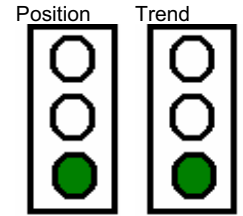


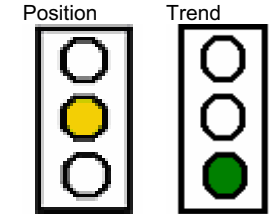
# Appendix 1



**Indicator: BA1. Housing Benefit Administration – the gross administration cost per case**

**Department:** Housing, Regeneration & Environmental Services  
**Section Head:** Marion Smith  
**Date:** Jan-Mar 2006

Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																								
<table border="1"> <caption>BA1 Benefit Cost per Case 2001-2</caption> <thead> <tr> <th>Year</th> <th>WDC</th> <th>Scotland</th> </tr> </thead> <tbody> <tr> <td>01/02</td> <td>34.55</td> <td>42.27</td> </tr> <tr> <td>02/03</td> <td>35.20</td> <td>47.27</td> </tr> <tr> <td>03/04</td> <td>47.94</td> <td>47.96</td> </tr> <tr> <td>04/05</td> <td>42.48</td> <td>48.22</td> </tr> <tr> <td>05/06</td> <td></td> <td></td> </tr> <tr> <td>07/08</td> <td></td> <td></td> </tr> <tr> <td>08/09</td> <td></td> <td></td> </tr> </tbody> </table>	Year	WDC	Scotland	01/02	34.55	42.27	02/03	35.20	47.27	03/04	47.94	47.96	04/05	42.48	48.22	05/06			07/08			08/09			<p>N/A</p>	<p>Continue to monitor                      Targets for future years will be reviewed when central recharges are known.</p>
Year	WDC	Scotland																								
01/02	34.55	42.27																								
02/03	35.20	47.27																								
03/04	47.94	47.96																								
04/05	42.48	48.22																								
05/06																										
07/08																										
08/09																										
<p><b>Comments</b></p> <p>The figure for 2004/05 shows an improvement and is below the Scottish average figure with WDC ranked 8<sup>th</sup> lowest cost. There was an error in Q3 figure provided as it did not include central recharges. Section Head (Finance) awaiting information from central finance to provide Q4 and final figure.</p>	<p><b>Comparator Group Information</b></p> <p>None</p>	<p><b>Progress in 05/06</b></p> <p>Q1 -                      Q2 -                      Q3 £31.45                      Q4 Not available                      Final Figure Not available</p>																								
<p>Audit Scotland SPI data for all Scottish Councils. (04/05)</p>		<p><b>TARGETS</b></p>																								
<p><b>BA1 Benefit Costs per case 0</b></p> <p>Scottish Average £48.22</p> <p>WDC £42.48</p> <p><b>Legend</b></p> <ul style="list-style-type: none"> <li>Council % (Cyan bar)</li> <li>WDC (Red bar)</li> <li>Comparator (Hatched bar)</li> <li>Average (Horizontal line)</li> </ul>		<p>05/06 £42.48                      06/07 £42.48                      07/08 £42.48                      08/09</p>																								



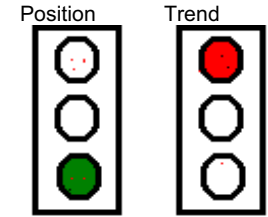
**Indicator:** BA2a - Housing Benefit Administration processing application from the date of receipt of application

**Department:** Housing, Regeneration & Environmental Services  
**Date:** Jan-Mar 2006  
**Section Head:** Marion Smith

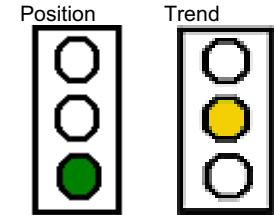
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																												
<table border="1"> <caption>BA2a Benefit Claims Processing</caption> <thead> <tr> <th>Year</th> <th>WDC</th> <th>Scotland</th> </tr> </thead> <tbody> <tr> <td>01/02</td> <td>106.0</td> <td>52</td> </tr> <tr> <td>02/03</td> <td>83.6</td> <td>49</td> </tr> <tr> <td>03/04</td> <td>56.7</td> <td>47</td> </tr> <tr> <td>04/05</td> <td>42.1</td> <td>41.9</td> </tr> <tr> <td>05/06</td> <td></td> <td></td> </tr> <tr> <td>06/07</td> <td></td> <td></td> </tr> <tr> <td>07/08</td> <td></td> <td></td> </tr> <tr> <td>08/09</td> <td></td> <td></td> </tr> </tbody> </table>	Year	WDC	Scotland	01/02	106.0	52	02/03	83.6	49	03/04	56.7	47	04/05	42.1	41.9	05/06			06/07			07/08			08/09			<p>National average Qtr 1 36 days                      Scottish average Qtr 1 33 days</p> <p>National average Qtr 2 34 days                      Scottish average Qtr 2 32 days</p> <p>National average Qtr 3 32.3 days                      Scottish average Qtr 3 32.2 days</p>	<p>This PI is monitored on a monthly basis. Individual cases which are above the average processing time are checked to identify reason and remedial action is taken. Performance is compared on a quarterly basis. This implementation of DIP and workflow will have a positive effect on this PI</p>	
Year	WDC	Scotland																												
01/02	106.0	52																												
02/03	83.6	49																												
03/04	56.7	47																												
04/05	42.1	41.9																												
05/06																														
06/07																														
07/08																														
08/09																														
<p><b>Comments</b></p> <p>WDC figure for 2004/2005 compares favourably with the Scottish average. WDC shows an improvement on the previous year and is ranked 20<sup>th</sup> within Scottish Councils.</p>	<p><b>Comparator Group Information</b></p> <p>Department of Work and Pensions quarterly performance is published on DWP website</p>	<table border="1"> <thead> <tr> <th colspan="2">2004/2005</th> <th colspan="2">Progress in 05/06</th> </tr> <tr> <th colspan="2">Days</th> <th colspan="2">Days</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>43.9</td> <td>Q1</td> <td>38.16</td> </tr> <tr> <td>Q2</td> <td>43.7</td> <td>Q2</td> <td>32.04</td> </tr> <tr> <td>Q3</td> <td>42.3</td> <td>Q3</td> <td>30.95</td> </tr> <tr> <td>Q4</td> <td>38.5</td> <td>Q4</td> <td>35.41</td> </tr> <tr> <td colspan="2"></td> <td>Final Figure</td> <td>34.48</td> </tr> </tbody> </table>	2004/2005		Progress in 05/06		Days		Days		Q1	43.9	Q1	38.16	Q2	43.7	Q2	32.04	Q3	42.3	Q3	30.95	Q4	38.5	Q4	35.41			Final Figure	34.48
2004/2005		Progress in 05/06																												
Days		Days																												
Q1	43.9	Q1	38.16																											
Q2	43.7	Q2	32.04																											
Q3	42.3	Q3	30.95																											
Q4	38.5	Q4	35.41																											
		Final Figure	34.48																											
<p>Audit Scotland SPI data for all Scottish Councils. (04/05)</p>		<p><b>TARGETS</b></p>																												
<p><b>BA2a Processing Time for New Benefit Claims 04/05</b></p> <p>WDC 42 days                      Scottish Average 42 days</p> <p>Legend:                      Council % (Cyan bar)                      WDC (Red bar)                      Comparator (Hatched bar)                      Average (Horizontal line)</p>		<table border="1"> <tbody> <tr> <td>05/06</td> <td>36 days</td> </tr> <tr> <td>06/07</td> <td>28 days</td> </tr> <tr> <td>07/08</td> <td>27 days</td> </tr> <tr> <td>08/09</td> <td></td> </tr> </tbody> </table>	05/06	36 days	06/07	28 days	07/08	27 days	08/09																					
05/06	36 days																													
06/07	28 days																													
07/08	27 days																													
08/09																														

