Statu	tory Performance Indicators 2012/2013	Council:	West Dunbartonshire	
	return to: spi2013@ishare.audit-scotland.gov.uk	Source	Contextual	Performance information
SICKNE	The average number of working days per employee lost through sickness absence			
а)	i. Total number of FTE staff ii. Total number of days lost per year through sickness absence		6,070	
b)	iii. Days lost per employee All other local government employees			6.9 days
	i. Total number of FTE staff ii. Total number of days lost per year through sickness absence		3,499 47,079	
	iii. Days lost per employee			13.5 days
EQUAL	OPPORTUNITIES POLICY			
2	The number and percentage of the highest paid 2% and 5% of earners among council employees, that are women (please note this indicator excludes teachers)			
	Total number of employees in top 2%		98	
	Total number of women employees in top 2% Percentage of women employees in top 2%		49	50.0 %
	Total number of employees in top 5%		243	30.0
	Total number of women employees in top 5%		134	
	Percentage of women employees in top 5%			55.1 %
PUBLIC	CACCESS			
3	Number of council buildings from which the council delivers services to the public		54	
	Number and percentage of buildings from which the council delivers services that are suitable for, and accessible to, disabled people		27	50.0 %
ADMINI	ISTRATION COSTS			
4	The gross administration cost per benefits case.			
	a) Average rent rebate caseload	7,068		
	Weighted rent rebate caseload			10,673
	b) Average private rented sector caseload	1,310		
	Weighted private rented sector caseload	2		2,790
	c) Average registered social landlord caseload	3,409		
	Weighted registered social landlord caseload	14.004		6,818
	d) Average Council Tax Benefit caseload Weighted Council Tax Benefit caseload	14,094		21,423
	e) Gross cost of providing the service	£ 1,035,121 .00		21,423
	f) Gross administration cost per case	i		£ 24.82

Statutory P	Performance Indicators 2012/2013	Council:	West Dunbartonshire	
Please return to: spi2013@ishare.audit-scotland.gov.uk				Performance
COUNCIL TAX	COLLECTION	Source	Contextual	information
	st of collecting council tax per dwelling dwellings, not just chargeable)			£ 15.66
b) Cos	st of collecting council tax	£ 701,851		
c) Nur	mber of dwellings	44,806		
	ome received from summary warrants . 10% recovered by council)	£ 501,458		
COUNCIL TAX	INCOME			
	ome due from council tax for the year excluding efs and rebates			£ 29,616,483 .00
	ome due from council tax for the year excluding water charges and outstanding council tax	£ 45,945,297		
	liefs and rebates due to council for council tax the year	£ 16,328,814		
	rcentage of income due from council tax for the ar that was received by the end of the year			94.4 %
ii. Inco	ome received from council tax for the year	£ 27,960,378		
PAYMENT OF	INVOICES			
7 a) Nur	mber of invoices sampled		166,156	
b) Nur	mber of invoices sampled and paid within 30 days	138,441		
c) Per	rcentage of invoices sampled and paid within 30 days			83.3 %
ASSET MANAG	GEMENT			
8 a) Gro	oss internal floor area of operational buildings		279 m ²	
Pro	oportion of GIA that is in satisfactory condition		141 m²	50.5 %
b) Tota	al number of operational buildings		170	
	mber and percentage of operational buildings that are suitable their current use		147	86.5 %
HOME CARE/H	HOME HELPS			
9 Lev	vel of service			
	Total population aged 65+ (2011 mid year estimates)	15,090		
a) Nur	mber of people aged 65+ receiving homecare			1,269
Tot	tal volume of service		Number of home	As a rate per 1,000
b) Tota	al number of homecare hours per 1,000 population aged 65+		care hours 9,853	population aged 65+ 652.9
c) Nur	mber and percentage of homecare clients aged 65+ receiving:			
i. Per	rsonal care		1,035	81.6 %
ii. A s	ervice during evening/overnight		565	44.5 %
iii. A se	ervice at weekends		935	73.7 %
SPORT AND LE	EISURE MANAGEMENT			
AII	pools	Attendances		
10 Nur	mber of attendances and expressed per 1,000 population Population (2011 mid-year estimate)	370,796 90,360		4,104
ATTENDANCE	AT INDOOR SPORTS FACILITIES EXCLUDING POOLS			
	loor sport and leisure facilities, excluding pools in a			
cor	mbined complex mber of attendances and expressed per 1,000 population	Attendances 379,065		4,195

Source Contextual information MUSEUM SERVICES 11 a) Number of visits to/usages of council funded or part funded museums and expressed per 1,000 population b) Number of visits in part a) that were in person and expressed per 1,000 population USE OF LIBRARIES 12 a) Number of visits to libraries and expressed per 1,000 population PROCESSING TIME - PLANNING APPLICATIONS	Statutory Performance Indicators 2012/2013	Council:	West Dunbartonshire	
Multiple of visits in the dependency per 1,000 population b) Number of visits in long and that were in person and expressed per 1,000 population b) Number of visits in long to this were in person and expressed per 1,000 population b) Number of visits in long to this were in person and expressed per 1,000 population WESTOR LIBRARIES 12 a) Number of visits to libraries and expressed per 1,000 population The average firm (weeked to dail with raight and local planning applications determined turing it eyear. ### April 1, Major developments ### April 1	Please return to: spi2013@ishare.audit-scotland.gov.uk	Source	Contextual	
1 a) Number of visits a buysage of council funded or part	MUSEUM SERVICES	Jource	Contextual	momation
