































# Appendix 1 - Statutory Performance Indicators Report




























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## Social Work and Health Department

				Last Year		This Year										Targets				Note
Short Name	Status	Long Term	Short Term	2007/08		Q1 2008/09		Q2 2008/09		Q3 2008/09		Q4 2008/09		2008/09		2009/10	2010/11	2011/12	2012/13	
				Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Target	Target	Target	Target	
ASW1: Achievement of targets for assessment and service delivery - % of people for which target was met - Assessment	?	?	?	No data for this range																
ASW1: Achievement of targets for assessment and service delivery - % of people for which target was met - Delivery of care service	?	?	?	No data for this range																
ASW2a: % of care staff with appropriate qualifications in council residential homes for older people	🛑	⬆️	⬇️	57.7%	80%	Not measured for Quarters							95%	100%	100%	100%		Workforce planning strategy being developed to sustain performance		
ASW3: % of older people accommodated in rooms with en-suite facilities in council owned care homes	✅	⬆️	⬆️	25%	25%	Not measured for Quarters							25%	25%	25%	25%	25%	The design of many of our local authority residential homes restricts our capacity for improvement		
ASW3: % of older people accommodated in single rooms in council owned care homes	✅	⬆️	▬	100%	100%	Not measured for Quarters												On-going monitoring of vacancies and demand		
ASW3: % of other adults accommodated in rooms with en-suite facilities in council owned care homes	✅	⬆️	⬆️	83.3%	40%	Not measured for Quarters														
ASW3: % of other adults accommodated in single rooms in council owned care homes	✅	▬	▬	100%	100%	Not measured for Quarters							100%	100%	100%	100%	100%			

Short Name	Status	Long Term	Short Term	Last Year		This Year										Targets				Note
				2007/08		Q1 2008/09		Q2 2008/09		Q3 2008/09		Q4 2008/09		2008/09		2009/10	2010/11	2011/12	2012/13	
				Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Target	Target	Target	Target	
ASW4b: Total number of homecare hours provided as a rate per 1,000 population aged 65+				758.6	750.5	759.8	750.5	765.9	750.5	747.6	750.5		750.5		750.5	750.5	750.5	750.5		The rate per thousand is affected by the number of hours provided (SAS4bi & SAS4a)
ASW4c: Percentage of homecare clients aged 65+ receiving a service at weekends				53.1%	51%	54%	55%	53.6%	55%	56.5%	55%		55%		55%	57%	59%	60%		The percentage increase is due to a drop in the number of people receiving a service overall and also to better targeting.
ASW4c: Percentage of homecare clients aged 65+ receiving a service during evening/overnight				26%	25%	27.7%	28%	28.7%	28%	30.9%	28%		28%		28%	30%	32%	33%		Again this shows a steady increase but will fluctuate according to the level of need and better targeting of services has impacted here also.
ASW4c: Percentage of homecare clients aged 65+ receiving personal care				65.1%	65%	65.3%	68%	64.5%	68%	67.2%	68%		68%		67%	69%	70%	70%		The improved percentage is due to a slight drop in the overall number of people receiving homecare and better targeting.
ASW5a: Number of nights of respite care provided for elderly people (65+) per 1000 65+				297.2	325	Not measured for Quarters									350	370	400	425		Amended from 333 as WDC Carer Support figure counted as hours and not nights.
ASW5a: Number of nights of respite care provided for other adults (18-64) per 1000 18-64				45.7	45.7	Not measured for Quarters									39	39	39	39		Increased from 45 as 40 additional nights included
ASW5b: % of overnight respite nights not in a care home for elderly people (65+)				0.6%	1.2%	Not measured for Quarters									1.2%	1.2%	1.2%	1.2%		Changed from pre-audit figure of 6.2%
ASW5b: % of overnight respite nights not in a care home for other adults (18-64)				0%	1%	Not measured for Quarters									1%	1%	1%	1%	1%	Target to sustain pending review outcome
ASW5c: Number of hours daytime respite care provided for elderly people (65+) per 1000 65+				9,140.2	8,560	Not measured for Quarters									9,140.2	9,140.2	9,140.2	9,140.2	9,140.2	Target to sustain pending review outcome
ASW5c: Number of hours daytime respite care provided for other adults (18-64) per 1000 18-64				2,861.6	3,100	Not measured for Quarters									3,100	3,100	3,100	3,100	3,100	Target to sustain pending review outcome

























