

## WEST DUNBARTONSHIRE COUNCIL

### Report by Director of Housing, Regeneration and Environmental Services

Community Safety & Environmental Services Committee: 4 October 2006

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**Subject: Performance Report**

#### **1. Purpose**

**1.1** This report provides the Committee with information on the performance of areas within Regeneration and Land Services. The report contains information on:-

- i. Statutory Performance Indicators for the first quarter of 2006/07 and unaudited year end performance figures which were not available for the previous report in August 2006 (Appendix 1).
- ii. The Department's programme of Best Value Reviews for Land and Regeneration Services (Appendix 2).

#### **2. Background**

**2.1** Departmental Performance Review meetings take place quarterly, with the next one due to take place on 20 October 2006. At these reviews Key Performance, Local and Statutory Performance Indicators are reported along with an exceptions report on actions in the Service Plan and actions to meet the Corporate Plan.

#### **3. Main Issues**

##### **3.1 Statutory Performance Indicators**

##### **3.1.1 Regeneration**

##### **3.1.2 Planning Applications Processing Time**

##### **3.1.3 Planning Control: percentage of householder planning applications dealt with in 2 months (DS1a)**

The unaudited year end figure was 90.8%. This figure was updated after the last Committee when more information was made available. Compared to the target figure of 90% this was favourable by 0.8%. The performance indicator for the first quarter of 2006/07 is 92% compared to the fourth quarter of 2005/06 which was 92.7% which is less favourable by 0.7%. This indicator is being monitored on a regular basis.

**3.1.4 Planning Control: percentage of non-householder planning applications dealt with in 2 months (DS1b)**

This indicator has not been reported before to Committee but will be from now on. The unaudited year end figure was 49.60%. There was no target set for 2005/06 to compare the outcome but this figure was an improvement on the 2004/05 figure of 40.30% by 9.3%. The performance indicator for the first quarter of 2006/07 is 68.4%. This is favourable at this point in the year.

**3.1.5 Planning Control: percentage of all planning applications dealt with in 2 months (DS1c)**

The performance indicator for the first quarter of 2006/07 is 80.8% compared to the fourth quarter of 2005/06 which was 76% which is favourable by 4.8%.

**3.1.6 Planning Control: Appeals – Successful appeals as a percentage of planning determinations (DS2a)**

This indicator has not been reported before to Committee but will be from now on. This performance indicator is reported annually.

**3.1.7 Planning Control: Appeals – Successful appeals as a percentage of planning determinations that went to appeal (DS2b)**

This indicator has not been reported before to Committee but will be from now on. This performance indicator is reported annually.

**3.1.8 Planning Control: Development Plans – Percentage of population covered by a Local Plan (DS3)**

This indicator has not been reported before to Committee but will be from now on. This performance indicator is reported annually.

**3.2 Food Hygiene Inspections**

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

**3.2.2** This indicator has not been reported before to Committee but will be from now on. The unaudited year end figure was 100%. There was no target set for 2005/06 to compare the outcome but this figure achieved the maximum level. The performance indicator for the first quarter of 2006/07 is 100%. This performance continues to be outstanding.

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

The performance indicator for the first quarter of 2006/07 is 100% compared to the fourth quarter of 2005/06 which was 100% which is outstanding.

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

The performance indicator for the first quarter of 2006/07 is 100% compared to the fourth quarter of 2005/06 which was 100% which is outstanding.

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

The performance indicator for the first quarter of 2006/07 is 100% compared to the fourth quarter of 2005/06 which was 100% which is outstanding.

**3.3 Noise Complaints**

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

This is a new indicator which will be reported quarterly. The performance indicator for the first quarter of 2006/07 is 57 complaints settled. As this is a new indicator there is no comparable information.

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

This is a new indicator which will be reported quarterly. The performance indicator for the first quarter of 2006/07 is 218 complaints requiring attendance on site. As this is a new indicator there is no comparable information.

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

This is a new indicator which will be reported quarterly. The performance indicator for the first quarter of 2006/07 is 79 complaints dealt with. As this is a new indicator there is no comparable information.

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

This is a changed indicator for 2006/07. The performance indicator for the first quarter of 2006/07 is 0.64 hours. As this is a new indicator there is no comparable information.

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

This is a changed indicator for 2006/07. The performance indicator for the first quarter of 2006/07 is 13 complaints settled. As this is a new indicator there is no comparable information.

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

This is a changed indicator for 2006/07. The performance indicator for the first quarter of 2006/07 is nil. As this is a new indicator there is no comparable information.

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

This is a changed indicator for 2006/07. The performance indicator for the first quarter of 2006/07 is nil. As this is a new indicator there is no comparable information.

**3.4 Trading Standards – Inspections**

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

This indicator has not been reported before to Committee but will be from now on. The performance indicator for the first quarter of 2006/07 is 70.7% compared to the fourth quarter of 2005/06 which was 69.1% which is favourable by 1.6%.

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

The performance indicator for the first quarter of 2006/07 is 100% compared to the fourth quarter of 2005/06 which was 90.9% which is favourable by 9.1%.

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

The performance indicator for the first quarter of 2006/07 is 100% compared to the fourth quarter of 2005/06 which was 100% which is outstanding.

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

The performance indicator for the first quarter of 2006/07 is 98.1% compared to the fourth quarter of 2005/06 which was 82.1% which is favourable by 16%.

**3.5 Waste Management**

**3.5.1 Waste Management: net cost of refuse collection per premise (WM1a)**

This indicator has not been reported before to Committee but will be from now on. This indicator is reported annually.

### **3.5.2 Waste Management: net cost of disposal per premise (WM1b)**

This indicator has not been reported before to Committee but will be from now on. This indicator is reported annually.

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

The performance indicator for the first quarter of 2006/07 is 3.5 per 1,000 households compared to the fourth quarter of 2005/06 which was 4.3 per 1,000 households which is favourable by 0.8 households per 1,000.

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

The performance indicator for the first quarter of 2006/07 is 68.7% compared to a year-end figure for 2005/2006 of 81%.

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

The performance indicator for the first quarter of 2006/07 is 9% compared to a year-end figure for 2005/2006 of 5.5%.

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

The performance indicator for the first quarter of 2006/07 is 22.3% compared to a year-end figure for 2005/2006 of 13.5%.

The above three indicators accumulate to 100% of the refuse collected.

### **3.5.7 Waste Management: percentage of abandoned vehicles removed within 14 days (WM5)**

This is a new indicator which will be reported quarterly. The performance indicator for the first quarter of 2006/07 is 91.6%. There is no comparable information as this is a new indicator.

