

# WEST DUNBARTONSHIRE COUNCIL

## Report by Executive Director of Housing, Environmental and Economic Development

Housing, Environment and Economic Development Committee:  
4 February 2009

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**Subject: Performance Report**

### **1. Purpose**

**1.1** This report provides the Committee with information on the performance of services within Housing, Environmental and Economic Development. The report contains information on:-

- (i) Second quarter of 2008/09 for those Key Performance Indicators (KPIs) which are monitored on a quarterly basis (Appendix 1)
- (ii) Statutory Performance Indicators for the second quarter of 2008/2009. (Appendix 2)
- (iii) Statutory Performance Indicators which the Corporate Management Team identified in early 2007 as requiring improvement actions and regular monitoring. (Appendix 2)
- (iv) Progress of Service Plan actions
- (v) Second quarter information for corporate complaints received. (Appendix 3)
- (vi) Performance of the department against the council's service standard for telephone management. (Appendix 4)

### **2. Background**

**2.1** Departmental Performance Review meetings (QPRs) take place quarterly, with the most recent one taking place on 12 November 2008. At these reviews Key Performance and Statutory Performance Indicators are reported on along with information on corporate complaints received, performance of the department against the council's service standard for telephone management and progress of actions in the Service Plan to meet corporate and departmental objectives.

### **3. Main Issues**

#### **3.1 Key Performance Indicators**

The Department has responsibility for monitoring and reporting 24 of the Council's Key Performance Indicators (KPIs). This set of KPIs was identified in 2006 to monitor and manage the performance of the Department. These indicators focus on key areas which taken together provide an overview of the performance of the Department as a whole.

- 3.2** The overall performance of all the Housing, Environmental and Economic Development's KPIs for the second quarter of 2008/09 is detailed in Appendix 1.

#### **4. Statutory Performance Indicators**

- 4.1** The Department has responsibility for monitoring and reporting the Statutory Performance Indicators (SPIs) for its services. These are monitored on a quarterly or annual basis at QPR meetings. Appendix 2 shows the progress of all performance indicators.

- 4.2** Highlighted are indicators which in quarter 2 were shown not to be on target. These performance indicators were:

(a) (SDS1 bii) DSib and (SDS1 cii) DSic

The performance on householder applications improved from quarter 1 to quarter 2, both figures being better than the Government's national targets. However performance for non-householder applications dropped quite markedly and as a consequence performance for all applications also fell. There are two main reasons for this: the lower number of applications received and the failure of agents to reply quickly to requests for further information. When there are fewer applications then failure to meet the target time for a small number of applications is reflected in a disproportionate drop in the percentage performance figure.

(b) (SH2i) HS3

The recommendations from a consultants report are being implemented and this indicator continues to show an improvement.

(c) (SH 3avi) HS4a

The recommendations from a consultants report are being implemented and this indicator continues to show an improvement.

(d) (SH6ii) HS7a and (SH6iii) HS7a

These are new indicators and comparable data is not available however they will continue to be monitored.

(e) (SRL 4aii) RL4

Reduced capital investment is resulting in fewer column replacements.

(f) (SRL 5aii) RL5a

The one planned bridge strengthening project has been delayed in order to improve the effectiveness of the preferred design option.

(g) (SWM2ii) WM2

The performance of this indicator has been affected by the strike days which lead to an increase in complaints received.

**4.3** Where appropriate action is now being taken to ensure that performance indicators shown to be underperforming in quarter 2 will meet the 2008/09 target.

**4.4** Improvement Action Plans have been produced for SPIs which have been identified as poor performing in previous years. These Improvement Action Plans are used specifically to monitor these SPIs in performance reports to the Housing, Environment and Economic Development Committee and can be identified in Appendix 2.

## **5. Service Plan Report**

**5.1** The service plan has 55 actions which demonstrates how the department will meet corporate and departmental objectives. 53 of these actions are being progressed or have been completed. The remaining 2 actions relate to tourism and are under review.

## **6. Corporate Complaints**

**6.1** Appendix 3 shows the corporate complaints received by the Department between 1 July and 30 September 2008.

**6.2** Housing, Environmental and Economic Development received 18 corporate complaints during the second quarter. Seventeen corporate complaints were replied to within timescale.

**6.3** Of the 18 corporate complaints received during the second quarter, 6 were found to be justified.

**6.4** Appendix 3 shows that from the 18 corporate complaints received during the second quarter of 2008/09, none had an impact on the service provided.

## **7. Telephone Management**

**7.1** In March 2005 the council introduced "Putting the Customer First" service standards. This included service standards for telephone management which were implemented by the department and are monitored on a monthly basis. Appendix 4 shows how individual sections within the department performed against those standard between July-September. A departmental comparison between quarter 1 and quarter 2 is also included.

