













Appendix 1

SPI 1&2 Report 2011: Quarter 2







SP1-Corporate Management 1-Responsiveness to Communities											
PI Code & Short Name	Previous Annual Performance			Previous Quarter 2 Performance	Current Quarter 2 Performance						Future Performance
	2008/09	2009/10	2010/11	Q2 2010/11	Q2 2011/12						2011/12
	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target
CS/ICT/007 Number of hits on the WDC website to access information and use on line services *	N/A	N/A	N/A	N/A	185,955	210,000				Dorothy Farquhar 04 Oct 2011 Second quarter using Google analytics to obtain the information	840,000
CS/ICT/008 Percentage of ICT incident calls fixed at first point of contact *	N/A	N/A	N/A	N/A	24.85%	40%				John Martin 14 Nov 2011 The PI target fell from Q1 (34%) to Q2 (24.85%) due to several factors. 1/. A new Service Desk team was established after the ICT restructure which has resulted in new staff with no previous Service Desk experience being brought into the team and a major retraining exercise taking place to get the new staff up to speed to handle and resolve calls at the first point of contact. 2/. The schools also started to log ICT requests through the ICT Service Desk at the start of the new term (mid August) again this increase of requests has resulted in a downward	55%

										effect in the PI target as these tasks cannot be resolved at the first point of contact. It is anticipated that through time the training and school requests will be addressed and the target rates will once again go back on an upward trend again.	
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SP1-Corporate Management
2-Revenues and Service Costs
















	Previous Annual Performance			Previous Quarter 2 Performance	Current Quarter 2 Performance						Future Performance
PI Code & Short Name	2008/09	2009/10	2010/11	Q2 2010/11	Q2 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%	55.82%	55.5%	54.5%				Vincent Gardiner 21 Oct 2011 Q2: We are 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%	45.1%	66.7%	67%				Vincent Gardiner 11 Oct 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 2 Performance	Current Quarter 2 Performance						Future Performance
PI Code & Short Name	2008/09	2009/10	2010/11	Q2 2010/11	Q2 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	2.47	3.14	3				Linda Butler 07 Nov 2011 Workforce management system used to generate sickness absence data for Q2. Result for Q2 is higher than Q2 last year and unlikely to meet annual target.	12
SCM1civ CM1aiii: Average number of working days lost per employee through sickness absence for teachers #	7.05	7.41	7.7	0.96	0.83	1.63				Linda Butler 07 Nov 2011 Improvement on last year's quarter 2 value. Likely to meet annual target.	7













SP2-Service Performance
02-Community Care




	Previous Annual Performance			Previous Quarter 2 Performance	Current Quarter 2 Performance						Future Performance
PI Code & Short Name	2008/09	2009/10	2010/11	Q2 2010/11	Q2 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	697.5	646.86	680				Val Jennings 17 Oct 2011 In line with the focus on rehabilitation and enablement, service is being targeted towards those with high level needs to maximise any	680

										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.	
SAS4ci1 ASW4ci: Percentage of homecare clients aged 65+ receiving personal care #	71%	77.7%	79.3%	76.8%	79.1%	78%				Val Jennings 17 Oct 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.	78%
SAS4cii2 ASW4cii: Percentage of homecare clients aged 65+ receiving a service during evening/overnight #	33.2%	37.3%	41.5%	36.4%	41.65%	38%				Maureen McKerry 28 Oct 2011 We have exceeded our quarterly target of 38%. We are delivering more services jointly with Community Nursing Services improving the flexibility and responsiveness of our home care.	38%
SAS4ciii2 ASW4ciii: Percentage of homecare clients aged 65+ receiving a service at weekends #	58.1%	60.6%	64.7%	61.3%	66.24%	60%				Val Jennings 17 Oct 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	2	0	0				Val Jennings 27 Oct 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	83.1%	70%				Val Jennings 21 Oct 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	70%










										identifying carer-defined areas of unmet need and the development of carer support plans to support people with their caring role.	
NOCC-Q3 Percentage of Care Plans reviewed within agreed timescale * +	40%	41%	63%	60%	71.32%	55%				Val Jennings 17 Oct 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 completed by front-line staff to provide initial screening information prior to full review by the home help organiser or care manager.	55%
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	45%				Maureen McKerry 28 Oct 2011 Due to confidentiality issues around data collection and sharing, this is currently unavailable although some progress is expected to be made.	45%
NOCC-BC2a Percentage of people 65+ with intensive needs receiving care at home (Existing definition) * +	42.5%	43.4%	42.9%	N/A	43.4%	46%				Lyn Slaven 27 Oct 2011 This is a draft figure and may be subject to change. Early indications are that we have missed our target of 46%. 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.	46%

