

WEST DUNBARTONSHIRE COUNCIL

Report by Acting Director of Housing, Regeneration and Environmental Services

Community Safety & Environmental Services Committee: 4 April 2007

Subject: Performance Report

1. Purpose

1.1 This report provides the Committee with information on the performance of Regeneration and Environmental Services. The report contains information on:-

- i. Key Performance Indicators (KPIs) for the third quarter of 2006/2007.
- ii. Statutory Performance Indicators (SPIs) for the third quarter of 2006/07 (Appendix 1).
- iii. The programme of Best Value Reviews (Appendix 2).
- iv. The current status of Departmental Actions to meet Departmental Objectives for 2006/2007 i.e. the Service Plan Report (Appendix 3).

2. Background

2.1 Departmental Performance Review meetings (QPRs) take place quarterly, with the most recent one taking place on 26 January 2007 and the next one due to take place on 26 April 2007. At these reviews Key Performance, Local and Statutory Performance Indicators are reported along with a exceptions reports on actions in the Service Plan and actions to meet the Corporate Plan.

3. Main Issues

Key Performance Indicators

Regeneration Services

3.1 Planning

3.1.1 KPI11 - Planning Applications Processing Time: the Percentage of all Applications Dealt with Within Target Time (DS1c)

The goal of this key performance indicator is to increase the percentage of all planning applications determined within 2 months. The performance result for this indicator for the third quarter of 2006/07 is 84.6% compared to the second quarter which was 88.1% and is less favourable by 3.5%.

Although there is a slight drop in performance this figure is well above the year-end target of 80% which is well on target to being achieved. This indicator is also an SPI.

3.2 Building Standards

3.2.1 KPI12 -Percentage of Building Warrant Applications Responded to in 15 Days

The purpose of this key performance indicator is to increase the percentage of building warrant applications responded to in 15 days. The performance result for this indicator for the third quarter of 2006/07 is 38.7% compared to the second quarter which was 69.4% and is less favourable by 30.3%. The year-end target figure of 80% is now not going to be achieved. Staffing issues and new legislation have contributed to this position but a new risk assessment based approach is being developed which has already produced improved performance.

3.3 Forward Planning & Regeneration

3.3.1 KPI13 - Area of Land Removed from the Vacant and Derelict Land Register per annum

The goal of this key performance indicator is to remove land from the Vacant and Derelict Land Register to ensure that regeneration takes place in a planned and co-ordinated manner. It is monitored annually and the target for 2006/2007 is 1 hectare. This target figure has already been exceeded.

3.4 Skillseekers

3.4.1 KPI14 - Number of Training Opportunities Provided

The performance result for this indicator for the third quarter of 2006/07 is a cumulative total of 267 places compared to the second quarter which was 183 places and is more favourable by 84 places. Therefore, the year-end target figure of 225 places has already been achieved and exceeded.

3.5 Economic Development

3.5.1 KPI15 - Number of Businesses Assisted

The performance result for this indicator for the third quarter of 2006/07 is a cumulative total of 190 business assists compared to the second quarter which was 84 assists and is more favourable by 106. Therefore, the year-end target figure of 110 business assists has already been achieved and exceeded.

Environmental Services

3.6 Trading Standards

3.6.1 KPI16 - Trading Standards Inspections: percentage of target visits to premises in the high-risk inspection category achieved (PS5a)

The performance result for this indicator for the third quarter of 2006/07 remains at 100% as it was in the first two quarters. Performance to date is, therefore, on target and it is anticipated that the year-end target of 100% will be achieved.

3.7 Waste Services

3.7.1 KPI17 - Percentage of municipal solid waste collected by the Council that was disposed of by composting, recycling or other recovery methods, shown as a proportion of total waste managed (WM3)

The performance result for this indicator for the third quarter of 2006/07 is 28.3%, which, when compared with the second quarter is less favourable by 5.6%. This combined indicator is influenced by seasonal variations in that composting figures are higher in the spring/early summer months. The combined target (composting/recycling/other recovery methods) for 2006/07 is 25% and the target for this indicator is still being exceeded.

3.8 Noise Complaints

3.8.1 KPI18 - Percentage of out-of-hours noise complaints resolved on the same day

The performance result for this indicator for the third quarter of 2006/07 is 86% compared to the second quarter which was 89% and is less favourable by 3%. Despite this slight fall back in performance, the year-end target figure of 75% for 2006/2007 is still very likely to be achieved and exceeded.

3.9 Environmental Health

3.9.1 KPI19 - Achieve a minimum response rate for all high priority complaints and service requests (within two working days)

The performance result for this indicator for the third quarter of 2006/07 is 96.3% compared to the second quarter which was 96.9% and is less favourable by 0.6%. Despite this very slight fall back in performance, the year-end target figure of 95% for 2006/2007 is still likely to be achieved.

3.10 Road Safety

3.10.1 KPI20 - No. of Primary schools participating in the Travelling Green Initiative

The number of primary schools participating in this initiative remains at 14 for the third quarter against a year-end target of 16. Take-up of this initiative is outwith the control of Land and Environmental Services.

3.11 Traffic & Transportation

3.11.1 KPI 21 - Percentage increase in the number of people cycling on NCR7

This key performance indicator is monitored annually.

3.11.2 KPI22 - Percentage of precautionary grits carried out on primary routes

This key performance indicator is monitored annually.

3.11.3 KPI23 - Percentage of Road Network to be considered for maintenance treatment (RL1)

This key performance indicator is monitored annually. This indicator is also an SPI.

3.12 Grounds Maintenance

3.12.1 KPI24 - Increase number of play areas that meet the DDA standards for all users per annum

This key performance indicator is monitored annually.

3.12.2 KPI25 - Cleanliness index achieved following inspection of a sample of streets and other relevant land (WM4)

The performance result for this indicator for the third quarter of 2006/07 is 70.7% compared to the second quarter which was 58.7% and is more favourable by 12%. The year-end target of 73% is likely to be achieved. This indicator is also an SPI.

3.13 Sport and Leisure Management

3.13.1 KPI26 - 20% of citizens will be Passport to Leisure holders by 2009

The performance result for this indicator for the third quarter of 2006/07 is 13% compared to the second quarter which was 14% and is less favourable by 1%. The year-end target for 2006/07 is 15.5% and is, therefore, unlikely to be achieved. This indicator is being closely monitored and will be reviewed.

A data cleansing exercise was undertaken during quarters 2 and 3 to remove all non-live and duplicate data which resulted in the drop in memberships recorded on the system.

Furthermore, a delay in introduction of Young Scot Cards to all secondary school children has impacted upon the roll out of Passport to Leisure Memberships to school children.

3.13.2 KPI27 - Number of free fitness assessments conducted each year

The performance result for this indicator for the third quarter of 2006/07 is 564 assessments compared to the second quarter which was 380 assessments and is more favourable by 184. The year-end target of 1,875 assessments is still likely to be achieved.

3.13.3 KPI28) CC1 The number of attendances per 1000 population for all pools

The performance result for this indicator for the third quarter of 2006/07 is 811 attendances compared to the target which was 861 attendances and is less favourable by 50. The year-end target of 4,200 attendances is now unlikely to be achieved. This indicator is an SPI. New features and initiatives have been introduced to redress this performance shortfall for future years. These include:- Development of the swimming lesson programme to increase throughput, introduction of laned swimming sessions for adults, expansion of juvenile inflatable fun session programme, introduction of additional Aqua-aerobics classes and promotion of family swim sessions.

3.13.4 KPI29) CC2 The number of attendances per 1000 population for indoor sports and leisure

The performance result for this indicator for the third quarter of 2006/07 is 814 attendances compared to the target which is 1019 attendances and is less favourable by 205. Technical difficulties with the MRM system over this third quarter resulted in many clubs being invoiced too late for their attendances to be included. It is anticipated that the year-end target of 3,997 attendances may only just be achieved. This indicator is also an SPI.

3.14 Facilities Management

3.14.1 KPI30) No. of secondary schools whose menus meet nutritional standards of Hungry for Success

This key performance indicator is monitored annually.

Statutory Performance Indicators

Regeneration Services

3.15 Planning

3.15.1 Planning Applications Processing Time: the Percentage of Applications Dealt with Within Target Time (2 months) for Householder Applications (DS1a)

The performance result for this indicator for the third quarter of 2006/07 is 92.4% compared to the second quarter which was 92.75%. This excellent figure puts West Dunbartonshire Council into the top performing Councils in Scotland. The target for 2006/2007 is 90%, and performance is still exceeding target.

3.15.2 Planning Applications Processing Time: the Percentage of Applications Dealt with Within Target Time (2 months) for Non-householder Applications (DS1b)

The performance result for this indicator for the third quarter of 2006/07 is 75.5% compared to the second quarter which was 81.6% and is less favourable by 6.1%. The target for 2006/2007 is 60% and, despite this slight drop off, performance is still exceeding target and the national average.

3.15.3 Planning Applications Processing Time: the Percentage of Applications Dealt with Within Target Time (2 months) for All Applications (DS1c)

See 3.1.1 above.

3.15.4 The Number of Appeals That Were Successful as a Percentage of the Number of Planning Determinations Made by the Council (DS2a)

This performance indicator is monitored annually.

3.15.5 The Number of Appeals That Were Successful as a Percentage of the Number of Planning Determinations That Went to Appeal (DS2b)

This performance indicator is monitored annually.

3.16 Forward Planning & Regeneration

3.16.1 The Percentage of the Population Covered by a Local Plan Which Has Been Adopted or Finalised Within the Last Five Years (DS3)

This performance indicator is monitored annually.

Environmental Services

3.17 Sport and Leisure Management

3.17.1 CC1 The number of attendances per 1000 population for all pools

The performance result for this indicator for the third quarter of 2006/07 is 811 attendances compared to the target which is 861 attendances and is less favourable by 50. The year-end target of 4,200 attendances is now unlikely to be achieved. This indicator is an SPI. New features and initiatives have been introduced to redress this performance shortfall for future years.

3.17.2 CC2 The number of attendances per 1000 population for indoor sports and leisure

The performance result for this indicator for the third quarter of 2006/07 is 814 attendances compared to the target which is 1019 attendances and is less favourable by 205.

Technical difficulties with the MRM system over this third quarter resulted in many clubs being invoiced too late for their attendances to be included. It is anticipated that the year-end target of 3,997 attendances may only just be achieved. This indicator is also an SPI.

3.18 Food Hygiene Inspections

3.18.1 Food Safety: percentage of approved premises that were inspected on time (PS1a)

The performance result of this indicator for the third quarter of 2006/07 remains at 100% as it was in the first and second quarters. Performance to date is on target and it is anticipated that the year-end target of 100% will be achieved.

3.18.2 Food Safety: percentage of premises in the “6 months” category that were inspected on time (PS1b)

The performance result of this indicator for the third quarter of 2006/07 remains at 100% as it was in the first and second quarters. Performance to date is on target and it is anticipated that the year-end target of 100% will be achieved.

3.18.3 Food Safety: percentage of premises in the “12 months” category that were inspected on time (PS1c)

The performance result of this indicator for the third quarter of 2006/07 remains at 100% as it was in the first and second quarters. Performance to date is on target and it is anticipated that the year-end target of 100% will be achieved.

3.18.4 Food Safety: percentage of premises in the “more than 12 months” category that were inspected on time (PS1d)

The performance result of this indicator for the third quarter of 2006/07 remains at 100% as it was in the first and second quarters. Performance to date is on target and it is anticipated that the year-end target of 100% will be achieved.

3.19 Noise Complaints

3.19.1 Noise: the number of domestic noise complaints settled without attendance on site (PS2a (i))

The performance result of this indicator for the third quarter of 2006/07 is 33 complaints, which is the same number of complaints as the second quarter. As this is a new indicator, a target for 2007/08 will be set based on the data gathered during 2006/07.

3.19.2 Noise: the number of domestic noise complaints requiring attendance on site (PS2a (ii))

The performance result of this indicator for the third quarter of 2006/07 is 175 complaints, which, when compared with the second quarter, is an increase of 26 complaints. As this is a new indicator, a target for 2007/08 will be set based on the data gathered during 2006/07.

3.19.3 Noise: the number of domestic noise complaints dealt with under the Anti Social Behaviour Act (PS2a (iii))

The performance result of this indicator for the third quarter of 2006/07 is 49 complaints, which, when compared with the second quarter is a reduction of 15 complaints. This is a reportable SPI but does not measure performance. As this is a new indicator, a target for 2007/08 will be set based on the data gathered during 2006/07.

3.19.4 Noise: this relates to domestic noise and is the average time between the time of complaint and attendance on site (PS2b)

The performance result of this indicator for the third quarter of 2006/07 is again 0.63 hours as it was in the second quarter. As this is a new indicator, a target for 2007/08 will be set based on the data gathered during 2006/07.

3.19.5 Noise: number of non-domestic noise complaints settled without the need for formal action (PS3a (i))

The performance result of this indicator for the second quarter of 2006/07 is 38 complaints, which, when compared with the first quarter is favourable by 25 complaints. As this is a new indicator a target for 2007/08 will be set based on the data gathered during 2006/07.

3.19.6 Noise: number of non-domestic noise complaints requiring formal action (PS3a (ii))

Formal action was taken in respect of one non-domestic noise complaint in this third quarter of 2006/07. As this is a new indicator a target for 2007/08 will be set based on the data gathered during 2006/07.

3.19.7 Noise: average time to take formal action for non domestic complaints requiring formal action (PS3b)

Formal action was taken in respect of one non-domestic noise complaint in this third quarter of 2006/07. The time taken for this action was 20 days. As this is a new indicator a target for 2007/08 will be set based on the data gathered during 2006/07.

