
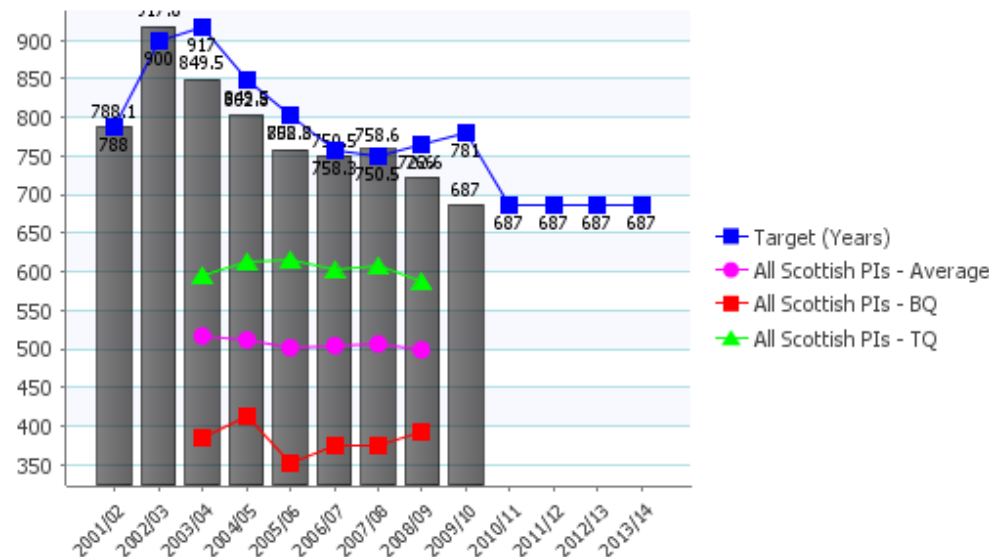
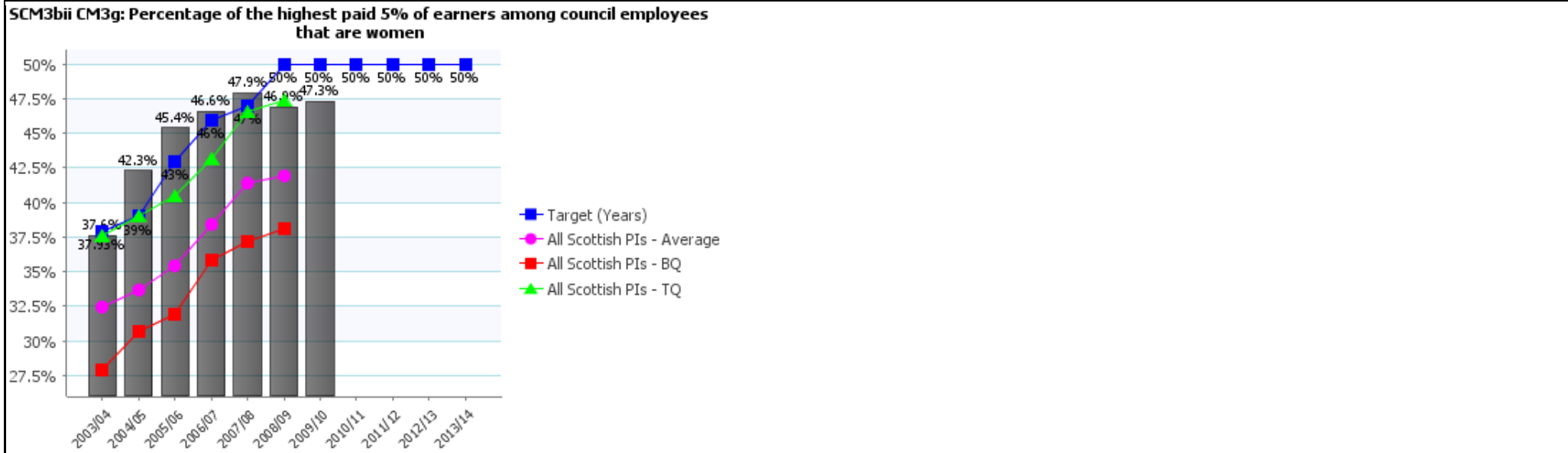