USE OF LIBRARIES 12 a) Number of visits to libraries and expressed per 1,000 population See 3065 FROCESSING TIME - PLANNING APPLICATIONS 13 The overings time (seedes) to deal with major and local planning applications determined during the year. Aurigatine to local similal cooking to deal with major and local planning applications determined during the year. 14 Local developments 15 Local developments 16 Local developments 17 Local developments 18 Local developments 19 Local developments 19 Local developments 210 Local developments 220 Local developments 23 Local developments 24 Local developments 25 Local developments 25 Local developments 25 Local developments 26 Local developments 26 Local developments 27 Local developments 28 Local developments 29 Local developments 20 Local developments 24 Local developments 25 Local developments 26 Local developments 27 Local developments 27 Local developments 28 Local developments 28 Local developments 29 Local developments 29 Local developments 20 Local developments 20 Local developments 20 Local developments 26 Local developments 27 Local developments 28 Local developments 29 Local developments 29 Local developments 29 Local developments 20 Local developments 2		87.468		968
### PROCESSING TIME - PLANNING APPLICATIONS 13 The avariage time (veolet) to deal with major and local planning applications determined during the year. a) I. Major developments ii. Local developments 216 14,200 9.4 17 Tate reason's facility in the categories that are not required. Category 1 1. Target response time for this category 11. Number of repairs in this category 12. Target response time for this category 13. Number of repairs in this category 14. Number of repairs in this category 15. Target response time for this category 16. Number of repairs in this category 17. Target response time for this category 18. Number of repairs in this category 19. Target response time for this category 19. Number of repairs in this cat		25,300		280
### PROCESSING TIME - PLANNING APPLICATIONS 13 The avariage time (veolet) to deal with major and local planning applications determined during the year. a) I. Major developments ii. Local developments 216 14,200 9.4 17 Tate reason's facility in the categories that are not required. Category 1 1. Target response time for this category 11. Number of repairs in this category 12. Target response time for this category 13. Number of repairs in this category 14. Number of repairs in this category 15. Target response time for this category 16. Number of repairs in this category 17. Target response time for this category 18. Number of repairs in this category 19. Target response time for this category 19. Number of repairs in this cat				
PROCESSING TIME - PLANNING APPLICATIONS 13 The average time (weekly to deal with major and local planning applications determined during the year. a) 1. Major developments	USE OF LIBRARIES			
The average time (wooks) to deal with major and local planning applications determined during the year. a) i. Major developments ii. Local developments iii. Local developments iii. Local developments 219 14,634 29.5 MARSPONSE REPAIRS Please put NS (No Service) in the categories that are not required. Caregory 1 i. Target response time for this category ii. Number of reparis in this category iii. Number of reparis in this category	12 a) Number of visits to libraries and expressed per 1,000 population	589,965		6,529
a) i. Major developments a) i. Major developments ii. Local developments iii. Local developments 210 114,034 20.4 31 428 20.4 31 428 30.4 30 30 428 30.4 30 30 428 30.4 30 30 428 30.4 30 30 428 30 30 428 30 30 428 30 30 30 428 30 30 428 30 30 428 30 30 428 30 30 428 30 30 428 30 30 44 30 50 50 44 50 50 50 60 60 60 60 60 60 60	PROCESSING TIME - PLANNING APPLICATIONS			
a) i. Major developments ii. Local developments iii. Local developments 216 219 14,634 20.4 20.4 20.4 20.5 219 14,634 20.5 219 14,634 20.5 219 24 hours 1. Target response time for this category iii. Number of repairs in thi	The average time (weeks) to deal with major and local planning			
a) I. Major developments ii. Local developments iii. Local developments 215 1428 20.4 9.5 147.634 9.5 147.633 1429 9.4 9.5 147.633 1429 9.4 9.5 147.633 9.5 147.633 9.6 148.634 9.5 148.634 9.5 148.634 9.5 148.634 9.5 148.634 9.5 148.634 9.5 148.634 9.5 148.634 9.5 148.634 9.5 148.634 9.5 148.634 9.5 148.634 9.5 148.634 9.5 148.634 9.5 148.634 9.5 148.634 9.5 148.634 148.634 148.634 148.638 148.638 148.638 148.638 148.638 148.638 148.638 148.638 148.638 148.638 148.638 148.638 148.638 148.638 158.638 168.638 178.638 188.6388 188.6388 188.6388 188.6388 188.6388 188.6388 188.6388 188.6388 188.6388 188.6388 188.6388 188.6388 188.6388 188.6388 188.6388 188.6388 188.6388 188.6388 188.6388 188.63888 188.6388 188.6388 188.6388 188.6388 188.6388 188.6388 188.6388 188.6388 188.6388 188.6388 188.6388 188.6388 188.63888 18	applications determined during the year.		Total number of days to deal with all	Avoraga time (weeks) to deal with
