













SPI 1 & 2 – Items Measured for Quarter 1 2011/12

Generated on: 16 September 2011







SP1-Corporate Management 1-Responsiveness to Communities

PI Code & Short Name	Previous Annual Performance			Previous Quarter 1 Performance	Current Quarter 1 Performance						Future Performance
	2008/09	2009/10	2010/11	Q1 2010/11	Q1 2011/12						2011/12
	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target
CS/ICT/007 Number of citizens using WDC website to access information and use on line services *	N/A	N/A	N/A	N/A	202,127	210,000				Patricia Marshall 08 Sep 2011 September 11. Initial year of capturing web site statistics using Google Analytics.	840,000
CS/ICT/008 Percentage of ICT incident calls fixed at first point of contact *	N/A	N/A	N/A	N/A	34%	30%				John Martin 09 Sep 2011 Q1 - Service Desk calls 30% target in Q1 successfully achieved, assisted by an initial starting point of 14% calls that were being fixed by 1st Line Support when PI commenced.	55%










SP1-Corporate Management
2-Revenues and Service Costs













	Previous Annual Performance			Previous Quarter 1 Performance	Current Quarter 1 Performance						Future Performance
PI Code & Short Name	2008/09	2009/10	2010/11	Q1 2010/11	Q1 2011/12						2011/12
	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target
SCM6b CM6bi: Percentage of income due from Council Tax for the year, net of reliefs and rebates that was received during the year. # +	93%	94.1%	94.1%	31.24%	29.3%	29%				Marion Smith 08 Jul 2011 Q1: We are slightly ahead of our collection profile for this indicator. We will continue to closely monitor our performance for this indicator.	94.1%
CS/FICT/SPI1/001 The proportion of outstanding sundry debt that is more than 90 days old from date of invoice. * +	51.6%	50%	49.9%	74.4%	69.15%	74%				Vincent Gardiner 11 Jul 2011 We are currently ahead of the profile set for the year and are on track to meet the year end target	47.5%

SP1-Corporate Management
3-Employees










	Previous Annual Performance			Previous Quarter 1 Performance	Current Quarter 1 Performance						Future Performance
PI Code & Short Name	2008/09	2009/10	2010/11	Q1 2010/11	Q1 2011/12						2011/12
	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target
SCM1aiv: CM1biii: Average number of working days lost per employee through sickness absence for all other local government employees #	13.61	13.26	11.3	2.79	2.72	3				Linda McAlister 28 Jul 2011 The target set for Q1 2011/12 was exceeded. The figures is less than Q1 2010/11 and continues and downward trend.	12
SCM1civ CM1aiii: Average number of working days lost per employee through sickness absence for teachers #	7.05	7.41	7.7	1.82	1.21	1.63				Linda McAlister 02 Sep 2011 Q1 Note: The result is lower than target which shows positive trend. Quarterly targets will be removed and absence will only be reported on a yearly basis.	7













SP2-Service Performance
02-Community Care

	Previous Annual Performance			Previous Quarter 1 Performance	Current Quarter 1 Performance						Future Performance
PI Code & Short Name	2008/09	2009/10	2010/11	Q1 2010/11	Q1 2011/12						2011/12
	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target
SAS4bii ASW4bii: Total number of homecare hours provided as a rate per 1,000 population aged 65+ #	722.6	680.2	655	695.3	657.37	680				Lyn Slaven 27 Jul 2011 In line with the focus on rehabilitation and enablement, service is being targeted towards those with high level needs to maximise any potential for improvement in levels of independence. The number of hours per 1,000 population will decrease over time and our previous performance reflects this trend.	687
SAS4ci1 ASW4ci: Percentage of homecare clients aged 65+ receiving personal care #	71%	77.7%	79.3%	77.6%	78.6%	78%				Lyn Slaven 27 Jul 2011 We have exceeded our quarterly target of 78%. We are continuing to provide high levels of personal care in line with priorities to target services at those with high level needs. Although there has been a slight decrease on our 2010/11 annual figure, the long term trend continues to show improved performance on this measure.	77%
SAS4cii2 ASW4cii: Percentage of homecare clients aged 65+ receiving a service during evening/overnight #	33.2%	37.3%	41.5%	37.5%	42.35%	38%				Lyn Slaven 27 Jul 2011 We have exceeded our quarterly target of 37%. We are continuing to show improved performance on this measure. We are delivering more services jointly with Community Nursing Services improving the flexibility and	37%

