



















## Appendix 1

### SPI 1 & 2 – Full list of measures for 2009/10















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SP1-Corporate Management  
1-Responsiveness to Communities

Name	2007/08	2008/09	2009/10		Status	Long Trend	Short Trend	Note
	Value	Value	Value	Target				
Percentage of Citizens Panel respondents who think the Council is good at listening to the needs of its residents *	N/A	11%	14%	17%				The 2009/10 target was missed and while performance has improved slightly over the short term, performance has declined since 2006/7. Consequently, the original targets have been revised downwards. The very broad and general nature of this PI means that it is difficult to have a direct influence on improvement. We are working on developing more specific PIs relating to our Citizens' Panel and Budget Consultation processes. At June 2010 we have introduced another PI based on evidence provided in the Feedback Annual Newsletter to Citizens' Panel members'. It asks if panel members agree that the newsletter provides evidence that community planning partners listen to what they tell us in surveys on developing and changing the way we provide services - this has provided a much more positive response with 74% of panel members agreeing.
Percentage of Citizens Panel respondents satisfied or very satisfied with Council Services *	74%	N/A	66%	70%				The 2009/10 target was missed and improvement has declined over the short term. The general nature of this PI means that it is difficult to identify what has influenced this.

Percentage of Citizens Panel respondents who think the Council communicates well with its residents *	N/A	24%	16%	20%				The 2009/10 target was missed and year on year performance has not improved over the short term. Consequently, the original targets have been revised downwards. However, as this PI is very broad and general, it is difficult to have a direct influence on improvement. We are working on developing PIs relating to our Citizens' Panel and Budget Consultation processes which are more specific, and therefore more measurable.
Percentage of Type 3 (2-way interaction between citizen and Council) interactions identified as appropriate for electronic delivery that are delivered electronically *	N/A	67%	70%	70%				Year End 2009/10: New electronic forms and services have been made available via Council's web site during 2009/10 and include licensing, repairs, waste and pest control services.
Percentage of Type 4 (full transaction e.g. book and pay for service online) interactions identified as appropriate for electronic service delivery that are delivered electronically *	N/A	31%	31%	35%				Year End 2009/10: Extending and improving payment facilities on Council's web site during 2009/10 have contributed to improvement against national statistics for this performance indicator. Providing facility to request and pay for a service electronically meets 'fully transactional' criteria for this performance indicator.
Percentage of users of the Council's contact centre who are satisfied or very satisfied with the services delivered by the contact centre *	N/A	N/A	86.36%	75%				Information taken from Customer Satisfaction Survey in Contact Centre. Satisfaction scoring for the Contact Centre Service continues to be around 80%. Voice Recording technology is now installed and quality measurement will hopefully raise to 90% satisfaction.










SP1-Corporate Management  
2-Revenues and Service Costs

Name	2007/08	2008/09	2009/10		Status	Long Trend	Short Trend	Note
	Value	Value	Value	Target				
CM5a: Cost of collecting Council Tax per dwelling # +	£16.59	£17.71	£16.82	£15.00				Although we have not reached our target for 2009/10 we have improved our performance in this area. We will continue to monitor our performance in this area.
CM6bi: Percentage of income due from Council Tax for the year, net of reliefs and rebates that was received during the year. The basis of the calculation for this PI was revised in 2009/10 #	92.81%	93%	94.1%	93%				The basis of calculating this indicator changed during 2009/10 and as such the 2009/10 value is not directly comparable with prior years.
CM7c: Number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid #	82.6%	83.12%	84.6%	85%				While the 2009/10 target was just missed, performance continues to improve year on year - in spite of the number of invoices also increasing year on year by approx 8,000 . Further action, such as increased use of electronic invoices, identifying high volume, low value suppliers and agreeing a way forward with them to minimise the input, centralisation of the finance administration function, developing the creditors computerised system and processes all should have a further positive impact on the annual performance rate.
The proportion of outstanding sundry debt that is more than 90 days old from date of invoice. * +	43.5%	51.6%	50%	50%				This is a new indicator for 2009/10. Although the performance was measured in previous years there were no targets set. The targets identified for previous years are as per the actual outturn for the year.
The amount of free reserves - HRA. * +	N/A	1.459	2.592	1.459				Draft accounts subject to audit.
The amount of free reserves - General Services. * +	N/A	0.258	3.375	2.68				Draft accounts subject to audit.