## **8. Personnel Issues**

**8.1** There are no personnel issues.

## **9. Financial Implications**

**9.1** There are no financial implications.

## **10. Risk Analysis**

**10.1** There are no risks associated with this report.

## **11. Conclusions**

**11.1** Performance Indicators and actions continue to be closely monitored and, where necessary, the appropriate corrective action is being taken.

## **12. Recommendation**

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

**Elaine Melrose**

**Executive Director of Housing, Environmental and Economic Development**

**Date: 15 January 2009**

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**Appendices:**

1. Key Performance Indicators
2. Statutory Performance Indicators
3. Corporate Complaints
4. Telephone Monitoring

**Background Papers:** None

**Wards Affected:** All

## Key for Covalent

<p>The Traffic Lights show the “ranking” or position with respect to all Scottish councils for 2007/08.</p> <p>PIs that cannot be calculated may require to have a red and amber threshold set.</p>		<p>The long term trend will be whether the trend over 3 years or more has improved, worsened or remained the same.</p>		<p>The short term trend will be whether the trend from one year and the next has improved, worsened or remained the same.</p>	
PI Status		Long Term Trends		Short Term Trends	
	This PI is in the bottom third of the 32 Scottish Local Authorities.		The value of this PI has improved in the long term.		The value of this PI has improved in the short term.
	This PI is in the middle third of the 32 Scottish Local Authorities.		The value of this PI has worsened in the long term.		The value of this PI has worsened in the short term.
	This PI is in the top third of the 32 Scottish Local Authorities.		The value of this PI has not changed in the long term.		The value of this PI has not changed in the short term.
	This PI cannot be calculated.				
	This PI is a data-only PI.				

## Appendix 1 - Housing, Environmental and Economic Development- Key Performance Indicators

PI Code & Name	Traffic Light	Long Term Trend	Short Term Trend	Improvement Action Plan	Action Status	Action prog %	2006/07	2007/08		Q1 2008/09	Q2 2008/09	Q3 2008/09	Q4 2008/09	2008/09	2009/10	2010/11
							Value	Value	Target	Value	Value	Value	Value	Target	Target	Target
H/ED/002 Number of times businesses have been assisted				Provide business assistance		66 %	216	225	150	15	38			200	200	200
H1-13 Area of land removed from the vacant and derelict land register per annum (hectare)				Ensure that the target values for area of land removed from the vacant and derelict land register are achieved		0 %	9.2	19.1	1	Not Collected				3	3	3
H2-04 Number of free fitness assessments conducted each year				Provide fitness assessment opportunities to residents of West Dunbartonshire		50 %	1,981	2,104	1,950	535	514			2,000	2,000	2,000
H2-05 20% of citizens will be Passport of Leisure holders by 2009				Develop ways to encourage citizens to become Passport to Leisure holders		50 %	12,341	13,599	16,500	Not Collected				15,500	17,288	17,288
H2-08 Increase the number of play areas that meet the DDA standards for all users				Upgrade play areas to become accessible to all		70 %	7	8	8	Not Collected				9	10	11
H2-09 Percentage of free meal uptake against free meal entitlement in primary schools				Maximise uptake of free school meals		75 %	No data returned	76%	87%	72%	67%			61%	63%	76%
H2-10 Percentage of free meal uptake against free meal entitlement in secondary schools				Maximise uptake of free school meals		75 %	No data returned	57%	53%	43%	55%			57%	58%	60%
H3-06 Percentage of precautionary grits carried out on primary routes to be completed within 3 hours				Carry out precautionary grits on primary routes		80 %	100%	100%	100%	Not Collected				100%	100%	100%

PI Code & Name	Traffic Light	Long Term Trend	Short Term Trend	Improvement Action Plan	Action Status	Action prog %	2006/07	2007/08		Q1 2008/09	Q2 2008/09	Q3 2008/09	Q4 2008/09	2008/09	2009/10	2010/11
							Value	Value	Target	Value	Value	Value	Value	Target	Target	Target
H3-08 Percentage of housing repairs completed on time in all categories				Improve performance in all repair categories annually		50 %	97.8%	98.45%	89%	96.35%	96.23%			90%	91%	92%
H4-12 Number of primary schools which have introduced the "Travelling Green" initiative				Introduce "Travelling Green" initiative to primary schools throughout West Dunbartonshire		100 %	14	22	20	27	27			26	31	35
H4-13 Percentage increase in cyclists on route from SECC to Balloch (NCR7)				Promote the use of the cycle route from SECC to Balloch (NCR7)		42 %	No data returned	0.9%	0.4%	Not Collected				0.4%	0.4%	0.4%
H5-01 Number of training opportunities provided for 16-24 year olds				Support the Modern Apprenticeship, Skillseekers and New Deal programmes and other initiatives		50 %	216	389	225	79	122			240	240	240
H6-01 Percentage of lost days due to accidents at work within the housing maintenance trading organisation				Implement Health and Safety procedures within Housing Maintenance		50 %	No data returned	3.902	4.663	Not Collected				4.6	3.777	3.399
SCC1 CC1: Number of attendances per 1,000 population to all pools				Maximise attendance for pools and other indoor sports and leisure facilities		50 %	4,081	4,205	4,077	1,036	1,214			4,099	4,121	4,121


