	Previous Annual Performance			Previous Quarter 1 Performance	Current Quarter 1 Performance						Future Performance
PI Code & Short Name	2008/09	2009/10	2010/11	Q1 2010/11	Q1 2011/12						2011/12
	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target
										responsiveness of our home care.	
SAS4ciii2 ASW4ciii: Percentage of homecare clients aged 65+ receiving a service at weekends #	58.1%	60.6%	64.7%	62.4%	65.9%	60%				Lyn Slaven 27 Jul 2011 We have exceeded our target of 60%. We are delivering more services jointly with Community Nursing Services improving the flexibility and responsiveness of our home care. We are continuing to show improved performance on this measure.	60%
NOCC-A1a Number of patients in short-stay settings waiting more than 6 weeks for discharge to appropriate care setting * +	2	3	0	5	0	0				Val Jennings 03 Aug 2011 Target of zero achieved and to be sustained.	0
NOCC-C1 Percentage of carers who feel supported and capable to continue in their role as a carer * +	35%	65%	84.9%	N/A	79%	70%				Val Jennings 26 Jul 2011 We have exceeded our quarterly target of 70% reflecting our increased efforts to support carers. We are continuing to assess carer satisfaction levels as part of the current assessment process as well as through satisfaction questionnaires. This includes identifying carer-defined areas of unmet need and the development of carer support plans to support people with their caring role.	70%
NOCC-Q3 Percentage of Care Plans reviewed within agreed timescale * +	40%	41%	63%	42%	70.8%	55%				Maureen McKerry 01 Aug 2011 We have exceeded our quarterly target of 55%. This improvement reflects the fact that levels of review activity are being monitored through a rolling programme of case file audits. In addition a client profile review form has been introduced for home care clients and is being	55%



	Previous Annual Performance			Previous Quarter 1 Performance	Current Quarter 1 Performance						Future Performance
PI Code & Short Name	2008/09	2009/10	2010/11	Q1 2010/11	Q1 2011/12						2011/12
	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target
										completed by front-line staff to provide initial screening information prior to full review by the home help organiser or care manager.	
NOCC-R3 Percentage of people 65+ admitted twice or more as an emergency who have not had an assessment * +	N/A	35%	N/A	N/A	N/A	25%	?	?	?	Val Jennings 03 Aug 2011 This information is not yet available and publication is expected shortly.	25%
NOCC-BC2a Percentage of people 65+ with intensive needs receiving care at home (Existing definition) * +	42.5%	43.4%	42.9%	N/A	44.46%	46%	⚠	?	?	Lyn Slaven 04 Aug 2011 We have missed our target of 46% but have shown an improvement on the previous quarter. Performance in relation to this indicator is supported through a range of initiatives including targeted homecare, Telecare, improved joint working with community nurses and awareness raising with local GPs and Health Centres. Targets for future years will require to be reviewed in line with these changes to service. Benchmarked with other local authorities West Dunbartonshire performs satisfactorily.	46%
CHP/028/09-10 Reduce suicide rate by 20% by 2013 through ensuring 50% of key frontline staff are educated in suicide assessment and prevention * +	N/A	N/A	N/A	N/A	N/A	N/A	?	?	?	Maureen McKerry 26 Jul 2011 Suicide figures are published by ISD on an annual basis with the figures for the previous calendar year becoming available in the August of the next year. Suicides are recorded by the person's area of residence and due to the small figures are commonly reported as rates per 100,000 population.	