3.20 Trading Standards – Inspections, Complaints and Advice

3.20.1 Trading Standards: percentage of consumer complaints dealt within 14 days (PS4a)

The performance result of this indicator for the third quarter of 2006/07 is 59.1%, which, when compared with the second quarter is very slightly less favourable by 0.9%. Calls for advice are now passed to Consumer Direct resulting in a higher percentage of complex complaints being handled by Trading Standards. This is reflected in the reduction in the percentage of complaints dealt with within 14 days. In response to the change in the method of handling complaints, a new target for 2006/07 will be set.

3.20.2 Trading Standards Complaints and Advice: percentage of business advice requests completed in 14 days (PS4b)

The performance result of this indicator for the third quarter of 2006/07 remains at 100% as it was in the first and second quarters. Performance to date is above target and it is anticipated that the year-end target of 95% will be achieved.

3.20.3 Trading Standards Inspections: percentage of target visits to premises in the high-risk inspection category achieved (PS5a)

The performance result of this indicator for the third quarter of 2006/07 remains at 100% as it was in the first and second quarters. Performance to date is on target and it is anticipated that the year-end target of 100% will be achieved.

3.20.4 Trading Standards Inspections: percentage of target visits to premises in the medium-risk inspection category achieved (PS5b)

The performance result of this indicator for the third quarter of 2006/07 is 98.1%, which, when compared with the second quarter is less favourable by 1.9%. Performance to date is still above target and it is anticipated that the year-end target of 90% will be achieved.

3.21 Roads and Lighting

3.21.1 Roads overall requiring treatment (RL1)

This performance indicator is monitored annually.

3.21.2 Repairs Response: traffic light repairs completed in 48 hours (RL2)

The performance result of this indicator for the third quarter of 2006/07 remains at 100%, as it was in the first and second quarters. Performance to date is above target and it is anticipated that the year-end target of 95.3% will be achieved.

3.21.3 Repairs Response: street light repairs completed in 7 days (RL3)

The performance result of this indicator for the third quarter of 2006/07 is 95.2%, which, when compared with the second quarter is very slightly less favourable by 0.8%. The target for 2006/07 is 98.2%. While performance to date is below target, it is anticipated that the year-end target of 98.2% will be achieved.

3.21.4 Proportion of street lighting columns over 30 years old (RL4)

The performance result of this indicator for the third quarter of 2006/07 is 54.7%, which, when compared with the second quarter is more favourable by 1.3%. The increased costs in steel, copper and electricity charges are impacting on our ability to achieve current targets. Performance to date is below target and the year-end target of 53.4% may not be achieved.

3.21.5 Percentage of total number of assessed bridges that fail to meet the European standard of 40 tonnes (RL5a (i))

The performance indicator for the third quarter of 2006/07 is:

Council	Private	All Bridges
10.8%	55.5%	23.4%

These figures are the same as the first and second quarters. Performance to date is below target. However, following completion of the Ladyton South underpass, it is anticipated that the year-end targets will be achieved.

3.21.6 Percentage of total number of assessed bridges that have a weight or width restriction placed on them (RL5b (i))

The performance indicator for the third quarter of 2006/07 is:

Council	Private	All Bridges
2.2%	11.10%	4.7%

These figures are the same as the first and second quarters. Performance to date is on target and it is anticipated that the year-end targets of 2.2% (Council), 11.10% (Private), and 4.7% (All Bridges) are on target to be achieved.

3.22 Waste Management

3.22.1 Waste Management – Net Cost of Refuse Collection per premise (WM1a)

This performance indicator is monitored annually.

3.22.2 Waste Management – Net Cost of Disposal per premise (WM1b)

This performance indicator is monitored annually.

3.22.3 Waste Management: number of refuse collection complaints per 1,000 households (WM2)

The performance result of this indicator for the third quarter of 2006/07 is 8.44 complaints per 1,000 households, which, when compared with the second quarter is very slightly more favourable by 0.01 complaints per 1,000 households. The performance to date shows that the number of complaints is above the target of 15 per 1,000 population and it is anticipated that this will be reflected in year end figures.

3.22.4 Refuse Recycling: amount of municipal waste collected that was land-filled (WM3 (a))

The performance result of this indicator for the third quarter of 2006/07 is 71.7%, which, when compared with the second quarter is less favourable by 5.6%. A combined recycling/composting target of 25% was set for all municipal waste for 2006/2007 therefore the landfill target is 75%. Performance to date is still ahead of target and it is anticipated that the year-end target of 75% will be achieved.

3.22.5 Refuse Recycling Indicator: amount of municipal waste collected that was composted (WM3 (b))

The performance result for this indicator for the third quarter of 2006/07 is 5.1%, which, when compared with the second quarter is very slightly more favourable by 0.2%. This indicator is influenced by seasonal variations in that composting figures are higher in the spring/early summer months. The combined target (composting/recycling) for 2006/07 is 25%, therefore there is no individual target for composting.

3.22.6 Refuse Recycling Indicator: amount of municipal waste collected that was recycled (WM3 (c))

The performance result for this indicator for the third quarter of 2006/07 is 23.18%, which, when compared with the second quarter is less favourable by 5.73%. The combined target (composting/recycling) for 2006/07 is 25%. Performance to date is still ahead of target and it is anticipated that the year-end target of 25% will be achieved.

3.22.7 Waste Management: percentage of abandoned vehicles removed within 14 days (WM5)

The performance result for this indicator for the third quarter of 2006/07 was 95% which, when compared with the second quarter is less favourable by 5.0%. As this is a new indicator a target for 2007/08 will be set based on the data gathered during 2006/07.

3.23 Grounds Maintenance

3.23.1 The cleanliness index achieved following inspection of a sample of streets and other relevant land (WM4)

The performance results for this indicator for the third quarter of 2006/07 are shown below along with the second quarter of 2006/07 and the variance comparison. Due to seasonal variances in the inspection programme there is no direct relationship between the results for each of the quarters.

	Quarter 2 2006/07	Quarter 3 2006/07
Town Centre	61	72
High density residential	54	67
Low density residential	61	73

These quarterly figures are not indicative of the probable annual score due to the formulae used to factor in Keep Scotland Beautiful (KSB) scores. KSB scores are made available in June each year.

3.24 Traffic Light Position

3.24.1 The traffic light “position”, shown on the various Statutory Performance Indicator figures in Appendix 1, refers to comparison of West Dunbartonshire Council SPIs with the audited Scotland-wide figures for 2005/06 which are now available.

3.25 Action Plan

3.25.1 Each table in Appendix 1 has an Improvement Action Plan that has been produced, where appropriate, to address specific issues identified. These will be used to monitor all poorly performing SPIs in these performance reports to the Community Safety and Environmental Services Committee.

3.26 Best Value Reviews

3.26.1 Appendix 2 shows that there are three services currently undertaking Best Value Reviews. Roads Traffic and Transportation is on target for completion for its final reports by the end of March 2007. Because of the priority to be given to a Charter Mark Assessment scheduled for March 2007 the Events and Halls best value review may not be completed by the end of March 2007. There have been a number of challenges in relation to staffing and recruiting issues in Economic Development that consequently may result also in that Best Value Review not being completed by the end of March 2007.

3.27 Corporate Actions Report

3.27.1 24 actions associated with the Corporate Objectives in the departmental Service Plan have already been 'achieved' with the remainder 'on-track' for completion on or before 31 March 2007.

3.28 Service Plan Report

3.28.1 81 actions within the departmental Service Plan have already been 'achieved' and ten actions have been 'delayed'. Ten actions have either 'not been achieved' or 'may not be achieved' and these are shown at Appendix 3. The remainder are 'on track' for completion on or before 31 March 2007.

3.29 Quality Initiatives

3.29.1 Appendix 4 shows the progress of the departmental Charter Mark programme. Events and Halls, Environmental Health and Facilities Management are on target for Charter Mark assessments in 2007.

4. Personnel Issues

4.1 There are no personnel issues.

5. Financial Implications

5.1 There are no financial implications.

6. Risk Analysis

6.1 There are no risks associated with this report.

7. Conclusions

7.1 Performance Indicators and improvement action plans for adverse performance indicators continue to be closely monitored and, where necessary, the appropriate corrective action is being taken.

8. Recommendation

8.1 The Committee is invited to note the contents of this report.

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(Housing and Regeneration Services)

Ronnie Dinnie
Acting Director of Housing, Regeneration and Environmental Services
(Land and Environmental Services)
Date: 20 March 2007

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
Appendix 1: Statutory Performance Indicators
Appendix 2: Best Value Review - Update

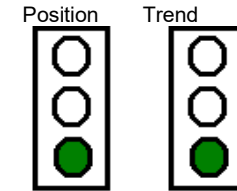
Background Papers: None

Wards Affected: All

Appendix 1

Traffic Light System

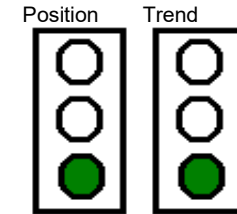
	The sheets show two 'Traffic Lights'. The first one, Position , provides a quick visual representation of our 'ranking' or position with respect to either comparator councils, where this information is available, or all Scottish councils.	The second traffic light, Trend , indicates whether the trend from one year to the next has worsened, stayed constant or improved.
	Position	Trend
	This represents our position as being in the bottom third within Scottish Councils which provided data	This indicates that our performance has worsened
	This represents our position as being in the middle third within Scottish Councils which provided data	This indicates that our performance has remained constant
	This represents our position as being in the top third within Scottish Councils which provided data	This indicates an improvement in our performance



Indicator DS1a :
Planning Control: % of Householder Planning Applications dealt with in 2 Months

Department: **Housing, Regeneration and Environmental Services**
Date: Oct – Dec 2006
Section Head : Pamela Clifford

Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																					
<table border="1"> <caption>DS1a: % of Householder Planning Applications dealt within 2 months</caption> <thead> <tr> <th></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>81.3%</td> <td>84.8%</td> <td>90.8%</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>80.6%</td> <td>79.3%</td> <td>78.3%</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		03/04	04/05	05/06	06/07	07/08	08/09	WDC	81.3%	84.8%	90.8%				Scotland	80.6%	79.3%	78.3%				N/A	The introduction of additional staff training and revised/streamlined working practices have helped to ensure that householder planning application performance is maintained at its current high level
	03/04	04/05	05/06	06/07	07/08	08/09																	
WDC	81.3%	84.8%	90.8%																				
Scotland	80.6%	79.3%	78.3%																				
<p>Comments</p> <p>The percentage of householder applications dealt with in 2 months is well above the national target and significantly above the national average</p>	<p>Comparator Group Information</p>	<p>Progress: 05/06 06/07</p> <table border="1"> <thead> <tr> <th></th> <th>05/06</th> <th>06/07</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>84</td> <td>92</td> </tr> <tr> <td>Q2</td> <td>96</td> <td>92.75</td> </tr> <tr> <td>Q3</td> <td>94.7</td> <td>92.4</td> </tr> <tr> <td>Q4</td> <td>92.7</td> <td></td> </tr> <tr> <td>Final Figure</td> <td>90.8</td> <td></td> </tr> </tbody> </table>		05/06	06/07	Q1	84	92	Q2	96	92.75	Q3	94.7	92.4	Q4	92.7		Final Figure	90.8				
	05/06	06/07																					
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Q2	96	92.75																					
Q3	94.7	92.4																					
Q4	92.7																						
Final Figure	90.8																						
<p>Audit Scotland SPI data for all Scottish Councils. (05/06)</p>		<p>TARGETS</p>																					
<p>Legend</p> <ul style="list-style-type: none"> Council % (Cyan bar) WDC (Red bar) Comparator (Grey bar) Average (Blue line) 		<p>05/06: 90% (national target) 06/07: 90% (national target) 07/08 08/09</p> <p><u>Forecast Out-turn for 06/07:</u> n/a</p>																					



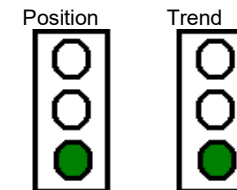
Indicator DS1b :
Planning Control: % of Non-Householder
Planning Applications dealt with in 2 Months

Department: **Date: Oct – Dec 2006**
Housing, Regeneration and Environmental Services
Section Head: Pamela Clifford

Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																								
<table border="1"> <caption>DS1b % of Non Householder Applications Dealt with on Time</caption> <thead> <tr> <th></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>58.2%</td> <td>40.3%</td> <td>49.6%</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>49.2%</td> <td>46.9%</td> <td>44.6%</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		03/04	04/05	05/06	06/07	07/08	08/09	WDC	58.2%	40.3%	49.6%				Scotland	49.2%	46.9%	44.6%				N/A	Additional staff training and revised/streamlined working practices has been introduced to ensure that the increasing numbers and complexities of non-householder planning applications does not have an adverse affect on this SPI scoring target.			
	03/04	04/05	05/06	06/07	07/08	08/09																				
WDC	58.2%	40.3%	49.6%																							
Scotland	49.2%	46.9%	44.6%																							
Comments	Comparator Group Information	Progress: 06/07																								
There was a slight fall in the percentage of non-householder applications dealt with in 2 months . This has been due to a number of larger more complex applications being determined in this quarter. The percentage is still significantly above the Scottish average.		<table border="1"> <thead> <tr> <th></th> <th>%</th> <th>%</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>68.4</td> <td></td> <td></td> </tr> <tr> <td>Q2</td> <td>81.6</td> <td></td> <td></td> </tr> <tr> <td>Q3</td> <td>75.5</td> <td></td> <td></td> </tr> <tr> <td>Q4</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Final Figure</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		%	%	%	Q1	68.4			Q2	81.6			Q3	75.5			Q4				Final Figure			
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<p>DS1b % of Non Householder Applications Dealt with On time 05/06</p> <p>Scottish Average 44.6% WDC 49.6%</p> <p>Legend</p> <ul style="list-style-type: none"> Council % (Cyan bar) WDC (Red bar) Comparator (Grey bar) Average (Black line) 		<p>06/07: 60%</p> <p>07/08:</p> <p>08/09:</p> <p><u>Forecast Out-turn for 06/07:</u> n/a</p>																								

WEST DUNBARTONSHIRE COUNCIL

Statutory PI's and Targets for:-



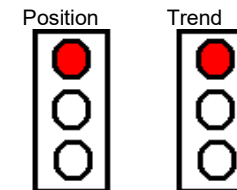
Indicator DS1c: Planning Control
% of All Planning Applications dealt with in 2 Months.

