citizens Advice per 1,000 Population

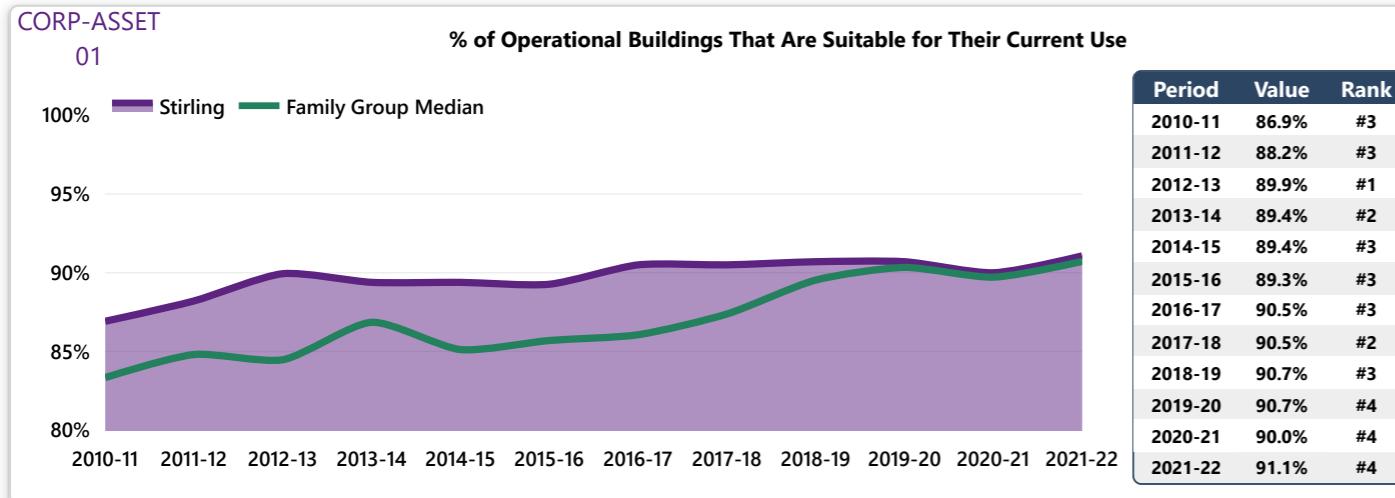


Corporate Property Assets

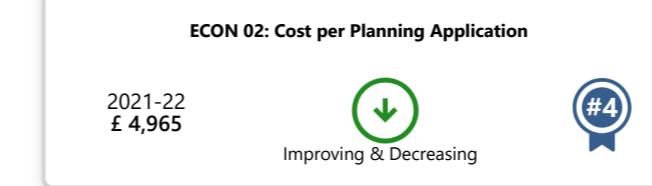


The metric CORP-ASSET 01, which measures the percentage of operational buildings suitable for their current use, has demonstrated consistent growth over successive years, now reaching 91.1% following an additional 1.1% increase.

In terms of the CORP-ASSET 02, % of internal floor area of operational buildings in satisfactory condition, this indicator maintains its top-ranking position within the family group. Despite a minor decline from 98.3% to 96.6%, it remains the leader in its category.



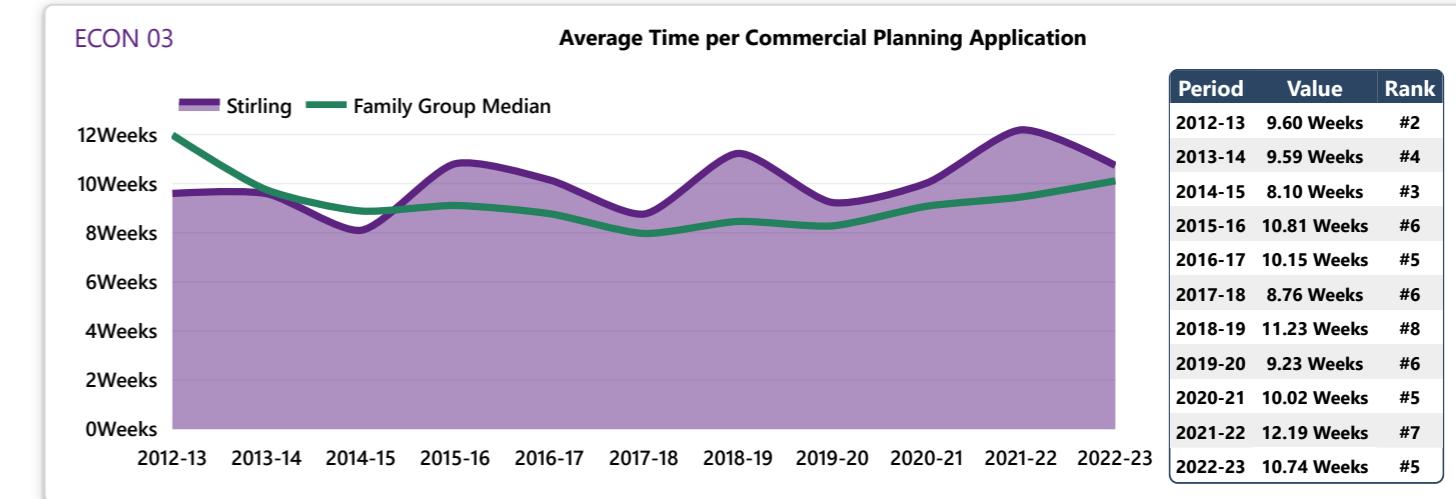
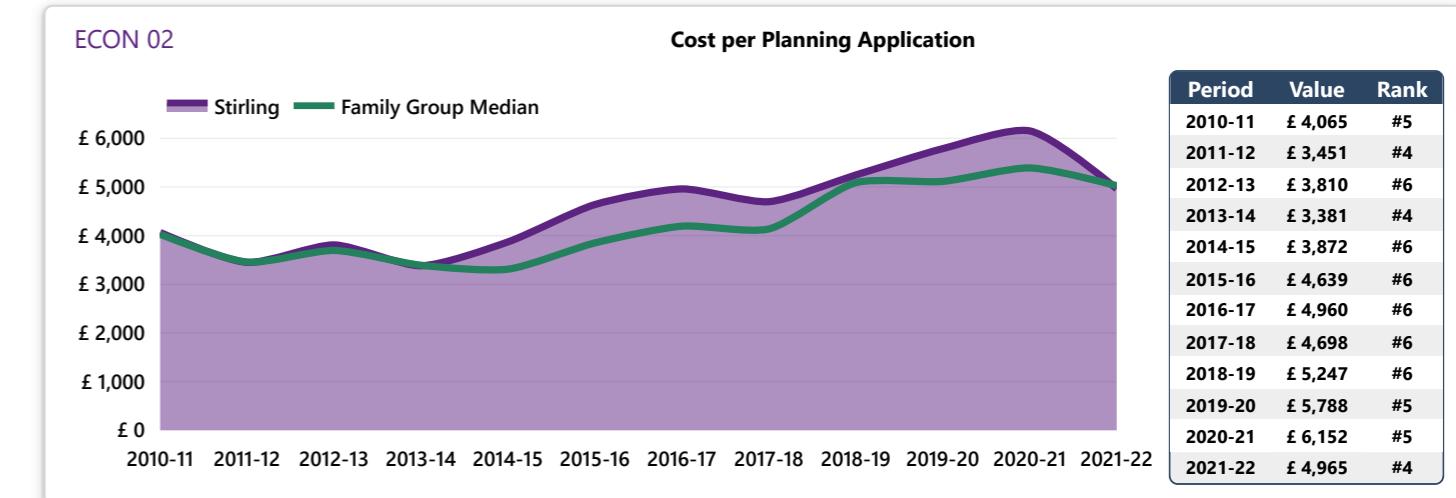
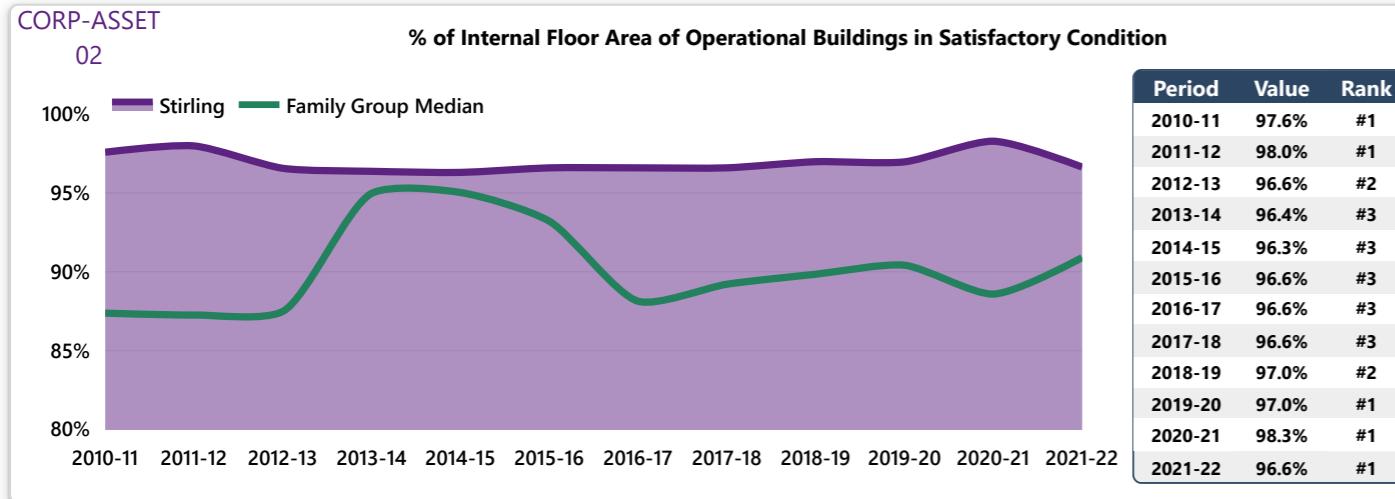
Planning