Short Name	Status	Long Term	Short Term	Last Year		This Year										Targets				Note
				2007/08		Q1 2008/09		Q2 2008/09		Q3 2008/09		Q4 2008/09		2008/09		2009/10	2010/11	2011/12	2012/13	
				Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Target	Target	Target	Target	
ASW5d: % of daytime respite hours not in a day care centre for elderly people (65+)				15.3%	17%	Not measured for Quarters										17%	17%	17%		Target to sustain pending review outcome
ASW5d: % of daytime respite hours not in a day care centre for other adults (18-64)				50.4%	45%	Not measured for Quarters										50%	50%	50%	50%	Target to sustain pending review outcome
ASW6b: % of social enquiry reports submitted to courts by the due date				97.1%	100%	97.3%	95%	95.38%	95%	95.52%	95%		95%	95%	95%	95%	95%	100%	100%	Although there has been a slight drop in performance in Quarters 2 and 3 we have met our target ongoing monitoring is in place.
ASW7b: Proportion of new probationers seen by a supervising officer within one week				83.4%	80%	80.7%	85%	86%	85%	64%	85%		85%	85%						The drop in the level of probationers seen within a week is largely due to staff turnover and a drop in accuracy of recording.
ASW8b: Average number of hours per week taken to complete Community Service Orders				3.1	5	3.1	4	3.16	4	3.79	4		4	4		5	5	5		There has been an increase in the number of hours allocated to offenders and we are just below the target of 4 hours. We are now above the national average of 3.7.
EC4b Percentage of social background reports submitted within target time				51%	60%	43.5%	60%	57%	60%	45.7%	60%		60%	60%		70%	70%	80%		We are currently undertaking an audit of all of these cases to establish reasons for apparent drop in performance. These are WDC figures still awaiting SCRA.
EC5b: Proportion of children seen by a supervising officer within 15 days				77.8%	75%	57%	80%	50%	80%	12.5%	80%		80%	80%		80%	80%	80%		We are currently undertaking an audit of all of these cases to establish reasons for apparent drop in performance.
EC6b Percentage of 16 or 17 year olds ceasing to be looked after attaining at least one SCQF level 3 in at least one subject AWAY from home				60.9%	70%	Not measured for Quarters										72%	72%	72%	72%	This indicator monitors the performance of children looked after away from home attaining at least one SCQF level 3 in any subject. Does not take into account children currently looked after.
EC6b: Percentage of 16 or 17 year olds ceasing to be looked after attaining at least one SCQF				54.7%	55%	Not measured for Quarters										55%	55%	55%	55%	





















Short Name	Status	Long Term	Short Term	Last Year		This Year										Targets				Note
				2007/08		Q1 2008/09		Q2 2008/09		Q3 2008/09		Q4 2008/09		2008/09		2009/10	2010/11	2011/12	2012/13	
				Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Target	Target	Target	Target	
level 3 in at least one subject AT home																				
EC6c Percentage of 16 or 17 year olds ceasing to be looked after that attained at least English and Maths SCQF level 3 AT home				30.9%	50%	Not measured for Quarters								55%	55%	55%	55%	55%		This indicator has been changed to monitor performance of children looked after both at home (13% in 06/07) and looked after away from home (47.8% in 06/07). Does not take account of children currently looked after.
EC6c: Percentage of 16 or 17 year olds ceasing to be looked after that attained at least English and Maths SCQF level 3 AWAY from home				39.1%	40%	Not measured for Quarters								40%	45%	45%	45%	45%		
EC7: % of care staff with appropriate qualifications in residential children's homes				75%	80%	Not measured for Quarters								95%	95%	95%	95%	95%		Workforce planning strategy being developed to sustain performance
EC8a Number of overnight respite nights provided for children per 1000 children (0-17yrs)				62.4	62.4	Not measured for Quarters														
EC8b: Percentage of overnight respite nights not in a care home provided (0-17 yrs)				1.9%	1.9%	Not measured for Quarters														
EC8c: Number of daytime respite hours provided for children per 1000 children (0-17yrs)				1,536	1,683	Not measured for Quarters														
EC8d: Percentage of daytime respite hours provided not in a day care centre per 1000 children (0-17 yrs)				70.3%	70.3%	Not measured for Quarters														