Department: Housing, Regeneration and Environmental Services
Date: Oct – Dec 2006
Section Head : Pamela Clifford

<p>Annual Performance Data compared to Scottish Average</p> <table border="1"> <thead> <tr> <th></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>71.0%</td> <td>63.5%</td> <td>72.1%</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>64.2%</td> <td>62.2%</td> <td>60.9%</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		03/04	04/05	05/06	06/07	07/08	08/09	WDC	71.0%	63.5%	72.1%				Scotland	64.2%	62.2%	60.9%				<p>Annual Performance Data compared to Comparative Group Average</p> <p style="text-align: center;">N/A</p>	<p>Summary of Improvement Action Plan</p> <p>The introduction of additional staff training and revised/streamlined working practices have ensured that performance has now increased to 88% of all applications determined within 2 months.</p>			
	03/04	04/05	05/06	06/07	07/08	08/09																				
WDC	71.0%	63.5%	72.1%																							
Scotland	64.2%	62.2%	60.9%																							
<p>Comments</p> <p>Overall the number of planning applications dealt with in 2 months significantly exceeds the Scottish average and the National SPI despite a number of larger more complex applications being determined in this quarter</p>	<p>Comparator Group Information</p>	<p>Progress: 05/06 06/07</p> <table border="1"> <thead> <tr> <th></th> <th>%</th> <th>%</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>72</td> <td>80.8</td> <td></td> </tr> <tr> <td>Q2</td> <td>83</td> <td>88.1</td> <td></td> </tr> <tr> <td>Q3</td> <td>79</td> <td>84.6</td> <td></td> </tr> <tr> <td>Q4</td> <td>76</td> <td></td> <td></td> </tr> <tr> <td>Final Figure</td> <td>77.3</td> <td></td> <td></td> </tr> </tbody> </table>		%	%	%	Q1	72	80.8		Q2	83	88.1		Q3	79	84.6		Q4	76			Final Figure	77.3		
	%	%	%																							
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<p>Audit Scotland SPI data for all Scottish Councils. (05/06)</p>		<p>TARGETS</p>																								
	<p>Legend</p> <ul style="list-style-type: none"> Council % WDC Comparator Average 	<p>05/06: 80% (national target) 06/07: 80% (national target) 07/08 08/09</p> <p><u>Forecast Out-turn for 06/07:</u> n/a</p>																								

WEST DUNBARTONSHIRE COUNCIL

Statutory PI's and Targets for:-



Indicator DS2 a: Appeals – Successful appeals as a percentage of planning determinations

Department: Housing, Regeneration and Environmental Services
Date: Oct - Dec 2006
Section Head: Pamela Clifford

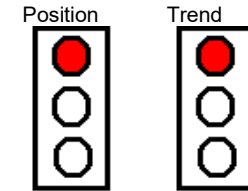
<p>Annual Performance Data compared to Scottish Average</p> <table border="1"> <caption>DS2a Successful Appeals as a % of determinations</caption> <thead> <tr> <th>Year</th> <th>WDC</th> <th>Scotland</th> </tr> </thead> <tbody> <tr> <td>03/04</td> <td>0.4%</td> <td>0.5%</td> </tr> <tr> <td>04/05</td> <td>0.6%</td> <td>0.5%</td> </tr> <tr> <td>05/06</td> <td>1.3%</td> <td>0.6%</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	03/04	0.4%	0.5%	04/05	0.6%	0.5%	05/06	1.3%	0.6%	06/07			07/08			08/09			<p>Annual Performance Data compared to Comparative Group Average</p>	<p>Summary of Improvement Action Plan</p> <p>Reasons for appeals being successful will be monitored and reported back to Committee as appropriate.</p>
Year	WDC	Scotland																					
03/04	0.4%	0.5%																					
04/05	0.6%	0.5%																					
05/06	1.3%	0.6%																					
06/07																							
07/08																							
08/09																							
<p>Comments</p> <p>Because numbers of appeals are low, the percentage changes markedly. There were only 4 more successful appeals in 05/06 than in 04/05.</p>	<p>Comparator Group Information</p>	<p>Progress</p> <p>Annual Monitoring</p>																					
<p>Audit Scotland SPI data for all Scottish Councils. (05/06)</p>		<p>TARGETS</p>																					
<p>Legend</p> <ul style="list-style-type: none"> Council % WDC Comparator Average 	<p>06/07: 0.5% (national average) 07/08: 08/09: Forecast Out-turn for 06/07: n/a</p>																						

WEST DUNBARTONSHIRE COUNCIL

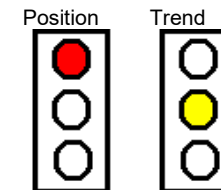
Statutory PI's and Targets for:-

Indicator DS2 b: Appeals – Successful appeals as a percentage of planning determinations that went to appeal

Department: Housing, Regeneration and Environmental Services
Date: Oct – Dec 2006
Section: Pamela Clifford



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>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>40.0%</td> <td>21.4%</td> <td>53.8%</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>30.1%</td> <td>34.0%</td> <td>37.3%</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		03/04	04/05	05/06	06/07	07/08	08/09	WDC	40.0%	21.4%	53.8%				Scotland	30.1%	34.0%	37.3%					Reasons for appeals being successful will be monitored and reported back to Committee as appropriate.
	03/04	04/05	05/06	06/07	07/08	08/09																	
WDC	40.0%	21.4%	53.8%																				
Scotland	30.1%	34.0%	37.3%																				
Comments	Comparator Group Information	Progress																					
Small changes in the small numbers of appeals give large percentage changes. 4 more appeals were successful in 05/06 than in 04/05.		Annual Monitoring																					
Audit Scotland SPI data for all Scottish Councils. (05/06)		TARGETS																					
	<p>Legend</p> <ul style="list-style-type: none"> Council % WDC Comparator Average 	<p>06/07: 30% (near Scottish average) 07/08: 08/09:</p> <p><u>Forecast Out-turn for 06/07:</u> n/a</p>																					



Indicator DS3: Development Plans – Percentage of population covered by a Local Plan.

Department:

Date: Oct - Dec 2006

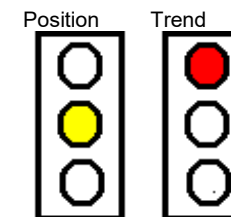
Housing, Regeneration and Environmental Services

Section: Forward Planning & Regeneration – Steve Marshall

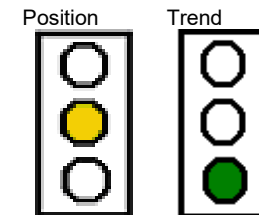
<p>Annual Performance Data compared to Scottish Average</p> <table border="1"> <caption>DS3 % of Population covered by a Local Plan</caption> <thead> <tr> <th></th> <th>03/04</th> <th>04/05</th> <th>05/06</th> <th>06/07</th> <th>07/08</th> <th>08/09</th> </tr> </thead> <tbody> <tr> <td>WDC</td> <td>49.0%</td> <td>49.0%</td> <td>49.0%</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>76.6%</td> <td>73.9%</td> <td>75.9%</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		03/04	04/05	05/06	06/07	07/08	08/09	WDC	49.0%	49.0%	49.0%				Scotland	76.6%	73.9%	75.9%				<p>Annual Performance Data compared to Comparative Group Average</p>	<p>Summary of Improvement Action Plan</p> <p>Working to timetable which indicates finalised plan will be prepared by Spring 2007.</p>
	03/04	04/05	05/06	06/07	07/08	08/09																	
WDC	49.0%	49.0%	49.0%																				
Scotland	76.6%	73.9%	75.9%																				
<p>Comments</p> <p>West Dunbartonshire Local Plan under preparation. The Consultative Draft was prepared by January 2006.</p> <p>Negotiations with key stakeholders occurring and responses have been made to 600 representations made to the Plan</p>	<p>Comparator Group Information</p>	<p>Progress</p> <p>Annual Monitoring</p>																					
<p>Audit Scotland SPI data for all Scottish Councils. (05/06)</p>	<p>Legend</p> <ul style="list-style-type: none"> Council % (Cyan bar) WDC (Red bar) Comparator (Grey bar) Average (Black line) 	<p>TARGETS</p> <p>06/07: 95%(allowing for 5% population in National Park)</p> <p>07/08:</p> <p>08/09:</p> <p><u>Forecast Out-turn for 06/07:</u> n/a</p>																					

Indicator: CC1. Pool Attendances per 1,000

Department: Housing, Regeneration & Environmental Services
Date: Oct - Dec 2006
Section Head: Fiona McIntyre



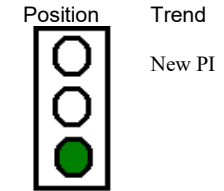
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																																										
<table border="1"> <caption>CC1 Pool Attendances per 1,000 per Population</caption> <tr><th></th><th>03/04</th><th>04/05</th><th>05/06</th><th>06/07</th><th>07/08</th><th>08/09</th></tr> <tr><td>WDC</td><td>3995</td><td>4103</td><td>3875</td><td></td><td></td><td></td></tr> <tr><td>SCOTLAND</td><td>3588</td><td>3684</td><td>3463</td><td></td><td></td><td></td></tr> </table>		03/04	04/05	05/06	06/07	07/08	08/09	WDC	3995	4103	3875				SCOTLAND	3588	3684	3463				<table border="1"> <caption>CC1 Pool Attendances per 1,000 per population</caption> <tr><th></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> <tr><td>WDC</td><td>3995</td><td>4103</td><td>3875</td><td></td><td></td><td></td></tr> <tr><td>Comp Group</td><td>3497</td><td>3422</td><td>3212</td><td></td><td></td><td></td></tr> </table>		03/04	04/05	05/06	06/07	07/08	08/09	WDC	3995	4103	3875				Comp Group	3497	3422	3212				<p>Figures for the third quarter of 2006/2007 are lower than that of the target set but are higher than the previous year. Despite increases in swimming lesson attendances across all three sites casual swimming was static. December was particularly quiet due to the severe weather conditions.</p>
	03/04	04/05	05/06	06/07	07/08	08/09																																						
WDC	3995	4103	3875																																									
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<p>Comments</p>	<p>Comparator Group Information</p>	<p>Progress: 05/06 06/07</p>																																										
<p>2005/06 Target not achieved due to reduction in juvenile swimming due to shorter summer holiday period, reduction in casual swimming at Play Drome, and reduction in swimming lesson participation.</p>	<p>Compared to Group comprising Glasgow, Falkirk, N Lanark, E Dunbarton, Renfrew, Edinburgh, Aberdeen, Dundee</p>	<table border="1"> <tr><td>Q1</td><td>954</td><td>987</td></tr> <tr><td>Q2</td><td>1,120</td><td>1057</td></tr> <tr><td>Q3</td><td>791</td><td>811</td></tr> <tr><td>Q4</td><td>1,010</td><td></td></tr> <tr><td>Total</td><td>3,875</td><td></td></tr> </table> <p>Above figures are unaudited.</p>	Q1	954	987	Q2	1,120	1057	Q3	791	811	Q4	1,010		Total	3,875																												
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Indicator: CC2. Indoor Leisure Attendances per 1,000 Population (excluding Pools)

Department: Housing, Regeneration & Environmental Services
Date: Oct - Dec 2006
Section Head: Fiona McIntyre

Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																																																						
<table border="1"> <caption>CC2 Indoor Leisure Attendances per 1,000 Population (excluding Pools in combined Complexes)</caption> <thead> <tr> <th>Year</th> <th>WDC</th> <th>SCOTLAND</th> </tr> </thead> <tbody> <tr><td>2001/02</td><td>3876</td><td>3395</td></tr> <tr><td>2002/03</td><td>3650</td><td>3664</td></tr> <tr><td>2003/04</td><td>3565</td><td>3758</td></tr> <tr><td>2004/05</td><td>3799</td><td>3889</td></tr> <tr><td>2005/06</td><td>3924</td><td>4156</td></tr> <tr><td>2006/07</td><td></td><td></td></tr> <tr><td>2007/08</td><td></td><td></td></tr> <tr><td>2008/09</td><td></td><td></td></tr> </tbody> </table>	Year	WDC	SCOTLAND	2001/02	3876	3395	2002/03	3650	3664	2003/04	3565	3758	2004/05	3799	3889	2005/06	3924	4156	2006/07			2007/08			2008/09			<table border="1"> <caption>CC2 Indoor Leisure Attendances per 1,000 Population (excluding Pools in combined complexes)</caption> <thead> <tr> <th>Year</th> <th>WDC</th> <th>Average</th> </tr> </thead> <tbody> <tr><td>2001/02</td><td>3876</td><td>3150</td></tr> <tr><td>2002/03</td><td>3650</td><td>3292</td></tr> <tr><td>2003/04</td><td>3565</td><td>3504</td></tr> <tr><td>2004/05</td><td>3799</td><td>3793</td></tr> <tr><td>2005/06</td><td>3924</td><td>4082</td></tr> <tr><td>2006/07</td><td></td><td></td></tr> <tr><td>2007/08</td><td></td><td></td></tr> <tr><td>2008/09</td><td></td><td></td></tr> </tbody> </table>	Year	WDC	Average	2001/02	3876	3150	2002/03	3650	3292	2003/04	3565	3504	2004/05	3799	3793	2005/06	3924	4082	2006/07			2007/08			2008/09			<p>Analysis of attendance figures for the third quarter show a decrease in comparison to the previous year. The figures also fail to meet the target set. Technical difficulties with the MRM system over the period resulted in many clubs being invoiced too late for attendances to be included. Usage figures will be included in the next quarter. Severe weather conditions in December affected throughput in all the centres. A major membership promotion is taking place in Jan/Feb to boost usage.</p>
Year	WDC	SCOTLAND																																																						
2001/02	3876	3395																																																						
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<p>Comments</p>	<p>Comparator Group Information</p>	<p>Progress in 05/06 06/07</p>																																																						
<p>Dry activities at Vale Pool & Play Drome increased but Meadow Centre reduced.</p>	<p>Compared to Group comprising Glasgow, Falkirk, N Lanark, E Dunbarton, Renfrew, Edinburgh, Aberdeen, Dundee</p>	<table border="1"> <tbody> <tr><td>Q1</td><td>905</td><td>948</td></tr> <tr><td>Q2</td><td>866</td><td>782</td></tr> <tr><td>Q3</td><td>997</td><td>814</td></tr> <tr><td>Q4</td><td>1,156</td><td></td></tr> <tr><td>Total</td><td>3,924</td><td></td></tr> </tbody> </table> <p>Above figures are unaudited.</p>	Q1	905	948	Q2	866	782	Q3	997	814	Q4	1,156		Total	3,924																																								
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	05/06	06/07	07/08																																																					
Q1	-	920	920																																																					
Q2	-	879	879																																																					
Q3	-	1019	1019																																																					
Q4	-	1179	1179																																																					
Total	3,860	3,997	3,997																																																					