Revenue budget net of contingency fund compared to actual outturn at year end for General Services. * +	N/A	N/A	99.43%	100%				Draft accounts subject to audit.
Revenue budget net of contingency fund compared to actual outturn at year end for HRA. * +	N/A	N/A	96.3%	100%				Draft accounts subject to audit

**SP1-Corporate Management  
3-Employees**

Name	2007/08	2008/09	2009/10		Status	Long Trend	Short Trend	Note
	Value	Value	Value	Target				
CM1aiii: Average number of working days lost per employee through sickness absence for teachers #	8.5	7.05	7.41	6.5				The target was missed; the reported figure of 7.41 FTE Days lost per FTE employee is higher than the set target of 6.55 and the previous year's reported figure of 7.05, though improved reporting may have increased this figure; Actions planned for 2010-11: Rollout of HR Connect Pilot; Development of Absence Module (WMS); Improved access to Management Information; Continued promotion of Occupational Health and Employee Counselling Service (Local Access); Policy Review – Maximising Attendance, Stress Management, Special Leave, Exit Interview; Continued Health Promotion Activity (HWL); Training for managers; Employment Advisor's Pilot – Early Access to Primary Mental Health Interventions; Absence Management Group.
CM1biii: Average number of working days lost per employee through sickness absence for all other local government employees #	14.08	13.61	13.26	13				Year End Note; The reported figure of 13.26 FTE days lost per FTE employee is a reduction on the reported figure for 2008/2009 which was 13.61, the target of 13 days was not achieved.
Percentage of staff who have an annual PDP in place. *	N/A	N/A	48%	N/A				This is a new PI and data will only be collated from 2009/10 onwards. The introduction of a revised PDP scheme during 2010 and the integration of this

								within departments will facilitate an increase in the number of staff who operate within a regular framework.
Number of days lost by Council employees through work related injury *	1589	1274	797	1017				The target was achieved with the 2009/10 outturn showing a significant reduction in days lost compared to 2008/9. This is may be due to a number of factors e.g. health and safety training, accident investigation, review of working methods/safe systems of work and our inspection audit programme. However, whilst the trend shows a decrease from 2006/7, the average (1,361 days lost) over the six year period still indicates an increase from the base year of 2004/5.
Percentage of Council employees who agree or strongly agree that the Council recognises and values the work that they do *	34%	N/A	43%	39%				Clear recommendations have been put forward to build further improvement within this aspect; the strategic programme of culture change aims to develop areas such as leadership, management behaviour and practice, and learning & development, and it's likely this will positively impact on staff morale.
Percentage of Council employees who agree or strongly agree that morale is good *	19%	N/A	25%	24%				Clear recommendations have been put forward to build further improvement within this aspect; the development plan to address the survey recommendations will be integrated within the strategic programme of organisational culture change.










SP1-Corporate Management  
4-Assets

Name	2007/08	2008/09	2009/10	Target	Status	Long Trend	Short Trend	Note
	Value	Value	Value					
CM8aiii: Proportion of operational accommodation that is in a satisfactory condition # +	92%	91%	91%	83%				Liaison meeting between depts. to discuss future measurement methodology to be convened August 2010
CM8bii: Proportion of operational accommodation that is suitable for its current use # +	80.11%	47.48%	46.78%	70%				Current update data excludes education properties which are currently being assessed under new government guidelines. These new guidelines relate specifically to schools and we are currently considering the merge of data along with the development of new methodology for future reporting













SP1-Corporate Management  
5-Procurement

Name	2007/08	2008/09	2009/10	Target	Status	Long Trend	Short Trend	Note
	Value	Value	Value					
Total cost of the procurement function as a percentage of total organisational expenditure * +	0.27	0.25	0.37	0.35				2009/10 value is estimated as final processing of data through Scottish Procurement Information Hub is not yet complete.
Annual spend with collaborative contracted suppliers as a percentage of core spend. * +	9.4	12.27	12.78	12.5				2009/10 value is estimated as final processing of data through Scottish Procurement Information Hub is not yet complete.