PI Code & Name	Traffic Light	Long Term Trend	Short Term Trend	Improvement Action Plan	Action Status	Action prog %	2006/07	2007/08		Q1 2008/09	Q2 2008/09	Q3 2008/09	Q4 2008/09	2008/09	2009/10	2010/11
							Value	Value	Target	Value	Value	Value	Value	Target	Target	Target
SCC2 CC2: Number of attendances per 1,000 population for indoor sports and leisure facilities				CC2 Increase Cosmopolitan member retention by reviewing current retention methods and loyalty scheme		75 %	4,140	3,667	4,154	944	873			3,806	3,914	4,023
				CC2 Increase birthday party bookings via introduction of new birthday party package		50 %										
				Increase the use of neighbourhood fitness facilities		0 %										
				Maximise attendance for pools and other indoor sports and leisure facilities		50 %										
SDS1cii DS1c: Total % of planning applications dealt with within two months							84.6%	81.2%	80%	81.2%	71%			80%	80%	80%
SDSz01 Percentage of building warrants responded to within 20 days							56.4%	82%	75%	51%	59%			75%	75%	75%
SH2i HS3: The total annual rent loss due to voids expressed as a percentage of the total amount of rent due in the year				HS2 Develop a Strategy for long term voids		100 %	5.2%	4.76%	5%	4.38%	4.2%			3.7%	3.4%	3.1%

PI Code & Name	Traffic Light	Long Term Trend	Short Term Trend	Improvement Action Plan	Action Status	Action prog %	2006/07	2007/08		Q1 2008/09	Q2 2008/09	Q3 2008/09	Q4 2008/09	2008/09	2009/10	2010/11
							Value	Value	Target	Value	Value	Value	Value	Target	Target	Target
SH3avi HS4a: Not low demand stock: Average re-let time				HS3 Implement Dip and Workflow		100 %	56	43	45	44	36			30	20	18
				Reduce re-let times for void stock and improve efficiency of the letting process		83 %										
SH6b HS6b: Average time between presentation and completion of duty, homeless cases				HS6b Liaise with RSL's on improving performance on section 5 referrals		0 %	18.5	19.25	16	23.4	21.16			22	22	22
				HS6b Convert temporary units to mainstream tenancies		0 %										
SH6c HS6c: % of cases reassessed as homeless within 12 months of the previous case being completed							2.3%	2.94%	4%	3.65%	4.06%			4%	3%	
SRL1e RL1: Overall percentage of road network that should be considered for maintenance treatment							44.7%	31.7%	46%	Not Collected			31.5%	31.3%	31%	
SWM3cii WM3: % of municipal waste collected that was recycled							32%	32.5%	30%	34.85%	33.42%			35%	40%	40%
SWM4 WM4: The cleanliness index achieved following inspection				Delivery the Litter Control Strategy		50 %	71	73	74	Not Collected			74.5	75	75.5	



























## Appendix 2 - Housing, Environmental and Economic Development- Statutory Performance Indicators

PI Code & Name	Traffic Light	Long Term Trend	Short Term Trend	Improvement Action Plan	Action Status	Action prog %	2006 /07	2007/08		Q1 2008 /09	Q2 2008 /09	Q3 2008 /09	Q4 2008 /09	2008 /09	2009 /10	2010 /11
							Value	Value	Target	Value	Value	Value	Value	Target	Target	Target
SCC1 CC1: Number of attendances per 1,000 population to all pools				Maximise attendance for pools and other indoor sports and leisure facilities		50 %	4,081	4,205	4,077	1,036	1,214			4,099	4,121	4,121
SCC2 CC2: Number of attendances per 1,000 population for indoor sports and leisure facilities				CC2 Increase Cosmopolitan member retention by reviewing current retention methods and loyalty scheme		75 %	4,140	3,667	4,154	944	873			3,806	3,914	4,023
				CC2 Increase birthday party bookings via introduction of new birthday party package		50 %										
				Increase the use of neighbourhood fitness facilities		0 %										
				Maximise attendance for pools and other indoor sports and leisure facilities		50 %										
SCM8a CM8a: Asset Management condition & suitability - satisfactory condition				Update Asset Management Plan		25 %	90%	92%	77%	Not Collected			80%	83%	86%	