ii. Local developments 216 219 14,634 9,5 14 RESPONSE REPAIRS Please put NS (No Service) in the categories that are not required. Category 1 1. Target response time for this category iii. Number completed within target time Category 2 1. Target response time for this category iii. Number of repairs in this category iii. Number or orpairs in this category iii. Number completed within target time Category 3 1. Target response time for this category iii. Number of repairs in this category iii. Number or repairs in this category iii. Number completed within target time Category 4 1. Target response time for this category iii. Number or repairs in this category iii. Number or repairs in this category iii. Number completed within target time Category 4 1. Target response time for this category iii. Number or repairs in this category iii. Number or repairs on this category iii. Number or repairs in this category iii. Number or repairs in this category iii. Number or repairs on this category iiii. Number or repairs on this category iiii. Number or repairs on this category iiii. Number or repairs on this categ		Number of applications		
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### 14,634 ### 14,634 ### 14,634 ### 14,634 ### 14,634 ### 14,634 ### 14,634 ### 14,634 ### 14,634 ### 14,634 ### 14,634 ### 14,634 ### 14,634 ### 14,634 ### 14,634 ### 14,634 ### 14,634 ### 14,634 ### 14,634 #### 14,634 #### 14,634 #### 14,634 #### 14,634 #### 14,634 #### 14,634 ##### 14,634 ###################################			<u> </u>	
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Please put NS (No Service) in the categories that are not required. Category 1 1. Target response time for this category iii. Number or repairs in this category iii. Number of repairs in this category iii. Number or repairs in this category iii. Number of repairs in this categ		219	14,634	9.5
Please put NS (No Service) in the categories that are not required. Category 1 1. Target response time for this category iii. Number or repairs in this category iii. Number of repairs in this category iii. Number or repairs in this category iii. Number of repairs in this categ	44 DEODONOE DEDAIDO			
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i. Target response time for this category ii. Number of repairs in this category iii. Number of repairs in this category ii. Number of repairs in this category iii. Number of repairs in this catego				
iii. Number completed within target time Category 2 1. Target response time for this category iii. Number of repairs in this category iii. Number completed within target time Category 3 1. Target response time for this category iii. Number of repairs in this category iii. Number completed within target time Category 4 1. Target response time for this category iii. Number of repairs in this category iii. Number of repairs in this category iii. Number of repairs in this category iii. Number or peairs in this category iii. Number of repairs in this cat			24 hours	
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iii. Number completed within target time All categories d) i. Total number of response repairs ii. Number of housing response repairs completed within target 15.251				
iii. Number completed within target time All categories d) i. Total number of response repairs ii. Number of housing response repairs completed within target NS 47,633	ii. Number of repairs in this category			
d) i. Total number of response repairs ii. Number of housing response repairs completed within target 47,633 45,251	iii. Number completed within target time	NS NS		
ii. Number of housing response repairs completed within target 45,251	All categories			
	d) i. Total number of response repairs			
iii. Percentage completed within taget times	ii. Number of housing response repairs completed within target		45,251	
	iii. Percentage completed within taget times			95.0 %

Pleas		y Performance Indicators 2012/2013	Council:	West Dunbartonshire	
	se retu	ırn to: <u>spi2013@ishare.audit-scotland.gov.uk</u>	Source	Contextual	Performance information
Hous	ing Q	uality	Oddisc	Oomonadi	mormation
15		The number and proportion of the council's housing stock being brought up to the Scottish Housing Quality Standard by criteria. (This indicator is cumulative for all criteria)			
		Total number of council dwellings	11,251		
	i.	Total meeting tolerable standard		10,535	93.6 %
	ii.	Total meeting free from serious disrepair		10,007	88.9 %
	iii.	Total meeting energy efficient		8,426	74.9 %
	iv.	Total meeting modern facilities and services		10,527	93.6 %
	٧.	Total meeting healthy, safe and secure		8,854	78.7 %
	vi.	Total dwellings meeting SHQS		6,976	62.0 %
MAN	AGINO	G TENANCY CHANGES			
16	a)	Percentage of rent due in the year that was lost due to voids			2.2 %
	b)	Amount of rent loss due to voids		£ 717,727 .00	
,	c)	Gross annual rent debit (rent due in the year)		£ 32,713,052 .00	
17	a)	Dwellings which are not low demand Number of houses re-let that took:			
	i.	less than 2 weeks		93	
		2-4 weeks		186	
		5-8 weeks		278	
		9-16 weeks		93	
	٧.	More than 16 weeks		13	
	vi.	Total number of houses re-let		663	
	vii.	Total number of days to re-let houses	23,308 days		
	viii	. Average time to re-let houses			35 days
1	b)	Dwellings which are low demand			
		Number of houses re-let that took:			
	i.	less than 2 weeks		26	
	ii.	2-4 weeks		42	
	iii.	5-8 weeks		117	
	iv.	9-16 weeks		98	
	v.	17-32 weeks		55	
	vi.	33-52 weeks		23	
	vii.	More than 52 weeks		18	
		.Total number of houses re-let		379	
		Total number of days to re-let houses	41,309 days		
	х.	Average time to re-let houses			109 days
,	c) i.	Number of days and average time that these houses had		376	772 days
		Number of days and average time that these houses had been un-let at year end		290,218 days	772 days
1	d)	Number of dwellings considered to be low demand at year end		2,211	