## Appendix 2b

### Poorly performing SPIs for 2009/10: Next 8




<b>SAS4bii ASW4bii: Total number of homecare hours provided as a rate per 1,000 population aged 65+</b>		<b>Current status</b>	
<b>SAS4bii ASW4bii: Total number of homecare hours provided as a rate per 1,000 population aged 65+</b>			
			
		Value	
2007/08		758.6	
2008/09		722.6	
	Value	Target	
2009/10	687	781	
<b>Managed By</b>		Christine McNeil	<b>Assigned To</b>
			Lynne McKnight; Moira Swanson
<b>Linked Actions</b>			<b>Status</b>
			<b>Progress Bar</b>

<b>SCM3bii CM3g: Percentage of the highest paid 5% of earners among council employees that are women</b>	<b>Current status</b>	
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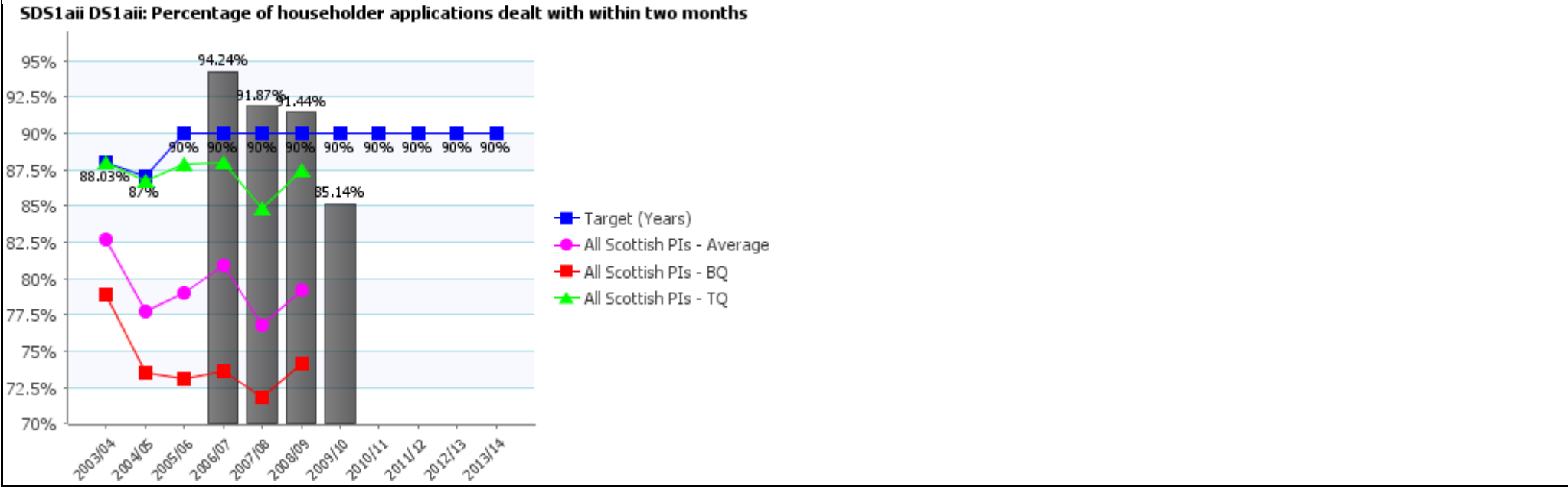


	Value	
2007/08	47.9%	
2008/09	46.9%	
	Value	Target
2009/10	47.3%	50%

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.

<b>Managed By</b>	Tricia O'Neill	<b>Assigned To</b>	Francine Ewen
<b>Linked Actions</b>		<b>Status</b>	<b>Progress Bar</b>
Identify all relevant aspects of employment law and incorporate into policy, procedure and practice.			<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #add8e6; text-align: center;">50%</div>
Align Human Resources activity with the employment action plan of the WDC Equality Scheme 2009-12			<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #add8e6; text-align: center;">40%</div>
Develop a range of measures to support female employees and support employment opportunities within West Dunbartonshire Council			<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #add8e6; text-align: center;">100%</div>

<b>SDS1aii DS1aii: Percentage of householder applications dealt with within two months</b>	<b>Current status</b>	
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	Value	
2007/08	91.87%	
2008/09	91.44%	
	Value	Target
2009/10	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.