## **3.6 Land Services**

### **3.6.1 Sport and Leisure Management**

#### **3.6.2 The number of pool attendances per 1,000 population (CC1)**

The performance indicator for the first quarter of 2006/07 is 987 attendees compared to the fourth quarter of 2005/06 which was 1,010 attendees which is less favourable by 23. This indicator fluctuates with seasonal attendance.

### **3.6.3 The number of attendees per 1,000 population for indoor sport and leisure (CC2)**

The performance indicator for the first quarter of 2006/07 is 948 attendees compared to the fourth quarter of 2005/06 which was 1,156 attendees which is less favourable by 208. This indicator fluctuates with seasonal attendance.

## **3.7 Roads and Lighting**

### **3.7.1 Carriageway condition (RL1)**

This performance indicator is reported annually.

### **3.7.2 Repairs Response: traffic light repairs completed in 48 hours (RL2)**

The performance indicator for the first quarter of 2006/07 is 100% compared to the fourth quarter of 2005/06 which was 82.9% which is favourable by 17.1%.

### **3.7.3 Repairs Response: street light repairs completed in 7 days (RL3)**

The performance indicator for the first quarter of 2006/07 is 100% compared to the fourth quarter of 2005/06 which was 99% which is favourable by 1%.

### **3.7.4 Proportion of street lighting columns over 30 years old (RL4)**

The performance indicator for the first quarter of 2006/07 is 56.1% compared to the fourth quarter of 2005/06 which was 56.3% which is favourable by 0.2%.

### **3.7.5 Percentage of total number of assessed bridges that fail to meet the European standard of 40 tonnes (RL5a)**

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

Council	Private	All Bridges
10.8%	55.5%	23.4%

These figures are the same as the fourth quarter so there was no variance.

### **3.7.6 Percentage of total number of assessed bridges that have a weight or width restriction placed on them (RL5b)**

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

Council	Private	All Bridges
2.2%	11.10%	4.7%

These figures are the same as the fourth quarter so there was no variance.

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

The performance indicator for the first quarter of 2006/07 is shown below along with the fourth quarter of 2005/06 and the comparison.

	Quarter 1 2006/07	Quarter 4 2005/06	Variance between between Q1 and Q4
Town Centre	75	58	17
High density residential	77	62	15
Low density residential	84	65	19

The 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.

**4. Best Value Reviews**

4.1 Appendix 2 shows the current position of Best Value Reviews.

**5. Personnel Issues**

5.1 None.

**6. Financial Implications**

6.1 None.

**7. Conclusions**

7.1 The performance indicators where the year end target has not been achieved are being closely monitored and where indicated appropriate corrective action is being taken.

**8. Recommendation**

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

**PP David McMillan**

**Director of Housing, Regeneration and Environmental Services**

**Date: 11 September 2006**

**Wards Affected:** All

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




**Background Papers:** None

**Person to Contact:** Jeff Stobo, Strategy Manager  
Council Offices, Garshake Road, Dumbarton  
Tel. (01389) 737536



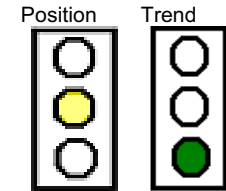
# Appendix 1

## Traffic Light System

	The sheets show two 'Traffic Lights'. The first one, <b>Position</b> , 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, <b>Trend</b> , indicates whether the trend from one year to the next has worsened, stayed constant or improved.
	<b>Position</b>	<b>Trend</b>
	This represents our position as being in the <b>bottom</b> third within Scottish Councils which provided data	This indicates that our performance has <b>worsened</b>
	This represents our position as being in the <b>middle</b> third within Scottish Councils which provided data	This indicates that our performance has remained <b>constant</b>
	This represents our position as being in the <b>top</b> third within Scottish Councils which provided data	This indicates an <b>improvement</b> in our performance

Audit Scotland anticipates publishing reports on the statutory information in relation to 2005/2006 for all Scottish councils by January/February 2007.

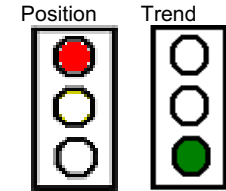
In view of the above, please note that the traffic light system for WDC's 'Position' relates to 04/05 data and the 'Trend' compares our performance in 05/06 with 04/05.



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

**Department:** **Date: April – June 2006**  
**Housing, Regeneration and Environmental Services**  
**Section: Development Management - Jamie Bridgwater**

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="100 646 795 742"> <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>78.3%</td> <td></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%	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.	
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Comments	Comparator Group Information	Progress: 05/06 <b>06/07</b>																						
There has been a significant improvement in the time taken to determine Planning Applications with performance now significantly above the 04/05 national average.			<table border="1"> <thead> <tr> <th></th> <th>%</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>84</td> <td>92</td> </tr> <tr> <td>Q2</td> <td>96</td> <td></td> </tr> <tr> <td>Q3</td> <td>94.7</td> <td></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>		%	%	Q1	84	92	Q2	96		Q3	94.7		Q4	92.7		Final Figure	90.8				
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Audit Scotland SPI data for all Scottish Councils. (04/05)		TARGETS																						
<p>Legend</p> <ul style="list-style-type: none"> <li>Council %</li> <li>WDC</li> <li>Comparator</li> <li>Average</li> </ul>		05/06: 90% (national target) 06/07: 90% (national target) 07/08 08/09  Forecast Out-turn for 06/07: n/a																						



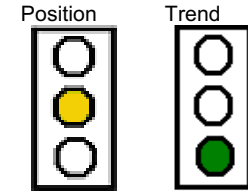
**Indicator DS1b :**  
**Planning Control: % of Non-Householder**  
**Planning Applications dealt with in 2 Months**

**Department:** Housing, Regeneration and Environmental Services  
**Date: April – June 2006**  
**Section: Development Management - Jamie Bridgwater**

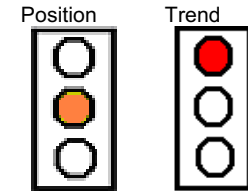
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**Indicator DS1c: Planning Control**  
**% of All Planning Applications dealt with in 2 Months.**

**Department:** Housing, Regeneration and Environmental Services  
**Date:** April – June 2006  
**Section:** Development Management – Jamie Bridgwater