## Housing, Environment and Economic Development Department










Short Name	Status	Long Term	Short Term	Last Year		This Year										Targets				Note
				2007/08		Q1 2008/09		Q2 2008/09		Q3 2008/09		Q4 2008/09		2008/09		2009/10	2010/11	2011/12	2012/13	
				Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Target	Target	Target	Target	
CC1: Number of attendances per 1,000 population to all pools	✓	↓	↓	4,205	4,077	1,036	1,025	1,214	1,189	1,020	820		1,065		4,099	4,121	4,121	4,121		pool usage 95,250 from 01/04/08 to 30/06/08 against target of 92,373
CC2: Number of attendances per 1,000 population for indoor sports and leisure facilities	✓	↑	↑	3,667	4,154	944	805	873	770	1,022	892		1,032		3,806	3,914	4,023	4,023		86,774 usage from 01/04/08 to 30/06/08 against target of 80,500
CM8a: Proportion of operational accommodation that is in a satisfactory condition	✓	↑	↑	92%	77%	Not measured for Quarters									80%	83%	86%	89%		
CM8b: Proportion of operational accommodation that is suitable for its current use.	✓	↑	↑	80%	60%	Not measured for Quarters									65%	70%	75%	80%		
DS1a: Percentage of householder applications dealt with within two months	⚠	↑	↓	91.9%	90%	90.6%	90%	93.6%	90%	89.7%	90%		90%		90%	90%	90%	90%		Original data (90.5) amended in line with statutory return
DS1b: Percentage of non-householder applications dealt with within two months	✓	↓	↑	68.9%	60%	67.3%	60%	46.6%	60%	60%	60%		60%		60%	60%	60%	60%		Original data (68.6) amended to reflect statutory return
DS1c: Total percentage of planning applications dealt with within two months	⚠	↓	↓	81.2%	80%	81.2%	80%	71%	80%	70.6%	80%		80%		80%	80%	80%	80%		Original data (80.6) amended in line with statutory return
DS2a: Successful appeals as a percentage of planning determinations made by the council	✗	↓	↓	1.5%	0.5%	Not measured for Quarters									0.5%	0.5%				Original data (1.6%) amended in line with statutory return
DS2b: Successful appeals as a percentage of determinations that went to appeal	✗	↑	↑	35.3%	30%	Not measured for Quarters									30%	30%				Original data (37.5) amended in line with statutory return
DS3: % of population covered by local plans adopted within the last 5 years	✓	↑	▬	100%	100%	Not measured for Quarters									100%	100%	100%	100%		
HS1: Response repairs: b) The overall % of repairs completed within the target times	✓	↑	↑	98.45%	89%	96.35%	90%	96.23%	90%	100%	90%		90%		90%	91%	92%	93%	93.5%	

Short Name	Status	Long Term	Short Term	Last Year		This Year										Targets				Note
				2007/08		Q1 2008/09		Q2 2008/09		Q3 2008/09		Q4 2008/09		2008/09		2009/10	2010/11	2011/12	2012/13	
				Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Target	Target	Target	Target	
HS2: a) The number and proportion of the council's housing stock being brought up to the Scottish Housing Quality Standard by criteria. Energy efficient - Percentage	?	?	?	No data for this range		Not measured for Quarters														
HS2: a) The number and proportion of the council's housing stock being brought up to the Scottish Housing Quality Standard by criteria. Free from serious disrepair - Percentage	?	?	?	No data for this range		Not measured for Quarters														
HS2: a) The number and proportion of the council's housing stock being brought up to the Scottish Housing Quality Standard by criteria. Healthy, safe and secure - Percentage	?	?	?	No data for this range		Not measured for Quarters														
HS2: a) The number and proportion of the council's housing stock being brought up to the Scottish Housing Quality Standard by criteria. Modern facilities and services - Percentage	?	?	?	No data for this range		Not measured for Quarters														
HS2: a) The number and proportion of the council's housing stock being brought up to the Scottish Housing Quality Standard by criteria. Tolerable standard - Percentage	?	?	?	No data for this range		Not measured for Quarters														
HS2: Total percentage of Council's housing stock meeting the Scottish Housing Quality Standard	🛑	📈	📈	12%	33%	Not measured for Quarters										56%	70%	75%	80%	85%
HS3: Total annual rent loss due to voids expressed as a percentage of the total amount of rent due in the year	⚠️	📈	📈	4.76%	5%	4.38%	3.7%	4.2%	3.7%		3.7%		3.7%		3.7%	3.4%	3.1%	2%		Staff training and system down time resulted in an increase in lost rents this quarter. Will be back on track Q4 however, annual target will not now be achievable.







