

WEST DUNBARTONSHIRE COUNCIL

Report by Acting Director of Housing, Regeneration & Environmental Services (Housing & Regeneration Services)

Community Safety & Environmental Services Committee: 6 December 2006

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 second quarter of 2006/07 (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 26 January 2007. 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 performance indicator for the second quarter of 2006/07 is 92.75%, which, when compared with the first quarter of 2006/07 is favourable by 0.75%. Performance to date is above target and it is anticipated that the year-end target of 90% will be achieved.

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

The performance indicator for the second quarter of 2006/07 is 81.6%, which, when compared with the first quarter is favourable by 13.2%. Performance to date is above target and it is anticipated that the year-end target of 60% will be achieved.

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

The performance indicator for the second quarter of 2006/07 is 88.1%, which, when compared with the first quarter is favourable by 7.3%. Performance to date is above target and it is anticipated that the year-end target of 80% will be achieved.

3.2 Food Hygiene Inspections

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

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

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

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

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

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

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

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

3.3 Noise Complaints

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

The performance indicator for the second quarter of 2006/07 is 33 complaints, which, when compared with the first quarter is a reduction of 24 complaints. The reduction in the night time service from four to two nights has been a contributing factor to this decrease. The four nights service resumed in October. As this is a new indicator a target for 2007/08 will be set based on the data gathered during 2006/07.

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

The performance indicator for the second quarter of 2006/07 is 149 complaints, which, when compared with the first quarter is a reduction of 69 complaints. The reduction in the night time service from four to two nights has been a contributing factor to this decrease. The four nights service resumed in October. As this is a new indicator a target for 2007/08 will be set based on the data gathered during 2006/07.

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

The performance indicator for the second quarter of 2006/07 is 64 complaints, which, when compared with the first quarter is a reduction of 15 complaints. This is a reportable SPI but does not measure performance. As this is a new indicator a target for 2007/08 will be set based on the data gathered during 2006/07.

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

The performance indicator for the second quarter of 2006/07 is 0.63 hours which, when compared with the first quarter is favourable by 0.01 hours. As this is a new indicator a target for 2007/08 will be set based on the data gathered during 2006/07.

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

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

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

There were no complaints requiring formal action reported for this indicator in either the first or second quarter of 2006/07. As this is a new indicator a target for 2007/08 will be set based on the data gathered during 2006/07.

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

There were no complaints requiring formal action reported for this indicator in either the first or second quarter of 2006/07. As this is a new indicator a target for 2007/08 will be set based on the data gathered during 2006/07.

3.4 Trading Standards – Inspections

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

The performance indicator for the second quarter of 2006/07 is 60.2%, which, when compared with the first quarter is less favourable by 10.5%. Calls for advice are now passed to Consumer Direct resulting in a higher percentage of complex complaints being handled by Trading Standards. This is reflected in the reduction in the percentage of complaints dealt with within 14 days. In response to the change in the method of handling complaints, a new target for 2006/07 will be set.

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

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

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

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 second quarter of 2006/07 is 100%, which, when compared with the first quarter is favourable by 1.9%. Performance to date is above target and it is anticipated that the year-end target of 90% will be achieved.

3.5 Waste Management

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

The performance indicator for the second quarter of 2006/07 is 8.45 complaints per 1,000 households, which, when compared with the first quarter is less favourable by 4.95 complaints per 1,000 households. Performance to date is below target and the year-end target of 15 complaints per 1,000 households may not be achieved.

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

The performance indicator for the second quarter of 2006/07 is 66.1%, which, when compared with the first quarter is favourable by 2.6%. We have set a combined recycling/composting target of 25% of all municipal waste therefore the landfill target is 75%. Performance to date is above target and it is anticipated that the year-end target of 75% will be achieved.

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

The performance indicator for the second quarter of 2006/07 is estimated to be 4.9%, which, when compared with the first quarter is less favourable by 4.1%. This indicator is influenced by seasonal variations in that composting figures are higher in the spring/early summer months. The combined target (composting/recycling) for 2006/07 is 25%, therefore there is no individual target for composting.

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

The performance indicator for the second quarter of 2006/07 is 28.91%, which, when compared with the first quarter is favourable by 6.61%. The combined target (composting/recycling) for 2006/07 is 25%. Performance to date is above target and it is anticipated that the year-end target of 25% will be achieved.

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

The performance indicator for the second quarter of 2006/07 is 100% which, when compared with the first quarter is more favourable by 8.4%. As this is a new indicator a target for 2007/08 will be set based on the data gathered during 2006/07.

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 second quarter of 2006/07 is 1057 attendances per 1,000 population, which, when compared with the first quarter of 2006/07 is more favourable by 70 attendances per 1,000 population. This indicator fluctuates with seasonal attendance. Performance to date is below target and new activities have been planned in order to increase attendances to achieve the year-end target of 4,200 attendances per 1,000 population, however, this target may not be achieved.

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

The performance indicator for the second quarter of 2006/07 is 782 attendances per 1,000 population, which, when compared with the first quarter is less favourable by 166 attendances per 1,000 population. This indicator fluctuates with seasonal attendance with the long spell of good weather being the main reason for the reduced figures in dry side activities. Performance to date is below target, however, it is hoped that with new initiatives and promotions planned, the year-end target of 3,997 attendances per 1,000 population may be achieved.

3.7 Roads and Lighting

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

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

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

The performance indicator for the second quarter of 2006/07 is 96%, which, when compared with the first quarter is less favourable by 4%. The target for 2006/07 is 98.2%. Performance to date is below target, however, it is anticipated that the year-end target of 98.2% will be achieved.

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

The performance indicator for the second quarter of 2006/07 is 56%, which, when compared with the first quarter is favourable by 0.1%. The increased costs in steel, copper and electricity charges are impacting on our ability to achieve current targets. Performance to date is below target and the year-end target of 53.4% may not be achieved.

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

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

Council	Private	All Bridges
10.8%	55.5%	23.4%

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

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

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

Council	Private	All Bridges
2.2%	11.10%	4.7%

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

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

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

	Quarter 1 2006/07	Quarter 2 2006/07	Variance between between Q1 and Q2
Town Centre	75	61	-14
High density residential	77	54	-23
Low density residential	84	61	-23

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.

3.7.7 Traffic Light Position

The traffic light "position", shown on the various Statutory Performance Indicator figures in Appendix 1, refers to comparison of West Dunbartonshire Council SPIs with the audited Scotland-wide figures for 2004/05. The Scottish SPI figures for 2005/2006 will be available for the next report.

4. Action Plan

- 4.1 Each table in Appendix 1 has an Improvement Action Plan, where appropriate, to address specific issues identified.

5 Best Value Reviews

- 5.1 Appendix 2 shows that there are 4 services undertaking Best Value Reviews, and that they are on target for the completion of their final reports and action plans by the end of March 2007.

6 Key Performance Indicators (KPI)

- 6.1 The table in Appendix 3 indicates the specific targets and current status of the twenty Land and Regeneration Services Key Performance Indicators. Two of these KPIs have been achieved with the remaining eighteen on track.

7 Corporate Actions Report

- 7.1 Appendix 4 shows that eighteen actions associated with the Corporate Objectives in the Service Plan have been achieved in the current year.

8 Service Plan Report

- 8.1 Appendix 5 indicates that thirty five actions within the departmental Service Plan have been achieved. Five actions have been delayed and two actions may not be achieved. These two actions are dependant on funding/resources and further consideration is being given to these actions.

9 Quality Initiatives

- 9.1 Appendix 6 shows the progress of the departmental Charter Mark programme. Events and Halls, Environmental Health and Facilities Management are on target for seeking Charter Mark accreditation in 2007.

10 Personnel Issues

- 10.1 None.

11 Financial Implications

- 11.1 None.

12 Conclusions

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

13 Recommendation

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

**Irving Hodgson
Acting Director of Housing, Regeneration & Environmental Services
(Housing & Regeneration Services)
Date: 22 November 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

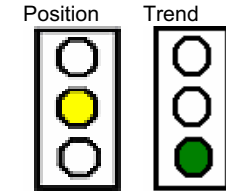
Appendix 1

Traffic Light System

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

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.