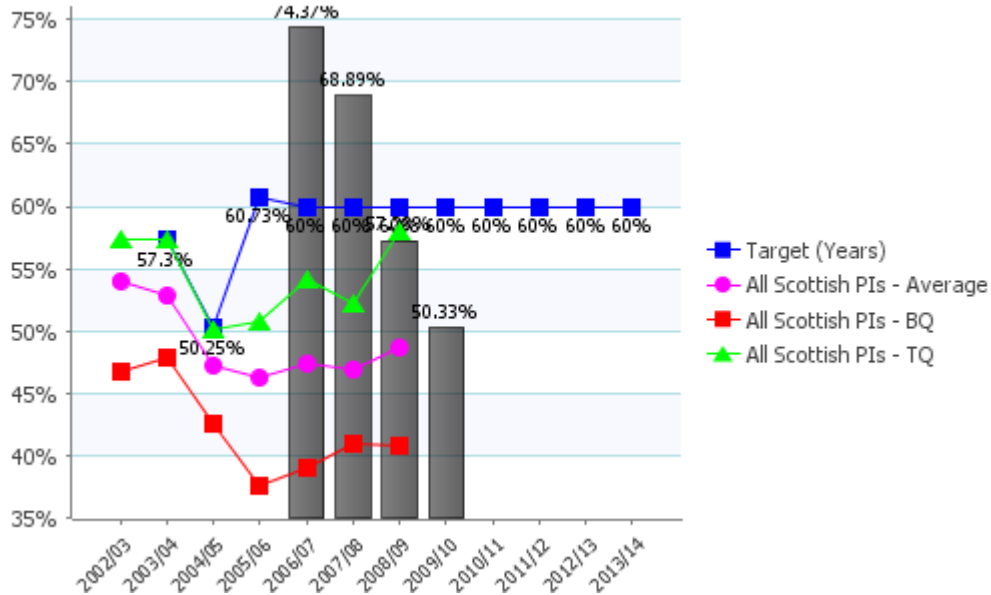
<b>Managed By</b>	Jim McAloon	<b>Assigned To</b>	Pamela Clifford
<b>Linked Actions</b>		<b>Status</b>	<b>Progress Bar</b>

**SDS1bii DS1bii: Percentage of non-householder applications dealt with within two months**

Current status



**SDS1bii DS1bii: Percentage of non-householder applications dealt with within two months**



	Value	
2007/08	68.89%	
2008/09	57.28%	
	Value	Target
2009/10	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.