Short Name	Status	Long Term	Short Term	Last Year		This Year										Targets				Note
				2007/08		Q1 2008/09		Q2 2008/09		Q3 2008/09		Q4 2008/09		2008/09		2009/10	2010/11	2011/12	2012/13	
				Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Target	Target	Target	Target	
HS4a: Not low demand stock: Average re-let time				43	45	44	30	36	30	34	30		30		30	20	18	16		Timescales continue to be carefully managed and monitored
HS4b: Low demand stock: Average re-let time				231	392	276	340	277	340	302	340		340		340	260	200	100		-- enter note --This SPI is showing an upward trend. It will be carefully monitored.
HS4cii: Low demand stock: Average period these dwellings had been un-let at year end				877	920	Not measured for Quarters									850	800	750	600		06/07 Performance shows an improvement of 103 days against the Scottish average
HS7a: Council duty to secure permanent accommodation for household - ii. % of decision notifications issued within 28 days of date of initial presentation				No data for this range		75%	100%	97%	100%	87.92%	100%		100%		100%	100%	100%	100%		
HS7a: Council duty to secure permanent accommodation for household - iv. % of cases reassessed within 12 months of completion of duty				No data for this range		3.65%	4%	4.06%	4%	10.07%	4%		4%		4%	4%	4%	4%		
HS7a: 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				No data for this range		68%	100%	100%	100%	85.83%	100%		100%		100%	100%	100%	100%		
HS7a: 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				No data for this range				28%	25%	30.83%	25%		25%		25%	25%	25%	25%		
HS7a: Percentage of households assessed who are then housed where the Council has a duty to secure permanent accommodation				No data for this range		29%	35%	33%	35%	11.94%	35%		35%		35%	35%	35%	35%	35%	This is a new SPI and as such trend information will have to be gathered before a target can be set

				Last Year		This Year								Targets						
Short Name	Status	Long Term	Short Term	2007/08		Q1 2008/09		Q2 2008/09		Q3 2008/09		Q4 2008/09		2008/09		2009/10	2010/11	2011/12	2012/13	Note
				Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Target	Target	Target	Target	
HS7b: The proportion of those provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months.				No data for this range		73%	80%	86%	80%	0%	80%				80%	85%	85%	90%		
RL1: Overall percentage of road network that should be considered for maintenance treatment				31.7%	46%	Not measured for Quarters								29.4%	31.5%	31.3%	31%	40%		National assessment scoring published April 2009 - Annual update only
RL2: Percentage of all traffic light repairs completed within 48 hours				100%	95.8%	100%	96.2%	100%	96.2%	100%	96.2%		96.2%		96.2%	96.5%	97%			We remain on target to continue to maintain a 100% repair rate within the 48 hours of reporting the fault
RL3: Percentage of all street light repairs completed within 7 days				93.4%	98.5%	100%	98.5%	100%	98.5%	99.4%	98.5%		98.5%		98.5%	98.5%	98.5%			Currently on target to achieve improvement above 95.7% however there is a downturn in performance level during Nov/Dec as the Contractor is also involved in the installation of Christmas Lighting throughout the Authority. Efforts will be made to minimise this potential downturn.
RL4: % of street lighting columns that are over 30 years old				51.9%	51.8%	51.5%	47.8%	51.4%	47.8%	51%	47.8%		47.8%		47.8%					80% reduction in capital funding 2008/9 therefore target will not be achieved.
RL5a: % of assessed bridges that fail to meet EU standard of 40 tonnes				8.7%	7%	8.7%	5%	8.7%	5%	8.7%	5%		5%		5%	5%	5%			Funding has been secured for bridge improvements this financial year therefore target should be achieved
RL5b: % of assessed bridges that have a weight or width restriction placed on them				2.2%	2.2%	2.2%	2.2%	2.2%	2.2%	2.2%	2.2%		2.2%		2.2%	2.2%	2.2%			WDC have no control over the remaining private bridges
WM1a: Net cost of refuse collection per premise				£43.78	£45.78	Not measured for Quarters									£46.93					Updated in line with Statutory return
WM1b: Net cost of refuse disposal per premise				£56.71	£53.40	Not measured for Quarters									£54.74					Data added in line with Statutory return
WM2: Number of complaints per 1,000 households regarding				27.02	25	7.9	5.75	15.49	5.75	10.2	5.75		5.75		23	21	20			Decline in performance is due to the increase in the range of