,	e)	The number at d) above considered to be low demand at the start of the year		2,208	
	f)	The number at d) above that were not actively being re-let because they were subject to a disposal strategy		713	

b) I. Number of current transfer overgromes than 13 weeks rent excluding those owing less than 2500 iii. Percentage of current transfer overgromes than 13 weeks rent excluding throse owing less than 2500 c) I. Number of current transfer overgromes than 13 weeks rent excluding throse owing less than 2500 c) I. Number of current significant overgrow of the second over the second	St	atuto	ry Performance Indicators 2012/2013	Council:	West Dunbartonshire	
RENT MANAGEMENT	Please return to: spi2013@ishare.audit-scotland.gov.uk		urn to: spi2013@ishare.audit-scotland.gov.uk	Source	Contextual	
iii. Net annual rank debit iii. Current tearsital reases as a percentage of net level due b) i. Number of current tearnists cooling more libral 13 weeks rent excluding those owing less than \$2.00 iii. Number of current tearnists cooling more libral 13 weeks rent excluding those owing less than \$2.00 c) ii. Number of tearnists giving partie tearnory outring the year iii. The number and prosportion of these tenents that were in rent serious d) i. Average weekly rent iii. Total decit cover by tenents leaving their tenancies with americs iii. Average weekly rent iii. Total decit cover by tenents leaving their tenancies with americs iii. Average weekly rent iii. Total decit cover by tenents leaving their tenancies with americs iii. Average weekly rent iii. Average weekly rent tenents are as a second of the se	RE	NT MAI	NAGEMENT	Source	Contextual	information
III. Current lements' arreers as a percentage of net rent due (a) Number of current transacts III. Number of current transact congrinore than 13 weeks rent excluding these coning less than (270) III. Previousgage of current terrains congrinore than 13 weeks rent excluding those coning less than (270) (b) Number of lements giving up that terrainsy during the year III. The unbert of terrains seaving their terrains during the year III. The unbert of terrains seaving their terrainses with amounts III. Average weekly rent III. The unbert of terrains seaving their terrainses with amounts III. Average and the control of the seaving their terrainses with amounts III. Average and the control of the seaving rent renames III. Average another of weeks rent oved by terrains leaving in a reason III. Average number of weeks rent oved by terrains leaving in a reason III. Amount of former fement arrears III. Number and percentage of decision notifications issued within 28 days of date of initial presentation III. Number and percentage of decision notifications issued within 28 days of date of initial presentation IV. Number of cases reasonated within 12 months of completion of duty Number of cases assonated within 12 months of completion of duty Number of cases assonated within 12 months of completion of duty Number of cases assonated within 12 months of completion of duty Number of cases assonated within 12 months of completion of duty Number of cases assonated within 12 months of completion of duty Number of cases assonated within 12 months of completion of duty Number of cases assonated within 12 months of completion of duty Number of cases assonated within 12 months of completion of duty Number of cases assonated within 12 months of completion of duty Number of cases assonated within 12 months of completion of duty Number of cases assonated within	18	a) i.	Amount of current tenants' rent arrears		£ 1,064,204 .00	
Number of current tonants 10,156 387		ii.	Net annual rent debit		£ 11,619,080 .00	
B. Number of current formats evelop more than 13 works rent excluding these owns (less than 250) B. Percentage of current tensors owing those than 250 S.5.0 %		iii.	Current tenants' arrears as a percentage of net rent due			9.2 %
exclusing those wang less than 2250 iii. Percentage of current manuscrating more than 13 wooks rent excluding tabeat water loss owing loss than 2600 o) 1. Number of tenants giving up the renancy during the year iii. The number and proportion of those tenants that were in rent america. d) 1. Average weekly rent iii. The render of the properties of th		b) i.	Number of current tenants		10,156	
rent excluding those owing least han 2520 c) i. Number of tenants giving up their tenancy during the year ii. The number and proportion of those tenants that were in rent arrears d) i. Average weekly rent ii. Total debt owed by tenants leaving their tenancies with arrears iii. Average debt owed by tenants leaving their tenancies with arrears iii. Average debt owed by tenants leaving their tenancies with arrears iii. Average debt owed by tenants leaving their tenancies with arrears iii. Average debt owed by tenants leaving their tenancies with arrears iii. Average number of weeks rent owed by tenants leaving in arrears e) i. Amount of former tenant arrears iii. Amount and pencentage of former tenant arrears written off or collected during the year iii. Number of collected during the year iii. Number of clusted operatings of decision notifications issued within 25 days of clate of infast presentation iii. Number of clusted open at the beginning of the year or assessed in the year Number and percentage of decision notifications issued within 2.0 days of clate of infast presentation iv. Number of cases reassessed within 12 months of completion of duty Number of cases reassessed within 12 months of completion of duty Temporary accommodation iv. Number of cases assessed during the year ji. Number of cases assessed within 12 months of completion of duty Number of cases assessed within 12 months of completion of duty Number of cases assessed within 12 months of completion of duty Number of cases assessed within 12 months of completion of duty Number of cases assessed within 12 months of completion of duty The proportion of those provided with permanent accommodation in cannel stock who maintained their tenancy		ii.			367	