**Indicator: BA2b - Housing Benefit Processing Time for Change of Circumstances**

**Department: Housing, Regeneration & Environmental Services**  
**Date: Jan-Mar 2006**  
**Section Head: Marion Smith**



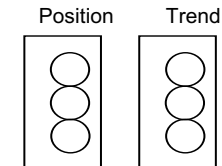
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																			
<p><b>BA2b Processing Time for Benefit Change of Circumstances</b></p> <table border="1" data-bbox="230 715 887 778"> <tr> <td>WDC</td> <td>13.8</td> <td>9.6</td> <td>5.6</td> <td>3.7</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>15.6</td> <td>14.8</td> <td>12.3</td> <td>10.7</td> <td></td> <td></td> <td></td> <td></td> </tr> </table>	WDC	13.8	9.6	5.6	3.7					Scotland	15.6	14.8	12.3	10.7					<p>National average for Qtr 1 - 15.5 days                      Scottish average for Qtr 1 - 12.1 days</p> <p>National average for Qtr 2 - 15.8 days                      Scottish average for Qtr 2 - 16.1 days</p> <p>National average for Qtr 3 - 14.7 days                      Scottish average for Qtr 3 - 18 days</p>	<p>The measure for this PI has changed. Previously processing time was measured from the date of receipt of all information. Performance is now measured from the date of notification of the change. DWP are monitoring the effect of legislative change and it is likely that the DWP target of 9 days will be revised. We will monitor performance closely in this area and address any training issues that may arise.</p>	
WDC	13.8	9.6	5.6	3.7																	
Scotland	15.6	14.8	12.3	10.7																	
<p><b>Comments</b></p>	<p><b>Comparator Group Information</b></p>	<p>2004/05</p>	<p>Progress in 05/06</p>																		
<p>The processing time for this indicator has steadily improved. 04/05 WDC data is well below the Scottish average figure.</p> <p>WDC is ranked 3<sup>rd</sup> highest within the 32 Scottish Councils</p>	<p>Department of Work and Pensions quarterly performance is published on DWP website</p>	<p>Days</p> <p>Q1 3.9 Q2 3.2 Q3 4.3 Q4 3.9</p>	<p>Days</p> <p>Q1 18.15 Q2 25.76 Q3 21.47 Q4 33.3 Final Figure 25.54</p>																		
<p><b>Audit Scotland SPI data for all Scottish Councils. (04/05)</b></p>		<p><b>TARGETS</b></p>																			
<p><b>BA2b Processing Time for Benefit Change of Circumstances 04/05</b></p> <p>Scottish Average 10.3 days WDC 3.7 days</p>		<p><b>Legend</b></p> <ul style="list-style-type: none"> <li>Council %</li> <li>WDC</li> <li>Comparator</li> <li>Average</li> </ul> <p>05/06 4.4 days 06/07 18 days 07/08 17 days 08/09</p>																			



**Indicator:** BA3a - Housing Benefit: Percentage of correct calculations

**Department:** Housing, Regeneration & Environmental Services  
**Date:** Jan-Mar 2006  
**Section Head:** Marion Smith

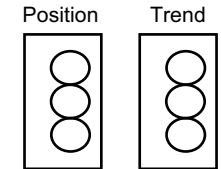
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																															
<table border="1" data-bbox="197 742 884 821"> <thead> <tr> <th></th> <th>00/01</th> <th>01/02</th> <th>02/03</th> <th>03/04</th> <th>04/05</th> <th>05/06</th> <th>06/07</th> <th>07/08</th> <th>08/09</th> </tr> </thead> <tbody> <tr> <td>WDC</td> <td>96.3</td> <td>97.4</td> <td>98.4</td> <td>99.4</td> <td>98.8</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>95.5</td> <td>95.5</td> <td>96.2</td> <td>96.3</td> <td>96.6</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		00/01	01/02	02/03	03/04	04/05	05/06	06/07	07/08	08/09	WDC	96.3	97.4	98.4	99.4	98.8					Scotland	95.5	95.5	96.2	96.3	96.6					<p>National average Qtr 1 97.3%                      Scottish average Qtr 1 97.1%</p> <p>National average Qtr 2 96.8%                      Scottish average Qtr 2 97.3%</p> <p>National average Qtr 3 94.6%                      Scottish average Qtr 3 97.4%</p>	<p>Performance is monitored on a quarterly basis. Cases identified as incorrect are investigated. This information is used to inform training needs at a team and individual level and it is expected that training will improve performance in this area.</p>	
	00/01	01/02	02/03	03/04	04/05	05/06	06/07	07/08	08/09																								
WDC	96.3	97.4	98.4	99.4	98.8																												
Scotland	95.5	95.5	96.2	96.3	96.6																												
<p><b>Comments</b></p>	<p><b>Comparator Group Information</b></p>	<p>2004/05</p>	<p>Progress in 05/06</p>																														
<p>Comparing the Council's figure for 2004/05 against the Scottish average figure shows that the Council continues to perform well in this area. 04/05 WDC data is above the Scottish average figure. WDC ranked 8<sup>th</sup> within the 32 Scottish Councils.</p>	<p>Department of Work and Pensions quarterly performance is published on DWP website</p>	<p>Q1 96.8%                      Q2 98.4%                      Q3 100%                      Q4 100%</p>	<p>Q1 99.2%                      Q2 98.4%                      Q3 98.0%                      Q4 99.0%</p> <p>Final Figure 98.6%</p>																														
<p>Audit Scotland SPI data for all Scottish Councils. (04/05)</p>		<p><b>TARGETS</b></p>																															
<p><b>Legend</b></p> <ul style="list-style-type: none"> <li>Council % (Cyan bar)</li> <li>WDC (Red bar)</li> <li>Comparator (Dotted bar)</li> <li>Average (Horizontal line)</li> </ul>		<p>05/06 99%                      06/07 99%                      07/08 99%                      08/09</p>																															



**Indicator:** BA3b (i) - Housing Benefit  
**Administration:** Percentage of Overpayments recovered in the year.

**Department:** Housing, Regeneration & Environmental Services  
**Date:** Jan-Mar 2006  
**Section Head:** Marion Smith

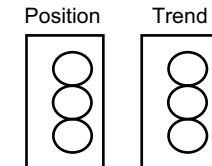
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan
		A work programme has been scheduled for the introduction of the First Debtors System in November 2006
Comments	Comparator Group Information	Progress in 05/06
This is a new indicator. There are no comparisons with previous years or other local authorities at present. Some queries on year end software still to be resolved with SX3 therefore final figure may change prior to reporting PI to Audit Scotland. Once final figure available targets will be revised.		Q1 25.58% Q2 25.34% Q3 33.65% Q4 34.31% Final Figure: 39.41% provisional
Audit Scotland SPI data for all Scottish Councils.		TARGETS
		05/06 32.0% 06/07 45.0% 07/08 54.0% 08/09 60.0%



**Indicator:** BA3b(ii)- Housing Benefit  
**Administration:** Percentage of Overpayments recovered, start of year plus in year.