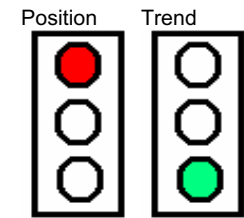
Indicator DS1a :
Planning Control: % of Householder Planning Applications dealt with in 2 Months

Department: Housing, Regeneration and Environmental Services
Date: July - Sept 2006
Section: Manager Planning Services – Alasdair Gregor

Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																					
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Planning Control: % of Non-Householder
Planning Applications dealt with in 2 Months

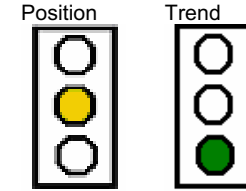
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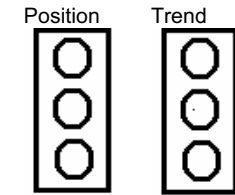
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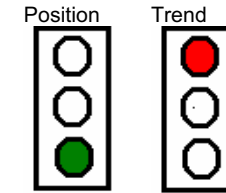
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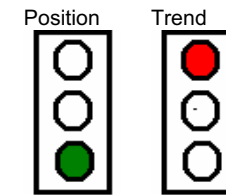
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Q3																										
Q4																										
Final Figure	100%																									
Audit Scotland SPI data for all Scottish Councils. (04/05)		TARGETS																								
		06/07: 100% 07/08: 100% 08/09:																								



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: July - Sept 2006
Section: Environmental Health – John Stevenson

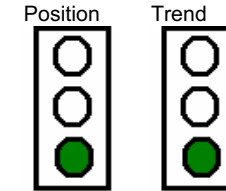
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																											
<table border="1"> <caption>PS1b: % of 6 Monthly Food Hygiene Inspections</caption> <thead> <tr> <th>Year</th> <th>WDC</th> <th>Scotland</th> </tr> </thead> <tbody> <tr><td>01/02</td><td>97.9%</td><td>95.6%</td></tr> <tr><td>02/03</td><td>97.5%</td><td>94.0%</td></tr> <tr><td>03/04</td><td>100.0%</td><td>93.8%</td></tr> <tr><td>04/05</td><td>100.0%</td><td>95.4%</td></tr> <tr><td>05/06</td><td>88.9%</td><td></td></tr> <tr><td>06/07</td><td></td><td></td></tr> <tr><td>07/08</td><td></td><td></td></tr> <tr><td>08/09</td><td></td><td></td></tr> </tbody> </table>	Year	WDC	Scotland	01/02	97.9%	95.6%	02/03	97.5%	94.0%	03/04	100.0%	93.8%	04/05	100.0%	95.4%	05/06	88.9%		06/07			07/08			08/09			N/A	100% compliance in the first two quarters.
Year	WDC	Scotland																											
01/02	97.9%	95.6%																											
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Comments	Comparator Group Information	Progress: 05/06 06/07																											
Optimum scoring performance for this SPI has been maintained over the last three quarters of 2005/2006 into the first two quarters of 2006/2007.		<table border="1"> <thead> <tr> <th></th> <th>05/06</th> <th>06/07</th> <th>%</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>84</td><td>100</td><td></td></tr> <tr><td>Q2</td><td>100</td><td>100</td><td></td></tr> <tr><td>Q3</td><td>100</td><td></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>		05/06	06/07	%	Q1	84	100		Q2	100	100		Q3	100			Q4	100			Final Figure	88.9					
	05/06	06/07	%																										
Q1	84	100																											
Q2	100	100																											
Q3	100																												
Q4	100																												
Final Figure	88.9																												
Audit Scotland SPI data for all Scottish Councils. (04/05)		TARGETS																											
<p>PS1b: Food Hygiene Inspections - 6 month frequency - % carried out in time: 04/05 WDC 100%</p> <p>Average 95%</p> <p>Legend: █ Council % █ WDC █ Comparator Average</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: July - Sept 2006
Section: Environmental Health – John Stevenson

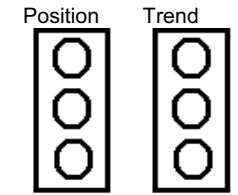
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																											
<table border="1"> <caption>PS1c: % of 12 Monthly Food Hygiene Inspections carried out on time</caption> <thead> <tr> <th>Year</th> <th>WDC</th> <th>Scotland</th> </tr> </thead> <tbody> <tr> <td>01/02</td> <td>86.6%</td> <td>95.5%</td> </tr> <tr> <td>02/03</td> <td>91.3%</td> <td>95.5%</td> </tr> <tr> <td>03/04</td> <td>93.0%</td> <td>94.6%</td> </tr> <tr> <td>04/05</td> <td>100.0%</td> <td>95.7%</td> </tr> <tr> <td>05/06</td> <td>95.3%</td> <td></td> </tr> <tr> <td>06/07</td> <td></td> <td></td> </tr> <tr> <td>07/08</td> <td></td> <td></td> </tr> <tr> <td>08/09</td> <td></td> <td></td> </tr> </tbody> </table>	Year	WDC	Scotland	01/02	86.6%	95.5%	02/03	91.3%	95.5%	03/04	93.0%	94.6%	04/05	100.0%	95.7%	05/06	95.3%		06/07			07/08			08/09			N/A	100% compliance in the first two quarters.
Year	WDC	Scotland																											
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	05/06	06/07	%																										
Q1	82	100																											
Q2	100	100																											
Q3	100																												
Q4	100																												
Final Figure	95.3																												
Audit Scotland SPI data for all Scottish Councils. (04/05)	TARGETS	<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>																											
<p>Legend</p> <ul style="list-style-type: none"> Council % WDC Comparator 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: July - Sept 2006
Section: Environmental Health - John Stevenson

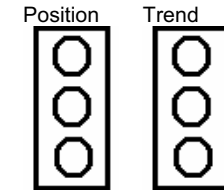
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																											
<p>PS1d: % of Premises requiring >12 Monthly Food Hygiene Inspections carried out on time</p> <table border="1"> <tr> <td></td> <td>01/02</td> <td>02/03</td> <td>03/04</td> <td>04/05</td> <td>05/06</td> <td>06/07</td> <td>07/08</td> <td>08/09</td> </tr> <tr> <td>WDC</td> <td>90.1%</td> <td>83.3%</td> <td>87.4%</td> <td>94.9%</td> <td>97.8%</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>70.3%</td> <td>70.6%</td> <td>74.5%</td> <td>75.8%</td> <td></td> <td></td> <td></td> <td></td> </tr> </table>		01/02	02/03	03/04	04/05	05/06	06/07	07/08	08/09	WDC	90.1%	83.3%	87.4%	94.9%	97.8%				Scotland	70.3%	70.6%	74.5%	75.8%						100% compliance in the first two quarters.
	01/02	02/03	03/04	04/05	05/06	06/07	07/08	08/09																					
WDC	90.1%	83.3%	87.4%	94.9%	97.8%																								
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Q3	99																												
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Audit Scotland SPI data for all Scottish Councils. (04/05)	<p>PS1d: Food Hygiene Inspections - >12 month frequency - % carried out in time:</p> <p>Legend</p> <ul style="list-style-type: none"> Council % (Cyan bar) WDC (Red bar) Comparator (Grey bar) Average (Dashed line) 	<p>TARGETS</p> <p>05/06: 85% 06/07: 100% 07/08: 100% 08/09: 100%</p> <p>Forecast Out-turn for 06/07: n/a</p>																											



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

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

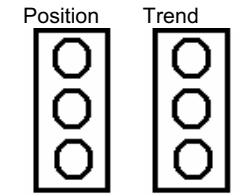
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan
Comments	Comparator Group Information	Progress: 06/07
57 settled without the need for attendance on site. As this is a new indicator, 2006/2007 will be used to establish the baseline. 33 settled without the need for attendance on site in Q.2.	This is a new indicator for 2006/2007	Q1 57 Q 2 33 Q3 Q4 Final Figure
Audit Scotland SPI data for all Scottish Councils. (04/05)		TARGETS
		06/07: 07/08: 08/09: <u>Forecast out-turn for 2006/2007:</u> n/a



Indicator PS2a (ii): Noise Indicator - Domestic
The number of domestic noise complaints requiring attendance on site

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

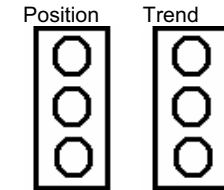
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan
Comments	Comparator Group Information	Progress: 06/07
<p>218 required attendance on site (including complaints dealt with by day time and night time noise service). As this is a new indicator, 2006/2007 will be used to establish the baseline.</p> <p>Quarter 2 Update : Service reduced from 4 nights to 2 nights due to resignation of 2 Noise Enforcement Officers from 23 July 2006.Four night service to be re-established from 12 October 2006.</p>	This is a new indicator for 2006/2007	<p>Q1 218</p> <p>Q2 149</p> <p>Q3</p> <p>Q4</p> <p>Final</p> <p>Figure</p>
Audit Scotland SPI data for all Scottish Councils. (04/05)		TARGETS
		<p>06/07:</p> <p>07/08:</p> <p>08/09:</p> <p>Forecast out-turn for 2006/2007: n/a</p>



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

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

Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan
Comments	Comparator Group Information	Progress: 06/07
This is the number of complaints where formal action has been taken i.e. warning notice or fixed penalty notice issued under Part V Anti Social Behaviour (Scotland) Act. As this is a new indicator, 2006/2007 will be used to establish the baseline.	This is a new indicator for 2006/2007	Q1 79 Q2 64 Q3 Q4 Final Figure
Audit Scotland SPI data for all Scottish Councils. (04/05)		TARGETS
		06/07: 07/08: 08/09: <u>Forecast out-turn for 2006/2007:</u> n/a

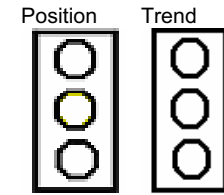


Indicator PS2b: Noise Indicator - Domestic
The average time (hours) to attend on site for domestic noise complaints.