SP1-Corporate Management  
6-Sustainable Development

Name	2007/08	2008/09	2009/10	Target	Status	Long Trend	Short Trend	Note
	Value	Value	Value					
Tonnage of carbon dioxide emissions from Council operations and assets *	35766	33392	31558	30701				This represents a 6% reduction in carbon emissions from the previous year so the trend is positive. There has been very limited investment in carbon reduction projects which has hampered progress to meet the target. The economic downturn may also have had an impact in reducing emissions.
Percentage of Citizens Panel respondents who are very or mostly satisfied with their perception of overall quality of life *	N/A	N/A	61%	66%				While the 2009/10 target was marginally missed, the 61% response rate is up 1% from the previous survey. Given that many elements make up an individual's perceived 'quality of life', it is not possible to identify why the target has been missed. However, the direction of travel is positive.
Percentage of primary and secondary schools achieving Eco-Schools Green Flag Award *	16.7%	17.6%	30%	30%				The Green flag award for eco schools is part of a wider awards scheme with Bronze and Silver awards being gained leading to the prestigious green flag award. At present 93% of all schools have gained the bronze award, with 76% of all schools having gained the silver award. We are therefore well placed to meet the Green flag targets in the coming session.




SP1-Corporate Management  
7-Equalities and Diversity

Name	2007/08	2008/09	2009/10	Target	Status	Long Trend	Short Trend	Note
	Value	Value	Value					
CM3d: Percentage of the highest paid 2% of earners among council employees that are women #	40.9%	37.8%	40.9%	40%				The target was slightly exceeded; The data shows an increase in the proportion of women compared in the top 2% of earners compared to 2008/2009.
CM3g: Percentage of the highest paid 5% of earners among council employees that are women #	47.9%	46.9%	47.3%	50%				The target was narrowly missed; the result for 2009/10 shows an increase proportion of women compared to 2008/2009 in the top 5% of Earners.
CM4c: Percentage of council buildings in which all public areas are suitable for and accessible to disabled people #	39.6%	44.6%	50.6%	48%				The 2009/10 target was met and performance has improved year on year. This improvement reflects previous investment in access improvement. However, if there continues to be no new allocation for access improvement then there will be limited opportunity to improve this PI in future.
Percentage of Council employees who think the Council has a good or very good level of commitment to promoting equality and diversity *	46%	N/A	58%	60%				Clear recommendations have been put forward to build further improvement within this aspect; the development plan to address the survey recommendations will be integrated within the strategic programme of organisational culture change. Employee Surveys are carried out every two years, with data from the 2007 and 2009 surveys being used to monitor progress and set targets. The percentage of respondents replying that they believed the Council's commitment to equality and diversity was 'good' or 'very good', increased from 46% to 58% between these two surveys and this is a very positive achievement, reflecting the training carried out since 2007 and the greater visibility of equalities in general;



























								<p>Employment equalities is supported by dedicated Officer and training and awareness raising will continue and has been augmented by addition of an online training resource, and will be further refined by more customised training. The revised Dignity at Work Policy and Procedure introduced in 2008 has a strong equalities focus and is supported by trained confidential contacts, mediators and investigators. The next survey will be carried out in 2011 and will provide a further opportunity to measure progress.</p>
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SP2-Service Performance  
01-Benefits Administration




Name	2007/08	2008/09	2009/10	Target	Status	Long Trend	Short Trend	Note
	Value	Value	Value					
BA1f: Gross administration cost per housing benefit case # +	£37.41	£45.81	£36.81	£36.50				<p>The closure of accounts is still underway and as such the final costs for this activity are currently still being prepared. Initial expectations are that the performance will improve from 2008/09. The data will be available in time to meet the publication of the Council's Statutory Performance Indicators.</p> <p>We have narrowly missed the target of £36.50 for this indicator. We will continue to monitor this performance measure closely to ensure value for money.</p>

SP2-Service Performance  
02-Community Care










Name	2007/08	2008/09	2009/10	Target	Status	Long Trend	Short Trend	Note
	Value	Value	Value					
Number of people waiting longer than target time for service, per 1,000 population * +	N/A	10.7	6.2	10.7				This originates from the ASW1 SPI which has been subject to amendment pending the outcome of the review of free personal care. We are still awaiting definitive guidance. Collection of the ASW1 SPI in its current format only began in 2008/09.
Percentage of people 65+ with intensive needs receiving care at home (Existing definition) * +	43.1%	42.5%	43.4%	40%				<p>Based on audit of cases across Social Work and Health.</p> <p>Half Yearly as present. May be subject to review and at present suitable for half yearly reporting as opposed to quarterly.</p>