**Department:** Housing, Regeneration & Environmental Services  
**Date:** Jan-Mar 2006  
**Section Head:** Marion Smith

Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan															
		A work programme has been scheduled for the introduction of the First Debtors System in November 2006															
Comments	Comparator Group Information	Progress in 05/06															
This is a new indicator. There are no comparisons with previous years or other local authorities at present. Some queries on year end software still to be resolved with SX3 therefore final figure may change prior to reporting PI to Audit Scotland. Once <u>final</u> figure available targets will be set.		<table border="0"> <tr> <td>Q1</td> <td>2.94%</td> <td>Provisional</td> </tr> <tr> <td>Q2</td> <td>2.96%</td> <td>Provisional</td> </tr> <tr> <td>Q3</td> <td>2.76%</td> <td>Provisional</td> </tr> <tr> <td>Q4</td> <td>2.71%</td> <td>Provisional</td> </tr> <tr> <td>Final Figure</td> <td>11.06%</td> <td>Provisional</td> </tr> </table>	Q1	2.94%	Provisional	Q2	2.96%	Provisional	Q3	2.76%	Provisional	Q4	2.71%	Provisional	Final Figure	11.06%	Provisional
Q1	2.94%	Provisional															
Q2	2.96%	Provisional															
Q3	2.76%	Provisional															
Q4	2.71%	Provisional															
Final Figure	11.06%	Provisional															
Audit Scotland SPI data for all Scottish Councils.		TARGETS															
		05/06 06/07 07/08 08/09															

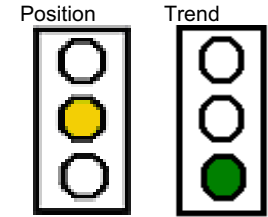


**Indicator: BA3c- Overpayments written off as a percentage of total overpayment debt.**

**Department: Housing, Regeneration & Environmental Services**  
**Date: Jan-Mar 2006**  
**Section Head: Marion Smith**

Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan
		Write offs are only considered where there are no means of recovery
Comments	Comparator Group Information	Progress in 05/06
<p>This is a new indicator, there are no comparisons with previous years or other local authorities at present</p> <p>Write offs are undertaken annually due to requirement for offsetting.</p> <p>Some queries on year end software still to be resolved with SX3 therefore final figure may change prior to reporting PI to Audit Scotland. Once final figure available targets will be revised.</p>		<p>Annual Monitoring</p> <p>Final figure 6.56% provisional</p>
Audit Scotland SPI data for all Scottish Councils.		TARGETS
		<p>05/06</p> <p>06/07</p> <p>07/08</p> <p>08/09</p>

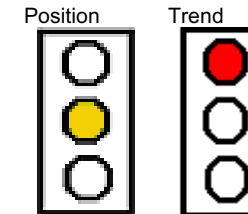




**Indicator: HS1a. Housing Repairs: Percentage of Emergency Repairs on Time**

**Department: Housing, Regeneration & Environmental Services**  
**Date: Jan-Mar 2006**  
**Section Head: Martin Feeny**

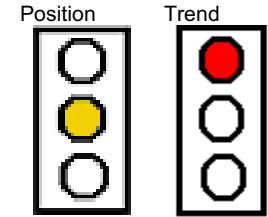
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																												
<table border="1" data-bbox="224 694 884 805"> <thead> <tr> <th></th> <th>01/02</th> <th>02/03</th> <th>03/04</th> <th>04/05</th> <th>05/06</th> <th>06/07</th> <th>07/08</th> <th>08/09</th> </tr> </thead> <tbody> <tr> <td>WDC</td> <td>79.5%</td> <td>93.7%</td> <td>95.8%</td> <td>96.1%</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>89.4%</td> <td>91.6%</td> <td>96.1%</td> <td>93.6%</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		01/02	02/03	03/04	04/05	05/06	06/07	07/08	08/09	WDC	79.5%	93.7%	95.8%	96.1%					Scotland	89.4%	91.6%	96.1%	93.6%						<ul style="list-style-type: none"> <li>• Ensure correct prioritisation</li> <li>• Optimise deployment of resources (labour, plant, materials)</li> <li>• Monitor performance and take corrective action</li> <li>• Upgrade computer systems to deliver performance data in hours</li> </ul>	
	01/02	02/03	03/04	04/05	05/06	06/07	07/08	08/09																						
WDC	79.5%	93.7%	95.8%	96.1%																										
Scotland	89.4%	91.6%	96.1%	93.6%																										
<p><b>Comments</b></p> <p>The figure for 2004/2005 was above the Scottish average. WDC ranked 12 within 29 Scottish Councils and has shown a steady improvement. Data for the 3<sup>rd</sup> &amp; 4<sup>th</sup> Qtr and final figure has been re-examined and input/system errors have been factored out showing a significant improvement.</p>	<p><b>Comparator Group Information</b></p>	<p>2004/05</p> <p>Q1</p> <p>Q2</p> <p>Q3 90.8%</p> <p>Q4 97.0%</p>	<p>Progress in 05/06</p> <p>Q1 100%</p> <p>Q2 100%</p> <p>Q3 100%</p> <p>Q4 100%</p> <p>Final Figure 100%</p>																											
<p><b>Audit Scotland SPI data for all Scottish Councils. (04/05)</b></p>		<p><b>TARGETS</b></p>																												
		<p><b>Legend</b></p> <ul style="list-style-type: none"> <li>Council %</li> <li>WDC</li> <li>Comparator</li> <li>Average</li> </ul>																												
		<p>05/06 96.5%</p> <p>06/07 97.0%</p> <p>07/08 97.5%</p> <p>08/09</p>																												



**Indicator: HS1b. Housing Repairs: Percentage of 10 day Repairs on time**

**Department: Housing, Regeneration & Environmental Services**  
**Date: Jan-Mar 2006**  
**Section Head: Martin Feeny**

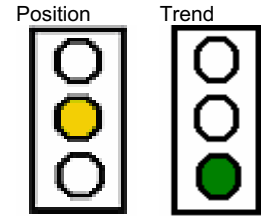
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																												
<table border="1" data-bbox="224 638 672 750"> <thead> <tr> <th></th> <th>01/02</th> <th>02/03</th> <th>03/04</th> <th>04/05</th> <th>05/06</th> <th>06/07</th> <th>07/08</th> <th>08/09</th> </tr> </thead> <tbody> <tr> <td>WDC</td> <td>66.1%</td> <td>86.3%</td> <td>86.2%</td> <td>86.5%</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>84.9%</td> <td>85.1%</td> <td>87.0%</td> <td>85.9%</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		01/02	02/03	03/04	04/05	05/06	06/07	07/08	08/09	WDC	66.1%	86.3%	86.2%	86.5%					Scotland	84.9%	85.1%	87.0%	85.9%						<ul style="list-style-type: none"> <li>Enhance planning</li> <li>Optimise deployment of resources (labour, plant, materials)</li> <li>Monitor performance and take corrective action</li> </ul>	
	01/02	02/03	03/04	04/05	05/06	06/07	07/08	08/09																						
WDC	66.1%	86.3%	86.2%	86.5%																										
Scotland	84.9%	85.1%	87.0%	85.9%																										
<p><b>Comments</b></p> <p>The figure for WDC is slightly above the Scottish average and has shown a steady improvement. WDC ranked 19<sup>th</sup> within 29 Scottish Councils.</p> <p>Slippage on 4<sup>th</sup> Qtr have impacted on overall performance, this is expected to recover 1<sup>st</sup> Qtr 2006/07.</p>	<p><b>Comparator Group Information</b></p>	<p>2004/2005</p> <p>Q1 Q2 Q3 91.4% Q4 87.3%</p>	<p>Progress in 05/06</p> <p>Q1 83.74% Q2 84.47% Q3 85.4% Q4 75.9% Final Figure 83.1%</p>																											
<p>Audit Scotland SPI data for all Scottish Councils. (04/05)</p>		<p><b>TARGETS</b></p>																												
		<p><b>Legend</b></p> <ul style="list-style-type: none"> <li>Council %</li> <li>WDC</li> <li>Comparator</li> <li>Average</li> </ul>		<p>05/06 87.0% 06/07 87.5% 07/08 88.0% 08/09</p>																										