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

Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																								
Comments	Comparator Group Information	Progress: 06/07																								
As this is a new indicator, 2006/2007 will be used to establish the baseline.	This is a new indicator for 2006/2007	<table border="1"> <thead> <tr> <th></th> <th>Hours</th> <th>Hours</th> <th>Hours</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>0.64</td> <td></td> <td></td> </tr> <tr> <td>Q2</td> <td>0.63</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 Figure</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		Hours	Hours	Hours	Q1	0.64			Q2	0.63			Q3				Q4				Final Figure			
	Hours	Hours	Hours																							
Q1	0.64																									
Q2	0.63																									
Q3																										
Q4																										
Final Figure																										
Audit Scotland SPI data for all Scottish Councils.		TARGETS																								
		06/07: 07/08: 08/09: Forecast out-turn for 2006/2007: n/a																								

Statutory PI's and Targets



Indicator PS3a (i):

Noise Indicator-Non Domestic

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

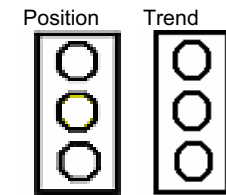
Department:-

Housing, Regeneration and Environmental Services

Section: Environmental Health – John Stevenson

Date: July - Sept 2006

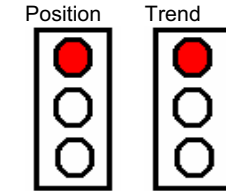
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan
Comments	Comparator Group Information	Progress: 06/07
<p>13 non-domestic noise complaints were settled without the need for any sort of formal action.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



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

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

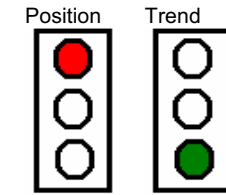
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan			
Comments	Comparator Group Information	Progress: 06/07			
As this is a new indicator, 2006/2007 will be used to establish the baseline.	This is a changed indicator for 2006/2007	Q1	Days	Days	Days
		Q2	0		
		Q3			
		Q4			
		Final			
		Figure			
Audit Scotland SPI data for all Scottish Councils. (04/05)		TARGETS			
		06/07:			
		07/08:			
		08/09:			
		Forecast out-turn for 2006/2007: n/a			



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

Department: Housing, Regeneration and Environmental Services
Date: July - Sept 2006
Section: Trading Standards – David McCulloch

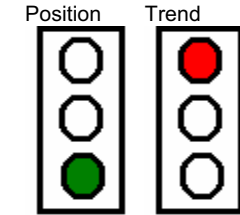
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																						
<table border="1"> <caption>PS4a Trading Standards % of Complaints dealt within 14 days</caption> <thead> <tr> <th>Year</th> <th>WDC</th> <th>Scotland</th> </tr> </thead> <tbody> <tr> <td>03/04</td> <td>77.60%</td> <td>83.40%</td> </tr> <tr> <td>04/05</td> <td>72.80%</td> <td>77.40%</td> </tr> <tr> <td>05/06</td> <td>68.60%</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	77.60%	83.40%	04/05	72.80%	77.40%	05/06	68.60%		06/07			07/08			08/09			N/A	Section Head and Team Leader are monitoring complaints to ensure they are dealt with timeously in line with Quality Mark Scotland requirements.	
Year	WDC	Scotland																						
03/04	77.60%	83.40%																						
04/05	72.80%	77.40%																						
05/06	68.60%																							
06/07																								
07/08																								
08/09																								
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 as approved by members on 3 May 2006. This has understandably resulted in us handling fewer simple complaints and a greater number of complex complaints. This is reflected in the apparent reduction in the percentage of complaints closed in 14 days compared to the same quarter last year (60.2% compared to 70.8%). The total number of complaints fell from 437 in the same quarter last year to 123 this year. However as complaints are now very different in character this is not comparing like with like. This effect has also been experienced by other local authorities. As Q2 may not be typical, it is recommended that we establish a target of 60% until Q3/Q4 results are known.</p>			%	%																				
Audit Scotland SPI data for all Scottish Councils. (04/05)	TARGETS																							
	<p>Legend</p> <ul style="list-style-type: none"> Council % WDC Comparator Average 			<p>05/06: 75% 06/07: Target under revision 07/08: 08/09: Forecast Out-turn for 05/06: n/a</p>																				



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

Department: Housing, Regeneration and Environmental Services
Date: July - Sept 2006
Section: Trading Standards – David McCulloch

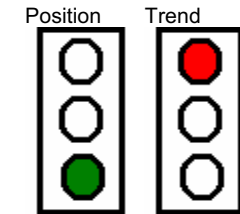
<p>Annual Performance Data compared to Scottish Average</p> <table border="1"> <thead> <tr> <th></th> <th>03/04</th> <th>04/05</th> <th>05/06</th> <th>06/07</th> <th>07/08</th> <th>08/09</th> </tr> </thead> <tbody> <tr> <td>WDC</td> <td>94.30%</td> <td>86.70%</td> <td>94.90%</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>95.90%</td> <td>94.40%</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	94.30%	86.70%	94.90%				Scotland	95.90%	94.40%					<p>Annual Performance Data compared to Comparative Group Average</p>	<p>Summary of Improvement Action Plan</p> <p>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.</p>
	03/04	04/05	05/06	06/07	07/08	08/09																	
WDC	94.30%	86.70%	94.90%																				
Scotland	95.90%	94.40%																					
<p>Comments</p> <p>The requests we have received this quarter continued to be fairly straightforward and therefore we continued to resolve 100% within 14 days. The comparative number of requests for this second quarter of 2006/2007 is 8 compared to 12 for the second quarter of 2005/2006. However, it is possible that we will need to respond to some complex requests over the course of the year and these would take longer to investigate. On the basis of the outturns for the first and second quarters we recommend a target of 95%.</p>	<p>Comparator Group Information</p>	<p>Progress: 05/06 06/07</p> <table border="1"> <tbody> <tr> <td>Q1</td> <td>83.3%</td> <td>100%</td> </tr> <tr> <td>Q2</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Q3</td> <td>100%</td> <td></td> </tr> <tr> <td>Q4</td> <td>90.9%</td> <td></td> </tr> <tr> <td>Final Figure</td> <td>94.9%</td> <td></td> </tr> </tbody> </table>	Q1	83.3%	100%	Q2	100%	100%	Q3	100%		Q4	90.9%		Final Figure	94.9%							
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Final Figure	94.9%																						
<p>Audit Scotland SPI data for all Scottish Councils.</p> <p>Legend</p> <ul style="list-style-type: none"> Council % (Cyan bar) WDC (Red bar) Comparator (Grey bar) Average (Horizontal line) 	<p>TARGETS</p> <p>05/06: 90% 06/07: 95% 07/08: 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: July - Sept 2006
Section: Trading Standards – David McCulloch

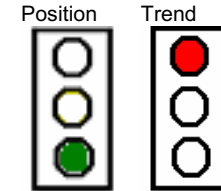
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																											
<table border="1"> <thead> <tr> <th></th> <th>01/02</th> <th>02/03</th> <th>03/04</th> <th>04/05</th> <th>05/06</th> <th>06/07</th> <th>07/08</th> <th>08/09</th> </tr> </thead> <tbody> <tr> <td>WDC</td> <td>82.7%</td> <td>81.6%</td> <td>95.1%</td> <td>100.0%</td> <td>97.3%</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>83.9%</td> <td>79.5%</td> <td>84.5%</td> <td>77.9%</td> <td></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%					N/A	The Section Head and Team Leader have taken steps to ensure the 100% achievement level will continue.
	01/02	02/03	03/04	04/05	05/06	06/07	07/08	08/09																					
WDC	82.7%	81.6%	95.1%	100.0%	97.3%																								
Scotland	83.9%	79.5%	84.5%	77.9%																									
Comments	Comparator Group Information	Progress: 05/06 06/07																											
Outturn for second quarter is 100% (15 inspections).		<table border="1"> <thead> <tr> <th></th> <th>05/06</th> <th>06/07</th> </tr> <tr> <th></th> <th>%</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>100</td> <td>100</td> </tr> <tr> <td>Q2</td> <td>92</td> <td>100</td> </tr> <tr> <td>Q3</td> <td>100</td> <td></td> </tr> <tr> <td>Q4</td> <td>100</td> <td></td> </tr> <tr> <td>Final Figure</td> <td>97.3</td> <td></td> </tr> </tbody> </table>		05/06	06/07		%	%	Q1	100	100	Q2	92	100	Q3	100		Q4	100		Final Figure	97.3							
	05/06	06/07																											
	%	%																											
Q1	100	100																											
Q2	92	100																											
Q3	100																												
Q4	100																												
Final Figure	97.3																												
Audit Scotland SPI data for all Scottish Councils. (04/05)	TARGETS	05/06:100% 06/07:100% 07/08:100% 08/09: Forecast Out-turn for 06/07: n/a																											
	<p>Legend</p> <ul style="list-style-type: none"> Council % WDC Comparator Average 																												



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

Department: Housing, Regeneration and Environmental Services
Date: July - Sept 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>PS5b % Inspection On Time Within the Medium Risk Category</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: 05/06 06/07																									
Outturn for this second quarter is 100%. (56 inspections)			<table border="1"> <thead> <tr> <th></th> <th>%</th> <th>%</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>97</td> <td>98.1</td> <td></td> </tr> <tr> <td>Q2</td> <td>82</td> <td>100</td> <td></td> </tr> <tr> <td>Q3</td> <td>92</td> <td></td> <td></td> </tr> <tr> <td>Q4</td> <td>82.1</td> <td></td> <td></td> </tr> <tr> <td>Final Figure</td> <td>84.4</td> <td></td> <td></td> </tr> </tbody> </table>		%	%	%	Q1	97	98.1		Q2	82	100		Q3	92			Q4	82.1			Final Figure	84.4		
	%	%	%																								
Q1	97	98.1																									
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Q4	82.1																										
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Audit Scotland SPI data for all Scottish Councils. (04/05)		TARGETS																									
<p>PS5b % Inspections On Time Within the Medium Risk Category 04/05</p> <p>Legend</p> <ul style="list-style-type: none"> Council % (Cyan bar) WDC (Red bar) Comparator (Grey bar) Average (Black line) 		<p>05/06: 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>																									