ii. The number and proportion of those tenants that were in rent arrows d) i. Average weekly rent ii. Total debt owed by tenants leaving their tenancies with arrears iii. Average debt eved by tenants leaving their tenancies with arrears IV. Average number of weeks rent owed by tenants leaving in arrears e) j. Amount of former tenant arrears ii. Amount and postentings of former tenant arrears series. iii. Amount and postentings of former tenant arrears series. iii. Amount and postentings of former tenant arrears series. iii. Amount and postentings of decision notifications issued within 29 and personalized of initial presentation. iii. Number of classes open at the beginning of the year or assessed in the year. Number and percentage who are housed into permanent accordation. iv. Number of classes assessed within 12 months of completion of duty. Number of classes reassessed within 12 months of completion of duty. Number of nouschoids assessed during the year. iii. Number of nouschoids assessed during the year. % of cases reassessed. Temporary accommodation i. Number of nouschoids assessed during the year. % of cases reassessed within 12 months of completion of duty. Number of cases assessed within 12 months of completion of duty. Number of cases assessed within 12 months of completion of duty. Number of cases assessed within 12 months of completion of duty. Number of cases assessed within 12 months of completion of duty. Number of cases assessed within 12 months of completion of duty. Number of cases assessed within 12 months of completion of duty. Number of cases assessed within 12 months of completion of duty. Number of cases assessed within 12 months of completion of duty. The proportion of those provided with permanent accommodation in council took who maintained their reveacy.		iii.				3.6 %
arrours d) i. Average weekly rent ii. Total dobt owed by trenarts leaving their tenancies with arrears iii. Average debt owed by tenants leaving their tenancies with airears iv. Average debt owed by tenants leaving their tenancies with airears iv. Average debt owed by tenants leaving their tenancies with airears iv. Average debt owed by tenants leaving in greats e) I. Amount of former tenant arrears ii. Amount and pescentiage of former tenant arrears written off or collected during the year iii. Number of nouseholds assessed during the year ii. Number of possibility presentation iii. Number of cases open at the beginning of the year or assessed in the year Number and percentage who are housed into permanent accomodation iv. Number of cases reassessed within 12 months of completion of duty Number of cases reassessed during the year ii. Number of cases reassessed during the year iii. Number of cases reassessed during the year Number of cases reassessed during the year v. of cases reassessed during the year iii. Number of cases reassessed during the year v. of cases reassessed during the year iii. Number of cases reassessed during the year v. of cases reassessed during the year iii. Number of cases assessed during the year v. of cases reassessed du		c) i.	Number of tenants giving up their tenancy during the year		1,483	
d) i. Average workly ront ii. Total debt owed by tenants leaving their tenancies with arrears iii. Average debt owed by tenants leaving their tenancies with arrears iii. Average clabt owed by tenants leaving their tenancies with arrears iv. Average number of weeks rent owed by tenants leaving in arrears e) i. Amount of former tenant arrears iii. Amount and percentage of former tenant arrears written off or collected during the year iii. Amount and percentage of former tenant arrears written off or collected during the year iii. Number of households assessed during the year iii. Number of noseholds assessed during the year or assessed in the year iii. Number of cases open at the beginning of the year or assessed in the year Number and percentage who are housed into permanent accomodation iv. Number of cases reassessed within 12 months of completion of duly Number of cases reassessed during the year % of cases reassessed during the year iii. Number of nouseholds assessed during the year % of cases reassessed during the year iii. Number of nouseholds assessed during the year % of cases reassessed during the year iii. Number of nouseholds assessed during the year iii. Number of nouseholds assessed during the year % of cases reassessed within 12 months of completion of duly Number of ocases assessed within 12 months of completion of duly Number of ocases assessed within 12 months of completion of duly Number of ocases reassessed within 12 months of completion of duly Number of ocases assessed within 12 months of completion of duly Number of ocases assessed within 12 months of completion of duly Number of ocases assessed within 12 months of completion of duly Number of ocases assessed within 12 months of completion of duly Number of ocases assessed within 12 months of completion of duly Number of ocases assessed within 12 months of co		ii.			786	53.0 %