	Previous Annual Performance			Previous Quarter 1 Performance	Current Quarter 1 Performance						Future Performance
PI Code & Short Name	2008/09	2009/10	2010/11	Q1 2010/11	Q1 2011/12						2011/12
	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target
										West Dunbartonshire exceeded the HEAT training target from January 2008 to December 2010 with 66% of frontline staff being trained 16% more than the 50% target. Training figures for:-Jan – March 2011 = 56 April – June 2011 = 40	
ScotGovSW/006 Total number of respite weeks provided to all client groups * +	7,360.47	7,750.62	7,609.84	N/A	1,723.48	1,897				Maureen McKerry 29 Jul 2011 We are below target this quarter however some emergency respite and respite for new clients may not be included in this total. These respite periods will be picked up in the annual figure and we expect to meet our annual target.	7,585
LITOP013 Percentage of people aged 65 and over who receive 20 or more interventions per week * +	N/A	N/A	46.96%	43.8%	48.34%	44%				Lyn Slaven 28 Jul 2011 We have exceeded our annual target of 44%. Service is being targeted towards those with high level needs, in line with the focus on rehabilitation and enablement.	44%
LITASP001 Percentage of Adult Support and Protection clients who have current risk assessments and care plan * +	N/A	N/A	96.3%	88.9%	100%	80%				Val Jennings 13 Jul 2011 This quarter there were 6 clients who were the subject of Adult Protection Investigations. Of these, 5 were agreed to be at risk of harm and all 5 had a risk assessment and a care plan put in place. The 6th was decided not to be at risk of harm under the Act.	85%

NOCC-EC1 Percentage of people aged 65+ receiving a service following an assessment in line with Council and National Eligibility Criteria - Critical need * +	N/A	N/A	98%	100%	100%	90%				Lyn Slaven 29 Jul 2011 New guidance is being issued by the Scottish Government on Eligibility Criteria and Waiting Times. Eligibility for service should now be recorded at the end of the assessment process. We are making changes to our recording methods in line with this guidance.	90%
NOCC-EC2 Percentage of people aged 65+ receiving a service following an assessment in line with Council and National Eligibility Criteria - Substantial need * +	N/A	N/A	84%	76%	93%	85%				Lyn Slaven 29 Jul 2011 New guidance is being issued by the Scottish Government on Eligibility Criteria and Waiting Times. Eligibility for service should now be recorded at the end of the assessment process. We are making changes to our recording methods in line with this guidance.	85%
NOCC-EC3 Percentage of people aged 65+ receiving a service following an assessment in line with Council and National Eligibility Criteria - Moderate need * +	N/A	N/A	91%	97%	94%	80%				Lyn Slaven 29 Jul 2011 New guidance is being issued by the Scottish Government on Eligibility Criteria and Waiting Times. Eligibility for service should now be recorded at the end of the assessment process. We are making changes to our recording methods in line with this guidance.	80%
CHP/037/11-12 Number of screenings using the setting-appropriate screening tool and appropriate alcohol brief intervention (in line with AIGN 74 guidelines) during 2011/12 * +	N/A	457	502	N/A	N/A	N/A				Maureen McKerry 26 Jul 2011 11 out of 18 GP Practices have signed up for 11/12. West Dunbartonshire exceeded the three year HEAT Target from 2008-2011 by 160%, as in the year 2008/09 1026 ABIs were carried out. Ailsa King 12 Aug 2011 -Figures for number of ABIs carried out in quarter 1 are 201. WD CHCP contribution to overall NHSGGC target/trajectory for 2011/12 to be confirmed by	




										NHSGGC. 16 of the 18 GP practices are eligible to deliver ABIs either through the alcohol Locally enhanced service and/or participation in the preventative cardiovascular health check programme (keep Well)	
CHP/036/11-12 The percentage of clients waiting no longer than 3 weeks from referral received to appropriate drug and alcohol treatment that supports their recovery * +	N/A	N/A	N/A	N/A	84%	N/A	?	?	?	BarbaraAnn Currie 22 Jul 2011 Preliminary reports from the new system show that 82% of all Drug clients and 94% of all Alcohol clients in West Dunbartonshire received their first treatment within 3 weeks (21 days) in Quarter 1, April – June 2011. A full report will be available by mid August 2011; any appropriate amendments will be advised at that time.	