PI Code & Name	Traffic Light	Long Term Trend	Short Term Trend	Improvement Action Plan	Action Status	Action prog %	2006 /07	2007/08			Q1 2008 /09	Q2 2008 /09	Q3 2008 /09	Q4 2008 /09	2008 /09	2009 /10	2010 /11
							Value	Value	Target	Value	Value	Value	Value	Target	Target	Target	
SCM8b CM8b: Asset Management conditions & suitability: suitable for current use				Update Asset Management Plan		25 %	58.5 %	80%	60%	Not Collected				65%	70%	75%	
SDS1aii DS1a: % of householder applications dealt with within two months							93%	91.9 %	90%	90.6 %	93.6 %			90%	90%	90%	
SDS1bii DS1b: % of non-householder applications dealt with within two months							74.4 %	68.9 %	60%	67.3 %	46.6 %			60%	60%	60%	
SDS1cii DS1c: Total % of planning applications dealt with within two months							84.6 %	81.2 %	80%	81.2 %	71%			80%	80%	80%	
SDS2a DS2a: Successful appeals as a percentage of planning determinations made by the council							1.1 %	1.5 %	0.5 %	Not Collected				0.5 %	0.5 %		

PI Code & Name	Traffic Light	Long Term Trend	Short Term Trend	Improvement Action Plan	Action Status	Action prog %	2006 /07	2007/08			Q1 2008 /09	Q2 2008 /09	Q3 2008 /09	Q4 2008 /09	2008 /09	2009 /10	2010 /11
							Value	Value	Target	Value	Value	Value	Value	Target	Target	Target	
SDS2b DS2b: Successful appeals as a percentage of determinations that went to appeal							41.7 %	35.3 %	30%	Not Collected				30%	30%		
SDS3 DS3: % of population covered by local plans adopted within the last 5 years							100 %	100 %	100 %	Not Collected				100 %	100 %	100 %	
SH1aiii HS1c: Percentage of first priority housing response repairs completed within target time										Not Collected							
SH1b HS1: Response repairs: b) The overall % of repairs completed within the target times							97.8 %	98.4 5%	89%	96.3 5%	96.2 3%			90%	91%	92%	
SH1ci HS1ci: Percentage of second priority housing response repairs completed within target time							98.6 %	97.2 3%	90.5 %	96.1 7%	99.1 6%			90.5 %	91%	91.5 %	

PI Code & Name	Traffic Light	Long Term Trend	Short Term Trend	Improvement Action Plan	Action Status	Action prog %	2006 /07	2007/08		Q1 2008 /09	Q2 2008 /09	Q3 2008 /09	Q4 2008 /09	2008 /09	2009 /10	2010 /11
							Value	Value	Target	Value	Value	Value	Value	Target	Target	Target
SH1cii HS1cii: Percentage of third priority housing response repairs completed within target time							97.3 %	95.8 %	89.5 %	94.5 %	93.6 %			89%	89.5 %	90%
SH1ciii HS1ciii: Percentage of fourth priority housing response repairs completed within target time							99.4 %	97.7 %	94%	92.3 %	90.7 %			94%	94.5 %	95%
SH1d HS1d: Percentage of housing repairs due to be completed within 24 hours completed within target							100 %	99.6 %	100 %	100 %	100 %			100 %		
SH2i HS3: The total annual rent loss due to voids expressed as a percentage of the total amount of rent due in the year				HS2 Develop a Strategy for long term voids		100 %	5.2 %	4.76 %	5%	4.38 %	4.2 %			3.7 %	3.4 %	3.1 %
				HS3 Implement Dip and Workflow		100 %										