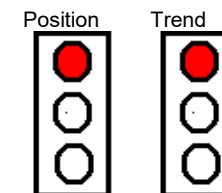
**Indicator PS1a: Food Safety Indicator-
% of Approved premises that were inspected on time.**

Department: Housing, Regeneration and Environmental Services
Date: Oct – Dec 2006
Section: Environmental Health – John Stevenson

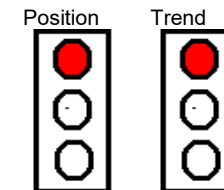
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																	
<p>PS1a: % of approved premises inspected on time</p> <table border="1" data-bbox="129 630 795 718"> <tr> <td></td> <td>05/06</td> <td>06/07</td> <td>07/08</td> <td>08/09</td> </tr> <tr> <td>WDC</td> <td>100.0%</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>89.3%</td> <td></td> <td></td> <td></td> </tr> </table>		05/06	06/07	07/08	08/09	WDC	100.0%				Scotland	89.3%					<p>100% compliance in first three quarters.</p>		
	05/06	06/07	07/08	08/09															
WDC	100.0%																		
Scotland	89.3%																		
Comments	Comparator Group Information	Progress: 05/06	06/07																
<p>2 inspections were undertaken in this first quarter. 7 inspections were undertaken in the second quarter. 2 inspections were undertaken in the third quarter.</p>		%	%	%															
<p>Audit Scotland SPI data for all Scottish Councils. (05/06)</p>	<p>PS1a Food Hygiene Inspections: approved premises inspected within the time 05/06</p> <p>Average 89.3%</p> <p>WDC 100%</p>	<p>TARGETS</p> <p>06/07: 100% 07/08: 100% 08/09:</p>																	

Indicator PS1b: Food Safety Indicator
% of premises inspections in the '6 Months' category that were undertaken within time.

Department: Housing, Regeneration and Environmental Services
Date: Oct – Dec 2006
Section: Environmental Health – John Stevenson



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="145 694 817 782"> <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>97.9%</td> <td>97.5%</td> <td>100.0%</td> <td>100.0%</td> <td>88.9%</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>95.6%</td> <td>94.0%</td> <td>93.8%</td> <td>95.4%</td> <td>93.3%</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	97.9%	97.5%	100.0%	100.0%	88.9%				Scotland	95.6%	94.0%	93.8%	95.4%	93.3%				<p style="text-align: center;">N/A</p>	<p>100% compliance in the first three quarters.</p>
	01/02	02/03	03/04	04/05	05/06	06/07	07/08	08/09																					
WDC	97.9%	97.5%	100.0%	100.0%	88.9%																								
Scotland	95.6%	94.0%	93.8%	95.4%	93.3%																								
Comments	Comparator Group Information	Progress: 05/06 06/07																											
<p>Optimum scoring performance for this SPI has been maintained over the last three quarters of 2005/2006 into the first two quarters of 2006/2007.</p> <p>Optimum performance has been achieved in Quarter 3</p>		<table border="1"> <thead> <tr> <th></th> <th>%</th> <th>%</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>84</td> <td>100</td> <td></td> </tr> <tr> <td>Q2</td> <td>100</td> <td>100</td> <td></td> </tr> <tr> <td>Q3</td> <td>100</td> <td>100</td> <td></td> </tr> <tr> <td>Q4</td> <td>100</td> <td></td> <td></td> </tr> <tr> <td>Final Figure</td> <td>88.9</td> <td></td> <td></td> </tr> </tbody> </table>		%	%	%	Q1	84	100		Q2	100	100		Q3	100	100		Q4	100			Final Figure	88.9					
	%	%	%																										
Q1	84	100																											
Q2	100	100																											
Q3	100	100																											
Q4	100																												
Final Figure	88.9																												
Audit Scotland SPI data for all Scottish Councils. (05/06)	TARGETS																												
	<p>Legend</p> <ul style="list-style-type: none"> Council % WDC Comparator Average 	<p>05/06: 100%</p> <p>06/07: 100%</p> <p>07/08: 100%</p> <p>08/09: 100%</p> <p>Forecast Out-turn for 06/07: n/a</p>																											



Indicator PS1c: Food Safety Indicator
% of premises inspections in the '12 months' category that were undertaken within time.

Department:

Date: Oct – Dec 2006

Housing, Regeneration and Environmental Services

Section: Environmental Health – John Stevenson

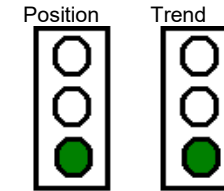
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																											
<p>PS1c: % of 12 Monthly Food Hygiene Inspections carried out on time</p> <table border="1"> <tr> <td></td> <td>01/02</td> <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>86.6%</td> <td>91.3%</td> <td>93.0%</td> <td>100.0%</td> <td>95.3%</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>95.5%</td> <td>95.5%</td> <td>94.6%</td> <td>95.7%</td> <td>96.1%</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	86.6%	91.3%	93.0%	100.0%	95.3%				Scotland	95.5%	95.5%	94.6%	95.7%	96.1%				<p>N/A</p>	<p>100% compliance in the first three quarters.</p>
	01/02	02/03	03/04	04/05	05/06	06/07	07/08	08/09																					
WDC	86.6%	91.3%	93.0%	100.0%	95.3%																								
Scotland	95.5%	95.5%	94.6%	95.7%	96.1%																								
Comments	Comparator Group Information	Progress: 05/06 06/07																											
<p>Optimum scoring performance for this SPI has been maintained over the last three quarters of 2005/2006 into the first two quarters of 2006/2007.</p> <p>Optimum performance achieved in Quarter 3</p>		<table border="1"> <tr> <td></td> <td>%</td> <td>%</td> <td>%</td> </tr> <tr> <td>Q1</td> <td>82</td> <td>100</td> <td></td> </tr> <tr> <td>Q2</td> <td>100</td> <td>100</td> <td></td> </tr> <tr> <td>Q3</td> <td>100</td> <td>100</td> <td></td> </tr> <tr> <td>Q4</td> <td>100</td> <td></td> <td></td> </tr> <tr> <td>Final Figure</td> <td>95.3</td> <td></td> <td></td> </tr> </table>		%	%	%	Q1	82	100		Q2	100	100		Q3	100	100		Q4	100			Final Figure	95.3					
	%	%	%																										
Q1	82	100																											
Q2	100	100																											
Q3	100	100																											
Q4	100																												
Final Figure	95.3																												
Audit Scotland SPI data for all Scottish Councils. (05/06)		TARGETS																											
<p>PS1c: Food Hygiene Inspections - 12 month frequency - % carried out in time: 05/06</p>	<p>Legend</p> <ul style="list-style-type: none"> Council % WDC Comparator Average 	<p>05/06: 100% 06/07: 100% 07/08: 100% 08/09: 100%</p> <p>Forecast Out-turn for 06/07: n/a</p>																											

WEST DUNBARTONSHIRE COUNCIL

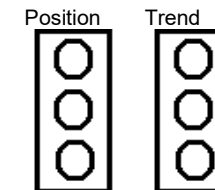
Statutory PI's and Targets for:-

Indicator PS1d: Food Safety Indicator
% of premises inspections in the 'more than 12 months' category that were undertaken in time.

Department: Housing, Regeneration and Environmental Services
Date: Oct – Dec 2006
Section: Environmental Health - John Stevenson



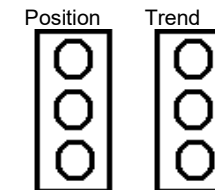
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																											
<p>PS1d: % of Premises requiring >12 Monthly Food Hygiene Inspections carried out on time</p> <table border="1"> <tr> <td></td> <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>90.1%</td> <td>83.3%</td> <td>87.4%</td> <td>94.9%</td> <td>97.8%</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>70.3%</td> <td>70.6%</td> <td>74.5%</td> <td>75.8%</td> <td>81.6%</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	90.1%	83.3%	87.4%	94.9%	97.8%				Scotland	70.3%	70.6%	74.5%	75.8%	81.6%					<p>100% compliance in the first three quarters.</p>
	01/02	02/03	03/04	04/05	05/06	06/07	07/08	08/09																					
WDC	90.1%	83.3%	87.4%	94.9%	97.8%																								
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<p>Optimum scoring performance for this SPI has been maintained over the last quarter of 2005/2006 into this first two quarters of 2006/2007.</p> <p>Optimum performance achieved in third quarter.</p>		<table border="1"> <thead> <tr> <th></th> <th>%</th> <th>%</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>90</td> <td>100</td> <td></td> </tr> <tr> <td>Q2</td> <td>100</td> <td>100</td> <td></td> </tr> <tr> <td>Q3</td> <td>99</td> <td>100</td> <td></td> </tr> <tr> <td>Q4</td> <td>100</td> <td></td> <td></td> </tr> <tr> <td>Final Figure</td> <td>97.3</td> <td></td> <td></td> </tr> </tbody> </table>		%	%	%	Q1	90	100		Q2	100	100		Q3	99	100		Q4	100			Final Figure	97.3					
	%	%	%																										
Q1	90	100																											
Q2	100	100																											
Q3	99	100																											
Q4	100																												
Final Figure	97.3																												
<p>Audit Scotland SPI data for all Scottish Councils. (05/06)</p>		<p>TARGETS</p>																											
<p>PS1d: Food Hygiene Inspections - >12 month frequency - % carried out in time: 05/06</p> <p>WDC 98%</p> <p>Average 82%</p>	<p>Legend</p> <ul style="list-style-type: none"> Council % (Cyan bar) WDC (Red bar) Comparator (Grey bar) Average (Black line) 	<p>05/06: 85%</p> <p>06/07: 100%</p> <p>07/08: 100%</p> <p>08/09: 100%</p> <p><u>Forecast Out-turn for 06/07:</u> n/a</p>																											



Indicator PS2a (i): Noise Indicator - Domestic
The number of domestic noise complaints settled without attendance on site

Department: Housing, Regeneration and Environmental Services
Date: Oct – Dec 2006
Section: Environmental Health – John Stevenson

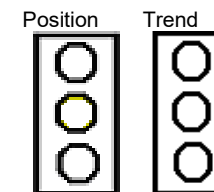
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan
Comments	Comparator Group Information	Progress: 06/07
57 settled without the need for attendance on site. As this is a new indicator, 2006/2007 will be used to establish the baseline. 33 settled without the need for attendance on site in Q.2. 33 settled without the need for attendance on site in Q.3	This is a new indicator for 2006/2007	Q1 57 Q2 33 Q3 33 Q4 Final Figure
Audit Scotland SPI data for all Scottish Councils.		TARGETS
		06/07: 07/08: 08/09: <u>Forecast out-turn for 2006/2007:</u> n/a



Indicator PS2a (iii): Noise Indicator - Domestic
The number of domestic noise complaints dealt with under the Anti Social Behaviour Act

Department: **Housing, Regeneration and Environmental Services**
Date: **Oct – Dec 2006**
Section: **Environmental Health – John Stevenson**

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: 06/07
This is the number of complaints where formal action has been taken i.e. warning notice or fixed penalty notice issued under Part V Anti Social Behaviour (Scotland) Act. As this is a new indicator, 2006/2007 will be used to establish the baseline.	This is a new indicator for 2006/2007	Q1 79 Q2 64 Q3 49 Q4 Final Figure
Audit Scotland SPI data for all Scottish Councils.		TARGETS
		06/07: 07/08: 08/09: <u>Forecast out-turn for 2006/2007:</u> n/a



Indicator PS3a (i):

Noise Indicator-Non Domestic

Number of non-domestic noise complaints settled without the need for formal action

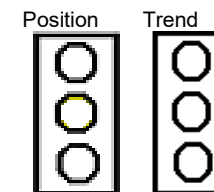
Department:-

Date: Oct – Dec 2006

Housing, Regeneration and Environmental Services

Section: Environmental Health – John Stevenson

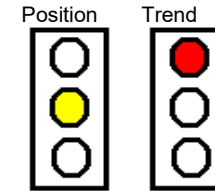
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan
Comments	Comparator Group Information	Progress: 06/07
<p>13 non-domestic noise complaints were settled without the need for any sort of formal action. As this is a new indicator, 2006/2007 will be used to establish the baseline.</p> <p>38 non-domestic noise complaints were settled without the need for any sort of formal action in Q.2</p> <p>17 non-domestic noise complaints were settled without the need for formal action in Q.3</p>	<p>This is a changed indicator for 2006/2007</p>	<p>Q1 13 Q2 38 Q3 17 Q4 Final Figure</p>
Audit Scotland SPI data for all Scottish Councils.		TARGETS
		<p>06/07: 07/08: 08/09:</p> <p><u>Forecast out-turn for 2006/2007:</u> n/a</p>