Short Name	Status	Long Term	Short Term	Last Year		This Year										Targets				Note
				2007/08		Q1 2008/09		Q2 2008/09		Q3 2008/09		Q4 2008/09		2008/09		2009/10	2010/11	2011/12	2012/13	
				Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Target	Target	Target	Target	
the household waste collection service																				kerbside and doorstep waste collection services provided.
WM3: Percentage of municipal waste collected that was recycled (and composted)				32.5%	30%	34.85%	35%	33.42%	35%	23.65%	35%		35%		35%	34%	40%	45%	50%	Amended in line with Statutory return. Recycle 25.5 plus 7.0 composted = 32.5%
WM4: The cleanliness index achieved following inspection				73	74	Not measured for Quarters									74.5	75	75.5	76		Performance reduced in 06/07 from previous year (72) which was an increase on 04/05 (69)
WM5: Percentage of abandoned vehicles removed within 14 days				100%	100%	100%	100%	100%	100%	0%	100%		100%		100%	100%	100%			WDC ranks 10/32 within Scottish Councils. Baseline of 95% has been established

## Educational Services Department

Short Name	Status	Long Term	Short Term	Last Year		This Year										Targets				Note
				2007/08		Q1 2008/09		Q2 2008/09		Q3 2008/09		Q4 2008/09		2008/09		2009/10	2010/11	2011/12	2012/13	
				Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Target	Target	Target	Target	
CC3a: Number of visits to/usages of council funded or part funded museums per 1000 population				1,474	1,255	221		255		335				714		1,125	1,171	1,221	1,272	Early in 2008, ICT implemented a new Content Management System (CMS) which handles the delivery of our website information. The new system has shown that the previous system was over-counting web traffic because of duplicated hits. The number of web hits will now be measured more efficiently, allowing the section to manage their site more effectively. However, due to this issue, a revised, lower target for 2008/09 is being discussed.
CC3b: Number of visits to/usages of council funded or part funded museums that were in person per 1000 population				80	71	20	20.5	23	20.5	20	20.5		20.5	82		79	83	87	91	Visits in person are slightly lower than expected for Q1 this year. As in other years this is due to the programme/calendar of exhibitions. The museum was closed for most of July this year following the Scottish Colourist Exhibition, in order to produce the current 'Rags to Riches' (A History of the Textile Industry in WD). Between exhibitions the museum is closed and therefore no visitors are recorded. The figures given are therefore a partial figure for the Scottish Colourists and only 3 days of Rags to Riches. As you will see from other year's data, visitor's figures fluctuate according to what exhibitions are on and when they are open to the public. With this in mind there is no reason to assume that each quarter will have the same visitor totals and that the annual target should not be met.

				Last Year		This Year								Targets						
Short Name	Status	Long Term	Short Term	2007/08		Q1 2008/09		Q2 2008/09		Q3 2008/09		Q4 2008/09		2008/09		2009/10	2010/11	2011/12	2012/13	Note
				Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Target	Target	Target	Target	
CC4ai: Number of additions per 1,000 population to adult lending stock	🟢	📈	📈	171	160	43	41.5	23	41.5	56	41.5		41.5		166					Teething problems with the new Library Management System have been successfully overcome and Adult Additions to Stock are now back on track
CC4aii: Stock at year end per 1,000 population for adult lending stock	🟢	📉	📈	1,555	1,340	Not measured for Quarters									1,447					The reduction in stock figures for 2006/07 was largely as a result of a double counting error the previous year which has since been rectified. The introduction of a new Library Management System in June 2008 will provide opportunities to enhance the effective management of stock throughout the service.
CC4bi: Number of additions per 1,000 population to children & teenage lending stock	🟢	📈	📈	61	60	16	15.25	2	15.25	38	15.25		15.25		61					Teething problems with the new Library Management System have been successfully overcome and Children's Additions to Stock are now back on track
CC4bii: Stock at year end per 1,000 population for children & teenage lending stock	🟢	📉	📈	506	455	Not measured for Quarters									480					Importance is placed on meeting readers' needs by ensuring that requested items are supplied timeously; also that the stock in branches reflects current trends in literature and is as varied as possible. Emphasis has been placed on creating more face-ou displays, designed to make libraries more appealing to our young library users.
CC5a: Number of Library visits per 1000 population	🟡	📉	📉	4,887	4,877	1,204	1,220	1,230	1,220	1,117	1,220		1,220		4,882	4,910	4,920	4,930		This total for Q3 has been affected by the closure since mid-October of Balloch Library for a major refurbishment. A limited mobile library service has been provided. The library is scheduled to re-open at the end of January 09.
CC5b: % of the resident population that are borrowers from public libraries	🟡	📈	📈	18.4%	21.5%	17.9%	20%	17.8%	20%	18.4%	20%		20%		20%	20%	20%	20%		Strenuous efforts are being made to attract new borrowers. New library cards, bags and




