SH3avi HS4a: Not low demand stock: Average re- let time				Reduce re-let times for void stock and improve efficiency of the letting process		83 %	56	43	45	44	36			30	20	18
PI Code & Name	Traffic Light	Long Term Trend	Short Term Trend	Improvement Action Plan	Action Status	Action prog %	2006 /07	2007/08		Q1 2008 /09	Q2 2008 /09	Q3 2008 /09	Q4 2008 /09	2008 /09	2009 /10	2010 /11
							Valu e	Valu e	Targ et	Valu e	Valu e	Valu e	Valu e	Targ et	Targ et	Targ et
SH3bviii HS4b: Low demand stock: Average re- let time				HS2 Develop a Strategy for long term voids		100 %	290	231	392	276	277			340	260	200
			HS3 Implement Dip and Workflow		100 %											
SH4ci HS4ci: Low demand stock: Number remaining un-let at year end				HS2 Develop a Strategy for long term voids		100 %	511	394	380	Not Collected			330			
SH4cii HS4cii: Low demand stock: Average period these dwellings had been un-let at year end				HS2 Develop a Strategy for long term voids		100 %	1,047	877	920	Not Collected			850	800	750	
			HS3 Implement Dip and Workflow		100 %											
SH4d HS4d: Number of dwellings considered to be low demand at year end				HS2 Develop a Strategy for long term voids		100 %	2,714	2,253	2,454	Not Collected			2,213			
SH4e HS4e: Number of dwellings considered to be low demand at start of year				HS2 Develop a Strategy for long term voids		100 %	3,279	2,714	2,714	Not Collected			2,253			

PI Code & Name	Traffic Light	Long Term Trend	Short Term Trend	Improvement Action Plan	Action Status	Action prog %	2006 /07	2007/08		Q1 2008 /09	Q2 2008 /09	Q3 2008 /09	Q4 2008 /09	2008 /09	2009 /10	2010 /11
							Value	Value	Target	Value	Value	Value	Value	Target	Target	Target
SH6di HS7a: Council duty to secure permanent accommodation for household - i. Number of households assessed during year	?	?	?							261	209					
SH6dii HS7a: Council duty to secure permanent accommodation for household - ii. % of decision notifications issued within 28 days of date of initial presentation	?	?	?							75%	97%			100%	100%	100%
SH6diii HS7a: Council duty to secure permanent accommodation for household - iii. the % who are housed	?	?	?							29%	33%			35%	35%	35%


















PI Code & Name	Traffic Light	Long Term Trend	Short Term Trend	Improvement Action Plan	Action Status	Action prog %	2006 /07	2007/08		Q1 2008 /09	Q2 2008 /09	Q3 2008 /09	Q4 2008 /09	2008 /09	2009 /10	2010 /11
							Value	Value	Target	Value	Value	Value	Value	Target	Target	Target
SH6div HS7a: Council duty to secure permanent accommodation for household - iv. % of cases reassessed within 12 months of completion of duty	?	?	?							3.65 %	4.06 %			4%	4%	4%
SH6eii HS7a: Council duty to secure temporary accommodation, provide advice and guidance or take reasonable measures to retain accommodation - ii. % of decision notifications issued within 28 days of date of initial presentation	?	?	?							68%	100 %			100 %	100 %	100 %

PI Code & Name	Traffic Light	Long Term Trend	Short Term Trend	Improvement Action Plan	Action Status	Action prog %	2006 /07	2007/08		Q1 2008 /09	Q2 2008 /09	Q3 2008 /09	Q4 2008 /09	2008 /09	2009 /10	2010 /11
							Value	Value	Target	Value	Value	Value	Value	Target	Target	Target
SH6eiv HS7a: Council duty to secure temporary accommodation, provide advice and guidance or take reasonable measures to retain accommodation - iv. % of cases reassessed within 12 months of completion of duty	?	?	?								28%			25%	25%	25%
SH6f HS7b: b) The proportion of those provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months.	?	?	?							73%	86%			80%	85%	85%
SH7aii HS2: a) The number and proportion of the council's housing stock being brought up to the Scottish Housing Quality Standard by criteria. Tolerable standard - Percentage	?	?	?						Not Collected							




PI Code & Name	Traffic Light	Long Term Trend	Short Term Trend	Improvement Action Plan	Action Status	Action prog %	2006 /07	2007/08		Q1 2008 /09	Q2 2008 /09	Q3 2008 /09	Q4 2008 /09	2008 /09	2009 /10	2010 /11
							Value	Value	Target	Value	Value	Value	Value	Target	Target	Target
SH7aiv HS2: a) The number and proportion of the council's housing stock being brought up to the Scottish Housing Quality Standard by criteria. Free from serious disrepair - Percentage	?	?	?							Not Collected						
SH7avi HS2: a) The number and proportion of the council's housing stock being brought up to the Scottish Housing Quality Standard by criteria. Energy efficient - Percentage	?	?	?							Not Collected						
SH7aviii HS2: a) The number and proportion of the council's housing stock being brought up to the Scottish Housing Quality Standard by criteria. Modern facilities and services - Percentage	?	?	?							Not Collected						