**Managed By** Jim McAloon

**Assigned To**

Pamela Clifford

**Linked Actions**

**Status**

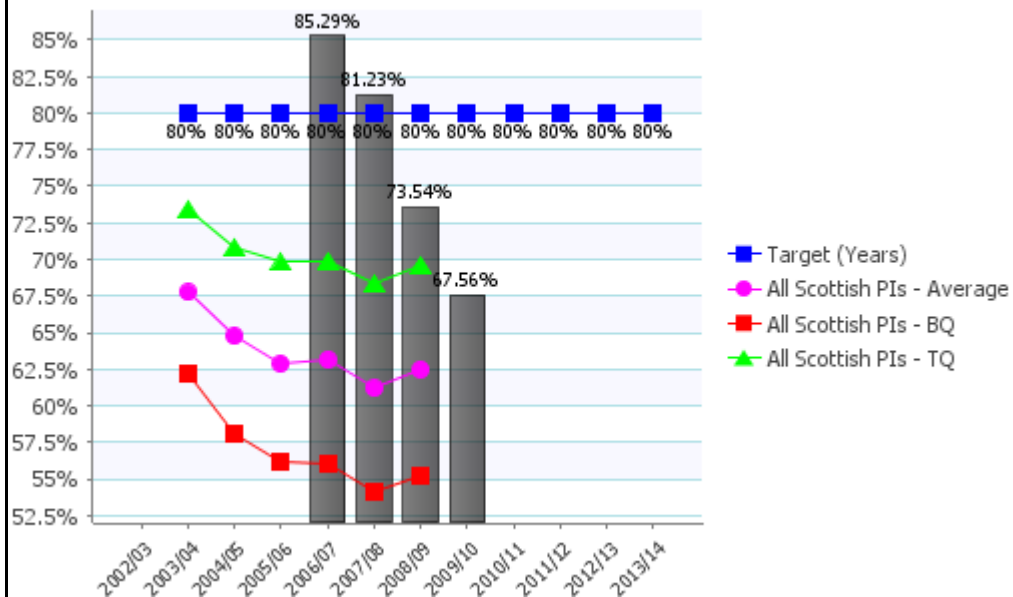
**Progress Bar**

**SDS1cii DS1cii: Percentage of all planning applications dealt with within two months**

Current status



**SDS1cii DS1cii: Percentage of all planning applications dealt with within two months**

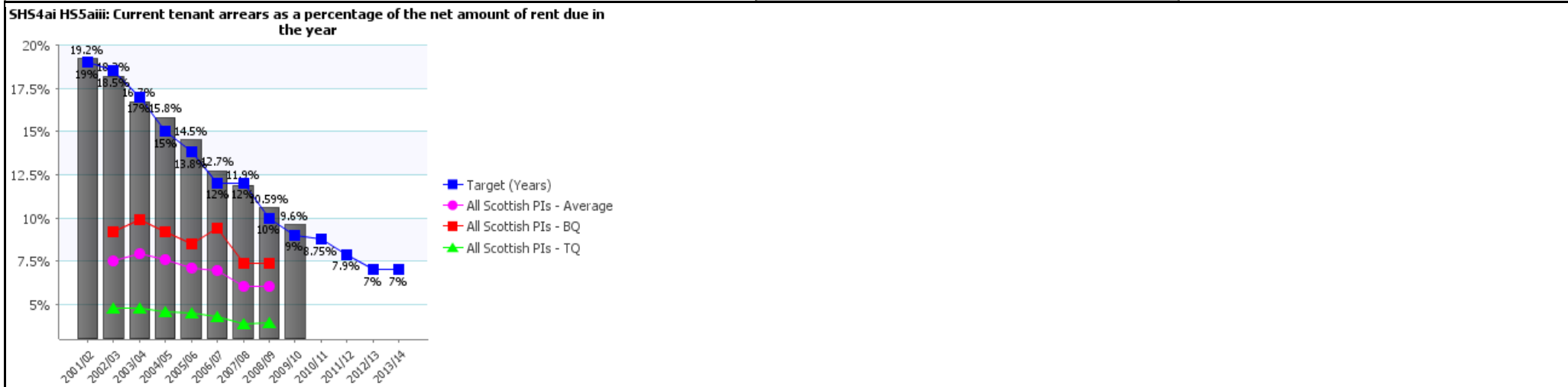


	Value	
2007/08	81.23%	
2008/09	73.54%	
	Value	Target
2009/10	67.56%	80%





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.

<b>Managed By</b>	Jim McAloon	<b>Assigned To</b>	Pamela Clifford
<b>Linked Actions</b>		<b>Status</b>	<b>Progress Bar</b>

<b>SHS4ai HS5aiiii: Current tenant arrears as a percentage of the net amount of rent due in the year</b>	<b>Current status</b>	
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	Value	
2007/08	11.9%	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.
2008/09	10.59%	
	Value	Target
2009/10	9.6%	9%

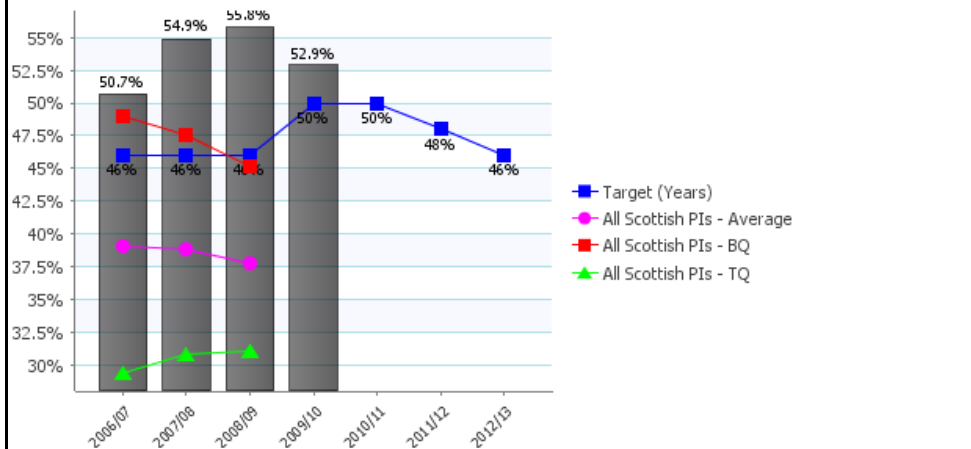
<b>Managed By</b>	Vincent Gardiner	<b>Assigned To</b>	Marion Smith
<b>Linked Actions</b>		<b>Status</b>	<b>Progress Bar</b>
06. Council agrees that the CMT should investigate and conduct an options appraisal examining the transfer of staff who have a responsibility for departmental financial control and monitoring being transferred to the Corporate Services Department			<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #4f81bd; color: white; display: flex; align-items: center; justify-content: center;">40%</div>
Continue to improve rent arrears performance			<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #4f81bd; color: white; display: flex; align-items: center; justify-content: center;">31%</div>
Continue to implement corporate debt policy			<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #4f81bd; color: white; display: flex; align-items: center; justify-content: center;">0%</div>
Modernise ICT service to deliver efficiencies, remove duplication and streamline IT processes and systems			<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #4f81bd; color: white; display: flex; align-items: center; justify-content: center;">12%</div>