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				2007/08		Q1 2008/09		Q2 2008/09		Q3 2008/09		Q4 2008/09		2008/09		2009/10	2010/11	2011/12	2012/13	
				Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Target	Target	Target	Target	
																				loyalty cards were introduced in Oct-Nov 08. The online catalogue is under development and a schools programme involving all primaries has been established.
CC6a: Learning centre and learning access points: # users as a percentage of the resident population	?	↑	↓	8.9%	8.9%	3.6%		4.1%		3.8%				8.9%	9%	10%	10%			Compatibility issues with the online booking system, Netloan, and the LMS have been resolved. Learning centres continue to attract high usage.
CC6b: Learning centre and learning access points: # times that the terminals are used per 1,000 population	✓	↑	↑	1,079	1,000	269	260	273	260	307	260		260	1,040	1,010	1,020	1,030			Compatibility issues with the online booking system, Netloan, and the LMS have been resolved. Learning centres continue to attract high usage.
EC1 Primary Schools Occupancy (composite)	✓	↑	↑	58%	57%	Not measured for Quarters								59%	59%			70%	70%	The weighted average figure used for this indicator is a guideline figure used to allow us to make a comparison with the nationally available data. Although this figure has increased by 1% since last year, the actual primary occupancy rate has remained at 56%. In fact, as the school roll has reduced from 6889 in September 2007 to 6766 in September 2008, the occupancy rate would have reduced further. It has only been maintained at 56% because of a reduction in the pupil capacity of Carleith Primary School due to the location of the Psychological Service within that building.
EC2 Secondary Schools Occupancy (composite)	✓	↓	↓	67%	70%	Not measured for Quarters								63%	63%			80%	80%	The weighted average figure used for this indicator is a guideline figure used to allow us to make a comparison with the nationally available data. The actual secondary occupancy rate is 67%, 2% down on the previous year due to the continuing

				Last Year		This Year								Targets							
Short Name	Status	Long Term	Short Term	2007/08		Q1 2008/09		Q2 2008/09		Q3 2008/09		Q4 2008/09		2008/09		2009/10	2010/11	2011/12	2012/13	Note	
				Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Target	Target	Target	Target		
																					decline in secondary school rolls in West Dunbartonshire. The roll has dropped from 5,987 in September 2007 to 5,820 in September 2008.
EC3a: Ratio of % of teachers who are women compared to % of head & deputy heads who are women in secondary schools.				0.73	1	Not measured for Quarters							1	1	1	1	1				A new target of 1:0.8 has been set for session 2008/09.
EC3b: Ratio of % of teachers who are women compared to % of head & deputy heads who are women in primary schools.				0.99	1	Not measured for Quarters							1	1	1	1	1				2007/08 target of a ratio of 1:0.97 has been exceeded.
EC3c: Ratio of % of teachers who are women compared to % of head & deputy heads who are women in special schools.				1.14	1	Not measured for Quarters							1	1	1	1	1				







## Corporate Services

				Last Year		This Year										Targets				
Short Name	Status	Long Term	Short Term	2007/08		Q1 2008/09		Q2 2008/09		Q3 2008/09		Q4 2008/09		2008/09		2009/10	2010/11	2011/12	2012/13	Note
				Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Target	Target	Target	Target	
BA1: Gross administration cost per housing benefit case	✔	↑	↑	£37.41	£42.48	Not measured for Quarters								£37.00	£36.50	£36.00	£35.50	£35.00	This 2007/2008 year-end figure including the annual accounts and central recharge costs has now been finalised. This figure is a favourable reduction on the 2006/2007 figure when WDC's overall position was 8th among Scottish LAs.	
BA2: The average number of days per case to process new HB/CTB claims and change events.	⛔	↓	↓	No data for this range		8	12	10	12	14	12		12						This is a new performance indicator for 2008/2009 and the annual target may need to be changed once a baseline has been established.	
BA3b: The percentage of changes to customers' HB/CTB entitlement that are processed within the year compared to estimate established by DWP.	✔	↑	↑	No data for this range		67.8%	80%	71.4%	80%	86.2%	80%		80%	80%				This is a new performance indicator for 2008/2009. It is calculated on the percentage of changes, both increases and decreases in benefit entitlement.		
CM1a: Average number of working days per employee lost through sickness absence for local government employees and craft workers	?	↓	↓	14.08		3.52		2.96		3.79										
CM1b: Average number of working days per employee lost through sickness absence for teachers	?	↓	↓	No data for this range		1.67		0.92		2.54										
CM2a: Number of civil liability claims per 10,000 population incurred by the council in the year	✔	↑	↑	34.5	40	Not measured for Quarters								39	38	37	36	35	The final figure for 2007/2008 was 5.5 claims per 10,000 population better than the year-end target figure.	
CM2b:The claims value as a percentage of revenue budget of civil liability claims incurred by the council in the year.	✔	↑	▬	0.1%	0.2%	Not measured for Quarters														
CM3a:Percentage of the highest paid 2% of earners among	✔	↑	↑	40.9%	38%	Not measured for Quarters									40%	40%	40%	40%	40%	The 2007/2008 figures for this SPI favourably exceeded the