PI Code & Name	Traffic Light	Long Term Trend	Short Term Trend	Improvement Action Plan	Action Status	Action prog %	2006 /07	2007/08		Q1 2008 /09	Q2 2008 /09	Q3 2008 /09	Q4 2008 /09	2008 /09	2009 /10	2010 /11
							Value	Value	Target	Value	Value	Value	Value	Target	Target	Target
SH7ax HS2: a) The number and proportion of the council's housing stock being brought up to the Scottish Housing Quality Standard by criteria. Healthy, safe and secure - Percentage	?	?	?							Not Collected						
SH7axii HS2: a) The number and proportion of the council's housing stock being brought up to the Scottish Housing Quality Standard by criteria. Total dwellings meeting SHQS - Percentage	?	?	?							Not Collected						
SHS2ai HS2a Tolerable Standard: The number and proportions of the council's housing stock meeting the Scottish Housing Quality Standard by criteria	?	?	?							Not Collected						

PI Code & Name	Traffic Light	Long Term Trend	Short Term Trend	Improvement Action Plan	Action Status	Action prog %	2006/07	2007/08		Q1 2008/09	Q2 2008/09	Q3 2008/09	Q4 2008/09	2008/09	2009/10	2010/11
							Value	Value	Target	Value	Value	Value	Value	Target	Target	Target
SHS2aii HS2a Free from serious disrepair: The number and proportions of the council's housing stock meeting the Scottish Housing Quality Standard by criteria	?	?	?							Not Collected						
SHS2aiii HS2a Energy Efficient: The number and proportions of the council's housing stock meeting the Scottish Housing Quality Standard by criteria	?	?	?							Not Collected						
SHS2aiv HS2a Modern facilities and services: The number and proportions of the council's housing stock meeting the Scottish Housing Quality Standard by criteria	?	?	?							Not Collected						

PI Code & Name	Traffic Light	Long Term Trend	Short Term Trend	Improvement Action Plan	Action Status	Action prog %	2006 /07	2007/08		Q1 2008 /09	Q2 2008 /09	Q3 2008 /09	Q4 2008 /09	2008 /09	2009 /10	2010 /11
							Value	Value	Target	Value	Value	Value	Value	Target	Target	Target
SHS2av HS2a Healthy, safe and secure: The number and proportions of the council's housing stock meeting the Scottish Housing Quality Standard by criteria										Not Collected						
SRL2aii RL2: Percentage of all traffic light repairs completed within 48 hours							100%	100%	95.8%	100%	100%			96.2%	96.5%	97%
SRL3aii RL3: Percentage of all street light repairs completed within 7 days							93%	93.4%	98.5%	100%	100%			98.5%	98.5%	98.5%
SRL4aii RL4: % of street lighting columns that are over 30 years old							54%	51.9%	51.8%	51.5%	51.4%			47.8%		
SRL5aii RL5a: % of assessed bridges that fail to meet EU standard of 40 tonnes							8.7%	8.7%	7%	8.7%	8.7%			5%	5%	5%

PI Code & Name	Traffic Light	Long Term Trend	Short Term Trend	Improvement Action Plan	Action Status	Action prog %	2006 /07	2007/08		Q1 2008 /09	Q2 2008 /09	Q3 2008 /09	Q4 2008 /09	2008 /09	2009 /10	2010 /11
							Value	Value	Target	Value	Value	Value	Value	Target	Target	Target
SRL5bii RL5b: % of assessed bridges that have a weight or width restriction placed on them							2.2 %	2.2 %	2.2 %	2.2 %	2.2 %			2.2 %	2.2 %	2.2 %
SWM1a WM1a: Net cost of refuse collection per premise							£47.29	£43.78	£45.78	Not Collected			£46.93			
SWM1b WM1b: Net cost of refuse disposal per premise							£57.13	£56.71	£53.40	Not Collected			£54.74			
SWM2ii WM2: Number of complaints per 1,000 households regarding the household waste collection service							28.2	27.02	25	7.9	15.49			23	21	20
SWM3bii WM3: % of municipal waste collected that was composted							7.5 %	7%		8.24 %	10.26 %					
SWM3cii WM3: % of municipal waste collected that was recycled							32%	32.5 %	30%	34.85 %	33.42 %			35%	40%	40%
SWM4 WM4: The cleanliness index achieved following				Delivery the Litter Control Strategy		50 %	71	73	74	Not Collected			74.5	75	75.5	

inspection																	
PI Code & Name	Traffic Light	Long Term Trend	Short Term Trend	Improvement Action Plan	Action Status	Action prog %	2006 /07	2007/08			Q1 2008 /09	Q2 2008 /09	Q3 2008 /09	Q4 2008 /09	2008 /09	2009 /10	2010 /11
							Value	Value	Target	Value	Value	Value	Value	Target	Target	Target	
SWM5 WM5 % of abandoned vehicles removed within 14 days							95.1 %	100 %	100 %		100 %	100 %			100 %	100 %	100 %