SP2-Service Performance
03-Criminal Justice Social Work







	Previous Annual Performance			Previous Quarter 1 Performance	Current Quarter 1 Performance						Future Performance
PI Code & Short Name	2008/09	2009/10	2010/11	Q1 2010/11	Q1 2011/12						2011/12
	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target
LITCJ004 Percentage of Criminal Justice Social Work Reports submitted to court by noon on the day prior to calling. * +	N/A	N/A	N/A	N/A	94.37%	98%		?	?	Val Jennings 23 Aug 2011 Two primary factors are responsible for delays: first, volume of work; second, failure of offenders to attend first appointments offered leading to timescale difficulties as submission date approaches.	98%
LITCJ005 Percentage of Community Payback Orders attending an induction session within 5 working days of sentence. * +	N/A	N/A	N/A	N/A	70%	70%		?	?	Maureen McKerry 26 Jul 2011 23 individuals with 16 interviewed on time. Induction is a formal process involving groups of	70%

	Previous Annual Performance			Previous Quarter 1 Performance	Current Quarter 1 Performance						Future Performance
PI Code & Short Name	2008/09	2009/10	2010/11	Q1 2010/11	Q1 2011/12						2011/12
	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target
										offenders attending a session currently run once per week. In order to improve performance an additional session is required.	
LITCJ006 Percentage of Unpaid work and other activity requirements commenced (work or activity) within 7 working days of sentence. * +	N/A	N/A	N/A	N/A	78%	78%				Maureen McKerry 26 Jul 2011 23 individuals, 18 placements started on time. This refers to individuals who have attended induction. It should be noted that the non-commencement figure includes individuals who fail to comply with reporting instructions and will be subject to disciplinary measures.	78%

SP2-Service Performance
04-Cultural & Community Services










	Previous Annual Performance			Previous Quarter 1 Performance	Current Quarter 1 Performance						Future Performance
PI Code & Short Name	2008/09	2009/10	2010/11	Q1 2010/11	Q1 2011/12						2011/12
	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target
SCC1 CC1: Number of attendances per 1,000 population to all pools #	4,590	4,723	4,497	1,218	991	1,087				Fiona McGuigan 19 Jul 2011 target usage is 98,880 actual usage was 90,113. Swimming lessons are down for same period last year across all sites and club usage is down at the Play Drome, Play Drome health Suit Usage has been down since the removal of the Spa Pool and this trend has	4,770

	Previous Annual Performance			Previous Quarter 1 Performance	Current Quarter 1 Performance						Future Performance
PI Code & Short Name	2008/09	2009/10	2010/11	Q1 2010/11	Q1 2011/12						2011/12
	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target
										continued. General swims are also slightly down across all sites compared to same period last year.	
SCC2 CC2: Number of attendances per 1,000 population for indoor sports and leisure facilities #	4,148	4,200	4,345	1,045	920	973				Fiona McGuigan 19 Jul 2011 Target usage was 88,455, actual was 83,639. Fitness sessions are down across all sites due to the cancellation of a large number of WDC staff memberships. Club usage in the sports halls in meadow and play Drome are also slightly down on same period last year. A number of promotions are taking place to increase usage including new WDC pay deduction memberships and special offers.	4,230
SCC5b CC5b: Percentage of the resident population who are borrowers from public libraries *	18.8%	21.5%	22.3%	22.2%	22%	22%				Derek McGlynn 06 Sep 2011 The percentage of the resident population who are borrowers remains static at the target figure of 22%.	22%
SCC5a CC5a: Number of Library visits per 1000 population #	4,800	6,515	7,526	1,899	1,707	1,675				Derek McGlynn 06 Sep 2011 Visits in the 1st Quarter are broken down as follows: 195,520 physical visits and 59,744 virtual visits. Visits to branches generally remain static. The decrease in physical visits reflects the impact of the reduction in the number of branch libraries following closure in February. It is hoped that increased mobile library provision, and investment in services within existing branches will result in an increase in physical visits over time. The	6,700