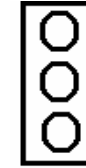
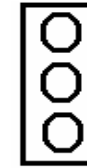
Indicator WM2: Refuse Collection Complaints - Number of refuse collection complaints per 1,000 households

Department: Housing, Regeneration and Environmental Services
Date: July - Sept 2006
Section: Rodney Thornton

Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																								
<table border="1"> <caption>WM 2: No. of Complaints per 1,000 Households</caption> <thead> <tr> <th>Year</th> <th>WDC</th> <th>Scotland</th> </tr> </thead> <tbody> <tr> <td>03/04</td> <td>26</td> <td>29</td> </tr> <tr> <td>04/05</td> <td>13</td> <td>36</td> </tr> <tr> <td>05/06</td> <td>16</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	26	29	04/05	13	36	05/06	16		06/07			07/08			08/09			N/A	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.			
Year	WDC	Scotland																								
03/04	26	29																								
04/05	13	36																								
05/06	16																									
06/07																										
07/08																										
08/09																										
<p>Comments</p> <p>371 complaints were received in Quarter 2. Over 500,000 service delivery visits were made in the quarter. The number of additional service delivery visits that will be undertaken this year (in comparison with 2004/05) for blue and brown bin/box recycle collections is between 400,000 and 700,000.</p>	<p>Comparator Group Information</p>	<p>Progress: 05/06 06/07</p> <table border="1"> <thead> <tr> <th></th> <th>Per 1000</th> <th>Per 1000</th> <th>Per 1000</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>4.74</td> <td>3.5</td> <td></td> </tr> <tr> <td>Q2</td> <td>4.19</td> <td>8.45</td> <td></td> </tr> <tr> <td>Q3</td> <td>3.21</td> <td></td> <td></td> </tr> <tr> <td>Q4</td> <td>4.24</td> <td></td> <td></td> </tr> <tr> <td>Final Figure</td> <td>16.38</td> <td></td> <td></td> </tr> </tbody> </table>		Per 1000	Per 1000	Per 1000	Q1	4.74	3.5		Q2	4.19	8.45		Q3	3.21			Q4	4.24			Final Figure	16.38		
	Per 1000	Per 1000	Per 1000																							
Q1	4.74	3.5																								
Q2	4.19	8.45																								
Q3	3.21																									
Q4	4.24																									
Final Figure	16.38																									
<p>Audit Scotland SPI data for all Scottish Councils. (04/05)</p>	<p>Legend</p> <ul style="list-style-type: none"> Council % (Cyan bar) WDC (Red bar) Comparator (Grey bar) Average (Black line) 	<p>TARGETS</p> <p>05/06: 2% reduction in service complaints 06/07: 15 complaints 07/08: 08/09: <u>Forecast Out-turn for 05/06:</u> n/a</p>																								

Position

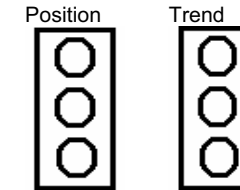
Trend



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

Department: Housing, Regeneration and Environmental Services
Date: July - Sept 2006
Section: Rodney Thornton

Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																								
		All waste management options are being considered to maximise diversion from landfill.																								
Comments	Comparator Group Information	Progress: 06/07																								
66.1% of the waste managed in Quarter 2 was landfilled (Draft figure - 6,026.36 tonnes).		<table border="0"> <tr> <td></td> <td style="text-align: center;">%</td> <td style="text-align: center;">%</td> <td style="text-align: center;">%</td> </tr> <tr> <td>Q1</td> <td style="text-align: center;">68.7%</td> <td></td> <td></td> </tr> <tr> <td>Q2</td> <td style="text-align: center;">66.1%</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 Figure</td> <td></td> <td></td> <td></td> </tr> </table>		%	%	%	Q1	68.7%			Q2	66.1%			Q3				Q4				Final Figure			
	%	%	%																							
Q1	68.7%																									
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Final Figure																										
Audit Scotland SPI data for all Scottish Councils. (04/05)		TARGETS																								
		06/07: 25% recycling/composting 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																								



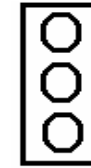
**Indicator WM3(b):Refuse Recycling Indicator
Amount of municipal waste collected that was
Composted.**

Department: Housing, Regeneration and Environmental Services
Date: July - Sept 2006
Section: Rodney Thornton

Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																								
<p>Changed Indicator (05/06) – no historical data</p>	<p>N/A</p>																									
<p>Comments</p>	<p>Comparator Group Information</p>	<p>Progress: 06/07</p>																								
<p>4.9% of the waste managed in Quarter 2 was composted (Draft figure - 444.48 tonnes). Composting level is high during Spring/Summer months.</p>		<table border="0"> <tr> <td></td> <td style="text-align: center;">%</td> <td style="text-align: center;">%</td> <td style="text-align: center;">%</td> </tr> <tr> <td>Q1</td> <td style="text-align: center;">9%</td> <td></td> <td></td> </tr> <tr> <td>Q2</td> <td style="text-align: center;">4.9%</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 Figure</td> <td></td> <td></td> <td></td> </tr> </table>		%	%	%	Q1	9%			Q2	4.9%			Q3				Q4				Final Figure			
	%	%	%																							
Q1	9%																									
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Q4																										
Final Figure																										
<p>Audit Scotland SPI data for all Scottish Councils. (04/05)</p>		<p>TARGETS</p>																								
<p>New Indicator (05/06)– no historical data</p>		<p>06/07: 25% recycling / composting of all municipal waste (Scottish Executive). 07/08: 28% 08/09: 30% recycling and composting (Scottish Executive).</p> <p><u>Forecast Outturn for 06/07:</u> n/a</p>																								

Position

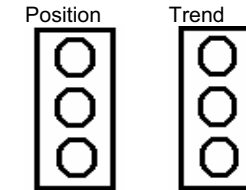
Trend



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

Department: **Date: July - Sept 2006**
Housing, Regeneration and Environmental Services
Section: Rodney Thornton

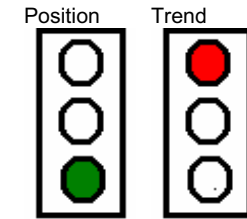
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan			
<p>Changed Indicator (05/06) – no historical data</p>	<p>N/A</p>				
Comments	Comparator Group Information	Progress			
<p>28.91% of the waste managed in Quarter 2 was recycled (Draft figure - 2,643.64 tonnes).</p>			06/07	07/08	08/09
<p>Audit Scotland SPI data for all Scottish Councils. (04/05)</p>		Q1	22.3%		
		Q2	28.91%		
		Q3			
		Q4			
		Final			
		Figure			
		TARGETS			
	<p>New Indicator (05/06) – no historical data</p>	<p>06/07: 25% recycling/composting of all municipal waste (Scottish Executive). 07/08: 28% 08/09: 30% recycling and composting (Scottish Executive).</p> <p><u>Forecast Outturn for 06/07:</u> n/a</p>			



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

Department: Housing, Regeneration and Environmental Services
Date: July - Sept 2006
Section: Rodney Thornton

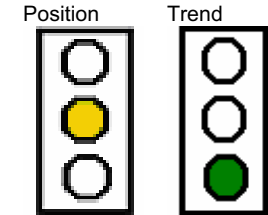
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																								
New Indicator (06/07) – no historical data	N/A																									
Comments	Comparator Group Information	Progress:																								
<p>This is a new indicator for 2006/2007 which measures: “ The number of abandoned vehicles that require to be removed by the Council, and the percentage removed within 14 days”</p> <p>25 vehicles required to be removed – 25 were removed within 14 days.</p>		<table border="0"> <thead> <tr> <th></th> <th>06/07</th> <th>07/08</th> <th>08/09</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>91.6%</td> <td></td> <td></td> </tr> <tr> <td>Q2</td> <td>100%</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 Figure</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		06/07	07/08	08/09	Q1	91.6%			Q2	100%			Q3				Q4				Final Figure			
	06/07	07/08	08/09																							
Q1	91.6%																									
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Q3																										
Q4																										
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Audit Scotland SPI data for all Scottish Councils. (04/05)		TARGETS																								
New Indicator (06/07) – no historical data		<p>06/07: 07/08: 08/09:</p> <p>Forecast Outturn for 06/07: n/a</p>																								



Indicator: CC1. Pool Attendances per 1,000

Department: Housing, Regeneration & Environmental Services
Date: July-Sept 2006
Section Head: Fiona McIntyre