iii. Average debt towed by tenants leaving their tenancies with arrears Iv. Average number of weeks rent owed by tenants leaving in arrears a) I. Amount of former tenant arrears ii. Amount and percentage of former tenant arrears written off or collected during the year Iii. Amount and percentage of former tenant arrears written off or collected during the year Iii. Number of households assessed during the year iii. Number of households assessed during the year iii. Number of cases open at the beginning of the year or assessed in the year Number of cases reassessed within 12 months of completion of duty Number of cases reassessed within 12 months of completion of duty Temporary accommodation i. Number of households assessed during the year % of cases reassessed during the year % of cases reassessed during the year Ii. Number of households assessed during the year % of cases reassessed within 12 months of completion of duty Number of cases assessed during the year Iii. Number of households assessed during the year Iii. Number of cases reassessed within 12 months of completion of duty Number of cases reassessed within 12 months of completion of duty Number of cases reassessed within 12 months of completion of duty Number of cases reassessed within 12 months of completion of duty Number of cases reassessed within 12 months of completion of duty Number of cases reassessed within 12 months of completion of duty Number of cases reassessed within 12 months of completion of duty Number of cases assessed during the year 99 12.1% The proportion of those provided with permanent accommodation in council stack who maintained their tenancy		d) i.	Average weekly rent			
with arrears iv. Average number of weeks rent owed by tenants leaving in arrears iv. Average number of weeks rent owed by tenants leaving in arrears ii. Amount and percentage of former tenant arrears written off or collected during the year ### Amount and percentage of former tenant arrears written off or collected during the year #### Permanent accomodation i. Number of households assessed during the year #### Amount and percentage of decision notifications issued within 28 days of date of initial presentation #### Amount and percentage of decision notifications issued within 28 days of date of initial presentation ###### Amount and percentage of decision of the year or assessed in the year Number of cases open at the beginning of the year or assessed in the year		ii.	Total debt owed by tenants leaving their tenancies with arrears		£ 432,014	
in arrears e) i. Amount of former tenant arrears ii. Amount and percentage of former tenant arrears written off or collected during the year ### MomeLESSNESS 19 a) Permanent accomodation i. Number of households assessed during the year iii. Number of households assessed during the year or assessed in the year or assessed in the year or assessed in the year or assessed within 1 year or assessed within 2 year or assessed within 2 year or assessed within 3 year or assessed in the year or assessed within 3 year or assessed or a year or assessed in the year or assessed within 12 months of completion of duty Number of cases reassessed within 12 months of completion of duty Number of cases assessed during the year % of cases reassessed 1. Number of households assessed during the year ii. Number of households assessed during the year iii. Number of cases assessed during the year iii. Number of cases assessed during the year iii. Number of households assessed during the year iii. Number of households assessed during the year iii. Number of households assessed during the year iii. Number of cases prepared the case of		iii.			£ 549.64	
ii. Amount and percentage of former tenant arrears written off or collected during the year FORMELESSNESS 19 a) Permanent accomodation i. Number of households assessed during the year 916 99.0 %		iv.				8.7
### Collected during the year HOMELESSNESS 19 a) Permanent accomodation		e) i.	Amount of former tenant arrears	£ 1,772,120		
i. Number of households assessed during the year ii. Number of cases open at the beginning of the year or assessed in the year Number and percentage who are housed into permanent accommodation iv. Number of cases reassessed during the year % of cases reassessed during the year i. Number of bouseholds assessed during the year i. Number of bouseholds assessed during the year % of cases reassessed during the year ii. Number of bouseholds assessed during the year ii. Number of cases assessed during the year ii. Number of cases reassessed within 12 months of completion of duty Description of these provided with permanent accommodation of these provided with permanent accommodation of these provided with permanent accommodation in council stock who maintained their tenancy		ii.			£ 398,440	22.5 %