	Previous Annual Performance			Previous Quarter 1 Performance	Current Quarter 1 Performance						Future Performance
PI Code & Short Name	2008/09	2009/10	2010/11	Q1 2010/11	Q1 2011/12						2011/12
	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target
										annual literature festival BOOKED! in May attracted 1,359 visitors, including 817 attending projects aimed at young people and 542 visits to adult-based events - most of which were held in libraries. School visits to libraries are timetabled throughout the school year. Bookstart Time to Rhyme family learning sessions continue to grow in popularity. There are currently 12 groups in libraries attracting 3,108 attendees in April-June 2011; this is an increase of 14% on the same period last year. Services and events including Quest training courses, school visits and local history events are organised throughout the year attracting visitors. resource kits for schools and care homes.	
SCC3a CC3a: Number of visits to/usages of council funded or part funded museums per 1000 population #	1,274	903	801	165	418	195				Derek McGlynn 06 Sep 2011 Usage figures for both museums have increased. These have been significantly influenced by the large increase in visitor figures. Web hits also continue to increase.	925
SCC3b CC3b: Number of visits to/usages of council funded or part funded museums that were in person per 1000 population #	83	109	75	11	66	26				Derek McGlynn 06 Sep 2011 Whilst Clydebank Town Hall is refurbished Clydebank Museum is closed. To ensure museum provision two Heritage Centres have been established in Clydebank Library and Dumbarton Library promoting	112







	Previous Annual Performance			Previous Quarter 1 Performance	Current Quarter 1 Performance						Future Performance
PI Code & Short Name	2008/09	2009/10	2010/11	Q1 2010/11	Q1 2011/12						2011/12
	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target
										access to museum exhibits, archives and artefacts. This has resulted in a significantly higher number of visitors. Visits in person to both Clydebank Museum (heritage centres) and Denny Tank Museum have increased substantially compared to the first quarter of 2010/11; increasing by 900% and 200% respectively. The increase in Denny Tank Museum visitors has been influenced by its recent refurbishment. Schools' visits are substantially lower due to the closure of Clydebank Museum however this has resulted in a substantial increase in uptake of outreach services, including museum resource kits for schools and care homes.	

SP2-Service Performance
05-Planning










	Previous Annual Performance			Previous Quarter 1 Performance	Current Quarter 1 Performance						Future Performance
PI Code & Short Name	2008/09	2009/10	2010/11	Q1 2010/11	Q1 2011/12						2011/12
	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target
SDS1aii DS1aii: Percentage of householder applications dealt with within two months #	91.44%	86%	92.9%	88%	90.6%	90%				Pamela Clifford 19 Jul 2011 Target was met in terms of householder applications.	90%
SDS1bii DS1bii: Percentage of non-householder applications dealt with within two months #	57.28%	51%	60%	49%	65.7%	60%				Pamela Clifford 19 Jul 2011 Target was met for non-householder applications despite decisions being issued for a number of older applications	60%
SDS1cii DS1cii: Percentage of all planning applications dealt with within two months #	73.54%	68%	76.6%	67%	77.6%	80%				Pamela Clifford 19 Jul 2011 There was a slight fall in the total percentage of planning applications being issued in the target time and it was due to decisions being issued on older applications.	80%

SP2-Service Performance
07-Child Protection and Children's Social Work
















PI Code & Short Name	Previous Annual Performance			Previous Quarter 1 Performance	Current Quarter 1 Performance						Future Performance
	2008/09	2009/10	2010/11	Q1 2010/11	Q1 2011/12						2011/12
	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target
SW/CP/001 Percentage of children on the Child Protection Register who have a completed and up-to-date risk assessment * +	100%	100%	100%	100%	100%	100%				14 Jul 2011 Child protection audits continue to show 100% compliance with this PI i.e. all children on the CP Register having an up to date risk assessment	100%
SW/CS/001 Percentage of 16 or 17 year olds in positive destinations (further/higher education, training, employment) at point of leaving care * +	58.82%	58%	58%	N/A	0%	59%				Val Jennings 04 Aug 2011 Two young people left care this quarter and neither are in positive destinations. At this time these children are still engaged in pathway planning and with after care social work. The Scottish Government publishes this information annually. Figures will be presented to the Scottish Government at the end of October 2011 with regard to this reporting period. Due to a change in the reporting framework this confirmed information may not be published until 2012. Quarterly reporting provides the number of 16-17 year olds in positive destinations at the point of leaving care. Estimate figures are based on a local authority extraction at this time; however this may differ from the annual Scottish Government figures which are fully audited at the end of the annual reporting period.	59.5%