**SH4ci HS5ciib: The proportion of those tenants giving up their tenancy during the year that were in rent arrears.**

**Current status**



**SH4ci HS5ciib: The proportion of those tenants giving up their tenancy during the year that were in rent arrears.**



	Value	
2007/08	54.9%	
2008/09	55.8%	
	Value	Target
2009/10	52.9%	50%

**Year end 2009/10** Although we have not met our target for this year we have 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 implimenting the action plan following the Housing Regulator's report.

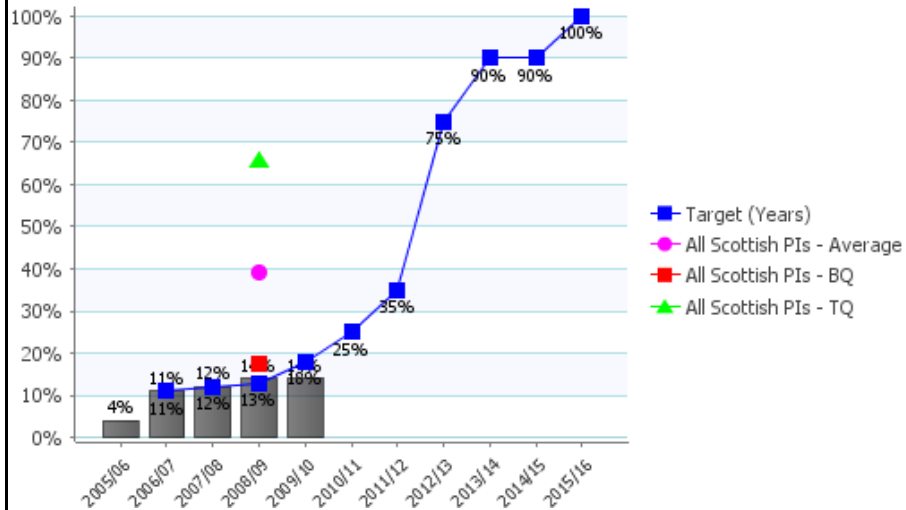
Managed By	Vincent Gardiner	Assigned To	Marion Smith
Linked Actions	Status	Progress Bar	
06. Council agrees that the CMT should investigate and conduct an options appraisal examining the transfer of staff who have a responsibility for departmental financial control and monitoring being transferred to the Corporate Services Department		<div style="width: 40%;"><div style="background-color: #4F81BD; color: white; padding: 2px;">40%</div></div>	
Continue to improve rent arrears performance		<div style="width: 31%;"><div style="background-color: #4F81BD; color: white; padding: 2px;">31%</div></div>	
Continue to implement corporate debt policy		<div style="width: 0%;"><div style="background-color: #4F81BD; color: white; padding: 2px;">0%</div></div>	
Modernise ICT service to deliver efficiencies, remove duplication and streamline IT processes and systems		<div style="width: 12%;"><div style="background-color: #4F81BD; color: white; padding: 2px;">12%</div></div>	

**SH7axii HS2avi: The total percentage of Council's housing stock meeting the Scottish Housing Quality Standard**

Current status



**SH7axii HS2avi: The total percentage of Council's housing stock meeting the Scottish Housing Quality Standard**



	Value	
2007/08	12%	
2008/09	14%	
	Value	Target
2009/10	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.

**Managed By** John McKerracher

**Assigned To** Jack Stevenson

**Linked Actions**

**Status**

**Progress Bar**