										Benchmarked with other local authorities West Dunbartonshire performs satisfactorily.	
ScotGovSW/006 Total number of respite weeks provided to all client groups * +	7,360.47	7,750.62	7,609.84	N/A	1,748.4	1,897				Lyn Slaven 21 Oct 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. While respite for carers of older people has been well above target, respite for carers of people with a physical disability or learning disability has been significantly below target for the first 2 quarters.	7,585
LITOP013 Percentage of people aged 65 and over who receive 20 or more interventions per week * +	N/A	N/A	46.96%	45%	47.45%	44%				Lyn Slaven 18 Oct 2011 We have exceeded our target of 44%. Service is continuing to be 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%	100%	100%	85%				Val Jennings 11 Oct 2011 In the second quarter (1st July-30th September) we did 8 adult protection investigations. In 5 of these cases it was agreed that the adult was at risk: in all 5 a risk assessment and protection plan were put in place. In 2 others it was agreed that the adult had been at risk but that immediate protective action taken had ensured their protection and no further action was needed, in 1 other case it was decided that the adult was not at risk.	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%	93%	90%				Lyn Slaven 20 Oct 2011 We have exceeded our target of 90%. New guidance has been issued by the Scottish Government and recording methods on CareFirst have been developed to reflect 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%	90%	77%	85%				Lyn Slaven 20 Oct 2011 We have missed our target of 85%. The target timescale for those with substantial needs is 2 weeks from the assessment completion date. People waiting slightly beyond this timescale for the care home placement of their choice will have an impact on this figure.	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%	100%	91%	80%				Lyn Slaven 20 Oct 2011 We have exceeded our target of 80%. New guidance has been issued by the Scottish Government and recording methods on CareFirst have been developed to reflect this guidance.	80%
CHCP/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	179	210				Ailsa king 11 Nov 2011 The figure for quarter was received on the 31st October and shows that West Dunbartonshire is now slightly below target for ABIs Currently 12/18 practices are eligible to deliver the locally enhanced service for ABIs with a further practice eligible to deliver ABI's through the Keep Well anticipatory health checks. Work is ongoing with practices to promote ABIs through health improvement service visits.	838

CHCP/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 20 Oct 2011 This is a provisional figure as figures not available until end of November 2011 as advised by Joint Manager. Targets to be confirmed by NHSGCC.	
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SP2-Service Performance
03-Criminal Justice Social Work







	Previous Annual Performance			Previous Quarter 2 Performance	Current Quarter 2 Performance						Future Performance
PI Code & Short Name	2008/09	2009/10	2010/11	Q2 2010/11	Q2 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 21 Oct 2011 The principle reason for late submission of reports is the subject failing to make themselves available. This either generates a letter to court or late submission in cases where there is the opportunity to do so.	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	76.7%	70%				Maureen McKerry 20 Oct 2011 This is a draft figure due to new legislation and recording issues etc which are currently being resolved. Percentage should not drop below this figure. The improvement reflects the initial impact of changes in service delivery.	70%
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	74%	78%				Val Jennings 27 Oct 2011 This is a draft figure due to new legislation and recording issues etc which are currently being resolved. 23 individuals, 17	78%

										placements started on time. This refers to individuals who attend an induction session. In addition to persons who fail to comply with instructions there are from time to time issues re notification from courts in other parts of the country. A robust arrangement with regard to the majority of cases (appearing at Dumbarton Sheriff and JP courts) supports the achievement of targets.	
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SP2-Service Performance
04-Cultural & Community Services

	Previous Annual Performance			Previous Quarter 2 Performance	Current Quarter 2 Performance						Future Performance
PI Code & Short Name	2008/09	2009/10	2010/11	Q2 2010/11	Q2 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	1,289	1,346	1,275	✓	↑	↑	Susan Stopford 31 Oct 2011 The figures are above the target set over the period. Swimming lessons at all three sites were higher this year compared to last year. General swims however at all 3 leisure centres show a downward trend over the period. Health suite usage at the Play Drome is lower resulting in fewer associated swims. This indicator is still on track to achieve annual target for 2011/12.	4,770

SCC2 CC2: Number of attendances per 1,000 population for indoor sports and leisure facilities #	4,148	4,200	4,345	987	954	900				Susan Stopford 31 Oct 2011 The figures are above the target set over the period. Fitness sessions continue to decrease at the Meadow Centre although sessions at the Play Drome show a slight increase. Group fitness classes at the Meadow Centre and Vale Pool show significant increases over the same period last year. This indicator is on track to achieve annual target for 2011/12.	4,230
SCC5b CC5b: Percentage of the resident population who are borrowers from public libraries *	18.8%	21.5%	22.3%	23.1%	21.5%	22%				Gill Graham 02 Nov 2011 The percentage of the resident population who are borrowers remains static and is on track to meet the annual target figure of 22%.	22%
SCC5a CC5a: Number of Library visits per 1000 population #	4,800	6,515	7,526	1,983	1,790	1,675				Gill Graham 02 Nov 2011 Visits in the 2nd Quarter are broken down as follows: 101,489 physical visits and 61,278 virtual visits. Visits to branches have risen by 5,969 on the first quarter of 2011/12. This is down by 13,138 on the same quarter 2010/11, this reflects very closely the impact of the closure of 3 branch libraries 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. School visits to libraries are timetabled throughout the school year; in the 2nd Quarter 15 schools took part with 407 pupils attending, this is almost double those in the same quarter last year. Early Years family	6,700