Number of nights of residential respite for all adults *	6971	7066	7110	7077				Although the number of nights of residential respite decreased for older people, a significant increase in respite for those aged 18-64 means we have exceeded our target. An improved range of respite facilities appears to have contributed towards this increase. Targets have been set in line with additional funding.
Number of hours of daytime respite for all adults *	298286	296196	317563	302716				An increase in daytime respite for older people has contributed towards this figure. Developments in support available at home, for instance respite within the home and Telecare technology, offer increased choice for the cared for person and their carer. Targets have been set in line with additional funding.
ASW4bii: Total number of homecare hours provided as a rate per 1,000 population aged 65+ #	758.6	722.6	687	781				Due to a change in guidance, time relating to meal deliveries is no longer included in this figure. However we are continuing to provide one of the higher percentages of home care to the 65+ population in comparison with the other 32 LAs. Target is to sustain at current levels.
ASW4ci: Percentage of homecare clients aged 65+ receiving personal care #	65.1%	71%	77.7%	71%				We are continuing to provide high levels of personal care in line with priorities to target those clients with intensive support needs.
ASW4cii: Percentage of homecare clients aged 65+ receiving a service during evening/overnight #	26%	33.2%	37.3%	30%				We are delivering more services jointly with Community Nursing Services improving the flexibility and responsiveness of our home care. Target is to sustain at current levels.
ASW4ciii: Percentage of homecare clients aged 65+ receiving a service at weekends #	53.1%	58.1%	60.6%	59%				We are delivering more services jointly with Community Nursing Services improving the flexibility and responsiveness of our home care. Target is to sustain at current levels.

SP2-Service Performance  
03-Criminal Justice Social Work












Name	2007/08	2008/09	2009/10	Target	Status	Long Trend	Short Trend	Note
	Value	Value	Value					
ASW8b: Average number of hours per week taken to complete Community Service Orders *	3.1	3.5	5	5				The main reason for this indicator previously not meeting target was due to the inclusion of orders which had been breached and were, awaiting further disposal. Once these have been lodged with the court these cases are now excluded from the indicator. The result has been improved performance and more accurate reporting.

SP2-Service Performance  
04-Cultural & Community Services

Name	2007/08	2008/09	2009/10	Target	Status	Long Trend	Short Trend	Note
	Value	Value	Value					
CC1: Number of attendances per 1,000 population to all pools #	4205	4590	4669	4546				Target exceeded. Annual usage figure for this Statutory Performance Indicator was 4,669 per thousand population, achieved against target of 4,546. This usage figure relates to the wet side of leisure facilities.
CC2: Number of attendances per 1,000 population for indoor sports and leisure facilities #	3667	4148	4153	4094				Target exceeded. The annual usage figure for this Statutory Performance Indicator was 4,153 per thousand population, achieved against a target of 4,094. This annual figure relates to the dry side of the leisure facilities.
CC3a: Number of visits to/usages of council funded or part funded museums per 1000 population #	1474	1274	903	631				Figures for 2009/10 show that Clydebank Museum has exceeded annual targets. Usage figures for Clydebank Museum have increased significantly in 2009-10. This increase in usage is against the national trend. The method of collating







								web usage statistics has been revised and is more accurate for this reason this SPI is showing red compared to previous years which included all of culture. The SPI includes the Denny Tank Museum web hits for this are significantly down on 2008/9 and has had a negative effect on overall performance usage figures.
CC3b: Number of visits to/usages of council funded or part funded museums that were in person per 1000 population #	80	83	109	92				Visitor figures for 2009/10 show that Clydebank Museum has exceeded annual targets by 17%. Clydebank Museum visitors in person figures continue to increase year on year. Visits in person to the Denny Tank Museum (Scottish Maritime Museum) remained static during 200/10. Pupils Museum Visits surpassed the annual target by 68%. This has been made possible by the establishment of a Learning Development Officer with a remit including promotion of learning and outreach opportunities.
CC5a: Number of Library visits per 1000 population #	4887	4800	6515	5785				Annual visits are made up of 448,370 physical visits and 144,010 virtual visits. Physical visits have increased by 2.6% over the previous year and reflects the efforts made in providing a programme of innovative events and activities for all ages throughout the year.
CC5b: Percentage of the resident population who are borrowers from public libraries *	18.4%	18.8%	21.5%	20%				Library membership has increased in the past year. Contributory factors have included the success of Booked! the annual literature festival, the programme of author events for adults and children, Bookstart, an effective programme of class visits into libraries and the continued high demand for QUEST IT training courses. The refurbishment of Dumbarton Library's children's section has been very favourably received by customers.