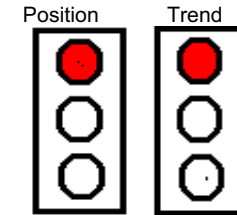
Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																																										
<table border="1"> <caption>CC1 Pool Attendances per 1,000 per Popul</caption> <thead> <tr> <th>Year</th> <th>WDC</th> <th>SCOTLAN</th> </tr> </thead> <tbody> <tr> <td>03/04</td> <td>3995</td> <td>3588</td> </tr> <tr> <td>04/05</td> <td>4103</td> <td>3684</td> </tr> <tr> <td>05/06</td> <td>3875</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	SCOTLAN	03/04	3995	3588	04/05	4103	3684	05/06	3875		06/07			07/08			08/09			<table border="1"> <caption>CC1 Pool Attendances per 1,000 per populati</caption> <thead> <tr> <th>Year</th> <th>WDC</th> <th>Comp Group</th> </tr> </thead> <tbody> <tr> <td>03/04</td> <td>3995</td> <td>3497</td> </tr> <tr> <td>04/05</td> <td>4103</td> <td>3422</td> </tr> <tr> <td>05/06</td> <td>3875</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	Comp Group	03/04	3995	3497	04/05	4103	3422	05/06	3875		06/07			07/08			08/09			<p>Figures for the second quarter of 2006/2007 are lower than that of the previous year and below the target set for the period.</p> <p>New activities have been planned for juveniles which include monthly inflatable fun sessions and aqua discos. The pool programme has been reviewed that will increase public sessions and add extra swimming lessons sessions at off peak times</p>
Year	WDC	SCOTLAN																																										
03/04	3995	3588																																										
04/05	4103	3684																																										
05/06	3875																																											
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07/08																																												
08/09																																												
<p>Comments</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>Comparator Group Information</p> <p>Compared to Group comprising Glasgow, Falkirk, N Lanark, E Dunbarton, Renfrew, Edinburgh, Aberdeen, Dundee</p>	<p>Progress: 05/06 06/07</p> <table border="1"> <tbody> <tr> <td>Q1</td> <td>954</td> <td>987</td> </tr> <tr> <td>Q2</td> <td>1,120</td> <td>1057</td> </tr> <tr> <td>Q3</td> <td>791</td> <td></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>	Q1	954	987	Q2	1,120	1057	Q3	791		Q4	1,010		Total	3,875																												
Q1	954	987																																										
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Total	3,875																																											
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	05/06	06/07	07/08																																									
Q1	-	1029	1041																																									
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Q3	-	861	871																																									
Q4	-	1092	1105																																									
Total	4,150	4,200	4,250																																									



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

Department: Housing, Regeneration & Environmental Services
Date: July-Sept 2006
Section Head: Fiona McIntyre

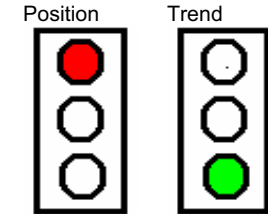
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<p>Dry activities at Vale Pool & Play Drome increased but Meadow Centre reduced.</p>	<p>Compared to Group comprising Glasgow, Falkirk, N Lanark, E Dunbarton, Renfrew, Edinburgh, Aberdeen, Dundee</p>	<table border="1"> <tbody> <tr><td>Q1</td><td>905</td><td>948</td></tr> <tr><td>Q2</td><td>866</td><td>782</td></tr> <tr><td>Q3</td><td>997</td><td></td></tr> <tr><td>Q4</td><td>1,156</td><td></td></tr> <tr><td>Total</td><td>3,924</td><td></td></tr> </tbody> </table> <p>Above figures are unaudited.</p>	Q1	905	948	Q2	866	782	Q3	997		Q4	1,156		Total	3,924																																								
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Indicator: RL2. Traffic Light Repairs % completed In 48 Hours

Department: Housing, Regeneration & Environmental Services
Date: July-Sept 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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	01/02	02/03	03/04	04/05	05/06	06/07	07/08	08/09																					
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Comments	Comparator Group Information	Progress: 04/05 05/06 06/07																											
<p>The drop in performance for Q3 & Q4 (05/06) related to weekends when a number of faults occurred which were not rectified until Monday. Correspondence with repairs contractor has highlighted issue of poor performance at weekends which will be rectified next year. Improvement action appears to be successful as 100% of repairs were completed within 48 hrs in the first quarter of 2006/07. This successful improvement continued into the 2nd quarter with a continued performance achievement of 100%</p>	<p>None</p>	<table border="1"> <tbody> <tr> <td>Q1</td> <td></td> <td>96.61%</td> <td>100%</td> </tr> <tr> <td>Q2</td> <td></td> <td>96.80%</td> <td>100%</td> </tr> <tr> <td>Q3</td> <td>100%</td> <td>75.50%</td> <td></td> </tr> <tr> <td>Q4</td> <td>100%</td> <td>82.9%</td> <td></td> </tr> <tr> <td>Final Figure</td> <td></td> <td>89.2%</td> <td></td> </tr> </tbody> </table>	Q1		96.61%	100%	Q2		96.80%	100%	Q3	100%	75.50%		Q4	100%	82.9%		Final Figure		89.2%								
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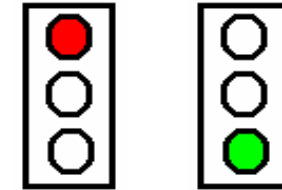


Indicator: RL3. Street Lights failure:
% complete in 7 days

Department: Housing, Regeneration & Environmental Services
Date: July-Sept 2006
Section Head: Jack McAulay

Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																													
<table border="1"> <caption>RL3 Street Light Repairs % in 7 Days</caption> <thead> <tr> <th>Year</th> <th>WDC</th> <th>Scotland</th> </tr> </thead> <tbody> <tr> <td>01/02</td> <td>94.2%</td> <td>90.6%</td> </tr> <tr> <td>02/03</td> <td>93.6%</td> <td>90.9%</td> </tr> <tr> <td>03/04</td> <td>98.2%</td> <td>93.9%</td> </tr> <tr> <td>04/05</td> <td>87.0%</td> <td>94.0%</td> </tr> <tr> <td>05/06</td> <td>97.7%</td> <td></td> </tr> <tr> <td>06/07</td> <td></td> <td></td> </tr> <tr> <td>07/08</td> <td></td> <td></td> </tr> <tr> <td>08/09</td> <td></td> <td></td> </tr> </tbody> </table>	Year	WDC	Scotland	01/02	94.2%	90.6%	02/03	93.6%	90.9%	03/04	98.2%	93.9%	04/05	87.0%	94.0%	05/06	97.7%		06/07			07/08			08/09			<p style="text-align: center;">N/A</p>	<p>Following the appointment of a new maintenance contractor and the introduction of new monitoring system software, overall performance improved considerably during 2005/6. It is expected that these actions will continue to provide improved performance in 2006/7 and beyond.</p>		
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Comments	Comparator Group Information	Progress: 04/05 05/06 06/07																													
<p>WDC Figure for 2004/2005 ranked 26th within 32 Scottish Annual performance report of 97.7% shows significant increase from previous years figure of 87% and is just 0.3% below our target. It is expected that this improvement will continue and 06/07 target of 98.2% will be achieved. The first quarter of 06/07 has achieved a 100% performance report. The second quarter has slipped to 96.%, however it is still anticipated that the annual target of 98.2% can be achieved.</p>	<p style="text-align: center;">None</p>	<p>Q1 Q2 Q3 Q4 Final Figure</p>	<p>100.00% 98.60% 97.60% 99.00% *97.70% (amended)</p>	<p>100.00% 96.00%</p>																											
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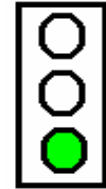
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Indicator: RL4 – Proportion of Street Lighting Columns over 30 years old.

Department: Housing, Regeneration & Environmental Services
Date: July-Sept 2006
Section Head: Jack McAulay

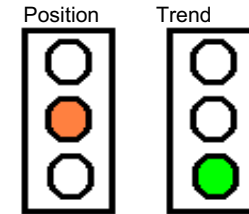
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Year	W Dun	Scotland																		
2004/05	58.3%	37.0%																		
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Comments	Comparator Group Information	Progress: 05/06 06/07																		
<p>The performance indicator for the year end is 56.3%. This is 0.5% less than target and this can be accounted for due to the unforeseen price increase in steel columns and cabling. The ongoing increased investment of £500,000 per annum in street lighting will continue to assist in reducing the age profile but the projected targets should be re-examined to take account of the unforeseen price increases in steel and copper. It should also be noted that the current substantial increases in electricity costs will affect our target for 2007/08. It is anticipated that the current annual electricity costs of £240,000 will increase to £400,000. The impact of the increased costs continues to show a reduction in the overall target during the first and second quarters. The annual target for 06/07 should be reviewed to take account of this. The annual reduction should be reviewed to 2% per annum as opposed to the original target of 2.4%. This would alter the 06/07 target to 53.8% and the 07/08 target to 51.8%.</p>		<table border="1"> <tr> <td>Q1</td> <td>58.1%</td> <td>56.1%</td> </tr> <tr> <td>Q2</td> <td>57.7%</td> <td>56.0%</td> </tr> <tr> <td>Q3</td> <td>57.4%</td> <td></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> </table>	Q1	58.1%	56.1%	Q2	57.7%	56.0%	Q3	57.4%		Q4	56.3%		Final Figure	56.3%				
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Indicator: RL5a (i): Percentage of Council assessed bridges that fail to meet the European standard of 40 tonnes

Department: Housing, Regeneration & Environmental Services
Date: July-Sept 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, Gartocharn. Work is currently ongoing on Ladyton South and this will be infilled this year. Currently no funding is available to repair the remaining structures. Following completion of Ladyton South underpass the target for 06/07 should be achieved.</p>		<table border="1"> <thead> <tr> <th></th> <th colspan="3">05/06</th> </tr> <tr> <th></th> <th>Council</th> <th>Private</th> <th>All</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></th> <th colspan="3">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>10.8%</td> <td>55.5%</td> <td>23.4%</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	Q1				Q2				Q3	10.8%	30.40%	21.40%	Q4	10.8%	55.5%	23.4%	Final Fig	10.8%	55.5%	23.4%		06/07			Q1	10.8%	55.5%	23.4%	Q2	10.8%	55.5%	23.4%	Q3				Q4				Final Fig			
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Indicator: WM4: The cleanliness index achieved following inspection of a sample of streets and other relevant land