**Indicator: HS1c. Housing Repairs: Percentage of 15 day Repairs on time**

**Department: Housing, Regeneration & Environmental Services**  
**Date: Jan-Mar 2006**  
**Section Head: Martin Feeny**

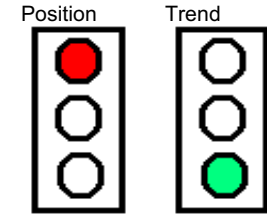
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																												
<table border="1"> <thead> <tr> <th></th> <th>01/02</th> <th>02/03</th> <th>03/04</th> <th>04/05</th> <th>05/06</th> <th>06/07</th> <th>07/08</th> <th>08/09</th> </tr> </thead> <tbody> <tr> <td>WDC</td> <td>52.3%</td> <td>64.4%</td> <td>75.4%</td> <td>81.2%</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>85.8%</td> <td>82.4%</td> <td>81.2%</td> <td>85.1%</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		01/02	02/03	03/04	04/05	05/06	06/07	07/08	08/09	WDC	52.3%	64.4%	75.4%	81.2%					Scotland	85.8%	82.4%	81.2%	85.1%						<ul style="list-style-type: none"> <li>Enhance planning</li> <li>Optimise deployment of resources (labour, plant, materials)</li> <li>Monitor performance and take corrective action</li> </ul>	
	01/02	02/03	03/04	04/05	05/06	06/07	07/08	08/09																						
WDC	52.3%	64.4%	75.4%	81.2%																										
Scotland	85.8%	82.4%	81.2%	85.1%																										
Comments	Comparator Group Information	2004/2005	Progress in 05/06																											
<p>The 15-day repair figure has improved steadily over the past four years. The 2004/05 figures show that the Department was marginally below the Scottish average for 2004/5. WDC ranked 18<sup>th</sup> within 28 Scottish Councils</p> <p>Unfortunately 2005/2006 full year saw a drop in performance, this is due mainly to resource issues. Performance in 2006/2007 should show significant improvements.</p>		Q1 - Q2 - Q3 84.0% Q4 78.5%	Q1 75.45% Q2 76.81% Q3 76.10% Q4 51.00% Final Figure 69.70%																											
Audit Scotland SPI data for all Scottish Councils. (04/05)		TARGETS																												
<p>Average 85% WDC 81%</p>		05/06 86.0% 06/07 86.5% 07/08 87.0% 08/09																												



**Indicator:** HS1d. Housing Repairs: Percentage of 130 day Repairs on time

**Department:** Housing, Regeneration & Environmental Services  
**Section Head:** Martin Feeney  
**Date:** Jan-Mar 2006

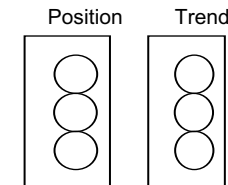
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																												
<table border="1" data-bbox="197 678 898 786"> <thead> <tr> <th></th> <th>01/02</th> <th>02/03</th> <th>03/04</th> <th>04/05</th> <th>05/06</th> <th>06/07</th> <th>07/08</th> <th>08/09</th> </tr> </thead> <tbody> <tr> <td>WDC</td> <td>47.6%</td> <td>71.0%</td> <td>74.6%</td> <td>81.9%</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>75.7%</td> <td>77.0%</td> <td>79.4%</td> <td>89.6%</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		01/02	02/03	03/04	04/05	05/06	06/07	07/08	08/09	WDC	47.6%	71.0%	74.6%	81.9%					Scotland	75.7%	77.0%	79.4%	89.6%						<ul style="list-style-type: none"> <li>Enhance planning</li> <li>Optimise deployment of resources (labour, plant, materials)</li> <li>Monitor performance and take corrective action</li> </ul>	
	01/02	02/03	03/04	04/05	05/06	06/07	07/08	08/09																						
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<p><b>Comments</b></p>	<p><b>Comparator Group Information</b></p>	<p>2004/2005</p>	<p>Progress in 05/06</p>																											
<p>WDC figure for 2004/2005 was below the Scottish average. WDC is ranked 11<sup>th</sup> within 22 Scottish Councils and has shown an improvement over the past four years.</p> <p>Improved performance overall for F/Y 2005/2006</p>		<table border="1"> <tbody> <tr><td>Q1</td><td></td><td>Q1</td><td>79.07%</td></tr> <tr><td>Q2</td><td></td><td>Q2</td><td>81.86%</td></tr> <tr><td>Q3</td><td>71.3%</td><td>Q3</td><td>95.10%</td></tr> <tr><td>Q4</td><td>82.0%</td><td>Q4</td><td>91.60%</td></tr> <tr><td></td><td></td><td>Final Figure</td><td>92.90%</td></tr> </tbody> </table>	Q1		Q1	79.07%	Q2		Q2	81.86%	Q3	71.3%	Q3	95.10%	Q4	82.0%	Q4	91.60%			Final Figure	92.90%								
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<p>Audit Scotland SPI data for all Scottish Councils. (04/05)</p>		<p><b>TARGETS</b></p>																												
	<p><b>Legend</b></p> <ul style="list-style-type: none"> <li>Council %</li> <li>WDC</li> <li>Comparator</li> <li>Average</li> </ul>	<table border="1"> <tbody> <tr><td>05/06</td><td>82.0%</td></tr> <tr><td>06/07</td><td>82.5%</td></tr> <tr><td>07/08</td><td>83.0%</td></tr> <tr><td>08/09</td><td></td></tr> </tbody> </table>		05/06	82.0%	06/07	82.5%	07/08	83.0%	08/09																				
05/06	82.0%																													
06/07	82.5%																													
07/08	83.0%																													
08/09																														