Indicator PS3b: Noise Indicator-Non Domestic Average time to take formal action for non domestic complaints requiring formal action

Department:- Housing, Regeneration and Environmental Services
Date: Oct – Dec 2006
Section: Environmental Health – John Stevenson

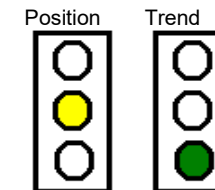
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																								
Comments	Comparator Group Information	Progress: 06/07																								
<p>As this is a new indicator, 2006/2007 will be used to establish the baseline.</p> <p>Formal action was taken in respect of one non-domestic noise complaint in Q3. Notice was served in terms of the Environmental Protection Act 1990 in respect of live music in a public house.</p>	<p>This is a changed indicator for 2006/2007</p>	<table border="0"> <thead> <tr> <th></th> <th>Days</th> <th>Days</th> <th>Days</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>0</td> <td></td> <td></td> </tr> <tr> <td>Q2</td> <td>0</td> <td></td> <td></td> </tr> <tr> <td>Q3</td> <td>20</td> <td></td> <td></td> </tr> <tr> <td>Q4</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Final Figure</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		Days	Days	Days	Q1	0			Q2	0			Q3	20			Q4				Final Figure			
	Days	Days	Days																							
Q1	0																									
Q2	0																									
Q3	20																									
Q4																										
Final Figure																										
Audit Scotland SPI data for all Scottish Councils.		TARGETS																								
		<p>06/07: 07/08: 08/09:</p> <p><u>Forecast out-turn for 2006/2007:</u> n/a</p>																								



Indicator PS4a:
Trading Standards Complaints Indicator
% of consumer complaints dealt within 14 days

Department: Housing, Regeneration and Environmental Services
Date: Oct – Dec 2006
Section: Trading Standards – David McCulloch

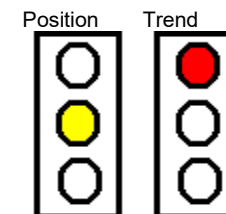
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																					
<table border="1"> <caption>PS4a: Trading Standards: % of Complaints dealt within 14 days</caption> <thead> <tr> <th></th> <th>03/04</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>77.6%</td> <td>72.8%</td> <td>68.6%</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>83.4%</td> <td>77.4%</td> <td>72.6%</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		03/04	04/05	05/06	06/07	07/08	08/09	WDC	77.6%	72.8%	68.6%				Scotland	83.4%	77.4%	72.6%				<p style="text-align: center;">N/A</p>	<p>Section Head and Team Leader are monitoring complaints to ensure they are dealt with timeously in line with Quality Mark Scotland requirements.</p>
	03/04	04/05	05/06	06/07	07/08	08/09																	
WDC	77.6%	72.8%	68.6%																				
Scotland	83.4%	77.4%	72.6%																				
Comments	Comparator Group Information	Progress 05/06 06/07																					
<p>The launch of Consumer Direct in July 2004 resulted in us handling fewer simple complaints and a greater proportion of complex complaints. The percentage completed within 14 days reduced as a direct result. We started to divert telephone calls for advice to Consumer Direct in June 2006 and, as predicted, this has reinforced the downward trend. Most other local authorities have also experienced this effect. This is reflected in the reduction in the percentage of complaints closed in 14 days compared to the same quarter last year (59.1% compared to 73.6%). The total number of complaints fell from 293 in the same quarter last year to 137 this year. This reduction was also predicted, however as complaints are now very different in character this is not comparing like with like. The reduction in complaints has been more than offset by the loss of 10% of staff resources in May 2006. The slight difference between the second and third quarters (60.2% and 59.1%) of this year is likely to be due to the natural variation in complaints from quarter to quarter and suggests that 60% would be an appropriate target for 2006/07.</p>		<table border="1"> <thead> <tr> <th></th> <th>05/06</th> <th>06/07</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>65.1</td> <td>70.7</td> </tr> <tr> <td>Q2</td> <td>70.8</td> <td>60.2</td> </tr> <tr> <td>Q3</td> <td>73.6</td> <td>59.1</td> </tr> <tr> <td>Q4</td> <td>69.1</td> <td></td> </tr> <tr> <td>Final</td> <td></td> <td></td> </tr> <tr> <td>Figure</td> <td>68.6</td> <td></td> </tr> </tbody> </table>		05/06	06/07	Q1	65.1	70.7	Q2	70.8	60.2	Q3	73.6	59.1	Q4	69.1		Final			Figure	68.6	
	05/06	06/07																					
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Q2	70.8	60.2																					
Q3	73.6	59.1																					
Q4	69.1																						
Final																							
Figure	68.6																						
Audit Scotland SPI data for all Scottish Councils. (05/06)		TARGETS																					
	<p>Legend</p> <ul style="list-style-type: none"> Council % WDC Comparator Average 	<p>05/06: 75% 06/07: Target under revision 07/08: 08/09:</p>																					



Indicator PS4b: Trading Standards Complaints & Advice Indicator - % of Business advice requests completed 14 days

Department: Housing, Regeneration and Environmental Services
Date: Oct – Dec 2006
Section: Trading Standards – David McCulloch

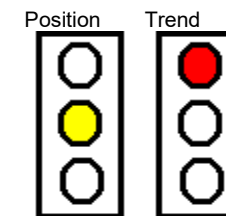
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																					
<table border="1"> <caption>Business Advice Requests completed in 14 days</caption> <thead> <tr> <th>Year</th> <th>WDC</th> <th>Scotland</th> </tr> </thead> <tbody> <tr> <td>03/04</td> <td>94.3%</td> <td>95.9%</td> </tr> <tr> <td>04/05</td> <td>86.7%</td> <td>94.4%</td> </tr> <tr> <td>05/06</td> <td>94.9%</td> <td>95.1%</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	03/04	94.3%	95.9%	04/05	86.7%	94.4%	05/06	94.9%	95.1%	06/07			07/08			08/09				Additional checks of all requests will be undertaken to ensure completed dates are accurately recorded. This area of work has been given a greater degree of priority.
Year	WDC	Scotland																					
03/04	94.3%	95.9%																					
04/05	86.7%	94.4%																					
05/06	94.9%	95.1%																					
06/07																							
07/08																							
08/09																							
Comments	Comparator Group Information	Progress: 05/06 06/07																					
<p>Luckily the requests we have completed this quarter continued to be fairly straightforward and therefore we continued to resolve 100% within 14 days. The comparative number of requests for this third quarter of 2006/2007 is 8 compared to 9 for the third quarter of 2005/2006. However, we are currently providing advice on one complex request for advice from a business which will mean the end of year outturn will not be 100% although hopefully still in excess of the target of 95%.</p>		<table border="1"> <tr> <td>Q1</td> <td>83.3%</td> <td>100%</td> </tr> <tr> <td>Q2</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Q3</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Q4</td> <td>90.9%</td> <td></td> </tr> <tr> <td>Final Figure</td> <td>94.9%</td> <td></td> </tr> </table>	Q1	83.3%	100%	Q2	100%	100%	Q3	100%	100%	Q4	90.9%		Final Figure	94.9%							
Q1	83.3%	100%																					
Q2	100%	100%																					
Q3	100%	100%																					
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Final Figure	94.9%																						
Audit Scotland SPI data for all Scottish Councils. (05/06)		TARGETS																					
	<p>Legend</p> <ul style="list-style-type: none"> Council % (Cyan bar) WDC (Red bar) Comparator (Grey bar) Average (Black line) 	<p>05/06: 90% 06/07: 95% 07/08: 08/09</p> <p><u>Forecast out-turn for 2006/2007:</u> n/a</p>																					



Indicator PS5a: Trading Standards Inspections - % of target visits to premises in the high-risk inspection category achieved

Department: Housing, Regeneration and Environmental Services
Date: Oct – Dec 2006
Section: Trading Standards – David McCulloch

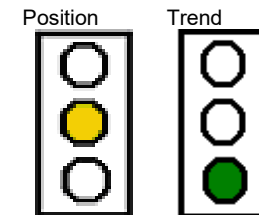
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																											
<table border="1"> <thead> <tr> <th></th> <th>01/02</th> <th>02/03</th> <th>03/04</th> <th>04/05</th> <th>05/06</th> <th>06/07</th> <th>07/08</th> <th>08/09</th> </tr> </thead> <tbody> <tr> <td>WDC</td> <td>82.7%</td> <td>81.6%</td> <td>95.1%</td> <td>100.0%</td> <td>97.3%</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>83.9%</td> <td>79.5%</td> <td>84.5%</td> <td>77.9%</td> <td>85.5%</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	82.7%	81.6%	95.1%	100.0%	97.3%				Scotland	83.9%	79.5%	84.5%	77.9%	85.5%				N/A	The Section Head and Team Leader have taken steps to ensure the 100% achievement level will continue.
	01/02	02/03	03/04	04/05	05/06	06/07	07/08	08/09																					
WDC	82.7%	81.6%	95.1%	100.0%	97.3%																								
Scotland	83.9%	79.5%	84.5%	77.9%	85.5%																								
Comments	Comparator Group Information	Progress: 05/06 06/07																											
Outturn for third quarter is 100% (5 inspections).		<table border="1"> <thead> <tr> <th></th> <th>%</th> <th>%</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>100</td> <td>100</td> <td></td> </tr> <tr> <td>Q2</td> <td>92</td> <td>100</td> <td></td> </tr> <tr> <td>Q3</td> <td>100</td> <td>100</td> <td></td> </tr> <tr> <td>Q4</td> <td>100</td> <td></td> <td></td> </tr> <tr> <td>Final Figure</td> <td>97.3</td> <td></td> <td></td> </tr> </tbody> </table>		%	%	%	Q1	100	100		Q2	92	100		Q3	100	100		Q4	100			Final Figure	97.3					
	%	%	%																										
Q1	100	100																											
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Q3	100	100																											
Q4	100																												
Final Figure	97.3																												
Audit Scotland SPI data for all Scottish Councils. (05/06)		TARGETS																											
	<p>Legend</p> <ul style="list-style-type: none"> Council % (Cyan bar) WDC (Red bar) Comparator (Grey bar) Average (Black line) 	<p>05/06:100% 06/07:100% 07/08:100% 08/09: Forecast Out-turn for 06/07: n/a</p>																											



Indicator PS5b: Trading Standards Inspections - % of target visits to premises in the medium-risk inspection category achieved

Department: Housing, Regeneration and Environmental Services
Date: Oct – Dec 2006
Section: Trading Standards – David McCulloch

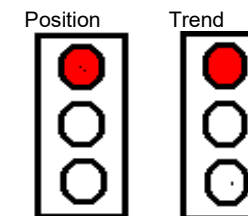
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																								
<table border="1"> <caption>PS5b Trading Premises Inspection - Medium Risk, Percentage dealt with in time 05/06</caption> <thead> <tr> <th></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>95.90%</td> <td>84.40%</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>78.10%</td> <td>74.70%</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		04/05	'05/06	06/07	07/08	08/09	WDC	95.90%	84.40%				Scotland	78.10%	74.70%				<p>N/A</p>	<p>The Section Head and Team Leader have taken steps to ensure that an improvement in this indicator is achieved.</p>						
	04/05	'05/06	06/07	07/08	08/09																					
WDC	95.90%	84.40%																								
Scotland	78.10%	74.70%																								
Comments	Comparator Group Information	Progress: 05/06 06/07																								
<p>Outturn for this third quarter is 98.1%. (53 inspections)</p>		<table border="1"> <thead> <tr> <th></th> <th>%</th> <th>%</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>97</td> <td>98.1</td> <td></td> </tr> <tr> <td>Q2</td> <td>82</td> <td>100.0</td> <td></td> </tr> <tr> <td>Q3</td> <td>92</td> <td>98.1</td> <td></td> </tr> <tr> <td>Q4</td> <td>82.1</td> <td></td> <td></td> </tr> <tr> <td>Final Figure</td> <td>84.4</td> <td></td> <td></td> </tr> </tbody> </table>		%	%	%	Q1	97	98.1		Q2	82	100.0		Q3	92	98.1		Q4	82.1			Final Figure	84.4		
	%	%	%																							
Q1	97	98.1																								
Q2	82	100.0																								
Q3	92	98.1																								
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Final Figure	84.4																									
Audit Scotland SPI data for all Scottish Councils. (05/06)		TARGETS																								
<p>Legend</p> <ul style="list-style-type: none"> Council % (Blue bar) WDC (Red bar) Comparator (Grey bar) Average (Black line) 		<p>05/06: 90% 06/07: 90% 07/08: 08/09: Forecast out-turn for 2006/2007: n/a</p>																								



Indicator: RL1 – Roads Overall Requiring Treatment

Department: Housing, Regeneration & Environmental Services
Date: Oct - Dec 2006
Section Head: Jack McAulay