In the fiscal year 2021-22, Stirling's ECON 02 indicator, which measures the cost per planning application, showed significant improvement. The cost decreased from £6,152 to £4,965, marking a notable 19.2% reduction. This progress boosted the city's standing in its family group, ranking 4th out of 8, and within the broader Scottish context, ranking 20th out of 32.

In contrast, ECON 03, which tracks the average time per commercial planning application, experienced a decline in performance over the same period. The average time increased by 21.6%, rising from 10.02 to 12.19 weeks. Consequently, Stirling's position within its family group dropped to 7th out of 8, and its ranking within Scotland decreased to 19th out of 32.

In summary, Stirling Council's performance demonstrated positive advancement in terms of planning application cost (ECON 02). However, it's worth noting that the reduction in cost might be directly linked to the decline observed in the time taken for commercial planning applications (ECON 03).



Housing: Property & Assets

HSN 03: % of Dwellings Meeting SHQS

2021-22
80.9%



Deteriorating & Decreasing



HSN 04b: Average Time Taken to Complete Non-Emergency Repairs

2021-22
6.38 Days



Deteriorating & Increasing



HSN 05a: % of Council Dwellings that are Energy Efficient

2021-22
94.1%



Improving & Increasing



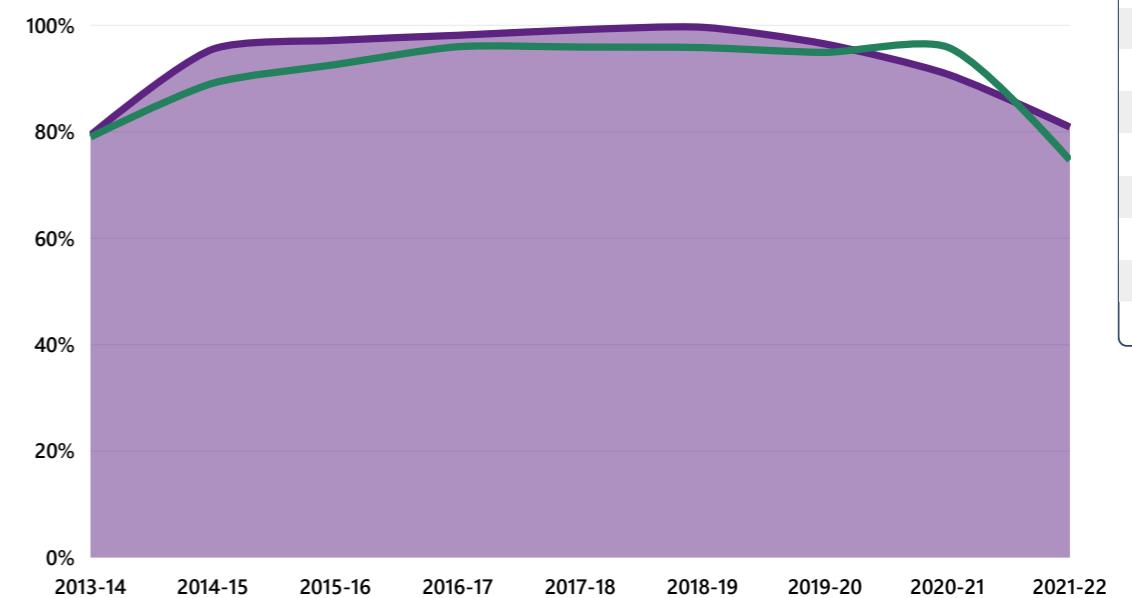
Stirling Council recorded an improvement in some elements of performance in 2021/22 despite the impact of the Coronavirus pandemic, labour and material shortages and additional requirements on tenant and resident safety. Shqs compliance dropped from 90.8% to 80.9% a drop of 10%. The overall drop within the local authority sector was higher at around 14%, affected by new requirements of interlinked smoke and heat alarms and electrical safety requirements.

Repairs performance has also continued to be affected by labour and material shortages and spiralling costs but the service continues to perform above average within the local authority sector. The service has also seen improvements in relation to the energy efficiency performance within properties. Our investment in energy efficiency measures continues in order to ensure that we maximise our compliance and prepare for long-term solutions that deliver net zero and support the eradication of fuel poverty by continuing to invest in energy efficiency measures to help reduce running costs, and in zero emissions heating systems where appropriate.