**Indicator:** HS2. Annual Rent Loss due to Voids

**Department:** Housing, Regeneration & Environmental Services  
**Date:** Jan-Mar 2006  
**Section Head:** Linda Hall

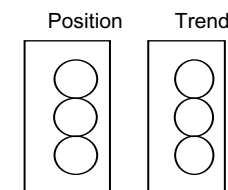
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<table border="1" data-bbox="224 638 896 734"> <tr> <td>WDC</td> <td>5.5%</td> <td>6.6%</td> <td>7.2%</td> <td>7.4%</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>2.6%</td> <td>2.8%</td> <td>2.7%</td> <td>2.5%</td> <td></td> <td></td> <td></td> <td></td> </tr> </table>	WDC	5.5%	6.6%	7.2%	7.4%					Scotland	2.6%	2.8%	2.7%	2.5%					<table border="1" data-bbox="974 638 1590 734"> <tr> <td>WDC</td> <td>5.5%</td> <td>6.6%</td> <td>7.2%</td> <td>7.4%</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Family C</td> <td>3.4%</td> <td>4.2%</td> <td>4.0%</td> <td>3.9%</td> <td></td> <td></td> <td></td> <td></td> </tr> </table>	WDC	5.5%	6.6%	7.2%	7.4%					Family C	3.4%	4.2%	4.0%	3.9%					<p>A report on void management was presented to the Social Justice Committee in October 05. An action plan has been formulated with SMART targets for improvement. DIP and workflow will be implemented during 06/07 to improve void process</p>	
WDC	5.5%	6.6%	7.2%	7.4%																																			
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<p><b>Comments</b></p> <p>WDC figure for 2004/2005 is above the Scottish average and ranked joint last place within the 29 Scottish Councils.</p>	<p><b>Comparator Group Information</b></p> <p>Family C as defined by Audit Scotland for Council Tax</p>	<table border="1"> <thead> <tr> <th colspan="2">2004/2005</th> <th>Progress in 05/06</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>Q1</td> <td>6.96%</td> </tr> <tr> <td>Q2</td> <td>Q2</td> <td>6.69%</td> </tr> <tr> <td>Q3</td> <td>7.07%</td> <td>Q3 6.39%</td> </tr> <tr> <td>Q4</td> <td>5.03%</td> <td>Q4 6.31%</td> </tr> <tr> <td></td> <td></td> <td>Final Figure 6.38%</td> </tr> </tbody> </table>	2004/2005		Progress in 05/06	Q1	Q1	6.96%	Q2	Q2	6.69%	Q3	7.07%	Q3 6.39%	Q4	5.03%	Q4 6.31%			Final Figure 6.38%																			
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<p>Audit Scotland SPI data for all Scottish Councils. (04/05)</p>		<p><b>TARGETS</b></p>																																					
<p><b>Legend</b></p> <ul style="list-style-type: none"> <li>Council % (Blue bar)</li> <li>WDC (Red bar)</li> <li>Comparator (Hatched bar)</li> <li>Average (Horizontal line)</li> </ul>		<table border="1"> <tbody> <tr> <td>05/06</td> <td>5.0%</td> </tr> <tr> <td>06/07</td> <td>4.0%</td> </tr> <tr> <td>07/08</td> <td>3.0%</td> </tr> <tr> <td>08/09</td> <td></td> </tr> </tbody> </table>		05/06	5.0%	06/07	4.0%	07/08	3.0%	08/09																													
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**Summary: HS3a**  
**Average re-let time for stock which is not low demand**

**Department:** Housing, Regeneration & Environmental Services  
**Date: Jan-Mar 2006**  
**Section Head: Linda Hall**

Quarterly Summary for Stock which is Not low demand											
		April-June		July-September		October-December		January-March		Final	
Ref.	Void Period	(1) No. of houses	As a % of total for (1)	(1) No. of houses	As a % of total for (1)	(1) No. of houses	As a % of total for (1)	(1) No. of houses	As a % of total for (1)	(1) No. of houses	As a % of total for (1)
HS3a 1	Less than 2 weeks	1	0.7%	2	1.3%	0	0%	2	1.1%	5	0.8%
HS3a 2	2-4 Weeks	4	2.7%	10	6.3%	2	2%	2	1.1%	18	2.9%
HS3a 3	5-8 Weeks	37	25.3%	40	25.0%	14	11%	20	10.8%	111	18%
HS3a 4	9-16 Weeks	63	43.2%	65	40.6%	72	58%	84	45.4%	284	46.2%
HS3a 5	More than 16 Weeks	41	28.1%	43	26.8%	36	29%	77	41.6%	197	32%
	Total	146	100%	160	100%	124	100%	185	100%	615	100%
HS3a 6	Average Time to Re-Let	110 Days		105 Days		106 Days		114 Days		113 Days	
Comments									TARGETS		
<p>This is a changed indicator for 2005/2006. This will be closely monitored throughout 2005/2006 to inform targets within the various time bands for future years.</p> <p>A report on void management was presented to the SJC on 12<sup>th</sup> October 2005. An action plan has been formulated with SMART targets for improvement. DIP and workflow will be implemented during 06/07 to improve the void process.</p>									<p>Average Time To Re-let</p> <p>See Target Summary Sheet</p>		



**Summary: HS3b**  
**Average re-let time for stock which is Low Demand**

**Department:** Housing, Regeneration & Environmental Services  
**Date: Jan-Mar 2006**  
**Section Head: Linda Hall**

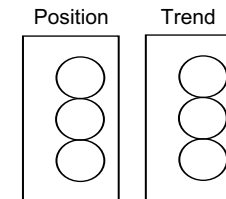
**Quarterly Summary for Stock which is Low Demand**

Ref	Void Period	April-June		July-September		October-December		January-March		Final	
		(1) No. of houses	As a % of total for (1)	(1) No. of houses	As a % of total for (1)	(1) No. of houses	As a % of total for (1)	(1) No. of houses	As a % of total for (1)	(1) No. of houses	As a % of total for (1)
HS3b 1	Less than 2 weeks	1	1.4%	0	0%	3	3%	0	0%	4	1%
HS3b 2	2-4 Weeks	2	2.8%	2	3.8%	0	0%	1	0.7	5	1.3%
HS3b 3	5-8 Weeks	8	11.3%	4	7.5%	3	3%	8	3.9%	23	6%
HS3b 4	9-16 Weeks	17	23.9%	17	32.1%	18	17%	20	13.7%	72	18.9%
HS3b 5	17-32 Weeks	21	29.6%	12	22.6%	36	35%	40	25.5%	109	28.6%
HS3b 6	33-52 Weeks	4	5.6%	3	5.7%	19	18%	22	15%	48	12.6%
HS3b 7	More than 52 Weeks	18	25.4	15	28.3%	25	24%	62	41.2%	120	31.5%
	Total	71	100%	53	100%	104	100%	153	100%	381	100%
HS3b 8	Average Time to Re-Let	385 Days		335 Days		382 Days		516 Days		427 Days	

Comments	TARGETS
<p>The void improvement plan is bringing long term voids into the letting stream. Whilst this improves the percentage of rent loss due to voids, it has an adverse effect on the re-let times. This will be closely monitored throughout 2005/2006 to inform targets within the various time bands for future years.</p> <p>A report on void management was presented to the SJC on 12<sup>th</sup> October 2005. An action plan has been formulated with SMART targets for improvement. DIP and workflow will be implemented during 06/07 to improve the void process.</p>	<p>Average Time to Re-let</p> <p>See Target Summary Sheet</p>

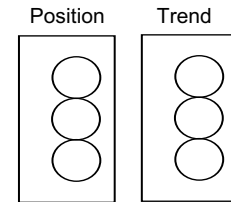
**Indicator:** HS3c (1) Number of low demand stock un-let at year end

**Department:** Housing, Regeneration & Environmental Services  
**Date:** Jan-Mar 2006  
**Section Head:** Linda Hall



Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan
Comments	Comparator Group Information	Progress in 05/06
This is a changed indicator for 2005/2006	No comparisons available yet	Annual Monitoring 510
Audit Scotland SPI data for all Scottish Councils.		TARGETS
		05/06 06/07 07/08 08/09