	Previous Annual Performance			Previous Quarter 1 Performance	Current Quarter 1 Performance						Future Performance
PI Code & Short Name	2008/09	2009/10	2010/11	Q1 2010/11	Q1 2011/12						2011/12
	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target
LITCS001 Percentage of children and young people who are supported at home under statutory supervision * +	N/A	N/A	46.2%	44.2%	43.2%	44%				BarbaraAnn Currie 21 Jul 2011 The percentage of children and young people who are supported at home under statutory supervision just failed to meet the new Q1 target set for 2011/12. This indicator will continue to be closely monitored.	44%
SW/SCRA/003 Rate per 1,000 of children/young people aged 8-18 who are referred to the Reporter on offence-related grounds * +	28.39	29.24	18.19	N/A	7.57	29				Val Jennings 04 Aug 2011 This indicator is measured annually; however a trend analysis is usually possible through monthly reporting information published by SCRA to local authorities. These monthly figures do not predict an accurate annual outcome due to the differing nature of the methodology in collating the two sets of data. What they can do however, is provide an indicative trend. This information can be reported on a quarterly basis, with the annual figure being available each June. Due to the Methodology used, the quarterly reported figure appears higher than the annual figures. This is to do with the immediate nature of monthly reporting and annual figures provided more accuracy.	33.32

SP2-Service Performance
08a-Housing: Estate Management







	Previous Annual Performance			Previous Quarter 1 Performance	Current Quarter 1 Performance						Future Performance
PI Code & Short Name	2008/09	2009/10	2010/11	Q1 2010/11	Q1 2011/12						2011/12
	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target
SH3avi HS4aviii: Not low demand stock: Average time to re-let houses (days) #	39	41	29	37	30	30				John Kerr 2 19 Jul 2011 Performance is on target and compares favourably with the same period in 2010/11. We are well within the current Scottish average for letting low demand properties. We will continue to monitor performance and benchmark against other organisations to ensure this improvement trend continues.	30
SH3bviii HS4bx: Low demand stock: Average time to re-let houses (days) #	269	182	110	115	122	100				John Kerr 2 19 Jul 2011 We have failed to meet the reduced target against this indicator. However, it is worth noting the performance in this are can fluctuate due to long term void properties being relet, therefore the positive in letting a long term void results negatively in terms of this indicator.	100
SH1b HS1diii: The overall percentage of repairs completed within the target time #	95.2%	96.45%	96.7%	96.7%	94.59%	93%				Martin Feeney 18 Jul 2011 Good performance achieved for period and on track to exceed annual target.	93%







SP2-Service Performance
08b- Housing: Rent Management










	Previous Annual Performance			Previous Quarter 1 Performance	Current Quarter 1 Performance						Future Performance
PI Code & Short Name	2008/09	2009/10	2010/11	Q1 2010/11	Q1 2011/12						2011/12
	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target
SH2i HS3a: Total annual rent loss due to voids expressed as a percentage of the total amount of rent due in the year # +	3.4%	2.7%	1.7%	2.6%	1.84%	1.8%				John Kerr 2 21 Jul 2011 Performance has remained fairly static over the last 2 quarters. Further work is being undertaken to ensure that performance continues to improve in 2011/2012.	1.8%
SHS4ai HS5aiii: Current tenant arrears as a percentage of the net amount of rent due in the year # +	10.59%	9.6%	9.2%	10.1%	10.4%	9.3%				Marion Smith 08 Jul 2011 Q1 Update: We have not achieved our target collection profile for this indicator. We will continue to closely monitor our performance in this area	7.9%
SHS4bi HS5biii: Percentage of current tenants owing more than 13 weeks rent at the year end, excluding those owing less than £250 *	4.5%	4.2%	4%	6.6%	7.2%	6.6%				Marion Smith 08 Jul 2011 Q1: We have not reached our target in this performance measure. We will continue to closely monitor our performance in this area.	3.9%
SH4ci HS5ciib: The proportion of those tenants giving up their tenancy during the year that were in rent arrears. *	55.8%	52.9%	51.9%	55.9%	49.5%	52%				Marion Smith 08 Jul 2011 Q1: We have achieved a better performance in this indicator than our predicted outcome for the first quarter of the year.	50%
SH4di HS5div: The average debt owed by tenants leaving in arrears as a proportion of the average weekly rent - (expressed in weeks) *	11.29	9.06	9.2	9.7	9.8	9				Marion Smith 14 Jul 2011 Q1: We have not reached our target in this performance measure. We will continue to closely monitor our performance in this area.	9