HSN 03

% of Dwellings Meeting SHQS

— Stirling — Family Group Median

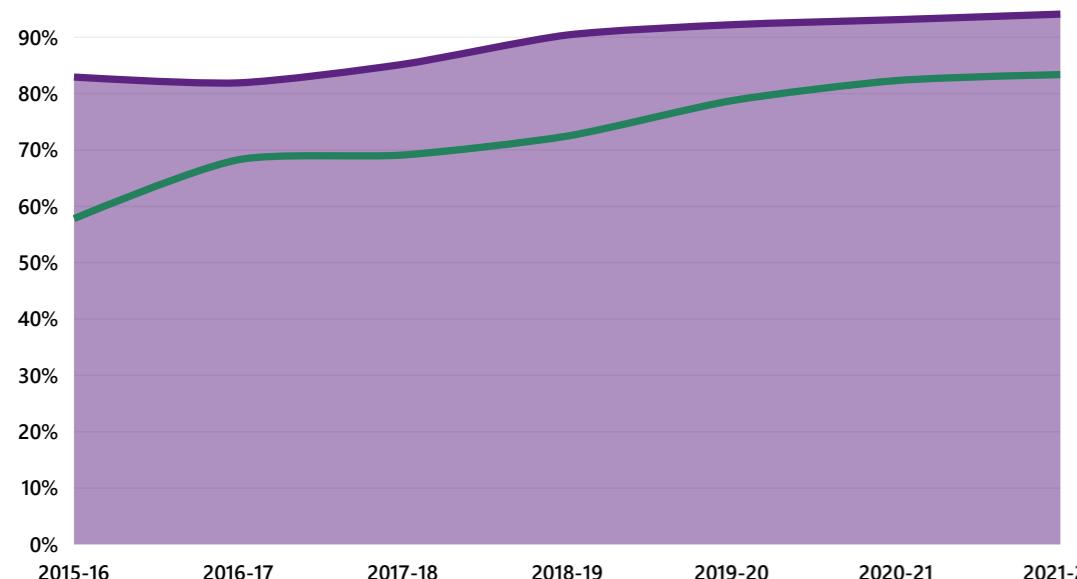


Period	Value	Rank
2013-14	79.4%	#3
2014-15	95.5%	#1
2015-16	97.2%	#1
2016-17	98.1%	#1
2017-18	99.2%	#1
2018-19	99.6%	#1
2019-20	96.5%	#2
2020-21	90.8%	#5
2021-22	80.9%	#2

HSN 05a

% of Council Dwellings that are Energy Efficient

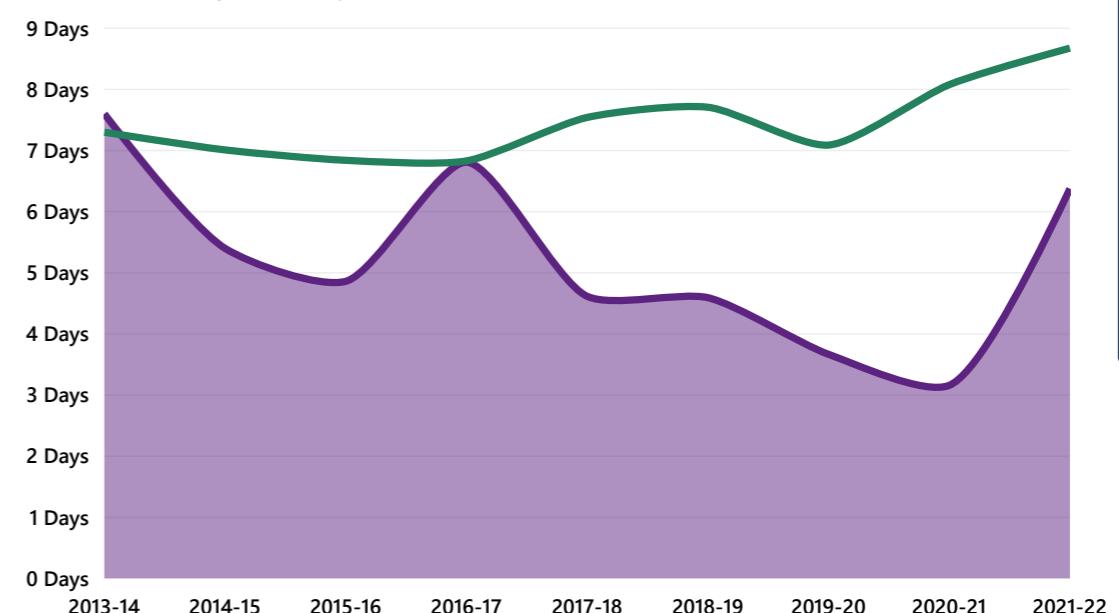
— Stirling — Family Group Median



HSN 04b

Average Time Taken to Complete Non-Emergency Repairs

— Stirling — Family Group Median



Period	Value	Rank
2013-14	7.60 Days	#4
2014-15	5.40 Days	#2
2015-16	4.86 Days	#1
2016-17	6.81 Days	#3
2017-18	4.62 Days	#1
2018-19	4.59 Days	#1
2019-20	3.67 Days	#1
2020-21	3.16 Days	#1
2021-22	6.38 Days	#1

Housing

HSN 02: % of Rent Due in the Year That was Lost Due to Voids

2021-22
1.3%



Deteriorating & Increasing



HSN 01b: Gross rent Arrears (All Tenants) as at 31 March Each Year as a % of Rent Due for the Reporting Year

2021-22
9.8%



Improving & Decreasing

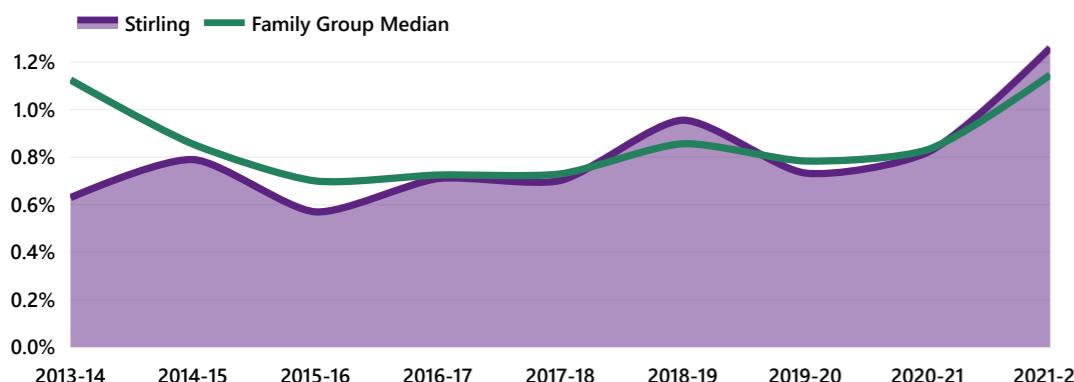


Gross rent arrears have shown a positive decline from 11.3% to 9.8% and Housing's Income Maximisation officers continue to provide high quality advice and assistance to support Stirling Council tenants in maximising income and improving their financial wellbeing. The team have assisted in the generation of £2.3m in benefit awards in 2021/22.