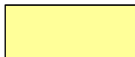
Department: Housing, Regeneration & Environmental Services
Date: July-Sept 2006
Section Head: David McLeish

Annual Performance Data compared to Scottish Average	Annual Performance Data compared to Comparative Group Average	Summary of Improvement Action Plan																																																								
<p>WM 4 Cleanliness Index achieved following Inspection</p> <table border="1"> <tr> <td></td> <td>2004/05</td> <td>2005/06</td> <td>2006/07</td> <td>2007/08</td> <td>2008/09</td> </tr> <tr> <td>WDC</td> <td>69</td> <td>72</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Scotland</td> <td>69</td> <td></td> <td></td> <td></td> <td></td> </tr> </table>		2004/05	2005/06	2006/07	2007/08	2008/09	WDC	69	72				Scotland	69						<p>The target Cleanliness Index of 70 for 05/06 has been exceeded as the final Index Figure was 72. The score of 72 meets the target set for 07/08 and thereby the challenge to the service is to maintain and improve further upon this standard.</p> <p>The quarterly figures are not indicative of the likely final score due to the formulae used to factor in KSB scores. Keep Scotland Beautiful (KSB) scores are made available in June each year.</p>																																						
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Appendix 2

Database of Best Value Reviews

		Start Date	BV1 Review Planning	BV2 Current Service	BV3 Consultation	BV4 Bench marking	BV5 Option Appraisal	BV6 Final Report & Action Plan	Comments
HR&ES	Events & Halls	Feb-03	Planned Date - Aug 2006 Draft completed - Aug 2006	Planned Date - Sept 2006	Planned Date - Nov 2006	Planned Date Jan 2007	Planned Date March 2007	Planned Date March 2007	Re-commenced in 06/07
HR&ES	Roads, Traffic & Transportation	Apr-06	Planned Date - April 2006 Draft completed - April 2006	To be included in BV5	To be included in BV5	To be included in BV5	Planned Date Jan 2007	Planned Date March 2007	Update of 2002 Review
HR&ES	Economic Development	Apr-06	Planned Date Oct 2006 Actual Date-draft completed	Planned Date - Nov 2006	Planned Date - Dec 2006	Planned Date Feb 2006	Planned Date 02 Mar 2007	Planned Date - 30 Mar 2007	Kick-start meeting held on 21/08/2006.

 In Progress

Appendix 3

Key Performance Indicators

LAND SERVICES KEY PERFORMANCE INDICATORS

April-September 2006

Housing, Regeneration and Environmental Services

KPI	Key Performance Indicator	Target	Comments
1	Number of Primary schools participating in the Traveling Green Initiative	16	On track
2	Percentage increase in the of number of people cycling on NCR7	0.4%	On track
3	Percentage of Precautionary grits carried out on primary routes	100%	On track
4	Percentage of Road Network to be considered for maintenance treatment	46.3%	On track
5	Increase number of play areas that meet the DDA standards for all users per annum	7 sites	On track
6	Cleanliness index achieved following inspection of a sample of streets and other relevant land	73	On track
7	20% of citizens will be Passport to Leisure holders by 2009	14,500	On track
8	Number of free fitness assessments conducted each year	1,875	On track
9	The number of attendances per 1000 population for all pools	4,200	On track
10	The number of attendances per 1000 population for indoor sports and leisure	3,997	On track
11	Number of Secondary Schools whose menus meet nutritional Standards for Hungry for Success	7	Achieved

April-September 2006

Housing, Regeneration and Environmental Services

KPI	Key Performance Indicator	Target	Comments
1	Percentage of all planning applications determined within 2 months	80%	On track
2	Percentage of building warrant applications responded to within 15 day	80%	On track
3	Area of land removed from the vacant and derelict land register per annum	1 hectare	Achieved
4	Number of training opportunities provided	225	On track
5	Number of businesses assisted	110	On track
6	Trading standards inspections – 12 months (High risk)	100%	On track
7	Percentage of municipal solid waste collected by the Council that was disposed of by composting, recycling or other recovery methods	25%	On track
8	Percentage of out-of-hours noise complaints resolved on the same day	75%	On track
9	Response rate for all high priority complaints and service requests (within two working days)	95%	On track

Appendix 4

Service Plan Report- Corporate Objectives

Achieved- Corporate Objectives

Corp Priority	Objectives	Action	Start Date	Target Date	Output	Date	Category	Comments
Promote health and well-being	Improve the health of Council staff	Survey all secondary school meals provision	01-Apr-05	31-Mar-06	Hungry for Success - Information on current catering services provided by individual schools	02-Oct-06	Achieved	September 2006 - School surveys completed
Promote health and well-being	Improve the health of Council staff	FM1) Develop recipies and menus that meet new nutritional standards	01-Apr-06	31-Mar-07	Hungry for Success -Provide a new five week menu cycle to meet nutritional standards	02-Oct-06	Achieved	September 2006 - New five-week menu cycle introduced in all secondary schools
Promote health and well-being	Improve the health of Council staff	FM2) Introduce new nutritional standards in all secondary schools as per Hungry for Success	01-Dec-06	31-Mar-07	Hungry for Success - Implement Hungry for Success recommendations	02-Oct-06	Achieved	September 2006 - New 5-week menus implemented in all secondary schools.
Promote health and well-being	Improve the health of Council staff	Review healthy eating options in staff canteen	01-Apr-05	31-Mar-06	Adopted healthy eating options	02-Oct-06	Achieved	September 206 - Salad bar and Healthy Eating Vending introduced
Create a better environment	Prevent or mitigate flooding on non -agricultural land	TT1) Inspection of condition of watercourses on a monthly basis.	01-Apr-06	31-Mar-07	100% of the number screens, grids and watercourses that have been inspected on a monthly basis	05-Oct-06	Achieved	September 2006 - All screens and grids within watercourses are inspected on a monthly basis. Action rolled forward.
Create a better environment	Prevent or mitigate flooding on non -agricultural land	TT2) Determine the effects and mitigating actions required for developments effecting watercourses	01-Apr-06	31-Mar-07	100% of affected planning applications considered	05-Oct-06	Achieved	September 2006 - All affected planning applications have been considered

Achieved- Corporate Objectives

Corp Priority	Objectives	Action	Start Date	Target Date	Output	Date	Category	Comments
Create a better environment	Reduce dependency on the motor car as a means of travel	TT3) Introduce travelling green initiative to primary schools	01-Apr-06	31-Mar-07	Annual increase to the number of schools adopting the initiative	05-Oct-06	Achieved	September 2006 - 14 schools currently participating in 2005/6 school session. Further schools to be encouraged to participate in new school term commencing August 2006
Create a better environment	Reduce dependency on the motor car as a means of travel	TT4) Promote walk to school week within primary schools	01-Apr-06	31-Mar-07	100% of primary schools participating	05-Oct-06	Achieved	September 2006 - 32 of the 35 Primary and Special Needs schools participated in the October 2005 walk to school week. Service has been offered to all schools from the start of the new school term in August 2006
Create a better environment	Reduce dependency on the motor car as a means of travel	Introduce school travel plans	01-Apr-05	31-Mar-06	Annual increase to the number of schools introducing travel plans	05-Oct-06	Achieved	Oct 2006 - Background information on travel trends for all schools within Clydebank was established through the Clydebank transport Study. A further study has just been completed for the Dumbarton and Vale of Leven Schools. This data will be used in conj
Create a better environment	Improve the environment and safety for pedestrians	TT6) Monitor and review the provision of school crossing patrollers	01-Apr-06	31-Mar-07	100 per cent of school crossing patrollers provided at school crossing patrol sites are trained.	28-Sep-06	Achieved	September 2006 - Training undertaken for new recruits as required. Existing patrollers continue to be retrained on a 2 year cycle. Currently maintaining 100% retraining schedule. Recruitment campaign continues.
Create a better environment	Improve the environment and safety for pedestrians	TT8) Improve facilities for disabled at existing traffic signal installations	01-Apr-06	31-Mar-07	Percentage increase annually of traffic signal installations improved	28-Sep-06	Achieved	September 2006- Following review of traffic signals additional improvement schemes have been identified for future years. Major refurbishment of Kilbowie Road/Second Avenue signal now ongoing. Funded through CWSS programme of works. Pelican Crossing on M
Create a better environment	Enhance the effectiveness of the West Dunbartonshire Strategic Community Safety Partnership	LS2) To develop and deliver initiatives which play a part in reducing crime and vandalism in partnership with WD Strategic Community Safety Partnership	01-Apr-06	31-Mar-07	To develop at least 2 youth initiatives per annum to assist in reducing crime and vandalism	02-Oct-06	Achieved	September 2006 - Uptake of vouchers for the two pulse youth initiatives in Leisure Services continues to be good. Aqua discos at the Meadow Centre are particularly well attended.

