







# Appendix 1

## SPI 1&2 Report 2011/12: Quarter 3




30 January 2012

SP1-Corporate Management 1-Responsiveness to Communities											
PI Code & Short Name	Previous Annual Performance			Previous Quarter 3 Performance	Current Quarter 3 Performance						Future Performance
	2008/09	2009/10	2010/11	Q3 2010/11	Q3 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	220,376	210,000				Dorothy Farquhar 04 Jan 2012 Jan 2012. Web site hits increased 10-fold during severe weather events. PI will be reviewed and targets amended based on full year stats to incorporate seasonal adjustment. Assessment will also be made relating to incorporating Face book and Twitter hits, which were introduced part way through the monitoring period. Launch of new redesigned web site in Q4 of 2011-12 will encourage take up.	840,000
CS/ICT/008 Percentage of ICT incident calls fixed at first point of contact *	N/A	N/A	N/A	N/A	28%	50%				John Martin 23 Jan 2012 The percentage of ICT Service Desk Calls resolved at the First Point of Contact increased from 25% in Q2 to 28% in Q3.	55%







											<p>The Q3 target was expected to be 50% but this has been impacted by several factors.</p> <p>1/ Transition stage following ICT restructure to train staff and develop skills in new roles, increase the volume of Work Instructions available for users to self serve and 1st line staff to build knowledge.</p> <p>2/ WDC schools started to log all of their ICT requests through the ICT Service Desk in mid-August for the first time, and this has resulted in an increase of approx 50% of the volume of calls being logged on the Service Desk. To address this situation ICT are currently implementing the facility to allow the Service Desk team based at Garshake Road to remote desktop onto pc's and laptops in the school classrooms to investigate and fix faults/requests at the first point of contact.</p>	
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**SP1-Corporate Management  
2-Revenues and Service Costs**







PI Code & Short Name	Previous Annual Performance			Previous Quarter 3 Performance	Current Quarter 3 Performance						Future Performance
	2008/09	2009/10	2010/11	Q3 2010/11	Q3 2011/12						2011/12
	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target
SCM6b CM6bi: Percentage of income due	93%	94.1%	94.1%	81.55%	82.1%	80%				Marion Smith 16 Jan 2012	94.1%
















from Council Tax for the year, net of reliefs and rebates that was received during the year # +											Q3: We are ahead of our collection profile for this indicator and on track to meet annual target. We will continue to closely monitor our performance for this indicator.	
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%	32.4%	58%	57%				Vincent Gardiner 23 Jan 2012 We are slightly behind the target set for the year, mainly due to a major system upgrade that took place during Quarter 3. However we are back on track and fully expect to meet the target set for year end.	47.5%	












**SP1-Corporate Management  
3-Employees**










PI Code & Short Name	Previous Annual Performance			Previous Quarter 3 Performance	Current Quarter 3 Performance						Future Performance
	2008/09	2009/10	2010/11	Q3 2010/11	Q3 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	2.96	3.23	3				Tracy Keenan 25 Jan 2012 Q3 results of LGE absence - shows a 10% increase versus last year.	12
SCM1civ CM1aiiii: Average number of working days lost per employee through sickness absence for teachers #	7.05	7.41	7.7	2.09	1.8	1.63				Tracy Keenan 24 Jan 2012 Absence figure for teachers for Q3 is a 14% improvement on the same quarter the previous year	7




SP2-Service Performance  
02-Community Care

PI Code & Short Name	Previous Annual Performance			Previous Quarter 3 Performance	Current Quarter 3 Performance						Future Performance
	2008/09	2009/10	2010/11	Q3 2010/11	Q3 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	673.75	675.5	680				Lyn Slaven 27 Jan 2012. In line with the focus on rehabilitation and enablement, service is being targeted towards those with high level needs to maximise any potential for improvement in levels of independence. Although we have missed our target, increased investment in reablement has contributed towards an increase in the levels of homecare being delivered.	680
SAS4ci1 ASW4ci: Percentage of homecare clients aged 65+ receiving personal care #	71%	77.7%	79.3%	78.2%	79.6%	78%				Lyn Slaven 27 Jan 2012. 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. In addition, increased investment in reablement has seen an increase in the levels of personal care being delivered.	78%