SP2-Service Performance  
05-Planning

Name	2007/08	2008/09	2009/10	Target	Status	Long Trend	Short Trend	Note
	Value	Value	Value					
Hectares of land removed from the vacant and derelict land register per annum *	17.3	7.2	14.05	3				3ha is the Corporate Plan target. Value varies year on year and is not trend based. Uptake of vacant and derelict land in 2009/10 includes land used for housing development, park and ride, new primary school and open space.
DS1aii: Percentage of householder applications dealt with within two months #	91.87%	91.44%	85.14%	90%				Target has not been met due to significant legislative changes being introduced and new working practices. The last quarter of the year target has been met as officers have become more familiar with the change and new working arrangements. In terms of SPI performance the Council was ranked 3rd in relation to householder applications in 2008-09.
DS1bii: Percentage of non-householder applications dealt with within two months #	68.89%	57.28%	50.33%	60%				There has been a fall in the percentage of non-householder applications determined within target. This has been due to new working practices and legislative changes. Measures have been introduced to improve performance and as a result of the last quarter of the year performance has improved. Confident that targets can be achieved in the next year. In terms of SPI performance the Council was ranked 10th in relation to non-householder applications in 2008-09.
DS1cii: Percentage of all planning applications dealt with within two months #	81.23%	73.54%	67.56%	80%				The significant changes that Development Management has faced this year has resulted in a slight fall in performance. Measures have been introduced to address this issue and as a result performance has improved in the




								second half of the year. Overall the Council was ranked 5th for all planning applications in relation to SPI performance in 2008-09.
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**SP2-Service Performance**  
**06- Education of Children**










Name	2007/08	2008/09	2009/10		Status	Long Trend	Short Trend	Note
	Value	Value	Value	Target				
5+ @ level 5 (by end S4) [Percentage of pupils passing 5 or more SQA exams at SCQF level 5 or better by the end of S4] * +	28%	30%	30%	31%				<p>Data from the May/June 2009 exam diet shows this indicator remained at the same level as in the previous year. Performance and targets will be reviewed annually as part of the process of checking the pace of implementation of the new curriculum.</p> <p>The 2010 national average for this measure is 35%. West Dunbartonshire's performance ranks 28th out of the 32 Scottish local authorities. East Renfrewshire, with 62%, was the highest performing authority. West Dunbartonshire is 4th out of its comparator group of 6 authorities. Midlothian with 39%, was the highest performing comparator authority.</p>
3+ @ Level 6 (by end S5) [Percentage of pupils passing 3 or more SQA exams at SCQF level 6 or better by the end of S5] * +	17%	17%	19%	18%				<p>Data from the May/June 2009 exam diet shows a 2% improvement on the previous year's figure. Given this and that the department is implementing the INEA Action Plan and curriculum changes we have adjusted our targets upwards. Performance and targets will continue to be reviewed annually.</p> <p>The 2010 national average for this measure is 23%. West Dunbartonshire's performance ranks 28th out of the 32 Scottish local authorities. East Renfrewshire, with 41%, was the highest</p>

								performing authority. West Dunbartonshire is 4th out of its comparator group of 6 authorities. Midlothian with 23%, was the highest performing comparator authority.
5+ @ Level 6 (by end S6) [Percentage of pupils passing 3 or more SQA exams at SCQF level 6 or better by the end of S6] * +	14%	15%	16%	15%				Data from the May/June 2009 exam diet shows a 1% improvement on the previous year's figure. Given this and that the department is implementing the INEA Action Plan and curriculum changes we have adjusted our targets upwards. Performance and targets will continue to be reviewed annually.  The 2010 national average for this measure is 21%. West Dunbartonshire's performance ranks 29th out of the 32 Scottish local authorities. East Renfrewshire, with 42%, was the highest performing authority. West Dunbartonshire is 6th out of its comparator group of 6 authorities. Renfrewshire with 21%, was the highest performing comparator authority.
Primary 5-14 Reading [Percentage of pupils in P3, P4, P6 and P7 achieving the appropriate 5-14 level for their stage in Reading] * +	84%	85%	84%	86%				2009/10 data (from the 2008/9 school session) shows WDC at 84%, a 1% decline from the previous year and 1% below the local authority 5-14 data sharing consortium average of 84%. The target was missed by 2%.
Primary 5-14 Writing [Percentage of pupils in P3, P4, P6 and P7 achieving the appropriate 5-14 level for their stage in Writing] * +	76%	78%	75%	79%				2009/10 data (from the 2008/9 school session) shows WDC at 75%, a 3% decline from the previous year and 3% below the local authority 5-14 data sharing consortium average of 84%. The target was missed by 4%.
Primary 5-14 Mathematics [Percentage of pupils in P3, P4, P6 and P7 achieving the appropriate 5-14 level for their stage in Mathematics] * +	86%	87%	85%	87%				2009/10 data (from the 2008/9 school session) shows WDC at 85%, a 2% decline from the previous year and 1% below the local authority 5-14 data sharing consortium average of 84%. The target was missed by 2%.