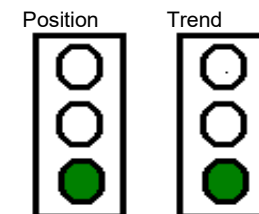
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																					
<table border="1"> <caption>RL1 Roads Overall requiring treatment</caption> <thead> <tr> <th></th> <th>03/04</th> <th>04/05</th> <th>05/06</th> <th>06/07</th> <th>07/08</th> <th>08/09</th> </tr> </thead> <tbody> <tr> <td>WDC</td> <td>47.2%</td> <td>46.9%</td> <td>44.5%</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>44.8%</td> <td>41.9%</td> <td>43.2%</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		03/04	04/05	05/06	06/07	07/08	08/09	WDC	47.2%	46.9%	44.5%				Scotland	44.8%	41.9%	43.2%				<p>N/A</p>	<p>Continue to monitor</p>
	03/04	04/05	05/06	06/07	07/08	08/09																	
WDC	47.2%	46.9%	44.5%																				
Scotland	44.8%	41.9%	43.2%																				
Comments	Comparator Group Information	Progress in 05/06																					
<p>The percentage of roads requiring treatment shows a slight improvement in 2005/2006. Results should not be compared annually as a 4 year pattern of surveys are undertaken, so trends should be used with care. Quarterly reports can not be provided for this indicator.</p>	<p>None</p>	<p>Annual Monitoring Final figure 44.5%</p>																					
Audit Scotland SPI data for all Scottish Councils. (05/06)		TARGETS																					
<p>RL1 Percentage of Roads Overall needing treatment: 05/06</p> <p>WDC 44.5% Average 43.2%</p> <p>Legend</p> <ul style="list-style-type: none"> Council % WDC Comparator Average 		<p>05/06 46.6% 06/07 46.3% 07/08 46.0% 08/09</p>																					



Indicator: RL2. Traffic Light Repairs % completed In 48 Hours

Department: Housing, Regeneration & Environmental Services
Date: Oct - Dec 2006
Section Head: Jack McAulay

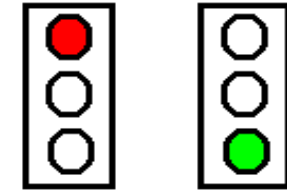
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																											
<table border="1"> <caption>RL2 Traffic Light Repairs</caption> <thead> <tr> <th>Year</th> <th>WDC</th> <th>Scotland</th> </tr> </thead> <tbody> <tr><td>01/02</td><td>81.4%</td><td>86.7%</td></tr> <tr><td>02/03</td><td>89.0%</td><td>89.0%</td></tr> <tr><td>03/04</td><td>91.2%</td><td>93.0%</td></tr> <tr><td>04/05</td><td>93.8%</td><td>94.4%</td></tr> <tr><td>05/06</td><td>89.2%</td><td>94.0%</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	81.4%	86.7%	02/03	89.0%	89.0%	03/04	91.2%	93.0%	04/05	93.8%	94.4%	05/06	89.2%	94.0%	06/07			07/08			08/09			<p>N/A</p>	<p>The temporary drop in performance during the middle of 2005/6 resulted in improved notification and monitoring procedures being introduced. The contractor has been advised of our performance targets. For the periods after this action was taken, performance has improved considerably and we are now back on track to meet our targets (which have been set in excess of the national average)</p>
Year	WDC	Scotland																											
01/02	81.4%	86.7%																											
02/03	89.0%	89.0%																											
03/04	91.2%	93.0%																											
04/05	93.8%	94.4%																											
05/06	89.2%	94.0%																											
06/07																													
07/08																													
08/09																													
Comments	Comparator Group Information	Progress: 04/05 05/06 06/07																											
<p>2005/6 The drop in performance for Q3 & Q4 (05/06) related to weekends when a number of faults occurred which were not rectified until Monday. Correspondence with repairs contractor has highlighted issue of poor performance at weekends which will be rectified next year.</p> <p>2006/7 Improvement action appears to be successful as 100% of repairs for the 3 quarters of 2006/7 were completed within 48 hrs. We are on track to exceed our annual target of 95.3%</p>	<p>None</p>	<table border="1"> <thead> <tr> <th></th> <th>04/05</th> <th>05/06</th> <th>06/07</th> </tr> </thead> <tbody> <tr><td>Q1</td><td></td><td>96.61%</td><td>100%</td></tr> <tr><td>Q2</td><td></td><td>96.80%</td><td>100%</td></tr> <tr><td>Q3</td><td>100%</td><td>75.50%</td><td>100%</td></tr> <tr><td>Q4</td><td>100%</td><td>82.9%</td><td></td></tr> <tr><td>Final Figure</td><td></td><td>89.2%</td><td></td></tr> </tbody> </table>		04/05	05/06	06/07	Q1		96.61%	100%	Q2		96.80%	100%	Q3	100%	75.50%	100%	Q4	100%	82.9%		Final Figure		89.2%				
	04/05	05/06	06/07																										
Q1		96.61%	100%																										
Q2		96.80%	100%																										
Q3	100%	75.50%	100%																										
Q4	100%	82.9%																											
Final Figure		89.2%																											
Audit Scotland SPI data for all Scottish Councils. (05/06)		TARGETS																											
	<p>Legend</p> <ul style="list-style-type: none"> Council % (Cyan bar) WDC (Red bar) Comparator (Grey bar) Average (Horizontal line) 	<table border="1"> <tbody> <tr><td>05/06</td><td>95.0%</td></tr> <tr><td>06/07</td><td>95.3%</td></tr> <tr><td>07/08</td><td>95.8%</td></tr> <tr><td>08/09</td><td>96.2%</td></tr> </tbody> </table>	05/06	95.0%	06/07	95.3%	07/08	95.8%	08/09	96.2%																			
05/06	95.0%																												
06/07	95.3%																												
07/08	95.8%																												
08/09	96.2%																												



**Indicator: RL3. Street Lights failure:
% complete in 7 days**

Department: Housing, Regeneration & Environmental Services
Date: Oct - Dec 2006
Section Head: Jack McAulay

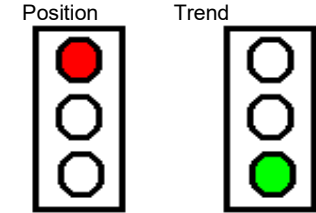
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																													
<p>RL3 Street Light Repairs % in 7 Days</p> <table border="1"> <tr> <td></td> <td>01/02</td> <td>02/03</td> <td>03/04</td> <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>94.2%</td> <td>93.6%</td> <td>98.2%</td> <td>87.0%</td> <td>97.7%</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>90.6%</td> <td>90.9%</td> <td>93.9%</td> <td>94.0%</td> <td>93.5%</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	94.2%	93.6%	98.2%	87.0%	97.7%				Scotland	90.6%	90.9%	93.9%	94.0%	93.5%				<p>N/A</p>	<p>Following the appointment of a new maintenance contractor and the introduction of new monitoring system software, overall performance improved considerably during 2005/6. It is expected that these actions will continue to provide improved performance in 2006/7 and beyond.</p>		
	01/02	02/03	03/04	04/05	05/06	06/07	07/08	08/09																							
WDC	94.2%	93.6%	98.2%	87.0%	97.7%																										
Scotland	90.6%	90.9%	93.9%	94.0%	93.5%																										
Comments	Comparator Group Information	Progress: 04/05	05/06	06/07																											
<p>WDC Figure for 2004/2005 ranked 26th within 32 Scottish Annual performance report of 97.7% shows significant increase from previous years figure of 87% and is just 0.3% below our target. It is expected that this improvement will continue and 06/07 target of 98.2% will be achieved. The first quarter of 06/07 has achieved a 100% performance report. The second quarter has slipped to 96.%, however it is still anticipated that the annual target of 98.2% can be achieved. The third quarter has shown a dip in performance to 95.2%. Improvement action will be sought from our Contractor to ensure we achieve an overall improvement from 2005/6</p>	<p>None</p>	<p>Q1 Q2 Q3 Q4 Final Figure</p>	<p>100.00% 98.60% 97.60% 99.00% *97.70% (amended)</p>	<p>100.00% 96.00% 95.20%</p>																											
Audit Scotland SPI data for all Scottish Councils. (05/06)		TARGETS																													
<p>RL3 Street Light Repairs % in 7 Days: 05/06</p> <p>Average 93.5% WDC 97.7%</p>		<p>Legend</p> <ul style="list-style-type: none"> Council % (Cyan bar) WDC (Red bar) Comparator (Grey bar) Average (Black line) 																													
		<p>05/06 98.0%</p>	<p>06/07 98.2%</p>	<p>07/08 98.5%</p>																											
		<p>08/09</p>																													



Indicator: RL4 – Proportion of Street Lighting Columns over 30 years old.

Department: Housing, Regeneration & Environmental Services
Date: Oct - Dec 2006
Section Head: Jack McAulay

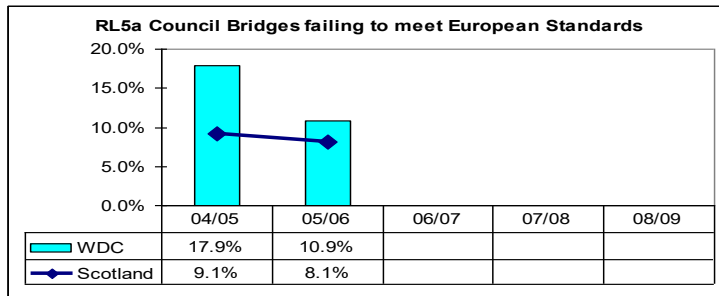
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																		
<table border="1"> <caption>RL4 Street Lighting Columns over 30 years old</caption> <thead> <tr> <th></th> <th>2004/05</th> <th>2005/06</th> <th>2006/07</th> <th>2007/08</th> <th>2008/09</th> </tr> </thead> <tbody> <tr> <td>W Dun</td> <td>58.3%</td> <td>56.3%</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>37.0%</td> <td>37.7%</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		2004/05	2005/06	2006/07	2007/08	2008/09	W Dun	58.3%	56.3%				Scotland	37.0%	37.7%					<p>The Council has invested £500k during 2005/06 to reduce the number of lighting columns over 30 years old. Additional funding of £500k has also been agreed for 2006/07. This investment should stabilise our performance.</p>
	2004/05	2005/06	2006/07	2007/08	2008/09															
W Dun	58.3%	56.3%																		
Scotland	37.0%	37.7%																		
Comments	Comparator Group Information	Progress: 05/06 06/07																		
<p>The performance indicator for the year end is 56.3% This is 0.5% less than target and this can be accounted for due to the unforeseen price increase in steel columns and cabling. The ongoing increased investment of £500,000 per annum in street lighting will continue to assist in reducing the age profile but the projected targets should be re-examined to take account of the unforeseen price increases in steel and copper. It should also be noted that the current substantial increases in electricity costs will affect our target for 2007/08 It is anticipated that the current annual electricity costs of £240,000 will increase to £400,000.</p> <p>The impact of the increased costs continues to show a reduction in the overall target during the first and second quarters. The annual target for 06/07 should be reviewed to take account of this.</p> <p>The annual reduction should be reviewed to 2% per annum as opposed to the original target of 2.4%. This would alter the 06/07 target to 53.8% and the 07/08 target to 51.8%</p> <p>The third quarter indicator is 54.7% and we would appear to be on track to achieve the annual performance target of 53.8%</p>		<table border="1"> <tbody> <tr> <td>Q1</td> <td>58.1%</td> <td>56.1%</td> </tr> <tr> <td>Q2</td> <td>57.7%</td> <td>56.0%</td> </tr> <tr> <td>Q3</td> <td>57.4%</td> <td>54.7%</td> </tr> <tr> <td>Q4</td> <td>56.3%</td> <td></td> </tr> <tr> <td>Final Figure</td> <td>56.3%</td> <td></td> </tr> </tbody> </table>	Q1	58.1%	56.1%	Q2	57.7%	56.0%	Q3	57.4%	54.7%	Q4	56.3%		Final Figure	56.3%				
Q1	58.1%	56.1%																		
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Q4	56.3%																			
Final Figure	56.3%																			
Audit Scotland SPI data for all Scottish Councils. (05/06)		TARGETS																		
<p>Legend</p> <ul style="list-style-type: none"> Council % (Cyan bar) WDC (Red bar) Comparator (White bar) Average (Blue line) 		<table border="1"> <tbody> <tr> <td>05/6</td> <td>55.8%</td> </tr> <tr> <td>06/7</td> <td>53.4%</td> </tr> <tr> <td>07/8</td> <td>51.0%</td> </tr> </tbody> </table>	05/6	55.8%	06/7	53.4%	07/8	51.0%												
05/6	55.8%																			
06/7	53.4%																			
07/8	51.0%																			



Indicator: RL5a (i): Percentage of Council assessed bridges that fail to meet the European standard of 40 tonnes

Department: Housing, Regeneration & Environmental Services
Date: Oct - Dec 2006
Section Head: Jack McAulay

Annual Performance Data compared to Scottish Average



Annual Performance Data compared to Comparative Group Average

Summary of Improvement Action Plan

Through investment in Balloch and Dumbarton Bridges the performance of this indicator for Council owned bridges has significantly improved. Ongoing capital investment is required to improve this indicator. The Council has no control over the improvement programme for private bridges.

Comments

The increase in the percentage of private bridges failing to meet European standards has increased due to additional assessments having been completed this year. There remain 5 Council bridges, which currently fail to meet European standards, namely Ladyton South, Ladyton North, Ladyton Middle, Duntocher Burn Bridge and Ardoch Bridge, Gartocharn. Work is currently ongoing on Ladyton South and this will be infilled this year. Currently no funding is available to repair the remaining structures. Following completion of Ladyton South underpass the target for 06/07 should be achieved.