				Last Year		This Year								Targets							
Short Name	Status	Long Term	Short Term	2007/08		Q1 2008/09		Q2 2008/09		Q3 2008/09		Q4 2008/09		2008/09		2009/10	2010/11	2011/12	2012/13	Note	
				Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Target	Target	Target			
council employees that are women																					year-end target figure. The 2006/2007 performance value for this indicator had WDC's overall position as 9th among Scottish LAs.
CM3b: Percentage of the highest paid 5% of earners among council employees that are women	🟢	👆	👆	47.9%	47%	Not measured for Quarters									50%	50%	50%	50%	50%		The 2007/2008 figures for this SPI exceeded the year-end target figure. The 2006/2007 performance for this indicator had WDC's overall position as 3rd among Scottish LAs.
CM5: Cost of collecting Council Tax per dwelling	🛑	👇	👇	£16.59	£12.00	Not measured for Quarters									£16.00	£16.00	£15.50	£15.00	£14.50		This is an annual measure
CM6b: Percentage of income due from Council Tax for the year, net of reliefs and rebates that was received during the year	🟢	👆	👆	92.81%	92.75%	91.97%	27%	58.56%	53%	82.98%	81%		93%		93%	93.5%	94%	94.5%	95%	The performance at Q3 shows a 2.92% improvement on the Q3 performance last year. This indicator is currently on track to achieve the 2008/09 performance target.	
CM7: Number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid	🟢	👆	👆	82.6%	82%	Not measured for Quarters									82%	85%	88%	90%	90%		There was an 11.4% improvement in performance in 2007/2008 compared to the previous year. The improvment action plan which was put in place to reverse the previous decline in performance is now having the desired effect.
HS5a: Current tenant arrears as a percentage of the net amount of rent due in the year	⚠️	👆	👆	11.9%	12%	12.08%	10%	11.98%	10%	11.1%	10%		10%		10%	8%	7.5%	7%	6.8%	The Q2 figure is now showing an adverse variance of 1.98% against the year end target.	
HS5b: Percentage of current tenants owing more than 13 weeks rent at the year end, excluding those owing less than £250	⚠️	👆	👆	5.4%	5.5%	8.29%	5%	8.02%	5%	5.1%	5%		5%		5%	4.5%	4%	3.5%	3.4%	The Q2 figure shows an improvement on Q1 performance, however still adversely higher than 2008/2009 year-end target figure	
HS5c: Proportion of those tennants giving up their tenancy during the year that were in rent arrears	🛑	👇	👇	55%	46%	56.8%	46%	52.2%	46%	54.9%	46%		46%		46%	50%	48%	46%	45%	The Q2 figure shows that we are on track to achieve our year end target.	
HS5d: Average debt owed by tennants leaving in arrears, as a	⚠️	👇	👇	11.6%	11.5%	9.59%	11.5%	11.78%	11.5%	11.98%	11.5%		11.5%		11.5%	10.5%	10%	9.5%	9.25%	THe Q2 figure shows an adverse variance of 0.28% on the	