Percentage of school leavers into positive destinations (total of higher/further education, employment and training) * +	84.2%	82.3%	83%	84.5%				WDC was 26th from 32 Council areas in school session 2008/09 - the Scottish average was 85.6%. WDC was 5th out of our group of six comparator authorities. Data will not be available until October 2010 as the exercise is carried out by Skills Development Scotland in September 2010.
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### SP2-Service Performance 07-Child Protection and Children's Social Work

Name	2007/08	2008/09	2009/10	Target	Status	Long Trend	Short Trend	Note
	Value	Value	Value					
Percentage of 16 or 17 year olds in positive destinations (further/higher education, training, employment) at point of leaving care *	55%	58.82%	58%	59%				Performance on this indicator will vary in line with the specific needs and circumstances of young people leaving care. Our targets reflect this as well as future social and economic climates.
Percentage of children on the Child Protection Register who have a completed and up-to-date risk assessment *	100%	100%	100%	100%				Performance is on target. Indicator is being reviewed for 2010/11 to look at consistent care plans.
The number of children referred to the Reporter for offence grounds each year *	404	334	344	398				Although there has been a slight increase in the number of children referred, we are still well below our target for this year.

### SP2-Service Performance 08a-Housing: Estate Management

Name	2007/08	2008/09	2009/10	Target	Status	Long Trend	Short Trend	Note
	Value	Value	Value					
HS1diii: The overall percentage of repairs completed within the target time #	98.45%	95.2%	96.45%	91%				The Council's gas service contractor figures were added on the 21/05/10; this has significantly reduced the council's overall performance from 98.50% to 96.45%, however this represents an overall improvement from 2008/2009

								and exceeds target set for 2009/2010
HS2ai: The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard: Tolerable standard #	N/A	100%	100%	100%				This performance level may vary year on year
HS2aii: The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard: Free from serious disrepair #	N/A	95%	97%	100%				Performance is improving with investment levels being targeted specifically at essential roof replacements at this time
HS2aiii: The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard :Energy efficient #	N/A	47%	59%	60%				New approved government funding sources will assist in the improvement for 2010-11
HS2aiv: The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard: Modern facilities and services #	N/A	65%	78%	70%				Bathroom and kitchen replacement programme ongoing
HS2av:The percentage of the council's housing stock being brought up to the Scottish Housing Quality Standard: Healthy, safe and secure #	N/A	43%	45%	50%				Heating installation is ongoing. new stock condition survey will inform this target for next year
HS2avi: The total percentage of Council's housing stock meeting the Scottish Housing Quality Standard # +	12%	14%	14%	18%				Currently procuring an updated stock condition survey which will update and inform the target requirements for future years. Following the receipt of new survey data it is the intention to report data updates quarterly on this SPI.
HS4aviii: Not low demand stock: Average time to re-let houses (days) #	43	39	41	30				The slight dip in performance was due to changes in the way the void repairs process is managed. However, work is ongoing to improve performance and we are confident our targets will be achieved in 2010/11.
HS4bx: Low demand stock: Average time to re-let houses (days) #	231	269	182	260				The declaration of stock as surplus has assisted the improved re-let timescales. However, the allocation of one long term void has a major impact on the average timescales. The process is being closely managed and monitored
HS4ciib: Low demand stock: Average period (in days) these dwellings had been un-let at	877	998	722	800				This SPI is below target and is being carefully managed and monitored. The

year end #								declaration of a number of properties as surplus stock in September 2009 has positively affected the year end figure.
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**SP2-Service Performance**  
**08b- Housing: Rent Management**