										learning sessions continue in popularity attracting 1,542 attendees in Jul, Aug, Sep 2011, this was a marked decrease on the same quarter last year however reflected a move from weekly to fortnightly sessions for the holiday period; allowing staff to deliver a summer programme for older children during this period. Services and events including. Quest courses in libraries support free public access to IT/PC training, 25 courses were promoted in Q2 2011/12 with on average attracting 83% subscription.	
SCC3a CC3a: Number of visits to/usages of council funded or part funded museums per 1000 population #	1,274	903	801	159	232	220				Gill Graham 18 Oct 2011 Usage figures are slightly lower in this quarter compared to last quarter due to a reduction in learning outreach during the schools holidays and a fall in visits in person possibly due to the summer holidays. Web-hits remain constant and we would expect usage figures to increase next quarter. Figures remain on track to meet annual targets	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	20	39	32				Gill Graham 18 Oct 2011 Whilst Clydebank Town Hall is refurbished Clydebank Museum is closed. Museum provision is via two new Heritage Centres established in Clydebank Library and Dumbarton Library promoting access to museum exhibits, archives and artefacts. The second quarter of 2011/12 has seen a drop in visits in person compared to the last quarter due to refurbishment	112







										work in Clydebank. Figures are also influenced by interest in current exhibits and the school holidays. Visits to Denny Tank remain constant at just over half those of the museums heritage facilities. Figures remain on track to meet annual targets.	
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SP2-Service Performance
05-Planning










	Previous Annual Performance			Previous Quarter 2 Performance	Current Quarter 2 Performance						Future Performance
PI Code & Short Name	2008/09	2009/10	2010/11	Q2 2010/11	Q2 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%	98%	100%	90%				Susan Stopford 31 Oct 2011 Target surpassed with 100% of applications determined within 2 months. This indicator is on track to achieve annual target for 2011/12.	90%
SDS1bii DS1bii: Percentage of non-householder applications dealt with within two months #	57.28%	51%	60%	62.5%	69.2%	60%				Keith Bathgate 29 Sep 2011 Target surpassed despite delays resulting from summer recess	60%
SDS1cii DS1cii: Percentage of all planning applications dealt with within two months #	73.54%	68%	76.6%	82.2%	81.5%	80%				Keith Bathgate 29 Sep 2011 Target narrowly surpassed. This target is difficult to achieve when the proportion of householder applications is as low as it currently is, and the 80% target has only been exceeded in 3 of the last 10 quarters	80%

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







	Previous Annual Performance			Previous Quarter 2 Performance	Current Quarter 2 Performance						Future Performance
PI Code & Short Name	2008/09	2009/10	2010/11	Q2 2010/11	Q2 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%				BarbaraAnn Currie 06 Oct 2011 Child Protection audits continue to show that all children on the Child Protection Register have 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	100%	59%				BarbaraAnn Currie 20 Oct 2011 Four young people left care this quarter and all 4 are in positive destinations. 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%













LITCS001 Percentage of children and young people who are supported at home under statutory supervision * +	N/A	N/A	46.2%	46.2%	41%	44%				BarbaraAnn Currie 06 Oct 2011 There has been a fall in the total number of children looked after this quarter as well as a fall in the number of children supported at home this quarter and both of these factors have contributed to an overall percentage reduction this quarter.	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	7.74	7.23				Karen Marshall 26 Oct 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.	28.99

SP2-Service Performance
08b- Housing: Rent Management







PI Code & Short Name	2008/09	2009/10	2010/11	Q2 2010/11	Q2 2011/12					Note	2011/12
	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend		Target
SH3avi HS4aviii: Not low demand stock: Average time to re-let houses (days) #	39	41	29	26	25	30				John Kerr 04 Oct 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 not 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	157	52	100				John Kerr 04 Oct 2011 We have met the reduced target against this indicator. However, it is worth noting the performance in this area 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%	98.12%	95.43%	93%				Susan Stopford 31 Oct 2011 Improved performance in comparison with Q1. On track to achieve annual target for 2011/12.	93%