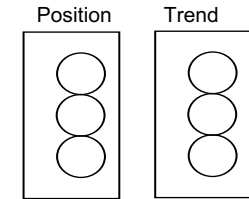




**Indicator:** HS3c (2) Average un-let period at year end for low demand stock

**Department:** Housing, Regeneration & Environmental Services  
**Date:** Jan-Mar 2006  
**Section Head:** Linda Hall

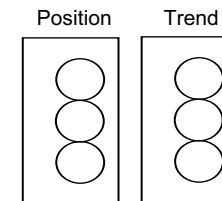
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan
Comments	Comparator Group Information	Progress in 05/06
This is a changed indicator for 2005/2006  This is a year end indicator with no previous information and the year end outturn will inform the year end target.	No comparisons available yet	Annual Monitoring  928 AVG. DAYS.
Audit Scotland SPI data for all Scottish Councils.		TARGETS
		05/06 06/07 07/08 08/09



**Indicator:** HS3d Number of Houses considered to be low demand at year end

**Department:** Housing, Regeneration & Environmental Services  
**Date:** Jan-Mar 2006  
**Section Head:** Linda Hall

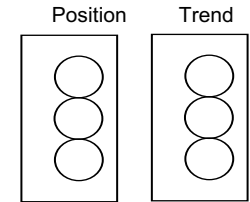
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan
Comments	Comparator Group Information	Progress in 05/06
This is a changed indicator for 2005/2006  Systems are being developed to record data for this indicator. Targets will be set following collection of first year data.	No comparisons available yet	Annual Monitoring  3,279
Audit Scotland SPI data for all Scottish Councils.		TARGETS
		05/06 06/07 07/08 08/09



**Indicator:** HS3e Number of Houses from Indicator 3d considered to be low demand at start of year

**Department:** Housing, Regeneration & Environmental Services  
**Date:** Jan-Mar 2006  
**Section Head:** Linda Hall

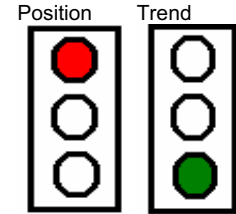
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan
Comments	Comparator Group Information	Progress in 05/06
This is a changed indicator for 2005/2006  Systems are being developed to record data for this indicator. Targets will be set following collection of first year data.	No comparisons available yet	Annual Monitoring  3,349
Audit Scotland SPI data for all Scottish Councils.		TARGETS
		05/06 06/07 07/08 08/09



**Indicator:** HS3f Number of Houses from Indicator 3d that were not actively being re-let because they were subject to disposal strategy

**Department:** Housing, Regeneration & Environmental Services  
**Date:** Jan-Mar 2006  
**Section Head:** Linda Hall

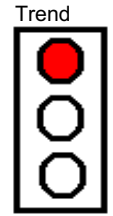
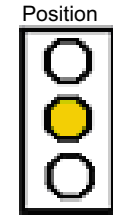
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan
Comments	Comparator Group Information	Progress in 05/06
This is a changed indicator for 2005/2006  Systems are being developed to record data for this indicator. Targets will be set following collection of first year data.	No comparisons available yet	Annual Monitoring  53
Audit Scotland SPI data for all Scottish Councils.		TARGETS
		05/06 06/07 07/08 08/09



**Indicator:** HS4a. Rent Arrears- percentage of net debit

**Department:** Housing, Regeneration & Environmental Services  
**Date:** Jan-Mar 2006  
**Section Head:** Marion Smith

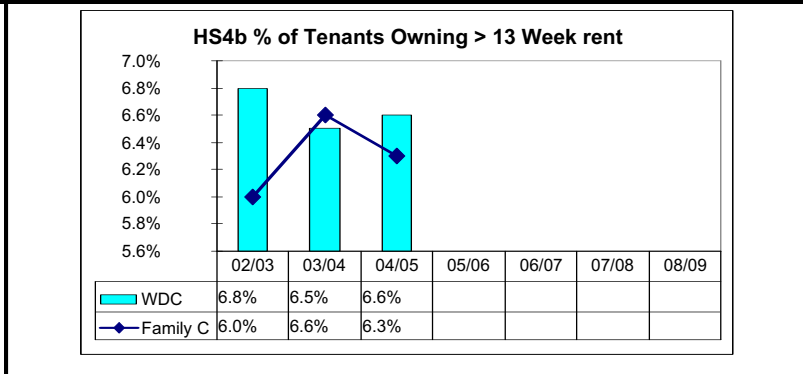
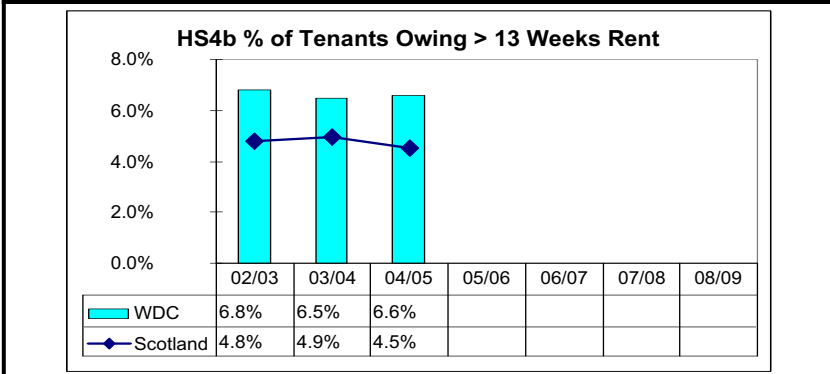
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																																																						
<p style="text-align: center;"><b>HS4a Rent Arrea</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td></td> <td>01/02</td> <td>02/03</td> <td>03/04</td> <td>04/05</td> <td>05/06</td> <td>06/07</td> <td>07/08</td> <td>08/09</td> </tr> <tr> <td>WDC</td> <td>19.2%</td> <td>18.2%</td> <td>16.7%</td> <td>15.8%</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>7.3%</td> <td>7.4%</td> <td>7.9%</td> <td>7.4%</td> <td></td> <td></td> <td></td> <td></td> </tr> </table>		01/02	02/03	03/04	04/05	05/06	06/07	07/08	08/09	WDC	19.2%	18.2%	16.7%	15.8%					Scotland	7.3%	7.4%	7.9%	7.4%					<p style="text-align: center;"><b>HS4a Rent Arre:</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td></td> <td>01/02</td> <td>02/03</td> <td>03/04</td> <td>04/05</td> <td>05/06</td> <td>06/07</td> <td>07/08</td> <td>08/09</td> </tr> <tr> <td>WDC</td> <td>19.2%</td> <td>18.2%</td> <td>16.7%</td> <td>15.8%</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Family C</td> <td>10.6%</td> <td>10.4%</td> <td>11.8%</td> <td>11.8%</td> <td></td> <td></td> <td></td> <td></td> </tr> </table>		01/02	02/03	03/04	04/05	05/06	06/07	07/08	08/09	WDC	19.2%	18.2%	16.7%	15.8%					Family C	10.6%	10.4%	11.8%	11.8%					<p>Targets have been set at service and area office level. Procedure has been updated to ensure more flexible contact methods. Following implementation of Saffron V6, targets will be set at individual officer level. Work is ongoing to allow for payments by direct debit. The Section will consider preventative measures to avoid new rent arrears cases coming onto the system.</p>
	01/02	02/03	03/04	04/05	05/06	06/07	07/08	08/09																																																
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<p><b>Comments</b></p> <p>The Department had rent arrears amounting to 15.8% of net rent in 2004/2005. WDC is ranked 28<sup>th</sup> within 29 Scottish Councils. Although target has not been achieved, the trend is showing continuous improvement.</p>	<p><b>Comparator Group Information</b></p> <p>Family C as defined by Audit Scotland for Council Tax collection</p>	<p><b>Progress in 05/06</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>Q1</td> <td>16.18%</td> </tr> <tr> <td>Q2</td> <td>15.29%</td> </tr> <tr> <td>Q3</td> <td>14.94%</td> </tr> <tr> <td>Q4</td> <td>14.5%</td> </tr> <tr> <td>Final Figure</td> <td>14.5%</td> </tr> </table>	Q1	16.18%	Q2	15.29%	Q3	14.94%	Q4	14.5%	Final Figure	14.5%																																												
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<p style="text-align: center;"><b>HS4a Rent Arrears: 04/05</b></p> <p style="text-align: center;">Average 7.4%</p> <p style="text-align: center;">WDC 15.8%</p>		<p><b>Legend</b></p> <ul style="list-style-type: none"> <li><span style="display: inline-block; width: 15px; height: 10px; background-color: cyan; border: 1px solid black; margin-right: 5px;"></span> Council %</li> <li><span style="display: inline-block; width: 15px; height: 10px; background-color: red; border: 1px solid black; margin-right: 5px;"></span> WDC</li> <li><span style="display: inline-block; width: 15px; height: 10px; background: repeating-linear-gradient(45deg, transparent, transparent 2px, black 2px, black 4px); border: 1px solid black; margin-right: 5px;"></span> Comparator</li> <li><span style="display: inline-block; width: 15px; border-bottom: 1px solid black; margin-right: 5px;"></span> Average</li> </ul> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>05/06</td> <td>13.8%</td> </tr> <tr> <td>06/07</td> <td>12.0%</td> </tr> <tr> <td>07/08</td> <td>10.4%</td> </tr> <tr> <td>08/09</td> <td></td> </tr> </table>	05/06	13.8%	06/07	12.0%	07/08	10.4%	08/09																																															
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**Indicator: HS4b Rent Arrears- percentage owing more 13 weeks(excluding those owing less than £250)**