Void rates and rent loss continue to be affected by market conditions of inflation, supply chain issues, shortages and delays in sourcing some materials/stock combined with continued difficulties in organising work with utility companies and recruitment and retention issues. Despite a shift in our national ranking from 7th to 11th, and a corresponding change in our family ranking from 3rd to 5th, we are committed to channelling resources towards enhancing our performance in this aspect and achieving better outcomes.

HSN 02

% of Rent Due in the Year That was Lost Due to Voids



Period Value Rank

2013-14	0.6%	#1
2014-15	0.8%	#3
2015-16	0.6%	#3
2016-17	0.7%	#3
2017-18	0.7%	#3
2018-19	1.0%	#5
2019-20	0.7%	#3
2020-21	0.8%	#3
2021-22	1.3%	#5

Council Tax

CORP 04: The Cost per Dwelling of Collecting Council Tax

2021-22
£ 4.88



Improving & Decreasing



CORP 07: % of Income Due From Council Tax Received by the End of the Year

2021-22
97.7%



Improving & Increasing

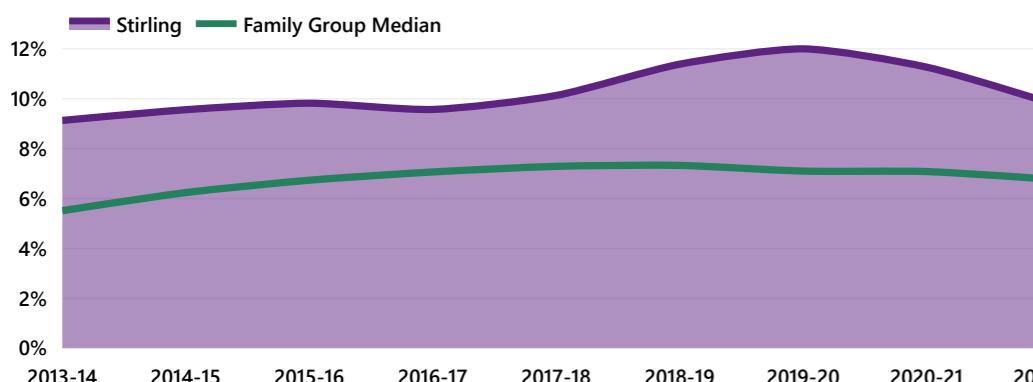


Income from Council Taxpayers makes up around 20% of the Council's total income, and for financial year 2021/22 this represents £53.2 million. As households continue to move through the Covid-19 pandemic recovery phase, there has been a favourable impact on the Council Tax collection rate, with Stirling's collection rate being 97.7% for the year, representing a 0.6% increase from the prior year level (97.1%). On a Scotland-wide basis, Stirling's ranking has moved from top to second place for in-year Council Tax collections.

Council Tax collection continues to represent a significant strength area, with the Council continuing to display high performance in this area. The Service continues to actively seek improvement opportunities through more efficient working practices and deployment of staffing resources required to support Council Tax collection. This work has resulted in a favourable impact on the cost per dwelling of collecting Council Tax, with Stirling's cost falling to £4.88 from the prior year level of £7.15, with the Council moving to 9th lowest in Scotland.

HSN 01b

Gross rent Arrears (All Tenants) as at 31 March Each Year as a % of Rent Due for the Reporting Year

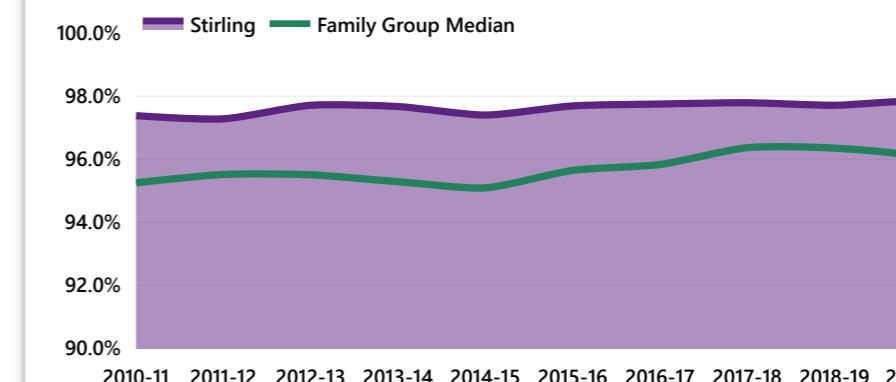


Period Value Rank

2013-14	9.1%	#5
2014-15	9.6%	#6
2015-16	9.8%	#6
2016-17	9.6%	#6
2017-18	10.1%	#6
2018-19	11.4%	#6
2019-20	12.0%	#6
2020-21	11.3%	#6
2021-22	9.8%	#6

CORP 07

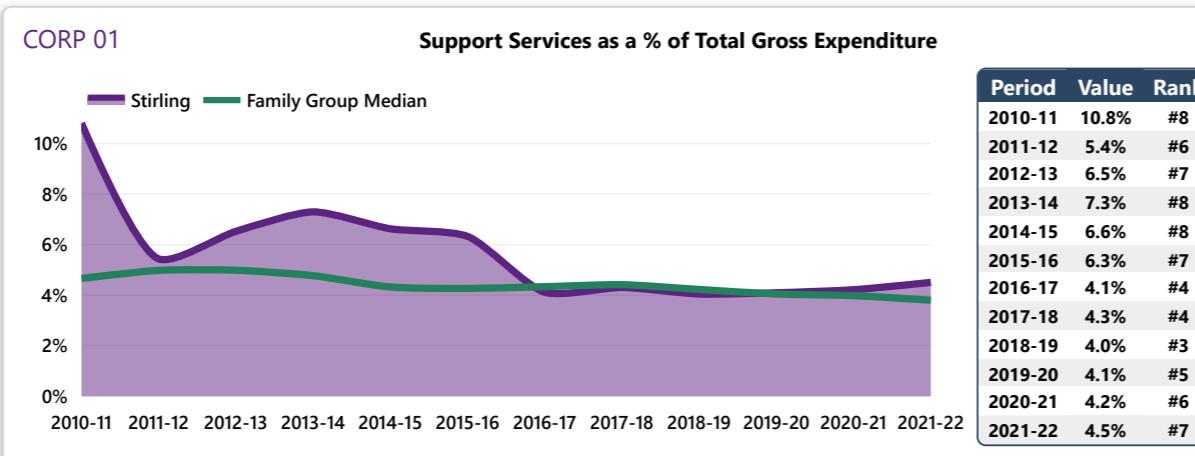
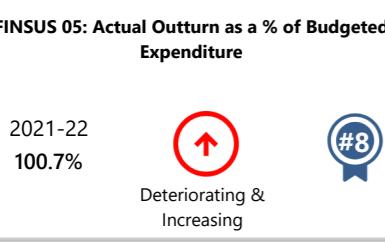
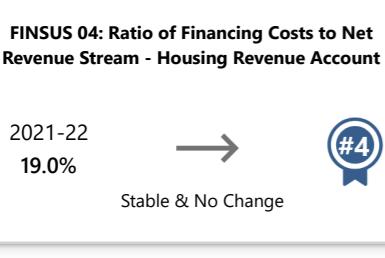
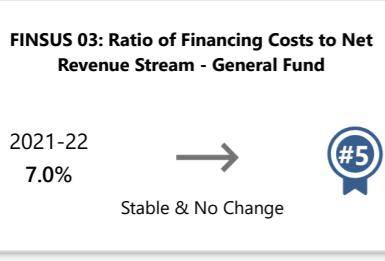
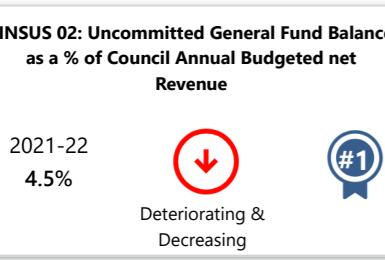
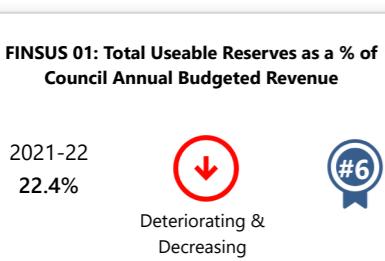
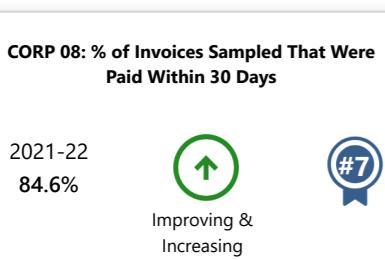
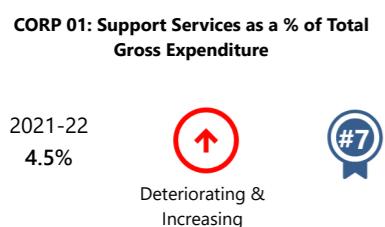
% of Income Due From Council Tax Received by the End of the Year