	Previous Annual Performance			Previous Quarter 1 Performance	Current Quarter 1 Performance						Future Performance
PI Code & Short Name	2008/09	2009/10	2010/11	Q1 2010/11	Q1 2011/12						2011/12
	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target
SH4ei HS5eib: The percentage of arrears owed by former tenants that was either written off or collected during the year. *	23.9%	34.4%	25.8%	2.7%	6.1%	6%				Marion Smith 14 Jul 2011 Q1: We are on track to achieve our annual target for this performance measure	26.5%

SP2-Service Performance
08c-Housing: Homelessness













	Previous Annual Performance			Previous Quarter 1 Performance	Current Quarter 1 Performance						Future Performance
PI Code & Short Name	2008/09	2009/10	2010/11	Q1 2010/11	Q1 2011/12						2011/12
	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target
SH6dii HS7aiib: Council duty to secure permanent accommodation for household - ii. % of decision notifications issued within 28 days of date of initial presentation #	84%	94.7%	93.4%	93%	96%	100%				John Kerr 2 02 Sep 2011 Performance has continued to show an improving trend, although we still have not achieved the 100% target prescribed in the Homelessness Code of Guidance we compare favourably when benchmarked against other local authorities. An exception report is carried out on a monthly basis to identify any continued areas of weakness.	100%
SH6diii HS7aiib: Percentage of households assessed who are then housed where the Council has a duty to secure permanent accommodation #	53%	42.1%	40.4%	53%	45%	56%				John Kerr 2 21 Jul 2011 Our performance against this indicator has failed to meet target for Q1. The development of a common scheme of allocation will have a positive impact against this indicator and we will work	40%

	Previous Annual Performance			Previous Quarter 1 Performance	Current Quarter 1 Performance						Future Performance
PI Code & Short Name	2008/09	2009/10	2010/11	Q1 2010/11	Q1 2011/12						2011/12
	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target
										closely with our RSL partners to develop this within the next few months. This indicator is also linked to homelessness prevention activities and access to other sustainable housing solutions including the PRS, as a result of this and a shift in service objectives we have amended the target for this indicator.	
SH6div HS7aivc: Council duty to secure permanent accommodation for household - iv. % of cases reassessed within 12 months of completion of duty #	9.7%	8%	9.2%	8%	6%	5%				John Kerr 2 02 Sep 2011 Our performance against this indicator does not meet target, However it has improved in comparison with previous year. Full implementation of the homelessness strategy will focus more on the issues around homelessness prevention and in particular tenancy sustainment with a view to improving the % of households who maintain their tenancies for more than 12 months. We anticipate continued improved performance in 2011/12 against this indicator.	4%
SH6eii HS7avib: Council duty to secure temporary accommodation, provide advice and guidance or take reasonable measures to retain accommodation - ii. % of decision notifications issued within 28 days of date of initial presentation #	83.6%	88.6%	84.7%	93%	92%	100%				John Kerr 2 02 Sep 2011 Performance has again remained consistent. However the numbers are relatively small, and as a result can have an artificial impact on the percentage reported. Our performance in this indicator has traditionally compared well with other local authorities and we are confident a benchmarking exercise later this year will see this continued.	100%