<p>Annual Performance Data compared to Scottish Average</p> <table border="1"> <caption>DS1: % of all Planning Applications dealt with in 2 Month</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>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></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%					<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 is now at 81% of all applications determined within 2 months.</p>			
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WDC	71.0%	63.5%	72.1%																							
Scotland	64.2%	62.2%																								
<p>Comments</p> <p>There has been a significant improvement in the time taken to determine Planning Applications with performance now well above the 04/05 national average despite the significant number of highly complex non-householder applications.</p>	<p>Comparator Group Information</p>	<p>Progress: 05/06      <b>06/07</b></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></td> <td></td> </tr> <tr> <td>Q3</td> <td>79</td> <td></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			Q3	79			Q4	76			Final Figure	77.3		
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<p>Audit Scotland SPI data for all Scottish Councils. (04/05)</p>	<p>TARGETS</p>																									
<p>Legend</p> <table border="1"> <tr> <td>Blue bar</td> <td>Council %</td> </tr> <tr> <td>Red bar</td> <td>WDC</td> </tr> <tr> <td>Patterned bar</td> <td>Comparator</td> </tr> <tr> <td>Black line</td> <td>Average</td> </tr> </table>	Blue bar	Council %	Red bar	WDC	Patterned bar	Comparator	Black line	Average	<p>05/06: 80% (national target)          06/07: 80% (national target)          07/08          08/09</p> <p>Forecast Out-turn for 06/07:          n/a</p>																	
Blue bar	Council %																									
Red bar	WDC																									
Patterned bar	Comparator																									
Black line	Average																									



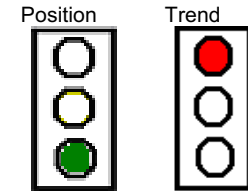
**Indicator DS2 a: Appeals – Successful appeals as a percentage of planning determinations**

**Department:** Housing, Regeneration and Environmental Services  
**Date:** April – June 2006  
**Section:** Development Management – Jamie Bridgwater

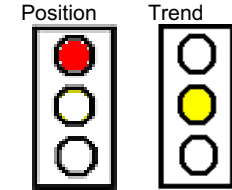
<p>Annual Performance Data compared to Scottish Average</p> <table border="1"> <caption>DS2a Successful Appeals as a % of Determinations</caption> <thead> <tr> <th></th> <th>03/04</th> <th>04/05</th> <th>05/06</th> <th>06/07</th> <th>07/08</th> <th>08/09</th> </tr> </thead> <tbody> <tr> <td>WDC</td> <td>0.40%</td> <td>0.60%</td> <td>1.30%</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>0.50%</td> <td>0.50%</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		03/04	04/05	05/06	06/07	07/08	08/09	WDC	0.40%	0.60%	1.30%				Scotland	0.50%	0.50%					<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>
	03/04	04/05	05/06	06/07	07/08	08/09																	
WDC	0.40%	0.60%	1.30%																				
Scotland	0.50%	0.50%																					
<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. (04/05)</p>		<p>TARGETS</p>																					
	<p>Legend</p> <ul style="list-style-type: none"> <li>Council %</li> <li>WDC</li> <li>Comparator</li> <li>Average</li> </ul>	<p>06/07: 0.5% (national average)                  07/08:                  08/09:                    Forecast Out-turn for 06/07:                  n/a</p>																					

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

**Department:** Housing, Regeneration and Environmental Services  
**Date:** April – June 2006  
**Section:** Development Management – Jamie Bridgwater



<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>40.00%</td> <td>21.40%</td> <td>53.80%</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>30.10%</td> <td>34.00%</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		03/04	04/05	05/06	06/07	07/08	08/09	WDC	40.00%	21.40%	53.80%				Scotland	30.10%	34.00%					<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>
	03/04	04/05	05/06	06/07	07/08	08/09																	
WDC	40.00%	21.40%	53.80%																				
Scotland	30.10%	34.00%																					
<p>Comments</p> <p>Small changes in the small numbers of appeals give large percentage changes. 4 more appeals were successful 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. (04/05)</p>		<p>TARGETS</p>																					
<p><b>Legend</b></p> <ul style="list-style-type: none"> <li>Council %</li> <li>WDC</li> <li>Comparator</li> <li>Average</li> </ul>		<p>06/07: 30% (near Scottish average)</p> <p>07/08:</p> <p>08/09:</p> <p>Forecast Out-turn for 06/07: n/a</p>																					



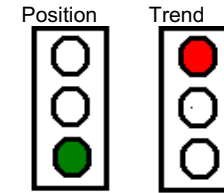
**Indicator DS3: Development Plans – Percentage of population covered by a Local Plan.**

**Department:** Housing, Regeneration and Environmental Services  
**Date:** April – June 2006  
**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>49.00%</td> <td>49.00%</td> <td>49.00%</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>73.60%</td> <td>73.90%</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		03/04	04/05	05/06	06/07	07/08	08/09	WDC	49.00%	49.00%	49.00%				Scotland	73.60%	73.90%					<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	49.00%	49.00%	49.00%																				
Scotland	73.60%	73.90%																					
<p>Comments</p> <p>Local Plan for WDC under preparation. The Consultative Draft was prepared by January 2006.</p>	<p>Comparator Group Information</p>	<p>Progress</p> <p>Annual Monitoring</p>																					
<p>Audit Scotland SPI data for all Scottish Councils. (04/05)</p>		<p>TARGETS</p>																					
<p>DS3 % of Population covered by a Local Plan 04/05</p> <p>Scottish Average 73.9%</p> <p>WDC 49%</p>	<p>Legend</p> <ul style="list-style-type: none"> <li>Council %</li> <li>WDC</li> <li>Comparator</li> <li>Average</li> </ul>	<p>06/07: 95%(allowing for 5% population in National Park)</p> <p>07/08:</p> <p>08/09:</p> <p>Forecast Out-turn for 06/07: n/a</p>																					



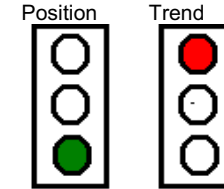




**Indicator PS1b: Food Safety Indicator**  
**% of premises inspections in the '6 Months' category that were undertaken within time.**

**Department:** Housing, Regeneration and Environmental Services  
**Date:** April - June 2006  
**Section:** Environmental Health – John Stevenson