SP2-Service Performance
08b- Housing: Rent Management

	Previous Annual Performance			Previous Quarter 2 Performance	Current Quarter 2 Performance						Future Performance
PI Code & Short Name	2008/09	2009/10	2010/11	Q2 2010/11	Q2 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%	1.78%	2.01%	1.8%				John Kerr 03 Oct 2011 Although performance has remained fairly static over the last 2 quarters we have not met target. We are continuing to carefully manage and monitor this indicator and are confident that once we start letting the long term void properties in Ashton View, Dumbarton, Davidson Road, Alexandria and addresses across South Drumry that performance will improve.	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%	9.9%	10.5%	9.2%				Vincent Gardiner 17 Oct 2011 The performance as at the end of September is higher than our target collection rate for the period and we are continuing to face difficult economic conditions. However this area is a top priority action area and we are ensuring that the maximum staff resource is dedicated to contacting debtors. A pilot exercise is being formulated with our colleagues in HEED to target arrears cases for intensive, integrated action.	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%	6.4%	6.9%	6.3%				Vincent Gardiner 17 Oct 2011 We are behind our profile for this indicator. A pilot exercise is being formulated with our colleagues in HEED to target arrears cases for intensive, integrated action.	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%	52.1%	49.6%	51.5%				Vincent Gardiner 17 Oct 2011 We have achieved a better performance in this indicator than our predicted outcome for the second 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	9.3	9.5	9				Vincent Gardiner 17 Oct 2011 We have not reached our target in this performance measure. We will continue to closely monitor our performance in this area	9
SH4ei HS5eiib: The percentage of arrears owed by former tenants that was either written off or collected during the year. *	23.9%	34.4%	25.8%	11.95%	12.1%	12%				Vincent Gardiner 19 Oct 2011 Q2: 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 2 Performance	Current Quarter 2 Performance						Future Performance
PI Code & Short Name	2008/09	2009/10	2010/11	Q2 2010/11	Q2 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%	97%	97%	100%				John Kerr 20 Oct 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 HS7aiiib: Percentage of households assessed who are then housed where the Council has a duty to secure permanent accommodation #	53%	42.1%	40.4%	58%	37%	40%				John Kerr 20 Oct 2011 Our performance against this indicator has failed to meet target for Q2. However this indicator is linked to homelessness prevention activities and preventing the crisis of homelessness as well as assisting access to other sustainable housing solutions including the Private Rented Sector, while having a positive impact on the individual has a negative outcome with regards this particular performance indicator.	40%

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%	9%	5%	5%				Janice Lockhart 17 Oct 2011 Performance has improved over the last three quarters and reflects the stronger emphasis across Housing Services on homelessness prevention and tenancy sustainment	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%	96%	96%	100%				Janice Lockhart 17 Oct 2011 Performance has improved - we will continue to monitor closely	100%
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%	3%	3%	5%				John Kerr 20 Oct 2011 Performance has improved against this indicator and we will continue to monitor repeat presentations very closely. The abolition of priority need assessments in December 2010 has ensured that there is a greater emphasis on homelessness prevention and tenancy sustainment. Our focus as expressed within our Homelessness Strategy will be to ensure an end to 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%	87%	83%	85%				John Kerr 11 Oct 2011 Our performance against this indicator has slipped in Q2 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. It should be noted that some terminations were for positive reasons. In Q2 from the 221 permanent tenancies	85%

										created 37 did not maintain their tenancy for 12 months.	
HSSI07 The proportion of homeless households assessed as priority homeless *	97%	98%	99%	98.33%	100%	100%				<p>John Kerr 22 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.</p> <p>At the HEED committee of 6th October 2010 it was decided that as of 1st December 2010 all unintentionally homeless 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%.</p>	100%




SP2-Service Performance
09-Protective Services

PI Code & Short Name	Previous Annual Performance			Previous Quarter 2 Performance	Current Quarter 2 Performance						Future Performance
	2008/09	2009/10	2010/11	Q2 2010/11	Q2 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%	67.3%	73.9%	70%				David McCulloch 05 Oct 2011 96 complaints completed of which 71 were within 14 days, ahead of target.	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 Oct 2011 14 requests completed, all within 14 days.	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	0.35	0.44	2				John Stevenson 04 Oct 2011 Q2 Update: 59 complaints were attended to and dealt with formally within an average time of 0.44 hours(26 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	0.47	2				John Stevenson 04 Oct 2011 Q2 Update: 196 complaints were attended to and resolved informally within an average time of 0.47 hours (28mins).	2

SP2-Service Performance

11-Waste Management

	Previous Annual Performance			Previous Quarter 2 Performance	Current Quarter 2 Performance						Future Performance
PI Code & Short Name	2008/09	2009/10	2010/11	Q2 2010/11	Q2 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%	40.5%	44.1%	45%				Susan Stopford 31 Oct 2011 First estimated figure for Municipal Solid Waste recycling /composted is 44.1%. However, measured against household waste recycled (Scottish Government target) is 48.02%. Verification of actual figure will be available early November 2011.	45%

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

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