	Previous Annual Performance			Previous Quarter 1 Performance	Current Quarter 1 Performance						Future Performance
PI Code & Short Name	2008/09	2009/10	2010/11	Q1 2010/11	Q1 2011/12						2011/12
	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target
SH6eiv HS7aviic: Council duty to secure temporary accommodation, provide advice and guidance or take reasonable measures to retain accommodation - iv. % of cases reassessed within 12 months of completion of duty #	29%	5%	1.5%	0%	0%	5%				John Kerr 2 02 Sep 2011 We will continue to monitor repeat presentations very closely. The abolition of priority need assessments in December 2010 will ensure that there is a greater emphasis on homelessness prevention and tenancy sustainment. Our focus over the next few months will be to ensure an end of the 'revolving door' of homelessness in West Dunbartonshire.	5%
SH6f HS7b: The proportion of those provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months. #	76%	80%	87%	81%	82%	85%				John Kerr 2 02 Sep 2011 Our performance against this indicator has slipped in Q1 11/12 after consistent levels of improvement within the past year. Therefore we have concerns that our tenancy sustainment rate has declined in the first quarter of the year and will examine core reasons behind this.	85%
HSSI07 The proportion of homeless households assessed as priority homeless *	97%	98%	99%	96%	100%	100%				John Kerr 2 02 Sep 2011 This indicator reflects our progress in meeting the Scottish Governments 2012 homelessness target. Our approach has been commended by national homeless organisations and we remain one of the most advanced local authorities in terms of meeting the 2012 target. At the HEED committee of 6th October 2010 it was decided that as of 1st December 2010 all unintentionally homeless	100%












	Previous Annual Performance			Previous Quarter 1 Performance	Current Quarter 1 Performance						Future Performance
PI Code & Short Name	2008/09	2009/10	2010/11	Q1 2010/11	Q1 2011/12						2011/12
	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target
										households will be assessed as in priority need this has ensured from December the proportion of homeless households assessed as priority homeless will be 100%.	

SP2-Service Performance
09-Protective Services

	Previous Annual Performance			Previous Quarter 1 Performance	Current Quarter 1 Performance						Future Performance
PI Code & Short Name	2008/09	2009/10	2010/11	Q1 2010/11	Q1 2011/12						2011/12
	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target
SPS4a PS4aiii: Percentage of trading standards consumer complaints that were dealt with within 14 days of receipt #	65.2%	68.9%	71.3%	73%	71.3%	70%				David McCulloch 05 Jul 2011 We handled 96 complaints in the first quarter. David McCulloch 17 Aug 2011 2010/11 report: Refer to report to C&EG committee dated 25 August 2010 for background. We continue to implement our action plan dated 25 August 2010 e.g. by prioritising complaints that are less than 14 days old. This has led to continuous improvement.	70%
SPS4b PS4biii: Percentage of trading standards business advice requests that were dealt with within 14 days #	100%	100%	100%	100%	100%	97%				David McCulloch 05 Jul 2011 We handled 15 business advice requests in the first quarter	97%
SPS6bii PS2bii: Domestic Noise Complaints - the average time (in hours) between the time of the complaint and attendance on site (for those complaints dealt with under part V of the Antisocial Behaviour etc (Scotland) Act, 2004) #	0.54	0.38	0.4	0.4	0.4	2				John Stevenson 18 Jul 2011 Q1 Update: 66 complaints were attended to and dealt with formally within an average time of 0.40 hours(24 mins)	2
SPS6bi PS2bi: Domestic Noise Complaints - the average time (in hours) between the time of the complaint and attendance on site for those requiring attendance and NOT Part V ASBA #	0.49	0.37	0.47	0.4	0.43	2				John Stevenson 18 Jul 2011 Q1 Update: 215 complaints were attended to and resolved informally within an average time of 0.43 hours (24 mins).	2

SP2-Service Performance
11-Waste Management

PI Code & Short Name	Previous Annual Performance			Previous Quarter 1 Performance	Current Quarter 1 Performance						Future Performance
	2008/09	2009/10	2010/11	Q1 2010/11	Q1 2011/12						2011/12
	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target
SWM3cii WM3iv: Percentage of municipal waste collected that was recycled (and composted) # +	32.1%	30.9%	38.3%	43%	49.1%	45%				Rodney Thornton 11 Jul 2011 Subject to verification by SEPA	45%

PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

#	Statutory Performance Indicator for 2011/12
*	Local derived measure for 2011/12
+	Key Corporate Performance Indicator for 2011/12