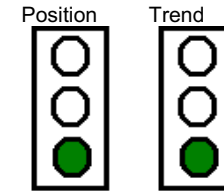
<p>Annual Performance Data compared to Scottish Average</p> <table border="1"> <thead> <tr> <th></th> <th>01/02</th> <th>02/03</th> <th>03/04</th> <th>04/05</th> <th>05/06</th> <th>06/07</th> <th>07/08</th> <th>08/09</th> </tr> </thead> <tbody> <tr> <td>WDC</td> <td>97.9%</td> <td>97.5%</td> <td>100.0%</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></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%					<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>100% compliance in first quarter.</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%																									
<p>Comments</p> <p>Optimum scoring performance for this SPI has been maintained over the last three quarters of 2005/2006 into this first quarter of 2006/2007.</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>84</td> <td>100</td> <td></td> </tr> <tr> <td>Q2</td> <td>100</td> <td></td> <td></td> </tr> <tr> <td>Q3</td> <td>100</td> <td></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			Q3	100			Q4	100			Final Figure	88.9					
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Q1	84	100																											
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Final Figure	88.9																												
<p>Audit Scotland SPI data for all Scottish Councils. (04/05)</p>	<p>TARGETS</p>																												
<p>PS1b: Food Hygiene Inspections - 6 month frequency - % carried out in time: 04/05 WDC 100%</p> <p>Average 95%</p>	<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:** Housing, Regeneration and Environmental Services  
**Date:** April - June 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"> <caption>PS1c: % of 12 Monthly Food Hygiene Inspections carried out on time</caption> <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>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></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	86.6%	91.3%	93.0%	100.0%	95.3%				Scotland	95.5%	95.5%	94.6%	95.7%					N/A	100% compliance in first quarter.
	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%																									
Comments	Comparator Group Information	Progress: 05/06 <b>06/07</b>																											
Optimum scoring performance for this SPI has been maintained over the last three quarters of 2005/2006 into this first quarter of 2006/2007.		<table border="1"> <thead> <tr> <th></th> <th>%</th> <th>%</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>82</td> <td>100</td> <td></td> </tr> <tr> <td>Q2</td> <td>100</td> <td></td> <td></td> </tr> <tr> <td>Q3</td> <td>100</td> <td></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> </tbody> </table>		%	%	%	Q1	82	100		Q2	100			Q3	100			Q4	100			Final Figure	95.3					
	%	%	%																										
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Audit Scotland SPI data for all Scottish Councils. (04/05)	TARGETS																												
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Cyan bar	Council %																												
Red bar	WDC																												
Dotted bar	Comparator																												
Black line	Average																												



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

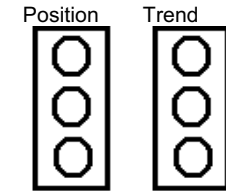
**Department:** Housing, Regeneration and Environmental Services  
**Date:** April – June 2006  
**Section:** Environmental Health - John Stevenson

<p>Annual Performance Data compared to Scottish Average</p> <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>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></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	90.1%	83.3%	87.4%	94.9%	97.8%				Scotland	70.3%	70.6%	74.5%	75.8%					<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>100% compliance in first quarter.</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%																								
Scotland	70.3%	70.6%	74.5%	75.8%																									
<p>Comments</p> <p>Optimum scoring performance for this SPI has been maintained over the last quarter of 2005/2006 into this first quarter of 2006/2007.</p>	<p>Comparator Group Information</p>	<p>Progress: 05/06    <b>06/07</b></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></td> <td></td> </tr> <tr> <td>Q3</td> <td>99</td> <td></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			Q3	99			Q4	100			Final Figure	97.3					
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Final Figure	97.3																												
<p>Audit Scotland SPI data for all Scottish Councils. (04/05)</p> <p style="text-align: center;">Page 20</p>	<p>TARGETS</p> <p>05/06: 85%          06/07: 90%          07/08: 95%          08/09: 98%</p> <p>Forecast Out-turn for 06/07:          n/a</p>																												









**Indicator PS2b: Noise Indicator - Domestic**  
**For a)ii and a)iii, the average time (hours) between the time of complaint and attendance on site.**

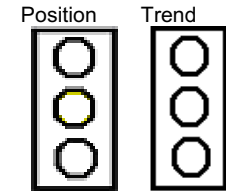
**Department: Housing, Regeneration and Environmental Services**  
**Date: April - June 2006**  
**Section: Environmental Health – John Stevenson**

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: <b>06/07</b>			
As this is a new indicator, 2006/2007 will be used to establish the baseline.	This is a new indicator for 2006/2007		Hours	Hours	Hours
		Q1	0.64		
		Q2			
		Q3			
		Q4			
		Final Figure			
Audit Scotland SPI data for all Scottish Councils.		TARGETS			
		06/07: Establish baseline 07/08: 08/09:  <u>Forecast out-turn for 2006/2007:</u> n/a			





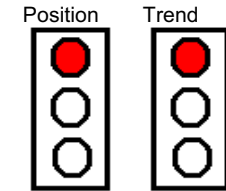




**Indicator PS3b: Noise Indicator-Non Domestic Average time to take formal action for non domestic complaints requiring formal action**

**Department:-** Housing, Regeneration and Environmental Services  
**Date: April - June 2006**  
**Section: Environmental Health – John Stevenson**

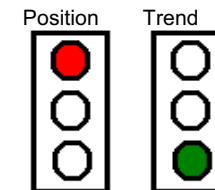
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan			
Comments	Comparator Group Information	Progress: <b>06/07</b>			
As this is a new indicator, 2006/2007 will be used to establish the baseline.	This is a changed indicator for 2006/2007		Days	Days	Days
		Q1	0		
		Q2			
		Q3			
		Final Figure			
Audit Scotland SPI data for all Scottish Councils. (04/05)		<b>TARGETS</b>			
		06/07: Establish baseline 07/08: 08/09:  <u>Forecast out-turn for 2006/2007:</u> n/a			



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

**Department:** Housing, Regeneration and Environmental Services  
**Date:** April - June 2006  
**Section:** Trading Standards – David McCulloch