SAS4cii2 ASW4cii: Percentage of homecare clients aged 65+ receiving a service during evening/overnight #	33.2%	37.3%	41.5%	35.9%	40.6%	38%				Lyn Slaven 27 Jan 2012. 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%	61.8%	67.5%	60%				Lyn Slaven 27 Jan 2012. 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	0	0	0				Lyn Slaven 25 Jan 2012 This is a provisional figure awaiting confirmation of final figures from ISD.	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	83.3%	70%				BarbaraAnn Currie 04 Jan 2012 We have exceeded our quarterly target of 70% reflecting our increased efforts to support carers. We are continuing to assess carer satisfaction levels as part of the current assessment process as well as through satisfaction questionnaires. This includes identifying carer-defined areas of unmet need and the development of carer support plans to support people with their caring role.	70%
NOCC-Q3 Percentage of Care Plans reviewed within agreed timescale + *	40%	41%	63%	76.4%	75.6%	55%				Lyn Slaven 17 Jan 2012 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	55%

										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.	
NOCC-R3 Percentage of people 65+ admitted twice or more as an emergency who have not had an assessment + *	N/A	45%	45%		45%	45%				Lyn Slaven 18 Jan 2012 This is an annual figure and figures reported to date are an estimate and subject to change.	45%
NOCC-BC2a Percentage of people 65+ with intensive needs receiving care at home (Existing definition) + *	42.5%	43.4%	42.9%	N/A	42.28%	46%				Lyn Slaven 25 Jan 2012 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. Benchmarked with other local authorities West Dunbartonshire performs satisfactorily.	46%
ScotGovSW/006 Total number of respite weeks provided to all client groups * +	7,360.47	7,750.62	7,609.84	N/A	N/A	N/A	N/A			Lyn Slaven 27 Jan 2012. Due to timing differences this figure will not be available until February 2012.	7,585
LITOP013 Percentage of people aged 65 and over who receive 20 or more interventions per week * +	N/A	N/A	46.96%	45.76%	45.95%	44%				Lyn Slaven 27 Jan 2012. We have exceeded our target of 44%. Service is continuing to be targeted towards those with	44%

										high level needs, in line with the focus on rehabilitation and enablement.	
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 17 Jan 2012 Between 1st October and 31st December 2011 we did 14 adult protection investigations. In 7 cases it was agreed that the adult was at risk and in all of these a risk assessment and a protection plan were put in place. In 3 others it was agreed that the adult was no longer at risk because of actions already taken. In 4 others it was agreed that the adult was not at risk and that any ongoing concerns would be monitored through ongoing care management.	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%	97%	97%	90%				Lyn Slaven 24 Jan 2012 This is a provisional figure as we are awaiting confirmation of some service delivery. Early indications are that we have exceeded our target this quarter with 97% of people with critical needs receiving service within 2 days of being assessed.	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%	71%	83%	85%				Lyn Slaven 24 Jan 2012 This is a provisional figure as we are awaiting confirmation of some service delivery. Early indications are that we have slightly missed our target this quarter with 83% of people with substantial needs receiving service within 2 weeks of being assessed.	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%	92%	92%	80%				Lyn Slaven 24 Jan 2012 This is a provisional figure as we are awaiting confirmation of some service delivery. Early indications are that we have exceeded our target with 92% of people with moderate needs receiving a service within 6 weeks.	80%
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**SP2-Service Performance  
03-Criminal Justice Social Work**




PI Code & Short Name	Previous Annual Performance			Previous Quarter 3 Performance	Current Quarter 3 Performance						Future Performance
	2008/09	2009/10	2010/11	Q3 2010/11	Q3 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	N/A	98%				Lyn Slaven 27 Jan 2012. Due to timing differences this figure will not be available until February 2012.	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	N/A	70%				Lyn Slaven 27 Jan 2012. Due to timing differences this figure will not be available until February 2012.	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	N/A	78%				Lyn Slaven 27 Jan 2012. Due to timing differences this figure will not be available until February 2012.	78%