Achieved- Corporate Objectives

Corp Priority	Objectives	Action	Start Date	Target Date	Output	Date	Category	Comments
Provide high quality, best value services	Improve service performance and standards	Achieve Charter Mark accreditation for Internal Transport	01-Apr-06	31-Mar-07	Charter Mark accreditation which demonstrates high standards of customer care	10-Oct-06	Achieved	September 2006
Regenerate and develop the local economy	Provide training opportunities for young people aged 16 to 24 years	SK1) We will recruit a further 10 young people to join our Administration Modern Apprentice Programme. In partnership with the Careers Service and local organisations, we will continue to provide training and employment opportunities for young people wit	01-Apr-06	31-Mar-07	a) Recruitment, assessment and registration with Skills Sector Councils and National Awarding Bodies: 10 – Administration Modern Apprentices 12 – Construction Modern Apprentices All by 31/10/2006.	30-Sep-06	Achieved	September 2006 update: 13 Administration and 12 Construction Apprentices recruited and registered with appropriate bodies. In addition 4 young people commenced an Apprenticeship in Horticulture.
Regenerate and develop the local economy	Ensure regeneration takes place in a planned and co-ordinated manner	FP3) Prepare appropriate planning/ development briefs within 4 months of request for land declared surplus and promoted for sale through the Land Disposal Group.	01-Apr-06	31-Mar-07	Prepare planning and/or development briefs within the 4 month target.	28-Sep-06	Achieved	September 2006 update: 3 draft planning briefs have been prepared within the target period.
Regenerate and develop the local economy	Ensure regeneration takes place in a planned and coordinated manner	FP15) Take all necessary actions to ensure that the target values for area of land removed from the vacant and derelict land register are achieved.	01-Apr-06	31-Mar-07	1 hectare of land removed from register.	28-Sep-06	Achieved	September 2006 update: The Vacant & Derelict Land survey has been completed. 11 sites extending to 9.2 Hectares were removed from the Vacant & Derelict Land Register as a result of redevelopment

Achieved – Corporate Objectives

Corp Priority	Objectives	Action	Start Date	Target Date	Output	Date	Category	Comments
Develop our children and young people	Raise standards of achievement and attainment for children and young people	TS4) We will teach young people about the dangers of fireworks.	01-Apr-06	30-Sep-06	Participation in experiential learning event for all P6/7 schoolchildren.	30-Sep-06	Achieved	Sept 2006 update: The event took place from 4-20 September.
Create a better environment	Reduce the quantity of biodegradable waste disposed of via landfill	WS1) Subject to successful pilot scheme outcome, secure funding to extend doorstep recycling service to all tenemental/high rise housing.	01-Apr-06	30-Sep-06	Securing adequate funding to extend this service to all tenemental/high rise housing.	30-Sep-06	Achieved	September 2006 update: Funding awarded September 2006. Report submitted to CS&ES 4 October 2006

Appendix 5

Service Plan Report- Departmental Objectives

Achieved – Departmental Objectives

Corp Priority	Objectives	Action	Start Date	Target Date	Output	Date	Category	Comments
Provide high quality, best value services	Improve Service and Standards - Facilities Management - Catering	Apply for funding through Capital Projects for BV outstanding actions	01-Apr-05	31-Mar-06	Capital funding approved for BV Projects	29-Sep-06	Achieved	September 2006 - Capital Funding Bids submitted but not approved
Provide high quality, best value services	Improve Service and Standards - Facilities Management - Catering	FM9) Monitor the cost of a primary school meal to determine free meal uptake	01-Apr-06	31-Mar-07	Cost effective primary school meals	29-Sep-06	Achieved	September 2006 - Cost for a two-course school meal set at £1.40p for financial year 2006/ 2007. Joint 6th lowest in the Primary School sector out of 32 Council areas.
Promote health and well-being	Continue to promote Hungry for Success/ Healthy Choices	FM1) Develop recipes and menus that meet new nutritional standards	01-Apr-06	31-Mar-07	Hungry for Success -Provide a new five week menu cycle to meet nutritional standards	02-Oct-06	Achieved	September 2006 - New five-week menu cycle introduced in all secondary schools
Promote health and well-being	Continue to promote Hungry for Success/ Healthy Choices	Train catering staff on new nutritional standards	01-Jun-05	31-Mar-06	Hungry for Success - All catering staff trained to appropriate level	02-Oct-06	Achieved	September 2006 - Catering staff trained in revised school meals service
Promote health and well-being	Continue to promote Hungry for Success/ Healthy Choices	Survey all secondary school meals provision	01-Apr-05	31-Mar-06	Hungry for Success - Information on current catering services provided by individual schools	02-Oct-06	Achieved	September 2006 - School surveys completed
Promote health and well-being	Continue to promote Hungry for Success/ Healthy Choices	FM2) Introduce new nutritional standards in all secondary schools as per Hungry for Success	01-Dec-06	31-Mar-07	Hungry for Success - Implement Hungry for Success recommendations	02-Oct-06	Achieved	September 2006 - New 5-week menus implemented in all secondary schools.
Promote health and well-being	Implement a cashless catering system	Survey schools to establish system requirements	01-Sep-05	31-Mar-06	established cashless system for individual premises	02-Oct-06	Achieved	September 2006 - Action completed
Promote health and well-being	Implement a cashless catering system	Select a supplier for the system through tender exercise or other appropriate means	01-Apr-05	31-Mar-06	Approved supplier awarded contract	02-Oct-06	Achieved	September 2006 - Action completed
Promote health and well-being	Implement a cashless catering system	Purchase and install cashless system for all secondary schools.	31-Mar-05	31-Mar-06	All secondary schools utilising cashless catering system	02-Oct-06	Achieved	September 2006 - Action completed

Achieved – Departmental Objectives

Corp Priority	Objectives	Action	Start Date	Target Date	Output	Date	Category	Comments
Provide high quality, best value services	Review and maintain risk register- Facilities Management - Catering	Revise the Food Safety System for catering	01-Apr-05	31-Mar-06	Food Safety system updated	02-Oct-06	Achieved	September 2006- Food Safety System review completed for year 2006 / 2007
Provide high quality, best value services	Review and maintain risk register- Facilities Management - Catering	Copy revised Food Safety System to appropriate persons for approval	01-Apr-05	31-Mar-06	Food Safety System approved	02-Oct-06	Achieved	September 2006 - Action completed
Provide high quality, best value services	Review and maintain risk register- Facilities Management - Catering	Train catering staff on revised Food Safety System	01-May-05	31-Mar-06	Fully trained staff	02-Oct-06	Achieved	September 2006 -Action completed
Provide high quality, best value services	Support and value our employees- Facilities Management - Cleaning	FM21) Review training of cleaning services and implement revised training plan	01-Apr-06	31-Mar-07	All cleaning staff trained in work related activities	02-Oct-06	Achieved	September 2006 - Training database developed to identify training requirements of new cleaning staff. All existing staff trained.
Provide high quality, best value services	Support and value our employees- Facilities Management - Janitorial	Identify areas of improvement for the training of Janitorial staff by reviewing current practices	01-Apr-05	31-Mar-06	Revised training plan	02-Oct-06	Achieved	September 2006 - Training database developed for janitorial staff to identify training requirements
Provide high quality, best value services	Maintain Food Safety System for Catering Services	FM24) Annual review of Food Safety System for Catering Services	01-Apr-06	31-Mar-07	Food Safety System revised and maintained on annual basis	02-Oct-06	Achieved	September 2006 - Revised Food Safety System approved by Director and implemented in all kitchens.
Provide high quality, best value services	Improve Service Performance and Standards - Roads	TT24) Continued compliance and retention of Chartermark standard.	01-Apr-06	31-Mar-07	Chartermark Status maintained at next assessment visit	05-Oct-06	Achieved	September 2006- review of previous submission to be undertaken next quarter to determine action plan for future resubmission in April 2007
Provide high quality, best value services	Improve Service Performance and Standards - Roads	Create local performance indicators	01-Apr-05	31-Mar-06	Join APSE benchmarking group and establish local performance indicators	05-Oct-06	Achieved	Oct 2006 update - Benchmarking information for both Roads maintenance and street lighting passed to APSE. awaiting APSE report to analyse data.
Create a better environment	Implement Reservoirs Act 1975 on an annual basis	TT20) Ensure all inspections specified in the Reservoirs Act are carried out by outside agencies are undertaken on an annual basis	01-Apr-06	31-Mar-07	Monitoring of the Reservoirs Act	09-Oct-06	Achieved	September 2006 - Currently all reservoirs requiring monitoring are inspected as required by outside agencies.