				Last Year		This Year								Targets						
Short Name	Status	Long Term	Short Term	2007/08		Q1 2008/09		Q2 2008/09		Q3 2008/09		Q4 2008/09		2008/09		2009/10	2010/11	2011/12	2012/13	Note
				Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Target	Target	Target	Target	
proportion of the average weekly rent																				2008/2009 year-end target figure.
HS5e: Proportion of arrears owed by former tennants that was either written off or collected during the year				3.71%	18.5%	0%	18.5%	4.3%	18.5%	15.5%	18.5%		18.5%		18.5%	20%	22%	24%	25%	The Q2 figure does not include Q2 write-offs as these have yet to have committee approval.
HS6a: The percentage of house sales completed within 26 weeks				79%	67%	58%	70%	81%	70%	84%	70%		70%		70%					The 2008/2009 Q2 figure for this SPI is now back on-track and very likely to achieve it's year-end target figure.
HS6b: The average time for council house sales.				22.6	25	24.7	25	22.8	25	24.8	25		25		25	25	25	25	25	The 2008/2009 Q2 figure for this SPI continues to be favourably below the year-end target figure.
PS1a: The percentage of inspections in the 'Approved establishments' category that were undertaken within time.				100%	100%	100%	100%	100%	100%	100%	100%		100%		100%					Two programmed inspections were completed on time in Quarter 1 of 2008/2009.
PS1b: The percentage of inspections in the '6 months' category that were undertaken within time.				100%	100%	100%	100%	100%	100%	100%	100%		100%		100%	100%	100%	100%		One inspection due and inspected on time.
PS1c: The percentage of inspections in the '12 months' category that were undertaken within time.				100%	100%	100%	100%	100%	100%	100%	100%		100%		100%					32 inspections were due and 32 were inspected on time in Q3.
PS1d: The percentage of inspections in the 'more than 12 months' category that were undertaken within time.				97.8%	85%	100%	85%	100%	85%	97%	85%		85%		85%					70 premises were due a programmed inspection in Q3. 68 premises were inspected on time.
PS2b-a)iii: Average time (hours) between the time of domestic noise complaint dealt with under Part V of the Anti-social Behaviour etc (Scotland) Act 2004 and attendance on site for those complaints not delat with under Part V the Antisocial Behaviour				0.68	2	0.46	2	0.66	2	0.51	2		2		2	2	2	2	2	This is a new SPI introduced in 2006/2007 - baseline has been established. The Q2 figure is favourably less than the 2008/2009 target time.
PS3b: Average time (calendar days) to institute formal action for those non-domestic noise				0	12	0	12	0	12	0	12		12		12					As no formal actions have been taken in Q1 and Q2 of



				Last Year		This Year								Targets						
Short Name	Status	Long Term	Short Term	2007/08		Q1 2008/09		Q2 2008/09		Q3 2008/09		Q4 2008/09		2008/09		2009/10	2010/11	2011/12	2012/13	Note
				Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Target	Target	Target	Target	
complaints received during the year requiring formal action.																				2008/2008, there can only be a zero return for this SPI.
PS4a: Percentage of trading standards consumer complaints that were dealt with within 14 days				64.4%	65%	63.7%	70%	65.3%	70%	71.7%	70%		70%		70%	70%	72%	74%	76%	We achieved a rank of 21 in 2007/08 which is an increase compared to our rank of 24 in 2006/07.
PS4b: Percentage of trading standards business advice requests that were dealt with within 14 days				97.6%	97%	100%	97%	100%	97%	100%	97%		97%		97%	97%	97%	97%	97%	We achieved a rank of 9 in 2007/08 which is an increase compared to our rank of 13 in 2006/07.
PS5a: The percentage of premises inspections undertaken within time in the 12 months (high risk) inspection category.				100%	100%	100%	100%	100%	100%	100%	100%		100%		100%					We achieved a rank of 11 in 2007/08 compared to 10 in 2006/07. However our performance for medium risk inspections improved slightly, and our performance for high risk inspections remained at 100%.
PS5b: The percentage of premises inspections undertaken within time in the 2 years (medium risk) inspection category.				97.7%	100%	100%	100%	100%	100%	100%	100%		100%		100%					We achieved a rank of 11 in 2007/08 compared to 10 in 2006/07. However our performance for medium risk inspections improved slightly, and our performance for high risk inspections remained at 100%.

## Chief Executive's Department

				Last Year		This Year										Targets				Note
Short Name	Status	Long Term	Short Term	2007/08		Q1 2008/09		Q2 2008/09		Q3 2008/09		Q4 2008/09		2008/09		2009/10	2010/11	2011/12	2012/13	
				Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Target	Target	Target	Target	
CM4: Percentage of council buildings in which all public areas are suitable for and accessible to disabled people				39.6%	39%	Not measured for Quarters								44%	48%	52%	56%	60%	<p>The target for 2007/8 of 39% was met. The 39.6% achieved represents an improving trend over the period from 2004 when this SPI was introduced.</p> <p>Following Audit Scotland's new guidance on assessing this SPI in future, an additional £35,000 was identified to upgrade three community centres which will help to meet the target of 44% that has been set for 2008/9.</p>	

PI Status		Long Term Trends		Short Term Trends	
	This PI is significantly below target.		The value of this PI has improved in the long term.		The value of this PI has improved in the short term.
	This PI is slightly below target.		The value of this PI has worsened in the long term.		The value of this PI has worsened in the short term.
	This PI is on target.		The value of this PI has not changed in the long term.		The value of this PI has not changed in the short term.
	This PI cannot be calculated.				
	This PI is a data-only PI.				