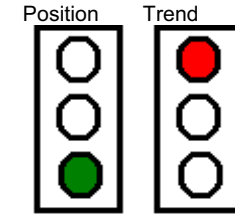
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																										
<table border="1" data-bbox="134 662 739 750"> <thead> <tr> <th></th> <th>03/04</th> <th>04/05</th> <th>05/06</th> <th>06/07</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></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%					N/A	Section Head and Team Leader are monitoring complaints to ensure they are dealt with timeously in line with Quality Mark Scotland requirements.					
	03/04	04/05	05/06	06/07	07/08	08/09																						
WDC	77.6%	72.8%	68.6%																									
Scotland	83.4%	77.4%																										
Comments	Comparator Group Information	Progress 05/06 06/07																										
<p>We started to divert telephone calls for advice to Consumer Direct on 19 June 2006. This will inevitably result in us handling fewer simple complaints and more complex complaints. The comparative number of complaints for this first quarter of 2006/2007 is 219 compared to 321 for the first quarter of 2005/2006. The year-end figure will establish a baseline for the future.</p>			<table border="1"> <thead> <tr> <th></th> <th>%</th> <th>%</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>65.1</td> <td>70.7</td> <td></td> </tr> <tr> <td>Q2</td> <td>70.8</td> <td></td> <td></td> </tr> <tr> <td>Q3</td> <td>73.6</td> <td></td> <td></td> </tr> <tr> <td>Q4</td> <td>69.1</td> <td></td> <td></td> </tr> <tr> <td>Final Figure</td> <td>68.6</td> <td></td> <td></td> </tr> </tbody> </table>		%	%	%	Q1	65.1	70.7		Q2	70.8			Q3	73.6			Q4	69.1			Final Figure	68.6			
	%	%	%																									
Q1	65.1	70.7																										
Q2	70.8																											
Q3	73.6																											
Q4	69.1																											
Final Figure	68.6																											
<p>Audit Scotland SPI data for all Scottish Councils. (04/05)</p>	TARGETS																											
<p><b>PS3a: Trading Standards Complaints: % dealt with in 14 days:</b></p> <p>Average 77% WDC 73%</p>	<p><b>Legend</b></p> <table border="1"> <tr> <td>Blue bar</td> <td>Council %</td> </tr> <tr> <td>Red bar</td> <td>WDC</td> </tr> <tr> <td>Patterned bar</td> <td>Comparator</td> </tr> <tr> <td>Grey bar</td> <td>Average</td> </tr> </table>	Blue bar	Council %	Red bar	WDC	Patterned bar	Comparator	Grey bar	Average	<p>05/06: 75%                  06/07: Establish baseline                  07/08:                  08/09:                  Forecast Out-turn for 05/06:                  n/a</p>																		
Blue bar	Council %																											
Red bar	WDC																											
Patterned bar	Comparator																											
Grey bar	Average																											



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

**Department:** Housing, Regeneration and Environmental Services  
**Date:** April - June 2006  
**Section:** Trading Standards – David McCulloch

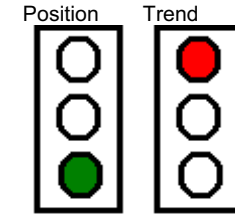
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																					
<table border="1"> <caption>PS4b Business Advice Requests Completed Within 14 Days</caption> <thead> <tr> <th>Year</th> <th>WDC</th> <th>Scotland</th> </tr> </thead> <tbody> <tr> <td>03/04</td> <td>94.30%</td> <td>95.90%</td> </tr> <tr> <td>04/05</td> <td>86.70%</td> <td>94.40%</td> </tr> <tr> <td>05/06</td> <td>94.90%</td> <td></td> </tr> <tr> <td>06/07</td> <td></td> <td></td> </tr> <tr> <td>07/08</td> <td></td> <td></td> </tr> <tr> <td>08/09</td> <td></td> <td></td> </tr> </tbody> </table>	Year	WDC	Scotland	03/04	94.30%	95.90%	04/05	86.70%	94.40%	05/06	94.90%		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	94.30%	95.90%																					
04/05	86.70%	94.40%																					
05/06	94.90%																						
06/07																							
07/08																							
08/09																							
Comments	Comparator Group Information	Progress: <b>05/06</b> <b>06/07</b>																					
This first quarter outturn is an improvement on last year. However, it is likely that we will need to respond to some complex requests over the course of the year and that the final outturn for the year may not be 90%. The comparative number of requests for this first quarter of 2006/2007 is 9 compared to 7 for the first quarter of 2005/2006.		<table border="1"> <tr> <td>Q1</td> <td>83.3%</td> <td>100%</td> <td></td> </tr> <tr> <td>Q2</td> <td>100%</td> <td></td> <td></td> </tr> <tr> <td>Q3</td> <td>100%</td> <td></td> <td></td> </tr> <tr> <td>Q4</td> <td>90.9%</td> <td></td> <td></td> </tr> <tr> <td>Final Figure</td> <td>94.9%</td> <td></td> <td></td> </tr> </table>	Q1	83.3%	100%		Q2	100%			Q3	100%			Q4	90.9%			Final Figure	94.9%			
Q1	83.3%	100%																					
Q2	100%																						
Q3	100%																						
Q4	90.9%																						
Final Figure	94.9%																						
Audit Scotland SPI data for all Scottish Councils.		TARGETS																					
<p><b>PS4b % Business Advice Requests Completed Within 14 Days 04/05</b></p> <p>WDC 86.7% Scottish Average 94.4%</p>	<p><b>Legend</b></p> <ul style="list-style-type: none"> <li>Council %</li> <li>WDC</li> <li>Comparator</li> <li>Average</li> </ul>	<p>05/06: 90%</p> <p>06/07: 90%</p> <p>07/08:</p> <p>08/09</p> <p>Forecast out-turn for 2006/2007: 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:** April - June 2006  
**Section:** Trading Standards – David McCulloch

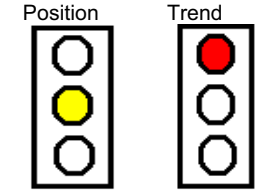
<p>Annual Performance Data compared to Scottish Average</p> <table border="1"> <thead> <tr> <th></th> <th>01/02</th> <th>02/03</th> <th>03/04</th> <th>04/05</th> <th>05/06</th> <th>06/07</th> <th>07/08</th> <th>08/09</th> </tr> </thead> <tbody> <tr> <td>WDC</td> <td>82.7%</td> <td>81.6%</td> <td>95.1%</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></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%					<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 Section Head and Team Leader have taken steps to ensure the 100% achievement level will continue.</p>
	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%																									
<p>Comments</p> <p>Outturn for first quarter is 100%. (12 visits)</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>100</td> <td>100</td> <td></td> </tr> <tr> <td>Q2</td> <td>92</td> <td></td> <td></td> </tr> <tr> <td>Q3</td> <td>100</td> <td></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			Q3	100			Q4	100			Final Figure	97.3					
	%	%	%																										
Q1	100	100																											
Q2	92																												
Q3	100																												
Q4	100																												
Final Figure	97.3																												
<p>Audit Scotland SPI data for all Scottish Councils. (04/05)</p>	<p>TARGETS</p>																												
<p>Legend</p> <ul style="list-style-type: none"> <li>Council %</li> <li>WDC</li> <li>Comparator</li> <li>Average</li> </ul>	<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:** April - June 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																				
<p><b>PS5b % Inspection On Time Within the Medium Risk Category</b></p> <table border="1"> <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></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%					N/A	The Section Head and Team Leader have taken steps to ensure that an improvement in this indicator is achieved.		
	04/05	05/06	06/07	07/08	08/09																	
WDC	95.90%	84.40%																				
Scotland	78.10%																					
Comments	Comparator Group Information	Progress: <b>05/06</b> <b>06/07</b>																				
Outturn for this first quarter is 98.1%. (51 visits)			%	%																		
Audit Scotland SPI data for all Scottish Councils. (04/05)		TARGETS																				
<p><b>PS5b % Inspections On Time Within the Medium Risk Category 04/05</b></p>	<p><b>Legend</b></p> <ul style="list-style-type: none"> <li>Council %</li> <li>WDC</li> <li>Comparator</li> <li>Average</li> </ul>	05/06: 90% 06/07: 90% 07/08: 08/09: Forecast out-turn for 2006/2007: n/a																				