Period Value Rank

2010-11	97.4%	#1
2011-12	97.3%	#2
2012-13	97.7%	#1
2013-14	97.7%	#2
2014-15	97.4%	#2
2015-16	97.7%	#2
2016-17	97.8%	#2
2017-18	97.8%	#2
2018-19	97.7%	#2
2019-20	97.8%	#1
2020-21	97.1%	#1
2021-22	97.7%	#2

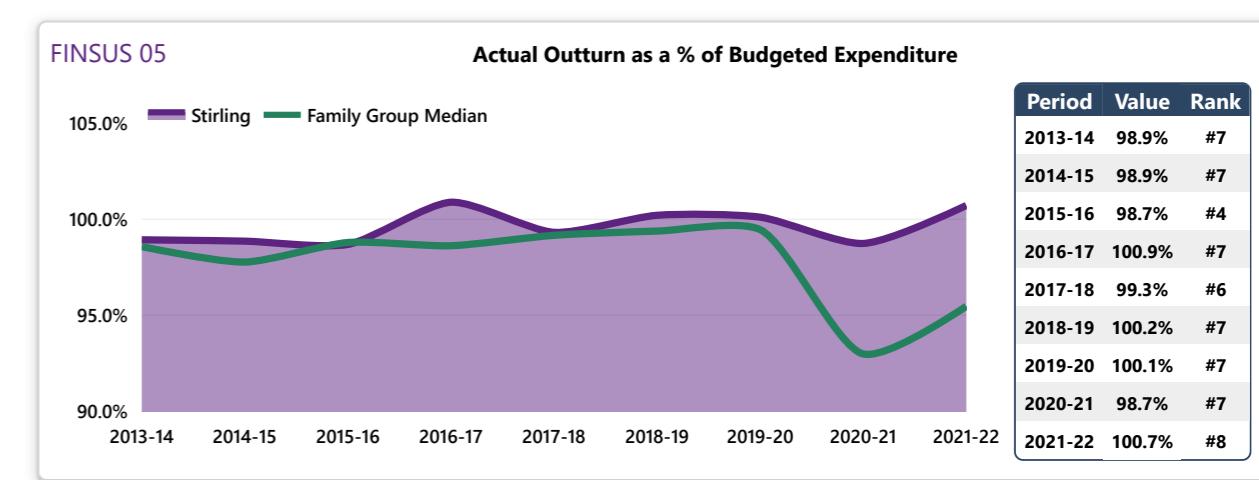
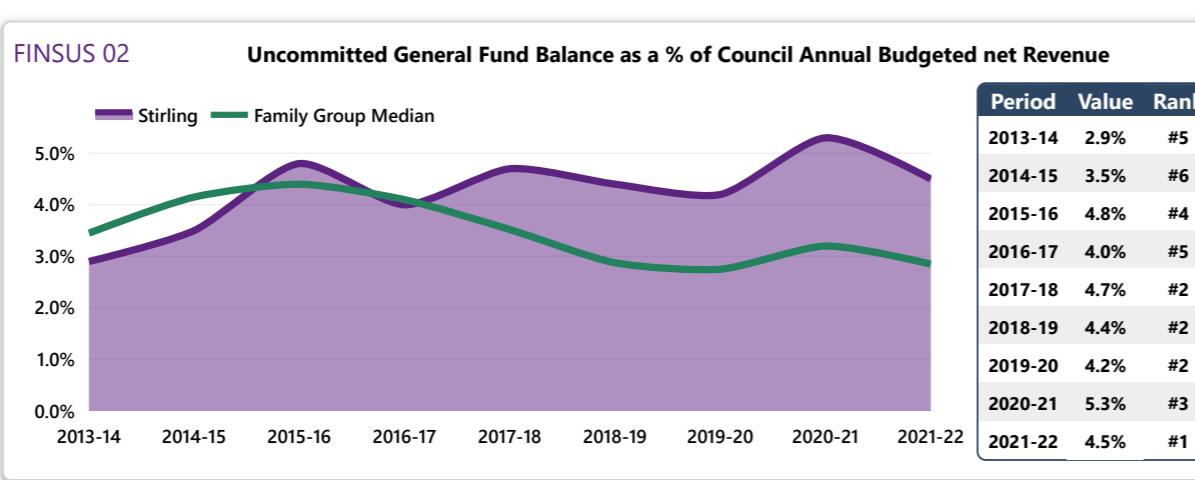
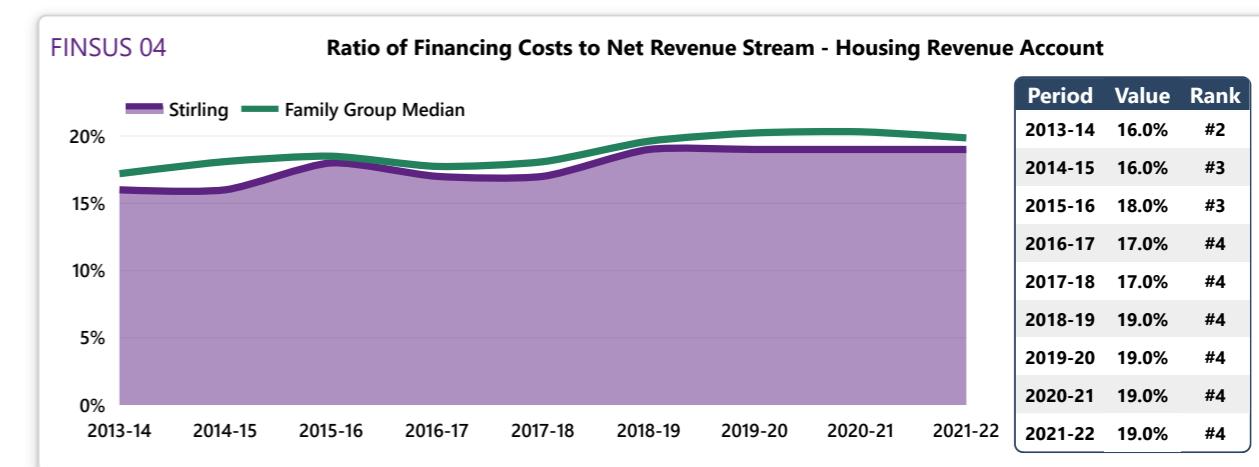
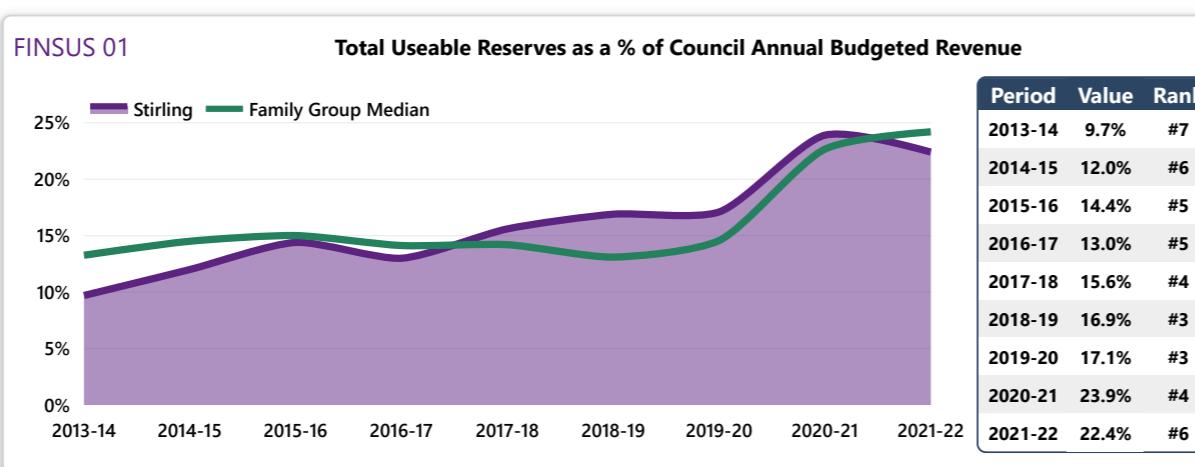
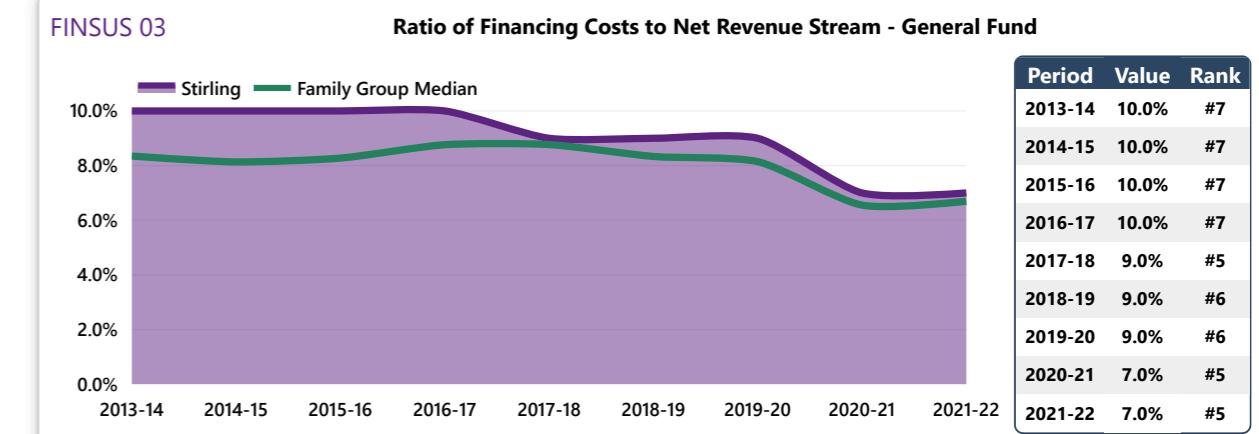
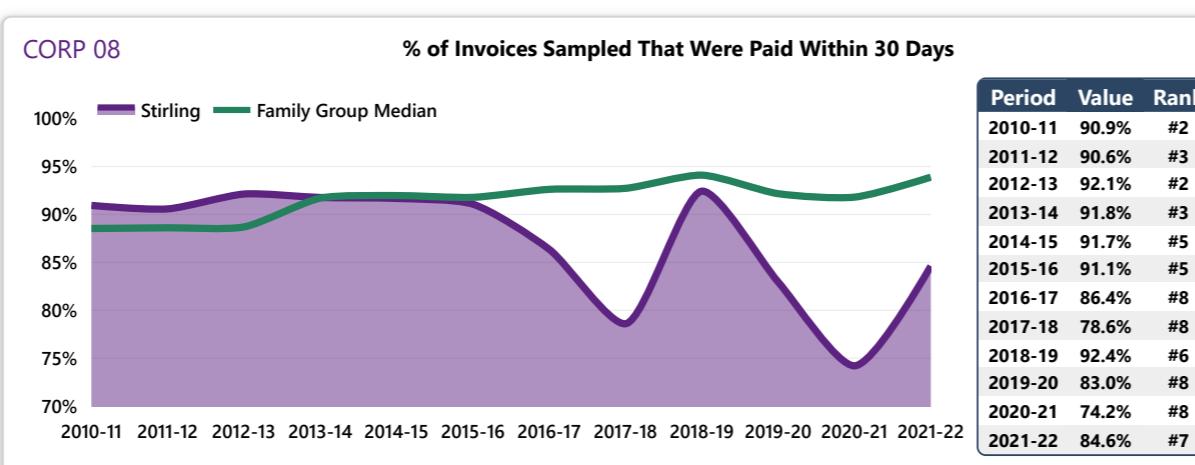
Financial



The External Auditor's report on the 2021/22 financial year outlines that the Council's financial management is effective with strong budgeting, financial monitoring and reporting processes aligned to its corporate priorities. The Council and its wider group financial position is sustainable into the foreseeable future, although continuing impacts of the Covid-19 pandemic, supply chain issues and cost inflation are significantly increasing the financial challenge.

The Covid-19 pandemic continued to have a significant impact on the Council's finances during 2021/22. Additional budget pressures totalled £11.9 million for the year and these were addressed through a combination of Council reserves and additional Scottish Government funding. The Council reported a General Fund deficit of £0.5 million in 2021/22, however levels of reserves remain high in comparison to previous years due to additional Covid-19 funding received in 2020/21.