i. Number of households assessed during the year ii. Number of cases open at the beginning of the year or assessed in the year Number of cases open at the beginning of the year or assessed in the year Number and percentage who are housed into permanent accomodation iv. Number of cases reassessed within 12 months of completion of duty Number of cases reassessed during the year % of cases reassessed during the year i. Number of households assessed during the year ii. Number of cases assessed during the year ii. Number of cases reassessed within 2 months of completion of duty Temporary accomodation i. Number of cases reassessed within 2 months of completion of duty 28 days of date of initial presentation iv. Number of cases reassessed within 12 months of completion of duty Number of cases reassessed within 12 months of completion of duty Number of cases reassessed within 12 months of completion of duty Number of cases reassessed during the year 95 96.0 % 76.0		1451 50	ONEGO			
i. Number of households assessed during the year ii. Number and percentage of decision notifications issued within 28 days of date of initial presentation iii. Number of cases open at the beginning of the year or assessed in the year Number and percentage who are housed into permanent accommodation iv. Number of cases reassessed within 12 months of completion of duty Number of cases reassessed during the year % of cases reassessed Temporary accommodation i. Number of households assessed during the year ii. Number of households assessed during the year iii. Number and percentage of decision notifications issued within 28 days of date of initial presentation iv. Number of cases reassessed within 12 months of completion of duty Number of cases reassessed during the year % of cases reassessed during the year 99 iii. Number of cases reassessed within 12 months of completion of duty Number of cases reassessed during the year % of cases reassessed during the year % of cases reassessed 1,322 16 46.6 % 46.6 % 46.9 % 99 12.1 % 12.1 % 12.1 % 13.1 The proportion of those provided with permanent accommodation in council stock who maintained their tenancy		WELES				
ii. Number and percentage of decision notifications issued within 28 days of date of initial presentation iii. Number of cases open at the beginning of the year or assessed in the year Number and percentage who are housed into permanent accomodation iv. Number of cases reassessed within 12 months of completion of duty Number of cases assessed during the year % of cases reassessed Temporary accomodation i. Number of households assessed during the year ii. Number of households assessed during the year 99 iii. Number and percentage of decision notifications issued within 28 days of date of initial presentation iv. Number of cases reassessed within 12 months of completion of duty Number of cases reassessed during the year 99 iii. Number of cases reassessed within 12 months of completion of duty 12 Number of cases reassessed during the year % of cases reassessed during the year 99 12.1 % 13.22 14.6.6 %	19	a)				
28 days of date of initial presentation iii. Number of cases open at the beginning of the year or assessed in the year Number and percentage who are housed into permanent accomodation iv. Number of cases reassessed within 12 months of completion of duty Salary of cases reassessed during the year Temporary accomodation i. Number of households assessed during the year ii. Number and percentage of decision notifications issued within 28 days of date of initial presentation iv. Number of cases reassessed within 12 months of completion of duty 12 Number of cases assessed during the year % of cases reassessed within 12 months of completion of duty 15 The proportion of those provided with permanent accomodation in council stock who maintained their tenancy		i.	Number of households assessed during the year		916	
in the year Number and percentage who are housed into permanent accomodation iv. Number of cases reassessed within 12 months of completion of duty Number of cases assessed during the year % of cases reassessed Temporary accomodation i. Number of households assessed during the year ii. Number and percentage of decision notifications issued within 28 days of date of initial presentation iv. Number of cases reassessed within 12 months of completion of duty Number of cases reassessed within 12 months of completion of duty Number of cases reassessed during the year % of cases reassessed 12.1 % b) The proportion of those provided with permanent accomodation in council stock who maintained their tenancy		ii.	· · · · · · · · · · · · · · · · · · ·		907	99.0 %
accomodation iv. Number of cases reassessed within 12 months of completion of duty Number of cases assessed during the year % of cases reassessed Temporary accomodation i. Number of households assessed during the year ii. Number and percentage of decision notifications issued within 28 days of date of initial presentation iv. Number of cases reassessed within 12 months of completion of duty Number of cases reassessed within 12 months of completion of duty Number of cases assessed 12.1 % b) The proportion of those provided with permanent accomodation in council stock who maintained their tenancy		iii.			1,322	
Number of cases assessed 7 of cases reassessed 8 of cases reassessed 7 temporary accomodation 1. Number of households assessed during the year 13. Number and percentage of decision notifications issued within 28 days of date of initial presentation 14. Number of cases reassessed within 12 months of completion of duty Number of cases assessed during the year 9 of cases reassessed 12.1 % 15. The proportion of those provided with permanent accomodation in council stock who maintained their tenancy					616	46.6 %