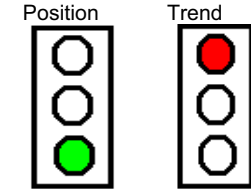


**Indicator WM1a:Waste Management – Net cost of Refuse Collection per premise**

**Department:** Housing, Regeneration and Environmental Services  
**Date:** April - June 2006  
**Section:** Waste Services – Rodney Thornton

<p>Annual Performance Data compared to Scottish Average</p> <table border="1"> <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>£50.15</td> <td>£64.42</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>£49.20</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		04/05	05/06	06/07	07/08	08/09	WDC	£50.15	£64.42				Scotland	£49.20					<p>Annual Performance Data compared to Comparative Group Average</p>	<p>Summary of Improvement Action Plan</p>
	04/05	05/06	06/07	07/08	08/09															
WDC	£50.15	£64.42																		
Scotland	£49.20																			
<p>Comments</p> <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>Comparator Group Information</p> <p>Net cost of collection is likely to increase as all councils seek to maximise recycling and diversion rates.</p>	<p>Progress</p> <p>Annual Monitoring</p>																		
<p>Audit Scotland SPI data for all Scottish Councils.</p>		<p>TARGETS</p>																		
		<p>06/07: 07/08: 08/09:</p> <p>Forecast out-turn for 2006/2007: n/a</p>																		

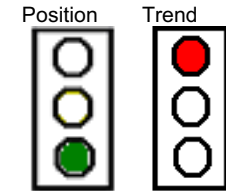




**Indicator WM1b: Waste Management – Net cost of Disposal per premise**

**Department:** Housing, Regeneration and Environmental Services  
**Date:** April - June 2006  
**Section:** Waste Services – Rodney Thornton

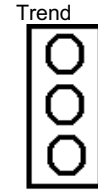
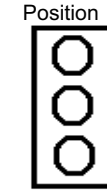
<p>Annual Performance Data compared to Scottish Average</p> <table border="1"> <thead> <tr> <th></th> <th>04/05</th> <th>05/06</th> <th>06/07</th> <th>07/08</th> <th>08/09</th> </tr> </thead> <tbody> <tr> <td>WDC</td> <td>£47.57</td> <td>£48.63</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>£55.08</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		04/05	05/06	06/07	07/08	08/09	WDC	£47.57	£48.63				Scotland	£55.08					<p>Annual Performance Data compared to Comparative Group Average</p>	<p>Summary of Improvement Action Plan</p>
	04/05	05/06	06/07	07/08	08/09															
WDC	£47.57	£48.63																		
Scotland	£55.08																			
<p>Comments</p> <p>Recycling will increase and the cost of reprocessing exceeds the landfill costs. Landfill tax also increases year-on-year.</p>	<p>Comparator Group Information</p>	<p>Progress</p> <p>Annual Monitoring</p>																		
<p>Audit Scotland SPI data for all Scottish Councils.</p>		<p>TARGETS</p>																		
<p><b>WM1b Net Cost of Refuse Disposal per Premise 04/05</b></p> <p>Scottish Average £55.42 WDC £47.57</p>		<p>06/07: 07/08: 08/09:</p> <p>Forecast out-turn for 2006/2007: n/a</p>																		



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

**Department: Housing, Regeneration and Environmental Services**  
**Date: April - June 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" data-bbox="145 710 806 782"> <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></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					N/A	<p>The importance of this indicator was stressed to all Waste Services employees at the June Team Brief. Refuse Collection complaints are now a standing item on the agendas of the JCF meetings.</p>					
	03/04	04/05	05/06	06/07	07/08	08/09																						
WDC	26	13	16																									
Scotland	29	36																										
Comments	Comparator Group Information	Progress: 05/06 <b>06/07</b>																										
<p>155 complaints were received in Quarter 1. Over 500,000 service delivery visits were made in the quarter. The number of additional visits that will be undertaken this year is between 10,000 and 12,000.</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></td> <td></td> </tr> <tr> <td>Q3</td> <td>3.21</td> <td></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			Q3	3.21			Q4	4.24			Final Figure	16.38			
	Per 1000	Per 1000	Per 1000																									
Q1	4.74	3.5																										
Q2	4.19																											
Q3	3.21																											
Q4	4.24																											
Final Figure	16.38																											
Audit Scotland SPI data for all Scottish Councils. (04/05)		TARGETS																										
<p><b>Legend</b></p> <table border="1" data-bbox="1153 1292 1456 1444"> <tbody> <tr> <td>Cyan bar</td> <td>Council %</td> </tr> <tr> <td>Red bar</td> <td>WDC</td> </tr> <tr> <td>Patterned bar</td> <td>Comparator</td> </tr> <tr> <td>Black line</td> <td>Average</td> </tr> </tbody> </table>		Cyan bar	Council %	Red bar	WDC	Patterned bar	Comparator	Black line	Average	<p>05/06: 2% reduction in service complaints                      06/07: (15 complaints)                      07/08:                      08/09:                      Forecast Out-turn for 05/06:                      n/a</p>																		
Cyan bar	Council %																											
Red bar	WDC																											
Patterned bar	Comparator																											
Black line	Average																											

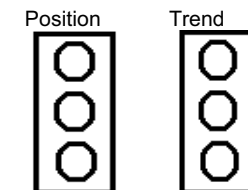


**Indicator WM3(a):Refuse Recycling Indicator**  
**Amount of municipal waste collected that was land-filled.**

**Department:** Housing, Regeneration and Environmental Services  
**Date:** April - June 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		
This is a changed indicator for 05/06	N/A	All waste management options are being considered to maximise diversion from landfill.		
Comments	Comparator Group Information	Progress: <b>06/07</b>		
68.7% of the waste managed in Quarter 1 was land-filled (10,945.75 tonnes).			%	%
		Q1	68.7%	
		Q2		
		Q3		
		Q4		
		Final		
		Figure		
Audit Scotland SPI data for all Scottish Councils.		<b>TARGETS</b>		
Changed Indicator for 05/06		06/07: 25% recovery/recycling of all municipal waste (Scottish Executive). 07/08: 28% 08/09: 30% recycling and composting (Scottish Executive).  <u>Forecast Outturn for 06/07:</u> n/a		