The Council's 10-year strategy includes a transformation plan to address the longer-term financial challenge with a number of transformation projects identified. Aligned to this, Stirling Council projects a significant budget deficit over the five year period 22/23 to 26/27 and work will continue on the long-term planning process in order to set balanced budgets for the following years.



Absence

CORP 06a: Sickness Absence Days per Teacher

2021-22
6.54



Deteriorating & Increasing



CORP 06b: Sickness Absence Days per Employee (Non-Teacher)

2021-22
13.37



Deteriorating & Increasing

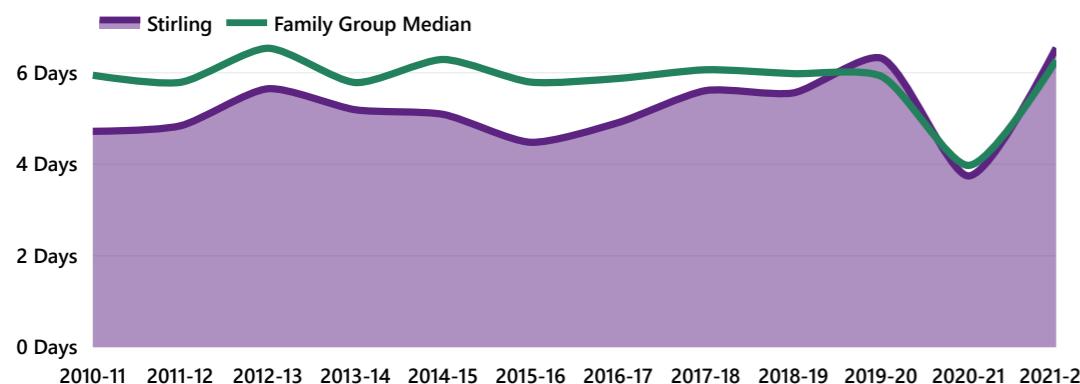


The circumstances around the pandemic affecting the workplace including lockdown and social distancing rules led to a significant reduction in absence across all local authorities, as is reflected in absence data for 2020/21. However, there was for a number of years prior, a trend of increasing absence. Subsequent to 2020/21, the main reasons for absence remain psychological and musculoskeletal. However gastrointestinal reasons continue to be a significant proportion of working days lost. During 2021/22 the reduction in absence due to infectious diseases has been replaced by those due to coughs, colds and flu.

The Employee Wellbeing Programme continues to provide proactive practical, online, and face-to-face support for employees experiencing a variety of health issues and enables access to comprehensive well-being information and signposting to additional support. This is tailored and targeted in line with service needs and reasons for absence. In addition, we provide a comprehensive Occupational Health Service to our employees including health surveillance, physiotherapy and employee counselling services.

CORP 06a

Sickness Absence Days per Teacher

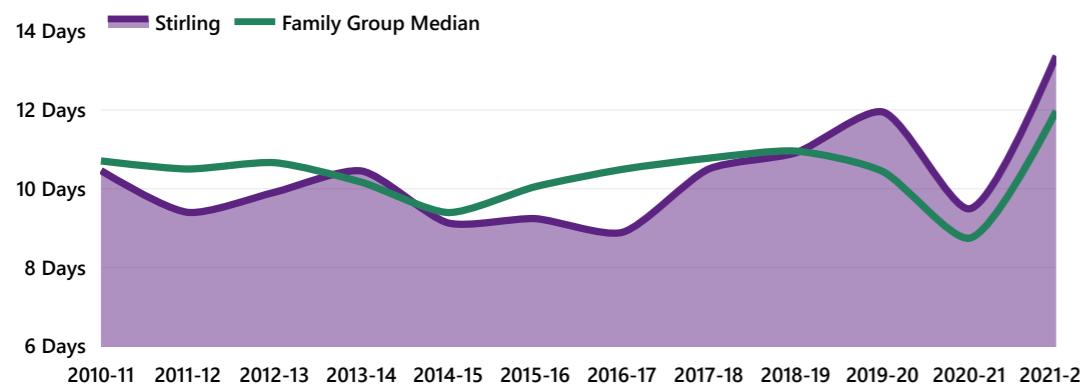


Period Value Rank

2010-11	4.72	#1
2011-12	4.84	#1
2012-13	5.65	#2
2013-14	5.19	#2
2014-15	5.09	#2
2015-16	4.48	#1
2016-17	4.91	#2
2017-18	5.61	#3
2018-19	5.56	#4
2019-20	6.32	#5
2020-21	3.74	#4
2021-22	6.54	#5

CORP 06b

Sickness Absence Days per Employee (Non-Teacher)



Period Value Rank

2010-11	10.46	#4
2011-12	9.40	#1
2012-13	9.91	#2
2013-14	10.45	#6
2014-15	9.13	#3
2015-16	9.24	#2
2016-17	8.89	#2
2017-18	10.50	#3
2018-19	10.91	#4
2019-20	11.95	#6
2020-21	9.49	#7
2021-22	13.37	#7

Gender Pay Gap

CORP 03b: The % of the Highest Paid 5% of Employees who are Women

2021-22
61.6%



Improving & Decreasing



CORP 03c: The Gender Pay Gap (%)

2021-22
-0.1%



Deteriorating & Decreasing

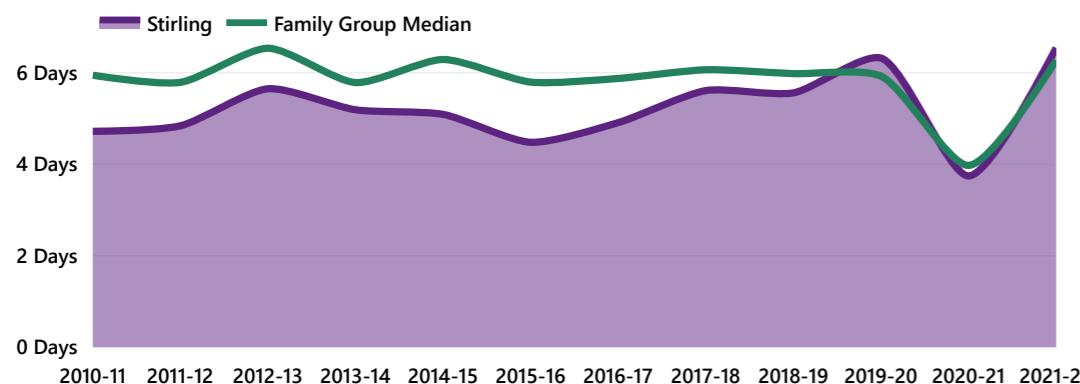


Our organisation continues to make significant strides towards gender equality in the workplace. The gender pay gap remains impressively low, standing at just 0.1% in favour of women. This achievement not only places us at the top within our family group but also first for all of Scotland.

Furthermore, our commitment to promoting women's representation at the highest levels is evident. Despite a slight decrease of 0.01%, we maintain a strong presence of 61.6% of women among the highest-paid 5% of employees.