Comparator Group Information

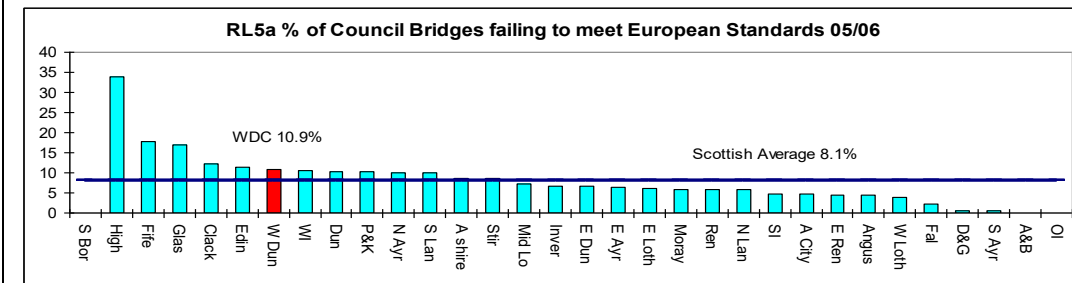
Progress

	05/06		
	Council	Private	All
Q1			
Q2			
Q3	10.8%	30.40%	21.40%
Q4	10.8%	55.5%	23.4%
Final Fig	10.8%	55.5%	23.4%
	06/07		
Q1	10.8%	55.5%	23.4%
Q2	10.8%	55.5%	23.4%
Q3	10.8%	55.5%	23.4%
Q4			
Final Fig			

Audit Scotland SPI data for all Scottish Councils. (05/06)

TARGETS

	Council	Private	All Bridges
05/06	9.00%	55.50%	21.00%
06/07	9.00%	55.50%	21.00%
07/08	9.00%	55.50%	21.00%
08/09			



Legend

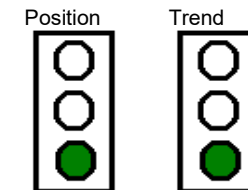
- Council %
- WDC
- Comparator
- Average



Indicator: RL5b (i): Percentage of Council assessed bridges that have a weight or width restriction placed on them

Department: Housing, Regeneration & Environmental Services
Date: Oct - Dec 2006
Section Head: Jack McAulay

Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																																																				
<table border="1"> <caption>RL5b % of Council Bridges with Weight or Width Restrictions</caption> <thead> <tr> <th>Year</th> <th>WDC</th> <th>Scotland</th> </tr> </thead> <tbody> <tr> <td>04/05</td> <td>5.1%</td> <td>1.9%</td> </tr> <tr> <td>05/06</td> <td>2.2%</td> <td>1.8%</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	04/05	5.1%	1.9%	05/06	2.2%	1.8%	06/07			07/08			08/09				<p>Capital investment is required to improve bridge structures. The restrictions do not cause significant difficulties to road users and are not a priority in the Council's General Services Capital Programme.</p>																																		
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Comments	Comparator Group Information	Progress																																																				
<p>This PI is based on the current 3 bridges within WDC which are subjected to weight or width restriction. The bridges are not located on strategically important roads and any future improvements necessary to remove the restrictions have a low priority.</p> <p>The single Council owned bridge subject to a weight restriction is Ladyton Middle, the other two bridges are Railtrack located in Alexandria and Bowling.</p>		<table border="1"> <thead> <tr> <th></th> <th colspan="3">05/06</th> </tr> <tr> <th></th> <th>Council</th> <th>Private</th> <th>All Bridges</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Q2</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Q3</td> <td>5.10%</td> <td>4.30%</td> <td>4.80%</td> </tr> <tr> <td>Q4</td> <td>2.2%</td> <td>11.10%</td> <td>4.7%</td> </tr> <tr> <td>Final Fig</td> <td>2.2%</td> <td>11.10%</td> <td>4.7%</td> </tr> <tr> <th></th> <th colspan="3">06/07</th> </tr> <tr> <td>Q1</td> <td>2.2%</td> <td>11.10%</td> <td>4.7%</td> </tr> <tr> <td>Q2</td> <td>2.2%</td> <td>11.10%</td> <td>4.7%</td> </tr> <tr> <td>Q3</td> <td>2.2%</td> <td>11.10%</td> <td>4.7%</td> </tr> <tr> <td>Q4</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Final Fig</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		05/06				Council	Private	All Bridges	Q1				Q2				Q3	5.10%	4.30%	4.80%	Q4	2.2%	11.10%	4.7%	Final Fig	2.2%	11.10%	4.7%		06/07			Q1	2.2%	11.10%	4.7%	Q2	2.2%	11.10%	4.7%	Q3	2.2%	11.10%	4.7%	Q4				Final Fig			
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Indicator WM1a:Waste Management – Net cost of Refuse Collection per premise

Department: Housing, Regeneration and Environmental Services
Date: Oct – Dec 2006
Section: Waste Services – Rodney Thornton

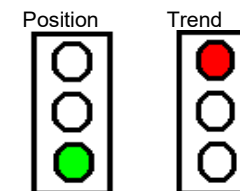
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan												
<table border="1"> <caption>WM 1a Net cost of Refuse Collection per Premise</caption> <thead> <tr> <th>Year</th> <th>WDC</th> </tr> </thead> <tbody> <tr> <td>04/05</td> <td>£50.15</td> </tr> <tr> <td>05/06</td> <td>£42.32</td> </tr> <tr> <td>06/07</td> <td></td> </tr> <tr> <td>07/08</td> <td></td> </tr> <tr> <td>08/09</td> <td></td> </tr> </tbody> </table>	Year	WDC	04/05	£50.15	05/06	£42.32	06/07		07/08		08/09			
Year	WDC													
04/05	£50.15													
05/06	£42.32													
06/07														
07/08														
08/09														
Comments	Comparator Group Information	Progress												
<p>Recycling will increase and therefore the cost of collection is likely to increase significantly with the purchase of additional bins, new vehicles etc.</p>	<p>Net cost of collection is likely to increase as all councils seek to maximise recycling and diversion rates.</p>	<p>Annual Monitoring</p>												
Audit Scotland SPI data for all Scottish Councils. (05/06)		TARGETS												
<p>WM1a Net cost of Refuse Collection per Premise 05/06</p> <p>Average £53.76 WDC £42.32</p> <p>Legend</p> <ul style="list-style-type: none"> Council % (Cyan bar) WDC (Red bar) Comparator (Grey bar) Average (Blue line) 		<p>06/07: £44.67 Proposed target 07/08: £45.78 Proposed target 08/09: £46.93 Proposed target</p> <p><u>Forecast out-turn for 2006/2007:</u> n/a</p>												

WEST DUNBARTONSHIRE COUNCIL

Statutory PI's and Targets for:-

Indicator WM1b: Waste Management – Net cost of Disposal per premise

Department: Housing, Regeneration and Environmental Services
Date: Oct – Dec 2006
Section: Waste Services – Rodney Thornton



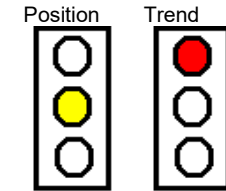
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Comments	Comparator Group Information	Progress																		
<p>Recycling will increase and the cost of reprocessing exceeds the landfill costs. Landfill tax also increases year-on-year.</p>		Annual Monitoring																		
Audit Scotland SPI data for all Scottish Councils. (05/06)		TARGETS																		
<p>Legend</p> <ul style="list-style-type: none"> Council % (Blue bar) WDC (Red bar) Comparator (Grey bar) Average (Black line) 		<p>06/07: £52.10 Proposed target 07/08: £53.40 Proposed target 08/09: £54.74 Proposed target</p> <p><u>Forecast out-turn for 2006/2007:</u> n/a</p>																		

WEST DUNBARTONSHIRE COUNCIL

Indicator WM2: Refuse Collection Complaints - Number of refuse collection complaints per 1,000 households

Statutory PI's and Targets for:-

Department: Housing, Regeneration and Environmental Services
Date: Oct – Dec 2006
Section: Rodney Thornton



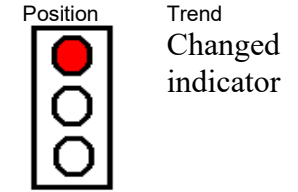
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																								
<table border="1"> <caption>WM 2: No. of Complaints per 1,000 Households</caption> <thead> <tr> <th></th> <th>03/04</th> <th>04/05</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>26</td> <td>13</td> <td>16</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>29</td> <td>36</td> <td>39</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		03/04	04/05	05/06	06/07	07/08	08/09	WDC	26	13	16				Scotland	29	36	39				<p style="text-align: center;">N/A</p>	<p>The importance of this indicator was stressed to all Waste Services employees at the June 2006 Team Brief. Refuse Collection complaints are now a standing item on the agenda of the management/workforce Joint Consultation meetings.</p>			
	03/04	04/05	05/06	06/07	07/08	08/09																				
WDC	26	13	16																							
Scotland	29	36	39																							
<p>Comments</p> <p>1) 368 complaints were received in Quarter 3. Over 500,000 service delivery visits were made in the quarter. The number of additional service delivery visits that will be undertaken this year (in comparison with 2004/05) for blue and brown bin/box recycle collections is between 400,000 and 700,000.</p> <p>2) Extreme weather conditions during November and December 2006 resulted in intermittent temporary closure of the landfill site with consequent delays in refuse collection services</p>	<p>Comparator Group Information</p>	<p>Progress: 05/06 06/07</p> <table border="1"> <thead> <tr> <th></th> <th>Per 1000</th> <th>Per 1000</th> <th>Per 1000</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>4.74</td> <td>3.5</td> <td></td> </tr> <tr> <td>Q2</td> <td>4.19</td> <td>8.45</td> <td></td> </tr> <tr> <td>Q3</td> <td>3.21</td> <td>8.44</td> <td></td> </tr> <tr> <td>Q4</td> <td>4.24</td> <td></td> <td></td> </tr> <tr> <td>Final Figure</td> <td>16.38</td> <td></td> <td></td> </tr> </tbody> </table>		Per 1000	Per 1000	Per 1000	Q1	4.74	3.5		Q2	4.19	8.45		Q3	3.21	8.44		Q4	4.24			Final Figure	16.38		
	Per 1000	Per 1000	Per 1000																							
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<p>Audit Scotland SPI data for all Scottish Councils. (05/06)</p>		<p>TARGETS</p>																								
<p>WM 2: Refuse Collection: complaints per 1000 households: 05/06</p> <p>Average 39 WDC 16</p>		<p>Legend</p> <ul style="list-style-type: none"> Council % WDC Comparator Average <p>05/06: 2% reduction in service complaints 06/07: 15/ 1000 07/08: 08/09:</p>																								

WEST DUNBARTONSHIRE COUNCIL

Statutory PI's and Targets for:-

Indicator WM3(a):Refuse Recycling Indicator
Amount of municipal waste collected that was land-filled.

Department: Housing, Regeneration and Environmental Services
Date: Oct – Dec 2006
Section: Rodney Thornton



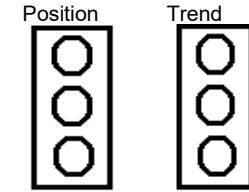
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																								
<p>WM 3a: % of Household Waste Landfilled</p> <table border="1"> <tr> <td></td> <td>05/06</td> <td>06/07</td> <td>07/08</td> <td>08/09</td> </tr> <tr> <td>WDC</td> <td>81.0%</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>72.9%</td> <td></td> <td></td> <td></td> </tr> </table>		05/06	06/07	07/08	08/09	WDC	81.0%				Scotland	72.9%					<p>All waste management options are being considered to maximise diversion from landfill.</p>									
	05/06	06/07	07/08	08/09																						
WDC	81.0%																									
Scotland	72.9%																									
<p>Comments</p>	<p>Comparator Group Information</p>	<p>Progress: 06/07</p>																								
<p>71.7% of the waste managed in quarter 3 was landfilled (Draft – 10,090.25 tonnes)</p>		<table border="1"> <thead> <tr> <th></th> <th>%</th> <th>%</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>68.7%</td> <td></td> <td></td> </tr> <tr> <td>Q2</td> <td>66.1%</td> <td></td> <td></td> </tr> <tr> <td>Q3</td> <td>71.7%</td> <td></td> <td></td> </tr> <tr> <td>Q4</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Final Figure</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		%	%	%	Q1	68.7%			Q2	66.1%			Q3	71.7%			Q4				Final Figure			
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Final Figure																										
<p>Audit Scotland SPI data for all Scottish Councils. (05/06)</p>	<p>WM3a: % of Household Waste Landfilled: 05/06</p> <p>WDC 81% Average 73%</p>	<p>TARGETS</p> <p>06/07: 25% recycling/composting of all municipal waste (Scottish Executive). 07/08: 28% 08/09: 30% recycling and composting (Scottish Executive).</p> <p><u>Forecast Outturn for 06/07:</u> n/a</p>																								

WEST DUNBARTONSHIRE COUNCIL

Statutory PI's and Targets for:-

Indicator WM5:Waste Management - % of abandoned vehicles removed within 14 days

Department: Housing, Regeneration and Environmental Services
Date: Oct – Dec 2006
Section: Rodney Thornton



Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan			
New Indicator (06/07) – no historical data	N/A				
Comments	Comparator Group Information	Progress:			
<p>This is a new indicator for 2006/2007 which measures: “ The number of abandoned vehicles that require to be removed by the Council, and the percentage removed within 14 days”</p> <p>20 vehicles required to be removed – 19 were removed within 14 days.</p>			06/07	07/08	08/09
Audit Scotland SPI data for all Scottish Councils. (05/06)		TARGETS			
New Indicator (06/07) – no historical data		06/07: 07/08: 08/09: Forecast Outturn for 06/07: n/a			



Indicator: WM4: The cleanliness index achieved following inspection of a sample of streets and other relevant land

Department: Housing, Regeneration & Environmental Services
Date: Oct - Dec 2006
Section Head: David McLeish