**Department: Housing, Regeneration & Environmental Services**  
**Date: Jan-Mar 2006**  
**Section Head: Marion Smith**

**Annual Performance Data compared to Scottish Average** | **Annual Performance Data compared to Comparative Group Average** | **Summary of Improvement Action Plan**



Targets have been set at service and area office level. Procedure has been updated to ensure more flexible contact methods. Following implementation of Saffron V6, targets will be set at individual officer level. Work is ongoing to allow for payments by direct debit.

**Comments**

WDC figure for 2004/2005 is above the Scottish average and ranked 26<sup>th</sup> within the 29 Scottish Councils.

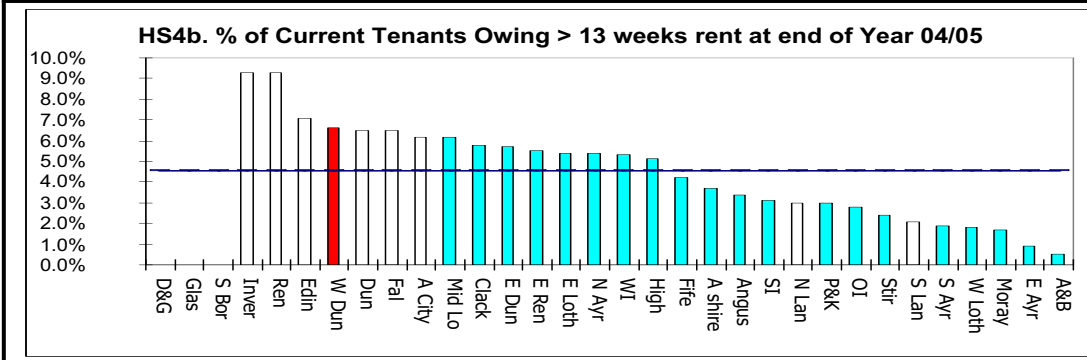
**Comparator Group Information**

Aberdeen City, Dundee City, Edinburgh City, Falkirk, Glasgow, Inverclyde, North Lanarkshire, Renfrewshire, South Lanarkshire

**Progress in 05/06**

Q1	6.70%
Q2	6.63%
Q3	6.97%
Q4	6.28%
Final Figure	6.28%

**Audit Scotland SPI data for all Scottish Councils. (04/05)**

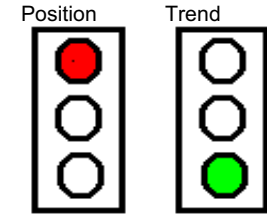


**Legend**

- Council % (Cyan bar)
- WDC (Red bar)
- Comparator (Hatched bar)
- Average (Blue line)

**TARGETS**

05/06	6.3%
06/07	6.0%
07/08	5.5%
08/09	5.0%



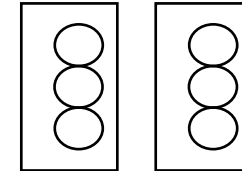
**Indicator: HS5. Council House Sales – Processing Time**

**Department: Housing, Regeneration & Environmental Services**  
**Date: Jan-Mar 2006**  
**Section Head: Martin Feeney**

Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																												
<table border="1" data-bbox="224 694 896 790"> <tr> <td></td> <td>01/02</td> <td>02/03</td> <td>03/04</td> <td>04/05</td> <td>05/06</td> <td>06/07</td> <td>07/08</td> <td>08/09</td> </tr> <tr> <td>WDC</td> <td>23</td> <td>26</td> <td>29</td> <td>30</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>25</td> <td>25</td> <td>28</td> <td>25</td> <td></td> <td></td> <td></td> <td></td> </tr> </table>		01/02	02/03	03/04	04/05	05/06	06/07	07/08	08/09	WDC	23	26	29	30					Scotland	25	25	28	25					<p style="text-align: center;">N/A</p>	<ul style="list-style-type: none"> <li>Meetings were held between legal and administrative and sold property teams to agree procedures and a corrective action plan to be implemented.</li> <li>There is regular consultation as necessary between sections where progress is discussed and any potential problems are highlighted.</li> <li>Regular resource “planner” within legal team has helped stat this year.</li> </ul>	
	01/02	02/03	03/04	04/05	05/06	06/07	07/08	08/09																						
WDC	23	26	29	30																										
Scotland	25	25	28	25																										
<p><b>Comments</b></p>	<p><b>Comparator Group Information</b></p>	<p>2004/2005      Progress in 05/06</p>																												
<p>The Council took an average of 30 weeks to complete the sale of a council house from the date of application during 2004/05 this is above the Scottish average and ranked 24<sup>th</sup> within 29 Scottish Councils.</p>	<p style="text-align: center;">None</p>	<table border="1"> <thead> <tr> <th colspan="2">2004/2005</th> <th colspan="2">Progress in 05/06</th> </tr> <tr> <th>Q</th> <th>Wks</th> <th>Q</th> <th>Wks</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>-</td> <td>Q1</td> <td>27.50</td> </tr> <tr> <td>Q2</td> <td>-</td> <td>Q2</td> <td>*25.10</td> </tr> <tr> <td>Q3</td> <td>31.0</td> <td>Q3</td> <td>24.80</td> </tr> <tr> <td>Q4</td> <td>28.5</td> <td>Q4</td> <td>23.1030</td> </tr> <tr> <td colspan="2"></td> <td>Final Figure</td> <td>24.30</td> </tr> </tbody> </table> <p><small>*Amended per Legal and Admin</small></p>	2004/2005		Progress in 05/06		Q	Wks	Q	Wks	Q1	-	Q1	27.50	Q2	-	Q2	*25.10	Q3	31.0	Q3	24.80	Q4	28.5	Q4	23.1030			Final Figure	24.30
2004/2005		Progress in 05/06																												
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	<p><b>Legend</b></p> <ul style="list-style-type: none"> <li>Council %</li> <li>WDC</li> <li>Comparator</li> <li>Average</li> </ul>	<table border="1"> <tr> <td>05/06</td> <td>28 weeks</td> </tr> <tr> <td>06/07</td> <td>28 weeks</td> </tr> <tr> <td>07/08</td> <td>28 weeks</td> </tr> <tr> <td>08/09</td> <td></td> </tr> </table>	05/06	28 weeks	06/07	28 weeks	07/08	28 weeks	08/09																					
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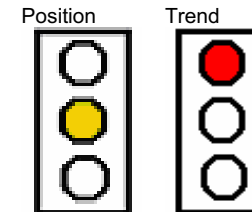
**Indicator: HS6a – Homelessness- Number of households assessed as homeless or potentially homeless during the quarter**