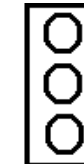
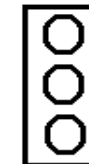




**Indicator WM3(c):Refuse Recycling Indicator**  
**Amount of municipal waste collected that was recycled.**

**Department:** **Date: April - June 2006**  
**Housing, Regeneration and Environmental Services**  
**Section: Waste Services – Rodney Thornton**

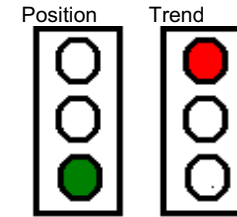
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan			
<p><b>Changed Indicator (05/06) – no historical data</b></p>	<p>N/A</p>				
Comments	Comparator Group Information	Progress			
<p>22.3% of the waste managed in Quarter 1 was recycled (3554.94 tonnes).</p>			06/07	07/08	08/09
<p>Audit Scotland SPI data for all Scottish Councils. (04/05)</p>					
<p>Changed Indicator (05/06) – no historical data</p>		<p><b>TARGETS</b></p> <p>06/07: 25% recovery/recycling 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>			



**Indicator WM5:Waste Management - % of abandoned vehicles removed within 14 days (New Indicator).**

**Department: Housing, Regeneration and Environmental Services**  
**Date: April - June 2006**  
**Section: Waste Services – Rodney Thornton**

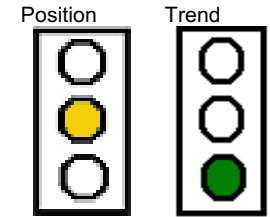
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan			
<b><i>New Indicator (06/07) – no historical data</i></b>	N/A				
Comments	Comparator Group Information	Progress:			
<p>This is a new indicator for 2006/2007 which measures: “ The number of abandoned vehicles that require to be removed by the Council, and the percentage removed within 14 days”</p> <p>24 vehicles required to be removed – 22 were removed within 14 days.</p>			06/07	07/08	08/09
Audit Scotland SPI data for all Scottish Councils.		Q1	91.6%		
		Q2			
		Q3			
		Q4			
		Final Figure			
		<b>TARGETS</b>			
	New Indicator (06/07) – no historical data	<p>06/07: Establish baseline</p> <p>07/08:</p> <p>08/09:</p> <p><u>Forecast Outturn for 06/07:</u></p> <p>n/a</p>			



**Indicator: CC1. Pool Attendances per 1,000**

**Department: Housing, Regeneration & Environmental Services**  
**Date: April – June 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																																										
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<p><b>Comments</b></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><b>Comparator Group Information</b></p> <p>Compared to Group comprising Glasgow, Falkirk, N Lanark, E Dunbarton, Renfrew, Edinburgh, Aberdeen, Dundee</p>	<p><b>Progress: 05/06 06/07</b></p> <table border="1"> <thead> <tr> <th></th> <th>05/06</th> <th>06/07</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>954</td> <td>987</td> </tr> <tr> <td>Q2</td> <td>1,120</td> <td></td> </tr> <tr> <td>Q3</td> <td>791</td> <td></td> </tr> <tr> <td>Q4</td> <td>1,010</td> <td></td> </tr> <tr> <td>Total</td> <td>3,875</td> <td></td> </tr> </tbody> </table> <p>Above figures are unaudited.</p>		05/06	06/07	Q1	954	987	Q2	1,120		Q3	791		Q4	1,010		Total	3,875																									
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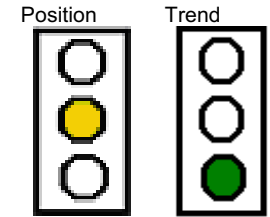


**Indicator:** CC2. Indoor Leisure Attendances per 1,000 Population (excluding Pools)

**Department:** Housing, Regeneration & Environmental Services  
**Date:** April-June 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																																																						
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<p><b>Comments</b></p> <p>Dry activities at Vale Pool &amp; Play Drome increased but Meadow Centre reduced.</p> <p>WDC ranked 19<sup>th</sup> within 32 Scottish Councils in 2004/05</p>	<p><b>Comparator Group Information</b></p> <p>Compared to Group comprising Glasgow, Falkirk, N Lanark, E Dunbarton, Renfrew, Edinburgh, Aberdeen, Dundee</p>	<p><b>Progress in 05/06      06/07</b></p> <table border="1"> <thead> <tr> <th></th> <th>05/06</th> <th>06/07</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>905</td><td>948</td></tr> <tr><td>Q2</td><td>866</td><td></td></tr> <tr><td>Q3</td><td>997</td><td></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>		05/06	06/07	Q1	905	948	Q2	866		Q3	997		Q4	1,156		Total	3,924																																					
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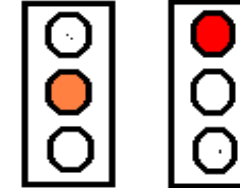




**Indicator: RL1 – Roads Overall Requiring Treatment**

**Department: Housing, Regeneration & Environmental Services**  
**Date: April-June 2006**  
**Section Head: Jack McAulay**

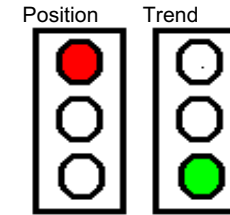
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	03/04	04/05	05/06	06/07	07/08	08/09																	
WDC	47.2%	46.9%	44.5%																				
Scotland	44.8%	41.9%																					
<p>Comments</p> <p>The percentage of roads requiring treatment shows a slight improvement in 2005/2006. The national figures have as yet to be published therefore it is too early to comment on our overall ranking. 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>Comparator Group Information</p> <p style="text-align: center;">None</p>	<p>Progress in 05/06</p> <p>Annual Monitoring</p> <p>Final figure 44.5%</p>																					
<p>Audit Scotland SPI data for all Scottish Councils. (04/05)</p> <p style="text-align: center;">WDC 46.9%      Average 41.9%</p>	<p>TARGETS</p> <table> <tr> <td>05/06</td> <td>46.6%</td> </tr> <tr> <td>06/07</td> <td>46.3%</td> </tr> <tr> <td>07/08</td> <td>46.0%</td> </tr> <tr> <td>08/09</td> <td></td> </tr> </table>	05/06	46.6%	06/07	46.3%	07/08	46.0%	08/09															
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**Indicator: RL2. Traffic Light Repairs % completed In 48 Hours**