**Appendix 3 - Corporate Complaints (1 July 2008 – 30 September 2008)**

<b>Reg No</b>	<b>Date Received</b>	<b>Date reply due</b>	<b>Date reply sent</b>	<b>Subject of complaint</b>	<b>Section handling</b>	<b>Action/reply</b>	<b>Outcome</b> <ul style="list-style-type: none"> <li>• Unjustified</li> <li>• Part justified</li> <li>• Justified</li> <li>• Unsubstantiated</li> <li>• Unknown</li> </ul>	<b>Impact on service delivery</b>
474	04/07/08	01/08/08	18/08/08	Sale of Council land over lapping centre of building	Tenancy Services	Legal position clarified	Unjustified	None
475	16/07/08	13/08/08	06/08/08	Query regarding common repairs which started in 2006.	Housing Maintenance	Sent detailed list of work carried out and cost of this work.	Unjustified	None, although will stress to employees requirement to follow procedures in regard to owner notification.
476	16/07/08	13/08/08	25/07/08	Land Services - Grass Cutting.	Grounds Maintenance	Apology given for oversight. Grass has now been cut and a further cut will be carried out end Sept, start of October.	Justified	None

Reg No	Date Received	Date reply due	Date reply sent	Subject of complaint	Section handling	Action/reply	Outcome <ul style="list-style-type: none"> <li>• Unjustified</li> <li>• Part justified</li> <li>• Justified</li> <li>• Unsubstantiated</li> <li>• Unknown</li> </ul>	Impact on service delivery
477	28/07/08	25/08/08	08/08/08	Family have moved into block - since moved in my life has been hell. One of the girls assaulted daughter.	ASIST	Advice given on how to progress such matters and relevant contact details provided.	Unsubstantiated	None
478	30/07/08	27/08/08	06/08/08	Flooded six times over last few years and nothing has been done to rectify this.	Housing Maintenance	On each occasion this has been traced and repaired as soon as we have managed to gain access to the property where the source of the flooding is located.	Unjustified	None, outstanding repairs were cancelled following no access.

Reg No	Date Received	Date reply due	Date reply sent	Subject of complaint	Section handling	Action/reply	Outcome <ul style="list-style-type: none"> <li>• Unjustified</li> <li>• Part justified</li> <li>• Justified</li> <li>• Unsubstantiated</li> <li>• Unknown</li> </ul>	Impact on service delivery
479	01/08/08	29/08/08	26/08/08	Complaint re: disputed bill for unsatisfactory repair.	Housing Maintenance	Owners would not be charged for the original unsatisfactory work; however owners would be required to pay proportionate costs of the new repair on completion and following a satisfactory post inspection.	Unjustified	None
480	07/08/08	04/09/08	19/08/08	Complaint re: minor repairs to guttering.	Housing Maintenance	Rainwater pipe renewed on 15 August 2008.	Unjustified	None
481	07/08/08	04/09/08	28/08/08	Outstanding repairs.	Housing Maintenance	No access problems have made it difficult to complete work as arranged.	Unjustified	None

Reg No	Date Received	Date reply due	Date reply sent	Subject of complaint	Section handling	Action/reply	Outcome <ul style="list-style-type: none"> <li>• Unjustified</li> <li>• Part justified</li> <li>• Justified</li> <li>• Unsubstantiated</li> <li>• Unknown</li> </ul>	Impact on service delivery
482	19/08/08	16/09/08	05/09/08	Squirrels in loft. Sent letter early June and received postcard promising it would be attended to. Nothing has been done.	Housing Maintenance	When joiner attended he found bird's nest containing chicks and was unable to carry out repair and this was cancelled until such time the birds had fledged. Repair was completed 2 September 2009.	Unjustified	None, although we have reminded employees to inform residents when they find they can't complete job on site for whatever reason.
483	19/08/08	16/09/08	09/09/08	Building maintenance bill dispute.	Housing Maintenance	Incorrectly issued invoice as a common repair and will amend account appropriately.	Justified	None

Reg No	Date Received	Date reply due	Date reply sent	Subject of complaint	Section handling	Action/reply	Outcome <ul style="list-style-type: none"> <li>• Unjustified</li> <li>• Part justified</li> <li>• Justified</li> <li>• Unsubstantiated</li> <li>• Unknown</li> </ul>	Impact on service delivery
484	19/08/08	16/09/08	05/09/08	Hedge replaced with fence but small space left between fence and gate.	Housing Maintenance	An order has been placed with fencing contractor to install a 400mm section of fencing at the entrance to path to seal the gap left after the new installation.	Justified	None
485	26/08/08	23/09/08	22/09/08	A kitchen plumbing problem not resolved over 6 month period and failure to reply to telephone enquiries.	Housing Maintenance	Contracts Officer visited and explained that there was a problem with the mixer taps that were installed and that they restricted the flow of water to hot tap. Repair to replace sink top and taps will be carried out on 23 September 2008.	Part Justified	Reminded staff to keep customer informed of progress. Repair completed as noted in letter.