Name	2007/08	2008/09	2009/10		Status	Long Trend	Short Trend	Note
	Value	Value	Value	Target				
HS3a: Total annual rent loss due to voids expressed as a percentage of the total amount of rent due in the year # +	4.76%	3.4%	2.7%	3.4%				This SPI has continued to improve. Whilst the declaration of stock as surplus has assisted this process, discussions are on going with Repairs and Maintenance to ensure that the void process continues to improve and void timescales are minimised.
HS5aiii: Current tenant arrears as a percentage of the net amount of rent due in the year # +	11.9%	10.59%	9.6%	9%				Although we have not reached our target for this year, we have continued to improve our performance in this area. We will continue to monitor our performance and will implement the improvement plan following the Housing Regulators report this will include: Continuing to develop our Corporate Arrears System for the recovery of rent arrears, update our procedures and review our letters in line with our Corporate Debt Policy.
HS5biii: Percentage of current tenants owing more than 13 weeks rent at the year end, excluding those owing less than £250 #	5.4%	4.5%	4.2%	4%				Although we have not reached our target for this year, we have continued to improve our performance in this area. We will continue to monitor our performance and will implement the improvement plan following the Housing Regulators report this will include: Continuing to develop our Corporate Arrears System for the recovery of rent arrears, update our procedures and review our letters in line with our Corporate Debt Policy.
HS5ciib: The proportion of those tenants giving up their tenancy during the year that	54.9%	55.8%	52.9%	50%				Year end 2009/10: Although we have not met our target for this year we have







were in rent arrears. #								improved our performance in this area. We will continue to monitor our performance and improve our procedures to include, ensuring all tenants are notified of their balance prior to leaving where possible, and implementing the action plan following the Housing Regulator's report.
HS5div: The average debt owed by tenants leaving in arrears as a proportion of the average weekly rent - (expressed in weeks) #	11.6	11.29	9.06	11				Year end 2009/10: We have exceeded our target in this area and continued to improve our annual performance
HS5eib: The percentage of arrears owed by former tenants that was either written off or collected during the year. #	3.71%	23.9%	34%	20%				Year end 2009/10: We have exceeded our target and improved performance in this area. We will continue to monitor this area closely and ensure that our Corporate Arrears system assists in our recovery and monitoring of our cases. We will also ensure maximum use of write of procedures.

**SP2-Service Performance  
08c-Housing: Homelessness**

Name	2007/08	2008/09	2009/10		Status	Long Trend	Short Trend	Note
	Value	Value	Value	Target				
Percentage of unintentionally homeless households entitled to settled accommodation *	95%	97%	98%	98%				Target achieved. An implementation plan has been developed to meet future targets
HS7aiib: Council duty to secure permanent accommodation for household - ii. % of decision notifications issued within 28 days of date of initial presentation #	N/A	84%	94.89%	100%				This target is being closely managed and monitored. Exception reports are being produced to identify areas of weakness.
HS7aiib: Percentage of households assessed who are then housed where the Council has a duty to secure permanent accommodation #	N/A	53%	51%	35%				Outturn has exceeded target for 2009/10. As a result targets of 35% for the next 4 years have been reviewed and amended
HS7aivc: Council duty to secure permanent accommodation for household - iv. % of cases reassessed within 12 months of	N/A	9.7%	8%	6%				We are planning to focus more on the issues around homelessness prevention and tenancy sustainment with a view to

completion of duty #								improving the % of households who maintain their tenancies for more than 12 months
HS7avib: Council duty to secure temporary accommodation, provide advice and guidance or take reasonable measures to retain accommodation - ii. % of decision notifications issued within 28 days of date of initial presentation #	N/A	83.6%	88.9%	100%				This indicator is being carefully managed and monitored. Exception reports are being produced to identify areas of weakness.
HS7aviic: Council duty to secure temporary accommodation, provide advice and guidance or take reasonable measures to retain accommodation - iv. % of cases reassessed within 12 months of completion of duty #	N/A	29%	5%	5%				We are working closely with other sections of the Housing Department and our partner agencies to improve tenancy sustainment rates and avoid repeat homelessness
HS7b: The proportion of those provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months. #	N/A	76%	80%	85%				Tenancy sustainment rates have shown a slight improvement. However, further work is being undertaken to maintain individuals in their tenancies and avoid repeat homelessness