**Department: Housing, Regeneration & Environmental Services**  
**Date: April-June 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																														
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Year	WDC (%)	Scotland (%)																														
01/02	81.4%	86.7%																														
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Comments	Comparator Group Information	Progress: 04/05 05/06 06/07																														
<p>Improvement resulting from partnership contract with Glasgow City Council using single contractor. Now in upper third based on % and ranked 21<sup>st</sup> within 30 Scottish Councils. The drop in performance for Q3 &amp; Q4 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. Improvement action appears to be successful as 100% of repairs were completed within 48 hrs in the first quarter of 2006/07</p>	<p>None</p>	<p>Q1</p>	<p>96.61%</p>	<p>100%</p>																												
<p>Audit Scotland SPI data for all Scottish Councils. (04/05)</p>		<p>TARGETS</p>																														
<p>WDC 93.8%</p> <p>Average 94.4%</p>	<p>Legend</p> <ul style="list-style-type: none"> <li>Council %</li> <li>WDC</li> <li>Comparator</li> <li>Average</li> </ul>	<p>05/06 95.0%</p>	<p>06/07 95.3%</p>	<p>07/08 95.8%</p>	<p>08/09 96.2%</p>																											



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

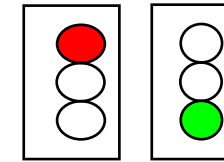
**Department:**  
**Date: April-June 2006**  
**Housing, Regeneration & Environmental Services**  
**Section Head: Jack McAulay**

Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																											
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Year	WDC	Scotland																											
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Comments	Comparator Group Information	Progress: 04/05 05/06 06/07																											
<p>WDC Figure for 2004/2005 ranked 26<sup>th</sup> 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.</p>	None	<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>100.00</td> <td>100.00</td> </tr> <tr> <td>Q2</td> <td></td> <td>98.60</td> <td></td> </tr> <tr> <td>Q3</td> <td>78.50</td> <td>97.60</td> <td></td> </tr> <tr> <td>Q4</td> <td>86.89</td> <td>99.00</td> <td></td> </tr> <tr> <td>Final Figure</td> <td></td> <td>*97.70 (amended)</td> <td></td> </tr> </tbody> </table>		04/05	05/06	06/07	Q1		100.00	100.00	Q2		98.60		Q3	78.50	97.60		Q4	86.89	99.00		Final Figure		*97.70 (amended)				
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<p>WDC 87% Average 94%</p>	<p>Legend</p> <ul style="list-style-type: none"> <li>Council %</li> <li>WDC</li> <li>Comparator</li> <li>Average</li> </ul>	<p>05/06 98.0%</p> <p>06/07 98.2%</p> <p>07/08 98.5%</p> <p>08/09</p>																											

**WEST DUNBARTONSHIRE COUNCIL**

**Statutory PI's and Targets**

Position Trend

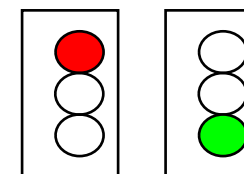


**Indicator: RL4 – Proportion of Street Lighting Columns over 30 years old.**

**Department:**  
**Date: April-June 2006**  
**Housing, Regeneration & Environmental Services**  
**Section Head: Jack McAulay**

Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																			
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<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>		<table border="1"> <thead> <tr> <th>Quarter</th> <th>05/06</th> <th>06/07</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>58.1%</td> <td>56.1%</td> </tr> <tr> <td>Q2</td> <td>57.7%</td> <td></td> </tr> <tr> <td>Q3</td> <td>57.4%</td> <td></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>	Quarter	05/06	06/07	Q1	58.1%	56.1%	Q2	57.7%		Q3	57.4%		Q4	56.3%		Final Figure	56.3%		
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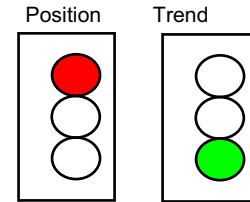
Position Trend



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

**Department: Housing, Regeneration & Environmental Services**  
**Date: April-June 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																																																																																				
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<p>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, Gartocharm. 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.</p>		<table border="1"> <thead> <tr> <th colspan="4">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>10.8%</td> <td>30.40%</td> <td>21.40%</td> </tr> <tr> <td>Q4</td> <td>10.8%</td> <td>55.5%</td> <td>23.4%</td> </tr> <tr> <td>Final Fig</td> <td>10.8%</td> <td>55.5%</td> <td>23.4%</td> </tr> <tr> <th colspan="4">06/07</th> </tr> <tr> <td>Q1</td> <td>10.8%</td> <td>55.5%</td> <td>23.4%</td> </tr> <tr> <td>Q2</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Q3</td> <td></td> <td></td> <td></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	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				Q3				Q4				Final Fig																																			
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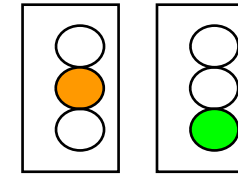
**Indicator: RL5b (i): Percentage of Council assessed bridges that have a weight or width restriction placed on them**

**Department:** Housing, Regeneration & Environmental Services  
**Date:** April-June 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																																																				
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**Indicator: WM4: The cleanliness index achieved following inspection of a sample of streets and other relevant land**

**Department: Housing, Regeneration & Environmental Services**  
**Date: April-June 2006**  
**Section Head: David McLeish**



Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																																																				
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<p><b>WM5 Cleanliness Index 2004/2005</b></p> <p>Legend</p> <ul style="list-style-type: none"> <li>Council %</li> <li>WDC</li> <li>Comparatd</li> <li>Average</li> </ul>	<p>05/06 70                      06/07 73                      07/08 74</p>																																																					






# Appendix 2

**Database of Best Value Reviews**

		<b>Start Date</b>	<b>BV1 Review Planning</b>	<b>BV2 Current Service</b>	<b>BV3 Consultation</b>	<b>BV4 Bench marking</b>	<b>BV5 Option Appraisal</b>	<b>BV6 Final Report &amp; Action Plan</b>	<b>Comments</b>
HR&ES	Events & Halls	Feb-03	Draft completed						Re-commenced in 06/07
HR&ES	Roads, Traffic & Transportation	Apr-06	Apr-06						Update of 2002 Review
HR&ES	Economic Development	Apr-06	Review commenced						Kick-start meeting held on 21/08/2006.

 In Progress