CORP 06a

Sickness Absence Days per Teacher

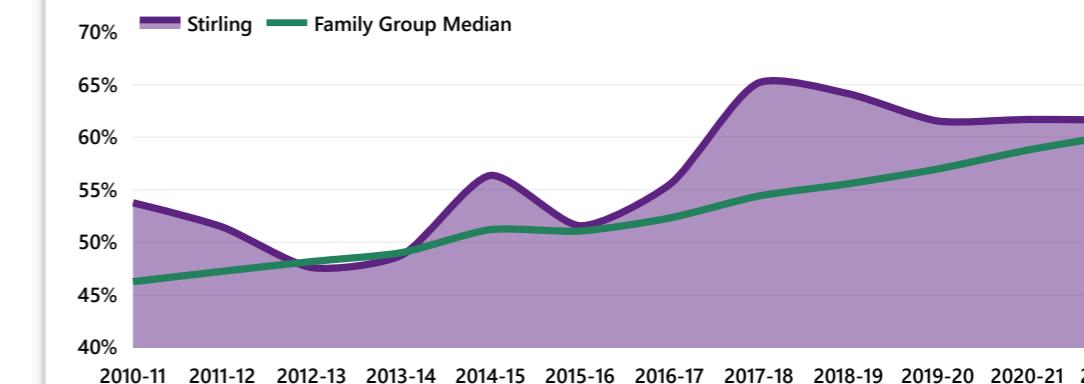


Period Value Rank

2010-11	4.72	#1
2011-12	4.84	#1
2012-13	5.65	#2
2013-14	5.19	#2
2014-15	5.09	#2
2015-16	4.48	#1
2016-17	4.91	#2
2017-18	5.61	#3
2018-19	5.56	#4
2019-20	6.32	#5
2020-21	3.74	#4
2021-22	6.54	#5

CORP 03b

The % of the Highest Paid 5% of Employees who are Women

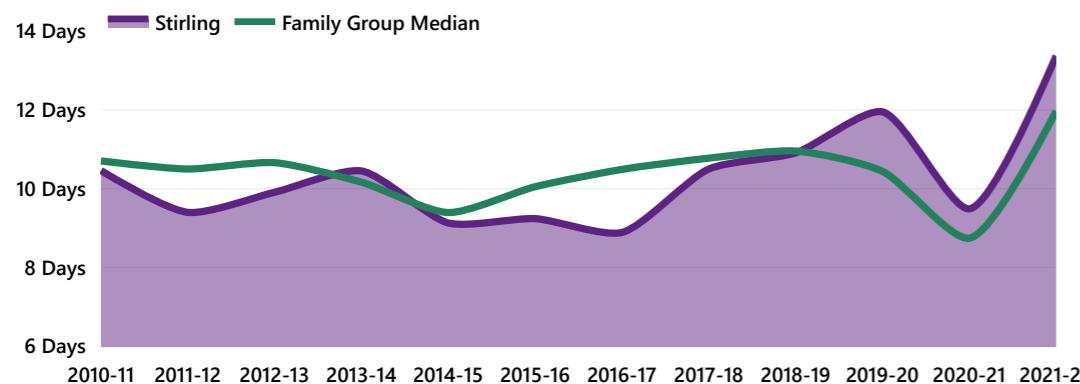


Period Value Rank

2010-11	53.8%	#4
2011-12	51.4%	#2
2012-13	47.6%	#4
2013-14	48.8%	#2
2014-15	56.4%	#8
2015-16	51.6%	#4
2016-17	55.5%	#7
2017-18	65.2%	#8
2018-19	64.1%	#8
2019-20	61.5%	#8
2020-21	61.7%	#7
2021-22	61.6%	#7

CORP 06b

Sickness Absence Days per Employee (Non-Teacher)



Period Value Rank

2010-11	10.46	#4
2011-12	9.40	#1
2012-13	9.91	#2
2013-14	10.45	#6
2014-15	9.13	#3
2015-16	9.24	#2
2016-17	8.89	#2</

New Indicators

CORP 11: The Proportion of Scottish Welfare Fund Budget Spent

2021-22
123.96%



Improving & Increasing



CORP 12: The Proportion of Discretionary Housing Payment Funding Spend

2021-22
84.03%

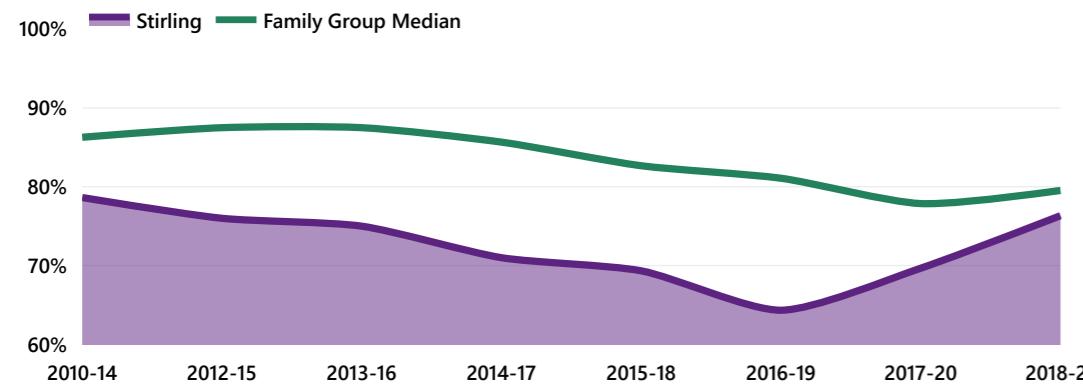


Deteriorating & Decreasing



CORP 11

The Proportion of Scottish Welfare Fund Budget Spent

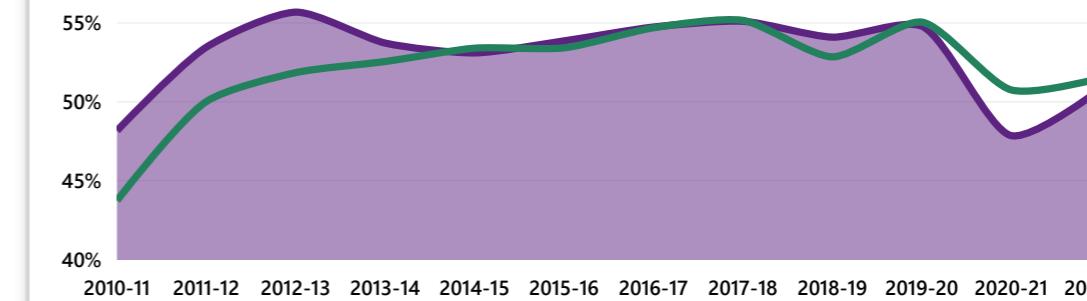


Period	Value	Rank
2013-14	85.07%	#6
2014-15	101.80%	#3
2015-16	104.01%	#1
2016-17	99.51%	#3
2017-18	92.10%	#3
2018-19	107.72%	#1
2019-20	115.59%	#2
2020-21	88.29%	#3
2021-22	123.96%	#4

CORP 12

The Proportion of Discretionary Housing Payment Funding Spend

60% — Stirling — Family Group Median



Period	Value	Rank
2017-18	133.91%	#1
2018-19	143.12%	#1
2019-20	97.19%	#5
2020-21	87.17%	#7
2021-22	84.03%	#7