SP2-Service Performance  
04-Cultural & Community Services

PI Code & Short Name	Previous Annual Performance			Previous Quarter 3 Performance	Current Quarter 3 Performance						Future Performance
	2008/09	2009/10	2010/11	Q3 2010/11	Q3 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	814	815	1,068				Fiona McGuigan 17 Jan 2012 Usage figures for the quarter are down against target however are very similar to the usage for the same period in the previous year. The annual target may not be achieved.	4,770
SCC2 CC2: Number of attendances per 1,000 population for indoor sports and leisure facilities #	4,148	4,200	4,345	947	907	1,057				Fiona McGuigan 23 Jan 2012 The usage in the quarter is lower than the same period last year however it is anticipated that the usage in the fourth quarter will be achieved and the overall annual target is still on track to be achieved.	4,230
SCC5b CC5b: Percentage of the resident population who are borrowers from public libraries *	18.8%	21.5%	22.3%	22.2%	21.4%	22%				Gill Graham 23 Jan 2012 There are no significant changes to report for this indicator. The percentage of the resident population who are borrowers remains relatively static and is likely to meet the annual target figure of 22%.	22%

PI Code & Short Name	Previous Annual Performance			Previous Quarter 3 Performance	Current Quarter 3 Performance						Future Performance
	2008/09	2009/10	2010/11	Q3 2010/11	Q3 2011/12						2011/12
	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target
SCC5a CC5a: Number of Library visits per 1000 population #	4,800	6,515	7,526	1,716	1,741	1,675				Gill Graham 23 Jan 2012 Total visits in the 3rd Quarter 2011/12 are marginally down on 2nd Quarter, this is consistent with the annual impact of the festive period and library closure during this time. Virtual visits are marginally down however should meet targets. However 3rd Quarter visits in person in 2011/12 are higher than at any time for this quarter in the last three years, despite branch closures. Although it is still early in the implementation of changes to service delivery following a review of the service this is very encouraging. We are currently reviewing the methods & technology behind recording of visitor figures in branch libraries. Through this we have discovered historic anomalies in recording of visits in person going back some years. In Q4 2011/12 and Q1 of 2012/13 we will be auditing how stats are measured and putting in place alternative methods of recording to ensure accuracy. This will be reported on once completed.	6,700
SCC3a CC3a: Number of visits to/usages of council funded or part funded museums per	1,274	903	801	266	229	277				Gill Graham 20 Jan 2012 Usage figures are very	925




PI Code & Short Name	Previous Annual Performance			Previous Quarter 3 Performance	Current Quarter 3 Performance						Future Performance
	2008/09	2009/10	2010/11	Q3 2010/11	Q3 2011/12						2011/12
	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target
1000 population #										marginally lower in this quarter compared to last quarter. Whilst visits in person have increased by over 40% there has been no uptake of outreach programmes by schools. There is no indication why this should reduce other than the museums being closed decreasing demand for heritage kits. However as visits increase and web hits are consistent with expectations figures remain on track to meet annual targets.	
SCC3b CC3b: Number of visits to/uses of council funded or part funded museums that were in person per 1000 population #	83	109	75	13	53	29				Gill Graham 20 Jan 2012 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 third quarter of 2011/12 has seen an increase in visits in person compared to the 2nd quarter following the completion of Clydebank Heritage centre. Visits to Denny Tank are slightly down impacting marginally on statistics. Figures remain on track to meet annual targets.	112

SP2-Service Performance  
05-Planning










PI Code & Short Name	Previous Annual Performance			Previous Quarter 3 Performance	Current Quarter 3 Performance						Future Performance
	2008/09	2009/10	2010/11	Q3 2010/11	Q3 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%	89%	83.9%	90%				Keith Bathgate 17 Jan 2012 26/31. Target missed due to several applications requiring consultation on listed building issues or requiring to be determined by committee, which resulted in applications taking longer to determine than straightforward delegated applications. Still on course to meet overall target for year.	90%
SDS1bii DS1bii: Percentage of non-householder applications dealt with within two months #	57.28%	51%	60%	63%	82.1%	60%				Keith Bathgate 17 Jan 2012 23/28. Target exceeded with best quarterly performance since at least 2006.	60%
SDS1cii DS1cii: Percentage of all planning applications dealt with within two months #	73.54%	68%	76.6%	74.3%	83.1%	80%				Keith Bathgate 17 Jan 2012 49/59. Target exceeded	80%