Achieved – Departmental Objectives								
Corp Priority	Objectives	Action	Start Date	Target Date	Output	Date	Category	Comments
Promote health and well-being	Develop, increase and promote our leisure facilities	LS12) To promote community involvement and raise community awareness of services	01-Apr-06	31-Mar-07	To participate in WDC Community Week each year for information and opportunities for networking and consultation	02-Oct-06	Achieved	September 2006 - The venue for 2007 Community week open day has been confirmed as the Meadow Centre. Leisure Services will also support the week by offering a range of free activities.
Promote health and well-being	Develop, increase and promote our leisure facilities	To provide exercise referral opportunities to all citizens within West Dunbartonshire	01-Apr-05	31-Mar-06	Full time exercise referral programme in place across West Dunbartonshire	02-Oct-06	Achieved	Clydebank scheme and Alexandria/Dumbarton scheme both continue to run successfully
Provide high quality, best value services	Continue to develop Partnerships with key agencies Leisure	To ensure the development and delivery of co-ordinated services and the most efficient use of resources	01-Apr-05	31-Mar-06	To continue to develop partnerships with key agencies.	02-Oct-06	Achieved	Leisure Services has expanded the successful Skills for Work programme that it runs in partnership with Education and Cultural Services and is now running two classes.
Create a better environment	Ensure grass cutting is to an acceptable standard	GM7) Increase per annum the area of grass cut to a high amenity standard	01-Apr-06	31-Mar-07	Increase grass cut to high amenity standard by 3 Hectares per year	29-Sep-06	Achieved	
Provide high quality, best value services	Improve service performance and standards - Internal Transport	IT2) Ensure quality of vehicle inspection and defect reporting is to the required standard	01-Apr-06	31-Mar-07	Efficient programme of inspection and defect reporting	10-Oct-06	Achieved	September 2006 - Monitoring now in place.
Provide high quality, best value services	Engage customers in reviewing our services - Internal Transport	IT3) Maintain Well-Driven Scheme of reporting unsatisfactory driving	01-Apr-06	31-Mar-07	Efficient method of reporting unsatisfactory driving for members of the public.	10-Oct-06	Achieved	September 2006 - Implementation achieved

Achieved – Departmental Objectives								
Corp Priority	Objectives	Action	Start Date	Target Date	Output	Date	Category	Comments
Regenerate and develop the local economy	Additional HR&ES contributions to providing training opportunities for young people aged 16 to 24 years.	SK4) New Employment Apprenticeship Training: Construction. This pilot programme aims to further develop links with local employers through the Construction Alliance, CITB and SNIPEFF that will provide assistance and support to small construction sector c	01-Apr-06	31-Oct-06	Recruit, employ and register 20 additional apprentices.	21-Sep-06	Achieved	September 2006 update: 20 young people have been matched with small local construction companies, all have been employed and registered with appropriate industry bodies.
Regenerate and develop the local economy	Additional HR and ES contributions to ensure regeneration takes place in a planned and co-ordinated manner.	FP14) The Local Plan will also go through a public consultation process in Spring 2006.	01-Apr-06	31-Mar-07	Publish the West Dunbartonshire Local Plan (Consultative Draft) and undertake consultation with relevant stakeholders in Spring 2006, thereby meeting the agreed timetable for preparation of the plan.	28-Sep-06	Achieved	September 2006 update: The West Dunbartonshire Local Plan was placed on deposit for public consultation in Spring 2006 and over 600 responses were received. The responses to the West Dunbartonshire Local Plan (Consultative Draft) are currently being reviewed
Promote lifelong learning	HR and ES contributions to increasing cultural activity in West Dunbartonshire.	HE3) Assist local organisations to stage major outdoor events.	01-Apr-06	31-Dec-06	Success of local organisations in staging events.	30-Sep-06	Achieved	September 2006 update: Each of the above events successfully staged, as well as assistance being given to Lomond Folk Festival . Assistance also being rendered to Princes Trust for the Giant Stride event at Lomond Shores on 1st October.
Promote health and well-being	HR&ES improved contribution to West Dunbartonshire Joint Health Improvement Plan targets.	EH4) Review, update and publish the Health & Safety Enforcement Service Plan.	01-Apr-06	31-Aug-06	Publication of Service Plan by target date.	30-Sep-06	Achieved	September 2006 Update: Service Plan approved at 2 August 2006 CSES Committee.

Achieved – Departmental Objectives

Corp Priority	Objectives	Action	Start Date	Target Date	Output	Date	Category	Comments
Promote health and well-being	Protect health and consumer interests in relation to food by working with the Food Standards Agency, local businesses and other partners to achieve nationally set targets.	EH7) Review and update the Food Enforcement Service Plan.	01-Apr-06	31-Aug-06	Plan reviewed and finalised by target date.	30-Sep-06	Achieved	September 2006 Update: Service Plan approved at 2 August at CSES Committee.
Promote health and well-being	Protect health and consumer interests in relation to food by working with the Food Standards Agency, local businesses and other partners to achieve nationally set targets.	EH8) Assist local food businesses to achieve compliance with Article 5 of EEC Regulation 852/2004 in relation to documented food safety management systems.	01-Apr-06	30-Sep-06	Produce a business pack for local food businesses to achieve compliance with Article 5 of EEC Regulation 852/2004.	30-Sep-06	Achieved	September 2006 Update: Business Pack has now been produced and is being issued to relevant businesses on request or during inspection.
Promote health and well-being	Protect human health and the environment from harm from pollution and nuisances.	EH15) Produce a Public Health and Pollution Service Plan and Service Manuals containing all procedural and operational documents.	01-Apr-06	31-Aug-06	Public Health Service Plan and Manuals developed/published by the target date.	30-Sep-06	Achieved	September 2006 update: Passed for publication on website.
Promote health and well-being	Protect human health and the environment from harm from pollution and nuisances.	EH17) Install real time noise monitoring equipment to measure the impact of aircraft noise on the Whitecrook/Linn vale areas.	01-Apr-06	30-Nov-06	Purchase and installation of suitable sound monitoring equipment by target date.	30-Sep-06	Achieved	September 2006 update : Equipment installed and monitoring progressing.
Promote health and well-being	Protect human health from harm from the effects of environmental tobacco smoke.	EH24) Produce a Smoking Enforcement Service Plan and Operational Procedures.	01-Apr-06	31-Aug-06	Production of Service Plan and Operational Procedures by target date.	30-Sep-06	Achieved	September 2006 update: Service Plan and operational procedures produced and being implemented.

Delayed – Departmental Objectives

Corp Priority	Objectives	Action	Start Date	Target Date	Output	Date	Category	Comments
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Achieved – Departmental Objectives

Corp Priority	Objectives	Action	Start Date	Target Date	Output	Date	Category	Comments
Promote health and well-being	Protect the health, welfare and safety of animals and the public through raising the standards of premises licensed for these purposes.	EH26) Review and update the Licensing Service Plan and Operational Manual.	01-Apr-06	31-Aug-06	Licensing Service Plan and Operational Manual reviewed and updated by the target date.	30-Sep-06	Achieved	September 2006 update: Service plan and operational procedures reviewed and updated and being implemented.
Promote health and well-being	Promote community well-being by protecting public health through educational and advisory services.	EH28) Develop a food safety education programme for primary schools.	01-Apr-06	30-Sep-06	Programme developed by due date.	30-Sep-06	Achieved	September 2006 update: Conclusion of Hygiene Scene at Hungry For Success awards dinner in June. Over 4000 pupils participated in the campaign. Activities ongoing due to success of scheme.

Provide high quality, best value services	Action Service Improvement Plan from Leisure Services Best Value Review	LS18) Carry out 16 actions from the Service Improvement Plan by 2007	01-Apr-06	31-Mar-07	Completion of the Best Value process	02-Oct-06	Delayed	September 2006 - 5 actions completed and 9 actions in progress
Regenerate and develop the local economy	Contribute to area regeneration of West Dunbartonshire - Grounds Maintenance	GM2) To provide ongoing service related training and development of workforce	01-Apr-06	31-Mar-07	Tree Survey Training - 4 staff to achieve relevant qualifications by May 2006	29-Sep-06	Delayed	September 2006 - Revised training to be identified/developed.
Provide high quality, best value services	Additional HR&ES contributions to improving service performance and standards.	EH46) Take all necessary steps to ensure that a rigorous baseline for the new Scottish Executive contaminated land performance measures is achieved.	01-Apr-06	30-May-06	Report rigorously and timeously to the Scottish Executive on these new contaminated land performance measures.	30-Sep-06	Delayed	September 2006 update: Scottish Executive reviewing format of information required from LAs. Delay outwith our control.
Create a better environment	Reduce the volume of waste to landfill by increasing recycling and other waste diversion measures.	WS7) Develop and distribute an A-Z Waste Minimisation and Recycling Guide to all households in West Dunbartonshire.	01-Apr-06	30-Sep-06	Distribution of these guides to all households in West Dunbartonshire by due date.	30-Sep-06	Delayed	September 2006 update: Distribution commenced on 27 September 2006. (Estimated that distribution will be completed within 6 weeks of commencement date)
Create a better environment	Reduce the volume of waste to landfill by increasing recycling and other waste diversion measures.	WS8) Standardise operating systems at the Council's Household Waste Recycling Centres at Dalmoak, Ferry Road and Stanford Street.	01-Apr-06	31-Dec-06	Comprehensive standardisation of operating systems across the three centres.	30-Sep-06	Delayed	September 2006 update: Funding application failed on 14 September. Consideration is now being given to a competitive tendering exercise for the provision of staffing/ operational management at the HWRC's . Committee report will be required. Stanford Street

May Not be Achieved – Departmental Objectives

Corp Priority	Objectives	Action	Start Date	Target Date	Output	Date	Category	Comments
Create a better environment	Maximise Environmental Funding Grounds Maintenance	GM4) Prepare a bid to Heritage Lottery Fund for the restoration of Dalmuir Park	01-Apr-06	31-Mar-07	Progress bid	29-Sep-06	May not be Achieved	September 2006- Conservation management plan submitted March 2006. Stage one application developed for September 2006 submission. Unable to secure match funding.
Promote health and well-being	Protect human health and the environment from harm from pollution and nuisances.	EH19) Commission four intrusive investigations on potentially contaminated land sites.	01-Apr-06	28-Feb-07	Investigations commissioned on four sites.	30-Sep-06	May not be Achieved	September 2006 update: New officer now in post. Four investigations unlikely to be achieved due to allocation of resources to alternative projects (i.e. Cordale Point and Milton Coup).

Appendix 6

Quality Initiatives

Housing, Housing, Regeneration and Environmental Services

Charter Mark Programme

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