**Department: Housing, Regeneration & Environmental Services**  
**Date: Jan-Mar 2006**  
**Section Head: Janice Lockhart**



Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan					
<table border="1" data-bbox="246 718 761 813"> <tr> <td>03/04</td> <td>04/05</td> </tr> <tr> <td>599</td> <td>1036</td> </tr> </table>	03/04	04/05	599	1036			
03/04	04/05						
599	1036						
Comments	Comparator Group Information	2004/2005	Progress in 05/06				
<p>This is a SPI which is outwith our control. We have no control over who or how many present themselves as homeless.</p>		Q1 Q2 Q3 262 Q\$ 237	Q1 282 Q2 *313 Q3 *327 Q4 301 Final Figure 1223 *Amended by JF				
Audit Scotland SPI data for all Scottish Councils.		TARGETS					
<p>This is a reportable SPI but it does not actually measure performance with other councils.</p>							



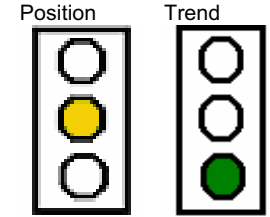


**Indicator:** HS6b. Homelessness- Time between presentation and completion of case

**Department:** Housing, Regeneration & Environmental Services  
**Section Head:** Janice Lockhart

**Date:** Jan-Mar 2006

Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																			
<p><b>HS6b Homeless: average time to process case</b></p> <table border="1" data-bbox="212 614 817 726"> <tr> <td></td> <td>2003/04</td> <td>2004/05</td> <td>2005/06</td> <td>2006/07</td> <td>2007/08</td> </tr> <tr> <td>WDC</td> <td>6</td> <td>13</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>10</td> <td>15</td> <td></td> <td></td> <td></td> </tr> </table>		2003/04	2004/05	2005/06	2006/07	2007/08	WDC	6	13				Scotland	10	15				N/A	Fully implement new electronic monitoring system	
	2003/04	2004/05	2005/06	2006/07	2007/08																
WDC	6	13																			
Scotland	10	15																			
<p><b>Comments</b></p> <p>The average time to process a case was 13 weeks in 2004/2005 and WDC is below the Scottish average. WDC is ranked 17<sup>th</sup> within 32 Scottish Councils.</p>	<p><b>Comparator Group Information</b></p> <p style="text-align: center;">None</p>	<p>2004/2005</p> <p style="text-align: center;">Wks</p> <p>Q1            Q1            8.1</p> <p>Q2            Q2            11.2</p> <p>Q3    14      Q3            11.6</p> <p>Q4    14      Q4            20.25</p> <p style="text-align: right;">Final Figure</p> <p style="text-align: right;">14.4</p>	<p>Progress in 05/06</p> <p style="text-align: center;">Wks</p> <p>8.1</p> <p>11.2</p> <p>11.6</p> <p>20.25</p> <p style="text-align: right;">14.4</p>																		
<p><b>Audit Scotland SPI data for all Scottish Councils. (04/05)</b></p>		<p><b>TARGETS</b></p>																			
<p><b>HS6b Homelessness: Average Time from Presentation to Completion 04/05</b></p>		<p><b>Legend</b></p> <ul style="list-style-type: none"> <li><span style="display: inline-block; width: 15px; height: 10px; background-color: blue; border: 1px solid black;"></span> Council %</li> <li><span style="display: inline-block; width: 15px; height: 10px; background-color: red; border: 1px solid black;"></span> WDC</li> <li><span style="display: inline-block; width: 15px; height: 10px; background: repeating-linear-gradient(45deg, transparent, transparent 2px, grey 2px, grey 4px); border: 1px solid black;"></span> Comparator</li> <li><span style="display: inline-block; width: 20px; border-bottom: 1px solid black;"></span> Average</li> </ul> <p>05/06    10 weeks</p> <p>06/07    10 weeks</p> <p>07/08    9 weeks</p> <p>08/09</p>																			



**Indicator: HS6c Repeat Homelessness**

**Department:** Housing, Regeneration & Environmental Services  
**Date:** Jan-Mar 2006  
**Section Head:** Janice Lockhart

Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																			
<table border="1" data-bbox="197 432 837 778"> <caption>HS6c Repeat Homelessness</caption> <thead> <tr> <th></th> <th>2003/04</th> <th>2004/05</th> <th>2005/06</th> <th>2006/07</th> <th>2007/08</th> </tr> </thead> <tbody> <tr> <td>WDC</td> <td>14.4%</td> <td>7.4%</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>16.3%</td> <td>12.1%</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		2003/04	2004/05	2005/06	2006/07	2007/08	WDC	14.4%	7.4%				Scotland	16.3%	12.1%				N/A	To be monitored.	
	2003/04	2004/05	2005/06	2006/07	2007/08																
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Comments	Comparator Group Information	2004/2005	Progress in 05/06																		
WDC figure for 2004/2005 is below the Scottish average and ranked 14 <sup>th</sup> within 32 Scottish Councils	None	Quarterly Q1 Q2 Q3 2.00% Q4 0.42%	Q1 *6.3% Q2 *6.0% Q3 1.8% Q4 2.6 % Final figure 4.1%																		
Audit Scotland SPI data for all Scottish Councils. (04/05)		TARGETS																			
<div data-bbox="1249 1129 1509 1337"> <p>Legend</p> <ul style="list-style-type: none"> <li>Council %</li> <li>WDC</li> <li>Comparator</li> <li>Average</li> </ul> </div>		05/06 5.0% 06/07 4.0% 07/08 3.0% 08/09																			

# Appendix 2

## Database of Best Value Reviews

	Start Date	BV1 Review Planning	BV2 Current Service	BV3 Consultation	BV4 Bench marking	BV5 Option Appraisal	BV6 Final Report & Action Plan	Outcome
Housing Maintenance	Feb-02	Nov-02	Jul-03	completed	completed	completed	completed	Social Justice Committee 12 October 2005
Tenancy Services	Jan-05	Feb-05	Draft completed	Draft completed	ongoing			
Homeless Services	Apr-06							
Revenue Services								To follow Homeless Services 2007/08

### Legend

	Completed and Approved
	Complete
	In Progress
	Planned