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










PI Code & Short Name	Previous Annual Performance			Previous Quarter 3 Performance	Current Quarter 3 Performance						Future Performance
	2008/09	2009/10	2010/11	Q3 2010/11	Q3 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 20 Jan 2012 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	67%	59%				BarbaraAnn Currie 20 Jan 2012 Three young people left care this quarter and 2 are in positive destinations. The Scottish Government publishes this information annually. Figures were submitted to the Scottish Government at the end of October 2011 with regard to this reporting period and we are awaiting publication of the confirmed figures. 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%	48.9%	44.6%	44%				BarbaraAnn Currie 20 Jan 2012 This quarter has shown a rise in the percentage of young people	44%

										who are supported at home under statutory supervision. This indicator is back on target and continues to be closely monitored.	
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	7.48	7.23				Karen Marshall 20 Jan 2012 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  
08a-Housing: Estate Management

PI Code & Short Name	Previous Annual Performance			Previous Quarter 3 Performance	Current Quarter 3 Performance						Future Performance
	2008/09	2009/10	2010/11	Q3 2010/11	Q3 2011/12						2011/12
	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target
SH3avi HS4aviii: Not low demand stock: Average time to re-let houses (days) #	39	41	29	21	28	30				Dawn Brady 17 Jan 2012 The number of days has increased though still within target. This is due to a combination of severe weather conditions at the beginning of December and the Christmas shut down. Notwithstanding this seasonal issue we are on target to meet our annual target.	30
SH3bviii HS4bx: Low demand stock: Average time to re-let houses (days) #	269	182	110	104	64	100				Dawn Brady 17 Jan 2012 Letting activity has been limited by the severe weather conditions at the beginning of December and the Christmas shut down though we are still comfortably within our target. Our analysis would indicate that the year end target will be met.	100
SH1b HS1diii: The overall percentage of repairs completed within the target time #	95.2%	96.45%	96.7%	95.19%	95.36%	93%				Martin Feeny 24 Jan 2012 Good performance achieved for period and on track to exceed annual target.	93%







SP2-Service Performance  
08b- Housing: Rent Management










PI Code & Short Name	Previous Annual Performance			Previous Quarter 3 Performance	Current Quarter 3 Performance						Future Performance
	2008/09	2009/10	2010/11	Q3 2010/11	Q3 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%	1.74%	2.02%	1.8%				Dawn Brady 17 Jan 2012 The rent loss due to voids has increased. Letting activity has been limited by the severe weather conditions at the beginning of December and the Christmas shut down. We are also continuing to hold a significant number of properties at major works. It is anticipated that challenging performance target will be met.	1.8%
SHS4ai HS5aiiii: Current tenant arrears as a percentage of the net amount of rent due in the year # +	10.59%	9.6%	9.2%	9.8%	10.2%	8.6%				Marion Smith 05 Jan 2012 Q3 Update: The performance as at the end of December is lower 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	4.5%	4.2%	4%	4.3%	4.5%	4.2%				Marion Smith 05 Jan 2012 Q3: We are behind with our profile for this indicator and will	3.9%









PI Code & Short Name	Previous Annual Performance			Previous Quarter 3 Performance	Current Quarter 3 Performance						Future Performance
	2008/09	2009/10	2010/11	Q3 2010/11	Q3 2011/12						2011/12
	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target
£250 *										continue to monitor our performance in this area.	
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%	51.8%	49.8%	51%				Marion Smith 05 Jan 2012 Q3 Update: We have achieved a better performance in this indicator than our predicted outcome for the third quarter of the year and are on track to meet annual target.	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	9.1	8.9	9				Marion Smith 05 Jan 2012 Q3 Update: We have exceeded our profile target in this area in quarter 3 and are on track to meet annual target.	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%	19%	10.7%	18%				Marion Smith 20 Jan 2012 Q3 Update: We have not achieved our target performance in this area. We will continue to closely monitor our performance in this area	26.5%

SP2-Service Performance  
08c-Housing: Homelessness

PI Code & Short Name	Previous Annual Performance			Previous Quarter 3 Performance	Current Quarter 3 Performance						Future Performance
	2008/09	2009/10	2010/11	Q3 2010/11	Q3 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%	94%	98%	100%				John Kerr 2 18 Jan 2012 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%	59%	31%	40%				John Kerr 2 17 Jan 2012 Our performance against this indicator has failed to meet target for Q3. 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 this in effect could mean meeting the target will prove challenging.	40%