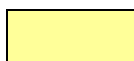
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<p>WM4 Cleanliness Index achieved following Inspection</p> <table border="1"> <tr> <td></td> <td>04/05</td> <td>05/06</td> <td>06/07</td> <td>07/08</td> <td>08/09</td> </tr> <tr> <td>WDC</td> <td>69</td> <td>72</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>69</td> <td>70</td> <td></td> <td></td> <td></td> </tr> </table>		04/05	05/06	06/07	07/08	08/09	WDC	69	72				Scotland	69	70					<p>The target Cleanliness Index of 70 for 05/06 has been exceeded as the final Index Figure was 72. The score of 72 demonstrates progress towards achieving the 06/07 target score of 73 and 07/08 target score of 74</p> <p>The quarterly figures are not indicative of the likely final score due to the formulae used to factor in KSB scores. Keep Scotland Beautiful (KSB) scores are made available in June each year.</p>																																		
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<p>Keep Scotland Beautiful (KSB) has advised that Cleanliness Index for 2005/2006 is 72, which is 2 points above the target score of 70.</p>		<table border="1"> <thead> <tr> <th colspan="4">05/06</th> </tr> <tr> <th></th> <th>Town</th> <th>High Density</th> <th>Low Density</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>75</td> <td>76</td> <td>81</td> </tr> <tr> <td>Q2</td> <td>69</td> <td>75</td> <td>73</td> </tr> <tr> <td>Q3</td> <td>67</td> <td>83</td> <td>74</td> </tr> <tr> <td>Q4</td> <td>58</td> <td>62</td> <td>65</td> </tr> <tr> <td>Final Fig</td> <td colspan="3">Overall Index figure for 2005/2006 is 72</td> </tr> <tr> <th colspan="4">06/07</th> </tr> <tr> <td>Q1</td> <td>75</td> <td>77</td> <td>84</td> </tr> <tr> <td>Q2</td> <td>61</td> <td>54</td> <td>61</td> </tr> <tr> <td>Q3</td> <td>72</td> <td>67</td> <td>73</td> </tr> <tr> <td>Q4</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Final fig</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	05/06					Town	High Density	Low Density	Q1	75	76	81	Q2	69	75	73	Q3	67	83	74	Q4	58	62	65	Final Fig	Overall Index figure for 2005/2006 is 72			06/07				Q1	75	77	84	Q2	61	54	61	Q3	72	67	73	Q4				Final fig			
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<p>WM 4 Cleanliness Index achieved following Inspection 05/06</p> <p>Legend:</p> <ul style="list-style-type: none"> Council % (Cyan bar) WDC (Red bar) Comparator (Grey bar) Average (Black line) 	<p>05/06 70 06/07 73 07/08 74</p>																																																					

Appendix 2

Best Value Reviews

Database of Best Value Reviews

		Start Date	BV1 Review Planning	BV2 Current Service	BV3 Consultation	BV4 Benchmarking	BV5 Option Appraisal	BV6 Final Report & Action Plan	Comments
HR&ES	Events & Halls	Feb-03	Planned Date - Aug 2006 Draft completed - Aug 2006	Planned Date - Sept 2006 Draft Completed - Oct 2006	Planned Date - Nov 2006 Draft is being prepared	Planned Date Jan 2007	Planned Date March - 2007	Planned Date - March 2007	May not be completed by end of March 2007
HR&ES	Roads, Traffic & Transportation	Apr-06	Planned Date - April 2006 Draft completed - April 2006	To be included in BV5	To be included in BV5	To be included in BV5	Planned Date - Jan 2007	Planned Date - March 2007	Update of 2002 Review
HR&ES	Economic Development	Apr-06	Planned Date - Oct 2006 Actual Date – Jan 2007	Planned Date - Nov 2006 Draft is being progressed.	Planned Date - Dec 2006	Planned Date Feb 2006	Planned Date - 02 Mar 2007	Planned Date - 30 Mar 2007	May not be completed by end of March 2007.

 In Progress

Appendix 3

Service Plan Report
Departmental Actions to meet Departmental Objectives

Delayed or may not be achieved

Delayed – Departmental Objectives

Corp Priority	Objectives	Action	First Name	Last Name	Start Date	Target Date	Actual Date	Status	Output	Date	Category	Comments
Promote health and well-being	Develop healthy eating guidelines for schools	FM3) Food Action Network to develop training package for catering staff	Bob	Davidson	01-Apr-06	31-Mar-07		Cancelled	Training package for catering staff	02-Oct-06	Delayed	September 2006 - Project delayed due to ongoing work with Hungry for Success.
Promote health and well-being	Develop healthy eating guidelines for schools	FM4) Train catering staff within schools on healthy options	Bob	Davidson	01-Apr-06	31-Mar-07		Cancelled	Tuck Shop - Food Action Network - All catering staff trained on healthy eating guidelines for tuck shops	02-Oct-06	Delayed	September 2006 - Delayed due to ongoing work required to meet Hungry for Success deadline.
Promote health and well-being	Develop healthy eating guidelines for schools	FM5) Implement new health nutritional standards for schools	Bob	Davidson	01-Apr-06	31-Mar-07		Cancelled	All schools adopting healthy eating guidelines in relation to FAN tuck shops	02-Oct-06	Delayed	September 2006 - delayed due to ongoing work required to meet Hungry for Success deadline.
Provide high quality, best value services	Action Service Improvement Plan from Leisure Services Best Value Review	LS18) Carry out 16 actions from the Service Improvement Plan by 2007	Fiona	McIntyre	01-Apr-06	31-Mar-08		Live	Completion of the Best Value process	10-Jan-07	Delayed	December 06 - 8 actions complete, 6 actions in progress.
Create a better environment	Maximise Environmental Funding Grounds Maintenance	GM3) Manage Heritage Lottery Funding contract for Balloch Castle Country Park	David	McLeish	01-Apr-06	31-Mar-07		Live	Complete phase 3 by August 2006	08-Jan-07	Delayed	December 2006 Due to weather conditions soft landscape work and development of third play area carried forward to 4th quarter
Create a better environment	Maximise Environmental Funding Grounds Maintenance	GM5) Develop a Sports Pitch Strategy for West Dunbartonshire Council	David	McLeish	01-Apr-06	31-Mar-08		Live	Sports Pitch Strategy to identify future improvements	08-Jan-07	Delayed	December 2006 Consultant appointed briefing meeting arranged for 16 January 2007.
Regenerate and develop the local economy	Contribute to area regeneration of West Dunbartonshire - Grounds Maintenance	GM2) To provide ongoing service related training and development of workforce	David	McLeish	01-Apr-06	31-Mar-07		Live	Tree Survey Training - 4 staff to achieve relevant qualifications by May 2006	29-Sep-06	Delayed	September 2006 - Revised training to be identified/developed.

Provide high quality, best value services	Additional HR&ES contributions to improving service performance and standards.	EH46) Take all necessary steps to ensure that a rigorous baseline for the new Scottish Executive contaminated land performance measures is achieved.	John	Stevenson	01-Apr-06	30-May-06		Live	Report rigorously and timeously to the Scottish Executive on these new contaminated land performance measures.	30-Sep-06	Delayed	September 2006 update: Scottish Executive reviewing format of information required from LAs. Delay outwith our control.
Create a better environment	Reduce the volume of waste to landfill by increasing recycling and other waste diversion measures.	WS7) Develop and distribute an A-Z Waste Minimisation and Recycling Guide to all households in West Dunbartonshire.	Rodney	Thornton	01-Apr-06	30-Sep-06	10-Oct-06	Completed	Distribution of these guides to all households in West Dunbartonshire by due date.	30-Sep-06	Delayed	September 2006 update: Distribution commenced on 27 September 2006. (Estimated that distribution will be completed within 6 weeks of commencement date).
Create a better environment	Reduce the volume of waste to landfill by increasing recycling and other waste diversion measures.	WS8) Standardise operating systems at the Council's Household Waste Recycling Centres at Dalmoak, Ferry Road and Stanford Street.	Rodney	Thornton	01-Apr-06	31-Dec-06		Live	Comprehensive standardisation of operating systems across the three centres.	30-Sep-06	Delayed	September 2006 update: Funding application failed on 14 September. Consideration is now being given to a competitive tendering exercise for the provision of staffing/ operational management at the HWRC's . Committee report will be required.

May Not be Achieved – Departmental Objectives

Corp Priority	Objectives	Action	First Name	Last Name	Start Date	Target Date	Actual Date	Status	Output	Date	Category	Comments
Develop our children and young people	Raise standards of achievement and attainment for children and young people	TS5) We will continue to support a team of young people to enter the Young Consumer of the Year competition.	David	McCulloch	01-Apr-06	31-Oct-06	31-Dec-06	Cancelled	Participation in the West of Scotland heat of the national Young Consumers competition by one local school.	08-Jan-07	Not Achieved	December 2006 update: Unfortunately Dumbarton Academy were unable to submit a team for the competition and it was not possible to select an alternative team in the time available.
Provide high quality, best value services	Improve service performance and standards -Leisure Services	KPI28) (LS15) Statutory Performance Indicator CC1 - Monitor the number of attendances per 1,000 population for all pools.	Fiona	McIntyre	01-Apr-06	31-Mar-08		Live	Collection of Statutory Performance Indicators CC1	11-Jan-07	May not be Achieved	December 06 - the quarterly PI from 01 Oct to 31 Dec is 811 against target of 861. Although having failed to reach the quarterly target this is a higher throughput than the same period in the previous year. There were increases in swimming lesson attendance.
Create a better environment	Maximise Environmental Funding Grounds Maintenance	GM4) Prepare a bid to Heritage Lottery Fund for the restoration of Dalmuir Park.	David	McLeish	01-Apr-06	31-Mar-08		Live	Progress bid	29-Sep-06	May not be Achieved	September 2006- Conservation management plan submitted March 2006. Stage one application developed for September 2006 submission. Unable to secure match funding, briefing report submitted to SMT.
Develop our children and young people	Additional HR&ES contributions to raising the standards of achievement and attainment in learning for children and young people.	SK7) Additional HR&ES contributions to raising the standards of achievement and attainment in learning for children and young people.	Michael	Gill	01-Apr-06	28-Feb-07		Live	Introduce a SQA qualification 'PC Passport' that will allow our 'Get Ready for Work' and 'Mainstream' young people the opportunity to gain an Information Technology qualification at their level by January 2007.	15-Jan-07	Not Achieved	December 2006 update: SQA PC Passport is proving to be unpopular with the Get Ready for Work trainees as it is time consuming and class room based.

Regenerate and develop the local economy	Additional HR&ES contributions to providing training opportunities for young people aged 16 to 24 years.	SK5) Provide and deliver additional SQA and other vocational training and qualifications.	Michael	Gill	01-Apr-06	28-Feb-07		Live	Introduce a SQA qualification 'PC Passport' that will allow our 'Get Ready for Work' and 'Mainstream' young people the opportunity to gain an Information Technology qualification at their level by January 2007.	15-Jan-07	Not Achieved	December 2006 update: PC Passport is proving to be unpopular with the Get Ready for Work Trainees as it is classroom based and time consuming.
Provide high quality, best value services	KPI12 (BS9) - Percentage of building warrant applications responded to in 15 days.	BS9) Ensure that building warrant applications are dealt with efficiently.	Patrick	McLaughlin	01-Apr-06	31-Mar-07		Live	Performance is monitored monthly.	09-Jan-07	May not be Achieved	December 2006 update: 38.7% of Building Warrant applications were responded to within 15 days during the third quarter. This downturn was mainly due to staff absence, a vacant post, attending to and addressing incidents of dangerous properties in the area.
Provide high quality, best value services	BS4 - Percentage of Building Warrants issued within 6 days (Local PI)	BS4) Ensure that Building Warrant are issued within 6 days.	Patrick	McLaughlin	01-Apr-06	31-Mar-07		Live	Performance is monitored monthly.	11-Jan-07	Not Achieved	December 2006 update: The percentage of Building Warrants issued within 6 days was 45.43% in this quarter.
Provide high quality, best value services	BS10 - Percentage of Building Warrant requests responded to within 15 days (Local PI).	BS10) Ensure that Building Warrant requests are responded to within 15 days.	Patrick	McLaughlin	01-Apr-06	31-Mar-07		Live	Performance is monitored monthly.	11-Jan-07	Not Achieved	December 2006 update: The percentage of Building Warrants issued within 6 days was 37% for this quarter.
Promote health and well-being	Protect human health and the environment from harm from pollution and nuisances.	EH19) Commission four intrusive investigations on potentially contaminated land sites.	John	Stevenson	01-Apr-06	28-Feb-07		Live	Investigations commissioned on four sites.	31-Dec-06	May not be Achieved	December 2006 Update: Resources allocated to alternative projects. Expected that remaining resources will only allow for one intrusive investigation to be commissioned.
Provide high quality, best value services	EH37 - Inspection of lower risk Health & Safety premises (greater than 24 months).	EH37) Full implementation of the recently developed alternative intervention strategy for low risk categories of premises.	John	Stevenson	01-Apr-06	31-Mar-07		Live	Undertake 13 alternative intervention inspection strategy visits to low risk categories of premises.	31-Dec-06	May not be Achieved	December 2006: Participated in 3 initiatives. Further initiatives planned for Q4 however delays in guidance from HSE and other service demands means that completion of all 13 interventions is unlikely to be achieved by year end.

Appendix 4

Quality Initiatives

Housing, Housing, Regeneration and Environmental Services

Charter Mark Programme

SERVICE	DATE OF AWARD	PROGRESS REPORT ON ACTION PLANS
2004/2005		
Leisure Services	April 2004	The process required for re-submissions has been clarified and action plans are to be developed.
Roads	June 2004	The process required for re-submissions has been clarified and action plans are to be developed.
2005/2006		
Waste Services	November 2005	Completion of actions is progressing well and the only area of concern is with regard to the publication of complaints, comments and compliments.
Ground Maintenance	April 2006	Completion of actions is progressing well and the only area of concern is with regard to the publication of complaints, comments and compliments.
Internal Transport	April 2006	Completion of actions is progressing well and the only area of concern is with regard to the publication of complaints, comments and compliments.
2006/2007		
Events & Halls		Charter Mark action plans have been prepared and are being progressed. Assessment date scheduled for week commencing 19 th March 2007.
Environmental Health		Charter Mark action plans have been prepared and are being progressed. Assessment date scheduled for week commencing 19 th March 2007.
Facilities Management		Charter Mark action plans have been prepared and are being progressed. Assessment date scheduled for week commencing 19 th March 2007.