**SP2-Service Performance  
09-Protective Services**
















Name	2007/08	2008/09	2009/10		Status	Long Trend	Short Trend	Note
	Value	Value	Value	Target				
Air quality: PM10 Concentration *	17	13.2	17.4	40				Year end: Average level of 17.4ug/m3 achieved which is in compliance with the current national air quality objective for PM10.
PS4aiii: Percentage of trading standards consumer complaints that were dealt with within 14 days of receipt #	64.4%	65.2%	68.9%	70%				We completed 68.9% of consumer complaints within 14 days which is an improvement of almost 4% compared to 65.2% in the previous year. This has been achieved by the team placing greater emphasis on completing complaints within 14 days where possible without compromising on other higher priority work such as criminal investigations. Some complaints will always take some time to complete due












									to the nature of the investigatory process and customer satisfaction levels are high (97% satisfied in 2009/10). A benchmarking exercise with seven local authority partners was carried out in 2009/10 and will be used to introduce further improvements to the way consumer complaints are managed.
PS4biii: Percentage of trading standards business advice requests that were dealt with within 14 days #	97.6%	100%	100%	97%					61 business advice requests were completed in 2009/10, maintaining the standard set in 2008/09 when we were one of only five councils to achieve this result.
PS2bi: Domestic Noise Complaints - the average time (in hours) between the time of the complaint and attendance on site for those requiring attendance #	0.58	0.49	0.37	2					Year end : There were a total of 281 domestic noise complaints attended to in this category during 2009/2010. The time to attend to this type of domestic noise complaint continues to reduce year-on-year.
PS2bii: Domestic Noise Complaints - the average time (in hours) between the time of the complaint and attendance on site (for those complaints dealt with under part V of the Antisocial Behaviour etc (Scotland) Act, 2004) #	0.68	0.54	0.38	2					Year end : There were 88 domestic noise complaints attended to in this category during 2009/2010 within an average time of 0.38 hours. The time to attend this type of complaint continues to reduce.

**SP2-Service Performance  
10-Roads & Lighting**

Name	2007/08	2008/09	2009/10		Status	Long Trend	Short Trend	Note
	Value	Value	Value	Target				
RL1v: Overall percentage of road network that should be considered for maintenance treatment #	31.7%	29.4%	32.48%	29.2%				The target was not achieved due to deterioration of road infrastructure, severe winter conditions and requirement for funding. The sample tested changes each year. The testing method continues to change and it will take a number of years before reliable data can be obtained to provide satisfactory comparison on road conditioning indices

SP2-Service Performance  
11-Waste Management

Name	2007/08	2008/09	2009/10	Target	Status	Long Trend	Short Trend	Note
	Value	Value	Value					
Tonnage of biodegradable municipal waste landfilled *	25936	22596	20836	22832				Target exceeded due to reduction in the volume of waste produced by public. This figure was audited by the Scottish Environmental Protection Agency.
WM4: The cleanliness index achieved following inspection # +	73	76	76	76				2009/10 audited Cleanliness Index figs include a weighting system applied by Keep Scotland Beautiful to abnormal scores resulting from the period of adverse weather during the winter period
WM1ai: Net cost of refuse collection per premise # +	£43.78	£43.51	£42.48	£44.87				The reduction in cost per household was due principally to reduced fuel and vehicle leasing costs in 2009/10.
WM1bi: Net cost of refuse disposal per premise # +	£56.71	£84.38	£91.52	£65.49				Net cost of disposal increased by £7.14 per premise from the 2008/09 value. The increase is principally due to increased cost of landfill tax (£8/tonne annual escalator)
WM3iv: Percentage of municipal waste collected that was recycled (and composted) # +	32.5%	32.1%	30.9%	34%				Verified by SEPA. Target not achieved as recycling performance has plateaued. New refuse collection methodology will achieve target set for 2010/11 and future years. Current first quarter performance in 2010/11 has given 48% in new area and has raised average to 41%. Phase 2 roll out in Feb 2011 will give an overall performance of 48%.

PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

# = Statutory Performance Indicator

\* = Local Measure

+ = One of 28 key measures for the Council

N/A = Data not available or not collected for year