PI Code & Short Name	Previous Annual Performance			Previous Quarter 3 Performance	Current Quarter 3 Performance						Future Performance
	2008/09	2009/10	2010/11	Q3 2010/11	Q3 2011/12						2011/12
	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target
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%	13%	8%	5%				John Kerr 2 18 Jan 2012 We will continue to monitor repeat presentations very closely. The abolition of priority need assessments in December 2010 has ensured there is a greater emphasis on homelessness prevention and tenancy sustainment. Our focus over the next few months will be to ensure an end of the 'revolving door' of homelessness in West Dunbartonshire.	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%	86%	88%	100%				John Kerr 2 18 Jan 2012 We achieved our 100% target in both November and December, generally performance is excellent against this indicator and poorer performance in October has affected the quarterly performance figure but it should be noted that as the numbers are small any drop in performance has a significant statistical impact. 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%	4%	15%	5%				John Kerr 2 18 Jan 2012 We are concerned with regards the negative results against this indicator and we will continue to monitor repeat presentations very closely. The abolition of priority need	5%

PI Code & Short Name	Previous Annual Performance			Previous Quarter 3 Performance	Current Quarter 3 Performance						Future Performance
	2008/09	2009/10	2010/11	Q3 2010/11	Q3 2011/12						2011/12
	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target
										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.	
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%	85%	80%	85%				John Kerr 2 18 Jan 2012 Our performance against this indicator has slipped in Q3 11/12 after consistent levels of improvement within the past year. Therefore we have concerns that our tenancy sustainment rate has declined in 2011/12 and will examine core reasons behind this. It should be noted that some terminations were for positive reasons. In Q3 from the 194 permanent tenancies created 39 did not maintain their tenancy for 12 months.	85%
HSSI07 The proportion of homeless households assessed as priority homeless *	97%	98%	99%	99%	100%	100%				Dawn Brady 24 Jan 2012 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	100%

PI Code & Short Name	Previous Annual Performance			Previous Quarter 3 Performance	Current Quarter 3 Performance						Future Performance
	2008/09	2009/10	2010/11	Q3 2010/11	Q3 2011/12						2011/12
	Value	Value	Value	Value	Value	Target	Status	Long Trend	Short Trend	Note	Target
										one of the most advanced local authorities in terms of meeting the 2012 target. At the HEED committee of 6th October 2010 it was decided that as of 1st December 2010 all unintentionally homeless households will be assessed as in priority need this has ensured from December the proportion of homeless households assessed as priority homeless will be 100%.	

**SP2-Service Performance**  
**09-Protective Services**

PI Code & Short Name	Previous Annual Performance			Previous Quarter 3 Performance	Current Quarter 3 Performance						Future Performance
	2008/09	2009/10	2010/11	Q3 2010/11	Q3 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%	75.3%	73.3%	70%				David McCulloch 09 Jan 2012 90 complaints completed, of which 66 completed in 14 days.	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 09 Jan 2012 9 business advice requests completed, all within 14 days.	97%
SPS6bii PS2bii: Domestic Noise Complaints - the average time (in hours) between the time	0.54	0.38	0.4	0.38	0.31	2				John Stevenson 12 Jan 2012 Q 3 Update: 42 complaints	2












of the complaint and attendance on site (for those complaints dealt with under part V of the Antisocial Behaviour etc (Scotland) Act, 2004) #										were attended to and dealt with formally within an average time of 0.31 hours (19 mins)	
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	0.41	2				John Stevenson 12 Jan 2012 Q3 Update: 156 complaints were attended to and resolved informally within an average time of 0.41 hours (25mins).	2

**SP2-Service Performance**  
**11-Waste Management**

PI Code & Short Name	Previous Annual Performance			Previous Quarter 3 Performance	Current Quarter 3 Performance						Future Performance
	2008/09	2009/10	2010/11	Q3 2010/11	Q3 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%	33%	35.79%	45%				Rodney Thornton 13 Jan 2012 First estimated figure for Municipal Solid Waste recycling /composted is 35.79%. However, measured against household waste recycled (Scottish Government target) is 38.24%.	45%

PI Status	Long Term Trends	Short Term Trends
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Key	
#	Statutory Performance Indicator for 2011/12
*	Local derived measure for 2011/12
+	Key Corporate Performance Indicator for 2011/12

	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				