% of cases reassessed Temporary accomodation i. Number of households assessed during the year ii. Number and percentage of decision notifications issued within 28 days of date of initial presentation iv. Number of cases reassessed within 12 months of completion of duty Number of cases assessed during the year % of cases reassessed b) The proportion of those provided with permanent accomodation in council stock who maintained their tenancy		iv.	Number of cases reassessed within 12 months of completion of duty		63	
Temporary accomodation i. Number of households assessed during the year ii. Number and percentage of decision notifications issued within 28 days of date of initial presentation iv. Number of cases reassessed within 12 months of completion of duty Number of cases assessed during the year % of cases reassessed b) The proportion of those provided with permanent accomodation in council stock who maintained their tenancy			Number of cases assessed during the year		916	
i. Number of households assessed during the year ii. Number and percentage of decision notifications issued within 28 days of date of initial presentation iv. Number of cases reassessed within 12 months of completion of duty Number of cases assessed during the year % of cases reassessed b) The proportion of those provided with permanent accomodation in council stock who maintained their tenancy			% of cases reassessed			6.9 %
ii. Number and percentage of decision notifications issued within 28 days of date of initial presentation iv. Number of cases reassessed within 12 months of completion of duty Number of cases assessed during the year % of cases reassessed b) The proportion of those provided with permanent accomodation in council stock who maintained their tenancy			Temporary accomodation			
28 days of date of initial presentation iv. Number of cases reassessed within 12 months of completion of duty Number of cases assessed during the year % of cases reassessed b) The proportion of those provided with permanent accomodation in council stock who maintained their tenancy		i.	Number of households assessed during the year		99	
Number of cases assessed during the year % of cases reassessed 12.1 % The proportion of those provided with permanent accomodation in council stock who maintained their tenancy		ii.	:		95	96.0 %
% of cases reassessed b) The proportion of those provided with permanent accomodation in council stock who maintained their tenancy		iv.	Number of cases reassessed within 12 months of completion of duty		12	
b) The proportion of those provided with permanent accomodation in council stock who maintained their tenancy			Number of cases assessed during the year		99	
accomodation in council stock who maintained their tenancy			% of cases reassessed			12.1 %
		b)	accomodation in council stock who maintained their tenancy			76.0

Statutory Performance Indicators 2012/2013		y Performance Indicators 2012/2013	Council:	West Dunbartonshire	
Please return to: spi2013@ishare.audit-scotland.gov.uk		ırn to: spi2013@ishare.audit-scotland.gov.uk	Sauraa	Performance	
DOMESTIC NOISE COMPLAINTS		NOISE COMPLAINTS	Source	Contextual	information
20	a) i. ii. iii.	The number of complaints of domestic noise received during the year: Settled without the need for attendance on site Requiring attendance on site (not including those dealt under Part V of the Antisocial Behaviour Act 2004). Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004		328 560 259	
	b) i. ii.	For aii. and aiii. above, the average time (hours) between the time of the complaint and attendance on site: Requiring attendance on site Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004		Total 1,147	0.4 hours 0.4 hours
TRA	ADING .	STANDARDS - COMPLAINTS AND ADVICE			
21	a) i. ii. iii. b) i. iii. iii.	Number and percentage of consumer complaints completed: Total number received Number dealt with within 14 days of receipt Percentage dealt with within 14 days of receipt Number and percentage of business advice requests completed: Total number received Number dealt with within 14 days of receipt Percentage dealt with within 14 days of receipt	300 53	53	68.6 %
22	i. ii. iii.	Percentage of the road network that should be considered for maintenance treatment A class roads B class roads C class roads Unclassified roads Overall			Red and Amber 24.2 % 25.0 % 32.6 % 36.5 % 34.0 %
REI	FUSE C	OLLECTION			
23	b) i. ii.	Net cost of refuse collection Number of premises for refuse collection (household and commercial) Net cost of refuse disposal per premise Net cost of disposal (Includes landfill tax element) Cost of capping landfill site (to be included in bii) (This is a one off capping cost which affects comparison with previous years)	£ 2,192,194 45,644 £ 5,424,257 £ 0		£ 48.03
		with ρισνίους years)			
<i>REI</i>	FUSE R	ECYCLING Household Waste The percentage of household waste collected by the authority during the year that was recycled and composted.			43.18 %

Statutory Performance Indicators 2012/2013		Council:	West Dunbartonshire	
Please ret	curn to: spi2013@ishare.audit-scotland.gov.uk	Source	Contextual	Performance information
CLEANLII	NESS			
25	The cleanliness index achieved following inspection of a sample of streets and other land			
	Cleanliness measurement			
a) i.	Local authority Inspection one	72		
ii.	Inspection two	74		
iii	. Inspection three	72		
iv	. Inspection four	73		
b)	Partner authority			
v.	Inspection one	76		
vi	. Inspection two	68		
c) vi	Keep Scotland Beautiful inspection i. Validation inspection Overall cleanliness index	68		72