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486	04/09/08	02/10/08	30/09/08	New kitchen fitted four weeks ago still waiting on plasterer to finish job.	Housing Maintenance	Officers met tenant on 27 August 2008 and arranged for plasterer to attend the following day.	Justified	Stress to employees requirement to follow procedures and meet Council's targets for repairs

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487	08/09/08	06/10/08	25/09/08	Repairs - Not happy about the way spoken to on the phone.	Housing Maintenance	Officers have discussed this matter and the issues arising with the member of staff involved and I apologise for any distress caused. We provide training for our employees to ensure they are familiar with our customer care standards and regret that on this occasion you were unhappy with level of service provided	Justified	Stress to employees requirement to meet the Councils' expectations in regard to customer care.
488	17/09/08	15/10/08	01/10/08	Request for review of procedures for deterring reasons for refusal of offer of housing.	Homeless	Refusal was dealt with in accordance with appeals procedure.	Unjustified	None

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489	19/09/08	17/10/08	01/10/08	Repairs - Rising damp	Housing Maintenance	A suitable property at [address] has become vacant and will be shortly offered to you. Once decanted the work will be reordered.	Unjustified	None
133	17/07/08	14/08/08		The complainant was mistakenly put through to the wrong department and when he explained which department he was looking for the member of staff was very abrupt.	Waste and Transport Services	Staff at this section cannot recall conversing with the complainant and a letter asking him for further details was issued. At this date no further info has been received	Unsubstantiated	None
134	26/08/08	23/09/09		Wheelie bin not emptied completely despite previous complaints.	Waste and Transport Services	The refuse collection team which service this area can assure that there will be no further difficulties with regard to the emptying of the wheeled bin.	Justified	None



## Appendix 4 – Telephone Monitoring

This report provides details of the Department's Telephone Monitoring Procedure. Currently 15 of the departments 26 sections are monitored, with each sections performance shown in the table below.

A departmental comparison between quarter 1 (April – June 2008) and quarter 2 (July – September 2008) is shown in the chart.

July-September	Calls Made	Calls answered in 6 rings	%	Calls answered by staff member	%	Calls answered by voicemail	%	Unanswered calls	%	Staff stated name	%	Staff stated section	%
Anti Social Behaviour	10	10	100.00%	10	100.00%	0	0.00%	0	0.00%	10	100.00%	10	100.00%
Economic Development	30	30	100.00%	29	96.67%	1	3.33%	0	0.00%	26	86.67%	28	93.33%
Events and Halls	22	21	95.45%	18	81.82%	3	13.64%	1	4.55%	17	77.27%	19	86.36%
Facilities Management	30	26	86.67%	14	46.67%	13	43.33%	3	10.00%	27	90.00%	23	76.67%
Grounds Maintenance	30	27	90.00%	22	73.33%	5	16.67%	3	10.00%	26	86.67%	26	86.67%
Homeless Services	30	30	100.00%	30	100.00%	0	0.00%	0	0.00%	27	90.00%	29	96.67%
Housing Maintenance (Clydebank)	27	23	85.19%	23	85.19%	4	14.81%	0	0.00%	23	85.19%	24	88.89%
Housing Maintenance (Dumbarton)	20	19	95.00%	20	100.00%	0	0.00%	0	0.00%	20	100.00%	20	100.00%
Internal Transport	27	27	100.00%	26	96.30%	1	3.70%	0	0.00%	27	100.00%	27	100.00%
Leisure Services	30	29	96.67%	30	100.00%	0	0.00%	0	0.00%	30	100.00%	29	96.67%
Property Management	30	28	93.33%	30	100.00%	0	0.00%	0	0.00%	28	93.33%	30	100.00%
Roads	30	23	76.67%	23	76.67%	0	0.00%	7	23.33%	21	70.00%	18	60.00%
Strategy	30	30	100.00%	29	96.67%	1	3.33%	0	0.00%	30	100.00%	30	100.00%
Tenancy Services	30	29	96.67%	29	96.67%	0	0.00%	1	3.33%	27	90.00%	28	93.33%
Waste Services	29	26	89.66%	27	93.10%	0	0.00%	2	6.90%	27	93.10%	27	93.10%

